

EN

SwannEye HD Security Camera

Wi-Fi Connections

Quick Setup Guide

Welcome!
Lets get started.

1

Introduction



Congratulations on your purchase of this SwannEye HD Wi-Fi Security Camera from Swann! The SwannEye HD Wi-Fi Security Camera works with your home Internet connection and wireless router.

This quick setup guide will walk you through two ways of connecting your new camera to your home Wi-Fi network.


If your wireless router supports Wi-Fi Protected Setup (WPS), read section 2 to learn how you can easily connect your camera to your Wi-Fi network by pressing the WPS button.

If your wireless router does not have the WPS feature, read section 3 to learn how to connect to your Wi-Fi network using your mobile device and the Ethernet cable.

2

Connect to Wi-Fi using WPS Connection

If you use a wireless router compatible with Wi-Fi Protected Setup (WPS), you can easily create a WPS connection to the camera. WPS is a quick way of securely connecting devices to a wireless network without all that fussing about with IP addresses or security keycodes.

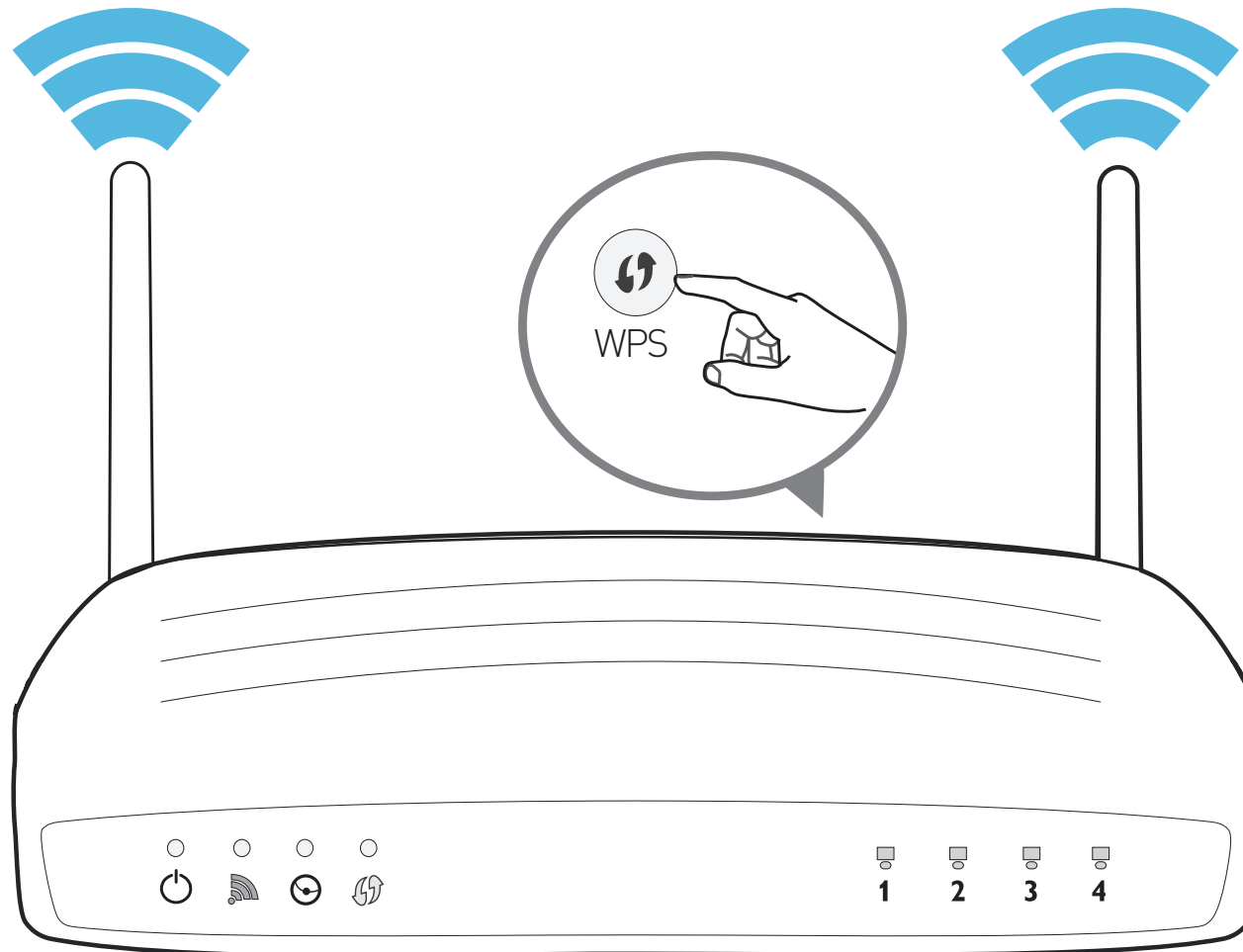
 To use WPS, your Wi-Fi network must be secured with either WPA (Wi-Fi Protected Access) or WPA2 encryption standard. Most WPS-compatible routers will not connect using the WPS method if encryption is set to WEP (it's an older and less secure security protocol) or OPEN (which means no security at all).

