



SWANN SECURITY APP

USER MANUAL for iOS

English

Contents

Getting Started

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

About the App Interface

Navigation Bar.....	19
Live View - CCTV System.....	20
Live View - Alert Indoor Camera/Spotlight Outdoor Camera.....	22
Playback.....	24
Notifications.....	25
Menu.....	26
Profile.....	27
Device Settings Overview - CCTV System.....	28
Device Settings Overview - Alert Indoor Camera.....	29
Camera Settings - Alert Indoor Camera.....	31
Motion Settings - Alert Indoor Camera.....	32
Device Settings Overview - Spotlight Outdoor Camera.....	33
Camera Settings - Spotlight Outdoor Camera.....	35
Motion Settings - Spotlight Outdoor Camera.....	36

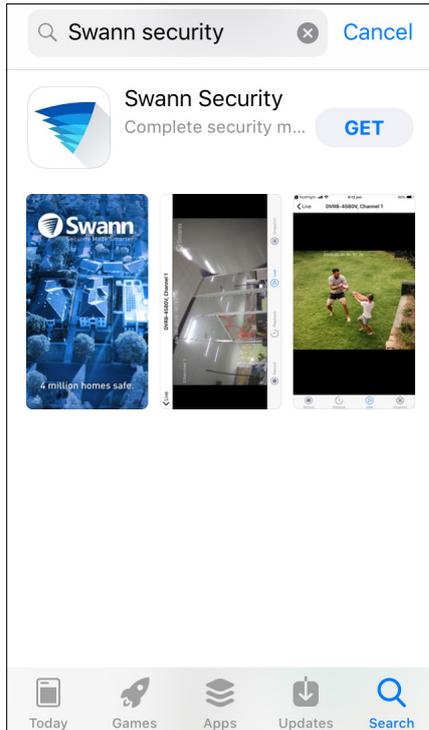
Appendix

Managing your App Recordings.....	38
Frequently Asked Questions - General.....	39
Frequently Asked Questions - Alert Indoor Camera.....	40



Getting Started

Installing the Swann Security App

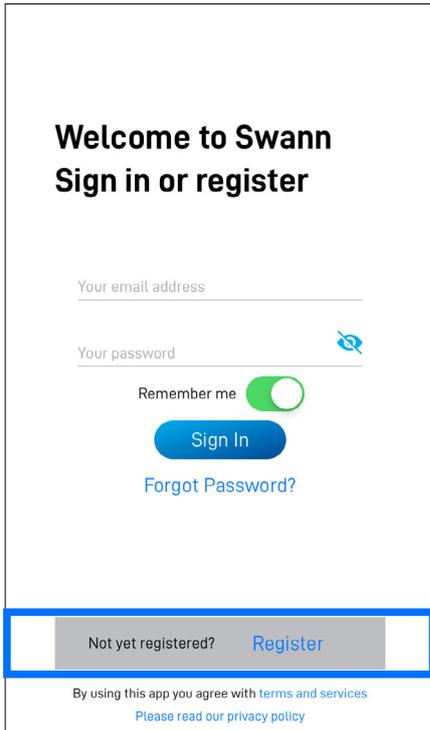


Search and download the latest version of the Swann Security app from the App store.



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

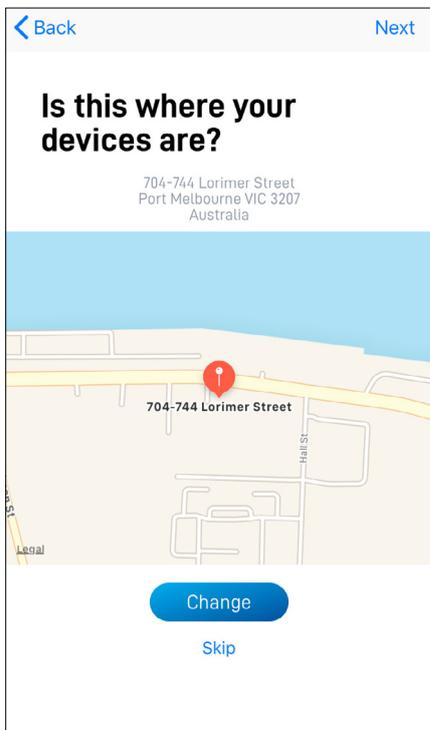
Creating your Swann Security Account



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

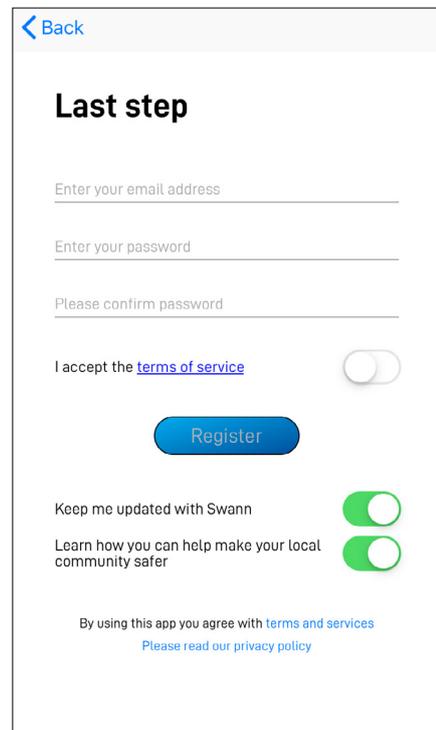


Enter your first and last names, then tap **Next**. This helps us verify your identity if you contact us for assistance with your account or device.



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

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

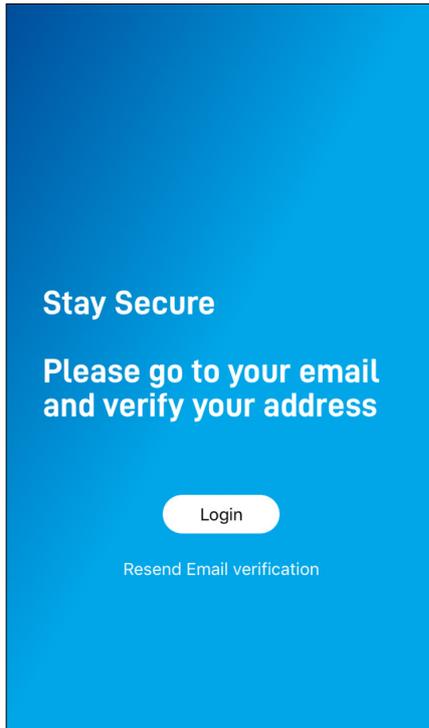


Enter your email address, desired password (between 8 - 32 characters), and confirm the password.

Read the Terms of Service and Privacy Policy, then tap **Register** to agree to the terms and create your account.

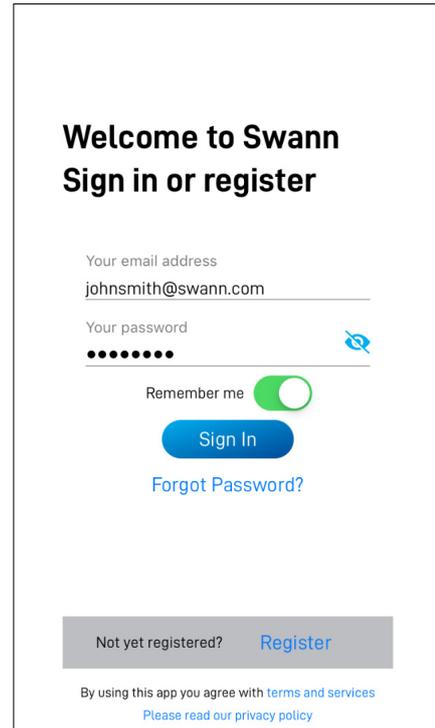
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Creating your Swann Security Account



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

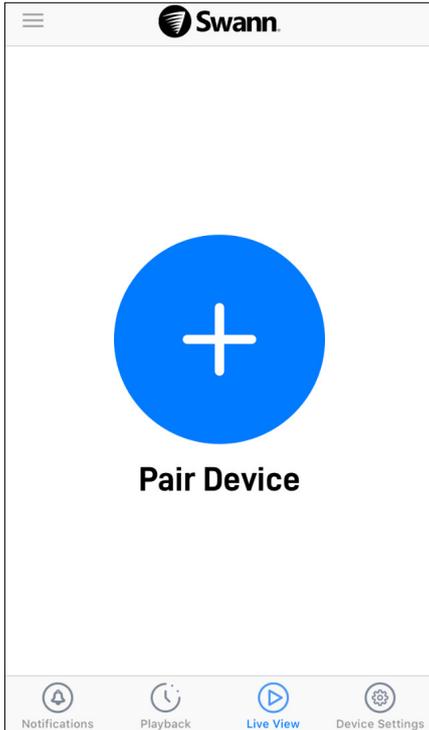
Tap **Login** to return to the **Sign In** screen.



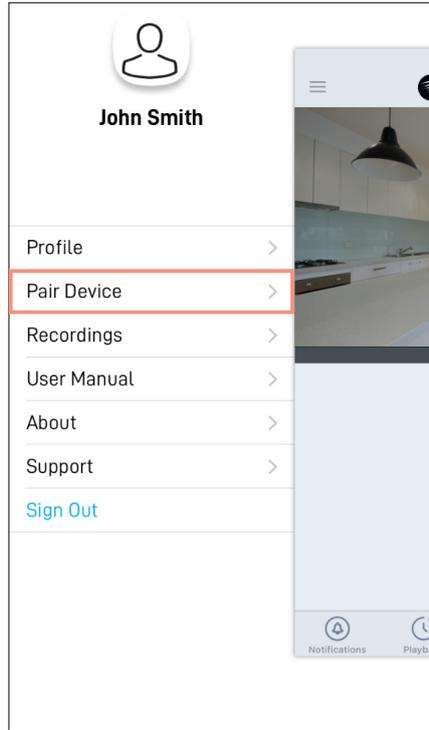
After verifying your email address, you can sign into your Swann Security account. Enter the email address and password you used to set up your Swann Security account, then tap **Sign In**.

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

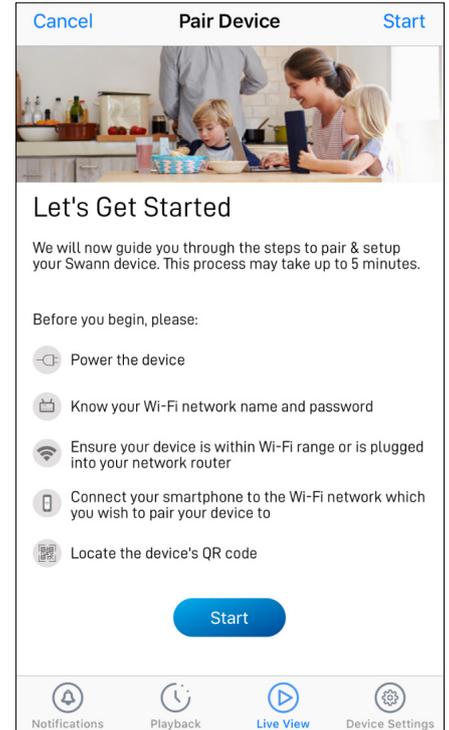
Pairing Devices



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



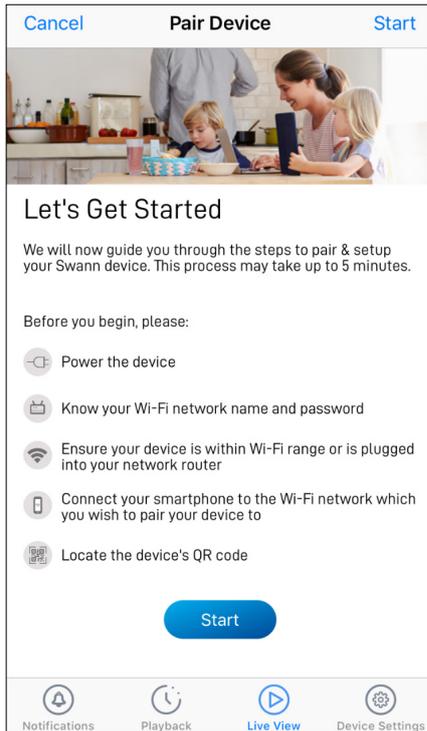
If you are pairing a second or subsequent Swann device, open the **Menu** , and then tap **Pair Device**.



