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## Swann SWNVK-500KH2

# Swann SWNVK-500KH2 1080p 4-Channel Wi-Fi NVR Security System User Manual

Model: SWNVK-500KH2

## Introduction

This manual provides comprehensive instructions for the installation, operation, and maintenance of your Swann SWNVK-500KH2 1080p 4-Channel Wi-Fi NVR Security System. This system includes a Network Video Recorder (NVR) with a 1TB hard drive and two 1080p Wi-Fi cameras featuring controllable spotlights, sirens, and 2-way audio. Please read this manual thoroughly before using the product to ensure proper setup and functionality.

## Safety Information

- **Power Supply:** Use only the power adapters supplied with the system. Using unauthorized power adapters may damage the product and void the warranty.
- **Ventilation:** Ensure the NVR is placed in a well-ventilated area to prevent overheating. Do not block ventilation openings.
- **Water and Moisture:** Do not expose the NVR to water or moisture. While cameras are weatherproof, ensure connections are secure and protected.
- **Cleaning:** Disconnect power before cleaning. Use a dry, soft cloth. Do not use liquid or aerosol cleaners.
- **Temperature:** Operate the system within the specified temperature range. Refer to the specifications section for details.
- **Installation:** Ensure cameras are mounted securely to prevent falling. Consult a qualified professional for complex installations.
- **Disposal:** Dispose of electronic components responsibly according to local regulations.

## Package Contents

Verify that all items listed below are included in your package. If any items are missing or damaged, please contact Swann customer support.




Image: All components included in the Swann SWNVK-500KH2 security system package, including the NVR, two cameras, power adapters, cables, mouse, and mounting hardware.

- 1 x 4-Channel 1080p NVR with 1TB Hard Drive
- 2 x NVW-500 1080p Wi-Fi Cameras
- 1 x HDMI Cable
- 1 x Ethernet Cable (3ft / 1m)
- 2 x Power Cables for Cameras (40ft / 12m)
- 1 x Mouse
- 3 x Power Adapters (1 for NVR, 2 for cameras)
- Mounting Screws & Plugs
- Operating Instructions (this manual)
- Theft Deterrent Stickers

# Product Overview

## Network Video Recorder (NVR)



Image: The Swann NVR unit, a white cylindrical device that records and manages video footage.

The NVR is the central hub of your security system, responsible for recording, storing, and managing video footage from your cameras. It comes with a pre-installed 1TB hard drive for continuous recording.






Image: The rear panel of the Swann NVR, displaying various ports including HDMI, LAN, USB for mouse and backup, MicroSD slot, and power input.

**NVR Ports and Indicators:**

- **HDMI Out:** Connects to a monitor or TV for live view and playback.
- **LAN Port:** For wired network connection to your router.
- **USB Ports:** For connecting the included mouse and for USB backup devices.
- **MicroSD Slot:** For additional local storage (optional).
- **Power Input:** Connects to the NVR power adapter.

- **Reset Button:** Used for factory reset (refer to troubleshooting).

## NVW-500 Wi-Fi Cameras




Image: A detailed diagram of the Swann NVW-500 Wi-Fi camera, highlighting its components: WiFi Antenna, Sensor Spotlight, Lens (90° wide angle view), Color Video Image Sensor, Microphone, True Detect™ PIR Heat & Motion Sensor, Weatherproof Casing, and Speaker/Siren.

The NVW-500 cameras are designed for both indoor and outdoor use, featuring 1080p HD resolution, Night2Day™ color night vision, True Detect™ heat and motion sensing, controllable spotlights, sirens, and 2-way audio.

- **Sensor Spotlight:** Illuminates when triggered by motion, deterring intruders and enabling color night vision.
- **Lens:** Provides a 90° wide-angle view for comprehensive coverage.
- **Color Video Image Sensor:** Captures high-definition video.
- **Microphone:** Enables audio recording and 2-way audio communication.
- **True Detect™ PIR Heat & Motion Sensor:** Detects heat-generating objects like people and cars, reducing false alarms.
- **Weatherproof Casing:** Designed to withstand various weather conditions (IP66 rated).
- **Speaker/Siren:** Allows for 2-way audio communication and activates a loud siren to deter unwanted visitors.
- **WiFi Antenna:** For wireless connection to the NVR.

# Setup

## 1. NVR Initial Setup

1. **Connect to a Monitor:** Connect the supplied HDMI cable from the NVR's HDMI port to your TV or monitor's HDMI input.
2. **Connect Mouse:** Plug the included USB mouse into one of the NVR's USB ports.
3. **Network Connection (Optional but Recommended):** For remote viewing and firmware updates, connect an Ethernet cable from the NVR's LAN port to your router.
4. **Power On:** Connect the NVR power adapter to the NVR's power input and then plug it into a power outlet. The NVR

will start automatically.

