

SWANN SECURITY APP

USER MANUAL for iOS

English

Contents

Getting Started

Installing the Swann Security App 4
Creating your Swann Security Account 5
Pairing the Device 7
Scanning the QR Code 8

About the App Interface

App Navigation 10
App Menu 11
Notifications Tab 12
Live View Tab: CCTV System 13
Single Camera View Mode: CCTV System 14
Live View Tab: Wi-Fi Cameras 15
Single Camera View Mode: Wi-Fi Cameras 16
Playback Tab 17

Device Settings

CCTV System 19
Indoor Security Camera (SWIFI-ALERTCAM/SWWHD-INDCAM) 20
Wire-Free Security Camera (SWIFI-CAM) 24
Smart Security Camera (SWWHD-INTCAM) 29
Security Tracker Camera (SWIFI-TRACKCAM) 33
Security Pan Tilt Camera (SWIFI-PTCAM) 38
Outdoor Security Camera (SWIFI-SPOTCAM/SWWHD-OUTCAM) 43
Floodlight Security Camera (SWIFI-FLOCAM/SWWHD-FLOCAM) 48

Appendix

Updating Your Account Profile 54
Viewing and Managing Manual Recordings 55
Changing the Camera's Wi-Fi Network 56
Factory Resetting the Camera 57
Turning off the Camera 59
FAQs: General 60
FAQs: Wi-Fi Cameras 61

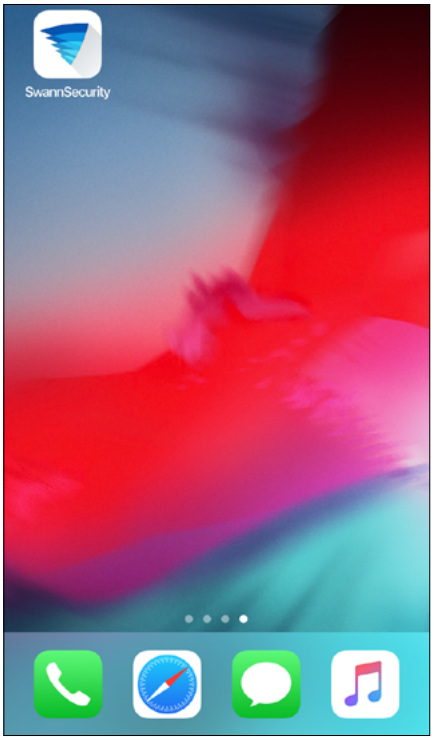


Getting Started

INSTALLING THE SWANN SECURITY APP

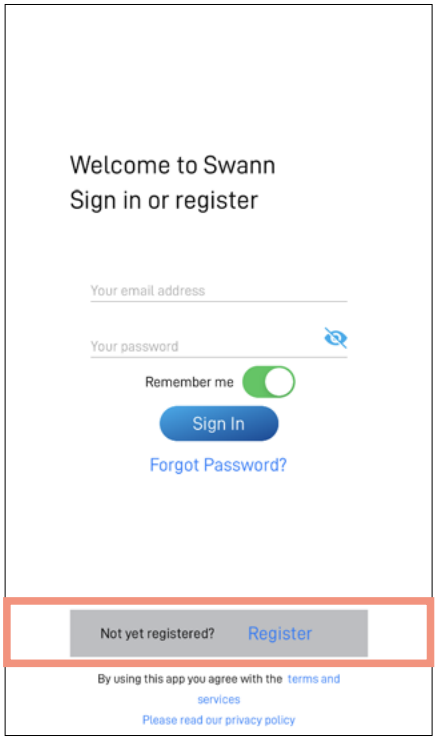


Search and download the latest version of the Swann Security app from the App store.

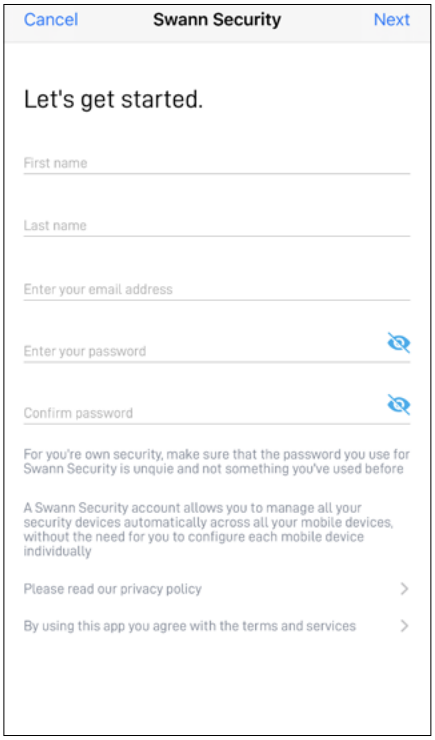


After the Swann Security app is installed, tap the Swann Security icon on the Home screen to launch the app.

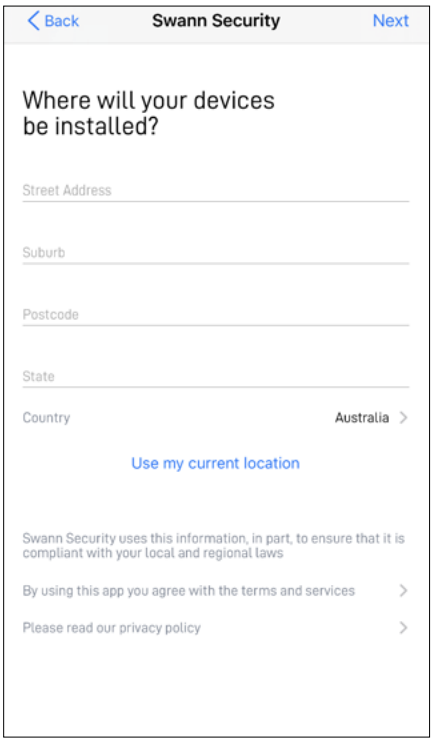
CREATING YOUR SWANN SECURITY ACCOUNT



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

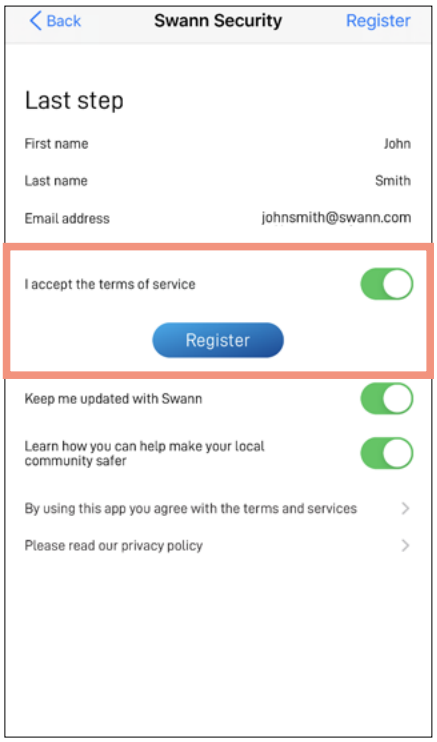


Enter your first and last names, email address, desired password (between 8 - 32 characters), and confirm the password. Tap **Next** to continue.
This helps us verify your identity if you contact us for assistance with your account or device.



Enter your address or tap **Use my current location** to allow the app to automatically determine 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.

Tap **Next** to continue.

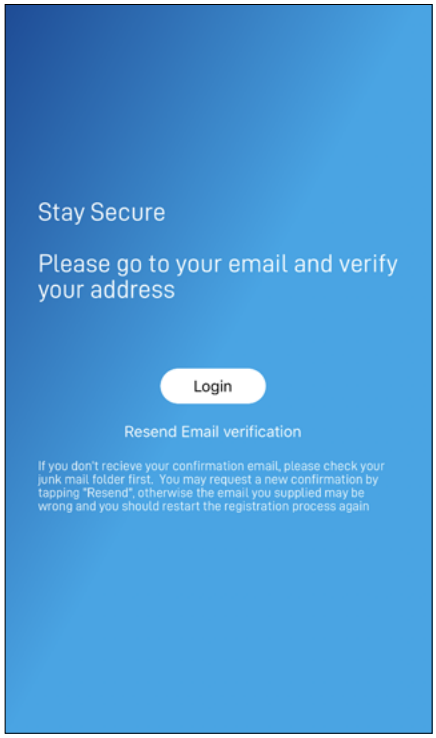


Read the Terms of Service and Privacy Policy (links on the bottom of the screen), then select the "**I agree to the terms of service**" option to agree to the terms of service.

Tap the **Register** button to create your account.

(Continued on the next page)

CREATING YOUR SWANN SECURITY ACCOUNT



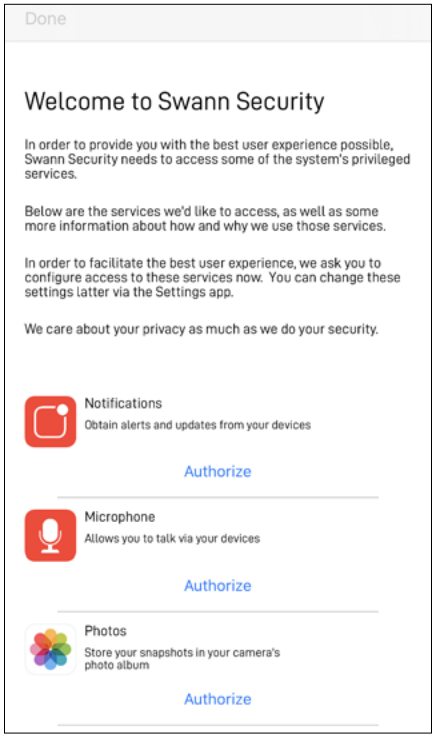
Go to your email inbox and open the link in the verification email from Swann Security to activate your account. If you can't find the verification email, try checking the Junk folder. You can also tap **Resend Email Verification** to receive another verification email.

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



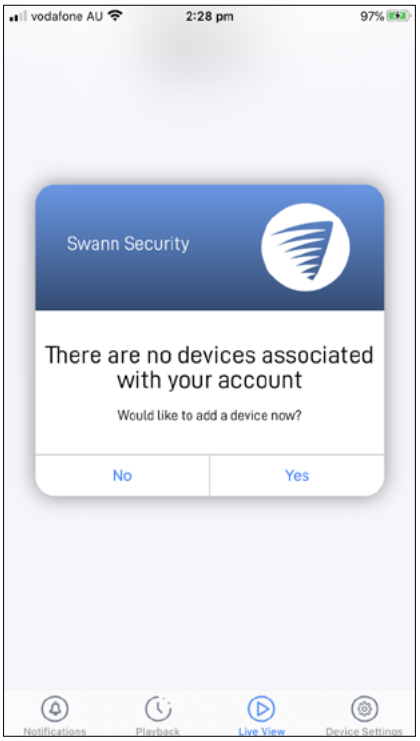
After verifying your email address, you can sign into your Swann Security account. Enter the email address and password you used to set up your Swann Security account, then tap the **Sign In** button.

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.

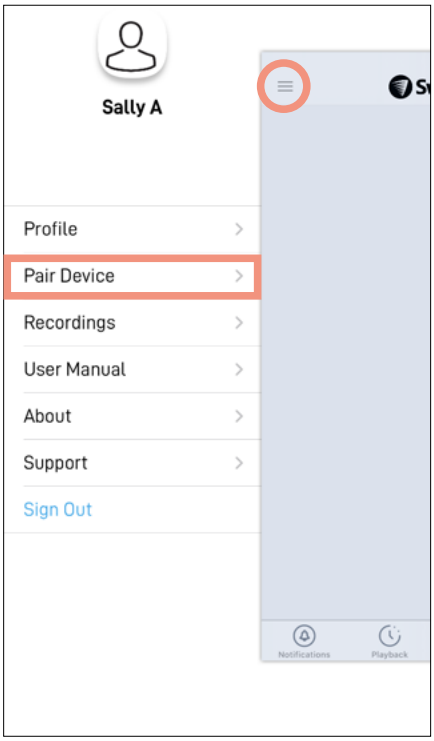


The first time you run the app, you'll be asked to give permission for the app to access services such as notifications, microphone, location, etc.
Grant permission for the services requested (see on-screen explanations) to get full benefits of the app including alerts and device pairing capability.

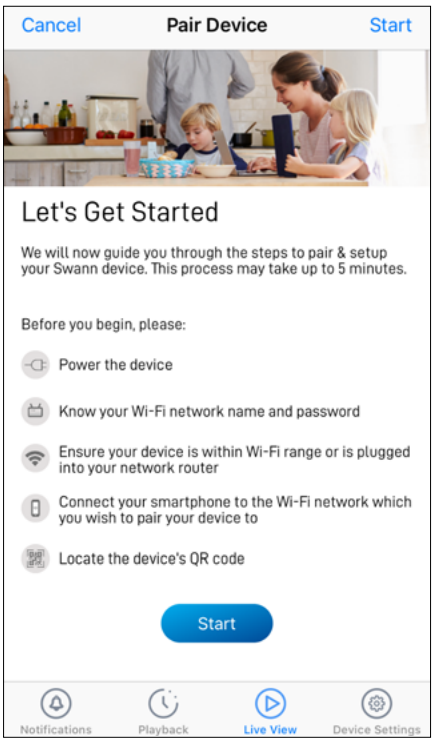
PAIRING THE DEVICE



If your Swann Security account does not have any devices associated, the app will prompt you to add a device upon signing in. Tap **Yes** to pair your first Swann device.



You can also pair a Swann device by selecting **Pair Device** from the app menu ☰ in the top left of the screen.



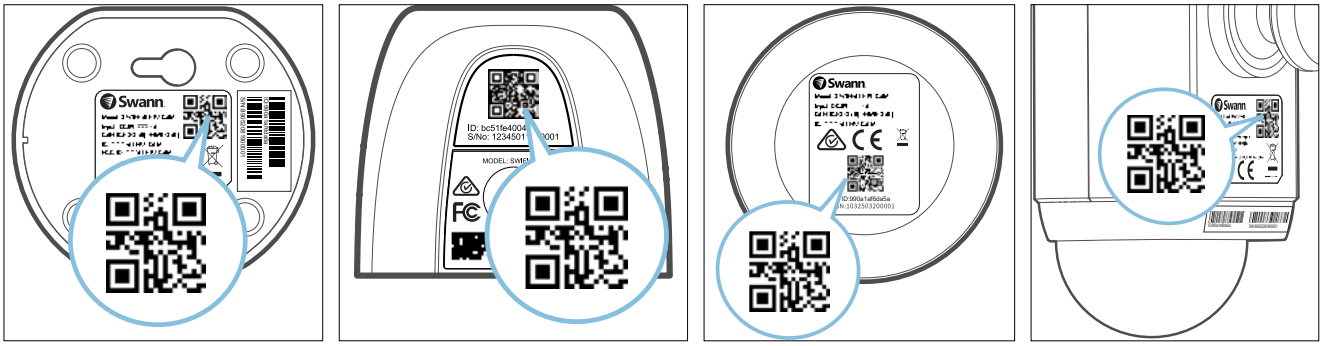
Follow the on-screen instructions to pair and set up your new Swann device. Once the pairing process is complete, your device will be displayed on the Live View tab.

If you need help with the device's QR code, see **"Scanning the QR Code" on page 8**.

SCANNING THE QR CODE



During the pairing process, you'll need to scan the device's QR code which can be generally found on the top, bottom, or back of the device. Check out the figures below for examples of where the QR code is located.



NOTE If the device was previously migrated from the SAFE by Swann app, check your inbox for an email from Swann Security with the subject "**Important - Save this QR Code for your camera**". This email will contain the camera's QR code which you can scan with your phone.

If your phone can't scan the QR code

- You can tap the **Manual Entry** button at the bottom of the QR code scanning screen, select the device you want to pair from the product menu, and type in the device's ID.
- For CCTV systems, the device's ID is listed on a sticker located on the top of the device, as shown below.

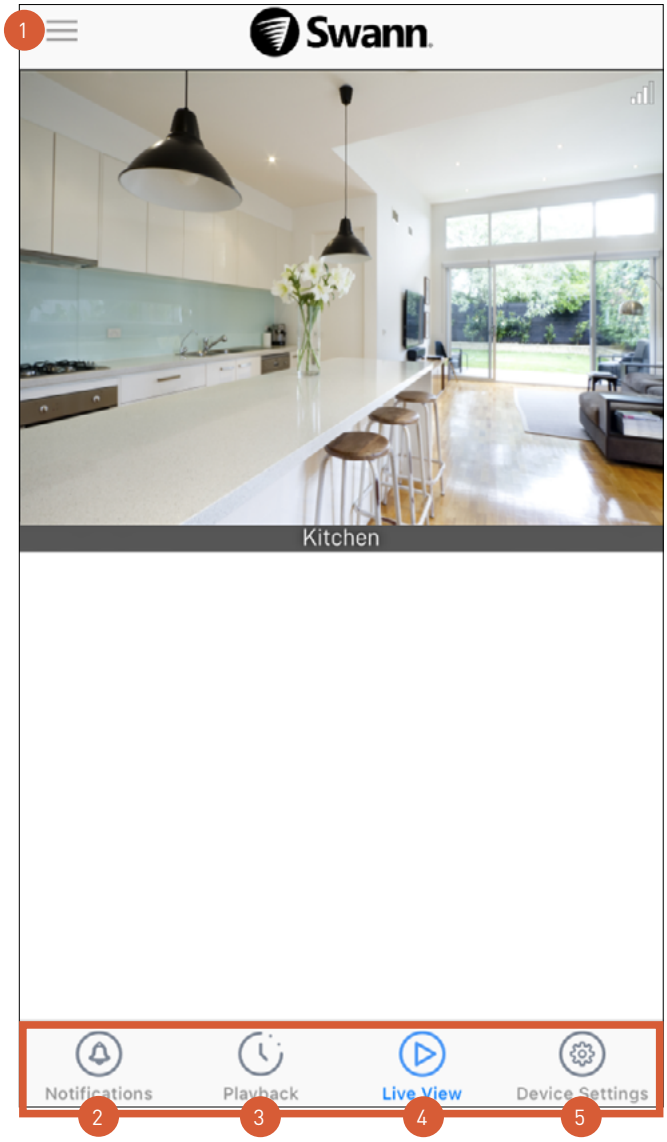


- For SWIFI/SWWHD camera models, the device's ID/MAC (consists of 12 alphanumeric characters) is listed on a sticker located on the back, bottom or base of the device, as shown below



About the App Interface

APP NAVIGATION



1. **App Menu:** Tap to open the menu where you can edit your account profile, pair a device, download the app manual, view manual recordings, and more. See "App Menu" on page 11.

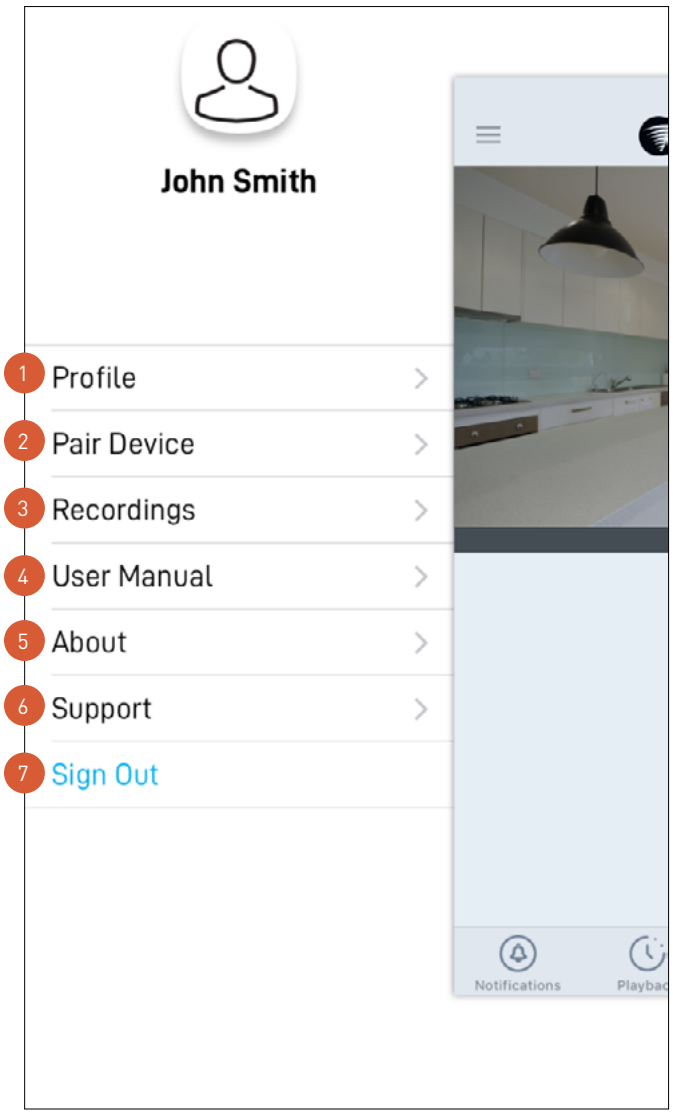
2. **Notifications Tab:** Tap to access the **Notifications** screen where you can view and manage device notifications from Swann Security. If a red dot, for example 2, is displayed, it indicates the number of unread device notifications in the Notifications screen. For more information, see "Notifications Tab" on page 12.

3. **Playback Tab:** Tap to access the video activity timeline where you can search and playback video events that have been recorded by your devices. For more information, see "Playback Tab" on page 17.

4. **Live View Tab:** Tap to access the **Live View** screen where you can view live video from your devices. For more information, see "Live View Tab: CCTV System" on page 13 and "Live View Tab: Wi-Fi Cameras" on page 15.

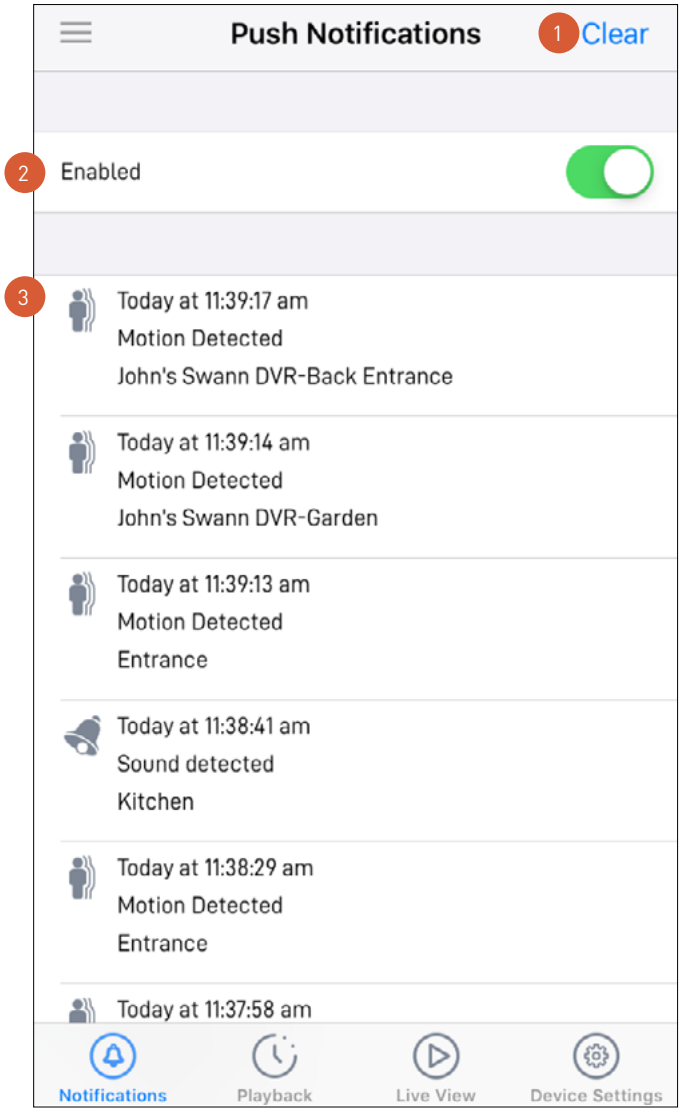
5. **Device Settings Tab:** Tap to access the **Device Settings** screen where you can check the status of your device, configure the full range of settings available for your devices, as well as find detailed technical specifications such as the firmware version and MAC address. For more information, see "Device Settings" on page 18.

