swann
security you can trust

4K MR+

MaxRanger4K
Solar Security Kit

INSTRUCTION MANUAL

Contents

Contents

Important Information

This instruction manual was created to cover the use, operation and features of a broad number of Swann CCTV systems. Some features and configuration options shown in this manual aren't available on all models and may only be accessed on specific models. If information is required on specific features not called out on the product web page or packaging, please contact our Swann helpdesk in your region for further information.

Every effort has been made to ensure that the information in this manual is accurate. Because of our on-going efforts to constantly improve our products, additional features and functions may have been added since that time. Swann is not responsible for printing or clerical errors.

Battery Safety Information

WARNING! THIS PRODUCT CONTAINS A COIN CELL BATTERY

- If swallowed, a lithium coin cell battery can cause severe or fatal injuries within 2 hours

- The battery is hazardous if swallowed, keep out of reach of children

- If you think the battery may have been swallowed or placed inside any part of the body, seek immediate medical attention

Important Password Information

This Power Hub does not have a default password. A password is created during the Startup Wizard. If password protection has been enabled and you have forgotten your password, your Power Hub's MAC address can be used to create a new password (see page 6 - Password Reset). You can also access your Power Hub's current password using the Swann Security app (see page 7 - Password Access using Swann Security).

Warranty Information

USA

Swann Communications USA Inc.

12636 Clark Street

Santa Fe Springs CA 90670

USA

Australia

Swann Communications

Suite 5B, 706 Lorimer Street

Port Melbourne Vic 3207

Australia

United Kingdom

Swann Communications LTD.

2 Canon Harnett Court, Wolverton Mill

Milton Keynes, MK12 5NF

United Kingdom

Warranty Terms & Conditions

Swann Communications warrants this product against defects in workmanship and material for 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 labor 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 centers. 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 your 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 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 a major failure.

Password Reset
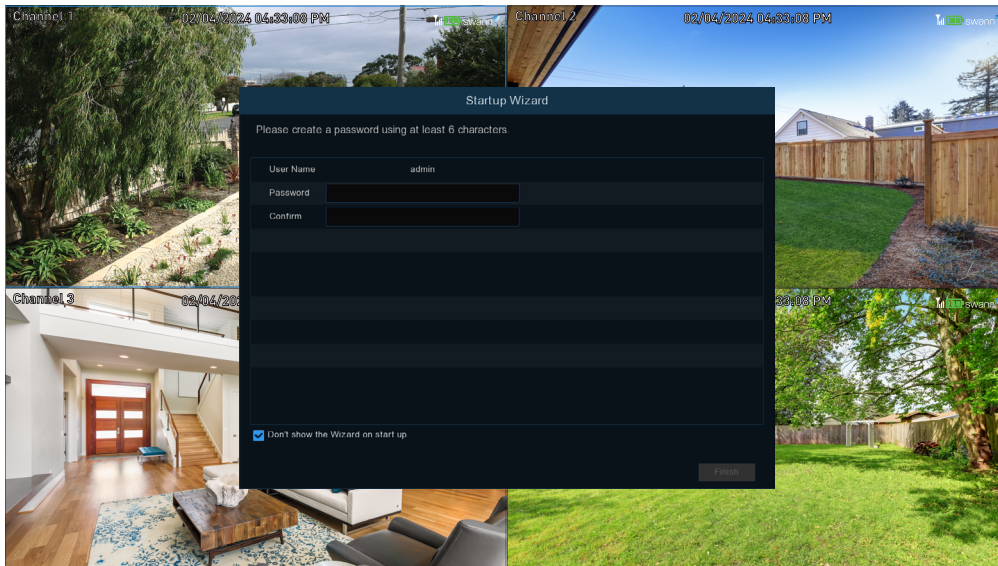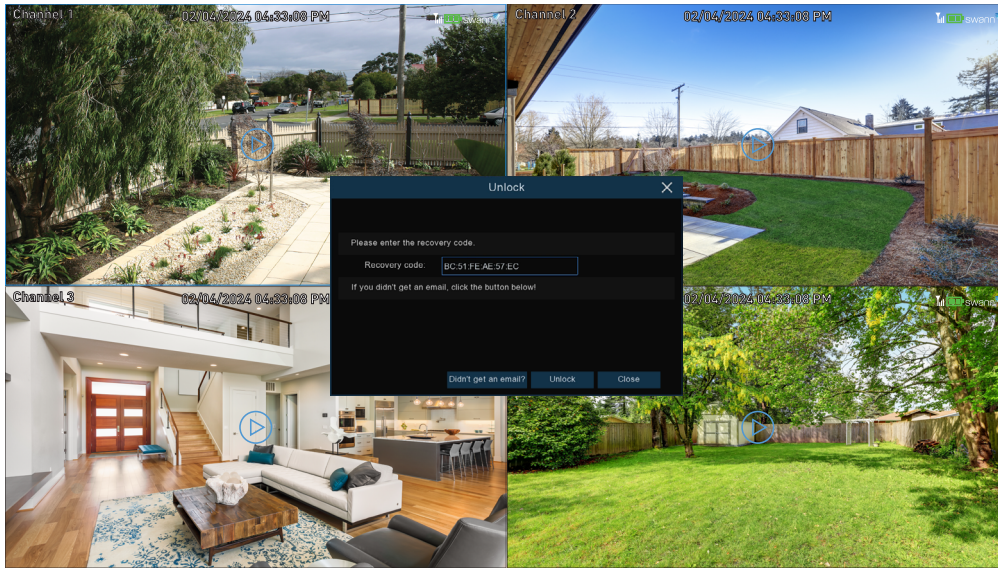
There are two methods available to reset your Power Hub's password - using the MAC address of your Power Hub sent to your email or by pressing and holding down your Power Hub's reset button. Please try the first method first -

1. Right-click the mouse on the Live View screen to display the Menu Bar, click the "Start" button (bottom left on the Menu Bar) then click "Setup".

2. At the password login screen click "Forgot Password" then click "Yes".

3. After a short moment, you will receive a password reset request email containing your Power Hub's MAC address. If it is not in your inbox, check your junk or spam folder.

4. Input the MAC address (known as the password recovery code) including the colons (see top left example) then click "Unlock".

5. A message will appear on-screen stating that your password has been reset. Click "OK" to continue.

6. Enter a new password. The password has to be a minimum of six characters and can contain a mixture of numbers and letters.

7. Write down your password for safe keeping.

8. Click "Finish" to continue, then click "OK" to close.

 Click here to watch the tutorial video.

If you haven't received a password reset email, you can factory reset your Power Hub using the reset button. Keep in mind, this will erase all settings changes and saved events for security reasons. For more details, refer to page 8 - Restoring your Power Hub).

Password Access using Swann Security
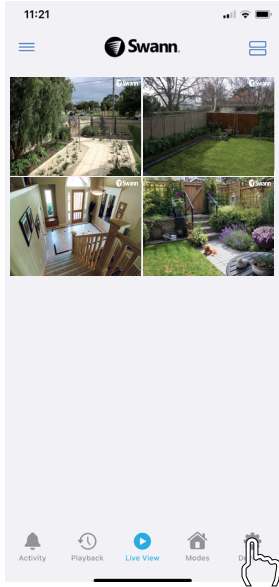
You can find your Power Hub's password associated with your Swann Security account using the Swann Security app on your Android or iOS device (iOS screenshots shown).

1. In Live View mode tap the Devices button (cog icon).
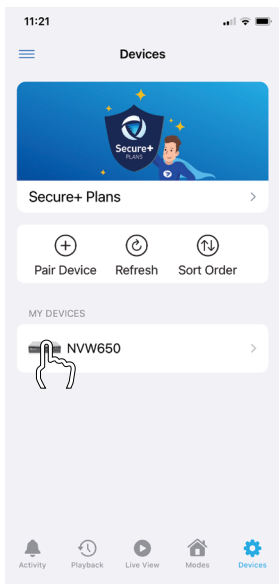
2. Tap your device (if you have multiple devices, tap the particular device to access the password).
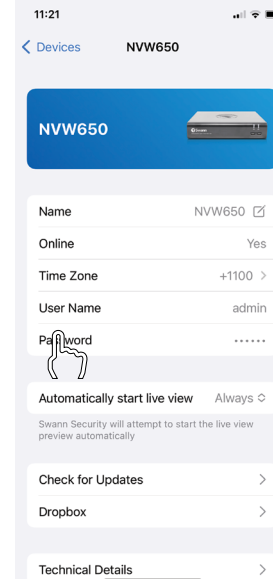
3. Tap the Password field. This will trigger a security challenge on your mobile device. Depending on your device, you'll be prompted to use your device's biometrics, or to enter your Swann Security account password.

Your Power Hub's password will be displayed.

Click here to watch the tutorial video.

Restoring your Power Hub

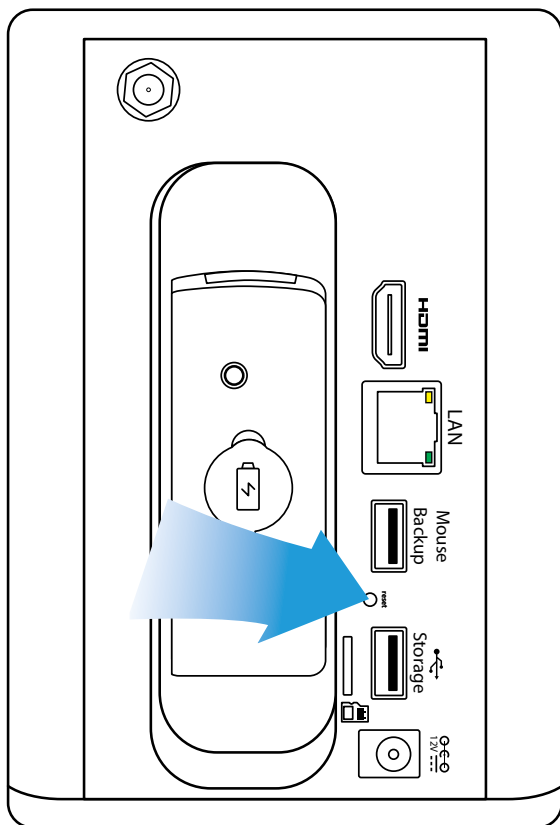**Warning:** For security and privacy reasons to stop malicious access, restoring your Power Hub will reset all saved changes to the settings available, **and** the storage device will be formatted as well, removing any saved events.

1. Using a paper-clip or pin, carefully insert this into the port marked "reset". Press and hold until you hear four beeps, then release.

2. After a short moment, a message will appear on-screen, and your Power Hub will reboot. After booting, the Startup Wizard will appear on-screen. Follow the instructions in the red-colored quick start guide included with your Power Hub to complete.

3. After completing the Startup Wizard, you're now ready to pair each camera to your Power Hub (see page 9 - Camera Pairing).

Camera Pairing

Press the Pair button to commence pairing.

02/04/2024 12:00:41 PM

Notice

CH1 is pairing...

170s

Press and hold the pairing button on the camera for 5 seconds, the Camera's IR LEDs will flash slowly to indicate it is in pairing mode.

Close

02/04/2024 12:02:27 PM
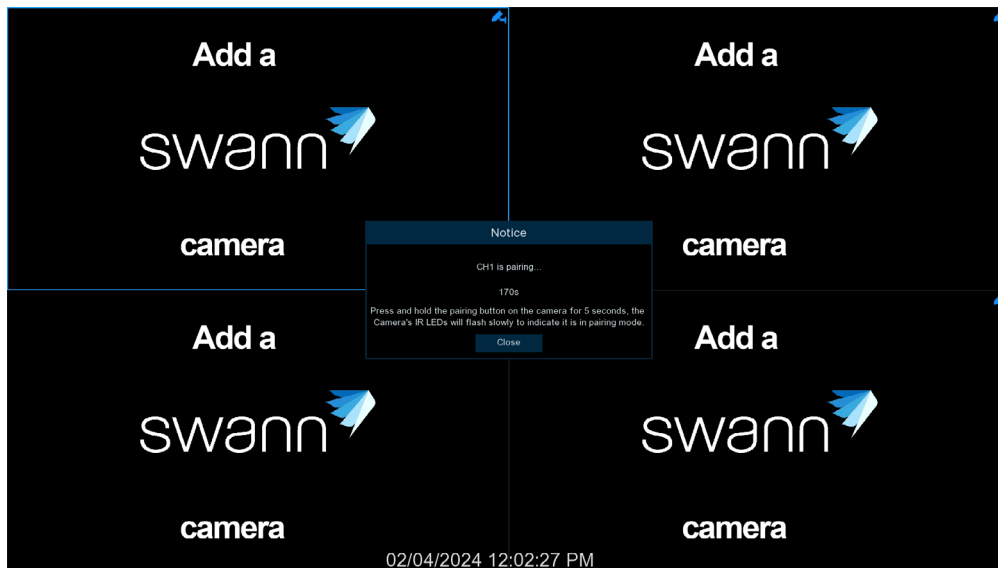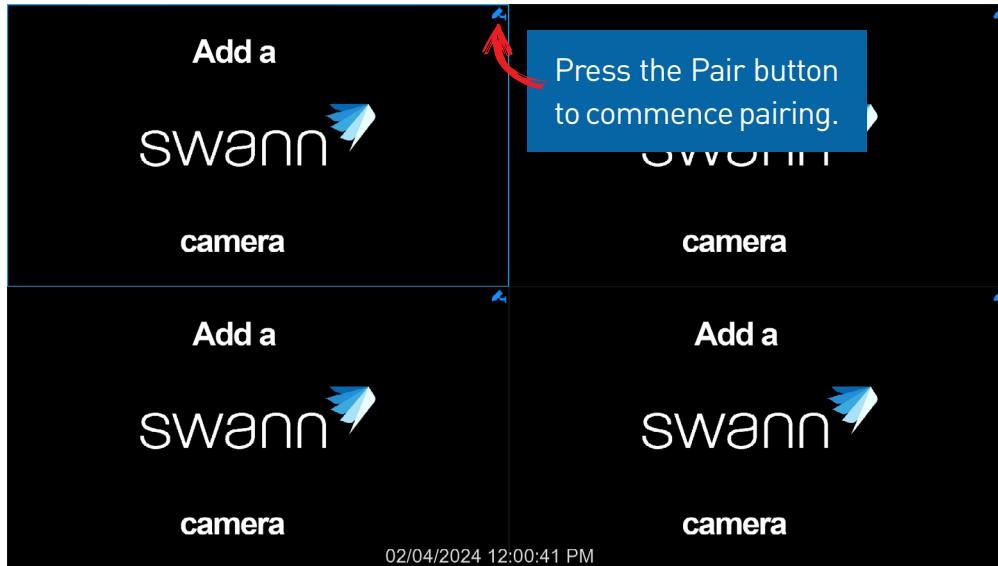
After restoring your Power Hub, all cameras previously paired will need to be repaired.

1. In Live View mode, click a channel you want to pair the camera to.

2. Press the blue Pair button to commence pairing. A message will appear stating that you need to press the pair button on the camera (as shown on the bottom left).

3. Remove the cap covering the pair button. Press and hold the pair button for 3 seconds, then release. The pairing will commence, and the camera's IR LEDs will start flashing.

4. After a short moment, the camera will pair, and you will see the camera's image on-screen. If the camera fails to pair, repeat the above instructions, and try again.

5. Pair the other cameras to each channel available.

Live View

Live View is the default display mode for your Power Hub. Each camera connected will be displayed on-screen. You can check the status or operation of your Power Hub and cameras using the icons and Menu Bar on the Live View screen. Right-click the mouse to access the Menu Bar.
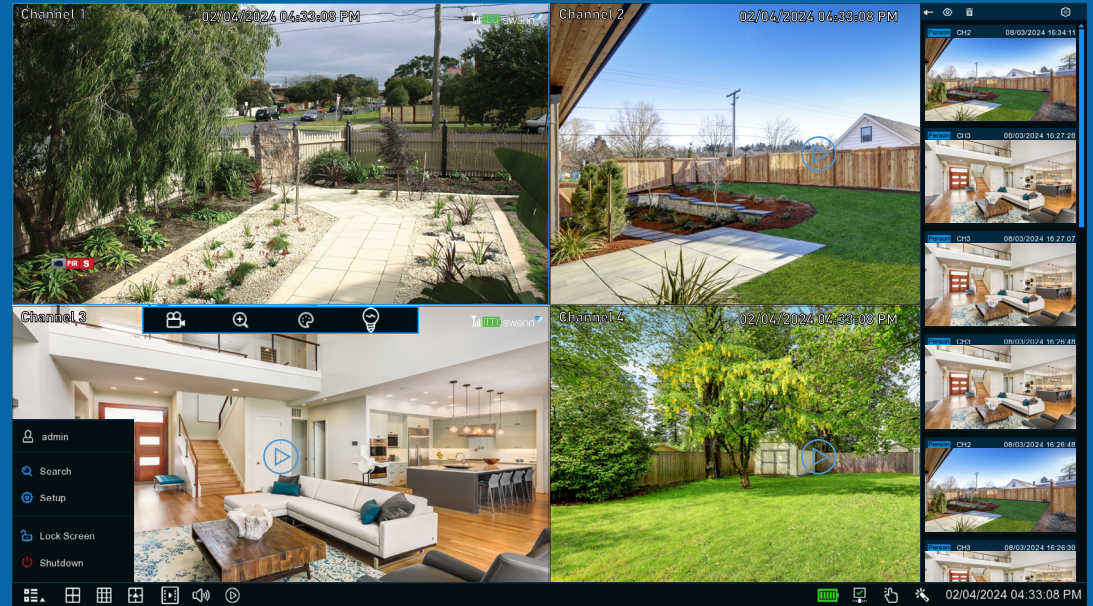
Live View Mode

Live View mode is the default display for your Power Hub. Each camera connected will be displayed (multiple view modes available). You can check the operation of your Power Hub by using the status icons on the Live View screen. The date and time, as well as the name of each camera, are also displayed.

Camera Name

Status Icons

Camera Toolbar

Main Menu

Menu Bar

Event Notification Panel

Indicates the camera's wireless signal strength and battery level.

Click the play button to wake up the camera. Double-click the channel to view full-screen

Channel 1   02/04/2024 04:33:08 PM

Channel 2   02/04/2024 04:33:08 PM

Channel 3

Channel 4   02/04/2024 04:33:08 PM

admin

Search

Setup

Lock Screen

Shutdown

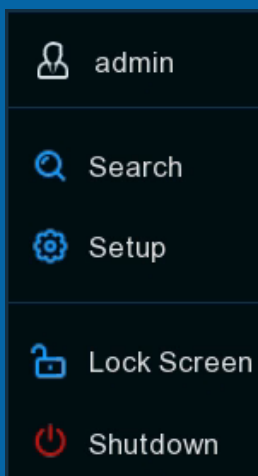1 2 3 4 5 6 7   8 9 10 11

02/04/2024 04:33:08 PM

Click and drag a live video channel to reposition it.

Right-click the mouse in Live View mode to display the Menu Bar (see page 12 for information).

The Camera Toolbar provides access to image settings, zoom and other functions (see page 12 for information).

Live View Controls

Menu Bar

1. Click to reveal additional functions available (see dialogue box below).

2. When viewing a single camera, click this to revert to four camera view.

3. Click to revert to eight camera view.

4. Click to select from one of the multi-screen viewing modes available.

5. Click to access the Search menu to play previously recorded videos.

6. Click to change the volume or to mute (click the speaker icon to mute).

7. Click to wake up all the cameras. A live view will display for 30 seconds.

8. Shows battery charge level when inserted into your Power Hub's rear.

9. Indicates that your Power Hub is connected to your home network using the supplied Ethernet cable.

10. Click to enter Manual Record mode. When enabled, this will bypass the current recording schedule. To stop recording, click the camera button on the Camera Toolbar.

11. Click this to enter the Startup Wizard.

Main Menu

Search: Click to search and play recorded videos, view snapshots, and access system log files.

Setup: Click to access the Main Menu.

Unlock: Click to unlock your Power Hub. If the Menu Timeouts function is disabled, click to lock your Power Hub to prevent access.

Shutdown: Click to shutdown, reboot, or logout of your Power Hub.

