



# **SAFE by Swann App Manual**

SWWHD-INTCAM

SWWHD-INDCAM

SWWHD-OUTCAM



# Contents

## Getting Started

|  |    |
|--|----|
| Installing the SAFE by Swann App .....           | 5  |
| Creating a SAFE by Swann Account .....           | 6  |
| Pairing the Camera .....                         | 7  |
| Swann Smart Security Camera (SWWHD-INTCAM) ..... | 8  |
| Swann Indoor Camera (SWWHD-INDCAM) .....         | 10 |
| Swann Outdoor Camera (SWWHD-OUTCAM) .....        | 12 |
| Setting the Camera Date and Time .....           | 14 |
| Updating the Camera Firmware .....               | 15 |

## About the App Interface

|  |    |
|--|----|
| The Camera Dashboard .....                           | 18 |
| The Camera Dashboard: Layout .....                   | 19 |
| The Live View Screen .....                           | 20 |
| The Activity Screen .....                            | 21 |
| The Playback Screen .....                            | 22 |
| The Menu .....                                       | 23 |
| The Profile Screen .....                             | 24 |
| The Cameras Settings Screen .....                    | 25 |
| The Cameras Settings Screen: Settings Tab .....      | 26 |
| The Cameras Settings Screen: Subscriptions Tab ..... | 30 |
| The Cameras Settings Screen: About Tab .....         | 31 |

## Camera Maintenance

|  |    |
|--|----|
| Changing the Wi-Fi Network.....            | 34 |
| Resetting the Camera.....                  | 36 |
| Turning Off the Camera (SWWHD-INTCAM)..... | 37 |
| Factory Resetting the Camera.....          | 38 |
| Removing the Camera from your Account..... | 39 |

## Tips & FAQs

|                                 |    |
|---------------------------------|----|
| LED Indicator Guide.....        | 41 |
| Troubleshooting.....            | 42 |
| Frequently Asked Questions..... | 43 |

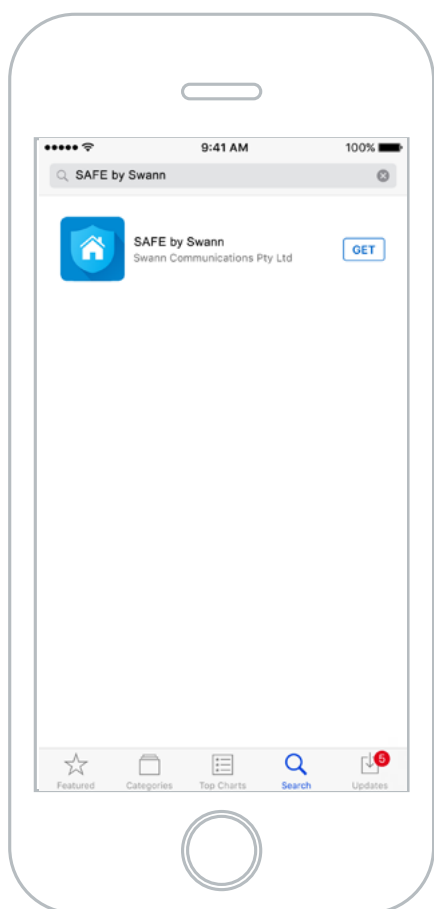


# Getting Started



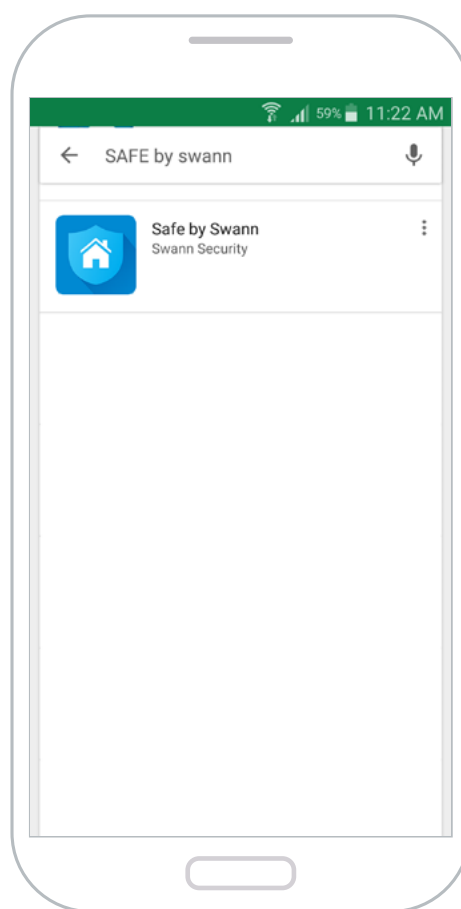
# Installing the SAFE by Swann App

## iOS



If you have an Apple iPhone, download the latest version of the SAFE by Swann app from the Apple App Store.

## Android



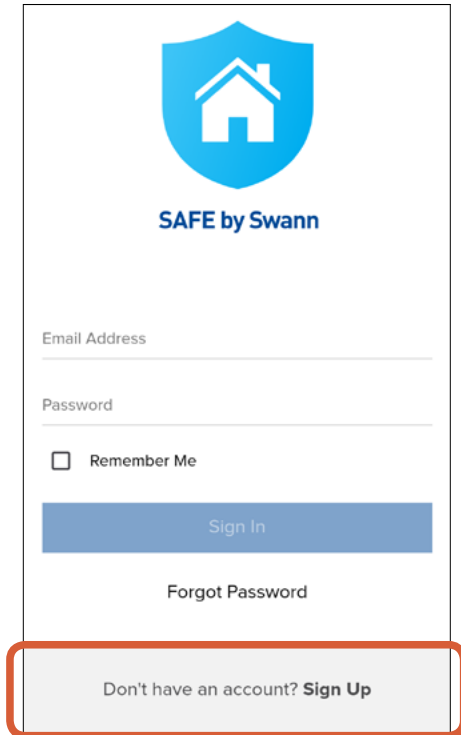
If you have an Android smartphone, download the latest version of the SAFE by Swann app from Google Play™ (tap Apps > Play Store).



**SAFE by Swann**

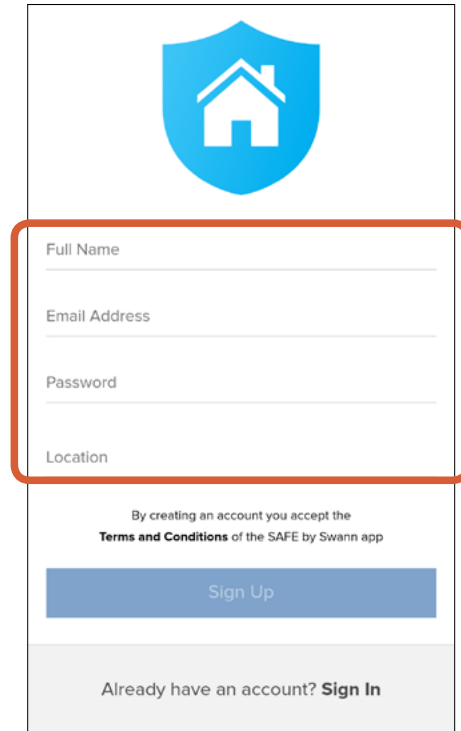
After installation completes, the SAFE by Swann app icon will appear on your smartphone's Home screen or Apps screen. Tap the icon to open the app.

# Creating a SAFE by Swann Account



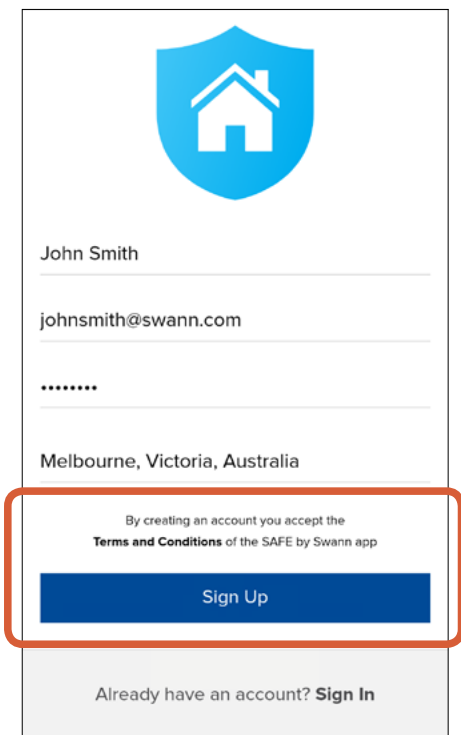
The image shows the 'SAFE by Swann' sign-in screen. At the top is a blue shield icon with a white house. Below it, the text 'SAFE by Swann' is displayed. There are input fields for 'Email Address' and 'Password'. A checkbox labeled 'Remember Me' is present. A blue 'Sign In' button is centered below the fields. Below the button is a link for 'Forgot Password'. At the bottom, a grey button with the text 'Don't have an account? Sign Up' is highlighted with an orange border.

At the bottom of the screen, tap **Don't have an account? Sign Up**.



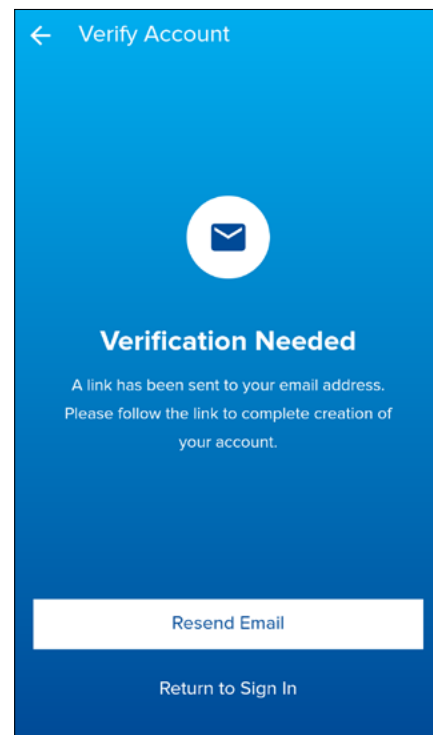
The image shows the 'SAFE by Swann' sign-up screen. It features the same blue shield icon and 'SAFE by Swann' text. Below are input fields for 'Full Name', 'Email Address', 'Password', and 'Location'. A blue 'Sign Up' button is centered below the fields. Below the button is a link for 'Already have an account? Sign In'. The entire sign-up form area is highlighted with an orange border.

Enter your name, email address, and a password for your new account. To enter your location, tap **Location**, type in the name of your city in the search bar, then select the desired city from the search results.



The image shows the 'SAFE by Swann' sign-up screen with user details filled in. The fields contain: 'John Smith', 'johnsmith@swann.com', a masked password '.....', and 'Melbourne, Victoria, Australia'. Below the fields is a blue 'Sign Up' button, which is highlighted with an orange border. Below the button is a link for 'Already have an account? Sign In'.

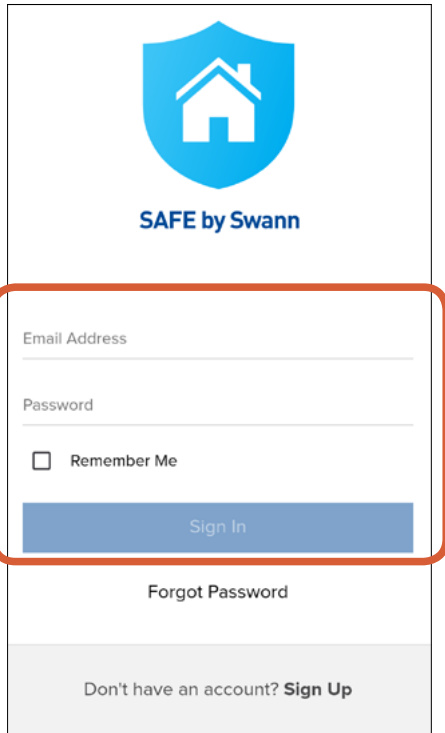
Read the "SAFE by Swann Terms and Conditions", then tap **Sign Up** to accept the terms and conditions and create your account.



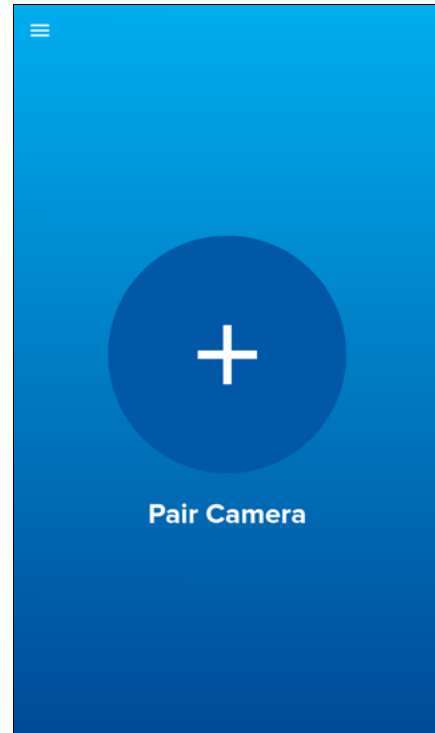
The image shows the 'Verify Account' screen. It has a blue background with a white envelope icon in a circle at the top. Below the icon, the text reads 'Verification Needed' and 'A link has been sent to your email address. Please follow the link to complete creation of your account.' At the bottom, there is a white button labeled 'Resend Email' and a link for 'Return to Sign In'.

Check your email inbox for a verification email from SAFE by Swann. Open the link provided in the email to validate your email address and activate your account. If you don't receive the verification email within a few minutes of signing up, check your Junk folder or tap **Resend Email** to receive another verification email.

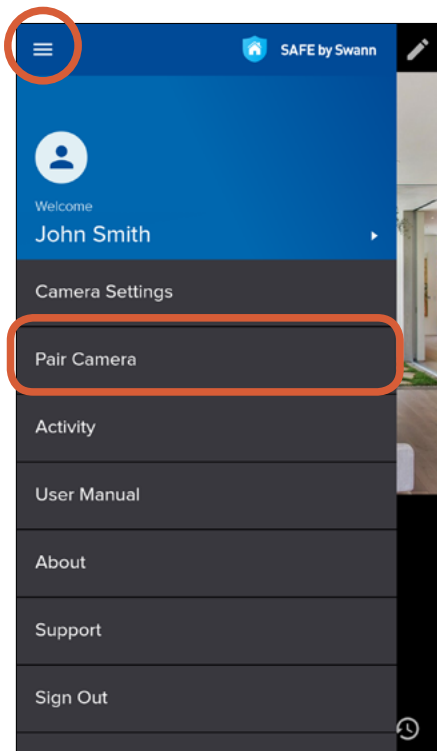
# Pairing the Camera



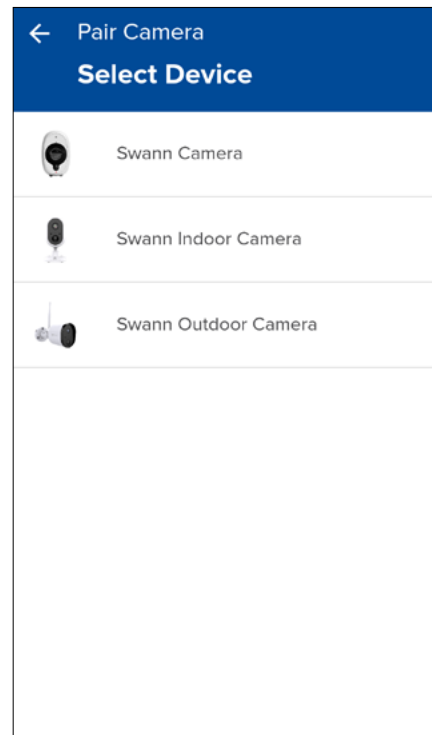
Sign in with your SAFE by Swann account information. Select the **Remember Me** checkbox if you want the app to remember your login credentials and sign in automatically the next time you open it.



If this is the first time you're pairing a camera, tap the + **Pair Camera** button.



You can also pair more cameras (one at a time) to your account by opening the menu and selecting the **Pair Camera** option.