APP MENU



1. Update your profile name, account password, and location. See **"Updating Your Account Profile" on page 54**.
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 **"Viewing and Managing Manual Recordings" on page 55**.
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.

NOTIFICATIONS TAB



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

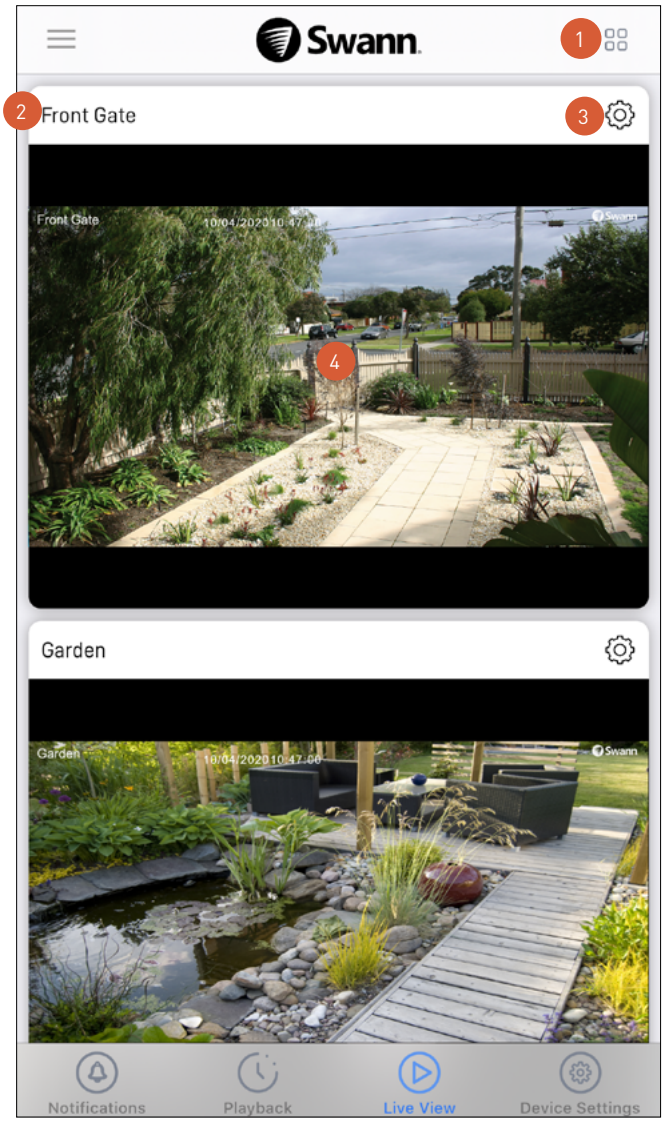
2 Tap to turn on or off push notifications from Swann Security. Depending on the type of device you have, you can receive push notifications for:

- Motion detection
- Sound detection
- Person detection
- Face detection
- Device status (Online, Offline, Restart, Low Wi-Fi signal, Low Battery, 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.

LIVE VIEW TAB: CCTV SYSTEM



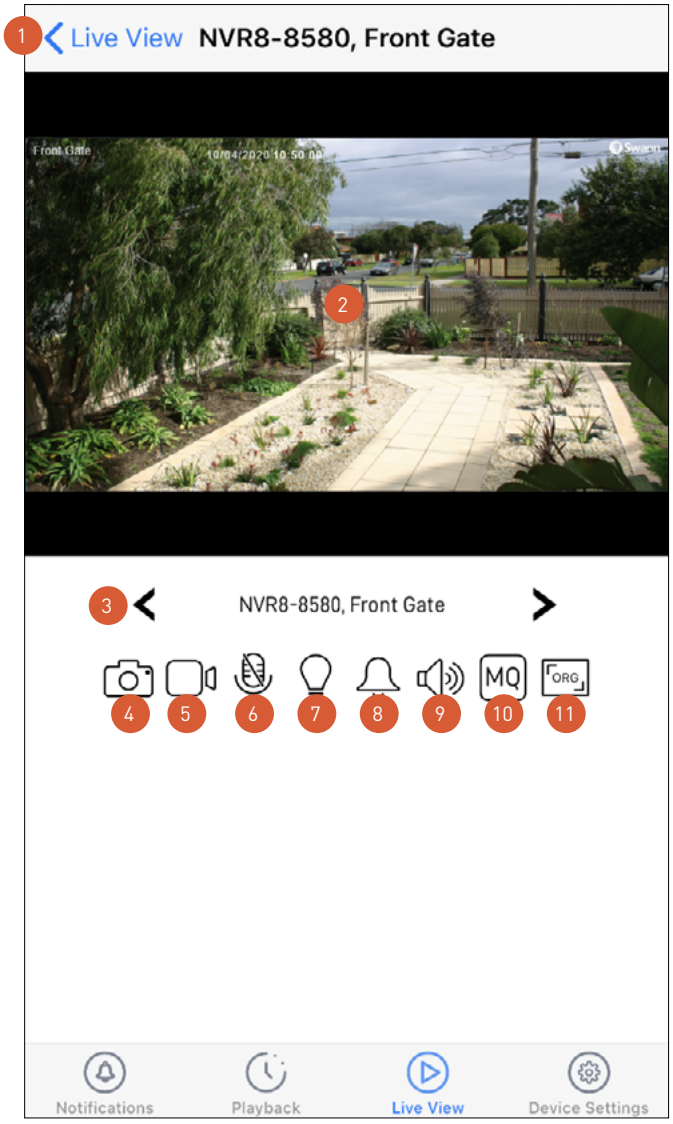
1. Toggle the layout of camera (channel) tiles in the viewing area between list and two-column grid views.

2. The camera (channel) name. By default, the camera name is retrieved from the CCTV system.

3. Tap to go to the CCTV system's **Device Settings** overview screen where you change the camera name and view detailed technical information.

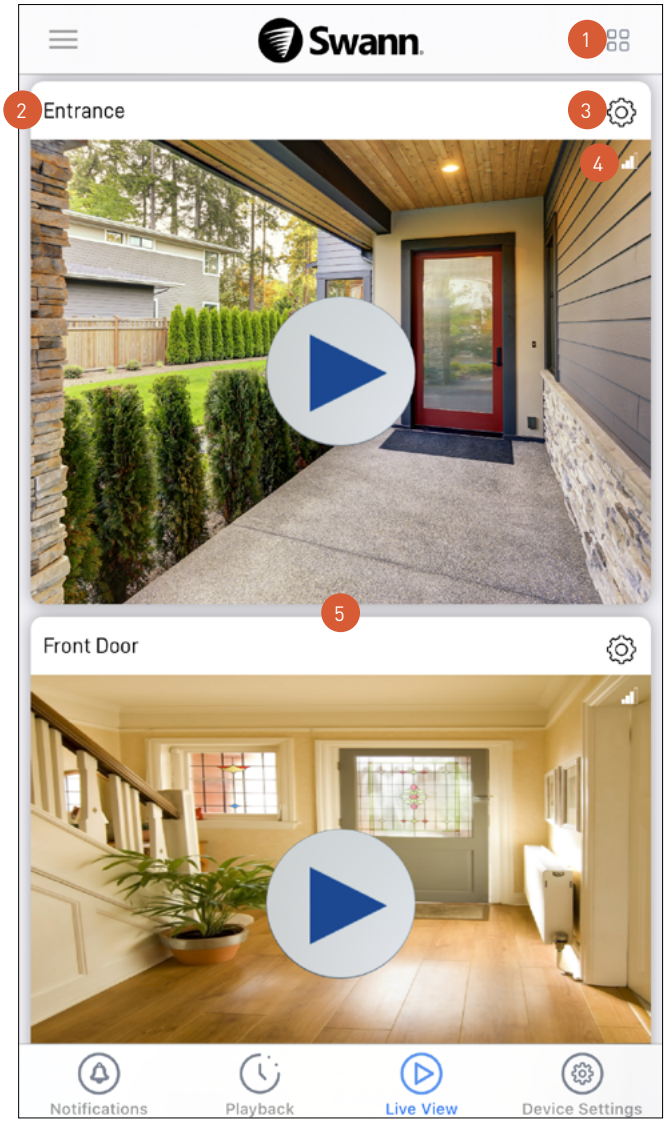
4. The viewing area.
   - When you launch the app, you can view live video streaming from all of the cameras connected to the CCTV system.
   - Scroll up or down to see more camera (channel) tiles.
   - Tap a camera tile to watch live video in single view mode. In single view mode, you can access additional camera options such as taking quick snapshots or video clips, enabling 2-way talk, and controlling spotlights and siren, if available. For more information, see **"Single Camera View Mode: CCTV System" on page 14**.

SINGLE CAMERA VIEW MODE: CCTV SYSTEM



1. Return to the Live View tab camera dashboard.
2. The live video window. 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. You can also turn your phone sideways for landscape view.
3. Tap the left or right arrow to display live video from the previous or next camera channel.
4. Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
5. Tap to start recording a video clip with the camera. Tap again to stop the recording.
   You can find your manual recordings in the **Recordings** section (**Menu** > **Recordings**) of the app.
6. 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 control panel 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.
7. Tap to turn on or off the camera's built-in spotlight.
   Note: This icon will not be shown if the camera is not capable of this function.
8. 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.
9. Tap to mute or unmute the live video.
10. Tap to toggle between live video quality settings. 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. Try the lower video quality setting if your Wi-Fi/Cellular connection is slow (*e.g., your phone is showing only 1 signal bar*) as less bandwidth is used and may result in smoother video streaming.
11. Tap to toggle between different aspect ratios - **Original** (match the camera's aspect ratio), **16:9**, **4:3**, **Stretched** (expand video to fill the entire video window)

LIVE VIEW TAB: WI-FI CAMERAS



1. Toggle the layout of camera tiles in the viewing area between list and two-column grid views.

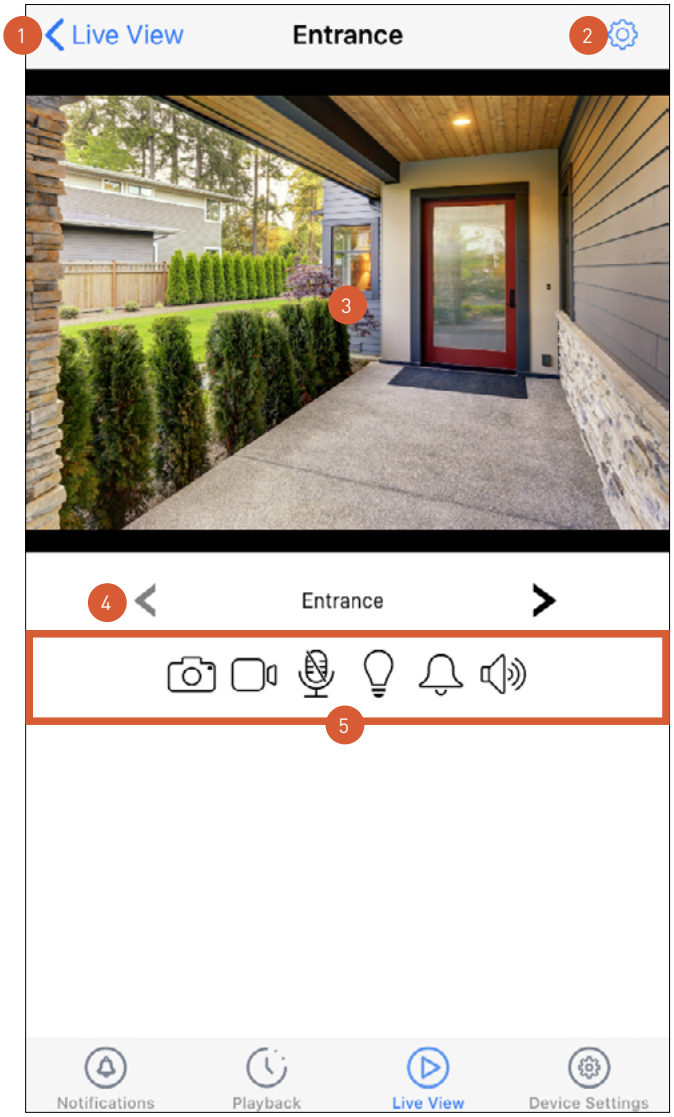
2. The camera name. You can easily change the name of your camera via the **Device Settings** tab.

3. Tap to go to the camera's **Device Settings** overview screen and adjust various settings such as the camera name, live video quality, and motion detection sensitivity.

4. 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 and the faster it will take to load the camera's live video stream. 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.

5. The viewing area.
   - Scroll up or down to see more camera tiles.
   - Tap the Play button to start streaming live video from the camera in single view mode. In single view mode, you can access additional camera options such as taking quick snapshots and video clips, enabling 2-way talk as well as activating the camera's built-in siren and lights manually. For more information, see the next page.

SINGLE CAMERA VIEW MODE: WI-FI CAMERAS

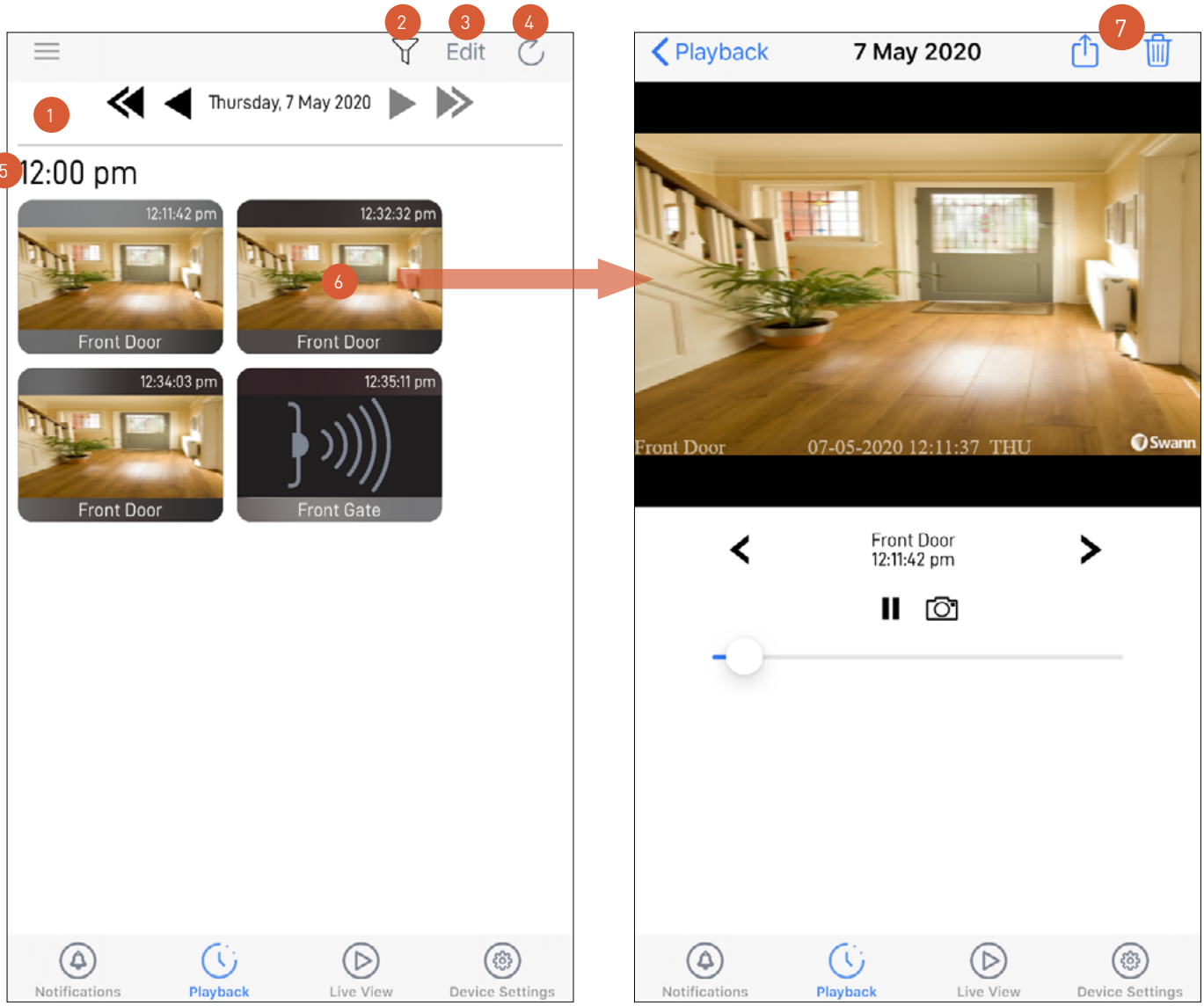


1. Return to the Live View tab camera dashboard.
2. The live video window. You can zoom in or out on the video — use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out. You can also turn your phone sideways for landscape view.
3. Tap to go to the Settings Overview screen of the camera and manage your camera's settings such as live video quality.
4. Tap the left or right arrow to display live video from the previous or next camera, if available.
5. The icons that are displayed will be dependent on the camera model. Check the product specifications to find out which features are available on your camera.
   The following table describes the functions of the icons available in single camera view mode.

Icon	Description
	Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
	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. See **"Viewing and Managing Manual Recordings" on page 54**.
	Tap to enable 2-way audio so you can talk to visitors through the camera's speaker. Tap again to turn it off.
	Tap to turn on or off the camera's built-in siren. If an event has triggered the camera's built-in siren, you can manually turn it off by tapping this icon twice.

Icon	Description
	Tap to turn on or off the camera's built-in floodlights/ spotlights.
	Tap to mute or unmute the live video.
	Tap to display the pan and tilt control panel which will allow you to adjust the view of the Pan Tilt Camera. You can pan/tilt the camera view by tapping the right/left/ up/down arrow repeatedly. You can tap to revert to the default starting (home) center position. You can tap to perform an autoscan of the scene once. You can tap to turn privacy mode on or off. When the camera is in privacy mode, the icon will be highlighted. To use privacy mode, you must first define the camera's privacy mode position (**Device Settings > Pan & Tilt Settings > Privacy Mode Settings**)

PLAYBACK TAB



1. Tap the left or right arrow to view the previous or following day or month's timeline of events for all of your cameras 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. **(Only for Wi-Fi camera models with cloud storage feature)** Tap to manage event clips in the camera's cloud storage.
   - 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 an event from the timeline will also delete the associated event clip from the cloud storage. Be sure to save the video first if you'd like to keep it. Once an event has been deleted, the video cannot be recovered.

4. Tap to refresh the **Playback** tab for new events.

5. The timeline shows all of your cameras' event history, grouped according to hourly time periods.
   Notes:
   - For CCTV system cameras, events are retrieved directly from the CCTV system's hard drive and generic event icon thumbnails will be displayed.
   - For Wi-Fi camera models *with* cloud storage feature, event video clips will be available for the length of time determined by the subscription plan associated with the camera. To find out more about the cloud storage subscriptions available for your cameras, visit subscriptions.swannsecurity.com.
   - For Wi-Fi camera models *without* cloud storage feature (*for example, the SWIFI Security Tracker Camera model*), the events displayed in the timeline are retrieved directly from the microSD card installed on the camera.

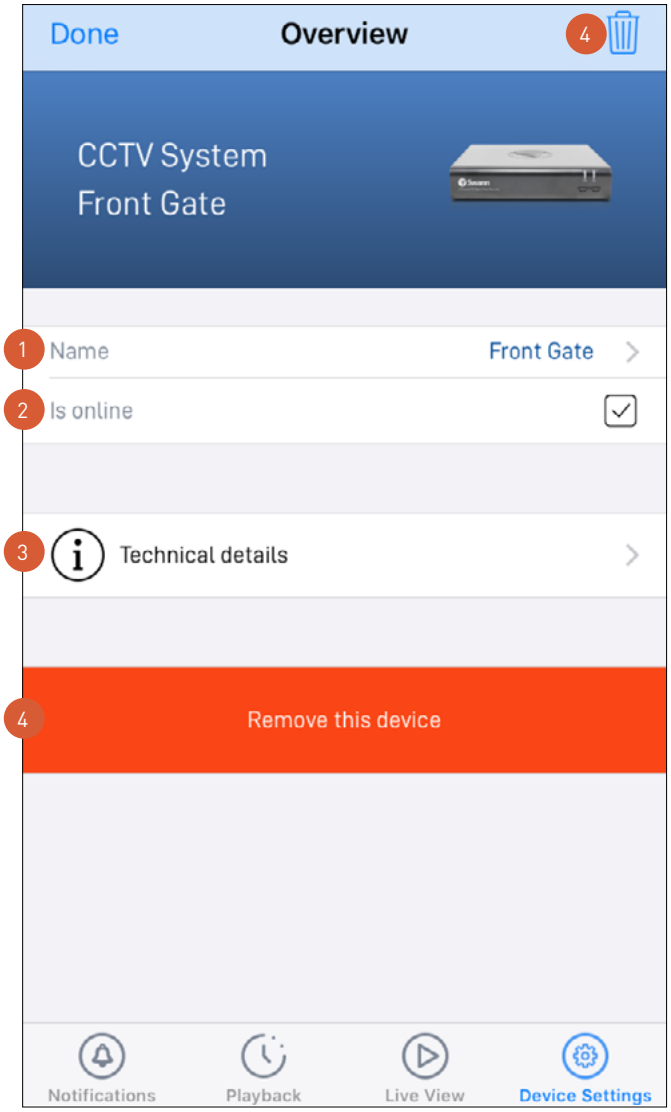
6. Tap the event thumbnail to view the recording as shown on the right. You can tap in the video playback control panel to capture a snapshot when the video is playing.

7. **(Only for Wi-Fi camera models with cloud storage feature)** You can tap or to save/share or delete this video clip. Please note that deleting this video clip will also delete the corresponding event from the timeline and the camera's cloud storage.



Device Settings

CCTV SYSTEM - SETTINGS OVERVIEW



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.

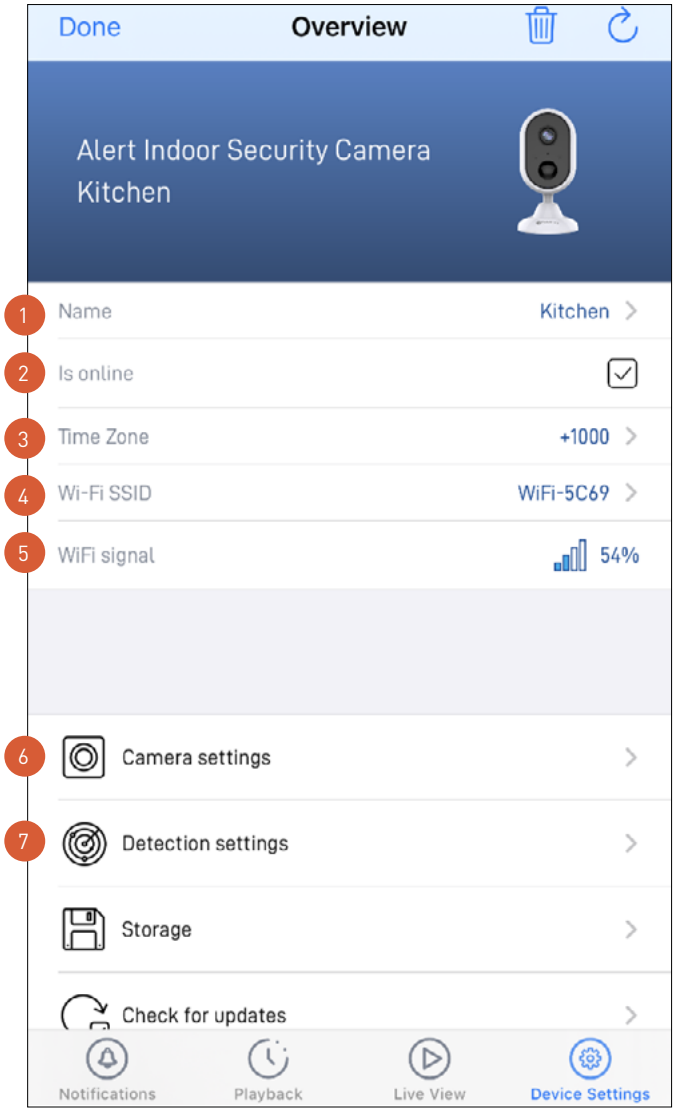
2. The current connection state of your CCTV system.

