



# **Smart Security Camera SAFE by Swann App Manual**

**iOS and Android**



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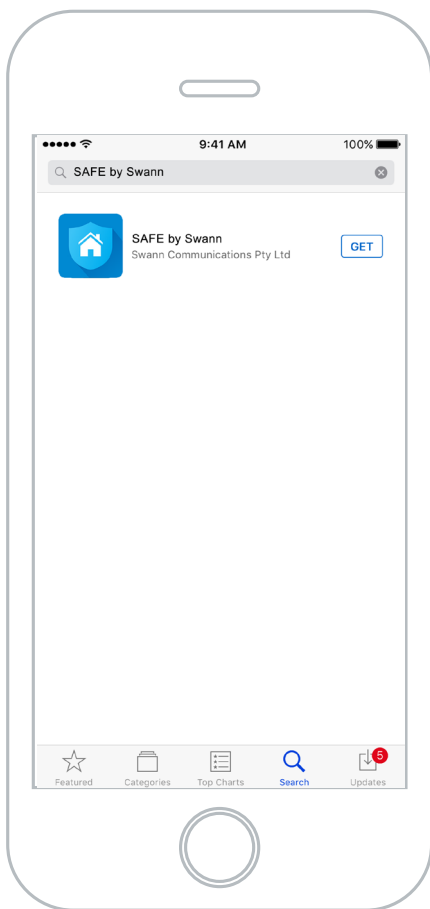
# Getting Started





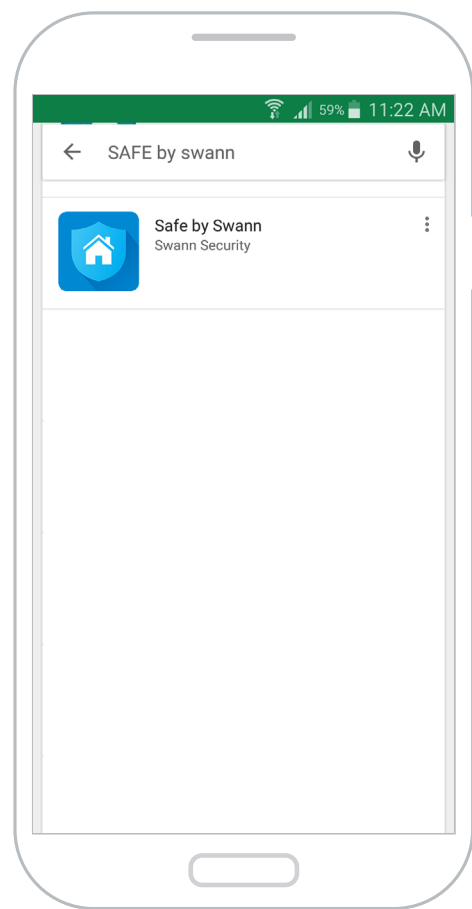
# Installing the SAFE by Swann App

## 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).

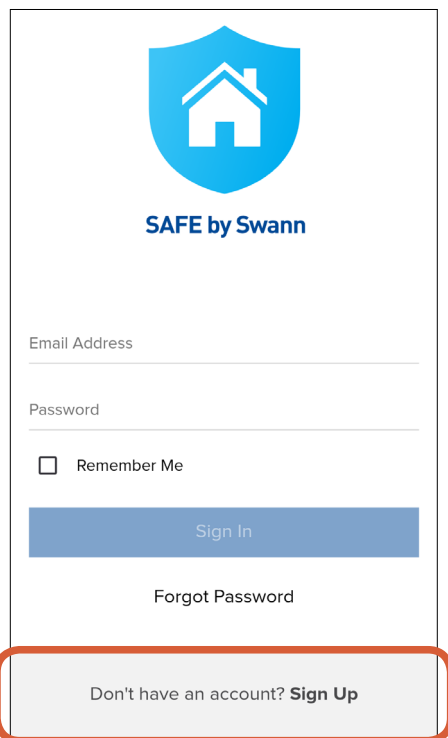


**SAFE by Swann**

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

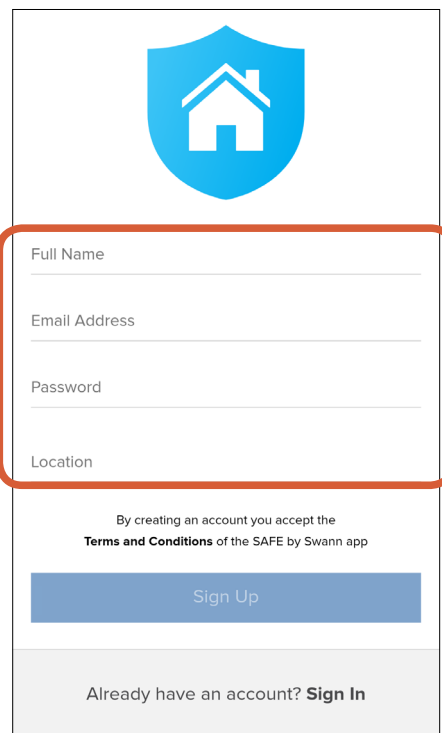


# Creating a SAFE by Swann Account



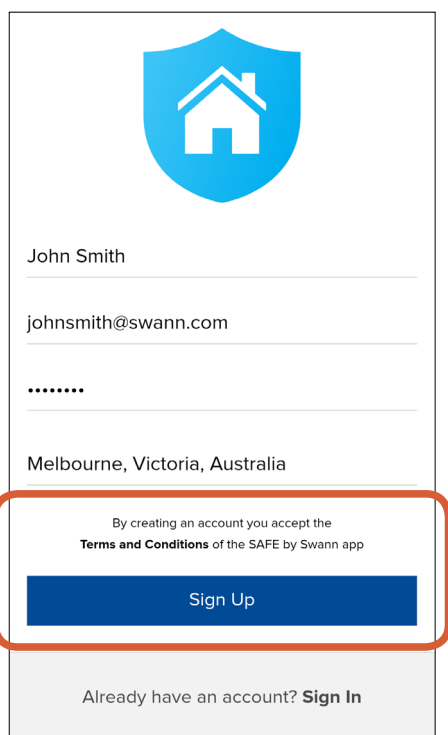
The image shows the login screen for the SAFE by Swann app. At the top is a blue shield icon with a white house inside. Below it is the text "SAFE by Swann". There are two input fields: "Email Address" and "Password". Below the password field is a checkbox labeled "Remember Me". A blue "Sign In" button is below the checkbox. Below the button is the text "Forgot Password". At the bottom, a grey button with the text "Don't have an account? Sign Up" is highlighted with a red border.

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



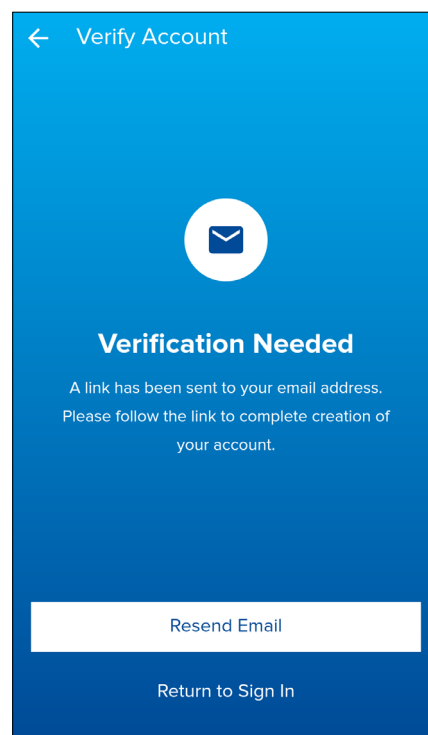
The image shows the sign-up screen for the SAFE by Swann app. At the top is a blue shield icon with a white house inside. Below it is the text "SAFE by Swann". There are four input fields: "Full Name", "Email Address", "Password", and "Location". A red border highlights the "Full Name", "Email Address", and "Password" fields. Below the "Location" field is the text "By creating an account you accept the Terms and Conditions of the SAFE by Swann app". Below this is a blue "Sign Up" button. At the bottom, a grey button with the text "Already have an account? Sign In" is visible.

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 sign-up screen for the SAFE by Swann app with the following information filled in: "John Smith" in the Full Name field, "johnsmith@swann.com" in the Email Address field, "\*\*\*\*\*" in the Password field, and "Melbourne, Victoria, Australia" in the Location field. A red border highlights the "By creating an account you accept the Terms and Conditions of the SAFE by Swann app" text and the blue "Sign Up" button. Below the button is the text "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.

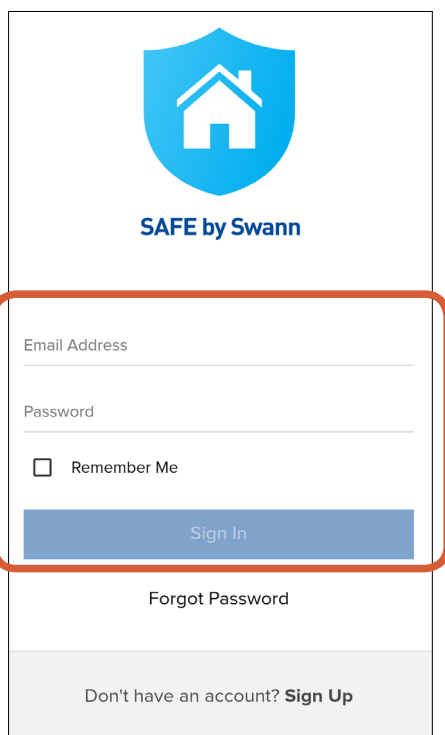


The image shows the verification screen for the SAFE by Swann app. At the top is a blue header with a white back arrow and the text "Verify Account". Below the header is a white circle with a blue envelope icon. Below the icon is the text "Verification Needed". Below this is the text "A link has been sent to your email address. Please follow the link to complete creation of your account." Below this is a white button with the text "Resend Email". At the bottom, a blue button with the text "Return to Sign In" is visible.

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.

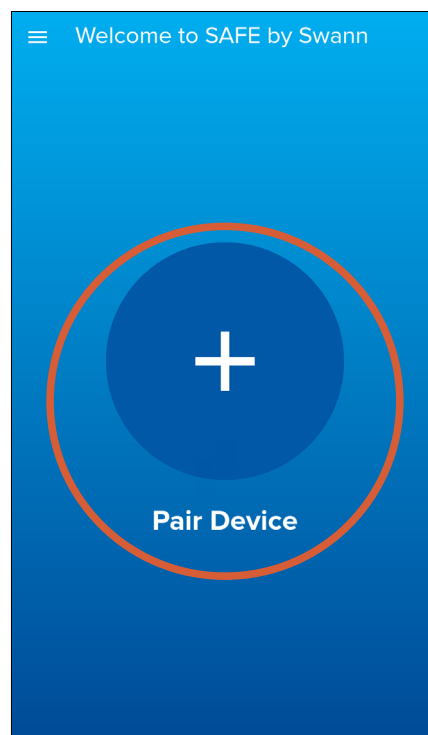


# Pairing Your First Camera

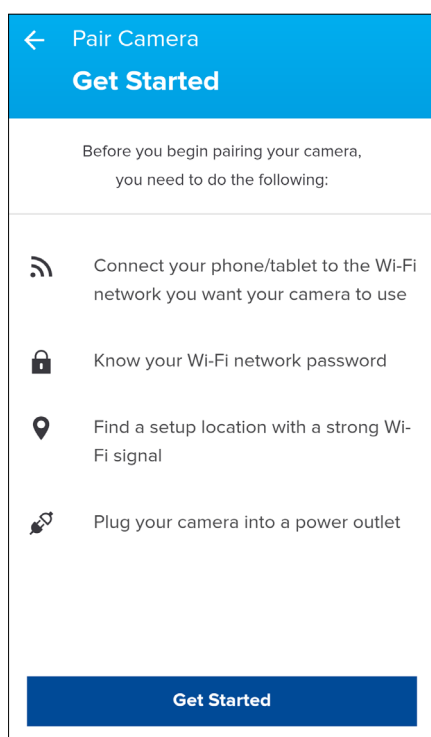


The image shows the login screen for the SAFE by Swann app. At the top is a blue shield icon with a white house inside, and the text "SAFE by Swann" below it. Below this is a red rectangular box highlighting the login fields: "Email Address", "Password", a "Remember Me" checkbox, and a "Sign In" button. Below the box are links for "Forgot Password" and "Don't have an account? Sign Up".

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

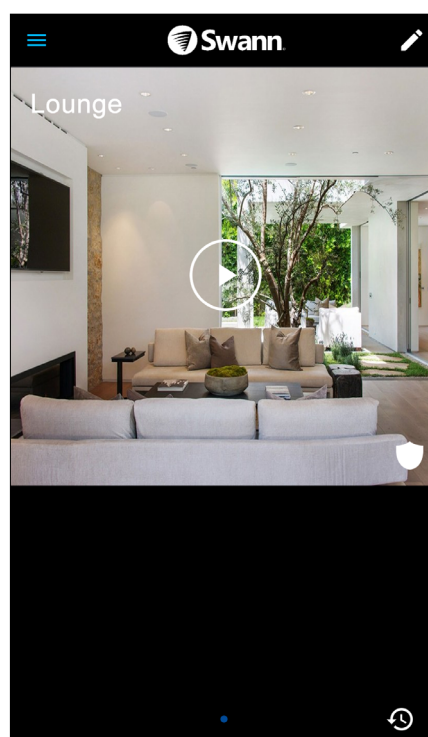


Tap the **Pair Device** button.



The image shows the "Pair Camera" screen with a "Get Started" section. It lists four steps: 1. Connect your phone/tablet to the Wi-Fi network you want your camera to use. 2. Know your Wi-Fi network password. 3. Find a setup location with a strong Wi-Fi signal. 4. Plug your camera into a power outlet. At the bottom is a "Get Started" button.

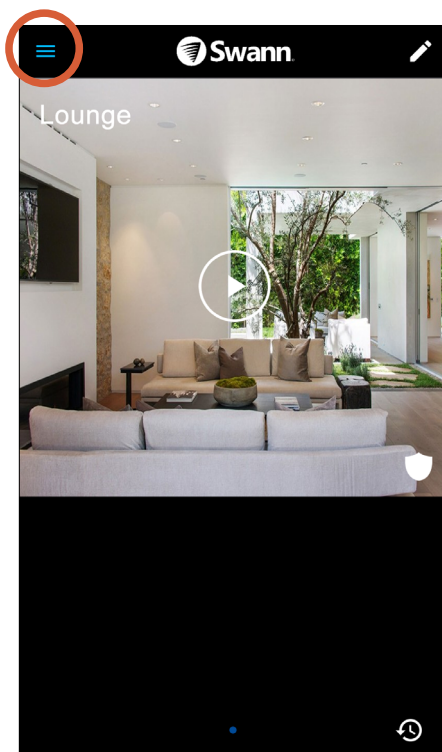
Follow the prompts to connect the camera to your Wi-Fi network (**TIP** For longer range connectivity, use a 2.4GHz network) and register it to your account. Only one camera can be paired at a time. To add more cameras to your account after pairing your first camera, see "**Pairing Additional Cameras**" on page 8.



