swann Security App Pairing User Guide

swann Security App Pairing

Contents

GETTING STARTED

Before pairing the SwannBuddy 4K Video Doorbell with the Swann Security app, check the following:

- The SwannBuddy is charged. If you need information on how to charge the SwannBuddy, refer to the quick start

guide that came with it. The quick start guide can also be downloaded from **support.swann.com** or **here**.

- Your phone is connected to a 2.4GHz Wi-Fi network. 5 GHz networks are not compatible with the SwannBuddy.

- Have your Wi-Fi network password ready. You'll need to enter it during pairing.

- Ensure your phone's Location setting is turned on as the app requires this permission temporarily to detect Wi-Fi networks.

- Your phone is running the latest version of the Swann Security app available on the **App Store**.

PAIRING THE SWANNBUDDY

The following instructions will take you through the device pairing process in the Swann Security app to connect your SwannBuddy to your home Wi-Fi network and link it to your Swann Security account.
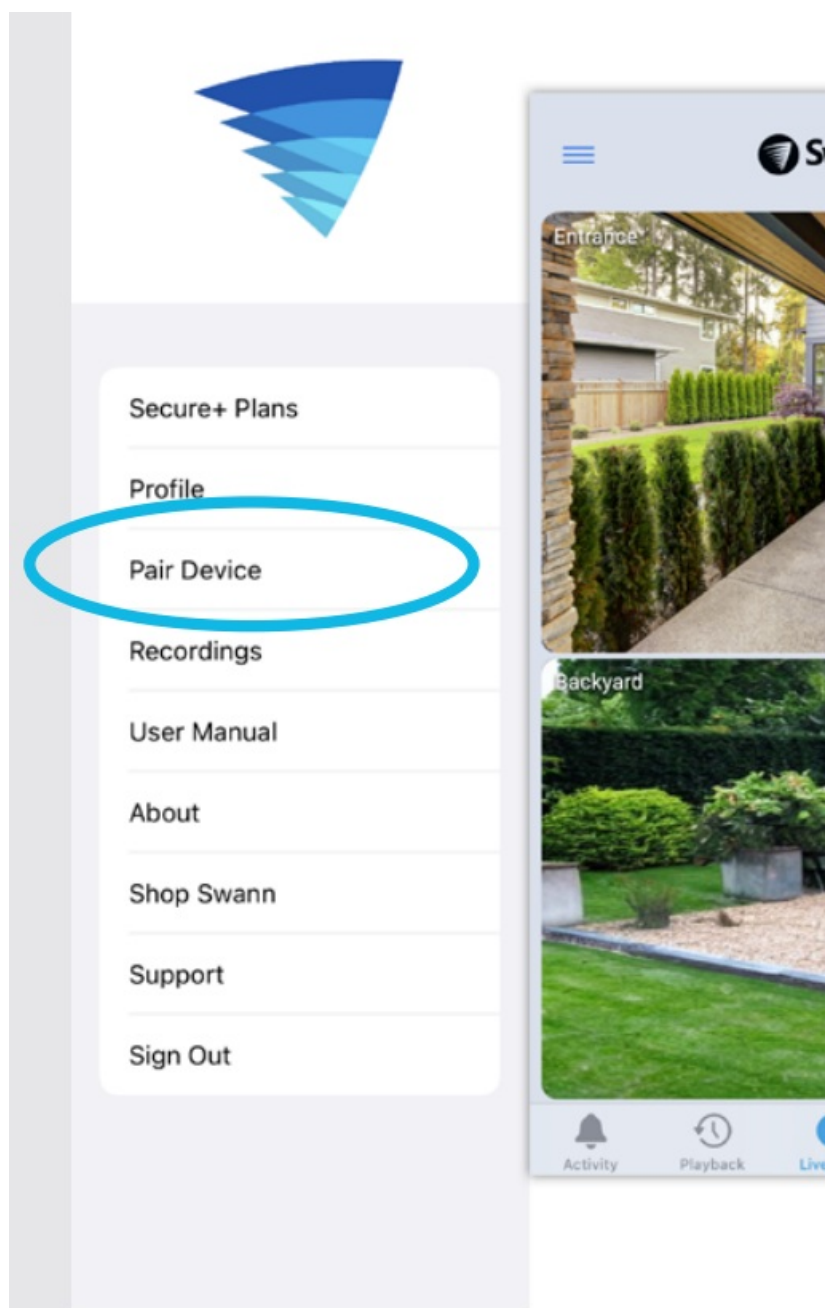
Step 1A