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.

INDOOR SECURITY CAMERA - SETTINGS OVERVIEW



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. You can sync the camera to your phone's timezone.

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. For more information, see **"Changing the Camera's Wi-Fi Network" on page 56**. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.

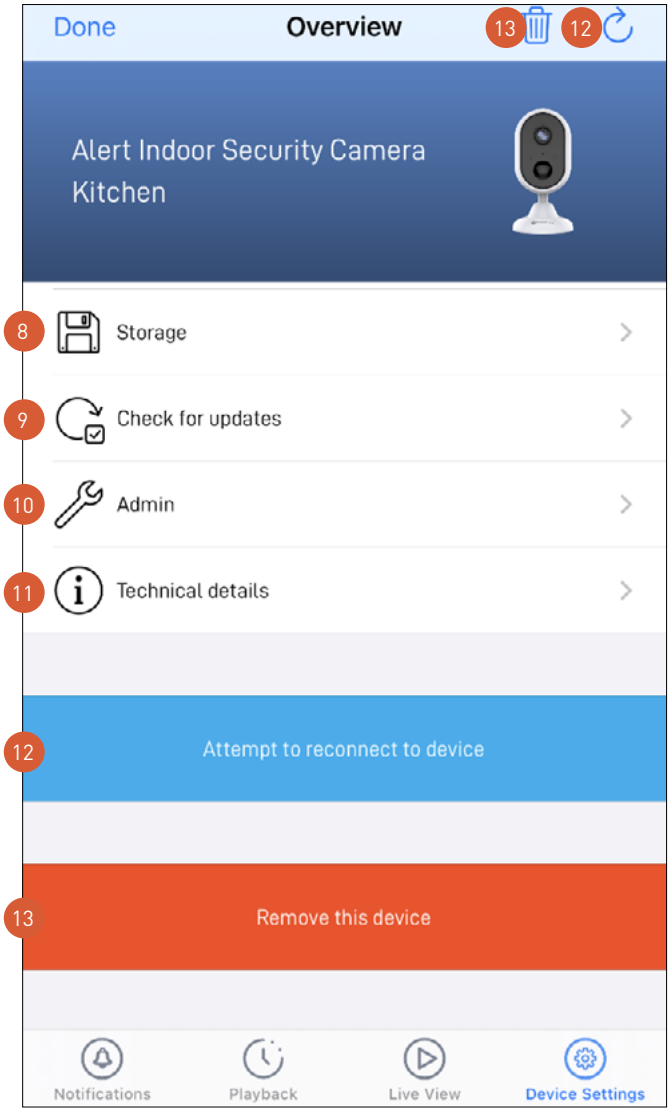
5 The Wi-Fi signal strength of the camera. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable the wireless connection between devices and the faster the live video stream will load.

6 Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See **"Indoor Security Camera - Camera Settings" on page 22**.

7 Adjust the camera's detection settings such as the motion detection sensitivity and the siren duration. See **"Indoor Security Camera - Detection Settings" on page 23**.

(Continued on the next page)

INDOOR SECURITY CAMERA - SETTINGS OVERVIEW



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 to permanently delete all local recordings. To do this, tap the icon in the top right corner of the **Storage** screen or scroll all the way to the bottom 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.

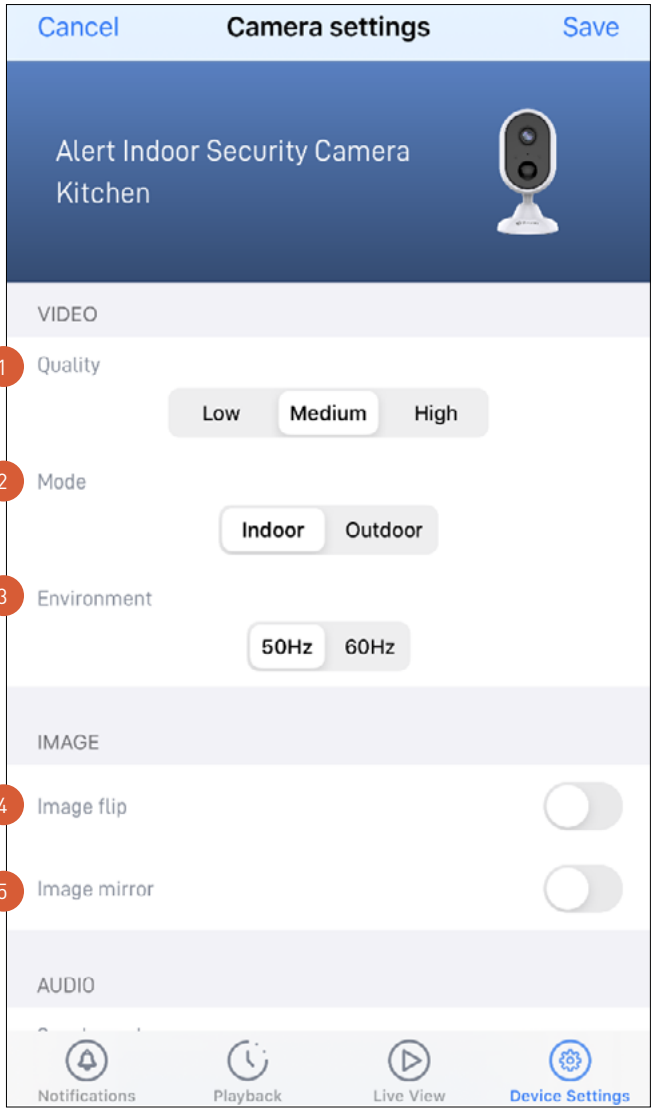
10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default. See **"Factory Resetting the Camera" on page 57**.

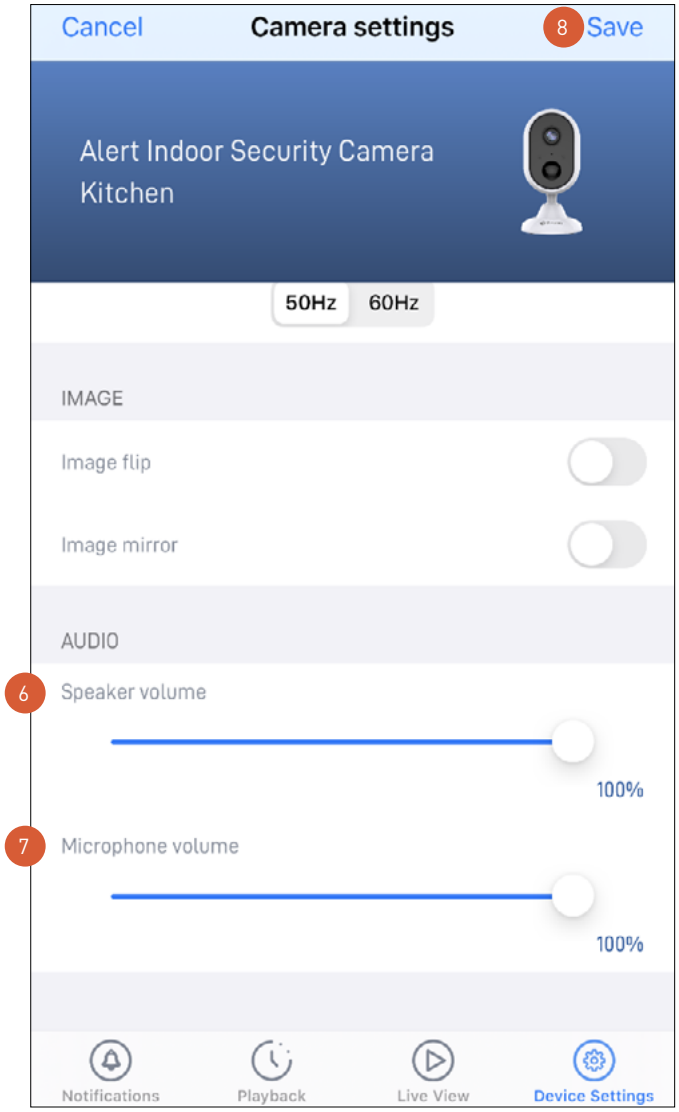
11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.

12 Tap to attempt to reconnect to the camera if the connection is lost (e.g., phone screen timeout, unstable cellular or Wi-Fi network connection).

13 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.
Note: If you remove the camera from your Swann Security account, all event clips on the camera's internal memory will be deleted as well.

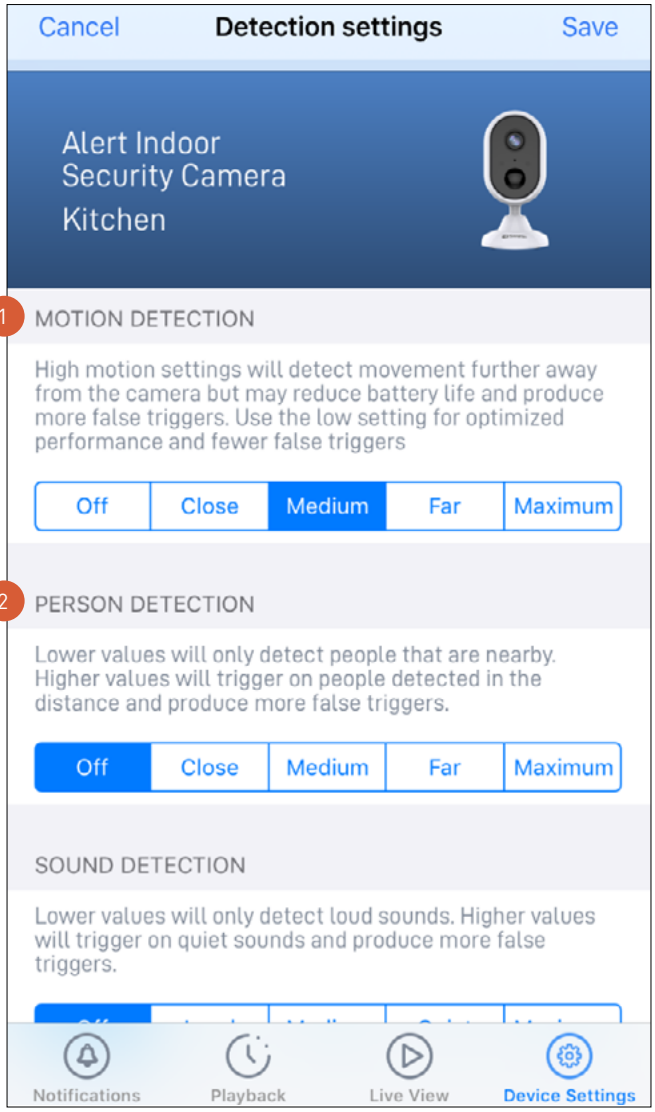
INDOOR SECURITY CAMERA - CAMERA SETTINGS

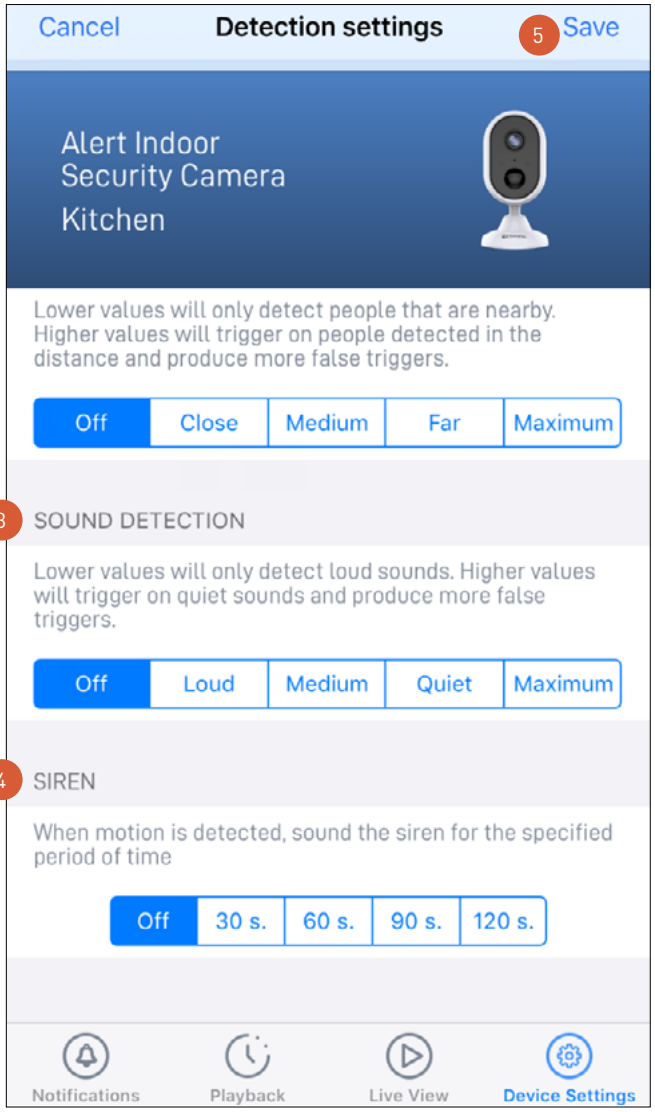




1. Select the quality of the live video stream. If you find that the camera is taking awhile to start live streaming, this is generally caused by slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother (SD) video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream (SD) live video.
   Note: This setting does not affect the video quality of event recordings which are always captured in HD.
2. Select the mode according to where your camera is physically located.
3. 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)
4. Lets you horizontally reverse the orientation of the camera's video display.
5. Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
6. 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.
7. 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.
8. Apply any changes you've made to the settings.

INDOOR SECURITY CAMERA - DETECTION SETTINGS





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 **(Only for SWIFI-ALERTCAM model)** 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**.

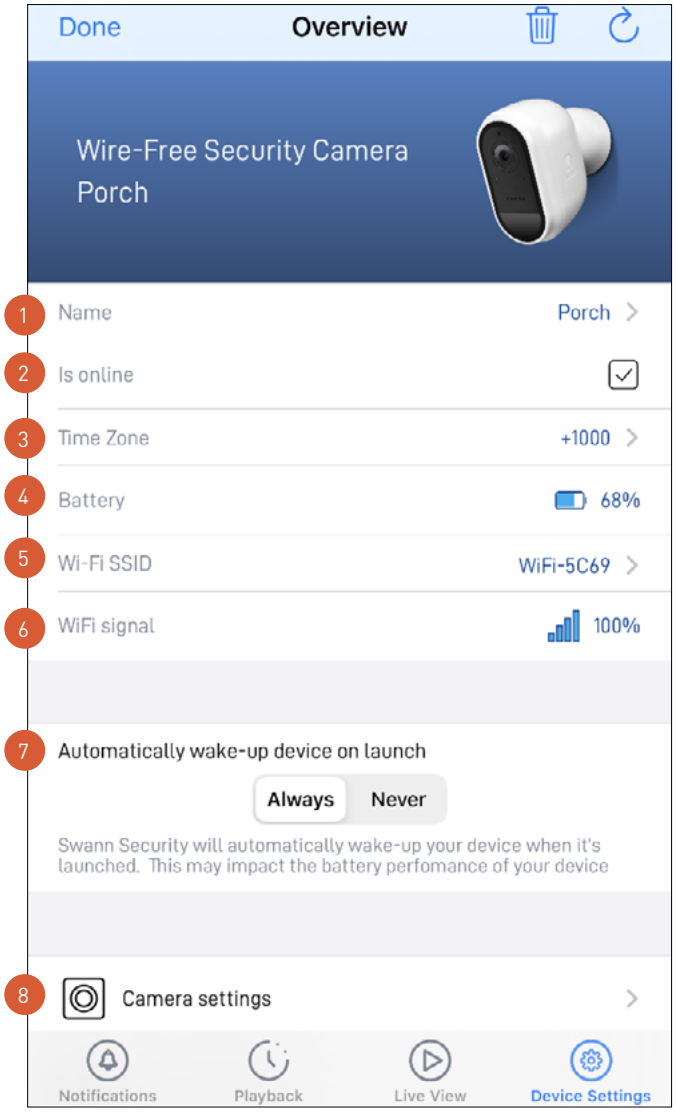
3 **(Only for SWIFI-ALERTCAM model)** Select the sound detection sensitivity level needed to trigger recordings.

- 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 too many sound detection alerts even on the lowest sensitivity available, you can adjust the camera's microphone volume level, lowering it to 90 or below in **Camera Settings > Audio > Microphone volume**. This will further reduce the camera's microphone sensitivity 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 **(Only for SWIFI-ALERTCAM model)** 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.

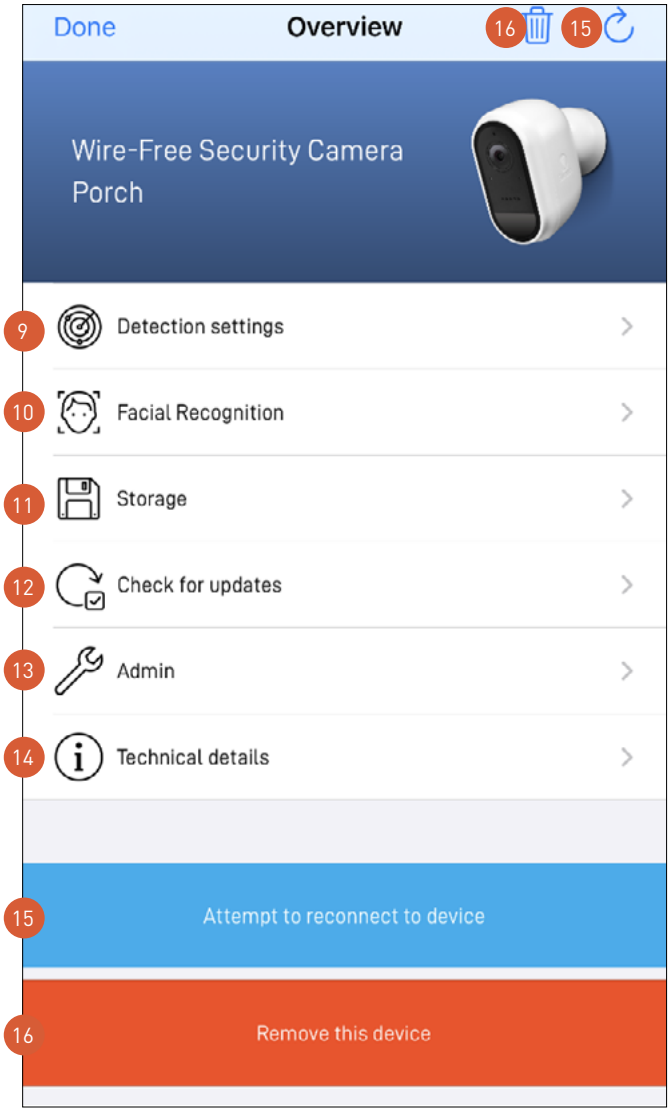
WIRE-FREE SECURITY CAMERA - SETTINGS OVERVIEW



1. The current name of your camera. Tap > to change it.
2. The current connection state of the camera.
3. The current timezone (GMT format) of the 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. You can sync the camera to your phone's timezone.
4. Displays the camera's current battery level. The icon is displayed while the camera is plugged into the USB power charger
5. The name of the Wi-Fi network to which the 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. For more information, see **"Changing the Camera's Wi-Fi Network" on page 56**. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
6. 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 the wireless connection between devices and the faster the live video stream will load.
7. When the app is launched, you can choose whether to **Always** or **Never** wake up the camera from sleep.
8. Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See **"Wire-Free Security Camera - Camera Settings" on page 26**.

(Continued on the next page)

WIRE-FREE SECURITY CAMERA - SETTINGS OVERVIEW



9 Adjust the camera's detection settings such as the motion detection sensitivity and the sleep period.
See **"Wire-Free Security Camera - Detection Settings" on page 27**.

10 Manage the face recognition profiles registered on the camera. See **"Wire-Free Security Camera - Facial Recognition" on page 28** .

11 Access 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.

12 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.

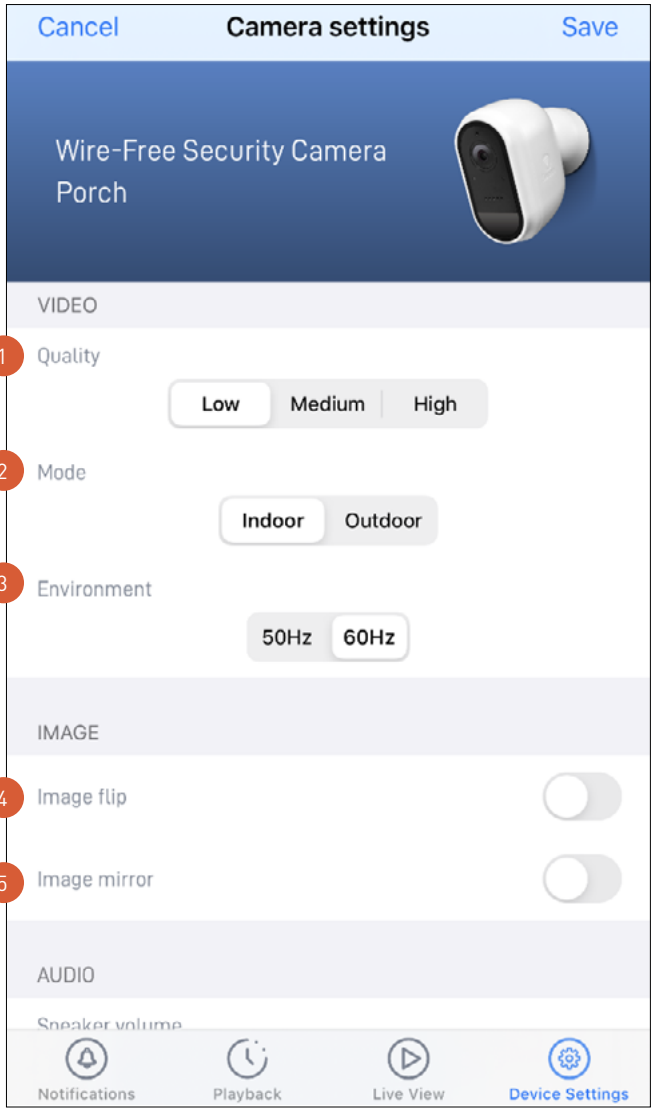
13 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.

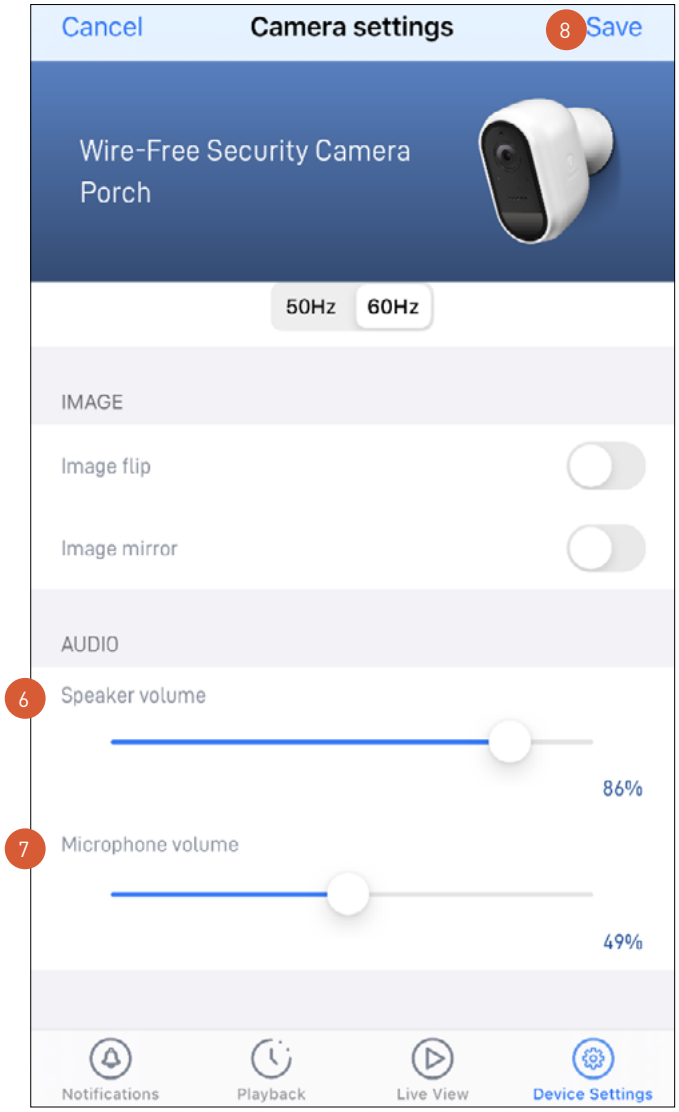
14 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.