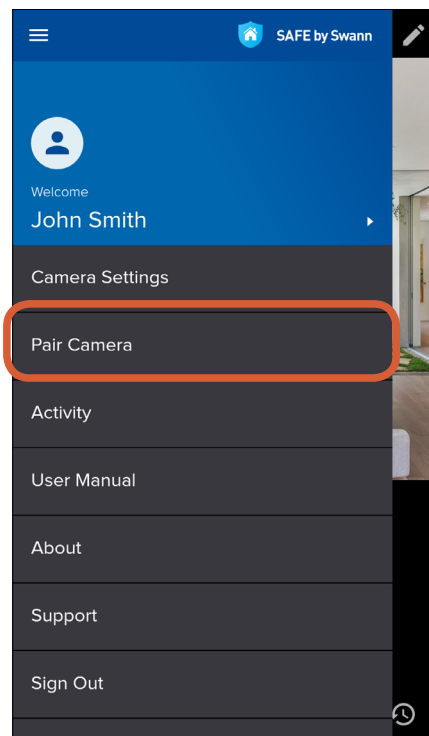
Once the pairing process is finished, the camera will appear on the dashboard. (It may take a few more minutes for the camera to come online as initial settings are synced to the cloud.) From the dashboard, you can start live streaming and check the activity timeline. See "**The Camera Dashboard**" on page 12 for more information.



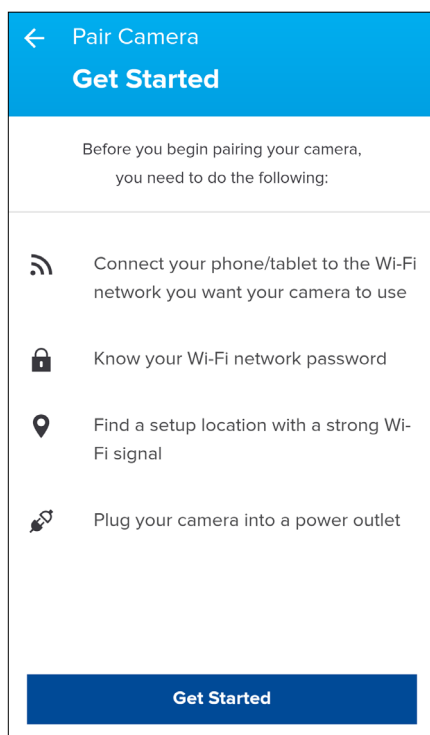
# Pairing Additional Cameras



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

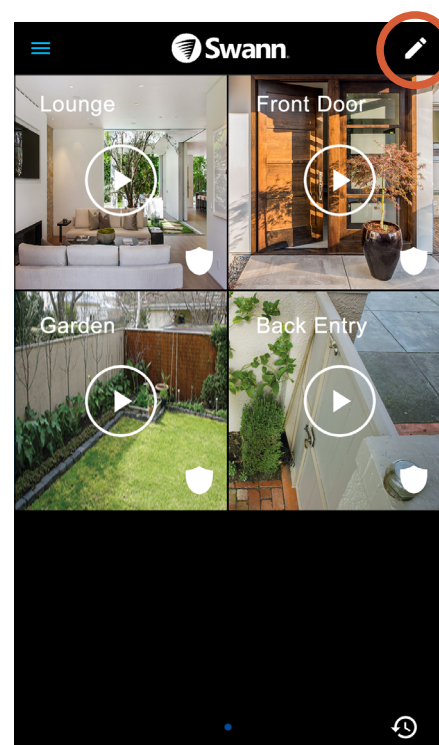


Tap **Pair Camera**.



Follow the prompts to connect the camera to your Wi-Fi network (**TIP** For longer range connectivity, use a 2.4GHz network) and register it to your account.

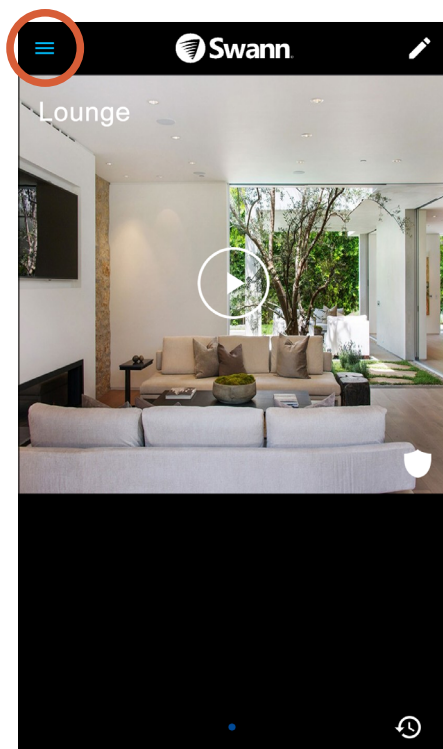
Only one camera can be paired at a time. Repeat the above pairing process for every new camera you want to add to your account.



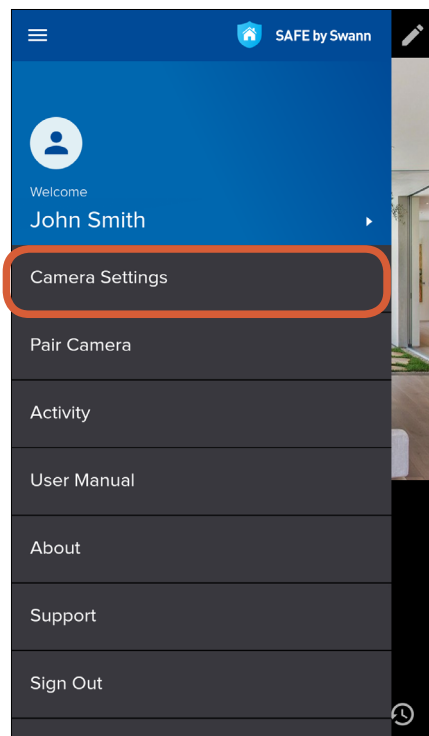
Once the pairing process is finished, the camera will appear on the dashboard. You can arrange the layout of camera tiles on the dashboard by tapping the pencil icon at the top right corner. To learn more, see **"The Camera Dashboard: Layout" on page 13**.



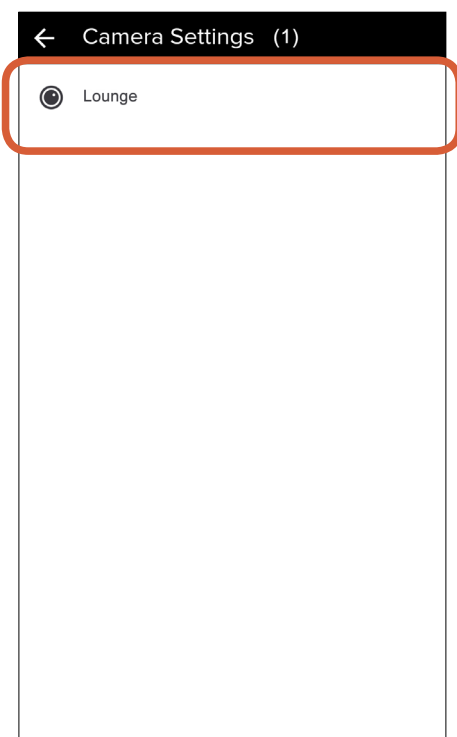
# Configuring Camera Date and Time



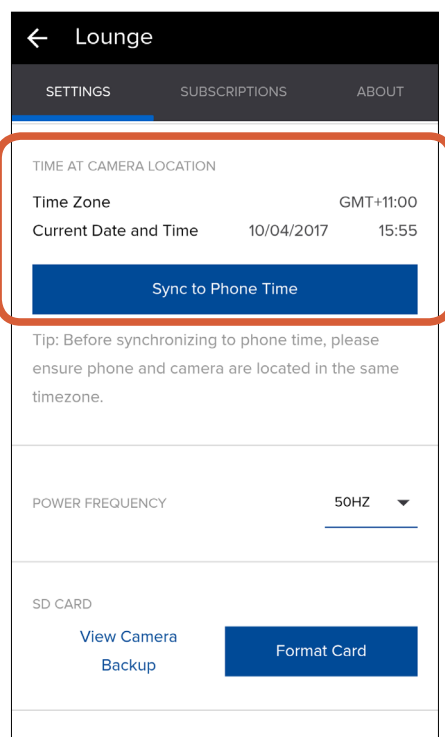
From the dashboard, tap the drawer icon to open the menu.



Tap **Camera Settings**.



Tap your camera to access the settings.

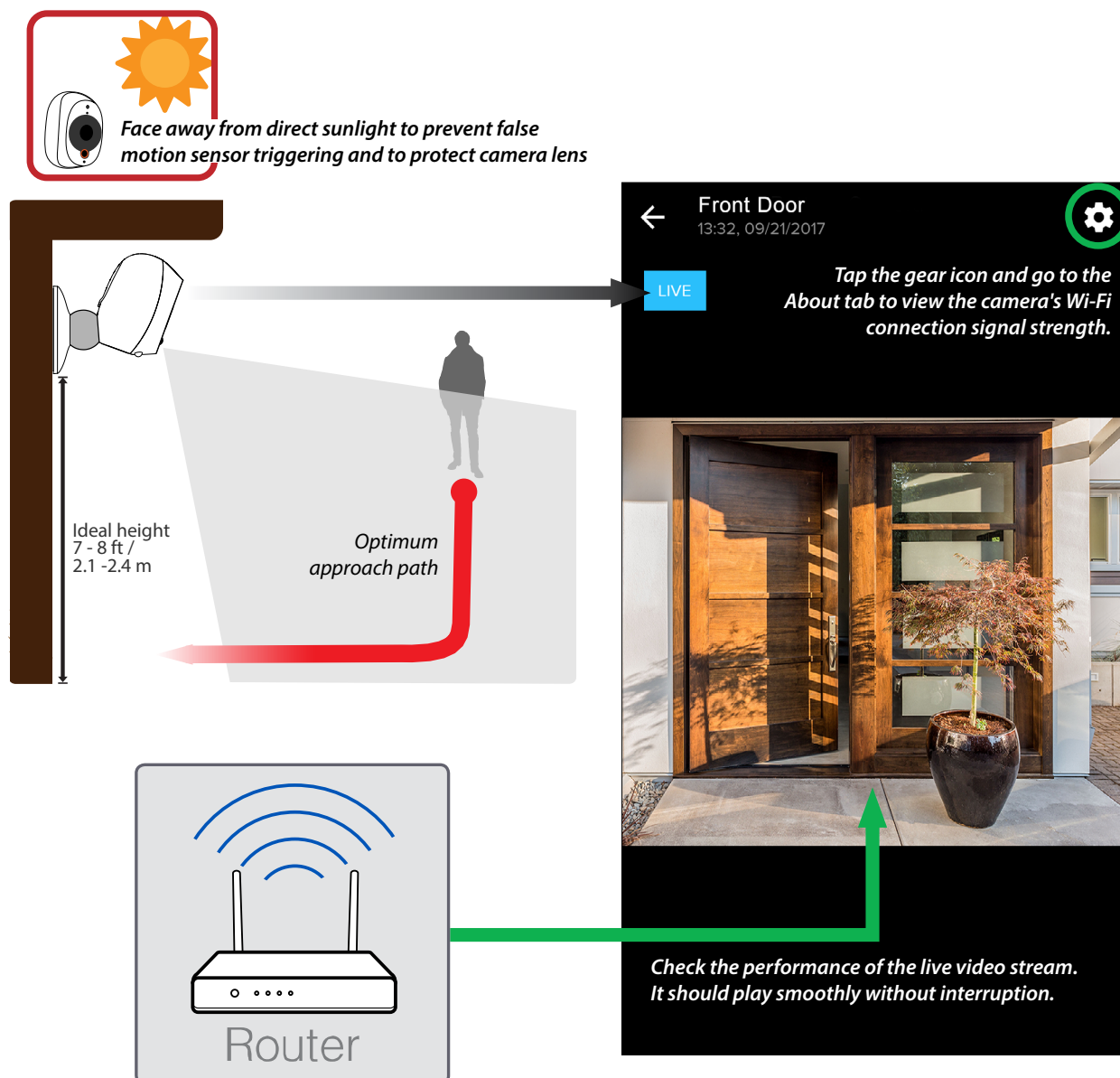


Scroll down to **Time At Camera Location**, and tap the **Sync to Phone Time** button. Your camera will sync its timezone, date and time to the clock on your smartphone.

Tap the left arrow at the top left corner to return to the dashboard. For more information about the other available camera settings, see "[The Cameras Screen: Settings Tab](#)" on page 20.



# Camera Placement



## Choose a place with reliable Wi-Fi reception

For best performance, your camera should be placed in a location where there is good, reliable Wi-Fi reception from your router. You can easily 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. Within the app, you can also view the Wi-Fi connection signal strength. 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 when the camera is pointing downwards at an angle to cover the area where people will be walking across the camera's path before heading directly towards it. Try to minimize the camera's view so it only focuses on the area of importance.