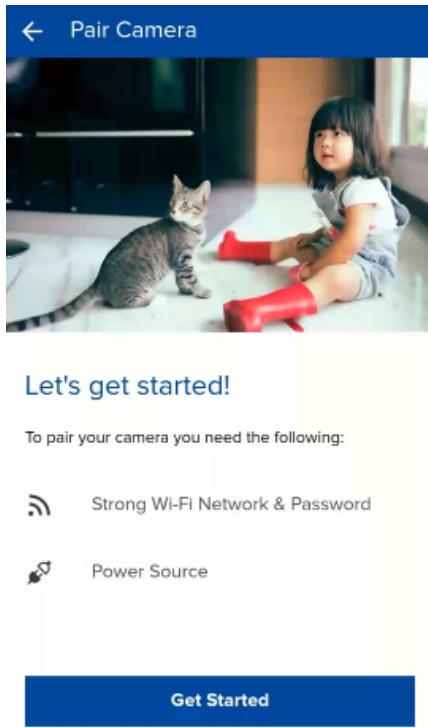


Select the camera that you want to pair:

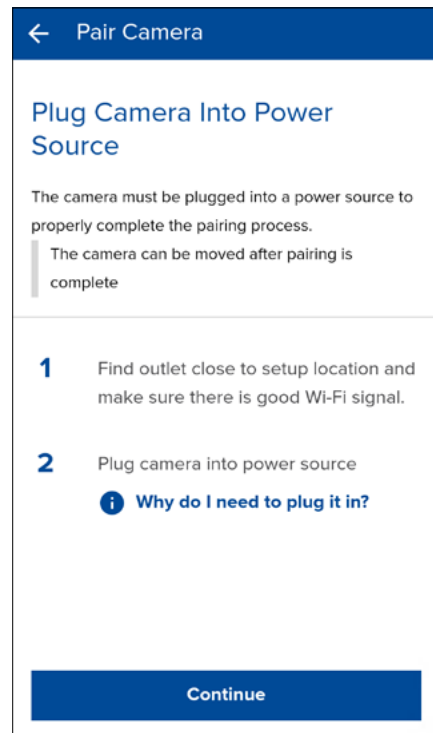
- Swann Smart Security Camera (SWWHD-INTCAM), go to [page 8](#).
- Swann Indoor Camera (SWWHD-INDCAM), go to [page 10](#).
- Swann Outdoor Camera (SWWHD-OUTCAM), go to [page 12](#).

# Pairing the Camera

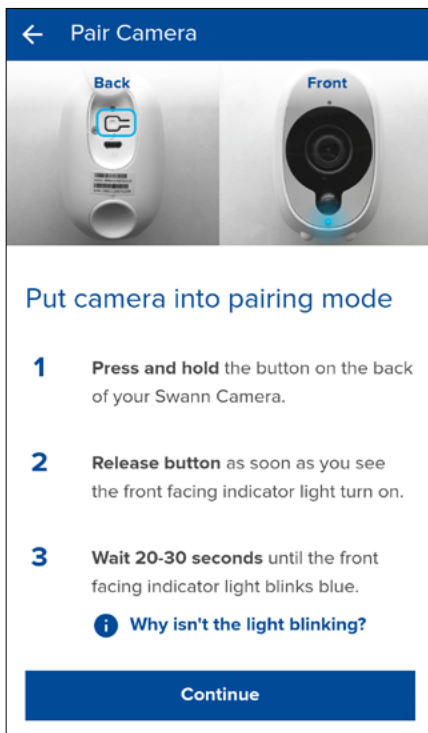
## Swann Smart Security Camera (SWWHD-INTCAM)



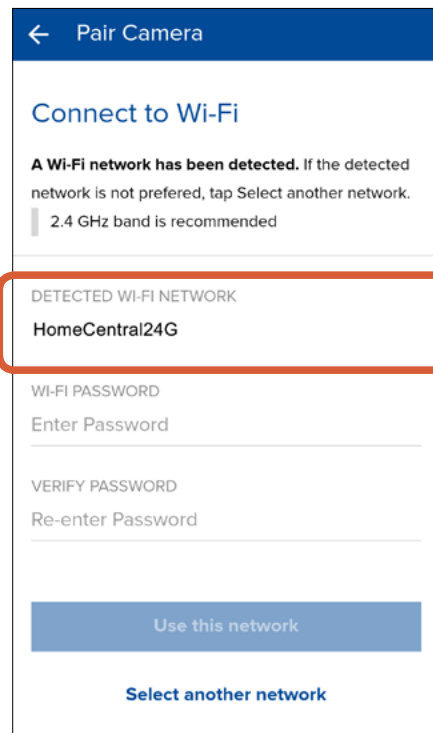
Before you start, make sure you have access to a power source that's within the coverage area of your router or access point. To proceed, tap **Get Started**.



Connect your camera to a power outlet, then tap **Continue**.



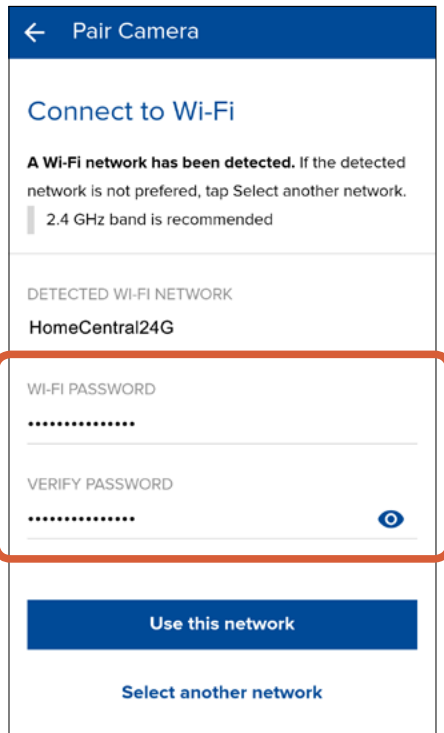
Enable pairing mode on your camera by following the on-screen instructions, then tap **Continue**.




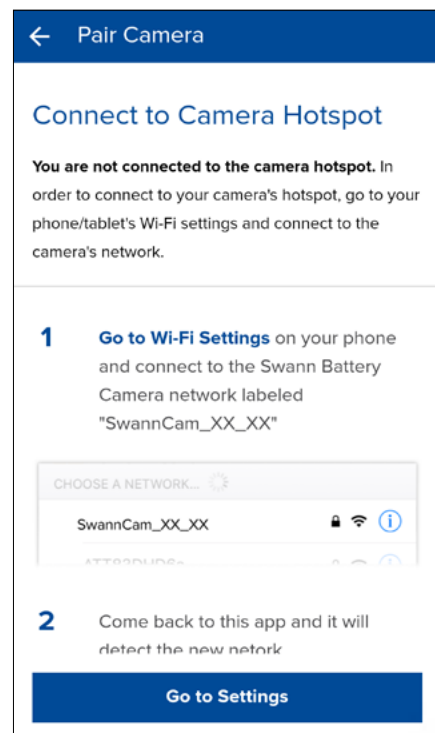
The Wi-Fi network that your phone is currently using will be the network your camera joins. If this is not the network you want your camera to be using, tap **Select another network** and connect your phone to another Wi-Fi network. **Note:** For iOS device, go to **Settings** > **Wi-Fi** on your device, connect to your preferred network, and then return to the app.

# Pairing the Camera

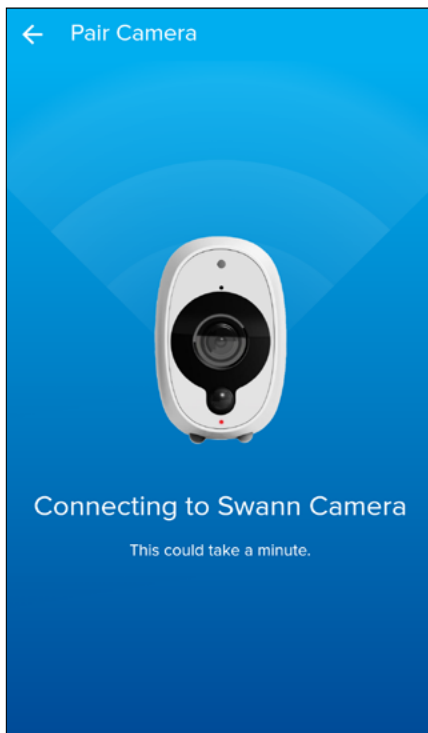
## Swann Smart Security Camera (SWWHD-INTCAM)



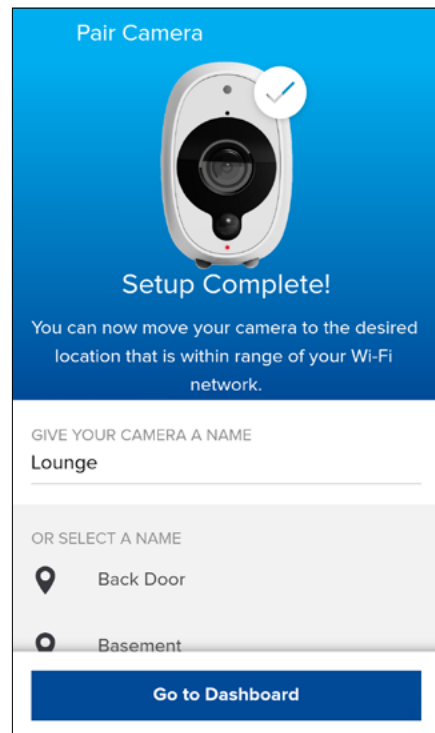
Enter and confirm the password for the selected Wi-Fi network, and then tap **Use this network**. **TIP** Your Wi-Fi network password is case sensitive, so make sure to enter it exactly the same as it was created or as found on your router. Tap  to show/hide the password.



Tap **Go to Settings** to access your phone's Wi-Fi setting and connect to the Wi-Fi network named "**SwannCam\_XX\_XX**"; then return to the app. **Note:** For iOS device, go to **Settings > Wi-Fi** on your device, connect to the "**SwannCam\_XX\_XX**" network, and then return here.



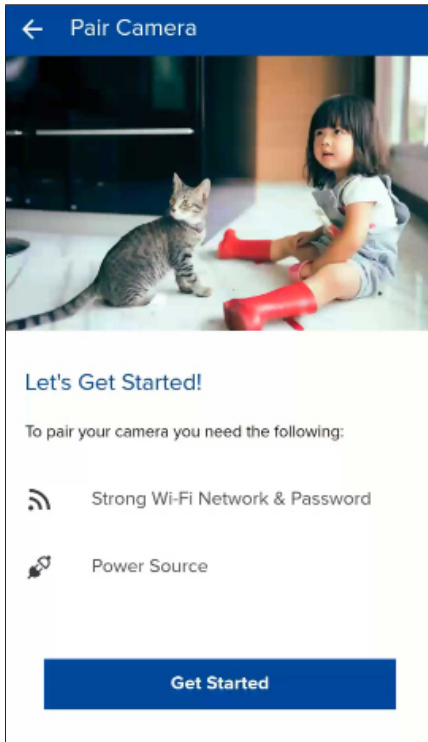
Upon returning to the app, this screen appears showing the progress of the camera pairing.



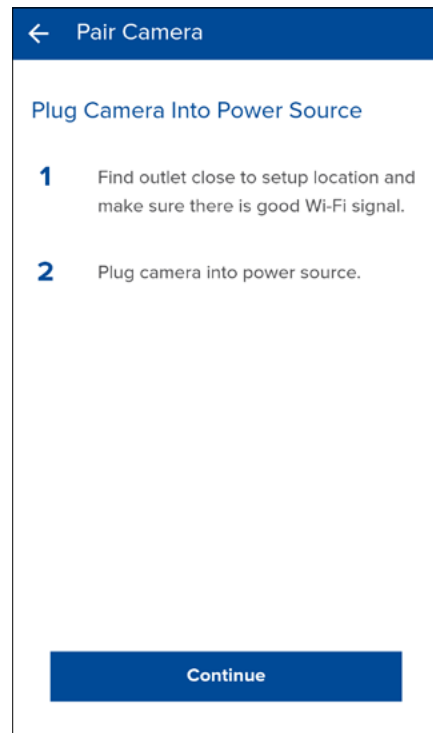
Once pairing is complete, you'll be prompted to enter a name for your camera. You can also choose a name from the list of common camera locations. When done, tap **Go to Dashboard**. Your camera is now ready to use.

# Pairing the Camera

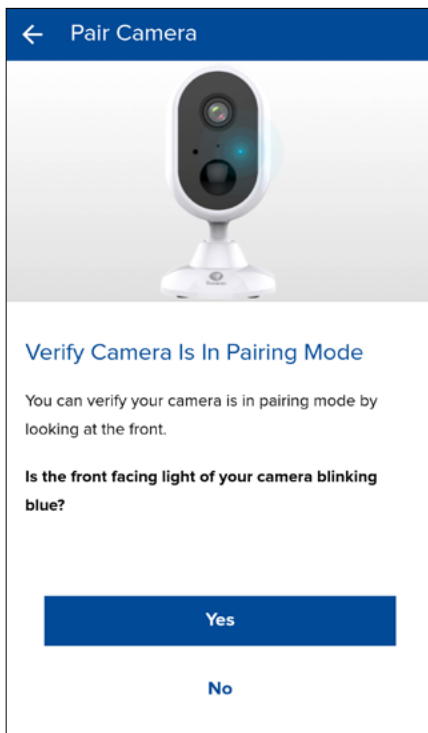
## Swann Indoor Camera (SWWHD-INDCAM)



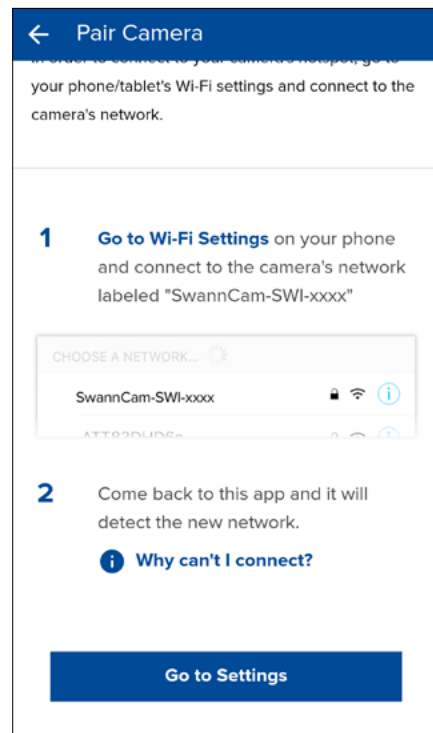
Before you start, make sure you have access to a power source within the coverage area of your Wi-Fi router. To proceed, tap **Get Started**.



Connect your camera to a power outlet, then tap **Continue**.



The first time you power up your camera, the camera LED will be blinking blue to indicate pairing mode. If the LED is not blinking blue, press and hold the camera's **Reset** button (on the rear) until the LED **blinks blue** rapidly. Your camera will reset and go into pairing mode—this can take up to a minute.

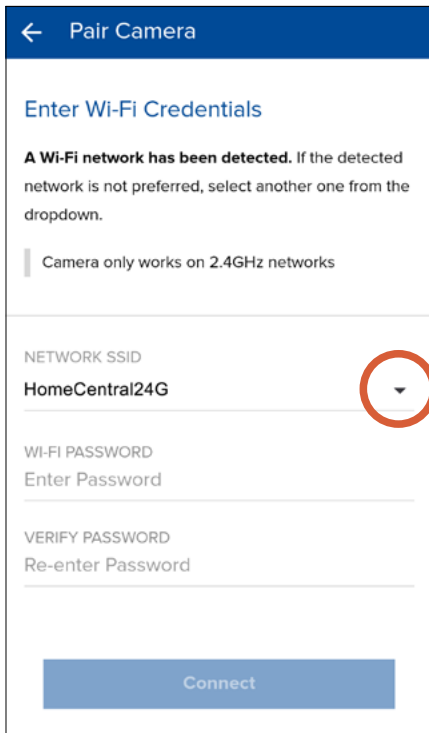


Tap **Go to Settings** to access your phone's Wi-Fi setting and connect to the Wi-Fi network named "**SwannCam-SWI-xxxx**", then return to the app. **Note:** For iOS device, go to **Settings > Wi-Fi** on your device, connect to the "**SwannCam-SWI-xxxx**" network, and then return to the app.)

