



Smart Security Camera SAFE by Swann App Manual

iOS and Android



Contents

Getting Started

Installing the SAFE by Swann App.....	5
Creating a SAFE by Swann Account.....	6
Pairing the Camera.....	7
Configuring Camera Date and Time.....	10
Camera Placement.....	11

About the App Interface

The Camera Dashboard.....	13
The Camera Dashboard: Layout.....	14
The Live View Screen.....	15
The Activity Screen.....	16
The Playback Screen.....	17
The Menu.....	18
The Profile Screen.....	19
The Cameras Settings Screen.....	20
The Cameras Settings Screen: Settings Tab.....	21
The Cameras Settings Screen: Subscriptions Tab.....	25
The Cameras Settings Screen: About Tab.....	26

Camera Maintenance

Charging the Camera.....	29
Switching Wi-Fi Networks.....	30
Updating Wi-Fi Credentials.....	32
Updating the Firmware.....	35
Restarting the Camera.....	38
Turning Off the Camera.....	39
Factory Resetting the Camera.....	40

Tips & FAQs

What Do the Different LED Colors Mean?.....	42
Maximizing Battery Performance.....	43
Troubleshooting.....	44
Frequently Asked Questions.....	47
Battery Charging FAQ.....	47
Account FAQ.....	48
Account FAQ.....	49
Live & Playback Video FAQ.....	50
Activity Timeline & Motion Events FAQ.....	51
Activity Timeline & Motion Events FAQ.....	52
Connectivity FAQ.....	53
Firmware Upgrade FAQ.....	54

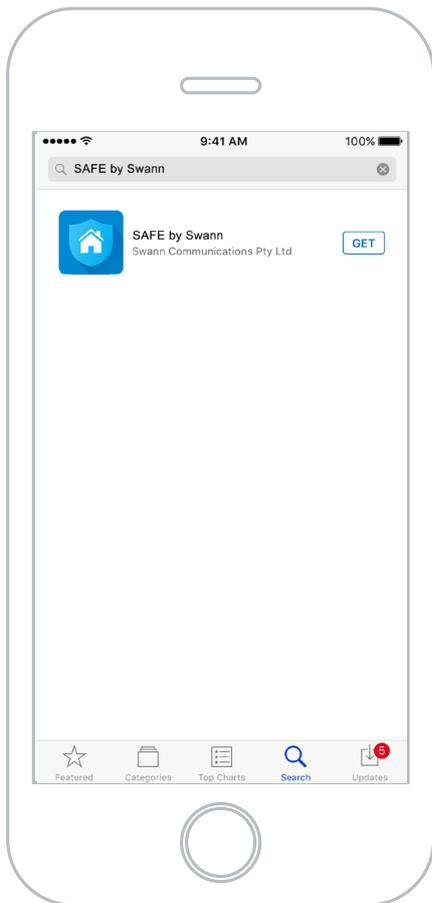


Getting Started



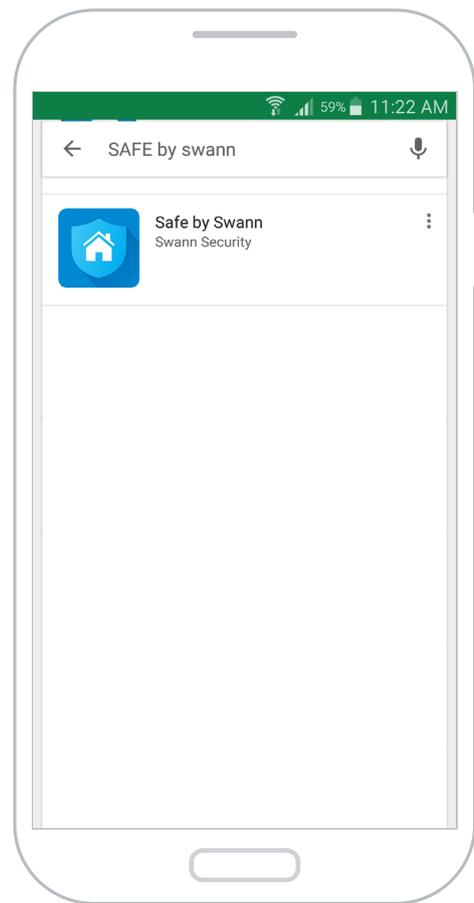
Installing the SAFE by Swann App

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).

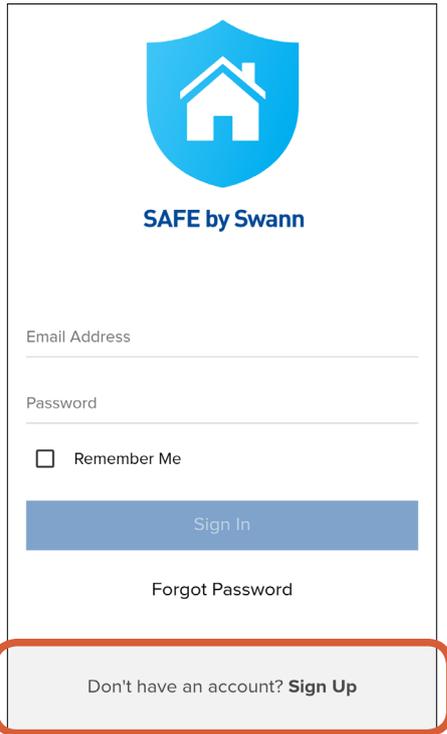


SAFE by Swann

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.

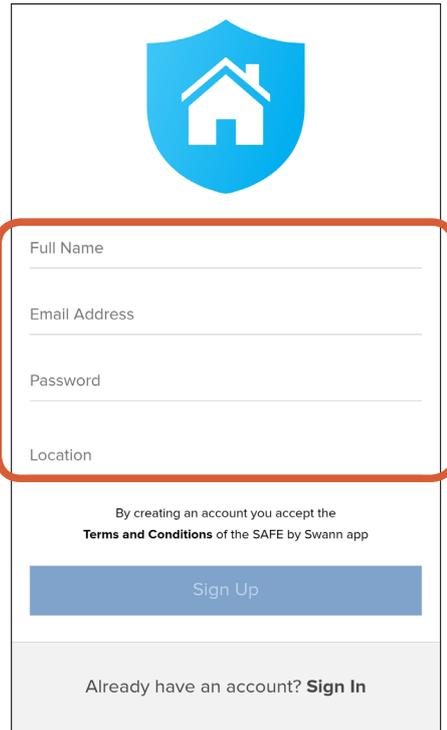


Creating a SAFE by Swann Account



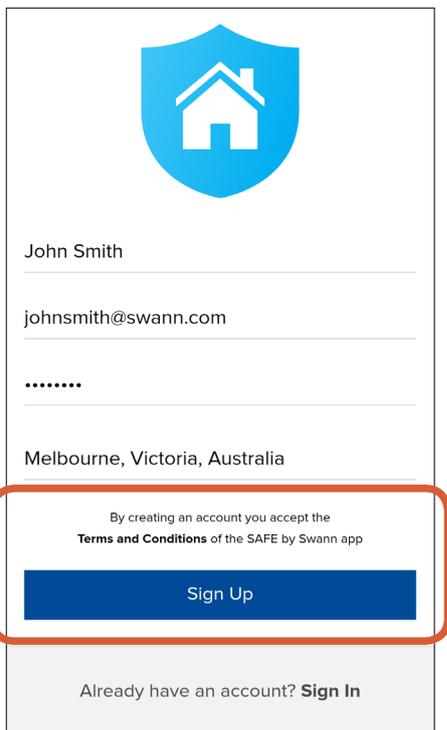
The image shows the 'SAFE by Swann' sign-in screen. At the top is a blue shield icon with a white house. Below it is the text 'SAFE by Swann'. There are input fields for 'Email Address' and 'Password'. A checkbox labeled 'Remember Me' is present. A blue 'Sign In' button is centered. Below the button 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**.



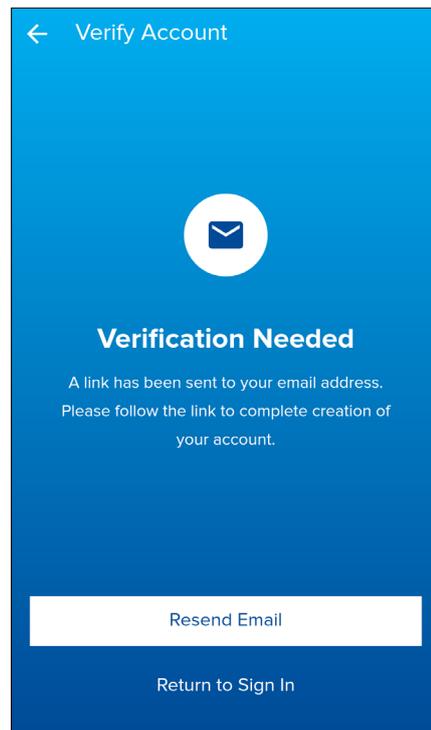
The image shows the 'SAFE by Swann' sign-up screen. It features the same blue shield icon and 'SAFE by Swann' text. Below are input fields for 'Full Name', 'Email Address', 'Password', and 'Location'. A blue 'Sign Up' button is centered. Below it is a link for 'Already have an account? Sign In'. The 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 pre-filled information. The fields contain: 'John Smith', 'johnsmith@swann.com', a masked password '.....', and 'Melbourne, Victoria, Australia'. A blue 'Sign Up' button is highlighted with an orange border. Below it 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.

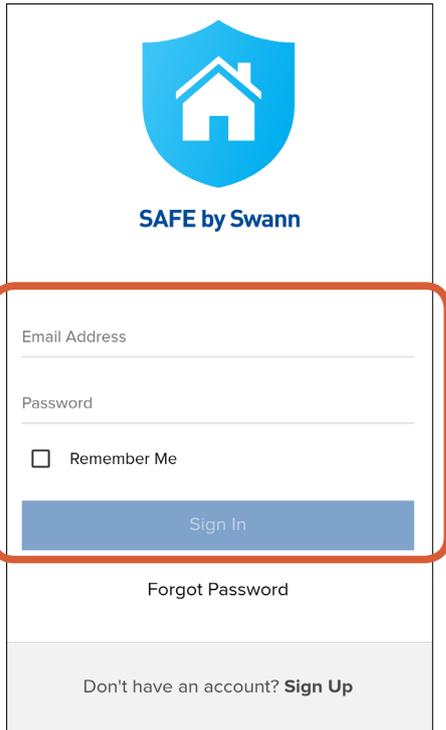


The image shows the 'Verify Account' screen. It has a blue background with a white envelope icon in a circle. The text reads: 'Verify Account', 'Verification Needed', and 'A link has been sent to your email address. Please follow the link to complete creation of your account.' At the bottom, there are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

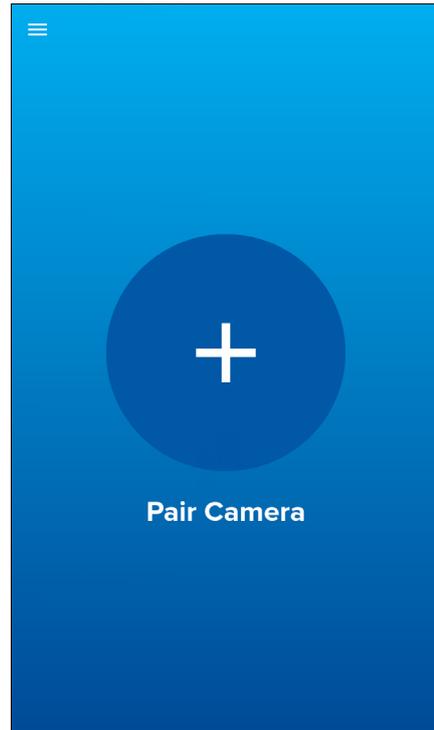
Check your email inbox for a verification email from SAFE by Swann. Open the link included in the verification email to validate your email address and activate your account. If you don't receive the verification email within a few minutes of signing up, check your Junk folder or tap **Resend Email**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



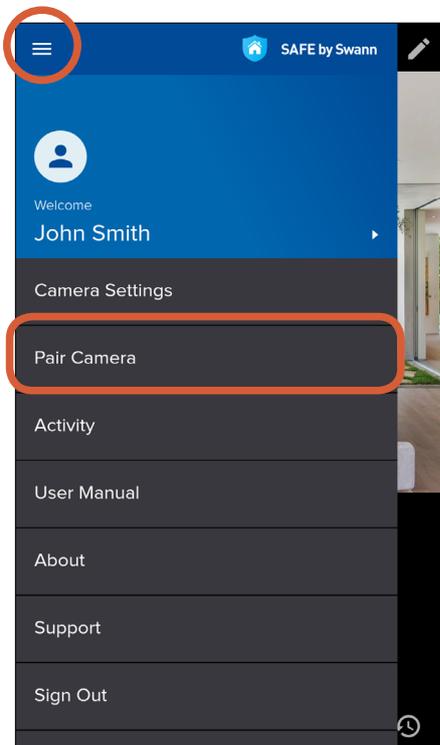
Pairing the Camera



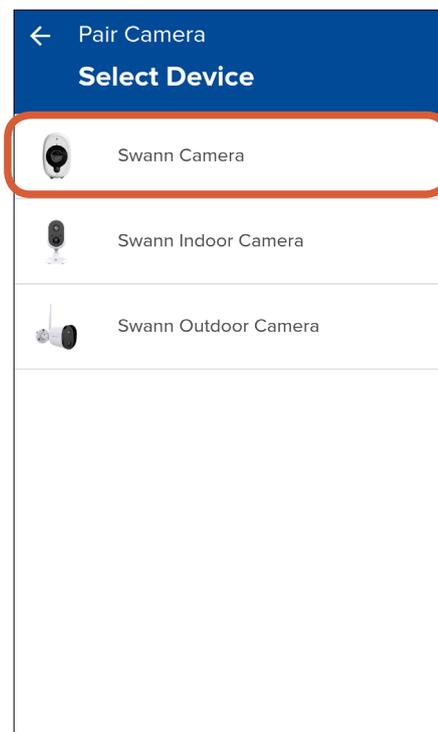
Sign in with your SAFE by Swann account information. If you want the app to remember your login credentials and sign in automatically the next time you open it, select the **Remember Me** checkbox before you tap **Sign In**.



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



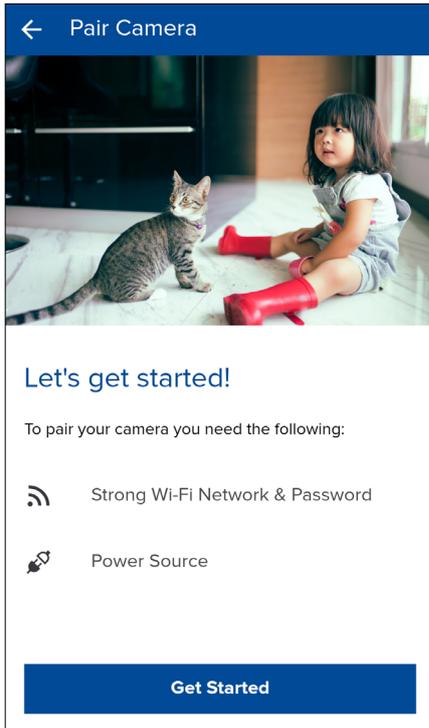
You can also pair any additional cameras (one at a time) by opening the menu and tapping **Pair Camera**.



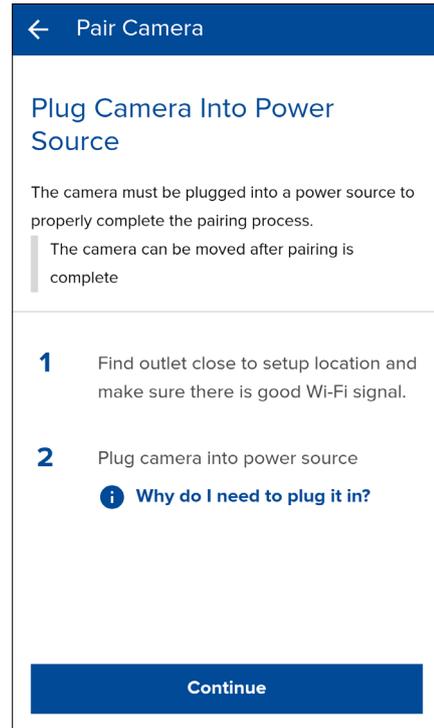
Tap "**Swann Camera**" from the list of cameras shown.