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

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

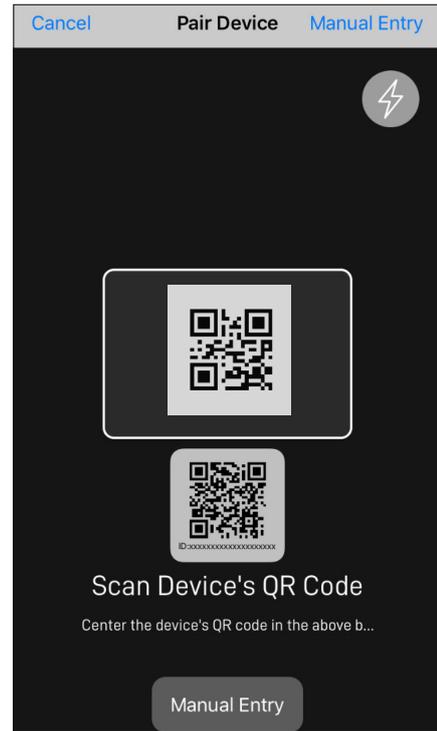
Pairing Devices - CCTV System



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

NOTE

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



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

NOTE

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



(Continued on the next page)

Pairing Devices - CCTV System

Cancel Pair Device Next

CCTV System

Device identifier XCPTSPACS005DF18223C

CONNECTION CREDENTIALS

User name
admin

Password

Compatible Devices

Cancel Pair Device Next

CCTV System

Device identifier XCPTSPACS005DF18223C

CONNECTION CREDENTIALS

User name
admin

Password
●●●●●●

Compatible Devices

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

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

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

Pair Device Done

CCTV System

Congratulations

You have successfully linked your camera to your account.

Depending on the internet connection, it may take a few more moments for your camera to finish initializing and be ready for Live View.

You can check the status of your paired camera via the Device Settings tab in the app.

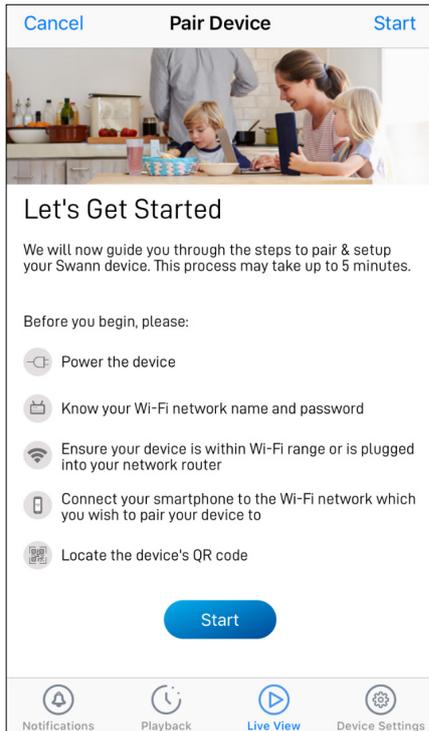
You can change your camera name and other settings at any time via the Device Settings tab.

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

NOTE

- Depending on the internet connection, it may take a few moments for live feed from all of the camera channels on your CCTV system to start streaming.
- For more information about the Live View display, see "[Live View - CCTV System](#)" on page 20.

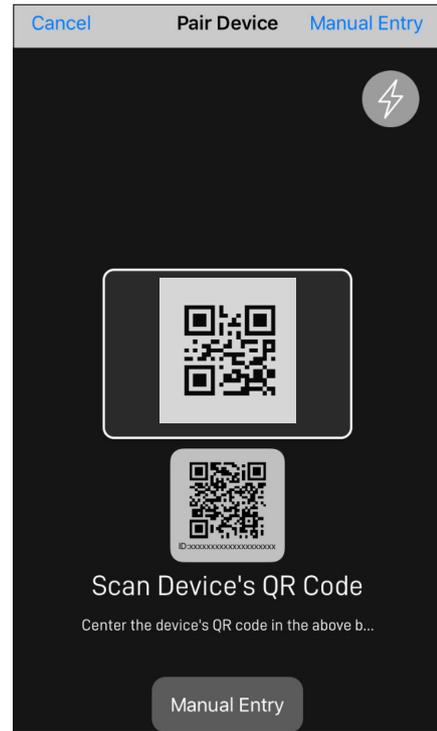
Pairing Devices - Alert Indoor Camera



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

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

Tap the **Start** button to proceed.



Scan the camera's QR code. The QR code's location is generally found on the base of the device.

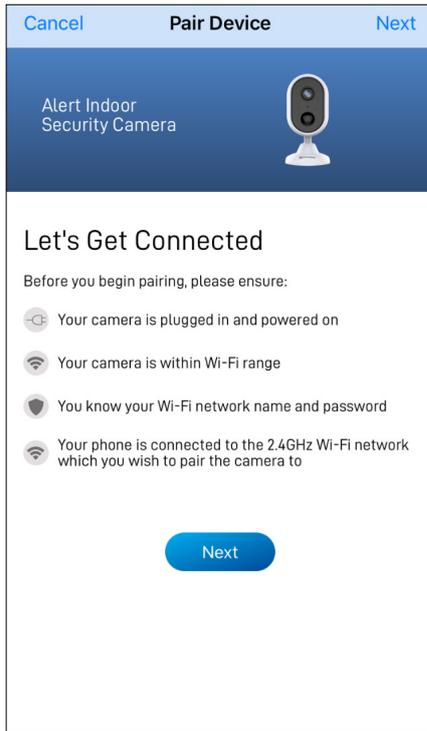
NOTE

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

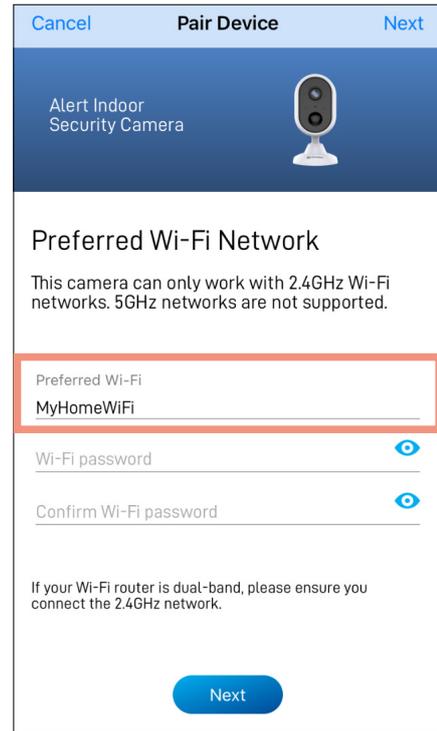


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Pairing Devices - Alert Indoor Camera



Tap the **Next** button to continue.



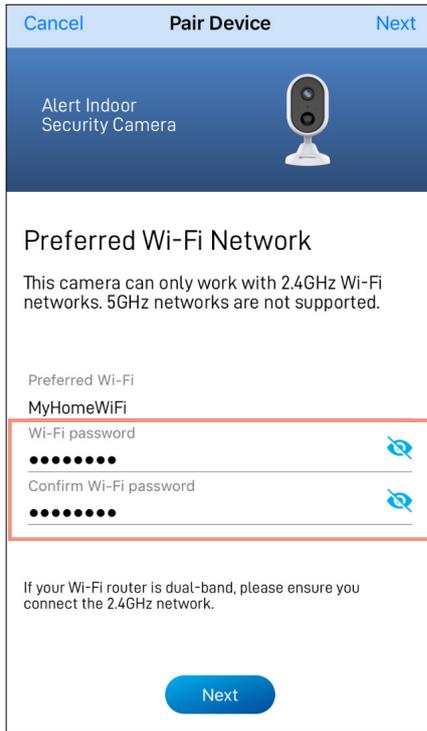
The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

NOTE

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

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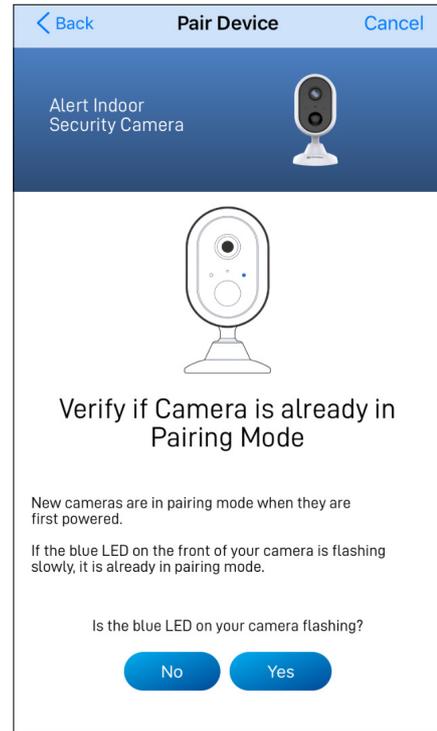
Pairing Devices - Alert Indoor Camera



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

NOTE

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

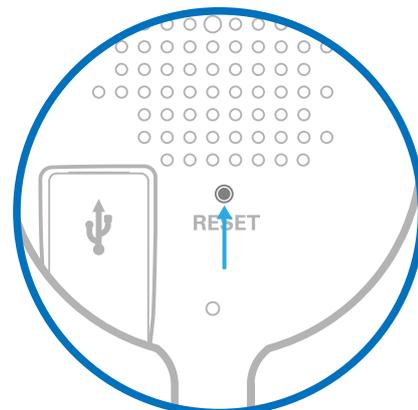


Check if the LED indicator of your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Yes** button.

NOTE

If your camera is not in pairing mode

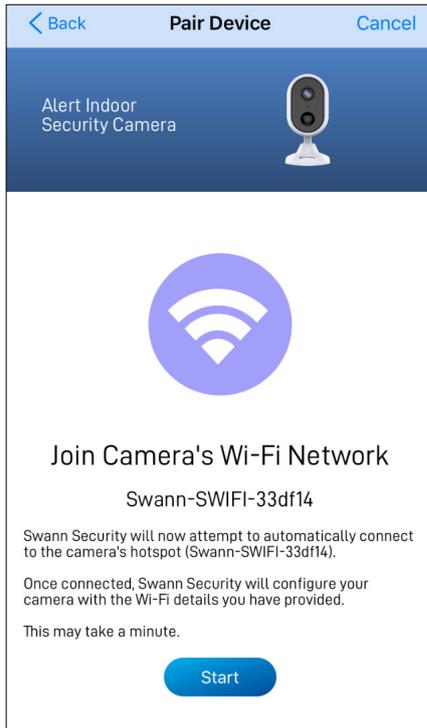
Press and hold the **Reset** button (as shown below) on the back of your camera for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button

(Continued on the next page)

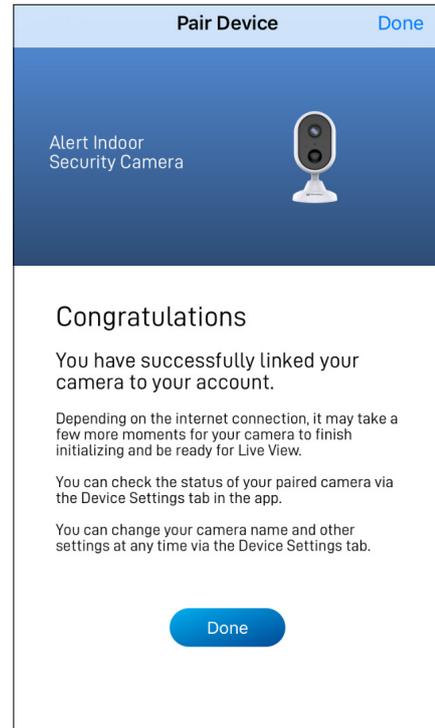
Pairing Devices - Alert Indoor Camera



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

NOTE

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

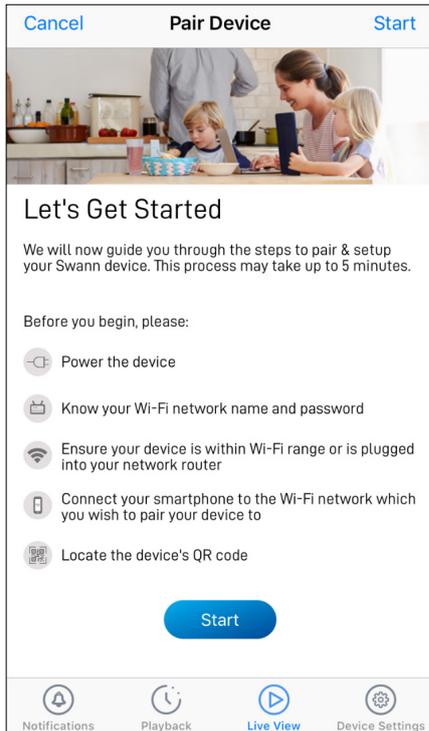


Once pairing is complete, tap the **Done** button. Your camera will be displayed on the Live View tab.