15 Tap to attempt to reconnect to the camera if the connection is lost (e.g., phone screen timeout, unstable cellular or Wi-Fi network connection).

16 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.
Note: If you remove the camera from your Swann Security account, all event clips on the camera's internal memory will be deleted as well.

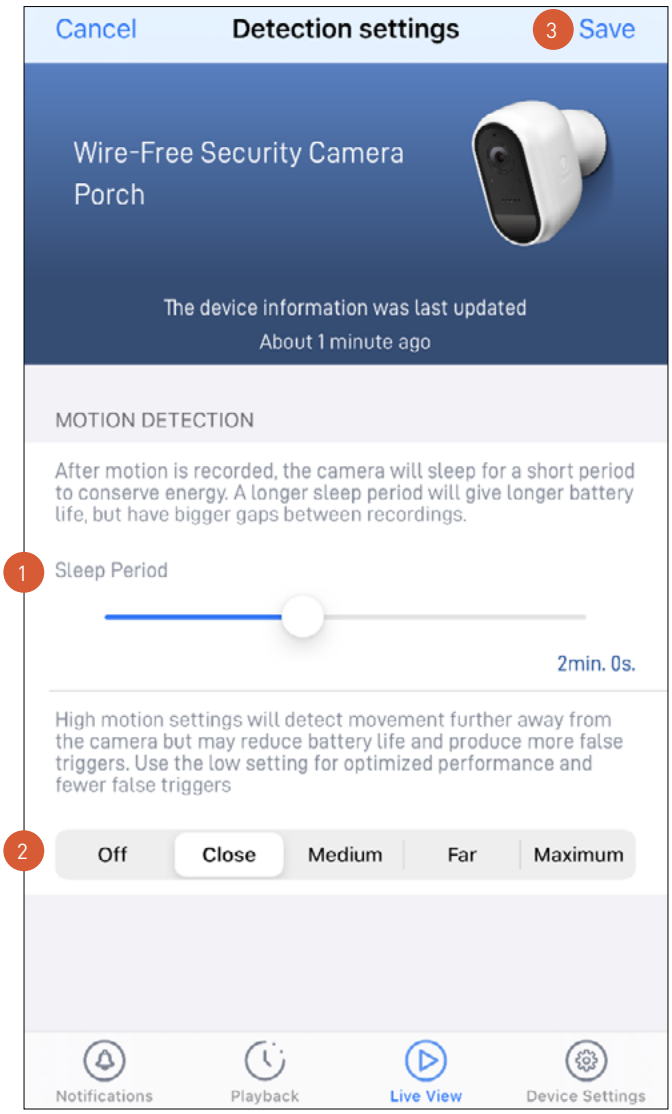
WIRE-FREE SECURITY CAMERA - CAMERA SETTINGS





1. Select the quality of the live video stream. If you find that the camera is taking awhile to start live streaming, this is generally caused by slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother (SD) video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream (SD) live video.
   Note: This setting does not affect the video quality of event recordings which are always captured in HD.
2. Select the mode according to where your camera is physically located.
3. 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)
4. Lets you horizontally reverse the orientation of the camera's video display.
5. Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
6. 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.
7. 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.
8. Apply any changes you've made to the settings.

WIRE-FREE SECURITY CAMERA - DETECTION SETTINGS



1 Drag the slider left or right to adjust the time that must elapse before the motion sensor can be triggered again by another motion activity.

TIP

Set a longer sleep period temporarily when you know that there's ongoing activity within the vicinity of the camera like someone mowing the grass in the backyard or guests walking in and out of a party. This will prevent unnecessary recordings and help conserve battery life.

2 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.

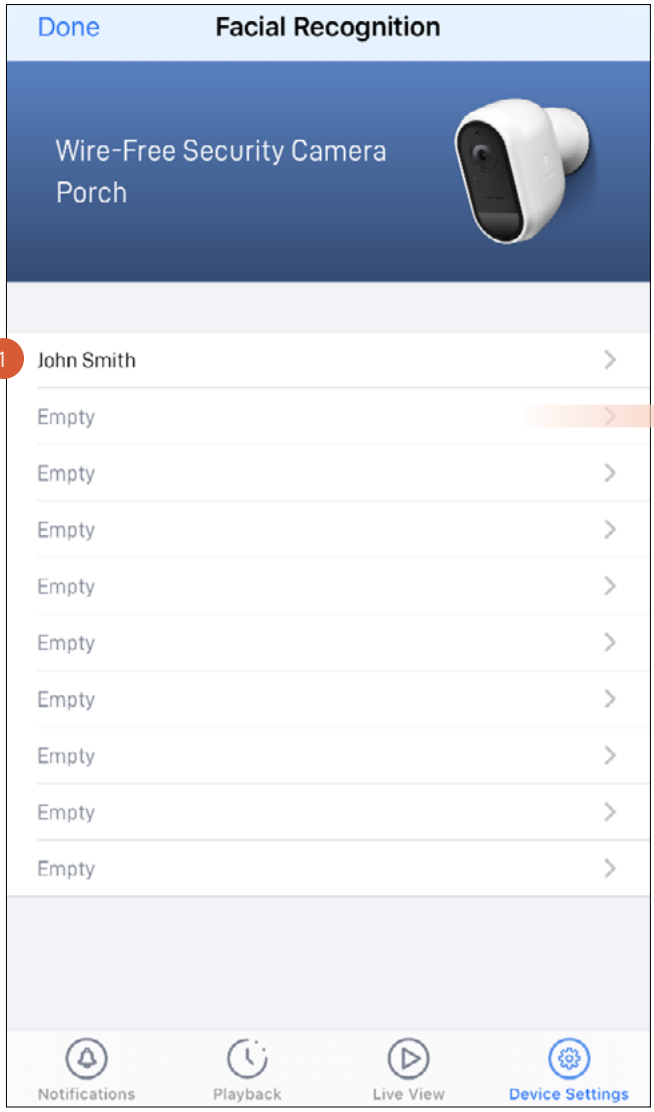
TIP

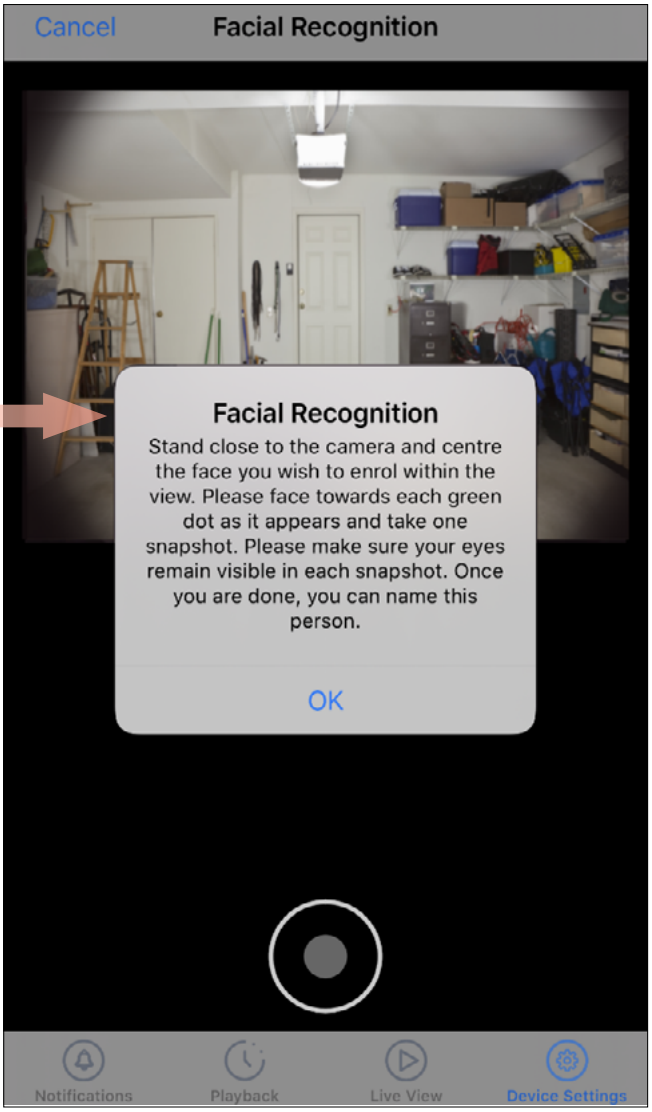
Every home environment is unique, so we recommend experimenting with the motion sensor sensitivity levels to find out which works best for yours. For example, if your camera is overlooking a high traffic area, you may want to turn down the motion sensitivity to only detect objects that are within the camera's immediate area. This will prevent unnecessary recordings of background activity further away such as your neighbor walking on the sidewalk. That being said, you may also turn up the motion sensitivity level to record as much as possible if this is something you desire.

Note: The more activity your camera is detecting and recording daily, the more battery it will consume.

3 Apply any changes you've made to the camera's detection settings.

WIRE-FREE SECURITY CAMERA - FACIAL RECOGNITION





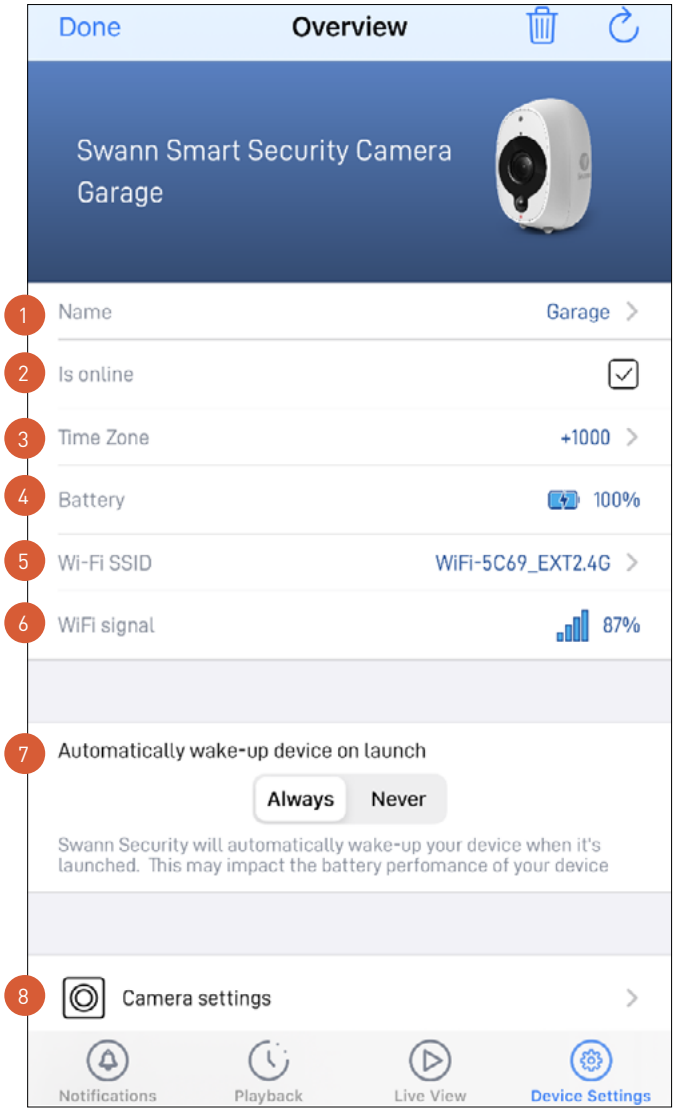
1 The Facial Recognition video analytic feature uses profiles to represent individuals (e.g., family members). Each profile will require enrolling multiple face images (5 different face views) of an individual which you want the camera to recognize. When the camera detects and identifies an individual matching a profile, you'll receive a Facial Recognition alert notification from the app.

To register a new Facial Recognition profile, tap on an empty slot and follow the on-screen instructions (as shown on the right figure) to capture the face images of the individual that you want to associate with the profile. You can enter a name for the profile once all of the required face images have been taken.

NOTE

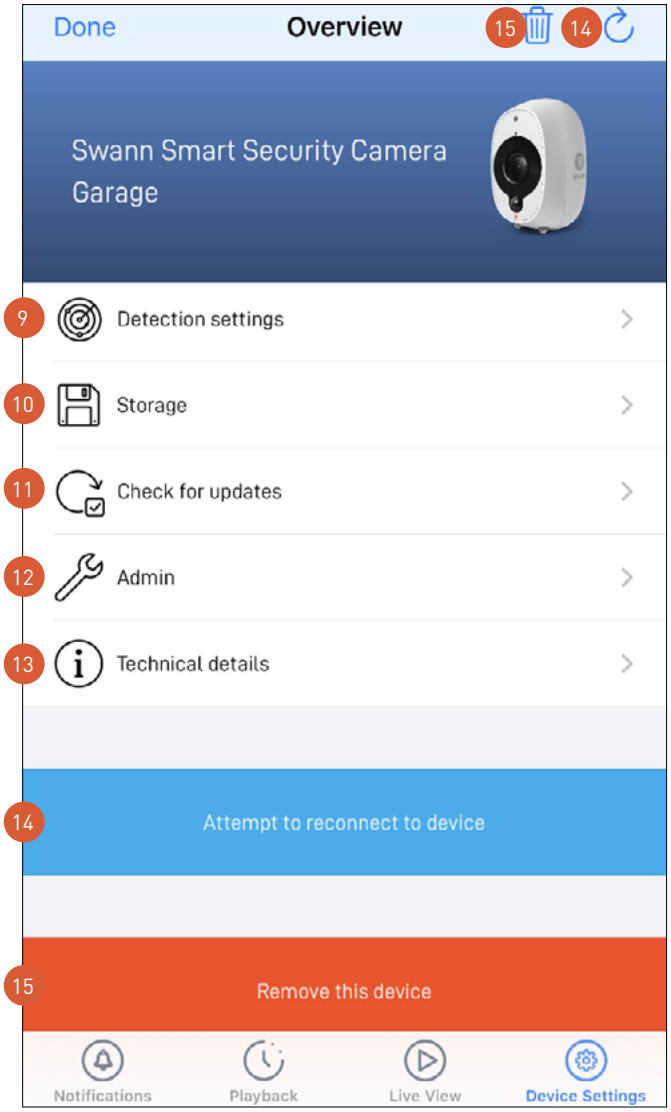
- It is recommended that you register the Facial Recognition profiles at the camera location.
- Keep a distance of about 30cm to 70cm from the camera during the registration process.
- Ensure the face is centered and directly in front of the camera. The green dot that is displayed in the video window indicates where the face should look towards.
- If glasses are worn, ensure the frame of the glasses does not obscure the eyes and there is no reflection from the lens.
- If the individual occasionally switches between wearing glasses and not wearing glasses (for example, contact lens may be worn), simply register two separate Facial Recognition profiles (i.e., with and without glasses) for the individual and name the profiles accordingly.
- To replace an existing Facial Recognition profile, simply tap the profile and start the Facial Recognition registration process again.
- You can store up to 10 Facial Recognition profiles on the camera.
- To enable the Facial Recognition feature, ensure the camera's **Person Detection** setting (on the **Motion Settings** screen) is not turned **Off**.
- Facial recognition results may vary depending on many factors (distance, facial expressions, lighting, etc)

SMART SECURITY CAMERA - SETTINGS OVERVIEW



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. You can sync the camera to your phone's timezone.
4. Displays the camera's current battery level. The icon is displayed while the camera is plugged into the USB power charger
5. 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. For more information, see **"Changing the Camera's Wi-Fi Network" on page 56**. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
6. 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.
7. When the app is launched, you can choose whether to **Always** or **Never** wake up the camera from sleep.
8. Adjust the camera's settings such as the video stream quality and video orientation. See **"Smart Security Camera - Camera Settings" on page 31**.

SMART SECURITY CAMERA - SETTINGS OVERVIEW



9 Adjust the camera's detection settings such as the motion detection sensitivity and the sleep period.
See **"Smart Security Camera - Detection Settings" on page 32**.

10 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.

11 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.

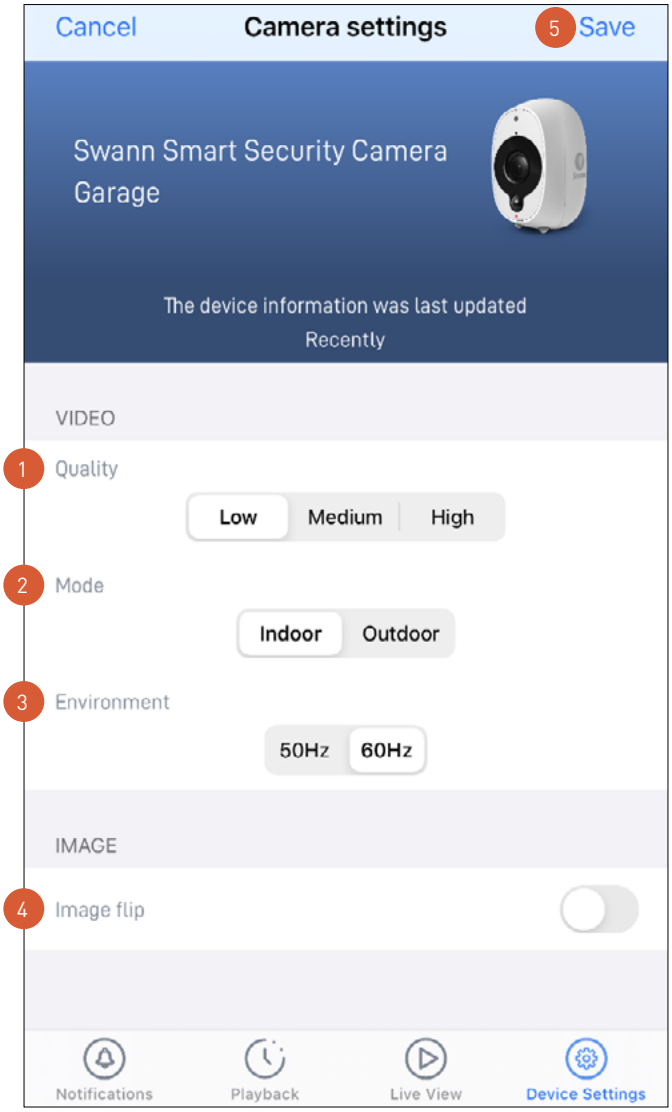
12 Perform general maintenance such as rebooting the camera, restoring default camera settings, and factory reset.

13 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.

14 Tap to attempt to reconnect to the camera if the connection is lost (e.g., phone screen timeout, unstable cellular or Wi-Fi network connection).

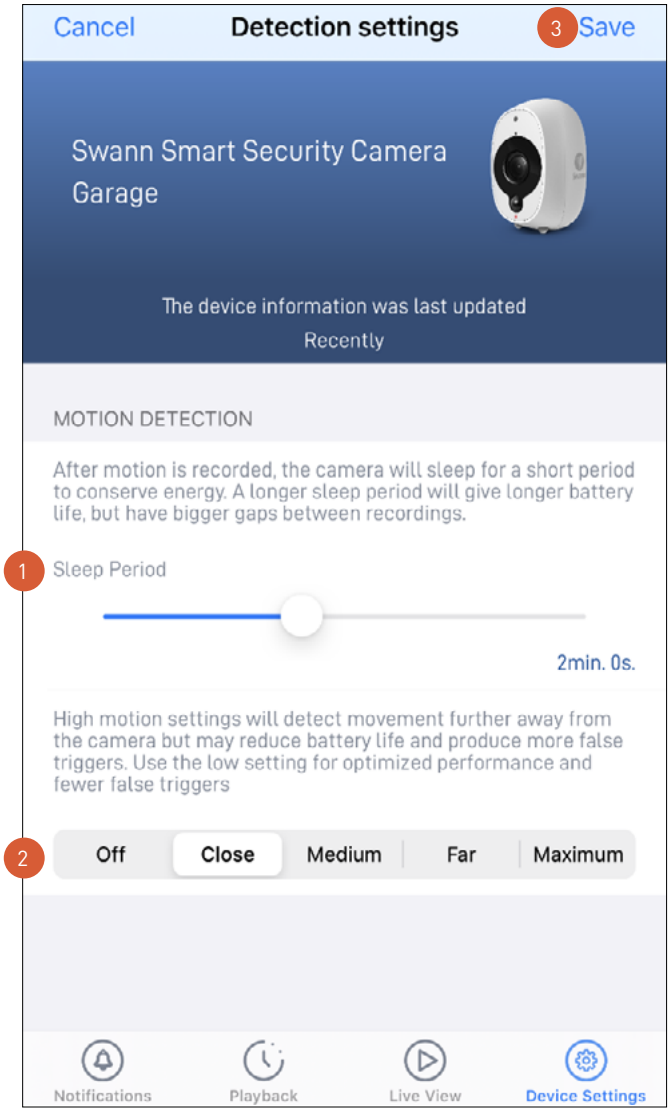
15 Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair it first.
Note: If you remove the camera from your Swann Security account, all event clips on the camera's internal memory will be deleted as well.

SMART SECURITY CAMERA - CAMERA SETTINGS



1. Select the quality of the live video stream. If you find that the camera is taking awhile to start live streaming, this is generally caused by slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother (SD) video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream (SD) live video.
   Note: This setting does not affect the video quality of event recordings which are always captured in HD.
2. Select the mode according to where your camera is physically located.
3. 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)
4. Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
5. Apply any changes you've made to the settings.

SMART SECURITY CAMERA - DETECTION SETTINGS



1 Drag the slider left or right to adjust the time that must elapse before the motion sensor can be triggered again by another motion activity.

TIP

Set a longer sleep period temporarily when you know that there's ongoing activity within the vicinity of the camera like someone mowing the grass in the backyard or guests walking in and out of a party. This will prevent unnecessary recordings and help conserve battery life.

2 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.

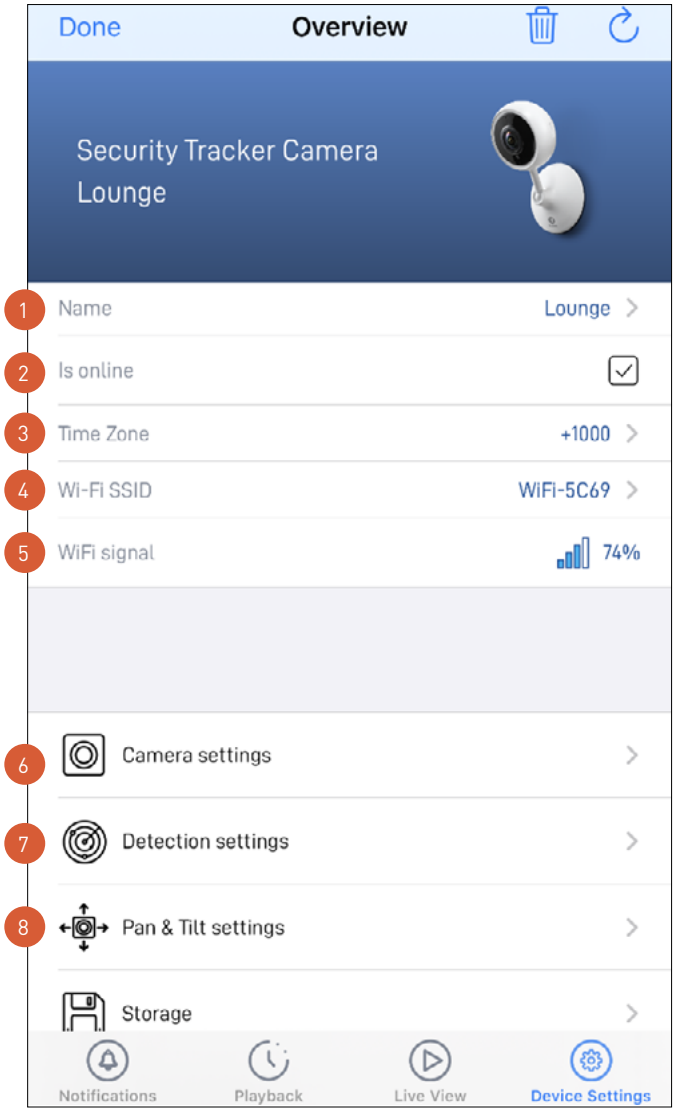
TIP

Every home environment is unique, so we recommend experimenting with the motion sensor sensitivity levels to find out which works best for yours. For example, if your camera is overlooking a high traffic area, you may want to turn down the motion sensitivity to only detect objects that are within the camera's immediate area. This will prevent unnecessary recordings of background activity further away such as your neighbor walking on the sidewalk. That being said, you may also turn up the motion sensitivity level to record as much as possible if this is something you desire.