Camera Toolbar

To access the camera's toolbar, wake up the camera first, then left-click to display.

1. Click to start a manual recording (will turn red, indicating that it is recording). Click again to stop.
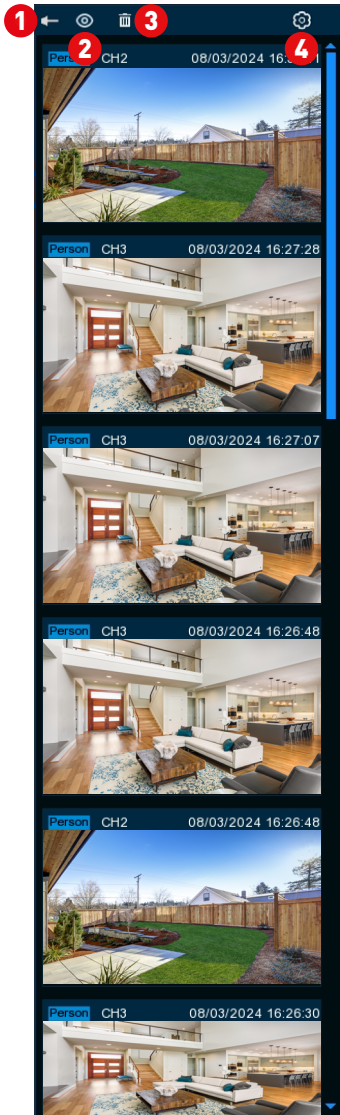
2. Click to enter Zoom mode.

3. Click to adjust image settings.

**4.** Click to enable the camera's siren and spotlight.

When viewing the camera full screen, there's an additional button (Stream Switch) to select between standard and high-definition video.

Live View Controls

The Event Notification Panel displays a thumbnail of an event that has occurred via human-sized object detection or motion detection. Events are color-coded according to the event type. Use the mouse scroll wheel to scroll up and down (place the mouse cursor over the notification panel first). Click the play button over the thumbnail to play the event.

1. Click to display the notification panel at all times.

2. Click to hide the notification panel.

3. Click to clear all notifications.

4. Click to reveal the Filter function (shown below).

Filter

- Show All Alarm
- Detection
- Vehicle
- Person

Channel
1 2 3 4 5 6 7 8
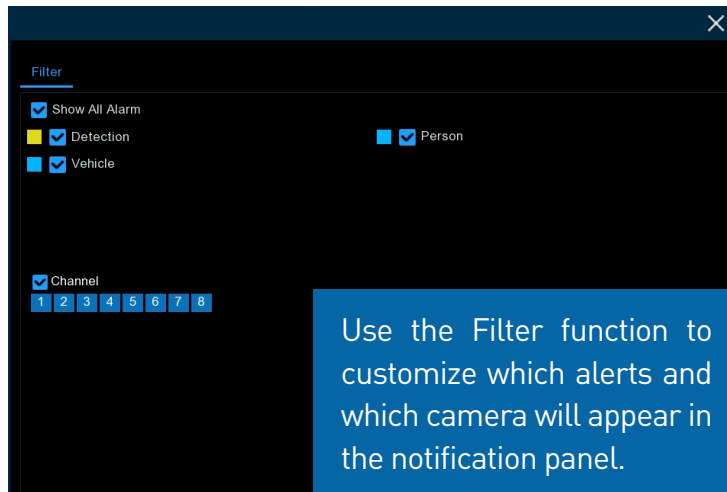
Use the Filter function to customize which alerts and which camera will appear in the notification panel.

Status Icons
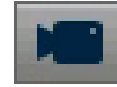
Icon	Description
(camera)	Indicates that the camera is being recorded (either manually or by motion).
(motion)	Indicates that your Power Hub is detecting motion from the camera (PIR and Motion).
PIR	Indicates that the camera has detected one or more infrared objects (see page 24).
S	Indicates that the camera has detected a human-sized object (PIR and Person).
(storage ?)	Indicates that your Power Hub fails to detect a storage device.
(storage format)	Indicates that your NVR detects a storage device, but it needs to be formatted.
(battery green)	Indicates that the camera's battery power is between 50 and 100%.
(battery yellow)	Indicates that the camera's battery power is between 20 and 50%.
(battery red)	Indicates that the camera's battery power is below 20%.

Live View Digital Zoom Mode

1. To enter Zoom mode, left-click a camera in Live View mode, then click the "Zoom" button on the Camera Toolbar (as shown on the left).

2. To zoom, move the mouse to the area or object that you want to zoom to, then use the scroll wheel on the mouse to zoom in or out. When zoomed in, click and hold the rectangle (as shown bottom right of the screen) to scroll around the image. Right-click to exit.

Use the scroll wheel to zoom in or out.

Zoom in then click and hold here to scroll around the image.

Main Menu

The Main Menu is where you control the various actions and options available on your Power Hub. Functions such as adjusting the motion detection area and changing the recording schedule. You can also enable Cloud Storage to copy 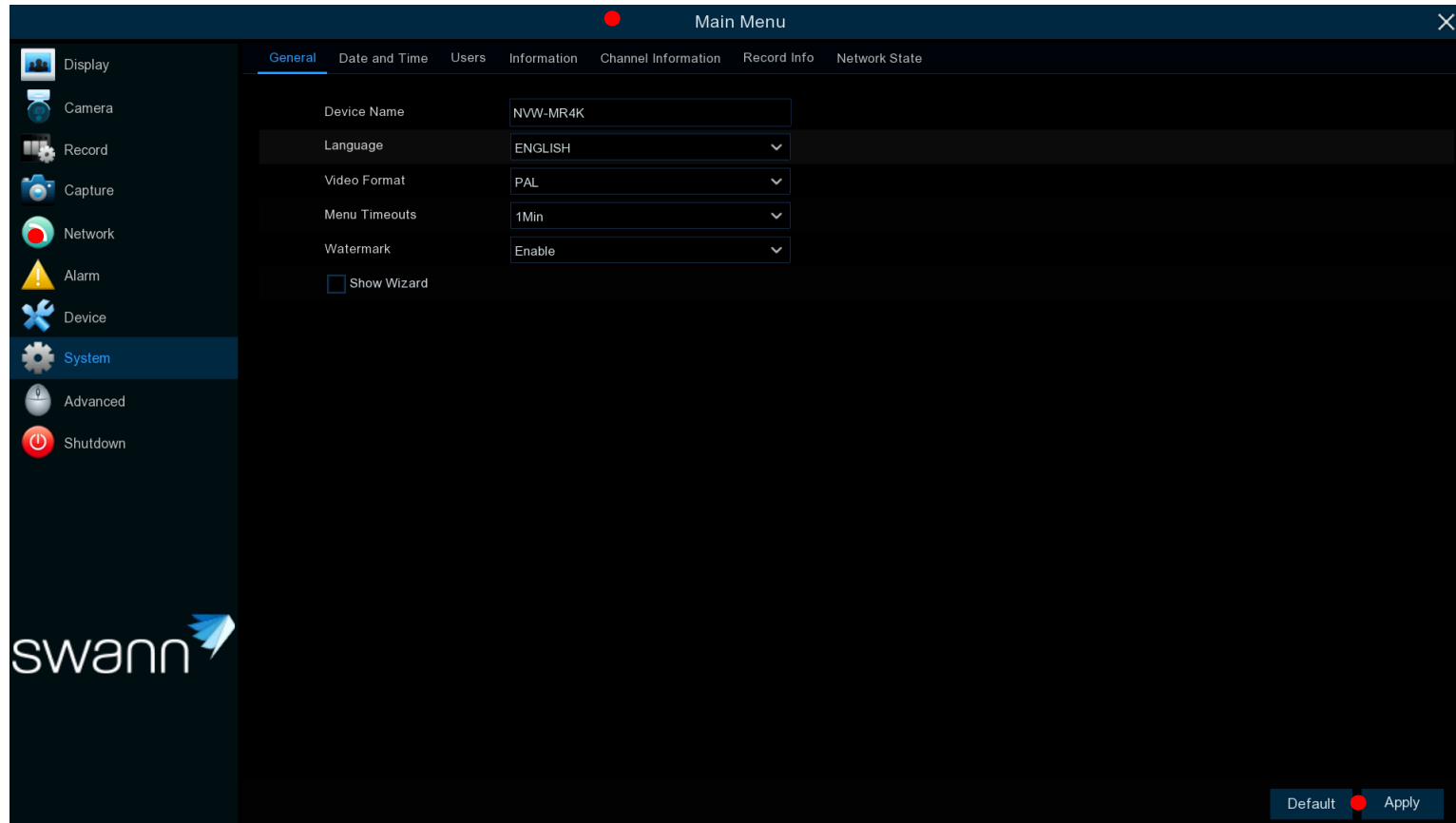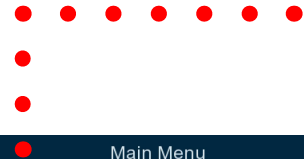snapshots and video to the cloud when events occur. To maintain system integrity, a firmware upgrade can be performed when available.
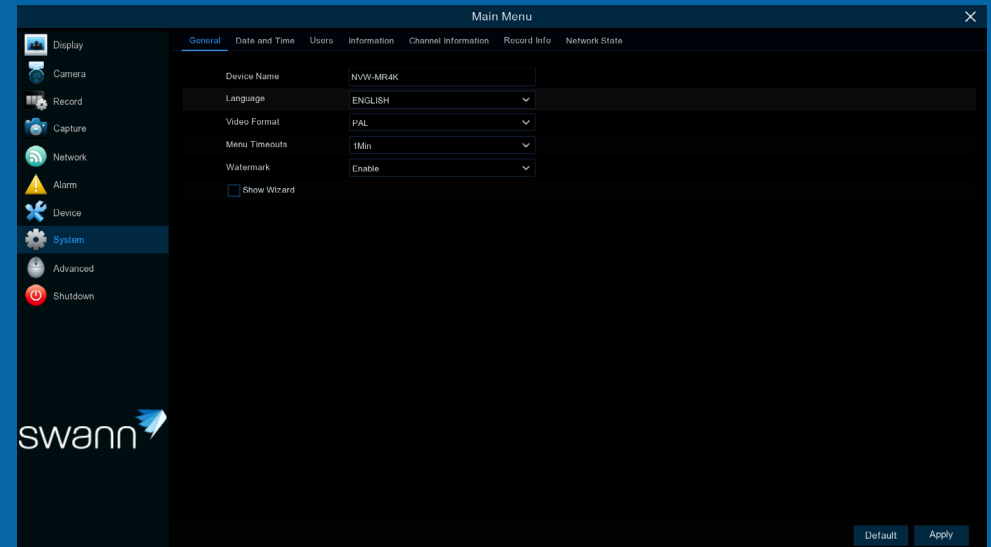
Menu Layout

The various functions and options available, are categorized on the left-hand side of the Menu.

Clicking each category will reveal several tabs or sub-categories that can be changed from their default setting.

	Main Menu	✕

General | Date and Time | Users | Information | Channel Information | Record Info | Network State

Display
Camera
Record
Capture
Network
Alarm
Device
System
Advanced
Shutdown

Device Name	NVW-MR4K
Language	ENGLISH
Video Format	PAL
Menu Timeouts	1Min
Watermark	Enable
☐ Show Wizard	

swann

Default ● Apply

To exit or access the previous menu, right-click the mouse.

Save changes that have been made or restore default settings.
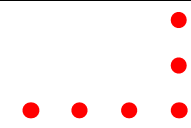
Camera Configuration

The camera configuration options are available in the Record and Alarm menus, accessible from the Main Menu. Your Power Hub has controls for detecting motion, allowing you to define specific areas to alert yo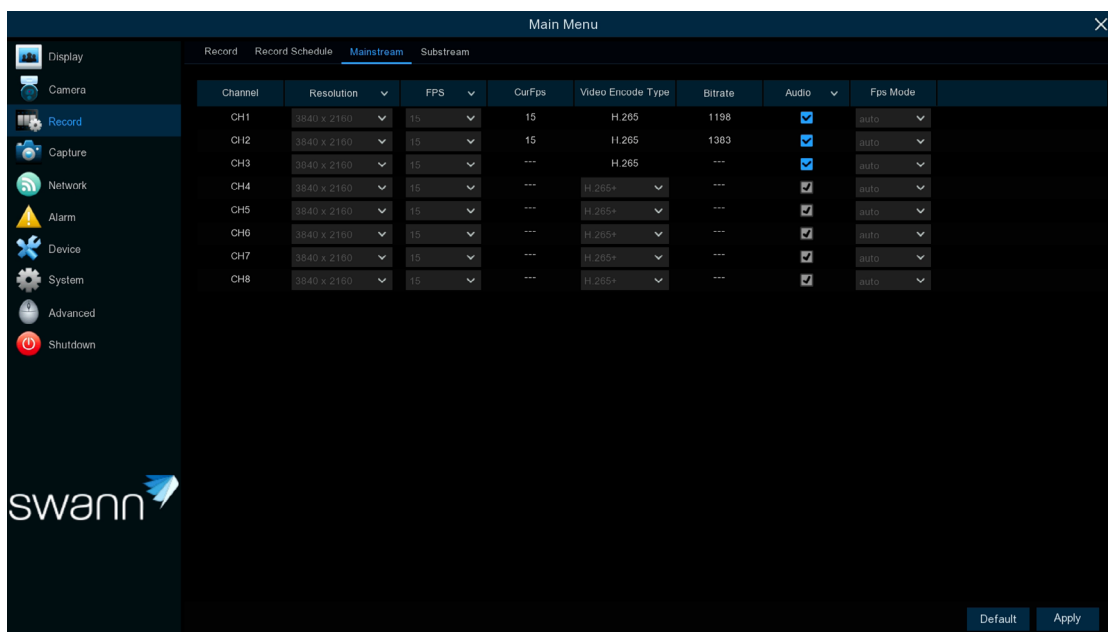u to a potential threat in and around your home. You can also create a schedule for the camera's sensor warning light and siren and enable or disable the built-in microphone.
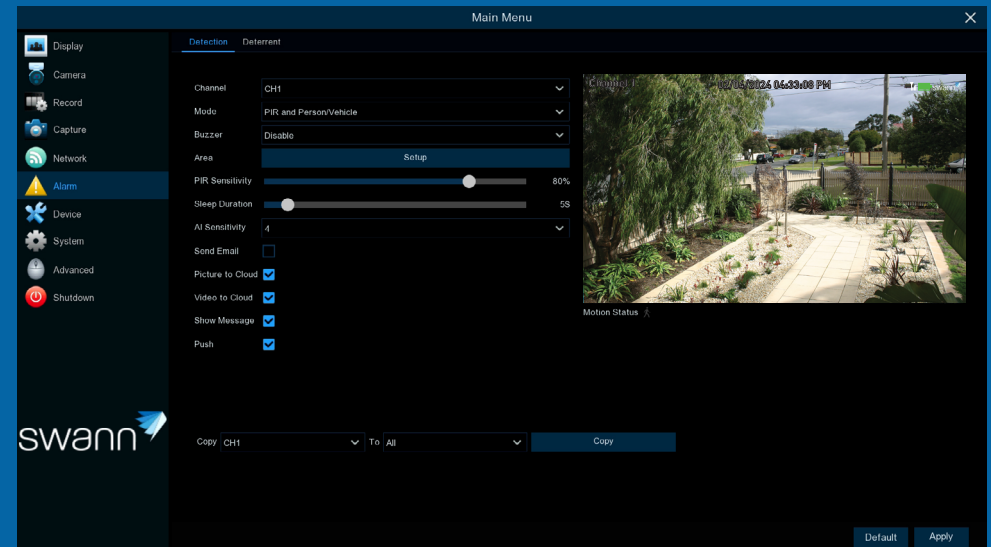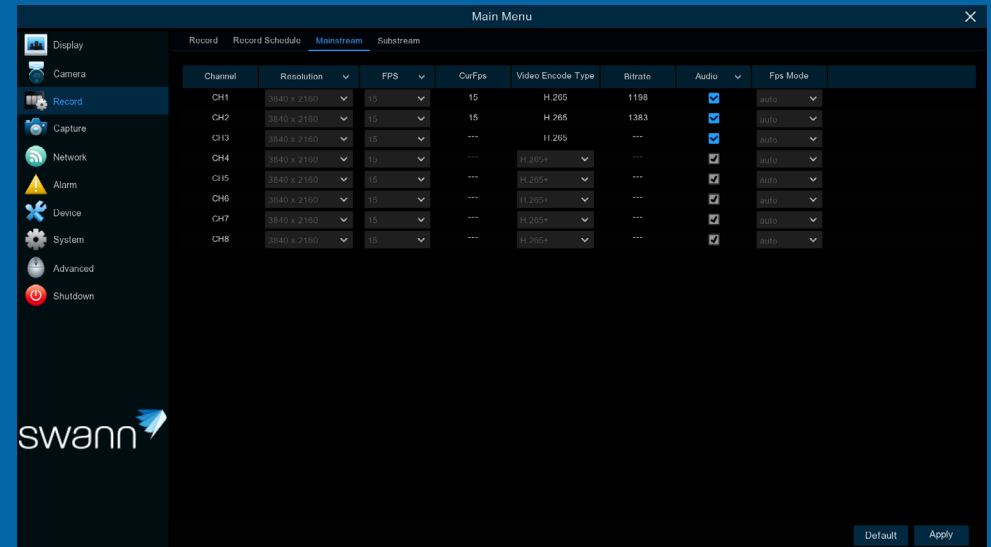
Record: Mainstream

The resolution and frames per second are automatically set to match the signal strength of the connection between the camera and your Power Hub. When streaming live video, the overall quality is dependent on your internet connection and the camera's signal strength.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Video Encode Type: Your Power Hub utilizes the H.265 codec to record video. This will compress the information more efficiently and provide the best video quality for a given bandwidth between each camera and your Power Hub. This setting allows your Power Hub to automatically adjust the video so that the connection and quality are consistent and reliable.

Audio: By default, your Power Hub will record audio using the camera's built-in microphone. Click the checkbox if you would like to disable this.
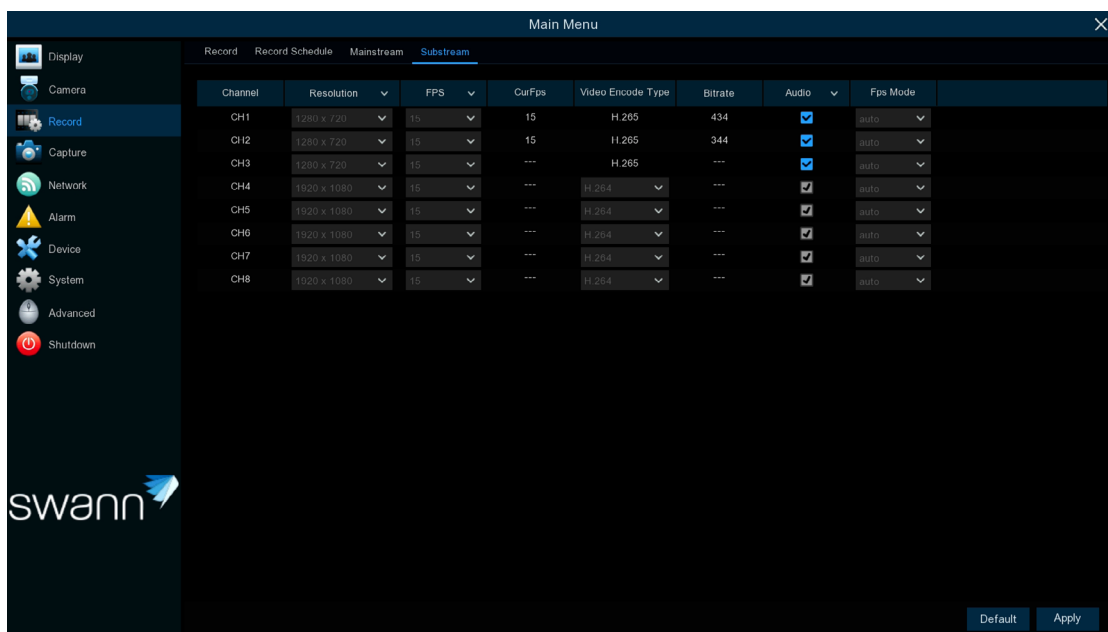
Record: Substream

The resolution and frames per second are automatically set to match the signal strength of the connection between the camera and your Power Hub. When streaming live video, the overall quality is dependent on your internet connection and the camera's signal strength.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Video Encode Type: Your Power Hub utilizes the H.265 codec to record video. This will compress the information more efficiently and provide the best video quality for a given bandwidth between each camera and your Power Hub. This setting allows your Power Hub to automatically adjust the video so that the connection and quality are consistent and reliable.