5. **Initial Configuration:** Follow the on-screen prompts to set up your language, time zone, and create a password for the NVR.

## 2. Camera Installation and Pairing

The cameras connect wirelessly to the NVR. Ensure cameras are within range of the NVR's Wi-Fi signal.

1. **Power the Cameras:** Connect each camera to its respective power adapter and plug into a power outlet. The cameras will power on and attempt to pair with the NVR.
2. **Automatic Pairing:** The cameras are pre-paired to the NVR from the factory. They should automatically connect within a few minutes. You will see the camera's live view appear on the NVR's monitor.
3. **Manual Pairing (if needed):** If a camera does not connect, navigate to the NVR's menu (right-click with mouse) and select "Camera Pairing" or "Wireless Setup". Follow the on-screen instructions to manually pair the camera. This usually involves pressing a pairing button on the camera.
4. **Mounting Cameras:**
    - Choose a suitable location for each camera, ensuring it has a clear view and is within Wi-Fi range.
    - Use the included mounting screws and plugs to securely attach the camera to a wall or ceiling.
    - Adjust the camera's angle for optimal coverage.




Image: A Swann NVW-500 Wi-Fi camera securely mounted on an exterior wall, demonstrating a typical installation scenario.

## 3. Mobile App Setup (Swann Security App)

To view your cameras remotely and receive alerts, download the Swann Security app.

1. **Download App:** Search for "Swann Security" in the Apple App Store or Google Play Store and install it on your smartphone or tablet.
2. **Create Account:** Open the app and follow the prompts to create a new Swann Security account.
3. **Add Device:** Tap "Pair Device" or the "+" icon in the app. Scan the QR code displayed on your NVR's monitor (or on the NVR itself) to add your system.

4. **Live View:** Once added, you can view live footage, access recorded video, and control camera features from your mobile device.




Image: A smartphone displaying the Swann Security app, showing a grid of live camera feeds, indicating remote monitoring capabilities.

## Operation

### NVR Interface Navigation

Use the included USB mouse to navigate the NVR's on-screen interface.

- **Right-Click:** Opens the main menu.
- **Left-Click:** Selects options or opens sub-menus.
- **Drag:** Moves windows or adjusts camera views.

### Key Features and Functions

#### Live View and Playback

- **Live View:** The default screen shows live feeds from all connected cameras.
- **Playback:** From the main menu, select "Playback" to review recorded footage. Use the timeline to select specific times and dates.

#### 2-Way Audio

The NVW-500 cameras support 2-way audio, allowing you to listen and speak through the camera.

- **Via NVR:** On the live view, click the microphone icon for the desired camera to enable 2-way audio.
- **Via Swann Security App:** In the live view of a camera, tap the microphone icon to speak and listen.

#### Controllable Spotlights and Sirens

The cameras feature integrated spotlights and sirens that can be activated manually or automatically upon motion detection.

- **Manual Activation:** From the NVR interface or Swann Security app, select the camera and look for spotlight/siren controls.
- **Automatic Activation:** Configure motion detection settings in the NVR menu or app to trigger the spotlight and/or siren when True Detect™ motion is detected.



Image: A person shielding their eyes from a bright light, illustrating the deterrent effect of the camera's controllable spotlight.

## Night2Day™ Color at Night

This feature allows the cameras to display color video at night in low-light conditions, especially when the spotlight is activated.

- Ensure the camera's spotlight is enabled for optimal color night vision performance.
- The camera automatically switches between infrared (black and white) and color night vision based on ambient light and spotlight activation.




Image: A nighttime street scene captured with the Night2Day™ Color Night Vision feature, showing clear and vibrant colors instead of traditional black and white infrared.

## True Detect™ Heat & Motion Sensing

True Detect™ uses PIR (Passive Infrared) sensors to detect heat-generating objects, such as people and vehicles, reducing false alarms from swaying branches or rain.

- Configure motion detection zones and sensitivity in the NVR settings or Swann Security app.
- Receive push notifications to your mobile device when True Detect™ motion is triggered.

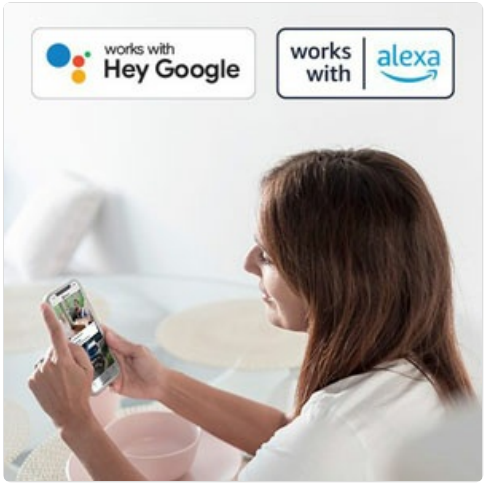



Image: An illustration depicting a person delivering packages, with red overlay indicating the heat and motion detection zone of the True Detect™ system, triggering recording and alerts.