Note: The more activity your camera is detecting and recording daily, the more battery it will consume.

3 Apply any changes you've made to the camera's detection settings.

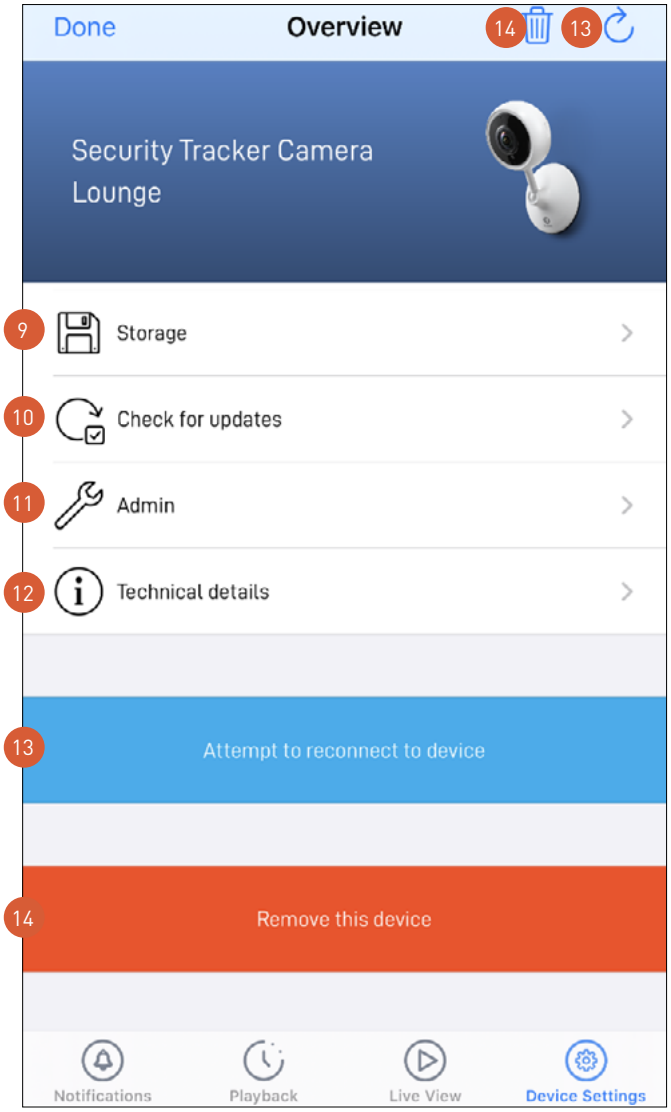
SECURITY TRACKER CAMERA - SETTINGS OVERVIEW



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. You can sync the camera to your phone's timezone.
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. For more information, see **"Changing the Camera's Wi-Fi Network" on page 56**. 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.
6. Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See **"Security Tracker Camera - Camera Settings" on page 35**.
7. Adjust the camera's detection settings such as the motion detection sensitivity and the siren duration. See **"Security Tracker Camera - Detection Settings" on page 36**.
8. Adjust the video window layout on the live view screen. See **"Security Tracker Camera - Pan & Tilt Settings" on page 37**.

(Continued on the next page)

SECURITY TRACKER CAMERA - SETTINGS OVERVIEW



9 Access event clips stored on the camera's microSD memory card. When the memory card is full, the oldest clips will be overwritten.
Note: You can also clear the camera's microSD memory card to permanently delete all local recordings. To do this, tap the icon in the top right corner of the **Storage** screen or scroll all the way to the bottom and tap the **Format storage** button.

10 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.

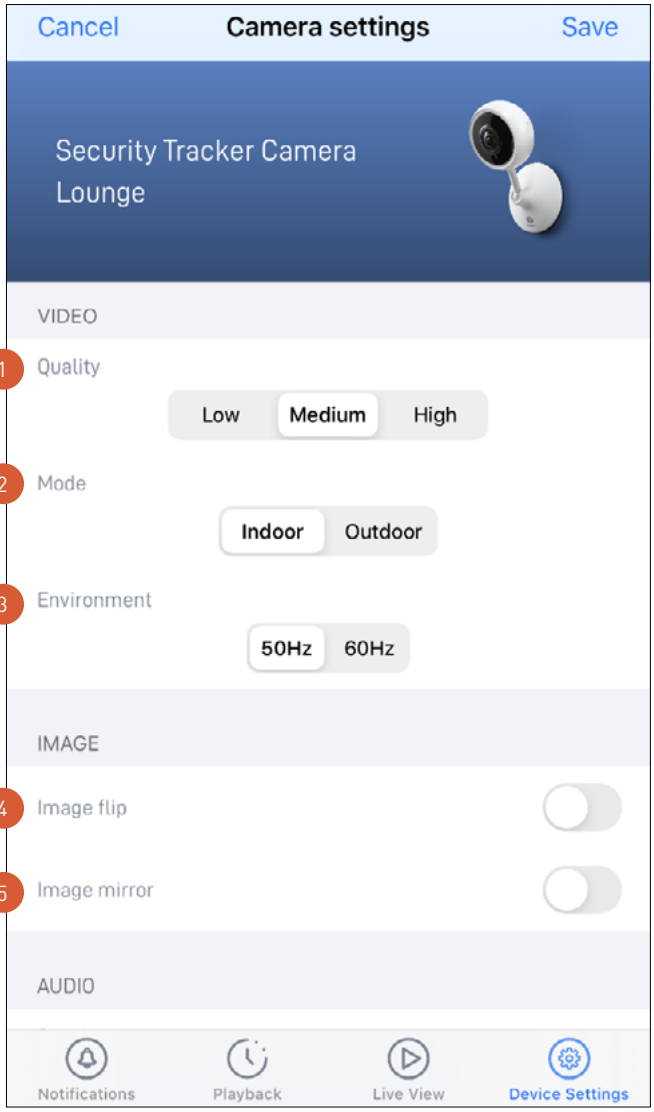
11 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default. See **"Factory Resetting the Camera" on page 57**.

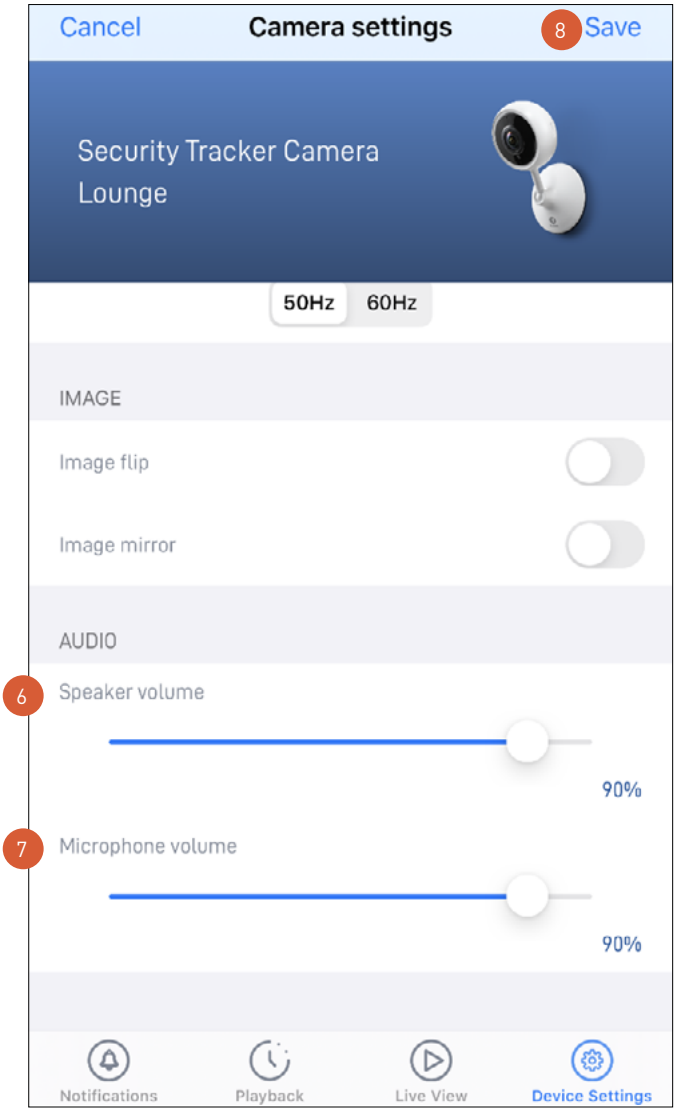
12 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.

13 Tap to attempt to reconnect to the camera if the connection is lost (e.g., phone screen timeout, unstable cellular or Wi-Fi network connection).

14 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.
Note: If you remove the camera from your Swann Security account, all event clips on the camera's microSD memory card will be deleted as well.

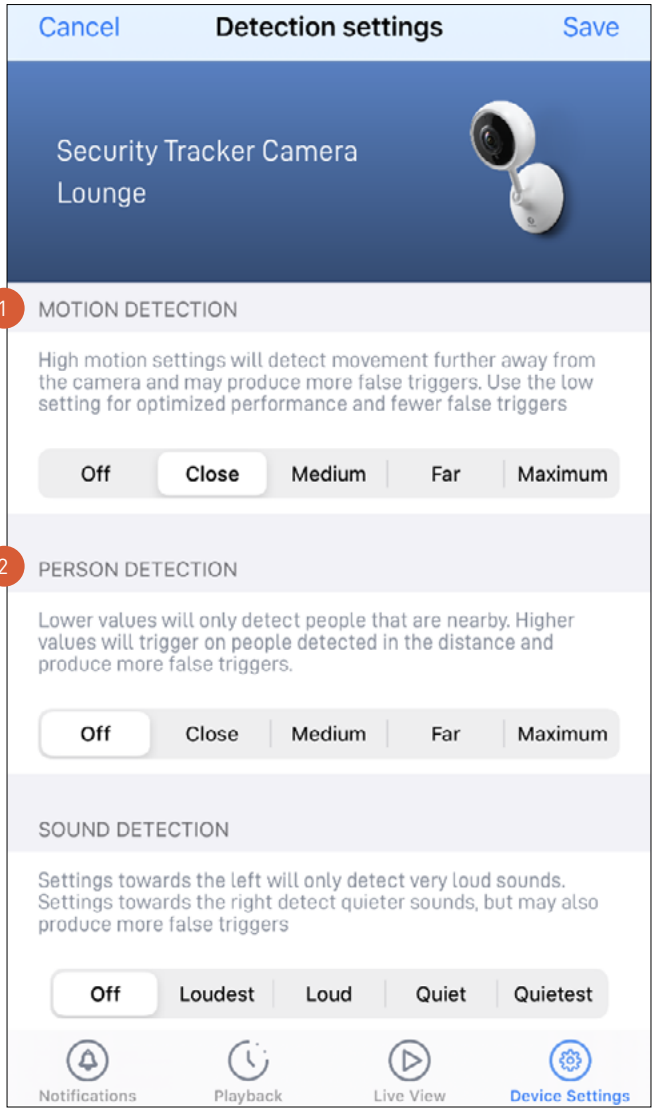
SECURITY TRACKER CAMERA - CAMERA SETTINGS

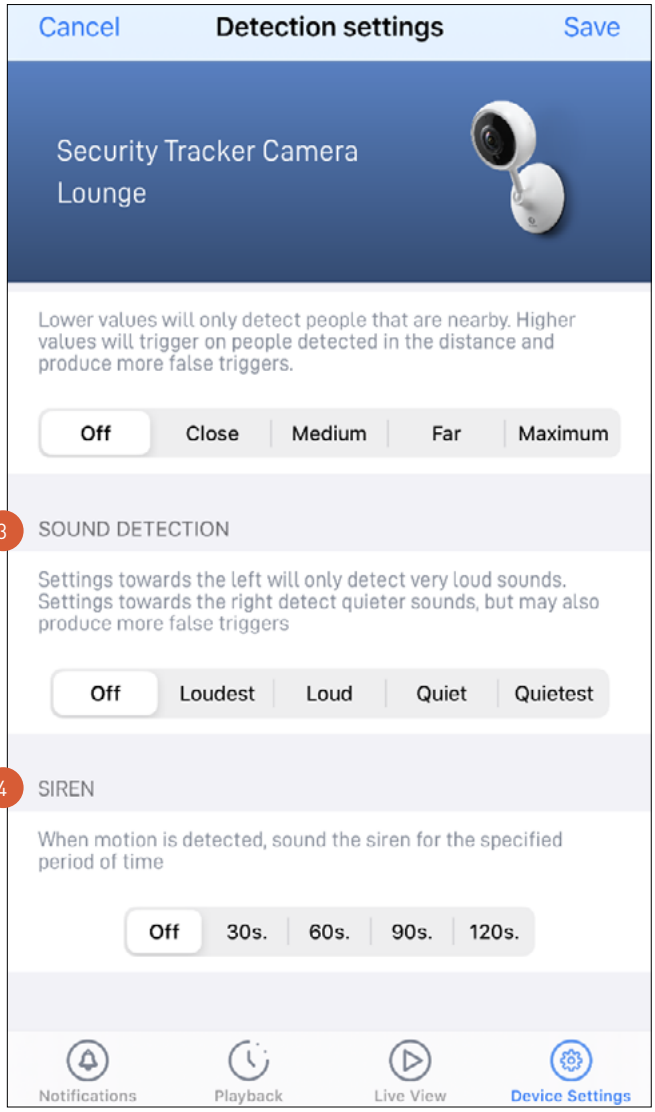




1. Select the quality of the live video stream. If you find that the camera is taking awhile to start live streaming, this is generally caused by slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother (SD) video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream (SD) live video.
   Note: This setting does not affect the video quality of event recordings which are always captured in HD.
2. Select the mode according to where your camera is physically located.
3. 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)
4. Lets you horizontally reverse the orientation of the camera's video display.
5. Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
6. 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.
7. 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.
8. Apply any changes you've made to the settings.

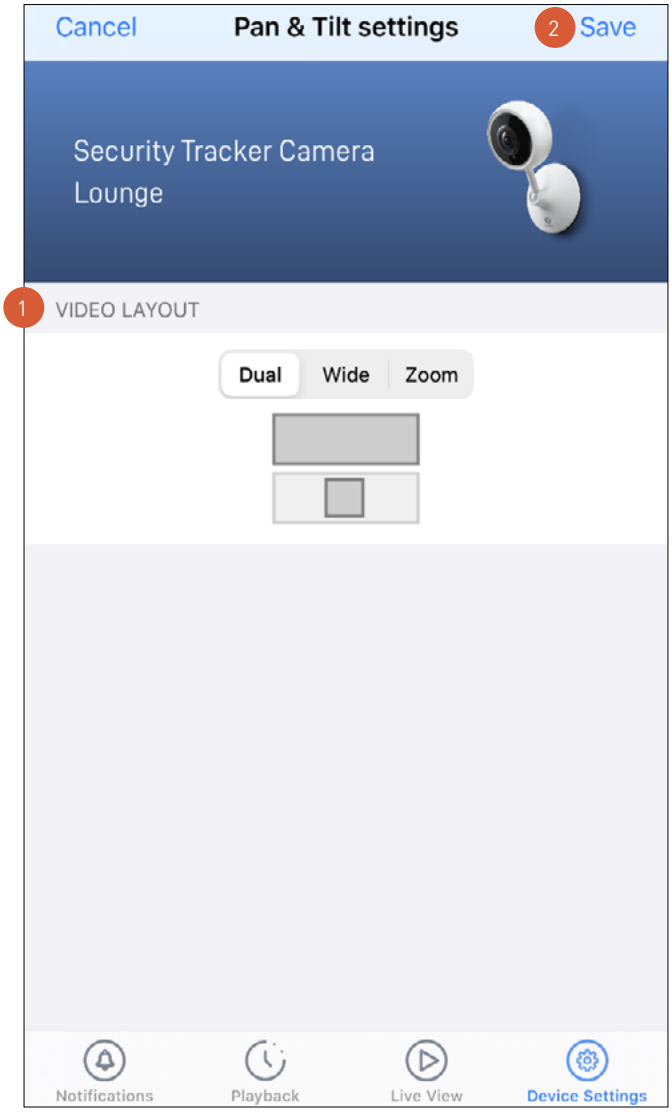
SECURITY TRACKER CAMERA - DETECTION SETTINGS





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. The Person Detection feature is not supported on this device.
3. The Sound Detection feature is not supported on this device.
4. Select how long the siren will sound when motion 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.

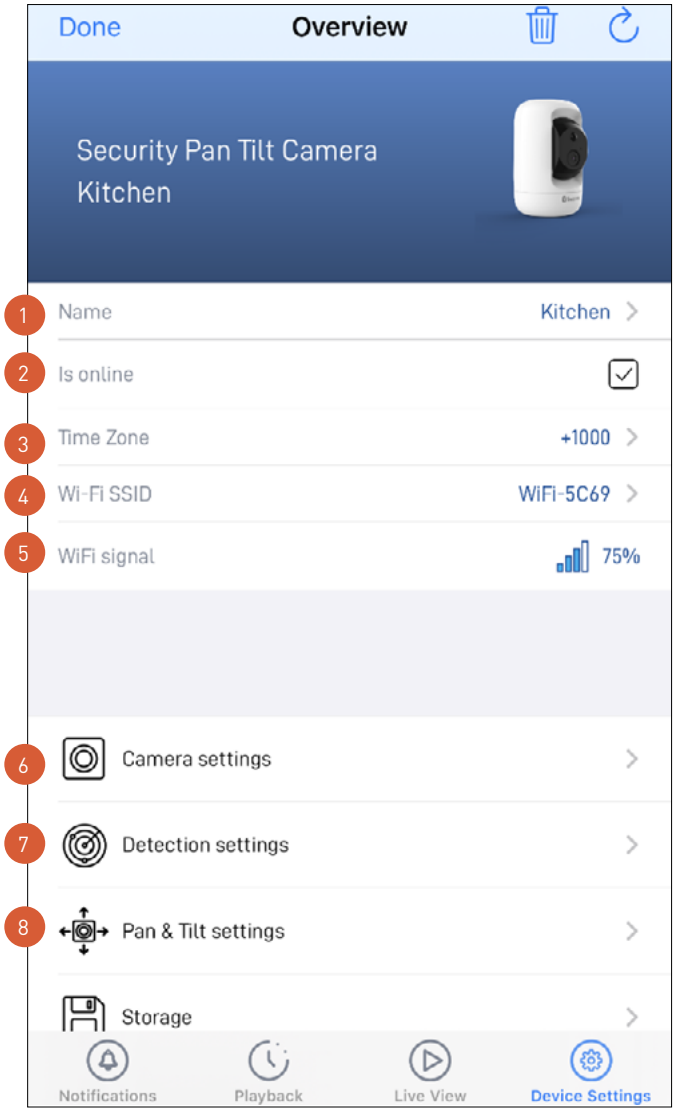
SECURITY TRACKER CAMERA - PAN & TILT SETTINGS



1. Select the view to be displayed in the live video window between **Dual (both Wide and Zoom views)**, **Wide** and **Zoom**. This will also affect the view displayed in the camera tile on the **Live View** tab.

2. Apply any changes you've made to the settings.

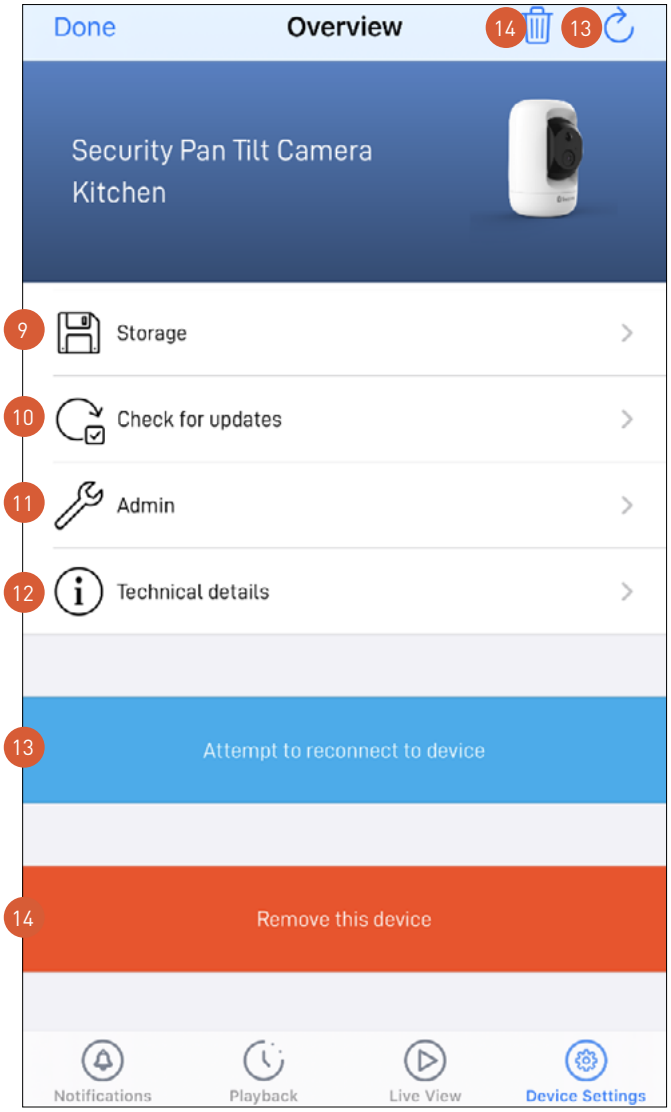
SECURITY PAN TILT CAMERA - SETTINGS OVERVIEW



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. You can sync the camera to your phone's timezone.
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. For more information, see **"Changing the Camera's Wi-Fi Network" on page 56**. 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.
6. Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See **"Security Pan Tilt Camera - Camera Settings" on page 40**.
7. Adjust the camera's detection settings such as the motion detection sensitivity and the siren duration. See **"Security Pan Tilt Camera - Detection Settings" on page 41**.
8. Adjust the camera's pan and tilt settings such as the privacy mode position and pan/tilt movement speed. See **"Security Pan Tilt Camera - Pan & Tilt Settings" on page 42**.

(Continued on the next page)

SECURITY PAN TILT CAMERA - SETTINGS OVERVIEW



9 Access up to the last 2 days of event clips (space permitting) stored on the camera's microSD memory card. When the camera's internal memory is full, the oldest clips will be overwritten.
Note: You can also clear the camera's microSD memory card to permanently delete all local recordings. To do this, tap the icon in the top right corner of the **Storage** screen or scroll all the way to the bottom and tap the **Format storage** button.

10 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.

