

## Swann SWWHD-INTCAM-US

# Swann Smart Security Camera SWWHD-INTCAM-US User Manual

1080p Full HD Wireless Security Camera with True Detect PIR Heat/Motion Sensor, Night Vision & Audio

## 1. INTRODUCTION

---

The Swann Smart Security Camera (model SWWHD-INTCAM-US) is a wire-free, battery-operated, and rechargeable security solution designed for versatile home surveillance. This camera provides 1080p Full HD video, features True Detect PIR heat/motion sensing to minimize false triggers, and includes night vision and two-way audio capabilities. It operates via Wi-Fi and can be managed through the free 'SAFE by Swann' app on your smartphone, offering live viewing and recorded footage playback.

## 2. WHAT'S IN THE BOX

---

Carefully unpack the contents and ensure all items are present:

- Swann Smart Security Camera
- Magnetic Mounting Stand
- USB to Micro USB Charging Cable
- Mounting Screws & Wall Plugs
- 3M™ Adhesive Strips
- Operating Instructions (this manual)
- Theft Deterrent Stickers



Image: Contents of the Swann Smart Security Camera package.

## 3. SETUP

---

### 3.1 Initial Charging

Before first use, fully charge the camera using the provided USB to Micro USB Charging Cable. Connect the Micro USB end to the camera's charging port and the USB end to a standard USB power adapter (not included) or a computer USB port. The charging indicator light will show the charging status.

### 3.2 App Installation & Account Creation

1. Download the 'SAFE by Swann' app from your smartphone's app store (iOS or Android).
2. Open the app and follow the on-screen instructions to create a new account or log in if you already have one.

### 3.3 Camera Pairing

1. In the 'SAFE by Swann' app, select the option to add a new device.
2. Follow the app's prompts to connect the camera to your existing 2.4GHz Wi-Fi network. Ensure your camera is within range of your Wi-Fi router for a stable connection.
3. The app will guide you through the pairing process, which may involve scanning a QR code or entering network details.

### 3.4 Mounting the Camera

The camera can be mounted using the magnetic stand, 3M adhesive strips, or screws, suitable for both indoor and outdoor use (IP65 rated).

- **Magnetic Mounting Stand:** Attach the camera to the magnetic stand. The stand can then be placed on a flat surface or mounted to a wall using screws.
- **3M™ Adhesive Strips:** For temporary or non-drilling installations, use the adhesive strips to secure the camera's base to a clean, flat surface.
- **Screws & Wall Plugs:** For a more permanent installation, use the provided screws and wall plugs to secure the magnetic mounting stand to a wall or ceiling. Ensure the mounting surface is strong enough to support the camera.



Image: Attaching the camera to its magnetic mount.



Image: Camera mounted outdoors, suitable for various weather conditions.

## 4. OPERATING INSTRUCTIONS

---

### 4.1 Live View & Recording

Access the 'SAFE by Swann' app to view live footage from your camera. The camera automatically records 10-60 second video clips when motion is detected, saving them to internal memory and providing 2 days of free cloud storage. You can play back recorded footage directly from the app.





Image: Live view of the camera feed on a smartphone.

## 4.2 True Detect PIR Motion Sensing

The camera utilizes True Detect PIR (Passive Infrared) technology to identify heat signatures from large objects like people and cars. This intelligent detection helps reduce false alarms caused by environmental factors such as wind or rain, ensuring you receive relevant push notifications.

## 4.3 Night Vision

The camera is equipped with night vision capabilities, providing clear video surveillance even in low-light conditions or complete darkness. This ensures continuous monitoring day and night.

## 4.4 Two-Way Audio

The integrated microphone and speaker allow for two-way audio communication. You can listen to sounds from the camera's location and speak through the camera using the 'SAFE by Swann' app.



Image: Illustrating the camera's audio functionality.

## 5. MAINTENANCE

---

### 5.1 Battery Charging

The camera's battery life varies depending on activity and settings. When the battery level is low, recharge it using the

provided USB cable as described in Section 3.1. Regular charging ensures uninterrupted operation.

## 5.2 Cleaning

To maintain optimal performance, periodically clean the camera lens and housing with a soft, damp cloth. Avoid using harsh chemicals or abrasive materials that could damage the camera's surface or lens.

## 6. TROUBLESHOOTING

---

If you encounter issues with your Swann Smart Security Camera, refer to the following common solutions:

- **Camera Not Connecting to Wi-Fi:**
  - Ensure the camera is within range of your 2.4GHz Wi-Fi router.
  - Verify your Wi-Fi password is entered correctly in the app.
  - Restart your Wi-Fi router and the camera.
  - Perform a factory reset on the camera if issues persist (refer to the app or Swann support for specific instructions).
- **Motion Detection Issues (Too Many/Few Alerts):**
  - Adjust the motion sensitivity settings within the 'SAFE by Swann' app.
  - Ensure the camera's field of view is clear of moving objects like tree branches that might cause false triggers.
  - Confirm True Detect PIR is enabled and functioning correctly.
- **Short Battery Life:**
  - Frequent motion detection and live viewing will consume battery faster. Reduce sensitivity or recording duration if possible.
  - Ensure the camera is fully charged after each low battery alert.
  - Consider environmental factors; extreme temperatures can affect battery performance.
- **App Responsiveness/Lag:**
  - Check your internet connection speed and stability.
  - Ensure the 'SAFE by Swann' app is updated to the latest version.
  - Restart the app or your smartphone.
- **Firmware Updates:**
  - Periodically check the 'SAFE by Swann' app for available firmware updates. Updates can improve performance and resolve known issues.

## 7. SPECIFICATIONS

---

Feature	Detail
Model Number	SWWHD-INTCAM-US
Video Capture Resolution	1080p Full HD
Viewing Angle	120 Degrees
Connectivity Technology	Wireless (Wi-Fi)
Power Source	DC (Rechargeable Lithium Ion Battery)



Indoor/Outdoor Usage	Outdoor (IP65 Rated)
Dimensions (L x W x H)	3.4 x 2.3 x 2.4 inches
Item Weight	7.7 ounces
Special Features	Motion Sensor (True Detect PIR), Night Vision
Compatible Devices	Smartphone (via 'SAFE by Swann' app)

## 8. WARRANTY AND SUPPORT

---

### 8.1 Warranty Information

For detailed warranty terms and conditions, please refer to the official Swann website or the warranty card included with your product. Warranty periods may vary by region and product. It is recommended to register your product upon purchase.

### 8.2 Technical Support

If you require technical assistance or have questions not covered in this manual, please visit the official Swann support website. The website typically provides FAQs, troubleshooting guides, and contact information for customer service.

- **Swann Support Website:** [www.swann.com/us/support](http://www.swann.com/us/support) (Example link, please verify current URL)