SWANN SECURITY APP
USER MANUAL FOR ANDROID

English

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Getting Started

INSTALLING THE SWANN SECURITY APP
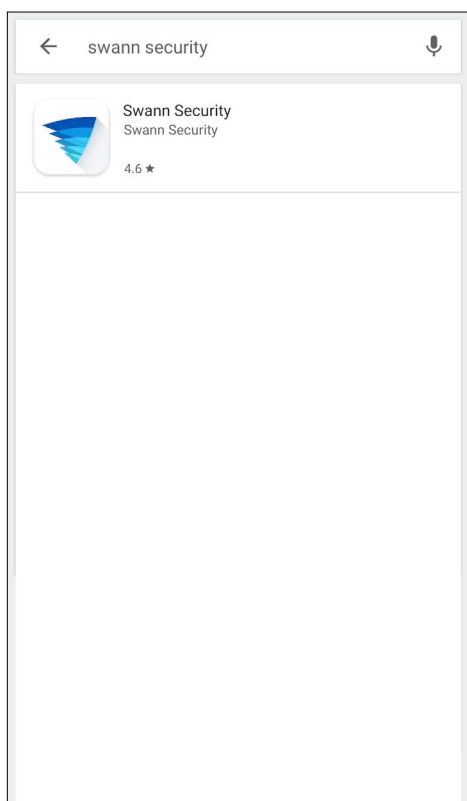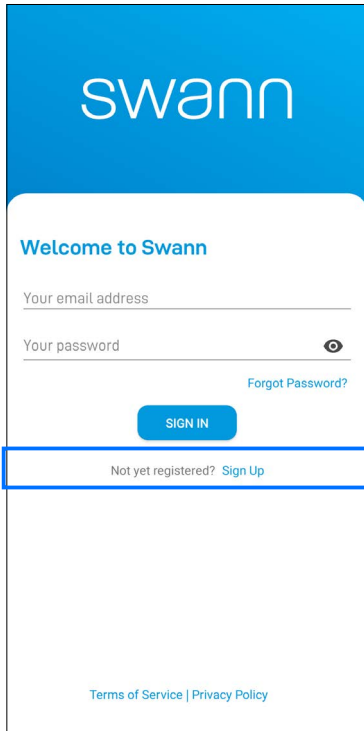
1. Search and download the latest version of the Swann Security app using the Play Store® app.
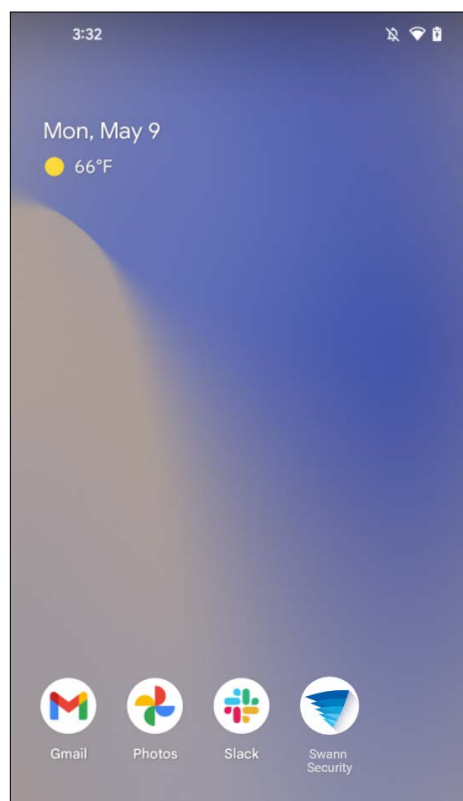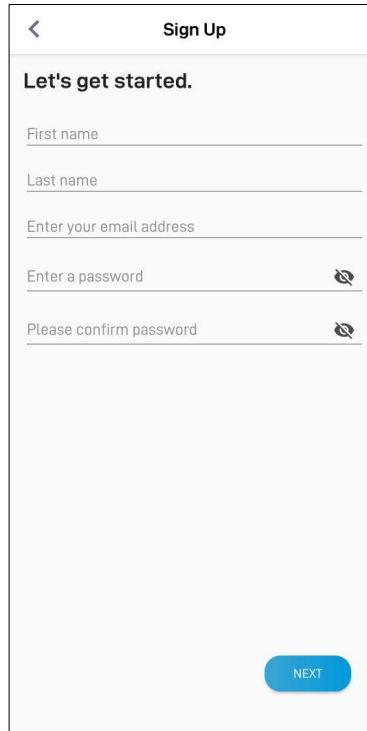
2. After the Swann Security app is installed, tap the Swann Security app icon on the Home or Apps screen to launch the app.
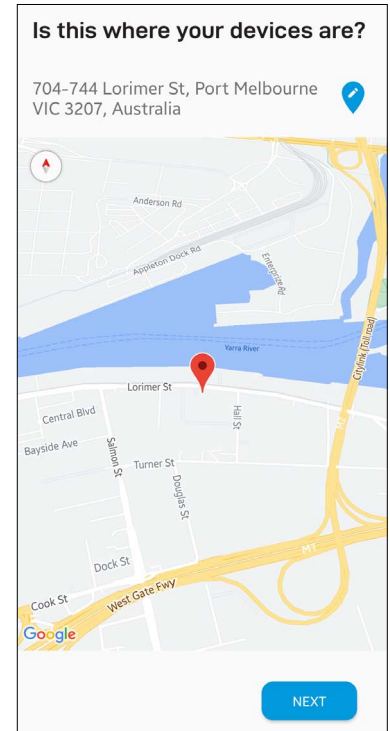
1. Open the Swann Security app and tap **Not yet registered? Sign Up**.
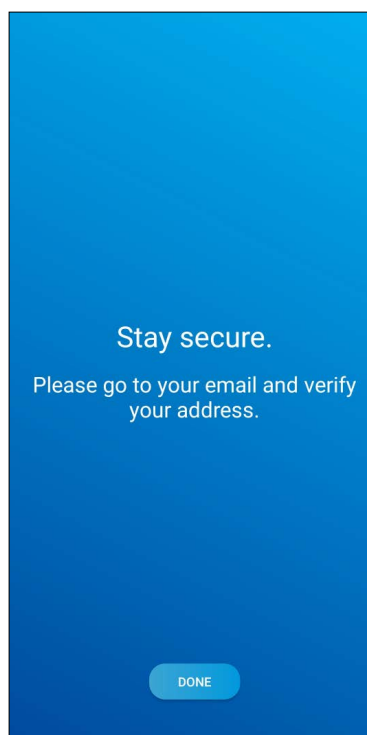
2. Enter your first and last name, email address, a desired password, and confirm the password. This will be the email address and password you use to sign into the Swann Security app.
Once done, tap the **Next** button to proceed.
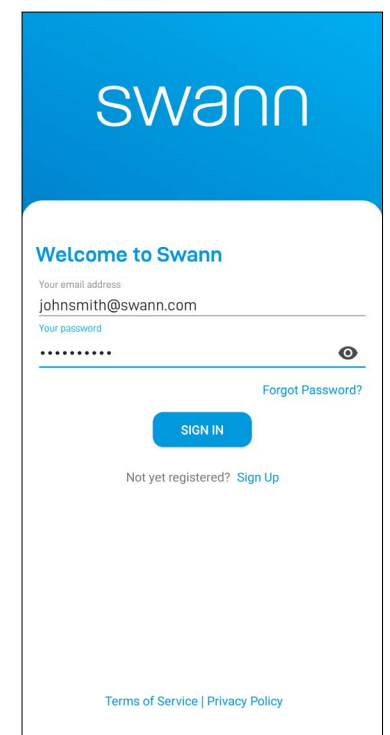
3. Your address is automatically set based on your phone's current location.
If your phone's GPS setting is turned off or the location is not accurate, tap ⬤ to enter your address manually.
Providing your device location helps us personalize your experience on the Swann Security app and other Swann services.
Once done, tap the **Next** button to proceed.

4. Review your details, read the Terms of Service, and select the checkbox to confirm your agreement to the terms. After that, tap the **Register** button to create your Swann Security account.

5. Go to your email inbox and open the link in the verification email from Swann Security. If you can't find the verification email, try checking the Junk/Spam folder. After that, tap the **Done** button to return to the **Sign In** screen.

6. After verifying your email address, you can sign into the app using your Swann Security account email address and password.
You can tap ⬤ to reveal the password and double-check if it has been entered correctly.

PAIRING THE DEVICE

To pair your first Swann device, tap [⊖ Pair Device >] on the screen, as shown on the right. Then follow the in-app instructions to connect your device to your home Wi-Fi network and link it to your Swann Security account. Once the pairing process is complete, your device will be displayed on the **Live View** tab.

Note:

- If you need help with the device's QR code, see .
- Your phone's Location (GPS) setting should be switched on as the app requires this permission to detect wireless networks during the pairing process.
- If you see a pop-up requesting permission to access the device's location, select "**Precise**" and "**While using the app**" (older devices, tap **Allow**) to enable the Wi-Fi connection from the phone to the Swann device to work. Denying location access will prevent the app from detecting Wi-Fi networks during the pairing process.
- It may take a few minutes for the entire pairing process to finish as the app will also automatically upgrade your Swann device to the latest firmware.
- For a detailed walk-through of the pairing process in the app, please download the pairing guide specific to your device from support.swann.com.

XTREEM 4K WIRE-FREE SECURITY CAMERA
SWANN SECURITY APP PAIRING GUIDE
ANDROID VERSION

GET IT ON Google Play

ENGLISH
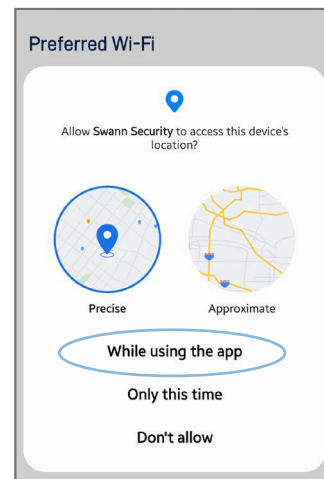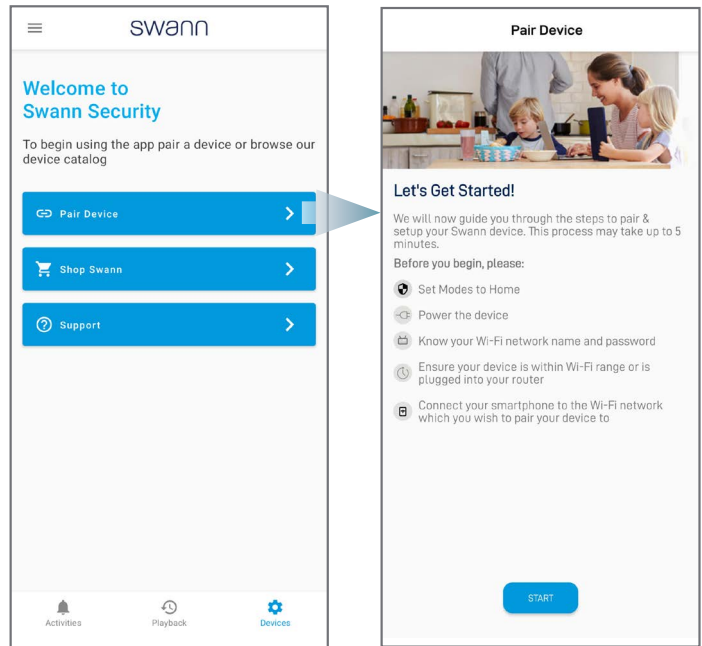
After you have paired your first Swann device, you can add subsequent Swann devices via:

- the **Pair Device** menu option in the app menu, or
- the [+ PAIR DEVICE] button in the **Devices** tab.
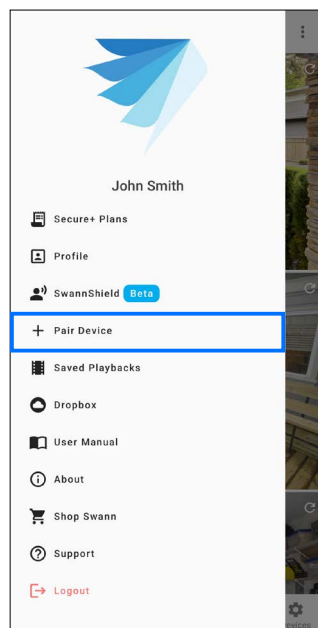
App menu
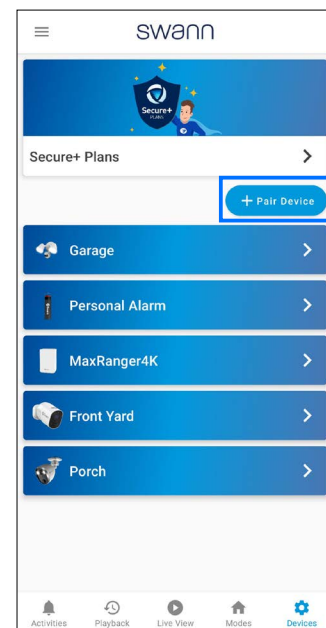
Devices tab
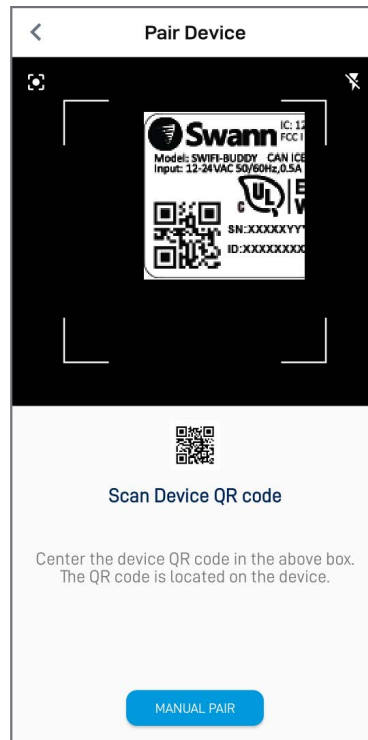
During the pairing process, you'll need to scan the device's QR code which can be generally found on the top, bottom, or back of the device. See the figures below for examples of where the QR code can be located.
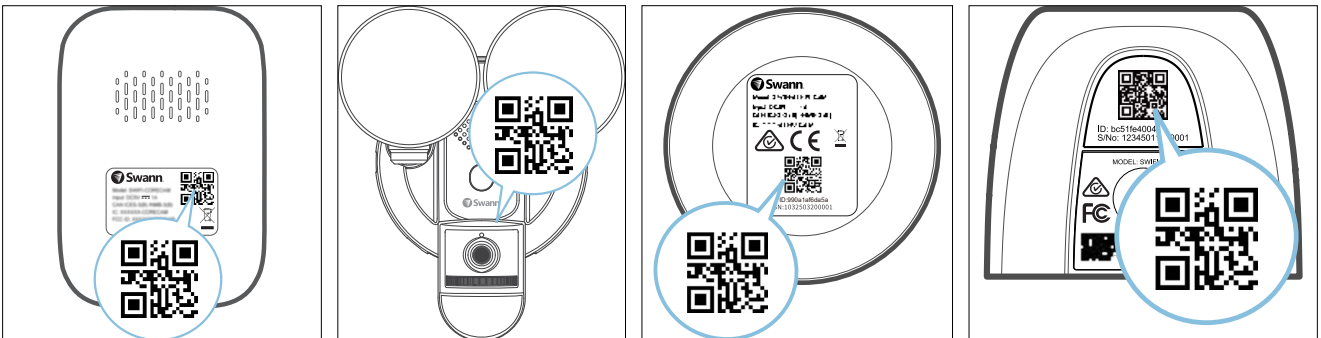
If your phone can't scan the QR code

- You can tap the **Manual Pair** 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/MAC (consists of 12 alphanumeric characters)which is listed on a sticker located on the top, back, bottom or base of the device, as shown below:

ID:990a1af6da5a

S/N:89052081900001

About the App Interface
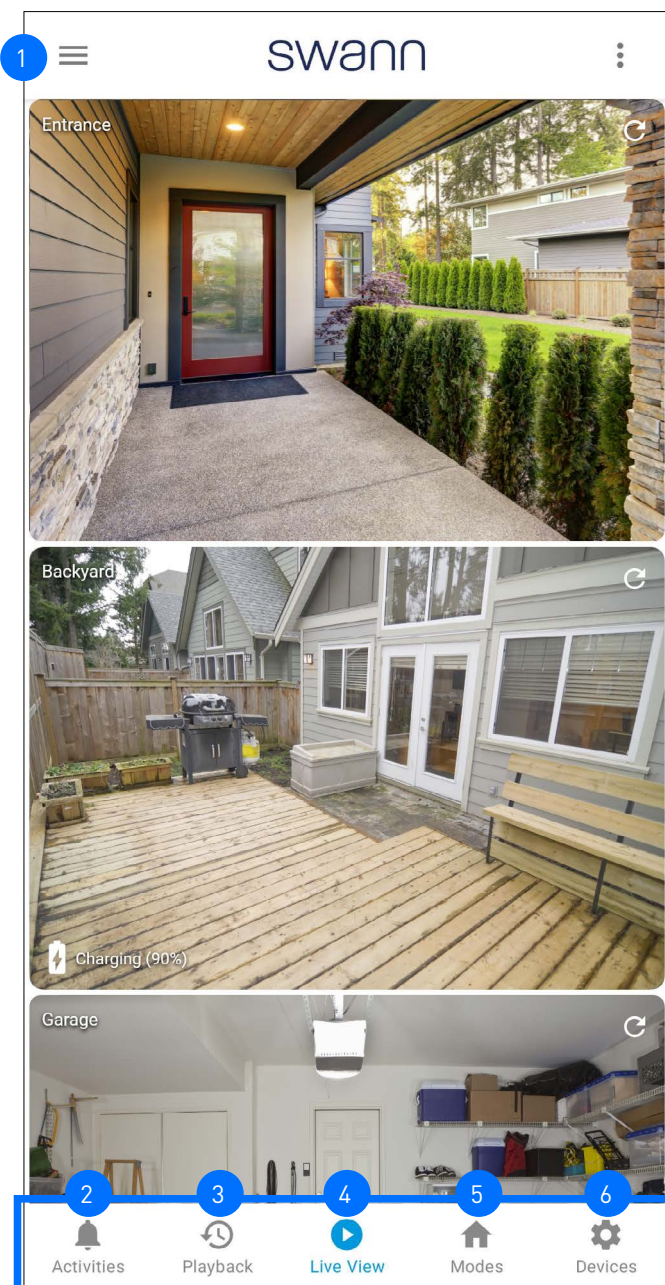
App Menu: Tap to open the menu where you can edit your account profile, pair a new device, download the app manual, contact technical support, and more. See **"App Menu" on page 10**.

Activities Tab: Tap to obtain a detailed report of the current day and past week's device activities. You can also turn on or off the **Do Not Disturb** feature, which is helpful when you want to stop receiving push notifications from the app at certain times, such as when you're sleeping or in a meeting. For more information, see **"Activities Tab" on page 23.**

Playback Tab: Tap to access and playback the event recordings from your devices. For more information, see **"Playback Tab" on page 15**.

Live View Tab: Tap to view live video feed from all your connected devices in multi-view screen as well as in single-view where you can operate specific camera functions. For more information, see **"Live View Tab" on page 11**.

Modes Tab: Displays the icon of the currently active mode. Tap to manage modes and configure the behavior of your devices for the Home, Night, and Away modes. You can also set up schedules to automate mode changes. For more information, see **"Modes Tab" on page 17**.