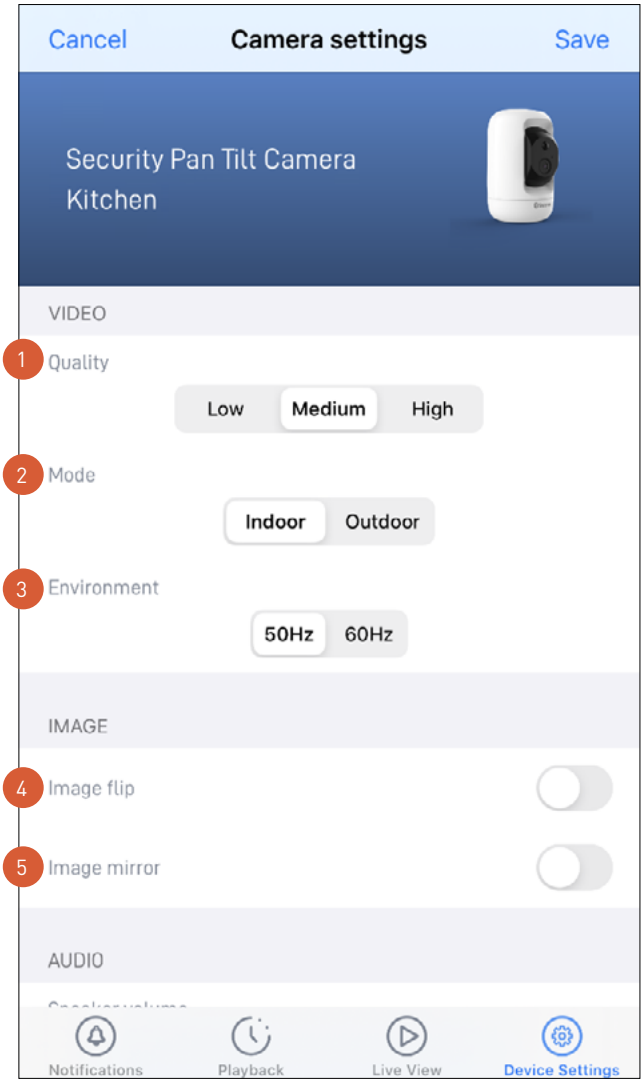
11 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default. See **"Factory Resetting the Camera" on page 57**.

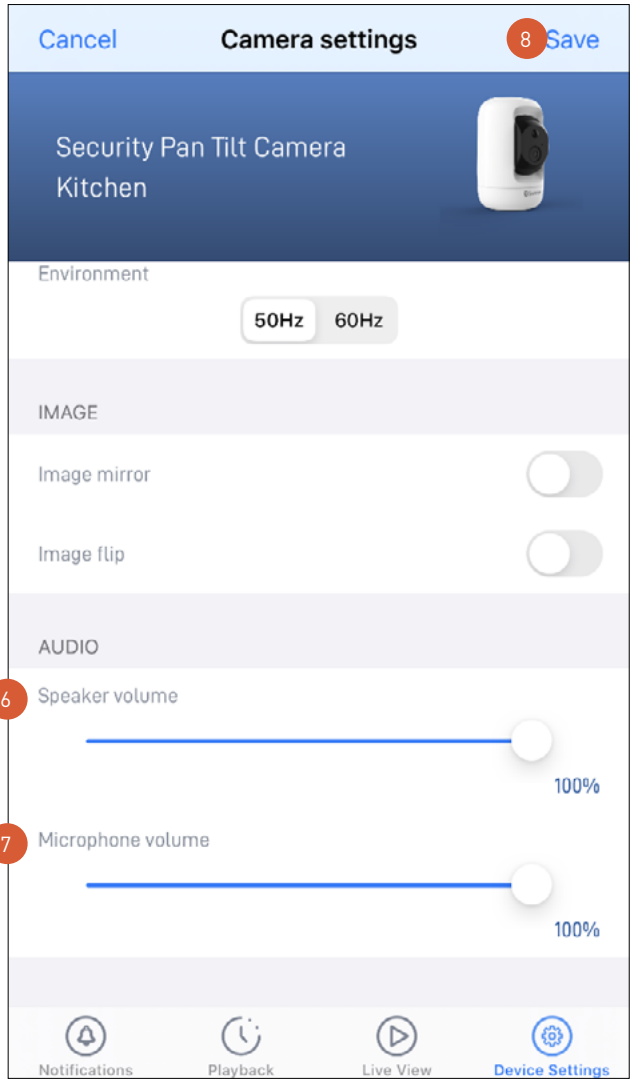
12 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.

13 Tap to attempt to reconnect to the camera if the connection is lost (e.g., phone screen timeout, unstable cellular or Wi-Fi network connection).

14 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.
Note: If you remove the camera from your Swann Security account, all event clips on the camera's microSD memory card will be deleted as well.

SECURITY PAN TILT CAMERA - CAMERA SETTINGS





1 Select the quality of the live video stream. If you find that the camera is taking awhile to start live streaming, this is generally caused by slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother (SD) video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream (SD) live video.
Note: This setting does not affect the video quality of event recordings which are always captured in HD.

2 Select the mode according to where your camera is physically located.

3 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)

4 Lets you horizontally reverse the orientation of the camera's video display.

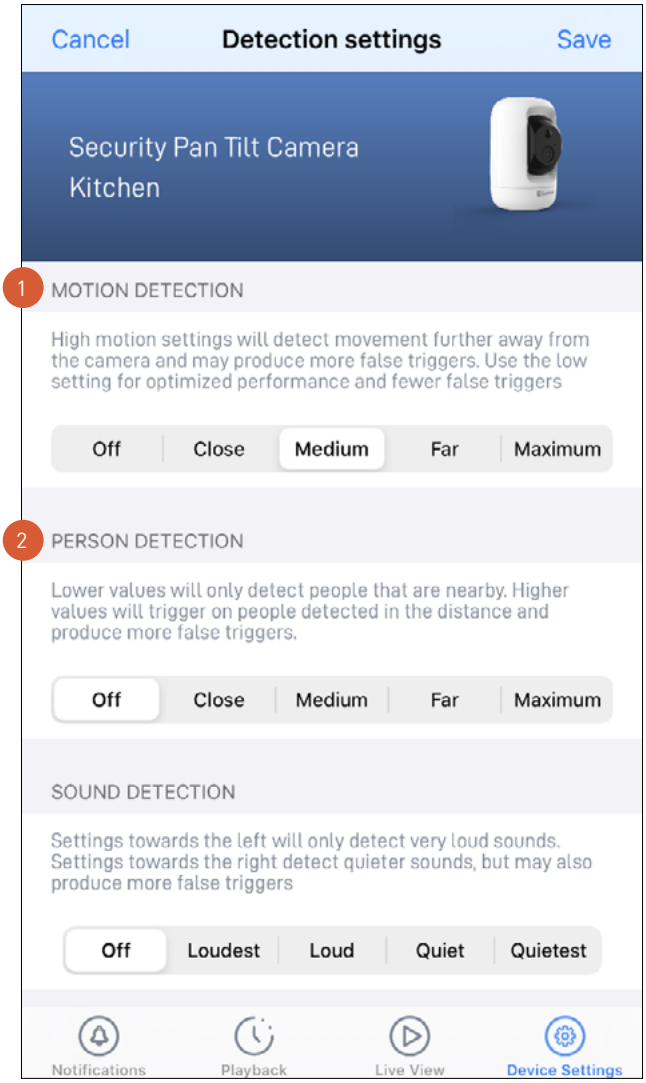
5 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.

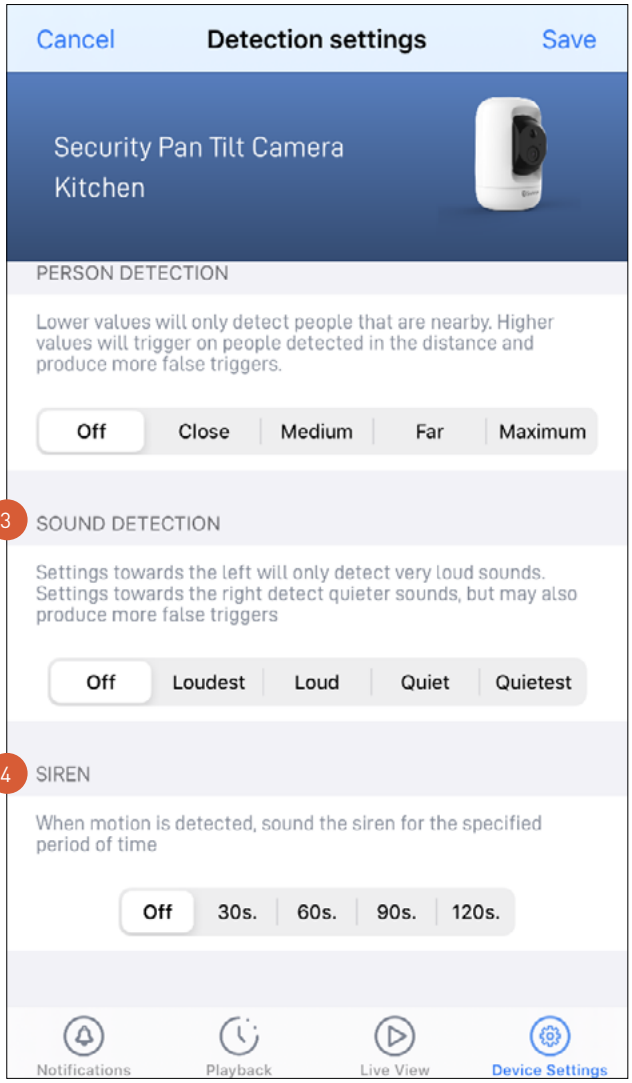
6 Adjust the camera's speaker volume. You can also turn the camera's speaker off by sliding the level all the way to the left. Please note that decreasing the speaker volume level will also reduce the volume of the built-in siren.

7 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.

8 Apply any changes you've made to the settings.

SECURITY PAN TILT CAMERA - DETECTION SETTINGS





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.

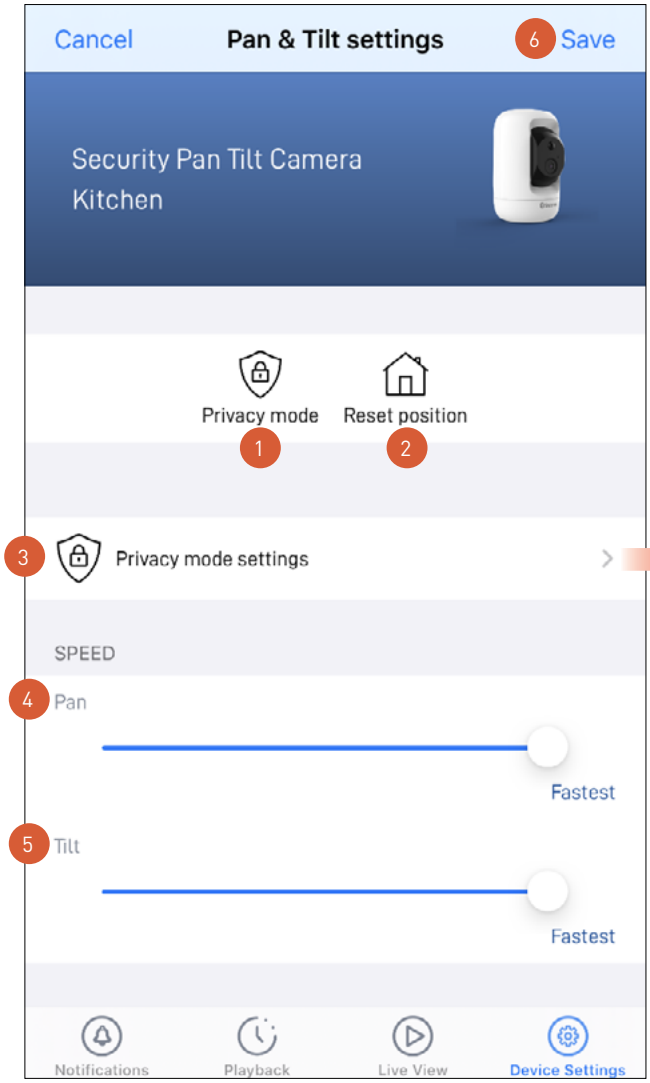
2 Receive person detection alerts when the camera detects the presence of a person in the motion event. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection completely. Please note that, to use this feature, the Motion Detection sensitivity setting (above) must not be **Off**.

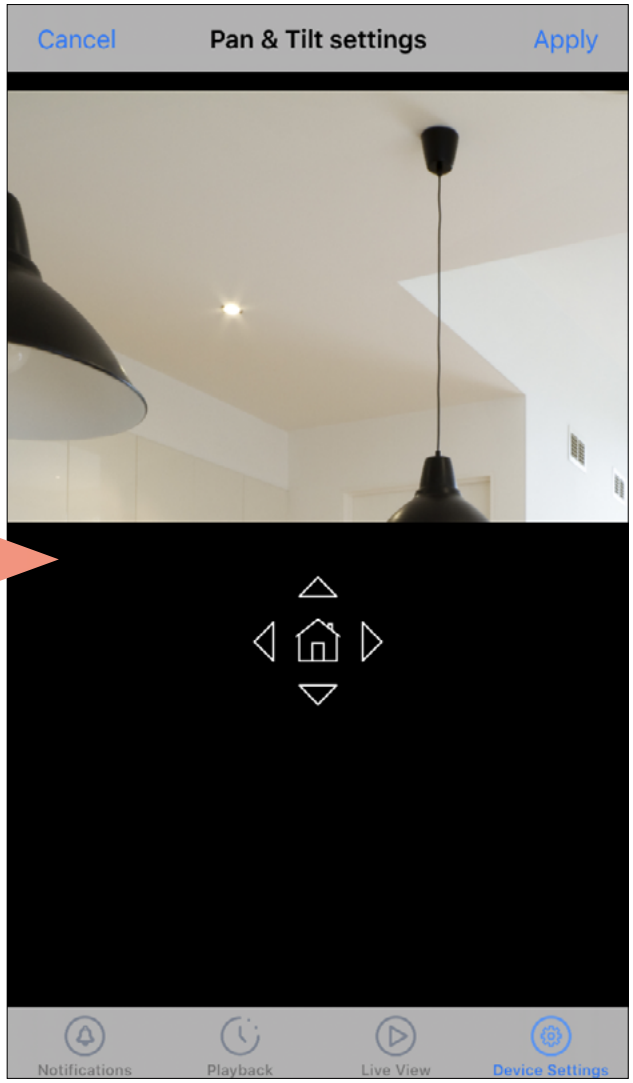
3 Select the sound sensitivity level needed to trigger recordings.

- The highest sensitivity level (**Quietest**) will detect most ambient sounds—even the quietest of sounds like whispers or rustling leaves.
- The lowest sensitivity level (**Loudest**) will only detect very loud noises like lawn mowers or smoke alarms.
- If you're getting too many sound detection alerts even on the lowest sensitivity, you can adjust the camera's microphone volume level, lowering it to 90 or below in **Camera Settings > Audio > Microphone volume**. This will further reduce the camera's microphone sensitivity 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 camera's siren will stay on 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.

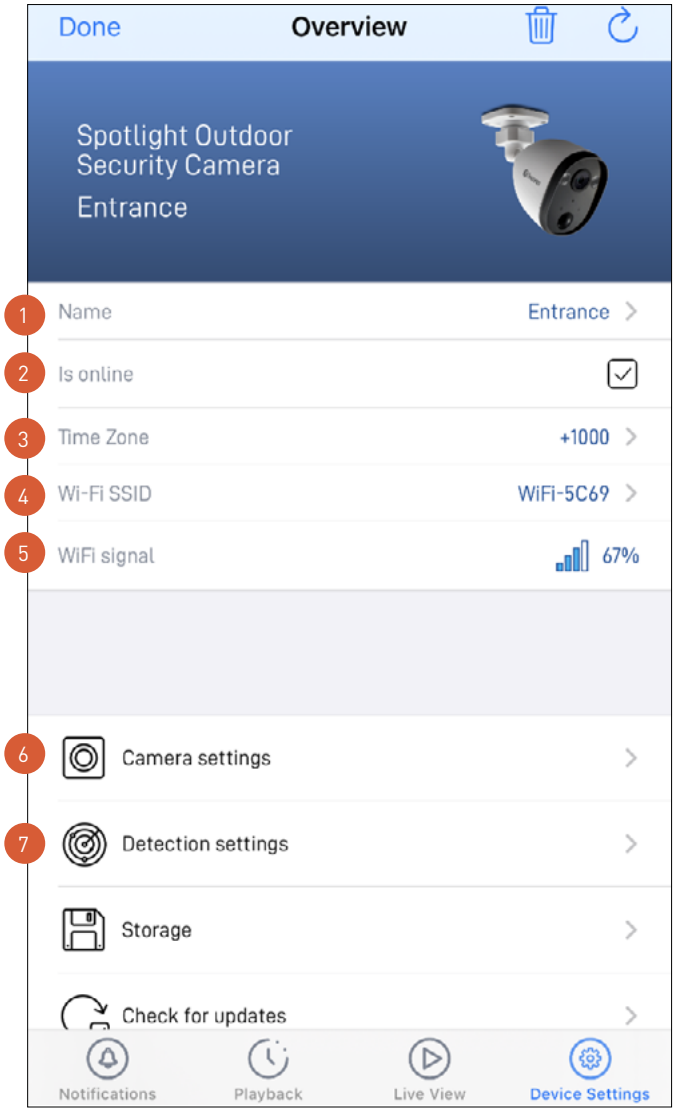
SECURITY PAN TILT CAMERA - PAN & TILT SETTINGS





1. Lets you turn on or off privacy mode on the camera. You can quickly point the camera somewhere else, for example, towards the wall or ceiling, when privacy is temporarily required.
   Note: Privacy mode can also be turned on or off via the camera's single view mode screen.
2. Lets you reset the current position of the camera to the default starting (home) center position.
3. You can set the camera's privacy mode position. (See image on the right) Use the direction controls to move your camera so that it points in the direction that you want to set as the camera's privacy mode, then tap **Apply** at the top right.
4. Adjust the camera's pan speed between **Slowest, Slow, Moderate, Fast** and **Fastest** using the slider. Drag the slider to the right to increase the speed or left to decrease the speed. This will affect the how fast the camera moves when using the right and left direction contols and when the camera performs automatic pan and tilt operations such as the autoscan function.
5. Adjust the camera's tilt speed between **Slowest, Slow, Moderate, Fast** and **Fastest** using the slider. Drag the slider to the right to increase the speed or left to decrease the speed. This will affect the how fast the camera moves when using the up and down direction contols and when the camera performs automatic pan and tilt operations such as the autoscan function.
6. Apply any changes you've made to the settings.

OUTDOOR SECURITY CAMERA - SETTINGS OVERVIEW



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. You can sync the camera to your phone's timezone.

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. For more information, see **"Changing the Camera's Wi-Fi Network" on page 56**. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.

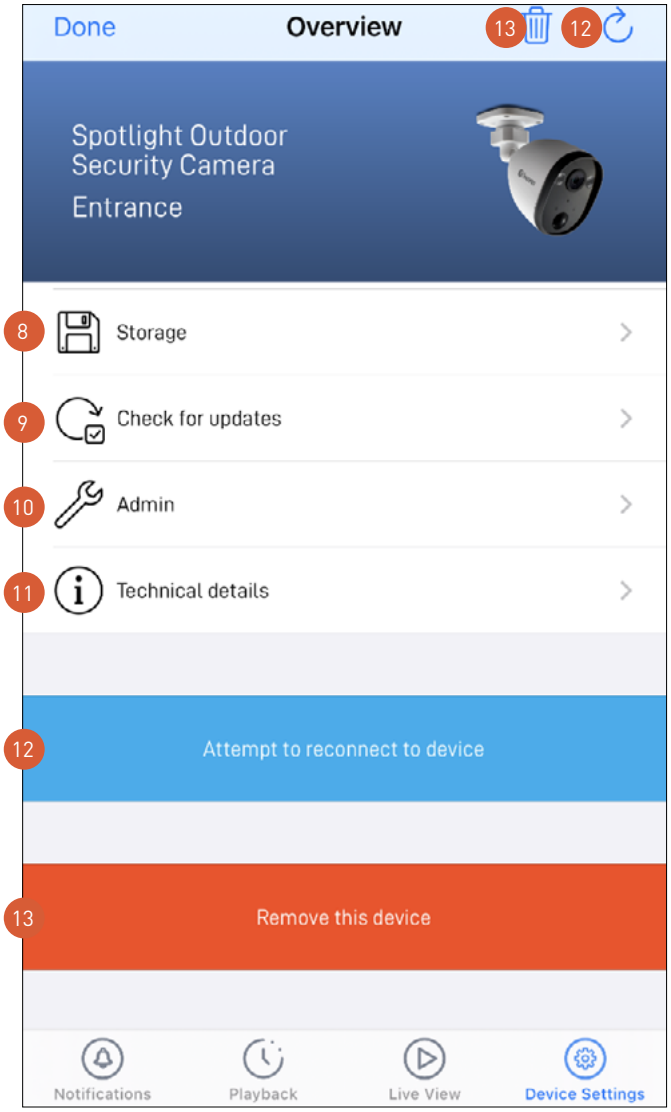
5 The Wi-Fi signal strength of the camera. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices.

6 Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See **"Outdoor Security Camera - Camera Settings" on page 45**.

7 Adjust the camera's detection settings such as the motion detection sensitivity and the siren duration. See **"Outdoor Security Camera - Detection Settings" on page 46**.

(Continued on the next page)

OUTDOOR SECURITY CAMERA - SETTINGS OVERVIEW



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 to permanently delete all local recordings. To do this, tap the icon in the top right corner of the **Storage** screen or scroll all the way to the bottom 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.

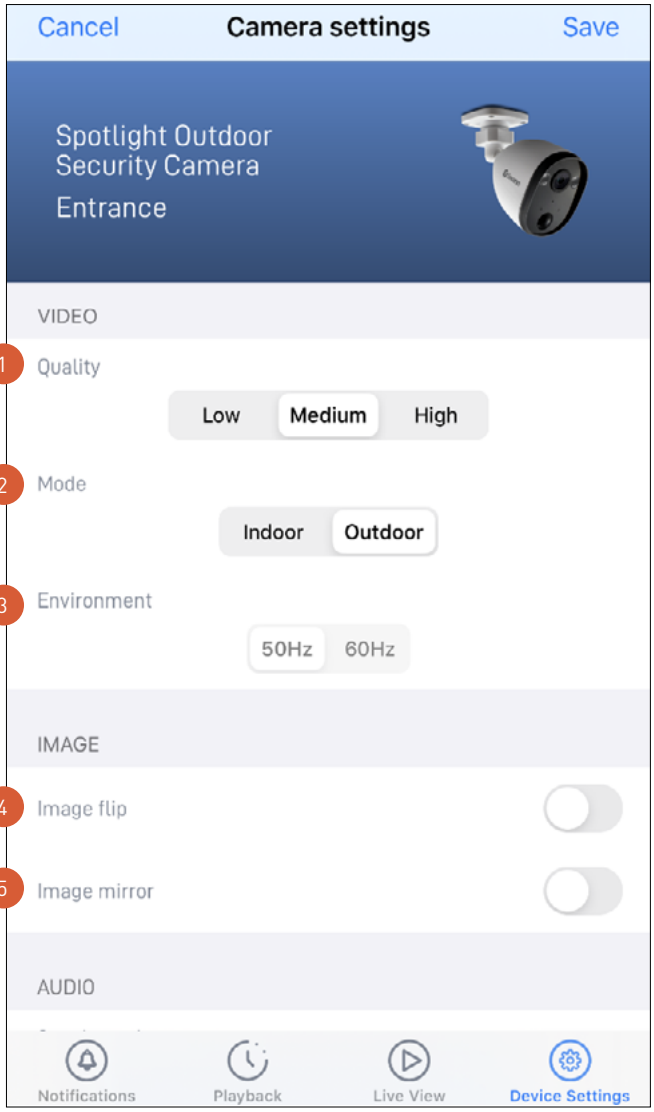
10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default. See **"Factory Resetting the Camera" on page 57**.