Audio: By default, your Power Hub will record audio using the camera's built-in microphone. Click the checkbox if you would like to disable this.

Alarm: Detection
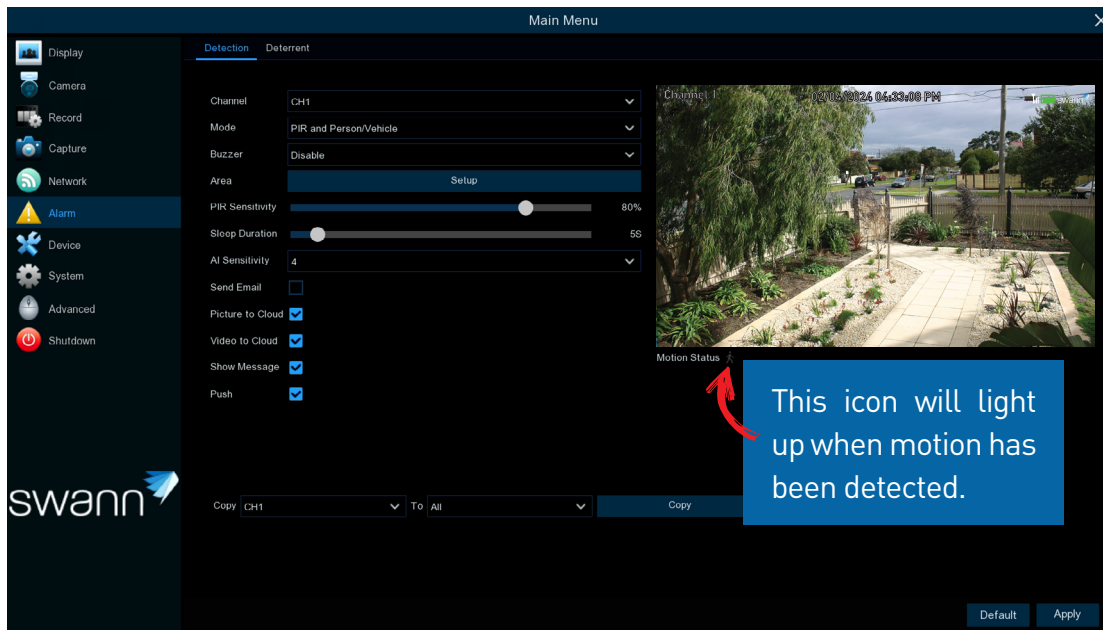

When the Power Hub detects human-sized objects through its cameras, it notifies you of potential threats at your home. This notification can be delivered via email and/or push notifications through the Swann Security app. Additionally, you can store a snapshot and/or a video clip of the event in the cloud.

→ Use the "Copy" function to apply all settings to the other cameras connected.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Channel: Select a camera that you would like to edit.

Mode: By default, your Power Hub will record motion only if one or more human-sized objects have been detected by the camera **and** the camera's built-in PIR sensor. This provides more accurate motion detection by reducing false triggers (see page 24 - Thermal-Sensing Tips). PIR and Motion isn't recommended as it sends you unnecessary motion notifications and will consume battery power at a higher rate. The Disable option turns the camera off.

Buzzer: Enable the Power Hub's buzzer to alert you when human-sized objects are detected for a set time. Choose the time from the drop-down menu.

Area Setup: Click the button to change the default motion detection area. The entire view of the camera is enabled for motion detection however, you can select certain areas if you wish (see page 22 - Motion Detection Setup).

PIR Sensitivity: This option allows you to change the PIR sensitivity level. The higher the number, the more sensitive the PIR will be.
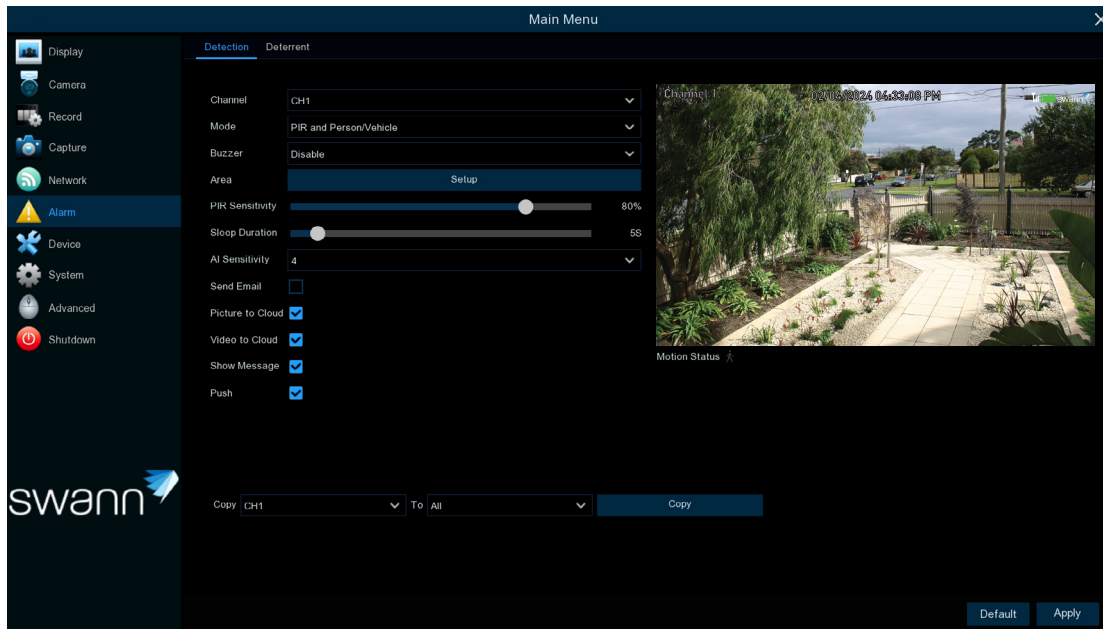
Sleep Duration: Use this to specify how long the camera stays inactive before entering power-saving mode. This feature helps conserve energy and prolong the camera's battery by reducing continuous operation when not needed, such as during low-traffic hours or when the area is typically inactive.

AI Sensitivity: This option allows you to change how sensitive the Power Hub's ability to detect human-sized objects is at a certain distance.

For AI Sensitivity and PIR Sensitivity, the default setting will suit most scenarios, but some experimentation may be required to get the optimal setting on where the camera is mounted (see page 23 - Motion Detection Tips).

(continued on next page)

Alarm: Detection

Send Email: Click the checkbox to enable your Power Hub to send an email alert when motion has been detected.

Picture to Cloud (PIR and Person only): By default, snapshots are copied to the cloud. Click the checkbox if you want to disable this.

Video to Cloud (PIR and Person only): By default, videos are copied to the cloud. Click the checkbox if you want to disable this.

Show Message: When motion has been detected, the motion icon will appear on-screen. Click the checkbox if you want to disable this.

Push: Push notifications are automatically sent via the Swann Security app. Click the checkbox if you want to disable this.

If you have a Secure+ Plan in the Swann Security app, your snapshots and videos are automatically uploaded to the cloud. The "Picture to Cloud" and "Video to Cloud" options are greyed out and can't be disabled. You can view these files on your mobile device through the Swann Security app. If you can't find them, use the Search function on your Power Hub. Subscribers don't need a Dropbox account. Non-subscribers can access their snapshots and videos through Dropbox.

Motion Detection Setup

Each single square or cell can be enabled to detect motion.
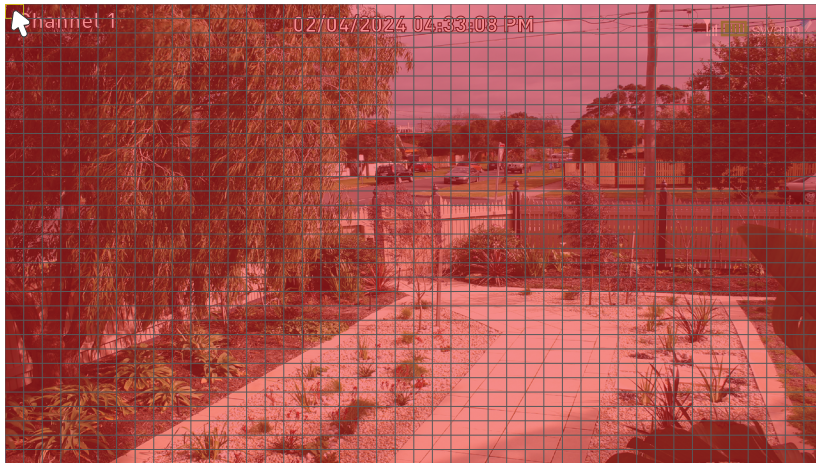
1. To remove the default motion detection area, move the mouse to the top left-hand corner (as shown on the left), then click and drag to the bottom right-hand corner.

2. To create a new motion detection area, press and hold the left mouse button to select the cell or square that you want to start at, then click and drag to select the area that you want to create. Release the mouse to finish.

3. Multiple areas can be created. Each cell or square can be enabled to detect motion. The same action also applies to delete an area that has been created.

In the example provided, a motion detection area has been created for the front yard but excludes objects such as trees as well as cars and pedestrians adjacent to the front yard of the house. Anyone who walks along the path via the front entrance and approaches the front door will be detected.

Movement outside of the motion detection areas will not be detected, so will not trigger recordings or event notifications.

4. Right-click the mouse to exit.

5. Click "Apply" to save changes made.

▶ YouTube   Click <u>here</u> to watch the tutorial video.
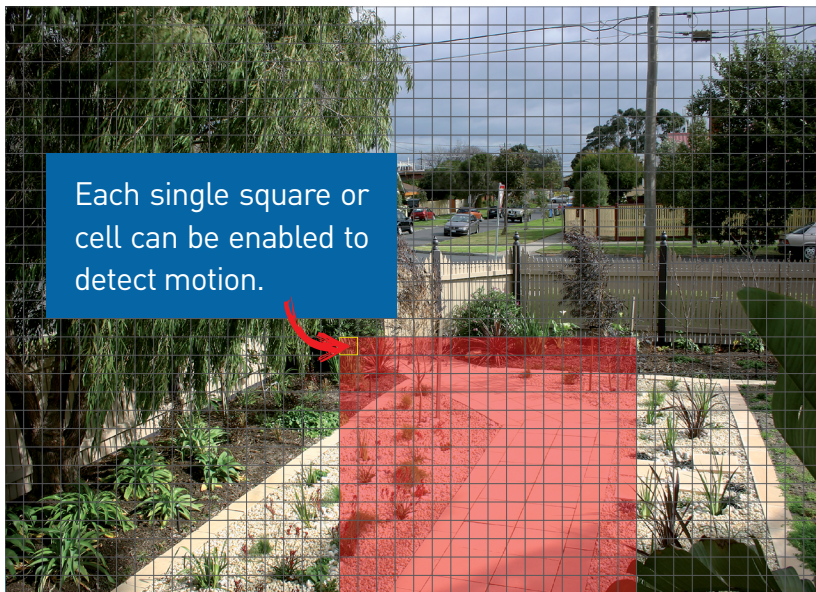
Motion Detection Tips

Placement of the cameras

**1.** Place cameras so they are facing areas where people must walk through to approach your home regardless of where they are headed. A good idea is to place a camera overlooking your front door to capture an image of anyone approaching it for later reference. This is great if you have parcels delivered to your door or if the potential burglar knocks or rings the doorbell to see if anyone is home.

2. Walk around your house and assess where intruders are most likely to approach to enter and what path they would take. Most burglars enter the home through a front or back door, so it's advisable to place the cameras near those areas so that you get the best amount of detail of anyone who approaches.

3. When installing cameras outside, it's important to keep your front and backyard as well-lit as possible for ideal night vision and the ability to detect motion. It's common for intruders to enter a home through an unlocked garage or by using a garage door opener in an unlocked car located in the driveway. Positioning your cameras to overlook cars in the driveway and similar locations can be very useful.

Avoiding False Triggers

1. A tree, shrub, or foliage that is blown by the wind - angle the camera so wind-blown objects are out of the camera's view or use the camera motion detection area settings to exclude these areas from detection.

2. People moving along sidewalks or streets close to your home, aim your cameras and use the motion detection area settings to ensure only legitimate threats are triggering events.

3. Vehicles moving in the background - angle the camera to avoid movement in the background or use the motion detection area settings to stop the detection of cars in the street.

4. Movement or light reflected off smooth surfaces such as glass - adjust the sensitivity level and or avoid pointing the camera directly at glass surfaces.

**5.** Windows will also reflect infrared if the cameras are looking through them.
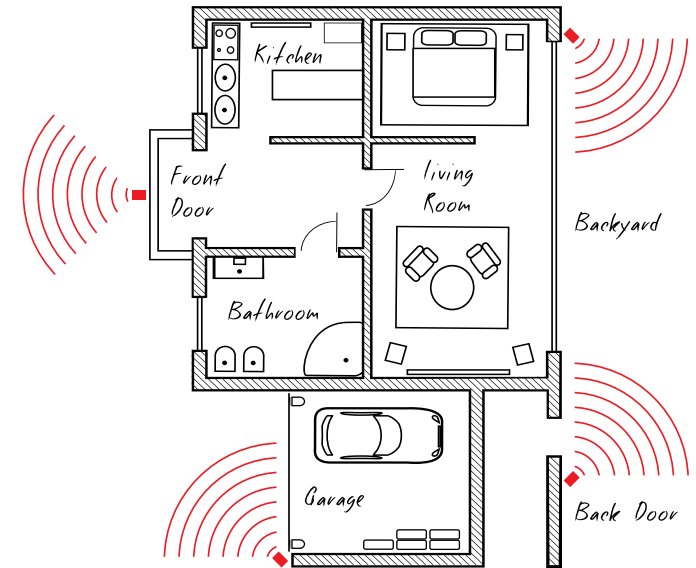
As illustrated above, place your cameras close to the front door, back door, garage entrance and overlooking the backyard. This will give you the greatest possible coverage to the entrances and exits of your residence.
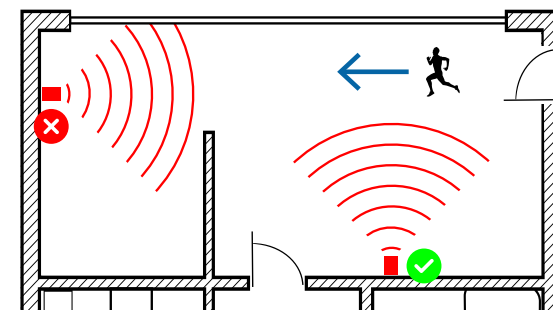
Thermal-Sensing Tips

Your cameras have a built-in PIR (passive infrared motion detector) sensor. This means they can sense the movement of infrared objects, including people, cars, and animals. The advantage over cameras that don't have a PIR sensor is they're resistant to false triggers from changes in the image.

→ PIR sensors work best when an intruder walks parallel or is passing across their "field of view" as opposed to walking directly at them. For example, in a hallway or path around the house, you tend to walk parallel to the walls, not directly toward them. Position your cameras so that anyone approaching your home will cross the camera's view and trigger an event.

→ For a recording to occur, the PIR must sense an infrared object moving in front of it, **and** the camera's image sensor must detect movement in the image. If either of these triggers has not occurred, no video will be recorded.

→ When the PIR is triggered, the PIR icon (red box) will appear on-screen. For PIR and Person, the S icon will appear next to the PIR icon. If PIR and Motion is selected, the "running man" icon will be shown next to the PIR icon.

→ The PIR can detect objects outside the camera's field of view, so not everything that triggers the sensor will be visible on your camera.

→ The PIR can reliably detect movement up to 26 ft/8 m, movement beyond this range may or may not be detected.

→ Be aware that changes in the temperature of paths, roads, for example, can cause some minor false alerts to occur when there is also movement in the image, such as trees and shadows.

→ If some false triggering is occurring, use the motion area setup to remove moving objects from being detected and to further refine your alerts (see page 22 - Motion Detection Setup).

→ When used indoors, keep the cameras away from heating vents, heaters, and other heat sources, as they can trigger the PIR. However, if there is no movement in the image, a false alert is unlikely.

→ As the PIR must sense an infrared object moving in front of it, the camera's image sensor will not detect movement when the camera is pointing at a window. In other words, it cannot see through glass.
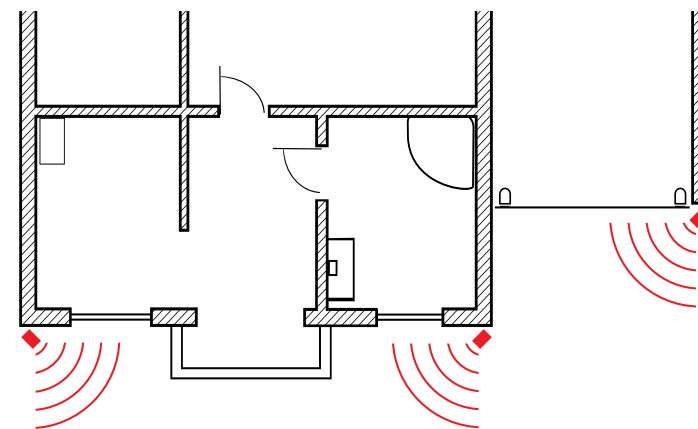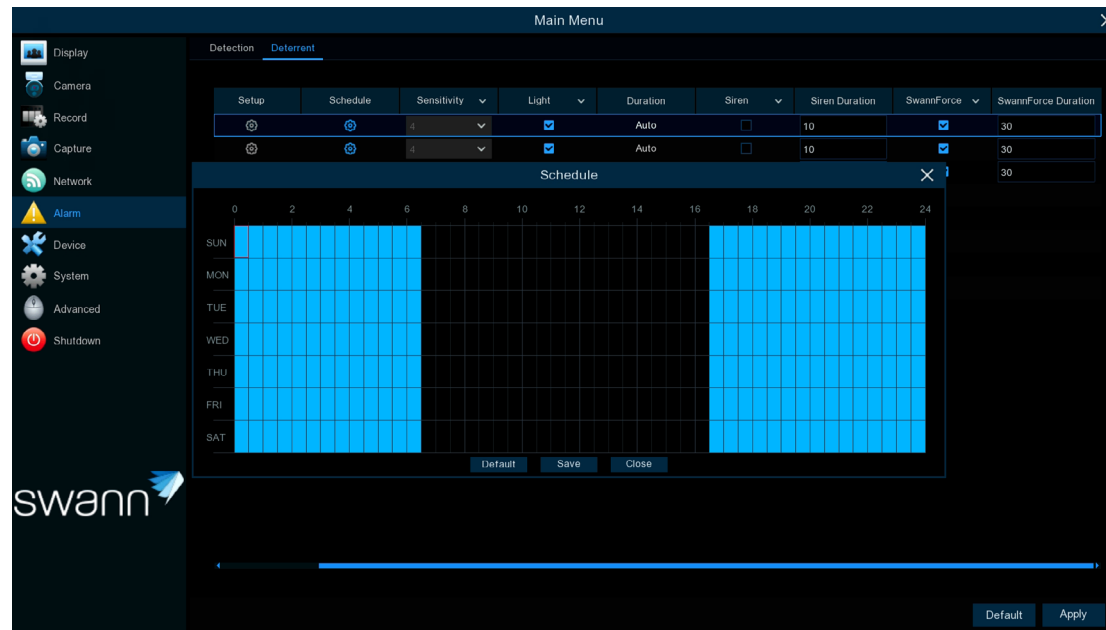

When installing cameras outside, mount them where intruders are most likely to enter (front & back doors, garage entrance). Angle the cameras so the intruder walks parallel to the sensor.