Devices Tab: Tap to view and manage settings for your devices, check device status, perform general maintenance, including firmware updates and device reset. For more information, see **"Device Management" on page 24**.
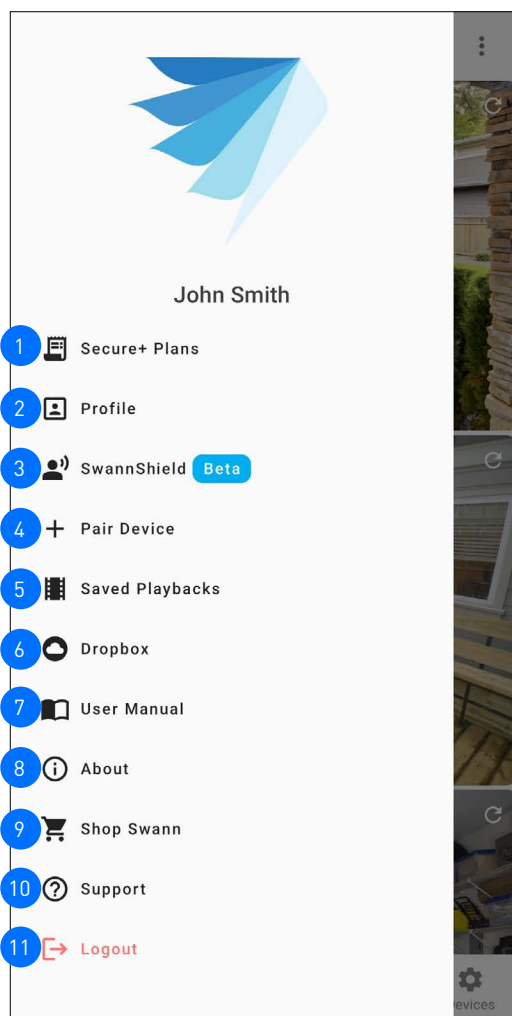
1   Add and manage the Secure+ plan subscriptions for your Swann Security devices.

2   Update your Swann Security account profile name, password, and address. See **"Updating your Swann Security Account Profile" on page 41**.

3   Configure SwannShield voice assistant on the Video Doorbell. See **"Setting up SwannShield (Beta)" on page 42**.

4   Pair a new Swann device to your Swann Security account or re-pair an existing Swann device (for example, after the device has been factory reset).

5   View and manage camera event clips that were downloaded to your phone. See **"Viewing Saved Recordings" on page 48**.

6   **(For CCTV systems only)** Link your Dropbox account to your Swann Security account which will enable you to save recordings using Dropbox as an external cloud storage. Refer to your CCTV security system's instruction manual for more information on activating the Dropbox feature.

7   Download the latest Swann Security app user manual (PDF file) to your phone. For best viewing experience, open the file using Acrobat Reader (available on Google Play).

8   Display the application version information, your phone model number and the Android OS version. You can also access the terms of service and privacy policy relating to the Swann Security app.

9   Open the Swann.com website where you can find and purchase the latest products to integrate with your current Swann Security system.

10   Obtain technical support for your Swann Security devices. See **"Technical Support" on page 54**.

11   Sign out of the Swann Security app.
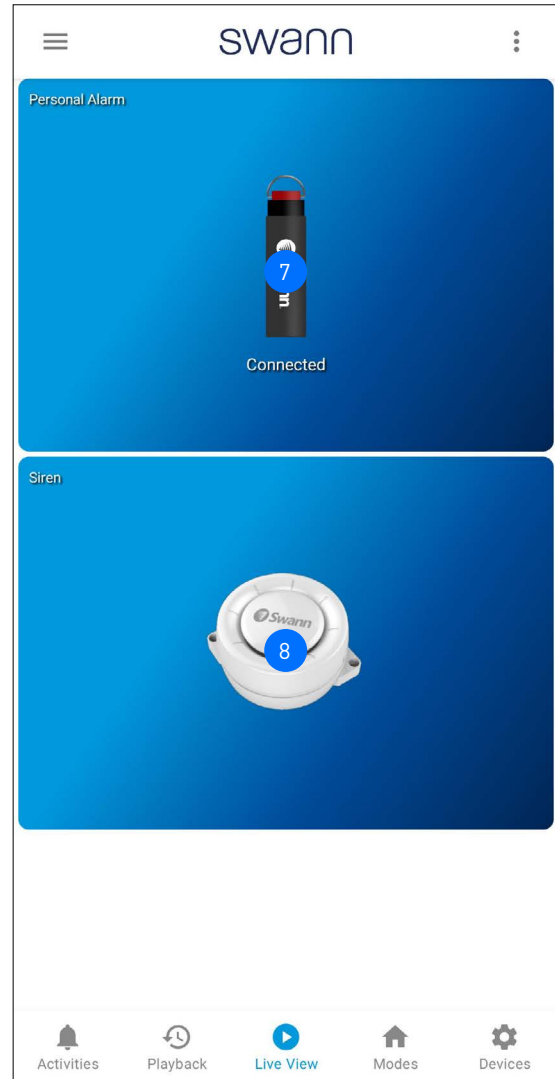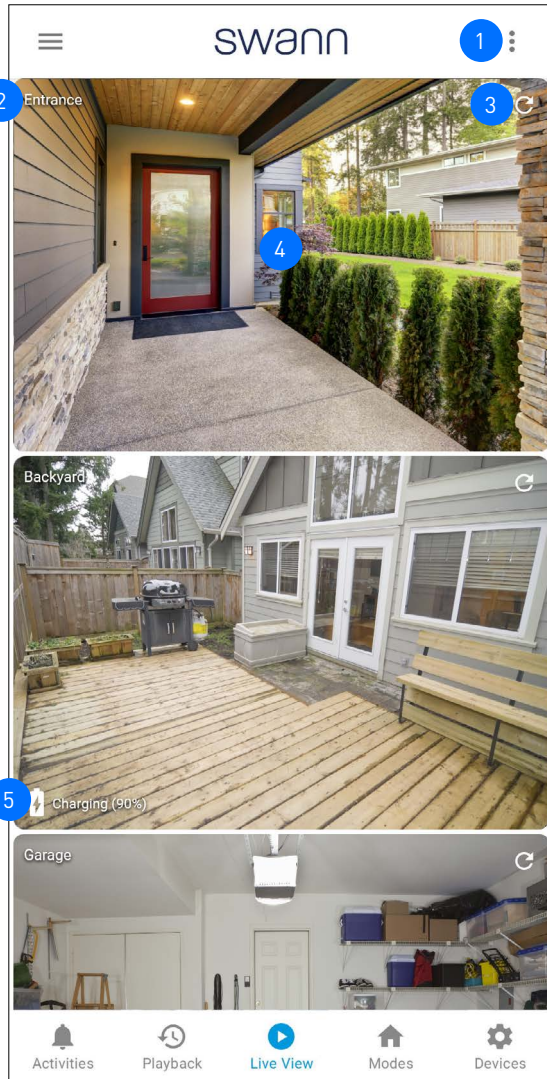
1 Tap to display the options menu where you can:
- Change the device tile layout on the screen between ☰▸**List**, ▦ **Grid,** and ▢ **Dynamic** view (if configured).
- Navigate to the **Live View Settings** screen to configure display settings for the **Live View** tab. For more information, see "Live View Tab Settings" on page 14.
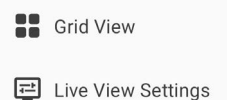
2 The device name. You can rename the device via the **Devices** tab > **Select the device** > **Name**.

3 Tap to refresh the live video feed if the streaming has stopped.
Note: In case the connection to the camera is lost (due to connection timeout, Wi-Fi/Network issues, etc), you can tap the "Play" icon on the tile to reconnect to the camera, as shown on the right.
Note: If you encounter issues reconnecting to the camera, try turning the power to the camera off for a minute, then back on. Additionally, ensure that your internet connection is working properly. You can also try rebooting your Wi-Fi router to resolve any network connectivity issues.

5 Tap the tile to display live view of the selected camera in single view mode and access additional camera options (device-dependent) such as quick snapshots/clips, 2-way talk, pan and tilt controls, spotlight, siren, and more. For detailed information, see "Single View Mode" on page 12.

6 Displays the current battery level (%) of the camera when charging via a solar panel or a USB wall charger.

7 **(Personal Alarm only)** Tap the tile to display the device settings screen. For more information, see "Personal Alarm Settings" on page 39.

8 **(Indoor Siren only)** You can manually activate the siren. Tap the tile > tap 🔔 > set the **Siren** toggle to the **ON** position, then tap the **SET** button, as shown on the right.

Single View Mode
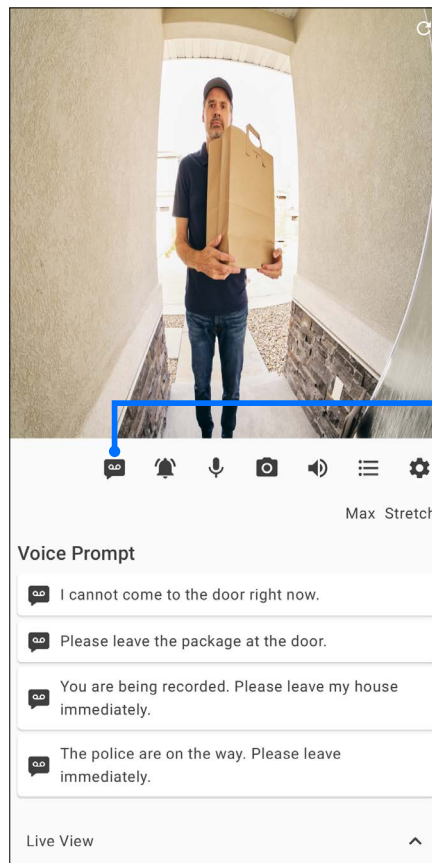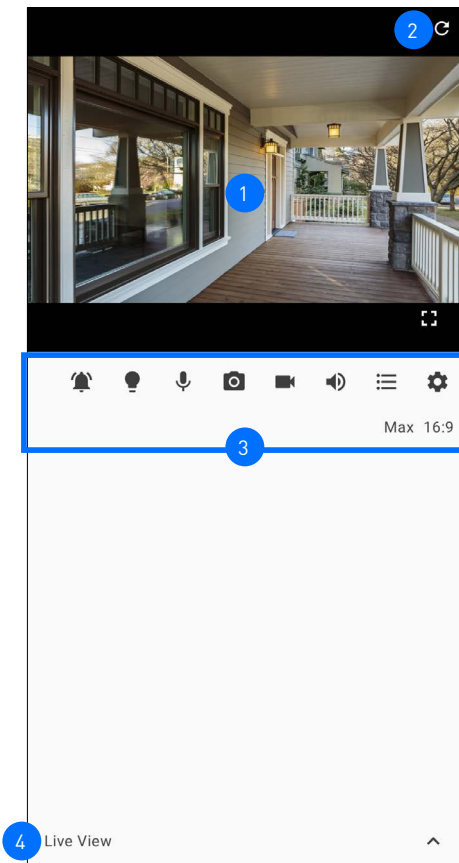
The 'Pre-recorded Messages' feature is available for SwannBuddy and Evo Video Doorbells. Tap the icon to access a list of pre-recorded messages, allowing you to quickly respond to visitors when you're unable to answer the door.

① The camera's 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 turn your phone sideways to view the video window in landscape (fullscreen) mode.

② If the live video feed has stopped streaming, tap this icon to reconnect to the camera and resume the live feed.

③ The icons shown depend on the device and will only be visible if the function is supported. Refer to the table below for details on the icon functions.

Icon	Description	Icon	Description
(pan/tilt)	Tap to display the **pan and tilt/tracker panel** on the screen to control the view of the camera. For more details, see **"Single View Mode: Pan and Tilt / Tracker Panel" on page 13** .	(record)	Tap to display the ⊙ button on the screen. To start recording the live video, simply tap the ⊙ button. To stop the recording, tap the ⊙ button again. Depending on the camera model, manual live recordings can be viewed on either the **Playback** tab or **App Menu > Saved Playbacks > Live Recordings**. See **"Viewing Saved Recordings" on page 48**.
(siren)	Tap to display the ⊙ button on the screen to toggle on or off the camera's built-in siren.		
(floodlight)	Tap to display the ⊙ button on the screen to toggle on or off the camera's built-in floodlight/spotlight.	(list)	Tap to display the list of recent activities detected by the camera.
(enforcer)	Tap to display the ⊙ button on the screen to toggle on or off the camera's red and blue enforcer lights.	(settings)	Tap to go directly to the camera's **Settings** screen.
(mic)	Activate or deactivate the camera's 2-way talk mode. When activated, press and hold the **PTT** (Push to Talk) button to talk. Release the **PTT** button to listen.	Max/HD	Tap to toggle between different video quality settings. Higher quality settings will display the clearest and sharpest video possible, but the bandwidth required to stream video will increase and you'll need high-speed internet on both ends of the connection. A lower quality setting can help to load the video clip faster and ensure smoother playback. This can be useful if you have a slow internet connection or if you want to conserve bandwidth.
(camera)	Tap to take a snapshot of the live video. The snapshot will be saved to your phone, and you can view it by opening your phone's Gallery/Photo app.		
16:9, 4:3, 1:1 Stretch	Tap to toggle between different video aspect ratios, such as 16:9 for a wider view or 4:3, depending on your preference.		

④ Tap to open the panel displaying the live view tiles of your other cameras. Scroll left or right to see the available cameras. Tap on the tile of the camera to view it in the live video window above.

Single View Mode: Pan and Tilt / Tracker Panel
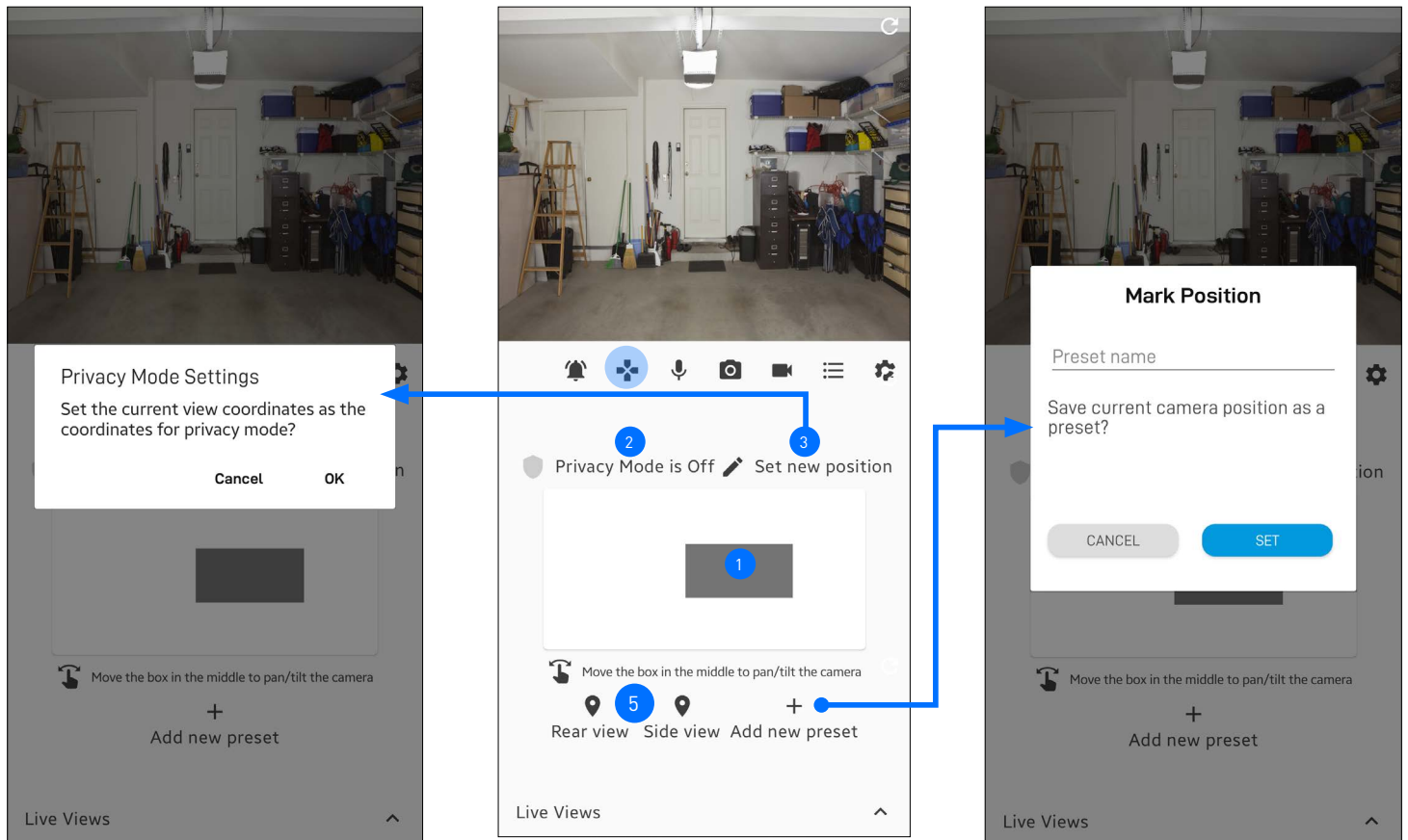
① Drag the grey box in the desired direction within the control area to pan and tilt the camera.
Note: For cameras with motion tracking function and dual video layout display (Tracker Camera model), you can manually focus the zoom view on a particular zone by dragging the control box in the desired direction.

② Tap to enable/disable **Privacy mode**. When **Privacy mode** is enabled, the camera will rotate to its privacy mode position (see ③) and also disable the motion sensor, preventing any recordings from being captured to ensure privacy. The **Privacy mode** icon will be highlighted when enabled.

③ Move the camera to the desired viewing angle using the ① grey box, then tap ✎ Set new position to set this view as the **Privacy mode** position. "**Privacy Mode set successfully**" is displayed on the screen.

④ Tap to auto-rotate the camera and scan the scene once.

⑤ Camera presets let you easily move the camera to pre-defined viewpoints. To create a preset, use the grey box to adjust the camera to your desired viewing angle, and then tap the '**Create Preset**' button. A box will appear where you can name the preset, as shown above.

- To create a preset, use the ① grey box to adjust the camera to your desired viewing angle, and then tap ➕ Add new preset . A box will appear where you can name the preset, as shown above.
- You can create a maximum of 5 preset positions for each Pan and Tilt camera.
- To move to a preset position, tap the 📍 icon of the preset, for example 📍Rear view. The camera will automatically rotate to the selected position.
- To delete a preset, press and hold the 📍 icon of the preset and then tap **Delete** on the confirmation box.

Live View Tab Settings
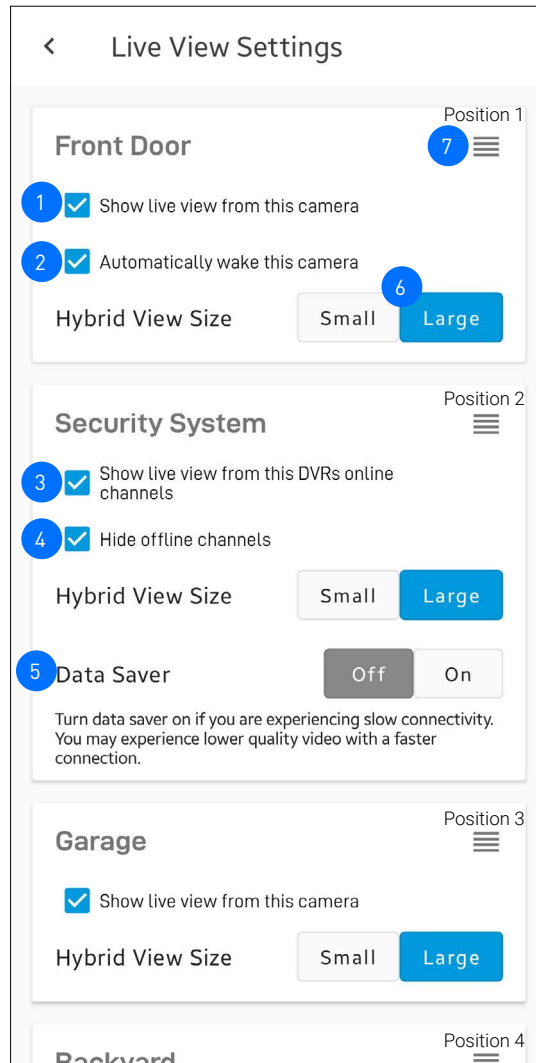
1 You can hide camera tiles from being displayed on the Live View tab. For example, if you don't want live video from a specific camera to be visible, you can hide that camera's tile.
To hide a camera tile, uncheck the "**Show live view from this camera**" box.
To unhide a camera tile, check the "**Show live view from this camera**" box.

2 (**Battery-powered camera only**) By default when the app is launched, the camera will automatically wake up from sleep and stream live video. If you want to conserve battery life between charges, you can uncheck the "**Automatically wake this camera**" box. You will need to tap on the camera tile to manually wake the camera and start the live video stream, as shown on the right.