Once you have signed into the Swann Security app, if your Swann Security account has no devices associated with it, simply tap the Pair Device button to pair the SwannBuddy.
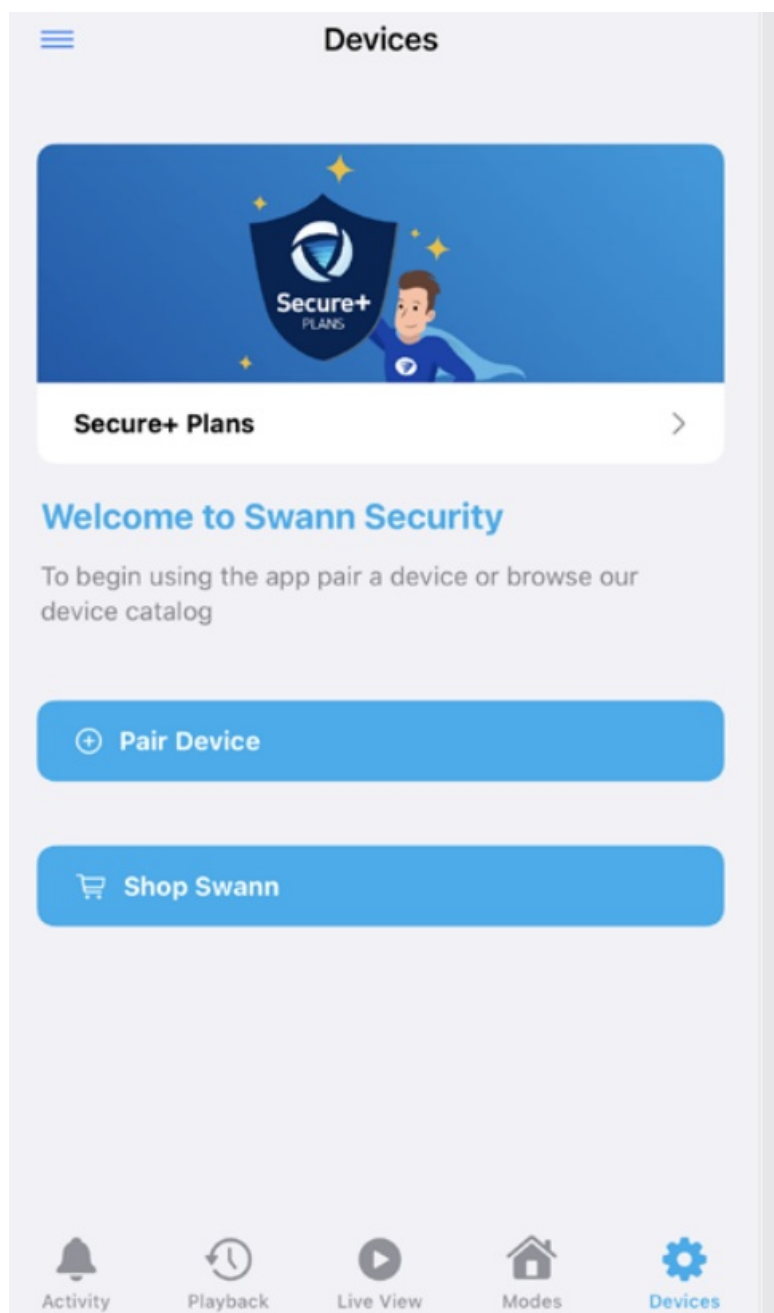
Step 1B

If the SwannBuddy is an additional device you're adding to your Swann Security account, tap the app menu ≡ icon in the top left and select Pair Device.

Step 2

Review the "Let's Get Started" tasks displayed on the screen and complete them as necessary.
When you're ready, tap the Start button.
Note: If the app prompts for permission to access the "Local Network", make sure to enable this setting on your phone. For more information, refer to the Troubleshooting section on.

Step 3

Scan the QR code located on the back of the SwannBuddy with your phone.
Note: If your phone is unable to scan the QR code, tap Manual Entry at the top right, choose "SwannBuddy Video Doorbell" from the product menu, and type in the device ID (consisting of 12 alphanumeric characters) located beside the QR code.

Step 4

To ensure the successful pairing of the SwannBuddy, review the "Let's Get Connected" tasks displayed on the screen and complete them as necessary.
When you're ready, tap the Next button.

SwannBuddy 4K Video Doorbell

Let's Get Connected

Please address the following:

- Your device has been charged and powered on

- Your device is within Wi-Fi range

- You know your Wi-Fi network name and password

- If your Wi-Fi router is dual-band, please ensure you connect the 2.4GHz network.