## 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.



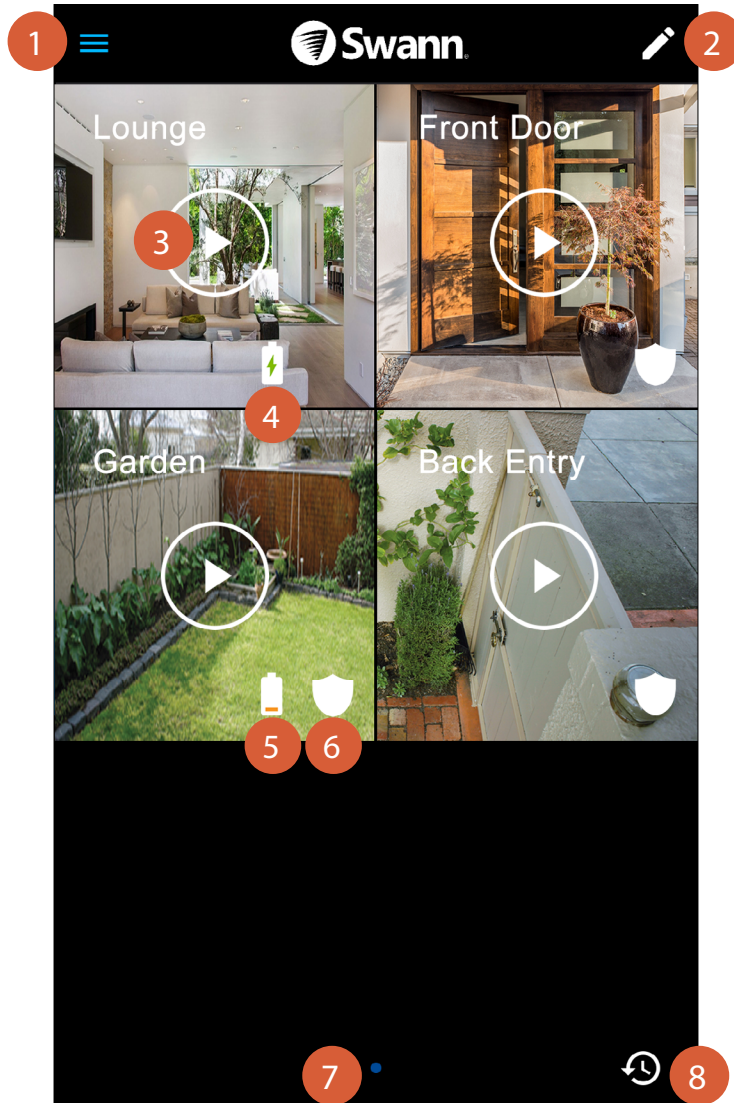


# About the App Interface





# The Camera Dashboard

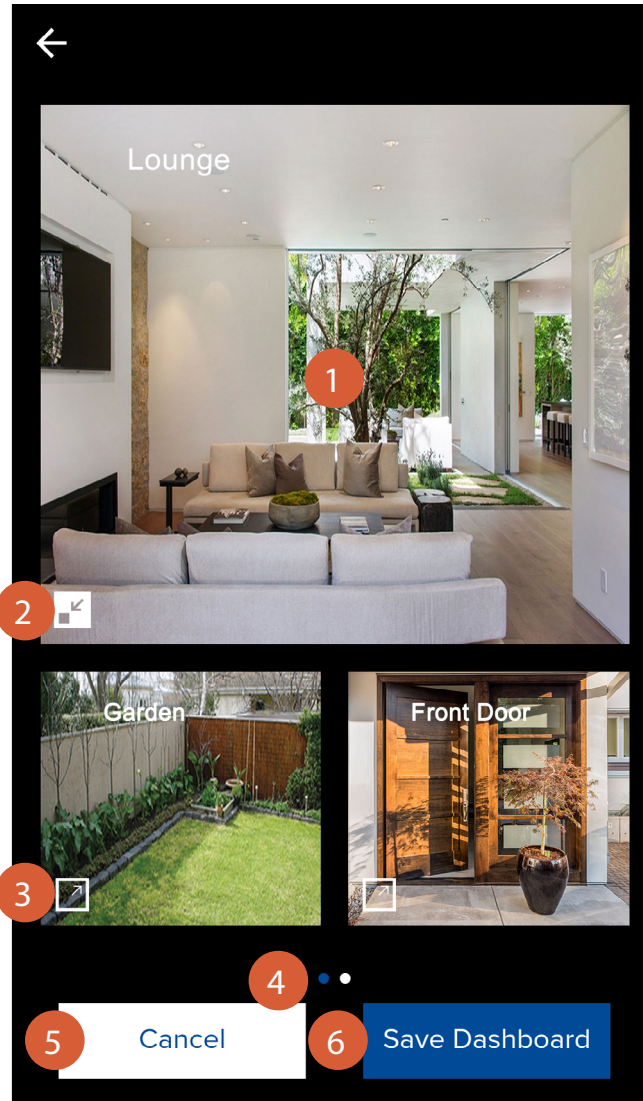


- 1 Open the menu where you can edit your account profile, manage camera settings, pair a camera, review camera activity, and more. See ["The Menu" on page 17](#) for more information.
- 2 Rearrange the layout of camera tiles on the dashboard according to your preferences. See ["The Camera Dashboard: Layout" on page 13](#).
- 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.
- 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 armed (i.e., the motion sensor sensitivity setting is either LOW or HIGH).
- 7 When you have more than one page on the dashboard, a blue dot in a row of dots indicates the page that is currently being viewed. Swipe left or right to see the cameras on the previous or next page, if available.
- 8 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 15](#) for more information.





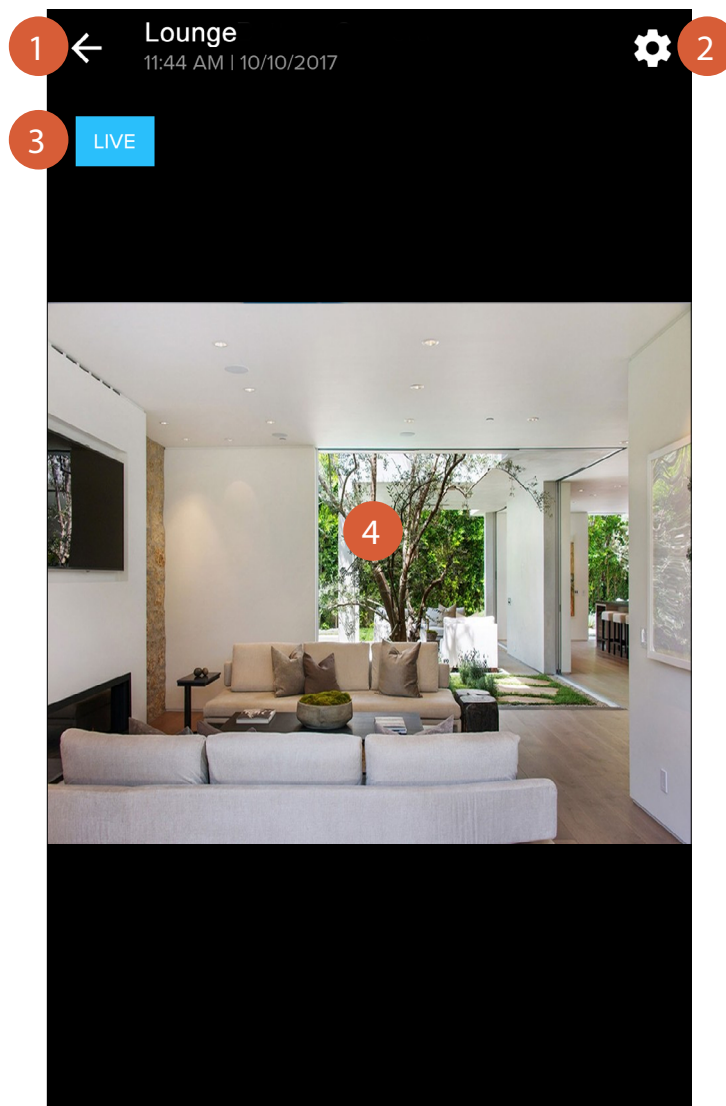
# The Camera Dashboard: Layout



- 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 Screen: Settings Tab](#)" on page 20.

3

Indicates the status of the live stream connection.

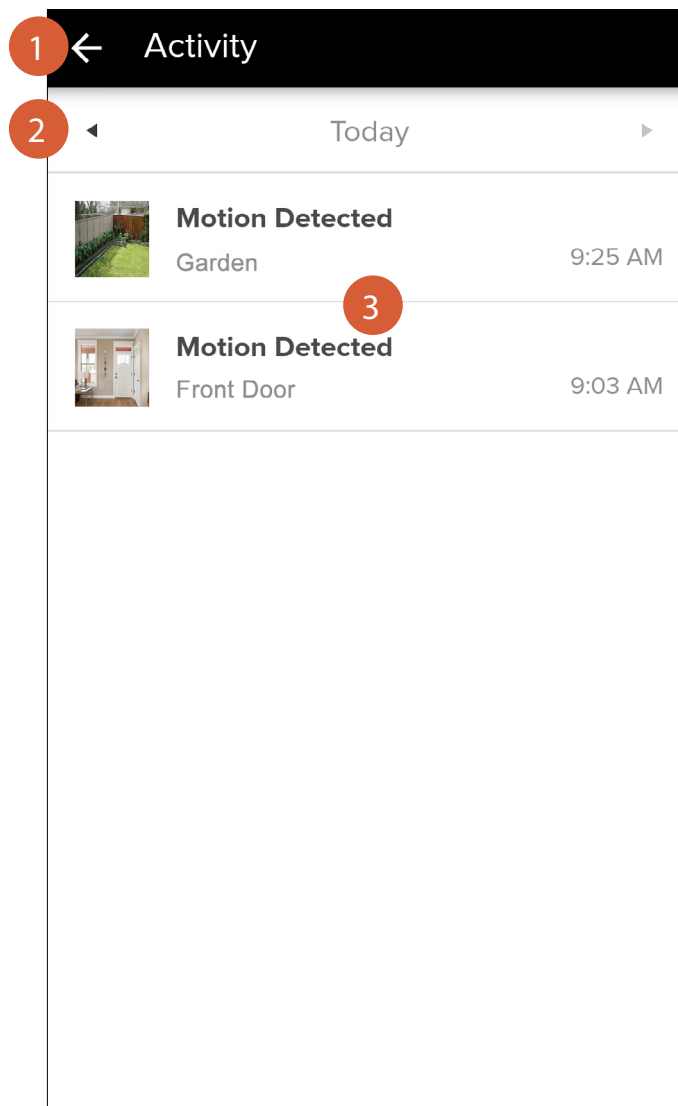
- **Grey:** The live video is loading.
- **Blue:** The live video is streaming.

4

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 smartphone sideways.



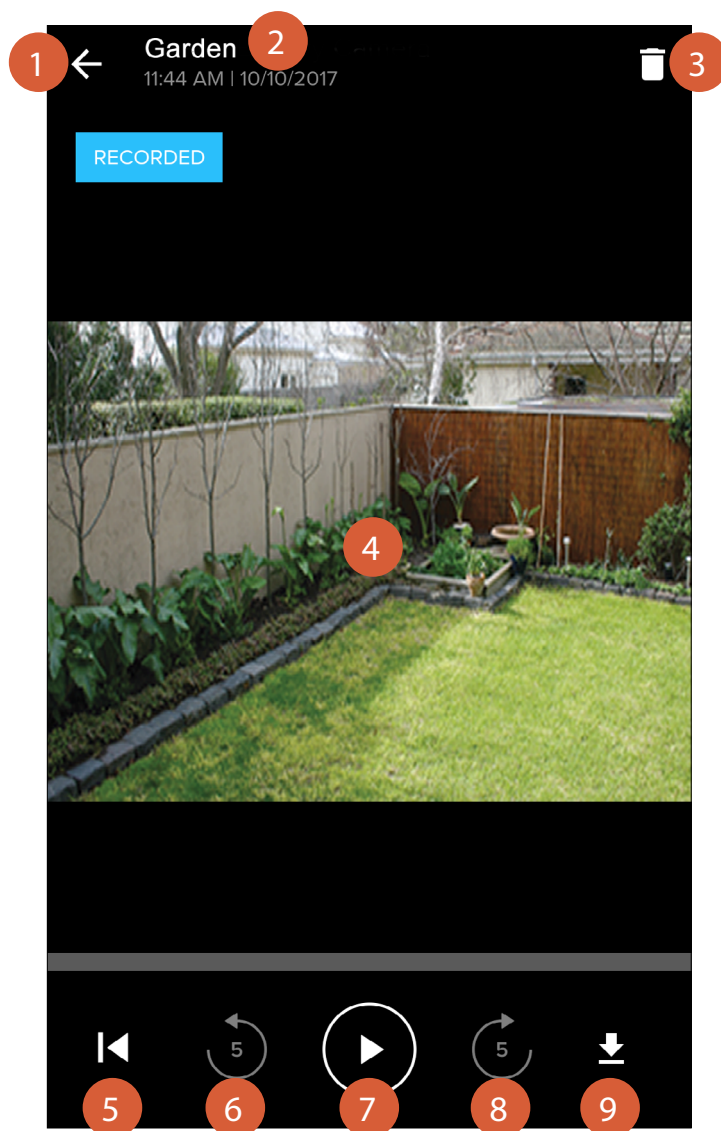
# The Activity Screen



- 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.



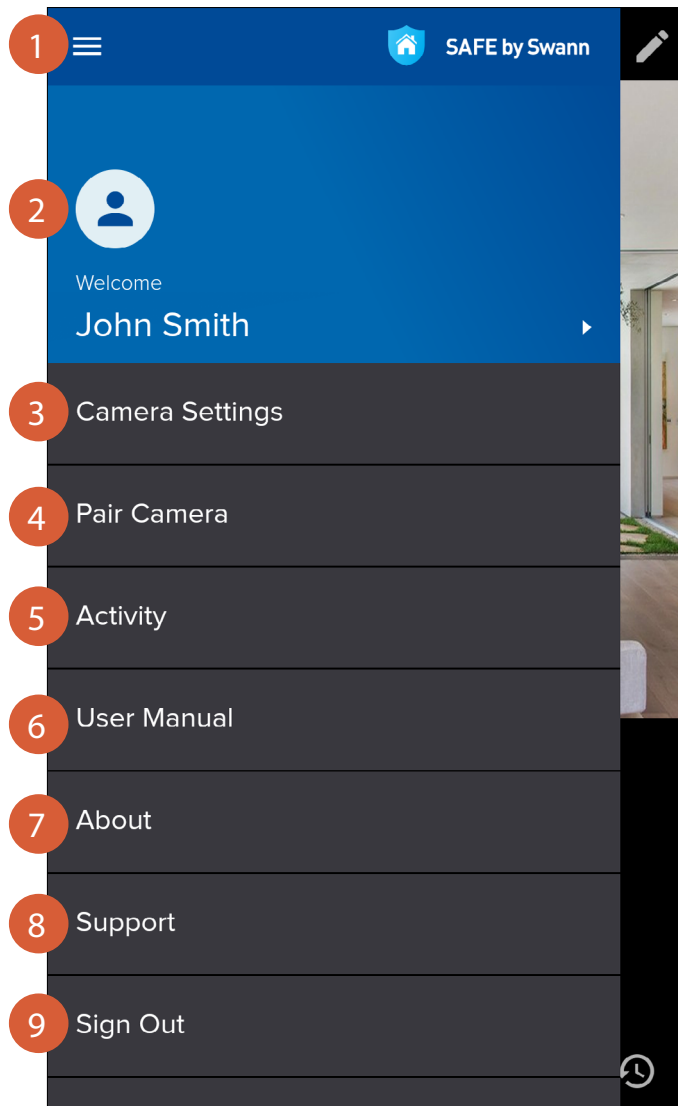
# The Playback Screen



- 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 The video screen. Turn your smartphone sideways to watch the video in landscape view.
- 5 Rewind the video back to the beginning.
- 6 Rewind the video by 5 seconds.
- 7 Pause/Play the video.
- 8 Forward the video by 5 seconds.
- 9 Download the video to your smartphone. Downloaded videos are saved on your smartphone'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 18** for more information.
- 3 View the list of cameras associated with your SAFE by Swann account and manage camera settings including cloud subscription plans. See **"The Cameras Screen" on page 19** for more information.
- 4 Configure Wi-Fi network connection and register a camera to your SAFE by Swann account.  
**TIP**  
You can change the Wi-Fi network your camera connects to by going through the same "Pair Camera" setup.
- 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 smartphone. 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 smartphone's web browser.
- 9 Sign out of the SAFE by Swann app.



