Important Information

FCC Verification

This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

These devices comply with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- These devices may not cause harmful interference
- These devices must accept any interference received, including interference that may cause undesired operation

Important Note - All jurisdictions have specific laws and regulations relating to the use of cameras. Before using any camera for any purpose, it is the buyer’s responsibility to be aware of all applicable laws and regulations that prohibit or limit the use of cameras and to comply with the applicable laws and regulations.

FCC Regulation (for USA): Prohibition against eavesdropping

Except for the operations of law enforcement officers conducted under lawful authority, no person shall use, either directly or indirectly, a device operated pursuant to the provisions of this Part for the purpose of overhearing or recording the private conversations of others unless such use is authorized by all of the parties engaging in the conversation.

Warning - Changes or modifications made to this device not approved expressly by the party responsible for compliance could void the user’s authority to operate the equipment.

Important Safety Instructions

- Make sure product is fixed correctly and stable if fastened in place
- Do not operate if wires and terminals are exposed
- Do not cover vents on the back of the device and allow adequate space for ventilation

Default Password Information

To ensure your privacy, this device supports password protection.

The default, all-access username is admin, the default password is 12345.

To ensure your ongoing privacy, we strongly recommend setting a password as soon as possible. Choose something that you’ll remember, but that others would be unlikely to guess.

Important Notice - Do not lose or forget your password. To ensure that your DVR has the best security possible, password recovery has been designed to be a complicated and time consuming process. Only a select number of staff at Swann Technical Support Telephone Helpdesk can assist. Password retrieval can take several days, which means you will not be able to access your DVR during this time.
Menu Layout

Playback: Click this to access all normal and motion event recordings. There are several playback modes to choose from, such as standard chronological playback mode, or event playback mode.

Export: Click this to copy or backup footage from the DVR. You’ll need a compatible USB Flash Drive to store the data (FAT32 file format only).

Manual: Access manual controls for the recording functions of the DVR.

HDD: Where you’ll be able to access information about and adjust the settings of your hard drive.

Record: Access recording options, such as quality, resolution, bitrate and the recording schedule.

Camera: Adjust and configure how the DVR looks for cameras via the video inputs. Access to Motion Detection and Privacy Mask configuration is located here.

Configuration: Access and configure many settings of the DVR, including your network settings, adjusting the time and date and creating or altering user accounts.

Maintenance: For accessing system information, log information and to upgrade the firmware.

Shutdown: If you want to shut down or reboot the DVR, or simply log out of the user account you’re logged in as, click the “Shutdown” button. To ensure the integrity of your data and recordings, always select “Shutdown” when powering off the DVR.
**Configuration: General**

The settings for language, time zone, system date & time and Daylight Savings (DST) would have been changed during the setup wizard.

**Language**: The language that the DVR’s menus, alerts and other communications will use. Multiple languages are available.

**Resolution**: Set the output resolution of the DVR according to the display that is connected. Check the documentation included with your display to see the maximum resolution supported.

**Time Zone**: Set this to the time zone where you happen to be. For example, people in the Australian Eastern Time zone (Canberra, Sydney and Melbourne) choose GMT+10:00, whilst the Eastern Standard Time zone (USA and Canada) choose GMT-05:00 (GMT stands for Greenwich Mean Time - it’s the baseline that keeps all the different time zones in sync).

**Date Format**: The format the date will be displayed.

**System Date**: You can manually set the date if it is incorrect.

**System Time**: You can manually set the time if it is incorrect.

**Mouse Pointer Speed**: Move the slider to increase or decrease the mouse pointer speed.

**Enable Wizard**: When checked, the DVR will automatically run the setup wizard when it is switched on. The wizard itself contains the option to disable it.

**Enable ID Authentication**: When enabled, the DVR will require a username and password to access even for local users.

Don’t forget to click “Apply” to save settings.
**Enable DST (check-box):** Enable this setting if you would like the DVR to adjust the time when daylight savings time begins.

**From/To:** Here you can define when daylight savings applies to your location. There are many different standards for DST which can vary dramatically even in the same time zone, so you’ll need to tell the DVR when it applies to you.

**DST Bias:** This refers to the difference in minutes, between Coordinated Universal Time (UTC) and the local time. Select the time that DST has increased by in your time zone.