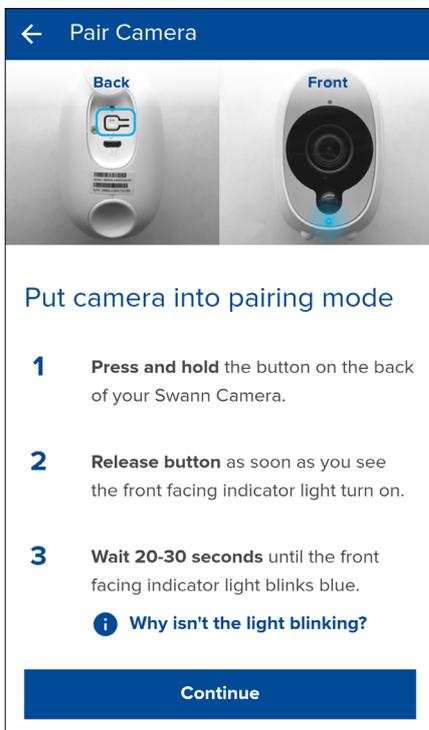
Pairing the Camera



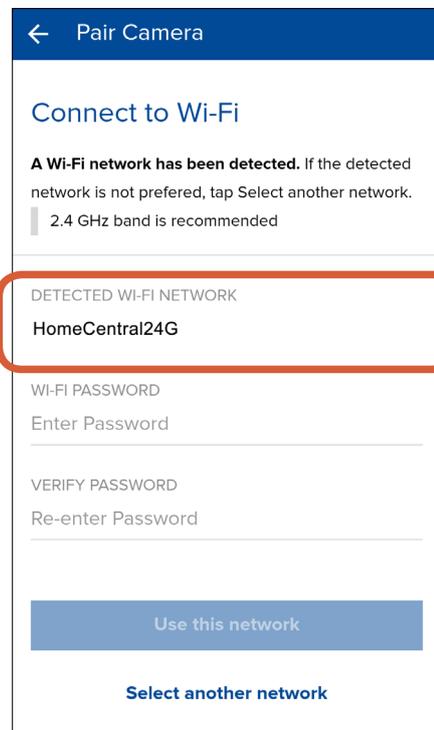
Before you start, make sure you have access to a power source that's within the coverage area of your router or access point. To continue, tap **Get Started**.



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**.



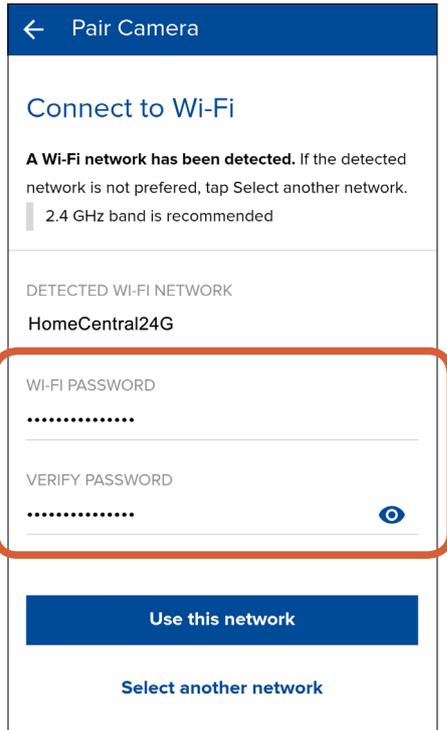
The Wi-Fi network that your phone is currently using will be the network your camera joins. If this is not the network you want your camera to be using, tap **Select another network** at the bottom of the screen and connect your phone to another Wi-Fi network.

TIP For longer range connectivity, always use a 2.4GHz Wi-Fi network.

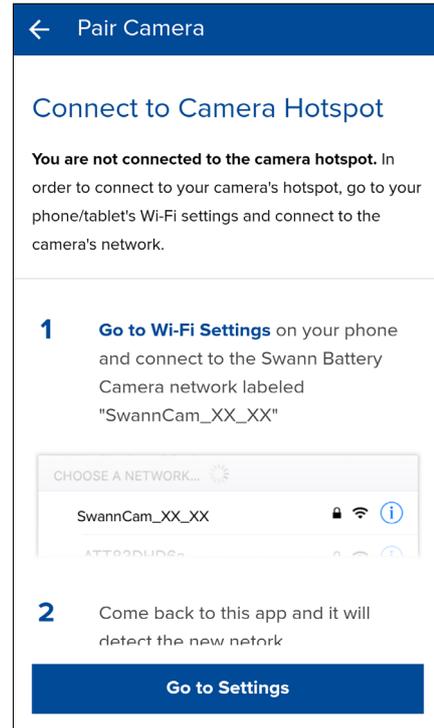
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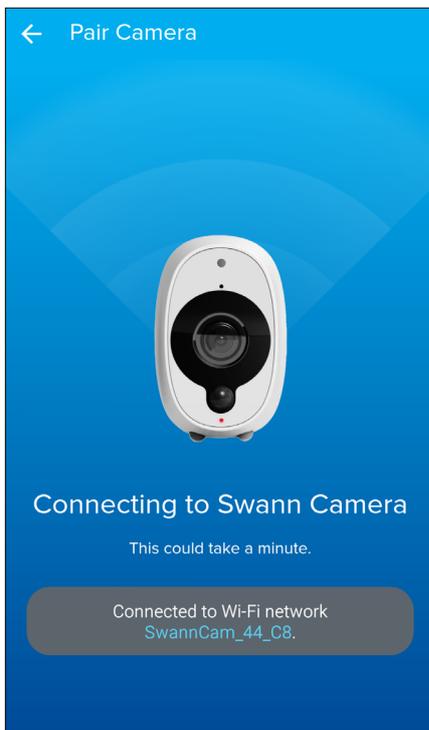
Pairing the Camera



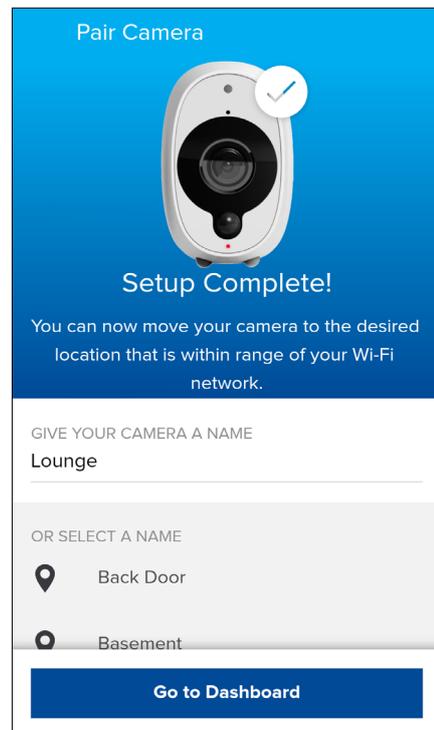
Enter the password for the Wi-Fi network selected, confirm the password, and then tap **Use this network**.
TIP Wi-Fi network passwords are case sensitive, so make sure to enter it exactly the same as it was created or as found on your router. Tap  to show/hide the password.



Now, you need to 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_XX_XX". When you're done, return to the app.



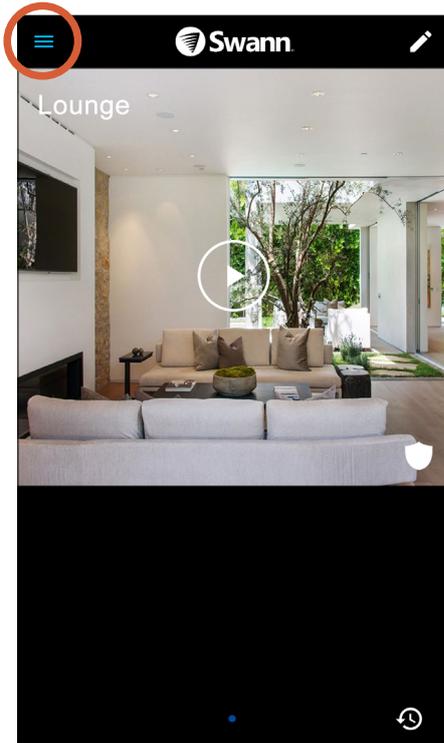
Upon returning to the app, the above screen is automatically displayed. Wait a few moments for the camera to configure the connection to your Wi-Fi network.



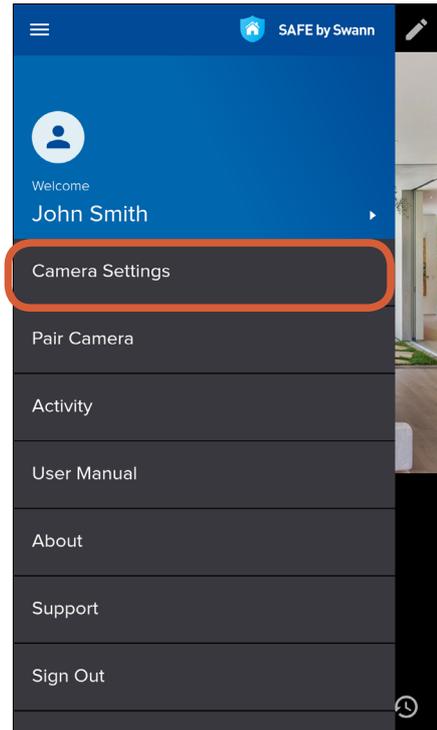
Once pairing is complete, you'll be prompted to enter a name for your camera. You can also choose a name from the list of common camera locations. To exit setup, tap **Go to Dashboard**. Your newly paired camera will appear on the dashboard. **TIP** Please wait a few moments for initial settings to be synced to the cloud before attempting to view your camera.



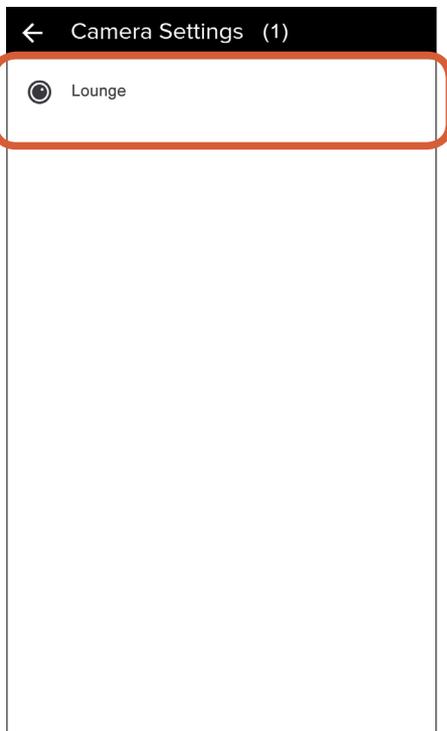
Configuring Camera Date and Time



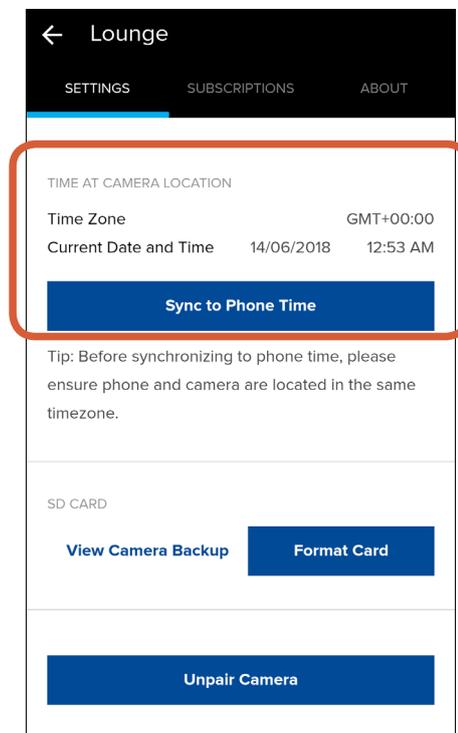
From the dashboard, tap the drawer icon to open the menu.



Tap **Camera Settings**.



Tap your camera to access the settings.



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

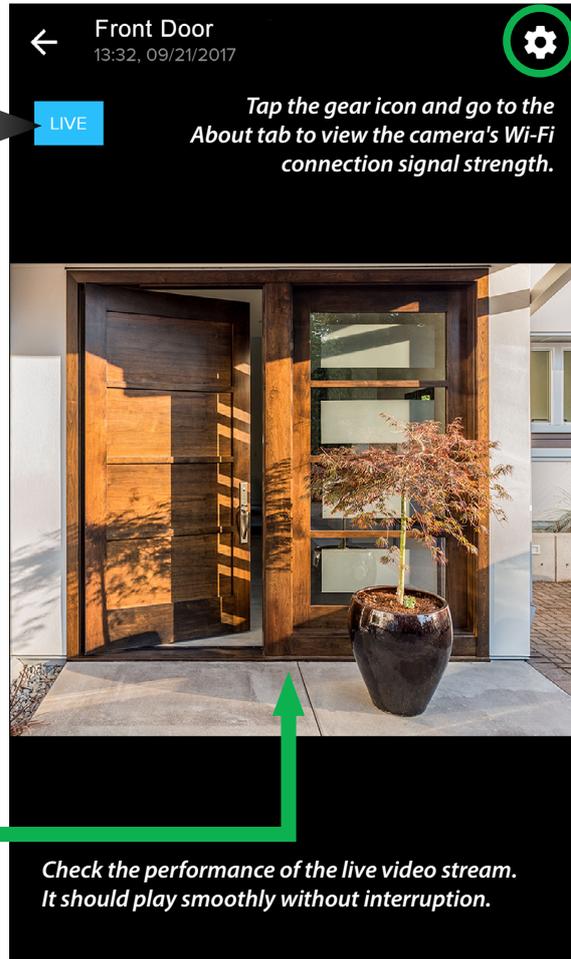
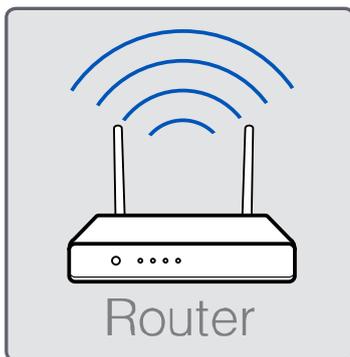
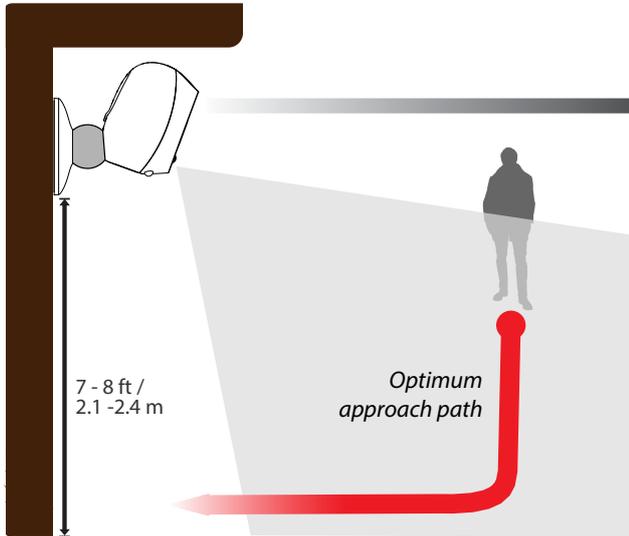
For more information about the other available camera settings, see "[The Cameras Settings Screen: Settings Tab](#)" on page 21.



Camera Placement



Face away from direct sunlight to prevent false motion sensor triggering and to protect camera lens



Tap the gear icon and go to the About tab to view the camera's Wi-Fi connection signal strength.

Check the performance of the live video stream. It should play smoothly without interruption.

Choose a place with reliable Wi-Fi reception

- Your camera should be placed in a location where there is good, reliable Wi-Fi reception from your router.
- Test the range of the Wi-Fi connection by taking your camera to different areas of your house and comparing the video streaming performance. Make sure no other online video streaming service is running at the same time. If the video streams smoothly without interruption, you have found a good place for your camera.
- You can view the Wi-Fi connection signal strength within the app. You will notice the strength of the wireless connection decreases as you move further away from your router.

Optimize motion detection

- Your camera's PIR (passive infrared) motion sensor detects heat signatures of moving objects.
- You'll generally get good detection results by pointing the camera downwards at an angle where people will be moving across the coverage area before heading directly towards the camera.
- Don't include any sky or anything irrelevant and just focus on the particular area of interest where you want to capture motion activity. Think of the potential pathways that people may take to approach your home and try different angles (i.e., reduce the coverage distance), mounting positions and sensitivity settings to find out what gets you the best results. Consider installing additional cameras at perpendicular angles to cover blind spots.

Boost Wi-Fi reception

If you plan on placing your camera a long way away from your router, for example, your backyard where wireless connectivity is poor, consider installing a Wi-Fi repeater or range extender. This can help increase your Wi-Fi coverage area and improve the signal quality in the furthest corners of your house, giving you a strong connection wherever your camera is.

Secure the magnetic stand

The supplied double-sided adhesive strips work best on smooth surfaces. When applying the strips, press firmly for at least 30 seconds to achieve a stronger adhesive bond.