NOTE

- Depending on the internet connection, it may take a few moments for your camera's live video to start streaming.
- To learn about the Live View display, see "[Live View - Alert Indoor Camera/Spotlight Outdoor Camera](#)" on page 22.
- You can check the status of your camera, change the camera name, and adjust various camera settings such as the timezone and motion detection via the Device Settings tab. For more information, see "[Camera Settings - Alert Indoor Camera](#)" on page 31.

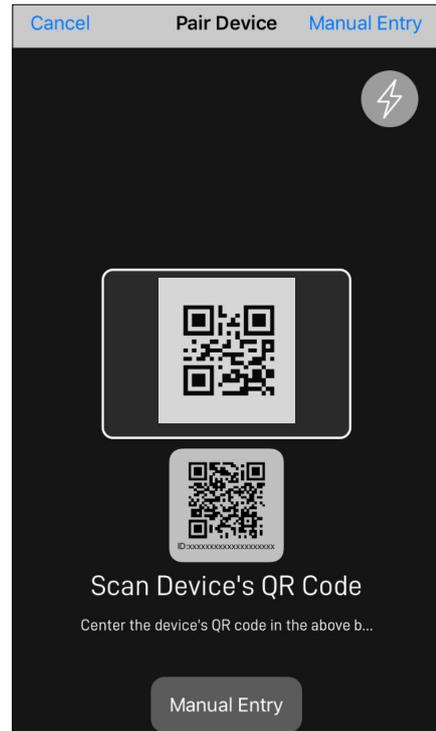
Pairing Devices - Spotlight Outdoor Camera



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

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

Tap the **Start** button to proceed.



Scan the camera's QR code. The QR code's location is generally found on the base of the device.

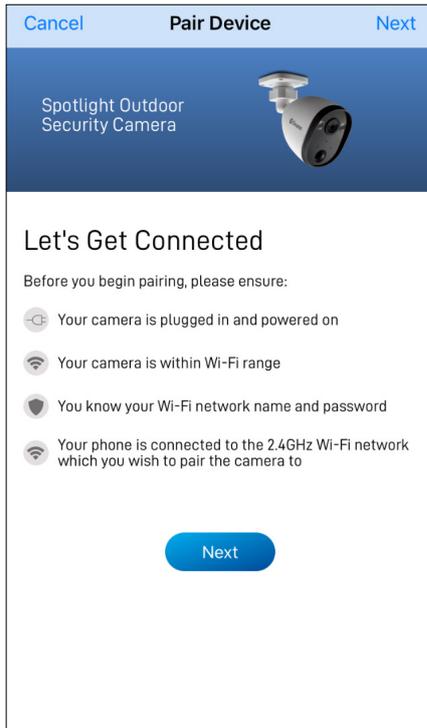
NOTE

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

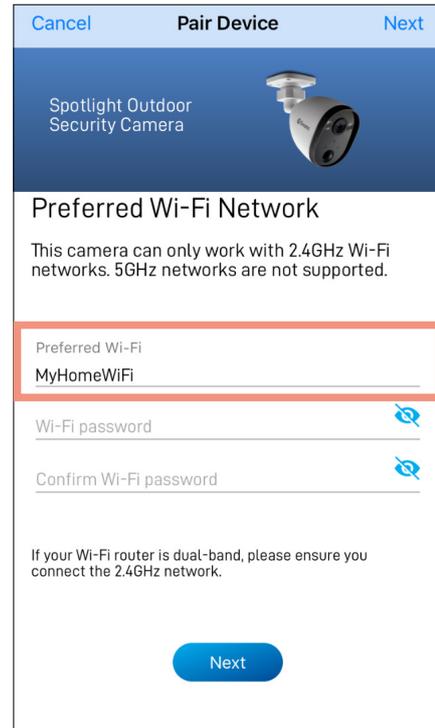


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Pairing Devices - Spotlight Outdoor Camera



Tap the **Next** button to continue.



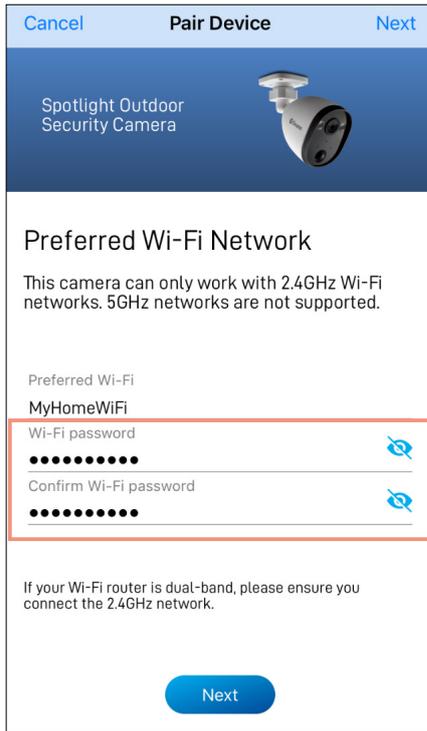
The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

NOTE

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

(Continued on the next page)

Pairing Devices - Spotlight Outdoor Camera



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

NOTE

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

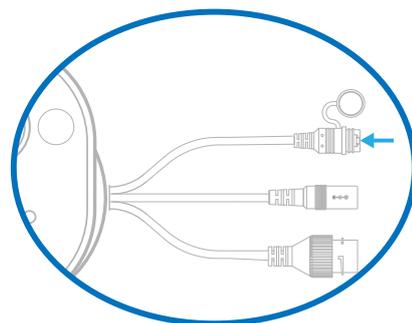


Check if the LED indicator of your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Yes** button.

NOTE

If your camera is not in pairing mode

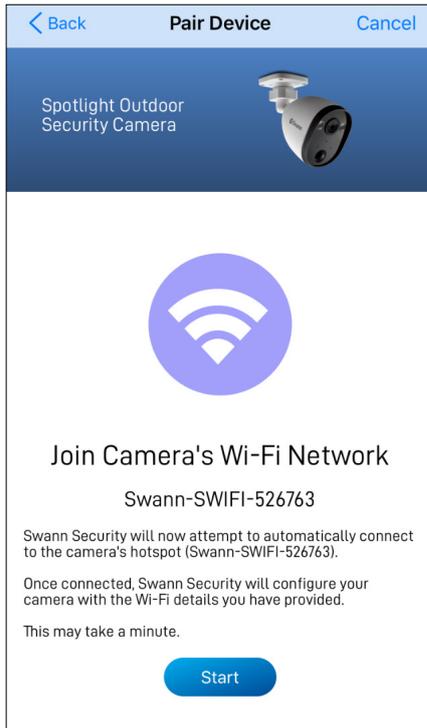
Press and hold the **Reset** button on the camera cable (as shown below) for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button

(Continued on the next page)

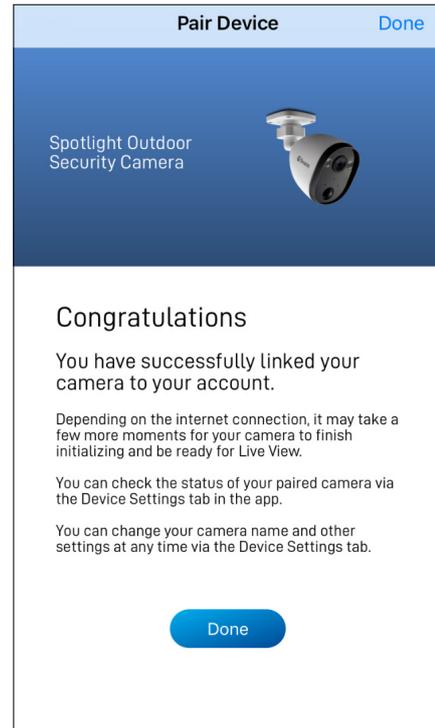
Pairing Devices - Spotlight Outdoor Camera



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

NOTE

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



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

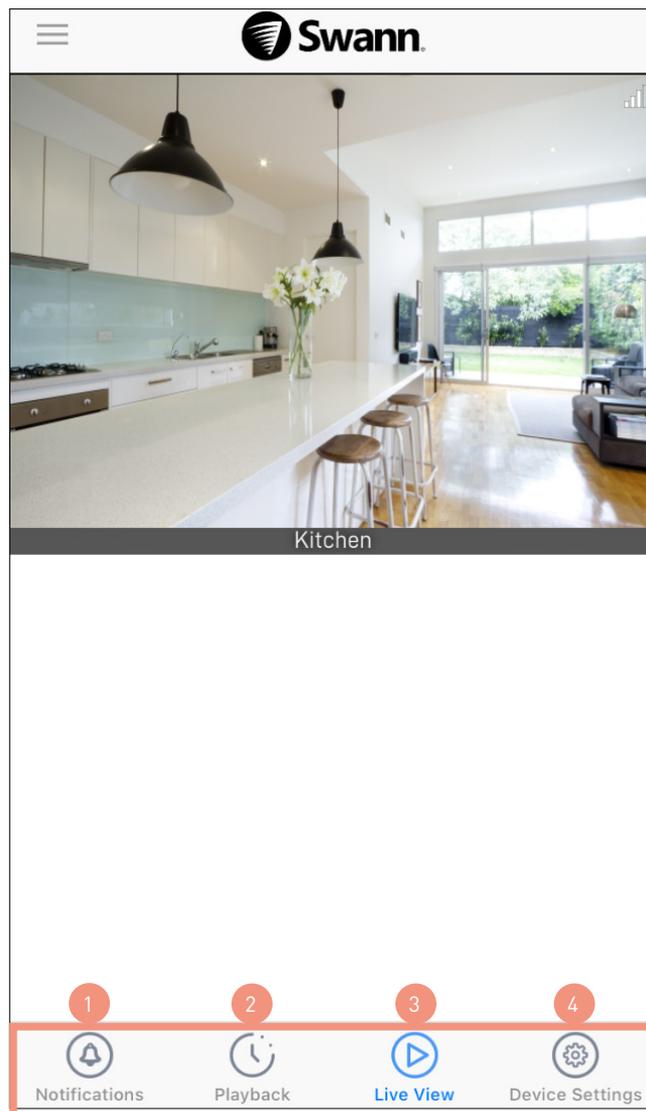
NOTE

- Depending on the internet connection, it may take a few moments for your camera's live video to start streaming.
- To learn about the Live View display, see "[Live View - Alert Indoor Camera/Spotlight Outdoor Camera](#)" on page 22.
- You can check the status of your camera, change the camera name, and adjust various camera settings such as the timezone and motion detection via the Device Settings tab. For more information, see "[Camera Settings - Spotlight Outdoor Camera](#)" on page 35.



