



SWANN SECURITY APP

USER MANUAL for iOS

English

Contents

Getting Started

Installing the Swann Security App.....	4
Creating your Swann Security Account.....	5
Pairing Devices.....	7
Pairing Devices - CCTV System.....	8
Pairing Devices - Alert Indoor Camera.....	10
Pairing Devices - Spotlight Outdoor Camera.....	14
Pairing Devices - Floodlight Camera.....	18

About the App Interface

Navigation Bar.....	23
Live View - CCTV System.....	24
Live View - Alert Indoor Camera.....	26
Live View - Spotlight Outdoor Camera.....	28
Live View - Floodlight Camera.....	30
Playback.....	32
Notifications.....	33
Menu.....	34
Profile.....	35
Device Settings Overview - CCTV System.....	36
Device Settings Overview - Alert Indoor Camera.....	37
Camera Settings - Alert Indoor Camera.....	39
Motion Settings - Alert Indoor Camera.....	40
Device Settings Overview - Spotlight Outdoor Camera.....	41
Camera Settings - Spotlight Outdoor Camera.....	43
Motion Settings - Spotlight Outdoor Camera.....	44
Device Settings Overview - Floodlight Camera.....	46
Camera Settings - Floodlight Camera.....	48
Motion Settings - Floodlight Camera.....	49

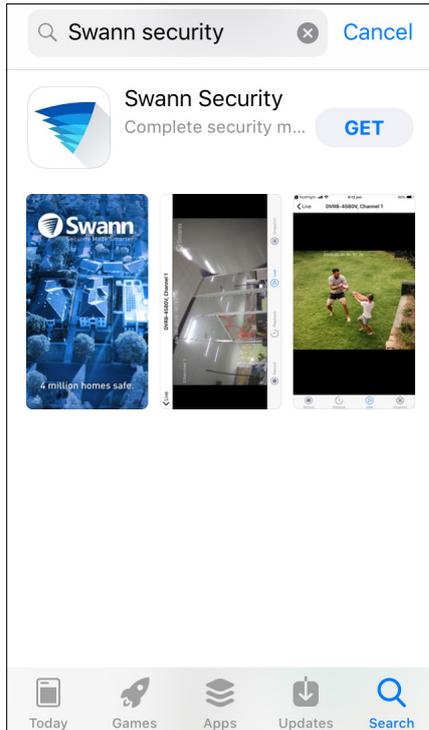
Appendix

Managing your App Recordings.....	52
FAQs - General.....	53
FAQs - Alert Indoor, Spotlight Outdoor & Floodlight Cameras.....	54



Getting Started

Installing the Swann Security App

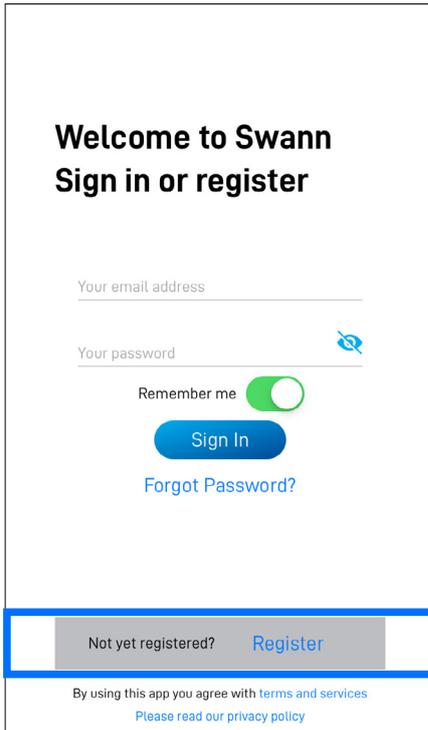


Search and download the latest version of the Swann Security app from the App store.



After the Swann Security app is installed, tap the Swann Security icon on the Home screen to launch the app.

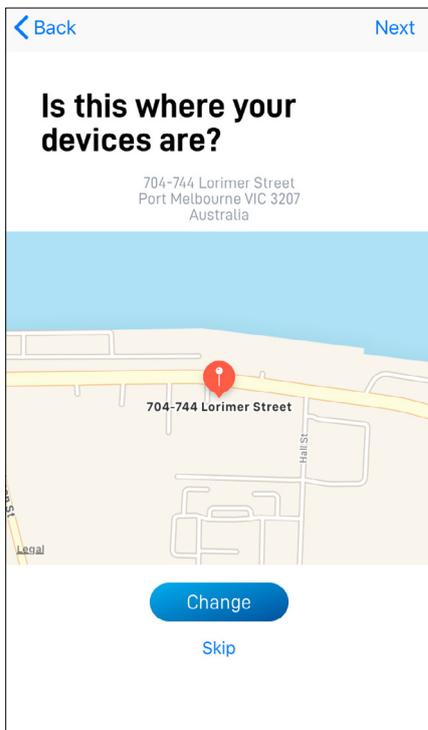
Creating your Swann Security Account



Open the Swann Security app and tap **Not yet registered? Register**.

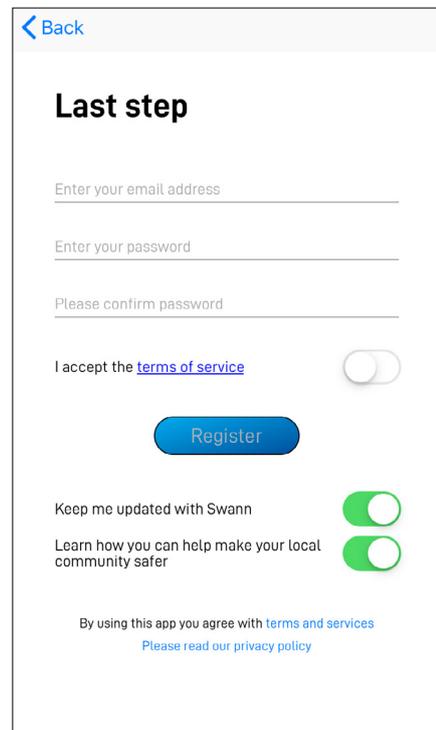


Enter your first and last names, then tap **Next**. This helps us verify your identity if you contact us for assistance with your account or device.



The app automatically determines your street address based on your phone's current location. Your location allows us to personalize your experience on Swann Security and other Swann services.

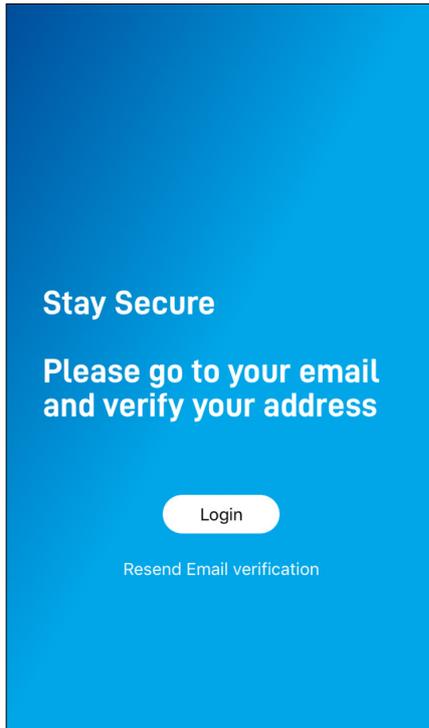
If your location shown on the map is accurate, tap **Next**. If not, tap **Change** to manually enter your address, or tap **Skip** to do this later.



Enter your email address, desired password (between 8 - 32 characters), and confirm the password. Read the Terms of Service and Privacy Policy, then tap **Register** to agree to the terms and create your account.

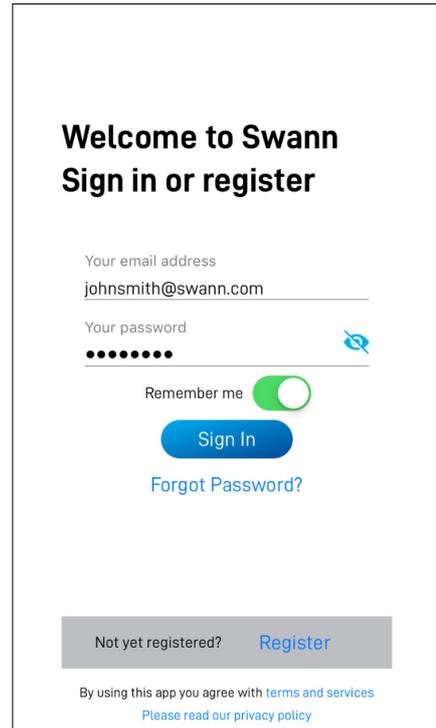
(Continued on the next page)

Creating your Swann Security Account



Go to your email inbox and open the link in the verification email from Swann Security to activate your account. If you can't find the verification email, try checking the Junk folder.

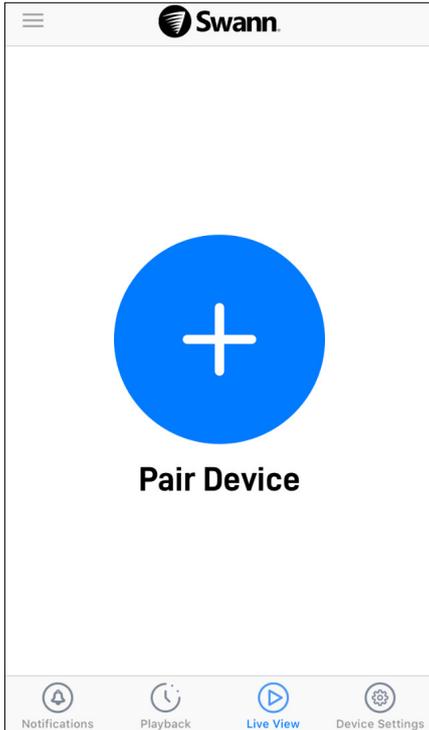
Tap **Login** to return to the **Sign In** screen.



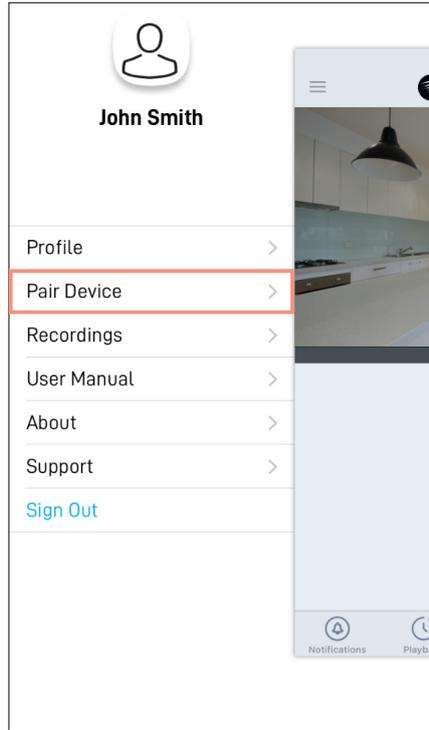
After verifying your email address, you can sign into your Swann Security account. Enter the email address and password you used to set up your Swann Security account, then tap **Sign In**.

NOTE You can toggle the **Remember Me** option on to save your login credentials so you don't have to sign in every time you open the app.

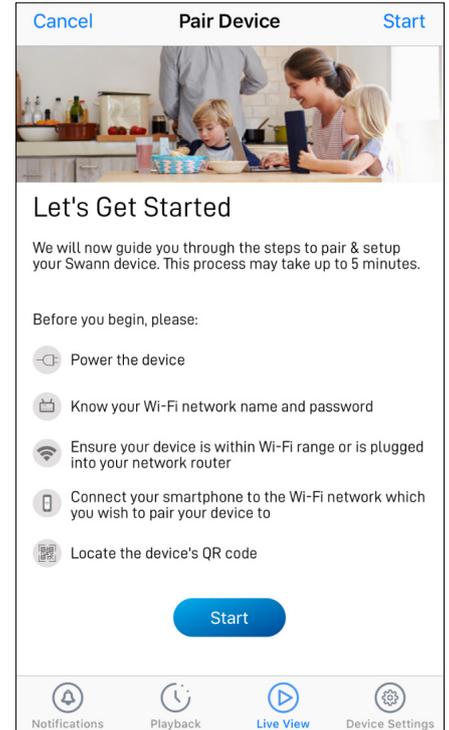
Pairing Devices



If this is your first time pairing a Swann device, tap the **Pair Device**  button.



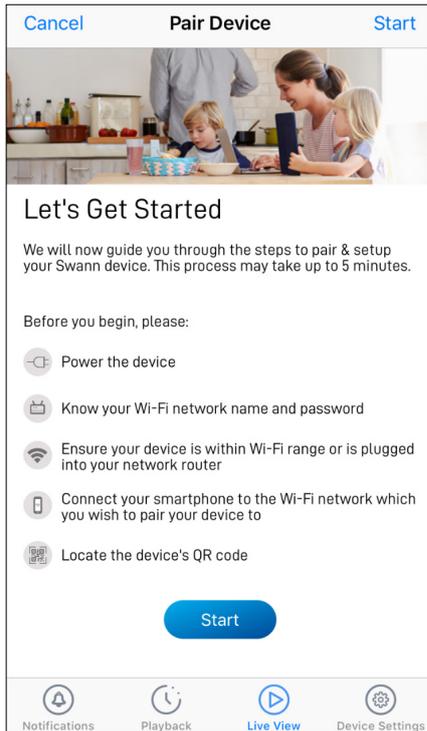
If you are pairing a second or subsequent Swann device, open the **Menu** , and then tap **Pair Device**.



For specific instructions on how to pair your Swann device, go to the following pages:

- To pair your CCTV system such as the DVR or NVR, go to page [8](#).
- To pair your Alert Indoor Camera (SWIFI-ALERTCAM), go to page [10](#).
- To pair your Spotlight Outdoor Camera (SWIFI-SPOTCAM), go to page [14](#).
- To pair your Spotlight Outdoor Camera (SWIFI-SPOTCAM), go to page [18](#).

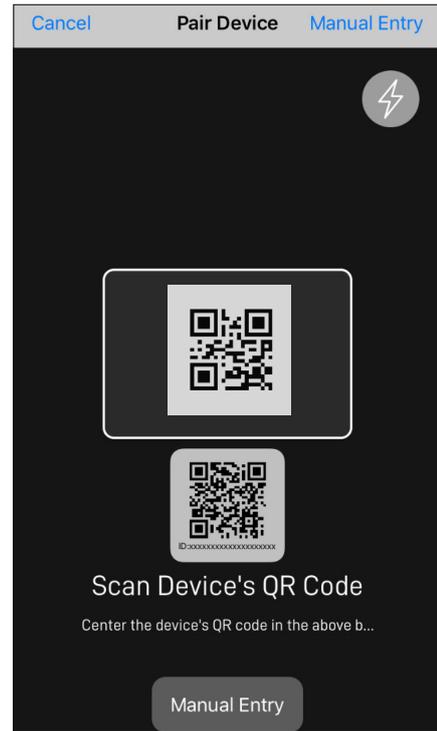
Pairing Devices - CCTV System



Before you start the pairing process, make sure your CCTV system is powered and connected to the internet modem/router. Tap the **Start** button to proceed.

NOTE

If you need information on how to power and connect your device to the internet, refer to the quick start guides that came with your device.



Scan the CCTV system's QR code. The QR code's location is generally found on the top of the device.

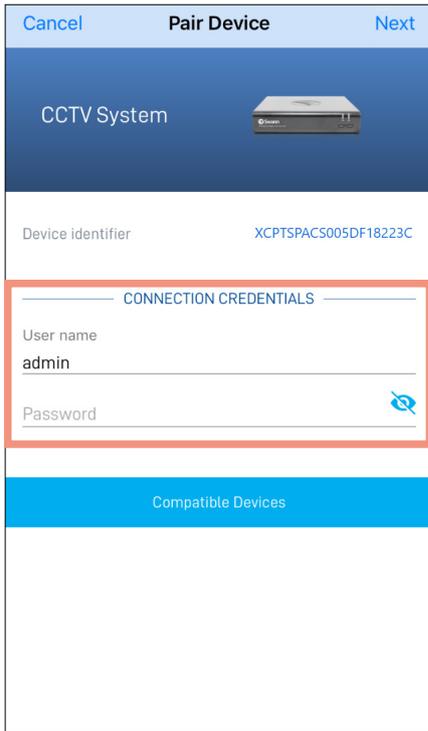
NOTE

If your phone can't scan the QR code, tap the **Manual Entry** button at the bottom of the QR code scanning screen. You can type in the device's ID located below the QR code which looks something like this:



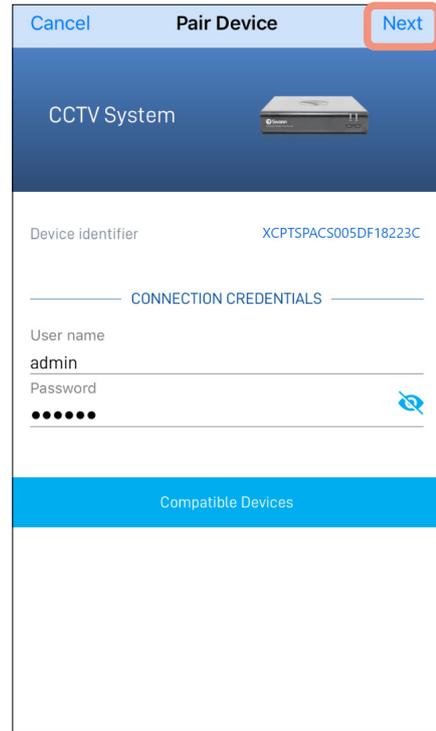
(Continued on the next page)

Pairing Devices - CCTV System

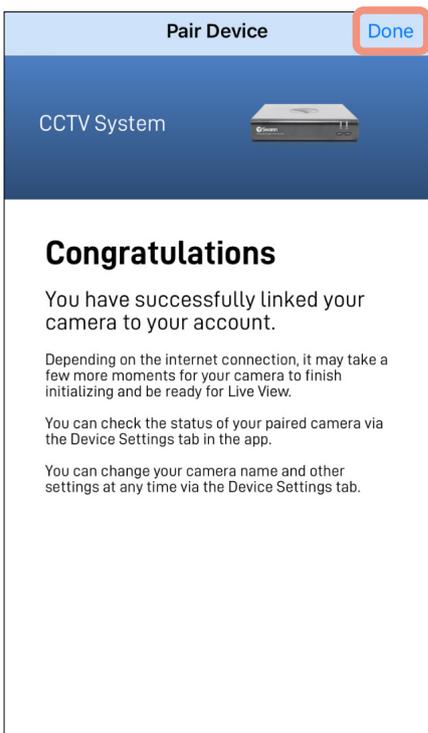


In the **Username** field, enter "admin".
In the **Password** field, enter the password of your CCTV system which is the same password you use to unlock the system menu locally. This is normally the password that you created when setting up your DVR or NVR for the first time using the integrated Startup Wizard.

NOTE Toggle  to make sure that you have entered the password correctly.



Tap **Next** at the top of the screen. The app will establish a connection with your CCTV system and link it to your Swann Security account.

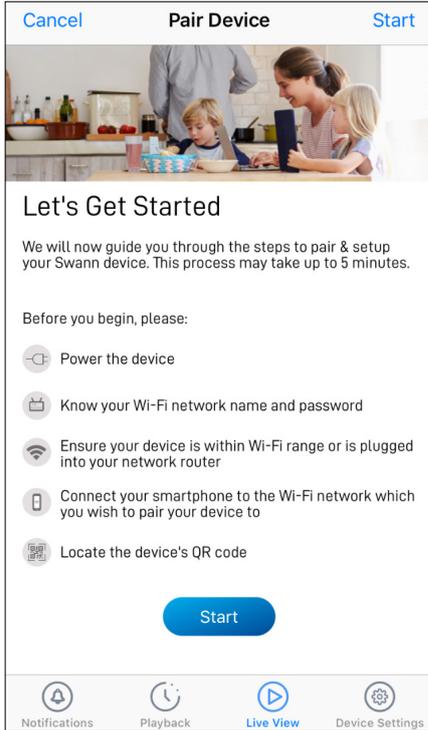


Once pairing is complete, tap the **Done** button. The camera channels associated with your CCTV system will be displayed on the Live View tab.

NOTE

- Depending on the internet connection, it may take a few moments for live feed from all of the camera channels on your CCTV system to start streaming.
- For more information about the Live View display, see "[Live View - CCTV System](#)" on page 24.

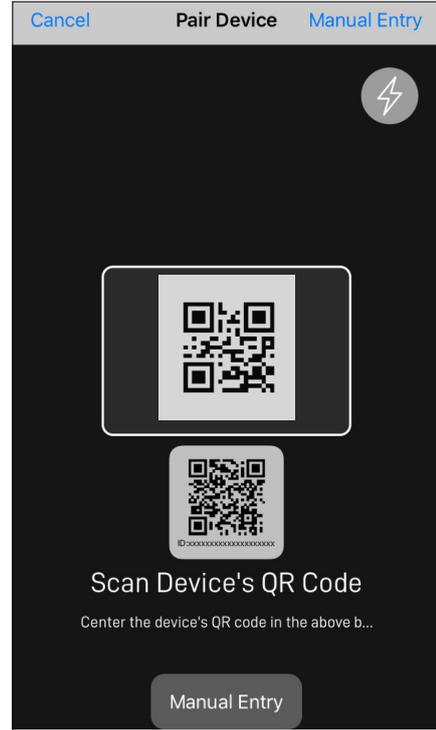
Pairing Devices - Alert Indoor Camera



Before you start the pairing process, make sure your camera is powered. If you need information on how to power your camera, refer to the quick start guide that came with it.