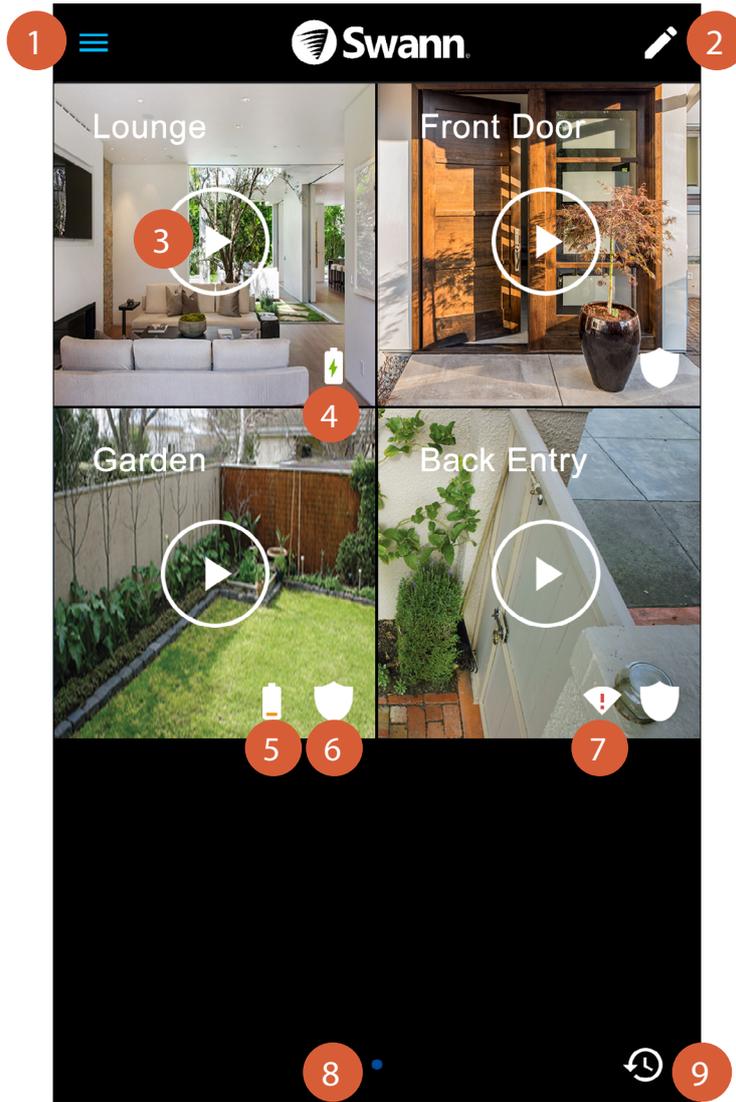




About the App Interface



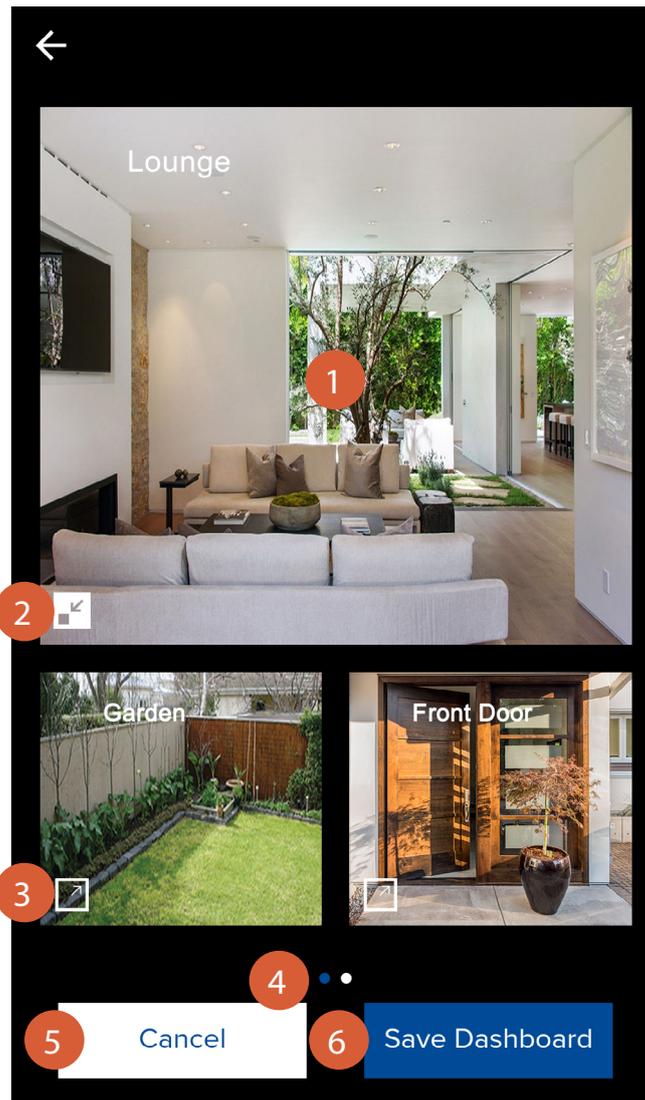
The Camera Dashboard



- 1 Open the menu where you can edit your account profile, manage camera settings, pair a camera, review camera activity, and more. See **"The Menu" on page 18** for more information.
- 2 Rearrange the layout of camera tiles on the dashboard according to your preferences. See **"The Camera Dashboard: Layout" on page 14**.
- 3 Tap the "Play" icon to start streaming live video from the camera on the Live View screen.
- 4 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 The "Battery low" icon is displayed when the camera has less than 30% of battery life remaining.
TIP
You'll also get push notifications when the camera has 20%, 10% and 5% of battery life remaining.
- 6 The shield icon is displayed when the camera's motion sensor is enabled (i.e., the motion sensor sensitivity setting is not OFF).
- 7 The "Low Wi-Fi signal" icon is displayed when there is a very low signal quality at the camera location. Wi-Fi connection may not work reliably and battery consumption will increase. Try moving your router nearer or installing a Wi-Fi range extender. If the camera is connected on a 5GHz network, try changing to a 2.4GHz network instead as this band, in general, is better for long range connections and may improve signal quality.
- 8 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.
- 9 Quickly check the activity feed and view the current day's recorded events, with the most recent event showing at the top. See **"The Activity Screen" on page 16** for more information.



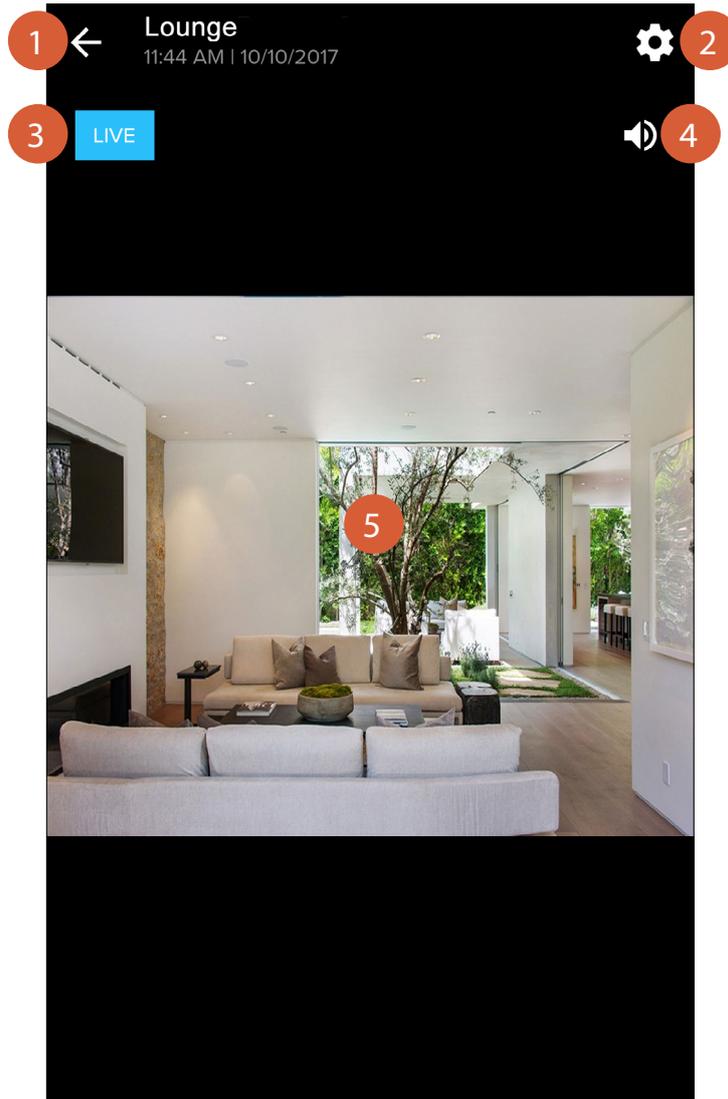
The Camera Dashboard: Layout



- 1 You can swap spots 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.
- 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.



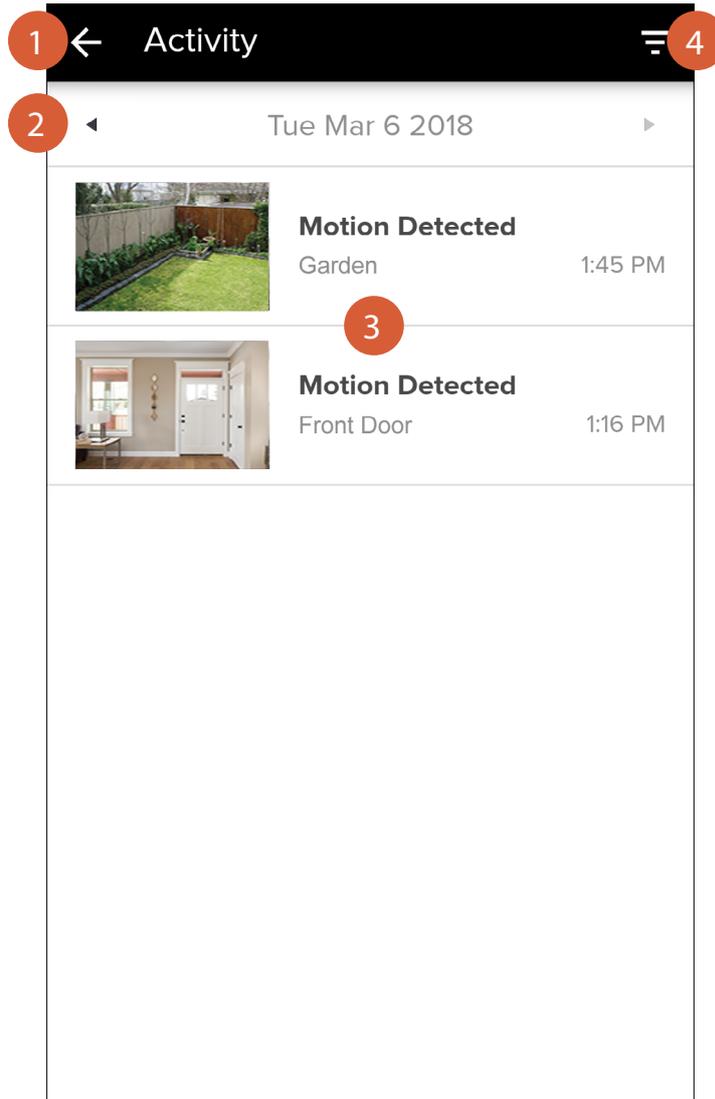
The Live View Screen



- 1 End the camera's live video stream and return to the dashboard.
- 2 Quickly access and adjust the camera's settings such as the name, image quality, motion sensor sensitivity, and motion sensor sleep interval. To learn more about the camera settings available, see "[The Cameras Settings Screen: Settings Tab](#)" on page 21.
- 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.



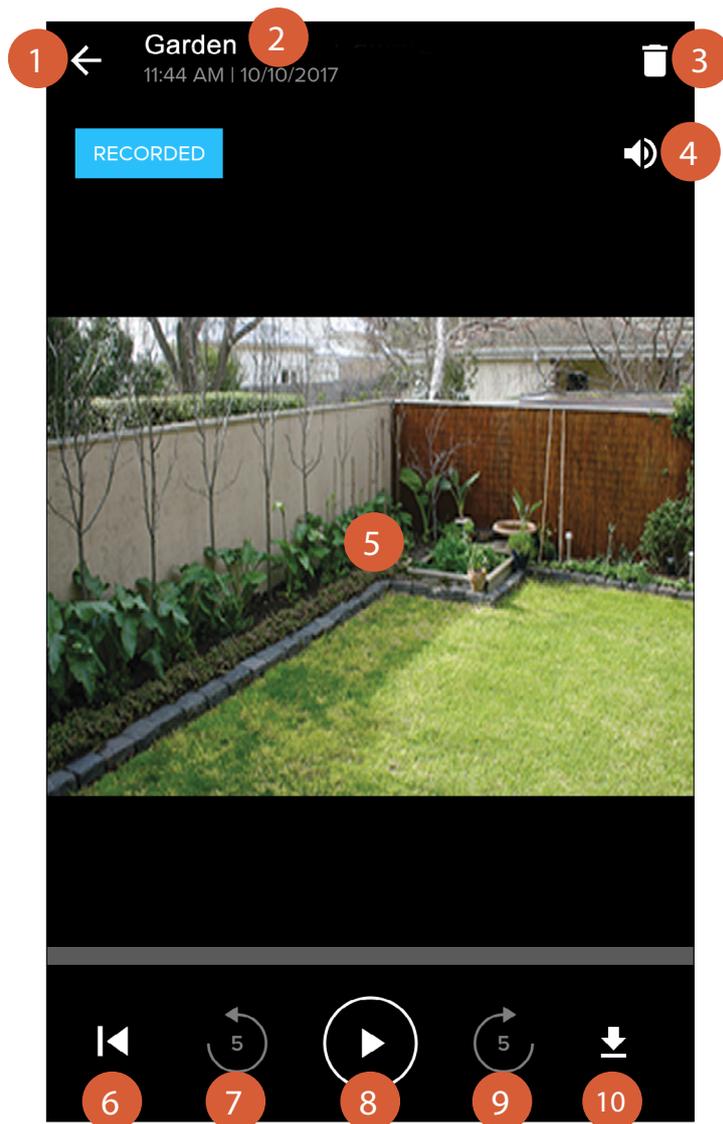
The Activity Screen



- 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 of motion events captured by the cameras registered to your SAFE by Swann account. The current day's activity timeline is displayed by default. The image thumbnail lets you see a quick snapshot of the video related to the motion event. Tap on a motion event to play the video clip on the Playback screen.
- 4 Tap To filter the activity timeline by "Device Name", "Time At Camera Location" or "Date".



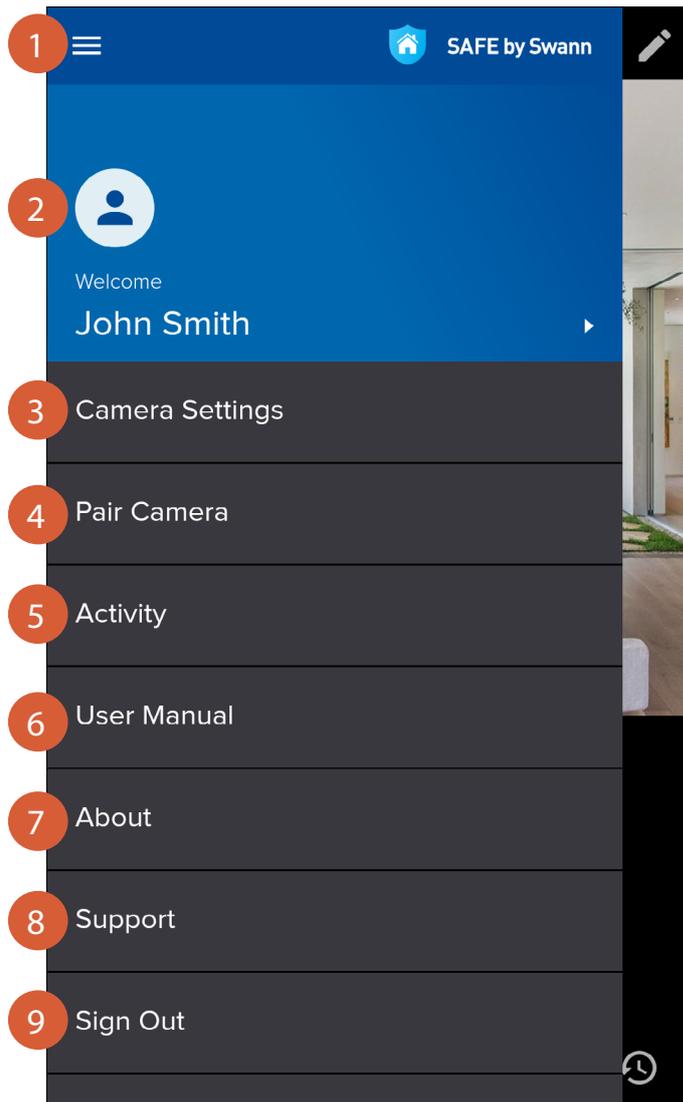
The Playback Screen



- 1 Go back to the Activity screen.
- 2 The camera name and the time and date of when the motion event was recorded.
- 3 Delete the video recording of the motion event from your SAFE by Swann account. Once deleted, the motion event will also no longer be displayed in the activity timeline.
- 4 Mute/unmute the video recording.
- 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.