Next

Step 5

The app will detect the Wi-Fi network your phone is using and automatically enter it into the Preferred Wi-Fi box.
Note: If you have multiple Wi-Fi access points at home and wish to connect the SwannBuddy to a specific one, tap the Preferred Wi-Fi field and manually enter the Wi-Fi network name (SSID).
For optimal performance, it is recommended to select the Wi-Fi network closest to the SwannBuddy's final location.
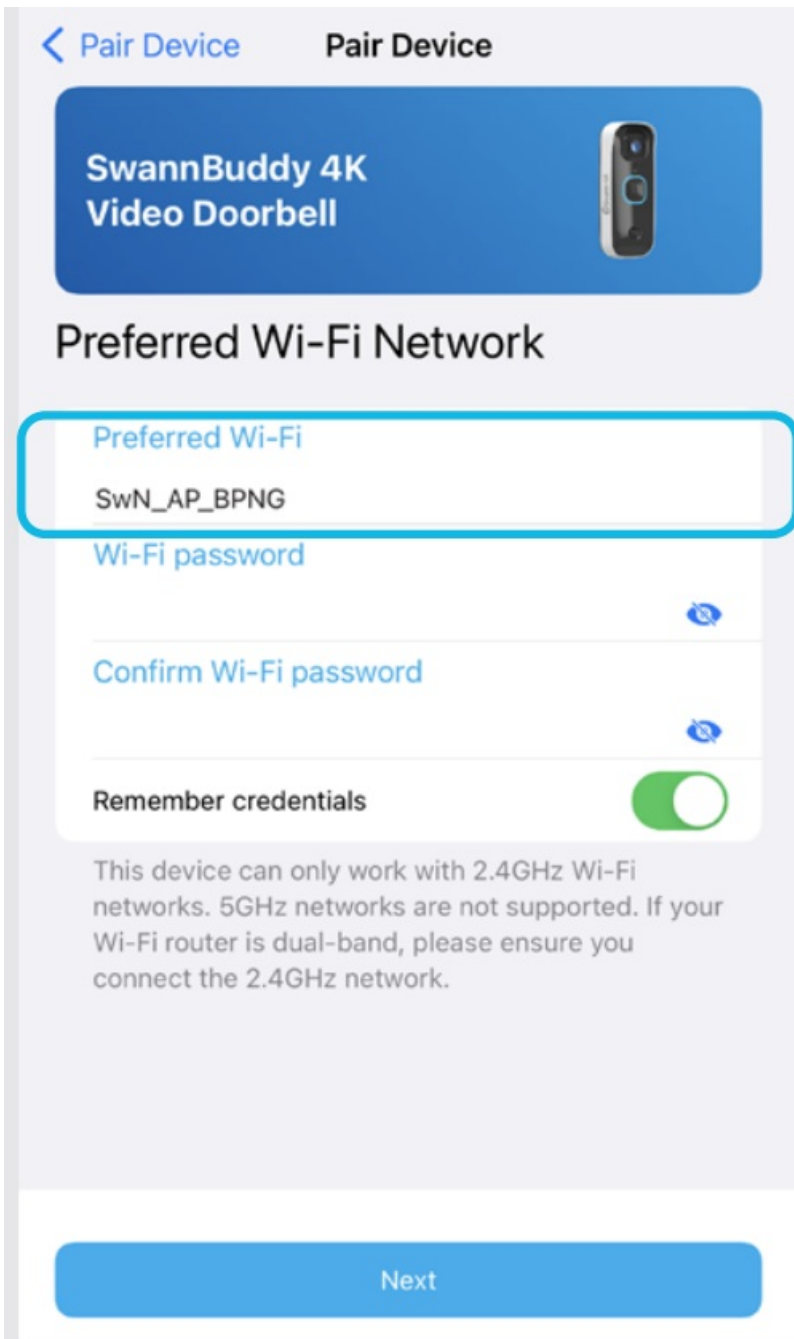
Step 6

Enter your Wi-Fi network password (it's case sensitive, so enter exactly the same as it was created or found on your router.) You can toggle 👁 to check that your Wi-Fi password has been entered correctly.
If you want the app to remember the password for this Wi-Fi network the next time you pair a Swann device, simply toggle "Remember credentials" on, Tap the Next button to continue.
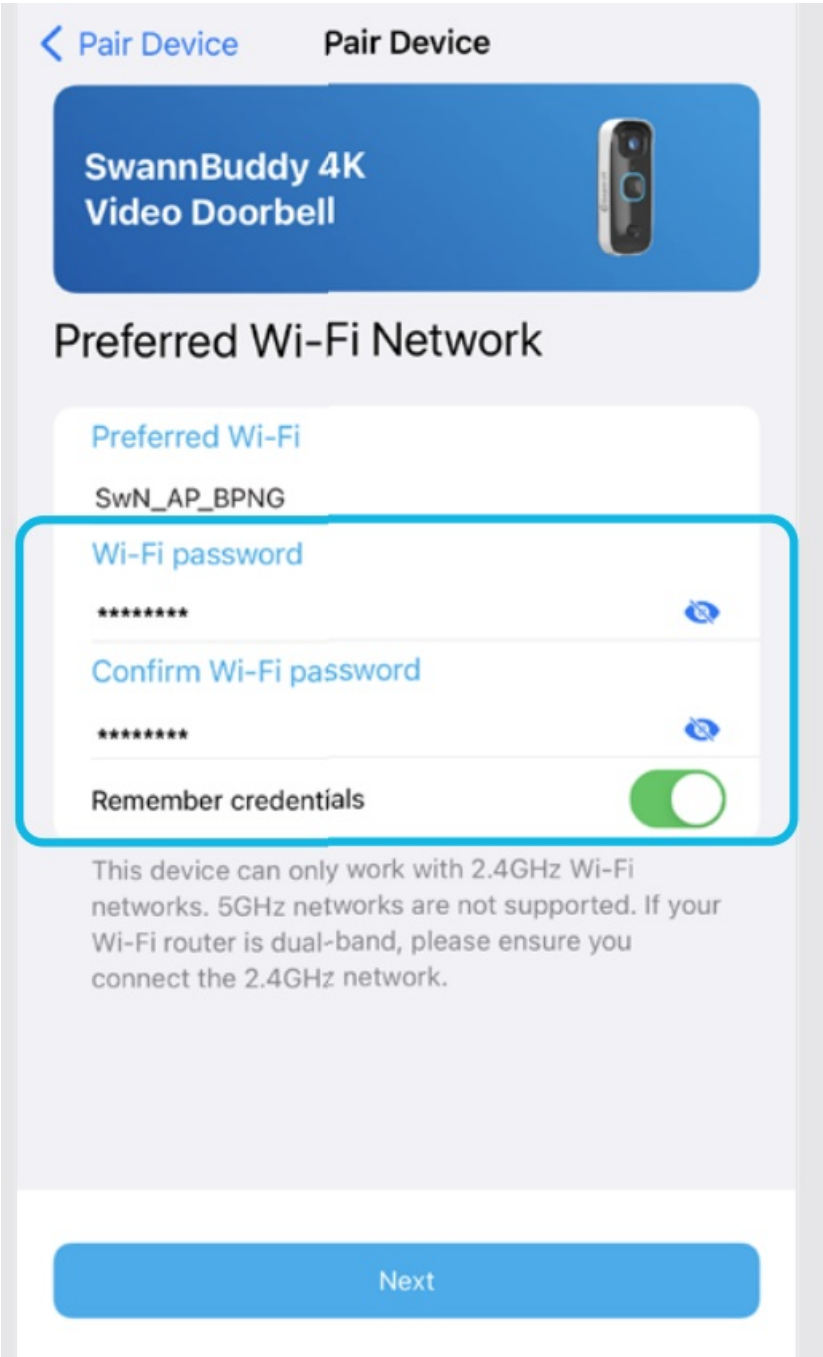
Step 7