Don’t forget to click “Apply” to save settings.
**Device Name:** The name that the DVR considers to be its own and what it will use to register an IP address with your router. You can change this to something more relevant.

**Device No.:** The internal device number of the DVR. We recommend that you leave the default setting.

**Operation Timeout:** Here you can change the time the DVR will exit the menu screen and return to the live viewing screen if there is no activity.

Don’t forget to click “Apply” to save settings.
IPv4 Address: The DVR uses IPv4 addressing, which consists of four groups of numbers between 0 and 255, separated by periods. For example, a typical IP address might be “192.168.1.24” or something similar. The most important thing when setting the IP address is that nothing else on your network shares that IP address.

IPv4 Subnet Mask: This will be formatted in a similar way to the IP address. For example, four numbers up to 255 separated by periods. In the above example, the Subnet Mask might be something like “255.255.255.0”.

IPv4 Default Gateway: The IP address used for the gateway allows the DVR to connect to the Internet. This is an IP address in the same format as the others and is typically very similar to the IP address of the DVR.

IPv6 Address 1/2 & Default Gateway: IPv6 is the latest revision of the Internet Protocol (IP). It will eventually replace the older IPv4 system for assigning IP addresses to devices on your network. The majority of internet server providers (ISPs) are still using the IPv4 system but will eventually transition to IPv6. As the DVR supports IPv6, you will be able to take advantage of the new system when it arrives.

MAC Address: The MAC (Media Access Control) address is a unique code which nothing else should share. The address is hardwired into the hardware and can’t be changed.

MTU (Bytes): The MTU (Maximum Transmission Unit) is the size of the largest data-gram that can be sent over a network. It is recommended to leave the default setting.

Preferred DNS Server: A DNS (Domain Name System) server is used to translate a website address to its IP address. The DNS is an essential component of the functionality of the Internet. The preferred DNS server will be used first.

Alternate DNS Server: A backup DNS server. This is here as a redundancy in case the preferred DNS server is not working.

UID: The UID is used to access the DVR from SwannView Plus on your mobile device or computer.

Don’t forget to click “Apply” to save settings.
PPPoE is an advanced protocol that allows the DVR to be more directly connected via a DSL modem. This is an option for advanced users only.

**Username**: Enter the username for your DSL account provider.

**Password**: Enter the password for your DSL account provider.

Don’t forget to click “Apply” to save settings.
Prior to developing our SwannView Link P2P technology, our SwannDNS service was used to connect to your DVR remotely. This service is still active and we recommend creating an account as a means of backup.

For now, ignore the “Current State: ERROR” message that appears. This will change when the DVR has confirmed your account details.

To create an account with SwannDNS, go to [www.swanndvr.com](http://www.swanndvr.com) and click the “Registration” button. Follow the prompts to create your account.

**Enable DDNS (check box):** Click this to enable.

**DDNS Type:** SwannDNS is automatically selected.

**Device Domain Name:** Enter the domain name that is hosted on your account. For example, username.swanndvr.net.

**User Name:** Enter the username (host name) for your account.

**Password:** Enter the password for your account.

Click the “Test” button to confirm your account details. After a short moment, the current state message will display “OK”.

Don't forget to click “Apply” to save settings.
SNMP (Simple Network Management Protocol) is an Internet protocol for managing devices over an IP network. It is mainly used in network management systems to monitor network attached devices. For the day-to-day function of the DVR, SNMP is not required to be enabled.
UPnP is enabled by default and in most circumstances there is no need to change the default settings. If you have certain network requirements, you can edit the settings to suit your needs.

**Enable UPnP (check box):** This will be enabled by default.

**Server Port:** This is the internal port that the DVR will use to send information through. This particular port number (8000) is not used by many devices, however if you have another DVR or DVR-like device, you may need to change it. An alternative port number to use is 9000. Make sure that the number used for the “External Port” and “Internal Port” both match, otherwise the UPnP function will not work.

**HTTP Port:** This port is used to log into your DVR via your network or remotely. The default port number (85) is seldom used by other devices, however if you have another device using this port, you may need to change it. An alternative port number to use is 90. Make sure that the number used for the “External Port” and “Internal Port” both match, otherwise the UPnP function will not work.