3 (**DVR/NVR only**) Uncheck the "**Show live view from DVR**" box to hide all DVR/NVR channel tiles on the Live View tab. To unhide all DVR/NVR channel tiles, check the "**Show live view from DVR**" box.

4 (**DVR/NVR only**) You can hide offline (unused) DVR/NVR channel tiles from being displayed. Check the "**Hide offline channels**" box. To unhide offline DVR/NVR channel tiles, uncheck the "**Hide offline channels**" box.

5 (**NVR only**) You can turn the **Data Saver** feature on or off. If your internet connection is slow, we recommend turning this feature on to improve the live streaming performance of your NVR cameras—the app will use "**Mobilestream**" as the default live video quality setting. For more details, refer to the instruction manual of your NVR system.

6 You have the option of customizing the size of the device tile between **Small** and **Large** for Hybrid View layout.

7 You can rearrange the position of camera tiles on the Live View tab - simply press and hold the ☰ icon of the camera you want to move, then drag it to the desired position. The camera that was previously in that position will move back one place. The positions of camera tiles in grid and list views on the Live View tab are arranged in a specific order as shown on the right.
Note: The order of DVR/NVR channels cannot be rearranged and is always sequential based on their channel number (e.g., 1, 2, 3, 4, etc.).

Grid View		List View
Position 1	Position 2	Position 1
Position 3	Position 4	Position 2
Position 5	Position 6	Position 3
Position 7	Position 8	Position 4
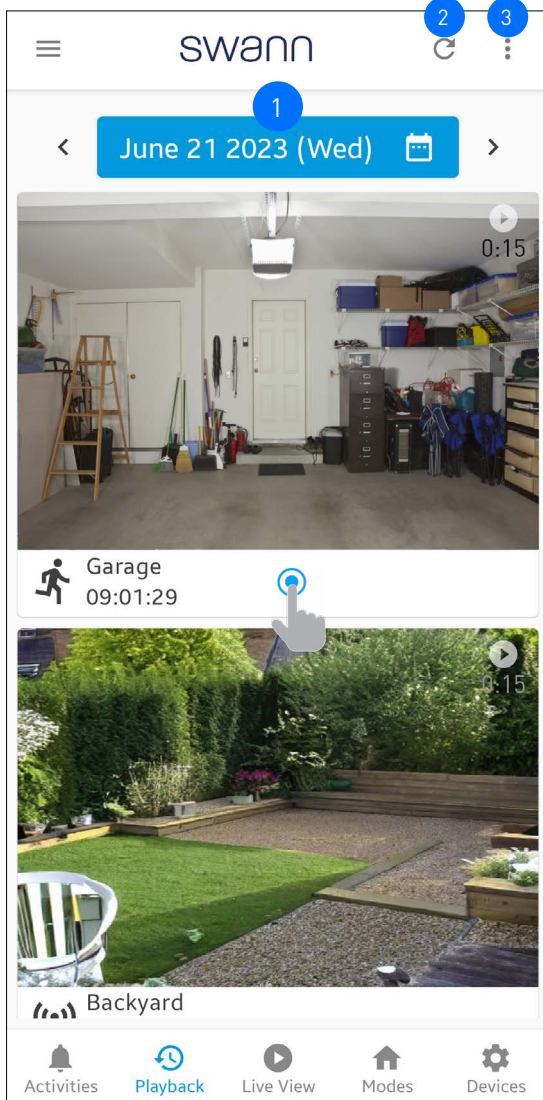
List View Display

Scrub View Display
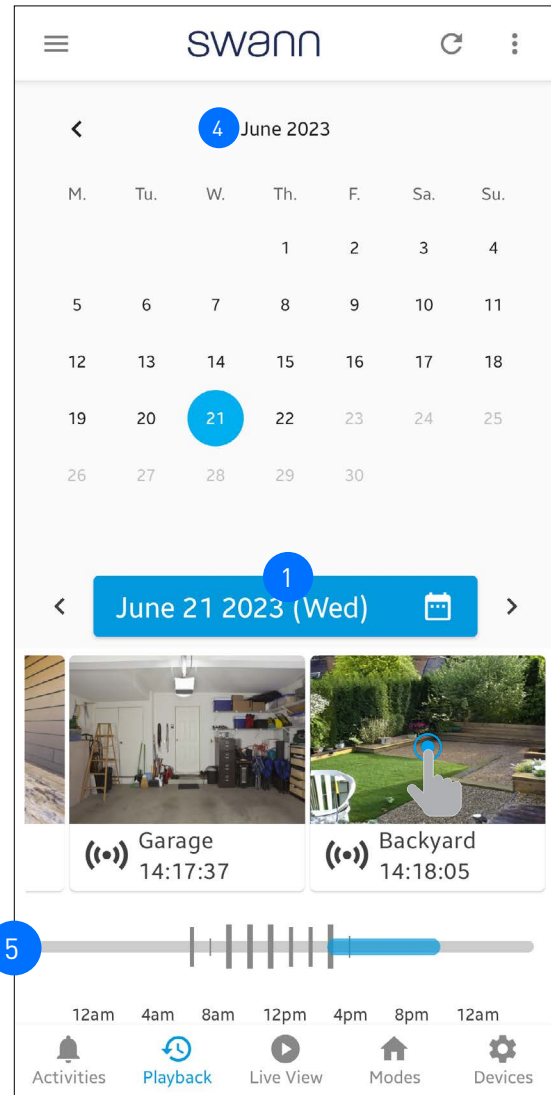
Tap to playback recording. See next page for details.

1 The default display shows today's camera recordings. Depending on the devices you've paired, this could include cloud-stored recordings, live recordings, and those located on the DVR/NVR. To access recordings from other dates, simply tap here and choose the desired date from the calendar, or use the left or right arrows to navigate to previous or next day's recordings.
Note:
Cloud recordings will be accessible on the Playback tab for the length of time determined by the Secure+ cloud plan associated with the camera. You can find out more about the Secure+ plans available for your devices and subscribe to a plan at any time, simply tap **Menu ☰ > Secure+ Plans**.

2 Tap to refresh the video history and check for new recordings.

3 Tap to display the options menu, where you can:
- Toggle between List View, Compact View and Scrub View
- Access playback filter options, including sorting recordings in chronological (AM-PM) or reverse chronological (PM-AM) order, and filtering recordings by device type and event type
- Access your camera's local microSD storage (if available) to view stored recordings.
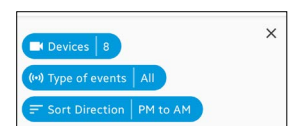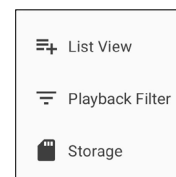
4 The calendar allows you to select any date to view that day's camera recordings.

5 **(Scrub View Display)** Drag the timeline slider ▭ left or right to quickly locate recordings at specific times of the day. The timeline displays the thumbnail preview of the camera recording, accompanied by a unique symbol indicating the type of event and the recording time.

Video Playback Window

List View Display
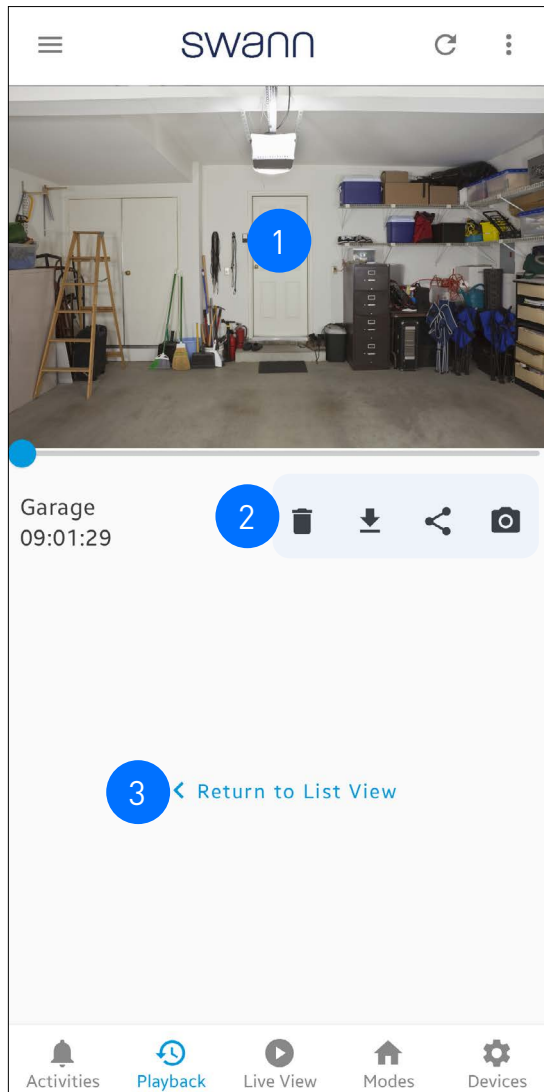
Scrub View Display

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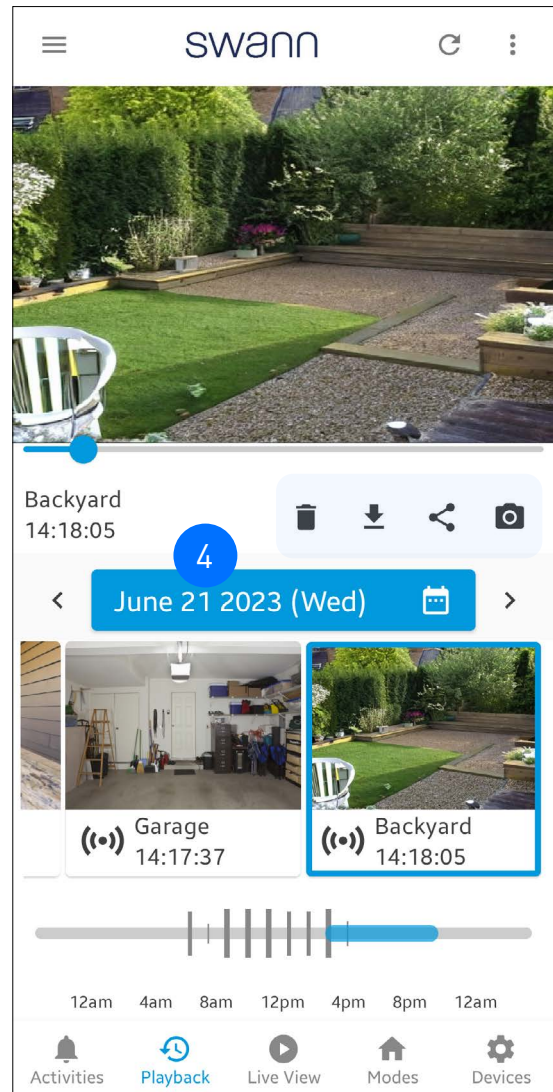
1   The video playback window: tap to reveal video playback controls. You can pause/play, fast-forward/rewind (using the seekbar), adjust the playback speed (0.25x - 16.0x), and watch the video in full screen mode (⤢).

2   You can **Delete** 🗑 the recording (which will remove the recording from the video history and cloud storage so make sure to download it first if you want to keep it), **Download** ⤓ the recording, **Share** ⟨ the recording (via popular email/messaging apps installed on your phone), or take a **Snapshot** ⌾ during playback.

       Note:
-    Downloaded clips can be viewed through **App Menu > Saved Playbacks** or your phone's **Gallery/Photo** app.
-    Snapshots can be viewed through your phone's **Gallery/Photo** app.
-    **Delete** 🗑 will not appear for DVR/NVR/Power Hub camera recordings.
-    **HD(mainstream) / SD(substream)** video quality options will appear for DVR/NVR recordings.

3   Tap to close the video playback window and return to the List View display.

4   Tap to close the video playback window and display the calendar.

MODES TAB

The Modes feature provides you with the ability to monitor your home in three modes: **Home**, **Night** and **Away**. You can customize the motion detection sensitivity settings and actions of your Swann devices according to these scenarios.
For example, **Home**: When you're home and awake. **Night**: When you're home and heading to bed or asleep. **Away**: When you're at work or out.
For your convenience, each mode comes pre-configured with default "typical use" settings, but they are fully configurable to suit your daily security needs. You can easily switch between modes with a simple button press on this screen.
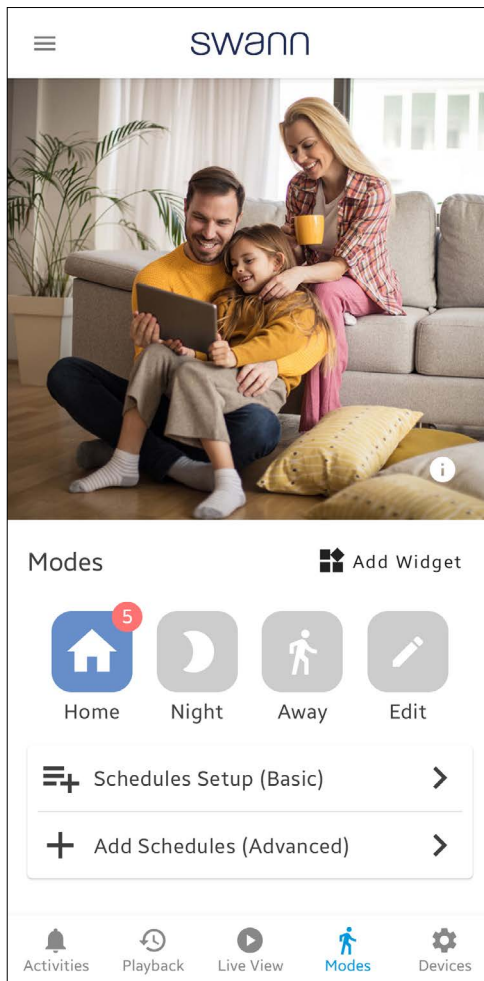
1   Tap to display a popup window providing a general description of the mode that is currently active which is the highlighted icon.

2   Tap to add the Modes widget to your phone's home screen. With the Modes widget, you will be able to check and change modes without having to open the app.

3   The Modes panel displays the currently active mode, which is highlighted. You can change the mode by tapping on the icon of the mode you would like to switch to. Changing the mode will alter how your devices respond to motion or sound detection events based on the settings configured for the selected mode. Please see below for more information about the icons displayed in the Modes panel.

Home mode The highlighted icon with a red bubble indicates the current active mode and the number of devices	While transitioning between modes, the orange bubble indicates the number of remaining devices moving from the previous mode to the activated mode.
Night mode	Tap to configure mode settings. For each mode (Home, Night, Away), you can customize settings such as a camera's motion/sound detection sensitivity, siren trigger (if a siren is available), and push notification preferences. For more information, see "Modes Tab" on page 18.
Away mode	

4   Tap to create a set of mode schedules based on your typical weekday and weekend routines. To learn more, see "Schedules" on page 19.

5   Tap to create the initial custom mode schedule. To learn more, see "Schedules" on page 19.

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Configuring Modes

1. From the **Modes** tab, tap the 🖊 **Edit** button.
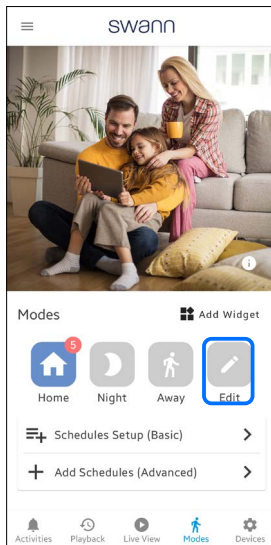
2. Select the mode that you want to edit by tapping on the button.
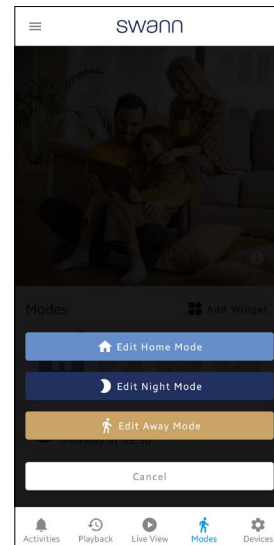
3. Tap the arrow icon on the left of the device name to display the available settings.
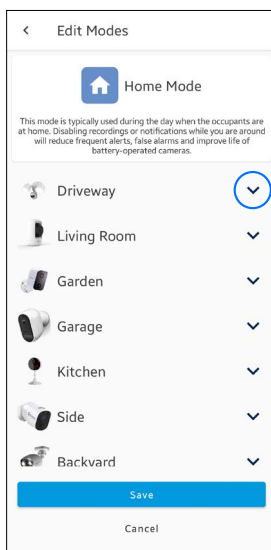
4. The settings that can be configured depend on the capabilities of the paired device. You may adjust the Motion Detection sensitivity, Sound Detection sensitivity choose to enable or disable push notifications for various detection types, and, if an add-on siren is paired, choose whether to sound it when a motion event occurs.
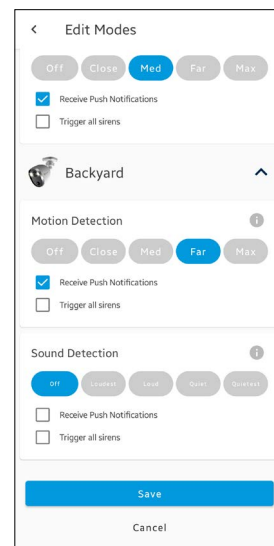
5. Tap the **Save** button to save any changes you make to the mode. The changes will take effect immediately.

Schedules

Your Swann Security devices can change modes automatically at various times of the day or days of the week using **Schedules**. For example, you can use schedules to set your devices in **Night** mode every day around bedtime, **Away** mode on the weekdays just before everyone leaves for work or school, or **Home** mode when you are back at home relaxing after work and during the weekends. Simply create a schedule whenever you want a mode change to occur—it's a convenient and flexible way to control your Swann Security devices.

Creating Schedules

There are two ways to begin creating schedules in the app. You can quickly create a set of schedules based on your typical weekday and weekend routines via **Schedules Setup (Basic),** or you can choose **Add Schedules (Advanced)** to create the initial custom schedule.

- **Schedules Setup (Basic)**

1. From the Modes tab, tap **Schedules Setup (Basic)**.
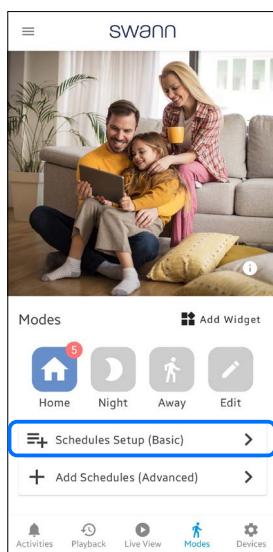
2. Set the start times for mode schedules on weekdays (Monday to Friday) and weekends (Saturday and Sunday) based on your typical morning wake-up time, departure time from home, return time to home, and bedtime, as shown below.