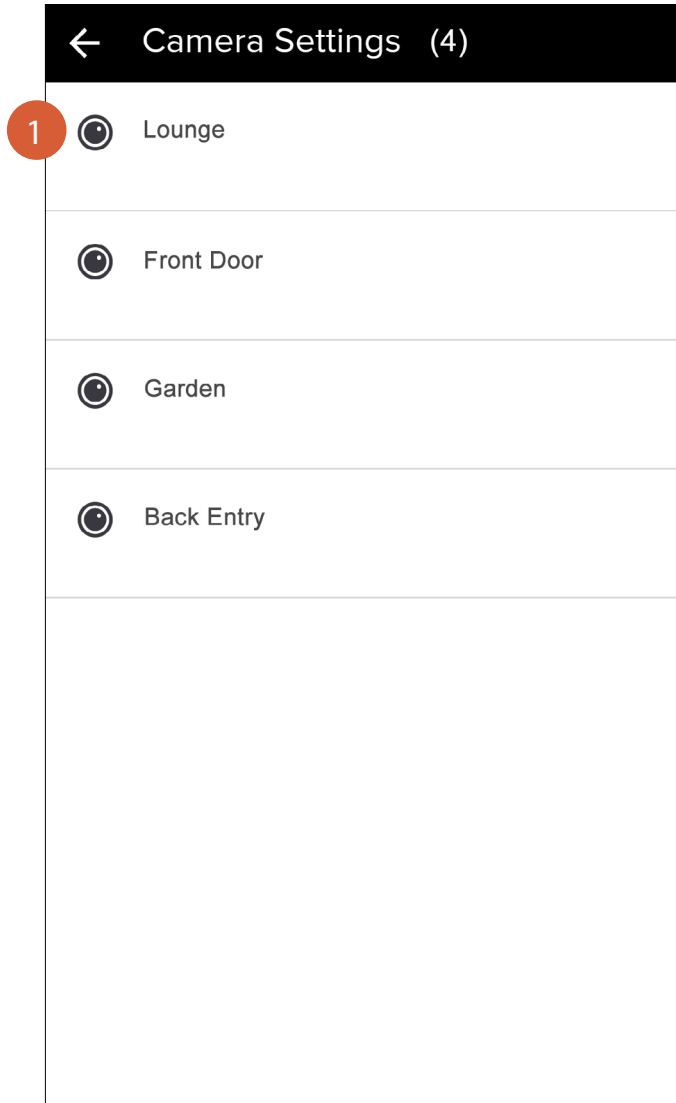
# The Profile Screen

The screenshot shows a mobile application's 'Profile' screen. At the top, there is a blue header with a back arrow and the title 'Profile'. Below the header is a profile card with a blue background. It features a circular profile picture placeholder with a white person icon and a small white '+' button in the bottom right corner. Below the picture is the name 'John Smith'. Underneath the profile card is a white form area. It contains three input fields: 'FULL NAME' with the value 'John Smith', 'EMAIL' with the value 'johnsmith@swann.com', and 'SET NEW PASSWORD' which is currently empty. At the bottom of the form is a blue 'Save' button. Four red circular callouts with white numbers are overlaid on the screen: '1' points to the profile picture, '2' points to the name field, '3' points to the email field, and '4' points to the password field.

- 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. Once the **Save** button is greyed out, 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 and then come back to the Profile screen and enter a new password.



# The Cameras Screen

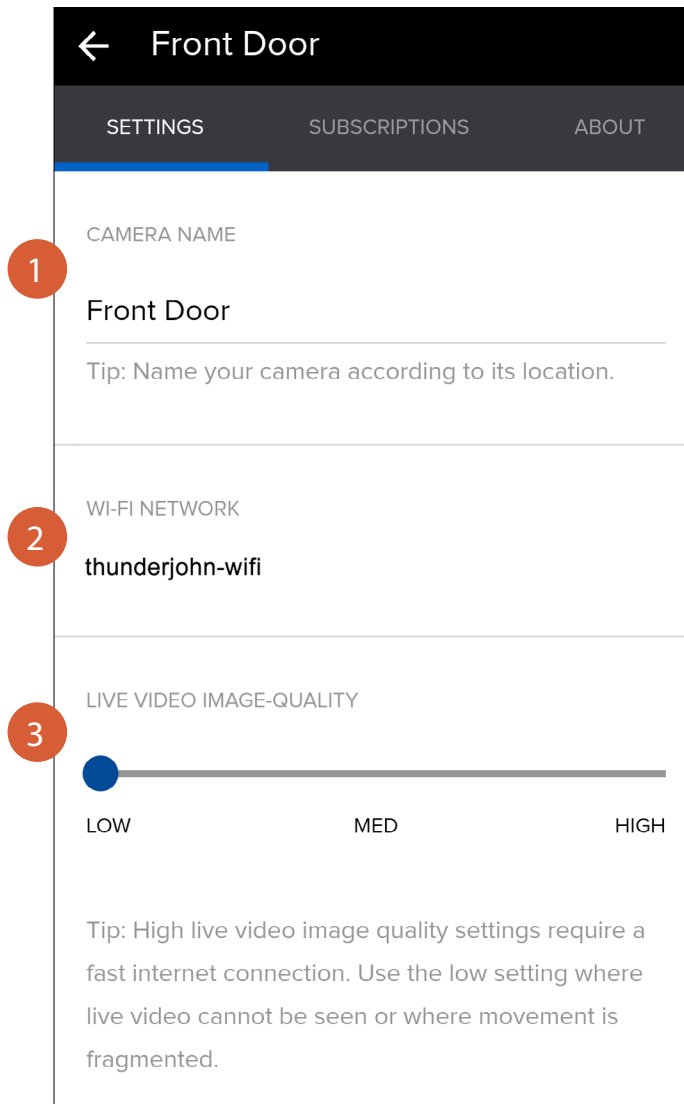


1

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 Screen: Settings Tab



1 Tap to change the name of the camera.

2 Shows the Wi-Fi network that the camera is connected to.

3 Drag the slider left or right to change the resolution of the camera's live video stream between **LOW (480p)**, **MED (720p)**, and **HIGH (1080p)**.

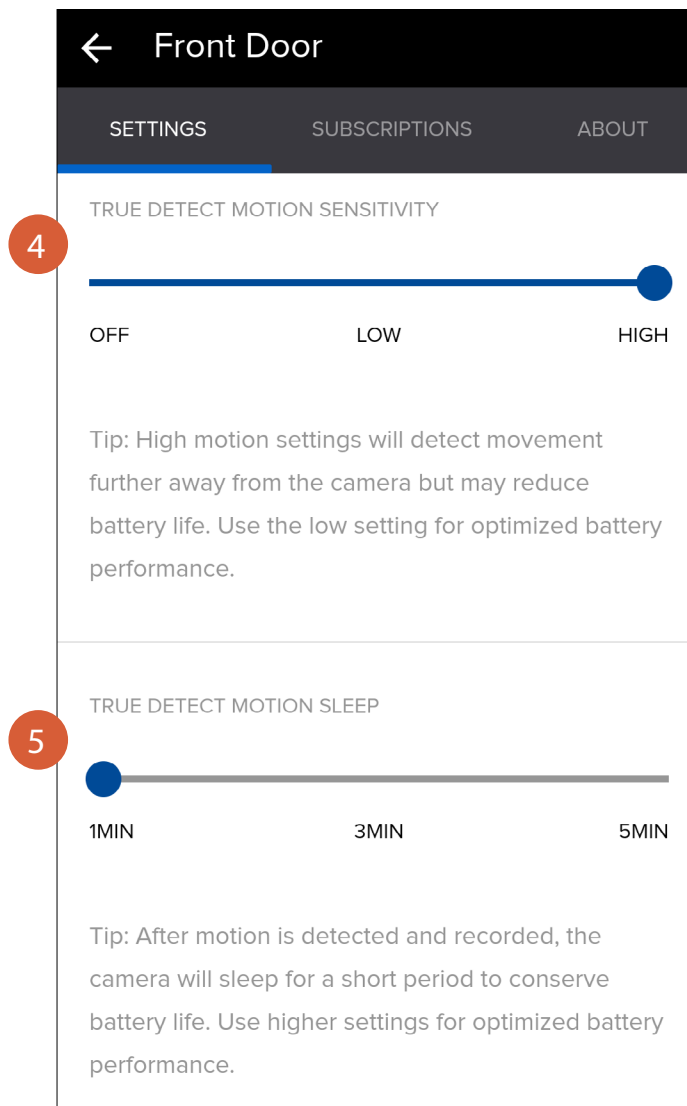
## TIP

If the 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.





# The Cameras Screen: Settings Tab



4

Drag the slider left or right to adjust the sensitivity of the camera's motion sensor.

- **OFF:** The motion sensor is disabled and will not detect motion activity. Use this setting 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 can turn off the motion sensor. You can still start live video from the camera at any time.
- **LOW:** The motion sensor is less sensitive and will detect motion activity within a short range only.
- **HIGH:** The motion sensor is more sensitive and will detect motion activity over a longer distance.

#### TIP

Every home environment is unique, so we recommend experimenting with the motion sensitivity setting 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.

5

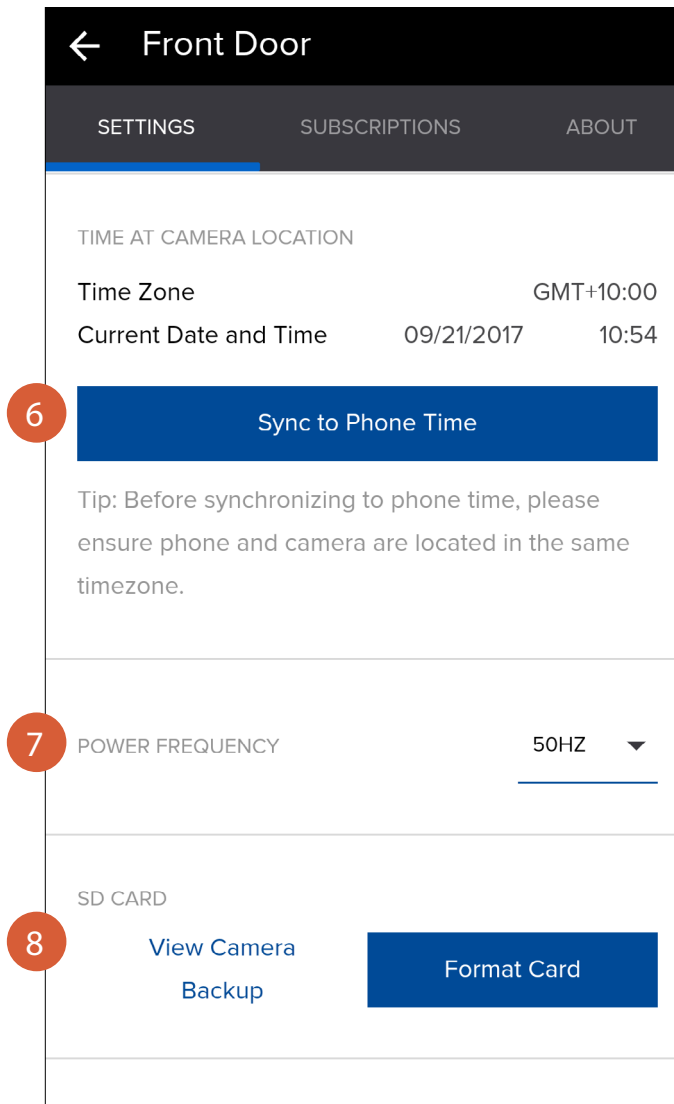
Drag the slider left or right to adjust the time—**1 minute, 3 minutes, or 5 minutes**—that must elapse before the motion sensor can be triggered again by another motion activity.

#### TIP

Temporarily set a longer sleep period for the motion sensor 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 battery life.



# The Cameras Screen: Settings Tab



6

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 smartphone.

7

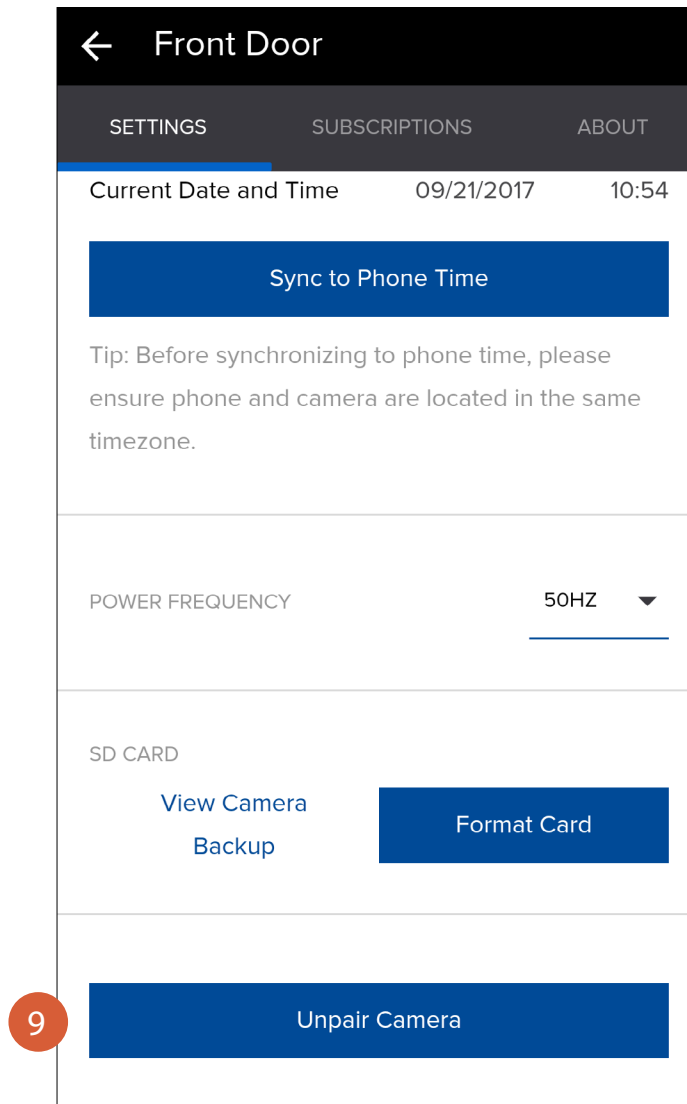
If the video is flickering, make sure the power frequency is set correctly for your locale. For example, **50HZ** for Australia and UK or **60HZ** for USA and Canada.

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.