At this point, you should also make sure that your phone is connected to a 2.4GHz Wi-Fi network and you have your Wi-Fi network password handy.

Tap the **Start** button to proceed.



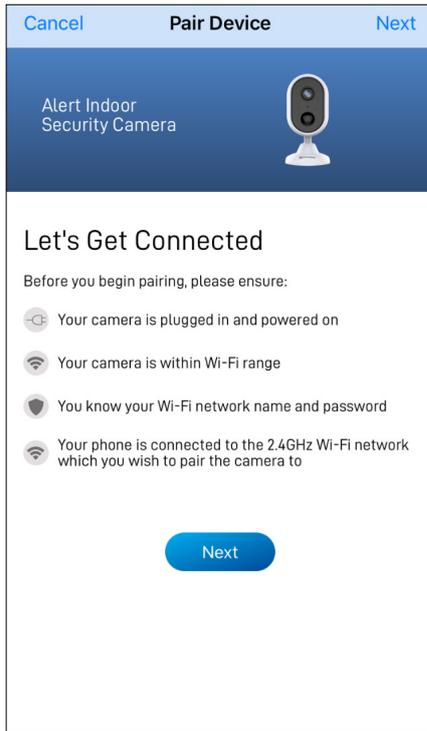
Scan the camera's QR code. The QR code's location is generally found under the base of the camera, as shown below.



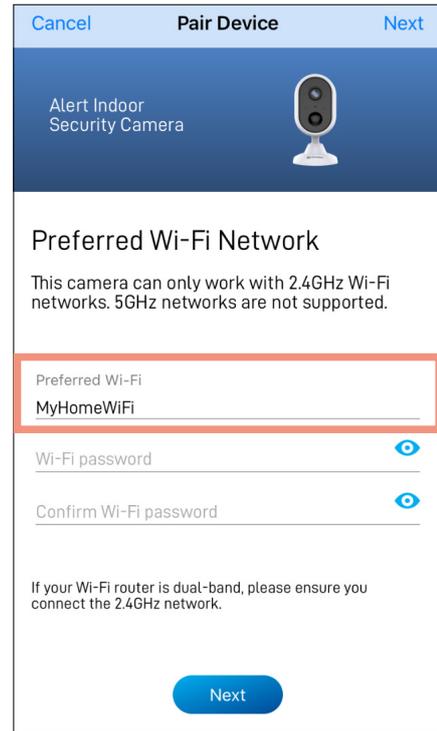
If your phone can't scan the QR code, tap the **Manual Entry** button at the bottom of the QR code scanning screen and type in the camera's ID (consists of 12 alphanumeric characters) located on this sticker label.

(Continued on the next page)

Pairing Devices - Alert Indoor Camera



Tap the **Next** button to continue.



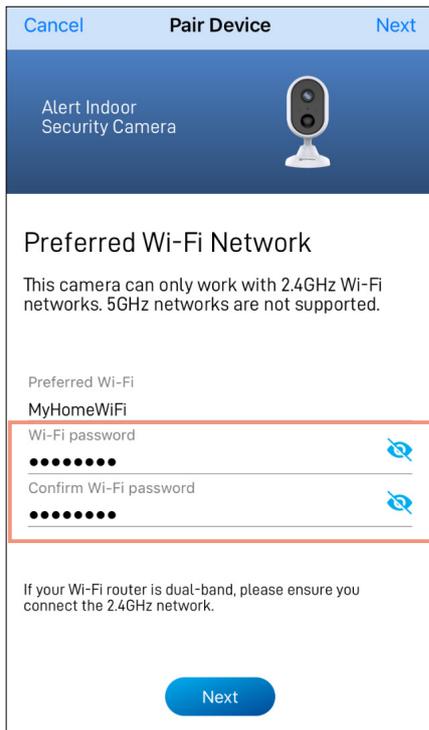
The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

NOTE

- Make sure the home Wi-Fi network your camera will be joining is a 2.4GHz network.
- If you have multiple home Wi-Fi networks and prefer to connect your camera to another Wi-Fi network, simply tap the Wi-Fi name field and enter the Wi-Fi network name manually.
- For best performance, use the Wi-Fi closest to the final location of your camera.

(Continued on the next page)

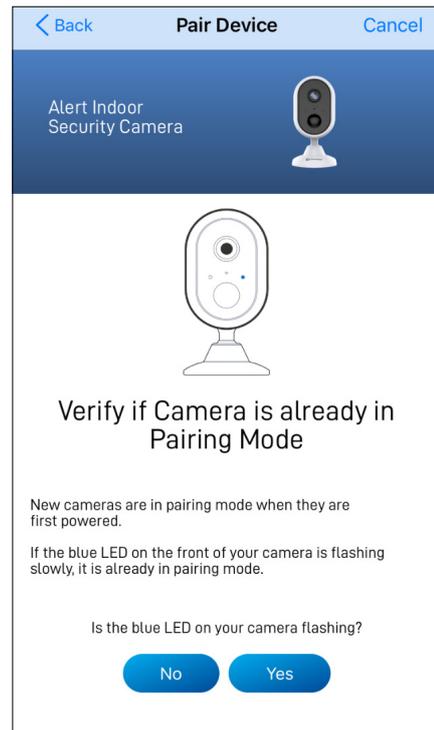
Pairing Devices - Alert Indoor Camera



Enter and confirm your Wi-Fi network password, then tap the **Next** button and tap **Yes** on the confirmation popup.

NOTE

- Your Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/access point.
- Toggle  to make sure that you have entered your Wi-Fi network password correctly.

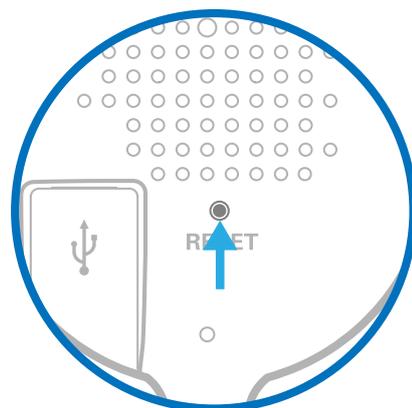


Check if the LED indicator of your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Yes** button.

NOTE

If your camera is not in pairing mode

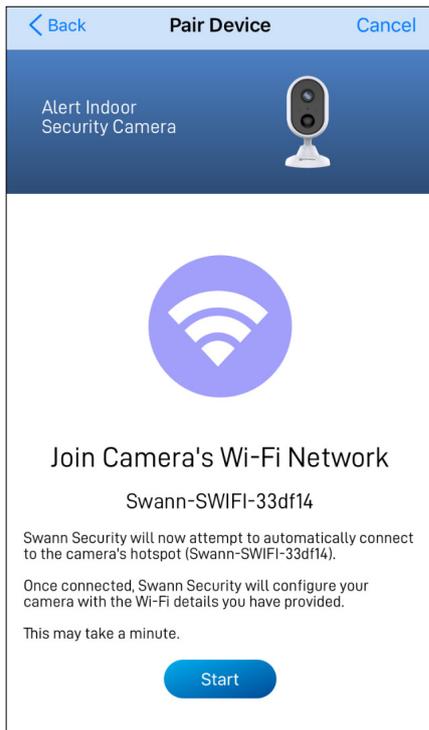
Press and hold the **Reset** button (as shown below) on the back of your camera for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button

(Continued on the next page)

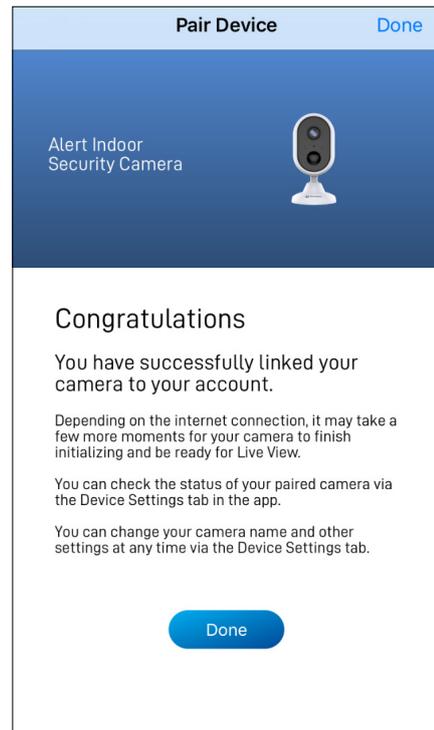
Pairing Devices - Alert Indoor Camera



Tap the **Start** button, then tap **Join** on the confirmation popup. This allows the app to automatically connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*) and pair your camera to your home Wi-Fi as well as link to your Swann Security account.

NOTE

If, for any reason, the app fails to connect automatically to the camera's hotspot, you can manually connect to the camera's hotspot: Go to the Wi-Fi settings on your phone and connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*). Then, return to the app and continue setup.

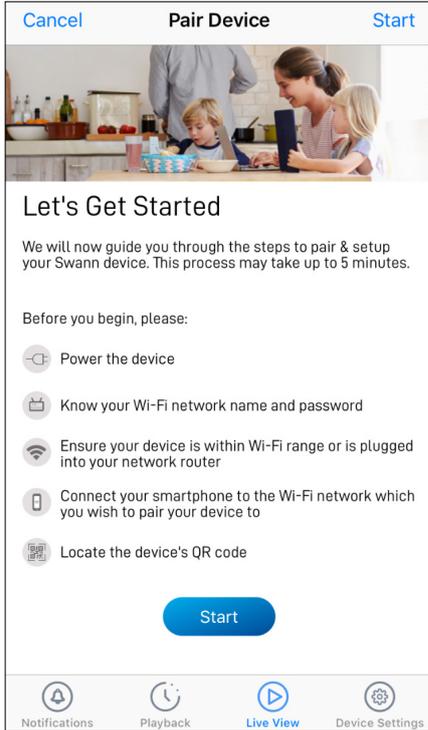


Once pairing is complete, tap the **Done** button. Your camera will be displayed on the Live View tab.

NOTE

- Depending on the internet connection, it may take a few moments for your camera's live video to start streaming.
- To learn about the Live View display, see "[Live View - Alert Indoor Camera](#)" on page 26.
- As the camera completes initialization for the first time, you will get notifications that the device has been restarted and the device is online.
- The camera will also automatically check for firmware updates. If an update is available, the camera will download and install the update. You can monitor the progress of the firmware update through the popup box displayed in the app.
- You can check the status of your camera, change the camera name, and adjust various camera settings such as the timezone and motion detection via the Device Settings tab. For more information, see "[Camera Settings - Alert Indoor Camera](#)" on page 39.

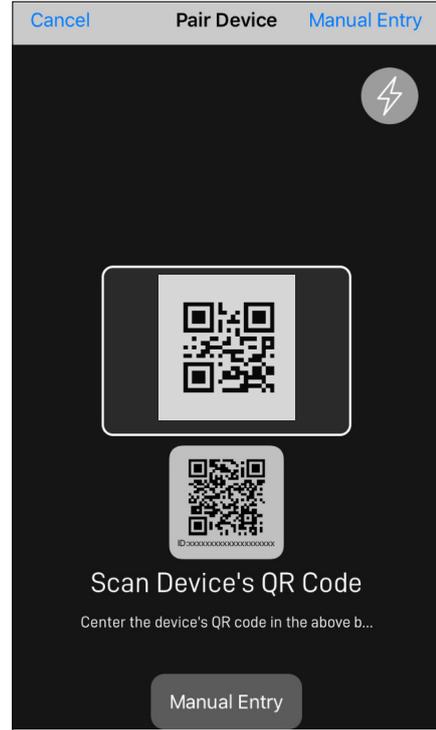
Pairing Devices - Spotlight Outdoor Camera



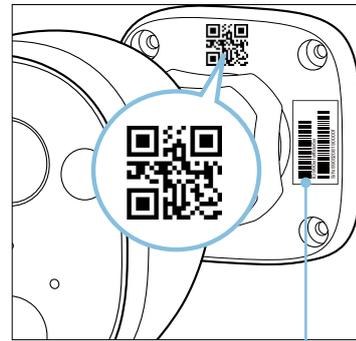
Before you start the pairing process, make sure your camera is powered. If you need information on how to power your camera, refer to the quick start guide that came with it.

At this point, you should also make sure that your phone is connected to a 2.4GHz Wi-Fi network and you have your Wi-Fi network password handy.

Tap the **Start** button to proceed.



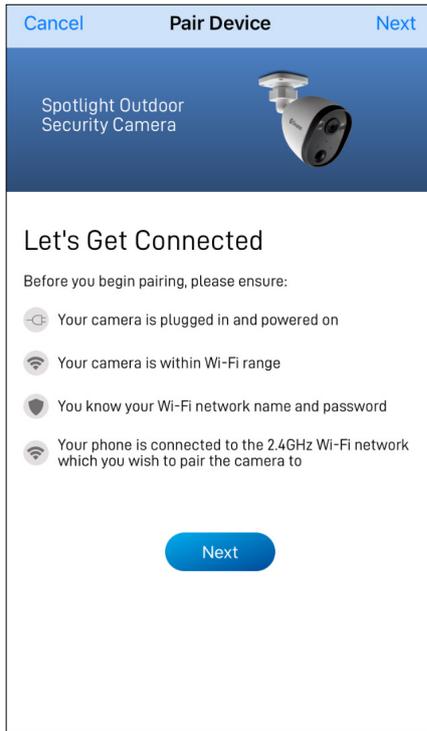
Scan the camera's QR code. The QR code's location is generally found on the camera's mounting base, as shown below.



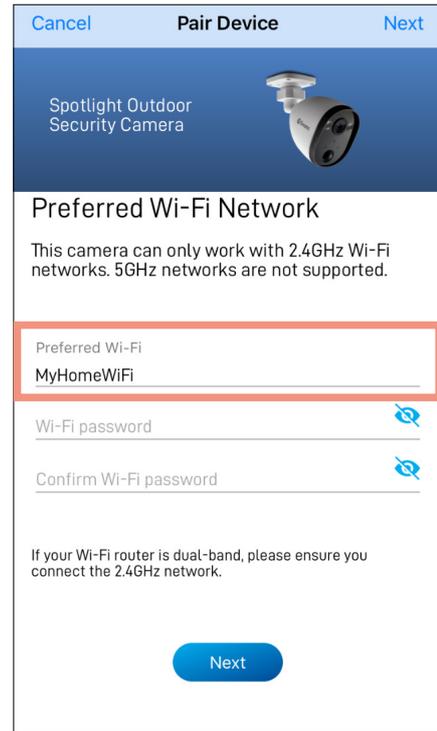
If your phone can't scan the QR code, tap the **Manual Entry** button at the bottom of the QR code scanning screen and type in the camera's ID (consists of 12 alphanumeric characters) located on this sticker label.

(Continued on the next page)

Pairing Devices - Spotlight Outdoor Camera



Tap the **Next** button to continue.



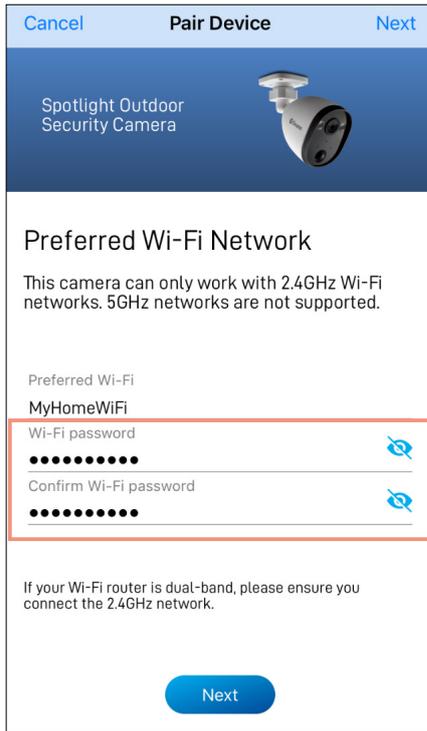
The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

NOTE

- Make sure the home Wi-Fi network your camera will be joining is a 2.4GHz network.
- If you have multiple home Wi-Fi networks and prefer to connect your camera to another Wi-Fi network, simply tap the Wi-Fi name field and enter the Wi-Fi network name manually.
- For best performance, use the Wi-Fi closest to the final location of your camera.

(Continued on the next page)

Pairing Devices - Spotlight Outdoor Camera



Enter and confirm your Wi-Fi network password, then tap the **Next** button and tap **Yes** on the confirmation popup.

NOTE

- Your Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/access point.
- Toggle  to make sure that you have entered your Wi-Fi network password correctly.

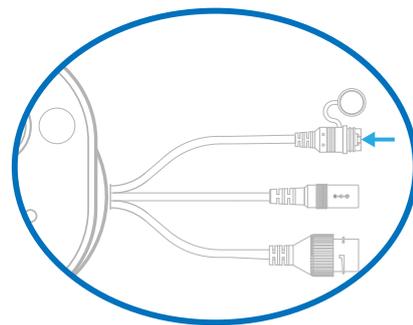


Check if the LED indicator of your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Yes** button.

NOTE

If your camera is not in pairing mode

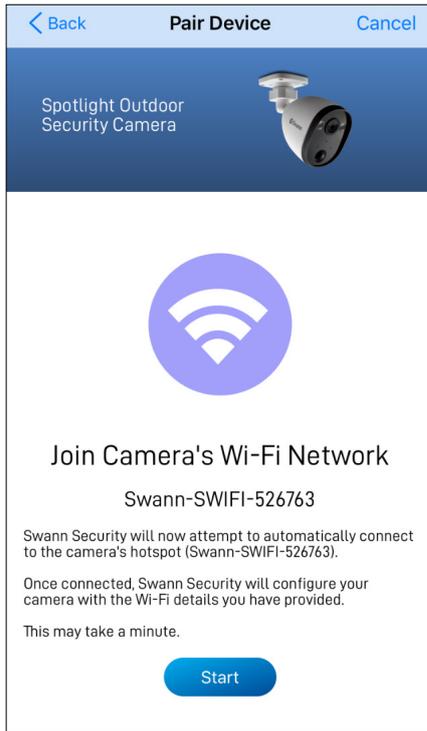
Press and hold the **Reset** button on the camera cable (as shown below) for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button

(Continued on the next page)

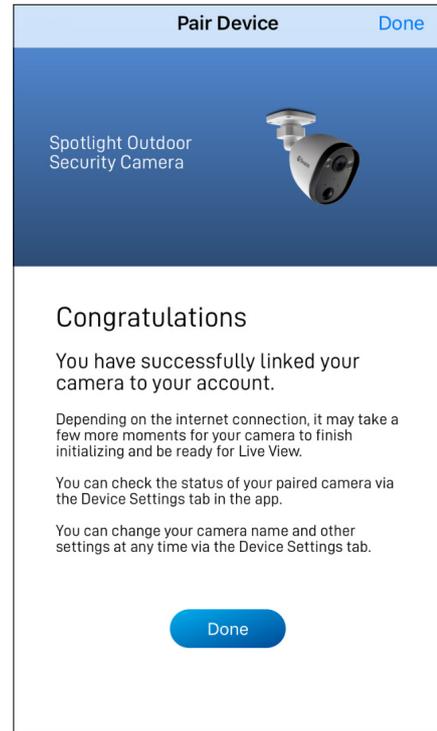
Pairing Devices - Spotlight Outdoor Camera



Tap the **Start** button, then tap **Join** on the confirmation popup. This allows the app to automatically connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*) and pair your camera to your home Wi-Fi as well as link to your Swann Security account.

NOTE

If, for any reason, the app fails to connect automatically to the camera's hotspot, you can manually connect to the camera's hotspot: Go to the Wi-Fi settings on your phone and connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*). Then, return to the app and continue setup.

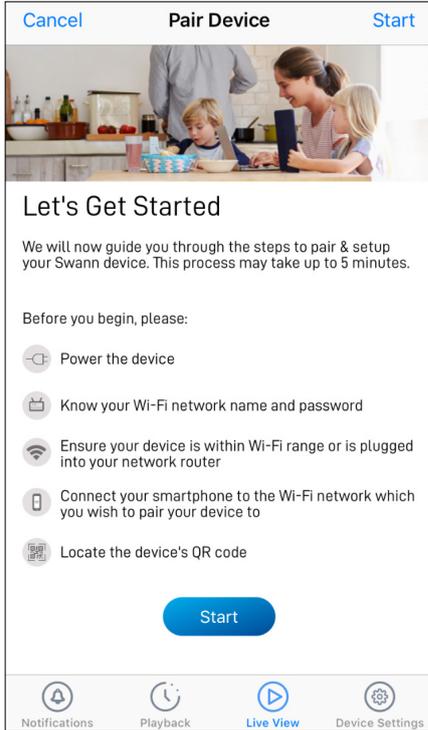


Once pairing is complete, tap the **Done** button. Your camera will be displayed on the Live View tab.