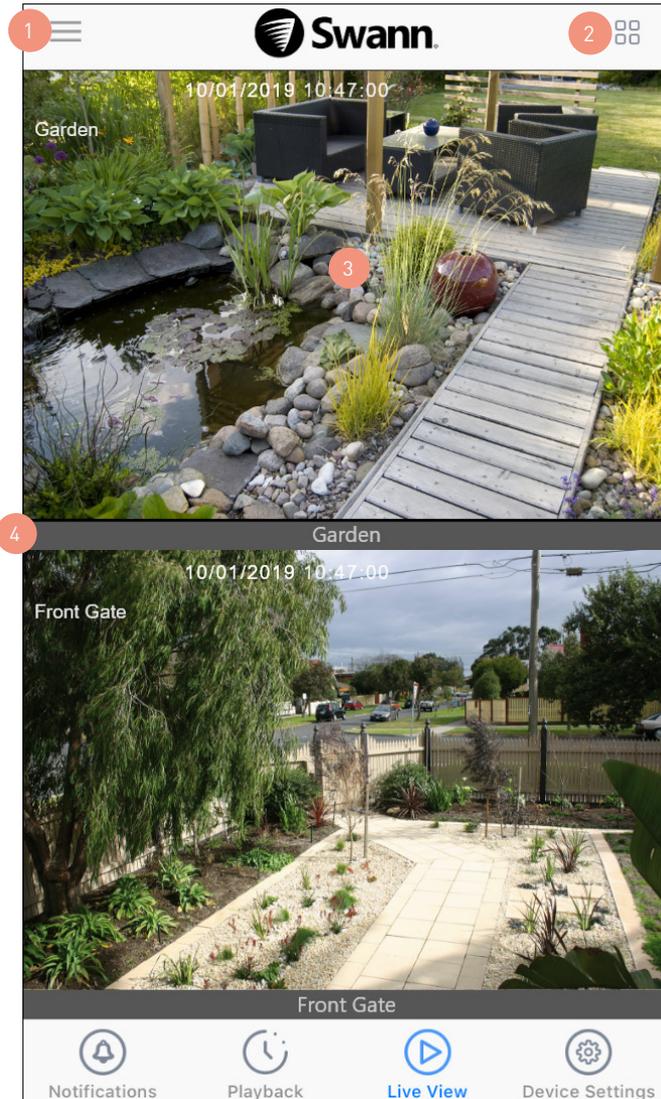
About the App Interface

Navigation Bar



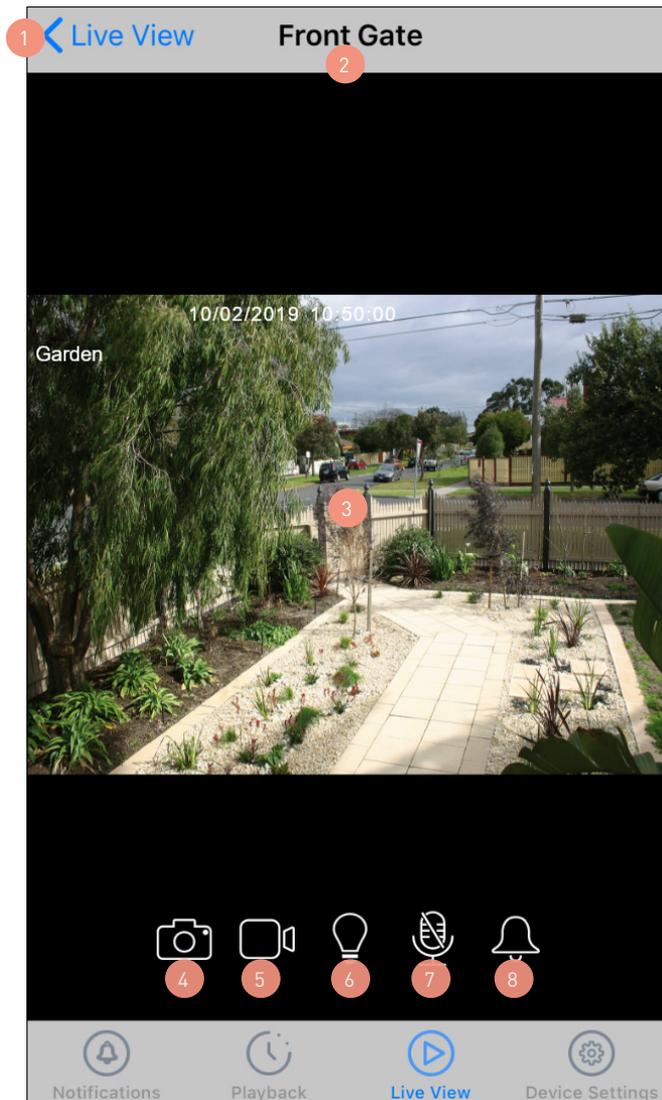
- 1 Tap to access the **Notifications** screen where you can view and manage push notifications from Swann Security. For more information, see "**Notifications**" on page 25.
- 2 Tap to access the video activity timeline where you can search and review motion and sound detection event clips that have been recorded by your devices. For more information, see "**Playback**" on page 24.
- 3 Tap to access the **Live View** screen where you can view live video from your devices.
- 4 Tap to access the **Device Settings** screen where you can find detailed technical information as well as configure various settings that are available for your devices.

Live View - CCTV System



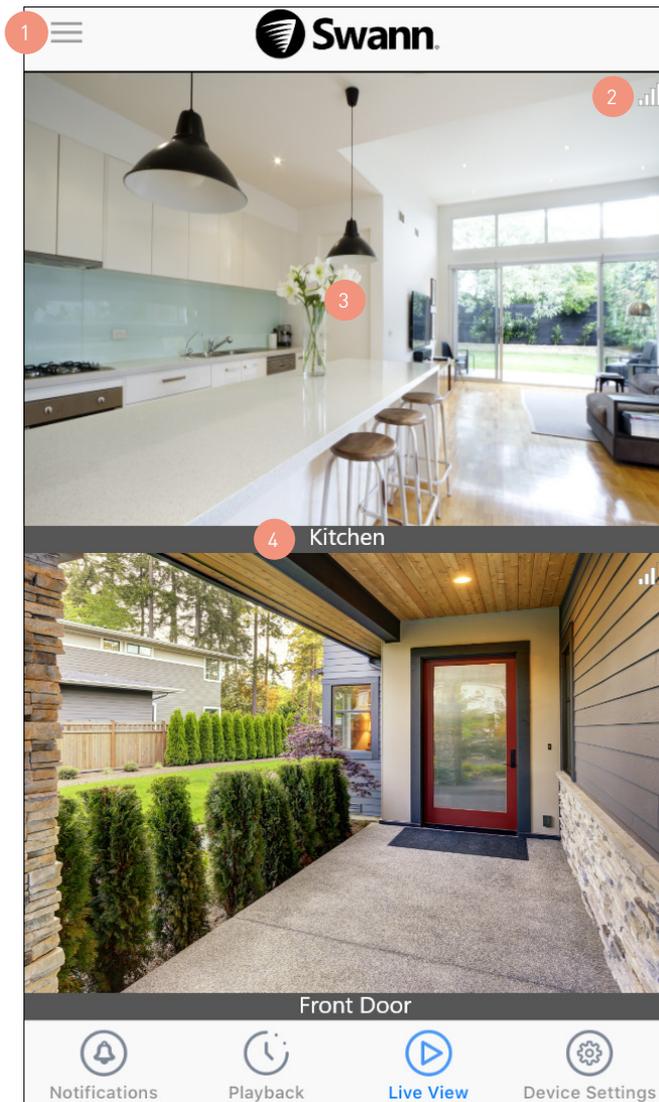
- 1 Open the menu where you can edit your account profile, pair a new device, download the app manual, and more. See "**Menu**" on page 26.
- 2 Toggle the layout of camera (channel) tiles in the viewing area between list and two-column grid views.
- 3 The viewing area.
 - Scroll up or down to see more camera (channel) tiles.
 - Double-tap a camera tile to watch live video from the selected camera (channel) on a separate single-camera screen where you can also take quick snapshots or video clips, and control the camera's spotlight (if available). See next page for details.
- 4 The camera (channel) name.

Live View - CCTV System



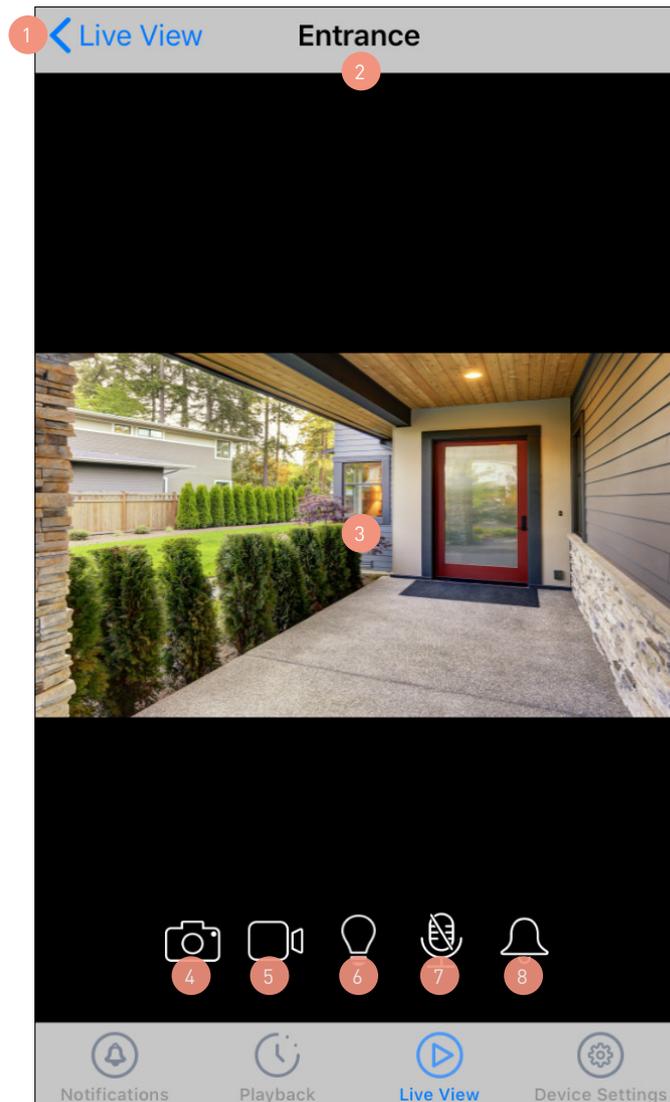
- 1 Return to the main live view screen.
- 2 The name of the camera (channel) displaying live video.
- 3 The video window. Swipe left or right to display live video from the previous or next camera channel. For landscape view (fullscreen), turn your phone sideways.
- 4 Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
- 5 Tap to start recording a video clip with the camera. Tap again to stop the recording. Each time you take a video clip, the clip is added to the **Recordings** section (**Menu > Recordings**) of the app.
- 6 Tap to turn on or off the camera's spotlight.
Note: This icon will not be shown if the camera is not capable of this function.
- 7 Tap to activate or deactivate the camera's 2-way audio mode. When activated, press and hold the **Push to talk** button located below the video window to talk. Release the **Push to talk** button to listen.
Note: This icon will not be shown if the camera is not capable of this function.
- 8 Tap to turn on or off the camera's built-in siren.
Note: This icon will not be shown if the camera is not capable of this function.

Live View - Alert Indoor Camera/Spotlight Outdoor Camera

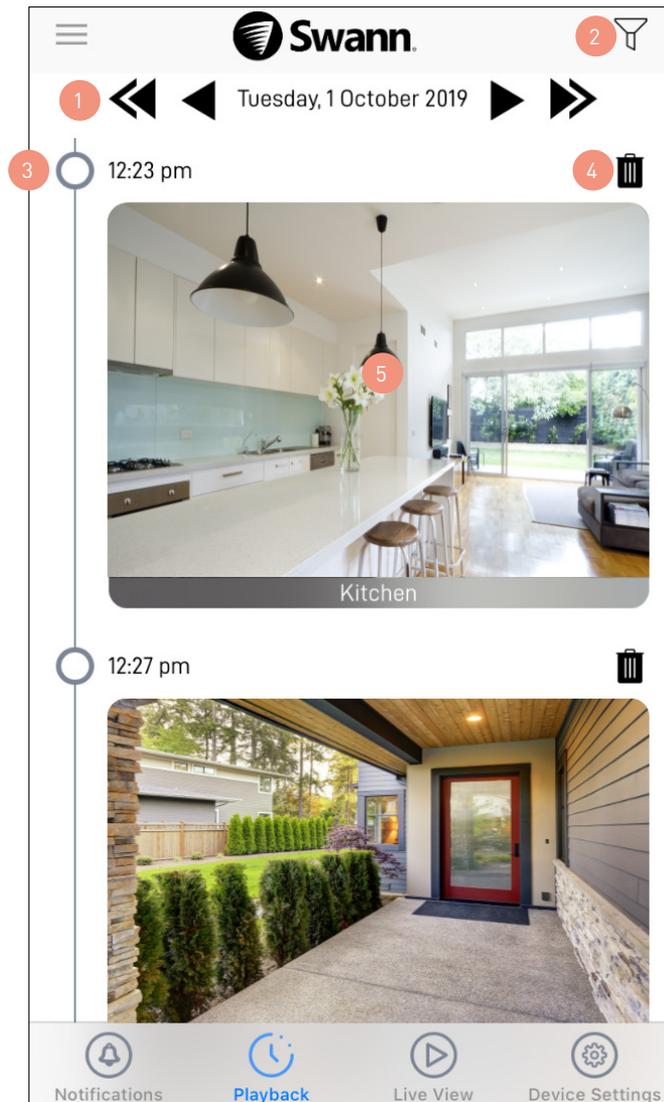


- 1 Open the menu where you can edit your account profile, pair another device, download the app manual, and more. See "**Menu**" on page 26.
- 2 The number of bars indicates the Wi-Fi signal strength of the camera. The more bars that are filled, the stronger the Wi-Fi connection. If showing only 1 or 2 bars, try moving the camera to a few different spots to see if you can get a better signal for better streaming performance.
- 3 The viewing area.
 - Scroll up or down to see more camera tiles.
 - Double-tap a camera tile to watch live video from the selected camera on a separate single-camera screen where you can also take quick snapshots or video clips, listen to live audio, and use 2-way audio. See next page for details.
- 4 The camera name. By default, the camera is given the name "Swann" when it is paired for the first time. You can easily change the name of your camera via the **Device Settings** tab.