# The Cameras Screen: Settings Tab

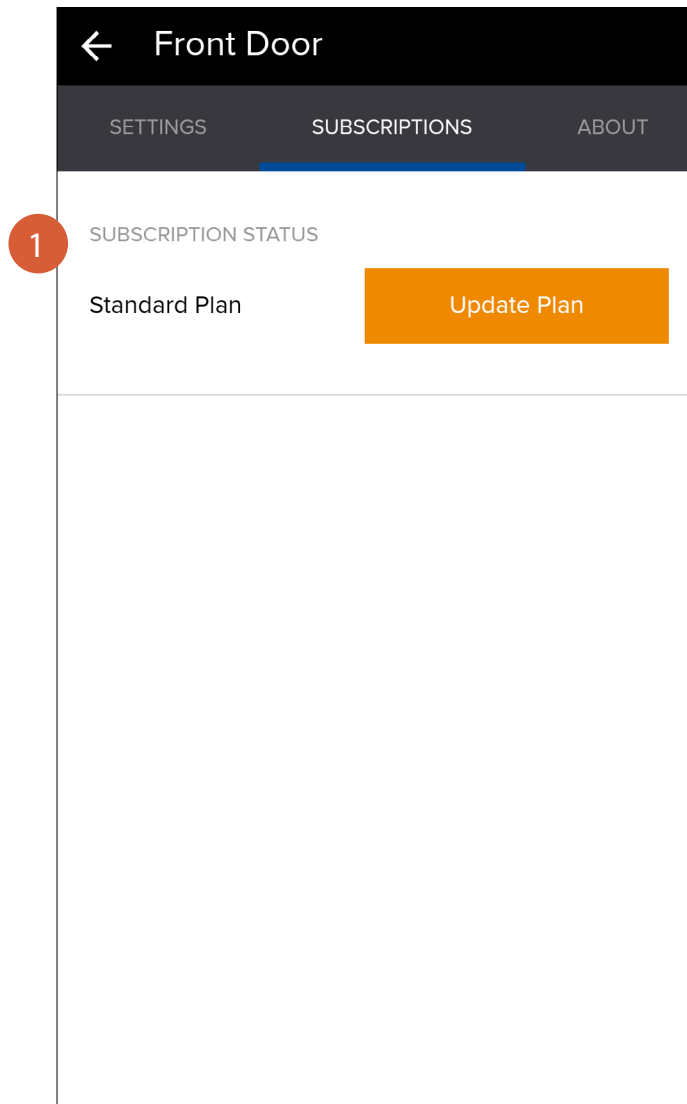


9

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. 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 Screen: Subscriptions Tab



1

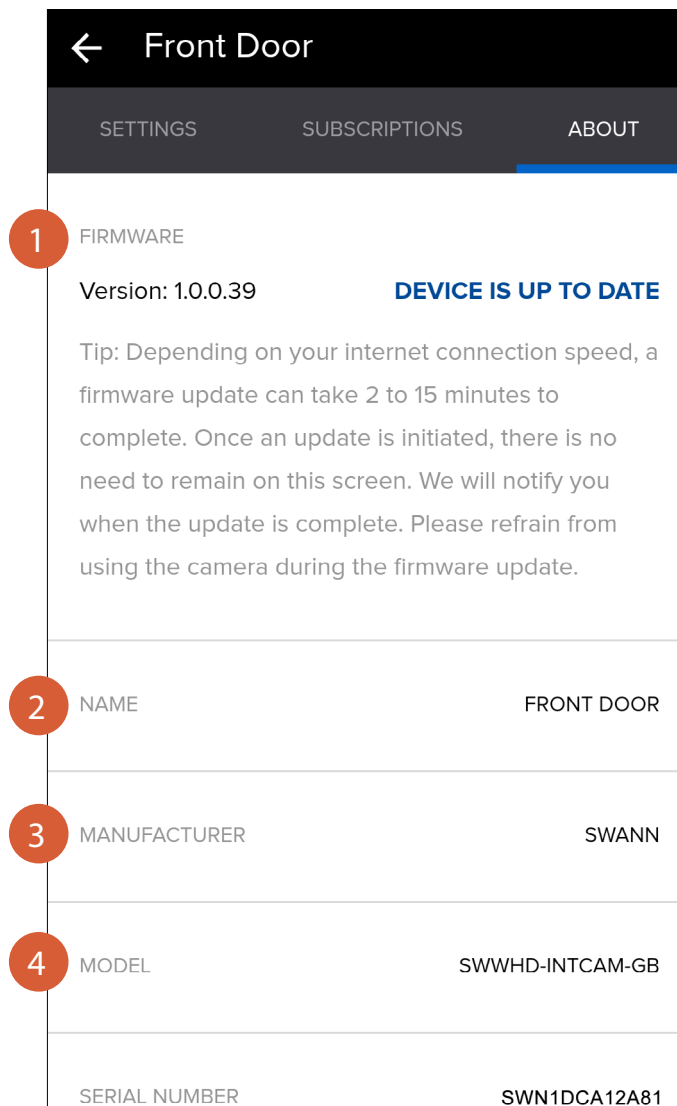
Displays the status of the camera's cloud storage plan. Tap the **Update Plan** button to manage or upgrade the camera's current cloud plan.

## TIP

Every camera comes with free basic cloud storage, and you can easily upgrade to a subscription plan at any time. Subscribing to a cloud plan will enable motion event videos from the camera to be saved 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 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. To update the camera, connect it to power then return to this screen and tap the **Update Firmware** button that is displayed. 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 Screen: About Tab

← Front Door		
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.

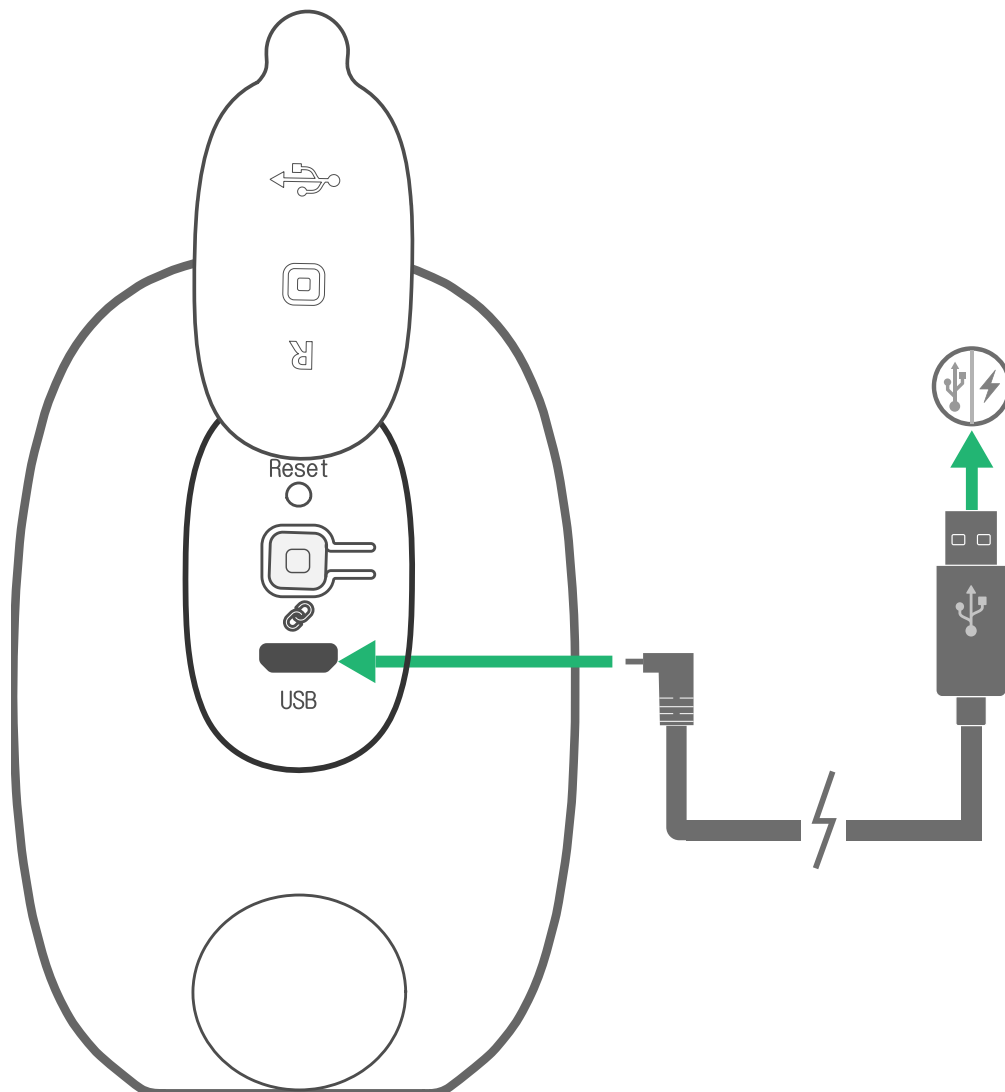




# Camera Maintenance



# Charging the Camera

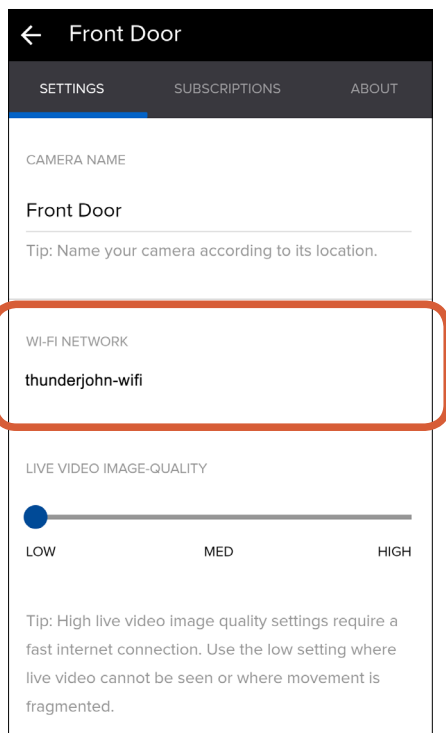


Connect the small end (micro-USB) of the supplied charging cable to the camera. Connect the other end to the USB port of a USB power adapter. You will receive a push notification about the camera being plugged in for charging, and another push notification when the camera is fully charged. You can also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

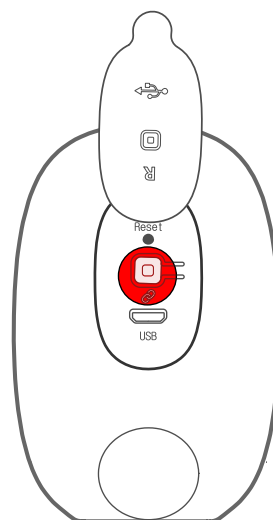





# Changing the Wi-Fi Network on the Camera



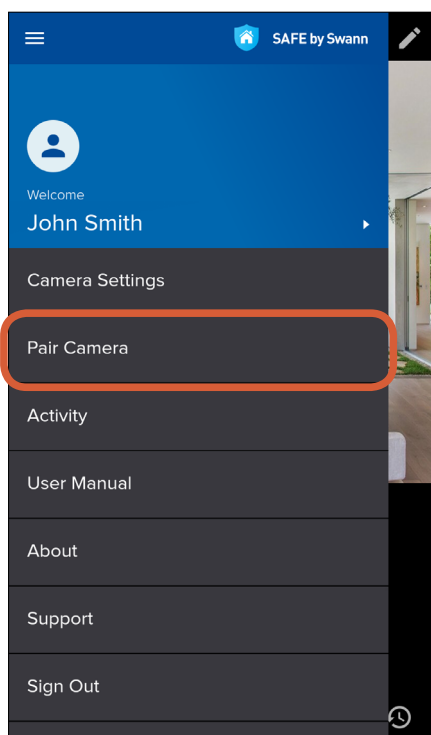
Whether you're moving to a place with a new Wi-Fi router or you just want to switch to a faster network in your home, you can easily update the Wi-Fi configuration of your camera.



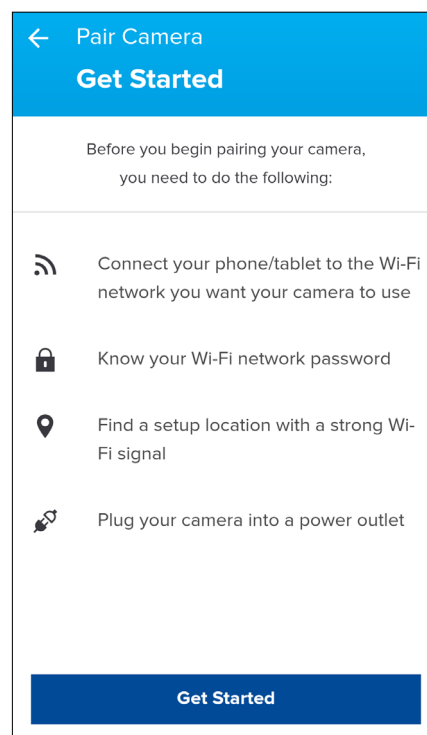
Press and hold for 5 seconds to enter pairing mode

To begin, press and hold the  **Pair** button on the back of your camera for 5 seconds. Your camera goes into pairing mode and activates its temporary Wi-Fi network. In pairing mode, the camera's LED will blink blue slowly.

**Note:** The camera's pairing mode times out in 3 minutes.



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

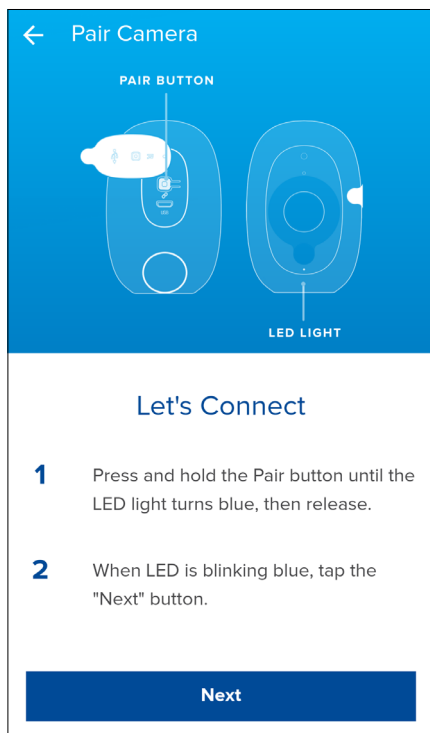


Tap **Get Started**.