Before you begin:

- ❑ Make sure the wireless router is turned on.
- ❑ Make sure the camera is plugged into an electrical outlet and is within coverage of your Wi-Fi network. When you set up for the first time, we recommend placing the camera near the wireless router so that the Wi-Fi signal is strong and reliable between the router and the camera.
- ❑ Google your Wi-Fi router model, for example, “Airport Extreme WPS setup” and leave this page open on your screen, this will give you hints and tips on how best to connect your SwannEye HD camera to your Wi-Fi.

2A

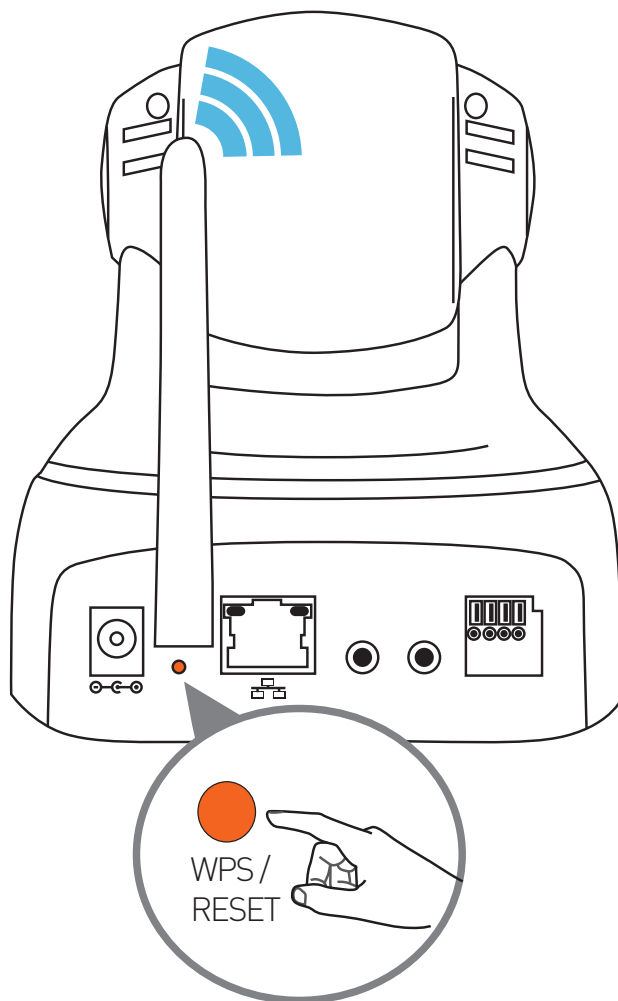
Locate and press the WPS button on your wireless router for about 2 seconds (the time varies with different routers). The WPS light on your wireless router may blink while it actively scans for Wi-Fi devices.



For some wireless routers, the WPS feature is a clickable button in a wizard interface or utility screen that you would access from a web page or application that might say “*add WPS printer*” or *similar*. See your router’s manual for help or just google your router together with the term “WPS” to find instructions on *adding wireless clients or devices (such as this camera) with WPS*.

2B

Within a minute or two (the time varies with different routers), press the **WPS** (or **WPS/Reset** for some models) button on the back of your camera for at least 3 seconds. Once your wireless router detects and secures a connection with your camera, the WPS light on your wireless router should turn solid and then may go out after a while. This process can take up to 2 minutes to complete.



You can now proceed to register the camera through the following platforms: SwannEye HD app, SwannEye HD Pro software or www.swanneye.com website.