PIR sensors work best when an intruder walks parallel or is passing across their "field of view" as opposed to walking directly at them.

Alarm: Deterrent

Regarding the cameras' light and siren, they are triggered when your Power Hub detects motion by the camera and the camera's PIR built-in sensor. They can also be triggered via the Swann Security app.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Schedule: Click the button to change the default deterrent schedule (see page 26 - Deterrent Schedule).

Light: The camera's spotlight is turned on automatically according to the deterrent schedule. If you don't want it on, click the checkbox to turn it off. It only comes on by itself when it's dark outside, according to the schedule you have set up (the camera has a sensor that can detect light levels). You can also turn it on manually using the Camera Toolbar or the Swann Security app. The sensitivity of the spotlight is fixed and can't be adjusted.

Duration: The default is set to Auto and cannot be changed.

Siren: The camera's siren is disabled by default. If the siren is required, click the checkbox to enable it. Click "OK" to continue.

Siren Duration: This lets you change the length of time the siren will remain turned on when motion has been detected. Adjust accordingly.

SwannForce: Click the checkbox to enable the camera's red and blue lights.

SwannForce Duration: This lets you change the length of time the red and blue lights will flash when motion is detected.

Deterrent Schedule

By default, the spotlight and siren (if enabled) will not trigger between 06:30 a.m. and 04:30 p.m. however, you can change this according to your needs.

Each square represents 30 minutes. Using the mouse, click on a particular square to change or click and drag the mouse over the squares corresponding to your desired period.

Click "Save" to save changes made. Right-click the mouse to exit.

Recording Configuration

The recording configuration options are available in the Record and Capture menus, accessible from the Main Menu. You can access and change the default recording schedule (presented as a 24-hour, 7-day week grid) for each camera connected. You can also enable and set a schedule for your Power Hub to take a snapshot each time an event occurs.
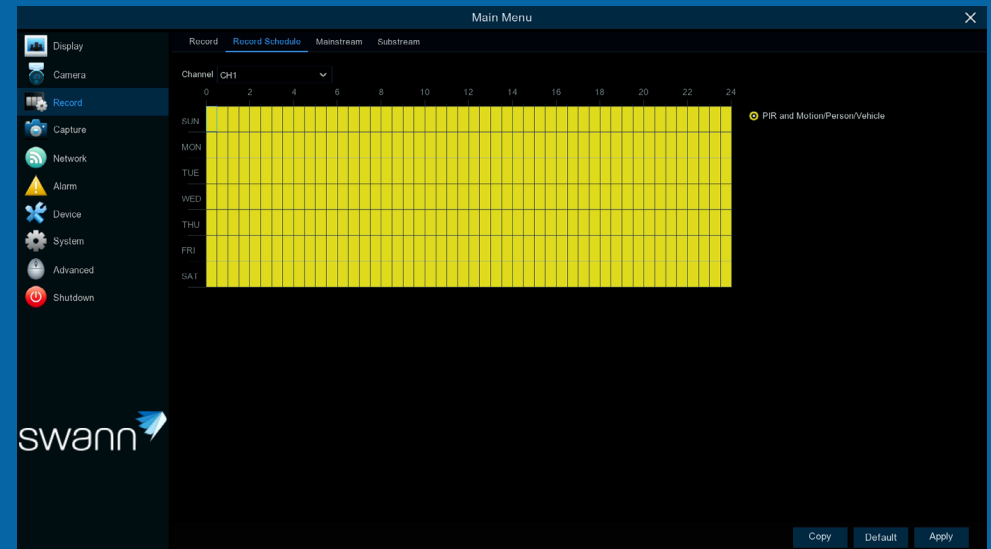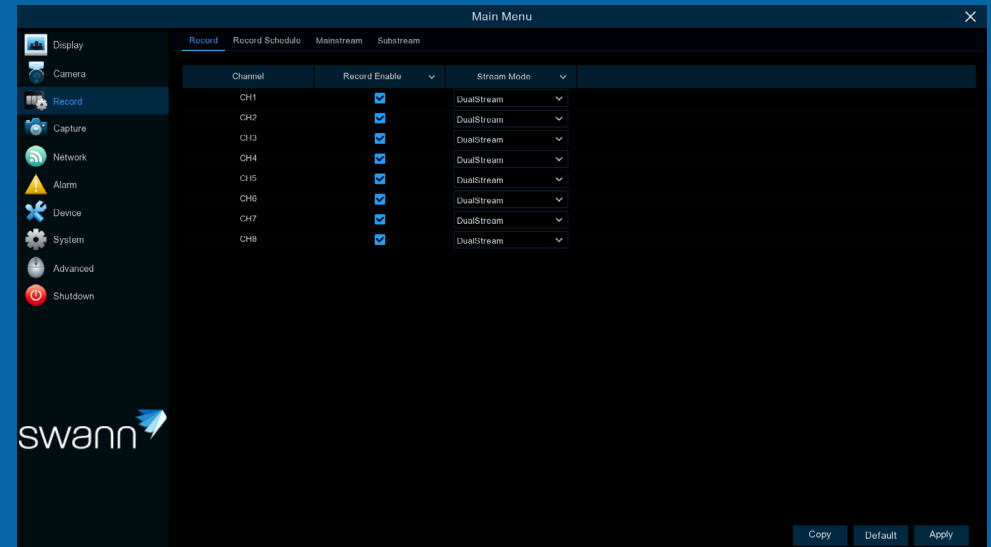
Record: Record
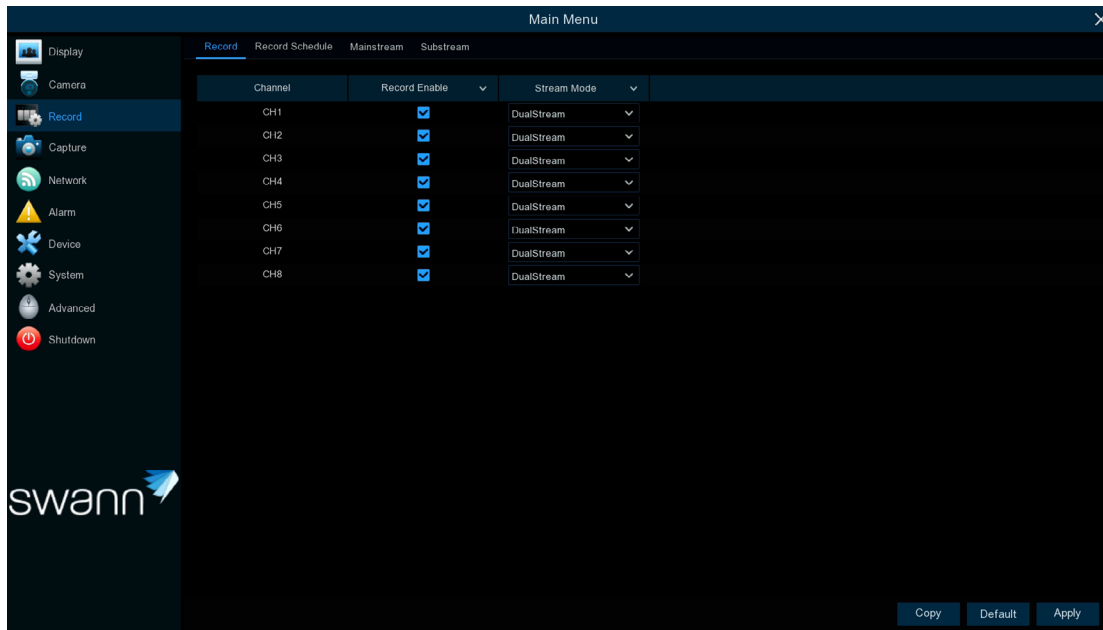
→ Use the "Copy" function to apply all settings to the other cameras paired.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Record Enable: When disabled, your Power Hub will detect motion but won't record (manual record is also disabled).

Stream Mode: By default, your Power Hub will record both Mainstream and Substream video (known as DualStream). Mainstream (high-quality) video is utilized for playback when using your Power Hub directly. Substream (reduced quality) video is utilized for remote playback on your mobile device.

To adjust the duration on how long your Power Hub will record (see page 32 - Camera: Wireless Camera).

Record: Schedule
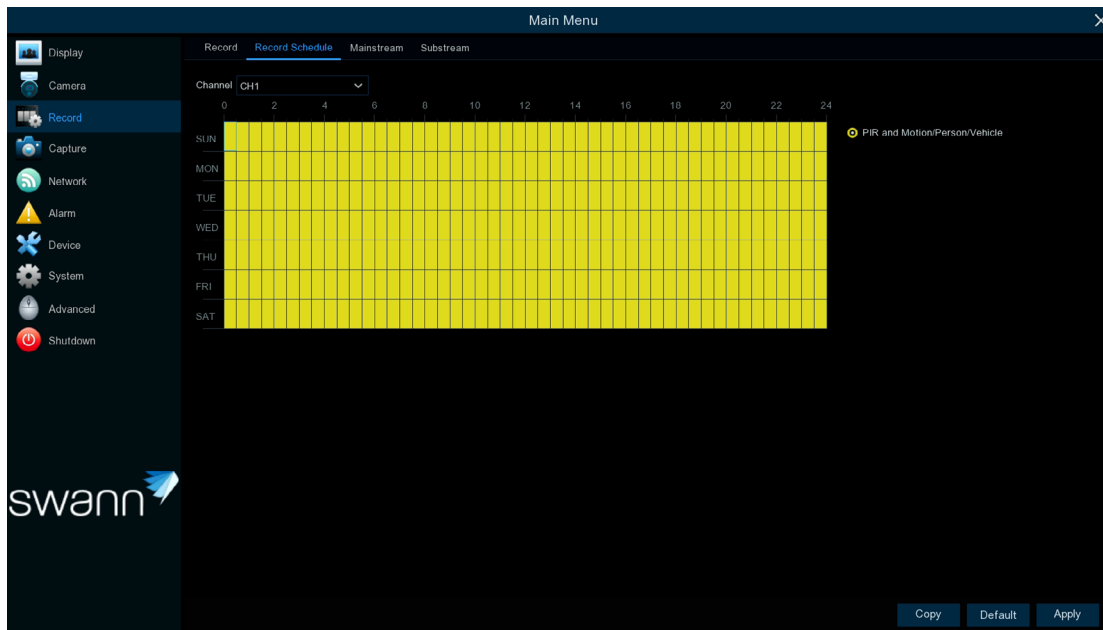
A 24-hour, 7-day week PIR and Motion/Person schedule has been enabled for each camera connected. You can change the schedule to suit your needs, and each camera can have a different schedule if needed.
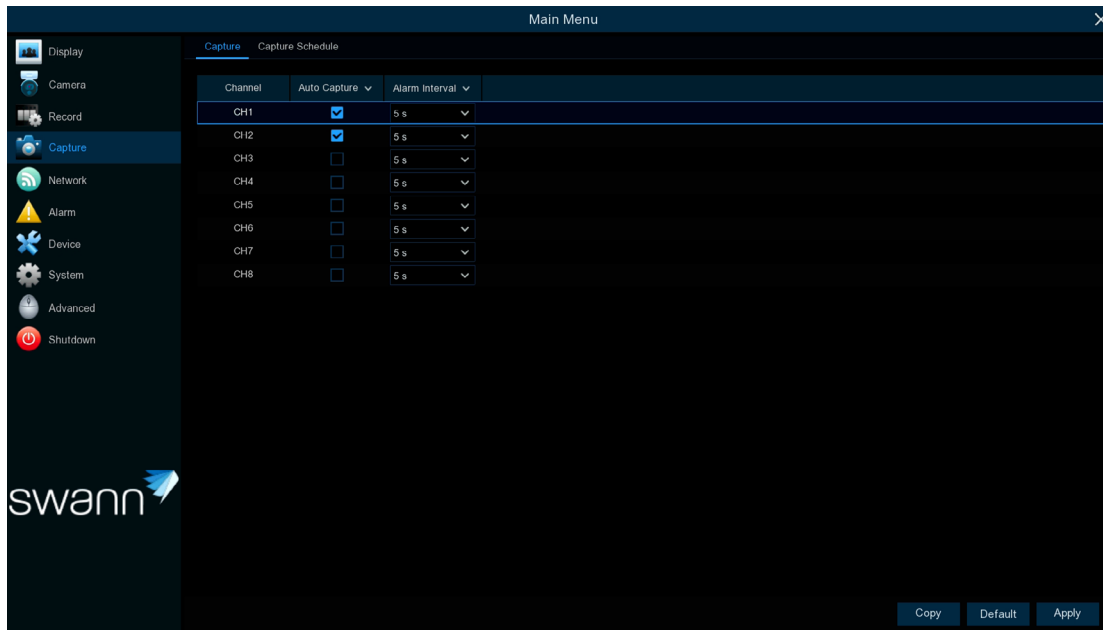
→ Use the "Copy" function to apply all settings to the other cameras paired.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Channel: Select a camera that you would like to edit.

PIR and Motion/Person/Vehicle: Your Power Hub will only record when motion has been detected from one or more cameras.

Each square represents 30 minutes. Using the mouse, select the desired recording mode, then click on a particular square to change or click and drag the mouse over the squares corresponding to your desired period. The same action can also be applied if recording isn't required (on one or more sections that have recording enabled).

Capture: Capture

As an added feature, you can enable and set a schedule for your Power Hub to take a snapshot each time an event occurs. It helps to find motion events quickly and can also be used for time-lapse photography.
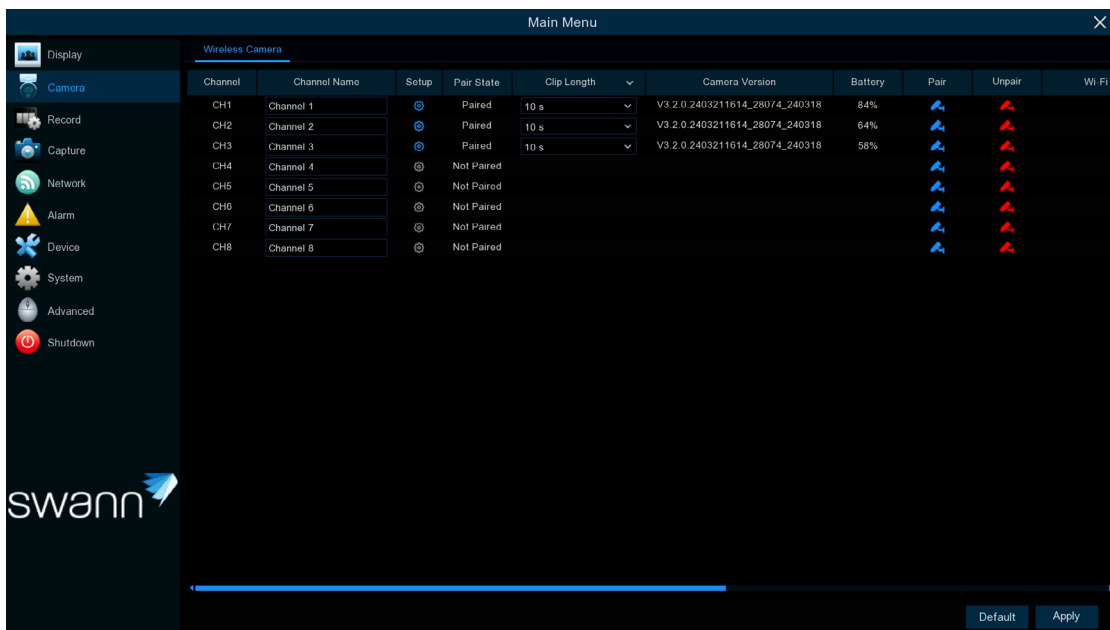
→ Use the "Copy" function to apply all settings to the other cameras paired.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Auto Capture: When enabled, your Power Hub will save a snapshot to your Power Hub's storage device each time an event occurs.

Alarm Interval: When setting a PIR and Motion/Person/Vehicle capture schedule, a snapshot will be taken each time motion has been detected according to the interval selected. Adjust accordingly.

As this is an added feature, a capture schedule is not enabled by default. To enable this (see page 31 – Capture: Schedule).

Capture: Schedule

→ Use the "Copy" function to apply all settings to the other cameras paired.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Channel: Select a camera that you would like to edit.

PIR and Motion/Person/Vehicle: A snapshot is taken each time motion has been detected according to the alarm interval selected.

Each square represents 30 minutes. Using the mouse, click on a particular square to change or click and drag the mouse over the squares corresponding to your desired period. The same action can be applied if capture isn't required (on one or more sections enabled).

Camera: Wireless Camera

The functions here will display technical and status information of the cameras paired to your Power Hub. You can also change the channel name and adjust image settings.

→ Click "Default" to revert to default settings.
→ Click "Apply" to save settings.

Channel Name: Enter a name for the camera selected. It can be up to 16 characters in length.

Setup: Click the button to access the camera display settings (see page 33).

Pair State: Will state when a camera has been paired or not paired to that particular channel.

Clip Length: Determines how long your Power Hub will record when the camera has detected motion. It also determines how long you can view the camera in Live View mode. You can increase this but know that this will use more battery power.

Camera Version: Shows the firmware version of the camera.

Battery: Shows the battery level of the camera.

Pair: Click this to pair a camera, then follow the on-screen instructions.

Unpair: Click this to unpair the camera from that channel.

Wi-Fi Strength: Shows the Wi-Fi signal strength of the camera. It may update if there are changes to the signal strength.

Available Stream: Shows the display and recording resolution of the camera.

IP Address: Shows the camera's IP address.

MAC Address: Shows the camera's MAC address.

Device Type: Shows the camera's model number.

Camera: Wireless Camera - Setup

Channel: Select a camera that you would like to edit.

Channel Name: Enter a name for the camera selected. It can be up to 16 characters in length.

Show Name: Leave this enabled to display the camera name in Live View mode. Click the checkbox if you wish to disable it.

Record Time: Leave this enabled, as a timestamp is embedded on all video recordings. Click the checkbox if you wish to disable it.

Hue: This changes the color mix of the image.

Bright: This changes how light the image appears to be.

Contrast: The difference in luminance that makes an object distinguishable.

**Saturation:** This alters how vivid the color is in the image.

Use the slider to adjust each setting. When finished, click the "Apply" button, then click "OK". Right-click the mouse to exit.

Any changes made to the display settings available will affect your recordings.