Tap to set the start time for the schedule
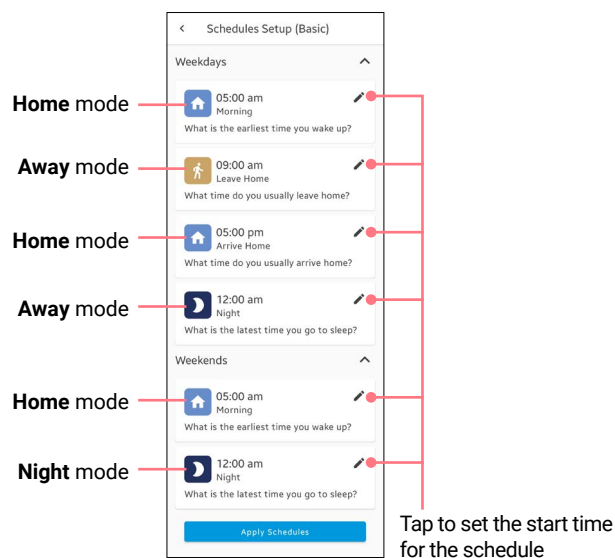
3. Once you have finished setting the schedule times, tap the **Apply Schedules** button at the bottom of the screen. The Modes tab screen will display when the next mode change is scheduled to take effect, as shown below.
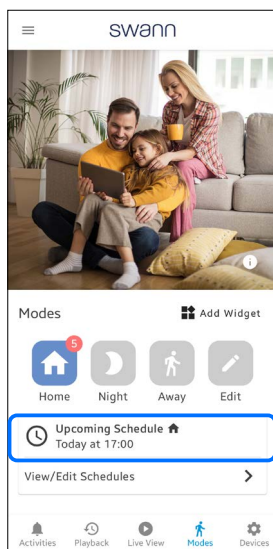
4. You can view and make changes to the schedules or create more schedules by tapping **View/Edit Schedules**. For more information, see **"Editing Schedules" on page 22**.
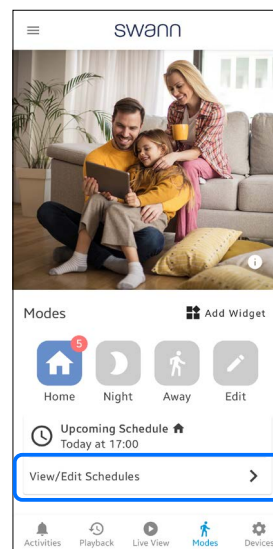
- **Add Schedules (Advanced)**

1. From the Modes tab, tap **Add Schedules (Advanced)**.
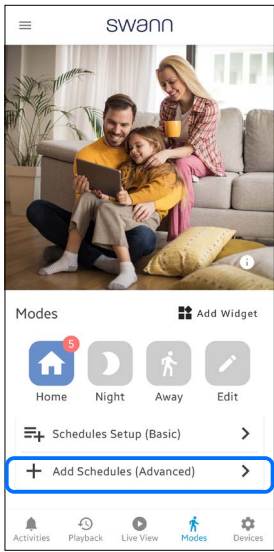
2. Set the mode, the start time, and the day(s) for the schedule you are creating, as shown below.

Preview the schedule

To set the start time for the schedule, tap either the 'Hour' or 'Minute' field and then adjust the clock hand accordingly.

Select 'AM' or 'PM'

Select the day(s) of the week on which you would like to run the schedule. The schedule will recur weekly, meaning that it will repeat every week on the same day(s) that you select, as long as the schedule is enabled. For example, if you select Monday, the schedule will repeat every Monday

Select the desired mode for the schedule

3. Once you have finished setting up the new mode schedule, tap the **Save** button at the bottom of the screen. The Modes tab screen will display when the next mode change is scheduled to take effect, as shown below.
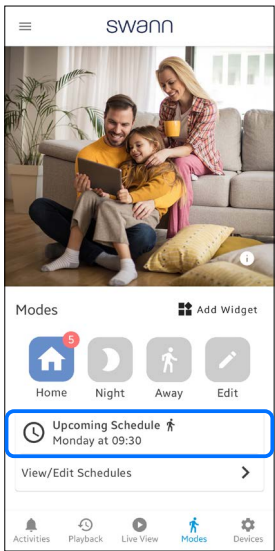
4. You can view and make changes to the schedule or create additional schedules by tapping **View/Edit Schedules**, as shown below. For more information, see and .

Creating Additional Schedules

1. From the Modes tab, tap **View/Edit Schedules**.
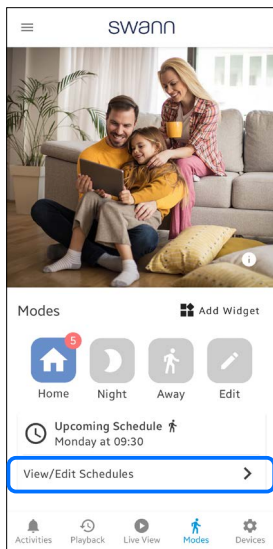
2. Tap **⋮** at the top right corner then tap **+ Add Schedule**.
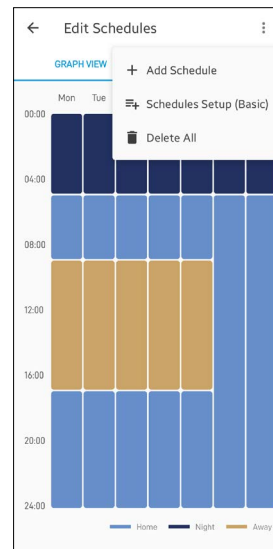
3. Set the start time, the day(s) and the mode for the new schedule, as shown below.

4. Once done, tap the **Save** button on the bottom of the screen. The Edit **Schedules** screen will display an updated view of the mode schedules for the week, as shown below. Repeat steps 2-3 to add another mode schedule.

To set the start time for the schedule, tap either the 'Hour' or 'Minute' field and then adjust the clock hand accordingly.

Preview the schedule

Select 'AM' or 'PM'

Select the day(s) of the week on which you would like to run the schedule. The schedule will recur weekly, meaning that it will repeat every week on the same day(s) that you select, as long as the schedule is enabled. For example, if you select Monday, Tuesday, and Wednesday, the schedule will repeat every Monday, Tuesday, and Wednesday

Select the desired mode for the schedule

Editing Schedules

1. From the Modes tab, tap **View/Edit Schedules**.
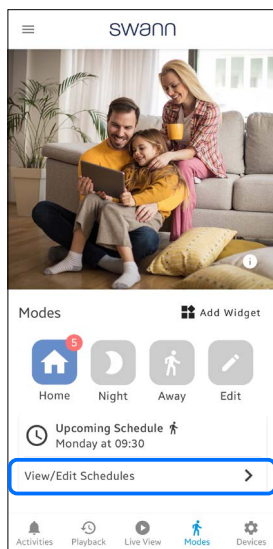
2. Tap **List View**.
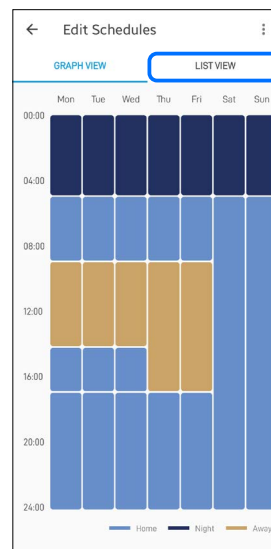
3. Select the mode schedule you want to edit by tapping on it. Note that, if necessary, you can also temporarily turn any schedule off by tapping the corresponding toggle button.

Note: You can delete all the mode schedules by tapping ⋮ at the top right corner, then tap **Delete All**.

4. You can adjust the start time, disable the schedule temporarily, change the scheduled mode or delete the schedule, as shown below.

To adjust the start time for the schedule, tap either the 'Hour' or 'Minute' field and then adjust the clock hand accordingly.
Note: If the updated start time of this schedule conflicts with another schedule, this one will automatically take precedence and override the conflicting schedule, deleting it in the process

If necessary, you can change the mode that will be applied to the schedule

Discard changes and return to the previous screen

Delete the schedule

Preview the updated schedule

Select 'AM' or 'PM'

Occasionally, you may want to temporarily turn the schedule off by unchecking the box. The schedule will be removed from the weekly view and won't run until it is re-enabled

Save changes and return to the previous screen

💡 ✨ You can manually override the mode after the schedule has started using the <u>Modes panel</u>. This is useful in situations where the mode set by the schedule is no longer appropriate.

The Activities screen provides a consolidated view of all the detection alerts generated today and the past week by your Swann Security devices.

If you enable **Do Not Disturb**, your phone will not receive any notifications from the Swann Security app, regardless of the push notification settings you've configured for individual devices in **Modes**.

- The **Today** chart shows the hourly number of various events detected for the current day.
- Color-coded bars are used to represent: — event types such as motion, ring, sound, person, pet, vehicle, and package detection events.
- Please note that the detection of packages, pets, and vehicles requires a Secure+ plan subscription and is only available for certain Wi-Fi camera models. To find out more about Secure+ plans, navigate to the **App Menu > Secure+ Plans**.

- The **Today Summary** shows the total number of various events that have been detected over the course of 24 hours ending on the current day.
- Tap on an event type (circle with a number) to view a detailed timeline of when those events were detected by your devices today along with a chart showing the number of hourly detections.
- If a recording associated with the event is available, you can tap ⌐ to directly open the Playback tab screen.

- The **Past Week** chart shows the total number of various events detected daily for the last 7 days (from current day).
- Color-coded bars are used to represent: — event types such as motion, ring, sound, person, pet, vehicle, and package detection events.
- Please note that the detection of packages, pets, and vehicles requires a Secure+ plan subscription and is only available for certain Wi-Fi camera models. To find out more about Secure+ plans, navigate to the **App Menu > Secure+ Plans**.

- The **Past Week Summary** shows the cumulative total of various events detected over the course of the last 7 days (from the current day).
- Tap on an event type (circle with a number) to view a detailed timeline of when those events in the past week were detected by your devices along with a chart showing the daily number of detections.
- If a recording associated with the event is available, you can tap ⌐ to directly open the Playback tab screen.

Device Management

MANAGING YOUR DEVICES

1. From the navigation bar, tap the **Devices** ⚙ icon.
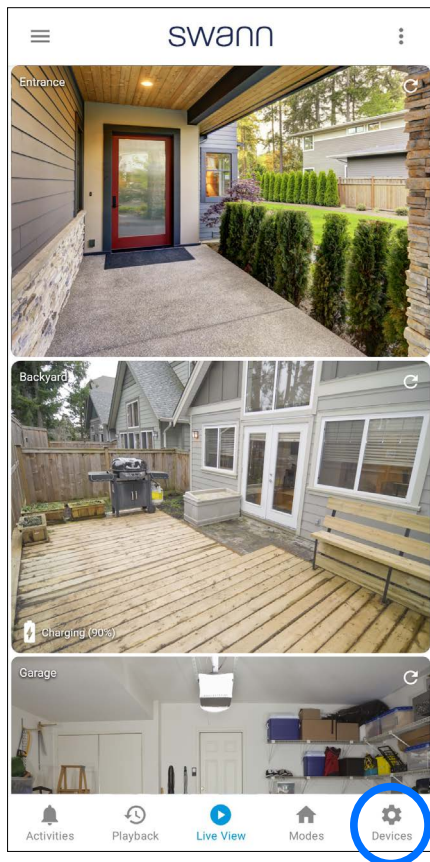
2. Select the device for which you would like to view details or configure settings.

Device Settings

NVR8580

Device Information

1 ᴬᴮᶜ **Name**
NVR8580

2 **Device Status**
Connected

3 **Password**
****

4 **Time Zone**
+1100

Settings

5 **Camera Settings**

6 **Detection Zone**

7 **Alarm Settings**

8 **Advanced Settings**
Remove Device

9 **About Device**
CCTV System
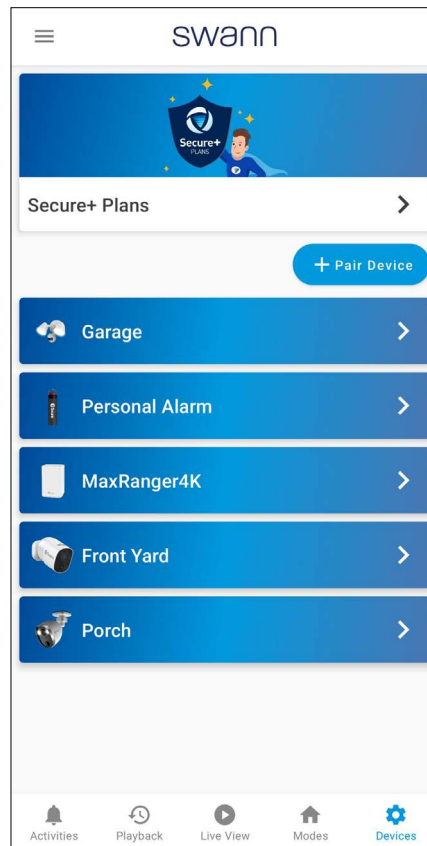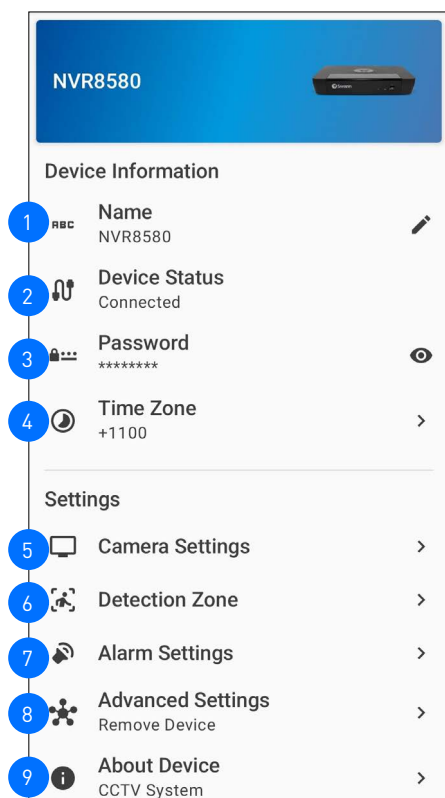
Note: The available settings may vary by DVR/NVR device and will only be displayed if the feature is supported.

1 The name of the system. You can tap ✎ to change it.

2 Shows the connection status: **Connected / Disconnected**
Note: If the device is "**Disconnected**", check your internet connection and make sure the Ethernet and power cables are properly connected on both ends. You can try re-establishing the connection by tapping ↻ .

3 In case you've forgotten the password to access the system locally, tap the 👁 icon to reveal the password.
For more information, see "**Finding your CCTV System Password" on page 47**.

4 Shows the timezone of the system. The date and time stamp of recordings will be based on the timezone you've selected. You can tap ❯ to change the timezone.

5 You can manage the camera names, configure the on-screen display information, adjust image settings, and set up privacy zones. See "**Camera Settings" on page 26**.

6 You can set up detection zones for the cameras to help minimize false motion alerts. See "**Setting up Detection Zone" on page 28**.

7 You can manage the alarm settings for the cameras such as the motion detection sensitivity and light activation.

8 You can access a range of advanced options to monitor and enhance your system's performance, including auto-reboot routine maintenance, storage management, and system reboot. You also have the option to remove the system from your Swann Security account.

9 You can view technical information about your system, such as the model code, software (firmware) version, device ID, MAC address, and network IP address.

Camera Settings
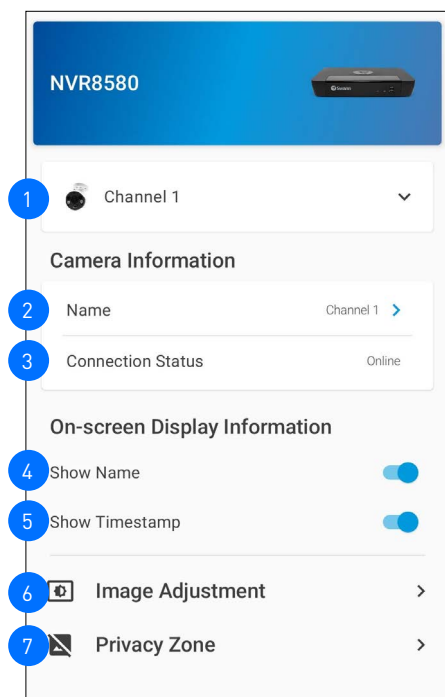
NVR8580

1 Channel 1 ⌄

Camera Information

2 Name   Channel 1 ❯

3 Connection Status   Online

On-screen Display Information

4 Show Name

5 Show Timestamp

6 **Image Adjustment**

7 **Privacy Zone**

1 Select a camera to view information and adjust settings.

2 Shows the camera name. You can tap ❯ to change it.

3 Shows the connection status: **Online / Offline**

4 You can toggle the '**Show Name**' option to display or hide the camera name on the video.

5 You can toggle the '**Show Timestamp**' option to display or hide the date and time on the video.

6 You can adjust the image and color settings for the camera, such as brightness, contrast, hue, and saturation.

7 You can create privacy zones to block out specific areas in the camera view to protect privacy. For example, you can use privacy zones to obscure windows, doorways, or other areas where privacy is a concern. See "**Setting up Privacy Zones" on page 28**.
Please note that this function may not be supported on all camera models.

Alarm Settings
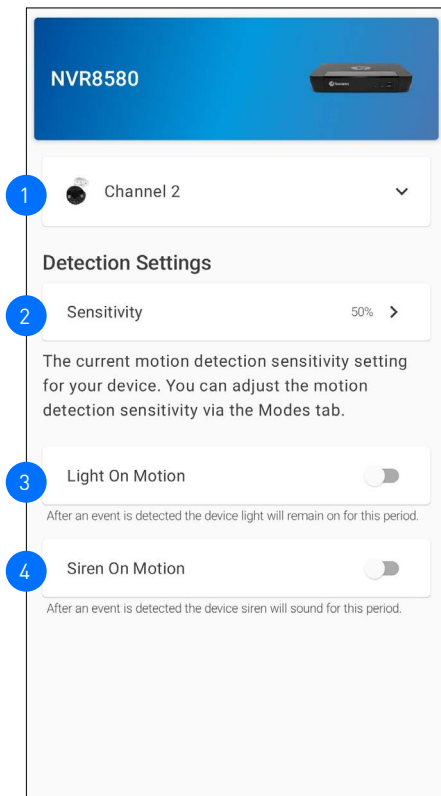
1   Select the camera to configure alarm settings.

2   Shows the motion detection sensitivity level of the camera in the current mode. To adjust the motion detection sensitivity, tap ❯ then tap **Go to Modes** in the popup box.
Tips:
- Higher sensitivity setting detects movement from farther away and may cause more false alerts.
- Higher sensitivity setting on battery-powered cameras will drain the battery faster, requiring more frequent charging.
- Lower sensitivity setting detects nearby movement only, ideal for high-traffic areas.
- For optimal motion detection, point the camera towards desired detection areas, avoiding busy roads or moving objects like trees. If overlooking a busy road, lower the camera angle downwards to focus more on your property (e.g., driveway) to reduce false alerts and save battery.

3   You can toggle the '**Light On Motion**' option to turn the camera's built-in spotlights on or off when an event is detected at night (in low ambient light conditions). The duration the spotlights remain on is based on the value specified via the DVR/NVR in the '**Alarm > Deterrent**' menu.

4   You can toggle the '**Siren On Motion**' option to turn the camera's built-in siren on or off when an event is detected. The duration the siren remains on is based on the value specified via the system in the '**Alarm > Deterrent**' menu.

Setting up Privacy Zones

1. From the **Camera Settings** screen (see page 26), select the camera you want to set up Privacy Zones for.

2. Tap **Privacy Zone**.

3. On the Privacy Zone screen, tap one of the color-coded **Add Privacy Zone** buttons. The corresponding privacy zone box is added to the camera preview screen.

4. Tap and drag the box to move it around. Drag 🔧 to resize the zone.

5. Repeat steps 3-4 to add up to 4 privacy zones.

6. Once privacy zones are created, they can be adjusted by selecting the color-coded zone on the camera preview screen.

7. Tap the **Save** button to save the privacy zone(s). Privacy zones will appear in black on the camera video.

Deleting Privacy Zones

You can delete an existing privacy zone by tapping 🗑 next to the **Add Privacy Zone** button.
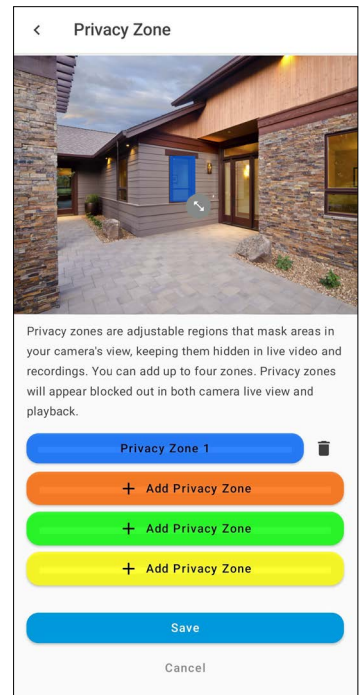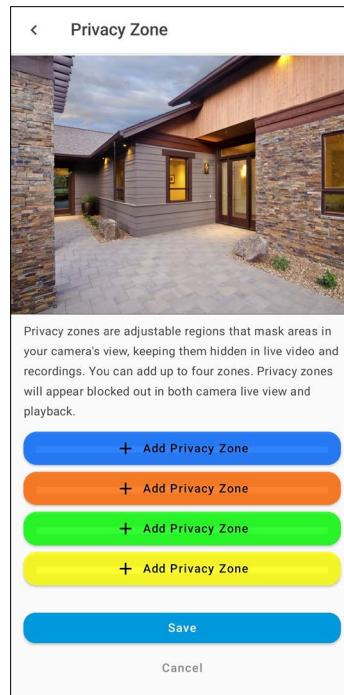
Setting up Detection Zone

1. From the **Device Settings** screen (see page 26), tap **Detection Zone**.

2. Select the camera you want to configure the Detection Zone for.

3. On the **Detection Zone** screen, use the following options to customize motion detection areas:

    Add: Select this to highlight the areas of the camera view where you want to detect motion.