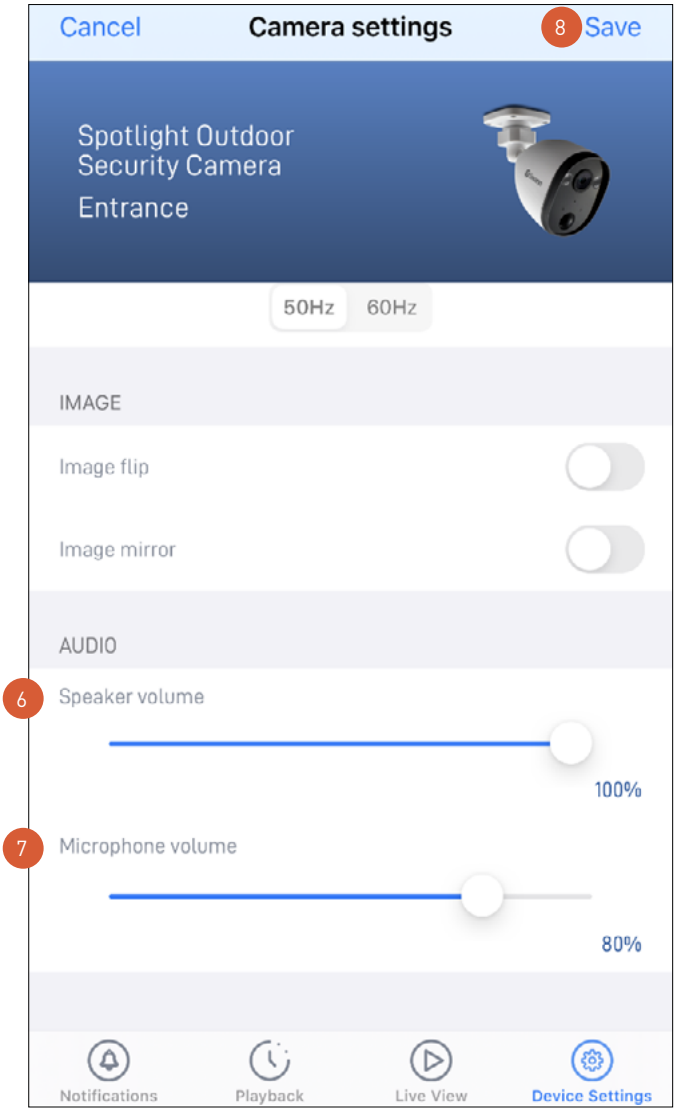
11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.

12 Tap to attempt to reconnect to the camera if the connection is lost (e.g., phone screen timeout, unstable cellular or Wi-Fi network connection).

13 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.
Note: If you remove the camera from your Swann Security account, all event clips on the camera's internal memory will be deleted as well.

OUTDOOR SECURITY CAMERA - CAMERA SETTINGS





1 Select the quality of the live video stream. If you find that the camera is taking awhile to start live streaming, this is generally caused by slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother (SD) video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream (SD) live video.
Note: This setting does not affect the video quality of event recordings which are always captured in HD.

2 Select the mode according to where your camera is physically located.

3 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)

4 Lets you horizontally reverse the orientation of the camera's video display.

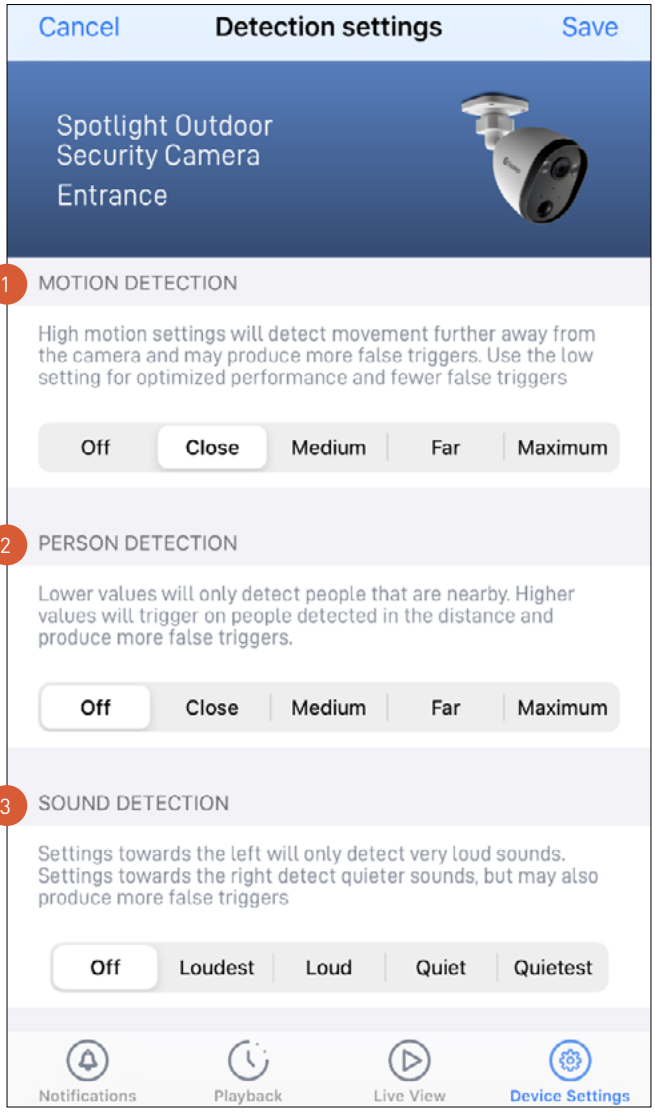
5 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.

6 **(Only for SWIFI-SPOTCAM model)** 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.

7 **(Only for SWIFI-SPOTCAM model)** 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.

8 Apply any changes you've made to the settings.

OUTDOOR SECURITY CAMERA - DETECTION SETTINGS



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.

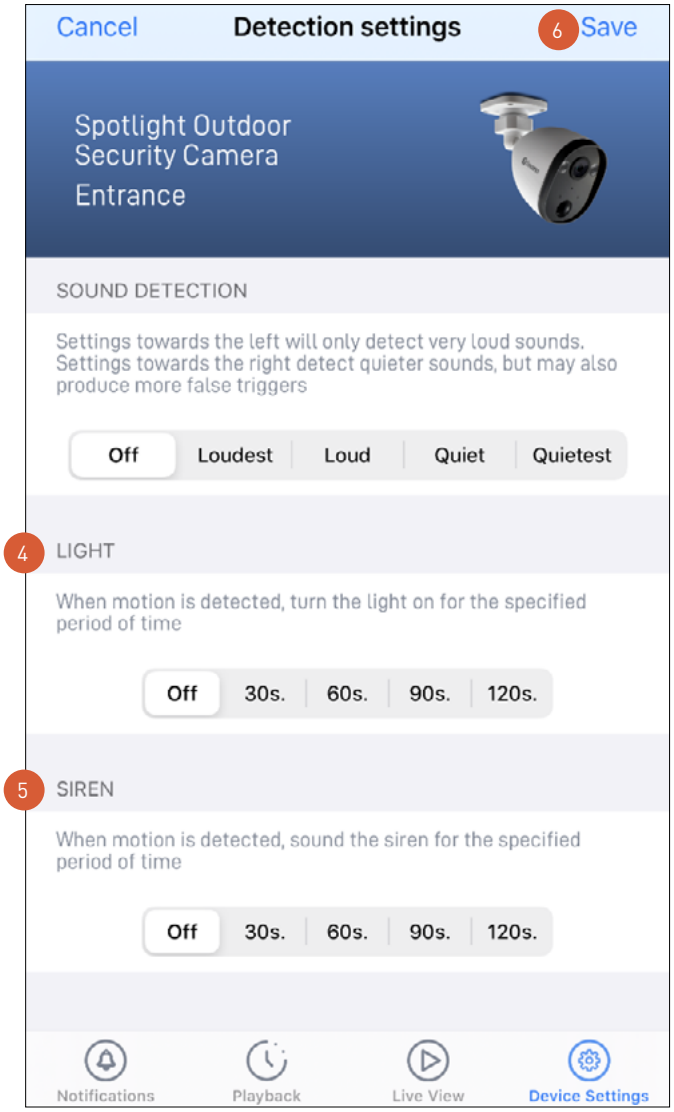
2 **(Only for SWIFI-SPOTCAM model)** Receive person detection alerts when the camera detects the presence of a person in the motion event. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection completely. Please note that, to use this feature, the Motion Detection sensitivity setting (above) must not be **Off**.

3 **(Only for SWIFI-SPOTCAM model)** Select the sound sensitivity level needed to trigger recordings.

- The highest sensitivity level (**Quietest**) will detect most ambient sounds—even the quietest of sounds like whispers or rustling leaves.
- The lowest sensitivity level (**Loudest**) will only detect very loud noises like lawn mowers or smoke alarms.
- If you're getting too many sound detection alerts even on the lowest sensitivity, you can adjust the camera's microphone volume level, lowering it to 90 or below in **Camera Settings > Audio > Microphone volume**. This will further reduce the camera's microphone sensitivity 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)

OUTDOOR SECURITY CAMERA - DETECTION SETTINGS

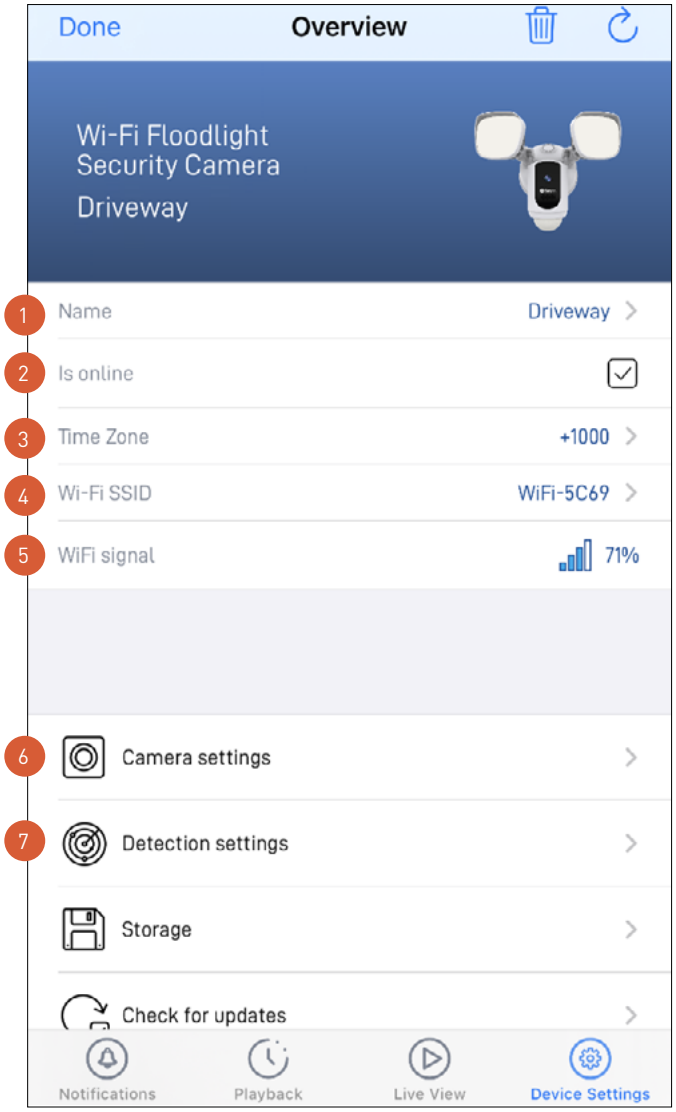


4 **(Only for SWIFI-SPOTCAM model)** Select how long the camera's spotlights will stay on when motion or sound is detected during night time.
Note: The camera's built-in night detection sensor, which reads the ambient light levels, will automatically keep the spotlights off during daytime to conserve 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 **(Only for SWIFI-SPOTCAM model)** 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.

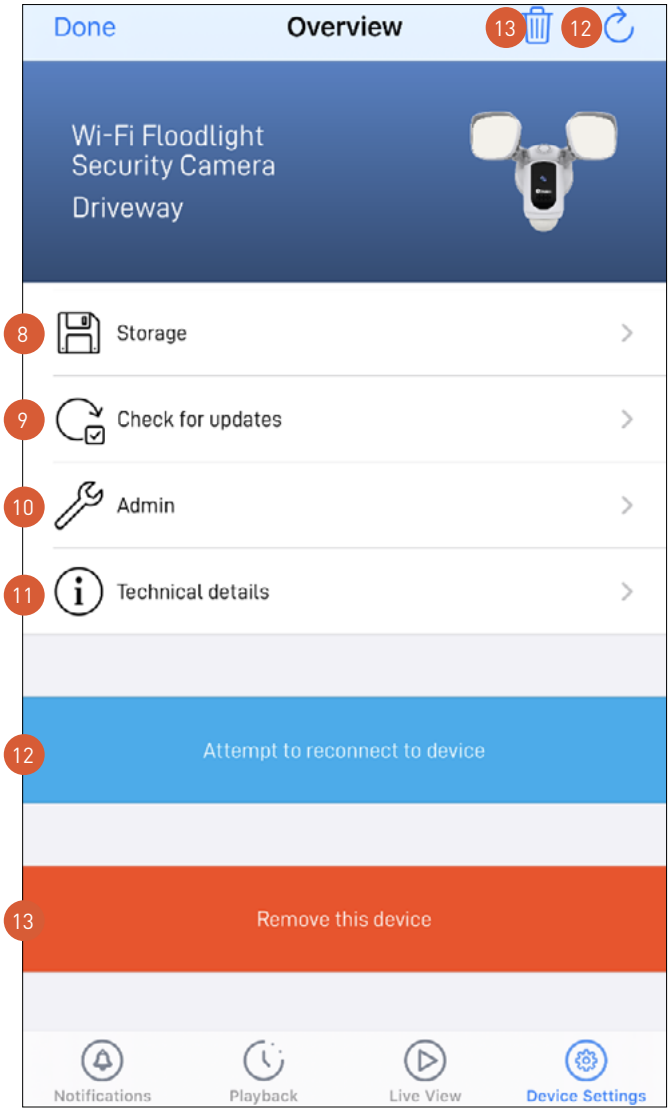
FLOODLIGHT SECURITY CAMERA - SETTINGS OVERVIEW



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. You can sync the camera to your phone's timezone.
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. For more information, see **"Changing the Camera's Wi-Fi Network" on page 56**. 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.
6. Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See **"Floodlight Security Camera - Camera Settings" on page 50**.
7. Adjust the camera's detection settings such as the motion detection sensitivity and the floodlight brightness and duration. See **"Floodlight Security Camera - Detection Settings" on page 51**.

(Continued on the next page)

FLOODLIGHT SECURITY CAMERA - SETTINGS OVERVIEW



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 to permanently delete all local recordings. To do this, tap the icon in the top right corner of the **Storage** screen or scroll all the way to the bottom 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.

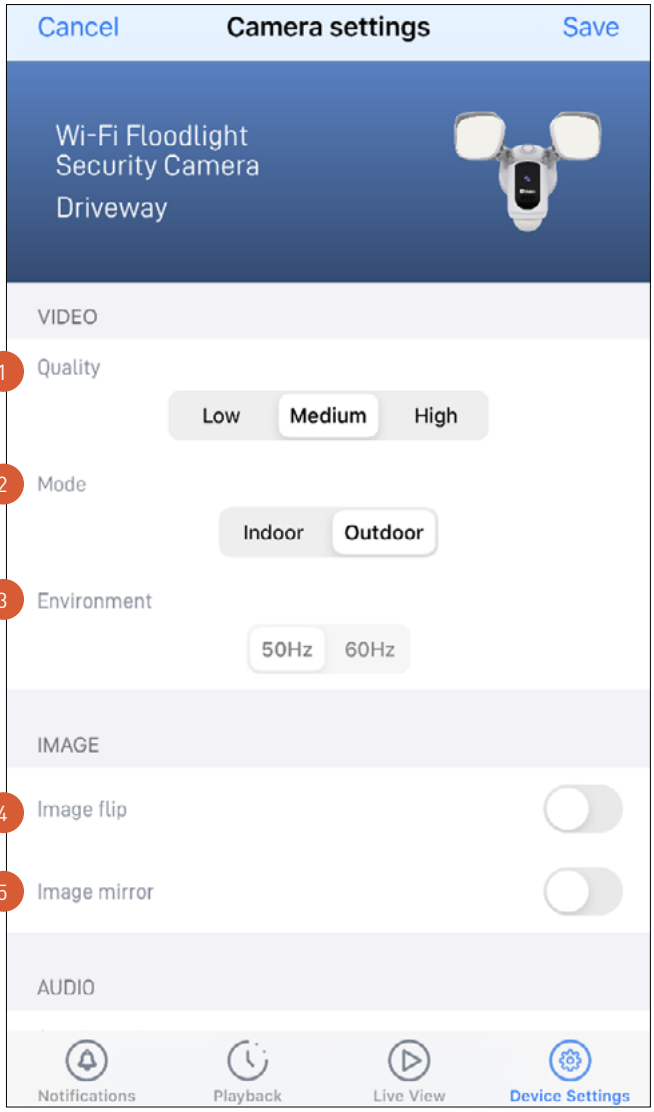
10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default. See **"Factory Resetting the Camera" on page 57**.

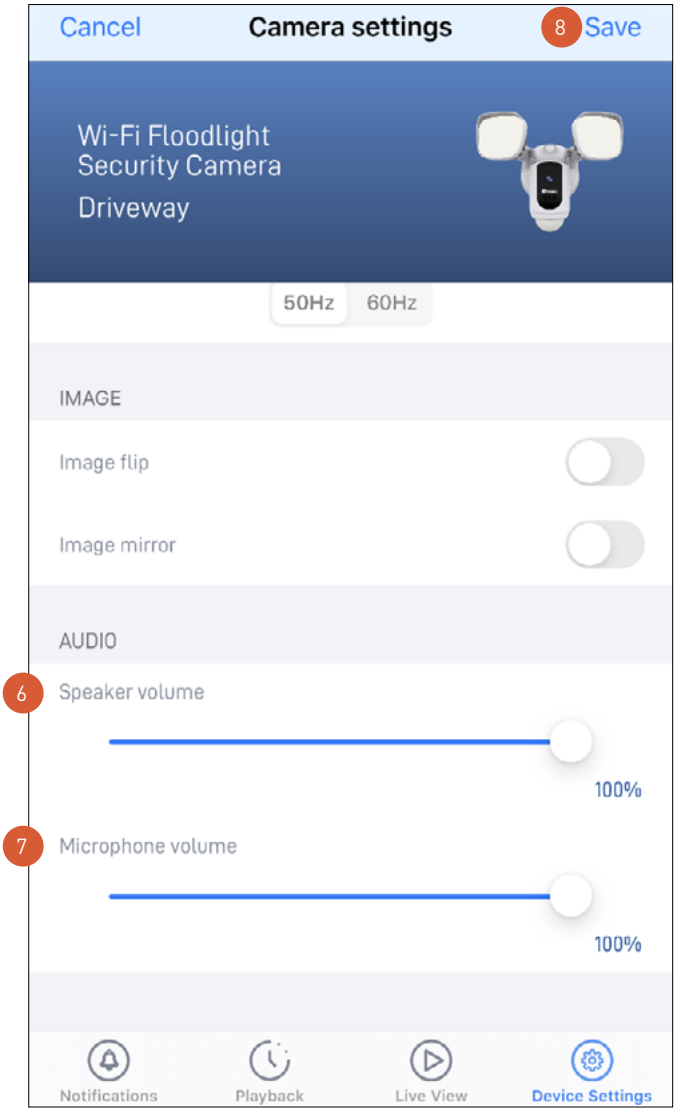
11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.

12 Tap to attempt to reconnect to the camera if the connection is lost (e.g., phone screen timeout, unstable cellular or Wi-Fi network connection).

13 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.
Note: If you remove the camera from your Swann Security account, all event clips on the camera's internal memory will be deleted as well.

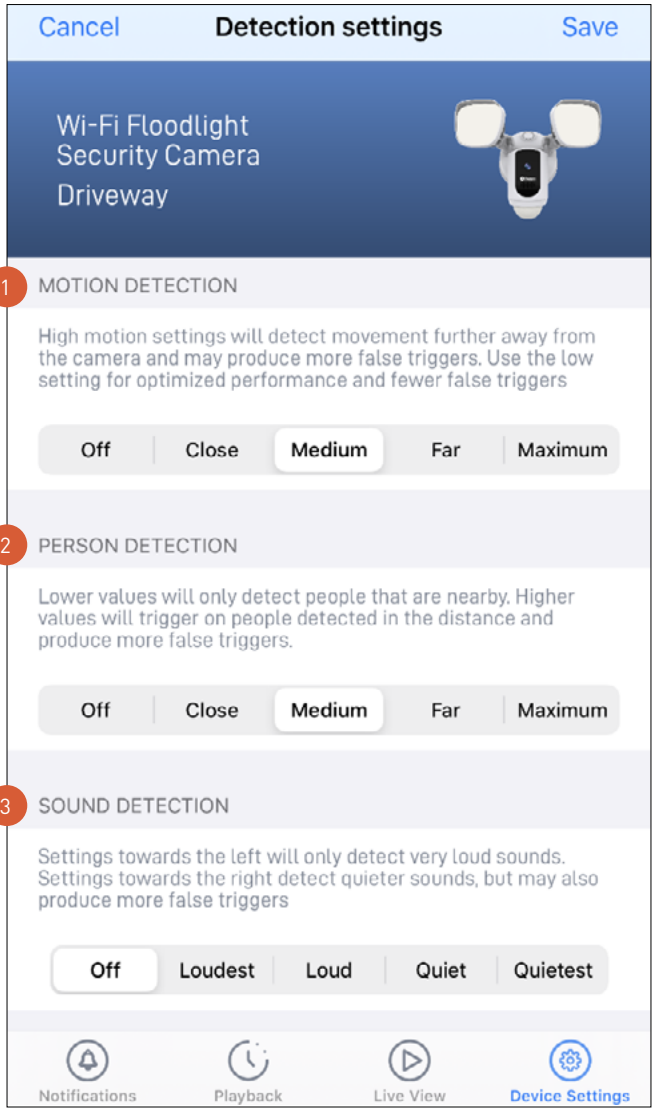
FLOODLIGHT SECURITY CAMERA - CAMERA SETTINGS





1. Select the quality of the live video stream. If you find that the camera is taking awhile to start live streaming, this is generally caused by slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother (SD) video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream (SD) live video.
   Note: This setting does not affect the video quality of event recordings which are always captured in HD.
2. Select the mode according to where your camera is physically located.
3. 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)
4. Lets you horizontally reverse the orientation of the camera's video display.
5. Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
6. 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.
7. 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.
8. Apply any changes you've made to the settings.

FLOODLIGHT SECURITY CAMERA - DETECTION SETTINGS



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.

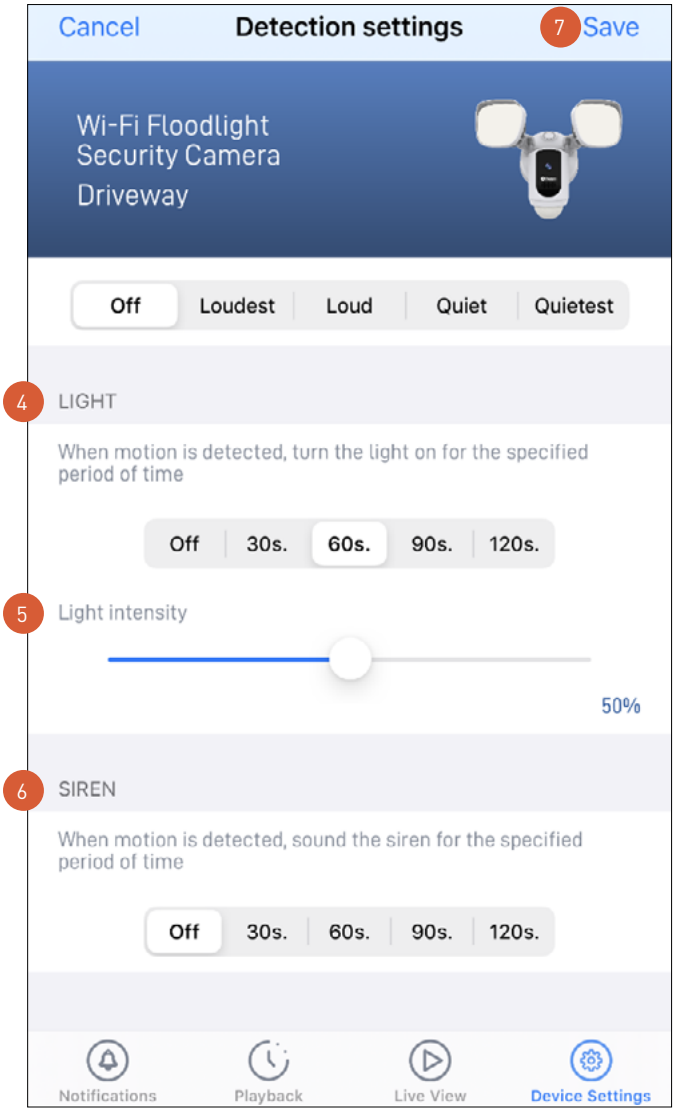
2 **(Only for SWIFI-FLOCAM model)** Receive person detection alerts when the camera detects the presence of a person in the motion event. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection completely. Please note that, to use this feature, the Motion Detection sensitivity setting (above) must not be **Off**.

