



# **SWANN SECURITY APP**

## **USER MANUAL for iOS**

English

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# Getting Started

# Installing the Swann Security App



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



## Swann Security

After the Swann Security app is installed on your phone, the Swann Security app icon appears on the Home screen.  
To open the Swann Security app, tap the app icon.

# Creating your Swann Security Account

**Welcome to Swann**  
**Sign in or register**

Your email address

Your password

Remember me ☒

**Sign In**

[Forgot Password?](#)

Not yet registered? **Register**

By using this app you agree with [terms and services](#)  
[Please read our privacy policy](#)

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

Cancel Next

**Let's get started.**

First name

Last name

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

< Back Next

**Where do you live?**

Street Address

Suburb Postcode

State Country

Enter your address, then tap **Next**. This helps us personalize your experience on the Swann Security app and other Swann services.

< Back

**Last step**

Enter your email address

Enter your password

Please confirm password

**Register**

Keep me updated with Swann ☒

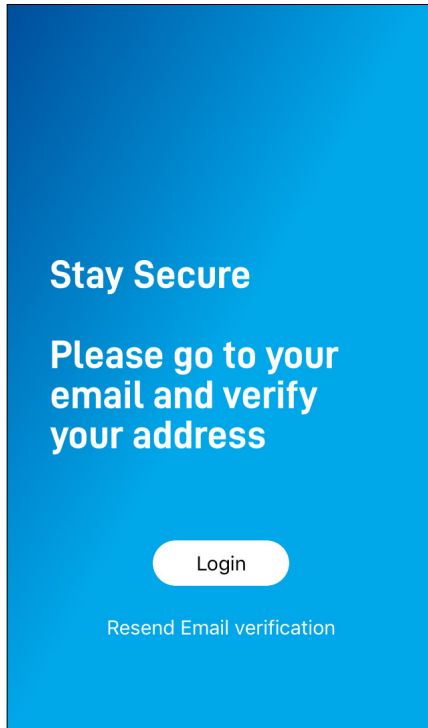
Learn how you can help make your local community safer ☒

By using this app you agree with [terms and services](#)  
[Please read our privacy policy](#)

Enter your email address, desired password (between 6 - 32 characters), and confirm the password. Read the Terms of Service and Privacy Policy, then tap **Register** to agree to the terms and create your account.

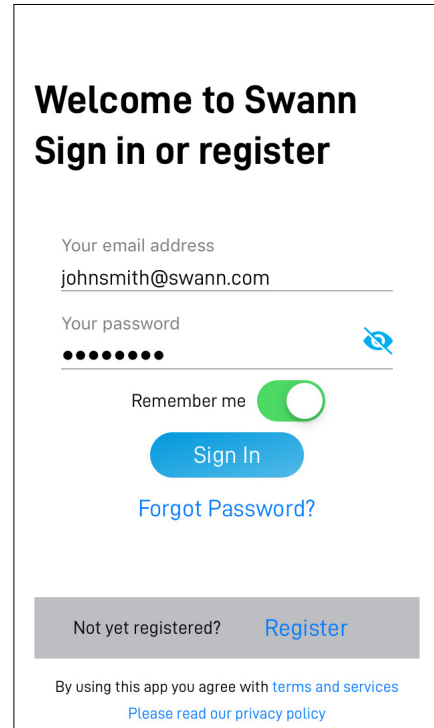
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# Creating your Swann Security Account



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

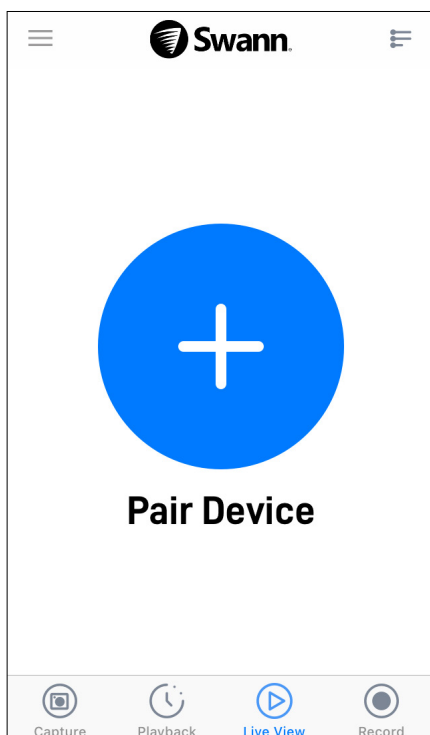
Tap **Login** to return to the **Sign In** screen.




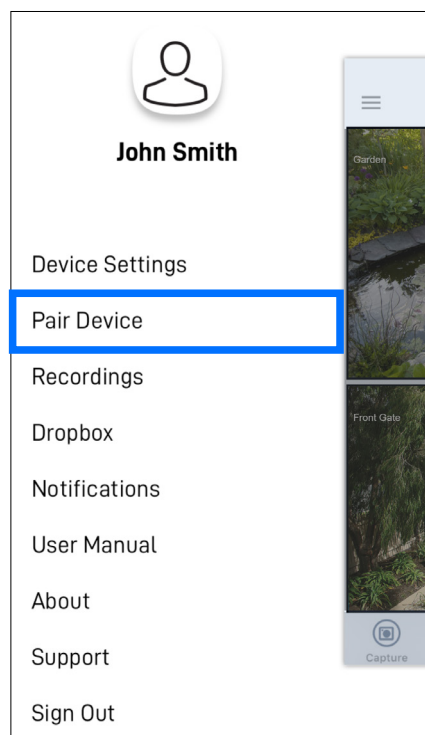
After activating your account, you can sign in using your Swann Security email address and password.


**Note:** Toggle the **Remember Me** option on to save your login credentials so that you don't have to sign in every time you open the app.