**RTSP Port:** This port is used to stream real-time images to your mobile device. If you are having issues streaming video to your mobile device or your mobile service provider is blocking access, we recommend to change this to 5554. Do not change this if everything is working ok.

Don’t forget to click “Apply” to save settings.

Please note, if all the settings are correct, the “Status” will change from “Inactive” to “Active”.

Please note, if all the settings are correct, the “Status” will change from “Inactive” to “Active”.

**Alarm Host IP**: The location on your network where an IP based alarm system is hosted.

**Alarm Host Port**: The port associated with the IP-based alarm system.

Any changes to the "Server Port", "HTTP Port" and "RTSP Port" on the previous tab will be reflected here.

Don’t forget to click “Apply” to save settings.
**Video Output Interface**: As the DVR has a VGA and HDMI output, this cannot be changed.

**Live View Mode**: 2 x 2 is the default mode for the 4 channel model and 3 x 3 for the 8 channel model. This will display up to 4 video channels on-screen for the 4 channel model and up to 8 video channels on-screen at a single time for the 8 channel model. Selecting 1 x 1 will display the first video channel full-screen. Other views available on the 8 channel model are 1 + 5 and 1 + 7.

**Dwell Time**: The time in seconds to dwell on a video channel when enabling “Start Auto-switch” on the “Live View Menu Bar”. This only works when the “Live View Mode” is set to 1 x 1.

**Enable Audio Output**: This enables the audio output connection on the DVR.

**Event Output**: As the DVR has a VGA and HDMI output, this cannot be changed.

**Full Screen Monitoring Dwell Time**: The time in seconds to display an alarm event screen.

Don’t forget to click “Apply” to save settings.
On the “View” tab, you can change the display order of each camera connected.

1. Select an available viewing window on the right-hand side.
2. Double-click one of the available camera slots on the left-hand side that you would like to place the viewing window that you selected.
3. Select the “Live View Mode” that you would like to change.
4. Press the “Play” button to start the live view of all cameras connected to the DVR. Press the “Stop” button to stop the live view of all cameras connected to the DVR. Please note, pressing the “Stop” button means you will not see a real-time image in live view mode. Press the “Play” button to enable real-time view.
5. If your DVR has multiple cameras connected, you can click this to change the camera slots available. The page numbers displayed will change depending on which live view mode you have selected.

Don’t forget to click “Apply” to save settings.
An exception is any deviation from the DVR’s normal behaviour. It could mean the hard drive is full or has an error, the DVR has been disconnected from the network or someone has tried to login with an incorrect username or password. The DVR can alert you in multiple ways.

**Exception Type:** The event type you’d like the DVR to react to. You can enable any combination of audio and email alerts to be activated for different event types.

**HDD Full:** As the name suggests, this event occurs when the hard drive has run out of space. This event type becomes redundant if you have “Overwrite” enabled (see “Record: Advanced” on page 28).

**HDD Error:** This occurs when the DVR has difficulties accessing the hard drive.

**Network Disconnected:** This will occur if the DVR has difficulties connected to the Internet. This may indicate a problem with the DVR’s configuration, a fault with the network or an issue with the Internet connection on your router.

**IP Conflicted:** This will occur if the DVR detects another device on the same network with a conflicting IP address.

**Illegal Login:** This will occur if the DVR detects an incorrect login.

**Input/recording resolution mismatch:** If the camera connected is not capable of matching the resolution selected in the “Record: Encoding” menu.

**Record Exception:** This will occur if there are unexpected errors during capture such as a hard drive failure, if the hard drive is full or if the hard drive quota has been changed.

**Audible Warning:** The DVR will use its internal buzzer to emit an alarm tone.

**Alert CMS Software:** This will alert the SwannView Plus Windows software installed on your computer.

**Send Email:** The DVR will send an email alert when the event type occurs. Don’t forget to click “Apply” to save settings.
We recommend enabling password protection for the admin account as it has access to all aspects of the DVR's operation.

1. Click "Edit" to change the password and click "OK" to confirm.
2. If you have multiple user accounts that you have setup, click "Delete" to remove them.
3. Click "Add" to setup additional users. You can setup multiple admin accounts or guest accounts. Guest accounts are restricted to playback only. Other settings and options are not available.
Normal Playback
Normal playback is selected by default. On the drop-down menu you can also search for a particular tag or play video files from an external source.