(Continued on the next page)

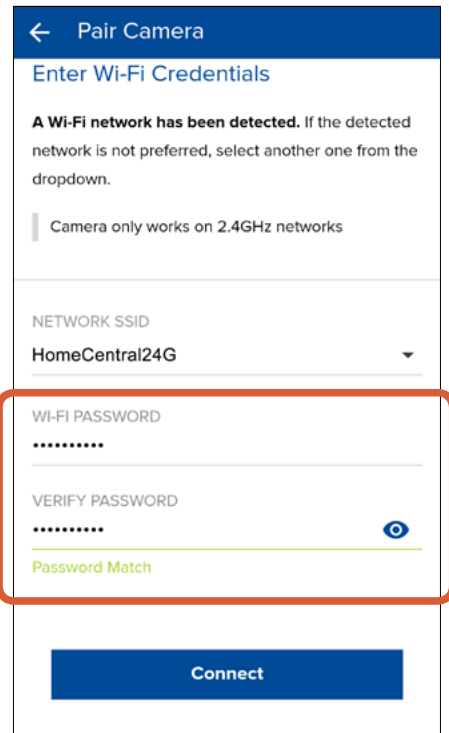
# Pairing the Camera


## Swann Indoor Camera (SWWHD-INDCAM)

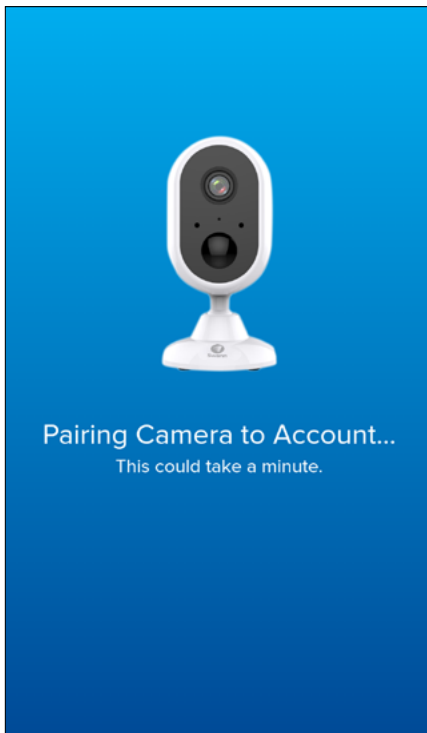


Select your preferred Wi-Fi network connection for the camera by tapping the down arrow—a list of available wireless networks nearby is displayed.

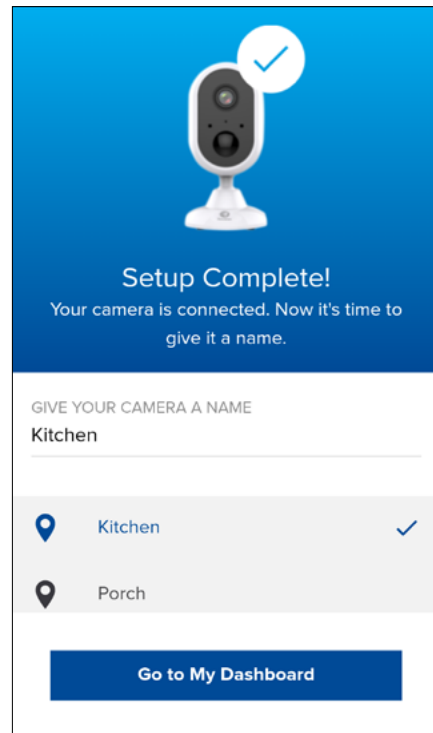
**Note:** The Swann Indoor Camera will only connect to a 2.4GHz network.



Enter and confirm the password for the selected Wi-Fi network, and then tap **Connect**. **TIP** Your 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 router. Tap  to show/hide the password.



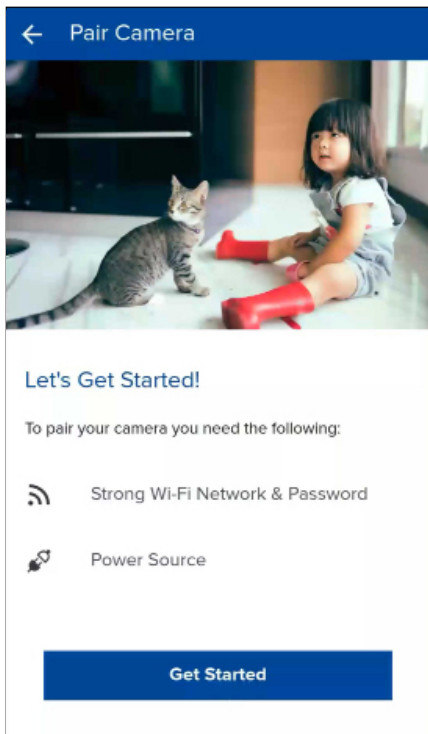
Upon returning to the app, this screen appears showing the progress of the camera pairing.



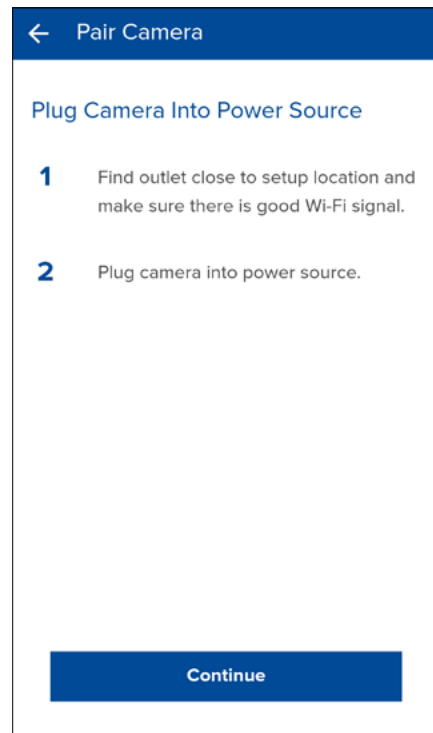
Once pairing is complete, you'll be prompted to enter a name for your camera. You can also choose a name from the list of common camera locations. When done, tap **Go to My Dashboard**. Your camera is now ready to use.

# Pairing the Camera

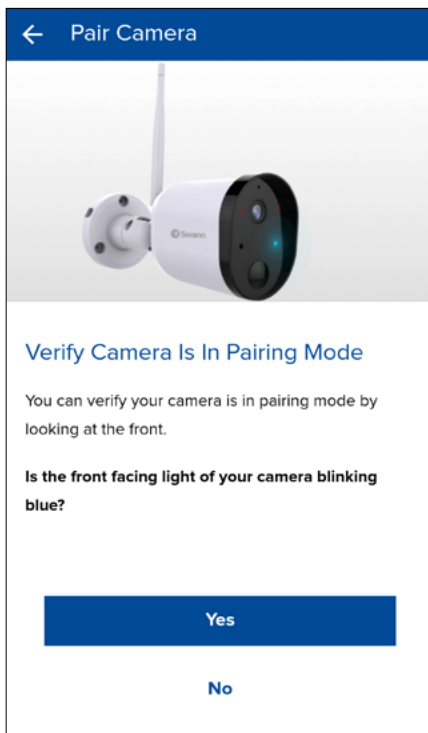
## Swann Outdoor Camera (SWWHD-OUTCAM)



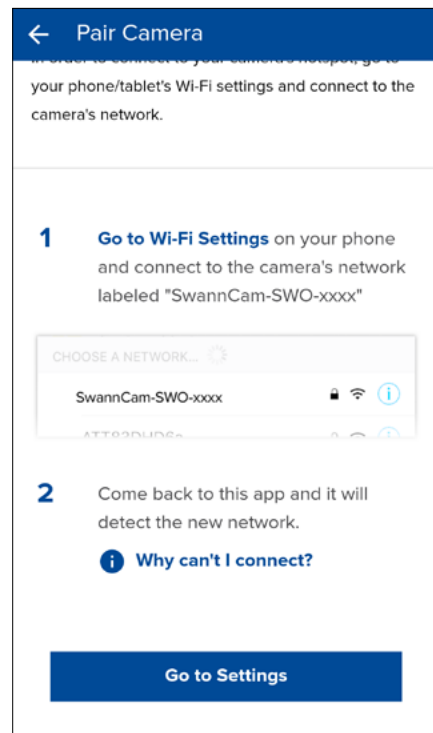
Before you start, make sure you have access to a power source within the coverage area of your Wi-Fi router. To proceed, tap **Get Started**.



Connect your camera to a power outlet, then tap **Continue**.



The first time you power up your camera, the camera LED will be blinking blue to indicate pairing mode. If the LED is not blinking blue, press and hold the camera's **Reset** button (on camera cable) until the LED blinks blue rapidly. Your camera will reset and activate pairing mode—this can take up to a minute.



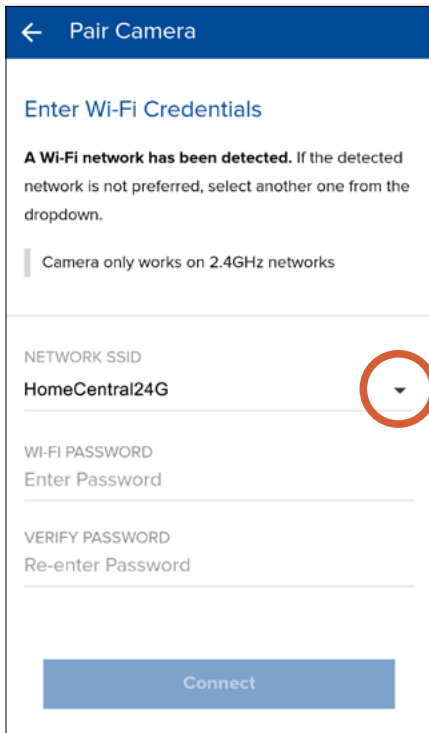
Now, connect to your camera's temporary Wi-Fi hotspot. Tap **Go to Settings** to access your phone's Wi-Fi setting and connect to the Wi-Fi network named "**SwannCam-SWO-xxxx**", then return to the app. **Note:** For iOS device, go to **Settings > Wi-Fi** on your device, connect to the "**SwannCam-SWO-xxxx**" network, and then return to the app.

(Continued on the next page)



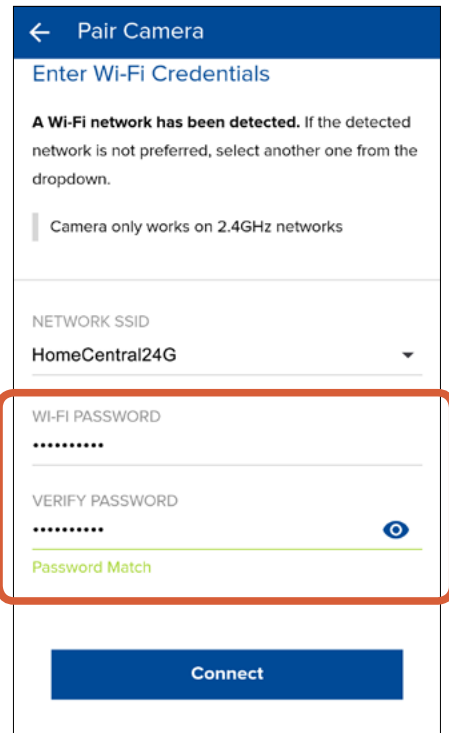
# Pairing the Camera


## Swann Outdoor Camera (SWWHD-OUTCAM)



Select your preferred Wi-Fi network connection for the camera by tapping the down arrow—a list of available wireless networks nearby is displayed.

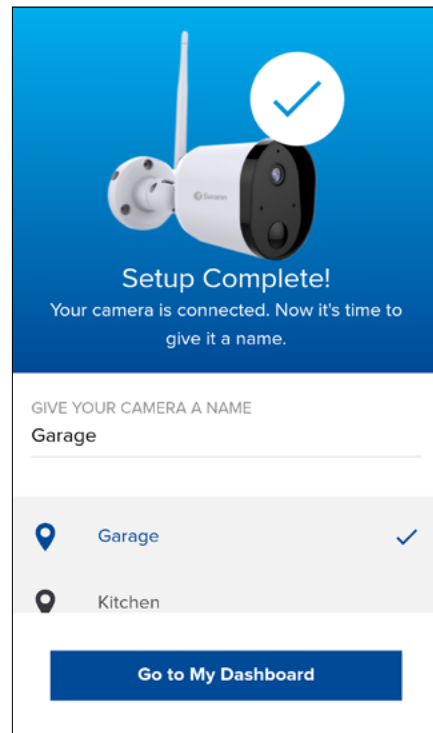
**Note:** The Swann Outdoor Camera will only connect to a 2.4GHz network.



Enter and confirm the password for the selected Wi-Fi network, and then tap **Connect**. **TIP** Your 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 router. Tap  to show/hide the password.

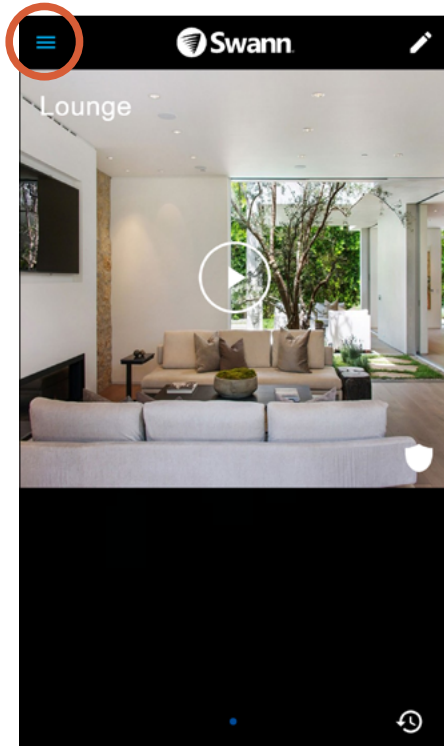


Upon returning to the app, this screen appears showing the progress of the camera pairing.

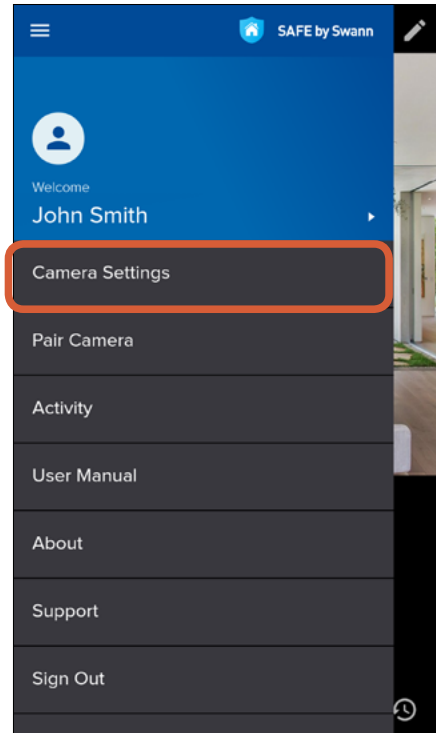


Once pairing is complete, you'll be prompted to enter a name for your camera. You can also choose a name from the list of common camera locations. When done, tap **Go to My Dashboard**. Your camera is now ready to use.

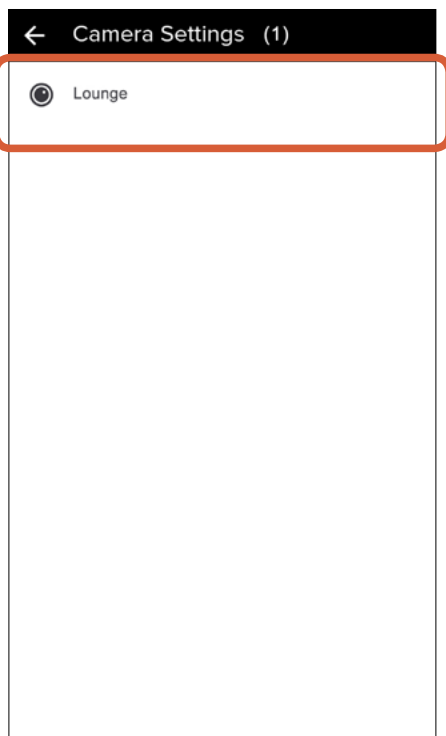
# Setting the Camera Date and Time



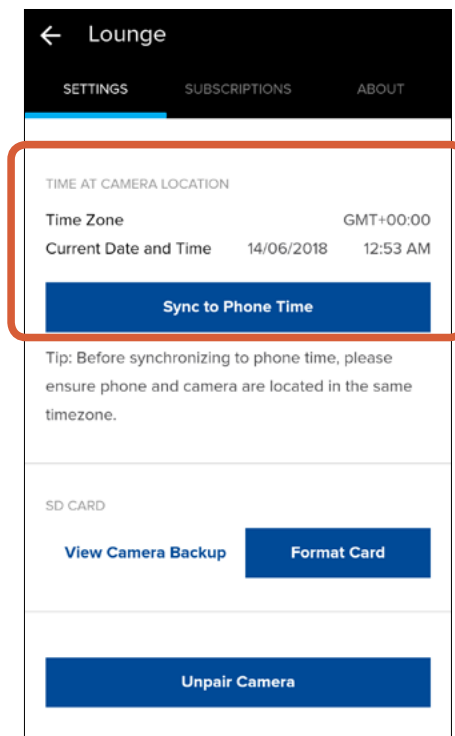
From the dashboard, tap the drawer icon to open the menu.