Ensure the SwannBuddy is in pairing mode by checking the LED indicator ring on the front; it should be blinking blue slowly.

If the LED indicator is either off or blinking fast, tap 'No' and follow the onscreen instructions, which will take you through the steps to put the SwannBuddy in pairing mode.

Once you've confirmed the SwannBuddy is operating in pairing mode, tap the Yes button to continue.

Step 8

Tap the Start button > Join.
The app will automatically establish a connection to the SwannBuddy's Wi-Fi network (Swann-SWIFI-xxxxxx, where xxxxxx is the last six characters of the device MAC ID) and begin the pairing process. You will hear the SwannBuddy say "Setup is in progress".
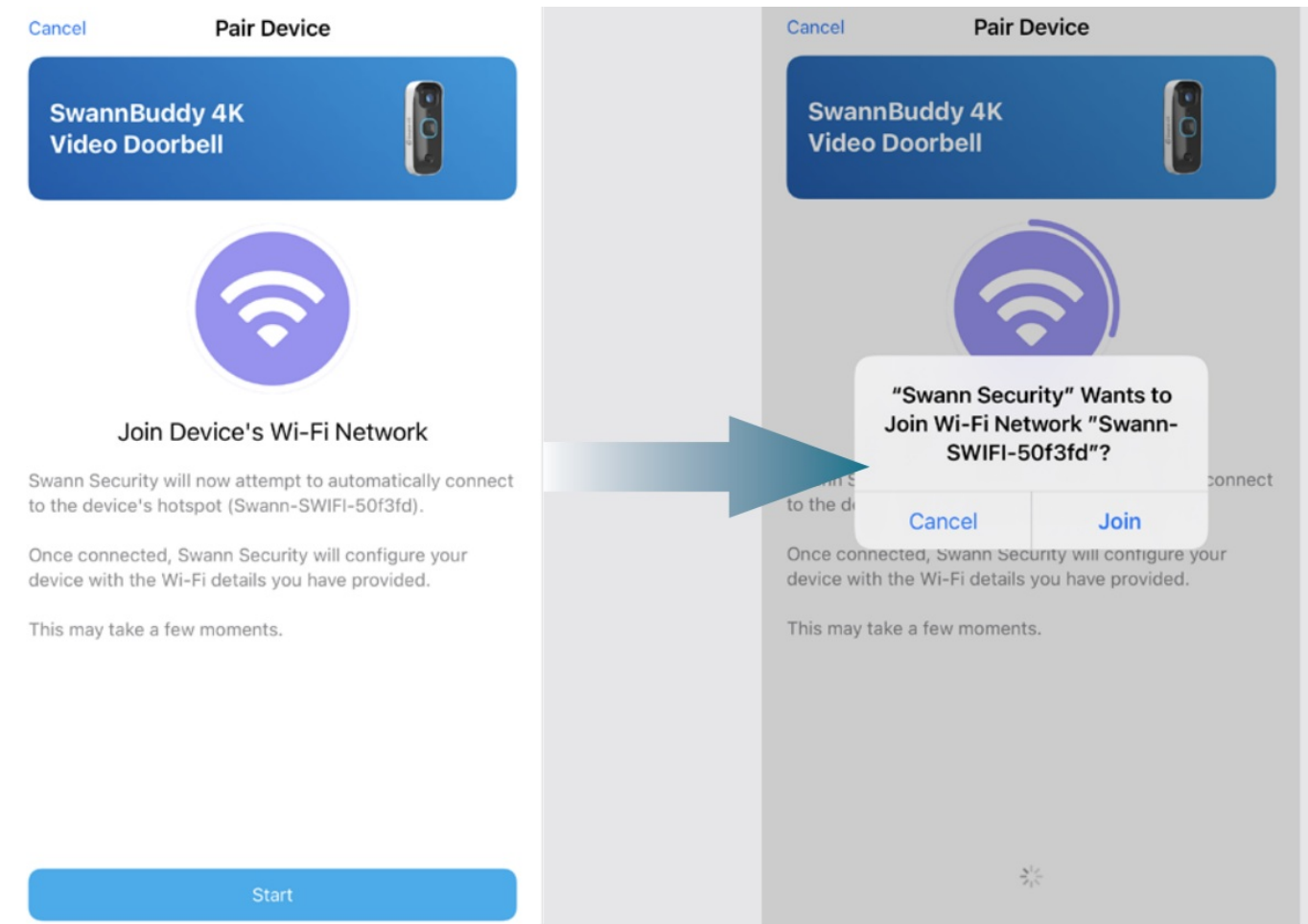
Step 9

Enter a name for the SwannBuddy when prompted. You can also choose a name from the list of common locations around the home.
Tap the Next button to continue.