NOTE

- Depending on the internet connection, it may take a few moments for your camera's live video to start streaming.
- To learn about the Live View display, see "[Live View - Spotlight Outdoor Camera](#)" on page 28.
- As the camera completes initialization for the first time, you will get notifications that the device has been restarted and the device is online.
- The camera will also automatically check for firmware updates. If an update is available, the camera will download and install the update. You can monitor the progress of the firmware update through the popup box displayed in the app.
- You can check the status of your camera, change the camera name, and adjust various camera settings such as the timezone and motion detection via the Device Settings tab. For more information, see "[Camera Settings - Spotlight Outdoor Camera](#)" on page 43.

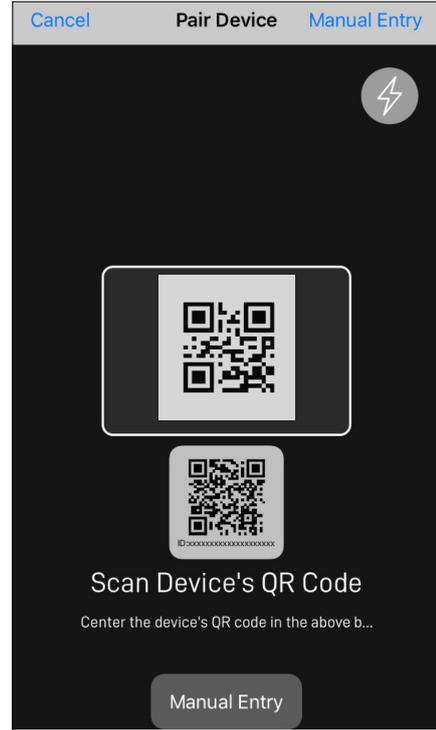
Pairing Devices - Floodlight Camera



Before you start the pairing process, make sure your camera is powered. If you need information on how to power your camera, refer to the quick start guide that came with it.

At this point, you should also make sure that your phone is connected to a 2.4GHz Wi-Fi network and you have your Wi-Fi network password handy.

Tap the **Start** button to proceed.



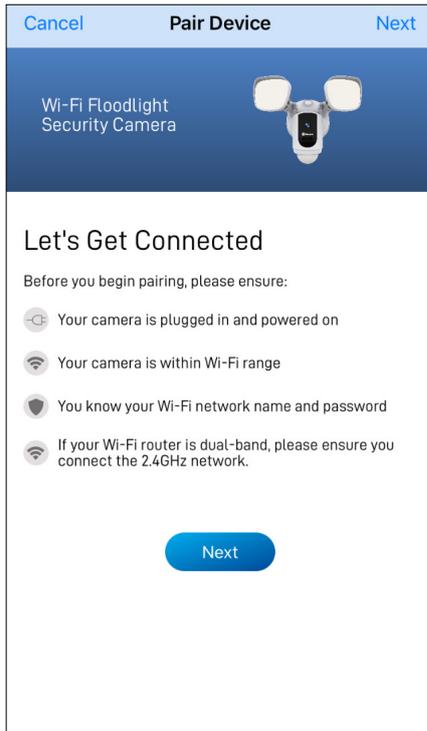
Scan the camera's QR code. The QR code's location is generally found on the back of the camera, as shown below.



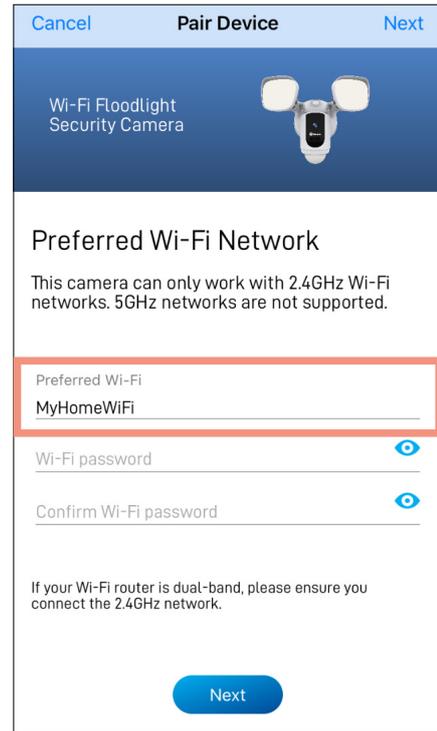
If your phone can't scan the QR code, tap the **Manual Pair** button at the bottom of the QR code scanning screen, select "Floodlight Security Camera" from the product menu, and type in the camera's ID (consists of 12 alphanumeric characters) located on this sticker label.

(Continued on the next page)

Pairing Devices - Floodlight Camera



Tap the **Next** button to continue.



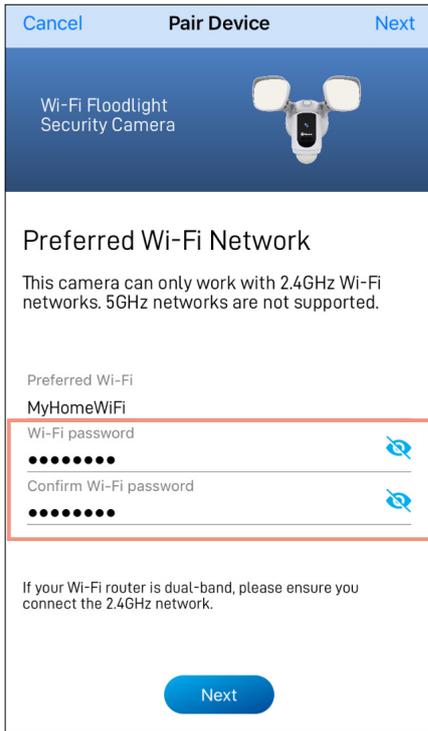
The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

NOTE

- Make sure the home Wi-Fi network your camera will be joining is a 2.4GHz network.
- If you have multiple home Wi-Fi networks and prefer to connect your camera to another Wi-Fi network, simply tap the Wi-Fi name field and enter the Wi-Fi network name manually.
- For best performance, use the Wi-Fi closest to the final location of your camera.

(Continued on the next page)

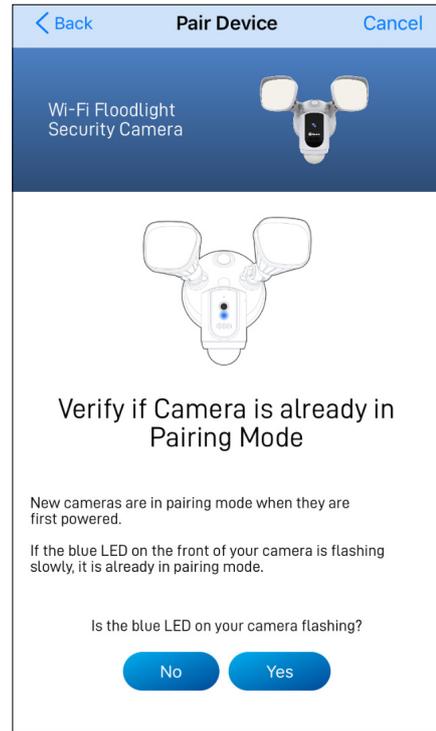
Pairing Devices - Floodlight Camera



Enter and confirm your Wi-Fi network password, then tap the **Next** button and tap **Yes** on the confirmation popup.

NOTE

- Your Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/access point.
- Toggle  to make sure that you have entered your Wi-Fi network password correctly.

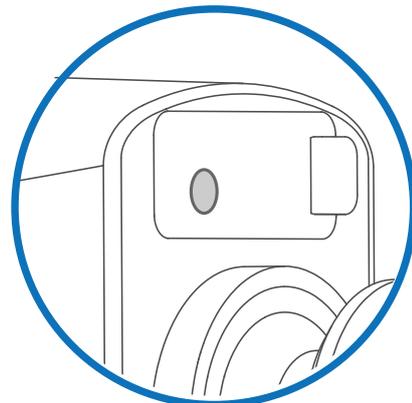


Check if the LED indicator of your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Next** button.

NOTE

If your camera is not in pairing mode

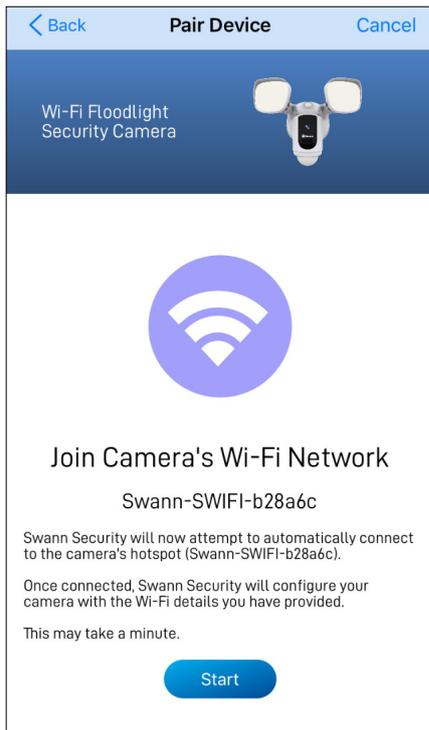
Press and hold the **Reset** button on back of the camera (as shown below; remove flap to access button) for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button

(Continued on the next page)

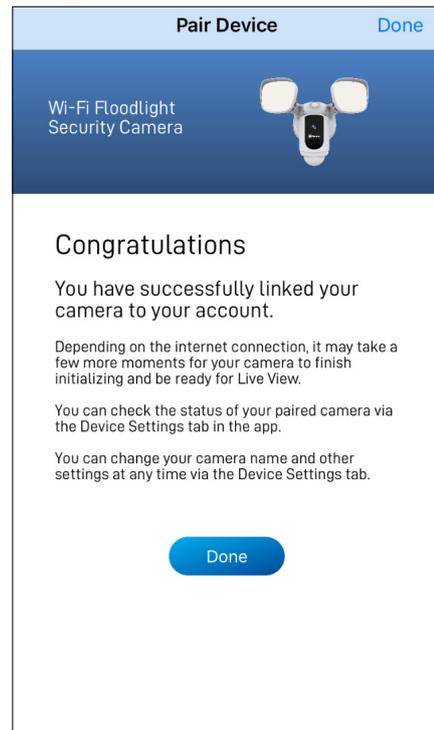
Pairing Devices - Floodlight Camera



Tap the **Start** button, then tap **Join** on the confirmation popup. This allows the app to automatically connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*) and pair your camera to your home Wi-Fi as well as link to your Swann Security account.

NOTE

If, for any reason, the app fails to connect automatically to the camera's hotspot, you can manually connect to the camera's hotspot: Go to the Wi-Fi settings on your phone and connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*). Then, return to the app and continue setup.



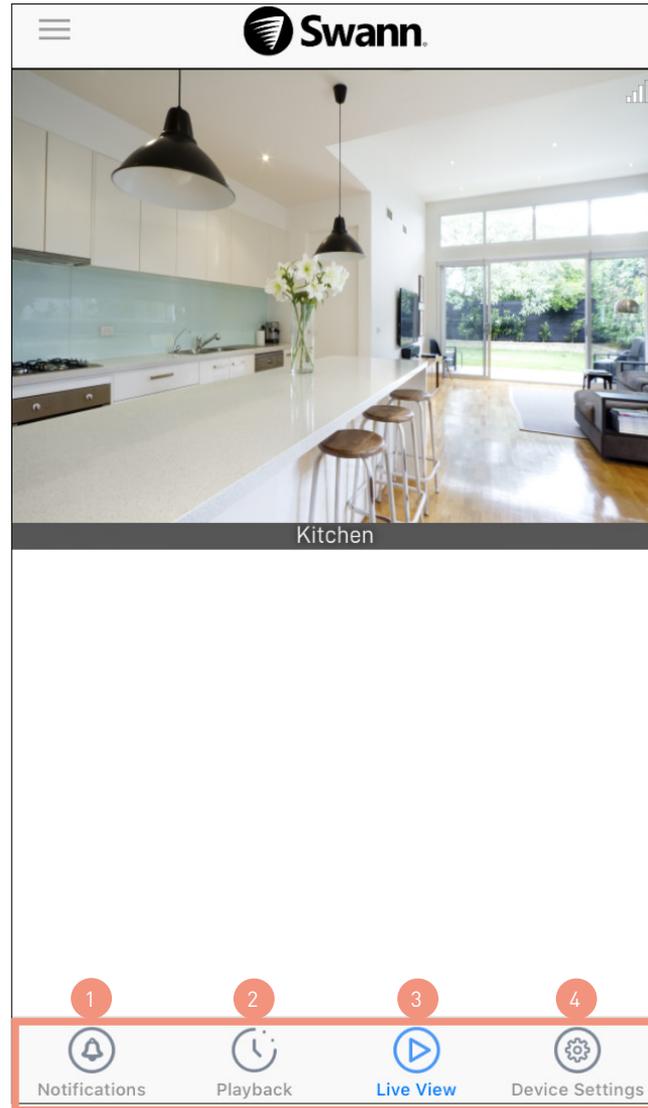
Once pairing is complete, tap the **Done** button. Your camera will be displayed on the Live View tab.

NOTE

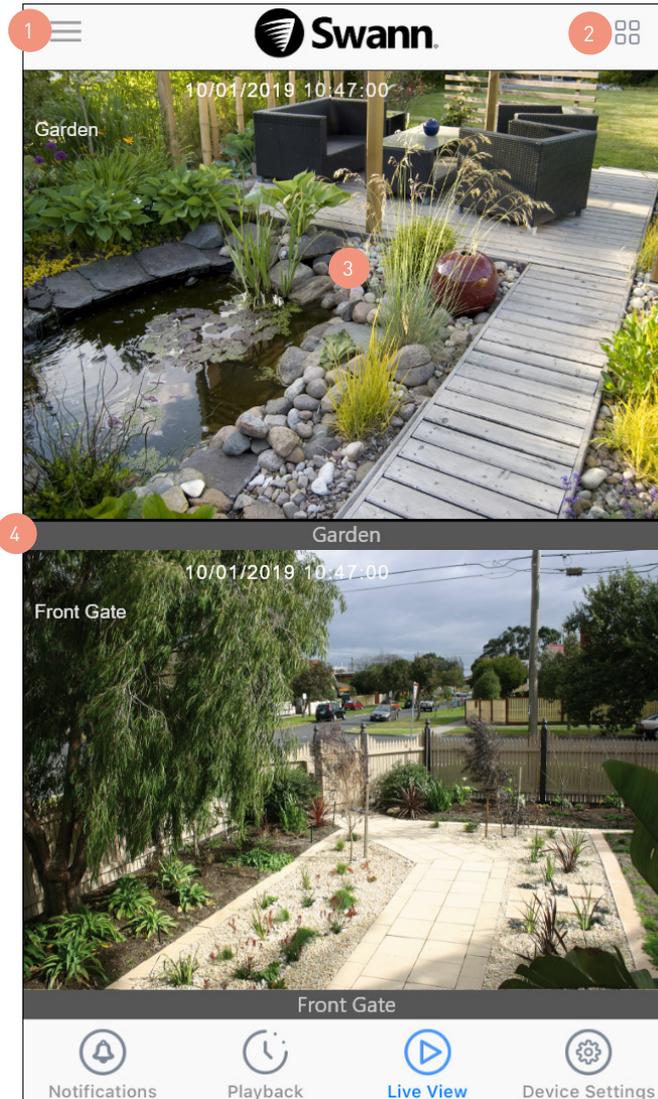
- Depending on the internet connection, it may take a few moments for your camera's live video to start streaming.
- To learn about the Live View display, see "[Live View - Floodlight Camera](#)" on page 30.
- As the camera completes initialization for the first time, you will get notifications that the device has been restarted and the device is online.
- The camera will also automatically check for firmware updates. If an update is available, the camera will download and install the update. You can monitor the progress of the firmware update through the popup box displayed in the app.
- You can check the status of your camera, change the camera name, and adjust various camera settings such as the timezone and motion detection via the Device Settings tab. For more information, see "[Camera Settings - Floodlight Camera](#)" on page 48.



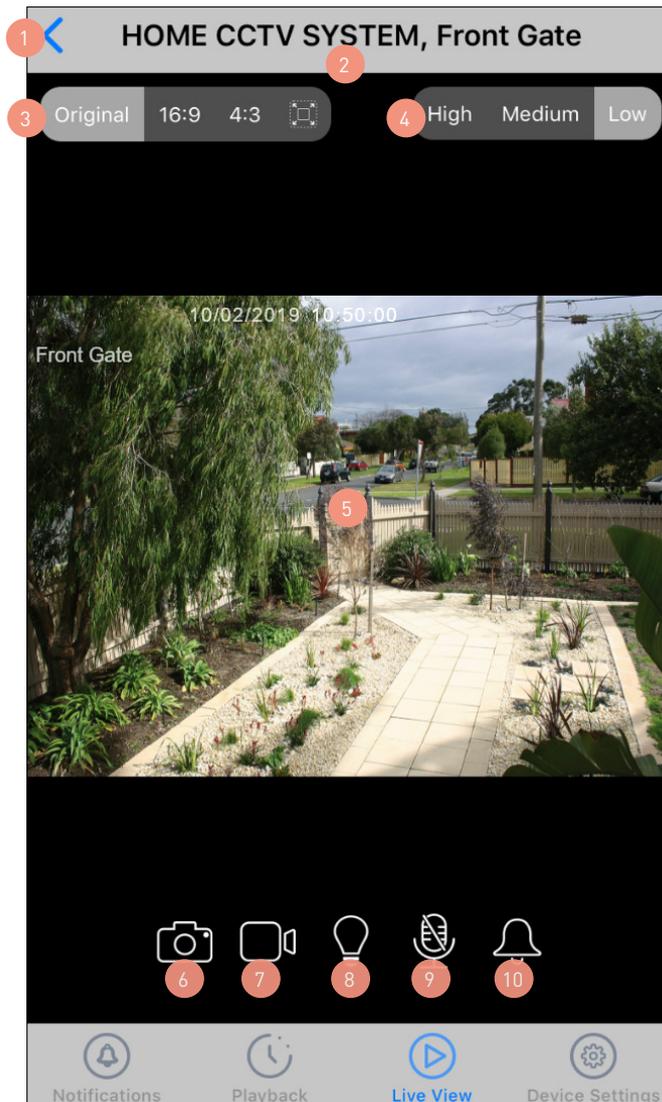
About the App Interface



- 1 Tap to access the **Notifications** screen where you can view and manage device notifications from Swann Security. For more information, see "**Notifications**" on page 33.
- 2 Tap to access the video activity timeline where you can search, view, and manage video clips of events captured by your devices. For more information, see "**Playback**" on page 32.
- 3 Tap to access the **Live View** screen where you can view live video from your devices.
- 4 Tap to access the **Device Settings** screen where you can find detailed technical information as well as configure various settings that are available for your devices.

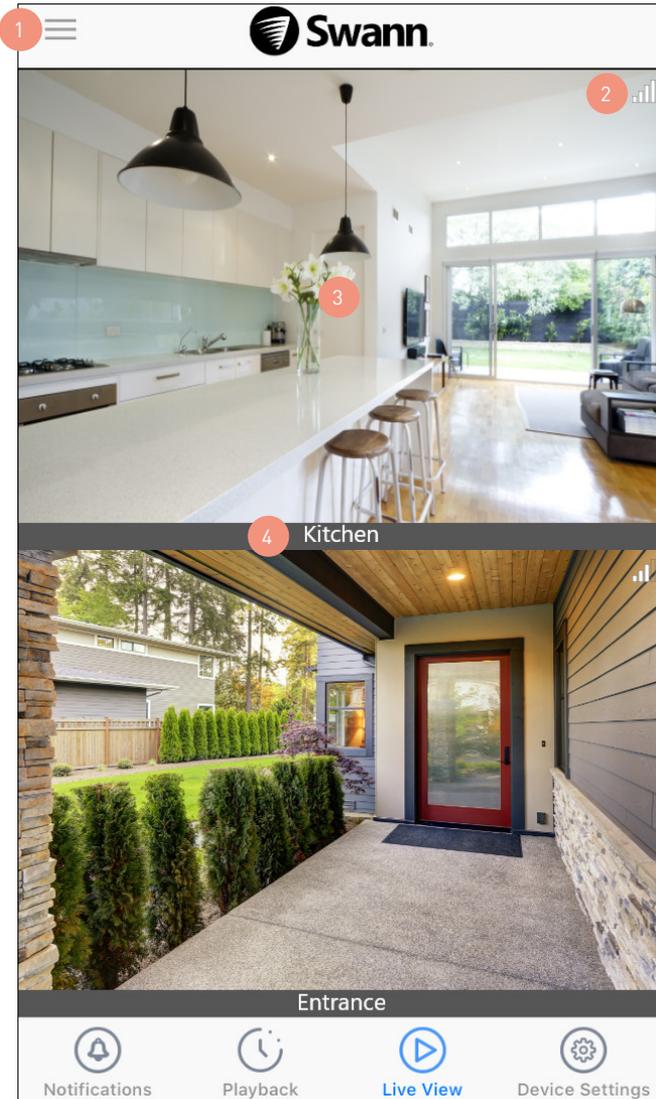


- 1 Open the menu where you can edit your account profile, pair a new device, download the app manual, and more. See **"Menu"** on page 34.
- 2 Toggle the layout of camera (channel) tiles in the viewing area between list and two-column grid views.
- 3 The viewing area.
 - If the camera supports audio, you can tap the camera tile to select it and listen to live audio. A blue border surrounds the camera tile and the audio  icon appears.
 - Scroll up or down to see more camera (channel) tiles.
 - Double-tap a camera tile to watch live video in single view mode. In single view mode, you can access additional camera options such as taking quick snapshots or video clips, enabling 2-way talk, and controlling spotlights and siren, if available. See next page for details.
- 4 The camera (channel) name.