System Configuration

The options available give you complete control over how your Power Hub is configured and how it operates. Some of the options, such as display resolution, time zone, email configuration, Daylight Saving, and password creation, are configured during the Startup Wizard. For experienced network users, your Power Hub provides options that can be configured to suit your particular requirements. You can also perform a firmware upgrade when available.
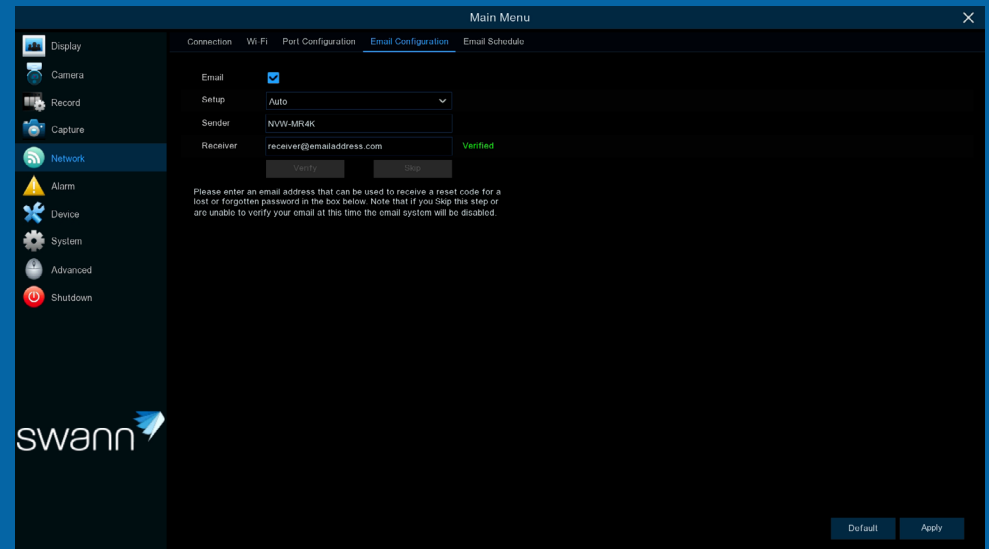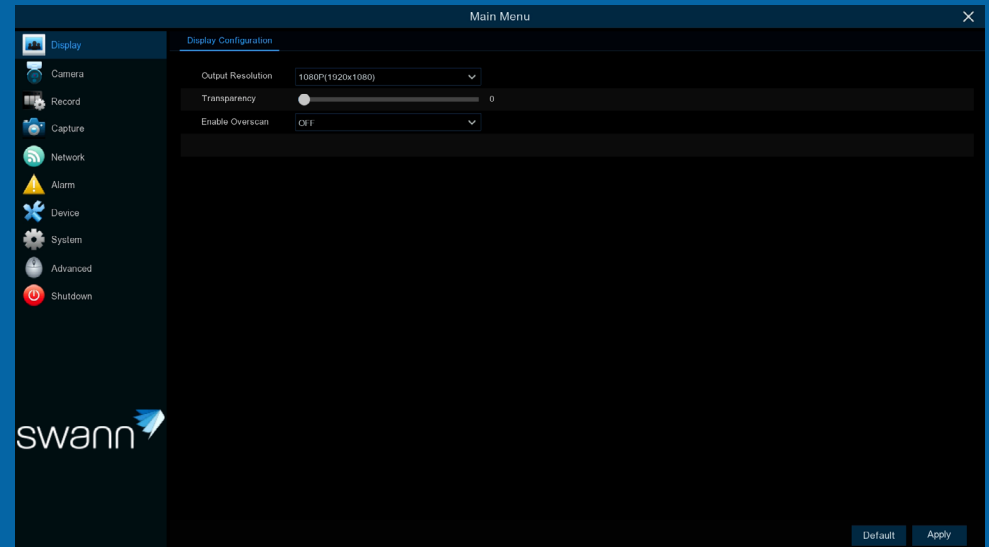
Display: Display Configuration
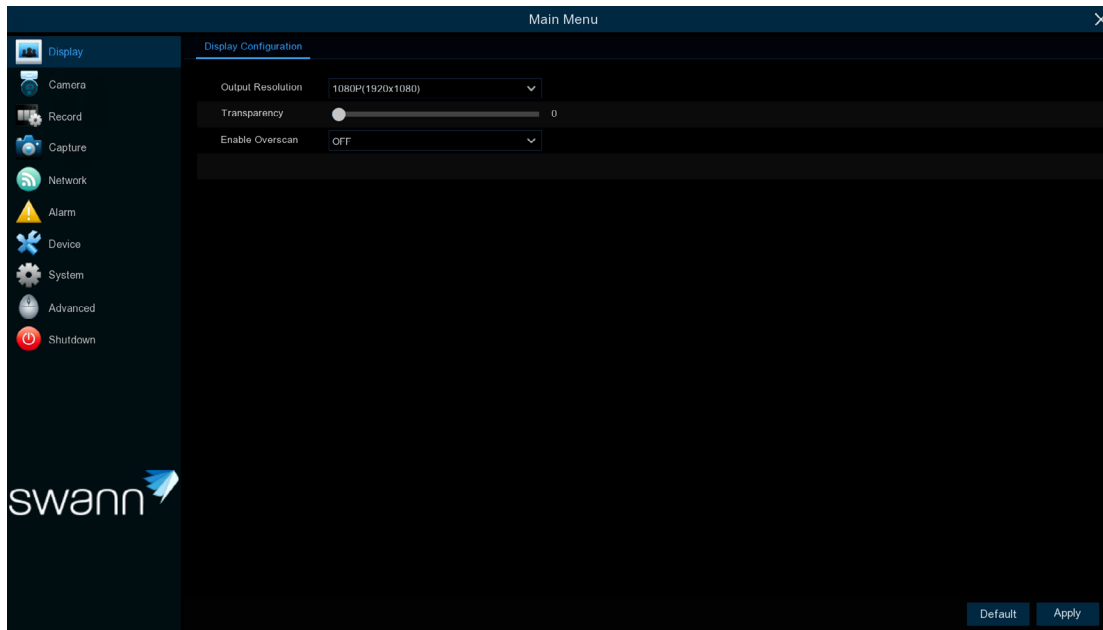
→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Output Resolution: Select a display resolution that is suitable for your TV.

Transparency: Click and hold the slider left or right to change how transparent the Menu Bar and Main Menu appears on-screen. Adjust accordingly.

Enable Overscan: This is mainly used on older television sets to display the entire viewable area correctly on-screen. It does this by cutting off the edges of the picture. This is not required for modern Plasma and LCD TVs, as the image is digitally processed to display the correct aspect ratio.

Network: Port Configuration
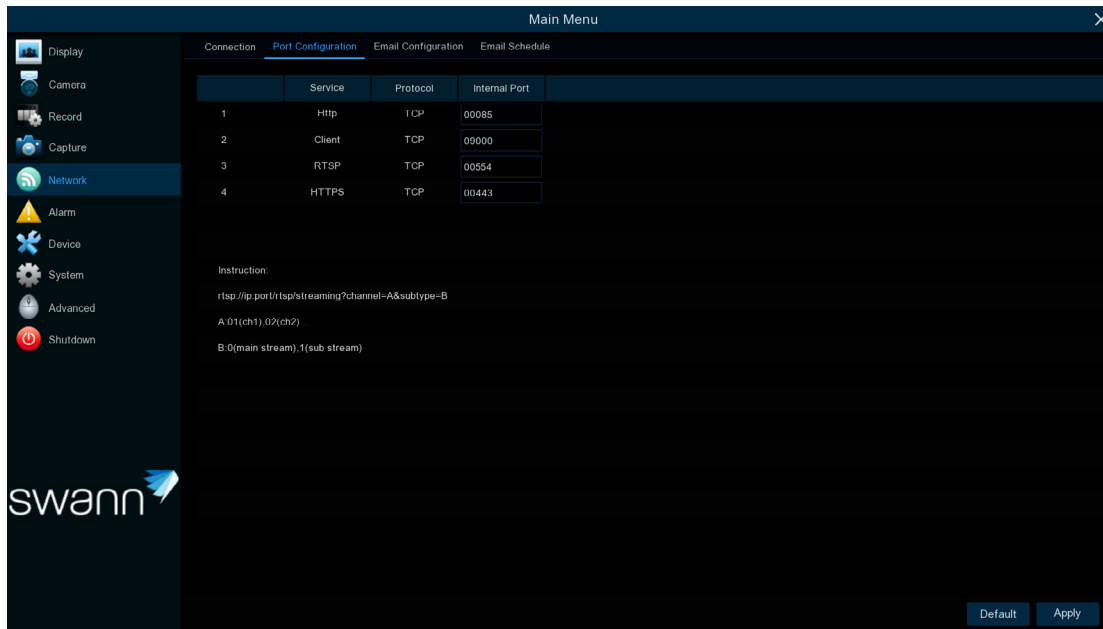
→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

In most circumstances, there is no need to change the settings here. The following is for advanced users only.

Http: This port will log into your Power Hub via your network or remotely. The default port number (85) is seldom used by other devices. If you have another device using this port, you may need to change it. An alternative port number to use is 90.

Client: This is the internal port your Power Hub will use to send information through. This particular port number (9000) is not used by many devices. If you have another Power Hub-like device, you may need to change it.

RTSP: This port can stream a camera's live view image to your computer (powered cameras only).

HTTPS: The same as Http but with an additional layer of security. The default port number (443) is seldom used by other devices.

To view your cameras on your PC or Mac you can download and install the Swann Security Video Management Software (see).
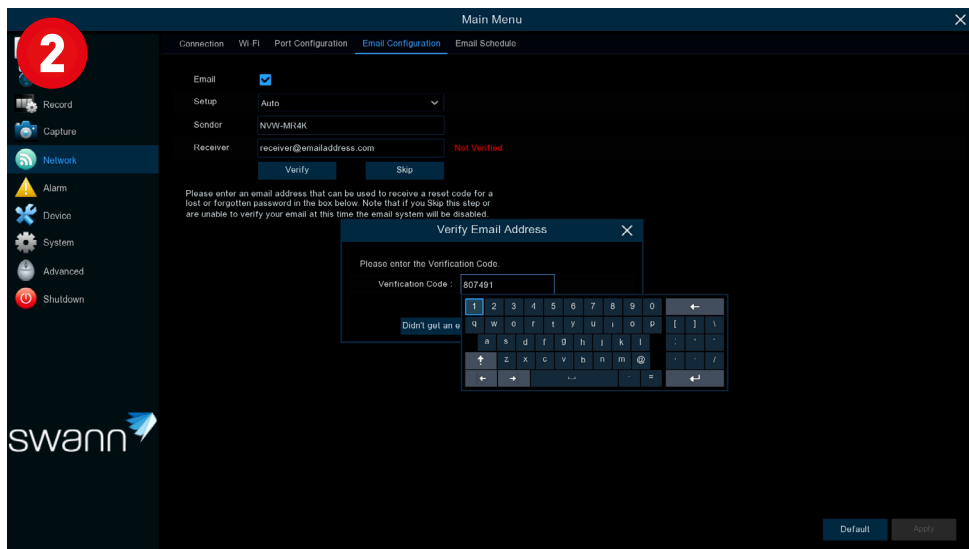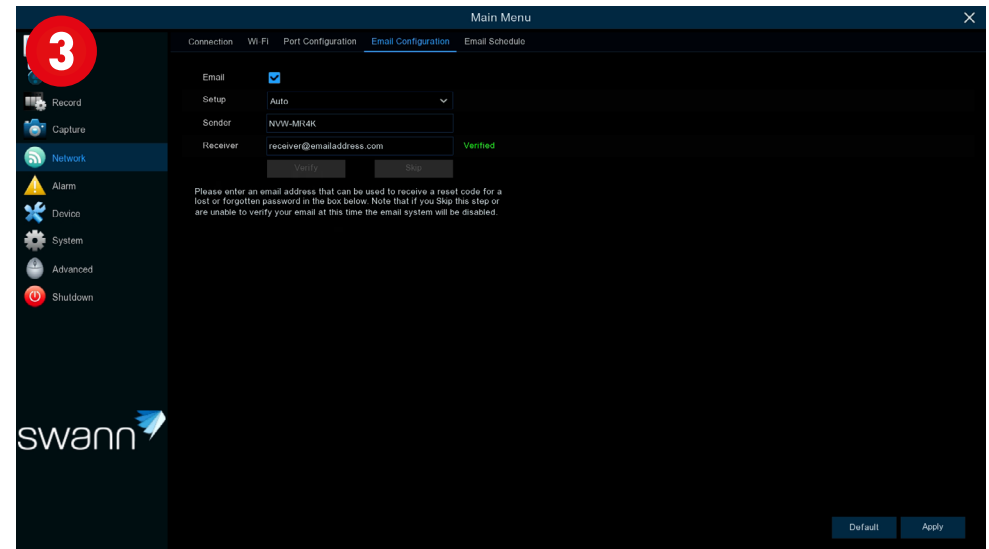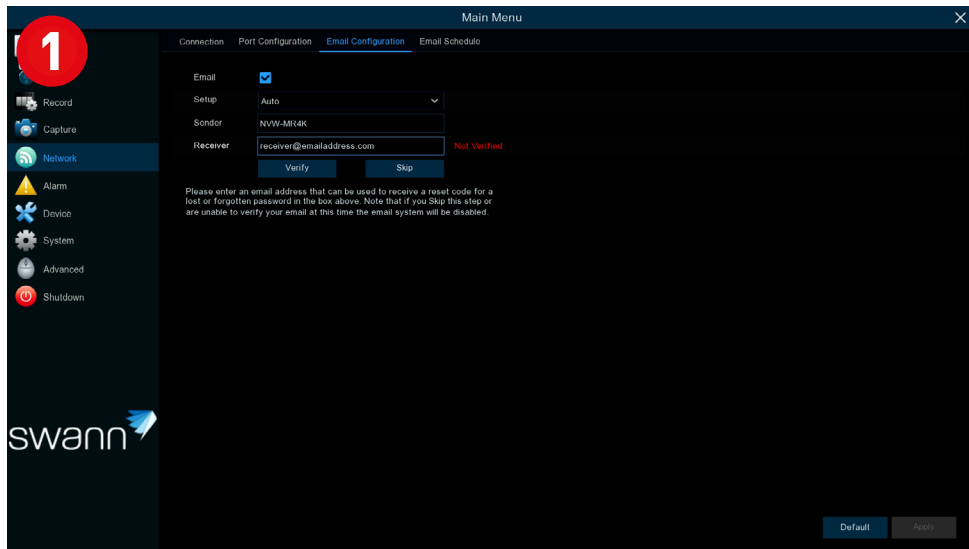
Swann Security Video Management Software (VMS)
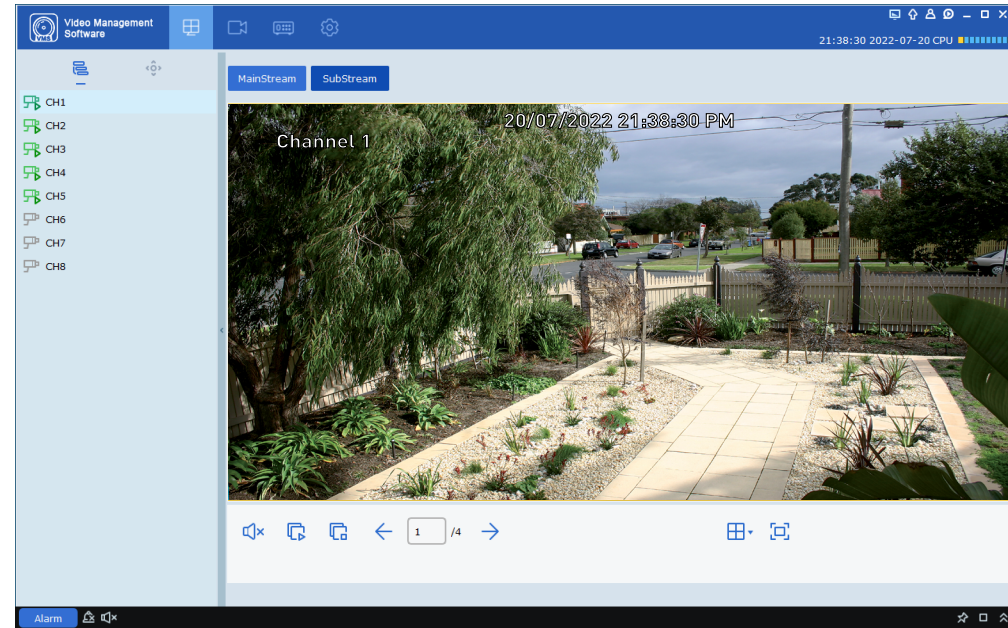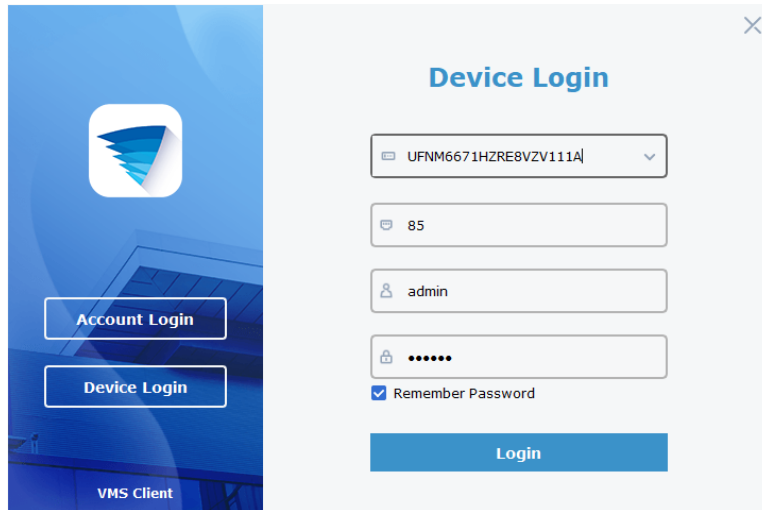
When using your Power Hub's P2P ID, you can login either locally or remotely to view your cameras. The VMS interface has a look & feel very similar to how your Power Hub is displayed on your TV. The various functions and settings available on your Power Hub, can also be changed.

Click this link to access the download page and follow the on-screen instructions for installation.

Inputting an email address is a requirement so your Power Hub can send you a password reset request if you have forgotten your password. Both Gmail and Outlook are supported. Alerts are also sent to your email.

1. Click the checkbox to receive email alerts.

Sender: Input a name for your email account.

Receiver: Input the email address to send email alerts to.

Verify: Click this to verify your email address, then click "OK".

2. A verification code will be sent to the email address. Enter the verification code, then click "Confirm". Please note the verification code is valid for 15 minutes.

3. You will see the word Verified in green. Click "Apply" to save settings.

Network: Email Configuration - Manual Setup

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Setup: Click the drop-down menu and select "Manual" to use the email from your service provider.

Encryption: Leave this on "Auto" to ensure your Power Hub will use the correct encryption for your email provider.

SMTP Port: Enter the port number, for example, 00587.

SMTP Server: Enter the email server, for example, mail.iinet.net.au.

User Name: Input the email user name for your account.

Password: Input the email password for your account.

Receiver 2/3: If needed, input an additional email address to send email alerts to. Click the "Verify Email Address" checkbox to verify the email address and follow the instructions on the previous page.

Interval: This is the length of time that must elapse after your Power Hub sends an email alert before it will send another. Adjust accordingly.

Various steps have to be performed to use Gmail as a sender for email alerts. Click here for instructions.

Network: Email Schedule

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

PIR and Motion/Person/Vehicle: If email alerts are enabled for motion detection, you can change the schedule on when your Power Hub can send those alerts. For example, you may only want to receive alerts during the day but not in the evening. A different schedule can be created for each camera.

Exception: There are three event types that your Power Hub will detect as an exception - no space left on the storage device, a storage device error, and if one or more channels has lost the feed from its camera (see page 48 - Advanced: Events). We recommended to leave the default schedule in place in case there is an exception that you need to be alerted to.

Each square represents 30 minutes. Using the mouse, click on a square to change or click and drag the mouse over the squares corresponding to your desired period.

Device: HDD
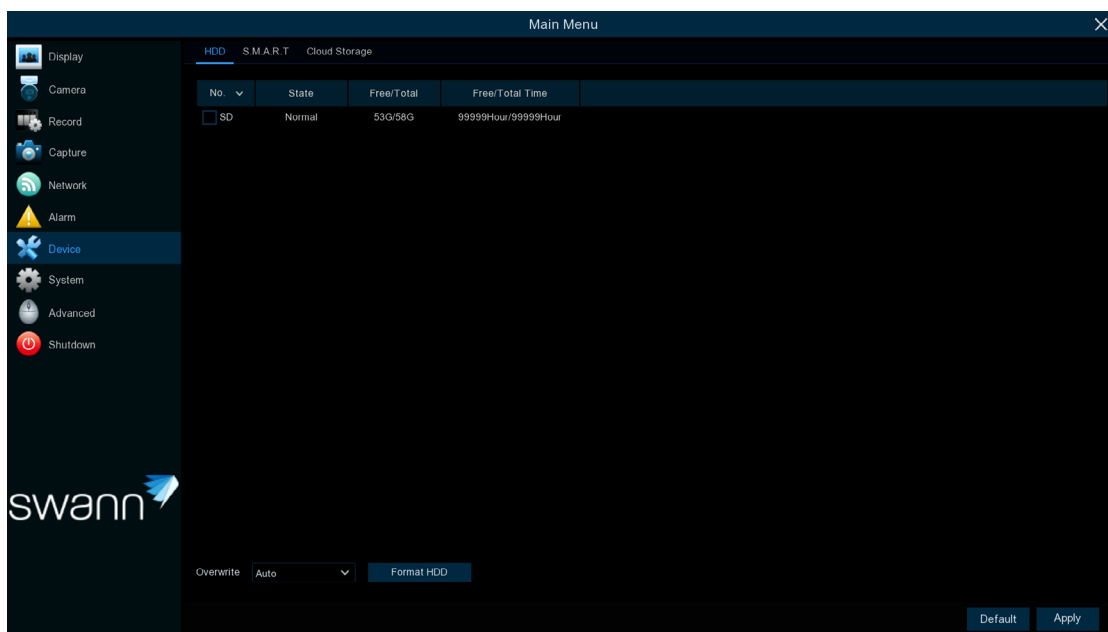
This feature lets you prepare your Power Hub's storage device for use. If you've just installed a new storage device, you need to format it first. You can also plug in a USB flash drive or a hard drive to increase the storage space of your Power Hub.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Overwrite: This instructs your Power Hub to overwrite the oldest video files as the storage device becomes full. You also have the option of disabling this or selecting the amount of days events are kept before they are overwritten. We recommend leaving the default selection to prevent your Power Hub from running out of storage space (otherwise, events won't be saved).