Step 10

Please wait for a few moments while the SwannBuddy is being set up and linked to your Swann Security account. Once the pairing process is finished, you will hear the SwannBuddy say "Connection successful. You can use your device now." This indicates that the SwannBuddy has successfully been paired with your Swann Security account.

Pair Device

SwannBuddy 4K
Video Doorbell

Testing Connection

If the LED flashes blue quickly for more than 30 seconds, the Wi-Fi credentials may be incorrect or the device is out of Wi-Fi range.

This may take a few moments.

Step 11

Congratulations! The SwannBuddy is now ready to use.
Tap the Done button. The Live View tab is displayed where you can watch live video.

Pair Device

SwannBuddy 4K Video Doorbell

Congratulations

You have successfully linked your device to your account. Depending on the internet connection, it may take a few more moments for your device to finish initializing and be ready for Live View.

You can check the status of your paired device via the Devices tab in the app.

You can change your device name and other settings at any time via the Devices tab.

Done

💡 Download the Swann Security app manual for iOS via the App Menu ☰ > User Manual to learn more about using the Swann Security app to watch live video, playback recordings, configure camera settings including motion detection sensitivity, and more.
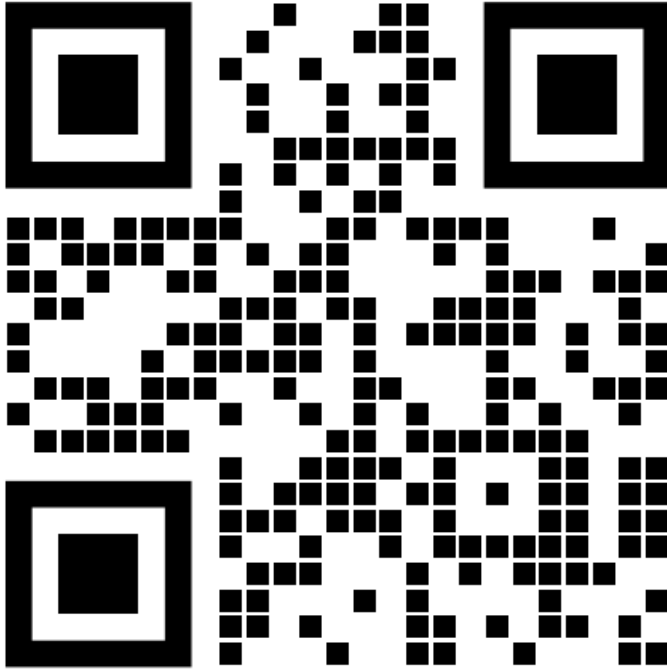
TROUBLESHOOTING

If you're having trouble pairing the SwannBuddy with the Swann Security app, here are some tips that may help you fix the issue.

Note: Screenshot shown is for reference only and may vary depending on device.