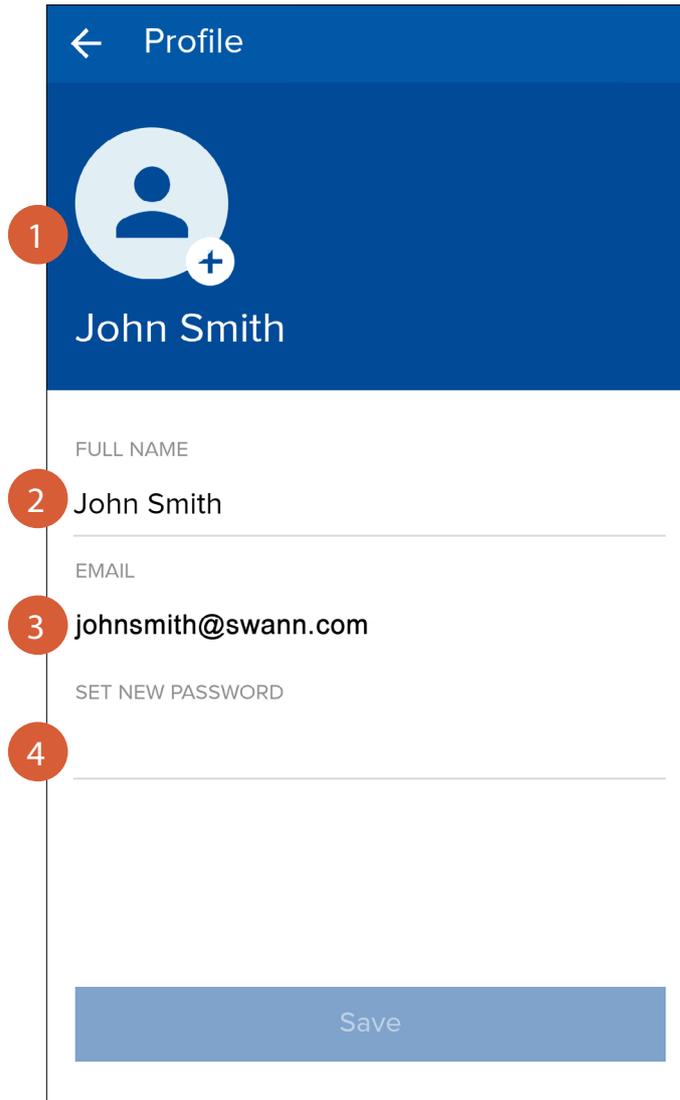
The Menu



- 1 Close the menu.
- 2 Edit your profile picture and name, or change your SAFE by Swann account password. See **"The Profile Screen" on page 19** for more information.
- 3 View the list of cameras associated with your SAFE by Swann account and manage camera settings. See **"The Cameras Settings Screen" on page 20** for more information.
- 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 motion events.
- 6 Download the user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on App Store or Google Play).
- 7 Display the SAFE by Swann application version information and 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.



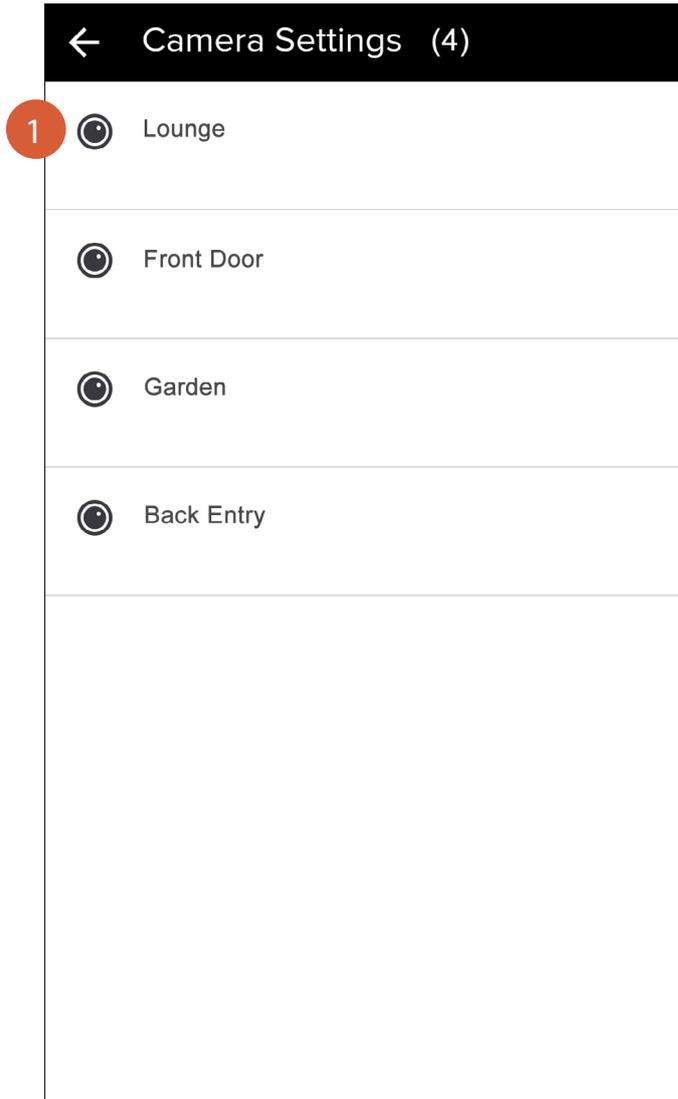
The Profile Screen



- 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.



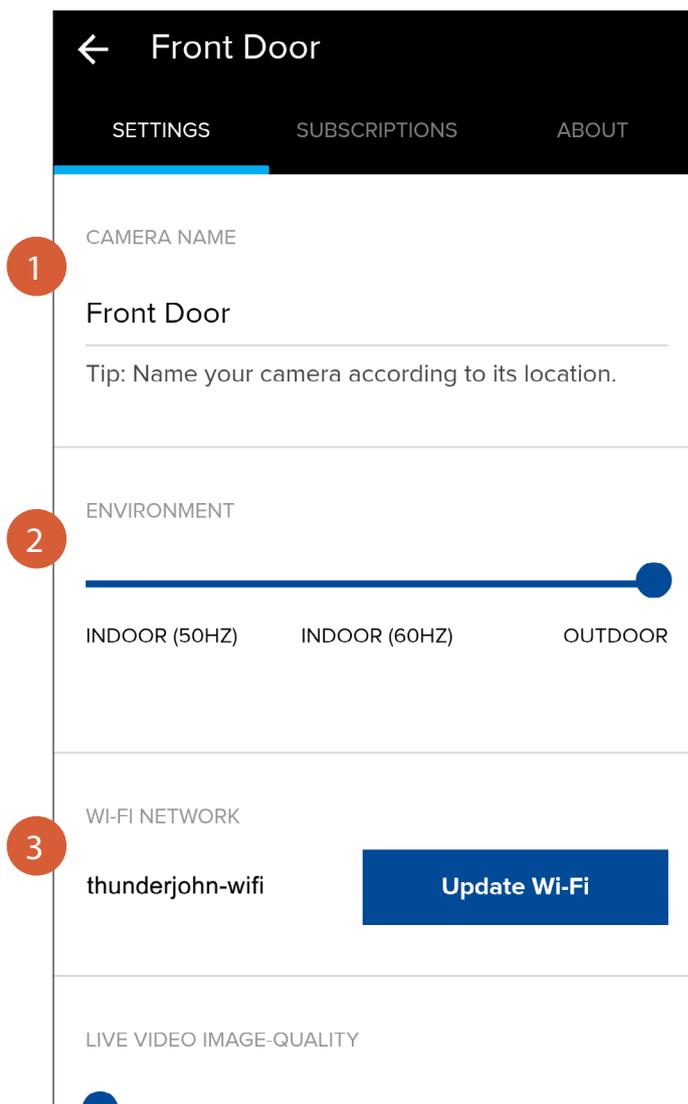
The Cameras Settings Screen



- 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 the hardware information such as firmware version, wireless connection strength, and battery level.



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)**

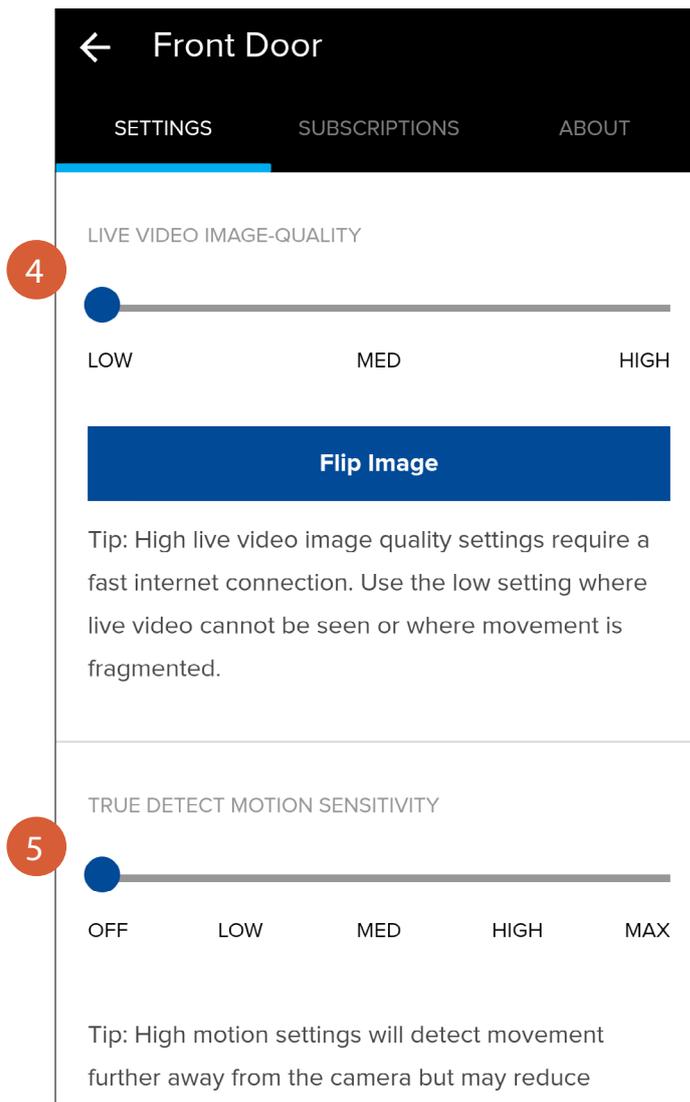
TIP

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 area and you would like to switch the camera's Wi-Fi connection, tap the **Update Wi-Fi** button. See "**Switching Wi-Fi Networks**" on page 30 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

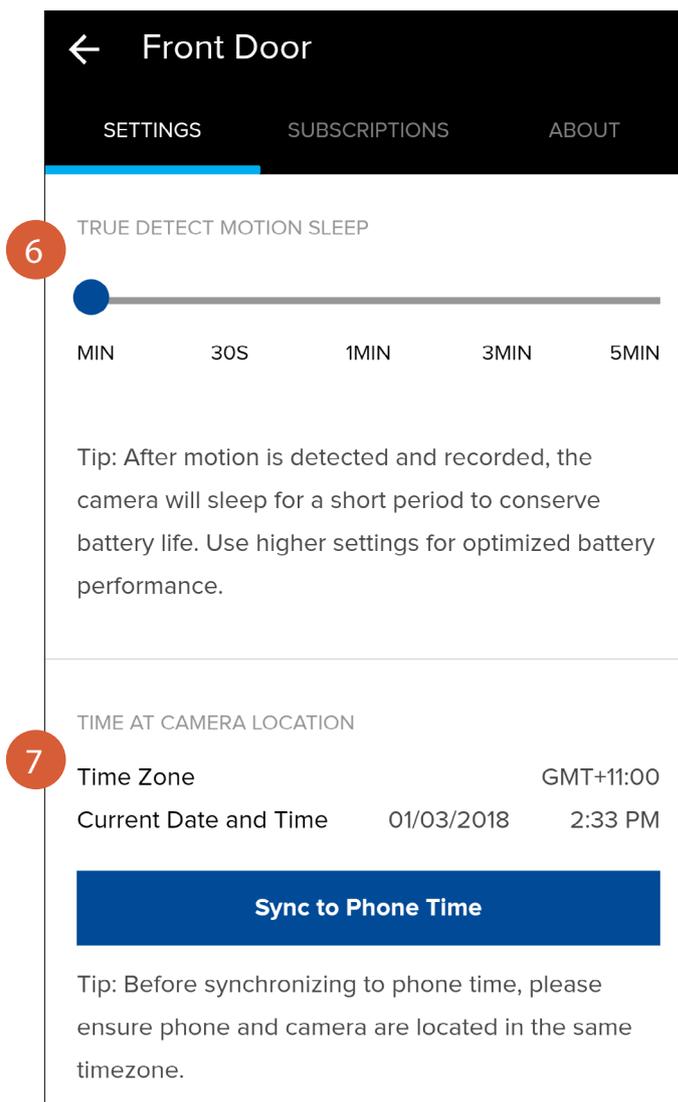
Drag the slider left or right to adjust the camera's motion sensor sensitivity. You can also turn off the motion sensor completely to conserve the camera's battery life when activity monitoring is not needed, for example, when the camera is being charged or when positioning the camera during installation. 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 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.

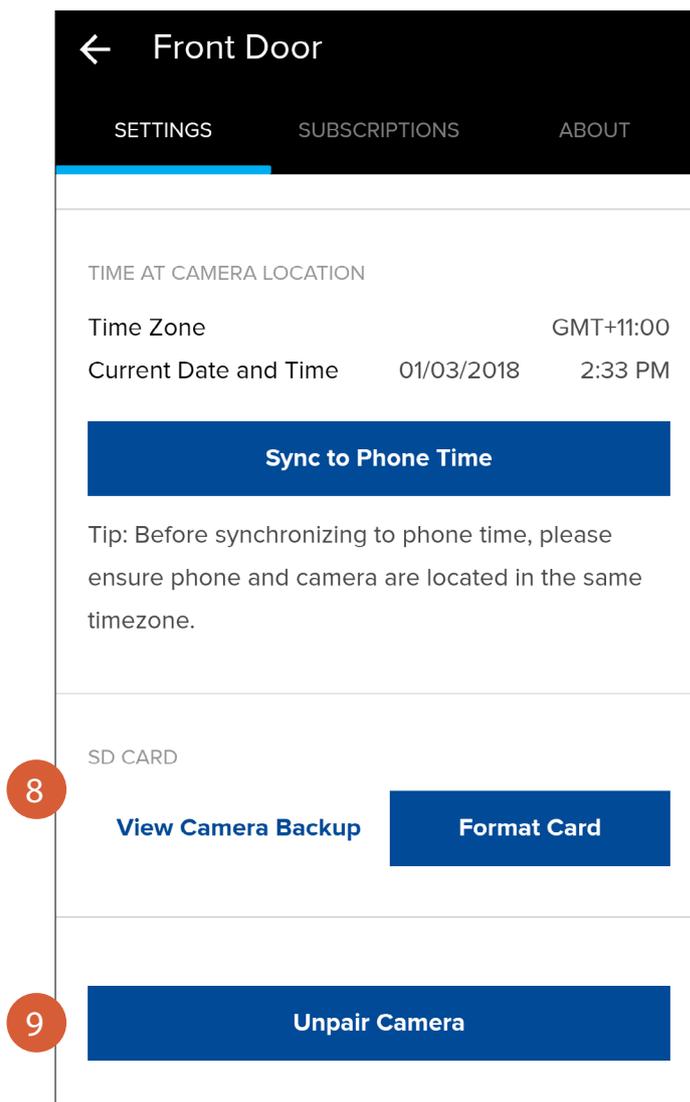
TIP

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

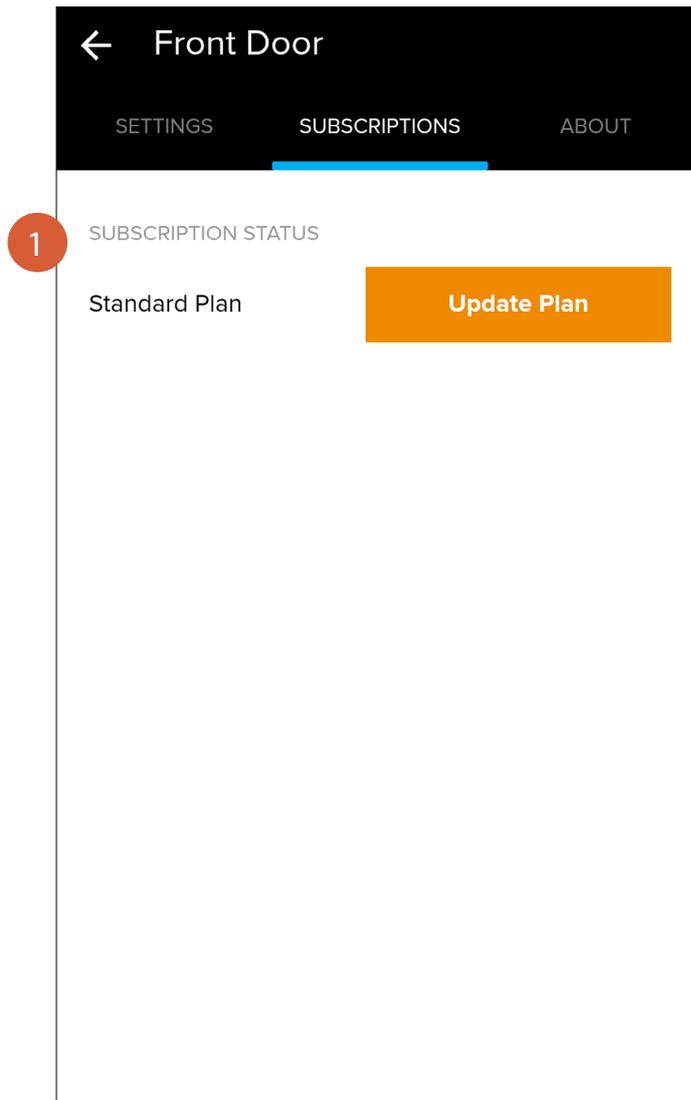
Tap **View Camera Backup** to access the last 7 days of motion event video clips stored on the camera's internal memory. Tap the **Format Card** button to clear the camera's internal memory and permanently erase all recordings.