Live View - Alert Indoor Camera/Spotlight Outdoor Camera

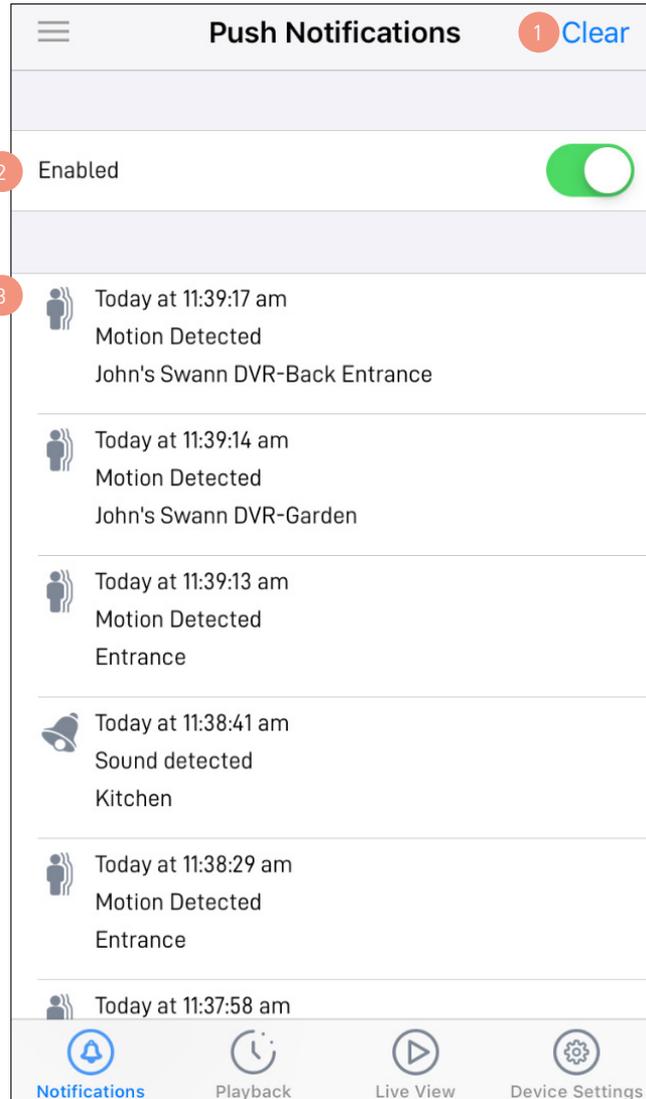


- 1 Return to the main live view screen.
- 2 The name of the camera displaying live video.
- 3 The video window. Swipe left or right for live video from the previous or next camera, if available. You can turn your phone sideways for landscape view (fullscreen).
- 4 Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
- 5 Tap to start recording a video clip with the camera. Tap again to stop the recording. Each time you take a video clip, the clip is added to the **Recordings** section (**Menu > Recordings**) of the app.
- 6 **[Spotlight Outdoor Camera only]** Tap to turn on or off the camera's spotlights.
- 7 Tap to turn on the 2-way audio and talk to visitors through the camera's speaker. Tap again to turn off.
- 8 Tap to turn on or off the camera's built-in siren.
Note: If the camera's built-in siren has been triggered automatically by a motion or sound event, you can manually turn it off by tapping this icon twice.



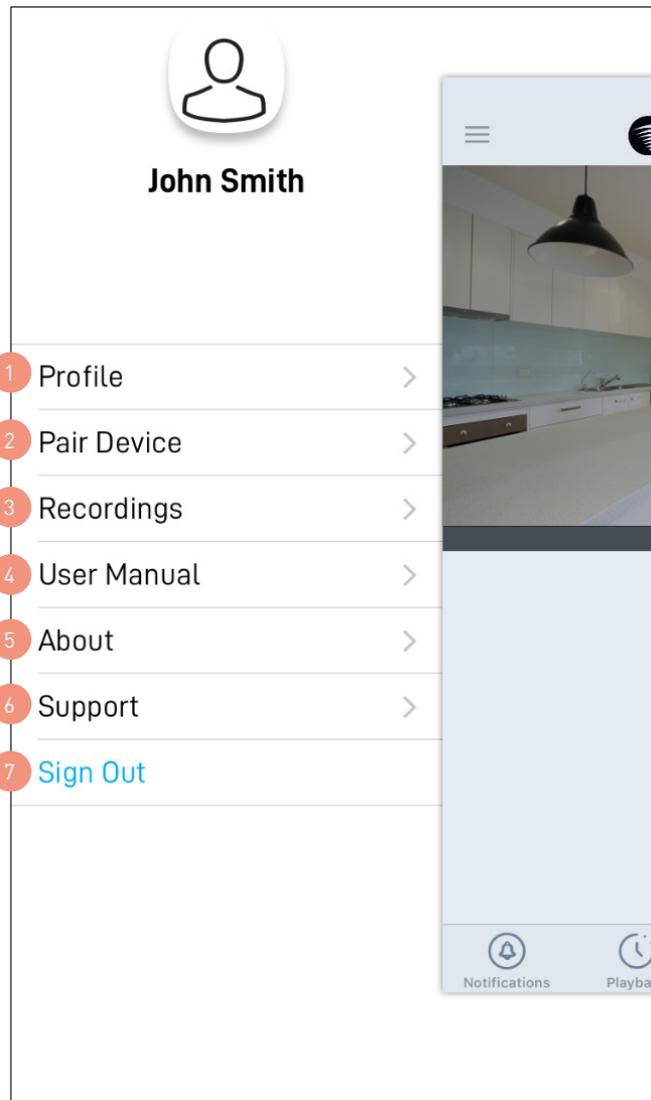
- 1 Tap the left or right arrows to view the previous or following day or month's video timeline of events for all of your devices currently online.
- 2 You can filter and sort events displayed on the video timeline to help you quickly find specific events that you want to review by showing a smaller subset of events. Events can be filtered by device type and time period, and sorted from oldest to newest (AM-PM) or newest to oldest (PM-AM).
- 3 Each event dot shows the time the event was recorded. Scroll up or down to see more events.
- 4 Tap the **Bin** icon to delete the event and the recorded video. Please note that once an event has been deleted, it cannot be recovered.
- 5 Tap the event thumbnail to playback the recorded video clip.
Note: Certain devices may only display a generic event thumbnail.

Notifications

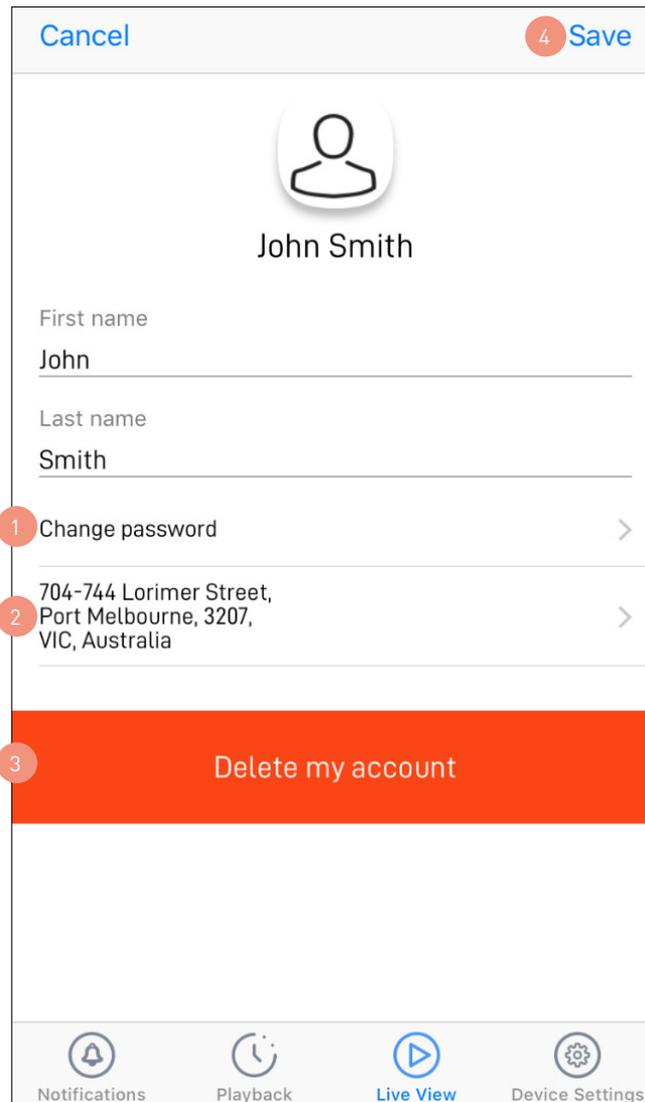


- 1 Tap to clear all the notifications displayed in the Notifications area below.
- 2 Tap to turn on or off push notifications from Swann Security. Depending on the type of device you have, you can receive push notifications for:
 - Motion detection
 - Sound detection
 - Human detection
 - Device status (Online, Offline, Restart, Low Wi-Fi signal, Firmware upgrade)

Note: To receive push notifications from Swann Security, you must allow Swann Security to access notifications on your phone (via **Settings** > **Notifications** > **Swann Security** > toggle **Allow Notifications ON**).
- 3 The Notifications area displays the history of device activity while the Swann Security app is open in the foreground of your phone. Scroll up or down to view more notifications, sorted by date and time.

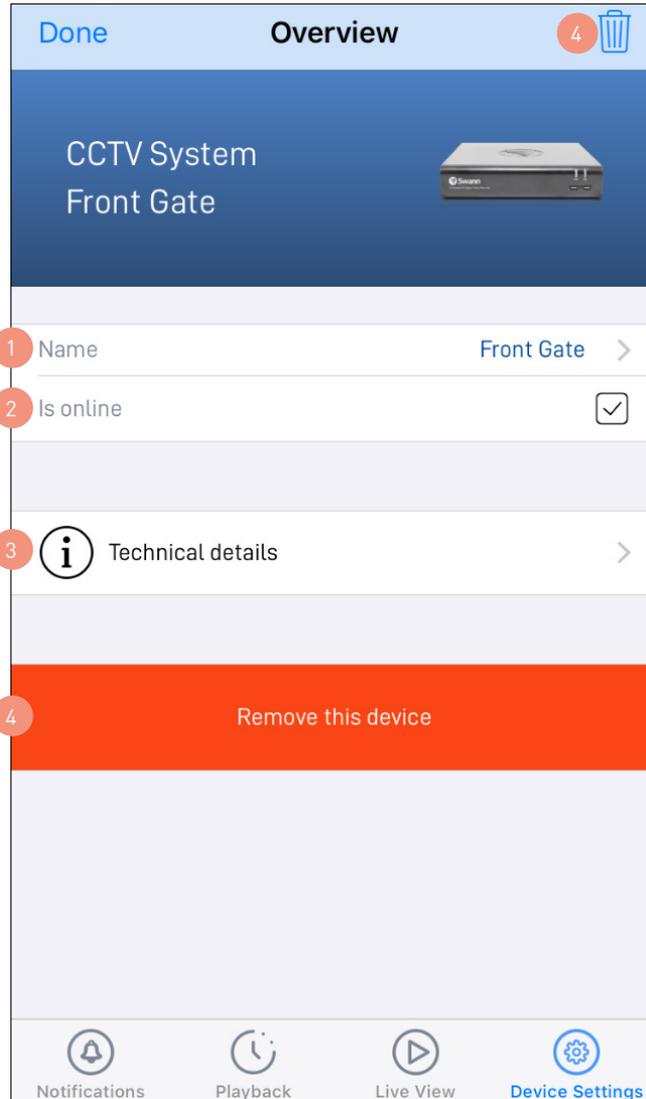


- 1 Update your profile name, account password, and location. See **"Profile" on page 27**.
- 2 Pair a new Swann device to your Swann Security account or re-pair an existing Swann device (to update the Wi-Fi information).
- 3 View, share, and delete video clips that were captured manually during live view. See **"Managing your App Recordings" on page 38**.
- 4 Download the app user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on the App Store).
- 5 Display the application version information and access the terms of service and privacy policy relating to the Swann Security app.
- 6 Open the Swann Support Center website on your phone's web browser.
- 7 Sign out of the Swann Security app.