Turning on "Local Network" access setting

Solution

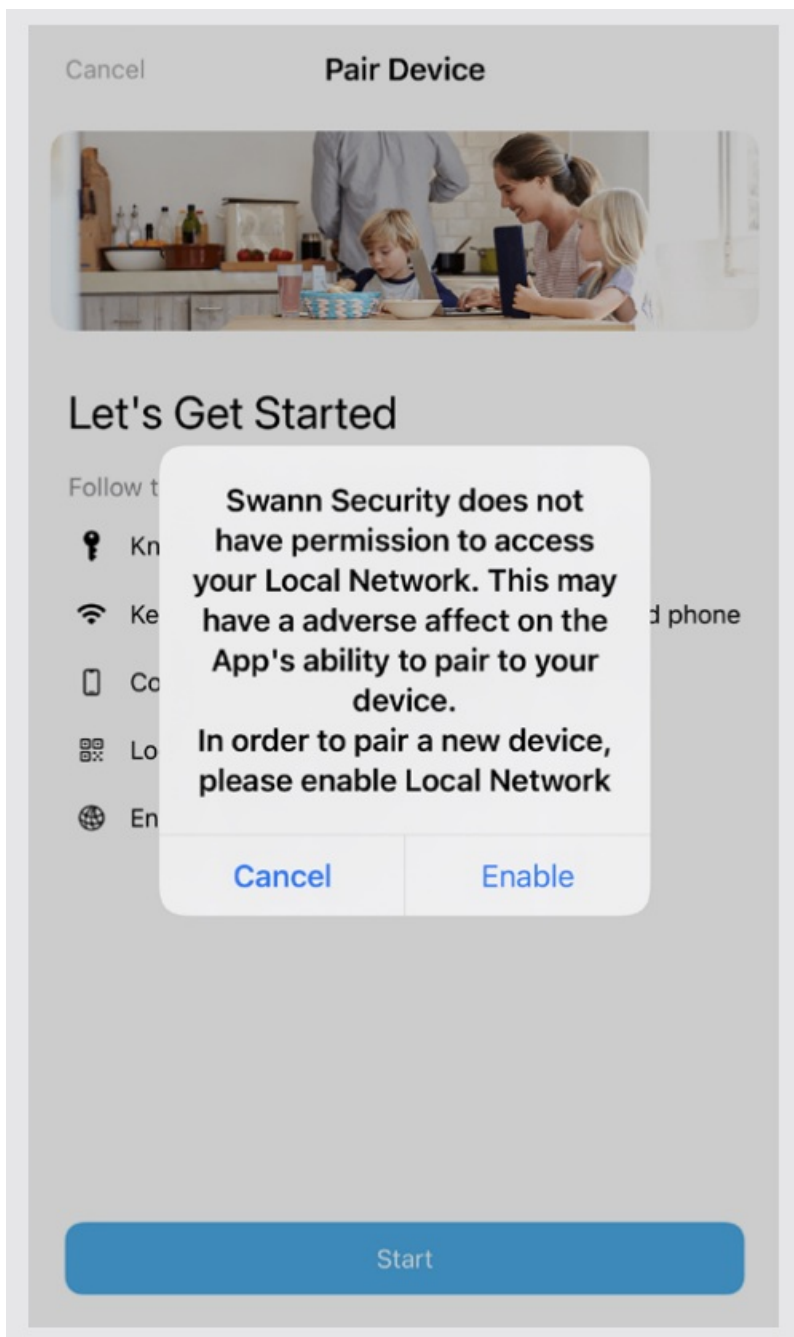- If your iPhone or iPad is running iOS 14 or later, you need to ensure that the Local Network setting on your device is enabled.
  This is crucial for the Swann Security app to discover and connect with your SwannBuddy.
- Tap Enable on the popup and toggle the "Local Network" setting to ON, as shown below. Then, return to the app to continue with the device pairing process.
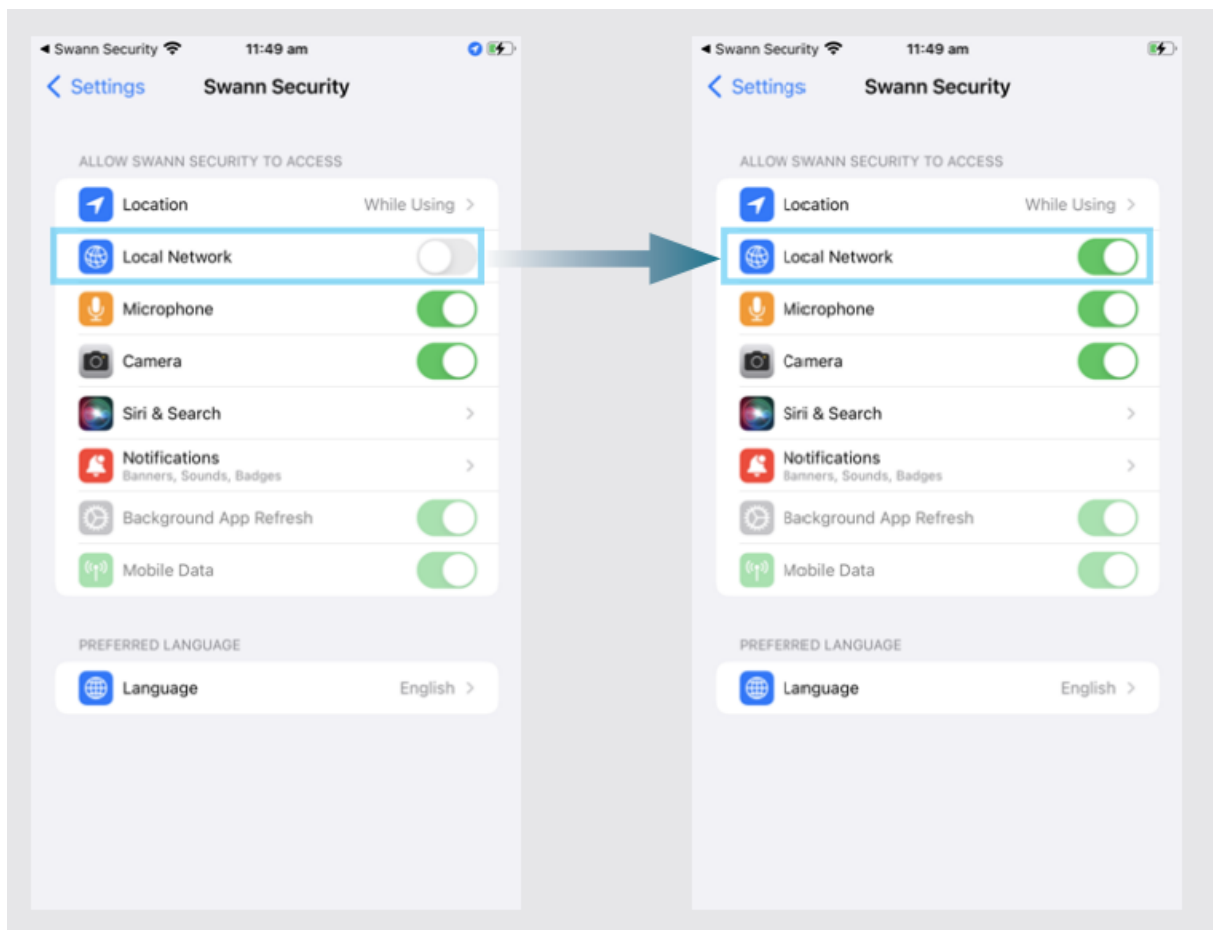
Unable to join the network Swann-SWIFI-xxxxxx
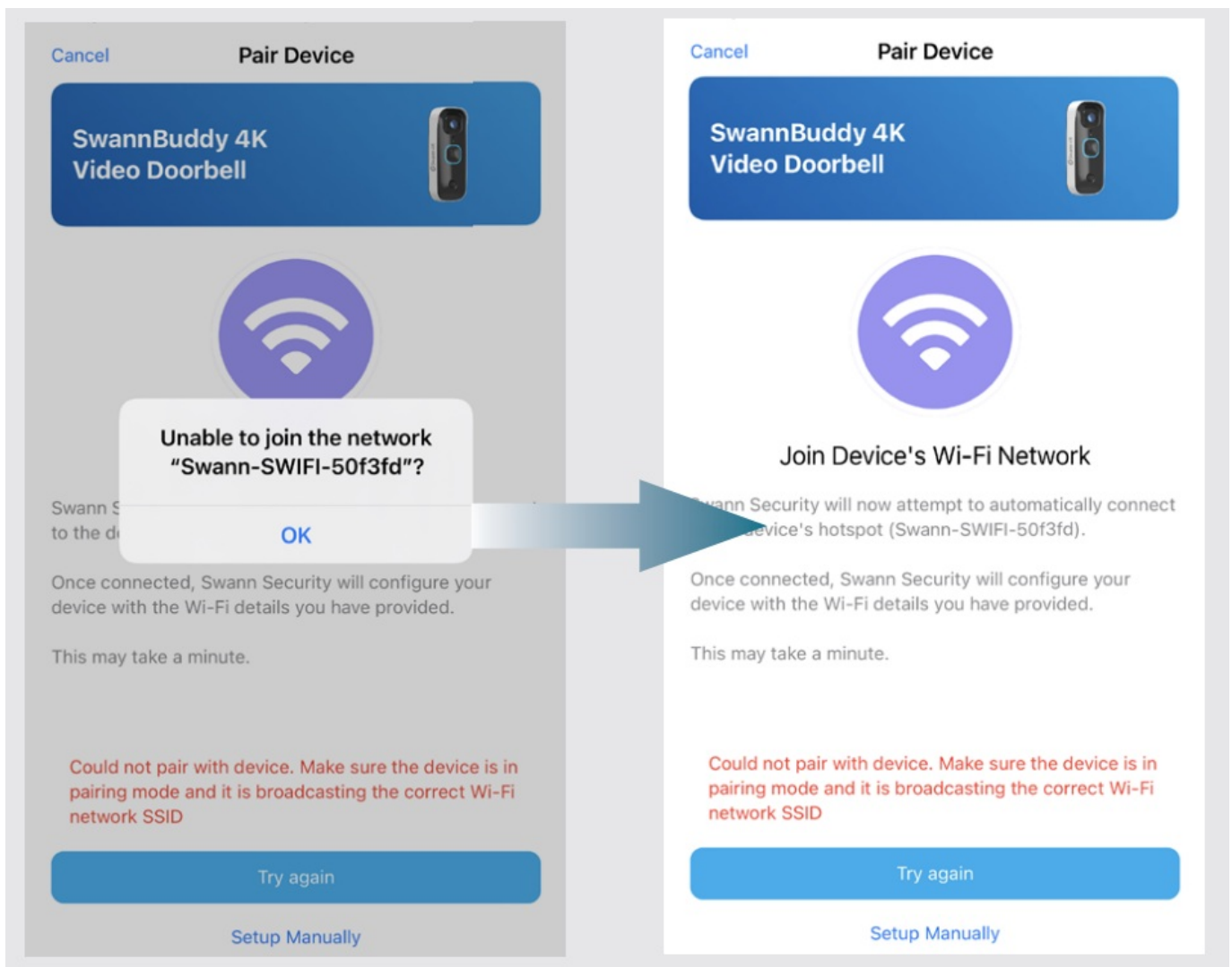
Solution