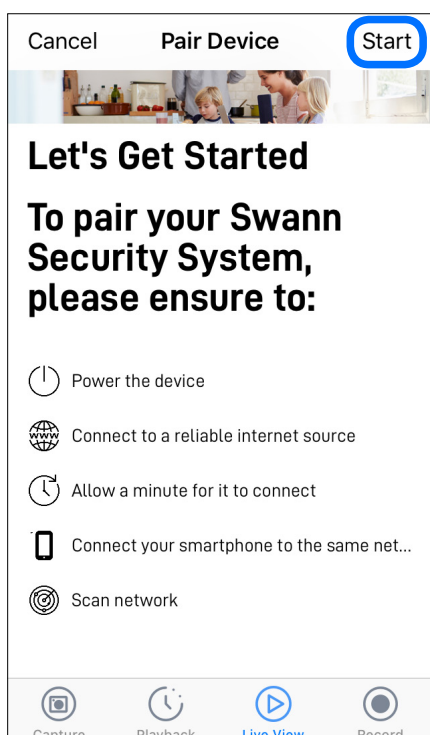
# Pairing your Device



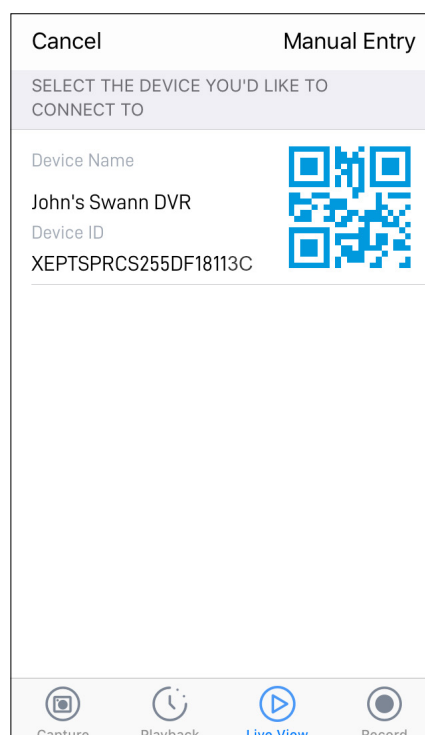
If this is your first time pairing a Swann device, tap the **Pair Device**  button.



If you want to pair a second or subsequent Swann device, open the **Menu**  and tap **Pair Device**.



Before you start, make sure your Swann device is powered and connected to your internet router. Refer to the Quick Start Guides included with your Swann device for installation and setup instructions. Tap **Start** to proceed with the device pairing.



The app scans your network for Swann devices which you can pair. This can take up to 10 seconds. If your Swann device (e.g., DVR) is not detected, make sure your phone is connected to same network (i.e., same router via Wi-Fi) as your Swann device.

*(Continued on the next page)*

# Pairing your Device

Cancel Manual Entry

SELECT THE DEVICE YOU'D LIKE TO CONNECT TO

Device Name  
John's Swann DVR

Device ID  
XEPTSPRCS255DF18113C

QR code

Capture Playback Live View Record

If you have one Swann device only, the app will automatically proceed to the next screen.

If the Swann Security app finds more than one Swann device on your network, select the device you want to pair.

Cancel Save

Please enter the user and password from the device's manual

Device Name  
John's Swann DVR

User name  
admin

Password

Device ID  
XEPTSPRCS255DF18113C

QR code

Capture Playback Live View Record

Tap the **Password** field and enter the device password which is the same password you use to log into your Swann device locally. This is normally the password that you created when first setting up your Swann device using the integrated Startup Wizard.

Cancel Save

User name  
admin

Password

Device ID  
XEPTSPRCS255DF18113C

QR code

q w e r t y u i o p  
a s d f g h j k l  
z x c v b n m  
123 space return

Tap **Save** to finish pairing your Swann device with the Swann Security app.

## Pairing Manually

Cancel Manual Entry

SELECT THE DEVICE YOU'D LIKE TO

If your phone is not on the same network, you can pair your Swann device remotely.

Tap **Pair Device > Start > Manual Entry**, then:

- Enter the Device ID. You can find the Device ID on the QR code sticker located on your Swann device, or
- Tap the QR code icon and scan the QR code sticker located on your Swann device.

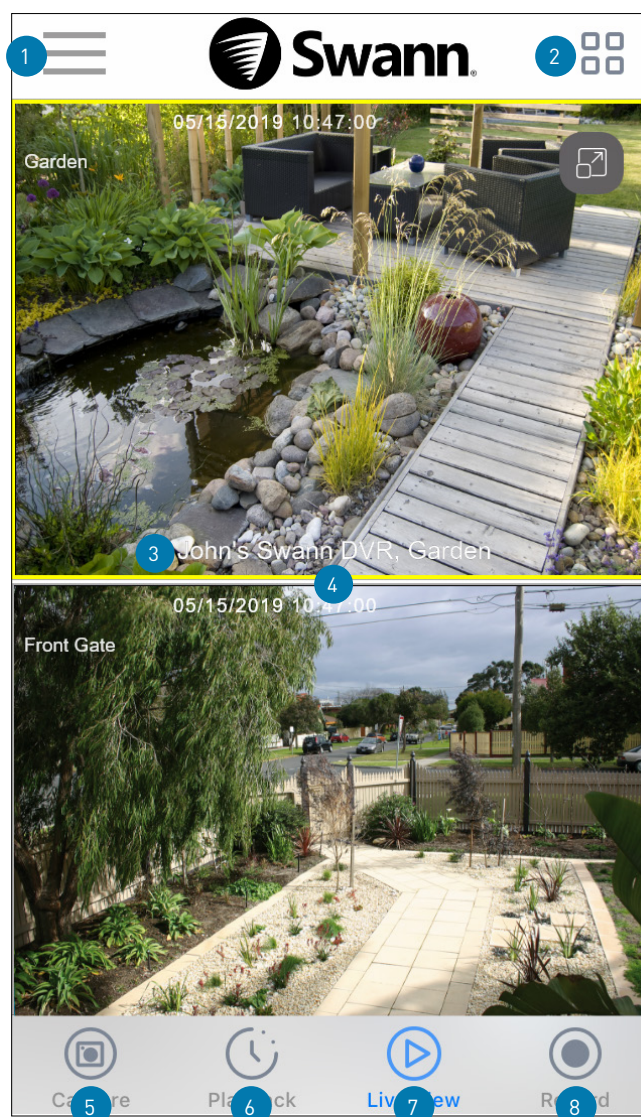
After that, enter the device password which is the same password you use to log into your Swann device locally and tap **Save**.