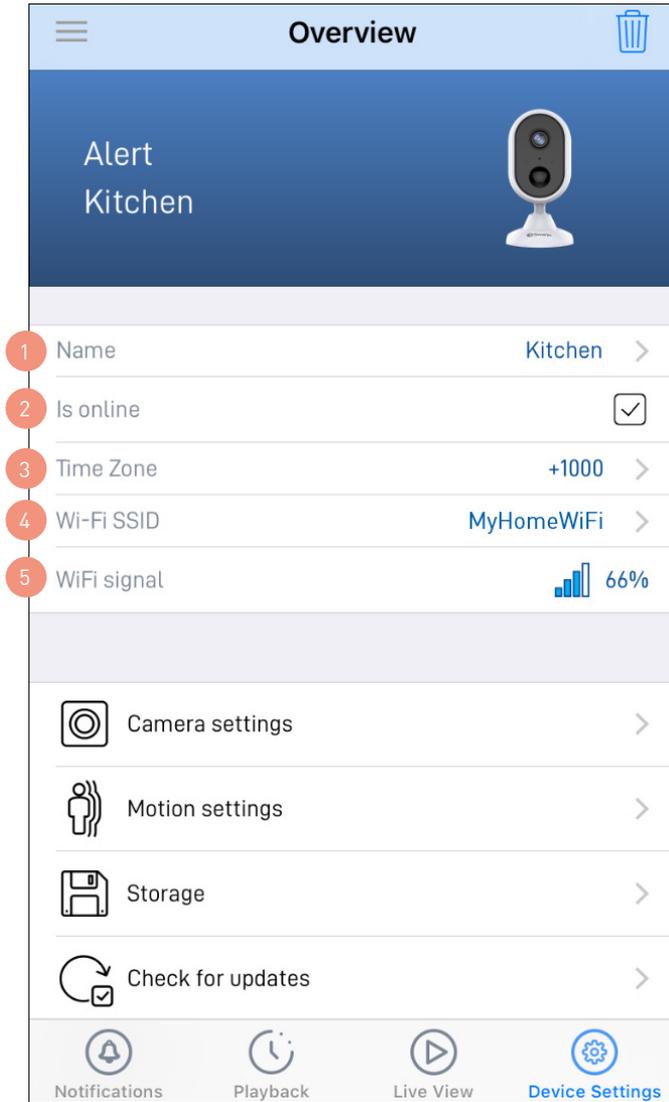
- 1 Tap > to change your Swann Security account login password.
- 2 Tap > to change your address.
- 3 Tap to delete your Swann Security account. A confirmation link will be sent to your registered email address. Open the link to confirm that you want to permanently delete your account.
- 4 Tap to save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

Device Settings Overview - CCTV System



- 1 The name of the camera channel on your CCTV system. Tap > to change it. If you rename the camera channel on the app, it will also be automatically reflected on your CCTV system.
- 2 The current connection state of your CCTV system.
- 3 View technical information about your CCTV system such as the model name, software (firmware) version, device ID, MAC address, and network IP address.
Note: The CCTV system's MAC address—a unique 12-character hardware ID assigned to the device—can be used to reset the password on your device locally (available for certain models only. Refer to your CCTV system's instruction manual).
- 4 Tap to remove (unpair) the CCTV system from your Swann Security account. In some cases, you might need to unpair your CCTV system. For example, if you want to use your camera with a different Swann Security account or if you give away your CCTV system to a family member, you need to unpair first. Please note that once the CCTV system is unpaired, all event clips related to the CCTV system will no longer be available on the app.

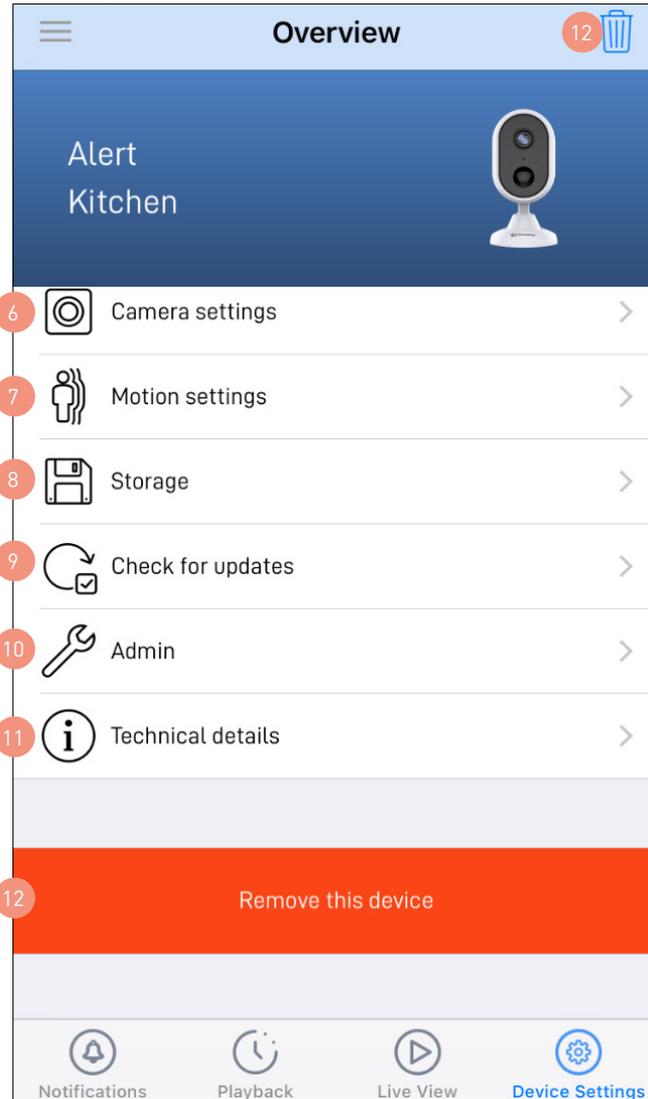
Device Settings Overview - Alert Indoor Camera



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

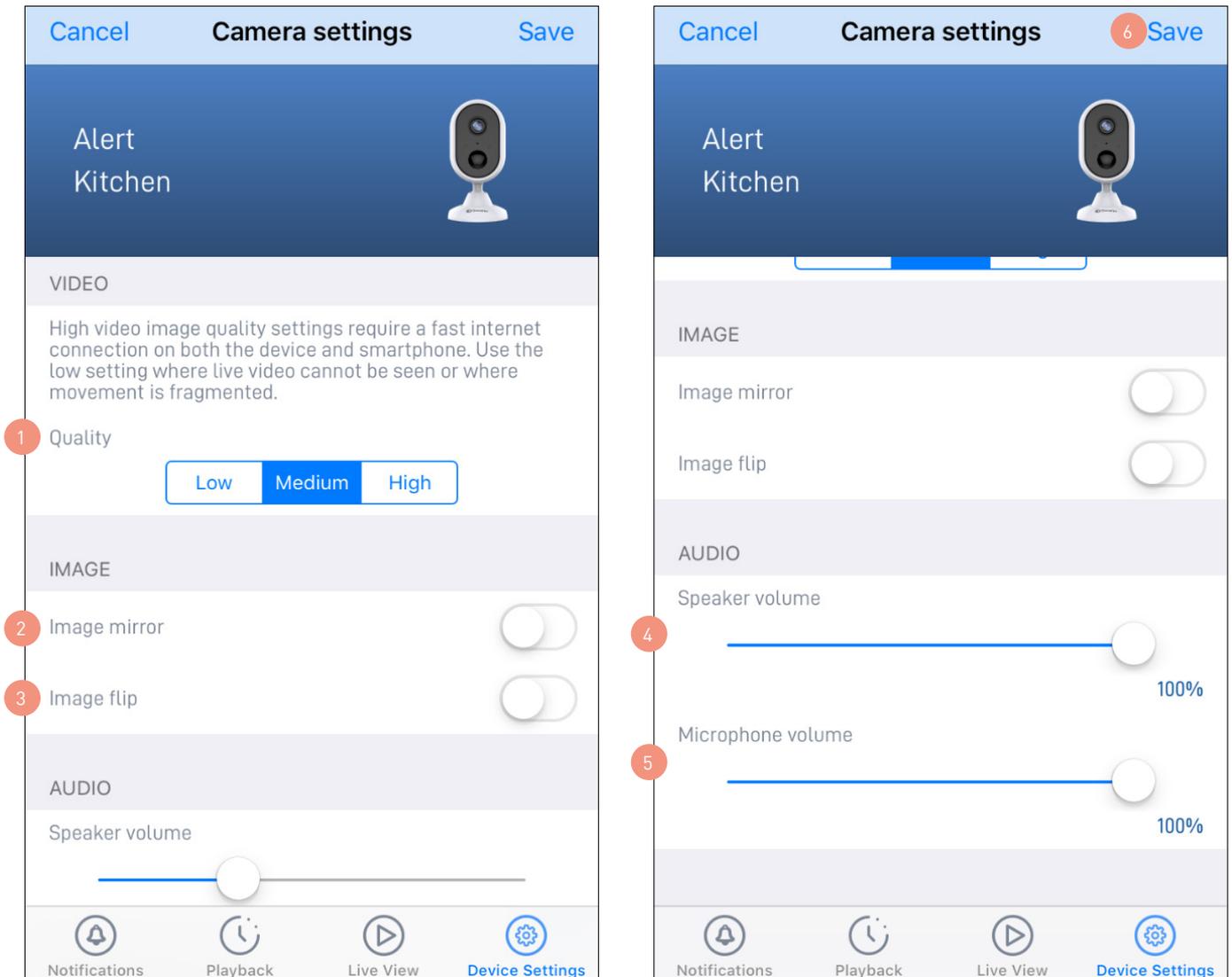
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Device Settings Overview - Alert Indoor Camera



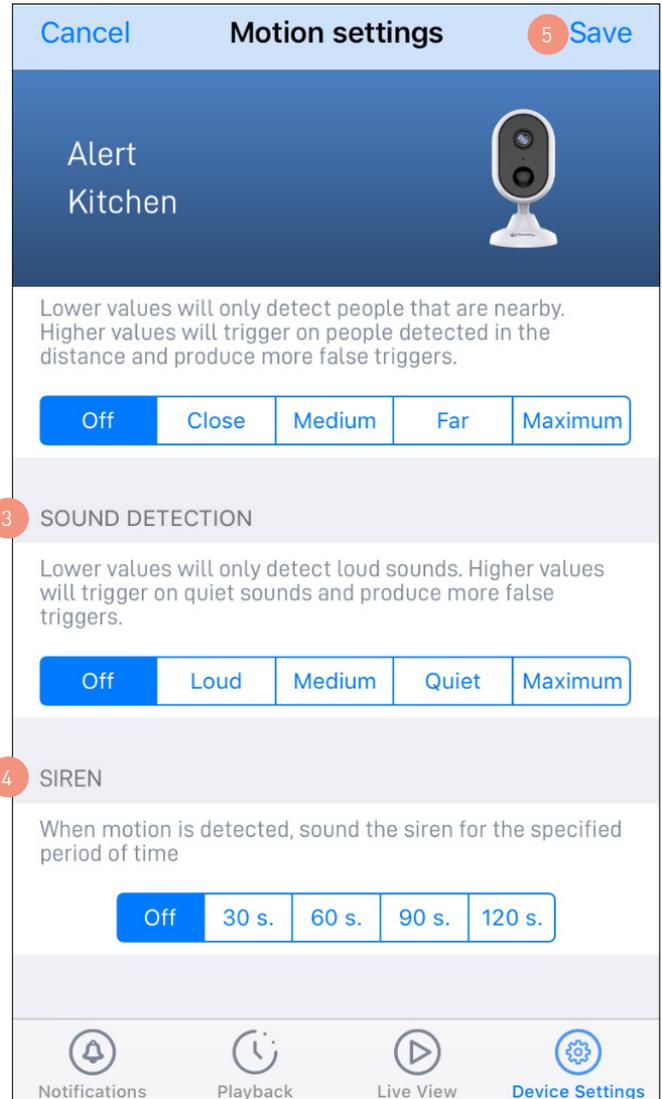
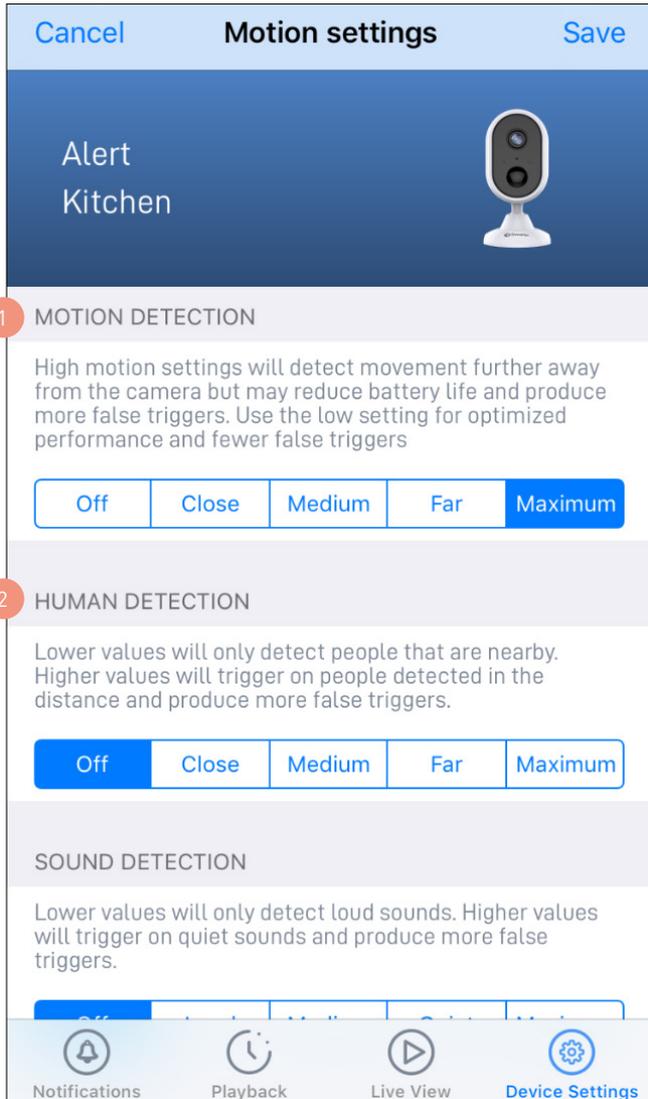
- 6 Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See "[Camera Settings - Alert Indoor Camera](#)" on page 31.
- 7 Adjust the camera's detection sensitivity settings for motion detection, human detection, and sound detection. See "[Motion Settings - Alert Indoor Camera](#)" on page 32.
- 8 Access up to the last 2 days of event clips (space permitting) stored on the camera's internal memory. When the camera's internal memory is full, the oldest clips will be overwritten.
Note: You can also clear the camera's internal memory completely permanently deleting all local recordings. To do this, scroll all the way to the bottom of the Storage screen and tap the **Format storage** button.
- 9 Check for camera firmware updates. Updated firmware may from time to time be available for your camera. These updates improve the performance, security, and functionality of your camera.
- 10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default.
- 11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.
- 12 Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair first. Please note that once the camera is unpaired, all event clips related to the camera will no longer be available in the app.