Camera: Select the camera that you would like to playback. All available cameras can be selected.

You will see calendar display underneath the camera selection. You can then select a particular date, month and year to view. The dates highlighted in blue contain video footage from one or more cameras connected. Double click one of the dates to start playing.

If multiple cameras have been selected, double-click a camera to view full screen. Double-click again to return.

The blue sections on the timeline indicate a motion event has occurred.

Tag: Gives you the option of searching for a particular tag. Tagging allows you to record information such as location or people at a certain point within the video. You can add tags in both normal and event playback.

External File: Allows you to play video files from an external source such as a USB Flash Drive or USB Hard Drive.

Event Playback
On the drop-down menu select “Event” to search for motion events.

Camera: Select the camera that you would like to playback. All available cameras can be selected.

Select your start date & time and end date & time then click the “Search” button. A list of events will be displayed on the right-hand side.

Double-click an event to initiate playback. Click the “Back” button to select a different time period.

When playing your video there are a number of options and controls located underneath the timeline. You can edit your video by using mark in and out points and you can also add customised tags which allow you to record information such as location or people at a certain point within the video [see page 19 for more information].
1. **Mute**: Mutes audio playback.

2. **Start clipping**: This button allows you to set mark in and out points on your video which you can then export to a USB storage device such as a Flash Drive or Hard Drive. When you have selected a video to play press this button at the mark in point and press it again at the mark out point. To save the file right-click the mouse to exit then click "Yes". Select the save location then click "Export". You have the choice of exporting a video file or player program. You can use the player program to play the video file on your computer. Click "OK" to confirm. Multiple mark in and out points can be applied.

3. **Add default tag**: Tagging allows you to record information such as location or people within the video. "TAG" is the default name. Multiple tags can be added.

4. **Add customized tag**: As above but you can choose your own tag name.

5. **Tag management**: This allows you to edit or delete tags that you added to the video.

6. **Zoom in**: Click this to enter digital zoom mode. Use the PIP (picture-on-picture) screen on the bottom right to select a different area to zoom in to. Right-click to exit.

7. **Play controls**: These are your play, pause, rewind and forward controls.

8. **Zoom in/out**: Allows you to zoom in and out of the timeline for precise control.
The export function allows you to export recordings to a USB Flash Drive or USB Hard Drive, whether they are a normal recording, a motion detected recording or a manual recording.

**Channel:** Select one or more cameras to search on.

**Record Type:** Select the type of video that you would like to export. You have the choice of "Normal", "Motion", "Manual" or "All".

**File Type:** Select if you would like to export unlocked or locked video files.

**Start Time:** Select your start date & time.

**End Time:** Select your end date & time.

Click the “Search” button.

The video files fitting your search criteria will be displayed. A thumbnail is visible displaying the first frame of the video file. Double-click a file to play. Use the checkbox to deselect or select files that you want to export.

Click the “Export” button, select the save location then click “Export” again. You have the choice of exporting a video file or player program. You can use the player program to play the video file on your computer. Click “OK” to confirm.
The event export function works in the same way but is specific for exporting motion events. Follow the instructions on the previous page. Please note, after clicking the “Search” button click the “Details” button to play each motion event.
The manual record function allows you to override and default recording schedules in place. The recording schedule for each camera connected can be changed. The green “ON” button indicates that each camera has a recording schedule enabled. The red “ON” button indicates that each camera has no recording schedule enabled and the yellow “ON” button indicates that each camera is recording manually. Click the button next to each camera to change the recording status.

**Normal:** The DVR will constantly record for any given period. You won’t miss anything but constant recording will fill the hard drive very quickly.

**Motion Detection:** This is the recommended recording schedule and is enabled by default. The DVR will only record when motion is detected.
The HDD function allows you to initialize the hard drive in the DVR. Initializing will format the hard drive and erase any data that is on there. You also have the option of adding a NAS (network attached storage) device that the DVR can record to.

**Add:** Create a folder on your NAS device to save to. Input the IP address of the NAS device and the folder name you created. Click "OK" to continue.