### Voice Assistant Integration

The system is compatible with Hey Google and Alexa for hands-free control.

- Link your Swann Security account to your Google Assistant or Amazon Alexa account through their respective apps.
- Use voice commands to view live camera feeds on compatible smart displays (e.g., "Hey Google, show me the front door camera").




Image: Logos for "Works with Hey Google" and "Works with Alexa" displayed above a person interacting with a smartphone, indicating compatibility with popular voice assistants for smart home integration.

## Maintenance

- **Cleaning:** Regularly wipe the camera lenses and NVR surfaces with a soft, dry cloth. Avoid abrasive cleaners.
- **Hard Drive Management:** The 1TB hard drive will automatically overwrite the oldest footage when full. You can configure recording schedules and motion detection to optimize storage usage. Back up important footage to a USB drive or cloud storage (if available via app) regularly.
- **Firmware Updates:** Periodically check for firmware updates for both the NVR and cameras via the Swann Security app or the NVR's system menu. Updates often include performance improvements and security enhancements.
- **Cable Inspection:** For outdoor cameras, periodically inspect power cables for any signs of wear or damage. Ensure all connections remain secure and weatherproof.

## Troubleshooting

## No Video Output on Monitor

- Ensure the HDMI cable is securely connected to both the NVR and the monitor.
- Verify the monitor is set to the correct HDMI input source.
- Check if the NVR power adapter is connected and the NVR is powered on.

## Cameras Not Connecting / Offline

- Ensure cameras are powered on and their power adapters are securely connected.
- Check the distance between the camera and the NVR. Wi-Fi signal strength may be an issue.
- Try re-pairing the camera to the NVR via the NVR's menu (refer to "Manual Pairing" in Setup section).
- Restart both the NVR and the camera by unplugging and re-plugging their power adapters.

## No Remote Viewing via App

- Ensure the NVR is connected to your home network via Ethernet cable.
- Verify your smartphone has an active internet connection (Wi-Fi or mobile data).
- Check if the NVR is online in the Swann Security app. If not, try removing and re-adding the device in the app.
- Ensure your router's firewall is not blocking the NVR's connection. You may need to configure port forwarding (consult your router's manual or ISP).

## False Motion Alerts

- Adjust the motion detection sensitivity in the NVR settings or Swann Security app.
- Refine the motion detection zones to exclude areas with frequent irrelevant movement (e.g., trees swaying in the wind).
- Ensure the True Detect™ PIR sensor is not obstructed.

## Forgot Password

If you forget your NVR password, you may need to perform a factory reset. This will erase all settings and recorded data. Contact Swann customer support for assistance with password recovery options before attempting a factory reset.

# SPECIFICATIONS

| Feature | Specification |
|---|---|
| Model Number | SWNVK-500KH2 |
| Video Resolution | 1080p (1920 x 1080 pixels) |
| NVR Channels | 4 Channels |
| Hard Drive Capacity | 1TB SATA HDD |
| Camera Field of View | 90° Wide Angle |
| Night Vision Distance | Up to 100ft (30m) B/W, 32ft (10m) Color (with spotlight) |
| Motion Detection | True Detect™ Heat & Motion Sensing (PIR) |

| Feature | Specification |
|---|---|
| Audio | 2-Way Audio (Microphone & Speaker) |
| Special Features | Controllable Spotlights, Sirens, Night2Day™ Color Night Vision, Hey Google/Alexa Compatible, Weatherproof Cameras |
| Operating Temperature | NVR: 0°C to 45°C (32°F to 113°F)<br>Cameras: -20°C to 50°C (-4°F to 122°F) |
| Dimensions (NVR) | 6.1 x 12.45 x 22.86 cm |
| Weight (NVR) | 2.7 kg |
| Connectivity | Wi-Fi (Cameras to NVR), Ethernet (NVR to Router) |

## Warranty and Support

**Warranty:** Your Swann SWNVK-500KH2 security system comes with a 1-year manufacturer's warranty. Please retain your proof of purchase for warranty claims. The warranty covers defects in materials and workmanship under normal use.
**Technical Support:** For technical assistance, troubleshooting, or warranty inquiries, please visit the official Swann support website or contact their customer service. You can find up-to-date contact information and support resources at www.swann.com/support.
**Online Resources:** Swann's website also provides FAQs, video tutorials, and software downloads that may assist you with your system.

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