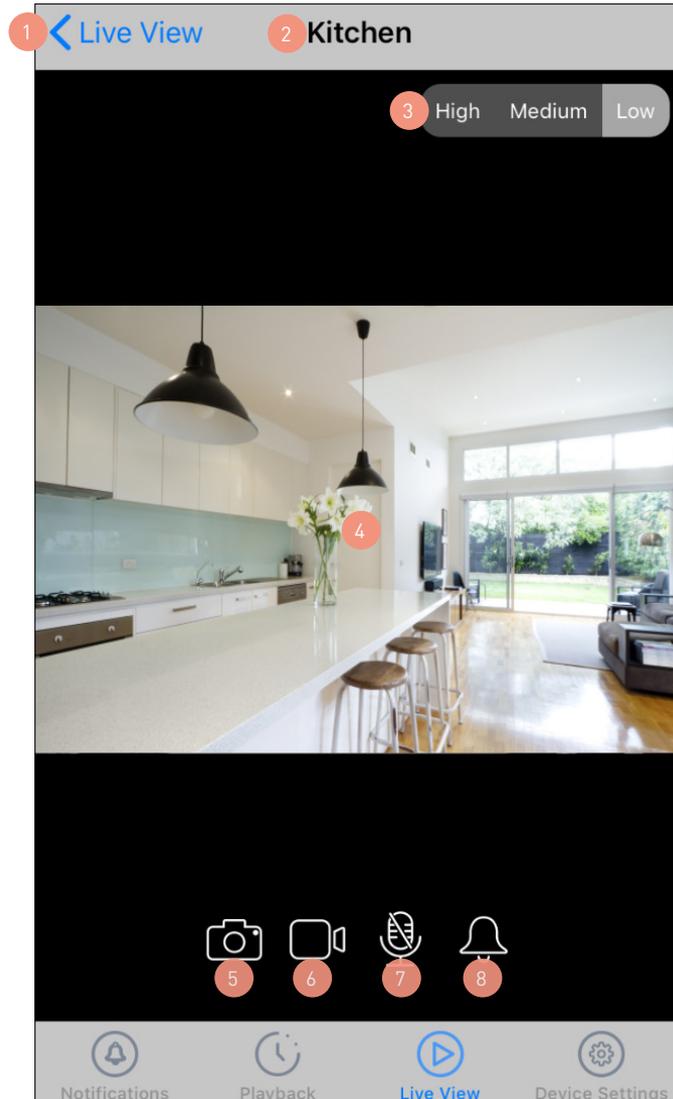
- 1 Return to the main live view screen.
- 2 The name of the camera (channel) displaying live video.
- 3 Toggle between different aspect ratios - **Original** (match the camera's aspect ratio), **16:9**, **4:3**, **Stretch** (expand video to fill the entire screen)
- 4 Toggle between **Low**, **Medium**, and **High** video quality. The High quality setting will display clear, sharp HD video, but the bandwidth required to stream video will be much higher and you'll need high-speed internet on both ends of the connection. Lower video quality settings use less bandwidth (SD) and may result in smoother video.
- 5 The video window. Swipe left or right to display live video from the previous or next camera channel.
 - You can turn your phone sideways for landscape view (fullscreen).
 - You can zoom in or out on the video. Use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out.
- 6 Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
- 7 Tap to start recording a video clip with the camera. Tap again to stop the recording. Each time you take a video clip, the clip is added to the **Recordings** section (**Menu > Recordings**) of the app.
- 8 Tap to turn on or off the camera's spotlight.
Note: This icon will not be shown if the camera is not capable of this function.
- 9 Tap to activate or deactivate the camera's 2-way audio mode. When activated, press and hold the **Push to talk** button located below the video window to talk. Release the **Push to talk** button to listen.
Note: This icon will not be shown if the camera is not capable of this function.
- 10 Tap to turn on or off the camera's built-in siren.
Note: This icon will not be shown if the camera is not capable of this function.

Live View - Alert Indoor Camera



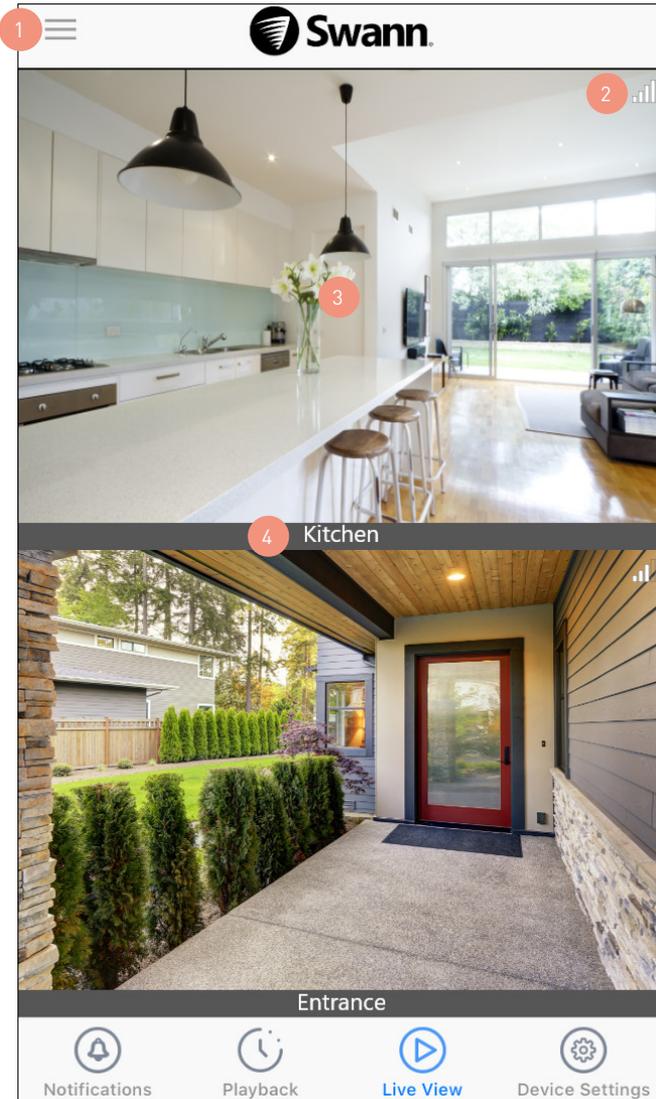
- 1 Open the menu where you can edit your account profile, pair another device, download the app manual, and more. See **"Menu" on page 34**.
- 2 The number of bars indicates the Wi-Fi signal strength of the camera. The more bars that are filled, the stronger the Wi-Fi connection. If showing only 1 or 2 bars, try moving the camera to a few different spots to see if you can get a better signal for better streaming performance.
- 3 The viewing area.
 - If the camera supports audio, you can tap the camera tile to select it and listen to live audio. A blue border surrounds the camera tile and the audio  icon appears next to the Wi-Fi signal strength icon.
 - Scroll up or down to see more camera tiles.
 - Double-tap a camera tile to watch live video in single view mode. In single view mode, you can access additional camera options such as taking quick snapshots and video clips, 2-way talk as well as the ability to manually activate the siren. See next page for details.
- 4 The camera name. By default, the camera is given the name "Swann" when it is paired for the first time. You can easily change the name of your camera via the **Device Settings** tab.

Live View - Alert Indoor Camera



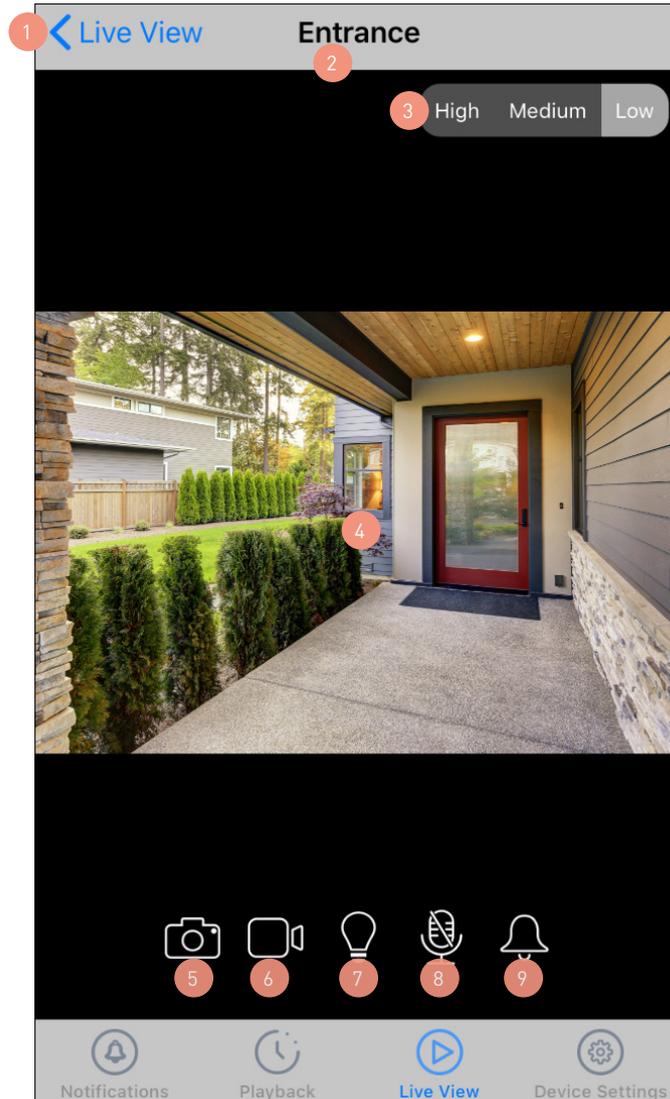
- 1 Return to the main live view screen.
- 2 The name of the camera displaying live video.
- 3 Toggle between **Low**, **Medium**, and **High** video quality. The High quality setting will display clear, sharp HD video, but the bandwidth required to stream video will be much higher and you'll need high-speed internet on both ends of the connection. Lower video quality settings use less bandwidth (SD) and may result in smoother video.
- 4 The video window. Swipe left or right for live video from the previous or next camera, if available.
 - You can turn your phone sideways for landscape view (fullscreen).
 - You can zoom in or out on the video. Use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out.
- 5 Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
- 6 Tap to start recording a video clip with the camera. Tap again to stop the recording. Each time you take a video clip, the clip is added to the **Recordings** section (**Menu > Recordings**) of the app.
- 7 Tap to turn on the 2-way audio and talk to visitors through the camera's speaker. Tap again to turn off.
- 8 Tap to turn on or off the camera's built-in siren.
Note: If the camera's built-in siren has been triggered automatically by a motion or sound event, you can manually turn it off by tapping this icon twice.

Live View - Spotlight Outdoor Camera



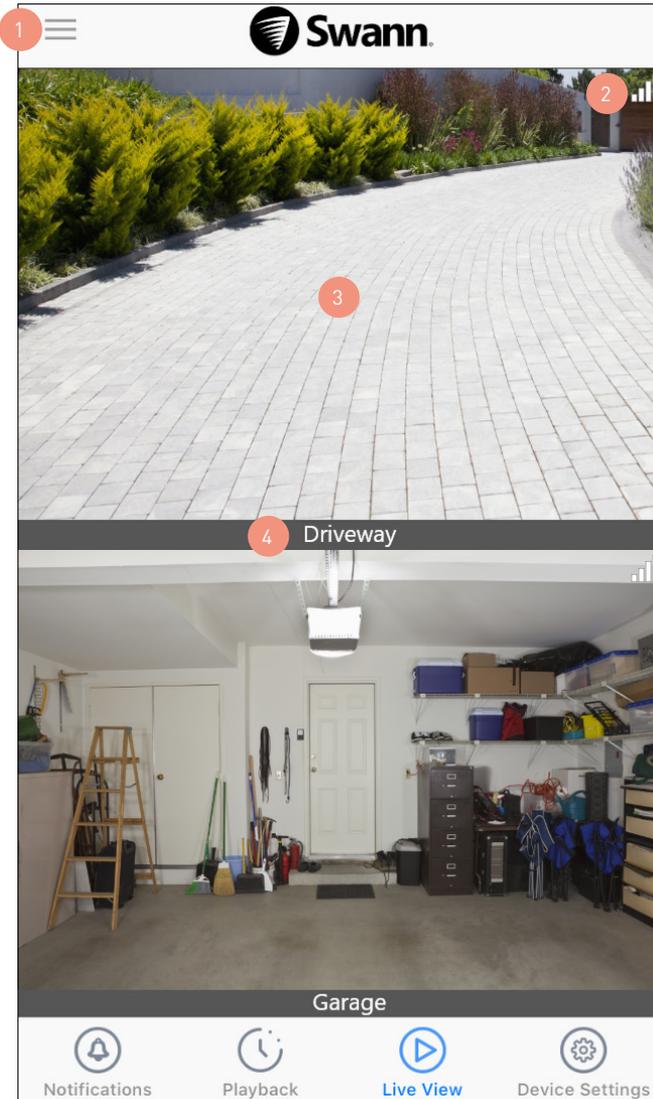
- 1 Open the menu where you can edit your account profile, pair another device, download the app manual, and more. See **"Menu" on page 34**.
- 2 The number of bars indicates the Wi-Fi signal strength of the camera. The more bars that are filled, the stronger the Wi-Fi connection. If showing only 1 or 2 bars, try moving the camera to a few different spots to see if you can get a better signal for better streaming performance.
- 3 The viewing area.
 - If the camera supports audio, you can tap the camera tile to select it and listen to live audio. A blue border surrounds the camera tile and the audio  icon appears next to the Wi-Fi signal strength icon.
 - Scroll up or down to see more camera tiles.
 - Double-tap a camera tile to watch live video in single view mode. In single view mode, you can access additional camera options such as taking quick snapshots and video clips, 2-way talk as well as the ability to manually activate the spotlights and siren. See next page for details.
- 4 The camera name. By default, the camera is given the name "Swann" when it is paired for the first time. You can easily change the name of your camera via the **Device Settings** tab.

Live View - Spotlight Outdoor Camera



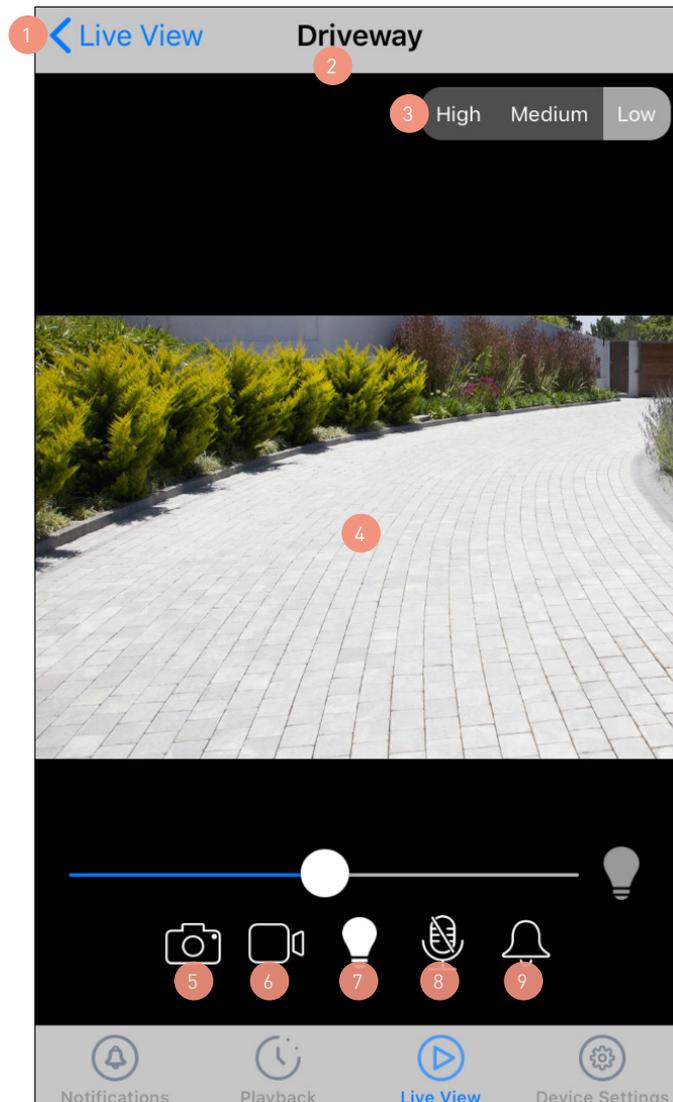
- 1 Return to the main live view screen.
- 2 The name of the camera displaying live video.
- 3 Toggle between **Low**, **Medium**, and **High** video quality. The High quality setting will display clear, sharp HD video, but the bandwidth required to stream video will be much higher and you'll need high-speed internet on both ends of the connection. Lower video quality settings use less bandwidth (SD) and may result in smoother video.
- 4 The video window. Swipe left or right for live video from the previous or next camera, if available.
 - You can turn your phone sideways for landscape view (fullscreen).
 - You can zoom in or out on the video. Use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out.
- 5 Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
- 6 Tap to start recording a video clip with the camera. Tap again to stop the recording. Each time you take a video clip, the clip is added to the **Recordings** section (**Menu > Recordings**) of the app.
- 7 Tap to turn on or off the camera's built-in spotlights.
- 8 Tap to turn on the 2-way audio and talk to visitors through the camera's speaker. Tap again to turn off.
- 9 Tap to turn on or off the camera's built-in siren.
Note: If the camera's built-in siren has been triggered automatically by a motion or sound event, you can manually turn it off by tapping this icon twice.

Live View - Floodlight Camera



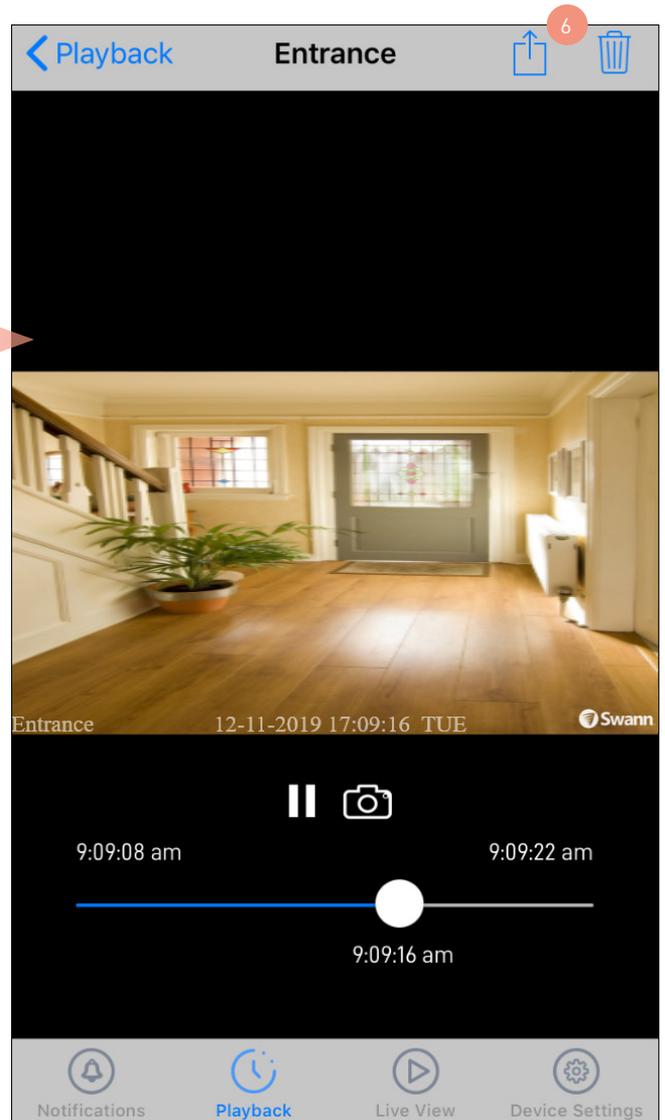
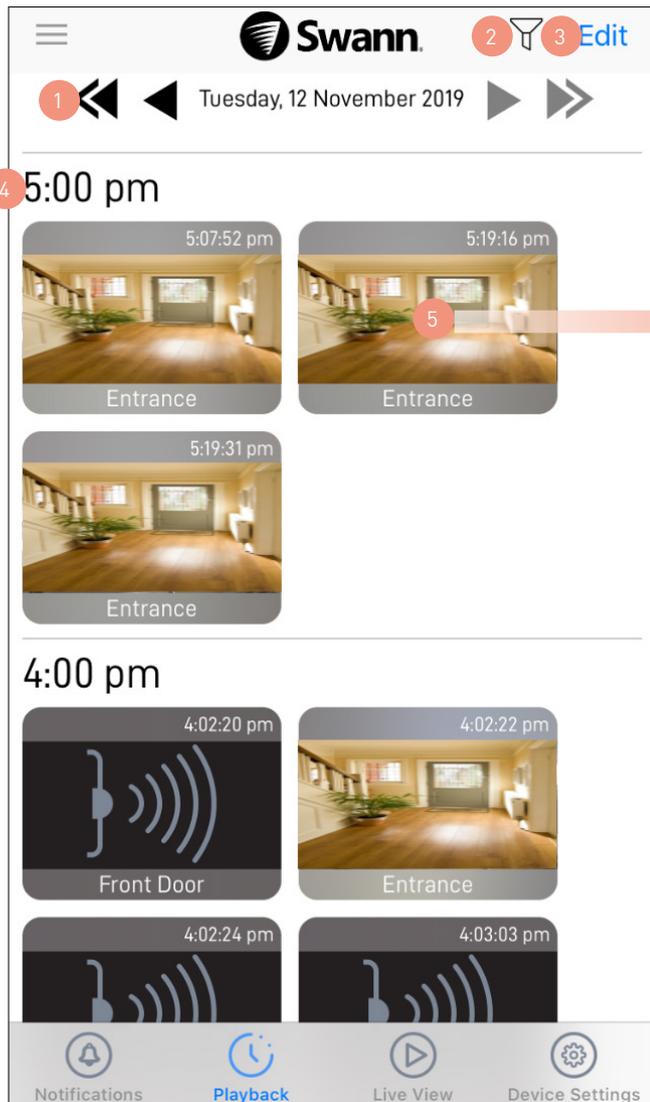
- 1 Open the menu where you can edit your account profile, pair another device, download the app manual, and more. See **"Menu" on page 34**.
- 2 The number of bars indicates the Wi-Fi signal strength of the camera. The more bars that are filled, the stronger the Wi-Fi connection. If showing only 1 or 2 bars, try moving the camera to a few different spots to see if you can get a better signal for better streaming performance.
- 3 The viewing area.
 - If the camera supports audio, you can tap the camera tile to select it and listen to live audio. A blue border surrounds the camera tile and the audio  icon appears next to the Wi-Fi signal strength icon.
 - Scroll up or down to see more camera tiles.
 - Double-tap a camera tile to watch live video in single view mode. In single view mode, you can access additional camera options such as taking quick snapshots and video clips, 2-way talk as well as the ability to manually activate the floodlights and siren. See next page for details.
- 4 The camera name. By default, the camera is given the name "Swann" when it is paired for the first time. You can easily change the name of your camera via the **Device Settings** tab.