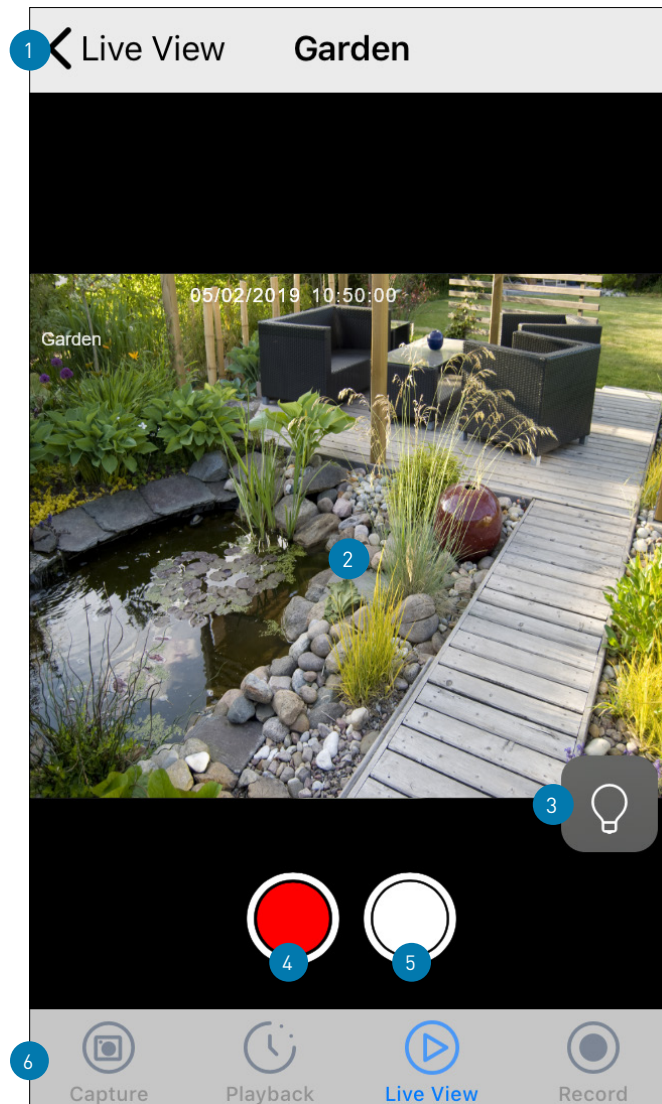
# **About the App Interface**

# Live View Screen - Multicamera View



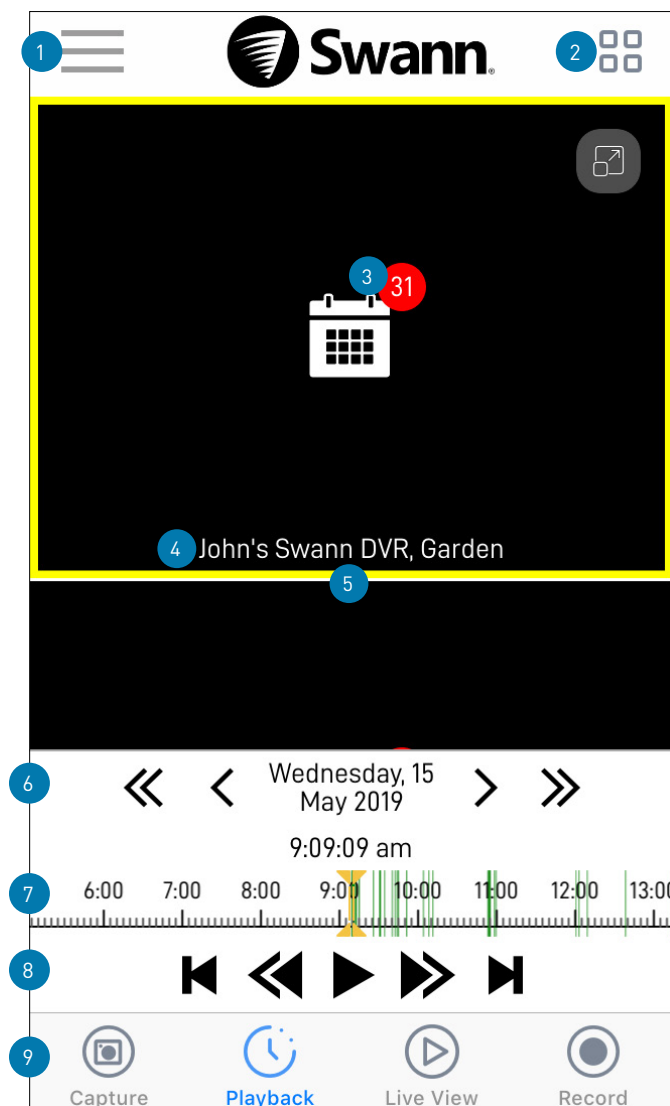
- 1 Open the menu where you can edit your account profile, manage device settings, pair a new device, review app recordings, change notification settings, and more. See ["Menu" on page 14](#).
- 2 Toggle the camera layout of the viewing area between list and two-column grid views.
- 3 The device and camera (channel) name.
- 4 The viewing area.
  - Scroll up or down to see more camera tiles.
  - Tap a camera tile to select it. A yellow border appears around the camera tile that you have selected.
  - Double-tap a camera tile (or tap the expand button in the top right corner after selecting a camera tile) to watch live video on a separate single-camera screen with extra functionality such as snapshot and manual recording. See ["Live View Screen - Single Camera View" on page 11](#).
- 5 Display the **Capture All** button on the Live View screen. This lets you capture snapshots for every camera tile in the viewing area. You can find your snapshots in the Photos app of your phone folder. Tap the Live View tab to remove to the **Capture All** button.
- 6 Display the Playback screen where you can search and review camera recordings directly from your Swann device storage with timeline visualization. See ["Playback Screen - Multicamera view" on page 12](#).
- 7 The current Live View tab.
- 8 Display the **Record All** button on the Live View screen. This lets you record all of the cameras in the viewing area at the same time to your phone with a single tap. You can find your app recordings in **Menu > Recordings**. Tap the Live View tab to remove the **Record All** button.