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 motion activity clips.



The Cameras Settings Screen: Subscriptions Tab



1

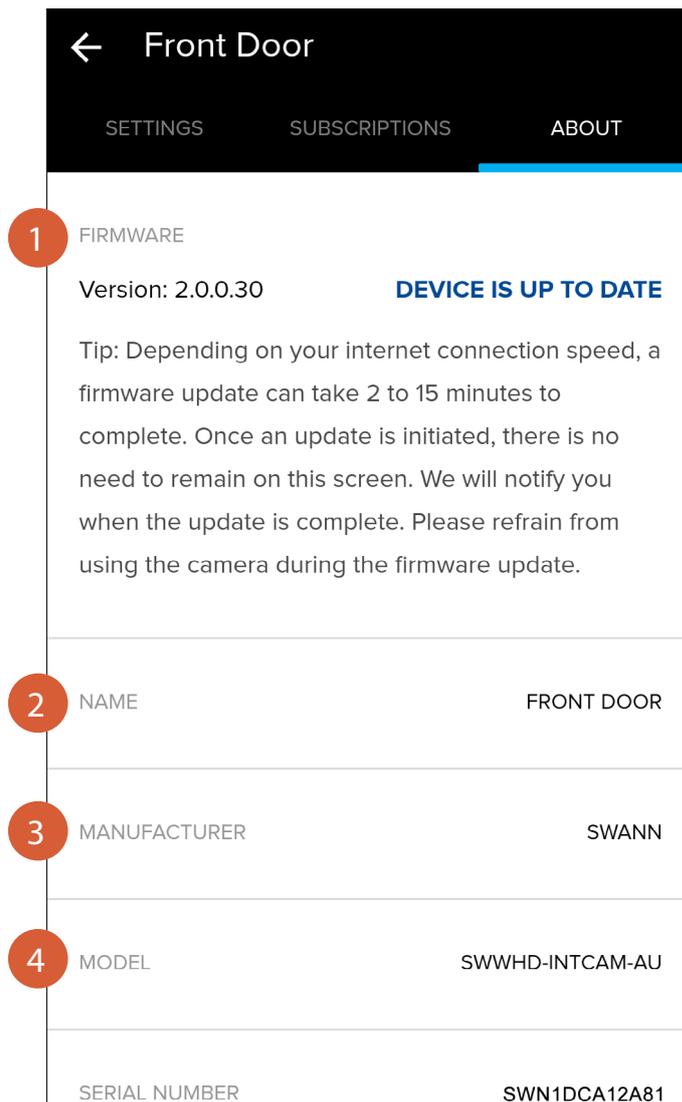
Displays the status of the camera's cloud storage plan. Tap the **Update Plan** button to manage or upgrade the camera's current cloud plan.

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 enable motion event video 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, you'll be see the "PLUG-IN PLOWER TO UPDATE SOFTWARE" message or the **Update Firmware** button (if battery level > 60%). See "[Updating the Firmware](#)" on page 35 for more information. By upgrading the firmware, you will improve the performance of the camera and get access to the latest features.
- 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

	SETTINGS	SUBSCRIPTIONS	ABOUT
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 Displays the camera's power charge state—"Battery Powered" or "Charging".
- 11 Displays the camera's remaining battery level.

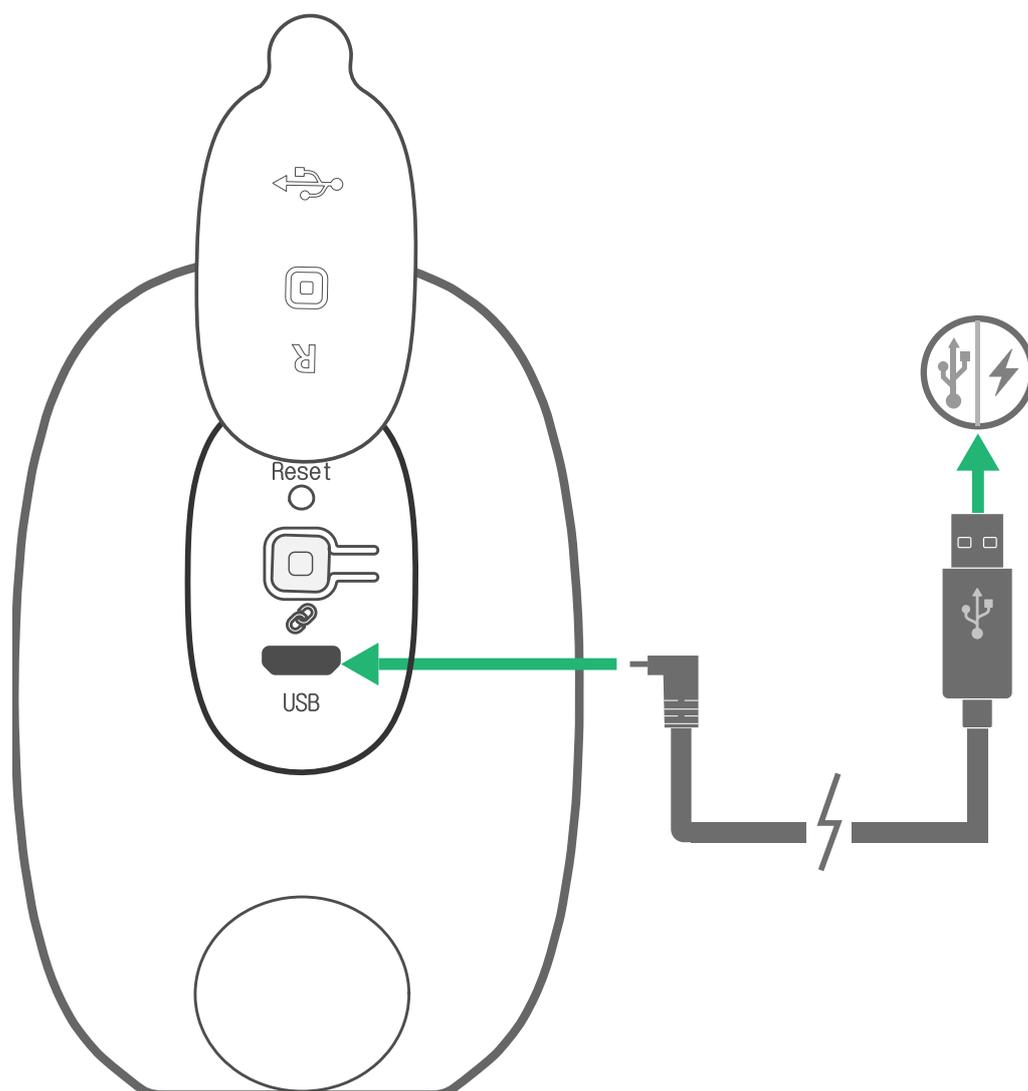




Camera Maintenance



Charging the Camera

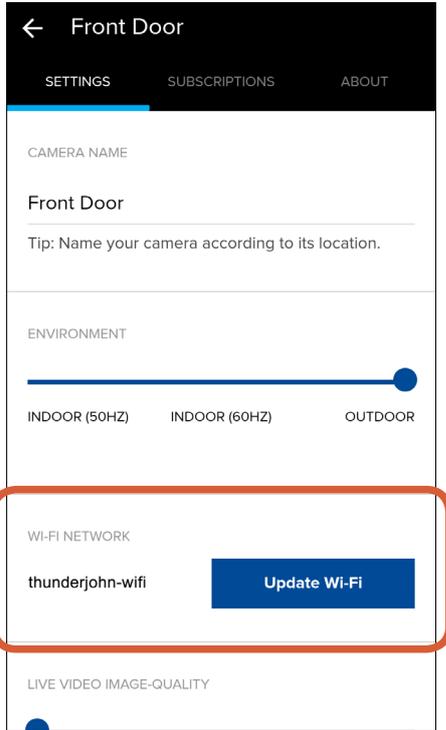


Connect the small end (micro-USB) of the supplied charging cable to the camera. Connect the other end to the USB port of a USB power adapter. You will receive a push notification about the camera being plugged in for charging, and another push notification when the camera is fully charged. You can also check the battery level at any time using the app.

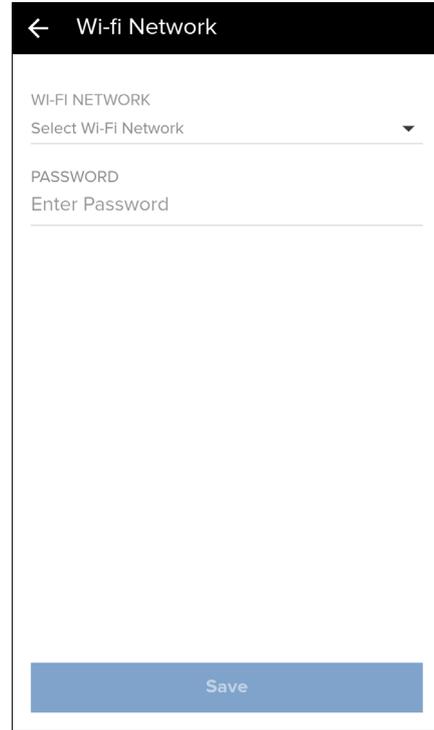


Switching Wi-Fi Networks

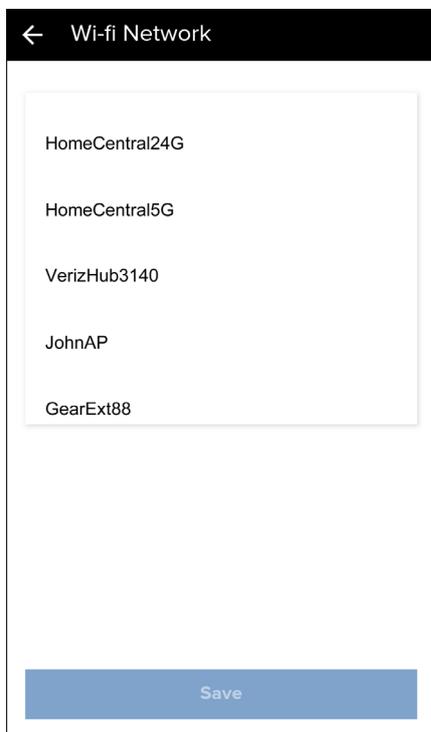
If you operate multiple access points in your home, you can easily switch your camera between Wi-Fi networks. **Note:** Make sure to only use a network that will provide good signal strength to your camera based on its final location.



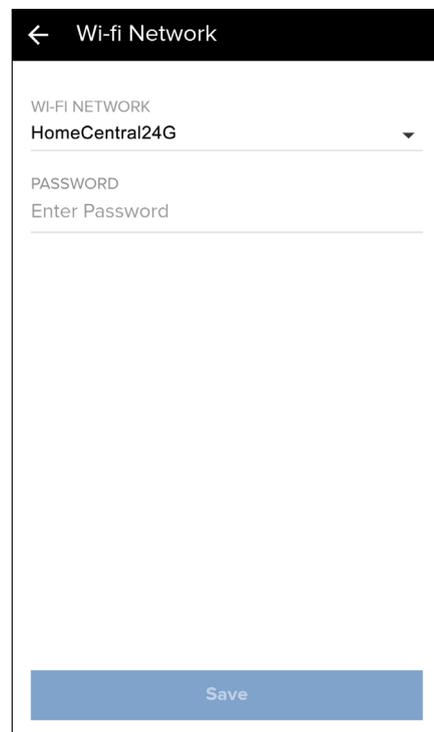
Go to your camera's settings, then under **Wi-Fi Network**, tap **Update Wi-Fi**.



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



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

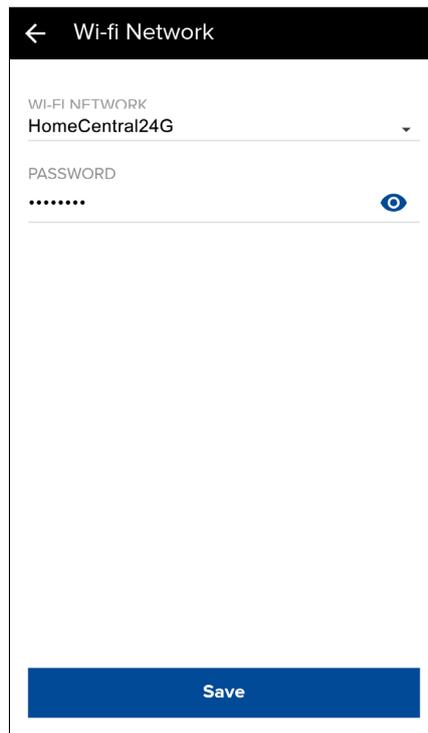


Enter the password for the selected Wi-Fi network ("HomeCentral24G in this example). Wi-Fi network passwords are case sensitive, so make sure to enter it exactly the same as it was created or as found on your router. You can tap  to show the password.

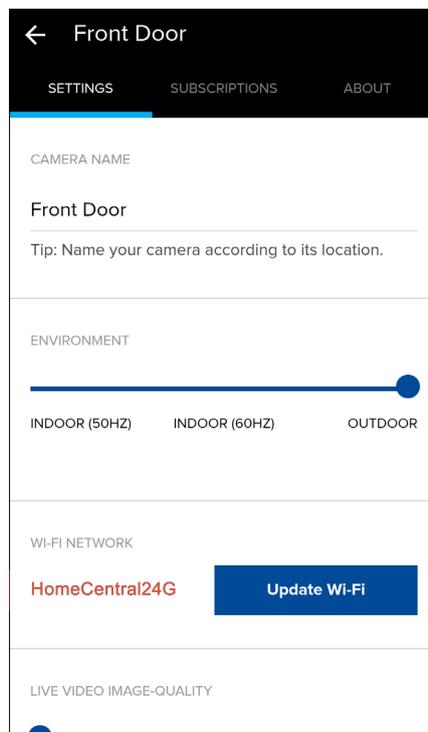
(Continued on the next page)



Switching Wi-Fi Networks



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



The name of the Wi-Fi network to which the camera has just connected will be displayed under **Wi-Fi Network**.

Wait a few more minutes for the camera to properly configure its connection to the new Wi-Fi network before starting live video again.

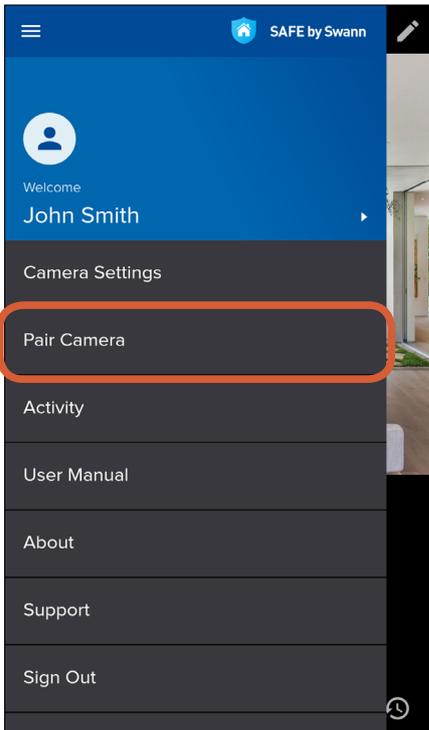
Note: If, after 5 minutes, you can't stream live video from the camera, you have most likely entered an incorrect Wi-Fi password and will need to update the camera's Wi-Fi credentials via the pairing setup. See ["Updating Wi-Fi Credentials" on page 32](#).