3

Connect to Wi-Fi using SwannEye HD app

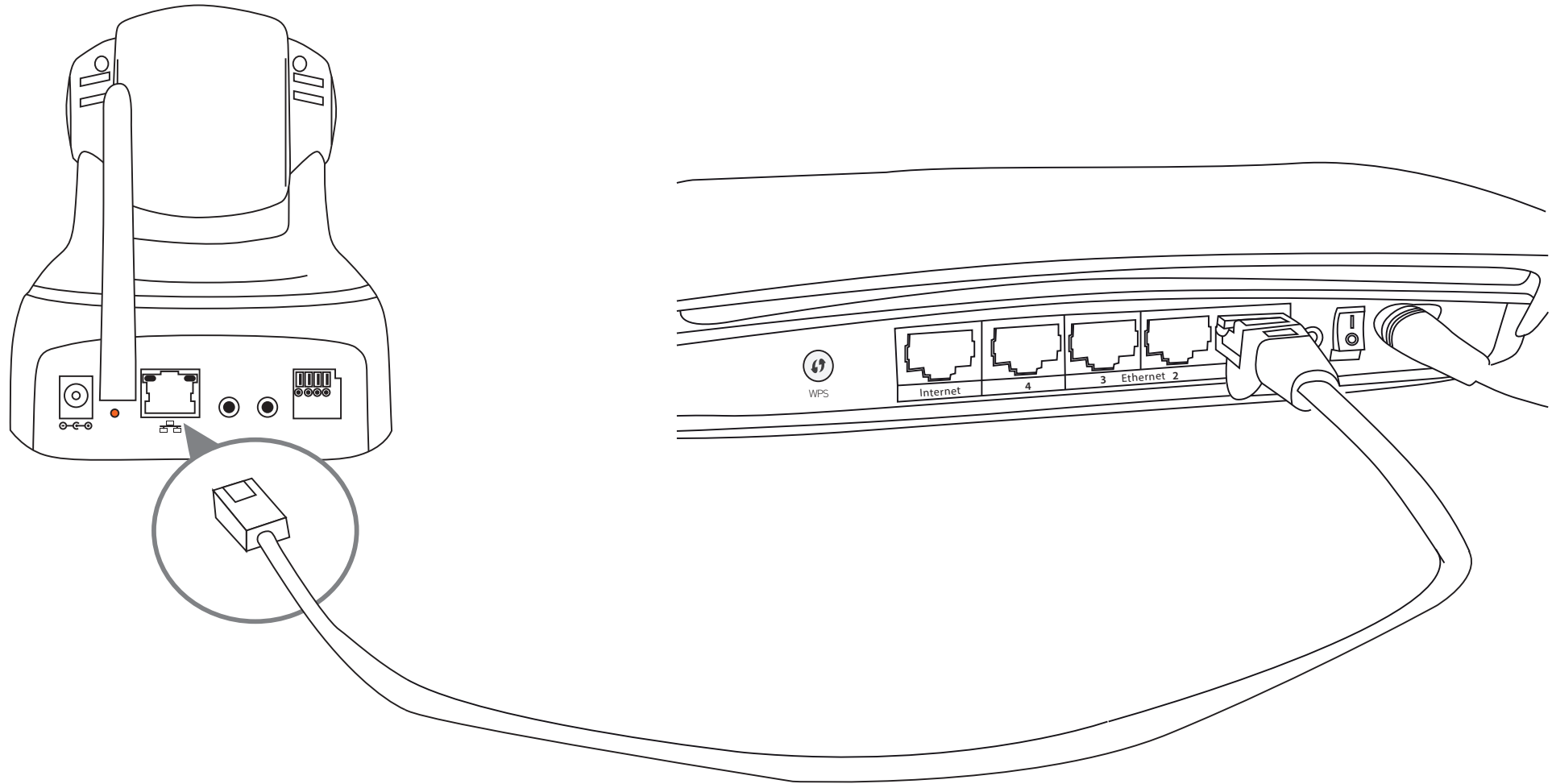
If you have trouble connecting with WPS, or if your wireless router doesn't support it, you can manually configure Wi-Fi settings for your camera through your mobile device with the SwannEye HD app.

Before you begin:

- ❑ Make sure the wireless router is turned on.
- ❑ Make sure there is an unused network port (LAN) on your wireless router.
- ❑ Take note of the Wi-Fi network name (SSID) and password for your Wi-Fi network (these are often found on a label on the bottom of your router or Wi-Fi access point).
- ❑ Make sure the camera is plugged into an electrical outlet and is within coverage of your Wi-Fi network. When you set up for the first time, we recommend placing the camera near the wireless router so that the Wi-Fi signal is strong and reliable between the router and the camera.
- ❑ Install the SwannEye HD app on your mobile device. The SwannEye HD app can be downloaded from the Apple App Store and Google Play Store.