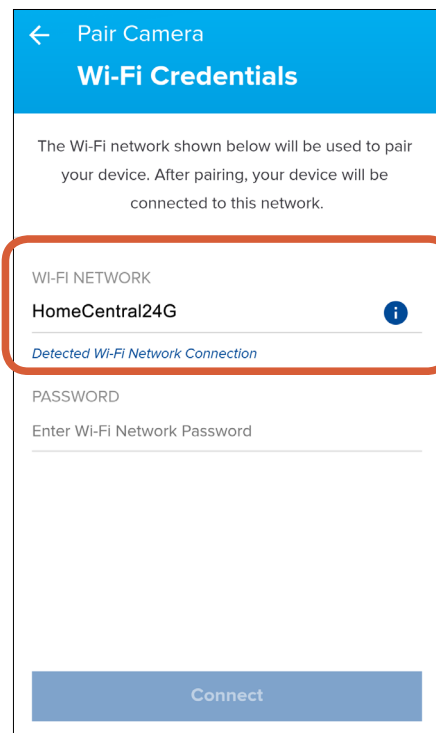
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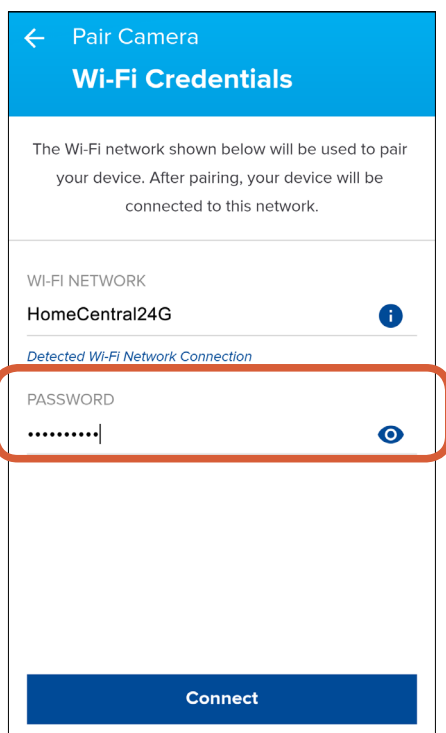
# Changing the Wi-Fi Network on the Camera



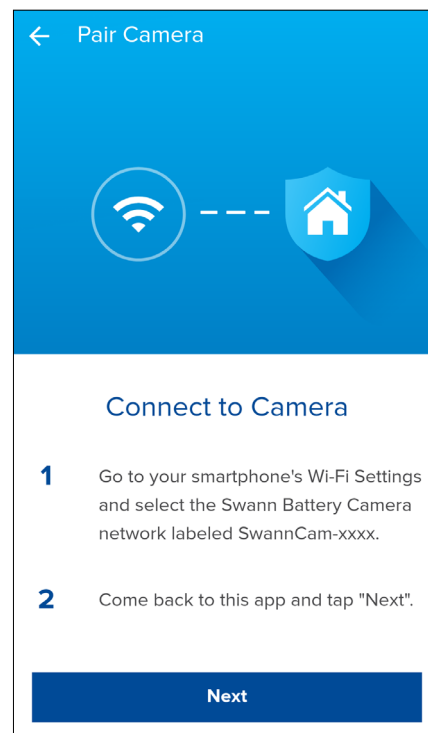
As you've already enabled pairing mode on your camera earlier (make sure that the LED is blinking blue slowly), simply tap **Next**. If you haven't done so, enable pairing mode on your camera now, then tap **Next**.



The Wi-Fi network shown is the network your smartphone is currently using and will be the one your camera joins. If this is not the preferred network, tap **i** and follow the on-screen instructions to choose another Wi-Fi network.



Enter the password of the Wi-Fi network shown above ("HomeCentral24G" in this case), then tap **Connect**. 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 **i** to show the password you've entered and confirm it is correct.

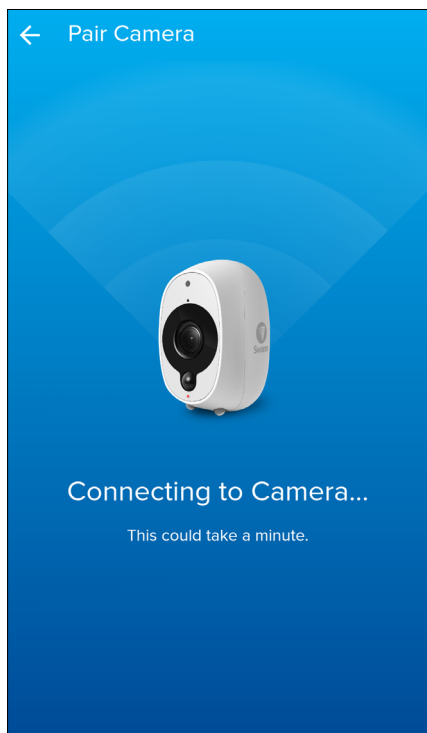


Connect your smartphone to the camera's temporary Wi-Fi network named "SwannCam\_XX\_XX" via your smartphone's Wi-Fi settings, then return to the app and tap **Next**.

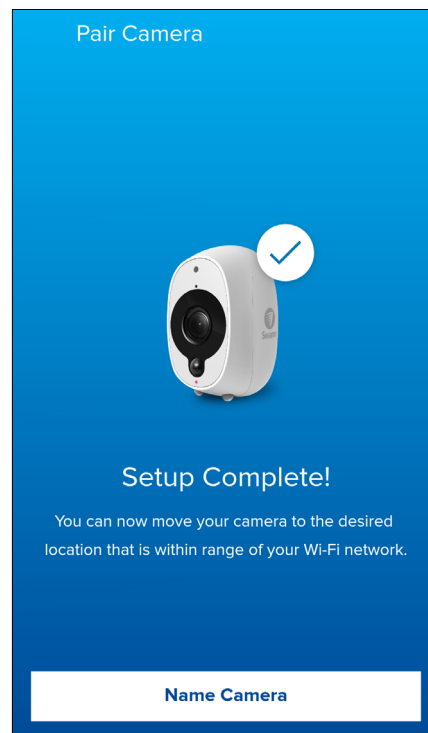
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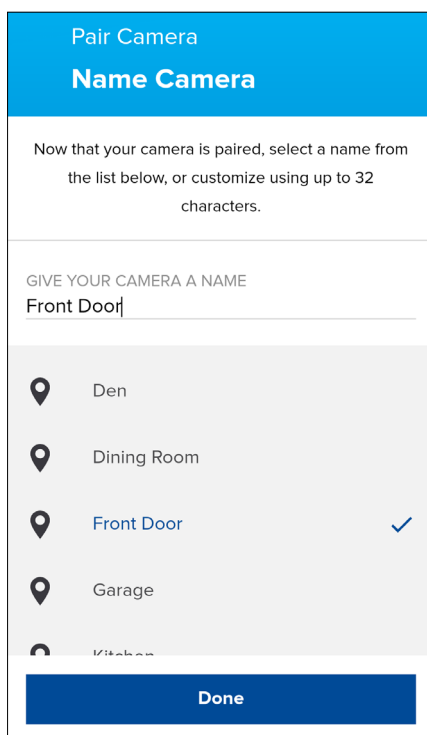
# Changing the Wi-Fi Network on the Camera



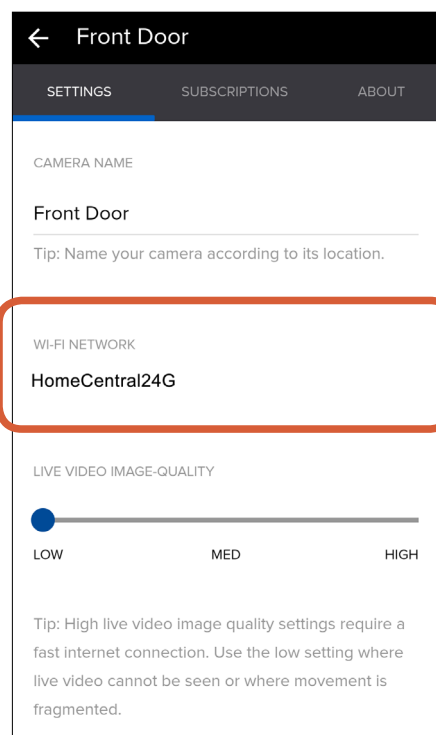
Give your camera a few moments to connect to your Wi-Fi network.



Tap **Name Camera** once the setup is complete. If the setup was not successful, please repeat the process as outlined from the beginning. Please follow the instructions carefully and be sure not to skip any of the steps.



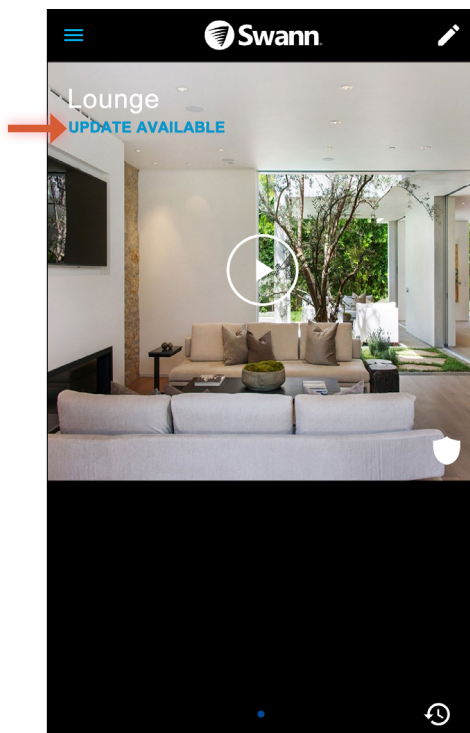
To finish, give your camera a name (you can also select from a list of common camera locations around the home), then tap **Done**.



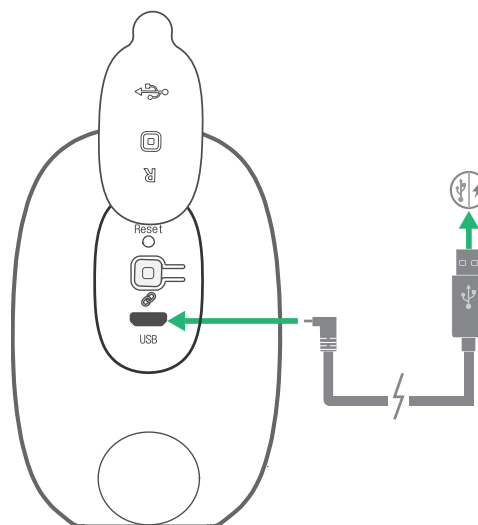
Your camera is now connected to the new Wi-Fi network. You can check the Wi-Fi connection information by going to the camera's settings.



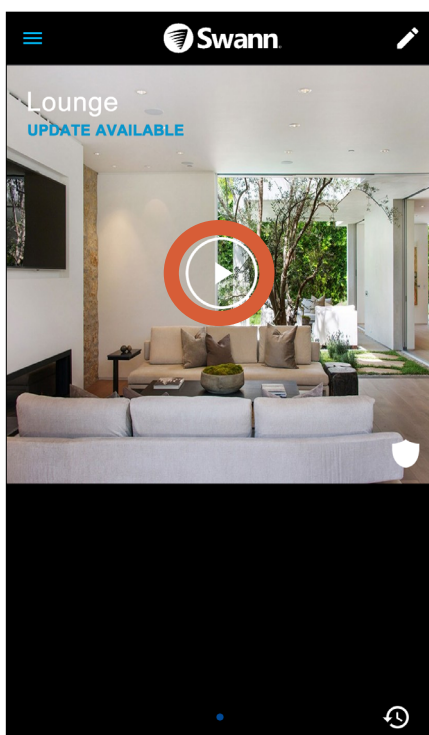
# Updating the Camera Firmware



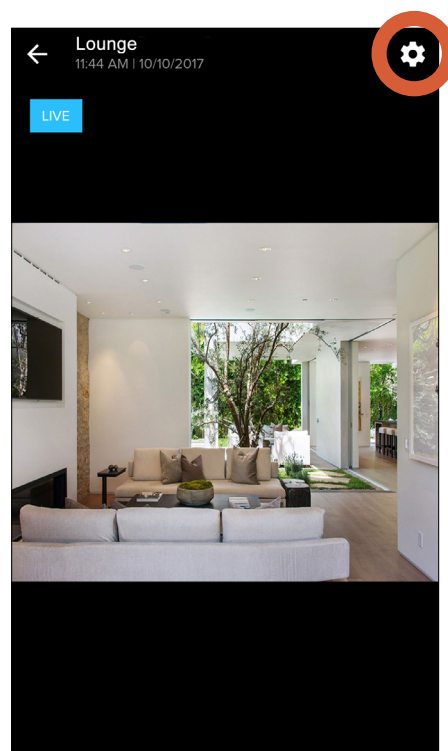
When a firmware update is available for your camera, the camera tile on the dashboard will display "UPDATE AVAILABLE". For the best experience, always keep your camera current with the latest firmware version.



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.

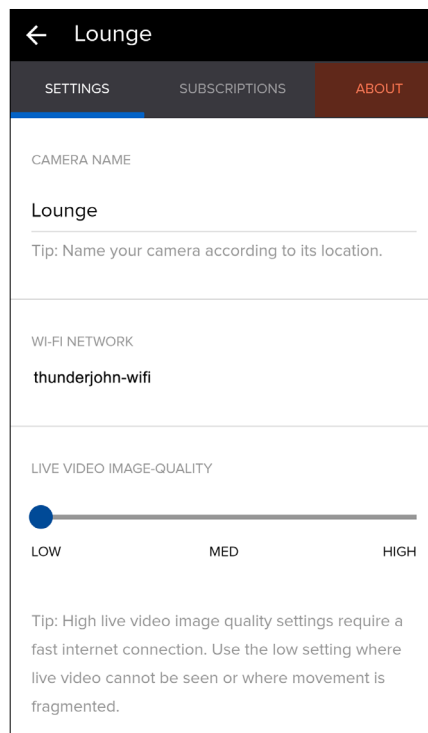


Tap the gear icon at the top right of the screen once live video is streaming,

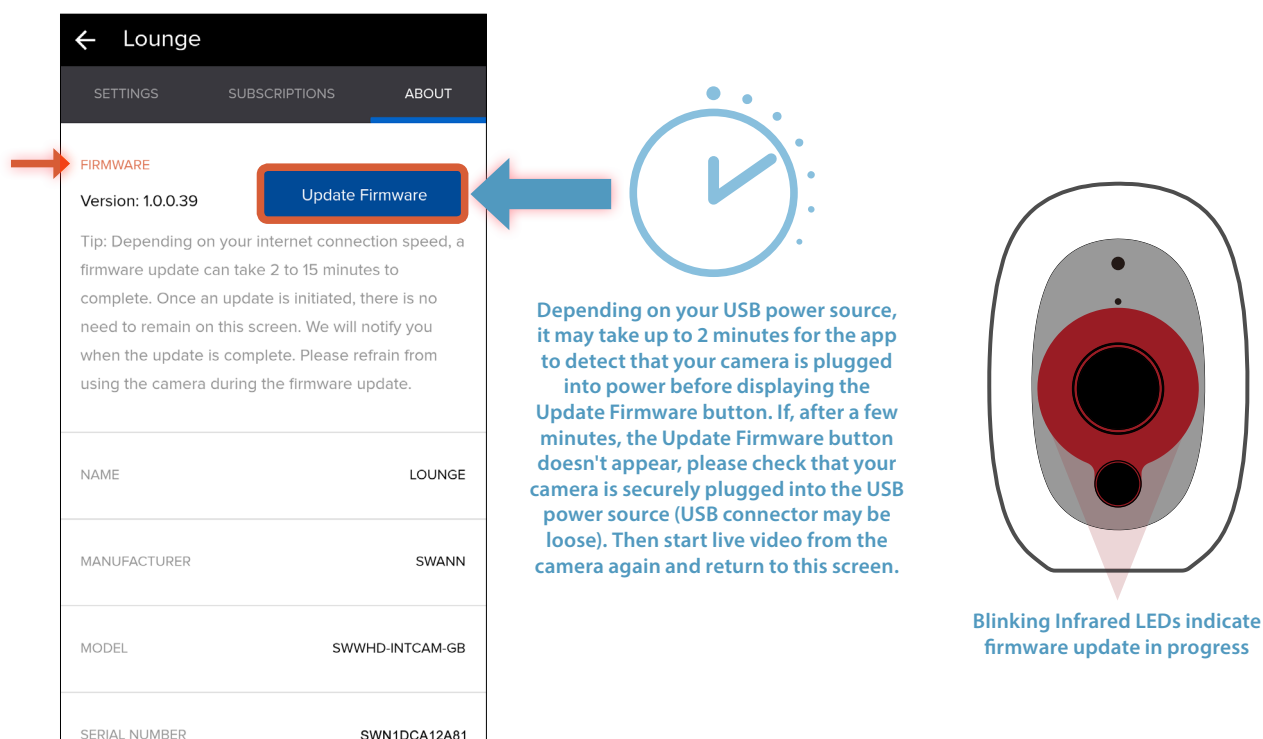
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# Updating the Camera Firmware



Tap the **ABOUT** tab.