Tap **Camera Settings**.



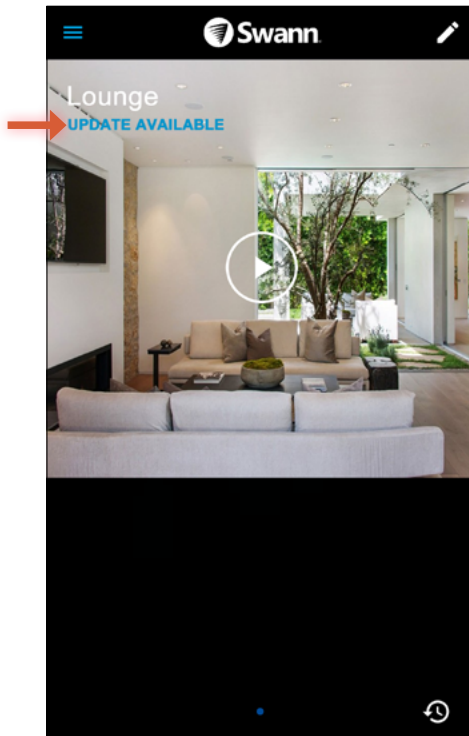
Select your camera.



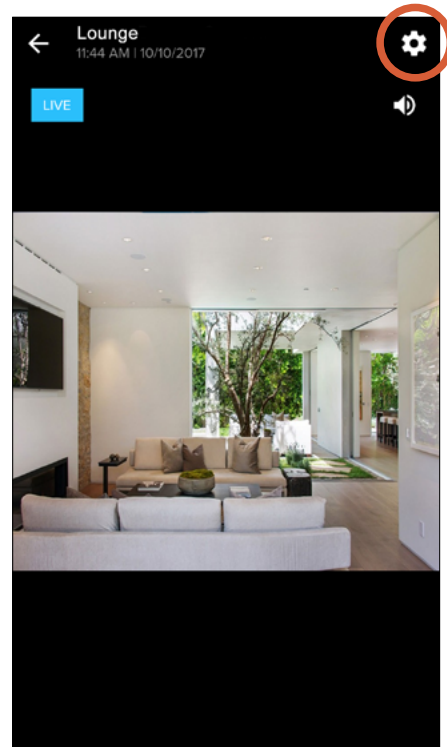
Scroll down to **Time At Camera Location** and tap the **Sync to Phone Time** button. Your camera will sync its time zone, date and time to the clock on your phone.

# Updating the Camera Firmware

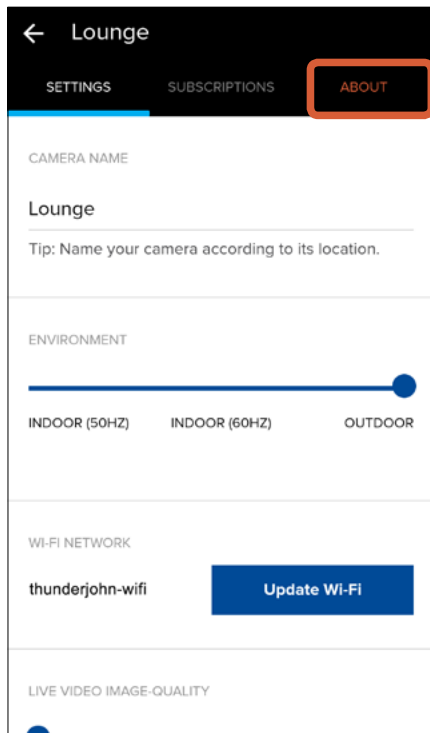
From time to time firmware updates will be available for your camera. For example, you may be prompted to update your camera once it is set up. These updates improve the performance, security, and functionality of your camera. For the best experience, you are strongly recommended to keep your camera current with the latest firmware.



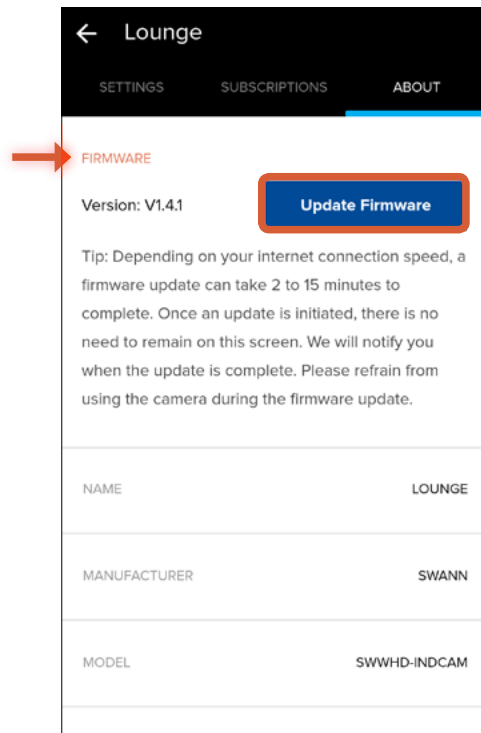
When a firmware update is available for your camera, "Update Available" is shown under the camera name. To update your camera, first tap the **Play** icon to start live video.



Once live video from your camera is streaming, tap the gear icon at the top right.



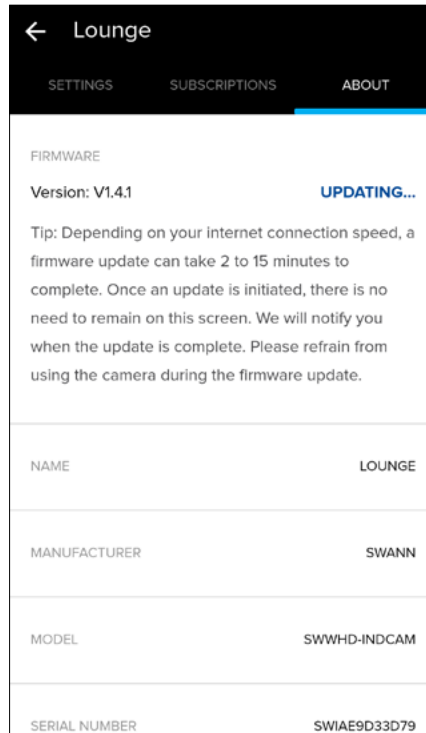
Tap the **ABOUT** tab.



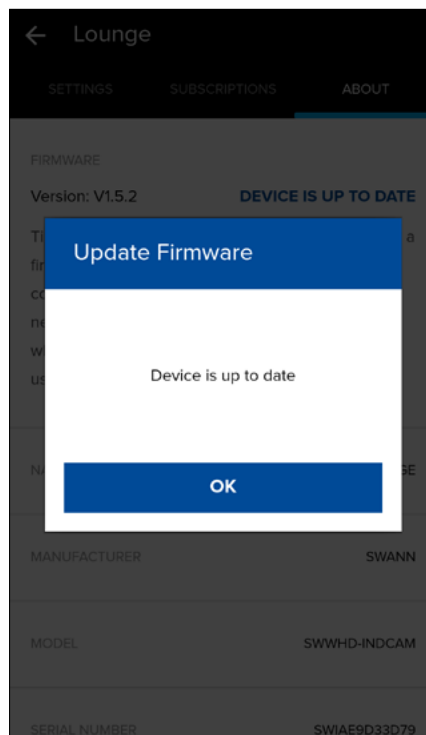
Under **Firmware**, tap the **Update Firmware** button. Your camera will download the firmware and begin the update.

(Continued on the next page)

# Updating the Camera Firmware



While the firmware update is in progress, "Updating..." is displayed. It can take up to 15 minutes to update your camera depending on the size of the firmware file and your internet connection speed. You can keep the app open or close it during the update.

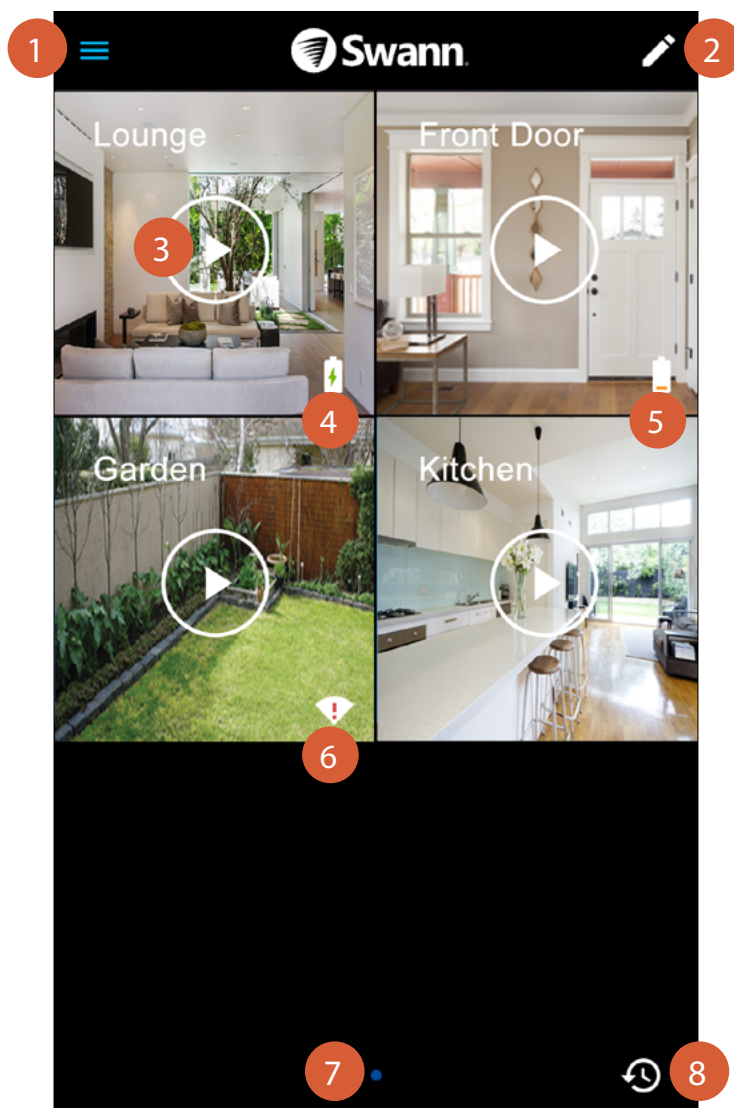


When your camera has been updated successfully, the popup message as shown above is displayed.



# About the App Interface

# The Camera Dashboard



1

Open the menu where you can edit your account profile, manage camera settings, pair a camera, access the app manual, and more. For more information, see ["The Menu" on page 23](#).

2

Rearrange the layout of camera tiles on the dashboard according to your preferences. For more on customizing your dashboard, see ["The Camera Dashboard: Layout" on page 19](#).

3

Tap the "Play" icon to open the Live View screen and start streaming live video from the camera.

4

**(SWWHD-INTCAM model only)** The "Battery charging" icon is displayed when the camera is plugged in for charging. The icon will disappear once the camera is fully charged.

5

**(SWWHD-INTCAM model only)** The "Battery low" icon is displayed when the camera has less than 30% of battery life remaining.

6

The "Weak Wi-Fi signal" icon is displayed when the camera's Wi-Fi signal strength is less than 30% at the current location. Wi-Fi connection may not work reliably and live stream loading times will increase. Try moving your camera nearer to your router or installing a Wi-Fi range extender.

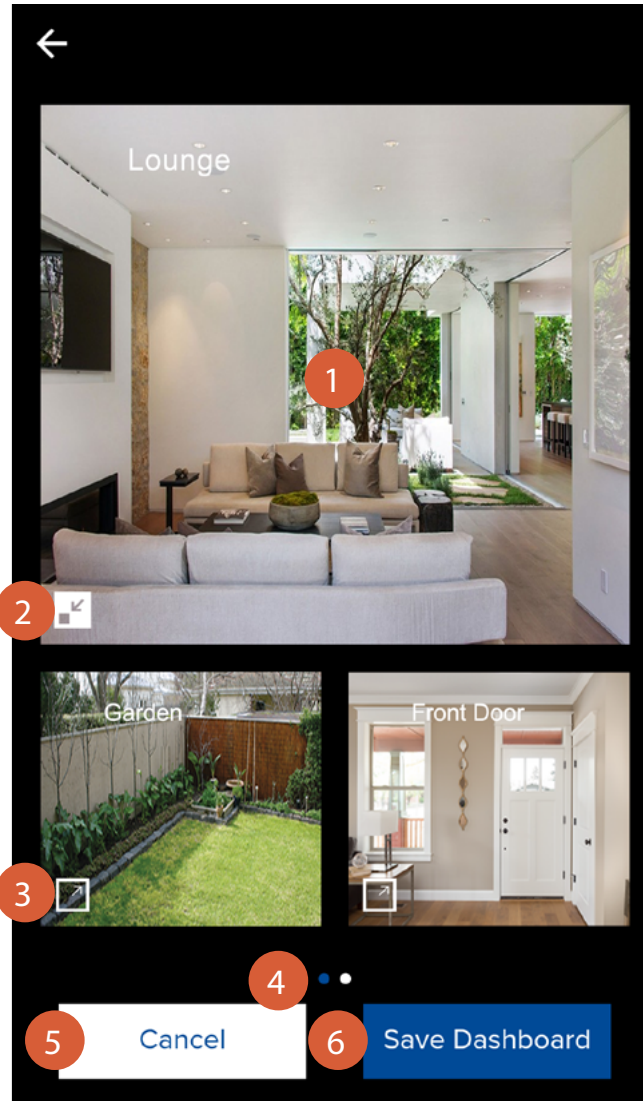
7

When you have more than one page on the dashboard, a blue dot in a row of dots indicates the page that is currently being viewed. Swipe left or right to see the cameras on the previous or next page, if available.

8

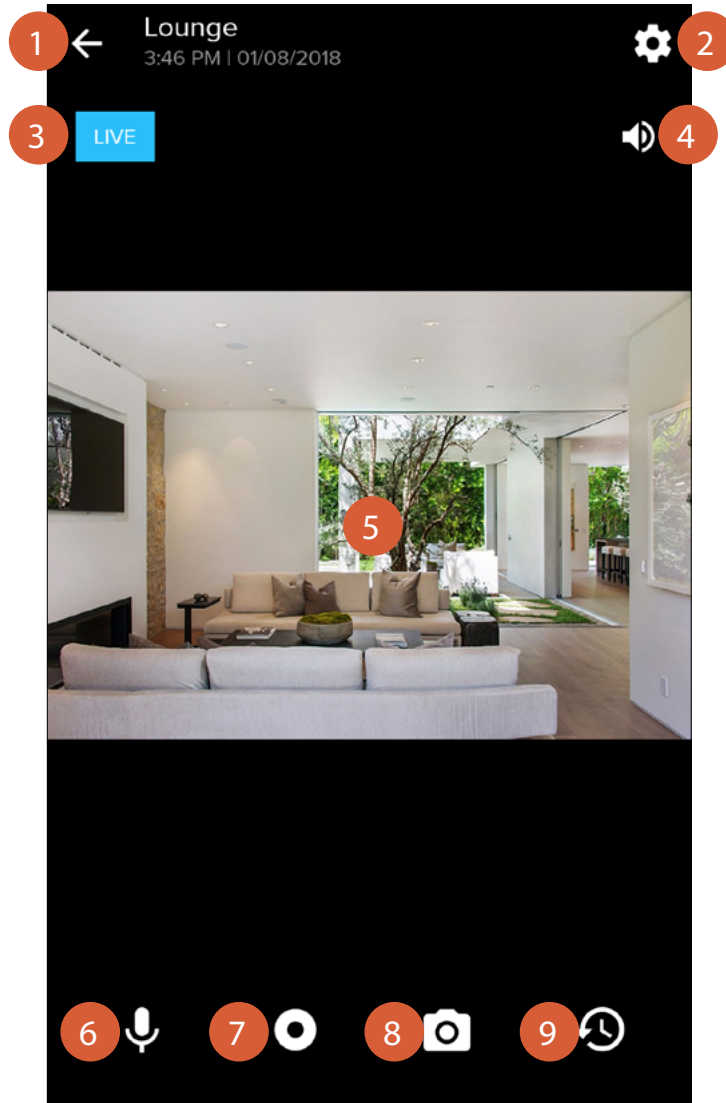
Open the Activity screen and access your cameras' video history. Today's recorded videos will populate the activity timeline automatically. For more information, see ["The Activity Screen" on page 21](#).