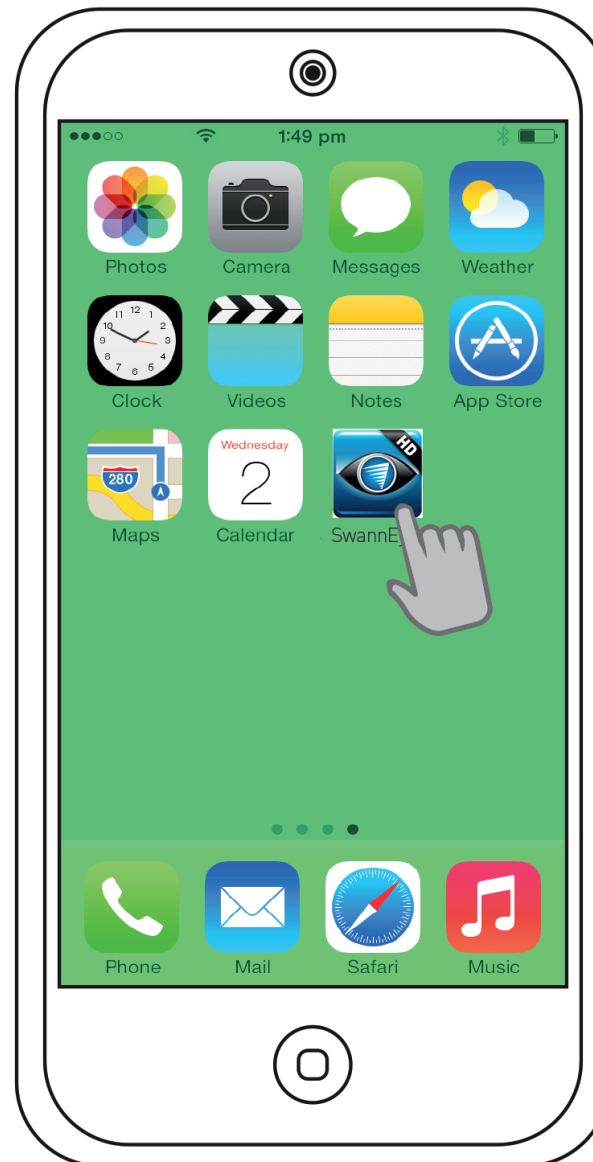
3A

Connect your camera directly to your router via the Ethernet cable. Wait 1-2 minutes for a connection to be established between your wireless router and camera.




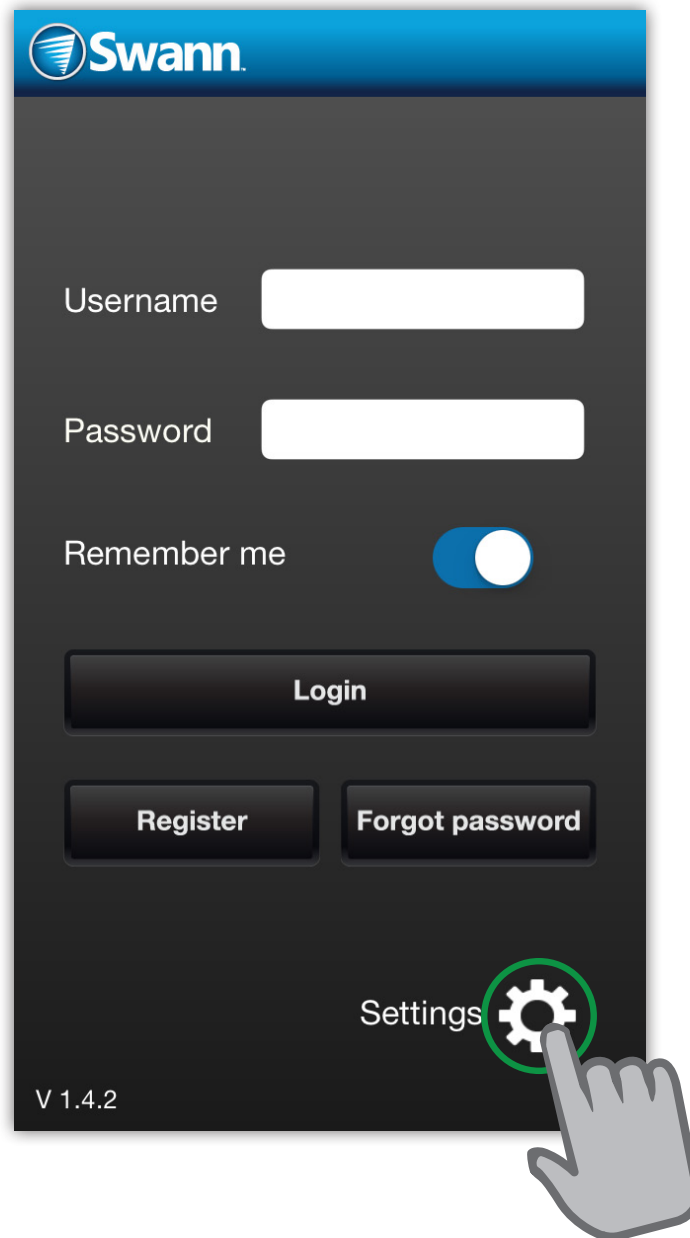
3B

Connect your mobile device to your Wi-Fi network, and then locate the SwannEye HD app and tap the icon to run the app.