Live View - Floodlight Camera



- 1 Return to the main live view screen.
- 2 The name of the camera displaying live video.
- 3 Toggle between **Low**, **Medium**, and **High** video quality. The High quality setting will display clear, sharp HD video, but the bandwidth required to stream video will be much higher and you'll need high-speed internet on both ends of the connection. Lower video quality settings use less bandwidth (SD) and may result in smoother video.
- 4 The video window. Swipe left or right for live video from the previous or next camera, if available.
 - You can turn your phone sideways for landscape view (fullscreen).
 - You can zoom in or out on the video. Use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out.
- 5 Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
- 6 Tap to start recording a video clip with the camera. Tap again to stop the recording. Each time you take a video clip, the clip is added to the **Recordings** section (**Menu > Recordings**) of the app.
- 7 Tap to turn on or off the camera's built-in floodlights. When the floodlights are turned on, you can also increase or dim the brightness using the  slider displayed on the screen.
- 8 Tap to turn on the 2-way audio and talk to visitors through the camera's speaker. Tap again to turn off.
- 9 Tap to turn on or off the camera's built-in siren.
Note: If the camera's built-in siren has been triggered automatically by a motion or sound event, you can manually turn it off by tapping this icon twice.

Playback

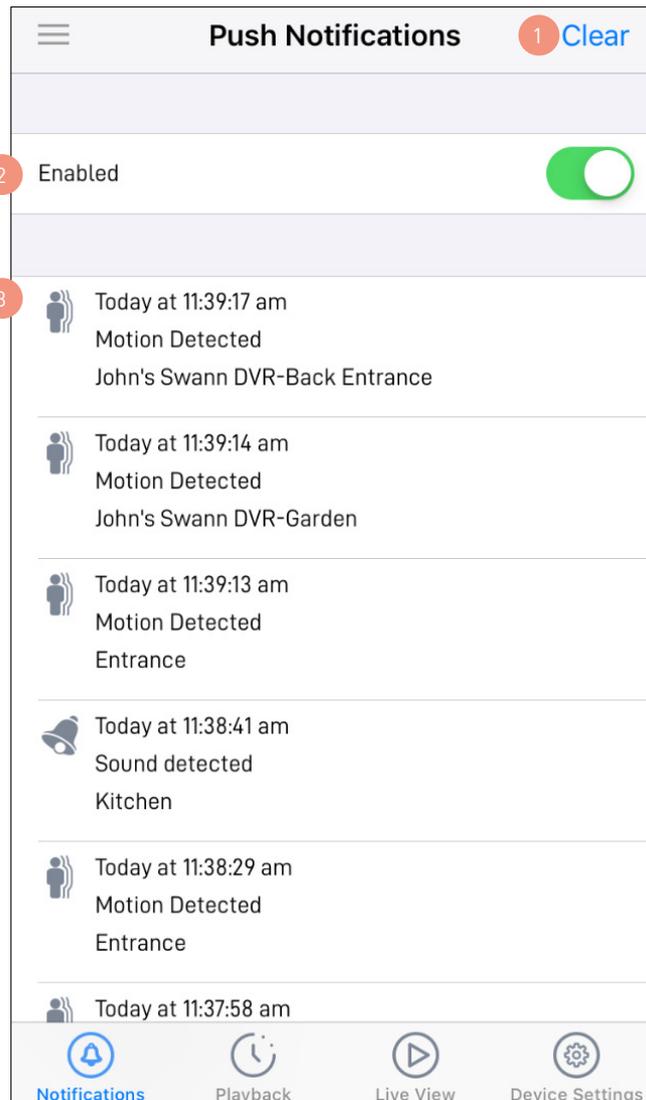


- 1 Tap the left or right arrows to view the previous or following day or month's video timeline of events for all of your devices currently online.
- 2 You can filter and sort events displayed on the video timeline to help you quickly find specific events that you want to review by showing a smaller subset of events. Events can be filtered by device type and time period, and sorted from oldest to newest (AM-PM) or newest to oldest (PM-AM).
- 3 Tap to manage the event clips for cameras that use cloud-based storage such as the SWIFI camera range.
 - You can quickly select individual or multiple event clips on the video timeline for saving/sharing or deletion using the Select All toolbar that appears at the bottom of the screen.
 - When an event clip is selected, a blue tick is displayed. You can deselect an event clip by tapping it.
 - Deleting the event will also delete the video footage. Be sure to save the video clip first if you'd like to keep it. Once an event has been deleted, it cannot be recovered.

Note: You cannot manage event clips that are retrieved from your CCTV system cameras using the app. This can be done via the CCTV system menu locally.
- 4 Event clips are grouped according to hourly time periods. Scroll up or down to see more events.

Note: Certain devices may only display a generic thumbnail for the event clip.
- 5 Tap the event thumbnail to view the recording as shown on the right. You can also capture a snapshot from the recording.
- 6 For cameras (e.g., SWIFI camera range) with cloud-based storage, you can tap or at the top of the screen during playback to save/share or delete this video clip. Please note that deleting this video clip will also delete the corresponding event from the timeline.

Notifications



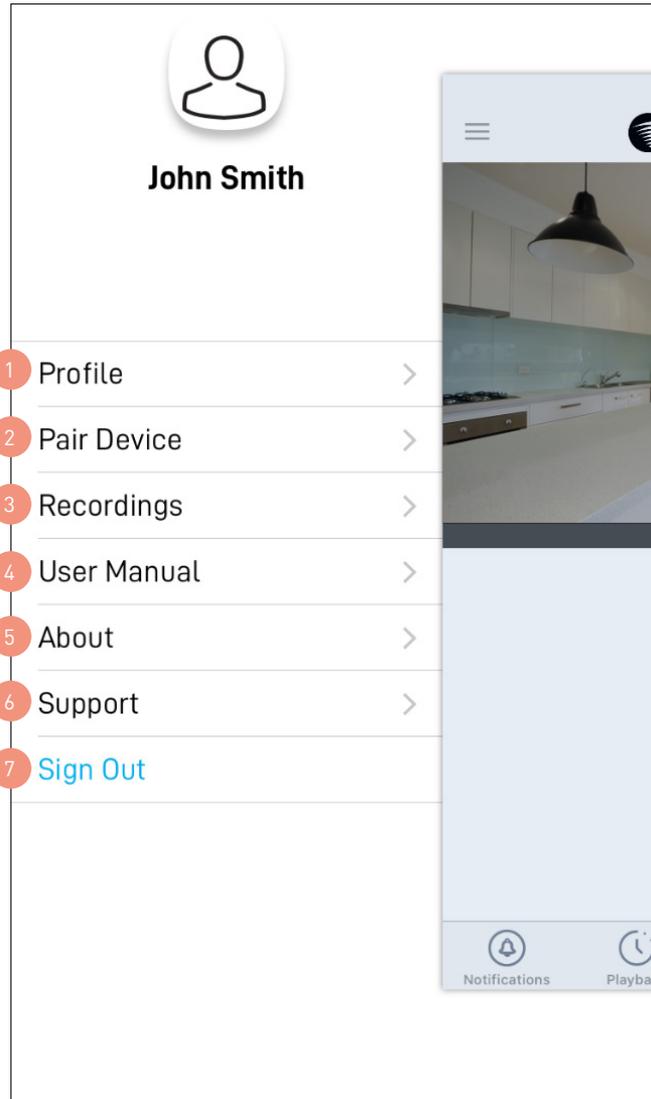
1 Tap to clear all device activity history in the Notifications area below.

2 Tap to turn on or off push notifications from Swann Security. Depending on the type of device you have, you can receive push notifications for:

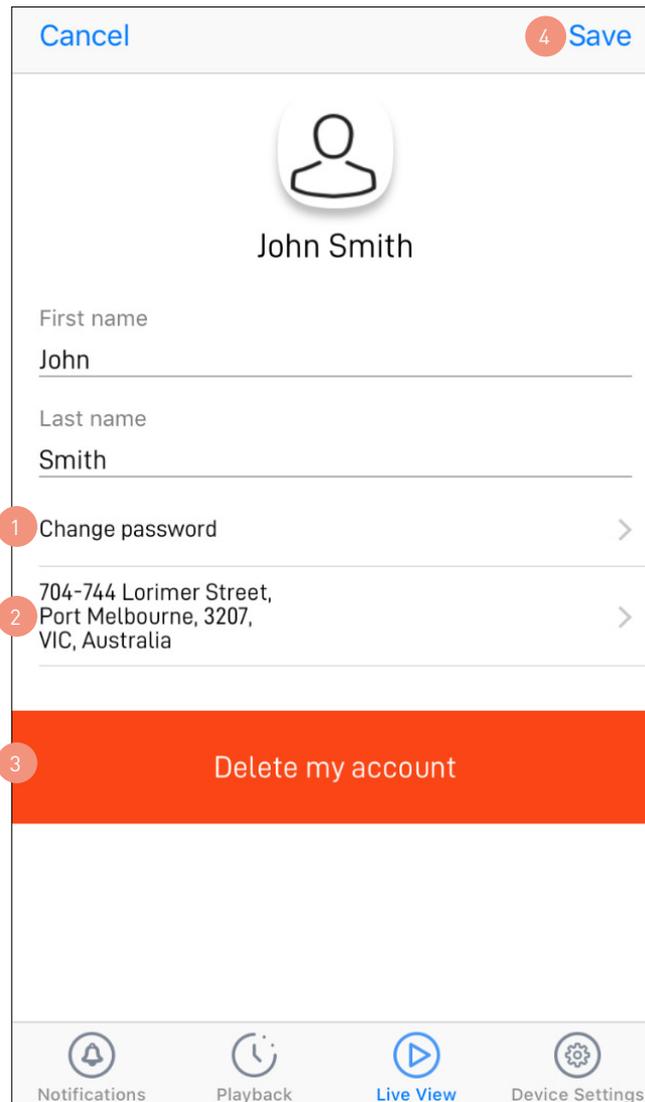
- Motion detection
- Sound detection
- Human detection
- Device status (Online, Offline, Restart, Low Wi-Fi signal, Firmware upgrade)

Note: To receive push notifications from Swann Security, you must allow Swann Security to access notifications on your phone (via **Settings** > **Notifications** > **Swann Security** > toggle **Allow Notifications ON**).

3 The Notifications area displays the history of device activity. Scroll up or down to view more notifications, sorted by date and time.

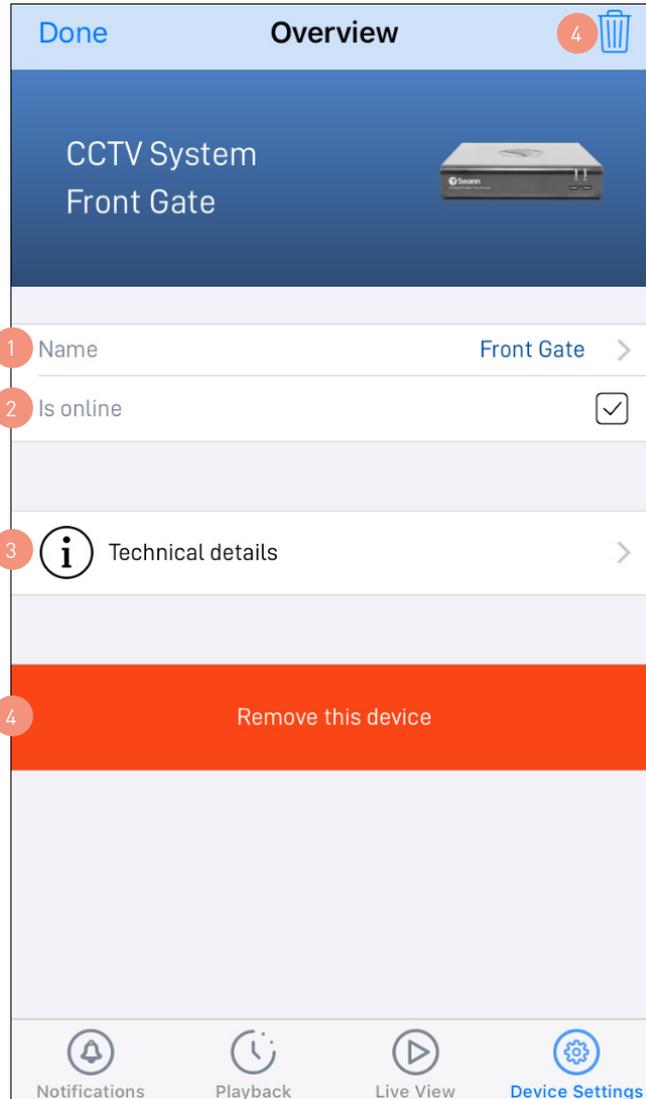


- 1 Update your profile name, account password, and location. See **"Profile" on page 35**.
- 2 Pair a new Swann device to your Swann Security account or re-pair an existing Swann device (to update the Wi-Fi information).
- 3 View, share, and delete video clips that were captured manually during live view. See **"Managing your App Recordings" on page 52**.
- 4 Download the app user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on the App Store).
- 5 Display the application version information and access the terms of service and privacy policy relating to the Swann Security app.
- 6 Open the Swann Support Center website on your phone's web browser.
- 7 Sign out of the Swann Security app.



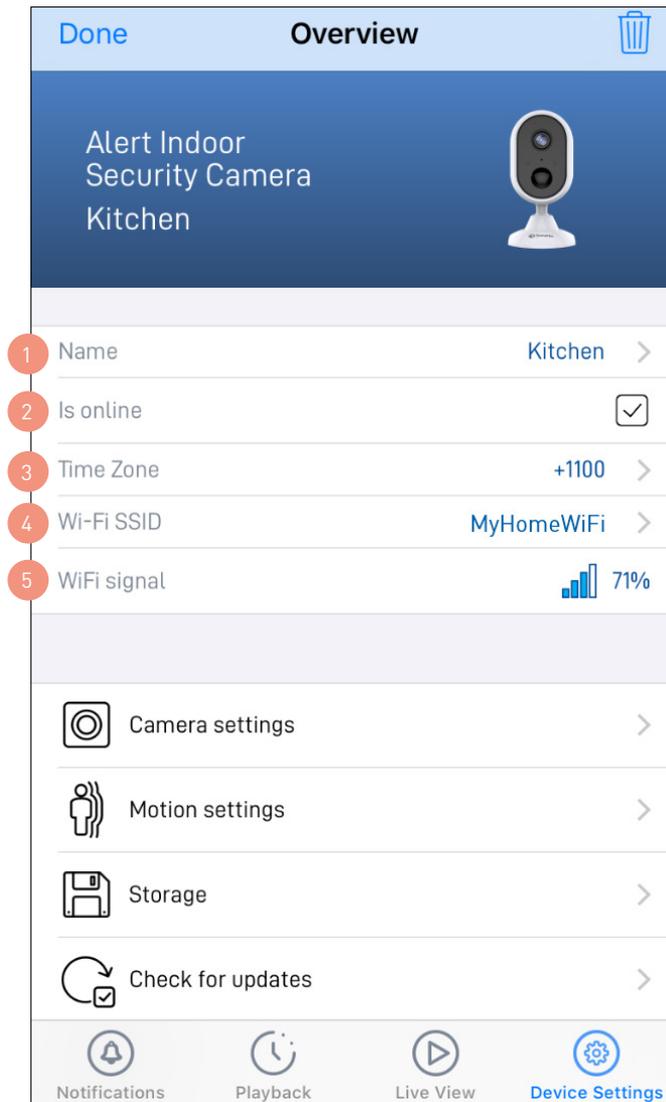
- 1 Tap > to change your Swann Security account login password.
- 2 Tap > to change your address.
- 3 Tap to delete your Swann Security account. A confirmation link will be sent to your registered email address. Open the link to confirm that you want to permanently delete your account.
- 4 Tap to save any changes you've made to your Swann Security account password or address.

Device Settings Overview - CCTV System



- 1 The name of the camera channel on your CCTV system. Tap > to change it. If you rename the camera channel on the app, it will also be automatically reflected on your CCTV system.
- 2 The current connection state of your CCTV system.
- 3 View technical information about your CCTV system such as the model name, software (firmware) version, device ID, MAC address, and network IP address.
Note: The CCTV system's MAC address (including colons) —a unique 12-character hardware ID (for example, **BC:51:FE:12:34**) assigned to the device—can be used as the recovery code to reset the password on your CCTV system locally via the CCTV system's **Unlock** screen > **Forgot Password**. Refer to your CCTV system's instruction manual for more information on resetting a forgotten password.
- 4 Tap to remove (unpair) the CCTV system from your Swann Security account. In some cases, you might need to unpair your CCTV system. For example, if you want to use your CCTV system with a different Swann Security account or if you give away your CCTV system to a family member, you need to unpair it first. Please note that once the CCTV system has been unpaired, all camera channels associated with the CCTV system will no longer be accessible on the app.

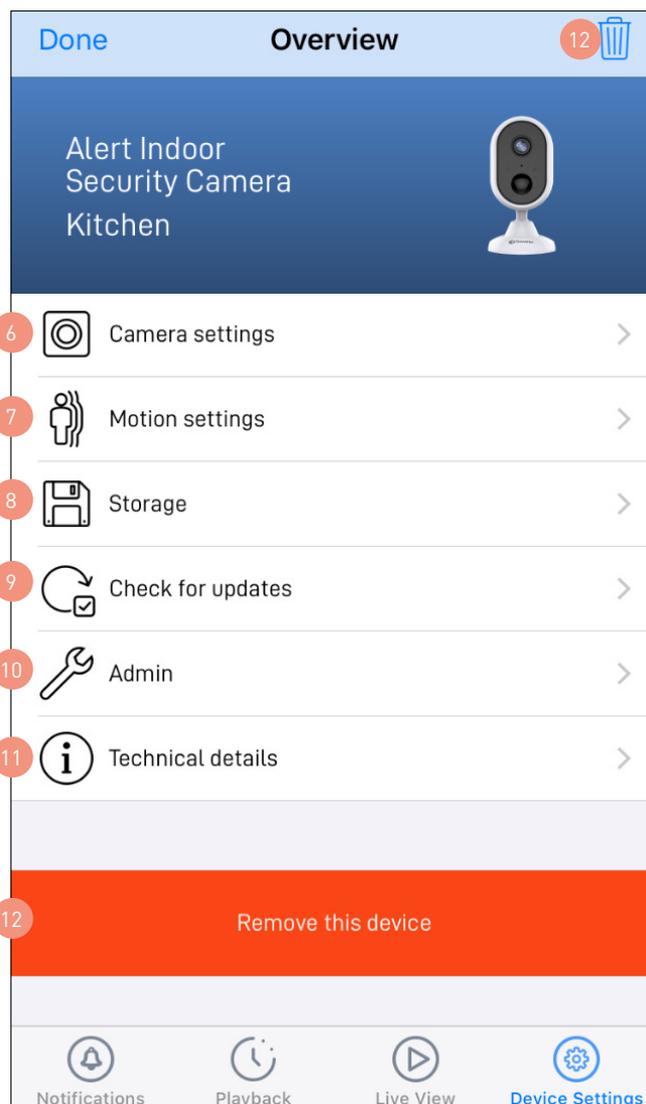
Device Settings Overview - Alert Indoor Camera



- 1 The current name of your camera. Tap > to change it.
- 2 The current connection state of your camera.
- 3 The current timezone (GMT format) of your camera. The date and time stamp of camera recordings will be based on the timezone you've selected. If this information is wrong, tap > to update it.
- 4 The name of the Wi-Fi network to which your camera is connected. If multiple networks are available in your home, you can easily change the Wi-Fi connection the camera is using. Tap > to enter the new Wi-Fi details. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
- 5 The Wi-Fi signal strength of the camera. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices.