# The Camera Dashboard: Layout



- 1 You can swap positions between camera tiles. Simply tap and hold a camera tile then drag it over the top of another camera tile and release when the tiles have swapped positions.
- 2 Tap to resize to a small tile.
- 3 Tap to resize to a large tile. Only a single large camera tile can be displayed on a page. If there is not enough room, the camera tile will be placed on a new page. Additional pages will be deleted automatically when no camera tiles are present.
- 4 When you have more than one page on the dashboard, a blue dot in a row of dots indicates the page that is currently being viewed. Swipe left or right to see the cameras on the previous or next page, if available.
- 5 Discard any changes you've made to the current dashboard layout.
- 6 Save your new dashboard layout.

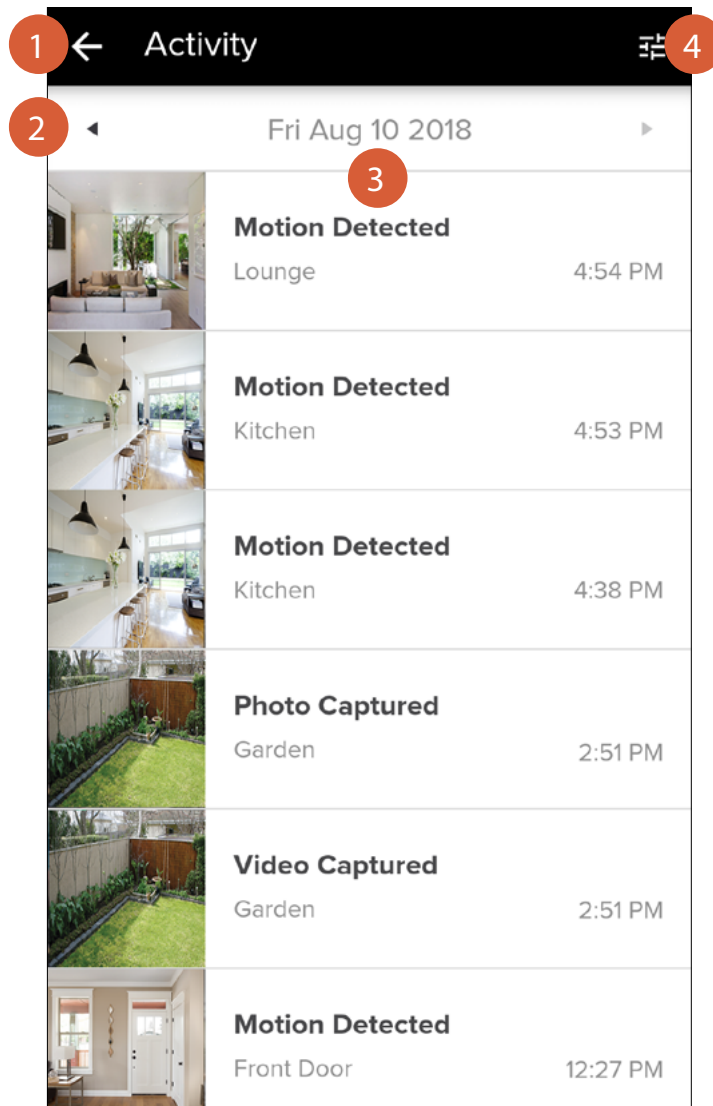
# The Live View Screen



- 1 End the camera's live video stream and return to the dashboard.
- 2 Access and adjust the camera's settings such as the name, image quality, and motion sensor sensitivity. To learn more about the available camera settings, see "[The Cameras Settings Screen: Settings Tab](#)" on page 26.
- 3 Indicates the status of the live stream connection.
  - **Grey:** The live video is loading.
  - **Blue:** The live video is streaming.
- 4 Mute/unmute the live video.
- 5 The video screen. To zoom in and out on the video, place two fingers here at once, and spread them apart or pinch them together. While zoomed in, swipe up, down, left, or right to move around. To watch the video in landscape view, turn your phone sideways.
- 6 **(SWWHD-INDCAM model only)** Enable/disable the Talkback function. When the mic icon is highlighted in red, you'll be able to talk back through the camera's speaker.
- 7 **(SWWHD-INDCAM/OUTCAM models only)** Record a short video clip from the camera. Your video is automatically uploaded to the cloud, after which you can view and download it from the Activity screen.
- 8 **(SWWHD-INDCAM/OUTCAM models only)** Capture a photo from the camera. Your photo is automatically uploaded to the cloud, after which you can view and download it from the Activity screen.
- 9 **(SWWHD-INDCAM/OUTCAM models only)** Open the Activity screen.



# The Activity Screen

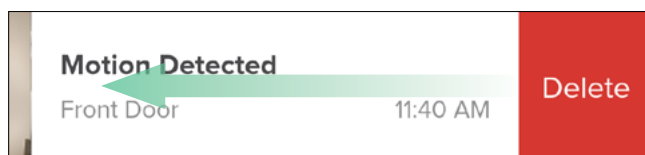


1 Go back to the previous screen.

2 Tap the left or right arrow to view the previous or following day's activity timeline.

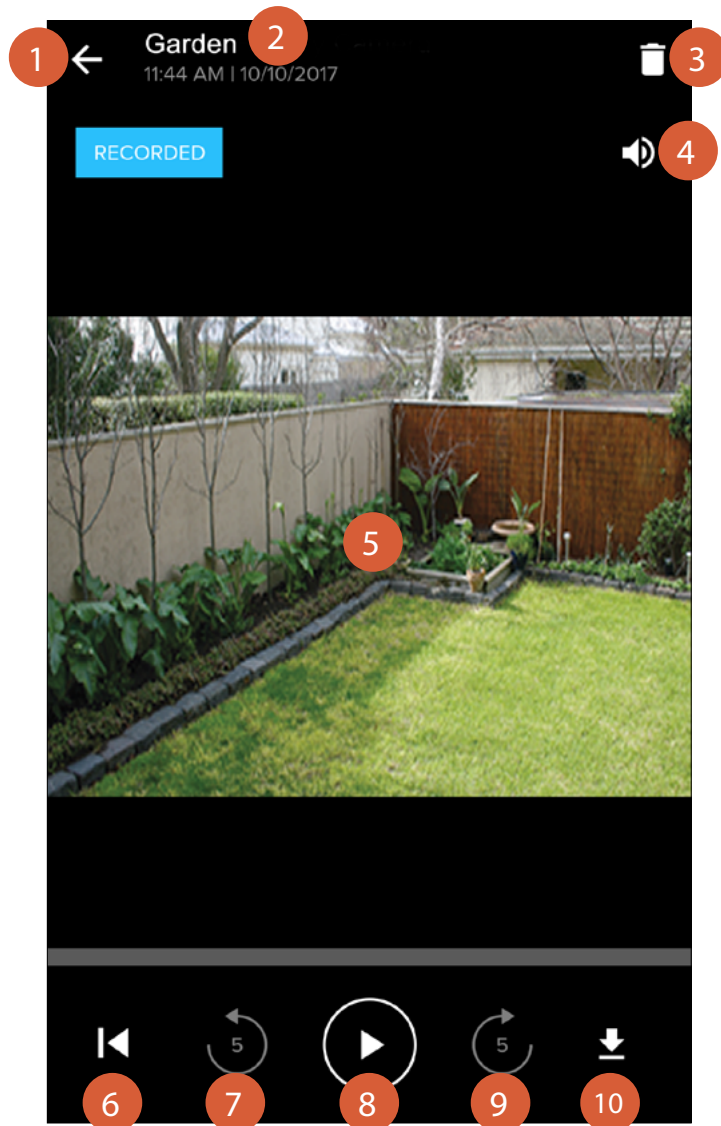
3 The timeline shows a history of all camera activity, such as motion detection videos and manually captured photos and videos (**SWWHD-INDCAM/OUTCAM models only**), with the most recent activity of the day at the top.

- To refresh the timeline, swipe down on the screen.
- To view or download the video recording of an activity, tap on the activity. For more information, see "[The Playback Screen](#)" on page 22.
- To delete an activity from the timeline, swipe left on the activity, then tap **Delete** as shown below.  
**Note:** Deleting the activity will also delete the video footage. Be sure to download the video file to your phone first if you'd like to keep it. Once an activity has been deleted, it cannot be recovered.



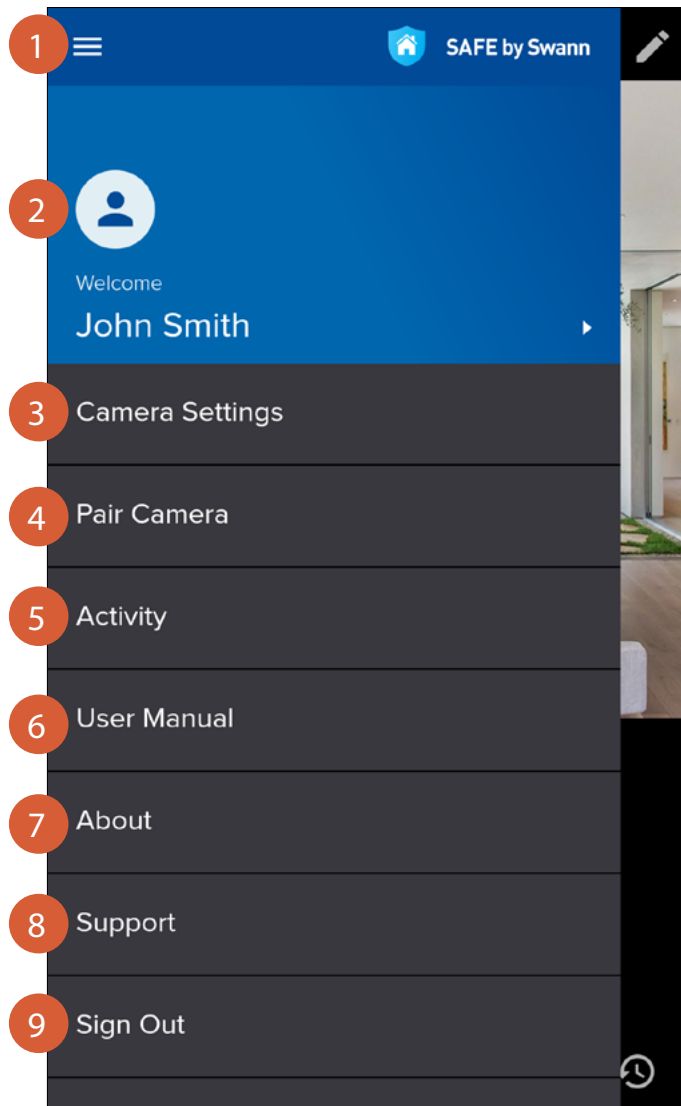
4 Tap to filter the activity timeline by "Device Name", "Time At Camera Location" or "Date".

# The Playback Screen



- 1 Go back to the Activity screen.
- 2 The camera name and the time and date of the activity recording.
- 3 Delete the video. This will also remove the corresponding activity from the activity timeline. Be sure to download the recording to your phone first if it contains important footage that you want to keep or review later.
- 4 Mute/unmute the video.
- 5 The video screen. Turn your phone sideways to watch the video in landscape view. Make sure your phone's screen orientation is set to auto-rotate or unlocked.
- 6 Rewind the video back to the beginning.
- 7 Rewind the video by 5 seconds.
- 8 Pause/Play the video.
- 9 Forward the video by 5 seconds.
- 10 Download the video to your phone. Downloaded videos are saved on your phone's internal memory in the "Pictures/Swann" folder.

# The Menu



- 1 Close the menu.
- 2 Update your profile picture and change your SAFE by Swann account password. For more information, see "[The Profile Screen](#)" on page 24.
- 3 View the list of cameras associated with your SAFE by Swann account and manage camera settings. For more information, see "[The Cameras Settings Screen](#)" on page 25.
- 4 Configure Wi-Fi network connection and register a camera to your SAFE by Swann account.
- 5 Display the activity timeline where you can browse and view recent and past camera activity.
- 6 Download the user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on the App Store or Google Play).
- 7 Display the SAFE by Swann application version information and access the terms of service and privacy policy.
- 8 Open the Swann Support Center website on your phone's web browser.
- 9 Sign out of the SAFE by Swann app.

# The Profile Screen



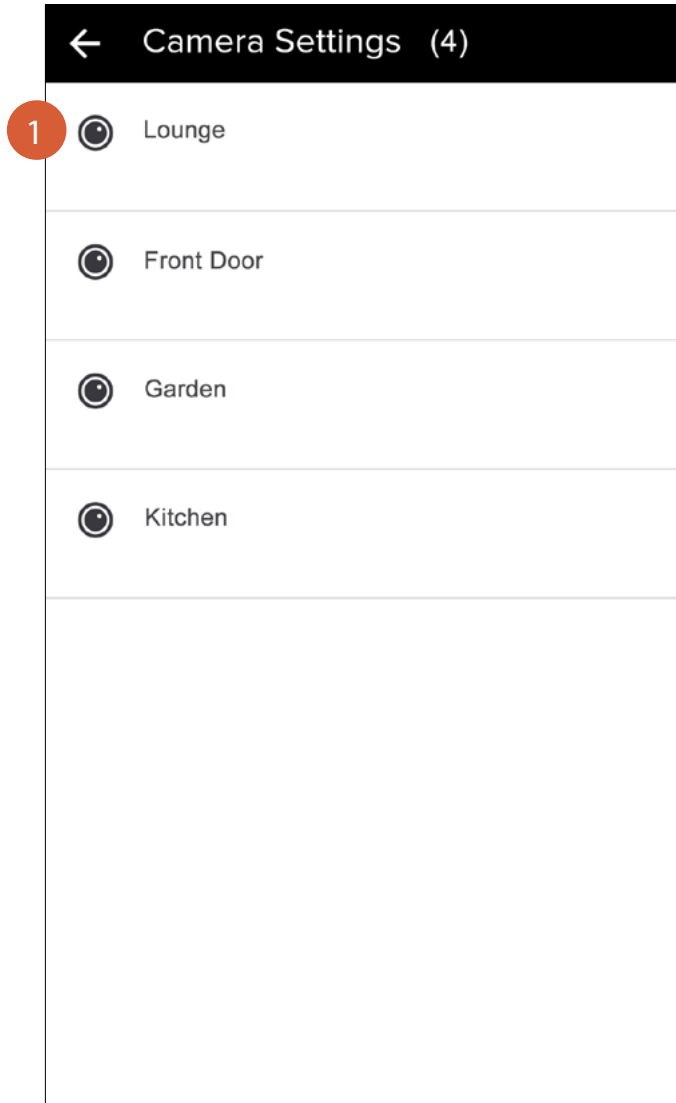
1 Shows your profile picture. Tap the + button to set up or edit your profile picture.

2 Tap to edit your name.

3 Shows the email address registered with your account.

4 Tap to change your account login password. To save your new password, tap the **Save** button at the bottom of the screen, then confirm the password change by entering your current account login password. The **Save** button is greyed out once the new password has taken effect. You must use your new password the next time you sign in. If you want to change the password again (i.e., ungrey the **Save** button), simply return to the dashboard, then open the Profile screen again and enter a new password.