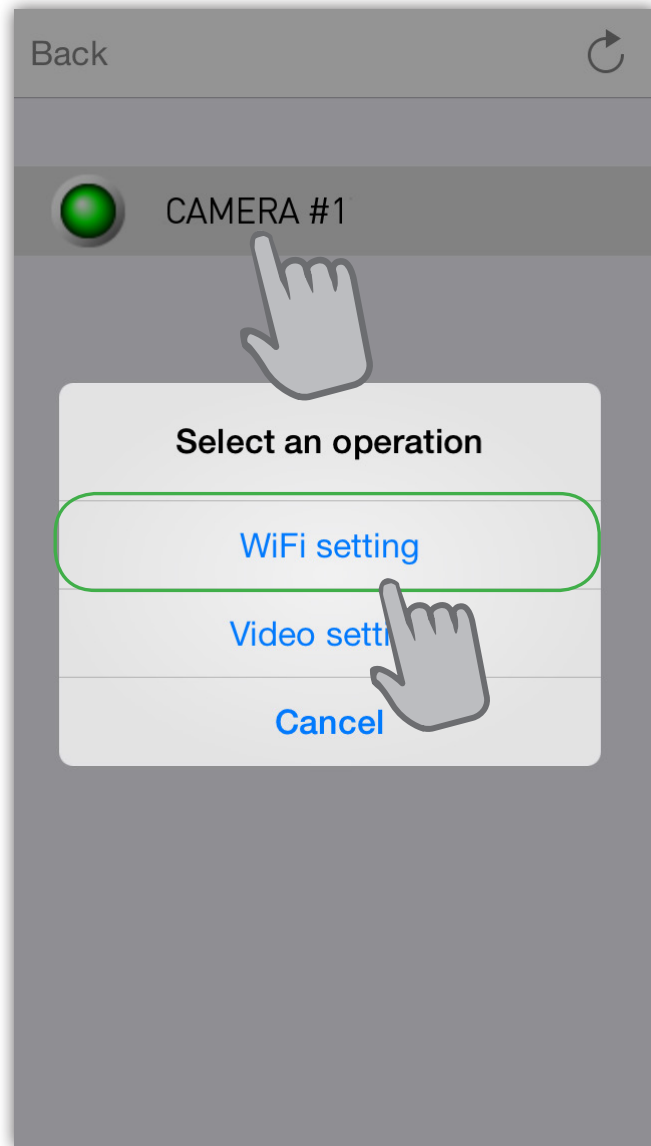
3C

On the Login screen, tap **Settings** .

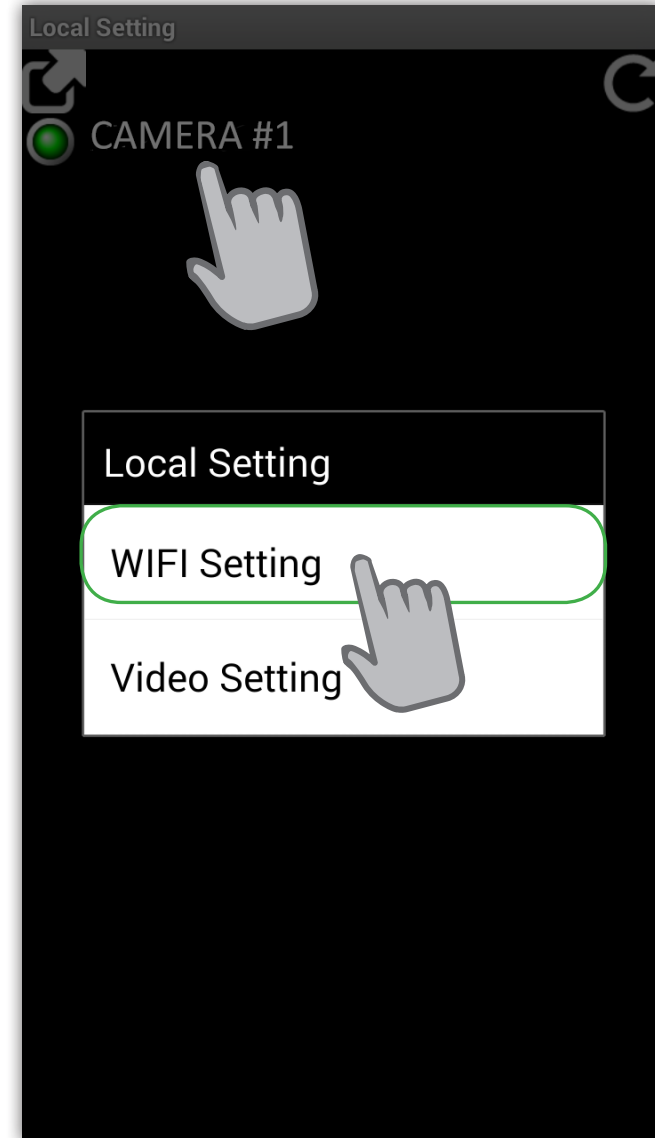


Select your camera from the list and then tap **WiFi setting** on the popup menu.

iPhone/iPad



Android



3E

Enter your camera username (default is admin) and password (default is 123456), and then tap **Done / OK**.

iPhone/iPad

Cancel Local Authentication Done

Username admin

Password

Show password ☐

Remember ☒

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 [Microphone] space Next

If you want the password revealed on the screen, slide the **Show Password** switch to the right.

If you want to keep your camera's credentials the next time you come to this screen, slide the **Remember** switch to the right.