# Live View Screen - Single Camera View



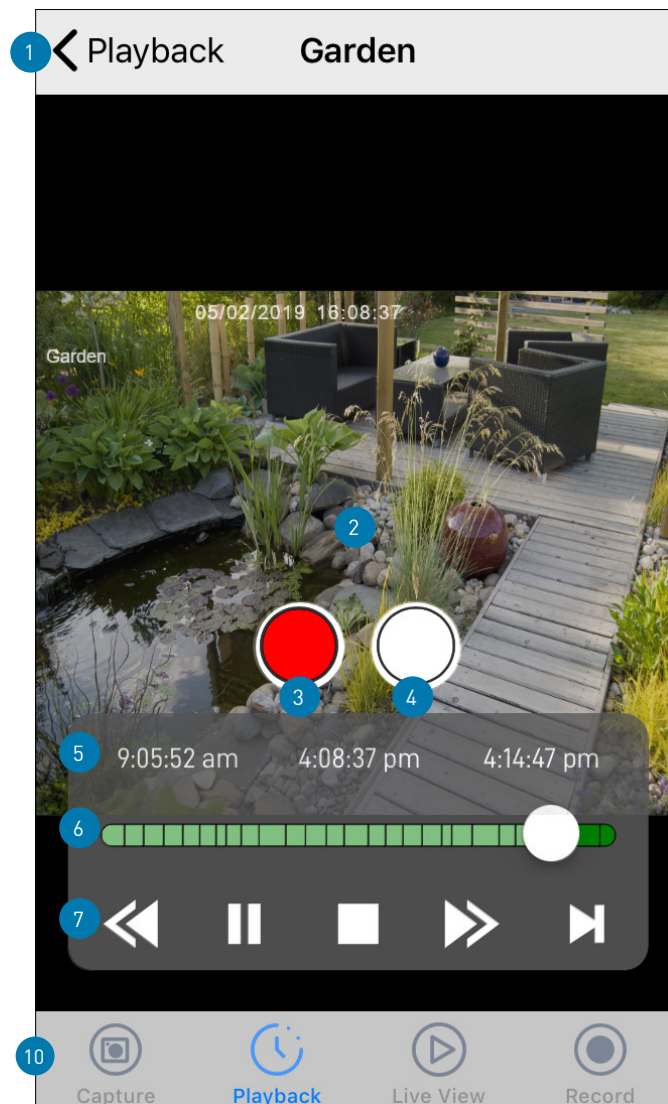
- 1 Return to the Live View multicamera screen.
- 2 The video window. Turn your phone sideways for landscape view.
- 3 If the camera has the spotlight function, the bulb icon is displayed to let you easily turn on or off the camera's spotlight.
- 4 Tap to record a video clip. Tap again to stop the recording. You can find your app recordings in **Menu > Recordings**.
- 5 Tap to capture a snapshot. You can find your snapshots in the Photos app on your phone.
- 6 The navigation bar. For more information, see "**Live View Screen - Multicamera View**" - items 5, 6, 7, and 8.

# Playback Screen - Multicamera view



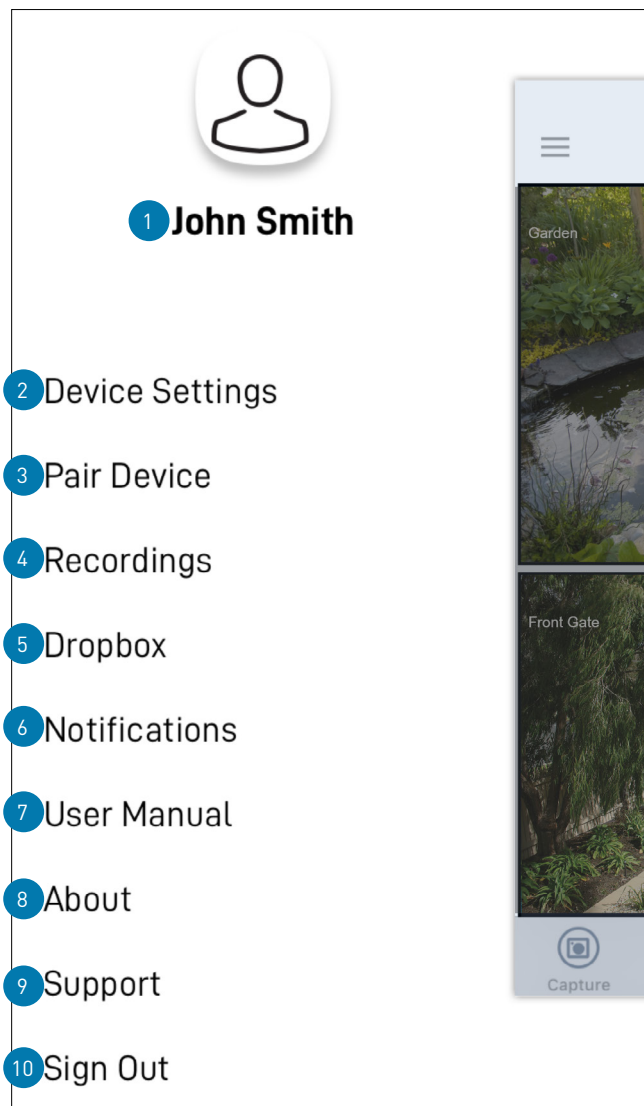
- 1 Open the menu where you can edit your account profile, manage device settings, pair a new device, review app recordings, change notification settings, and more. See ["Menu" on page 14](#).
- 2 Toggle the camera layout of the viewing area between list and two-column grid views.
- 3 The number of recorded camera events on the specified timeline date available for playback.
- 4 The device and camera (channel) name.
- 5 The viewing area.
  - Scroll up or down to see more camera tiles.
  - Tap a camera tile to select it and show the corresponding graphical event timeline. A yellow border appears around the camera tile that you have selected.
  - Double-tap a camera tile (or tap the expand button in the top right corner after selecting a camera tile) for single-camera fullscreen display. See ["Playback Screen - Single Camera View" on page 13](#).
- 6 The Previous month, Previous day, Next day, and Next month navigation arrows to change the timeline date.
- 7 The selected camera's (with yellow border) corresponding graphical event timeline. Drag left or right to adjust the time range and select the precise moment to start video playback using the yellow timeline marker. To zoom in and out, place two fingers here at once, and spread them apart or pinch them together. The green segments represent recorded motion events.
- 8 Playback controls. Tap the corresponding button to rewind (tap repeatedly for x0.5/x0.25/x0.125 speed), play/pause, fast-forward (tap repeatedly for x2/x4/x8/x16 speed), or play next event.
- 9 The navigation bar. For more information, see ["Live View Screen - Multicamera View"](#) - items 5, 6, 7, and 8.