Format HDD: Click the checkbox to select the storage device, then click this button to format.

Input your password, then click "Authenticate". A message will appear noting the data that will be erased. Click "OK" to continue.

We recommend that you occasionally format the storage device to maintain the integrity of your Power Hub. Remember, formatting the storage device erases all your recordings.

If you spot this icon while in Live View mode, it means there's an issue with your storage device. If it came with your Power Hub, reach out to our Helpdesk team for additional support.

This function shows technical details about the hard drive inside your Power Hub (if there is one installed). You can also run one of three available tests to check for any potential errors with the drive.

Self-check Type: There are three types available:

Short: This test verifies major components of the hard drive, such as read/write heads, electronics, and internal memory.

Long: A surface scan is performed to reveal problematic areas (if any) and forces bad sector relocation.

Conveyance: This is a quick test that verifies the mechanical parts of the hard drive are working.

When performing a test, your Power Hub will continue to work as normal.

The information here isn't required for general use of your Power Hub, but one of our Swann Helpdesk & Technical Support staff may ask you to access this if you call for assistance.

Right-click the mouse to exit.

Device: Cloud Storage - Dropbox Activation

A maximum of two video clips can be uploaded at the same time.
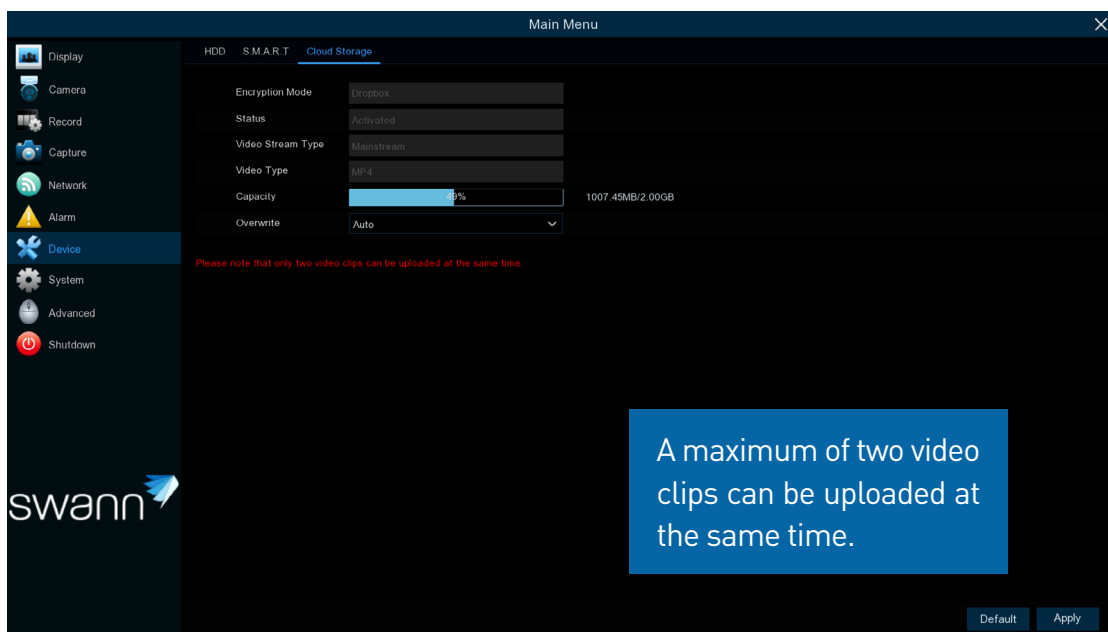
If you have subscribed to one of the Secure+ Plans in the Swann Security app, your snapshots and videos are uploaded automatically to the cloud. Subscribers are not required to have a Dropbox account. For non-subscribers, follow the instructions below to activate the cloud function using your Dropbox account.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Before activating, it's best to create a Dropbox account first. Visit www.dropbox.com, provide your name, email address, and password, agree to the terms & conditions, and then click or tap the sign-up button. If you already have a Dropbox account, you can skip this step.

Encryption Mode: Please use the Swann Security app to activate.

Status: This will change to Activated when active. If you see Network Blocked, check that your Power Hub has internet access.

Video Stream Type: Mainstream (high-quality) video is copied to the cloud.

Video Type: MP4 video format is used for wider playback compatibility when copied to the cloud.

**Capacity:** When activated, this will display how much free space you have on your Dropbox account.

Overwrite: The default setting will overwrite the oldest files first. Click the drop-down menu if you would like to select a particular time instead.

To activate the cloud function:

1. On your mobile device, sign in to your Dropbox account first (skip this step if you have already done this).

2. In the Swann Security app, tap "Menu" (top left), then tap "Dropbox".

3. Tap "Authorize", then tap "Allow". Repeat the above step, then tap "Link".

4. Your Power Hub is now authorized to use your Dropbox account.

5. With the cloud function enabled, you need to instruct your Power Hub to send alerts to the cloud (see page 20 - Alarm: Detection).

System: General
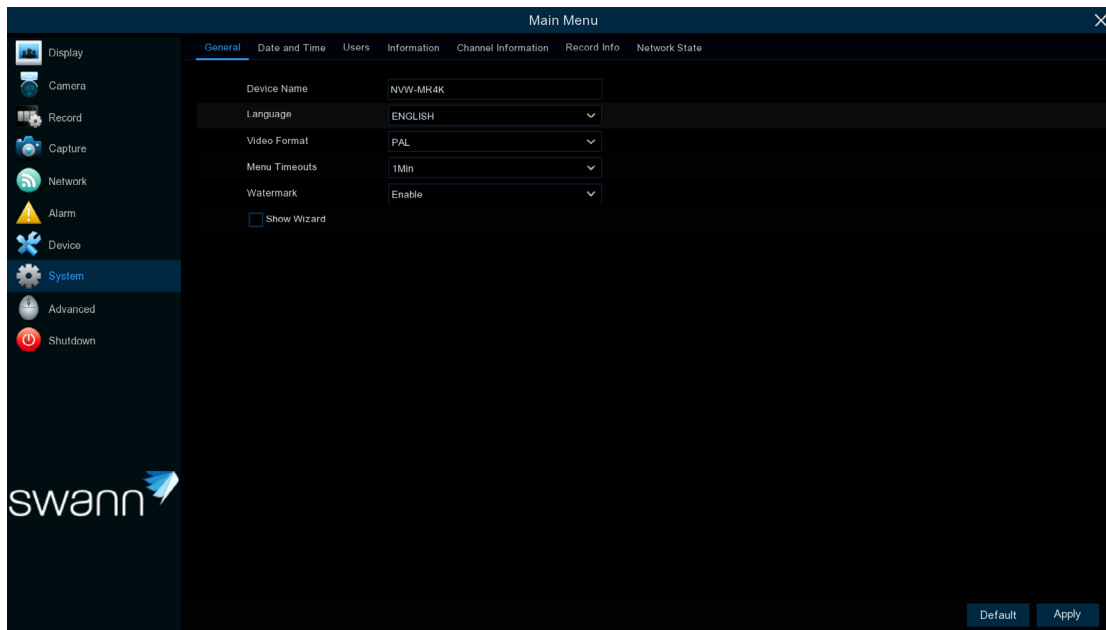
Device Name: Click the dialogue box to rename your Power Hub (if required).

Language: Select a language you would like the system menus to be displayed in. Multiple languages are available.

Video Format: Select the correct video standard for your country. USA and Canada are NTSC. UK, Australia and New Zealand are PAL.

Menu Timeouts: Click the drop-down menu to select the time your Power Hub will exit the Main Menu when idle. You can also disable this by selecting "OFF" (password protection will be temporarily disabled).

Watermark: By default, the Swann logo is overlaid as a watermark for each camera. If this isn't required, click the drop-down menu to disable it.

Show Wizard: Click the checkbox if you would like to display the Startup Wizard each time you turn on or reboot your Power Hub.
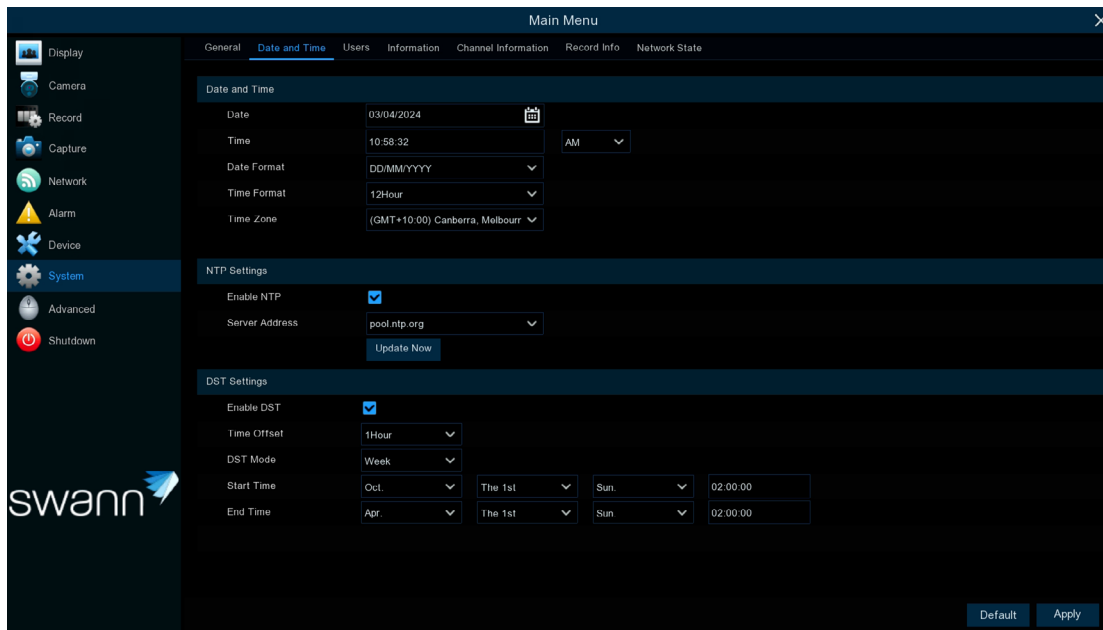
System: Date and Time

Date and Time

If the date, time and, time zone are incorrect, click the relevant dialogue boxes and drop-down menus to change.

NTP Settings

The NTP (Network Time Protocol) function gives your Power Hub the ability to automatically sync its clock with a time server. This ensures that the date and time are accurate and ensures correct time stamping when events occur.

1. Click the "Update Now" button to automatically synchronize your Power Hub's internal clock with the time server instantly.

2. A message will appear on-screen stating that the time has been successfully updated. Click "OK" to continue.

DST Settings

Enable DST: If Daylight Saving applies to your time zone or region, click the drop-down menu to enable it.

Time Offset: Select the amount of time that Daylight Saving has increased by in your time zone. This refers to the difference in minutes, between Coordinated Universal Time (UTC) and the local time.

DST Mode: You can select how Daylight Saving starts and ends:

Week: Select the month, a particular day, and time when Daylight Saving starts and ends. For example, 2 a.m. on the first Sunday of a particular month.

Date: Select the start date (click the calendar icon), end date, and time when Daylight Saving starts and ends.

System: Users
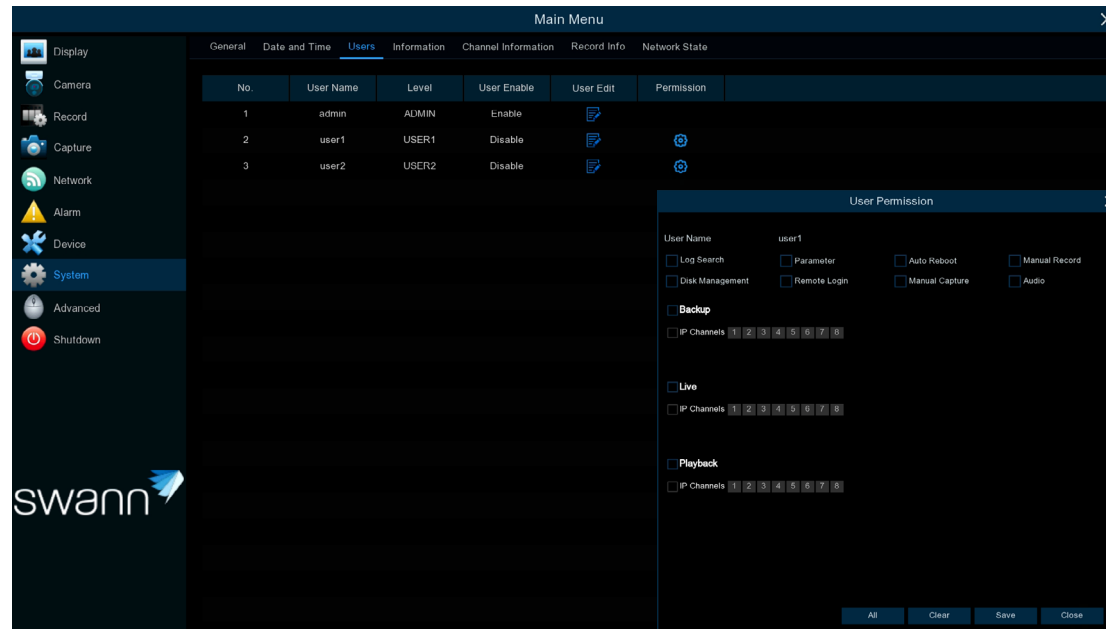
To change your Power Hub's password, click the "Edit" button. The password has to be a minimum of six characters and can contain a mixture of numbers and letters. Enter your new password again to confirm.

Additional user accounts can also be enabled:

1. Select "user1", then click the "Edit" button.

2. Click the drop-down menu to enable.

3. Enter a user name and password.

4. Click the "Save" button, enter the admin password, then click "OK" to confirm.

To change permissions, click the "Permission" button, then select which options you would like to enable (see inset above). Click the "All" button to select all options. Click the "Save" button, then click "OK" to confirm.

Advanced: Maintain
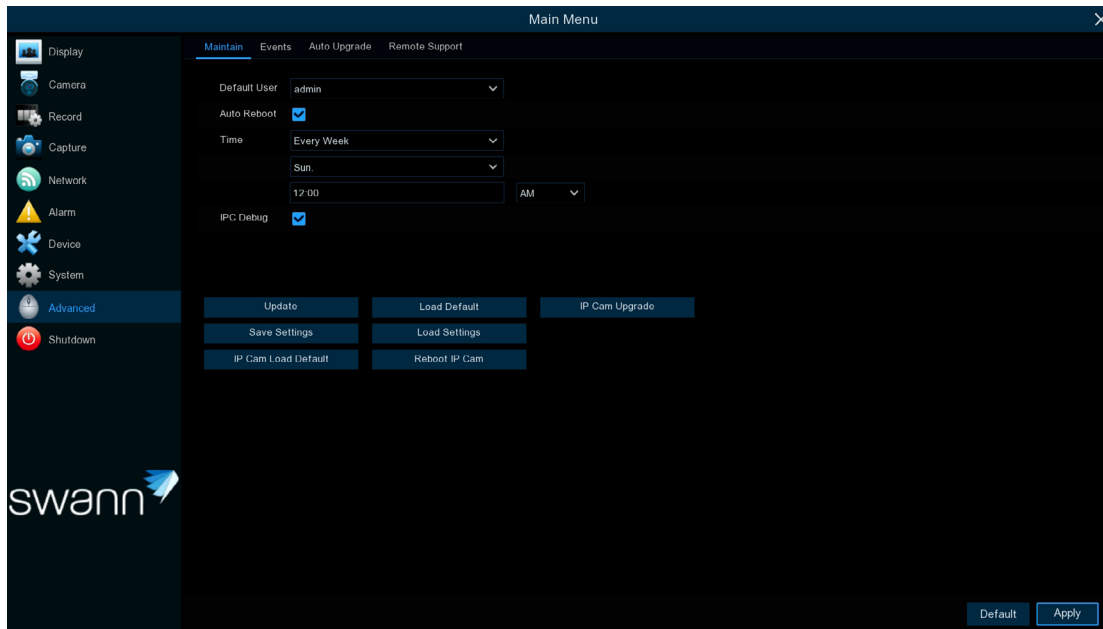
→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

Default User: Admin is the default user account. If multiple user accounts have been created, click the drop-down menu to turn this off.

Auto Reboot: Keep this enabled to ensure your Power Hub operates smoothly and reliably.

Time: Choose an appropriate day and time to reboot your Power Hub.

IPC Debug: This allows our helpdesk staff to access advanced diagnostic tools for troubleshooting. Click the checkbox to enable or leave it disabled.

Update: Click this button to update the firmware from a USB flash drive. Select the firmware file, then "OK" to confirm. When the firmware update has been completed, your Power Hub will reboot automatically.

Save Settings: Click this button to export a configuration file containing all the settings that you have customized.

**IP Cam Load Default:** Click this button to restore the factory default settings for each camera.

Load Default: Click this button to reset to factory settings. Select "All" and then "Save". Your Power Hub will reboot, and the Startup Wizard will appear.

Load Settings: Click this button to import a configuration file containing all the settings that you have customised.

Reboot IP Cam: In case of any issues, click this button to reboot each camera.

IP Cam Upgrade: Click this button to update the cameras' firmware from a USB flash drive. We recommend that the battery level is at 50% or above before updating. Go to support.swann.com to check for available updates.

Advanced: Events
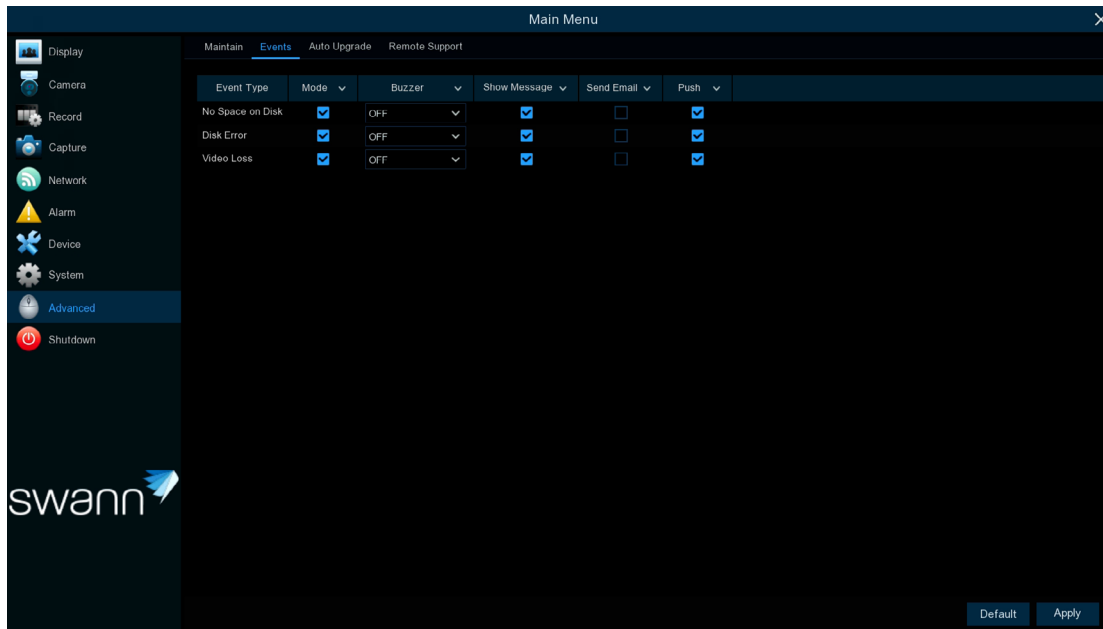
Whenever there is an event or if your Power Hub displays unusual behaviour, you can be alerted in multiple ways, such as receiving an email, displaying a message on-screen, receiving an alert in the Swann Security app, and activating its internal buzzer. There are three event types that your Power Hub will detect as an exception.

