



XTREEM 4K WIRE-FREE SECURITY CAMERA

SWANN SECURITY APP PAIRING GUIDE

IOS VERSION

ENGLISH

GETTING STARTED

Before pairing your Xtream 4K Wire-Free Security Camera with the Swann Security app, check the following:

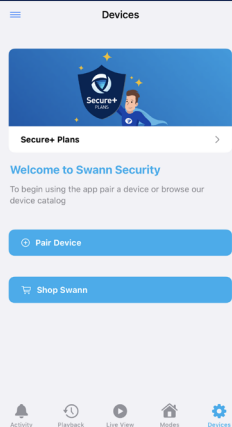
- » Your camera is charged. If you need information on how to charge the camera, refer to the quick start guide that came with it. The quick start guide can also be downloaded from support.swann.com.
- » Your phone is connected to a 2.4GHz Wi-Fi network. 5 GHz networks are not compatible with the camera.
- » 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 YOUR CAMERA

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

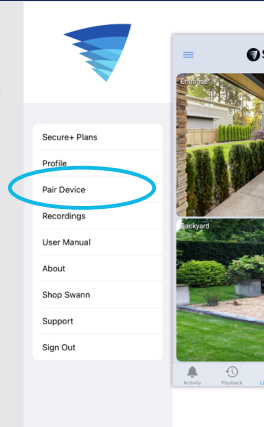
Step 1A

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 your first Swann device.



Step 1B

If the camera 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**.

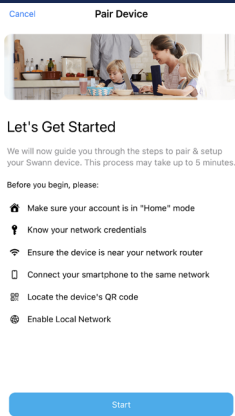


Step 2

Review the **"Let's Get Started"** tasks displayed on the screen and complete them as necessary.

When you're ready, tap the **Start** button.

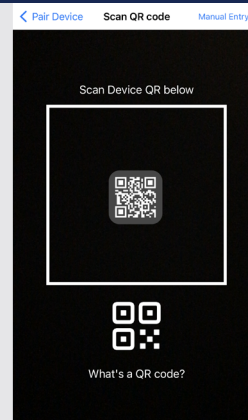
Note: If the app prompts for permission to access the **"Local Network"**, make sure to enable this setting on your phone. For more information, refer to the **Troubleshooting** section on page 6.



Step 3

Scan the QR code located on the bottom of the camera with your phone.

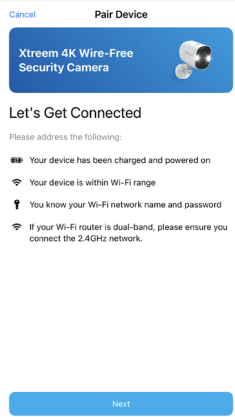
Note: If your phone is unable to scan the QR code, tap **Manual Entry** at the top right, choose **"Xtream 4K Wire-Free Security Camera"** from the product menu, and type in the device ID (consisting of 12 alphanumeric characters) located beside the QR code.



Step 4

To ensure the successful pairing of the camera, review the **"Let's Get Connected"** tasks displayed on the screen and complete them as necessary.

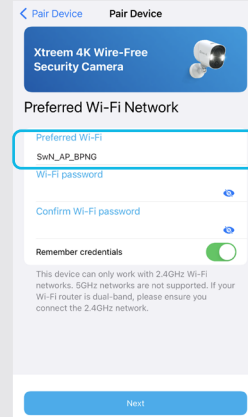
When you're ready, tap the **Next** button.



Step 5

The app will automatically detect the Wi-Fi network your phone is currently using and enter it into the **Preferred Wi-Fi** field.

Note: If you have multiple home Wi-Fi networks and would like to connect the camera to a different Wi-Fi network, tap the **Preferred Wi-Fi** field and manually enter the Wi-Fi network name (SSID). It is recommended to use the Wi-Fi network closest to the camera's final location for optimal performance.



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 ensure that your Wi-Fi password has been entered correctly.

If you enable the "Remember credentials" toggle, the app will remember the password for this Wi-Fi network the next time a Swann device is paired.

Tap the **Next** button to continue.

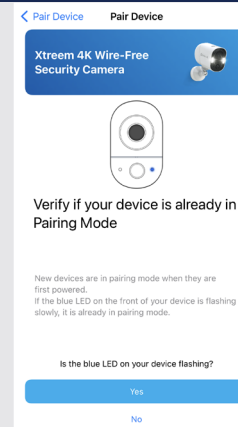


Step 7

Ensure the camera is in pairing mode by checking the LED indicator on the front of the camera. It should be blinking blue slowly.

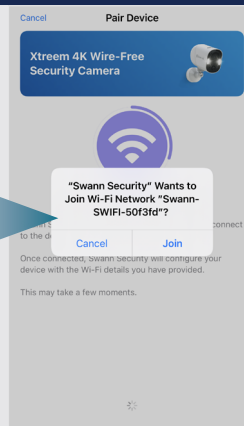
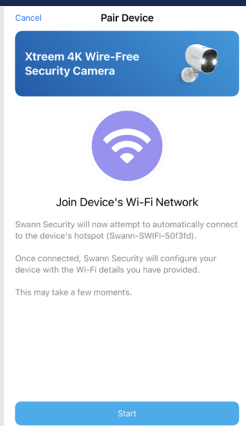
If the LED indicator is off or blinking fast, tap the **No** button and follow the on-screen instructions which will show you how to put the camera in pairing mode.