3 **(Only for SWIFI-FLOCAM model)** Select the sound sensitivity level needed to trigger recordings.

- The highest sensitivity level (**Quietest**) will detect most ambient sounds—even the quietest of sounds like whispers or rustling leaves.
- The lowest sensitivity level (**Loudest**) will only detect very loud noises like lawn mowers or smoke alarms.
- If you're getting too many sound detection alerts even on the lowest sensitivity, you can adjust the camera's microphone volume level, lowering it to 90 or below in **Camera Settings > Audio > Microphone volume**. This will further reduce the camera's microphone sensitivity 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)

FLOODLIGHT SECURITY CAMERA - DETECTION SETTINGS



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.

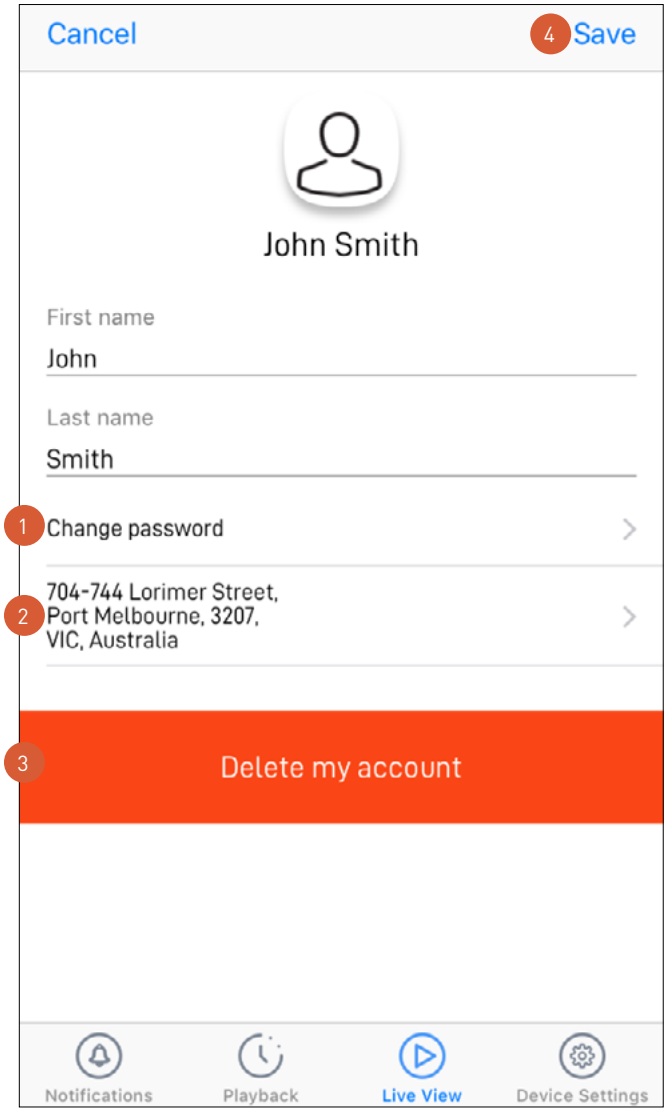
7 Apply any changes you've made to the camera's detection settings.



Appendix

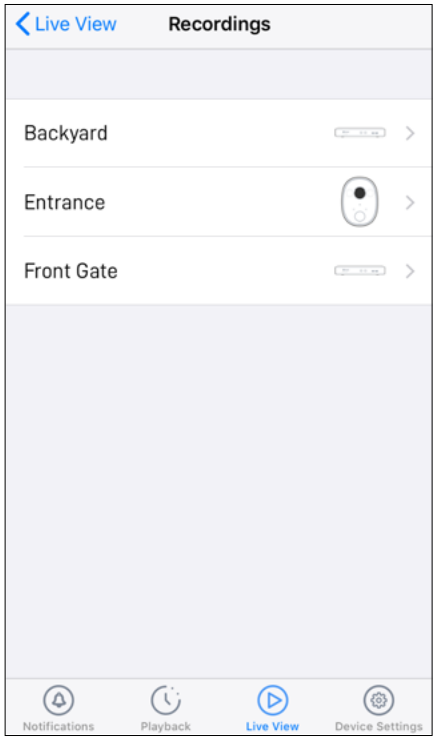
UPDATING YOUR ACCOUNT PROFILE

You can update your Swann Security account profile information at any time. Tap **Menu** > **Profile**.

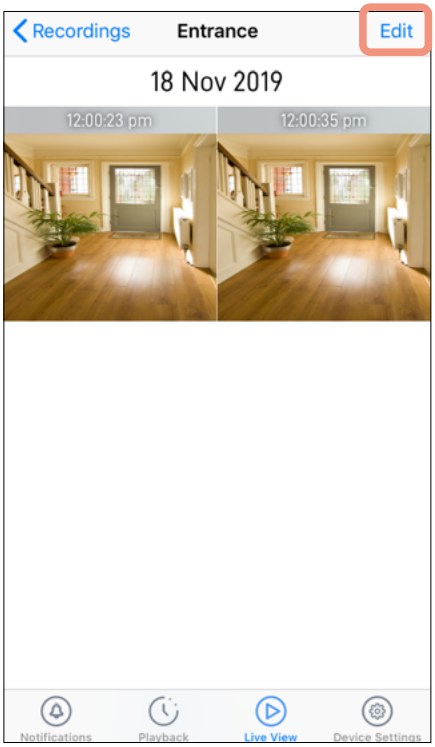


1. Tap > to change your Swann Security account login password.
2. Tap > to change your address.
3. Tap to delete your Swann Security account. A confirmation link will be sent to your registered email address. Open the link to confirm that you want to permanently delete your account.
4. Tap to save any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

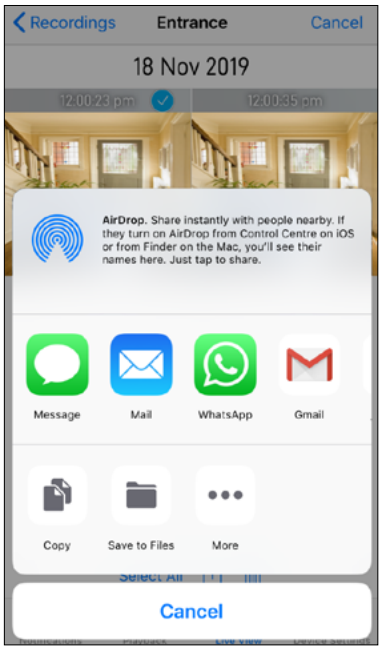
VIEWING AND MANAGING MANUAL RECORDINGS

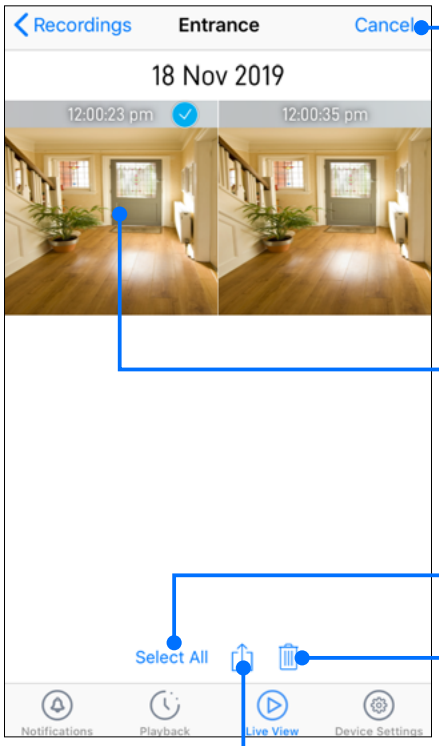


From the Recordings (**Menu** > **Recordings**) screen, select your camera.
Note: Only devices that have clips manually recorded via live view are shown.



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





Tap to cancel edit mode.

Tap on a video thumbnail to select the recording.
A blue tick appears when a recording is selected.

Tap to select all recordings.

Tap to permanently delete selected recordings. Once deleted, recordings cannot be recovered.

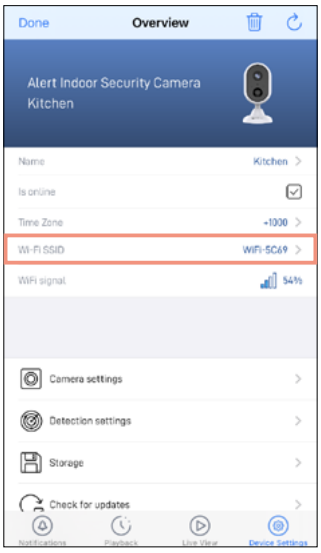
Tap to share selected recordings via popular email/messaging apps or save to your phone's cloud or local storage.

CHANGING THE CAMERA'S WI-FI NETWORK

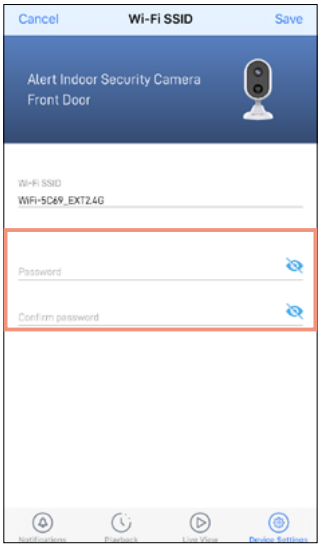
You can easily change the Wi-Fi network that your camera is using, if your home has multiple Wi-Fi access points or if you have installed a new router. To change the Wi-Fi network, follow the steps described in **section A if the camera is currently connected to Wi-Fi** or **section B if the camera is not currently connected to Wi-Fi**.

A If the camera is currently connected to Wi-Fi

1. Go to your phone's **Settings** > **Wi-Fi** and connect to the new Wi-Fi network that you want the camera to use.
   Make sure the new Wi-Fi network is a 2.4GHz network and available for the camera to connect to (i.e., the camera is within coverage of the new Wi-Fi).



2. From the app, go to the camera's **Device Settings** > **WiFi SSID**.
3. Enter the password of the new Wi-Fi network (shown in the Wi-Fi SSID field) and confirm the password.
   The 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 the Wi-Fi network password correctly.



   IMPORTANT: If the wrong Wi-Fi password is entered, the camera will fail to reconnect to Wi-Fi and you will have to perform the camera setup process again as described in section B below.
4. Tap **Save**. The camera will save the new Wi-Fi settings and restart. This can take up to 2 minutes. The camera tile on the Live View tab will refresh its status automatically once the camera is connected to the new Wi-Fi network.

B If the camera is not currently connected to Wi-Fi

From the app, go to **Menu > Pair Device** and perform the setup process for your camera again. This will allow you to pair the camera to the new Wi-Fi network. For more information, see the pairing instructions relevant to your camera.

IMPORTANT: There is no need to remove the camera from your account first. Removing the camera from your account will result in the deletion of all of the event clips stored locally on the camera's internal memory.

FACTORY RESETTING THE CAMERA

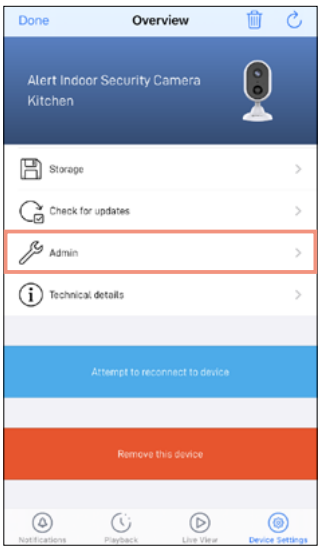
Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card (i.e., erase all locally stored clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory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

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.

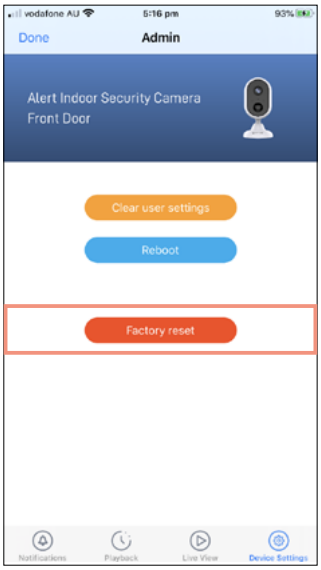
To perform a factory reset on your camera, follow the steps described in **section A if the camera is currently connected to Wi-Fi** or **section B if the camera is not currently connected to Wi-Fi**.

A If the camera is currently connected to Wi-Fi

1. From the app, go to the camera's **Settings** > **Admin**.



2. Tap the **Factory Reset** button.

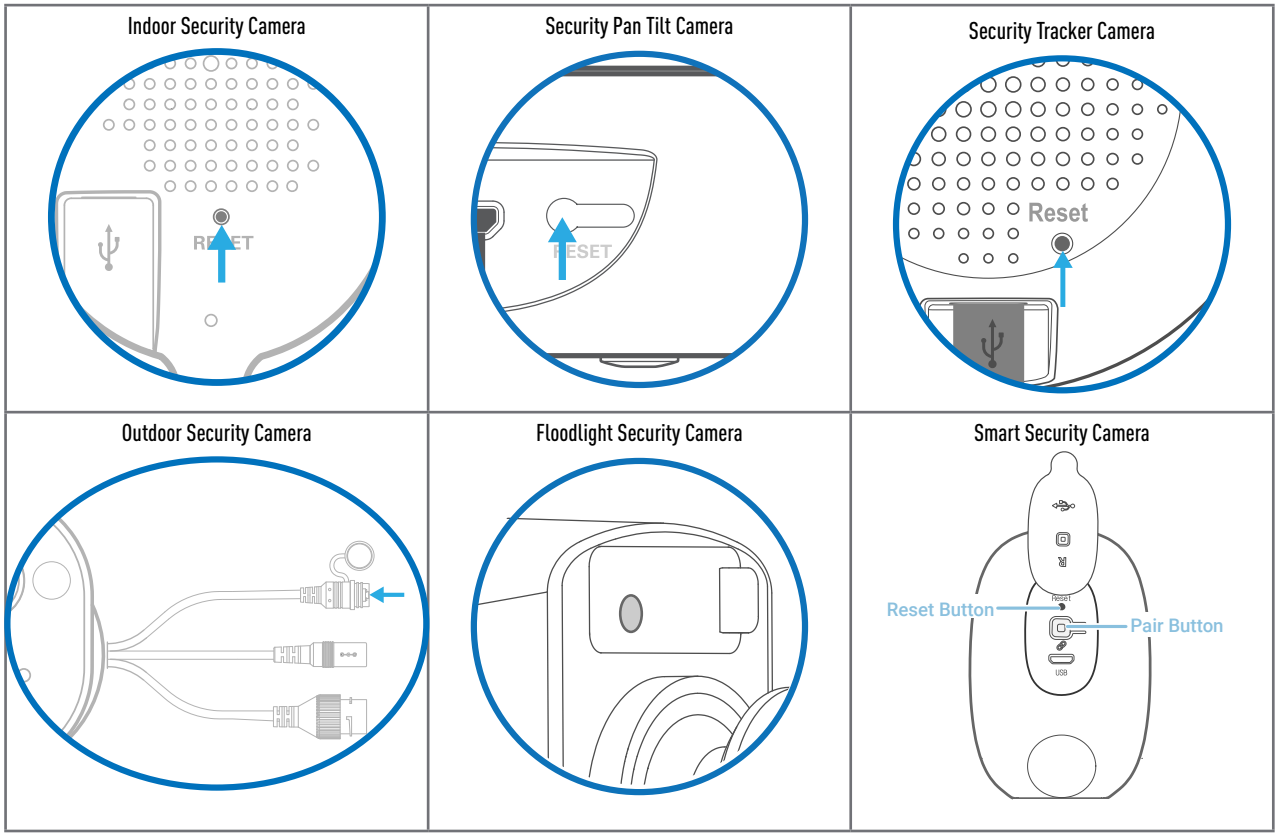


The camera will reset to factory defaults and restart automatically. When the camera starts blinking blue slowly, this indicates that it is in pairing mode and ready for setup.

FACTORY RESETTING THE CAMERA

B If the camera is not currently connected to Wi-Fi

1. Locate the **Reset** and/or **Pair** button (see below) on the camera. Make sure the camera is plugged into power or charged.



2a. ***For Indoor/Outdoor/Floodlight/Pan Tilt/Tracker Camera***

Press and hold the **Reset** button for 20 seconds. The blue LED indicator on the camera turns off. The camera will reset to factory defaults and restart automatically. This process can take up to 2 minutes. When the camera starts blinking blue slowly, this indicates that it is in pairing mode and ready for setup.

2b. ***For SWWHD-INTCAM Smart Security Camera***

Press and hold the **Reset** and **Pair** buttons simultaneously, then release the **Reset** button and continue to hold only the **Pair** button for another 12 seconds until the camera's LED turns blue. Once you release the **Pair** button, the LED will turn off and your camera will be restored to its factory default state. This process can take up to 2 minutes. When the camera starts blinking blue slowly, this indicates that it is in pairing mode and ready for setup.

TURNING OFF THE CAMERA

Note: The following instructions are applicable to the SWWHD-INTCAM Smart Security Camera only

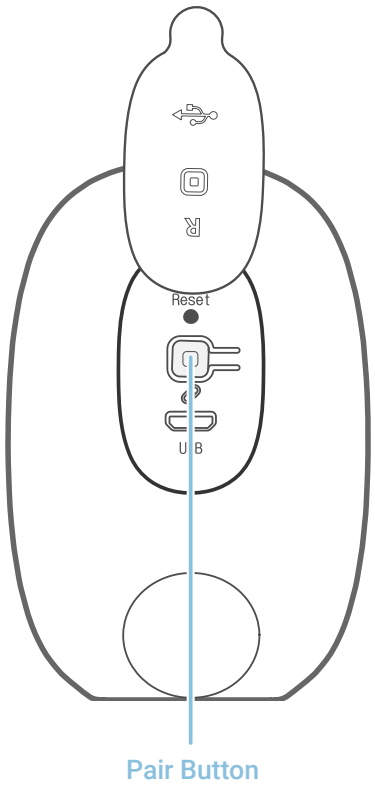
You can turn your camera off completely at any time. We recommend doing this if you're taking the camera to a distant location, for example, your holiday residence, to help protect the integrity of the device.

To turn your camera off:

- Press and hold the **Pair** button (see figure below for location) for 30 seconds. During this time, the camera's LED turns blue and then goes off.

To turn your camera on again:

- Press the **Pair** button momentarily. The camera will restart and automatically reconnect to Wi-Fi.



Swann Smart Security Camera (SWWHD-INTCAM)

FAQS: GENERAL

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: **Device 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 **"Viewing and Managing Manual Recordings" on page 55**.

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?

Camera streaming issues may be caused by any of the following:

- Poor internet connection (e.g., weak cellular/Wi-Fi signal) is the most common reason. Test your internet speed using an online speed checker app or at speedtest.net. We recommend internet speeds of at least 2 Mbps for optimal streaming performance. You can also install a Wi-Fi extender to improve the Wi-Fi coverage in your home to ensure the camera can receive a strong Wi-Fi signal.
- Limited internet bandwidth at home, for example, other video streaming services running at the same time on your network can cause congestion slowing down the internet upload and download speeds. As a general rule, the more devices you have connected to your Wi-Fi router, 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 load live video before trying to retrieve the video event history of your cameras from the Playback tab.

FAQS: WI-FI CAMERAS

I cannot connect the camera to my Wi-Fi network. How do I fix this?

- Make sure the Wi-Fi network that you want the camera to join is not an unencrypted (open) network or 5GHz band network.
- Test your Wi-Fi network with other devices such as smart TV to make sure it is operating properly. Bring your phone to the location where your camera will be installed and check the Wi-Fi icon on your phone—at least 2 bars is recommended for the Wi-Fi signal to be considered reliable.
- Wi-Fi quality can vary significantly at different locations around the home due to environmental factors such as home construction type (e.g., metal objects are generally known to block Wi-Fi signals. A camera mounted on a metal surface may experience more Wi-Fi problems) and wireless interference from other electronic devices.
- If you're getting a weak Wi-Fi signal or can't connect to Wi-Fi at the installation site, try moving your router closer (to provide a stronger signal), installing a Wi-Fi extender (to increase signal coverage) or selecting another location with better Wi-Fi coverage. Be mindful of the physical barriers located between the camera and router. Ideally, try to place your camera within a clear line of sight to your router.
- The Wi-Fi connection may not be stable during pairing. Try moving the camera closer to your WI-Fi router.
- The Wi-Fi network password is case sensitive, so make sure to enter it exactly the same as it was created or as found on your Wi-Fi router.
- Check whether your Wi-Fi router is using MAC filtering. MAC filtering provides an extra level of security by ensuring that no unknown devices can connect to your Wi-Fi network without prior authorization. If you cannot disable MAC filtering, you will need to add the camera's MAC address to the router's white-list of allowed devices. You can find the camera's MAC address printed on a label at the bottom of the device.

Can I use my camera without an internet connection?

No, your camera requires a Wi-Fi network connection with internet access 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 turning the power to the camera off for 10 seconds before turning it back on. 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 alerts?

Moving cars, passersby, direct sunlight or reflection may cause unwanted motion detection. To minimize false motion detections, adjust the 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.

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 **Device Settings > Storage**.

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

No, event recordings will always be captured in the highest camera resolution available.

(Continued on the next page)

(For Battery-powered cameras) What can I do to maximize the battery performance on my camera?

Here are some simple and practical tips to get more battery life out of your camera:

- Make sure your camera's firmware is the latest version.
- Your camera will last longer when you stream at a lower resolution. The fewer pixels that your camera has to stream, the less power it uses.
- Lower the motion sensor sensitivity or turn off motion detection to conserve battery life when activity monitoring is not needed.
- Make sure your camera is properly positioned to eliminate any false motion triggering. The more events the camera records, the faster the battery life will drain.
- As a general rule, the nearer your camera is to your router, the better the wireless connection quality and battery performance. Your camera will work harder and use more power trying to maintain wireless connection the further it is away from your router. Consider installing a Wi-Fi range extender if your camera has poor Wi-Fi reception where it is located.
- Your camera can operate over a wide temperature range, however, in freezing conditions, the battery discharges more quickly and will not hold a charge for as long as it normally would in more moderate climates.

(For Wi-Fi camera models with cloud storage feature) How far back can I access my camera's cloud recordings?

Note: Please check the product specifications to find out if the cloud storage feature is available on your camera. 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. For extra protection including longer storage period, you can easily upgrade the camera's cloud plan at any time by visiting subscriptions.swannsecurity.com

Can I disable the siren so it doesn't sound when my camera is triggered?

Yes, you can easily set your camera not to activate its built-in siren when an event is detected. Go to your camera's **Device Settings** > **Detection Settings**, and under the **Siren** setting, select **OFF**.

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 activity 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.

How long does it take for camera recordings to appear on the Playback tab?

Depending on the size of the video and the strength of your network, this can be highly variable. In normal circumstances, an event should be displayed in the Playback tab video timeline a few minutes after it has been recorded.

Why doesn't the camera event clip have sound?

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

(For SWIFI Pan Tilt Camera/Tracker Camera) Can my camera record events without a microSD card installed?

No. Events are first recorded to the camera's local storage (i.e., microSD card) and then uploaded to your cloud storage. If the camera doesn't have a microSD memory card installed, it can still detect events but will not be able to record video. The camera will also not be able to download and perform firmware updates without a microSD card.

(For SWIFI Pan Tilt Camera/Tracker Camera) Why has my camera stopped recording events to the microSD card?

If you've recently removed your microSD card from the camera (for example, to copy files to your computer) and then re-inserted the card, the camera might not have recognized and mounted the microSD card properly. Try restarting your camera. From the app, go the camera's **Settings** > **Admin** and tap **Reboot**.

(For SWIFI Pan Tilt Camera/Tracker Camera) What is the maximum microSD card size that can be used?

The maximum microSD card size supported is 128GB (class 10 or higher recommended).



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: support.swann.com

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