**Init:** Enable the hard drive's checkbox then click this to format the hard drive. A message will appear noting that all data will be erased. Make sure you backup your hard drive if required before formatting. Click "OK" to continue.
The HDD advanced function allows you to configure a quota on the hard drive for each camera that is connected to the DVR. Each camera can be allocated a certain amount of space that is available on the hard drive. The advantage of this is that you can allocate more hard drive space to cameras monitoring a high traffic area and decrease space to cameras monitoring less frequented areas.

**Mode:** The default selection is “Quota”. Select “Group” if you have multiple hard drives installed, so you can instruct the DVR on which drive each camera can record to.

**Camera (Quota):** Select which camera you want to change the quota to.

**Max. Record Capacity (GB):** Select in gigabytes the space you want to allocate, for example 100 gigabytes. The free quota space will be displayed and will decrease each time an allocation is made.

**Record on HDD Group (Group):** In group mode select which camera is allocated to hard drive 1 or 2.

Don’t forget to click “Apply” to save settings.
HDD: Detect

The HDD detect menu displays technical specifications of the hard drive installed. This information is primarily used by Swann Technical Support to detect possible hard drive faults.
By default, a motion detection schedule has been enabled for each connected camera. You can however change the schedule according to what fits in with your needs. The schedule is presented as a 24 hour 7 days a week grid. Yellow represents motion recording and blue represents normal recording.

**Camera:** Select a camera that you would like to edit.

**Enable Schedule:** This is enabled by default.

**Edit:** Click this to edit the schedule. You can set a schedule for certain days and different starting and ending times. You also have the choice of selecting normal or motion detection recording. Use the “Copy” function to apply these settings to the other cameras. Click the “Apply” button to confirm.

Don’t forget to click “Apply” to save settings.
Record: Encoding

The encoding function allows you to change the resolution and bitrate for each camera connected. By default the resolution is set to 720P which fits in with the capabilities of the provided cameras. You most likely won’t need to change the default settings for main stream encoding however you can change settings for substream if you are experiencing difficulties viewing footage on your mobile device.

**Camera:** Select a camera that you would like to edit.

**Stream Type:** What kind of data you want the stream to contain. The cameras included with the DVR stream video only.

**Resolution:** Select a resolution that your camera is capable of. “HD720P” is the default resolution.

**Frame Rate:** The number of frames per second (fps) that the DVR will record. The default is referred to as “Full Frame” and 30fps (NTSC) and 25fps (PAL).

**Video Quality:** The amount of data the DVR will use to record video. Lowering the quality will reduce the file size of each video saved to the hard drive.

**Pre-record:** By default the DVR will record 5 seconds before an event occurs. If an event is fast enough, it may have left the view of the camera before the DVR can trigger a recording. The pre-record function reduces this. We recommend changing this to 10 seconds (10s).

**Post-record:** Same as above but the DVR will continue recording after an event has occurred. This is very useful - for example, if an intruder triggers motion detection but pauses in view; post-record will continue recording to give you a better view. 30 seconds (30s) is the recommended length.

**Expired Time (day):** Determines how long the video footage will remain on the hard drive without it being overwritten.

Use the “Copy” function to apply these settings to the other cameras.

Use the “Restore” function to revert back to the default settings.

Don’t forget to click “Apply” to save settings.
With the overwrite function enabled, the DVR will record over files stored on the hard drive. The DVR will always record over the oldest files on your hard drive first.

It’s advisable to leave this function enabled as the DVR will always be able to record events as they happen. However it does mean that you’ll need to get important events backed up before they are overwritten.
There are times when you won’t want the DVR to record using its normal programming. Perhaps you require it to record more, or less, or just at different times.

The holiday function allows you to define periods of time where the DVR will employ an alternative recording mode.

You can define up to 32 holiday periods. These periods can be delineated by date, by weeks or by the month.

Click “Edit” to begin.