→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

**Event Type:** Click the checkbox if you would like to disable alerts for the event available.

Buzzer: Click the drop-down menu and select the time for the internal buzzer to activate for the event available.

Show Message: Click the checkbox if you like to disable the on-screen message for the event available.

Send Email: Click the checkbox if you would like to enable email alerts for the event available.

Push: Push notifications are sent via the Swann Security app. Click the checkbox if you want to disable this.

Advanced: Auto Upgrade
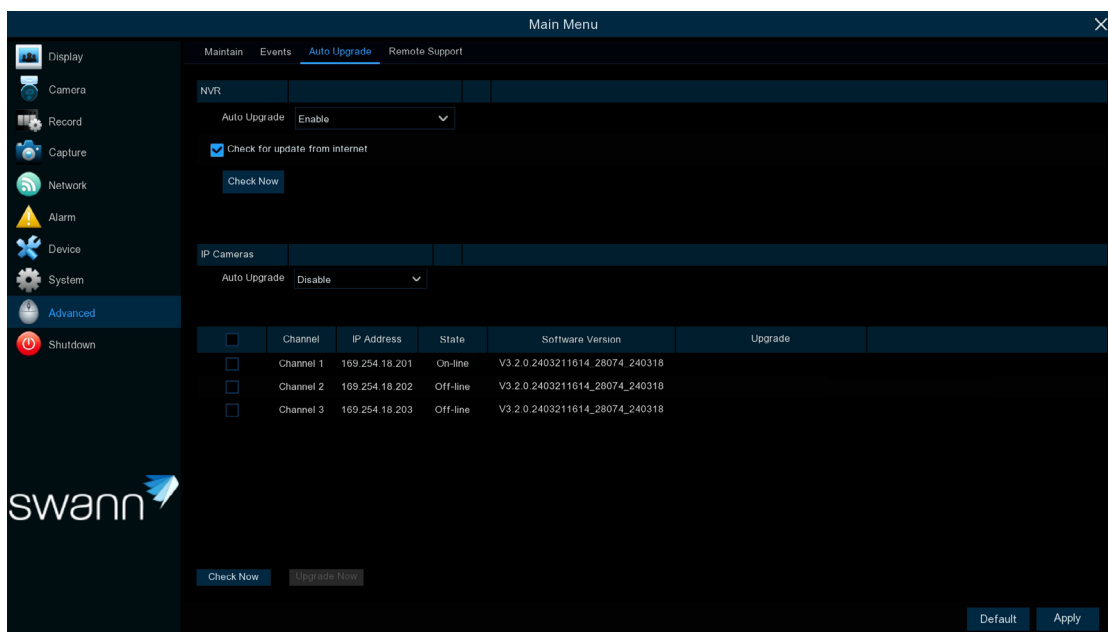
→ Click "Default" to revert to default settings.

→ Click "Apply" to save settings.

NVR

Auto Upgrade: By default, your Power Hub will automatically check and alert you if new firmware is available for download. Click the drop-down menu if you would like to disable this feature.

Check for update from internet: By default, your Power Hub will automatically check and alert you if new firmware is available for download. Click the checkbox if you would like to disable this feature.

Check now: Click this button to check if new firmware is available. If new firmware is available, follow the on-screen instructions.

IP Cameras

Auto Upgrade: Click the drop-down menu to enable your Power Hub to automatically check and alert you if new firmware is available for the paired cameras.

Click the checkbox on one or more of the cameras paired to check for a firmware update.

Check Now: Click to check for a camera firmware update.

If a firmware update is available, click the "Upgrade Now" button and follow the on-screen instructions.
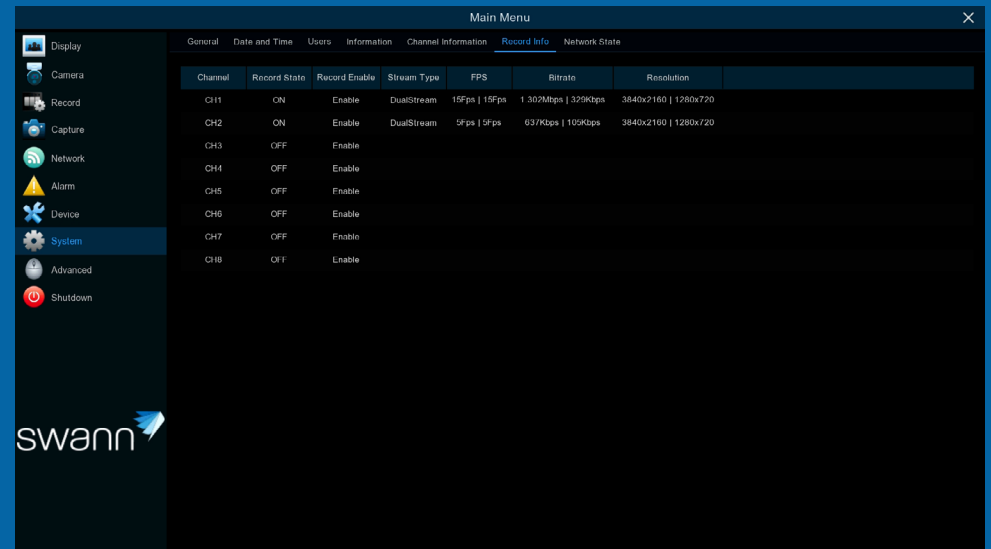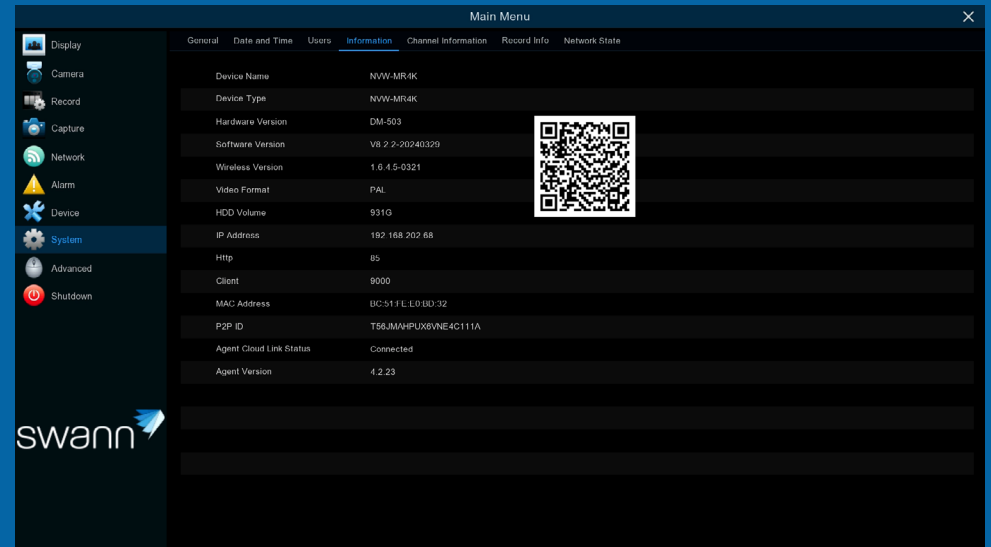
Advanced: Remote Support
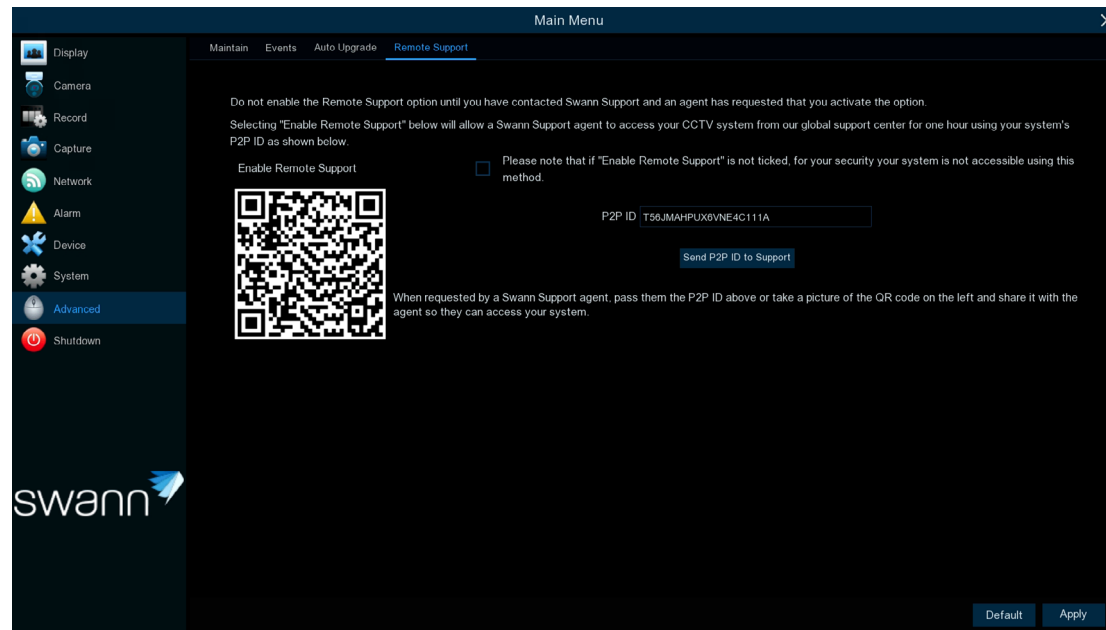
If you call for assistance, the Remote Support function is used by our Swann Helpdesk & Technical Support staff to remotely connect to your Power Hub. This will assist them in diagnosing any issues that you may be having. This function is not used in the day-to-day operation of your Power Hub.

System Status

The various status tabs give you an overview of the settings and options that have been selected for your Power Hub to function. Actions performed by your Power Hub and events detected are logged, which you can search and view. When calling our helpdesk for assistance, our staff may ask you to access these tabs to assist them in solving any technical issues that you may be having.

System: Information

You can scan the QR code to pair your Power Hub in the Swann Security app.

This tab displays technical information about your Power Hub as well as your device ID (P2P ID) and QR code. If you call our helpdesk for assistance, our staff may ask you to access this tab to assist them in solving any technical issues that you may be having.

MAC Address: You can use this as a recovery password if you have forgotten your current password.

If you call our helpdesk for assistance, our staff may ask you to access this tab to assist them in solving any technical issues that you may be having.

Write down your MAC Address: _____

Agent Cloud Link Status: Indicates if your Power Hub is connected to the Swann Security cloud system.

Displays the Mainstream, Substream, and the recording settings used for each camera connected (settings will only be shown when one or more cameras are detecting motion and recording).

If you call our helpdesk for assistance, our staff may ask you to access this tab to assist them in solving any technical issues that you may be having.

Right-click the mouse to exit.

System: Network State

Displays the network settings used by your Power Hub.

If you call our helpdesk for assistance, our staff may ask you to access this tab to assist them in solving any technical issues that you may be having.

Right-click the mouse to exit.

Search: Log

Each action that your Power Hub performs, as well as events detected, are logged. These log files can be searched, viewed, and copied to a USB flash drive for safekeeping.

1 **Start/End Time:** Click the calendar icon to select the month, year, and date that you would like to search on. Click the dialogue box to enter a specific start and end time.

2 **Log Type:** Leave the default selection or click the drop-down menu to select a specific action that you would like to search for.

3 **Search:** Click this to display a list of log files that match your search criteria. Double-click a file to display information about that log.

4 **Backup:** Insert a USB flash drive into your Power Hub, then click this to copy the log files that match your search criteria. You have the choice of formatting the flash drive or creating a new folder if required. Click "OK" to save, then click "OK" again to close.

Event Playback & Backup

Search allows you to play recorded videos and snapshots saved to your Power Hub's storage device. You can play video that matches your recording schedule, analytic events, and more. The Backup function allows you to save wanted events to a USB flash drive.

💬 Because battery-powered cameras have limited power, your Power Hub gives priority to the Mainstream stream when saving recorded events. It also records a Substream, but sometimes events may not be recorded in this way. That's why when you're looking for events to play back, Mainstream is the default option.
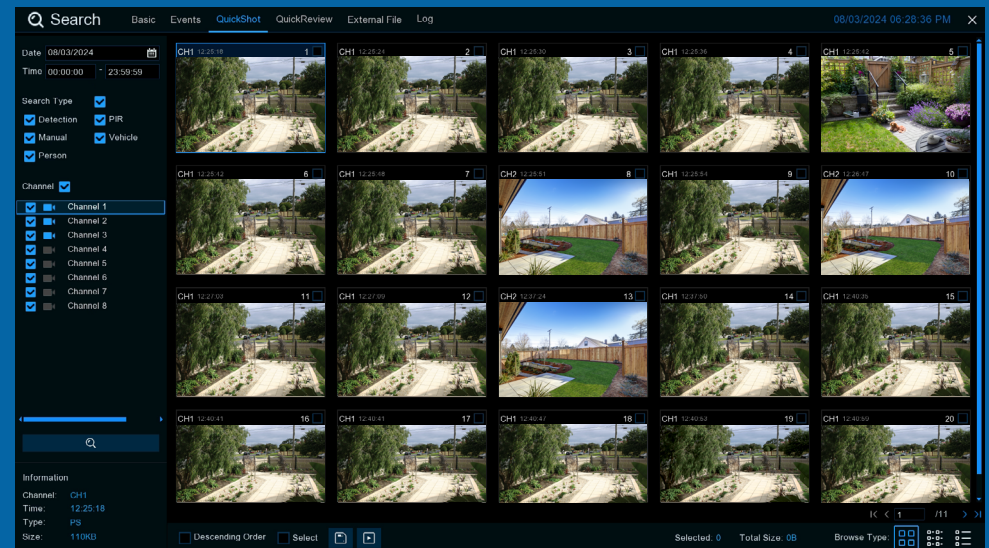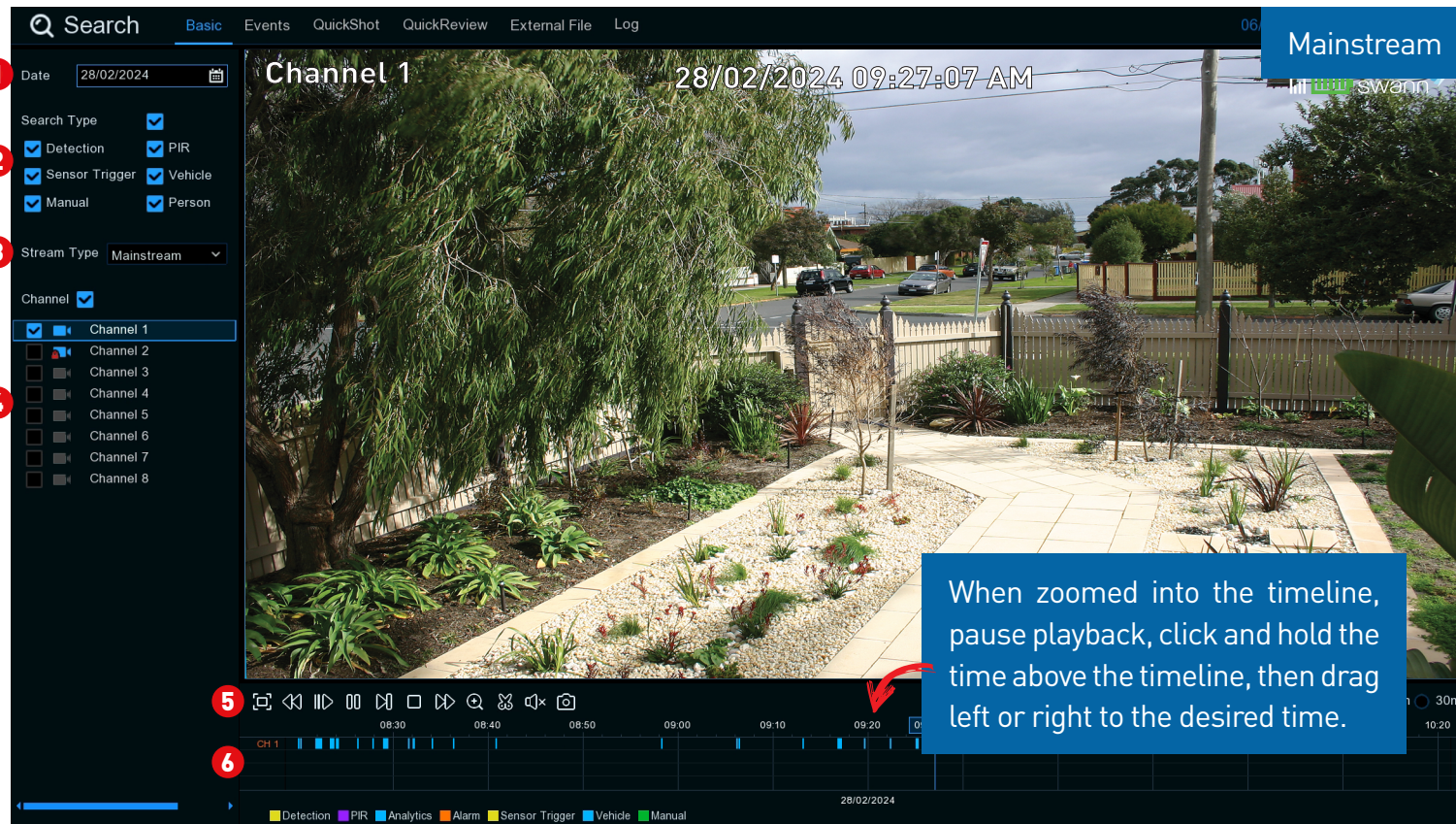
📖 Click for contents

Search: Basic

When zoomed into the timeline, pause playback, click and hold the time above the timeline, then drag left or right to the desired time.

① Click the calendar icon to select a date that you want to search on. A red underline on a date indicates recordings on those particular dates.

② This is the event type that you can search for. You can leave all event types enabled if you want to search for all, or you can select specific event types. Adjust accordingly.

③ For Mainstream, only one camera can be selected for playback. For Sub-stream, a maximum of four cameras can be selected.

④ Select from one or more cameras to display for playback (a maximum of four cameras can be selected for playback only). A blue camera indicates which cameras match your search criteria.