    Remove: Select this to unhighlight existing detection zone areas.

    Fill: Select this to completely highlight the entire camera view.

    Clear: Select this to completely remove all detection areas.

4. When you're done customizing the detection zone, tap the **Save** button. If you want to discard your changes, tap **Cancel**.

5. To set up the detection zone for another camera, select the desired camera from the dropdown at the top of the screen and repeat steps 3-4.

Tip: To minimize false motion alerts, adjust the Detection Zone to exclude areas with constant activity, such as moving bushes, busy streets, or other high-traffic spots. For instance, if your camera faces a road, set the Detection Zone to ignore that section. You can also angle the camera slightly downward to capture less of busy spots and better focus on key areas.

Device Settings

Note: The available settings may vary by Power Hub device (MaxRanger4K/AllSecure) and will only be displayed if the feature is supported.

1   The name of the Power Hub. You can tap ✎ to change it.

2   Shows the Power Hub's connection status: **Connected / Disconnected**
Note: If the device is "**Disconnected**", check your internet connection and make sure the Ethernet and power cables are properly connected on both ends. You can try re-establishing the connection by tapping ⟳ .

3   In case you've forgotten the password to access the Power Hub locally, tap the ◉ icon to reveal the password.
For more information, see **"Finding your CCTV System Password" on page 47**.

4   Shows the timezone of the Power Hub. The date and time stamp of camera recordings will be based on the timezone you've selected. You can tap ❯ to change the timezone.

5   You can view the connection status of all of the cameras paired with the system, including their current battery level and signal strength. Additionally, you can pair new cameras with the system or unpair existing ones. See **"Camera Status & Pairing" on page 29**.

6   You can manage camera names and adjust on-screen display information settings. See **"Camera Settings" on page 30**.

7   You can set up detection zones for the cameras to help minimize false motion alerts. This feature is particularly useful for reducing notifications triggered by irrelevant movements, such as passing cars or swaying trees. See **"Setting up Detection Zone" on page 31**.

8   You can configure the camera alarm settings such as siren activation and light activation, sleep period, clip length when activity is detected.

9   You can access a range of advanced options to monitor and enhance your system's performance, including auto-reboot routine maintenance, storage management, and system reboot. You also have the option to remove the system from your Swann Security account.

10   You can view technical information about the Power Hub, such as the model code, software (firmware) version, device ID, MAC address, and network IP address.

Camera Status & Pairing
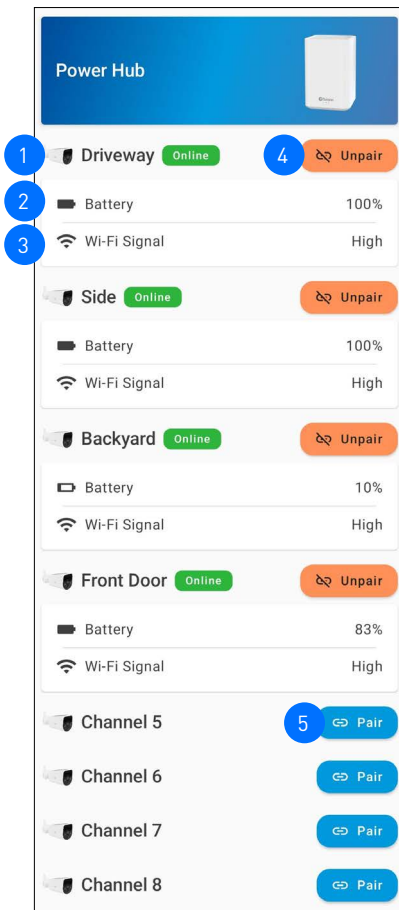
1   Shows the camera name. By default, the camera name goes by the channel number (*e.g., Channel 1*). You can change the camera name on the **"Camera Settings"** screen.

2   Shows the camera's battery level

3   Shows the camera's wireless signal strength from the Power Hub.

4   You can tap the **Unpair** button to unlink the camera from the Power Hub. This will free up the channel to be used by another camera.

5   If the channel is unused, you can tap the Pair button to link a camera to it. Follow the on-screen instructions to complete the pairing process.
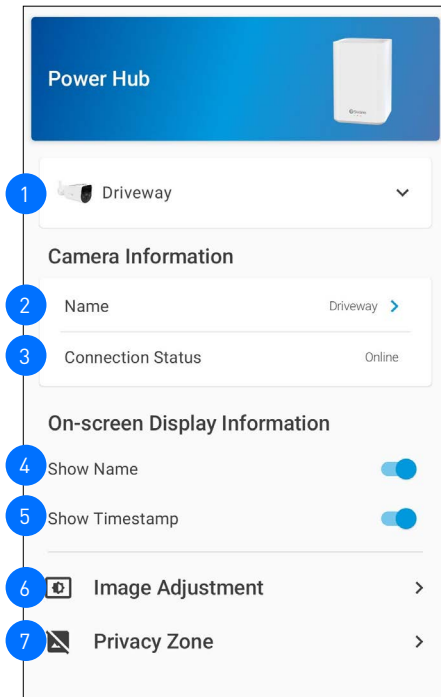
Camera Settings

1 Select a camera to view information and adjust settings.

2 Shows the camera name. You can tap ❯ to change it.

3 Shows the connection status: **Online / Offline**

4 You can toggle the '**Show Name**' option to display or hide the camera name on the video.

5 You can toggle the '**Show Timestamp**' option to display or hide the date and time on the video.

6 You can adjust the image and color settings for the camera, such as brightness, contrast, hue, and saturation.

7 Privacy Zone function is not supported on the camera.

Alarm Settings
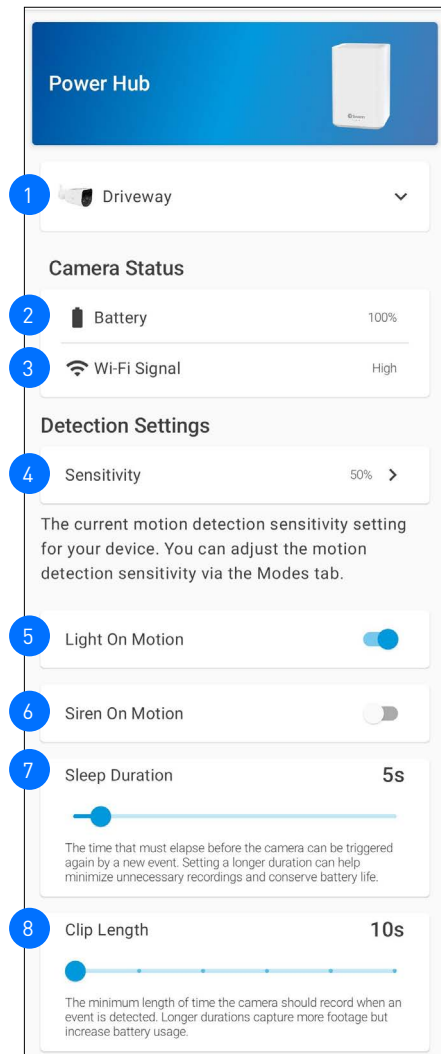
1 Select the camera to configure alarm settings.

2 Shows the camera's battery level.

3 Shows the camera's signal strength from the Power Hub. Regularly checking the signal strength is important, especially if the camera is placed far from the Power Hub or in areas with potential interference or physical obstructions. If the signal strength is low, consider repositioning the camera or the Power Hub to improve the connection.

4 Shows the motion detection sensitivity level of the camera in the current mode. To adjust the motion detection sensitivity, tap ❯ then tap **Go to Modes** in the popup.
Tips:
- Higher sensitivity setting detects movement from farther away and may cause more false alerts.
- Higher sensitivity setting on battery-powered cameras will drain the battery faster, requiring more frequent charging.
- Lower sensitivity setting detects nearby movement only, ideal for high-traffic areas.
- For optimal motion detection, point the camera towards desired detection areas, avoiding busy roads or moving objects like trees. If overlooking a busy road, lower the camera angle downwards to focus more on your property (e.g., driveway) to reduce false alerts and save battery.

5 You can toggle the '**Light On Motion**' option to turn the camera's built-in spotlights on or off when an event is detected at night (in low ambient light conditions). The spotlights will automatically turn off after 10 seconds.

6 You can toggle the '**Siren On Motion**' option to turn the camera's built-in siren on or off when an event is detected. The siren will automatically turn off after 10 seconds.

7 Slide left or right to adjust the time that must elapse before the camera can be triggered again by a new event. Setting a longer duration can help minimize unnecessary recordings and conserve battery life.

8 Slide left or right to adjust the minimum length of time the camera will record an event. Longer durations capture more footage but will increase battery usage.
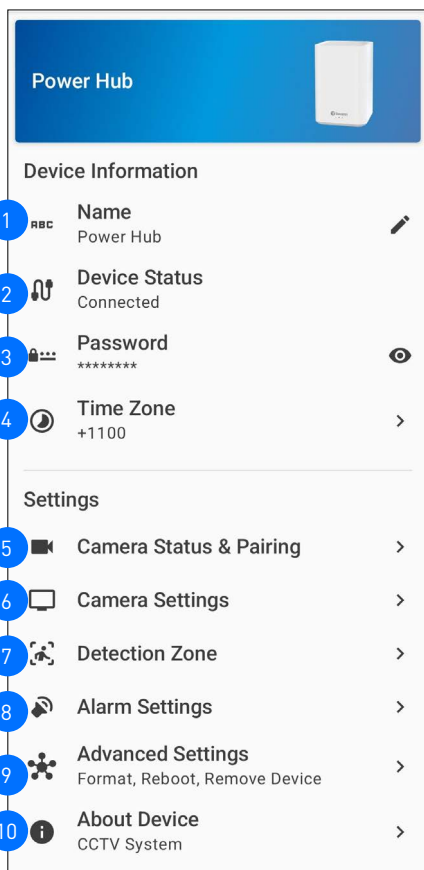
Setting up Detection Zone

1. From the **Device Settings** screen (see page), tap **Detection Zone**.

2. Select the camera you want to configure the Detection Zone for.

3. On the **Detection Zone** screen, use the following options to customize motion detection areas:

   Add: Select this to highlight the areas of the camera view where you want to detect motion.

   Remove: Select this to unhighlight existing detection zone areas.

   Fill: Select this to completely highlight the entire camera view.

   Clear: Select this to completely remove all detection areas.

4. When you're done customizing the detection zone, tap the **Save** button. If you want to discard your changes, tap **Cancel**.

5. To set up the detection zone for another camera, select the desired camera from the dropdown at the top of the screen and repeat steps 3-4.

Tip: To minimize false motion alerts, adjust the Detection Zone to exclude areas with constant activity, such as moving bushes, busy streets, or other high-traffic spots. For instance, if your camera faces a road, set the Detection Zone to ignore that section. You can also angle the camera slightly downward to capture less of busy spots and better focus on key areas.

Device Settings

Device Information

1 ⓐⒷⒸ **Name**
Front Door ✎

2 **Device Status**
Connected

3 **Battery**
Battery (100%)

4 **Wi-Fi SSID / Wi-Fi Signal**
MyWiFi_4E48 / 100% ✎

5 **Time Zone**
+1000 ›

6 **Date Format**
DD/MM/YYYY ›

7 **Storage** ›

8 **SwannShield** Beta ›

Battery

9 Battery Saver ⬤

This setting can extend your battery life but does not work with certain routers. If you notice that you are frequently not able to see Live view, we recommend that you turn this setting off.

Settings

10 **Camera Settings** ›

11 **Detection Settings** ›

12 **Detection Zone** ›

13 **Advanced Settings**
Format, Reboot, Remove Device ›

14 **About Device**
SwannBuddy 4K Video Doorbell ›

15 **Face Recognition Settings** ›

Available settings vary by device and will only appear if the feature is supported.

1 The name of the camera. You can tap ✎ to change it.

2 The connection status of the camera:
- **Connected**
- **Disconnected**

Note: If the device is "**Disconnected**", check your Wi-Fi/internet connection and the device's battery level/power connection. You can try re-establishing the connection by tapping ↻ .

3 The current battery level (%) and the charging status of the camera.

4 The name (SSID) and signal strength of the Wi-Fi network the camera is currently connected to. The signal strength is represented as a percentage, and the closer the camera is to your Wi-Fi router or access point, the higher the percentage and the more reliable and faster the wireless connection between devices. A camera located far from the router or access point, without a strong wireless connection, may drop off the network from time to time, resulting in problems with video streaming.
You can tap ✎ to change the Wi-Fi connection. For more information, see "Changing the Camera's Wi-Fi Network" on page 43. Note that for the best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.

5 The timezone of the camera. The date and time stamp of camera recordings will be based on the selected timezone. Tap › to change the timezone. Timezone is based on Universal Coordinated Time (UTC), and options range from UTC -12:00 to UTC +14:00.

6 The current date format displayed in the camera recordings. You can tap › to change the date format. Options available: **MM/DD/YYYY, YYYY/MM/DD, DD/MM/YYYY**

7 You can access recordings stored on the camera's local microSD card.

8 You can configure the SwannShield voice assistant on your video doorbell device. See "Setting up SwannShield (Beta)" on page 42.

9 This setting may be enabled to optimize power consumption and extend the camera's battery life.

10 You can adjust the camera's audio and video settings such as the video stream quality, video orientation, microphone volume, and speaker volume. See "Camera Settings" on page 33.

11 You can adjust the camera's detection settings such as the motion and person detection sensitivity, sleep period, and siren duration. See "Detection Settings" on page 34.

12 You can set up one or more detection zones for the camera to minimize false motion alerts. See "Setting up Detection Zone" on page 35.

13 You can perform general maintenance tasks such as rebooting the camera, resetting camera settings, formatting internal storage, and performing a factory reset. Additionally, you have the option to remove the camera from your Swann Security account. See "Advanced Settings" on page 37.

14 You can view technical information about the device such as the model code, firmware version, installation date and MAC address.

15 You can set up and manage face recognition profiles on the camera. See "Setting up Face Recognition" on page 36.

Camera Settings

Video

Quality

(1) Low | High | **Max**

High video image quality settings require a fast internet connection on both the device and smartphone. Use the low setting where live video cannot be seen or where movement is fragmented.

(2) **Mode**

Indoor | **Outdoor**

Image

(3) Mirror

(4) Flip

Audio

(5) Mic Volume   50%

(6) Speaker Volume   85%

Chime

(7) Volume

Mute | Low | Med | **Max**

Available settings vary by device and will only appear if the feature is supported.

(1) Select the default live view quality. Please note that this setting does not affect the video quality of camera recordings, which are always in HD.
Tips:
If the camera live view takes a while to stream, it is generally due to slow internet speed on your phone, which can be caused by poor Wi-Fi or cellular coverage, or limited home internet bandwidth. Additionally, concurrent video streaming activities on your Wi-Fi network can cause congestion, affecting your internet upload and download speeds. For smoother streaming, especially if you experience slow loading times, the **Low** setting is recommended as it requires less bandwidth.

(2) Select the mode according to where the camera is physically located. If the camera is used in **Indoor** mode, you must set the camera's environment to match with your country's electrical frequency. This can help prevent video flicker caused by fluorescent lights.
- **50Hz** (Australia/UK)
- **60Hz** (North America)

Environment
50Hz | **60Hz**

(3) You can enable **Mirror** to horizontally reverse the orientation of the camera's video display.

(4) You can enable **Flip** to turn the camera's video display upside down. This is useful if the camera has been mounted upside down.

(5) Adjust the camera's microphone volume. The higher the microphone volume, the more background noise the camera will pick up. You can also mute the camera's microphone by sliding the level all the way left to 0%.

(6) Adjust the camera's speaker volume. You can also mute the camera's speaker by sliding the level all the way left to 0%.

(7) Adjust the volume of the chime speaker linked to your Video Doorbell. You can completely turn the volume off by selecting the **Mute** option.
Note: Some Chime speaker models may only have **Mute** and **Max** volume settings.

Detection Settings

Motion Detection ❓

1 Sensitivity

| Off | Close | **Med** | Far | Max |

The current motion detection sensitivity setting for your device. You can adjust the motion detection sensitivity via the Modes tab.

2 Sleep Period

| **Off** | 30s | 60s | 120s | 300s |

After motion recorded, the device will sleep for a short period to conserve energy. Use higher settings for optimised performance and fewer triggers.

Person Detection

3 Sensitivity

| **Off** | Close | Med | Far | Max |

Lower values will only detect people that are nearby. Higher values will trigger on people detected in the distance and produce more false triggers.

Light

4 Light On Duration

| Off | 30s | 60s | **120s** | 300s |

After an event is detected the device light will remain on for this period.

Siren

5 Siren On Duration

| **Off** | 30s | 60s | 120s | 300s |

After an event is detected the device siren will sound for this period.

Sound Detection

6 Sensitivity

| **Off** | Loudest | Loud | Quiet | Quietest |

The current sound detection sensitivity setting for your device. You can adjust the sound detection sensitivity via the Modes tab.

Enforcer

7 Enforcer On Duration

| **Off** | 30s | 60s | 120s | 300s |

After an event is detected the device enforcer lights will be active for this period.

Available settings vary by device and will only appear if the feature is supported.

1 **Motion Detection** - Shows the motion detection sensitivity level of the camera in the current mode. To adjust the motion detection sensitivity, tap the area and tap **Go to Modes** on the popup box.
Tips:
- Higher sensitivity setting detects movement from farther away and may cause more false alerts.
- Higher sensitivity setting on battery-powered cameras will drain the battery faster, requiring more frequent charging.
- Lower sensitivity setting detects nearby movement only, ideal for high-traffic areas.
- For optimal motion detection, point the camera towards desired detection areas, avoiding busy roads or moving objects like trees. If overlooking a busy road, lower the camera angle downwards to focus more on your property (e.g., driveway) to reduce false alerts and save battery.

2 **Sleep Period** – Select the period of time that must elapse before the camera can be triggered again by another motion activity.
Note: If you know that there's continuous activity happening around the camera, such as someone mowing the grass in the backyard or people walking in and out, it is recommended that you temporarily set a longer sleep period. This will prevent unnecessary recordings and conserve battery life.

3 **Person Detection** - Receive person detection alerts when the camera detects the presence of a person during 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 alerts.
Note: To receive person detection alerts, the **Motion Detection** sensitivity setting (above) must not be set to **Off**.

4 **Light** - Select how long the camera's spotlight/floodlight 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 spotlight/floodlight off during daytime to conserve electricity and extend their lifespan. You can manually turn the spotlight/floodlight on or off via the camera's **single live view** screen during the daytime by tapping the 💡 icon.

5 **Siren** - Select how long the camera's built-in 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 **Sound Detection** – Shows the sound detection sensitivity level of the camera in the current mode. To adjust the sound detection sensitivity, tap the area then tap **Go to Modes** on the popup box. See "Configuring Modes" on page 19.
Tips:
- **Highest Sensitivity Setting (Quietest):** Detects most ambient sounds, including faint noises like keyboard typing.
- **Lowest Sensitivity Setting (Loudest):** Detects only very loud noises, such as vacuum cleaners or smoke alarms.
- If you're not getting any sound detection alerts, check the camera's microphone level in "Camera Settings". Try increasing the microphone level to make it more sensitive to picking up sounds.

7 **Enforcer** – Select the duration for which the camera's red and blue LEDs will flash when motion is detected.