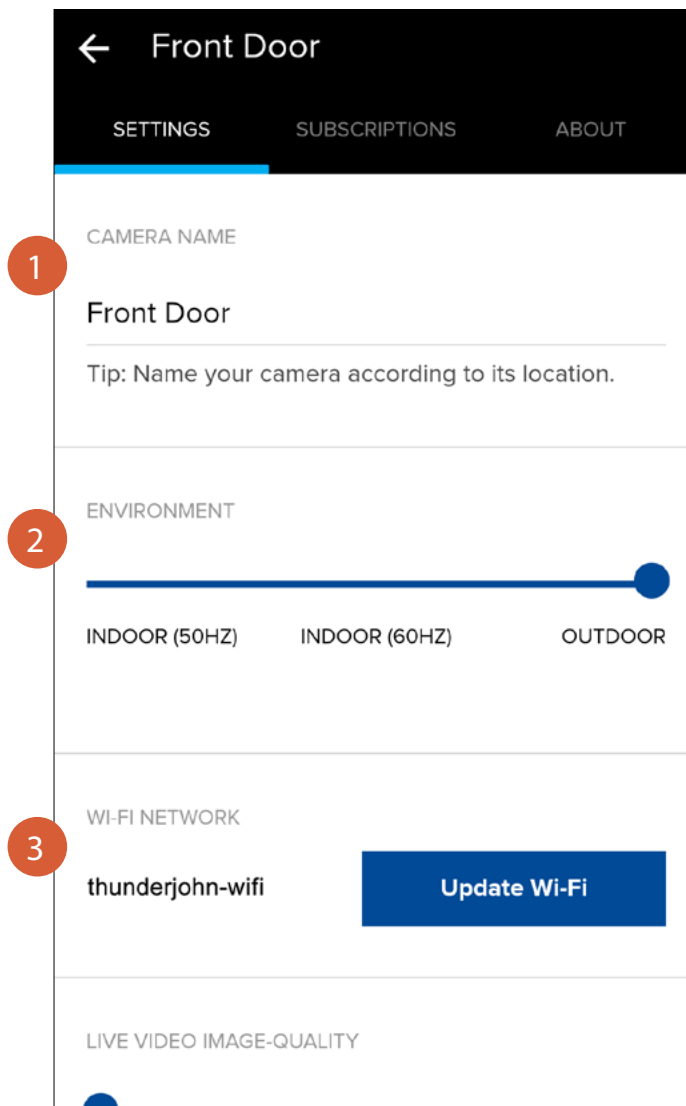
# The Cameras Settings Screen



1

Lists all of the cameras that are registered to your account. Tap on the camera name to manage the camera's settings and cloud subscription, as well as to check device information such as firmware version, wireless connection strength, and MAC address.

# The Cameras Settings Screen: Settings Tab



1 Tap to change the name of the camera.

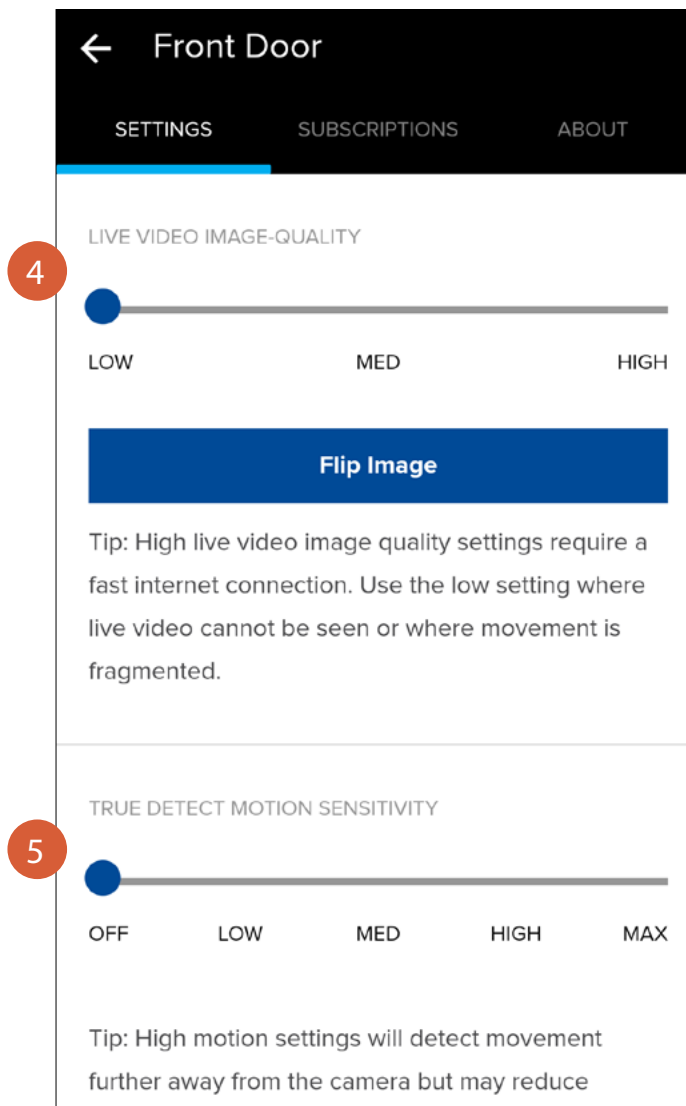
2 If the video is flickering, you can change the camera's refresh rate to one of the following modes: **INDOOR 50Hz (Australia/UK)**, **INDOOR 60Hz (North America)** or **OUTDOOR (Outside/Natural lighting)**

**TIP**

In Outdoor mode, the camera will dynamically adjust exposure based on the ambient light level. This mode can also work well for a camera that is placed in a poorly-lit (or lacking natural light) indoor environment. Note that after changing from Indoor to Outdoor mode, please wait a few minutes for the camera go into standby before starting live video again to enable Outdoor mode to take effect.

3 Shows the name of the Wi-Fi network to which the camera is connected. If multiple networks are available in your home and you would like to change the Wi-Fi connection, tap the **Update Wi-Fi** button. See "**Changing the Wi-Fi Network**" on page 34 for more information.

# The Cameras Settings Screen: Settings Tab



4

Drag the slider left or right to change the resolution of the camera's live video between **LOW**, **MED**, and **HIGH**. If your camera is mounted upside down, you can flip the camera's video, including any future motion recordings, right side up by tapping the **Flip Image** button. If you need to flip the camera's video back to its original orientation, simply tap the **Flip Image** button again.

#### TIP

If the camera's live video is slow to load or frequently stops mid-stream, you may have a slow or unstable connection to the internet—try using the **LOW** setting for faster loading times and smoother video streaming.

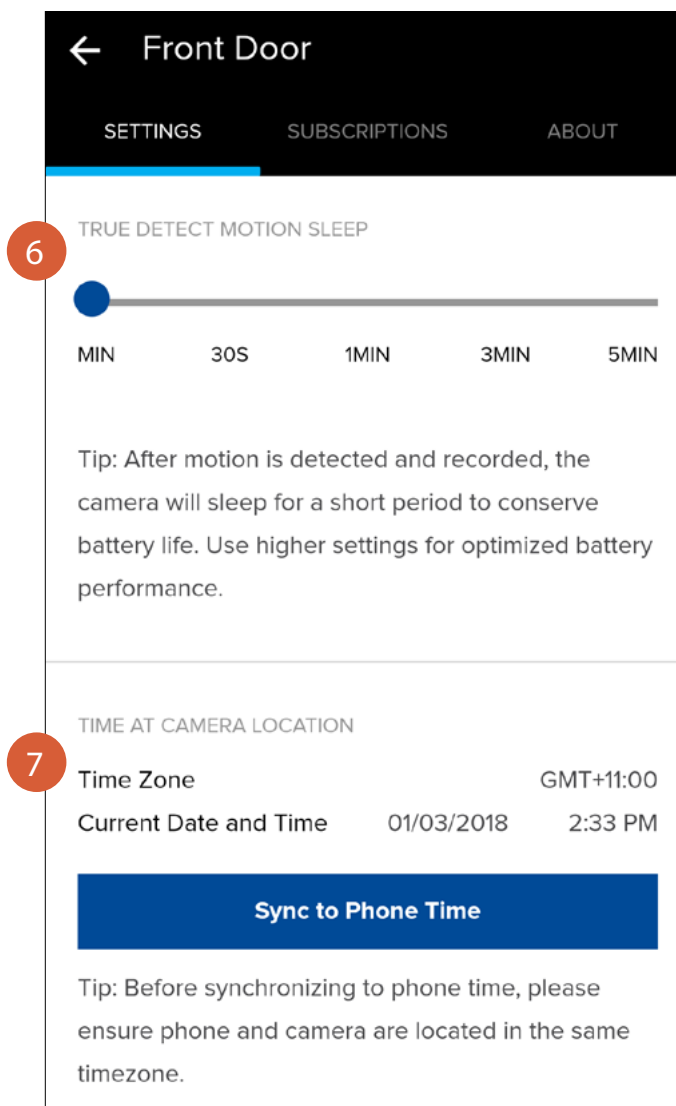
5

Drag the slider left or right to adjust the camera's motion sensor sensitivity. You can also turn off the motion sensor completely to conserve the camera's battery life when activity monitoring is not needed, for example, when the camera is being charged or when positioning the camera during installation. You will still be able to start live video from the camera at any time.

#### TIP

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

# The Cameras Settings Screen: Settings Tab



6

(SWWHD-INTCAM model only) Drag the slider left or right to adjust the time that must elapse before the motion sensor can be triggered again by another motion activity.

#### TIP

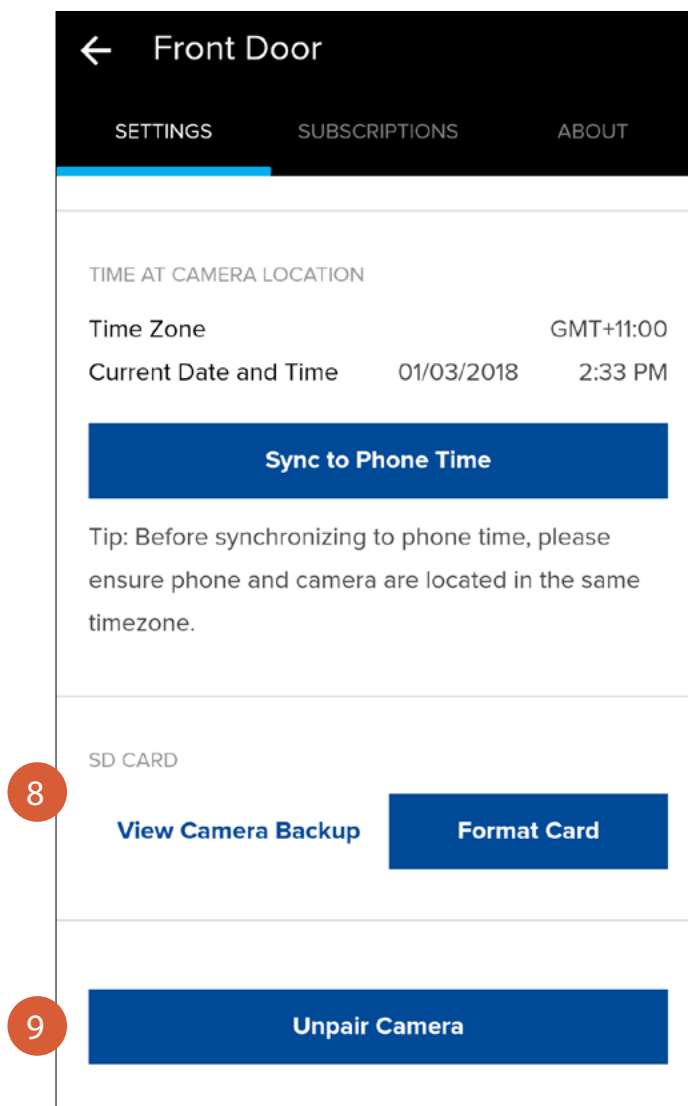
Temporarily set a longer sleep period when you know that there's ongoing activity within the vicinity of the camera like someone mowing the grass in the backyard or guests walking in and out of a party. This will prevent unnecessary recordings and help to conserve the camera's battery life.

7

Shows the current timezone, date and time of the camera. If the information is not correct, tap the **Sync to Phone Time** button to enable the camera to automatically sync its timezone, date and time to the clock on your phone.



# The Cameras Settings Screen: Settings Tab



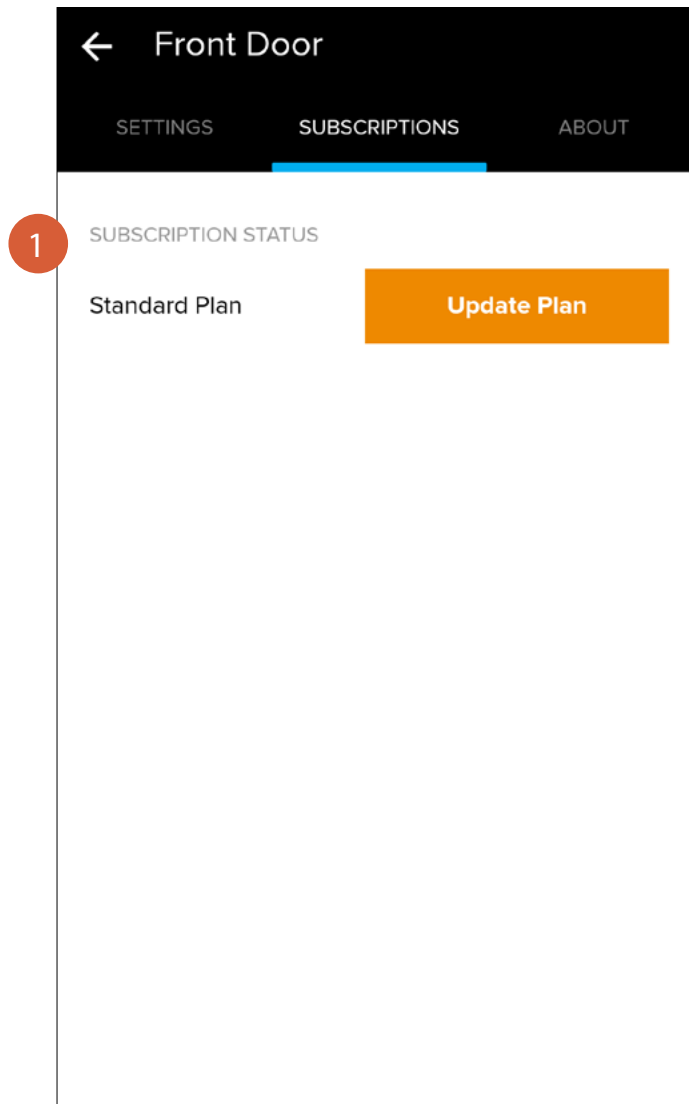
8

Tap **View Camera Backup** to access the last 7 days of motion event video clips stored on the camera's internal memory. Tap the **Format Card** button to clear the camera's internal memory and permanently erase all recordings on it.

9

In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different SAFE by Swann account or give away your camera to a family member, you need to unpair first. Please note that unpairing will completely delete the camera from your SAFE by Swann account and you'll no longer be able to access the camera's activity clips.

# The Cameras Settings Screen: Subscriptions Tab



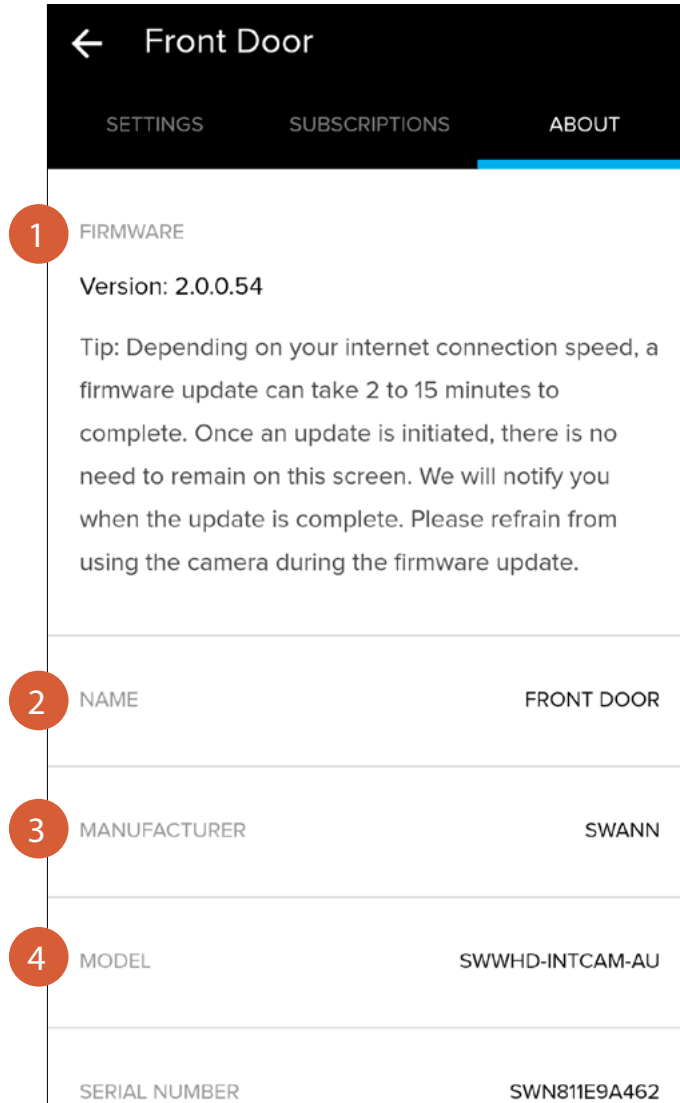
1

Displays the status of the camera's cloud storage plan. Tap the **Update Plan** button to manage or upgrade the camera's current cloud plan.