Android

Local Setting

CAMERA #1

Please enter authentication information

Username admin

Password

OK

q w e r t y u i o p

a s d f g h j k l

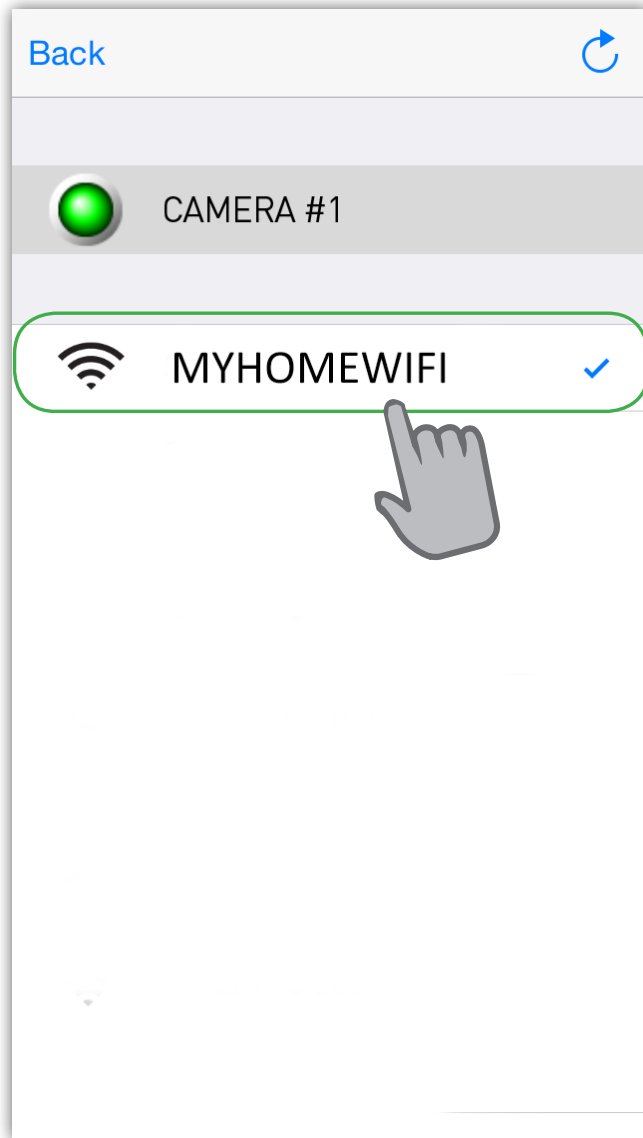
↑ z x c v b n m ↵

123 Sym [Settings] English(US) [Language] Next

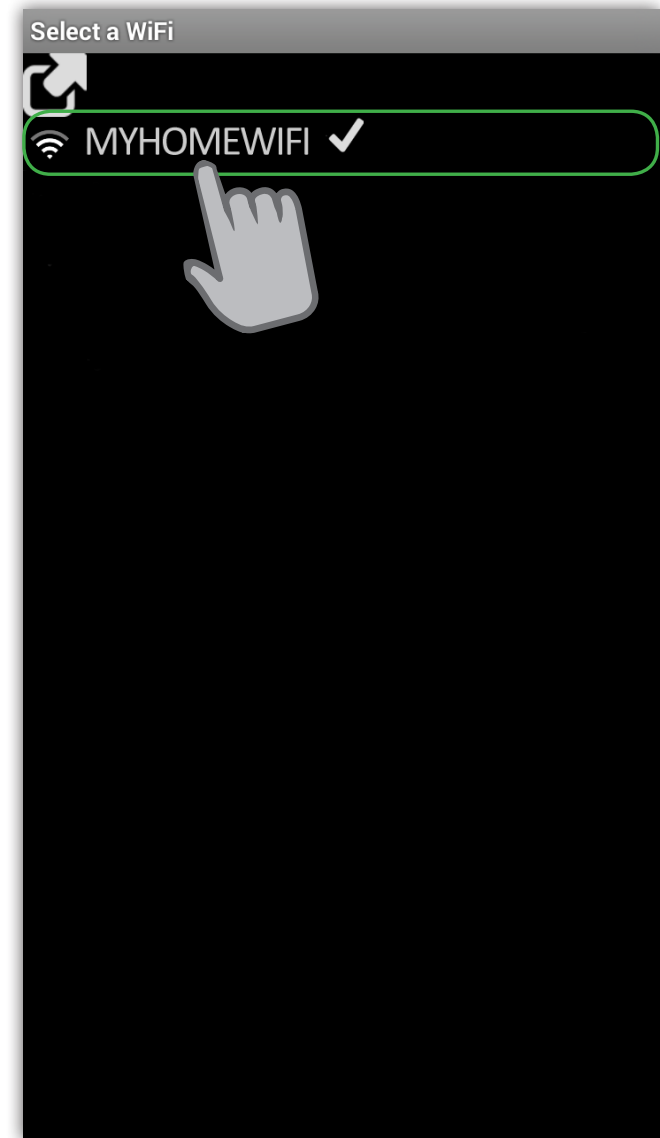
3F

Your camera scans for Wi-Fi networks your camera can detect and displays the names of those found. Tap your network name from the list of available networks.