# Playback Screen - Single Camera View



- 1 Return to the Playback multicamera screen.
- 2 The video window. Turn your phone sideways for landscape view.
- 3 Tap to record a video clip. Tap again to stop the recording. You can find your app recordings in **Menu > Recordings**.
- 4 Tap to capture a snapshot. You can find your snapshots in the Photos app on your phone.
- 5 The start time, current time, and end time of the timeline.
- 6 Drag left or right to select the precise moment in the timeline to start video playback.
- 7 Playback controls. Tap the corresponding button to rewind (tap repeatedly for x0.5/x0.25/x0.125 speed), play/pause, fast-forward (tap repeatedly for x2/x4/x8/x16 speed), or play next event.
- 8 The navigation bar. For more information, see "[Live View Screen - Multicamera View](#)" - items 5, 6, 7, and 8.





- 1 Update your profile name, account password, and location. For more information, see **"Profile Screen" on page 15.**
- 2 View technical information and manage general settings for your devices such as changing device name. For more information, see **"Device Settings: Overview" on page 16.**
- 3 Pair Swann devices with the app.
- 4 View and manage your app recordings.
- 5 Connect Swann Security to Dropbox and use cloud storage for your devices (if supported on your Swann device).
- 6 View history of motion detection notifications and manage notifications setting.
- 7 Download the app user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on the App Store or Google Play).
- 8 Display the Swann Security application version information and access the terms of service and privacy policy.
- 9 Open the Swann Support Center website on your phone's web browser.
- 10 Sign out of the Swann Security app.

# Profile Screen

1 Cancel 2 Save

John Smith

First name 3 John


Last name 4 Smith

5 Change password >

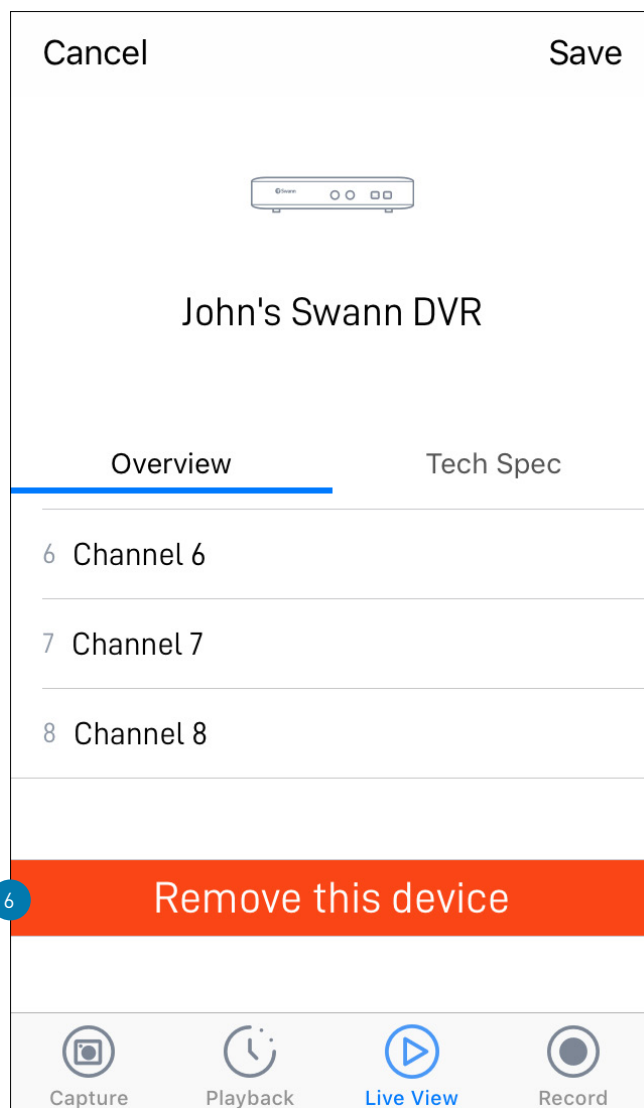
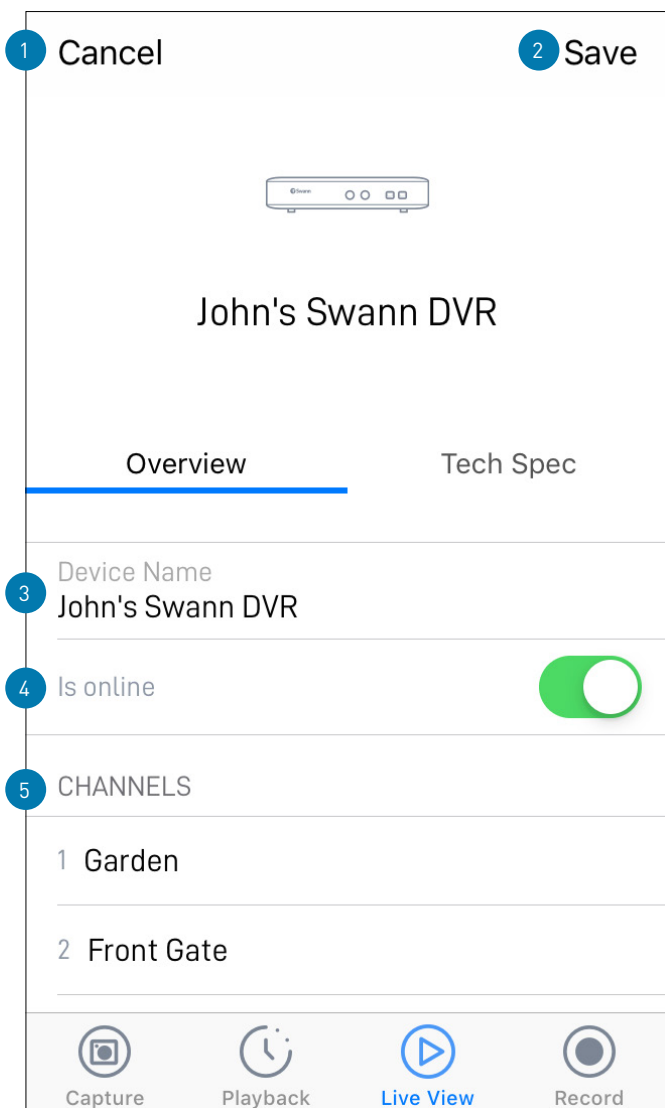
6 740 Lorimer St, Port Melbourne, 3207, VIC, AUSTRALIA >