Setting up Detection Zone

The Detection Zone feature allows you to define specific areas for your camera to monitor, helping to reduce false motion alerts. When motion is detected, the camera checks if it occurred within the defined Detection Zone. If motion is detected within the Detection Zone, a notification is sent, and the activity is recorded. You can exclude certain areas from detection, such as swaying bushes or trees, roads with regular traffic, and other high-traffic areas. For example, if your outdoor camera's view overlooks the street that is triggering unwanted motion alerts, you can adjust the Detection Zone to exclude that area.
Note: If the motion detection sensitivity level on the camera is set to MAX, the entire camera view will be applied (i.e., custom detection zones will not work).
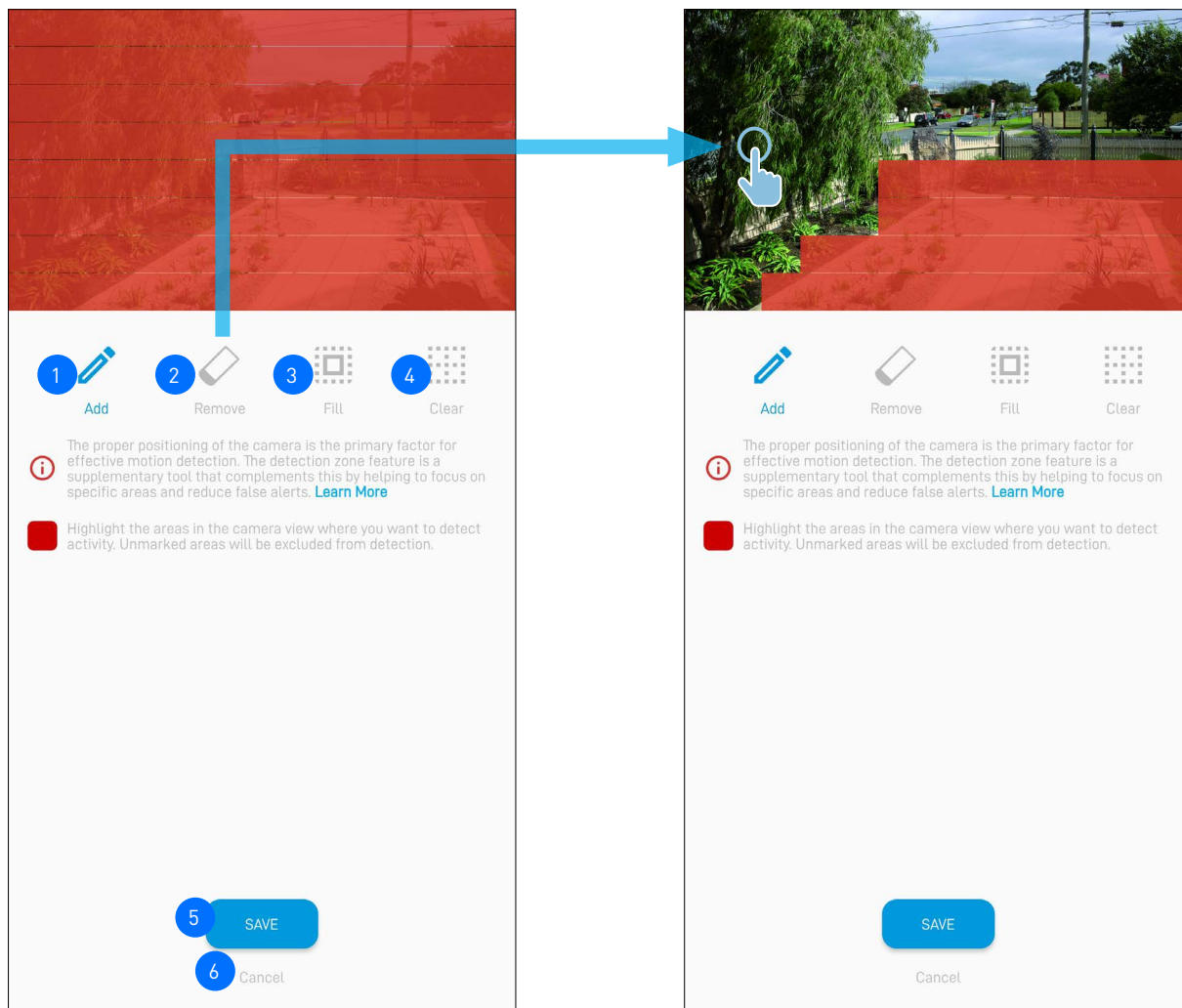
1   Tap the **Add** icon to highlight the areas of the camera view that you want to detect motion activity.

2   Tap the **Remove** icon to unhighlight the areas of the camera view that you want to exclude from motion detection. If motion activity occurs in those cleared areas, you will not receive any alerts or recordings.

3   Tap the **Fill** icon to highlight all areas of the camera view.

4   Tap the **Clear** icon to remove all highlighted areas from the camera view.

5   Tap to save any changes made to the camera's Detection Zone.

6   Tap to discard any changes and return to the previous screen.

Setting up Face Recognition

Note: This feature is only available on the **SWIFI-CAM** Wire-Free Security Camera.
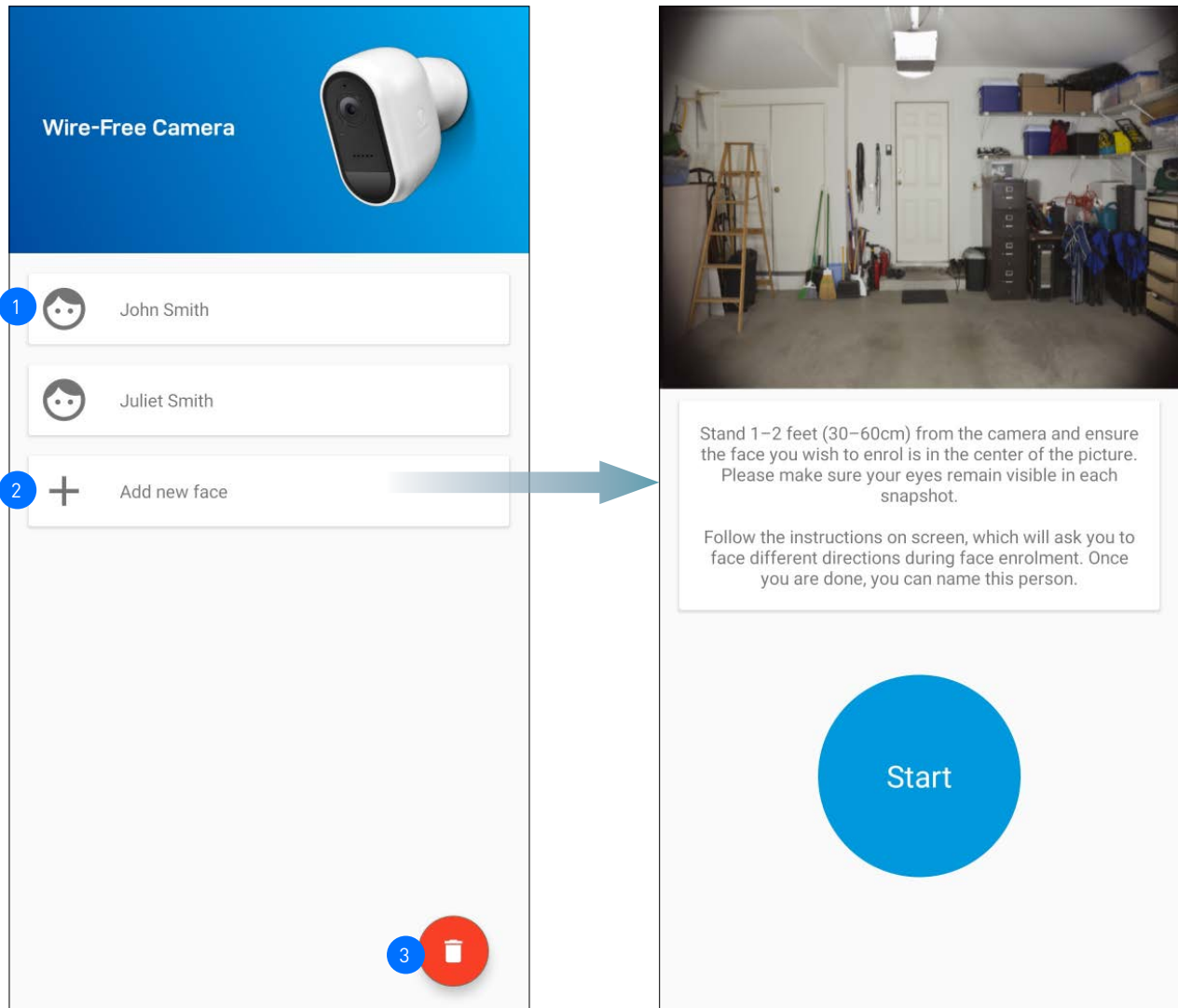
① The list of registered face recognition profiles is displayed here.

② The Face Recognition video analytics feature uses profiles to represent individuals, such as family members. Each profile will require enrollment of multiple face images (five different face views) of an individual that you want the camera to recognize. When the camera detects and identifies an individual matching a profile, you'll receive a Face Recognition alert notification from the app.
To register a new Face Recognition profile, tap on the "**+ Add new face**" button 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 to register the Face 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 Face Recognition profiles (i.e., with and without glasses) for the individual and name the profiles accordingly.
- To replace an existing Face Recognition profile, simply tap the profile and start the Face Recognition registration process again.
- You can store up to 10 Face Recognition profiles on the camera.
- To enable the Face Recognition feature, the camera's **Person Detection** setting (on the **Detection Settings** screen) must not be turned **Off**.
- Face recognition results may vary depending on many factors (distance, facial expressions, lighting, etc)

③ Remove all face recognition profiles from the camera.

Advanced Settings

1 **Reboot**
Restarts your device using the existing settings. It may take a few minutes for your device to return online.
›

2 **Format**
Deletes all of the recordings stored on your device. Cloud stored content is unaffected.
›

3 **Reset Settings**
Resets your device settings to factory defaults but leaves existing firmware unchanged.
›

4 **Factory Reset**
Restores your device to its factory state.
›

5 **Troubleshoot**
If something is not working, running a troubleshooter might help.
›

6 **Remove Device**
Removes the device from your account. This will return it to factory defaults and delete associated recordings.
›

The settings available vary depending on the device and will only appear if the function is supported.

1 Tap to reboot your device. If you are having difficulties with your device, try rebooting it. A simple reboot can often fix connectivity issues quickly.

2 Tap to format the microSD memory card installed on the camera, which will permanently erase all recordings stored on it.

3 Tap to reset device settings such as the name, timezone, audio, video, and detection settings to default values.

4 Tap to reset the device to factory defaults. This is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card, wipe the current Wi-Fi information, and return all of the camera settings (name, timezone, etc) to factory defaults. If your camera is already offline, you can factory reset the camera using the physical Reset button located on the device. See "Factory Resetting the Camera" on page 44.

5 Tap to run the troubleshooting tool to check and troubleshoot problems with the device.

6 Tap to remove (unpair) the device from your Swann Security account.
Note: For Wi-Fi cameras, this action will also result in the deletion of all video clips stored in the cloud and on the installed microSD memory card (if available).
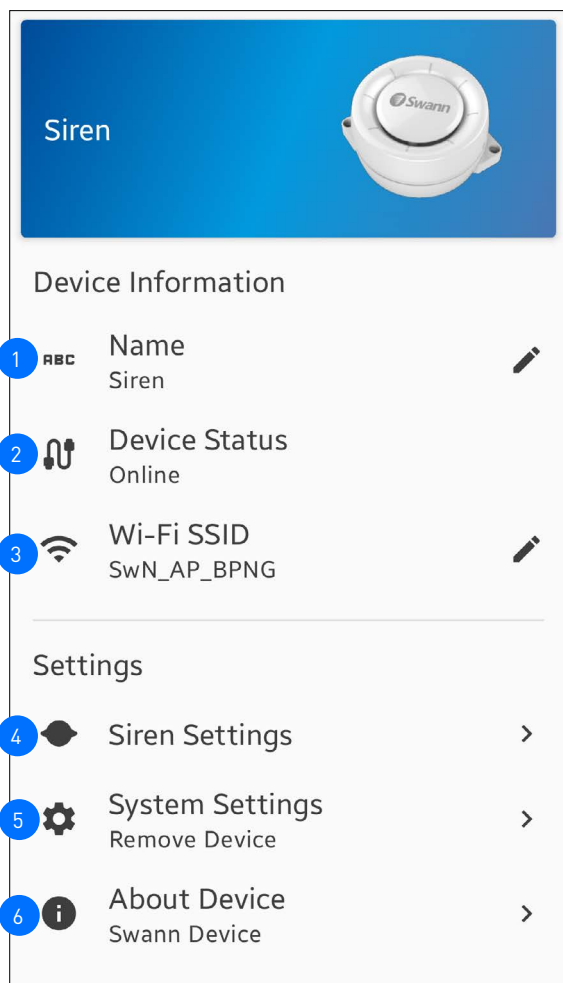
Siren

Device Information

① **ABC** **Name**
Siren ✎

② **Device Status**
Online

③ **Wi-Fi SSID** ✎
SwN_AP_BPNG

Settings

④ **Siren Settings** ›

⑤ **System Settings** ›
Remove Device

⑥ **About Device** ›
Swann Device

The settings available vary depending on the device and will only appear if the feature is supported.

① The name of the device. You can tap ✎ to change it.

② Shows the connection status of the device:
• **Online**
• **Offline**
Note: If the device is "**Offline**", check your Wi-Fi/internet connection and the device's battery level. The device will automatically reconnect to Wi-Fi once the network is restored.

③ Shows the name (SSID) of the Wi-Fi network the device is currently connected to. If you have multiple Wi-Fi networks in your home, you can tap ✎ to change the Wi-Fi connection.

④ You can change the settings for the siren such as the volume, duration, and sound effect. See below for more information.

⑤ You have the option to remove (*unpair*) the device from your Swann Security account. See "Advanced Settings" on page 37.

⑥ You can view technical information about the device such as the model code, firmware version, installation date, and IP address.

SIREN SETTINGS

‹ Siren Settings **④** 🖫 Save

Siren

Audio

① Speaker Volume **100%**

② Siren Duration **10s**

③ Chime

Sound Effect

File 1   File 2   **File 3**   File 4

---
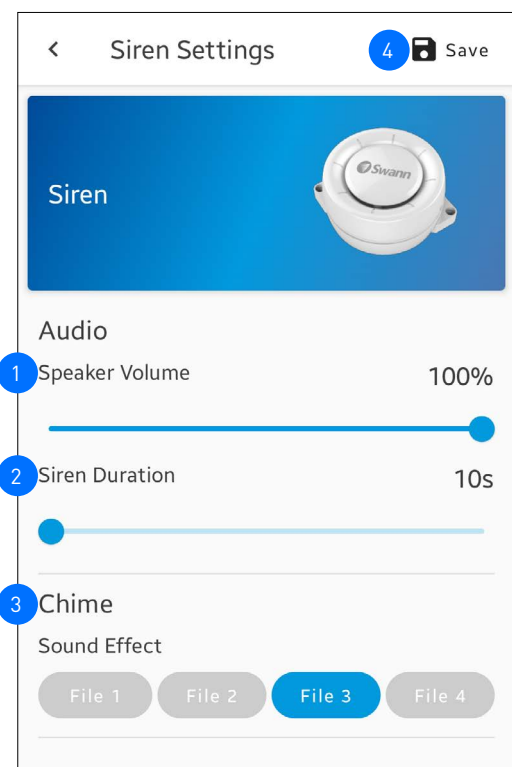
① You can adjust the siren volume by sliding to the level desired. To mute the siren, slide the level all the way left to 0%. Note that even when muted, the red and blue LED light ring will continue flashing.

② You can set how long the siren will sound when the associated device detects an event.

③ You can select the sound that the siren will play when it is triggered.

④ Save any changes made to the siren settings.

Sally

Device Information

1 — **Name**
Sally

2 — **Device Status**
Connected

3 — **Battery**
Fully charged (100%)

Personal Alarm Settings

4 — Test Mode

5 — Emergency Contact

6 — Find My Keys ⓘ

7 — Disconnection Alert ⓘ

Settings

8 — **System Settings**
Remove Device

9 — **About Device**
Personal Alarm

10 — How does it work?

In addition to professional monitoring, the ActiveResponse plan allows you to locate misplaced keys and designate up to five emergency contacts. To learn more about the benefits and to subscribe, navigate to the **App Menu** > **Secure+ Plans**.

1 The name of the Personal Alarm. You can tap ✎ to change it.

2 Shows the device status:
- **Connected**
- **Disconnected**

Note: If the device is "**Disconnected**", check your phone settings to ensure that **Bluetooth** ⚪ is turned on.

3 Shows the current battery level (%).

4 You can enter **Test Mode** at any time to familiarize yourself with how your Personal Alarm works without risking false alarms. Triggering the Personal Alarm during the test mode will result in either:
- A test SMS sent to your emergency contact, or
- **(Only available to ActiveResponse plan subscribers)** A test alarm sent to the professional monitoring center. You will receive a call to validate the test alarm. Please ensure you have your personal 4-digit pin code ready for identity verification. You can manage your pin code in the **App Menu** > **Profile.** (See .)

Test Mode

Press the Button to trigger a test alarm
Test mode will end in 60 seconds

If you are subscribed to ActiveResponse, Pro or Pro Video, we will send a test alarm to your monitoring team, otherwise a test SMS will be sent to your emergency contact.

Exit Test Mode

5 You can manage the details of your emergency contacts, including their 4-digit pin code (this option is only available to **ActiveResponse** plan subscribers).
Note: Be sure to inform your designated contacts about their 4-digit pin code, which will be used to verify their identity when the monitoring center calls — simply tap **Share** ⤴.

Emergency Contact
Full Name
John Smith
Mobile Phone Number
+1

(Free plan)

Contact #1
Full Name
John Smith
Mobile Phone Number
+1
PIN
1212
Select from contacts

(ActiveResponse subscribers)

6 **(Only available to ActiveResponse plan subscribers)** If your keys are attached to the Personal Alarm, you can easily locate them if they have been misplaced. For example, If you have your phone, but don't know where your keys are, you can toggle '**Find My Keys**' on to make the Personal Alarm emit the siren.

7 You can toggle '**Disconnection Alert**' on or off. When this is enabled, your Personal Alarm will emit a 20-second beep when it's out of Bluetooth range of your phone. This feature is useful if you want to ensure that your Personal Alarm always stays with you when you leave the house.

8 You can unpair the Personal Alarm from your Swann Security account. For example, if you plan to give it away to a family member, you will need to unpair it first.

9 You can view technical information about the Personal Alarm such as the firmware version and installation date.

10 You can display the help overlay explaining how to use the Personal Alarm and what the '**Disconnection Alert**' feature does.

Appendix

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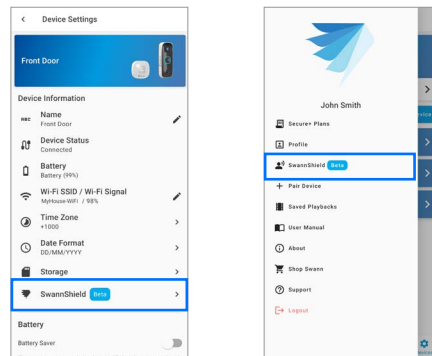

1.   Tap ✎ to update the name associated with your Swann Security account.

2.   Tap ✎ to change your Swann Security account login password.

3.   Tap ✎ to change your timezone.

4.   Enable this option if you would like to receive the latest information about product and offers from Swann.

5.   (**Only available to ActiveResponse plan subscribers**) Tap ✎ to manage and update your personal information, such as your mobile number and personal 4-digit pin code. These information will be used by the professional monitoring center to contact and verify your identity in the event of an emergency.

6.   Tap ✎ to update your address.

7.   Tap ✎ to update the details of your emergency contacts, including their 4-digit pin code (this option is only available to **ActiveResponse** plan subscribers). Remember to tap the **Save** button after making any changes.

8.   Tap to delete all cloud recordings stored in your Swann Security account. Before proceeding, ensure you have saved a copy of any cloud recording you want to keep via the Playback tab, as deleted cloud recordings cannot be recovered.