iPhone/iPad



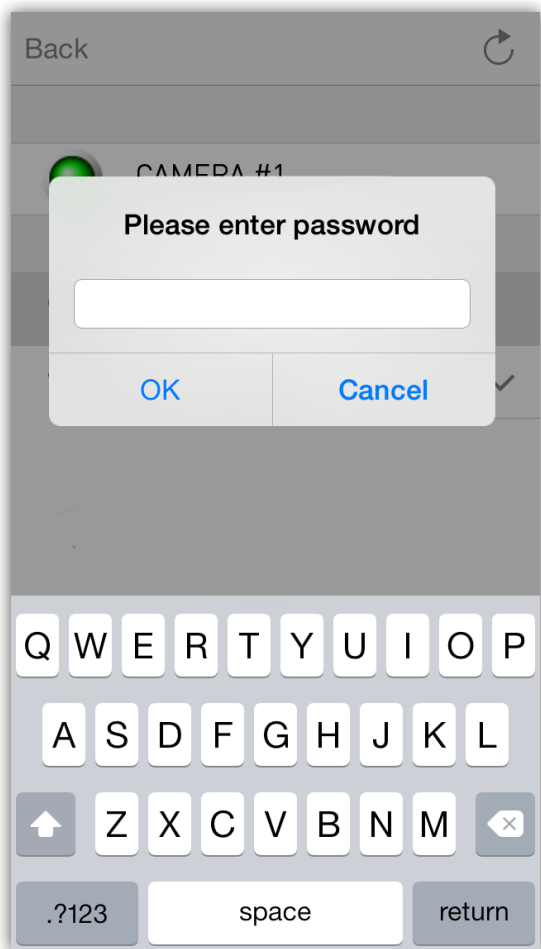
Android



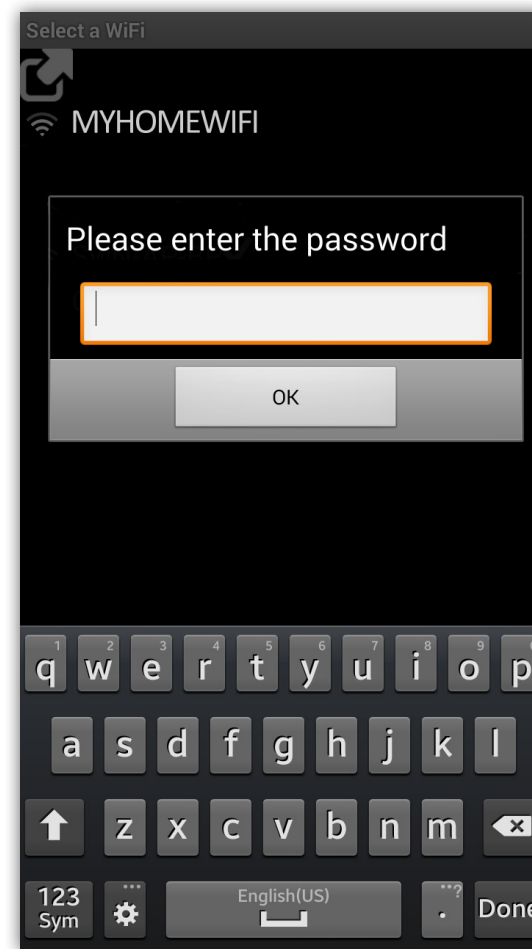
3G

Enter the Wi-Fi password and then tap **OK** to save the Wi-Fi settings for your camera. Unplug the Ethernet cable. Before you can start watching your camera, you will need to register it - just tap **Register** on the Login screen and fill in the details.

iPhone/iPad



Android



Test if your camera is connected to your Wi-Fi network by restarting your camera (*power off then on*) and then repeating step 3C. Your Wi-Fi camera should appear in the list as per step 3D.

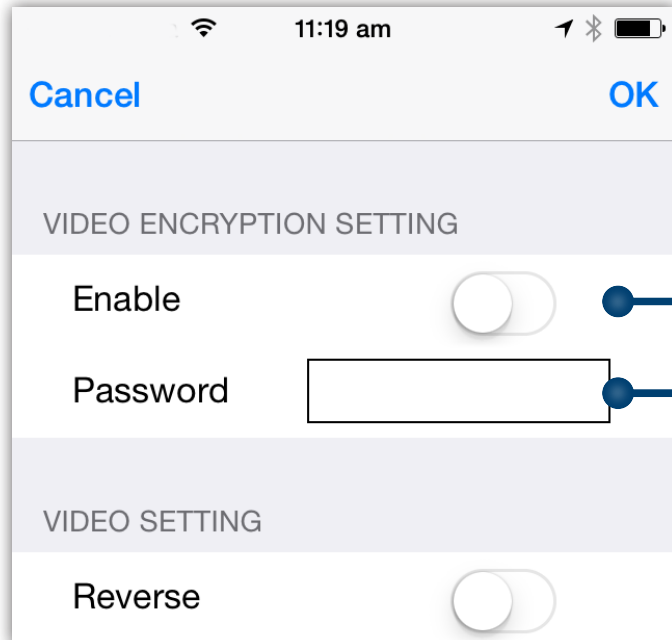
4

Securing your Live Video Stream

If you're concerned about unauthorised access to your video stream, you can enable video encryption. Any user who wants to watch your encrypted video stream will require a password to gain access. We recommend using a password that is different to your SwannEye account.