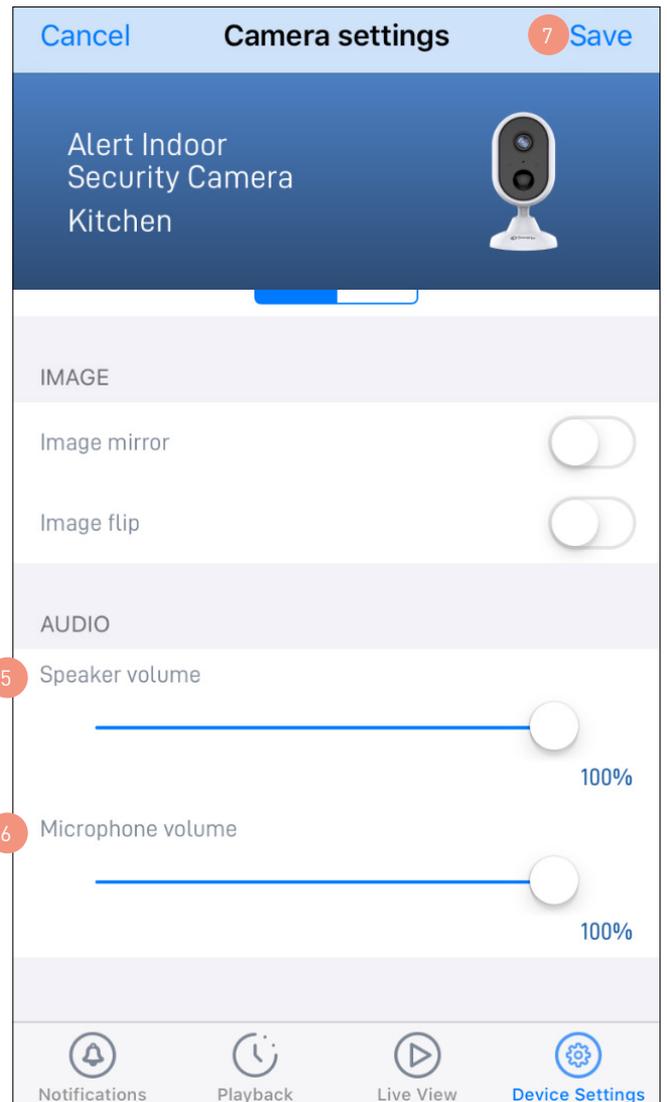
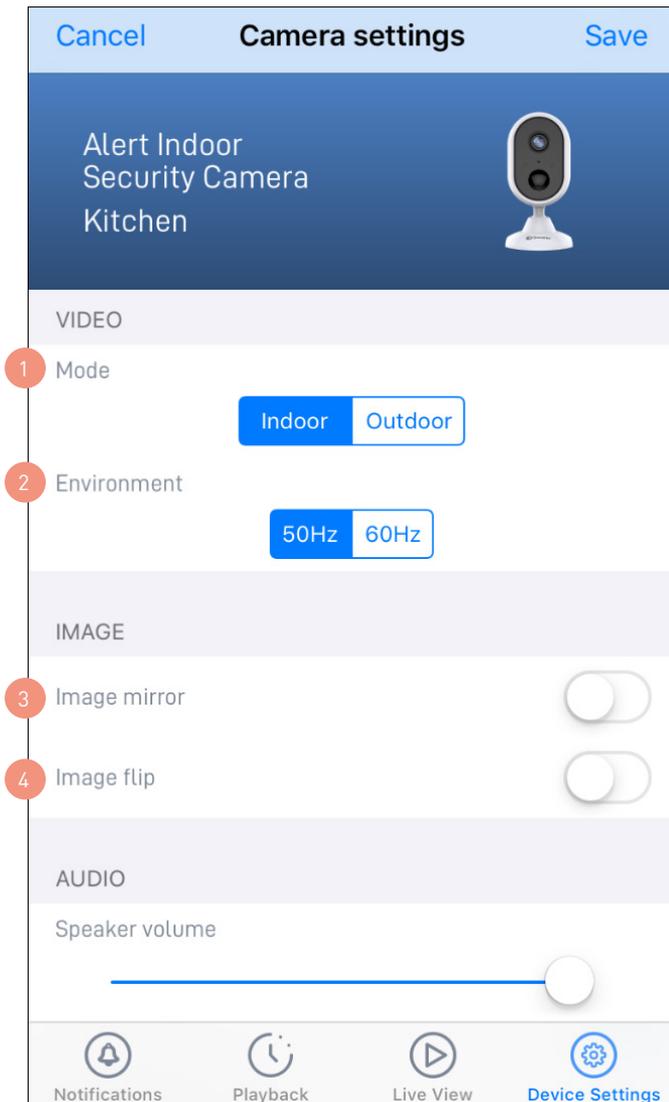
(Continued on the next page)

Device Settings Overview - Alert Indoor Camera



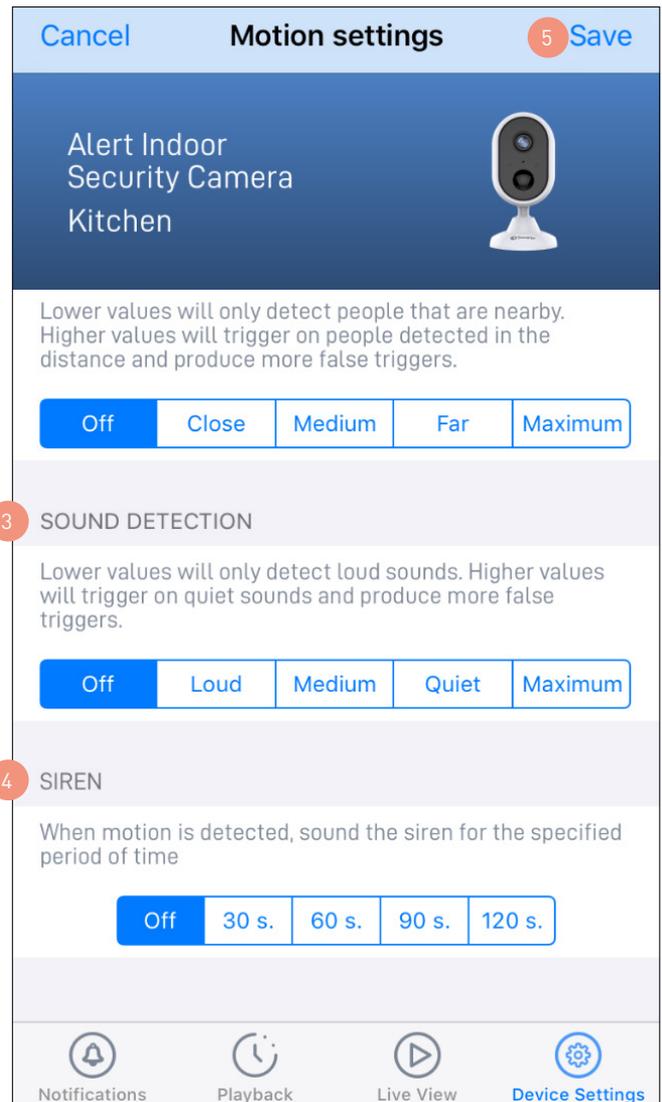
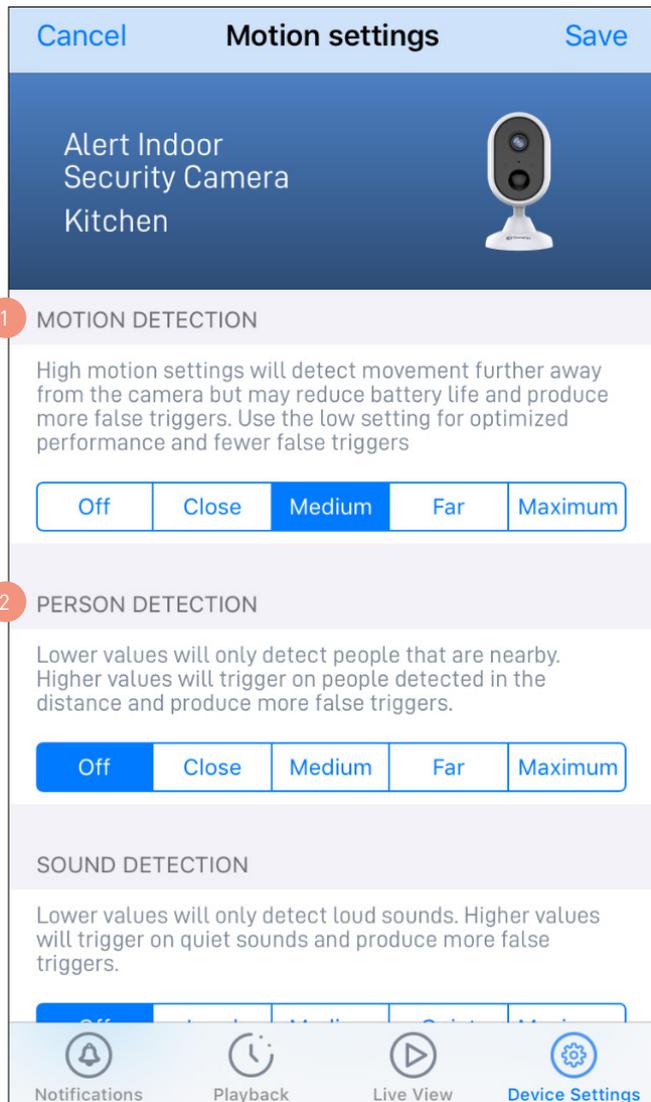
- 6 Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See "[Camera Settings - Alert Indoor Camera](#)" on page 39.
- 7 Adjust the camera's detection sensitivity settings for motion detection, human detection, and sound detection. See "[Motion Settings - Alert Indoor Camera](#)" on page 40.
- 8 Access up to the last 2 days of event clips (space permitting) stored on the camera's internal memory. When the camera's internal memory is full, the oldest clips will be overwritten.
Note: You can also clear the camera's internal memory completely permanently deleting all local recordings. To do this, scroll all the way to the bottom of the Storage screen and tap the **Format storage** button.
- 9 Check for camera firmware updates. New firmware may from time to time be available for your camera to improve the performance, fix bugs, or roll out new features and enhancements.
- 10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default.
- 11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.
- 12 Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair it first. Please note that once the camera is unpaired, all event clips related to the camera will no longer be available in the app.

Camera Settings - Alert Indoor Camera



- 1 Select the mode according to where your camera is physically located.
- 2 If your camera is used in Indoor mode, you can set your camera's frequency to match with your country's electrical frequency. This will help prevent video flicker caused by fluorescent lights.
 - 50Hz (for Australia/UK)
 - 60Hz (for North America)
- 3 Lets you horizontally reverse the orientation of the camera's video display.
- 4 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
- 5 Adjust the camera's speaker volume. You can also turn the camera's speaker off by sliding the level all the way to the left. Please note that decreasing the speaker volume level will also reduce the volume of the built-in siren.
- 6 Adjust the camera's microphone volume. You can also turn the camera's microphone off by sliding the level all the way to the left. Please note that decreasing the microphone volume level will also reduce the sound detection sensitivity.
- 7 Apply any changes you've made to the settings.

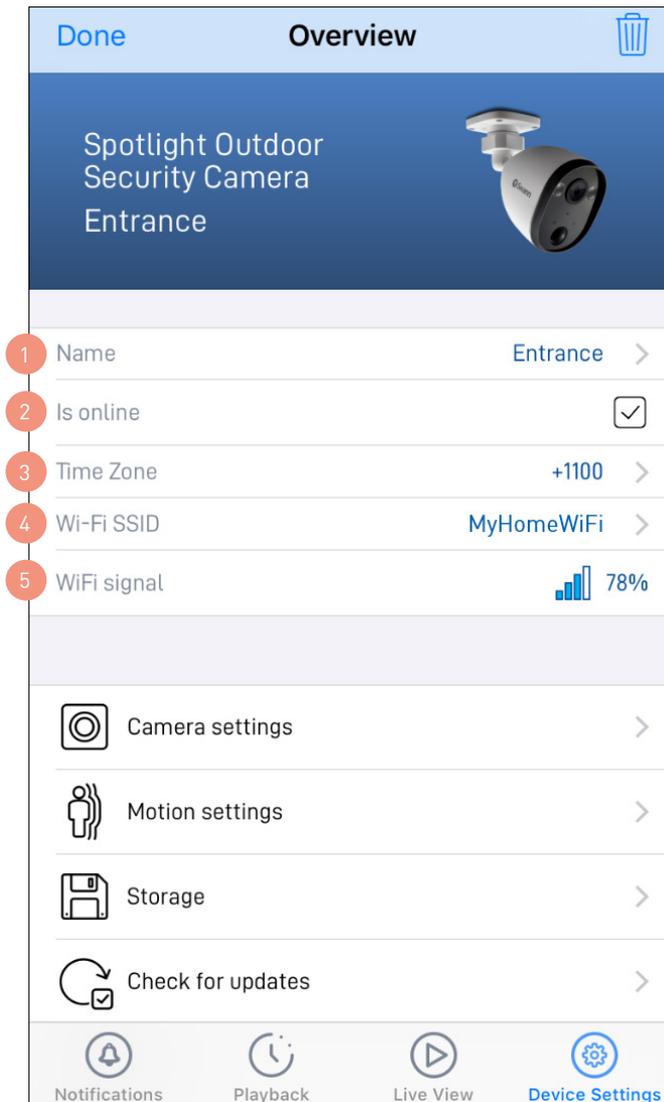
Motion Settings - Alert Indoor Camera



- 1 Select the motion sensitivity level to optimize motion detection recordings for your home environment. Higher sensitivity settings will increase the distance at which motion events can be detected. Use lower settings to reduce detection range and minimize unwanted recordings. Selecting **Off** turns off motion detection completely.
- 2 Receive person detection alerts when the camera detects the presence of a person in the motion event. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection completely. Please note that, to use this feature, the Motion Detection sensitivity setting (above) must not be **Off**.
- 3 Select the sound detection sensitivity level needed to trigger recordings.
 - The highest sensitivity level (**Maximum**) will detect most ambient sounds—even the quietest of sounds like whispers or keyboard typing.
 - The lowest sensitivity level (**Loud**) will only detect very loud noises like vacuum cleaners, smoke alarms or baby crying.
 - If you're getting many detections even on the lowest sensitivity because of the camera's location in a noisy environment, you can lower the microphone volume level of the camera to 90 and below in Camera Settings. This further reduces the sensitivity of the camera's microphone to background noise.
 - Every home environment is unique, so we recommend experimenting with the sound sensitivity settings to find out which works best for yours. You can also adjust and finetune the microphone volume level of the camera to suit the location.
 - To turn off sound detection completely, select **Off**.
- 4 Select how long the siren will sound when motion or sound is detected.

Note: Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.
- 5 Apply any changes you've made to the camera's detection settings.

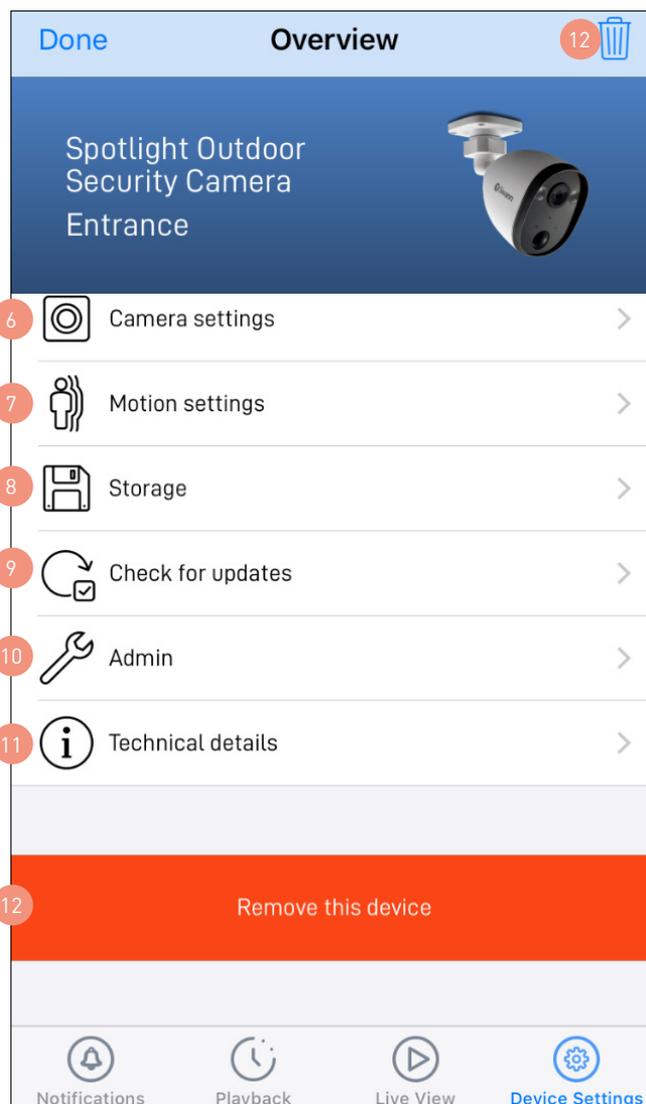
Device Settings Overview - Spotlight Outdoor Camera



- 1 The current name of your camera. Tap > to change it.
- 2 The current connection state of your camera.
- 3 The current timezone (GMT format) of your camera. The date and time stamp of camera recordings will be based on the timezone you've selected. If this information is wrong, tap > to update it.
- 4 The name of the Wi-Fi network to which your camera is connected. If multiple networks are available in your home, you can easily change the Wi-Fi connection the camera is using. Tap > to enter the new Wi-Fi details. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
- 5 The Wi-Fi signal strength of the camera. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices.

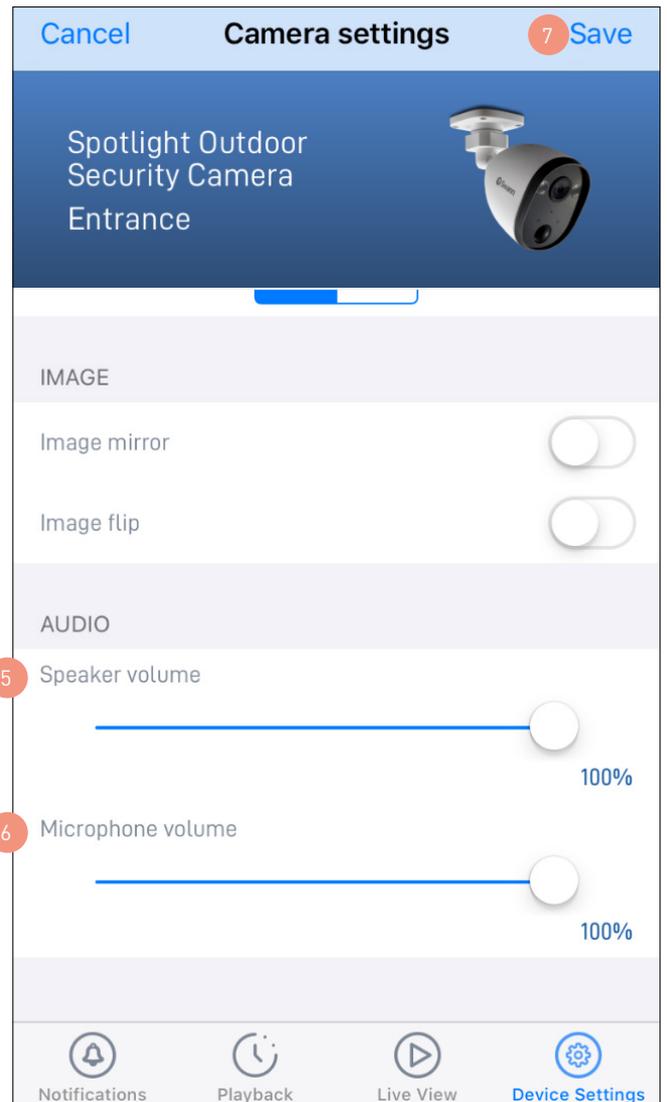
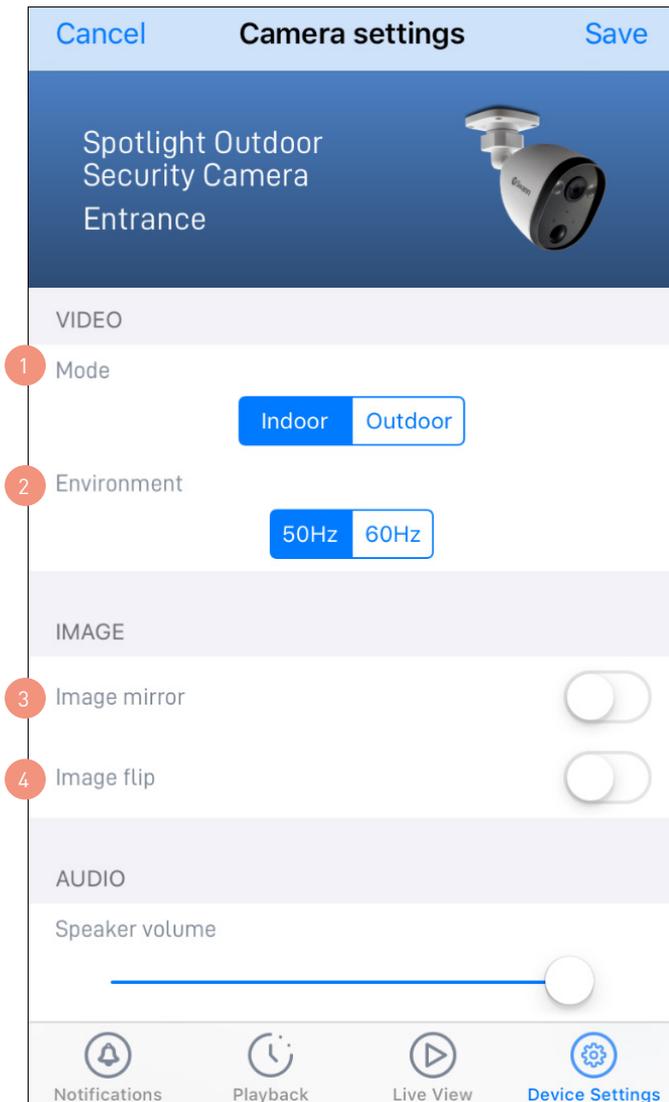
(Continued on the next page)