- Make sure the SwannBuddy is charged.
- Make sure the SwannBuddy is in pairing mode by checking if the LED indicator ring on the front is blinking blue slowly.
- If the SwannBuddy is not in pairing mode, press and hold the SET button (refer to the figure on the right) on the back of the SwannBuddy for 6 seconds. After a few moments, you will see the LED indicator ring blinking blue slowly, and hear the SwannBuddy say "Ready for pairing" indicating that it is in pairing mode. Return to the app and tap the "Try again" button to attempt pairing again.
- In some cases, phone network or security policies may prevent the Swann Security app from automatically connecting to the SwannBuddy's Wi-Fi network. To resolve this issue, you will need to perform a manual connection to the device. Simply tap "Setup Manually" at the bottom and follow the on-screen instructions.
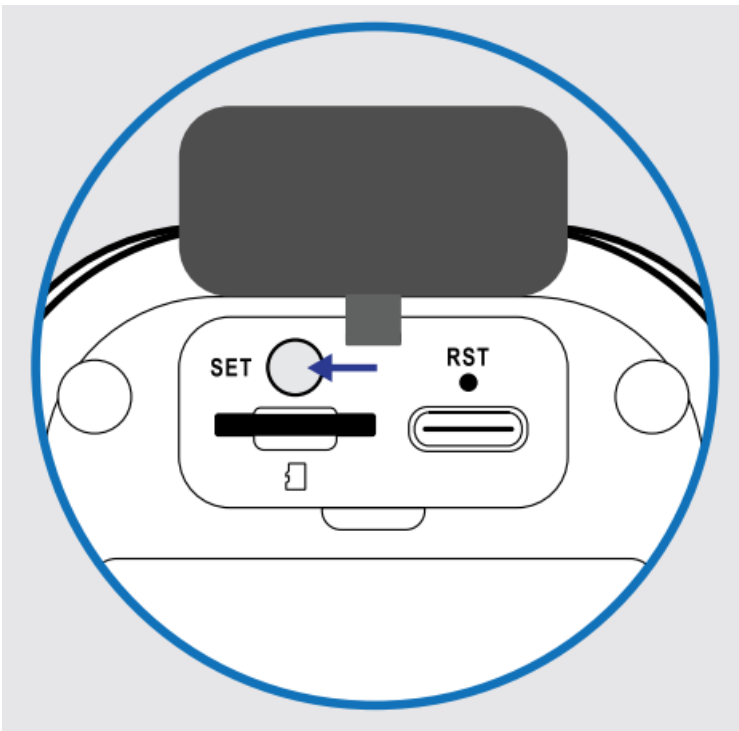
Failed to establish initial connection