**Holiday Name**: Choose a title for the holiday period in question.

**Enable**: Click this to enable.

**Mode**: Select by date, week or month.

**Start Date**: Select a start date.

**End Date**: Select an end date.

Click the “Apply” button to confirm.
Camera Management: OSD

**Camera:** Select a camera that you would like to edit.

**Camera Name:** Select a name for the camera you’ve selected. It can be up to 32 characters in length.

**Display Name:** Click this to display the camera name.

**Display Date:** Click this to display the current date.

**Display Week:** Click this to display the current day.

**Date Format:** Select how you would like the date to be displayed depending on your current locale.

**Time Format:** Choose between 12-hour and 24-hour time.

**Display Mode:** How you would like the OSD (on-screen display) to be displayed. It’s worth having a look at a few settings to see what best fits.

**OSD Font:** Increase or decrease the size of the OSD.

Use the mouse to click and drag the display name and date to the desired position.

Use the “Copy” function to apply these settings to the other cameras.

Use the “Restore” function to revert back to the default settings.

Don’t forget to click “Apply” to save settings.
The PTZ menu is used to configure a PTZ camera that you have connected. Please consult the instructions included with your camera and match those settings here.

You also have the ability to move the camera’s focus within the camera’s view and save these as pre-sets. From here you can create a patrol using these pre-sets. Please consult the instructions included with your camera for more information.
You also have the ability to move the camera’s focus within the camera’s view and save these as pre-sets. From here you can create a patrol using these pre-sets. Please consult the instructions included with your camera for more information.
Motion detection is the default recording mode for the DVR. The entire view of the camera is enabled to detect motion however you can select certain areas if you wish. You will see a grid of red boxes. The boxes mark the areas that are sensitive to motion. The areas without the boxes are not sensitive to motion.

- Use the mouse and left-click an area in the grid to toggle motion detection on and off in that particular area
- Click and drag to select the area that you want select or deselect

**Camera**: Select a camera that you would like to edit.

**Enable Motion Detection**: This is enabled by default. Click the checkbox to disable.

**Handling**: Here you can define what will happen when the camera you’ve selected detects motion. You can trigger additional cameras to start recording, you can adjust your arming schedule, send alerts to the SwannView Plus software and to send an email.

**Sensitivity**: The sensitivity setting is controlled by a slider, allowing you to set a value between L (low) and H (high). The closer to H the slider is set, the more sensitive the motion detection will be.

**Full Screen**: This will select the entire area for motion detection.

**Clear**: This will clear the entire area.

Use the “Copy” function to apply these settings to the other cameras. Don’t forget to click “Apply” to save settings.
Motion Detection Tips

Consider how important it is to be notified of motion events as they happen. Using email or app alerts are a great way to be kept up-to-speed on what’s happening, but may quickly become annoying if something occurs which will generate a number of false triggers. As a rule, we suggest employing email or app alerts only on interior cameras during times that no one should be moving about in front of them. It can be important to have a complete record of a subject’s movements and actions for legal reasons.

If your cameras capture an illegal event (typically an intruder) it is important to have as much information as possible. For example, images of someone in your home may not actually prove that they broke in - but footage of them breaking a window does. If you use a camera inside the home to trigger all exterior cameras with pre-record enabled, then you will have a record of how they entered in addition to what they did.

Always consider what’s really important. Which is the bigger problem - a dozen false triggers per day, or missing one critical event? There’s no magic setting which will make motion detection work perfectly. There will always be some events that are not sensitive enough to catch, or minor happenings that will trigger an overly sensitive camera to record. Typically, the best motion detection settings are one’s that give few false triggers but don’t miss anything.

Even motion detection which false triggers a few times per hour will still save a significant amount of hard drive space compared with a constant recording schedule for the same duration -

- Position your cameras well
- Many issues seen with motion detection and security cameras can be traced back to poor positioning of the camera itself
- Make sure the area in front of your cameras is as clear as possible so it has an unobstructed view of potential activity

Consider the centre of the camera image is the “sweet spot” which gives you the highest detail and the best image clarity so the centre of the image should be right where you need to see the real activity.

Position your camera so that any potential intruder’s face will have to pass the centre of the image as closely as possible without allowing the camera to be tampered with.

Also note that while having the cameras show some sky in the image might make the picture look nice it is also a higher level of contrast the camera has to deal with, keep the sky and any other bright objects to a minimum so that the camera has the best chance of getting the image you need to identify the intruder or licence plate -

- Keep the view distance to the shortest possible
- Place the cameras as close to the subject as possible to ensure you get the best possible level of detail

Digital zoom can make the image bigger but if the camera is too far away then no amount of digital zoom will make the subject any clearer.