Device Settings Overview - Spotlight Outdoor Camera



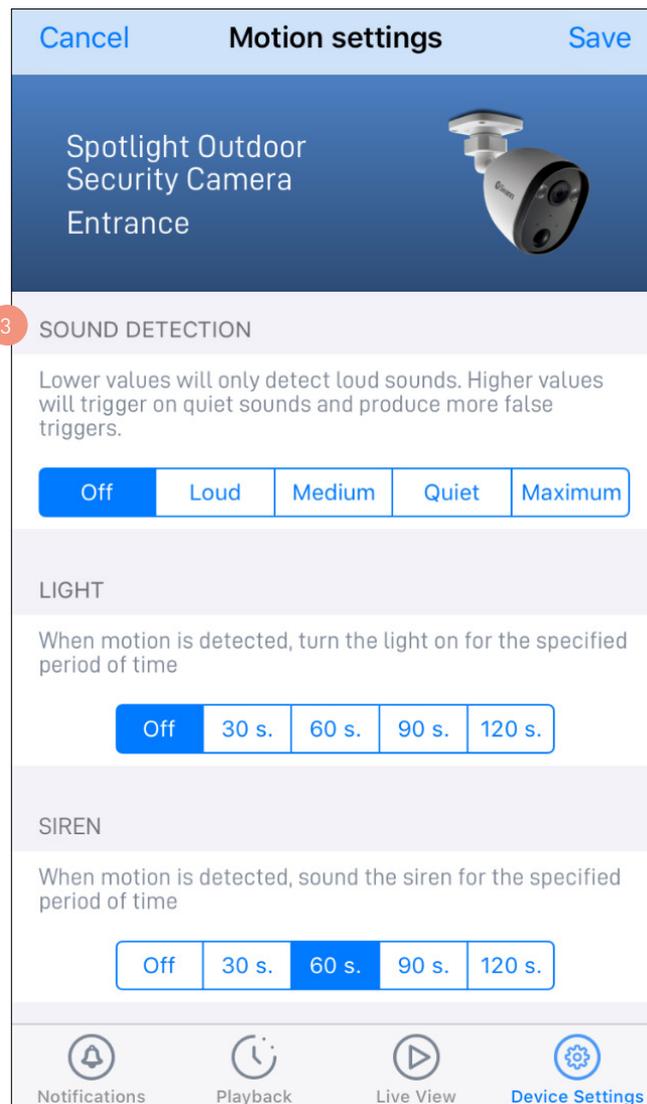
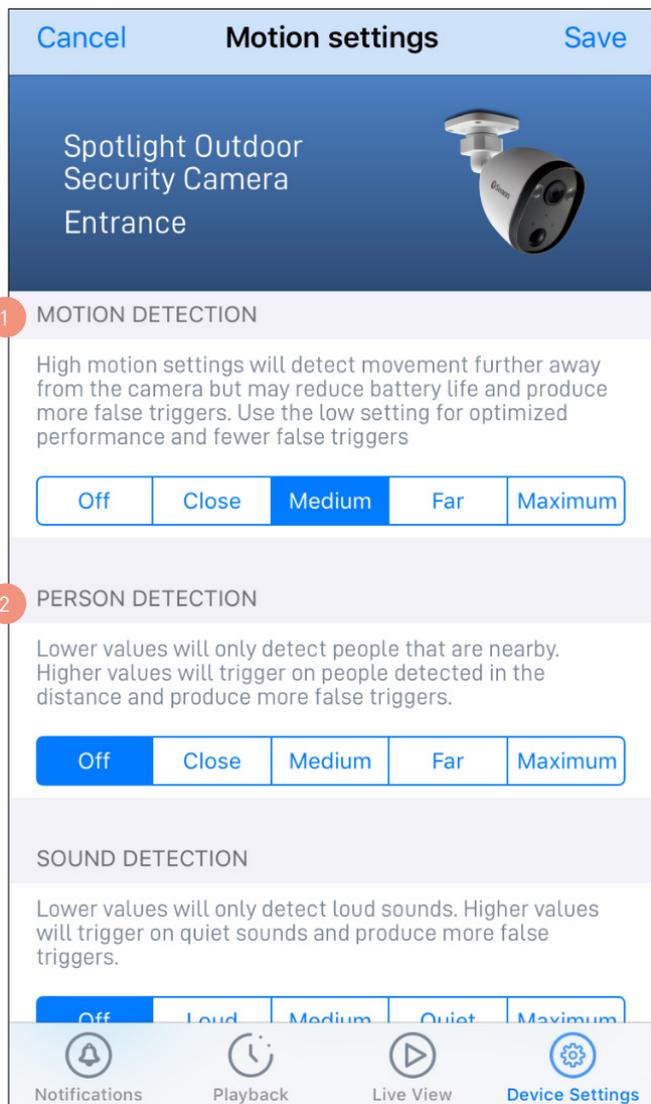
- 6 Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See "[Camera Settings - Spotlight Outdoor Camera](#)" on page 43.
- 7 Adjust the camera's detection sensitivity settings for motion detection, human detection, and sound detection. See "[Motion Settings - Spotlight Outdoor Camera](#)" on page 44.
- 8 Access up to the last 2 days of event clips (space permitting) stored on the camera's internal memory. When the camera's internal memory is full, the oldest clips will be overwritten.
Note: You can also clear the camera's internal memory permanently deleting all local recordings. To do this, scroll all the way to the bottom of the Storage screen and tap the **Format storage** button.
- 9 Check for camera firmware updates. New firmware may from time to time be available for your camera to improve the performance, fix bugs, or roll out new features and enhancements.
- 10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default.
- 11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.
- 12 Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair it first. Please note that once the camera is unpaired, all event clips related to the camera will no longer be available in the app.

Camera Settings - Spotlight Outdoor Camera



- 1 Select the mode according to where your camera is physically located.
- 2 If your camera is used in Indoor mode, you can set your camera's frequency to match with your country's electrical frequency. This will help prevent video flicker caused by fluorescent lights.
 - 50Hz (for Australia/UK)
 - 60Hz (for North America)
- 3 Lets you horizontally reverse the orientation of the camera's video display.
- 4 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
- 5 Adjust the camera's speaker volume. You can also turn the camera's speaker off by sliding the level all the way to the left. Please note that decreasing the speaker volume level will also reduce the volume of the built-in siren.
- 6 Adjust the camera's microphone volume. You can also turn the camera's microphone off by sliding the level all the way to the left. Please note that decreasing the microphone volume level will also reduce the sound detection sensitivity.
- 7 Apply any changes you've made to the settings.

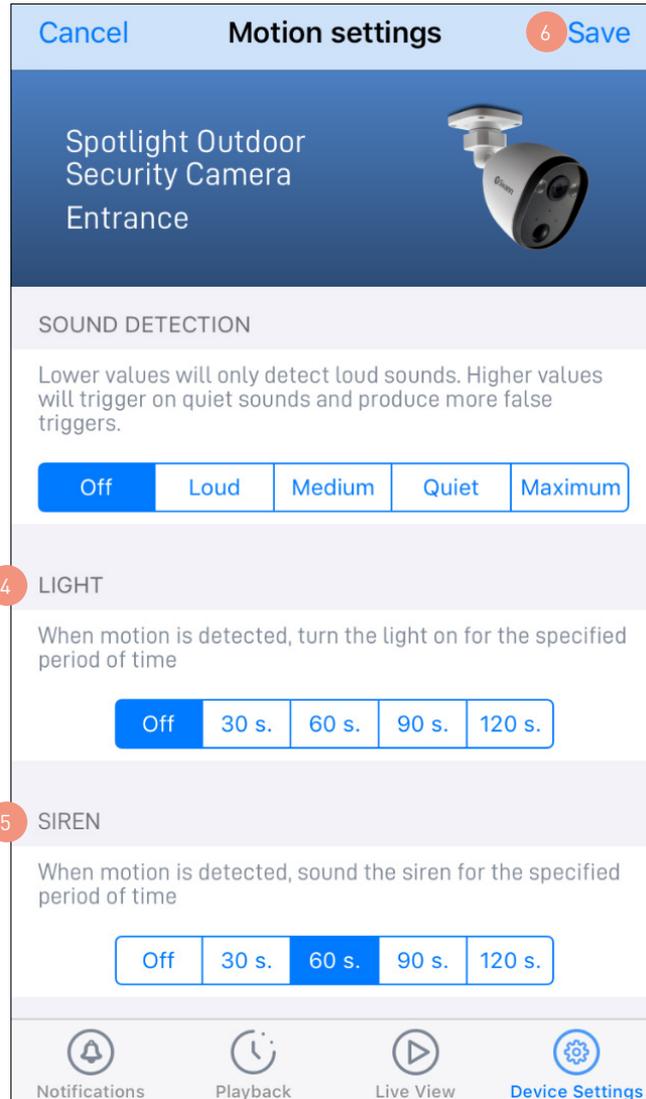
Motion Settings - Spotlight Outdoor Camera



- 1 Select the motion sensitivity level to optimize motion detection recordings for your home environment. Higher sensitivity settings will increase the distance at which motion events can be detected. Use lower settings to reduce detection range and minimize unwanted recordings. Selecting **Off** turns off motion detection completely.
- 2 Receive person detection alerts when the camera detects the presence of a person in the motion event. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection completely. Please note that, to use this feature, the Motion Detection sensitivity setting (above) must not be **Off**.
- 3 Select the sound sensitivity level needed to trigger recordings.
 - The highest sensitivity level (**Maximum**) will detect most ambient sounds—even the quietest of sounds like whispers or rustling leaves.
 - The lowest sensitivity level (**Loud**) will only detect very loud noises like lawn mowers or smoke alarms.
 - If you're getting many detections even on the lowest sensitivity because of the camera's location in a noisy environment, you can lower the microphone volume level of the camera to 90 and below in Camera Settings. This further reduces the sensitivity of the camera's microphone to background noise.
 - Every home environment is unique, so we recommend experimenting with the sound sensitivity settings to find out which works best for yours. You can also adjust and finetune the microphone volume level of the camera to suit the location.
 - To turn off sound detection completely, select **Off**.

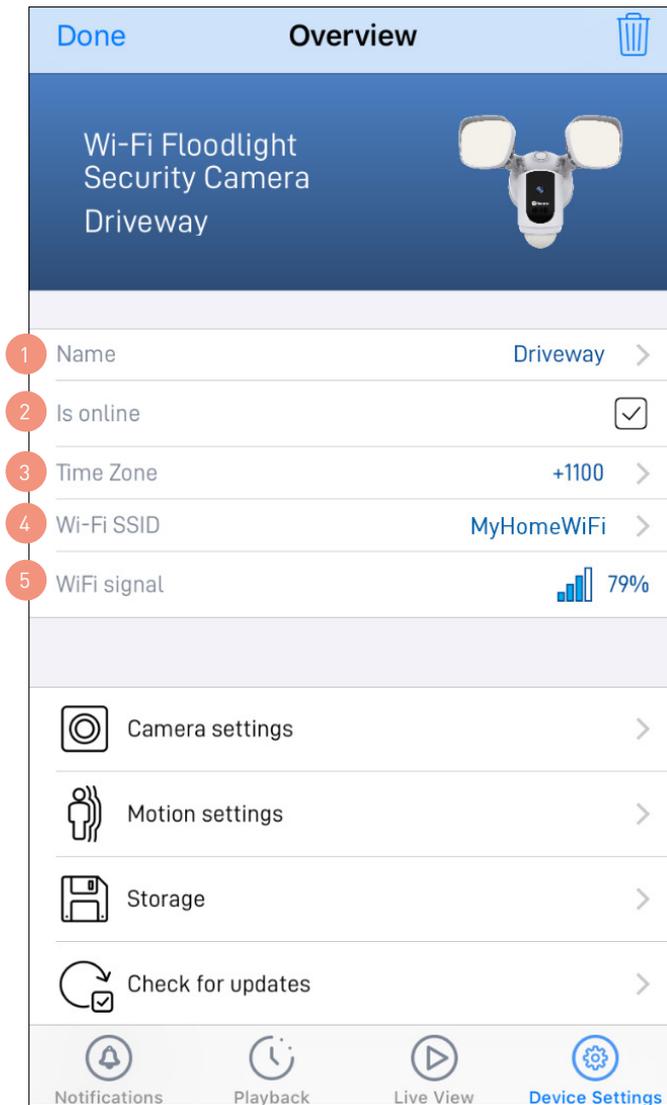
(Continued on the next page)

Motion Settings - Spotlight Outdoor Camera



- 4 Select how long the camera's spotlights will stay on when motion or sound is detected during night time. **Note:** The camera's built-in night detection sensor, which reads the ambient brightness levels, will automatically keep the spotlights off during daytime to conserve electricity and make your spotlights last longer. During the day, you can manually turn on the camera's spotlights using the light control icon available on single live view mode.
- 5 Select how long the camera's siren will sound when motion or sound is detected. **Note:** Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.
- 6 Apply any changes you've made to the camera's detection settings.

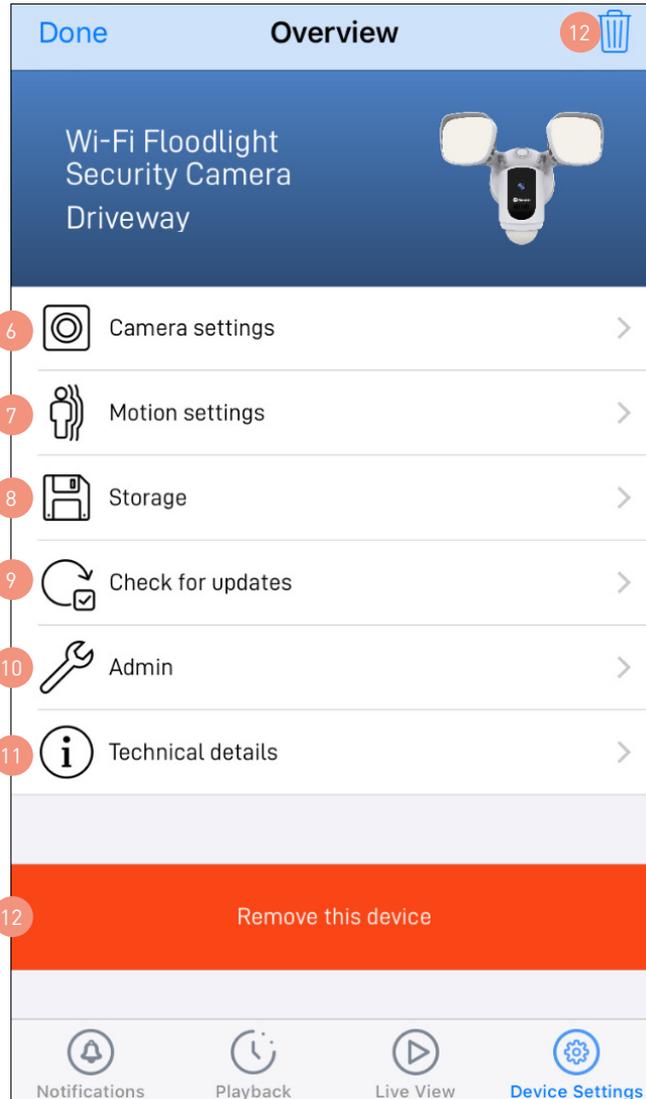
Device Settings Overview - Floodlight Camera



- 1 The current name of your camera. Tap > to change it.
- 2 The current connection state of your camera.
- 3 The current timezone (GMT format) of your camera. The date and time stamp of camera recordings will be based on the timezone you've selected. If this information is wrong, tap > to update it.
- 4 The name of the Wi-Fi network to which your camera is connected. If multiple networks are available in your home, you can easily change the Wi-Fi connection the camera is using. Tap > to enter the new Wi-Fi details. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
- 5 The Wi-Fi signal strength of the camera. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices.

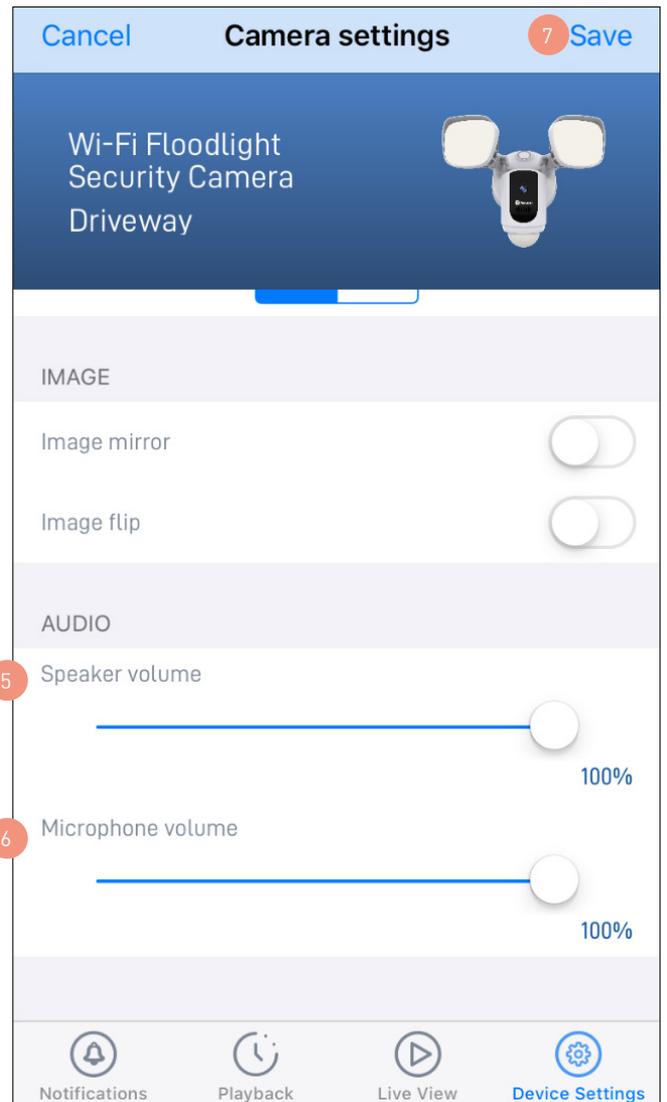
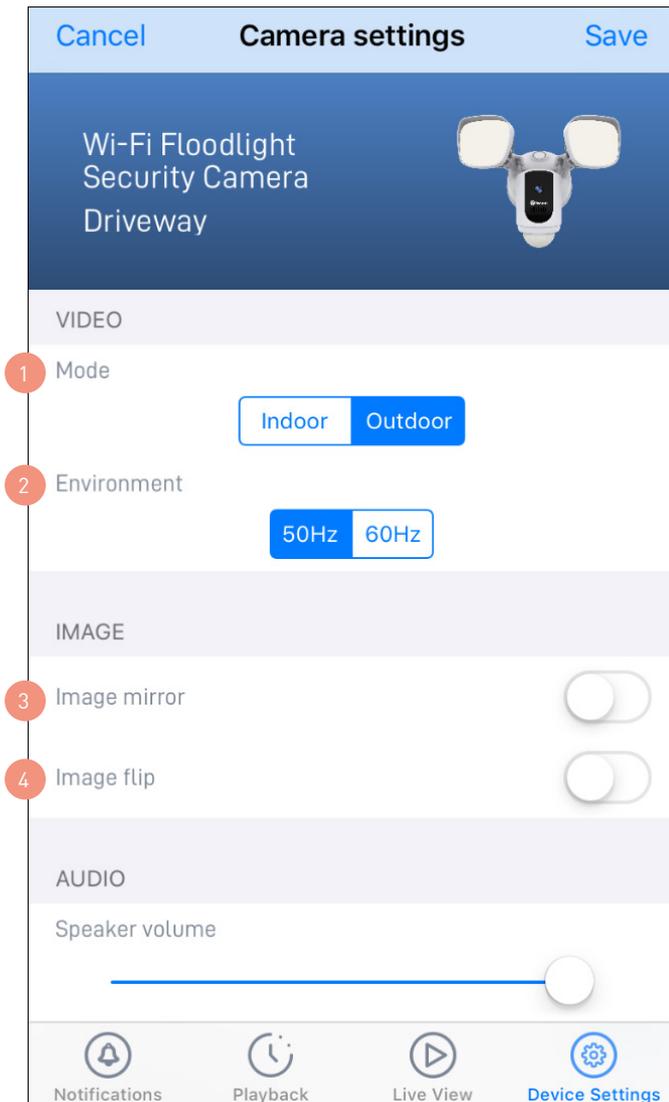
(Continued on the next page)