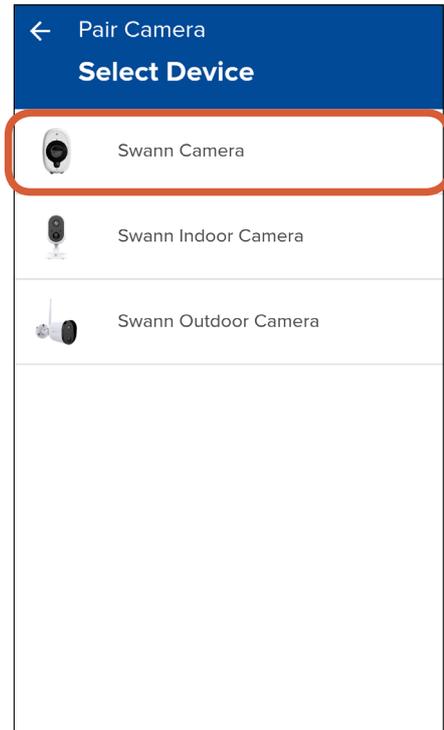
Updating Wi-Fi Credentials

You'll need to update the Wi-Fi information on your camera using the pairing method if:

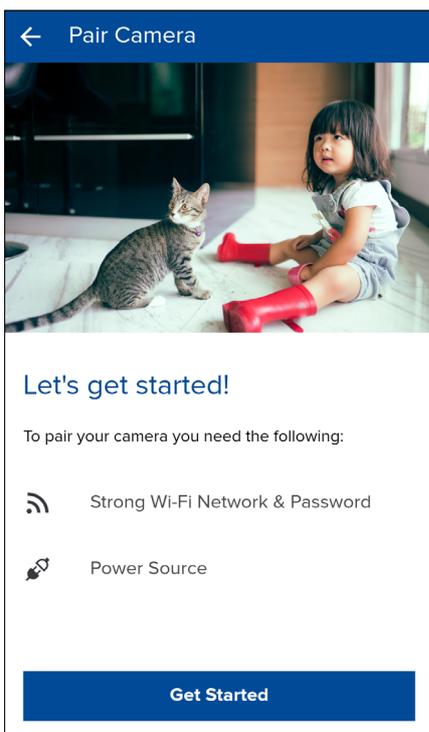
- your Wi-Fi network's password has changed,
- a new router has been installed and the network name (SSID) and/or password are not the same, or
- an incorrect Wi-Fi password was entered when switching between Wi-Fi networks



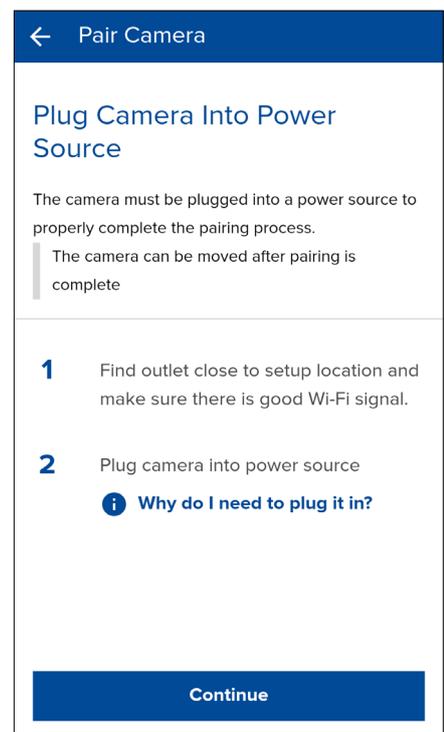
From the dashboard, tap the drawer icon to open the menu, then tap **Pair Camera**.



Tap "**Swann Camera**" from the list of cameras displayed.



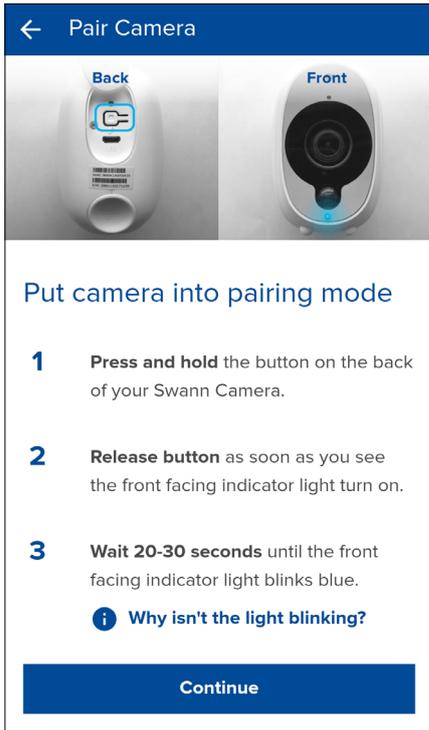
Make sure you have access to a power source that's within strong coverage of your Wi-Fi router. Tap **Get Started** to continue.



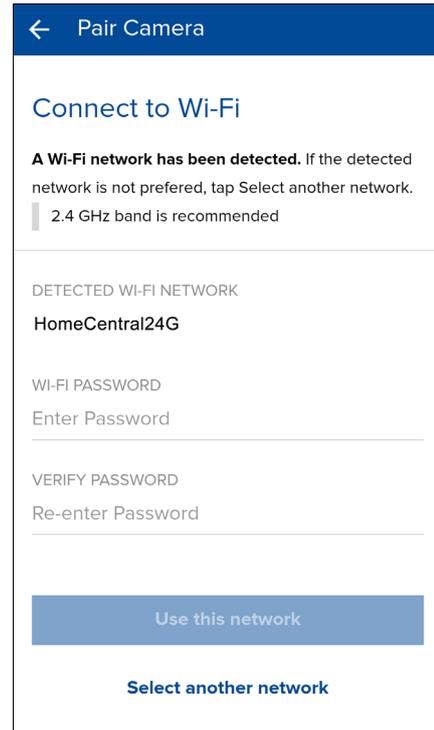
Connect your camera to a power outlet, then tap **Continue**.



Updating Wi-Fi Credentials

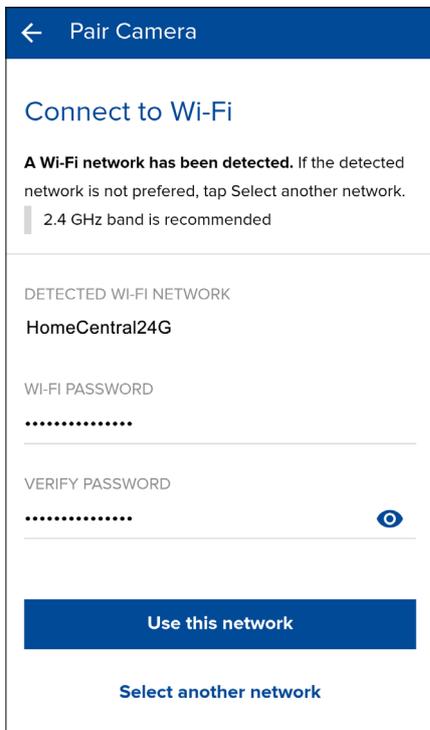


Enable pairing mode on your camera by following the steps shown on the screen, then tap **Continue**.

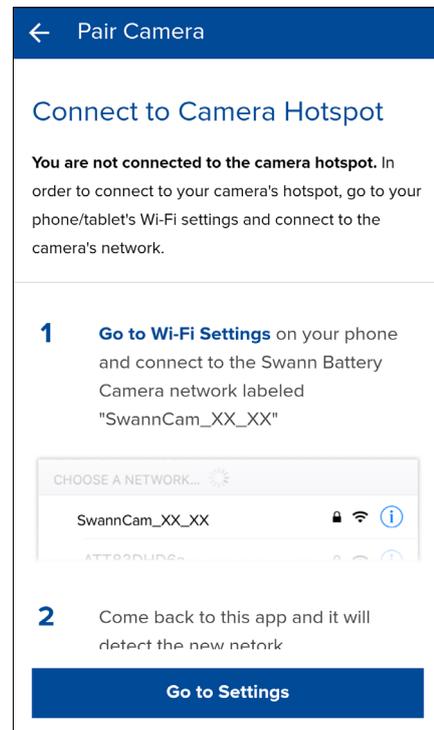


The Wi-Fi network that your phone is currently using will be the network your camera joins. If this is not the network you want your camera to be using, tap **Select another network** at the bottom of the screen and connect your phone to another Wi-Fi network.

TIP For longer range connectivity, always use a 2.4GHz Wi-Fi network.



Enter the password for the Wi-Fi network selected, confirm the password, and then tap **Use this network**. **TIP** Wi-Fi network passwords are 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.



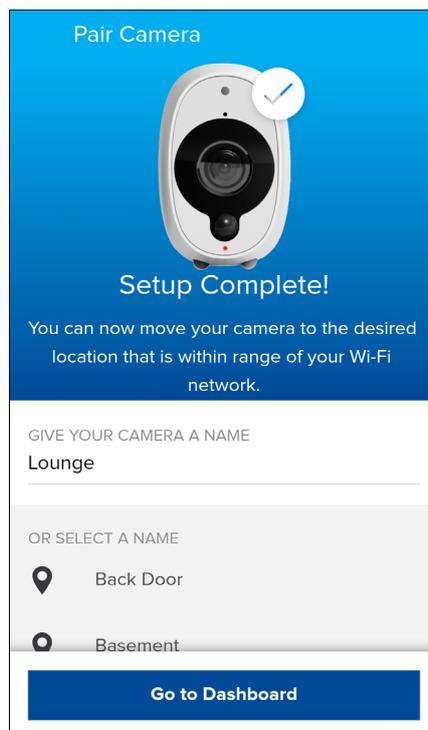
Now, you need to connect to your camera's temporary Wi-Fi hotspot. Tap **Go to Settings** to access your phone's Wi-Fi setting and connect to the Wi-Fi network named "SwannCam_XX_XX". When you're done, return to the app.



Updating Wi-Fi Credentials



Upon returning to the app, the above screen is automatically displayed. Wait a few moments for the camera to configure the connection to your Wi-Fi network.

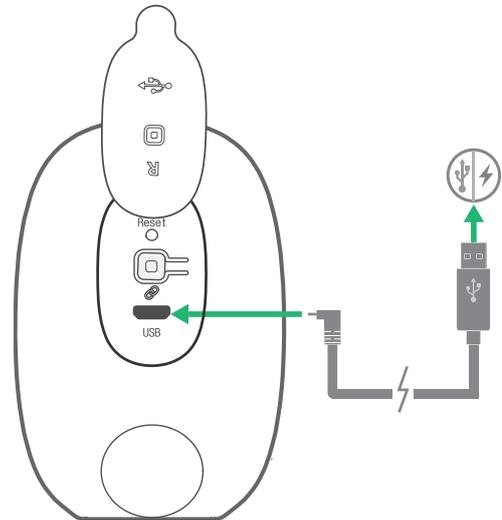
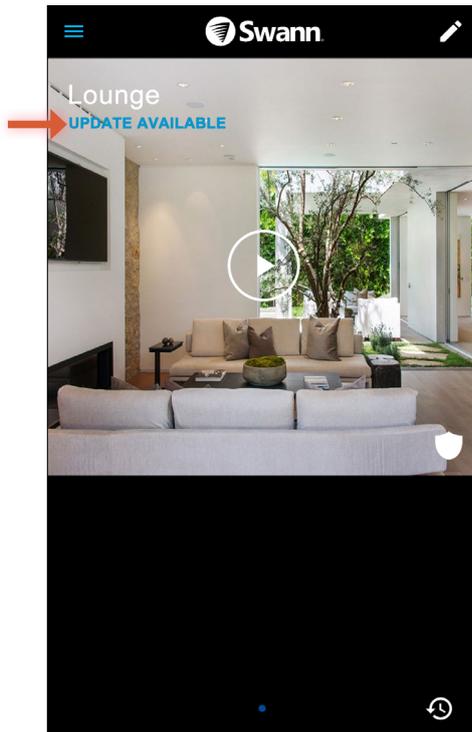


Enter a name for your camera (you can also re-use the same name previously given to the camera) or choose a name from the list of common camera locations around the home. To exit setup, tap **Go to Dashboard**. The Wi-Fi credentials on your camera has now been updated.

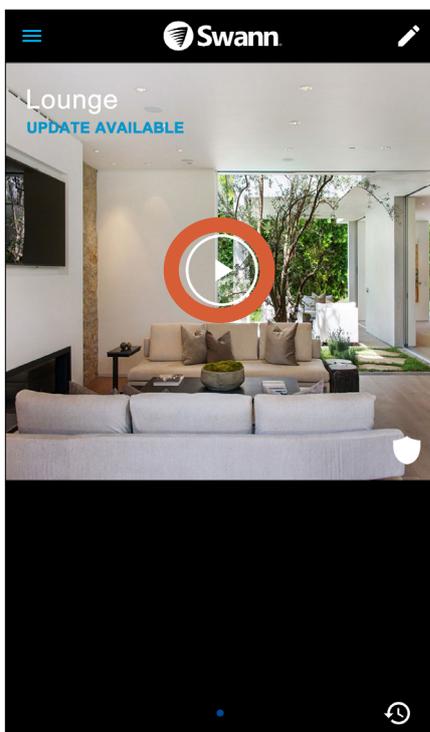


Updating the Firmware

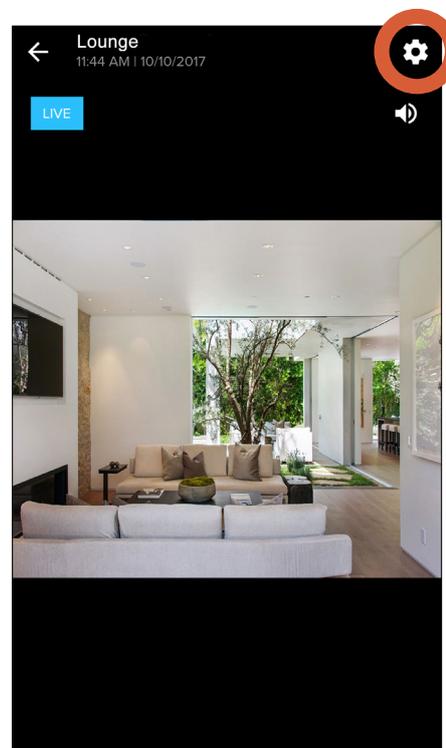
When a firmware update is available for your camera, the camera tile on the dashboard will display "UPDATE AVAILABLE". For the best experience, always keep your camera current with the latest firmware version.



Before you can update your camera, you need to plug it into a USB power source such as your smartphone charger.



After your camera is plugged into a USB power source, tap the "Play" icon on the camera tile to connect to the camera and start live video.

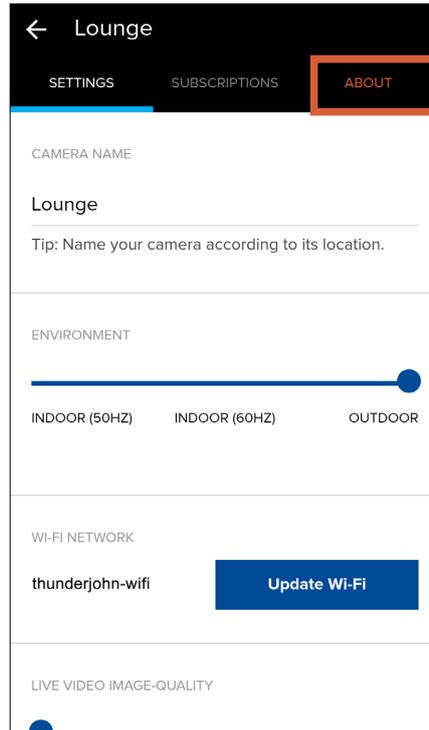


Tap the gear icon at the top right of the screen once live video is streaming,

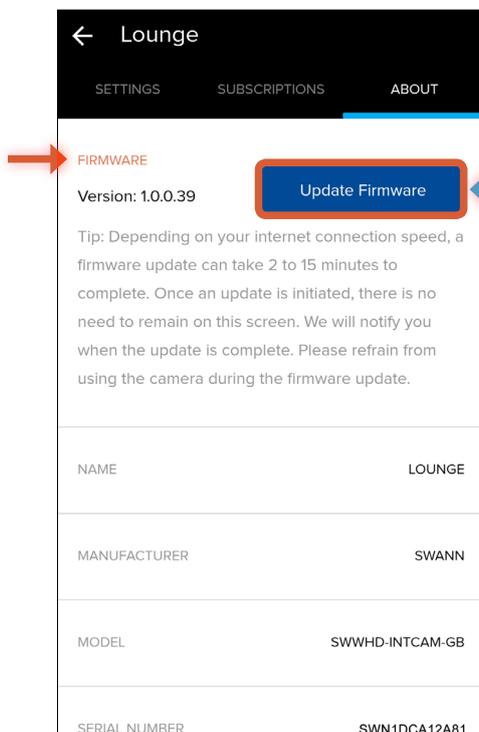
(Continued on the next page)



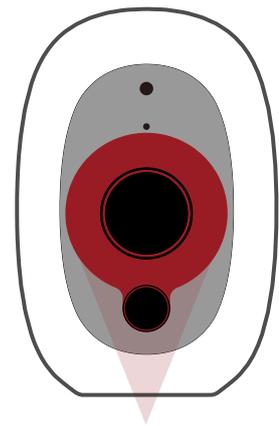
Updating the Firmware



Tap the **ABOUT** tab.



Depending on your USB power source, it may take up to 2 minutes for the app to detect that your camera is plugged into power before displaying the Update Firmware button. If, after a few minutes, the Update Firmware button doesn't appear, please check that your camera is securely plugged into the USB power source (USB connector may be loose). Then start live video from the camera again and return to this screen.