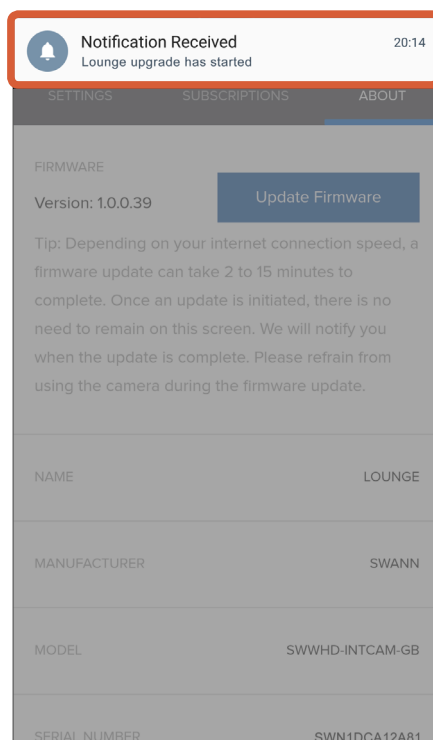


Under "Firmware", tap the **Update Firmware** button that is displayed to begin the firmware update process. Once the **Update Firmware** button ungreys (**TIP** There's no need to tap the button again), your camera will begin downloading the newest version of the firmware and install it automatically. 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.

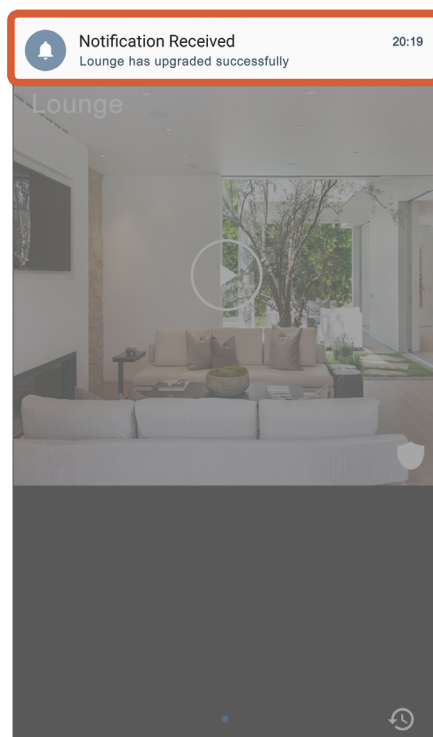
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# Updating the Camera Firmware



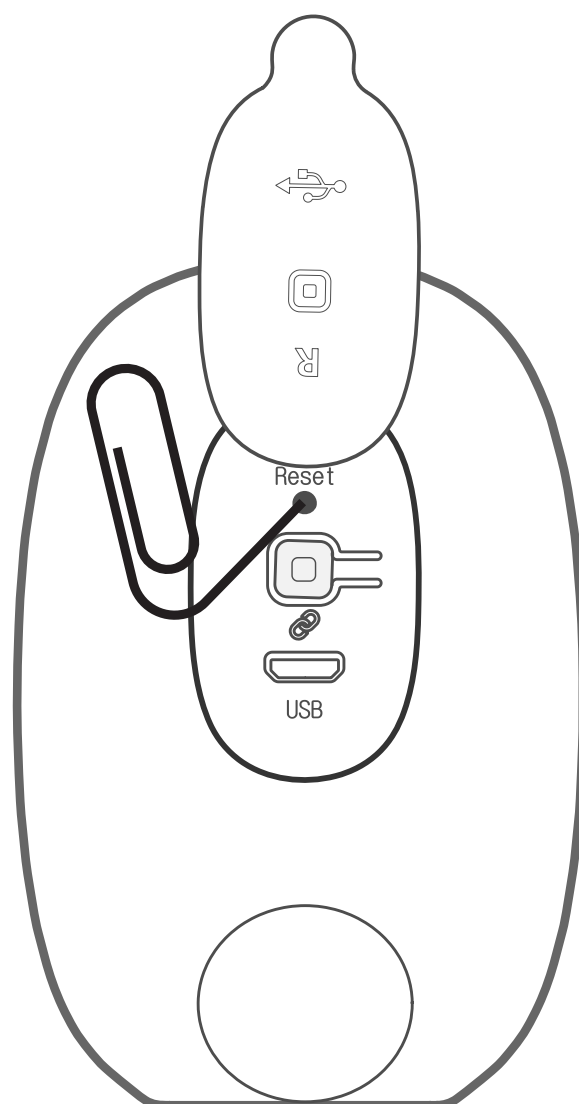
Shortly, you will also receive a push notification from the app informing you that the firmware upgrade process has started on your camera. You can return to the dashboard or close the app while the upgrade is in progress—this can take up to 15 minutes depending on the size of the firmware file and your 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—they stop blinking once the camera has successfully upgraded its firmware. You can now access your camera via the app.



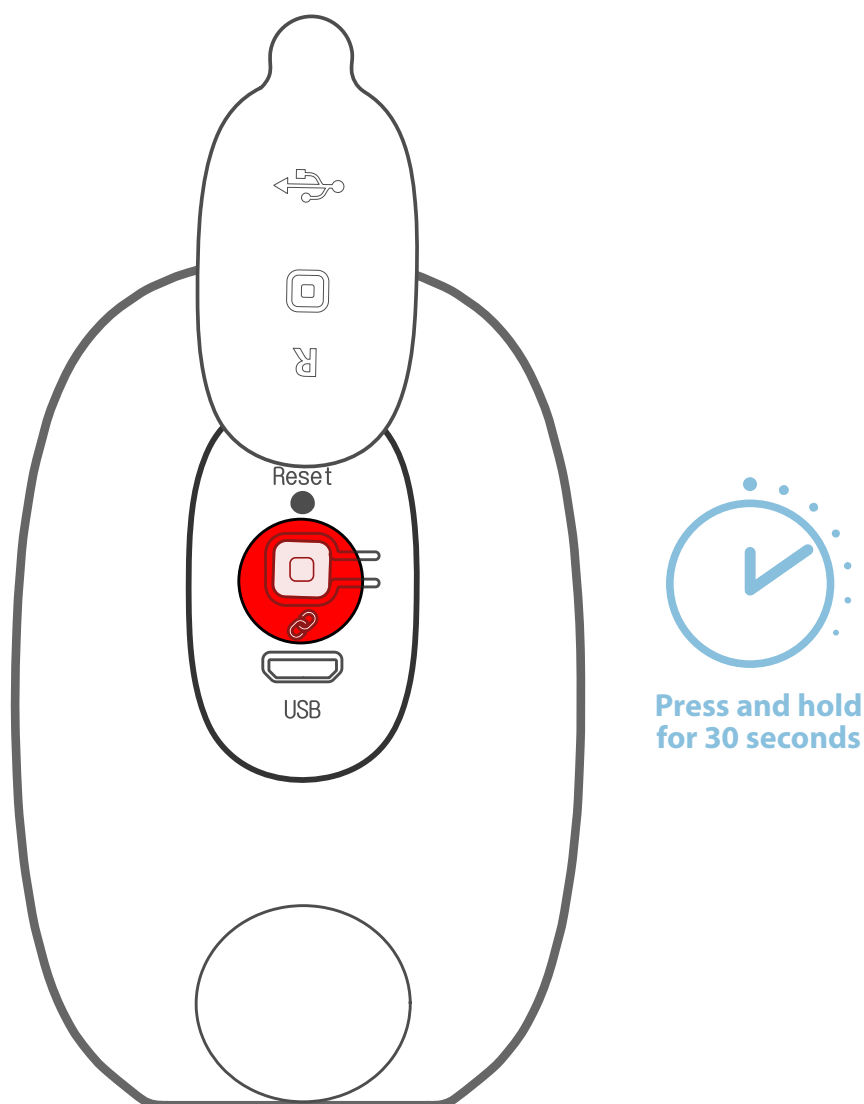
# Restarting the Camera





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 initialize and connect to the cloud again (may take several minutes), then open the app to check on your camera.



# Turning Off the Camera



You can turn off the camera at any time. We recommended 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.

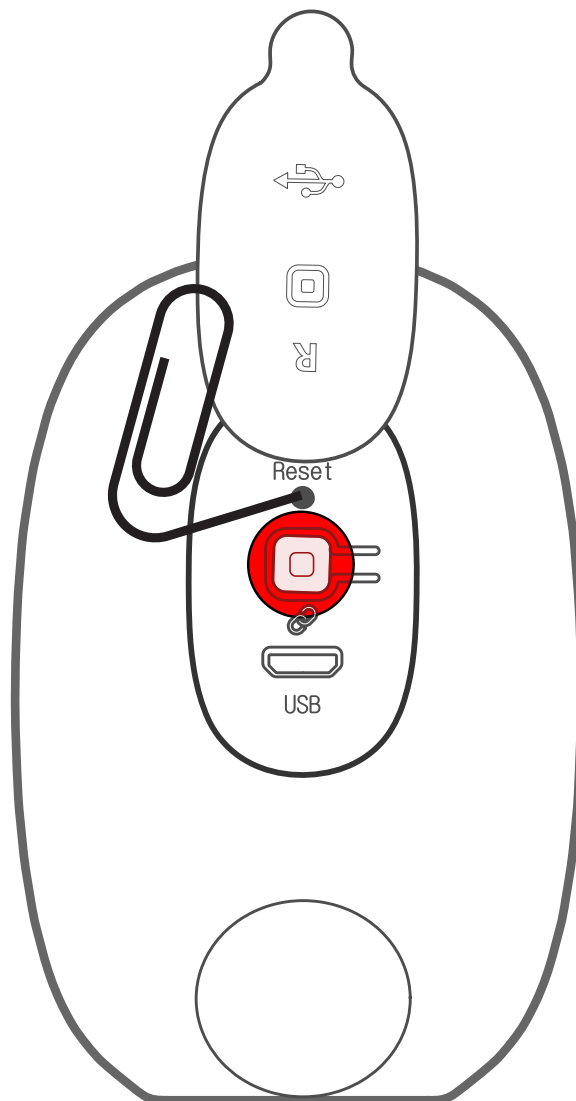
To turn off the camera, simply press and hold the  **Pair** button for 30 seconds. During this time, the camera's LED turns blue and then goes off. To turn on the camera again, simply press the  **Pair** button momentarily. Wait for the camera to initialize, then open the app to check on your camera.

Please note that if you've moved your camera to a place that uses a different Wi-Fi network, you'll need to pair your camera again. See "[Changing the Wi-Fi Network on the Camera](#)" on page 29.





# 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.

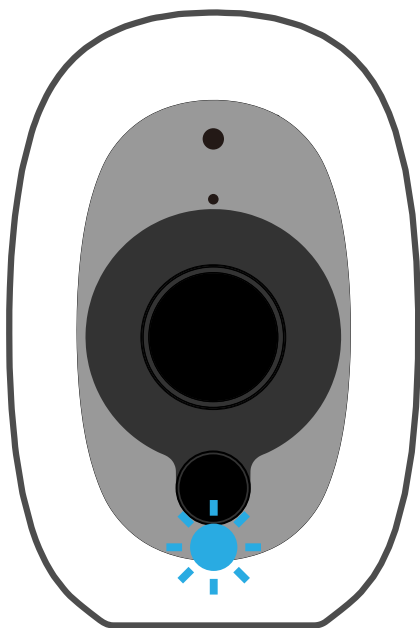




# Tips & FAQs




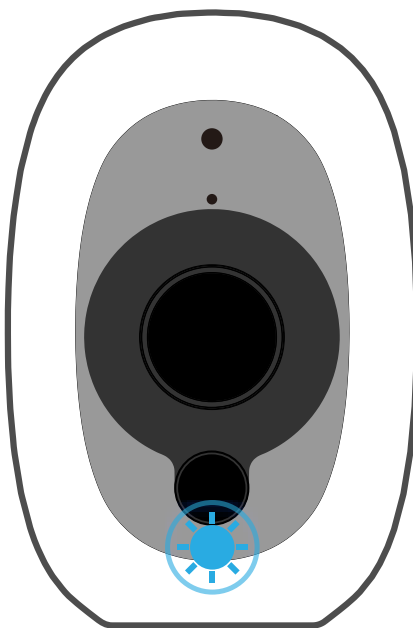
# What Do the Different LED Colors Mean?