7 Delete my account

Capture Playback Live View Record

- 1 Tap to cancel changes and return to the previous screen.
- 2 Tap to save changes made to your profile and return to the previous screen.
- 3 Tap to edit your first name.
- 4 Tap to edit your last name.
- 5 Tap to change your Swann Security account login password.
- 6 Tap to change your address.
- 7 Tap to delete your Swann Security account. A confirmation popup box will appear to confirm the account deletion. Before you delete your account, make sure to save a copy of the app recordings (**Menu > Recording >** ) that you want to keep. Swann Security cannot restore your recordings once your account is deleted.

# Device Settings: Overview




- 1 Tap to cancel changes made to the Swann device/channel names and return to the previous screen.
- 2 Tap to save changes made to the Swann device/channel names and return to the previous screen.  
**Note:** If you rename the device or camera channel name in the app, it will also be automatically reflected on your Swann device interface.
- 3 The name of your Swann device. Tap the **Edit** button to change it.
- 4 The current connection state of your Swann device.
- 5 Scroll up or down the channels area to see the list of camera channels available on your device. Tap the channel name field to edit the name.
- 6 Tap to remove (unpair) the device from your account. Before you remove your device, make sure to save a copy of the app recordings (**Menu > Recording > [icon]**) that you want to keep. Swann Security cannot restore your recordings once the device is removed from your account.



# Device Settings: Tech Specs

Cancel

Save





John's Swann DVR


Overview


Tech Spec

1	Manufacturer	Swann
2	Model	DVR8-4580V
3	Hardware version	DM-307
4	Software version	V8.1.0-20190411
5	MAC Address	BC-51-FE-0F-14-01
6	P2P identifier	XEPTSPRCS255DF18113C
7	Installation date	10/5/19