**TIP**

Every camera comes with free basic cloud storage, and you can easily upgrade your camera to a subscription plan at any time. Subscribing to a cloud plan will allow activity clips to be stored in your account for a longer term, providing additional time for you to access and download videos later on. See in-app for the cloud subscription plan details.

# The Cameras Settings Screen: About Tab



1

Displays information about the camera's firmware version. When a new version of the firmware is available, the **Update Firmware** button is displayed. To learn how to update your camera, see "[Updating the Camera Firmware](#)" on page 15.

2

Displays the camera's name.

3

Displays the camera's manufacturer name.

4

Displays the camera's model code.

# The Cameras Settings Screen: About Tab

| Item                            | Value             |
|---------------------------------|-------------------|
| 5 SERIAL NUMBER                 | SWN1DCA12A81      |
| 6 STATE                         | ONLINE            |
| 7 WI-FI NETWORK SIGNAL STRENGTH | 56%               |
| 8 WI-FI IP ADDRESS              | N/A               |
| 9 WI-FI MAC ADDRESS             | 90:0A:1A:E0:06:16 |
| 10 CHARGE STATE                 | BATTERY POWERED   |
| 11 BATTERY                      | 52%               |

5 Displays the camera's serial number.

6 Displays the camera's connection state.

7 Displays the strength of the Wi-Fi signal the camera is receiving. In general, the closer the camera is to your router/ access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between the camera and your router/access point.

8 Displays the camera's IP address on your wireless network.

9 Displays the camera's MAC address—a unique 12-character hardware ID assigned to the camera so it is identifiable on your wireless network.

10 (SWWHD-INTCAM model only) Displays the camera's power charge state—"Battery Powered" or "Charging".

11 (SWWHD-INTCAM model only) Displays the camera's remaining battery level.

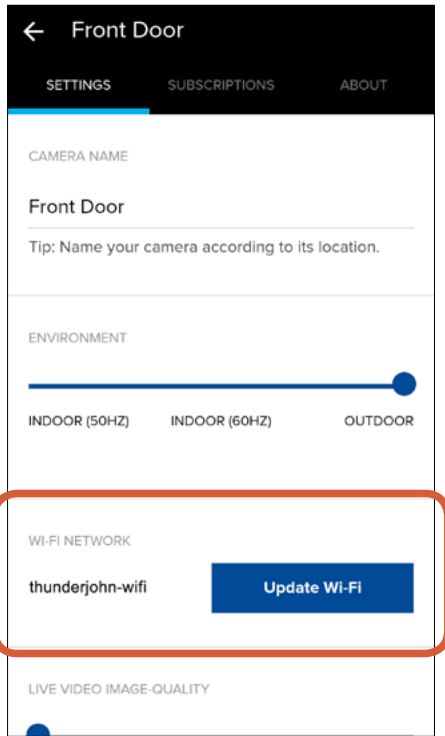


# Camera Maintenance

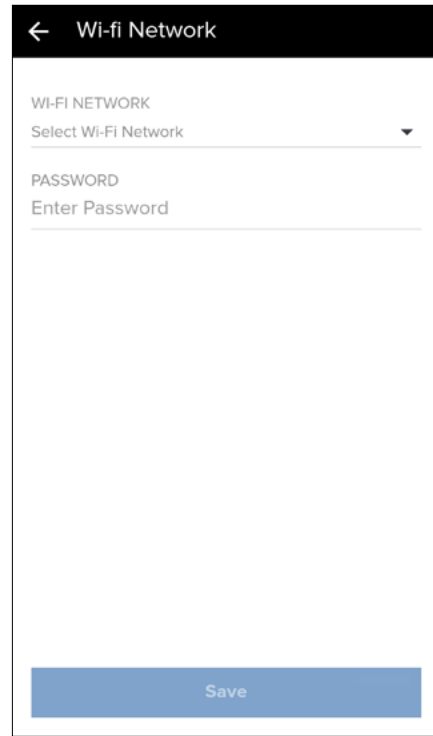
# Changing the Wi-Fi Network

You can easily change the Wi-Fi network that your camera is connected to if your home has multiple Wi-Fi access points.

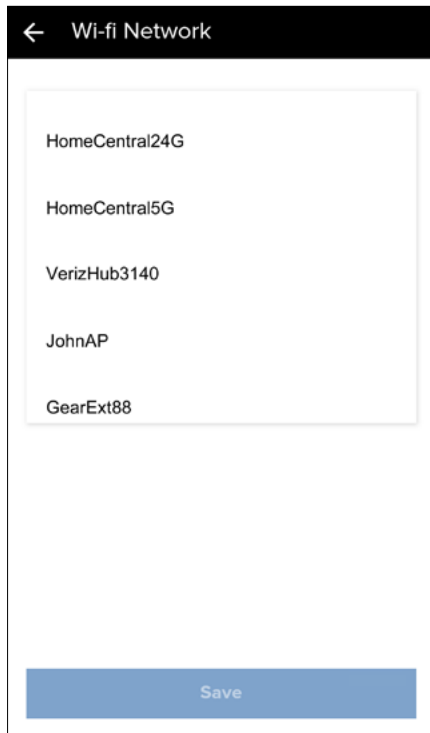
**Tip:** We recommend choosing the access point closest to the camera location for best signal strength.



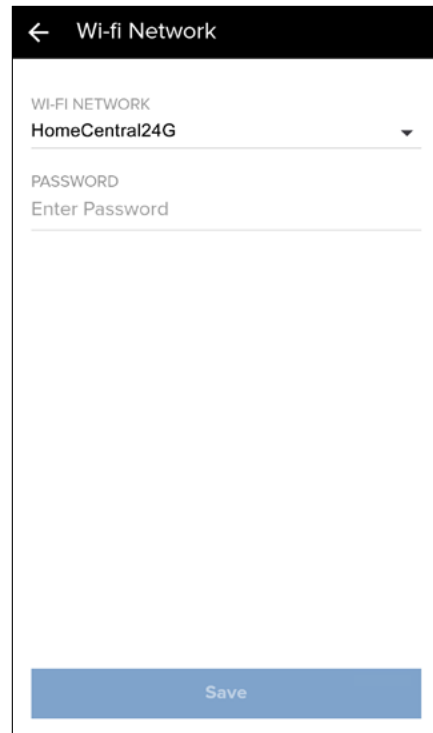
Go to your camera's settings, then under **Wi-Fi Network**, tap the **Update Wi-Fi** button.



Tap **Select Wi-Fi Network**. A list of available wireless networks nearby is displayed.

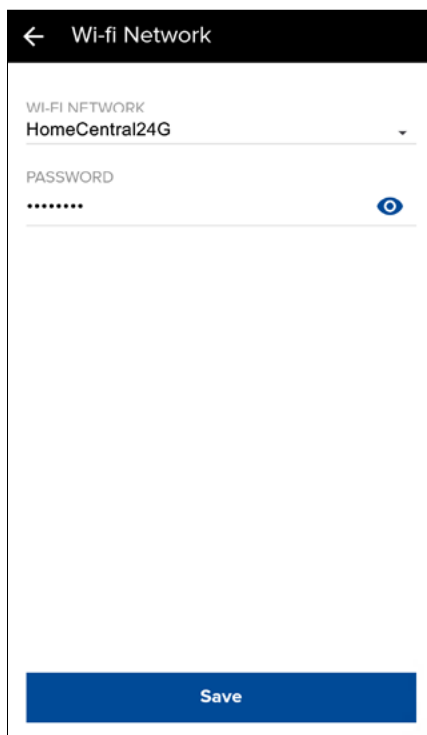


Tap the Wi-Fi network that you want the camera to join. You can scroll through the list by swiping up or down.

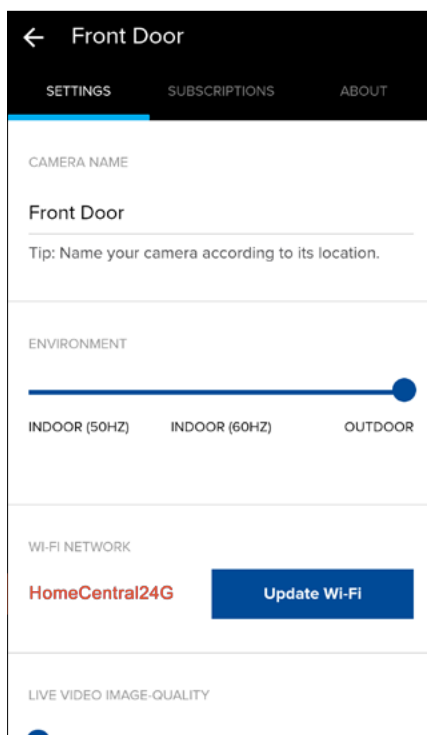


Enter the password for the selected Wi-Fi network ("HomeCentral24G in this example). Your Wi-Fi network password is case sensitive, so make sure to enter it exactly the same as it was created or as found on your router.

# Changing the Wi-Fi Network



Tap the **Save** button.  
The app returns to the camera settings screen.



The Wi-Fi network to which your camera now connects is shown under **Wi-Fi Network**.  
**Note:** After changing the Wi-Fi network, please allow your camera to go to sleep for about 3 minutes before starting any live video streaming.

# Resetting the Camera

If you are having difficulties with your camera, try resetting it. A simple reset can often fix connectivity issues quickly.

## To reset your Swann Smart Security Camera:

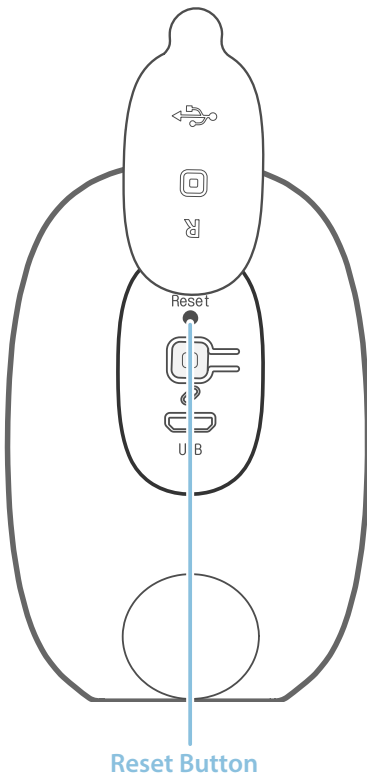
- Using a small, narrow object, such as a paper clip or a sim ejector tool, press the **Reset** button (see figure below for location) for 2 seconds. The camera will restart and automatically reconnect to Wi-Fi. This can take up to 2 minutes.

## To reset your Swann Indoor Camera:

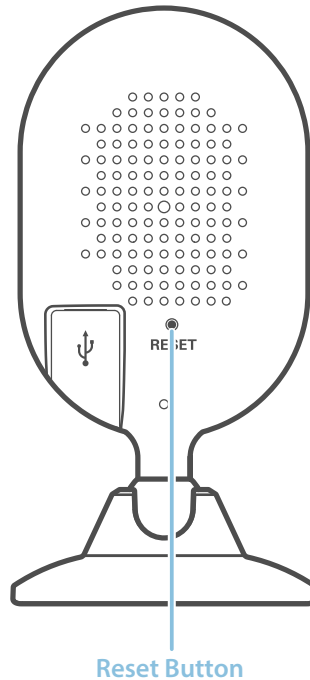
- Press the **Reset** button (see figure below for location) for 2 seconds. The camera will restart and automatically reconnect to Wi-Fi. This can take up to 2 minutes.

## To reset your Swann Outdoor Camera:

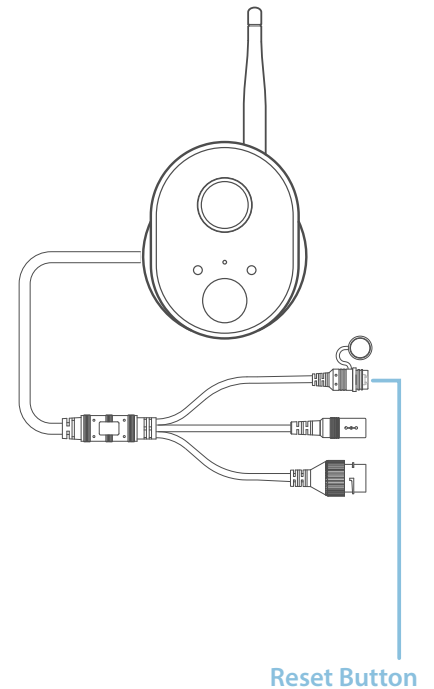
- Press the **Reset** button (see figure below for location) for 2 seconds. The camera will restart and automatically reconnect to Wi-Fi. This can take up to 2 minutes.



Swann Smart Security Camera  
(SWWHD-INTCAM)



Swann Indoor Camera  
(SWWHD-INDCAM)



Swann Outdoor Camera  
(SWWHD-OUTCAM)



# Turning Off the Camera (SWWHD-INTCAM)

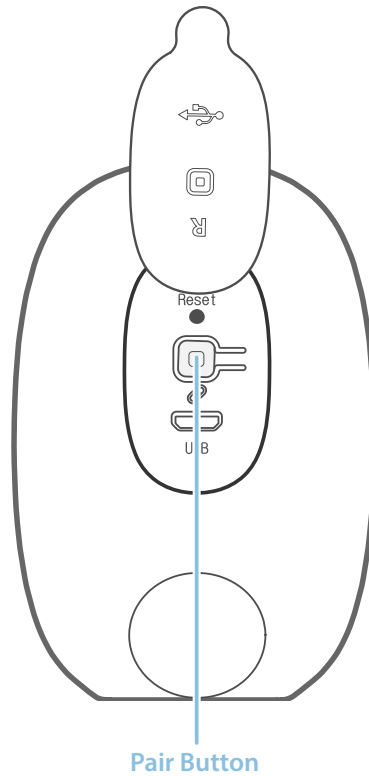
You can turn your camera off completely at any time. We recommend doing this if you're taking the camera to a distant location, for example, your holiday residence, to help protect the integrity of the device.

## To turn your camera off:

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

## To turn your camera on again:

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



Swann Smart Security Camera  
(SWWHD-INTCAM)

# Factory Resetting the Camera

Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings to factory default.

## To factory reset your Swann Smart Security Camera:

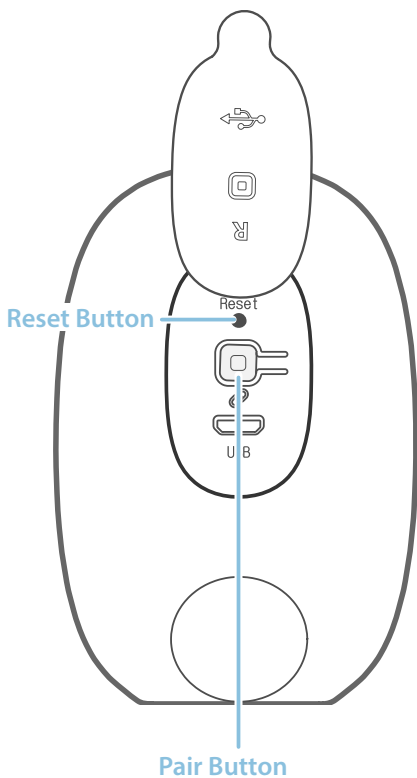
1. Press and hold the **Reset** and **Pair** buttons (see figure below for locations) simultaneously.
2. Let go of the **Reset** button and continue holding the **Pair** button for another 12 seconds until the camera's LED turns blue.
3. Let go of the **Pair** button. The LED turns off and your camera will be restored to its factory default state. This process can take up to a minute and once complete, your camera will start in pairing mode (LED blinking blue).

## To factory reset your Swann Indoor Camera:

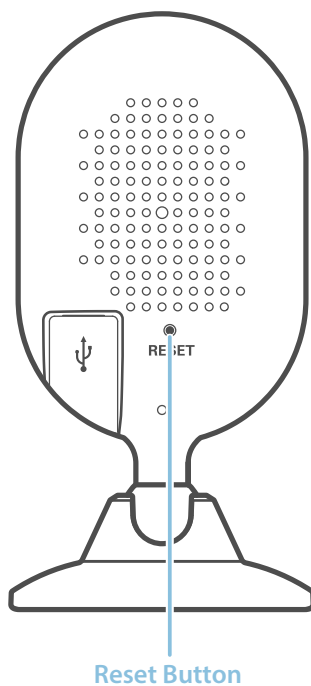
- Press and hold the **Reset** button (see figure below for location) for 10 seconds until both the camera's LED and infrared LEDs start blinking red. Your camera will be restored to its factory default state. This process can take up to a minute and once complete, your camera will start in pairing mode (LED blinking blue).