Camera Settings - Alert Indoor Camera



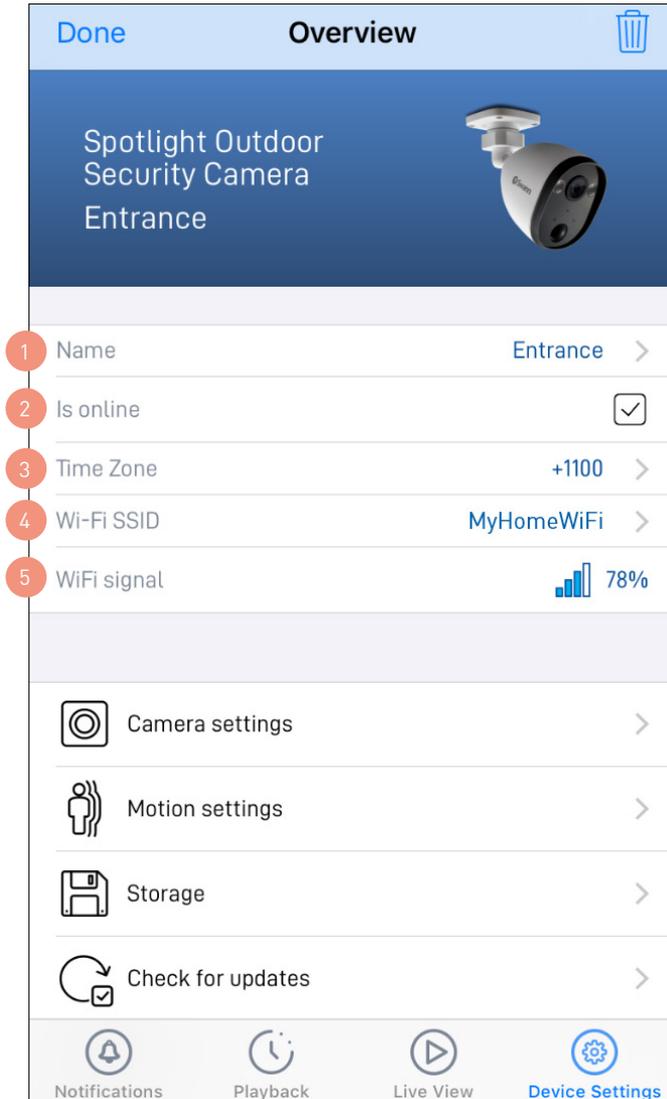
- 1 Adjust the quality of the live video stream. If you find that the camera is taking awhile to start streaming, this may be caused by the slow internet speed on your phone (poor cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the Low setting which may help improve loading times and provide smoother video streaming. The Low setting can also help limit data consumption on your mobile device.
Note: This setting does not affect the video quality of event clips as they are always captured in highest resolution.
- 2 Lets you horizontally reverse the orientation of the camera's video display.
- 3 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
- 4 Adjust the camera's speaker volume. You can also turn the camera's speaker off by sliding the level all the way to the left. Please note that decreasing the speaker volume level will also reduce the volume of the built-in siren.
- 5 Adjust the camera's microphone volume. You can also turn the camera's microphone off by sliding the level all the way to the left. Please note that decreasing the microphone volume level will also reduce the sound detection sensitivity.
- 6 Apply any changes you've made to the settings.

Motion Settings - Alert Indoor Camera



- 1 Select the motion sensitivity level to optimize motion detection recordings for your home environment. Higher sensitivity settings will detect movement further away from the camera. Use the lower settings to reduce detection range and minimize unwanted recordings. Selecting **Off** turns off motion detection completely.
- 2 Receive alerts when the camera detects a person present in the motion event. The higher the human detection sensitivity, the more sensitive the camera is in distinguishing between human silhouettes and other motion objects further away. Selecting **Off** turns off human detection completely. Please note that, to use this feature, the motion detection sensitivity setting (above) must not be **Off**.
- 3 Select the sound sensitivity level needed to trigger recordings. Higher sensitivity settings will detect even the quietest of sounds like whispers or rustling leaves further away. Use the lower settings to only detect loud noises like vacuums or alarm clocks. Every home environment is unique, so we recommend experimenting with the sound detection sensitivity levels to find out which works best for yours. Selecting **Off** turns off sound detection completely.
- 4 Select how long the siren will sound when the camera detects motion or sound activity.
Note: Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.
- 5 Apply any changes you've made to the camera's detection settings.

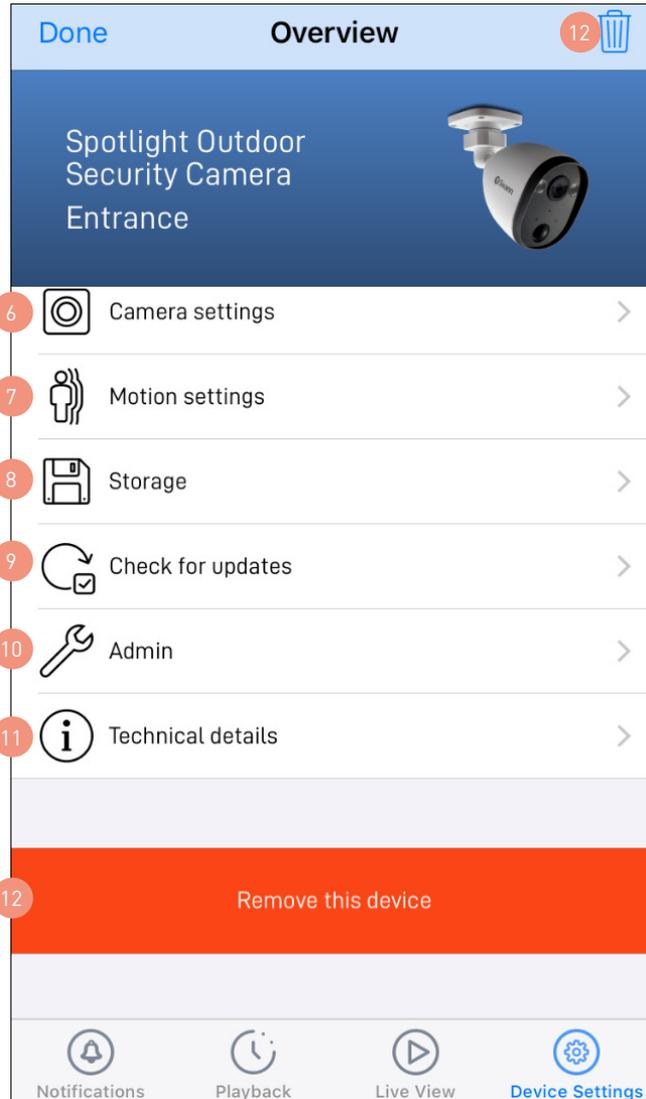
Device Settings Overview - Spotlight Outdoor Camera



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

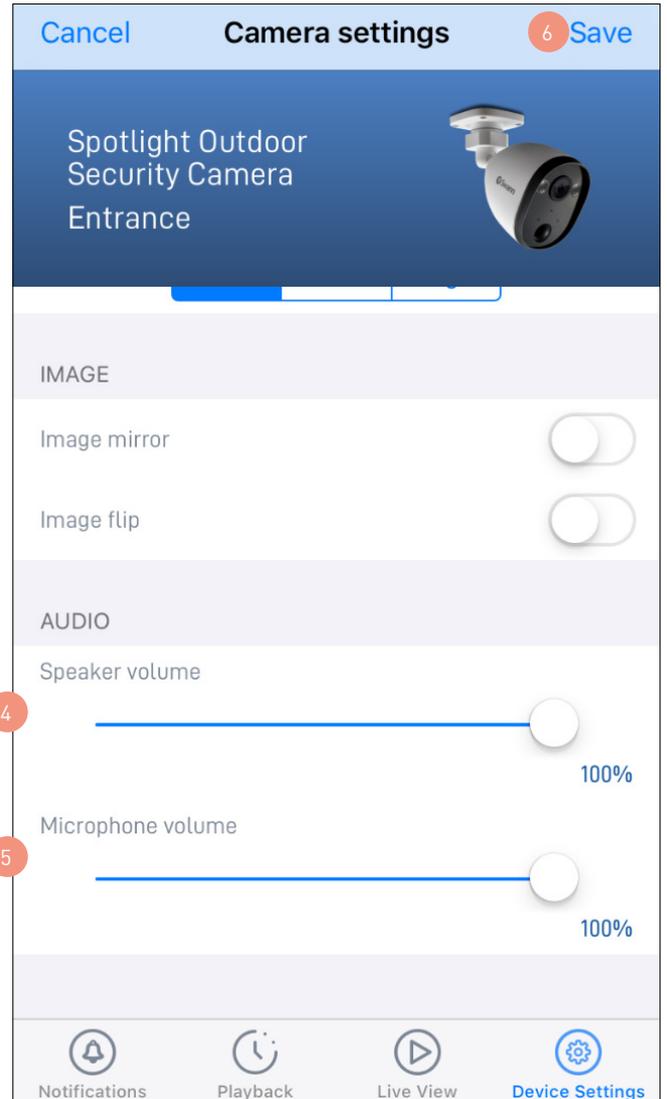
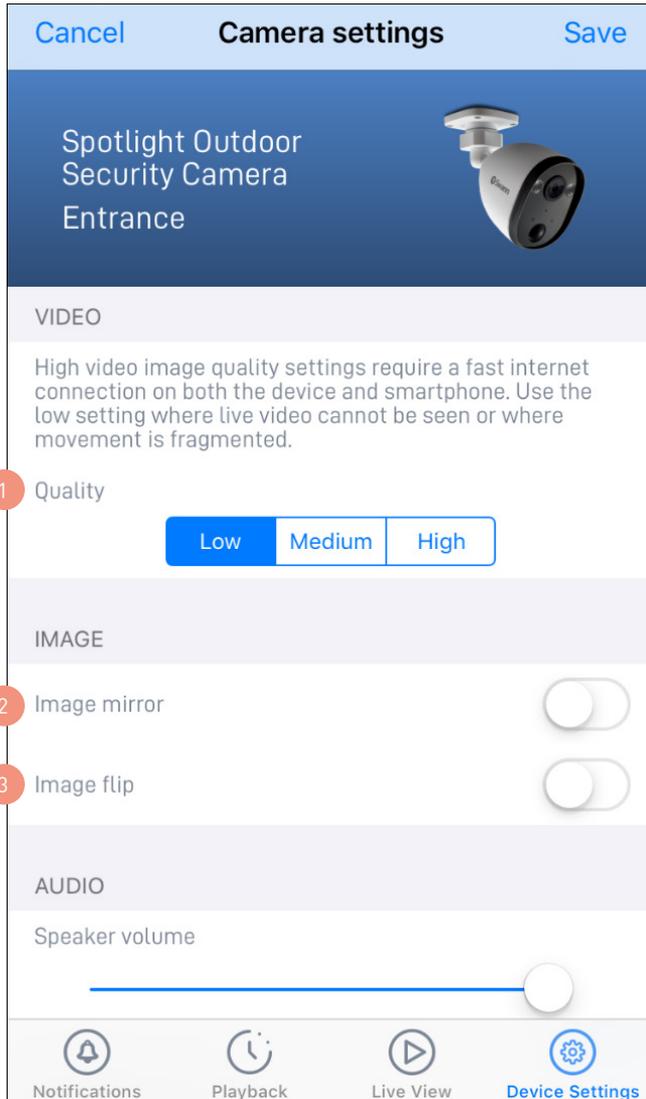
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Device Settings Overview - Spotlight Outdoor Camera