Connection Failed

SwannBuddy 4K
Video Doorbell

Failed to establish initial connection

Please ensure

⚡ Your device is powered on

🌐 The network you are connecting your device to has access to the internet

🔑 That the network and credentials are correct

Dismiss

Solution

- Make sure the Wi-Fi network that you want the SwannBuddy to join is not an unencrypted (open) network or 5GHz band network.
- If your Wi-Fi router broadcasts separate 2.4GHz and 5GHz networks, make sure to choose the 2.4GHz network for the SwannBuddy. If your router broadcasts the 5GHz network only, contact your Internet Service Provider for information about your router and how to switch it to dual-band (2.4GHz/5GHz).
- The Wi-Fi connection may not be stable during pairing. Make sure the SwannBuddy is within range of your Wi-Fi router. Try moving the SwannBuddy closer to your WI-Fi router or using a Wi-Fi range extender to improve the Wi-Fi coverage throughout your home.
- The Wi-Fi network password is case sensitive, so make sure lowercase, uppercase and special characters have been accounted for when entering the password during the pairing process (see Step 6). Double-check

that you've entered the correct password by toggling the 👁 icon on the screen to show the password.

- Check whether your Wi-Fi router is using MAC filtering. MAC filtering provides an extra level of security by ensuring that no unknown devices can connect to your Wi-Fi network without prior authorization. If you cannot disable MAC filtering, you will need to add the SwannBuddy's MAC address to the router's white-list of allowed devices. You can find the SwannBuddy's MAC address printed on the back of the device.
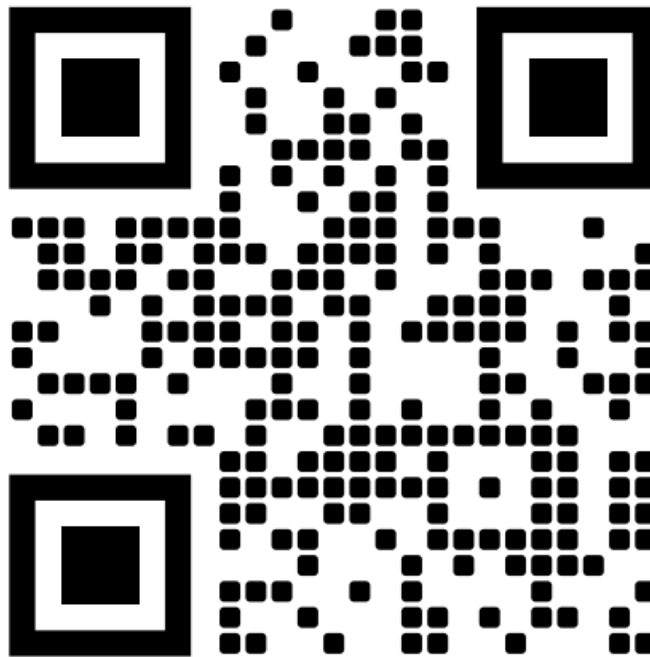
Customer Support

SCAN QR CODE FOR:
FAQs & Help Articles
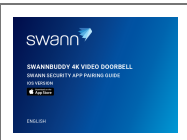— Manuals, Guides & Videos
— Technical Support
— Community Forums

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and complete at the time of publication, no liability is assumed for any errors and omissions that may have occurred.
For the latest version of this guide, please visit: **support.swann.com**

Documents / Resources

 swann Security App Pairing [pdf] User Guide
Security App Pairing, Security App Pairing, App Pairing

References

- [**User Manual**](#)