9.   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 Swann Security account.
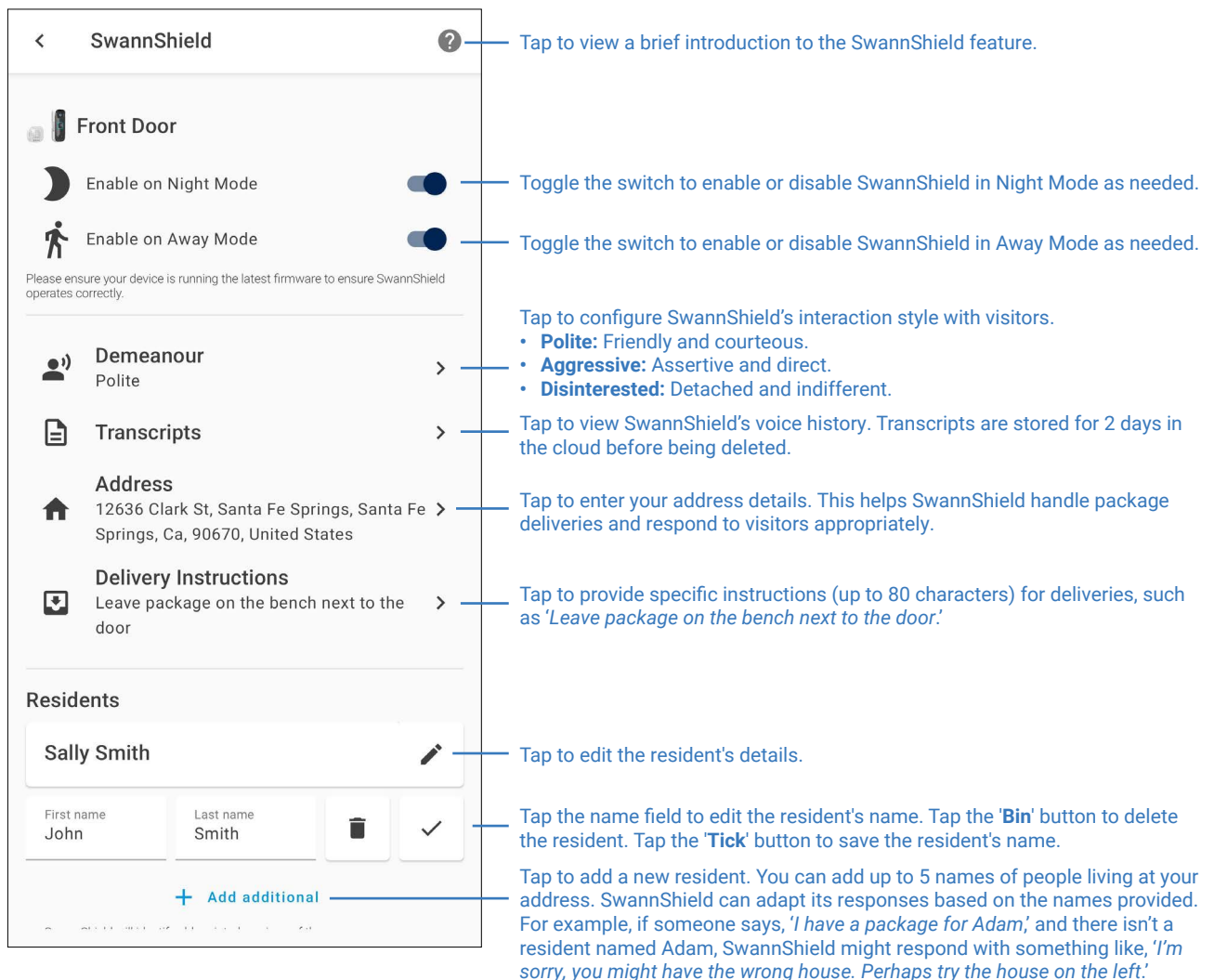
SwannShield by Swann is an AI-driven voice assistant that enhances the functionality of the Video Doorbell. It communicates with visitors to screen unexpected guests and manage deliveries using customizable instructions, ensuring your home and packages remain secure. SwannShield activates only when the doorbell is pressed, enabling efficient and secure interactions with anyone at your door.

Follow the steps below to set up the SwannShield voice assistant on the Video Doorbell:

1. You can access SwannShield Settings directly from either the Video Doorbell Device Settings screen or the app menu.

2. Configure SwannShield settings for the Video Doorbell:

Tap to view a brief introduction to the SwannShield feature.

Toggle the switch to enable or disable SwannShield in Night Mode as needed.

Toggle the switch to enable or disable SwannShield in Away Mode as needed.

Tap to configure SwannShield's interaction style with visitors.
- **Polite:** Friendly and courteous.
- **Aggressive:** Assertive and direct.
- **Disinterested:** Detached and indifferent.

Tap to view SwannShield's voice history. Transcripts are stored for 2 days in the cloud before being deleted.

Tap to enter your address details. This helps SwannShield handle package deliveries and respond to visitors appropriately.

Tap to provide specific instructions (up to 80 characters) for deliveries, such as '*Leave package on the bench next to the door*.'

Tap to edit the resident's details.

Tap the name field to edit the resident's name. Tap the '**Bin**' button to delete the resident. Tap the '**Tick**' button to save the resident's name.

Tap to add a new resident. You can add up to 5 names of people living at your address. SwannShield can adapt its responses based on the names provided. For example, if someone says, '*I have a package for Adam*,' and there isn't a resident named Adam, SwannShield might respond with something like, '*I'm sorry, you might have the wrong house. Perhaps try the house on the left*.'

FAQS

- **Can SwannShield be enabled in Home mode?**
  No, SwannShield can't be enabled in Home mode. It's designed to step in when you're not available to answer the door.
- **I'm able to answer the doorbell. How do I interrupt SwannShield?**
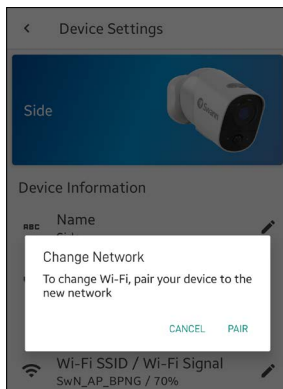 *Simply open the doorbell notification from the app to take over the conversation.*

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.

1. Tap the **Devices** tab > Select your camera > **Wi-Fi SSID** ✏.
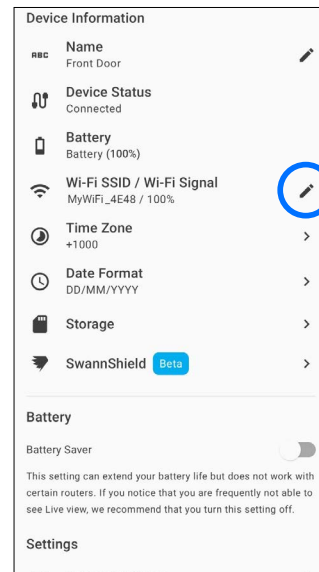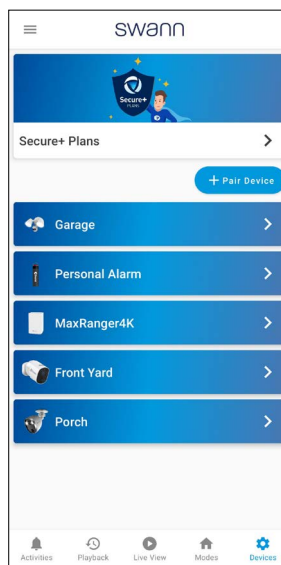
2. Tap **PAIR** on the **Change Network** confirmation box that is displayed.

> ✦ If your previous Wi-Fi network has been disconnected and the camera is no longer online, simply go to App Menu > Pair Device and follow the on-screen instructions to pair the camera to the new Wi-Fi network.

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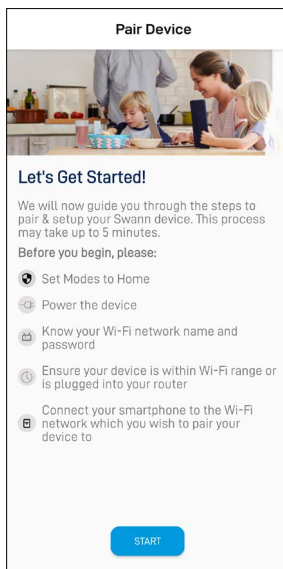
Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card (i.e., erase all locally stored clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory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

Note: Factory resetting your camera does not remove (unpair) it from your Swann Security account. If you're giving your camera to somebody else, you can remove the device from your account via the Advanced Settings screen.

Depending on whether your camera status is online or offline, you can perform a factory reset via the Factory Reset button in the app or the physical Reset/Pair button located on the camera.

METHOD A - VIA SYSTEM SETTINGS (IF CAMERA STATUS IS ONLINE)

1. Tap the **Devices** tab > Select your camera > **Advanced Settings**.
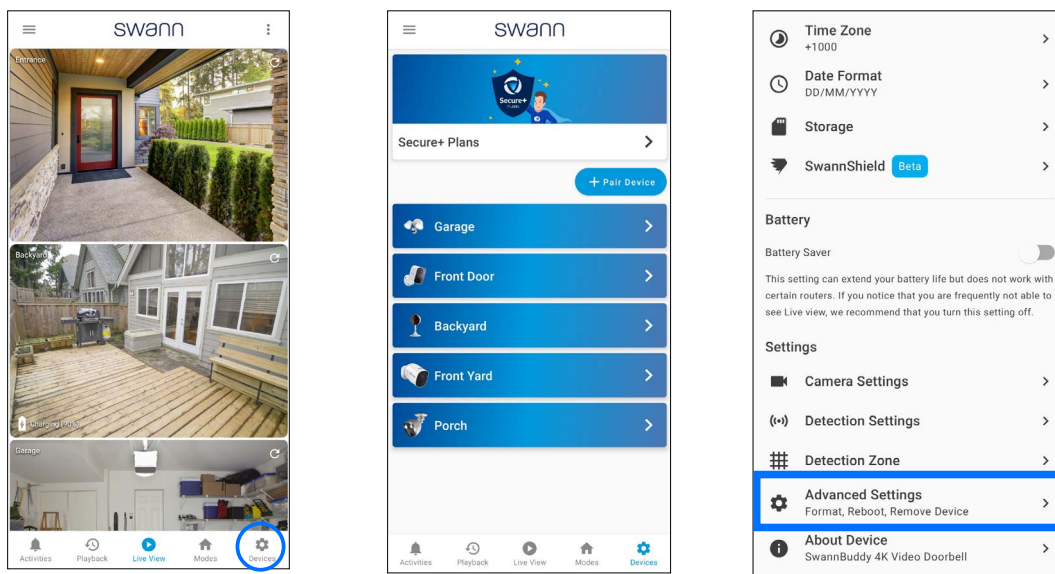
2. Tap **Factory Reset** then tap the **Confirm** button on the confirmation box that is displayed.
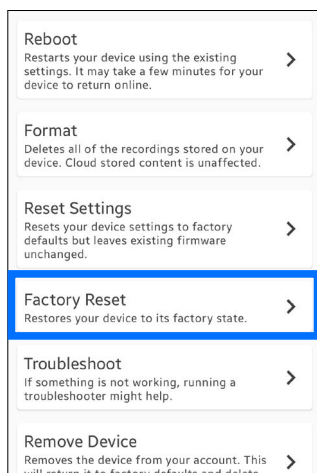
The camera will reset to factory defaults and restart automatically. When factory reset is complete, the LED indicator/ring on the camera will blink blue slowly to indicate that the camera is in pairing mode (on certain models, you will also hear the device say "**Ready for pairing**").
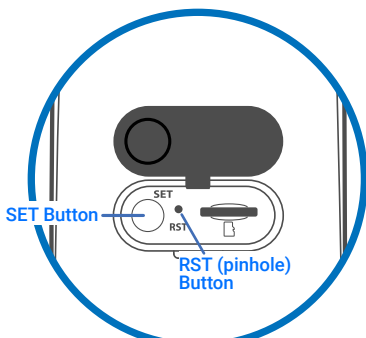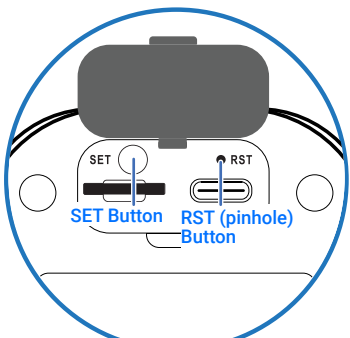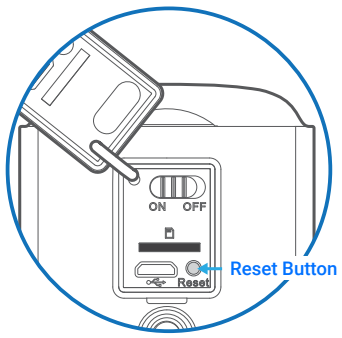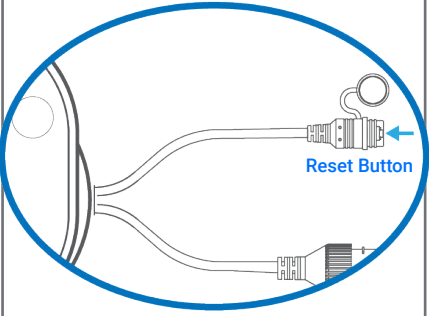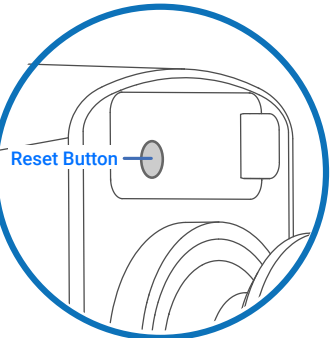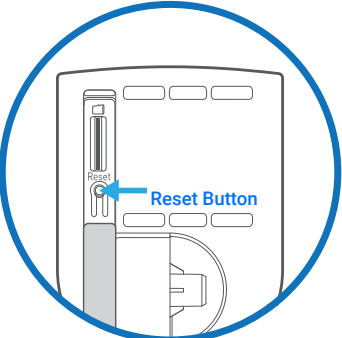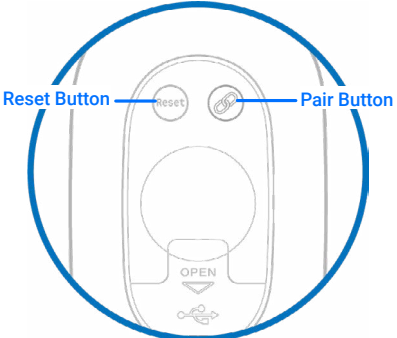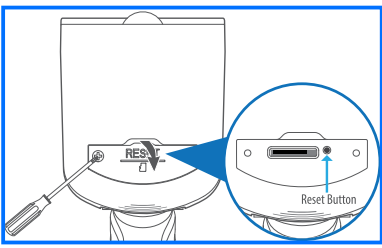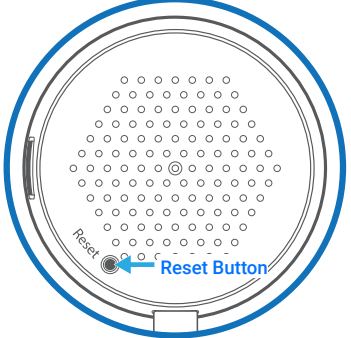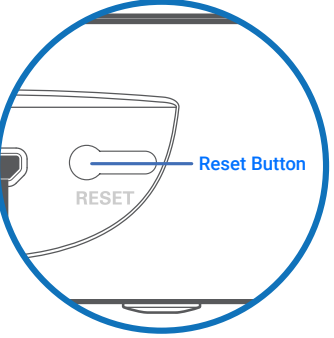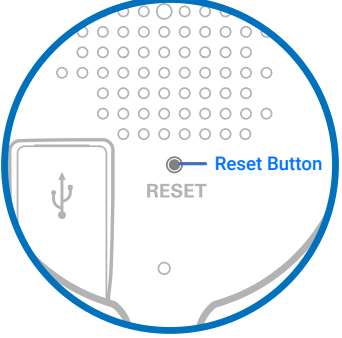
IMPORTANT: After factory resetting your device, you'll have to pair it with your Wi-Fi network again. See .

—> SEE NEXT PAGE FOR METHOD B - VIA PHYSICAL RESET BUTTON

METHOD B - VIA PHYSICAL RESET BUTTON (IF CAMERA STATUS IS OFFLINE)

1. Locate the **Reset, SET** and/or **Pair** buttons (see below figures) on the camera. Make sure the camera is plugged into the power supply or USB charger.

SWIFI-XTRCM/4KXTRM	SWIFI-BUDDY/4KBUDDY/SEVDBC	SWIFI-CORECAM/COREPRO
SET Button RST (pinhole) Button	SET Button · RST (pinhole) Button	Reset Button

SWIFI-2KOCAM/SPOTCAM	SWIFI-FLOCAM	SWIFI-4KFLOCAM
Reset Button	Reset Button	Reset Button

SWIFI-CAM	SWIFI-FOURTIFY4	SWIFI-TRACKCAM
Reset Button · Pair Button	Reset Button	Reset · Reset Button

SWIFI-2KICAM	SWIFI-PTCAM2	SWIFI-ALERTCAM
Reset Button	Reset Button · RESET	Reset Button · RESET
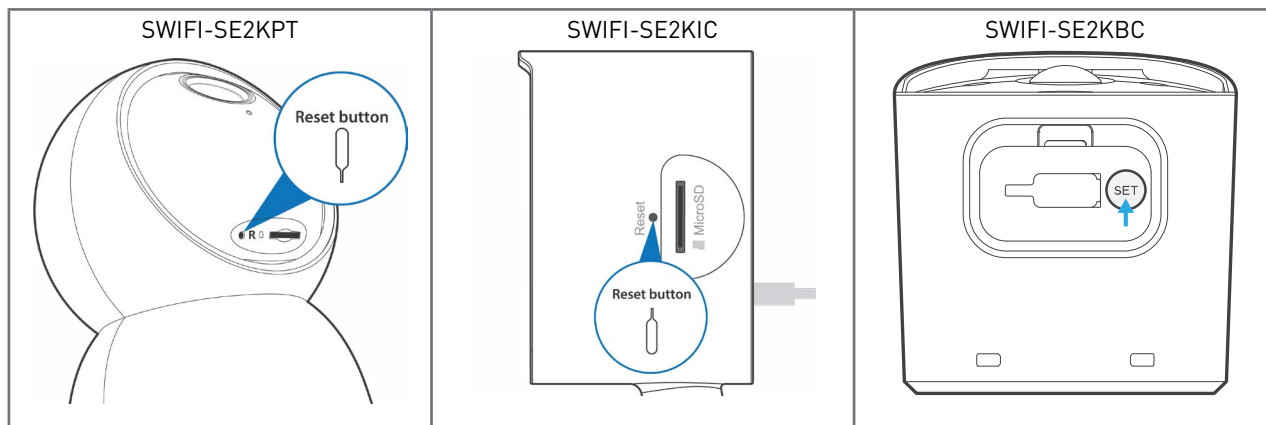
2. Find the factory reset procedures for your device below:

2a. **For models SWIFI-2KICAM/2KOCAM/ALERTCAM/SPOTCAM/4KFLOCAM/FLOCAM/TRACKCAM/PTCAM2:**
- Press and hold the **Reset** button for 20 seconds until the blue LED indicator turns off.
- Release the **Reset** button. The camera will start the factory reset process, which can take up to 2 minutes.

2b. **For models SWIFI-XTRCM/4KXTRM/BUDDY/4KBUDDY/SEVDBC:**
- Press and hold the **SET** and **RST** buttons simultaneously.
- Release the **RST** button and continue holding the **SET** button until the LED indicator starts blinking red.
- Release the **SET** button. The camera will start the factory reset process, which can take up to 2 minutes.

2c. **For models SWIFI-SE2KPT/SE2KIC:**
- Press and hold the **Reset** button for 10 seconds until the blue LED indicator turns off.
- The camera will start the factory reset process, which can take up to 1 minute.

2d. **For model SWIFI-SE2KBC:**
- Press and hold the **SET** button for 15 seconds until the LED indicator starts blinking red.
- The camera will start the factory reset process, which can take up to 1 minute.

2e. **For models SWIFI-CORECAM/COREPRO:**
- Make sure the Power switch is in the **ON** position.
- Press and hold the **Reset** button for 10 seconds until the blue LED indicator turns off.
- Release the **Reset** button. The camera will start the factory reset process, which can take up to 2 minutes.