Capture

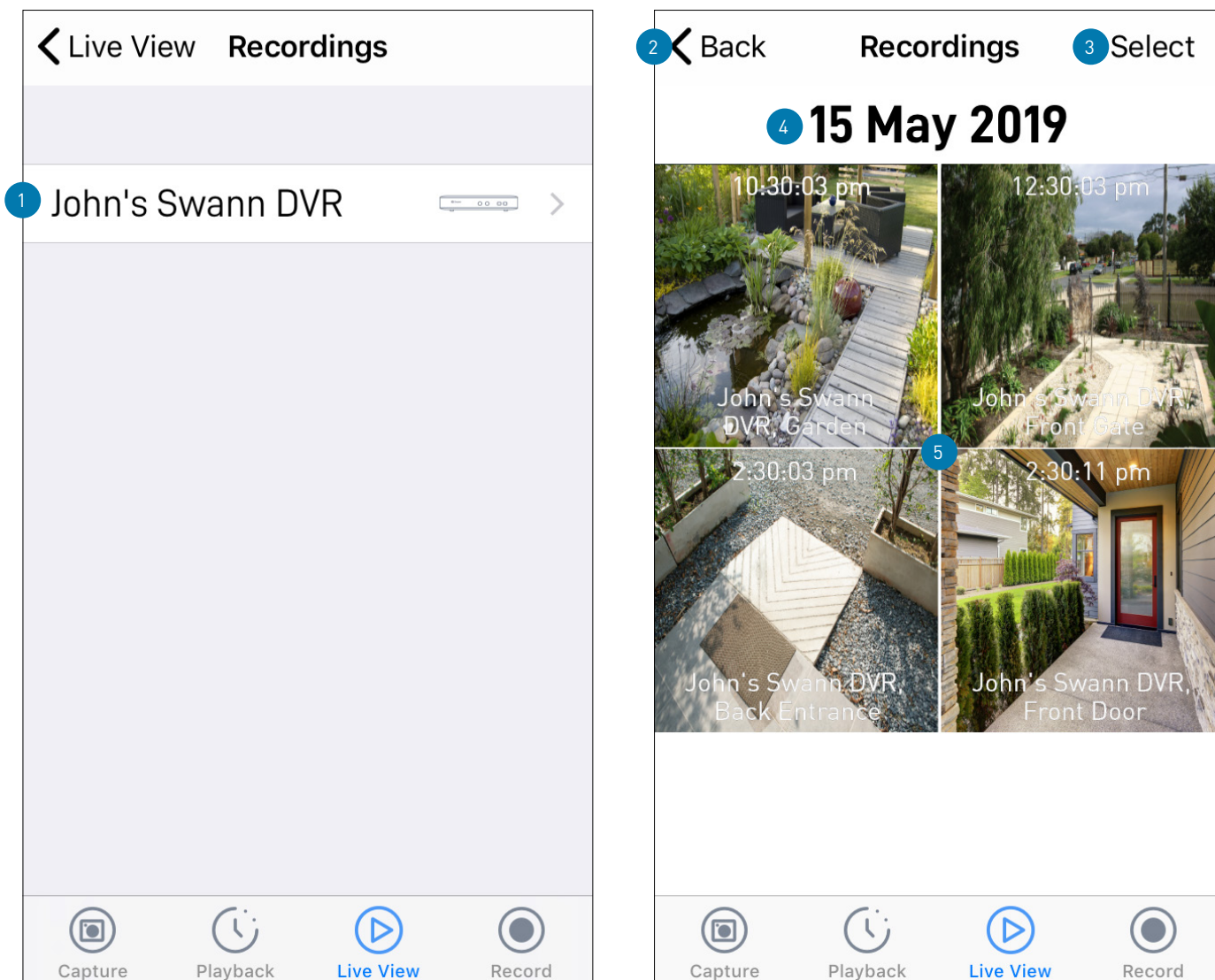
Playback

Live View

Record

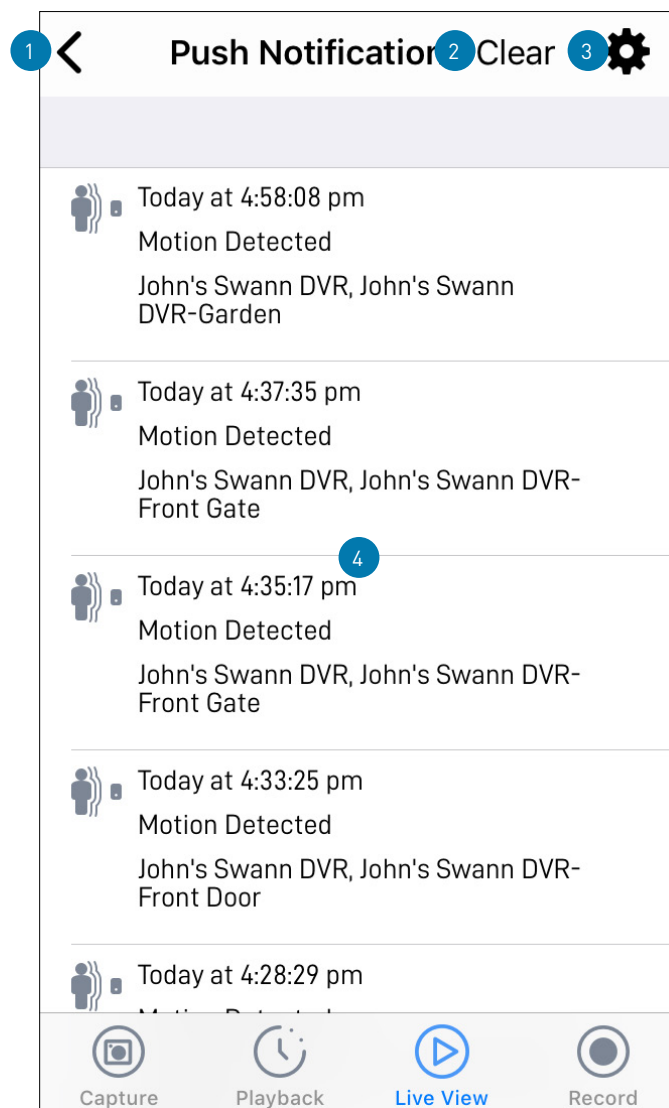
- 1 The device's manufacturer name.
- 2 The device's model code.
- 3 The device's hardware version.
- 4 The device's software version.
- 5 The device's MAC address—a unique 12-character hardware ID assigned to the device so it is easily identifiable on your network. The MAC address can also be used to reset the password on your device locally (available for certain models only. Refer to your Swann device's instruction manual).
- 6 The device ID. It is used to pair the device with your Swann Security account through the app.
- 7 The device's installation date.

# Recordings Screen



- 1 Select the device for which you want to view app recordings.
- 2 Tap to return to the device list.
- 3 Tap to select recordings for deletion or copying to your phone's internal storage.
- 4 Recordings are ordered by the date they were taken. Scroll up or down to view more recordings by date.
- 5 Tap a recording to play it in fullscreen.

# Push Notifications Screen



1 Return to the previous screen.

2 Tap to clear all the notifications.

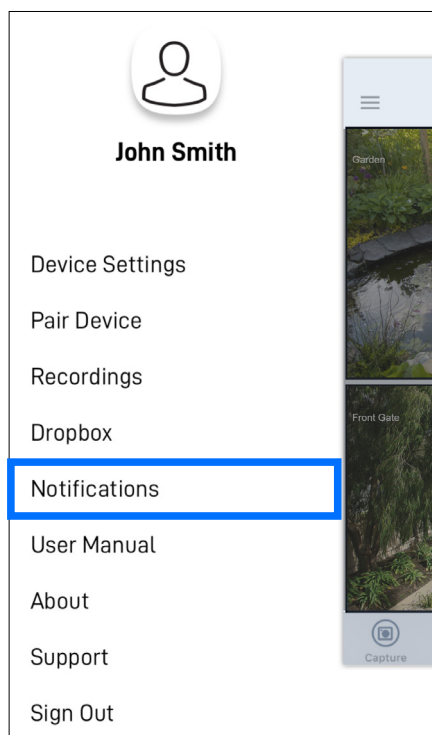
3 Tap to manage the push notifications setting for your devices. To receive notifications from Swann Security, you must allow Swann Security to access notifications on your phone (via **Settings** > **Notifications** > **Swann Security** > toggle **Allow Notifications** ON), as well as enable the Push Notifications setting for your devices in the app. By default, the Push Notifications setting in the app is enabled for all of your devices.

4 The notifications area. Scroll up or down to view more notifications, sorted by date and time of the event. Tap a notification to open the associated camera's Live View.