## To factory reset your Swann Outdoor Camera:

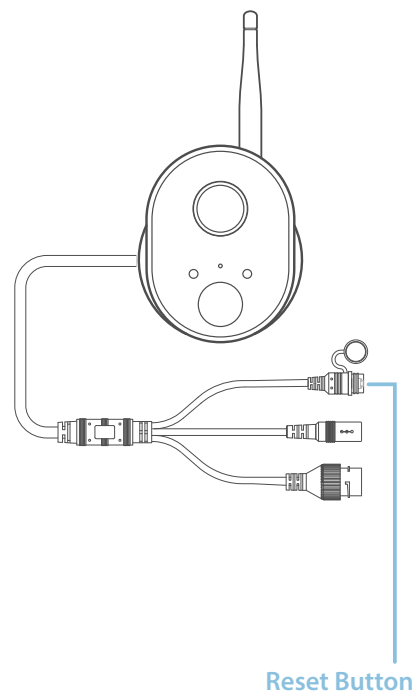
- Press and hold the **Reset** button (see figure below for location) for 10 seconds until both the camera's LED and infrared LEDs start blinking red. Your camera will be restored to its factory default state. This process can take up to a minute and once complete, your camera will start in pairing mode (LED blinking blue).



Swann Smart Security Camera  
(Swwhd-Intcam)



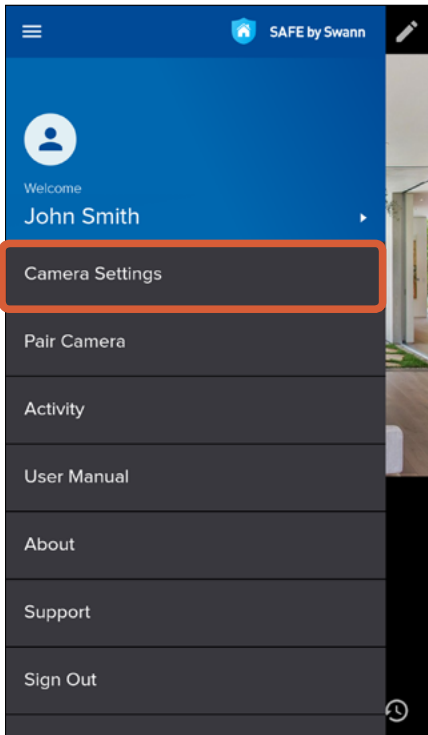
Swann Indoor Camera  
(Swwhd-Indcam)



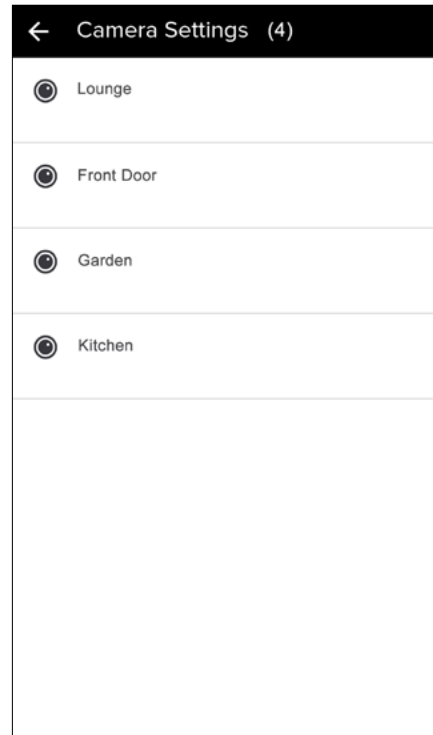
Swann Outdoor Camera  
(Swwhd-Outcam)

# Removing the Camera from your Account

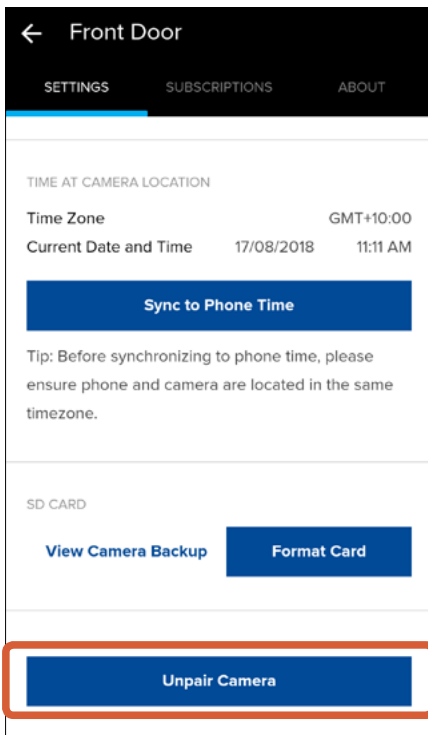
You can remove the camera from your account, if necessary. For example, if you're giving away your camera, you need to do this first so someone else can set it up under their own account. When you remove the camera, all related activity history including recordings will be erased; so make sure to download the videos you'd like to keep to your phone.



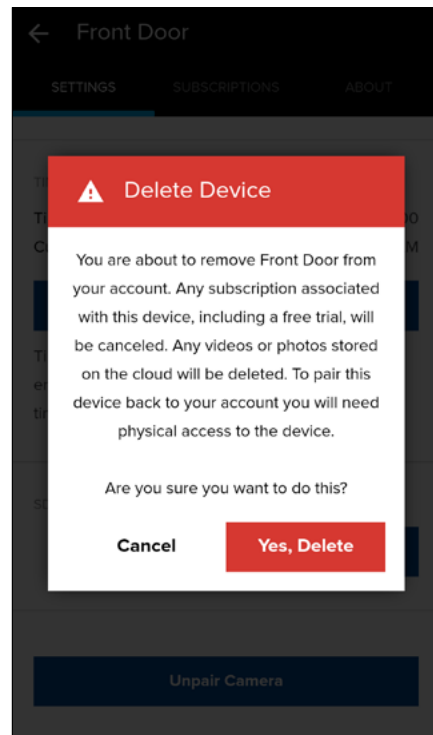
From the dashboard, open the menu and select the **Camera Settings** option.



Select the camera that you want to remove.



Under the **Settings** tab, scroll all the way down to the bottom, and tap the **Unpair Camera** button.

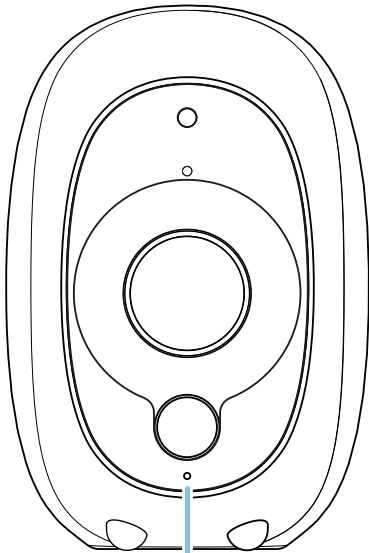


A confirmation box appears. Tap the **Yes, Delete** button to confirm that you want to remove your camera from your account.



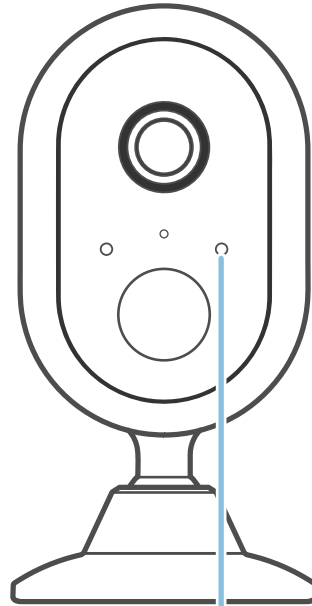
# Tips & FAQs

# LED Indicator Guide



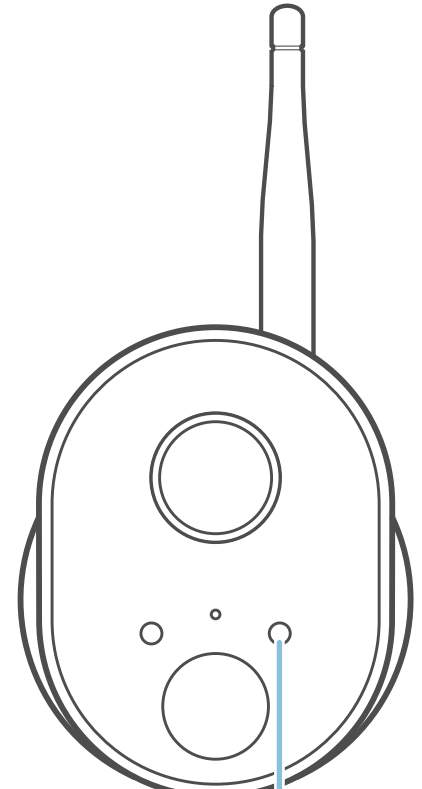
LED Indicator

Swann Smart Security Camera  
(SWWHD-INTCAM)



LED Indicator

Swann Indoor Camera  
(SWWHD-INDCAM)



LED Indicator

Swann Outdoor Camera  
(SWWHD-OUTCAM)

| Action                     | LED Indicator  |
|----------------------------|--|
| Connecting to Wi-Fi        | Fast blinking blue   |
| Out of range               | (SWWHD-INDCAM/OUTCAM) Blinking purple<br>(SWWHD-INTCAM) Fast blinking blue |
| Wi-Fi Pairing mode         | Slow blinking blue   |
| Live streaming             | Solid red  |
| Motion detection recording | Solid red  |
| Battery low (SWWHD-INTCAM) | Blinking purple  |
| Charging (SWWHD-INTCAM)    | Solid blue   |

# Troubleshooting

In most cases, setting up and using the camera with the SAFE by Swann app is easy and trouble-free. If you encounter connection or other issues, however, please check this troubleshooting section for help and advice. Should you need additional assistance, please visit [support.swann.com](http://support.swann.com).

## I cannot connect the camera to my Wi-Fi network

- Make sure the Wi-Fi network that you want the camera to join is not an unencrypted (open) network.
- Test your Wi-Fi network with other devices such as your phone or smart TV to make sure it is operating properly.
- The Wi-Fi connection may not be stable during pairing. Try moving the camera closer to your Wi-Fi router.
- Your 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 rear or bottom of the device.

## The camera status shows "Offline"

- There could be a temporary issue with your network/internet connection (e.g., service disruption). Please try again in a few minutes.
- The camera (SFWHD-INTCAM) is completely out of battery power. Plug the camera into your USB charger to charge it.
- The camera has been disconnected from your Wi-Fi network. Press the **Reset** button on your camera for two seconds to automatically re-connect to your Wi-Fi network. Make sure the camera is getting a good signal from your Wi-Fi router.

## I stopped receiving notifications on my phone

- The SAFE by Swann app is not running in the background. If you recently restarted your phone, make sure to open the SAFE by Swann app again.
- Some versions of the Android operating system automatically put apps to sleep to conserve battery life when your phone is not in use or when an app hasn't been used for a few days. You may need to turn off (or exclude) "Battery optimization" for the SAFE by Swann app to enable push notifications to be retrieved. Please check the user guide that comes with your phone for more information.

## The live video stream is slow to load

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

- Your phone's cellular connection, which is reliant on mobile coverage and signal reception, is slow.
- 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.
- Weak Wi-Fi reception. Wi-Fi won't work reliably on your camera if the camera's Wi-Fi signal strength is less than 40% (i.e., too far away from your router.) You may need to install a Wi-Fi repeater or extender to boost the Wi-Fi connection and signal.

## The camera (SFWHD-INTCAM) is not charging

Make sure your USB wall charger is correctly connected to your camera and the power socket. A charging icon will appear in the app when the camera begins charging correctly. If your camera has gone flat and hasn't been charged for a long time, try leaving it connected for awhile (10 minutes or more).

## The camera stopped working after I changed my Wi-Fi router

If you update your home network with a new Wi-Fi router and the Wi-Fi settings (i.e., SSID/Password) are no longer the same as the previous router, your camera needs to be configured with the new Wi-Fi settings so that it can connect to the new router. To configure your camera with the new Wi-Fi settings, select the **Pair Camera** option from the menu and follow the on-screen instructions. See "**Pairing the Camera**" on page 7.

**Note:** If you update your home network with a new Wi-Fi router and configure the new router with the same Wi-Fi settings as the previous router, your camera should automatically connect to the new Wi-Fi router.

# Frequently Asked Questions

## **I have forgotten my SAFE by Swann account password. How do I reset it?**

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

## **Can I access my camera on another phone?**

Yes. Just install the SAFE by Swann app on your other phone and sign in using the same SAFE by Swann 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 camera to another SAFE by Swann account?**

A camera can be registered to a single SAFE by Swann account only. If you want to register the camera to a new account (for example, if you want to give the camera to a friend), you'll first need to unpair (**Camera Settings > Unpair Camera**) it from your account. Once unpaired, the camera can be registered to another account.

## **How far back does the camera's activity history go?**

Every camera comes with free standard 2-day cloud storage. To save your video clips around longer, upgrade to the ExtraSafe subscription plan which will give you 30 days of cloud storage for your camera. In addition, you can also access 7 days of recordings that are stored on your camera's built-in memory.

## **Will my camera continue to record motion activity if my internet connection drops out?**

Your camera will continue to detect and record motion events to its internal memory even if your internet connection is down. Once your internet connection comes back, your camera will attempt to upload any motion event videos to your cloud account.

## **How do I access recordings stored locally on my camera's internal memory?**

From your camera's Settings tab, scroll down to **SD card** and then tap **View Camera Backup**.

## **Can I use my camera without an internet connection?**

No, your camera requires a Wi-Fi network connection with internet access to stream live video to your phone and upload videos to the cloud.

## **Does my camera work on the 5GHz Wi-Fi network band?**

Only the Swann Smart Security Camera (SWWHD-INTCAM) can operate on either the 2.4 GHz or 5 GHz Wi-Fi network band. The Swann Indoor & Outdoor Camera models will connect to 2.4GHz networks only.

## **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.

## **What should I do when there's a prompt to update the camera's firmware?**

Please update your camera's firmware to the latest version for performance improvements, feature enhancements as well as bug fixes.

## **How long does it take for video recordings to appear on the Activity screen?**

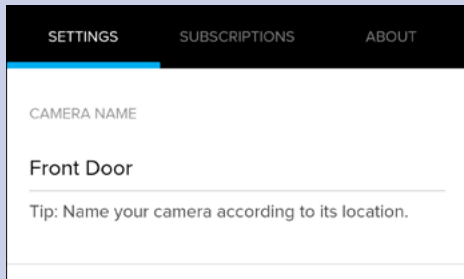
Depending on the size of the video and the strength of your network, this can be highly variable. In normal circumstances, an event should be displayed in the Activity list a few minutes after it has been recorded. The activity list does not automatically refresh. To refresh, pull down the activity list from the top of the screen.

# Frequently Asked Questions

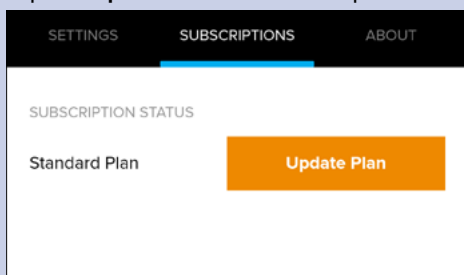
## How do I subscribe to a paid cloud storage plan for my camera?

You can easily purchase a cloud subscription for your camera through the app:

1. From the app dashboard, open the menu and select the **Camera Settings** option.
2. Select the camera that you want to purchase a cloud subscription for.
3. Select the **Subscriptions** tab.



4. Tap the **Update Plan** button to open the SAFE by Swann cloud subscription portal.



5. Follow the on-screen instructions to select the cloud plan that you want to subscribe to and enter the payment and billing information.

## What can I do to maximize the battery performance on my camera? (SWWHD-INTCAM)

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 the motion sensor 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. Adjust your camera angle downward so its field of view is focused only on the immediate area of concern and excludes as much background activity as possible.
- 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.

## What does the status displayed for my camera mean?

The status can indicate one of the following:

- **Standing By** - Camera is in power-saving state. This is only applicable to the SWWHD-INTCAM model.
- **Activating** - Waking camera from standby. This is only applicable to the SWWHD-INTCAM model.
- **Offline** - Camera is offline. Your camera might be experiencing network or internet connection issues, or out of battery completely (only applicable to the SWWHD-INTCAM model).



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Version: 2018-10