Where possible have some overlap for your cameras. Overlapping camera views make it difficult for someone to access and tamper with one camera without another camera capturing some video of the event.

Keep your cameras clean. Dirty lenses can affect the image quality; give the lens a clean from time to time.

Note that spider webs are almost invisible during the day but are extremely reflective at night which can dramatically affect the night vision from your cameras, so keep the spider webs away from your cameras too.
A privacy mask can be used if you want to obscure part of your image. You can also use this option to minimize false triggers for motion detection. You can define up to four areas per camera to mask. Please note, any area obscured by a privacy mask won’t be shown when viewing a live image and will not be recorded.

Click and drag to select the area you want to select or de-select.

**Camera:** Select a camera that you would like to edit.

**Enable Privacy Mask:** Click the checkbox to enable.

**Clear All:** This will clear all privacy masks enabled.

Use the "Copy" function to apply these settings to the other cameras.

Don’t forget to click “Apply” to save settings.
Tamper proofing can be used in scenarios where someone may cover up the camera’s field of view or if they are attempting to tamper with the video signal.

**Camera**: Select a camera that you would like to edit.

**Enable Video Tampering Detection**: Click the checkbox to enable.

**Handling**: Here you can define what will happen when the camera you’ve selected is being tampered with. You can trigger additional cameras to start recording, you can adjust your arming schedule, send alerts to the SwannView Plus software and to send an email.

**Sensitivity**: The sensitivity setting is controlled by a slider, allowing you to set a value between L (low) and H (high). The closer to H the slider is set, the more sensitive the tampering detection will be.

Use the “Copy” function to apply these settings to the other cameras.

Don’t forget to click “Apply” to save settings.
Camera Management: Video Loss

Video loss is regarded as a potential alarm event and is considered to occur any time the DVR doesn’t receive an active video signal on any of its inputs.

When a input has no incoming video signal, a "NO VIDEO" message will appear. Please note, don’t enable video loss for an input that does not have a camera connected.

**Camera**: Select a camera that you would like to edit.

**Enable Video Loss Alarm**: Click the checkbox to enable.

**Handling**: Here you can define what will happen when the camera you’ve selected has no incoming video signal. You can trigger additional cameras to start recording, you can adjust your arming schedule, send alerts to the SwannView Plus software and to send an email.

Use the “Copy” function to apply these settings to the other cameras.

Don’t forget to click “Apply” to save settings.
Warranty Information

USA
Swann Communications USA Inc.
12636 Clark Street
Santa Fe Springs CA 90670
USA

Australia
Swann Communications
Unit 13, 331 Ingles Street
Port Melbourne Vic 3207
Australia

United Kingdom
Swann Communications LTD.
Stag Gates House 63/64 The Avenue
SO171XS
United Kingdom

Warranty Terms & Conditions
Swann Communications warrants this product against defects in workmanship and material for a period of one (1) year from its original purchase date. You must present your receipt as proof of date of purchase for warranty validation. Any unit which proves defective during the stated period will be repaired without charge for parts or labour or replaced at the sole discretion of Swann. The end user is responsible for all freight charges incurred to send the product to Swann’s repair centres. The end user is responsible for all shipping costs incurred when shipping from and to any country other than the country of origin.

The warranty does not cover any incidental, accidental or consequential damages arising from the use of or the inability to use this product. Any costs associated with the fitting or removal of this product by a tradesman or other person or any other costs associated with its use are the responsibility of the end user. This warranty applies to the original purchaser of the product only and is not transferable to any third party. Unauthorized end user or third party modifications to any component or evidence of misuse or abuse of the device will render all warranties void.

By law some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.

For Australia: Our goods come with guarantees which cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.
Helpdesk/Technical Support

Technical Support E-mail: tech@swann.com

Telephone Helpdesk

USA Toll Free 1-800-627-2799
USA Parts & Warranty 1-800-627-2799 [M-F, 9am-5pm US PT]

AUSTRALIA 1300 138 324
NEW ZEALAND Toll Free 0800 479 266
UK 0203 027 0979