Device Settings Overview - Floodlight Camera



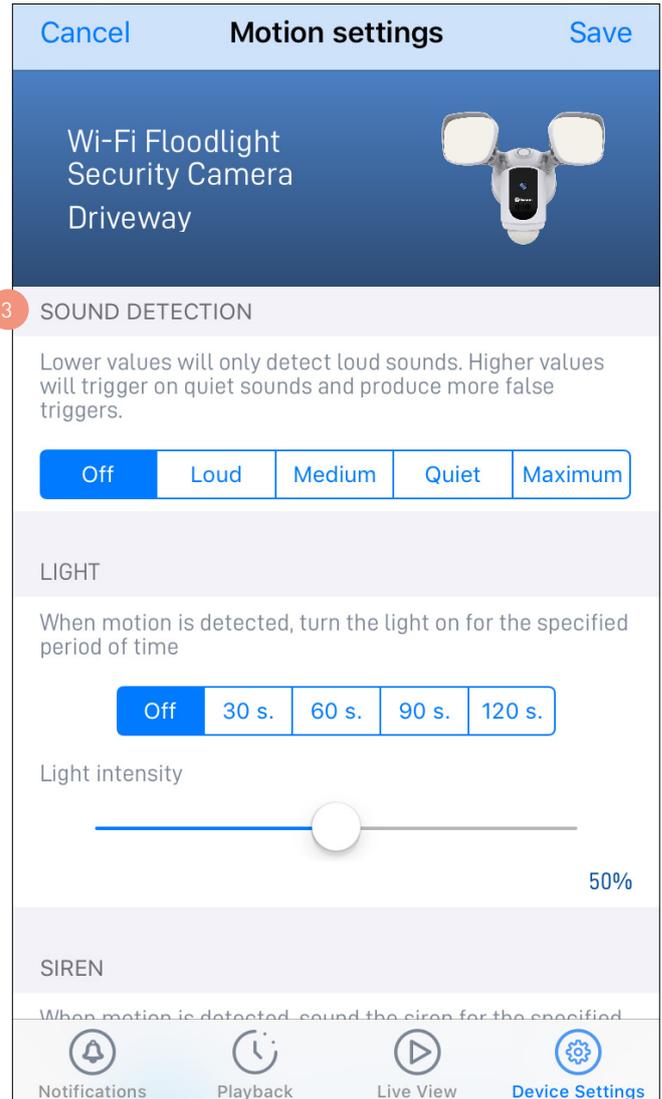
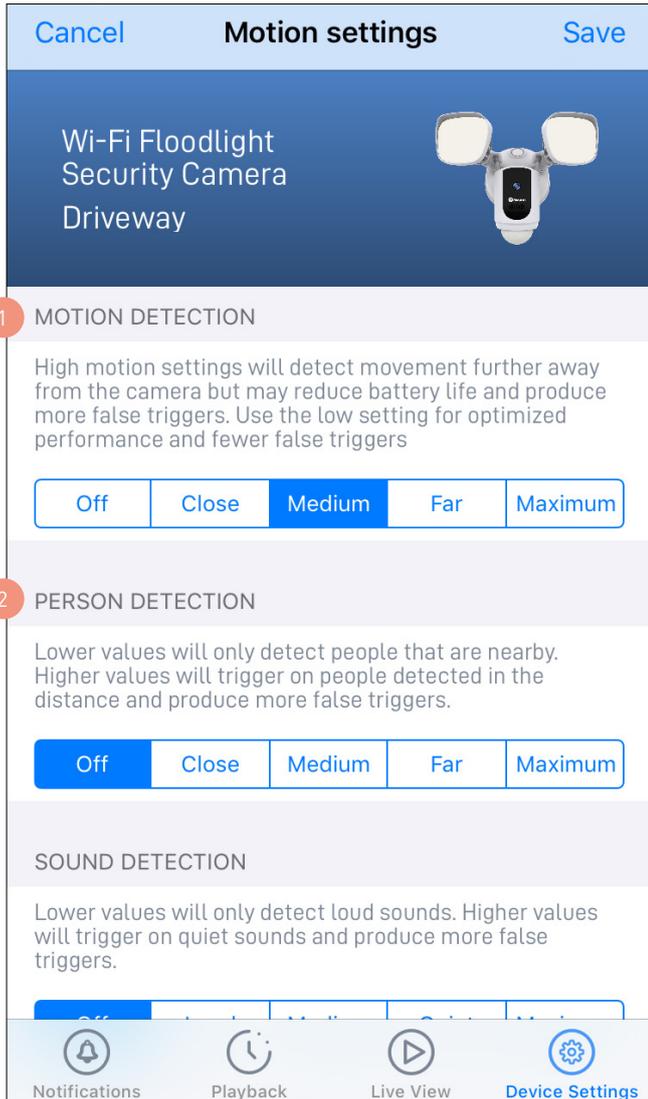
- 6 Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See "[Camera Settings - Floodlight Camera](#)" on page 48.
- 7 Adjust the camera's detection sensitivity settings for motion detection, human detection, and sound detection. See "[Motion Settings - Floodlight Camera](#)" on page 49.
- 8 Access up to the last 2 days of event clips (space permitting) stored on the camera's internal memory. When the camera's internal memory is full, the oldest clips will be overwritten.
Note: You can also clear the camera's internal memory permanently deleting all local recordings. To do this, scroll all the way to the bottom of the Storage screen and tap the **Format storage** button.
- 9 Check for camera firmware updates. New firmware may from time to time be available for your camera to improve the performance, fix bugs, or roll out new features and enhancements.
- 10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default.
- 11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.
- 12 Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair it first. Please note that once the camera is unpaired, all event clips related to the camera will no longer be available in the app.

Camera Settings - Floodlight Camera



- 1 Select the mode according to where your camera is physically located.
- 2 If your camera is used in Indoor mode, you can set your camera's frequency to match with your country's electrical frequency. This will help prevent video flicker caused by fluorescent lights.
 - 50Hz (for Australia/UK)
 - 60Hz (for North America)
- 3 Lets you horizontally reverse the orientation of the camera's video display.
- 4 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
- 5 Adjust the camera's speaker volume. You can also turn the camera's speaker off by sliding the level all the way to the left. Please note that decreasing the speaker volume level will also reduce the volume of the built-in siren.
- 6 Adjust the camera's microphone volume. You can also turn the camera's microphone off by sliding the level all the way to the left. Please note that decreasing the microphone volume level will also reduce the sound detection sensitivity.
- 7 Apply any changes you've made to the settings.

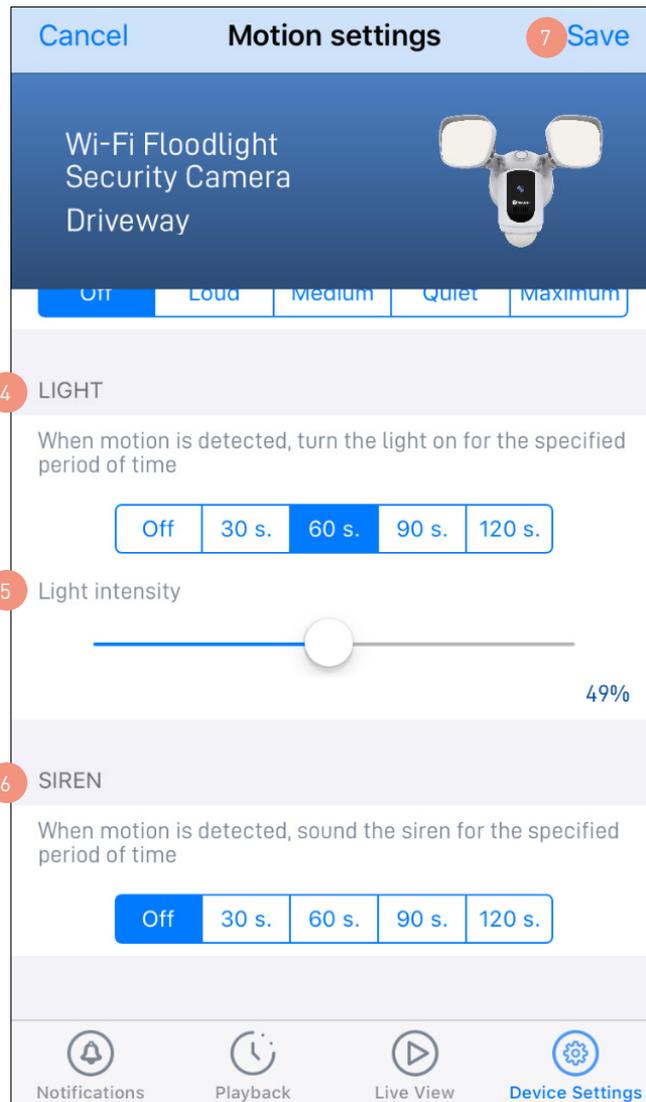
Motion Settings - Floodlight Camera



- 1** Select the motion sensitivity level to optimize motion detection recordings for your home environment. Higher sensitivity settings will increase the distance at which motion events can be detected. Use lower settings to reduce detection range and minimize unwanted recordings. Selecting **Off** turns off motion detection completely.
- 2** Receive person detection alerts when the camera detects the presence of a person in the motion event. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection completely. Please note that, to use this feature, the Motion Detection sensitivity setting (above) must not be **Off**.
- 3** Select the sound sensitivity level needed to trigger recordings.
 - The highest sensitivity level (**Maximum**) will detect most ambient sounds—even the quietest of sounds like whispers or rustling leaves.
 - The lowest sensitivity level (**Loud**) will only detect very loud noises like lawn mowers or smoke alarms.
 - If you're getting many detections even on the lowest sensitivity because of the camera's location in a noisy environment, you can lower the microphone volume level of the camera to 90 and below in Camera Settings. This further reduces the sensitivity of the camera's microphone to background noise.
 - Every home environment is unique, so we recommend experimenting with the sound sensitivity settings to find out which works best for yours. You can also adjust and finetune the microphone volume level of the camera to suit the location.
 - To turn off sound detection completely, select **Off**.

(Continued on the next page)

Motion Settings - Floodlight Camera

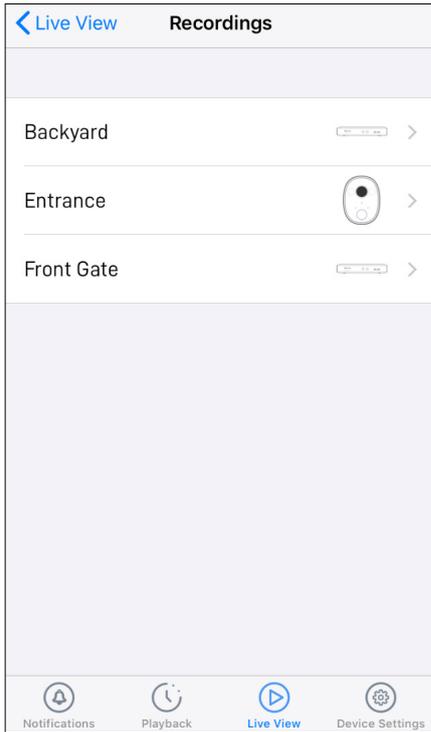


- 4 Select how long the camera's floodlights will stay on when motion or sound is detected during night time. **Note:** The camera's built-in night detection sensor, which reads the ambient brightness levels, will automatically keep the floodlights off during daytime to conserve electricity and make them last longer. During the day, you can manually turn on the floodlights using the  bulb icon that is available on single camera live view mode.
- 5 Drag the slider left or right to adjust the default brightness of the floodlights.
- 6 Select how long the camera's siren will sound when motion or sound is detected. **Note:** Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.
- 7 Apply any changes you've made to the camera's detection settings.

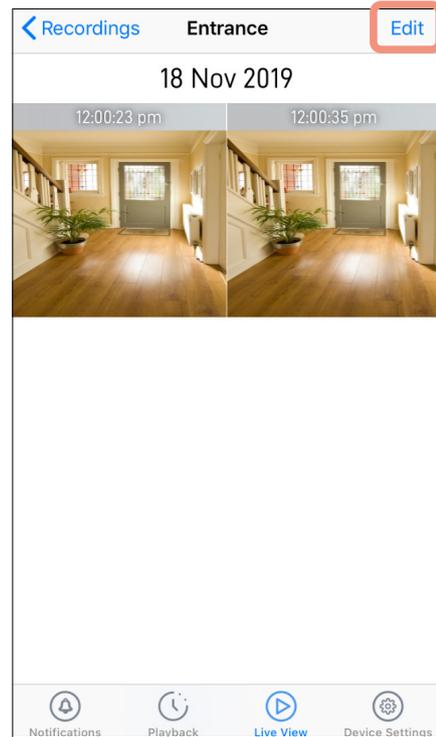


Appendix

Managing your App Recordings



From the Recordings (**Menu > Recordings**) screen, select your camera.
Note: Only devices that have clips manually recorded via live view are shown.



To view a recording, tap on the video thumbnail.
To manage your recordings, tap **Edit**.

A diagram illustrating the process of selecting and managing recordings. It features two screenshots of the 'Recordings' screen. The left screenshot shows the 'Entrance' camera recordings for '18 Nov 2019'. A blue checkmark is visible on the first thumbnail. A sharing sheet is overlaid on the screen, showing options for AirDrop, Message, Mail, WhatsApp, and Gmail, as well as 'Copy', 'Save to Files', and 'More'. A blue line connects the 'Message' icon to a text box: 'Tap to share selected recordings via popular email/messaging apps or save to your phone's cloud or local storage.' The right screenshot shows the same recordings screen in edit mode. A blue checkmark is on the first thumbnail. A blue line connects the 'Cancel' button in the top right to a text box: 'Tap to cancel edit mode.' Another blue line connects the first thumbnail to a text box: 'Tap on a video thumbnail to select the recording. A blue tick ✓ appears when a recording is selected.' A third blue line connects the 'Select All' button at the bottom to a text box: 'Tap to select all recordings.' A fourth blue line connects the trash icon at the bottom to a text box: 'Tap to permanently delete selected recordings. Once deleted, recordings cannot be recovered.'

I have forgotten my Swann Security account password. How do I reset it?

Tap the "Forgot Password" link on the Sign In screen of the Swann Security app and submit the email address that you used to create your account. You'll shortly receive an email with instructions on how to reset your account password.

Can I access my device with another phone?

Yes. Just install the Swann Security app on your other phone and sign in using the same Swann Security account credentials. For privacy, make sure to sign out of the app on any secondary devices before switching back to your primary phone.

Can I register my device to another Swann Security account?

A device can be registered to a single Swann Security account only. If you want to register the device to a new account (for example, if you want to give the device to a friend), you'll first need to remove the device (i.e., unpair) from your account. Once removed, the device can be registered to another Swann Security account.

How do I find my device's ID?

For CCTV systems: The device's ID is listed on a sticker located on the top of the device.

For SWIFI cameras: The device's ID (or MAC address) is listed on a sticker located on the back, bottom or base of the device.

If the device is already paired to your account, you can find the device's ID in the app: **Settings > Technical details**

Where can I find the snapshots and recordings taken using the app?

You can view your snapshots in the **Photos** app on your phone.

You can view your recordings in the app via **Menu > Recordings**. See "**Managing your App Recordings**" on page 52.

How do I get alerts on my phone?

To receive push notifications from Swann Security, simply turn on the **Enabled** toggle in the [Notifications](#) tab of the Swann Security app.

Will I be able to stream live video if I'm travelling overseas?

As long as your mobile phone and the Swann Security devices are both connected to the internet, you can conveniently check in on your devices via the Swann Security app from anywhere in the world.

Why is live video slow to load?

Poor internet connection is the most common reason. Test your internet speed using an online speed checker tool or at [speedtest.net](https://www.speedtest.net). We recommend internet speeds of at least 2 Mbps for optimal streaming performance. As a general rule, the more devices (e.g., cameras) you have connected, the more internet bandwidth you'll need.

Why is the video event history not loading in the Playback tab?

After launching the Swann Security app, please allow a moment for camera tiles to connect and load live video before trying to retrieve the video event history of your cameras from the Playback tab.

FAQs - Alert Indoor, Spotlight Outdoor & Floodlight Cameras

Can I use my camera without an internet connection?

No, your camera requires a Wi-Fi network connection with internet access (minimum 512Kbps upload speed) so you can stream live video to your phone and manage the camera's settings.

Why is my camera offline?

Occasionally you might get a notification that your camera is offline. When your camera can't be reached by the Swann Security server, you'll get a notification that it is offline. This could mean your internet is down, the internet connection between your camera and our server is unstable, or your camera has been moved out of range from your Wi-Fi router. Normally, your camera should come back online by itself once your internet access is available again. If your camera stays offline for an extended period of time, try unplugging and re-plugging the camera to refresh its internet connection. You might also want to make sure that your internet connection is working properly. You can try rebooting your Wi-Fi router to resolve any network connectivity issue.

Why am I getting false motion events?

Moving cars, passersby, direct sunlight or reflection may cause unwanted motion detection. To minimize false motion detections, adjust your camera angle slightly downward and ensure the field of view is focused only on the immediate area of concern and excludes as much background activity as possible. If placed outdoors, avoid locations where your camera will be directly exposed to sunlight during the day. Also, take note of shiny surfaces in the vicinity, such as house or car windows, which can reflect sunlight and trigger your camera's motion sensor. You can also try lowering the motion detection sensitivity to suit the environment.

Is it possible to manually turn off the siren when my camera is triggered?

Yes, simply open the camera's live video stream in single view mode then tap the siren icon twice. If the duration of the automatic siren is too long, you can reduce it to 30 seconds (minimum) or turn it off completely in the camera's settings (**Motion Settings > Siren**).

Can I turn off the spotlights/floodlights and siren so they don't light and sound when my camera is triggered?

Yes, you can easily set your camera not to activate either or both its spotlights/floodlights and siren when an event is detected. Go to your camera's **Motion Settings**, and under the controls for the **Light** and the **Siren**, select the **OFF** option.

Can my camera still record events if my internet connection goes down?

Your camera continues to detect and record events locally to its internal memory even if your home Wi-Fi network or internet is having issues, as long as your camera is not powered off. Once your camera comes back online, it will attempt to upload any event clips that were recorded during the downtime to your cloud storage which you can later view from the Playback tab. Also, you can directly access recorded events from the camera's internal memory via the camera's **Settings > Storage**.

FAQs - Alert Indoor, Spotlight Outdoor & Floodlight Cameras

If I set the my camera's live view quality to Low, will it also affect the video quality of event clips?

No, motion and sound detection recordings will always be captured in the highest camera resolution available.

How long is a camera event clip?

Event clips can be as short as 10 seconds and up to 1 minute in length, depending on how long the sound or motion lasts. The camera will begin recording an event when sound or motion is first detected, and continue to record until there is completely no sound or motion. If the camera continues to detect sound or motion for longer than a minute, a new recording will be created as a separate event in the camera's event timeline.

Why doesn't the camera event clip have sound?

Make sure that the camera's microphone volume setting is not turned OFF or set too low—the camera will not be able to pick up any sound in the background when it is recording the event.

How far back can I view my camera's event history?

Swann Security provides free basic cloud storage for your camera. From the **Playback** tab, you can retrieve up to the last 7 days of camera event clips stored in the cloud.

I have installed a new home Wi-Fi router. How do I change the Wi-Fi network my camera connects to?

If your old router has not been disconnected yet, go to your camera's **Settings > Wi-Fi SSID**, then enter the details of the new router's Wi-Fi network (i.e., Wi-Fi name and password). This will immediately update the Wi-Fi information on your camera. Make sure the new Wi-Fi network is available for devices to connect to.

If your old Wi-Fi router is no longer operating, go to **Menu > Pair Device** and perform the setup process for your camera again. You can also do this if your router's Wi-Fi network name or password has changed. [There is no need to remove the camera from your account first.](#)

How do I factory reset my camera?

Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory (i.e., erase all locally saved clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory defaults.

Follow the steps below to perform a factory reset on your camera:

- **If your camera is online**
From the app, go to the camera's **Settings > Admin** and tap the **Factory Reset** button. The camera will reset to factory defaults and restart. When the camera starts blinking blue slowly, it is in pairing mode and ready for setup.
- **If your camera is offline**
Locate the **Reset** button on the camera. Press and hold the **Reset** button for 20 seconds until the blue LED indicator turns off. The camera will reset to factory defaults and restart. When the camera starts blinking blue slowly, it is in pairing mode and ready for setup.

Note: Factory resetting your camera does not remove (unlink) it from your Swann Security account. If you're giving your camera to somebody else, make sure to remove it from your account first via the camera settings in the app.



The content in this manual is for information purposes only and is subject to change without notice. While every effort is made to ensure that this manual is accurate and complete at the time of publication, no liability is assumed for any errors and omissions that may have occurred. For the latest version of this user manual, please visit: www.swann.com

Apple and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

© 2020 Swann Communications

Swann Security Application Version: 1.8.49