## Slow blinking blue

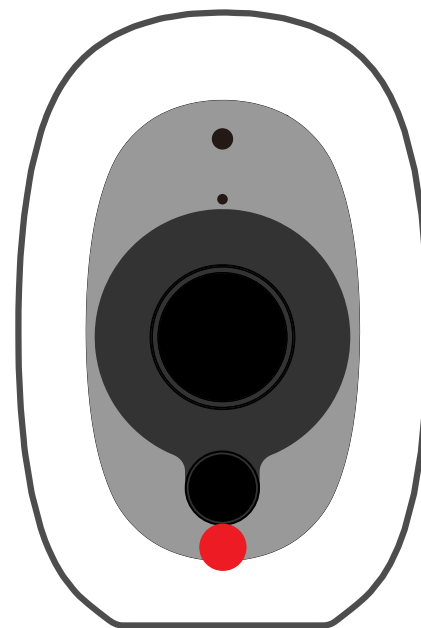
Pairing mode

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



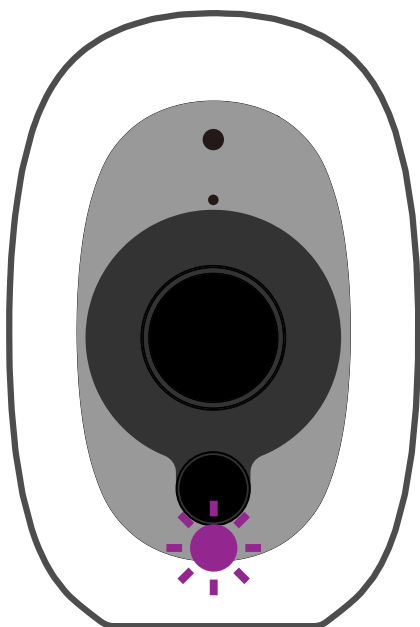
## Fast blinking blue

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



## Solid Red

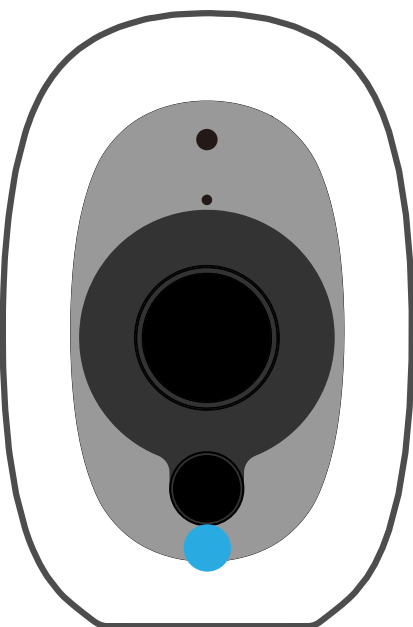
Connected for live streaming /  
recording / camera access



## Blinking purple

Low battery

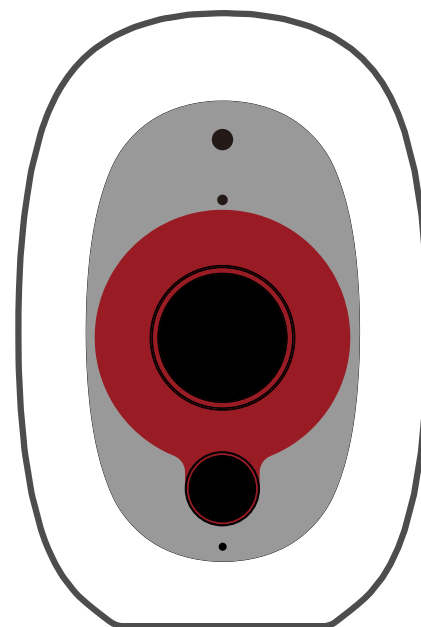
*Tip: The app will send push notifications when the camera begins to run low on battery. You can check the battery level at any time using the app.*



## 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><b>I forgot my account password. How do I reset it?</b></p>	<p>Tap the <b>"Forgot Password"</b> 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><b>I am unable to find and connect to my camera's Wi-Fi network (SwannCam_XX_XX) during pairing. What should I do?</b></p>	<ul style="list-style-type: none"> <li>• If the "SwannCam_XX_XX" network is not found, try refreshing the network list. Turning the Wi-Fi setting on your smartphone off and back on will also refresh the network list.</li> <li>• Check that your camera is in pairing mode. When your camera is in pairing mode, the LED indicator will be blinking blue slowly.</li> <li>• 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.</li> </ul>
<p><b>The app displays the following error message "Unable to Connect to Camera" during pairing. What should I do?</b></p>	<p>Tap the <b>Try Again</b> 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"> <li>1. Restart the pairing process and verify that the <b>Password</b> (this is the password needed to join your Wi-Fi network) for the selected <b>Network SSID</b> (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.</li> <li>2. Make sure your smartphone is properly connected to the camera's Wi-Fi network (SwannCam_XX_XX) by checking the Wi-Fi settings of your smartphone. For some smartphone models, you may need to <u>allow</u> connection to the SwannCam-xxxx network; check for any notification from your smartphone.</li> </ol>



<p><b>The app is just showing "Please wait..." on the camera tile after I've finished pairing my camera.</b></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 "<b>Please wait...</b>" 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"><li>1. Tap the drawer icon on the dashboard to open the menu.</li><li>2. Tap <b>Pair Camera</b> and follow the on-screen instructions. During the pairing process, you'll be able to choose which Wi-Fi network you want your camera to be connected to. Wi-Fi network passwords are case sensitive, so make sure that the password is entered exactly as found on your router or access point.</li></ol>
<p><b>My camera's live video keeps showing a spinning circle or fails to load. What should I do?</b></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"><li>• 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.</li><li>• Wireless interference from other electronic devices and nearby networks.</li><li>• 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.</li></ul> <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 smartphone has good internet connection.</p>



<p><b>I can't access my camera. The app is showing my camera as "Offline"?</b></p>	<p>This could be due to one of the following reasons:</p> <ul style="list-style-type: none"><li>• Your camera is not currently operational because it is completely flat (out of battery) or it has been turned off manually.</li><li>• 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"><li>- 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.</li><li>- 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.</li><li>- If other devices can connect to your Wi-Fi network and access the internet, the issue is most likely with your camera. Try restarting your camera. Your camera may have failed to reconnect and gone offline if your Wi-Fi network was recently interrupted or unavailable for a period of time. To learn how to restart your camera, see <b>"Restarting the Camera" on page 35.</b></li></ul></li></ul>
<p><b>I've stopped receiving push notifications from the app.</b></p>	<ul style="list-style-type: none"><li>• Check that the SAFE by Swann app is running in the background.</li><li>• Some versions of the Android operating system automatically put apps to sleep to conserve battery life when your smartphone is not in use or when an app hasn't been used for a few days. If your smartphone utilizes this battery optimization feature, you need to turn off (or exclude) "battery optimization" for the SAFE for Swann app so that you don't miss any push notifications. See your smartphone's manual for additional information.</li></ul>



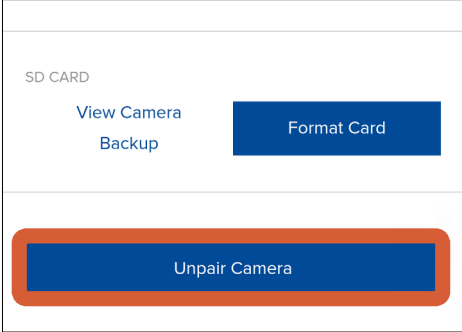
# Frequently Asked Questions

Battery Charging FAQ	
<b>How do I know when to charge my camera?</b>	<p>For help deciding when to charge your camera:</p> <ul style="list-style-type: none"><li>• Your camera's battery level can be viewed within the app at any time.</li><li>• Your camera's LED indicator will start blinking purple when it begins to run low on battery.</li><li>• When the camera's battery level is at 20%, you'll receive a "Low in battery" push notification.</li><li>• When the camera's battery level is at 10%, you'll receive a "Very low in battery" push notification.</li><li>• 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.</li></ul> <p><i>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.</i></p>
<b>How long does it take to recharge my camera?</b>	<p>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 camera's battery is before charging. The app will indicate when your camera has fully recharged.</p>





# Frequently Asked Questions

Account FAQ	
<b>Can I access my SAFE by Swann account from another smartphone?</b>	<p>Yes, you are able sign into your SAFE by Swann account on any supported smartphone. As long as you install the SAFE by Swann app on the new device and it is supported by our app you'll be able to sign in and view your cameras as well as playback motion events.</p> <p><b>Note:</b> Make sure to sign out of the app before switching back to your primary smartphone device.</p>
<b>Can my camera be registered to another SAFE by Swann account?</b>	<p>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.</p> <p><b>Note:</b> 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.</p> <p>To unpair the camera:</p> <ol style="list-style-type: none"><li>1. From the dashboard, tap the drawer icon to open the menu.</li><li>2. Tap <b>Camera Settings</b>.</li><li>3. Tap the name of the camera that you want to remove from your account.</li><li>4. Under the <b>Settings</b> tab, scroll all the way down to the bottom, and tap the <b>Unpair Camera</b> button.</li></ol>  <p>5. Tap the <b>Yes, Delete</b> button to confirm.</p>

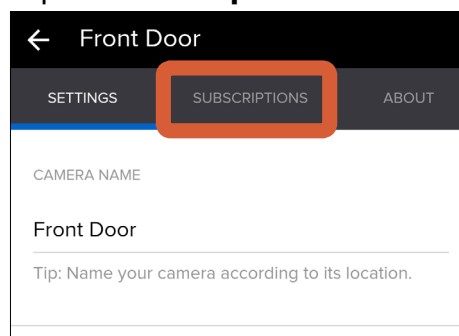


## Account FAQ

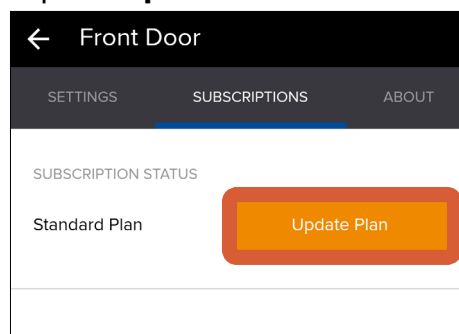
### How do I subscribe to a cloud plan?

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.

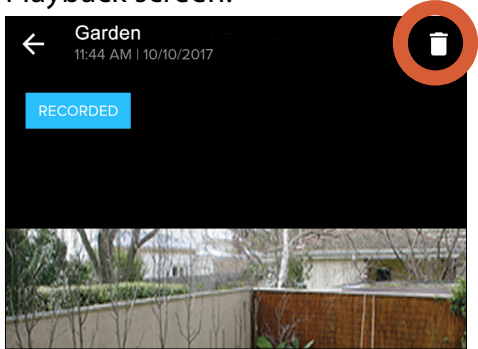
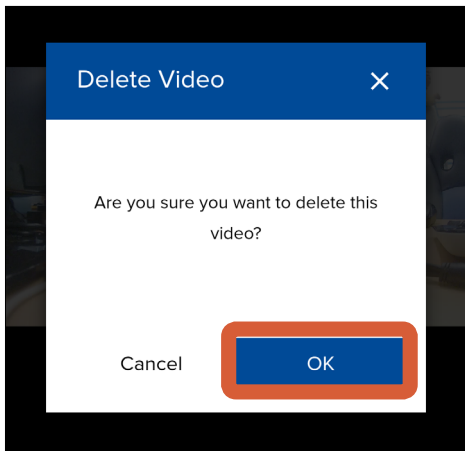


# Frequently Asked Questions

Live & Playback Video FAQ	
<b>How do I watch videos in full screen?</b>	Turn your smartphone sideways. Make sure your smartphone's screen orientation is set to auto-rotate or unlocked.
<b>Why is my camera video in black and white?</b>	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.
<b>Why does the video from my camera installed outdoors look blurry in the morning?</b>	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.
<b>Why does it sometimes take longer than usual for the app to load the camera's live stream or motion event video clip?</b>	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 smartphone that is connected to the same Wi-Fi network as your camera. When you stream using your smartphone'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.
<b>When my camera's live video is cut off, the app takes a while to re-establish the stream again. How do I prevent this?</b>	To ensure continuous live video streaming, please turn off your smartphone's screen lock function or set a longer idle time before your smartphone's screen turns off.

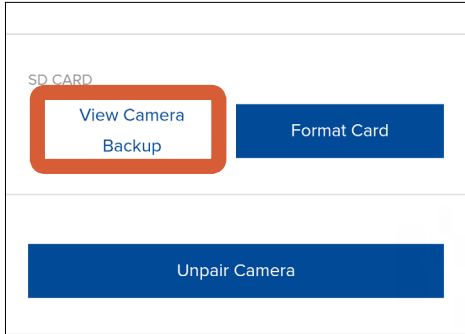


# Frequently Asked Questions

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?	<p>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:</p> <ol style="list-style-type: none"><li>1. From the Activity screen, tap the motion event you want to delete.</li><li>2. Tap the bin icon at the top right of the Playback screen. </li><li>3. Confirm that you want to delete the event video. Deleting the event video will remove the motion event completely from the activity timeline. </li></ol> <p><b>Note:</b> 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 smartphone first.</p>



# Frequently Asked Questions

Activity Timeline & Motion Events FAQ	
<p><b>How long is a motion event video clip?</b></p>	<p>Motion event video clips can be from 10 seconds up to a minute (in 10 second increments) long.</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, person has moved out of the motion sensor coverage area or just standing still), the recording will stop at the conclusion of the interval. Please note that the maximum recording length possible for any motion event is 60 seconds.</p>
<p><b>Is my camera still able to record motion events if my internet connection drops out?</b></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><b>How do I access motion event videos stored on the internal memory of the camera?</b></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"> <li>1. From the dashboard, tap the drawer icon to open the menu.</li> <li>2. Tap <b>Camera Settings</b>.</li> <li>3. Tap the name of the camera that you want to access.</li> <li>4. Under the <b>Settings</b> tab, scroll down to <b>SD Card</b> and tap "<b>View Camera Backup</b>".</li> </ol>  <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' (highlighted with an orange border) and 'Format Card'. At the bottom of the menu, there is a button labeled 'Unpair Camera'.</p>



# Frequently Asked Questions

Connectivity FAQ	
<b>Can I use my camera without an internet connection?</b>	No, your camera requires a Wi-Fi network connection with internet access to stream live video to your smartphone and upload motion event videos to the cloud.
<b>Does the camera work on the 5 GHz Wi-Fi network band?</b>	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.
<b>How do I change my camera's Wi-Fi network connection?</b>	If you need to set up your camera on a different Wi-Fi network at another location, or if you've changed your Wi-Fi network's name or password, simply pair your camera again. See " <a href="#">Changing the Wi-Fi Network on the Camera</a> " on page 29.



# Frequently Asked Questions

Firmware Upgrade FAQ	
<p><b>How do I find out if my camera has the latest firmware?</b></p>	<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"> <li>• If <b>"DEVICE UP-TO-DATE"</b> is shown, this means your camera currently has the most current firmware installed.</li> <li>• If <b>"PLUG IN PLOWER TO UPDATE SOFTWARE"</b> is shown, this means a new version of the firmware is available for your camera. To update your camera, see <b>"Updating the Camera Firmware" on page 32.</b></li> </ul>
<p><b>A "Failed to communicate with camera. Please try again" popup appears during the camera firmware update process. What should I do?</b></p>	<p>Do not be concerned if you see this popup message on the app. This may occur if you try to stream your camera or if you remain on the settings screen while the camera is being updated. Simply 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>
<p><b>Do I have to update my camera in order to continue using it?</b></p>	<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>
<p><b>Can I update all my cameras at once?</b></p>	<p>You can only update your cameras one by one. Simply return to the dashboard after you've started the firmware update process on your first camera and then follow the same instructions to update your next camera as described in <b>"Updating the Camera Firmware" on page 32.</b></p>



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