2f. **For model SWIFI-FOURTIFY4:**
- Press and hold the **Reset** button for 10 seconds.
- Release the **Reset** button. You'll hear the camera say "**Restore factory settings and format SD card**". The camera will start the factory reset process which can take up to 2 minutes.

2g. **For model SWIFI-CAM:**
- Press and hold the **Reset** and **Pair** buttons simultaneously
- Release the **Reset** button and continue to hold only the **Pair** button for another 35 seconds.
- Release the **Pair** button. The camera will start the factory reset process, which can take up to 2 minutes.

3. When the factory reset is complete, the camera will be in pairing mode state, indicated by the LED indicator/ring blinking blue slowly (on certain models, you will also hear the device say "**Ready for pairing**").
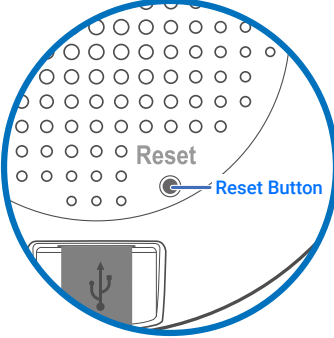
   IMPORTANT: After the device is factory reset, you'll have to pair it with your Wi-Fi network again. See .

You can easily find the password for any DVR/NVR/Power Hub associated with your Swann Security account. This can be particularly helpful when you need to log into your system locally but have forgotten the password.

1. Tap the **Devices** tab > **Select your DVR/NVR/Power Hub**.
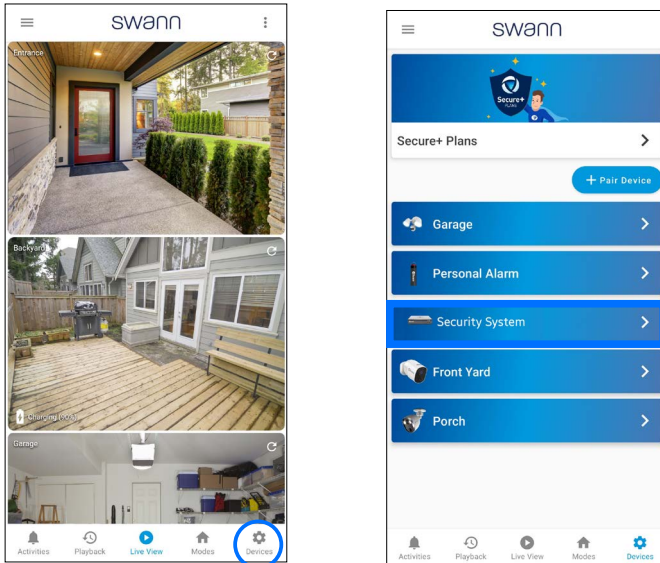
2. Tap the 👁 icon in the **Password** field. This will trigger a security challenge on your phone.
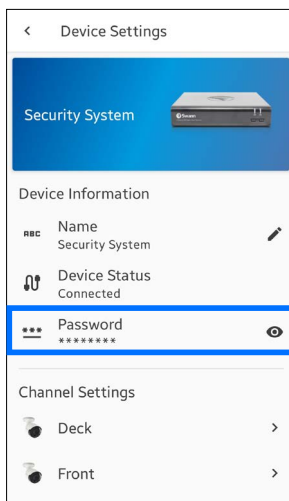
3. Depending on the type of screen lock you have set on your phone, you'll be prompted to enter the pin, pattern or password. This is to make sure that it is actually you who is wanting to view the stored password.
    Note: If your phone does not have a screen lock set up, you'll be prompted to enter your Swann Security account password instead.

4. Your system password is revealed in the **Password** field.
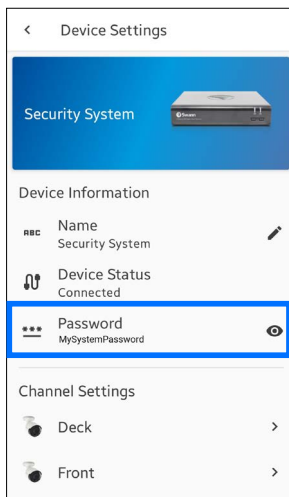
VIEWING SAVED RECORDINGS

You can view and manage your saved camera recordings.

1. From the app menu, tap **Saved Playbacks**.
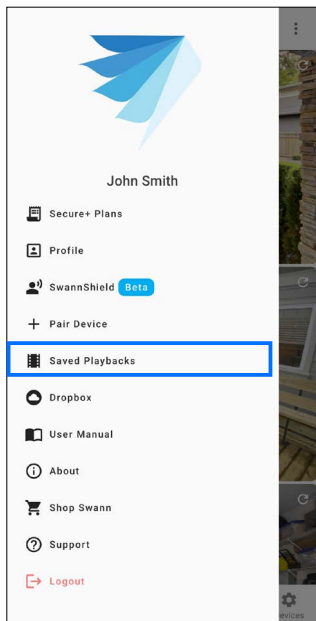
2. Tap **SAVED PLAYBACKS** to view camera event recordings that you have downloaded (from cloud/local microSD storage) to your phone.
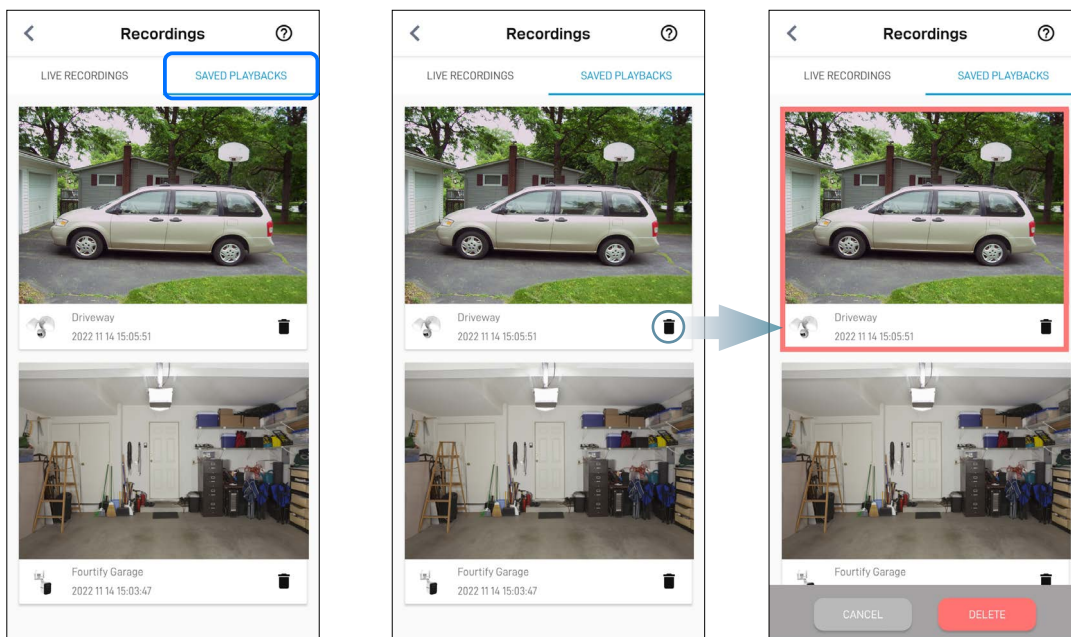
- Tap the video thumbnail of the recording to start playback.
- To delete a recording, tap the 🗑 icon of the recording then tap the **Delete** button that appears on the bottom of the screen. You can also select multiple recordings for deletion after tapping the 🗑 icon.
- Tap **LIVE RECORDINGS** to display recordings that were manually captured from the live view of the camera and stored on your phone storage. **Please note that this is applicable to certain models only (i.e., If you can't find the manual recording here, try checking the Playback tab.)**

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 devices 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 devices 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.

Where is my device's ID?

For CCTV systems (DVR/NVR): The device's ID is listed on a sticker located on the top or bottom 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: **Devices tab** > [select the device] > **About Device**.

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 connected to the internet, you can conveniently check in on your devices via the Swann Security app from anywhere in the world.

Why is the live video stream slow to load?

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

- Poor internet/Wi-Fi connection is the most common reasons resulting in streaming issues. Test your internet speed at speedtest.net. We recommend internet speeds of at least 2Mbps (upload speed per camera, 4Mbps for 4K camera models) for optimal streaming performance. You can also install a Wi-Fi extender to improve the Wi-Fi coverage throughout your home and ensure the camera receives a strong Wi-Fi signal where it is located.
- 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. Contact your Internet Service Provider and ask about upgrading your plan to get more bandwidth.

Why have I stopped receiving notifications on my phone?

- The Swann Security app is not running in the background. If you recently restarted your phone, make sure to open the Swann Security app again.
- Check that the '**Do Not Disturb**' toggle in the **Activities** tab of the app has not been enabled, as this will suppress all push notifications from the Swann Security app.
- Most Android smartphones have battery optimization features to make your device last longer. Unfortunately, these features often involve limiting app activity in the background, including putting apps to sleep to conserve battery. As a consequence, you may experience delayed or missed push notifications from the Swann Security app when 'optimization' has been applied to it. You can set unrestricted access for any app you find is shutting down or not working in the background without reason. Doing this will allow the app run in the background without interference, no matter how much battery it takes up. Follow the steps below to set unrestricted access for the Swann Security app (this example is based on a Samsung phone running Android 13. Other phone models will have similar steps, consult your phone's user guide for information on how to disable battery optimization for apps)
  1. Go to your phone's **Settings** > **Apps**.
  2. Scroll down the apps list and find the **Swann Security** app, then tap on it.
  3. Tap **Battery**.
  4. Change from '**Optimized**' to '**Unrestricted**'.

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.

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.

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 in the camera's Detection Settings to suit the environment.

Does my camera still record events if the internet/Wi-Fi connection is down?

Your camera will continue to detect and record events to its internal memory or local microSD card even if your home Wi-Fi network or internet connection is experiencing issues, as long as your camera remains powered. Once your camera comes back online, it will attempt to upload any event clips recorded during the downtime to your cloud storage which you can later view in the **Playback** tab.

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

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.

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 for your camera. For Wi-Fi cameras with cloud storage, event recordings displayed on the Playback tab will be available for the length of time determined by the cloud subscription plan associated with the camera. To find out more about the cloud storage subscription plans available for your cameras, go to **App Menu > Secure+ Plans**.

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 motion is detected. Go to **Devices** tab > Select the camera > 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 history.

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

This can be highly variable depending on the video size (the longer the recording, the larger the size) and the signal strength of your Wi-Fi network. In normal circumstances, the clip of an event should be displayed on the Playback tab a few minutes after it has been recorded. Try tapping ⟳ in the Playback tab screen to refresh the video history.

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 devices with local microSD card storage feature) Can my camera record events without a microSD card installed?

No. The camera requires a microSD card to be installed. If the camera doesn't have a microSD card installed, it can still detect events but it 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 devices with local microSD card storage feature) Why has my camera stopped recording events?

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 **Devices** tab > **Select the camera** > System Settings, and tap **Reboot**. If you have inserted a new microSD card, make sure to format the card first (System Settings > **Format**)

(For devices with local microSD card storage feature) What is the maximum microSD card size that can be used?
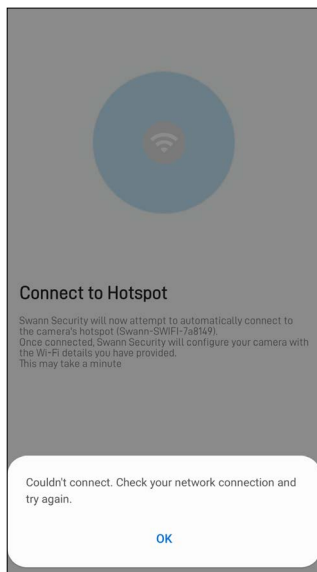
The maximum microSD card size supported is generally 128GB (class 10 or higher recommended). Check your camera packaging for exact specifications.

If you're having trouble pairing your device with the Swann Security app, here are some tips that can help you fix the issue.
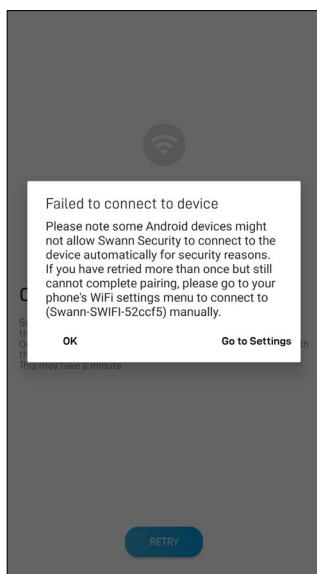**Note: Screenshots shown are for illustration purposes only and may be subject to change as improvements are made to the app.**

- **PAIRING ERROR - "COULDN'T CONNECT. CHECK YOUR NETWORK CONNECTION AND TRY AGAIN"**

Connect to Hotspot

Swann Security will now attempt to automatically connect to the camera's hotspot (Swann-SWIFI-7a8149).
Once connected, Swann Security will configure your camera with the Wi-Fi details you have provided.
This may take a minute

Couldn't connect. Check your network connection and try again.

OK

- Make sure that the camera is in pairing mode—the LED indicator on the camera will be blinking blue slowly. If the camera is not in pairing mode yet, the app will not be able to connect to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) and continue the pairing process.
- To enable pairing mode which temporarily activates the camera's Wi-Fi hotspot, simply follow the in-app instructions. In most cases, you will just need to press and hold the camera's **Pair** or **Reset/RST** button until the LED indicator starts blinking blue.

- **PAIRING ERROR - "FAILED TO CONNECT TO DEVICE"**

Failed to connect to device

Please note some Android devices might not allow Swann Security to connect to the device automatically for security reasons. If you have retried more than once but still cannot complete pairing, please go to your phone's WiFi settings menu to connect to (Swann-SWIFI-52ccf5) manually.

OK   Go to Settings

RETRY

- On certain Android devices, there might be network policies that prevent the Swann Security app from connecting to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) automatically.
To fix this issue, tap "**Go to Settings**" and manually connect to the camera's Wi-Fi hotspot from your phone's Wi-Fi Settings screen. The name of the hotspot will be something like "**Swann-SWIFI-XXXXXX**". Once connected, wait for a notification to appear stating "**Internet may not be available**". Tap "**Keep Wi-Fi Connection**" to ensure that your phone remains connected to the camera's hotspot. Then return to the Swann Security app and tap the **Retry** button to resume the pairing process.
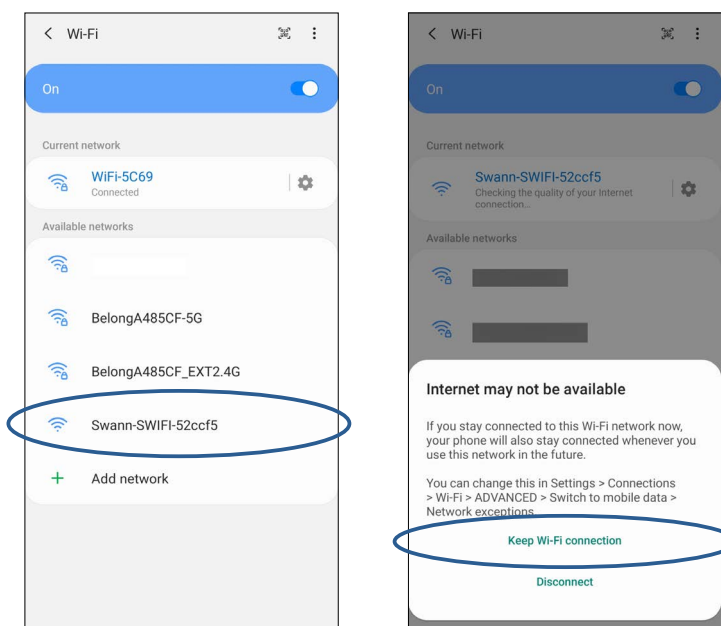
- If the above tip didn't do the trick, you can try the following:
1. Reset the camera to factory settings. For information on how to factory reset the camera, see .
2. Restart your phone.
3. Open the Swann Security app and try pairing the camera again. Move the camera closer to your phone to make sure that it's in range.

- **PAIRING ERROR - "UNABLE TO VERIFY CONNECTIVITY"**
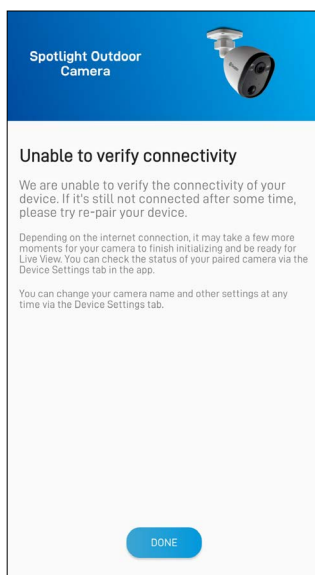
- If the LED on the camera is blinking blue fast, this indicates the camera is having issues connecting to your Wi-Fi network.
- Make sure your Wi-Fi network password is entered correctly. When entering the password for the Preferred Wi-Fi, toggle the ◉ icon to show the password and make sure you are entering it correctly. Wi-Fi passwords are case-sensitive, so check for uppercase, lowercase and special characters.
- Make sure your Wi-Fi network uses **2.4GHz** band (<u>**Not 5GHz**</u>). If your Wi-Fi router broadcasts separate 2.4GHz and 5GHz networks, make sure you choose the 2.4GHz network. **If your router broadcasts the 5GHz network only, contact your Internet Service Provider or refer to the router's user guide for information on how to set to dual-band (2.4GHz/5GHz).**
- Make sure the camera is within Wi-Fi range. Should you move the camera out of Wi-Fi range after pairing, the camera will not be able to connect to Wi-Fi. Also, if you don't have a strong connection, push notifications from the camera can be delayed as a result. To check Wi-Fi signal strength, connect your phone to Wi-Fi where you plan to install your camera and see if you get 2 bars of Wi-Fi signal or more. If the Wi-Fi signal is too weak, try moving your router closer or consider installing a Wi-Fi range extender.
- Test your internet speed at <u>www.speedtest.net</u>. We recommend internet speeds of at least 2Mbps (upload speed per camera, 4Mbps for 4K camera models).
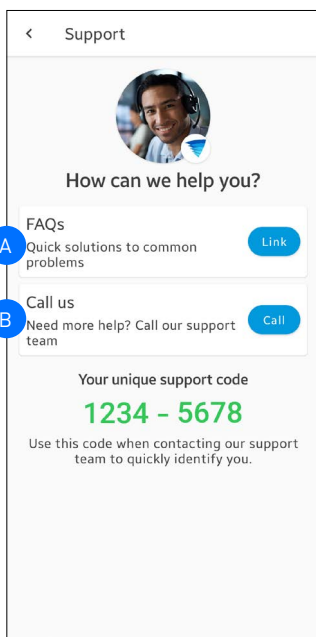
TECHNICAL SUPPORT

If you need further assistance, you can get in touch with us through the app's built-in support feature.
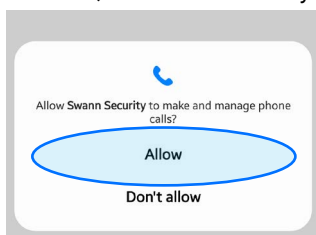
1. From the app menu, tap **Support**.
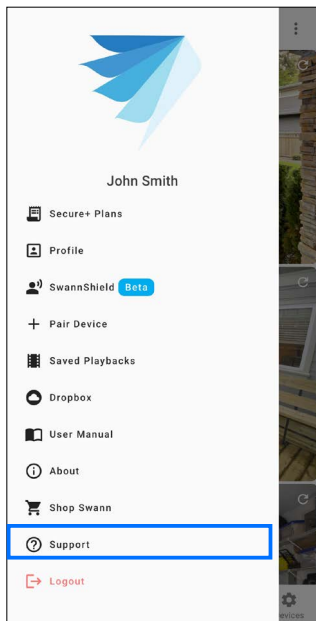
2. Choose from one of the following options:

Ⓐ Open the link to the Swann Help Center website where you can find the latest product FAQs, video tutorials, pairing guides, and more.

Ⓑ Call Swann Tech Support. Please have your unique 8-digit support code displayed on the screen ready. This will enable our support agent to quickly identify your Swann Security account and assist you in troubleshooting your device.
Note that, the Swann Security app will ask for call permission, ensure you select **Allow**.