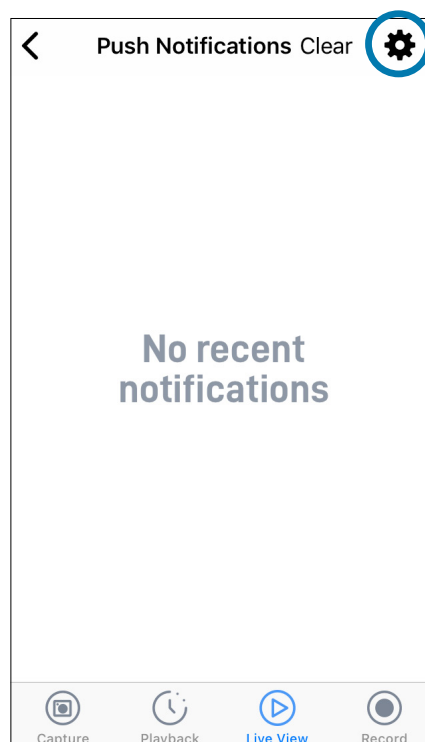


# Tips & FAQs

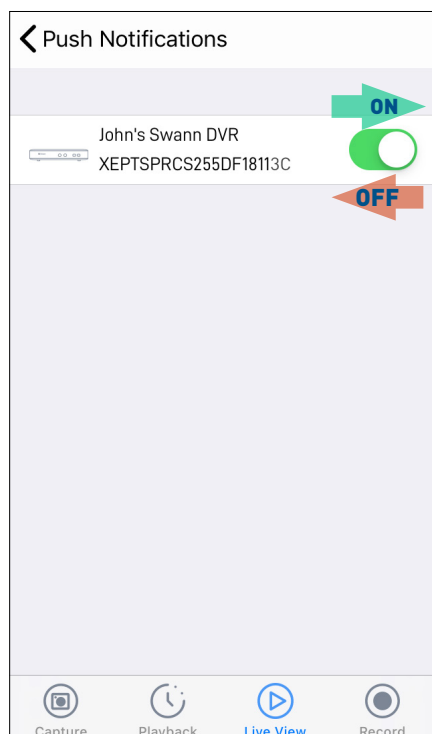
# Enabling/Disabling Push Notifications



Open the menu and tap **Notifications**.



Tap the Gear  icon at the top right.



To receive notifications from Swann Security, make sure the toggle switch is On for your Swann device.

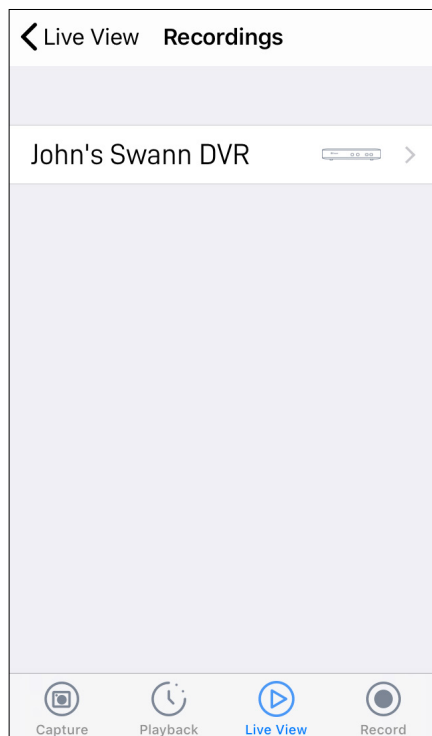
If you want to stop receiving notifications from Swann Security in the future, simply turn off (swipe left) the toggle switch for your Swann device.

## For Swann DVR/NVR devices:

Motion	
Channel	Push ▾
CH1	<input checked="" type="checkbox"/>
CH2	<input checked="" type="checkbox"/>
CH3	<input checked="" type="checkbox"/>
CH4	<input checked="" type="checkbox"/>

After enabling notifications through the app, go to **DVR/NVR Main Menu > Alarm > Detection > Actions** and make sure the 'Push' option is ticked on the corresponding camera channels for which you want to receive Swann Security app notifications, as shown above.

# Managing your App Recordings

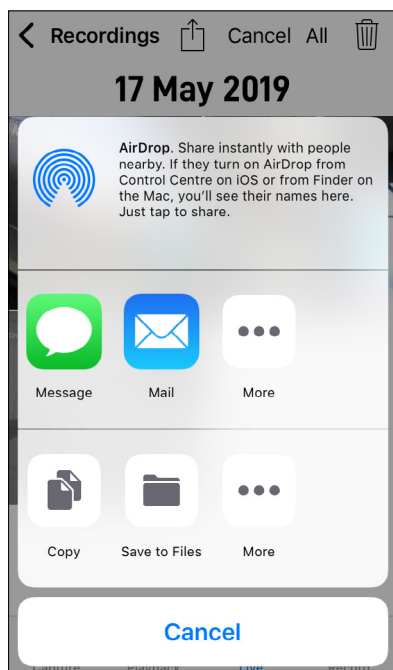


From the Recordings screen, select your device.



Tap **Select**.

Tap to share or save selected recordings to your phone's cloud or local storage.




Tap to deselect all recordings.



Tap to permanently delete selected recordings. Swann Security cannot restore any recordings once deleted.

Tap to select all recordings.

Tap on a recording to select it.  
A blue tick  appears when a recording is selected.

# Frequently Asked Questions

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

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

## Can I access my devices on another phone?

Yes. Just install the Swann Security app on your other phone and sign in using the same Swann Security account credentials. For privacy, make sure to sign out of the app on any secondary devices before switching back to your primary phone.

## Can I register my devices to another Swann Security account?

A device can be registered to a single Swann Security account only. If you want to register the device to a new account (for example, if you want to give the device to a friend), you'll first need to remove the device (i.e., unpair) from your account. Once removed, the camera can be registered to another Swann Security account.

## Where can I find the snapshots and recordings captured using the app?

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

You can view your app recordings in the app via **Menu > Recordings**.

## How do I get alerts on my phone?

To receive notifications from Swann Security when motion activity happens, simply turn on the Notifications feature in the app. For more information, see **"Enabling/Disabling Push Notifications" on page 21**.





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

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