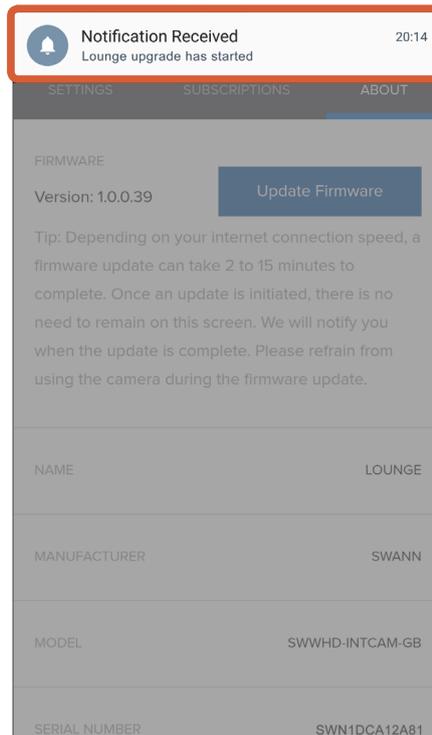
Blinking Infrared LEDs indicate firmware update in progress

Under "Firmware", tap the **Update Firmware** button that is displayed to begin the firmware update process. Once the **Update Firmware** button ungreys (**TIP** There's no need to tap the button again), your camera will begin downloading the newest version of the firmware and install it automatically. During this process, your camera's IR LEDs will be blinking and you won't be able to stream your camera (i.e., the camera is not operational). Do not unplug the power.

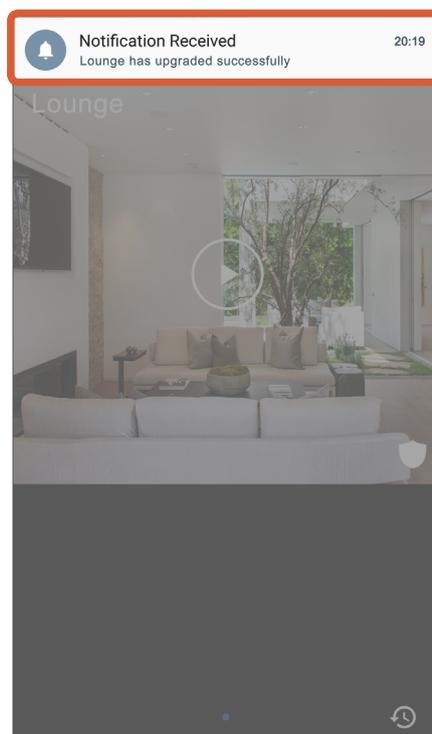
(Continued on the next page)



Updating the Firmware



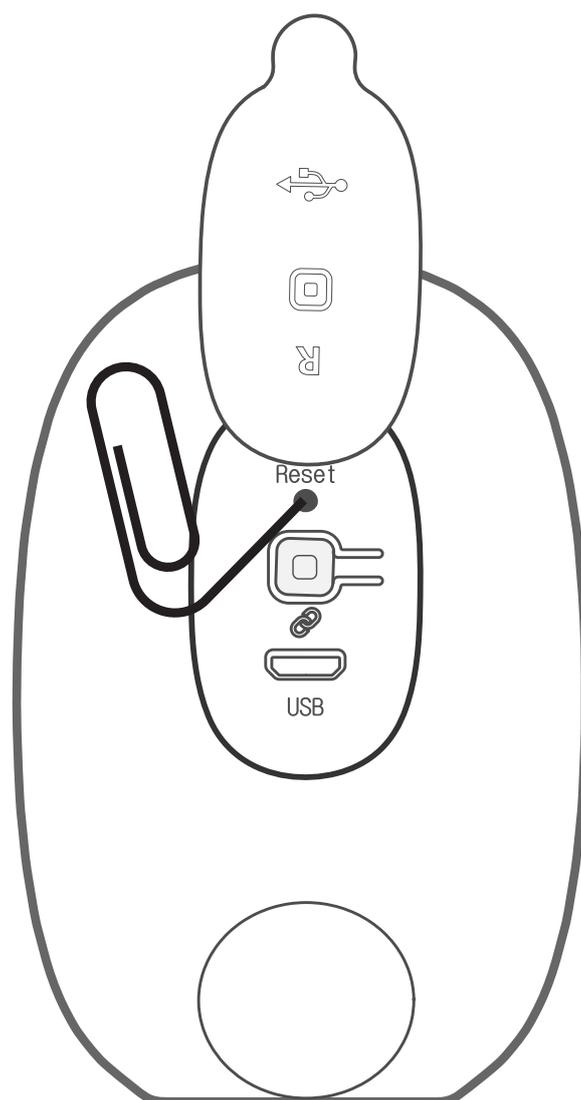
Shortly, you will also receive a push notification from the app informing you that the firmware upgrade process has started on your camera. You can return to the dashboard or close the app while the upgrade is in progress—this can take up to 15 minutes depending on the size of the firmware file and your internet connection speed.



When the firmware update process is finished, you will receive another push notification from the app. You can also check by observing your camera's IR LEDs which stop blinking once the camera has successfully upgraded its firmware.



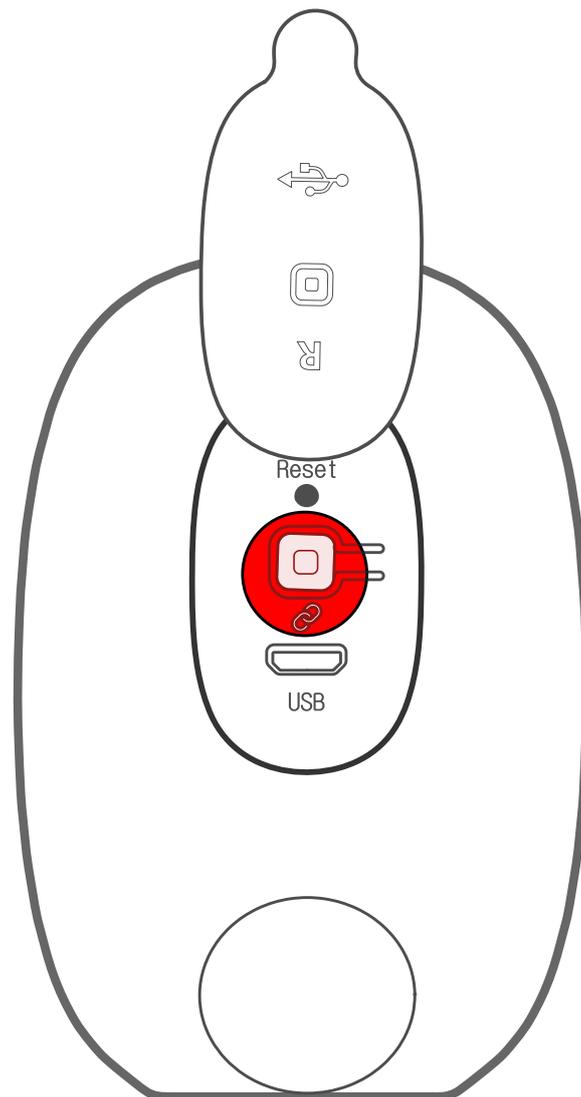
Restarting the Camera



If you are having difficulties with your camera, try restarting it. A simple restart can often fix connectivity issues quickly. To restart your camera, press the **Reset** button using a small, narrow object, such as a paper clip or a sim ejector tool, then release. Wait for the camera to reinitialize and reconnect to the Wi-Fi connection, which may take several minutes, then open the app to check on your camera's status.



Turning Off the Camera



Press and hold
for 30 seconds

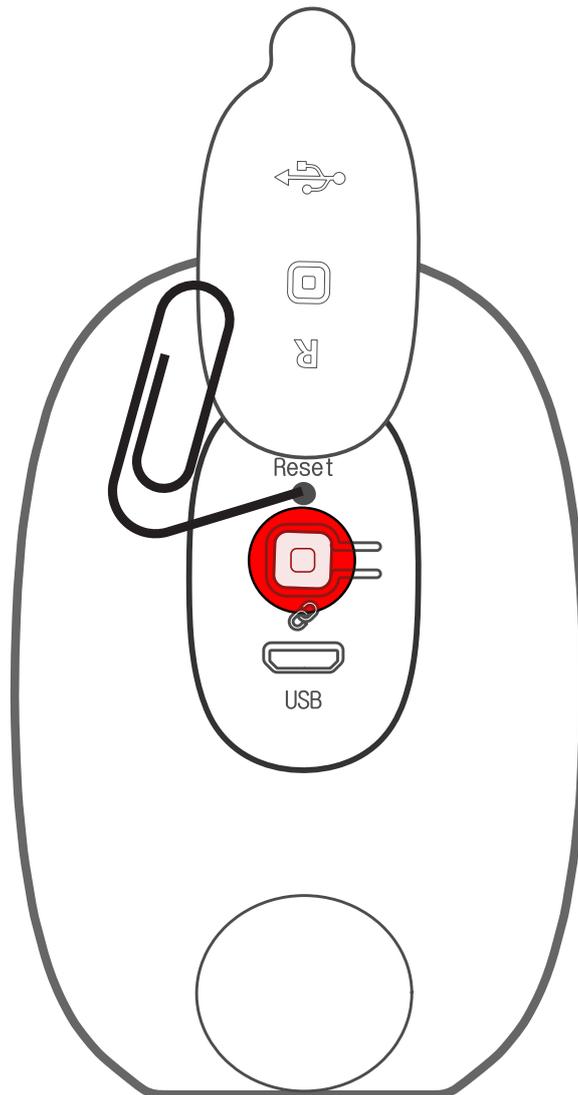
You can turn off the camera at any time. We recommend doing this first, if you're planning to take it to some other place (for example, to another residence). This will help protect the integrity of the camera data and system by ensuring it doesn't remain operating in the background unnecessarily while in a connectionless state during transportation.

To turn off the camera, simply press and hold the  **Pair** button for 30 seconds. During this time, the camera's LED turns blue and then goes off. To turn on the camera again, simply press the  **Pair** button momentarily. Wait for the camera to initialize, then open the app to check on your camera.

Please note that if you've moved your camera to a place that uses a different Wi-Fi network, you'll need to update the camera's Wi-Fi credentials. See "[Updating Wi-Fi Credentials](#)" on page 32.



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 the camera settings to defaults. If you need to factory reset your camera, here's how to do it:

1. Press and hold the **Reset** and **Pair** buttons simultaneously.
2. Let go of the **Reset** button and continue holding the **Pair** button for about 12 seconds until the camera's LED turns blue.
3. Let go of the **Pair** button. The LED turns off and your camera will reboot to its factory default state. This process will take about 30 seconds. Once complete, your camera will slowly blink blue to indicate that it is in pairing mode and is ready to be set up.

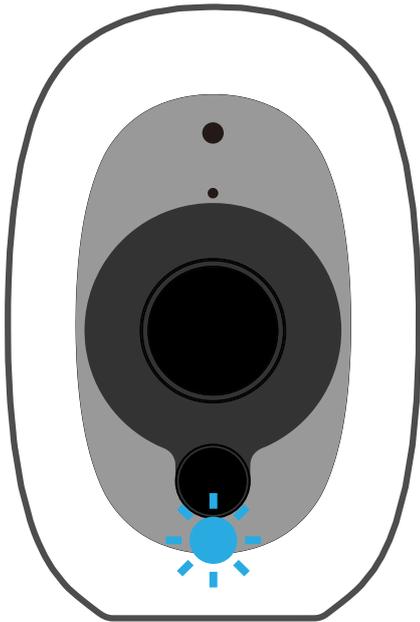




Tips & FAQs



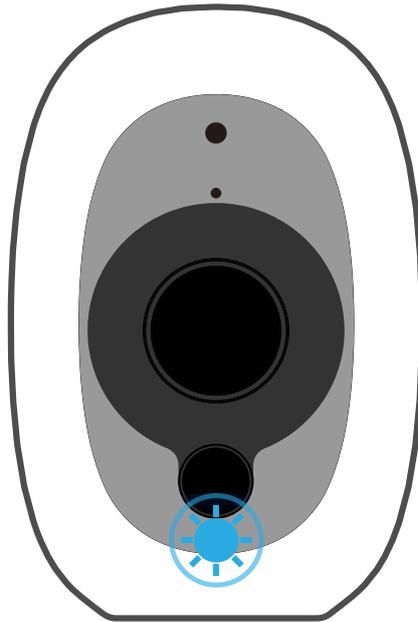
What Do the Different LED Colors Mean?



Slow blinking blue

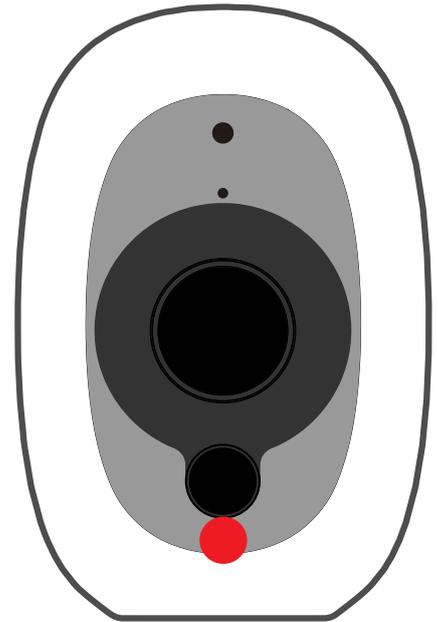
Pairing mode

Tip: To enter pairing mode, press the  Pair button on the back of the camera for 5 seconds until the LED turns blue.



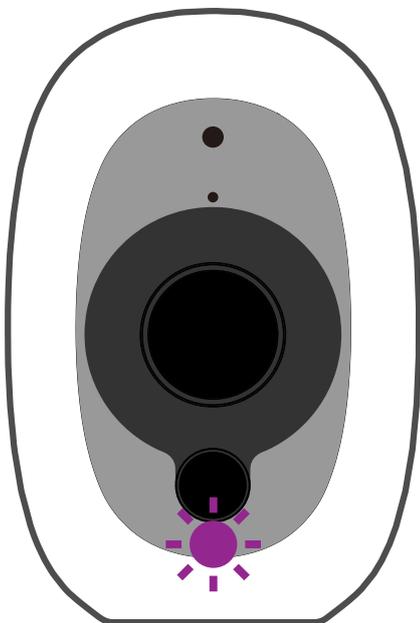
Fast blinking blue

Connecting to Wi-Fi / Cloud
or
Out of Wi-Fi range



Solid Red

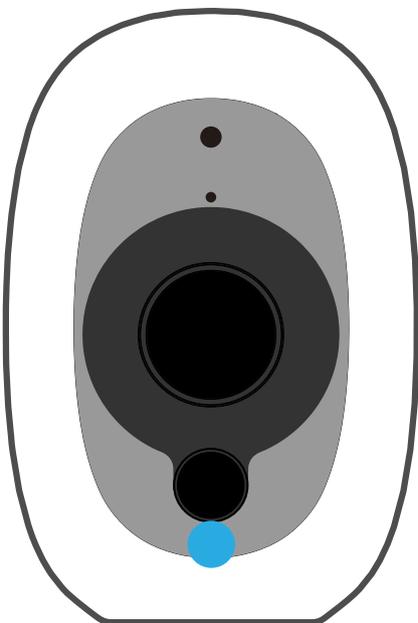
Connected for live streaming /
recording / camera access



Blinking purple

Low battery

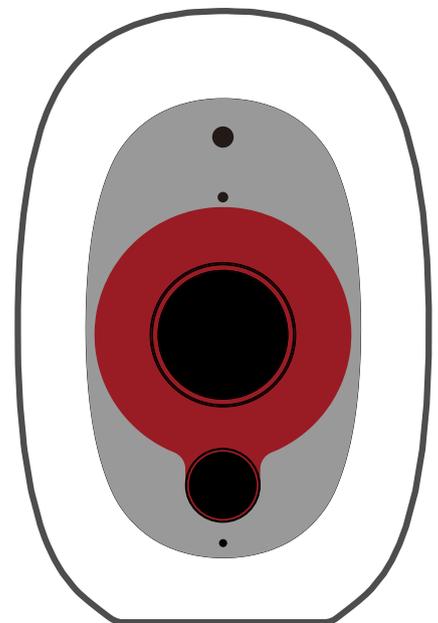
Tip: The app will send push notifications when the camera begins to run low on battery. You can check the battery level at any time using the app.



Solid blue

Charging

Tip: The app will send a push notification when the camera is being charged.



Blinking Infrared LEDs

Firmware update in progress

Tip: The app will send a push notification when the firmware update is done.



Maximizing Battery Performance

The length of time your camera can operate on a full charge depends on a myriad of factors, such as how frequently you use it for live video streaming, how frequently motion activity is detected, the wireless connection quality, as well as the local environmental conditions.