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



Step 8

Tap the **Start** button > **Join**. The app will now automatically connect to the camera'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 camera say "Setup is in progress".



Step 9

Enter a name for the camera when prompted. You can also choose a name from the list of common locations around the home.

Tap the **Next** button to continue.

Cancel Pair Device

Xtream 4K Wire-Free Security Camera

Give your device a helpful name, for example, describing the location it's installed at

Driveway

Some recommendations

Front Door

Back Door

Garage

Living Room

Driveway

Porch

Next

Step 10

Please wait for a few moments while the camera is being set up and linked to your Swann Security account.

Once the pairing process is finished, you will hear the camera say "**Connection successful. You can use your device now.**" This indicates that the camera has successfully been paired with your Swann Security account.

Pair Device

Xtream 4K Wire-Free Security Camera

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 camera is now ready to use.

Tap the **Done** button. The Live View tab is displayed where you can watch live video.

Pair Device

Xtream 4K Wire-Free Security Camera

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 various camera settings including motion detection sensitivity, modes, and more.

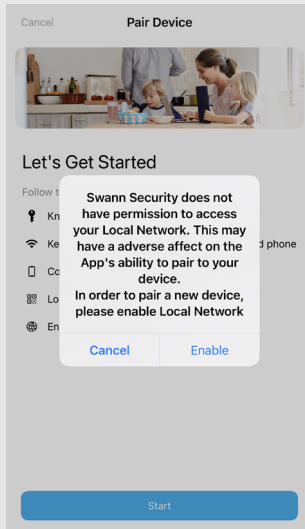


TROUBLESHOOTING

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

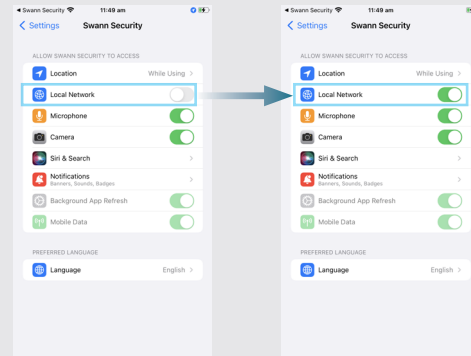
Note: Screenshots shown are for illustration purposes only and may be subject to change as improvements are made to the app.

Turning on "Local Network" access setting



Solution

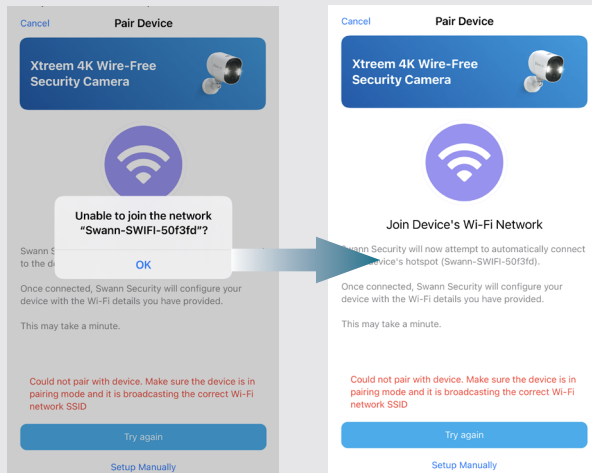
- If your iPhone or iPad is running iOS 14 or later, you need to ensure that the **Local Network** setting on your device is enabled. This is crucial for the Swann Security app to discover and connect with your camera.
- Tap **Enable** on the popup and toggle the "**Local Network**" setting to **ON**,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



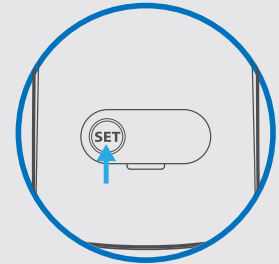
TROUBLESHOOTING

Unable to join the network Swann-SWIFI-xxxxxx

Solution

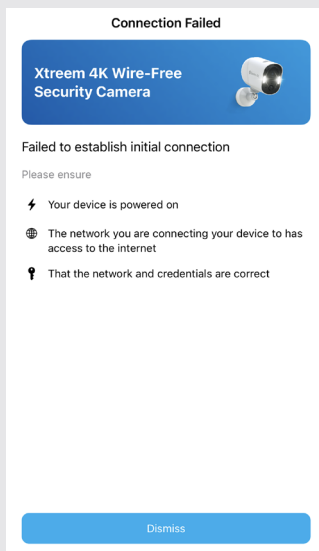


- Make sure the camera is charged.
- Make sure the camera is in pairing mode by checking if the LED indicator on the front of the camera is blinking blue slowly.
- If the camera is not in pairing mode, press and hold the **SET** button (refer to the figure on the right) on the top of the camera for 6 seconds. After a few moments, you will see the LED indicator blinking blue slowly, and you will hear the camera 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 camera'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.



TROUBLESHOOTING

Failed to establish initial connection



Solution

- Make sure the Wi-Fi network that you want the camera 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 camera. 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 camera is within range of your Wi-Fi router. Try moving the camera closer to your Wi-Fi router or use 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 camera's MAC address to the router's white-list of allowed devices. You can find the camera's MAC address printed on the bottom of the device.



SCAN QR CODE FOR:

- FAQs & Help Articles
- Manuals, Guides & Videos
- Technical Support
- Community Forums

The content in this guide is for information purposes only and is subject to change without notice. While every effort is made to ensure that this guide is accurate 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

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4KXTRMIOSPAIR-VER1

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