On the Login screen, tap **Settings** , select your camera and then tap **Video setting**.

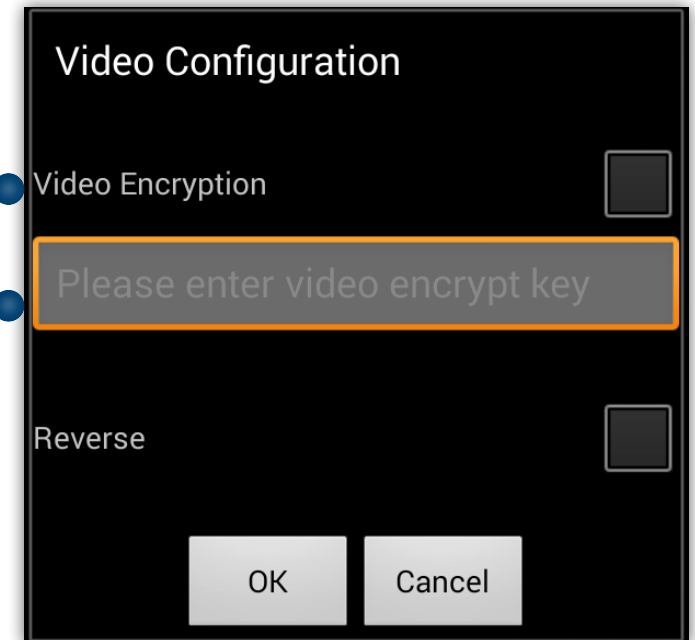
iPhone/iPad



Turn on Video Encryption.

Enter a password. Before you can access live video on your mobile device, you will be prompted to enter this password.

Android



5

Troubleshooting

Q: On the SwannEye HD mobile app, I cannot access the Wi-Fi or video settings.

A: For security purposes you only have access to the Wi-Fi and video settings if your mobile device is connected to the same Wi-Fi network as your SwannEye HD camera. This will not work if you are connected from a remote location. If you want to change settings your devices must be connected directly to the same network.

Q: I have forgotten my SwannEye account password.

A: Tap the **Forgot Password** button on your SwannEye HD mobile app and submit your SwannEye account username. We will retrieve your password and send it to your registered email address.

Q: I am unable to create an account for my camera through the SwannEye HD app.

A: Have you already registered your camera through the SwannEye HD Pro on your computer? You can just use your existing SwannEye account username and password to log in through the SwannEye HD app on your mobile device.

Troubleshooting

Q: How do I create a new SwannEye account for a camera that's already registered to another account?

A: If you're trying to create a new account for a camera which has previously been registered with another account, you will first have to reset the account. Click on the "Reset Account" link either on the www.swanneye.com website or the SwannEye HD Pro software. Once you reset your account, you will not be able to use the previous account details to log in.

Q: I have forgotten the username and password of the camera.

A: The default username / password is admin / 123456. If you have changed the username and password to something different, you will need to reset the camera back to its default factory settings. To reset the camera, unplug the power adapter from the power socket then press and hold the **Reset** button while you reconnect the power adapter to the power socket. Release the **Reset** button after a few seconds and all settings will have been restored to factory default including passwords and any other custom settings.

Q: I have signed into the SwannEye HD app but I can't get my camera to display.

A: Assuming your camera is plugged into power, your camera could be experiencing network connectivity issues. Do the following:

Troubleshooting

- Check that you have entered the correct Wi-Fi password in step 3G
- Make sure your mobile device is connected to the same Wi-Fi network as your camera.
- Check the strength of your Wi-Fi network. Certain wireless products - specifically those that operate in the 2.4GHz range such as Bluetooth systems, baby monitors or cordless telephones, may cause interference with the camera. If possible, place the camera at least 5 meters away from these types of devices to improve reception between the router and the camera.
- If you are viewing your camera away from home, there could be an issue with your mobile device's internet data connection. Check if there is 3G or 4G network connection on your mobile device. (If you're on the EDGE mobile network, it'll be too slow to stream video from the camera). Try going to a website like www.google.com via the Internet browser on your mobile device to check if the Internet works.
- If the problem persists, restart your camera by disconnecting and reconnecting the camera's power adapter and then sign into your SwannEye HD mobile app again to check if this fixes the problem.

6

Need Help?

Swann Technical Support

All Countries E-mail: tech@swann.com

Telephone Helpdesk

USA Toll Free	1-800-627-2799
USA Parts & Warranty	1-800-627-2799 (Option 1) (M-F, 9am-5pm US PT)
AUSTRALIA	1300 138 324
NEW ZEALAND Toll Free	0800 479 266
UK	0203 027 0979