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.
- Limit the amount of time (no more than a few minutes a day) streaming live video from your camera when you want to prioritize battery life.
- 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 if you don't need to monitor for activity, for example, when everyone's home.
- 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. If placed outdoors, avoid spots 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 set off the motion sensor.
- Going away for a short trip? Give your camera a full charge the night before.
- 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. (**Note:** Physical obstructions in your home such as brick walls and metal frames can also interfere and degrade the Wi-Fi signal.)
- If your camera has poor Wi-Fi reception where it is located, consider installing a Wi-Fi range extender, or if you've have an older router, upgrade to a current generation high-performance router— either option is an effective way of increasing the Wi-Fi coverage range and boosting the Wi-Fi signal in and around your home, which can help to improve your camera's battery life.
- 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.



<p>I forgot my account password. How do I reset it?</p>	<p>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.</p>
<p>I am unable to find and connect to my camera’s Wi-Fi network (SwannCam_XX_XX) during pairing. What should I do?</p>	<ul style="list-style-type: none">• If the "SwannCam_XX_XX" network is not found, try refreshing the network list. Turning the Wi-Fi setting on your phone off and back on will also refresh the network list.• Check that your camera is in pairing mode. When your camera is in pairing mode, the LED indicator will be blinking blue slowly.• If your camera is not in pairing mode yet, simply press and hold the  Pair button on the back of your camera for 5 seconds until the LED indicator turns blue. When the LED indicator is blinking blue slowly, your camera is in pairing mode and its temporary Wi-Fi network named "SwannCam_XX_XX" will be discoverable.
<p>The app displays the following error message “Unable to Connect to Camera” during pairing. What should I do?</p>	<p>Tap the Try Again button at the bottom of the screen to attempt pairing your camera again. If pairing is still unsuccessful, try the following:</p> <ol style="list-style-type: none">1. Restart the pairing process and verify that the Password (this is the password needed to join your Wi-Fi network) for the selected Network SSID (this is the Wi-Fi network name broadcasted by your router) has been entered correctly. Wi-Fi network passwords are case sensitive, so make sure to enter the password exactly as found on your router or access point.2. Make sure your phone is properly connected to the camera’s Wi-Fi network "SwannCam_XX_XX" by checking your phone's Wi-Fi settings. You may need to allow connection to the "SwannCam_XX_XX" network on some phone models; check for any notification from your phone.



<p>The app is just showing "Please wait..." on the camera tile after I've finished pairing my camera.</p>	<p>Once you have finished the camera pairing process, please wait a moment for your camera to sync initial settings and configuration to the cloud server. If, after 5 minutes of completing the pairing setup, the camera tile still displays "Please wait..." and live video doesn't load when you tap the camera tile, try closing the app completely and then restarting it. If this doesn't resolve the issue, you most likely have incorrectly entered the password for the Wi-Fi network that you have chosen to connect your camera to. You'll need start the pairing process again:</p> <ol style="list-style-type: none">1. Tap the drawer icon on the dashboard to open the menu.2. Tap Pair Camera and follow the on-screen instructions. See "Updating Wi-Fi Credentials" on page 32 for more information.
<p>My camera's live video keeps showing a spinning circle or fails to load. What should I do?</p>	<p>Go back to the dashboard and start live video from the camera again. You may be experiencing camera streaming problems because of the following:</p> <ul style="list-style-type: none">• Limited bandwidth on your internet connection, 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.• Wireless interference from other electronic devices and nearby networks.• Slow Wi-Fi connection due to the camera receiving a weak Wi-Fi signal, for example, the camera is too far away from your router/ access point. <p>If the camera's live video still doesn't load, try closing the app completely and then restarting it before starting live video again. Make sure your phone has good internet connection.</p>



<p>I can't access my camera. The app is showing my camera as "Offline"?</p>	<p>This could be due to one of the following reasons:</p> <ul style="list-style-type: none">• Your camera is not currently operational because it is completely flat (out of battery, LED blinking purple) or it has been turned off manually.• There is a temporary connectivity issue with your network which is causing your camera to be unreachable. Try connecting to your Wi-Fi network with another device and check if it can access the internet.<ul style="list-style-type: none">- If other devices cannot connect to your Wi-Fi network, there is most likely an issue with your wireless connection. Try turning your router/access point off and then on again, wait a few minutes then check the wireless connection.- If other devices can connect to your Wi-Fi network but not access the internet, there is most likely an issue with your internet connection, for example, there may be a service outage at the moment—contact your internet service provider for help.- If other devices can connect to your Wi-Fi network and access the internet, the issue is most likely with your camera. Your camera may have gone into deep sleep after repeated attempts to connect to your Wi-Fi network failed for some reason, for example, your network was down temporarily. To wake up and restore your camera, try restarting it. See "Restarting the Camera" on page 38 for more information.
<p>I've stopped receiving push notifications from the app.</p>	<ul style="list-style-type: none">• Check that the SAFE by Swann app is running in the background.• 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. If your phone utilizes this battery optimization feature, you need to turn off (or exclude) "battery optimization" for the SAFE by Swann app so that you don't miss any push notifications. See the manual that comes with your phone for additional information.



Battery Charging FAQ

How do I know when to charge my camera?

- For help deciding when to charge your camera:
- Your camera's battery level can be viewed within the app at any time.
 - Your camera's LED indicator will start blinking purple when it begins to run low on battery.
 - When the camera's battery level is at 20%, you'll receive a "Low in battery" push notification.
 - When the camera's battery level is at 10%, you'll receive a "Very low in battery" push notification.
 - When the camera is almost out of battery (5% remaining), you'll receive a "Critically low in battery" push notification. Charge your camera as soon as possible before it runs out of battery completely and shuts down.

Tip: You can recharge your camera at any time whenever it's convenient— you don't have to wait until the battery level gets very low before recharging. For example, if you've spent some time during the day streaming live video from your camera, just plug it in for a charge to replenish the battery.

How long does it take to recharge my camera?

How fast your camera recharges is dependent on the rating of the USB power adapter you're using. For example, a full charge using a DC5V 2.1A USB power charger, would typically take up to 6 hours depending on how discharged the battery is before charging. The app will also send a push notification to let you know when your camera is fully charged.



Frequently Asked Questions

Account FAQ

Can I access my SAFE by Swann account from another phone?

Yes, you are able sign into your SAFE by Swann account on any compatible iOS or Android device.

Note: For privacy, make sure to sign out of the app on any secondary devices before switching back to your primary phone.

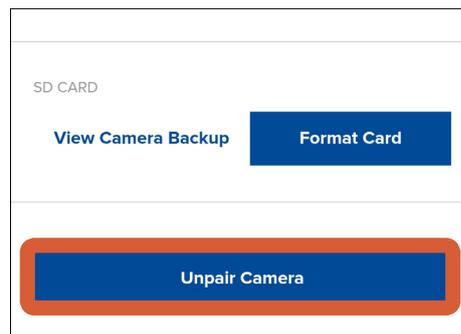
Can my camera be registered to another SAFE by Swann account?

A camera can only be registered to a single SAFE by Swann account. If you want to register the camera to another account (for example, you are giving the camera to a friend), you'll first need to unpair the camera from the account it is currently registered to.

Note: Unpairing the camera from your account will also cancel any subscription and permanently delete all of the camera's motion event video clips. Make sure to download any important video clips that you want to keep before unpairing the camera.

To unpair the camera:

1. From the dashboard, tap the drawer icon to open the menu.
2. Tap **Camera Settings**.
3. Tap the name of the camera that you want to remove from your account.
4. Under the **Settings** tab, scroll all the way down to the bottom, and tap the **Unpair Camera** button.



5. Tap the **Yes, Delete** button to confirm.

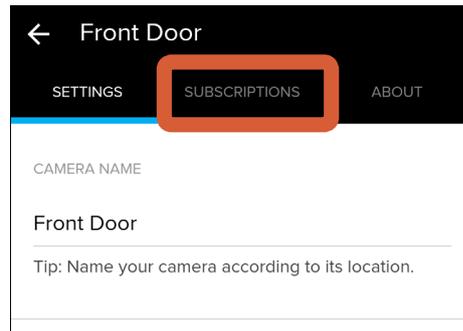


Account FAQ

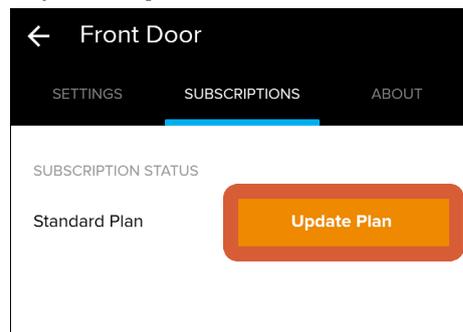
How do I subscribe to a cloud plan?

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

1. From the dashboard, tap the drawer icon to open the menu.
2. Tap **Camera Settings**.
3. Tap the name of the camera that you want to purchase a cloud subscription for.
4. Tap the **Subscriptions** tab.



5. Tap the **Update Plan** button.



6. Follow the on-screen instructions to choose the cloud subscription plan for your camera and enter your payment information. If other cameras are registered to your account, you can also purchase cloud subscriptions for them at the same time.



Frequently Asked Questions

Live & Playback Video FAQ	
How do I watch videos in full screen?	Turn your phone sideways. Make sure your phone's screen orientation is set to auto-rotate or unlocked.
Why is my camera video in black and white?	When there is not enough ambient light, your camera's night detection sensor will automatically activate the built-in infrared LEDs (you can see the visible faint red glow coming from the LEDs), illuminating the area in front of it, so that you can have a clear and proper view of the scene. In night vision mode, the video will appear in black and white.
Why does the video from my camera installed outdoors look blurry in the morning?	The camera lens has most likely fogged up because of the cold temperature overnight. Simply wipe dry the lens using a micro-fibre cloth. To prevent any future issues, move the camera to a covered area such as under eaves or an overhang, or if you want your camera to remain where it currently is, you could try installing a makeshift canopy or dew shield to protect the camera lens.
Why does it sometimes take longer than usual for the app to load the camera's live stream or motion event video clip?	Immediately after launching the app and starting live video from your camera, there may be some delay as the app attempts to wake your camera and establish a connection. Factors such as your internet connection speed and the quality of your camera's Wi-Fi connection can affect loading times. Whether you use a Wi-Fi connection or cellular connection when streaming can also make an impact. As a general rule, streaming is usually quicker on a phone that's connected to the same Wi-Fi network as your camera. When you stream using your phone's cellular connection, loading times are often reliant on the fluctuating nature of the mobile coverage and signal reception, which if not good enough at the time you want to start streaming, can result in the video taking longer time than usual to load.
When my camera's live video is cut off, the app takes awhile to re-establish the stream again. How do I prevent this?	To ensure continuous live video streaming, please turn off your phone's screen lock function or set a longer idle time.



Activity Timeline & Motion Events FAQ

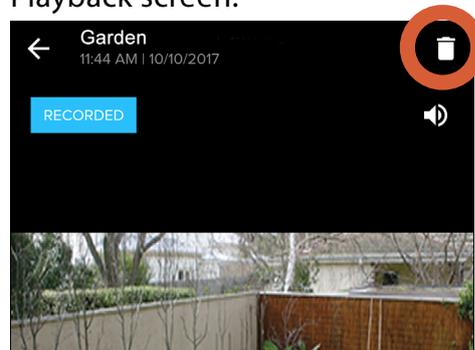
How far can I go back in the activity timeline to view motion events captured by my camera?

This will depend on whether your camera is on a free or subscription cloud storage plan.

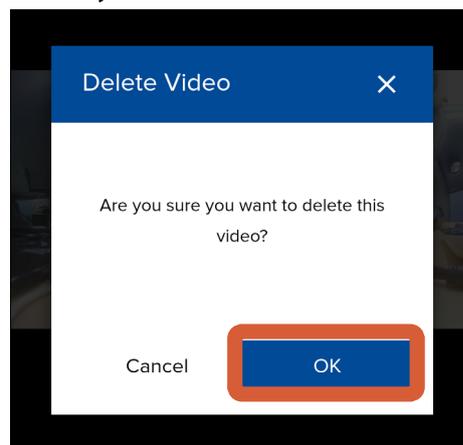
How do I delete motion events from the activity timeline?

Motion events in the activity timeline will eventually be deleted; when this happens is based on your camera's cloud storage plan. If, for any reason, you want to manually delete a motion event from the activity timeline, here's how to do it:

1. From the Activity screen, tap the motion event you want to delete.
2. Tap the bin icon at the top right of the Playback screen.



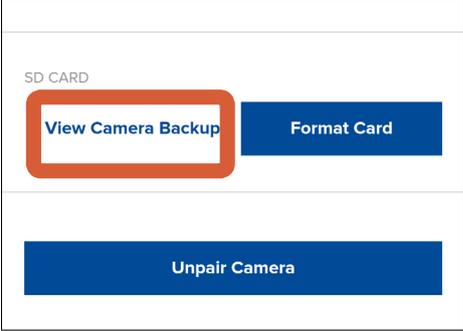
3. Confirm that you want to delete the event video. Deleting the event video will remove the motion event completely from the activity timeline.



Note: Once deleted, the event video can no longer be retrieved so if it's something you want to keep, make sure to download the video to your phone first.



Frequently Asked Questions

Activity Timeline & Motion Events FAQ	
<p>How long is a motion event video clip?</p>	<p>Motion event video clips can be from 10 seconds up to a minute long, in 10 second increments.</p> <p>The duration of each event video will vary based on how long the activity the camera was picking up went on for. After initial recording is started, the camera checks again for motion at the very end of every 10 second interval, and if motion is detected, the recording will extend for another 10 seconds. If no continuous motion is detected (for example, detected person may have moved out of the motion sensor coverage area or may just be standing still), the recording will stop at the conclusion of the interval.</p>
<p>Is my camera still able to record motion events if my internet connection drops out?</p>	<p>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.</p>
<p>How do I access motion event videos stored on the internal memory of the camera?</p>	<p>You can easily access and download the last 7 days of motion event video clips stored locally on your camera. Here's how:</p> <ol style="list-style-type: none">1. From the dashboard, tap the drawer icon to open the menu.2. Tap Camera Settings.3. Tap the name of the camera that you want to access.4. Under the Settings tab, scroll down to SD Card and tap "View Camera Backup".  <p>The screenshot shows a settings menu for an SD card. At the top, it says "SD CARD". Below this, there are two buttons: "View Camera Backup" and "Format Card". The "View Camera Backup" button is highlighted with a red rectangular box. Below these buttons, there is a larger blue button labeled "Unpair Camera".</p>



Frequently Asked Questions

Connectivity FAQ	
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 motion event videos to the cloud.
Does the camera work on the 5 GHz Wi-Fi network band?	Your camera can connect to either the 2.4 GHz or 5 GHz Wi-Fi network band. Set up your camera on whichever signal is strongest at the final installation location. As a general rule, the 2.4 GHz band has greater range, is better at penetrating physical obstacles like walls but slower if many devices are using it at once while the 5 GHz band offers higher speed at a shorter range, less interference from other wireless devices but doesn't penetrate walls nearly as well as the 2.4 GHz band.
How do I change my camera's Wi-Fi network connection?	If concurrent Wi-Fi networks are available in your home, you can switch networks for your camera from the Camera Settings screen. See "Switching Wi-Fi Networks" on page 30 . If you're moving to a place with new Wi-Fi settings or simply updating your current router's Wi-Fi settings, for example, the network name (SSID) and/or password, you'll need to update your camera's Wi-Fi credentials via the pairing setup. See "Updating Wi-Fi Credentials" on page 32 .
What does the status information displayed in the dashboard for the camera mean?	The status information shown can indicate one of the following: STANDING BY - Camera is in power-saving state. ACTIVATING - Waking camera from standby. OFFLINE - Camera is offline. It could be having internet connectivity issues or out of battery completely.



Frequently Asked Questions

Firmware Upgrade FAQ	
How do I find out if my camera has the latest firmware?	<p>To determine if your camera has the latest firmware, start live video from your camera, tap the gear icon at the top right, then go to the camera's About tab and view the firmware information shown.</p> <ul style="list-style-type: none">• If "DEVICE UP-TO-DATE" is shown, this means your camera currently has the most current firmware installed.• If "PLUG IN PLOWER TO UPDATE SOFTWARE" or the Update Firmware button is shown, this means a new version of the firmware is available for your camera. To update your camera, see "Updating the Firmware" on page 35.
A "Failed to communicate with camera. Please try again" popup appears during the camera firmware update process. What should I do?	<p>Do not be concerned if you see this popup message on the app. This may occur if you try to stream the camera or if you remain on the camera settings screen while the camera is being updated. Just close the popup and wait for the app to notify you when the camera firmware update is complete. You can also check by observing the camera's IR LEDs—they will stop blinking immediately after the new firmware has been installed on the camera.</p>
Do I have to update my camera in order to continue using it?	<p>No, the app will continue working with your camera as usual, however, it is highly recommended to update to the latest firmware for camera improvements along with functionality and feature enhancements.</p>
Can I update all my cameras at once?	<p>You can only update your cameras one by one. After the firmware update process on your first camera has started, simply return to the dashboard and follow the same instructions as described in "Updating the Firmware" on page 35 to update your next camera.</p>



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