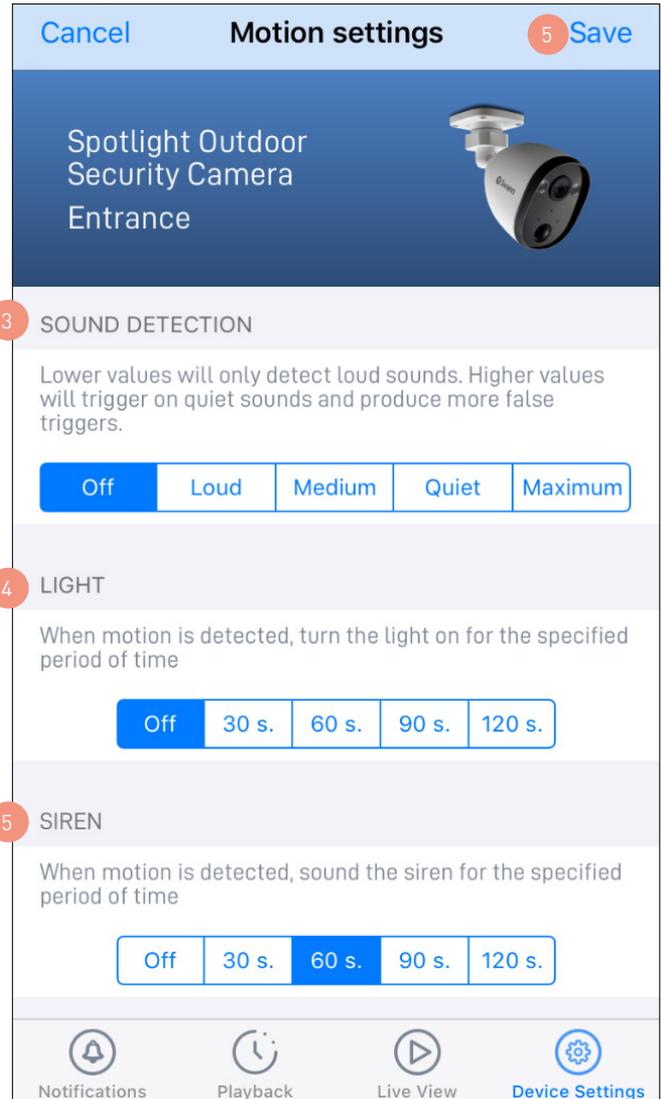
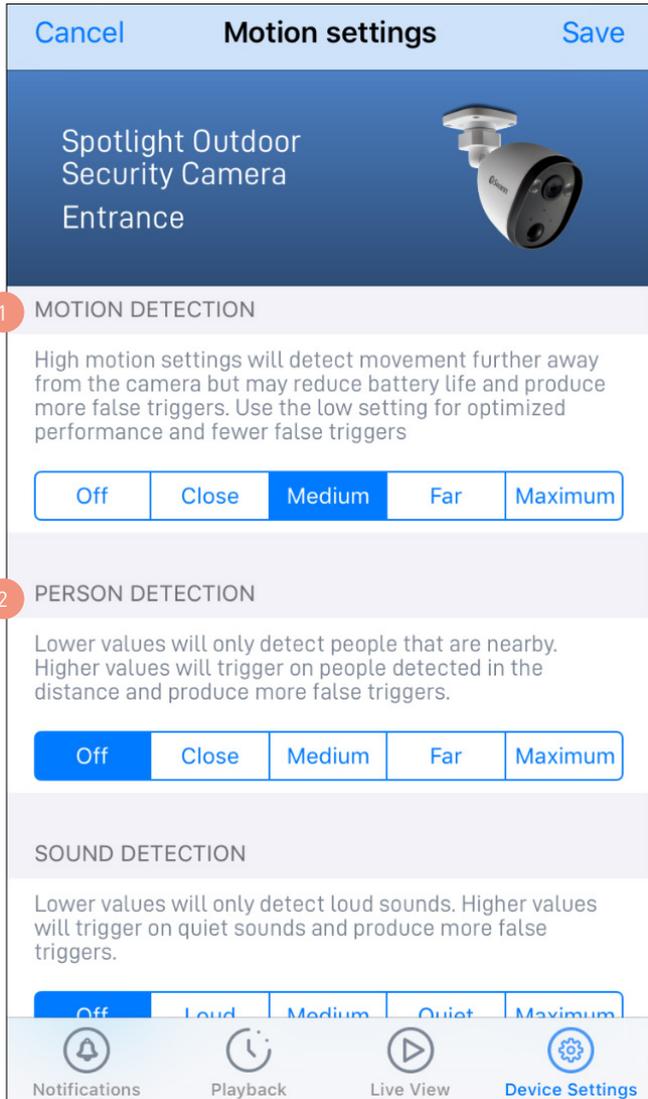
- 6 Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See "[Camera Settings - Spotlight Outdoor Camera](#)" on page 35.
- 7 Adjust the camera's detection sensitivity settings for motion detection, human detection, and sound detection. See "[Motion Settings - Spotlight Outdoor Camera](#)" on page 36.
- 8 Access up to the last 2 days of event clips (space permitting) stored on the camera's internal memory. When the camera's internal memory is full, the oldest clips will be overwritten.
Note: You can also clear the camera's internal memory permanently deleting all local recordings. To do this, scroll all the way to the bottom of the Storage screen and tap the **Format storage** button.
- 9 Check for camera firmware updates. Updated firmware may from time to time be available for your camera. These updates improve the performance, security, and functionality of your camera.
- 10 Perform general maintenance such as rebooting the camera, restoring default settings, and factory reset.
Note: Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default.
- 11 View technical information about the camera such as the model name, firmware version, MAC address, and Wi-Fi IP address.
- 12 Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair first. Please note that once the camera is unpaired, all event clips related to the camera will no longer be available in the app.

Camera Settings - Spotlight Outdoor Camera



- 1 Adjust the quality of the live video stream. If you find that the camera is taking awhile to start streaming, this may be caused by the slow internet speed on your phone (poor cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the Low setting which may help improve loading times and provide smoother video streaming. The Low setting can also help limit data consumption on your mobile device.
Note: This setting does not affect the video quality of event clips as they are always captured in highest resolution.
- 2 Lets you horizontally reverse the orientation of the camera's video display.
- 3 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
- 4 Adjust the camera's speaker volume. You can also turn the camera's speaker off by sliding the level all the way to the left. Please note that decreasing the speaker volume level will also reduce the volume of the built-in siren.
- 5 Adjust the camera's microphone volume. You can also turn the camera's microphone off by sliding the level all the way to the left. Please note that decreasing the microphone volume level will also reduce the sound detection sensitivity.
- 6 Apply any changes you've made to the settings.

Motion Settings - Spotlight Outdoor Camera

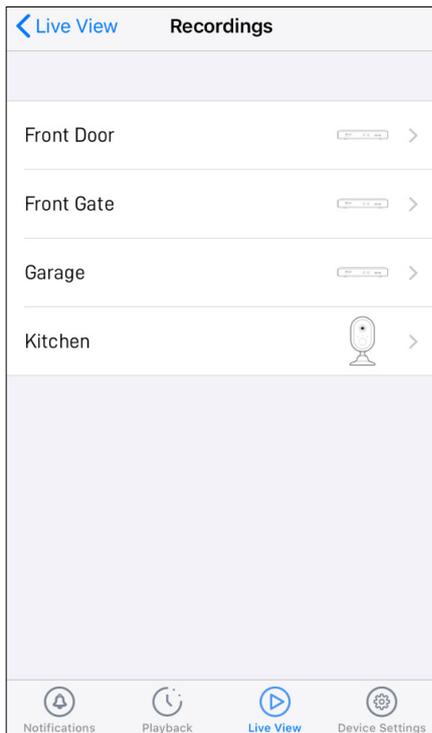


- 1 Select the motion sensitivity level to optimize motion detection recordings for your home environment. Higher sensitivity settings will detect movement further away from the camera. Use the lower settings to reduce detection range and minimize unwanted recordings. Selecting **Off** turns off motion detection completely.
- 2 Receive alerts when the camera detects a person present in the motion event. The higher the human detection sensitivity, the more sensitive the camera is in distinguishing between human silhouettes and other motion objects further away. Selecting **Off** turns off human detection completely. Please note that, to use this feature, the motion detection sensitivity setting (above) must not be **Off**.
- 3 Select the sound sensitivity level needed to trigger recordings. Higher sensitivity settings will detect even the quietest of sounds like whispers or rustling leaves further away. Use the lower settings to only detect loud noises like vacuums or alarm clocks. Every home environment is unique, so we recommend experimenting with the sound detection sensitivity levels to find out which works best for yours. Selecting **Off** turns off sound detection completely.
- 4 Select how long the spotlights will stay on when triggered by motion or sound activity detection during night time. **Note:** The camera's built-in night detection sensor, which reads the ambient brightness levels, will automatically keep the spotlights off during daytime to conserve electricity and make your spotlights last longer. You can still manually turn on the spotlights during the day using the light control icon during live view.
- 5 Select how long the siren will sound when the camera detects motion or sound activity. **Note:** Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.
- 6 Apply any changes you've made to the camera's detection settings.



Appendix

Managing your App Recordings

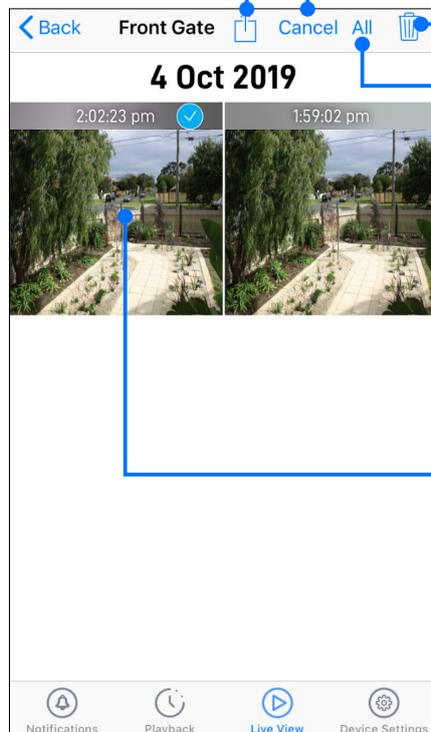
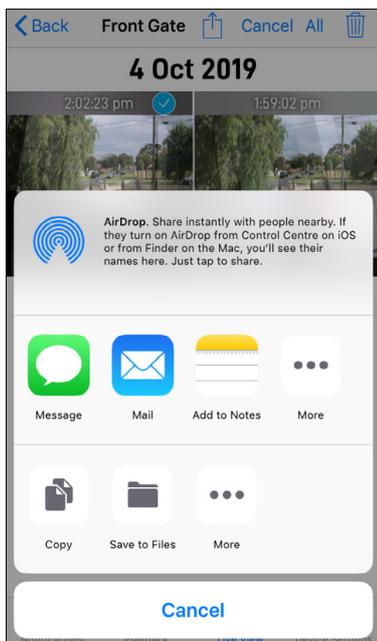


From the Recordings (**Menu > Recordings**) screen, select your device.



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

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



Tap to deselect all recordings.

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

Tap to select all recordings.

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

Frequently Asked Questions - General

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

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

Can I access my 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 camera can be registered to another Swann Security account.

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

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

You can view your recordings in the app via **Menu > Recordings**. See "**Managing your App Recordings**" on page 38.

How do I get alerts on my phone?

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

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

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

Why is live video from my devices slow to load?

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

Frequently Asked Questions - Alert Indoor Camera

Can I use my camera without an internet connection?

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

Why am I getting false motion events?

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

Is it possible to manually turn off the camera's siren that has been triggered by motion or sound detection?

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

How long is a camera event clip?

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

Why can't I hear anything in the camera event clips?

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

How far back can I review my camera's event history in the Playback screen?

Swann Security provides free basic cloud storage for your camera. The video activity timeline (in the **Playback** tab) will display up to the last 7 days of event clips that your camera have recorded.

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

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

If the old Wi-Fi router is no longer operating, go to **Menu > Pair Device** and perform the pairing procedure again. You do not need to delete the camera from your account. You can also just re-pair your camera if the Wi-Fi network name or password on the router has been changed.



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

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