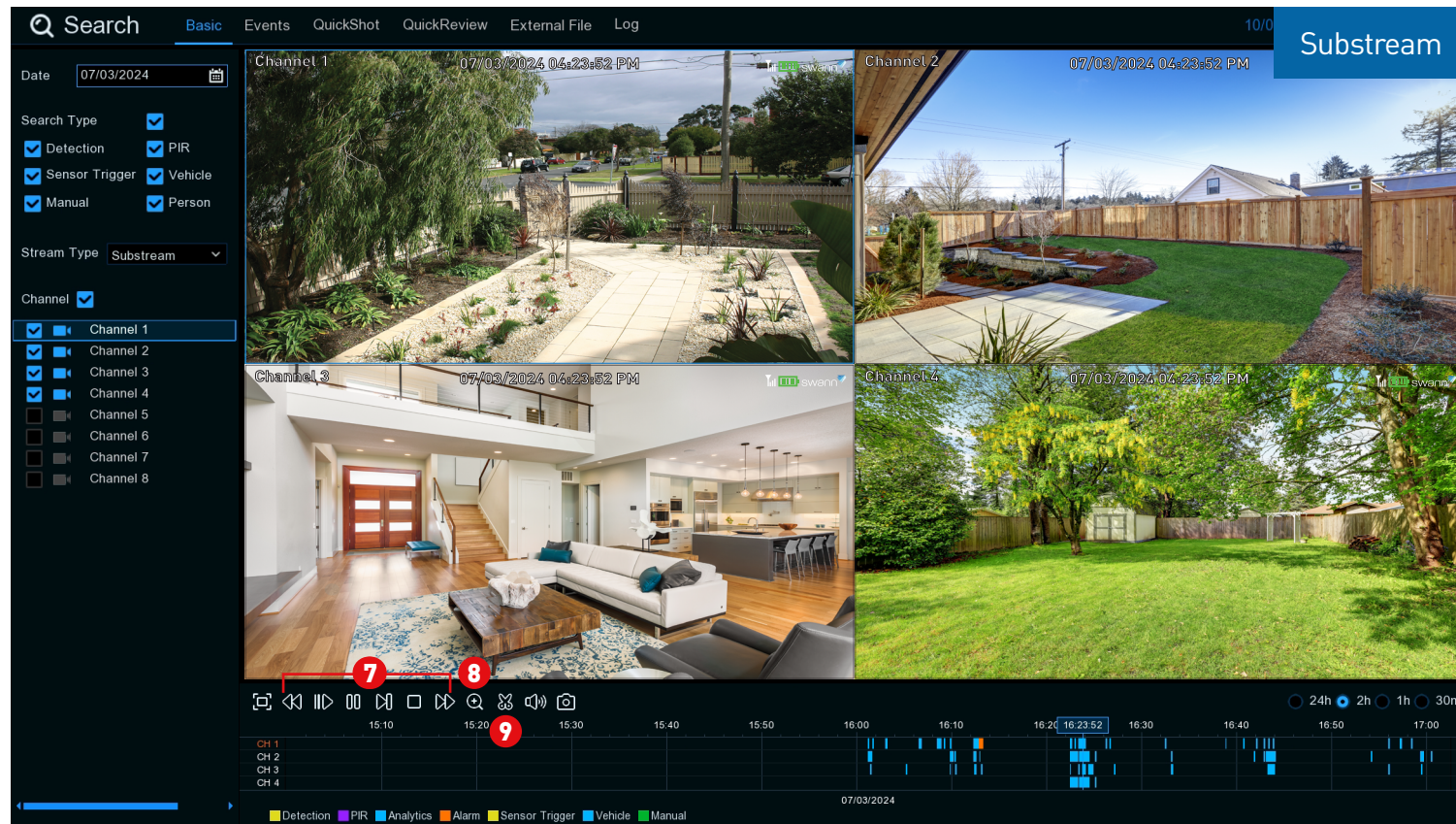**⑤** Click this to hide the playback interface to maximize your viewing area (watch full-screen). Right-click to restore.

⑥ Recordings that match your search criteria will be displayed here.

(continued on next page)

Search: Basic

7 From left to right, they are your reverse, slow motion, play/pause, frame advance, stop and fast forward controls. Subsequent presses of the reverse, slow motion, and fast forward buttons will increase the speed of each action.

8 Select a camera, click this button, and then use the scroll button on the mouse to zoom. Use the picture-in-picture screen to select a different area to view. Right-click to exit.

9 This button allows you to edit the video by setting a mark in and mark

out points which you can then copy to a USB flash drive. Click on a camera to select it, then press this button. You will see two white triangles on the time-line. Move them left or right on the section of the video that you want to edit. Click the disk icon (Back-up) to save. For the backup type, leave the default selection (MP4) for wider playback compatibility on your computer. Insert a USB flash drive to your Power Hub, then click "Save". Click "OK" to save, then click "OK" when finished.

(continued on next page)

Search: Basic

10 Click this button to mute or unmute the audio.

11 This button allows you to save a snapshot to a USB flash drive. Click on a camera to select it, then press this button.

12 Indicates the video type on the timeline.

13 This represents the visible time. Click on a different period to zoom in for precise event selection or to zoom out.

Use this function to search, play and copy events to a USB flash drive.

① Click the calendar icon to select a date that you want to search on. A red underline on a date indicates there are recordings on those particular dates. For time, you can search over 24 hours or use the keypad to enter a specific start and end time.

② This is the event type that you can search for. Adjust accordingly.

③ Select Mainstream or Substream to search for (Mainstream will play vid-

eo at the camera's native recording resolution).

④ Select from one or all cameras that you would like to search on. A blue camera indicates which cameras match your search criteria.

⑤ Click this button to commence a search. You will see a thumbnail of each event that matches your search criteria. Click the checkbox above each thumbnail to select it.

(continued on next page)

Search: Events (copy events to a USB flash drive)
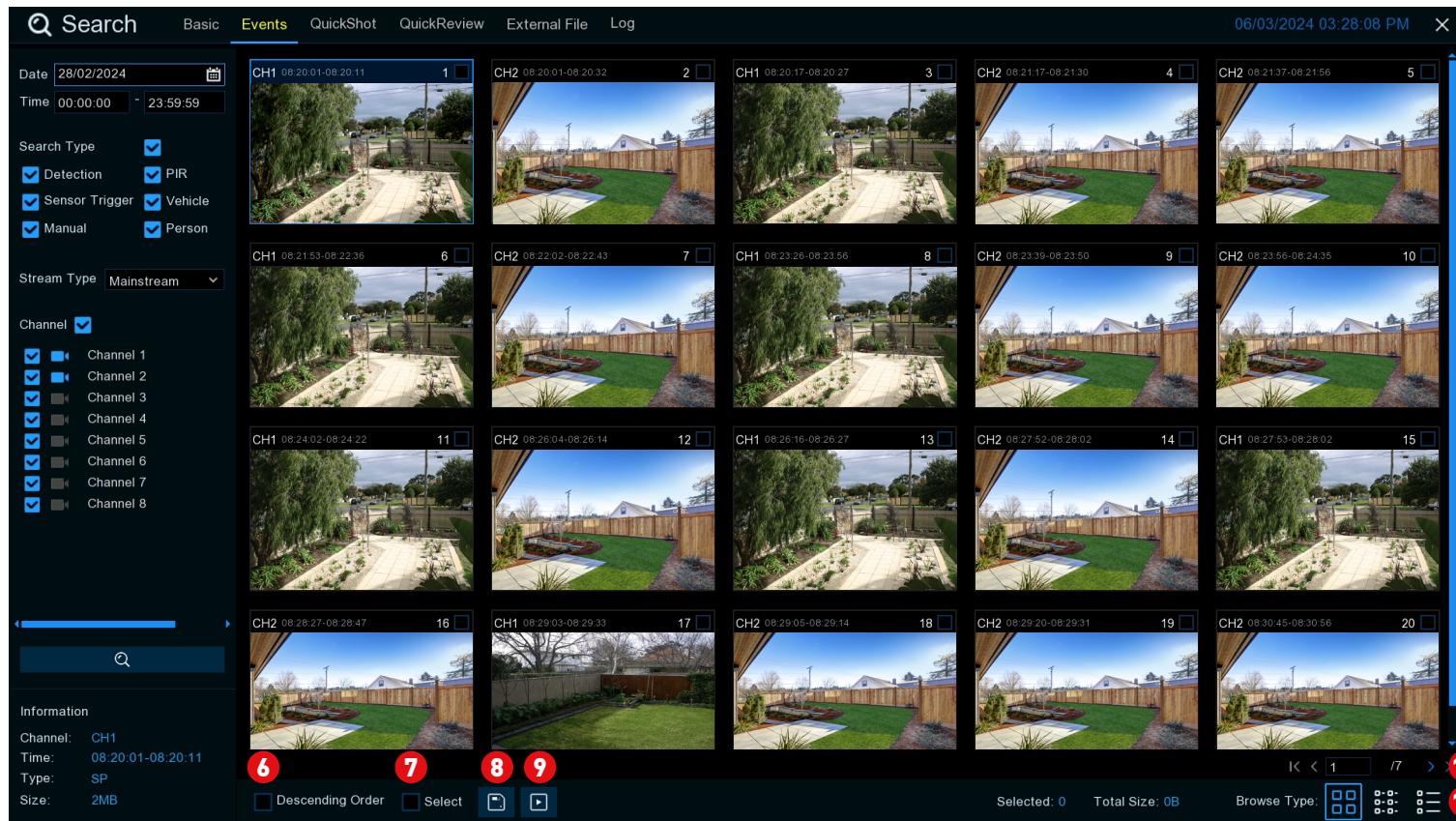
6 Click the checkbox to view the events in descending order.

7 Click the checkbox to select all events.

8 When one or more events have been selected, click this button to copy to a USB flash drive. For the backup type, leave the default selection (MP4) for wider playback compatibility on your computer. Insert a USB flash drive to your Power Hub, then click "Save". Click "OK" to save then click "OK" when finished.

9 Click this button to play a selected event. Right-click to exit.

10 Click these to change how the events are displayed. The default view is Thumbnail, but you can change it to List or Detail.

11 Click these to navigate to a different page available. Use the keypad to navigate to a specific page.

Search: QuickShot (copy snapshots to a USB flash drive)

Use this function to search, play and copy snapshots to a USB flash drive.

**1** Click the calendar icon to select a date that you want to search on. A red underline on a date indicates recordings on those particular dates. For time, you can search over 24 hours or use the keypad to enter a specific start and end time.

2 This is the event type that you can search for. Adjust accordingly.

3 Select from one or all cameras that you would like to search on.

4 Click this to commence a search. You will see a snapshot of each event that matches your search criteria.

5 Click the checkbox to view snapshots in descending order.

6 Click the checkbox to select all snapshots.

7 Select a snapshot, then click this button to copy it to a USB flash drive.

8 Click this to play a slideshow (see page 63 - Playing a Slideshow).

Playing a Slideshow

Click the checkbox on a snapshot that you want to save to a USB flash drive.
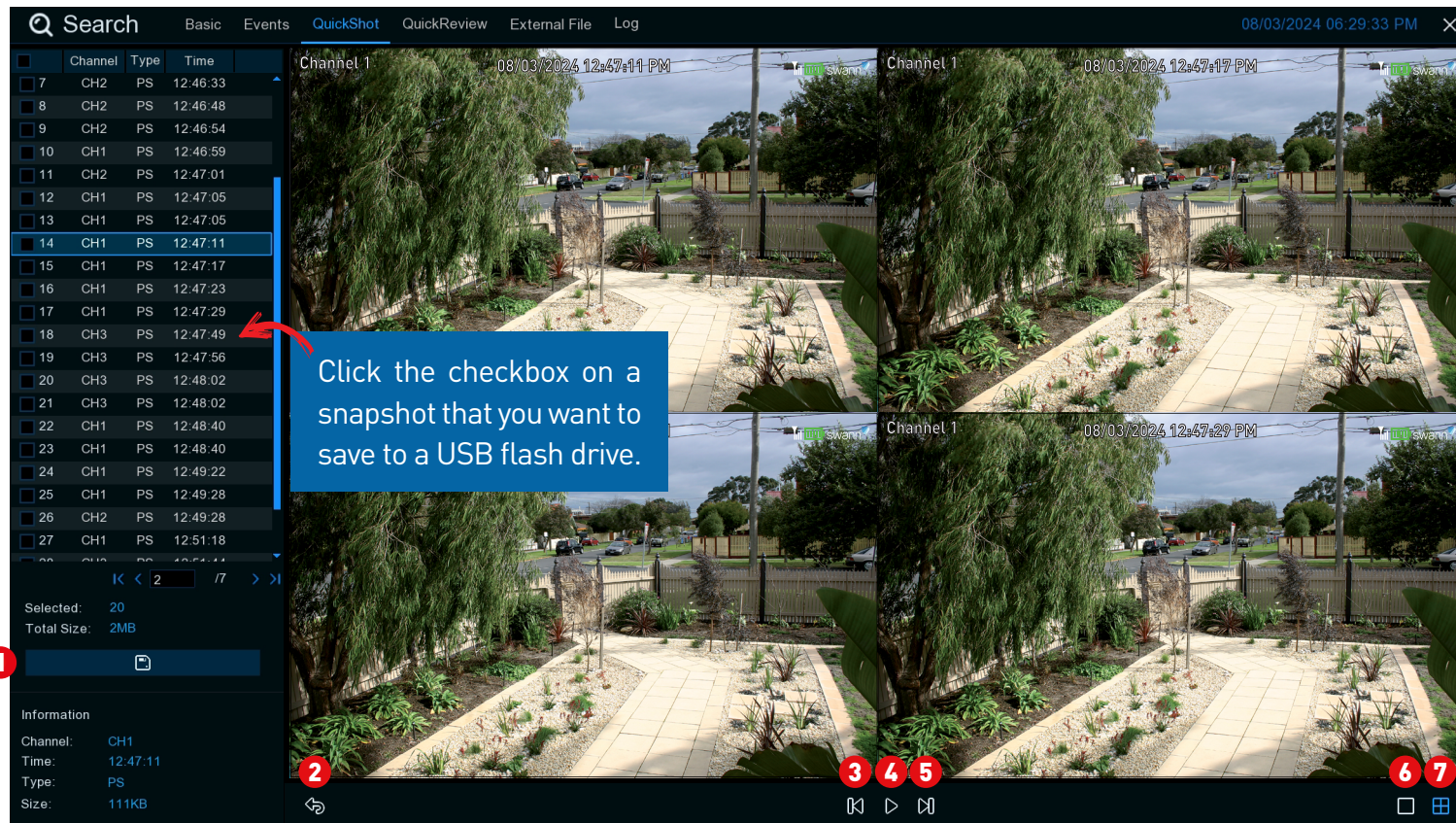
1 Select a snapshot, then click this button to copy it to a USB flash drive.

2 Click this to go back to the previous screen.

3 Click this to display the previous group of snapshots.

4 Click this to pause or play a slideshow.

5 Click this to display the next group of snapshots.

6 Click this to view a single snapshot at a time.

7 Click this to view four snapshots at a time.

Search: QuickReview

Click on a split-screen to select it (a surrounding blue square is shown).

QuickReview lets you watch different actions happening at the same time on one screen (but only if you're using Substream). It's like splitting your screen into sections. So, if you have a whole day of motion events to watch and you've chosen to split your screen into four parts, each part will show six hours of action.

❶ Click the calendar icon to select a date that you want to search on. A red underline on a date indicates recordings on those particular dates. For time, you can search over 24 hours or a specific start and end time.

❷ Click the drop-down menu to select the preferred split-screen mode.

❸ This is the event type that you can search. Adjust accordingly.

❹ Change this to Substream.

❺ Select the camera that you would like to search on.

Click the "Play" button to play the motion events.

See page 57 for an explanation of the controls on the timeline.

Search: External File

Events saved to your USB flash drive will be displayed here.
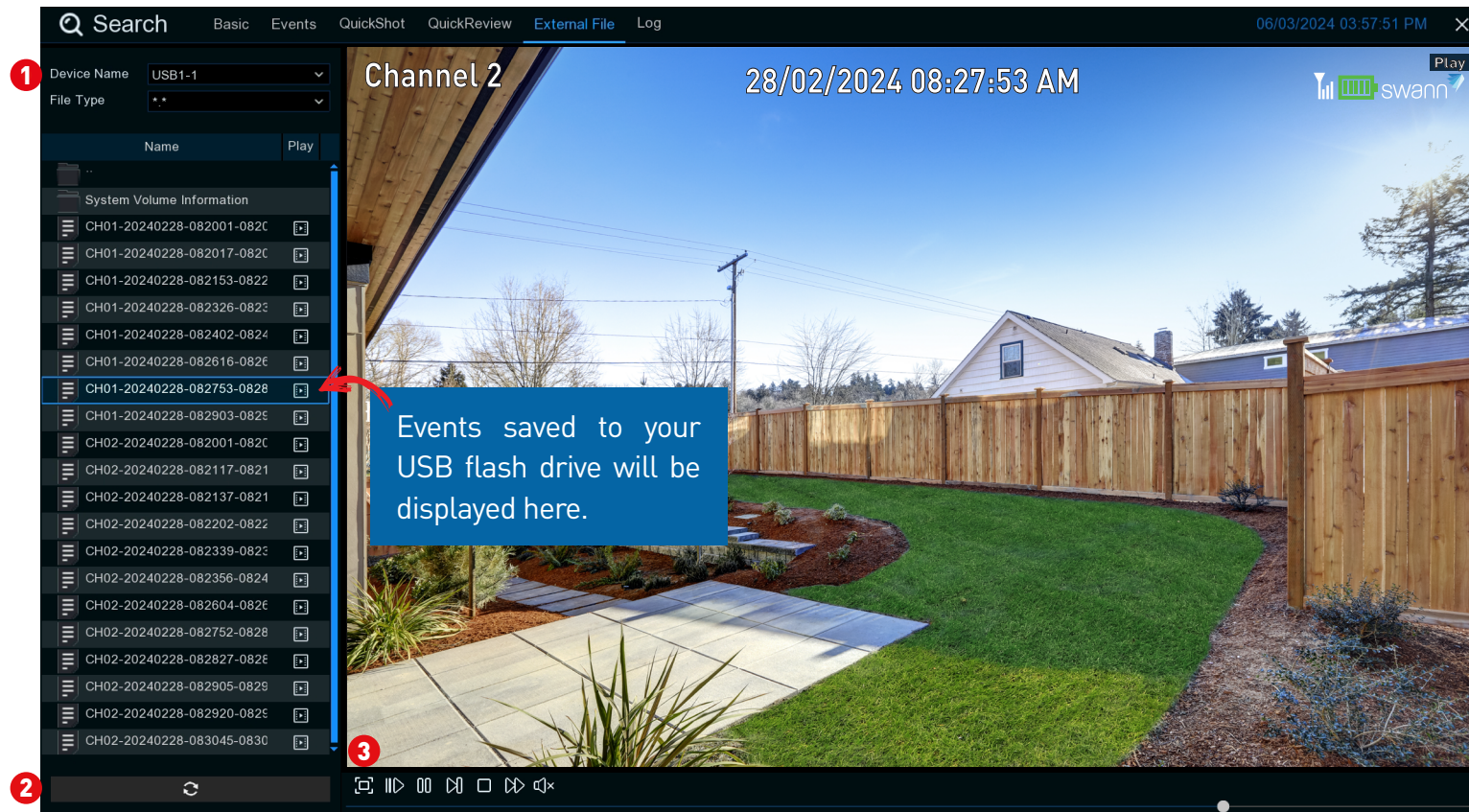
Use this function to play events that you have copied to a USB flash drive.

1 If multiple USB flash drives are connected, click the drop-down menu to select the drive that you want to read from.

2 Click this button to refresh the USB flash drive.

Double-click an event to play.

3 Click this to hide the playback interface so you can maximize your viewing area. Right-click to restore.

Frequently Asked Questions

Can the Power Hub connect to my network wirelessly?

Not yet, however, a Wi-Fi USB dongle (supporting both 2.4GHz and 5GHz bands) and also a 4G USB dongle are in development. News regarding these accessories will be published on our website as the release date becomes nearer.

Do the antennas need to be fitted to the Power Hub and Cameras?

Yes, antennas are required to be fitted to ensure reliable operation. For maximum signal strength, we recommend that you set up your cameras with the antennas facing straight up, but if this is not possible, the next best option is for the camera's antenna to be straight down.

Can I install a hard drive inside my Power Hub?

Yes. There is a SATA power and data cable inside the Power Hub which can connect to a 2.5″ hard drive or SSD. An external USB hard drive can also be connected to the Power Hub to be used as an additional storage device for recordings.

What is the largest hard drive that I can install inside my Power Hub?

The largest hard drive you can install is 4TB (terabyte). Brands such as Western Digital, Seagate and Toshiba are recommended.

What is the maximum size MicroSD card that is compatible with the Power Hub?

Up to 256GB. Use a minimum Class 10, U3, V30 SDXC or high-speed equivalent MicroSD cards from reliable sources.

What range do the cameras operate at?

The working distance for the cameras will vary from location to location. With direct line of sight, the operating distance has been tested to at least 600m (2000ft), but with walls and other solid objects between the camera and hub, the range will be somewhat shorter.

What resolutions will the cameras record video at?

The recorded resolution of each camera will vary depending on signal strength. For example, with a strong signal, recordings will be at 4K. However, if the signal is not as strong, the system will dynamically adjust the resolution and frame rate to ensure the best overall video quality. Recordings may be at 2K, 1080p, or 720p where the signal is lower to maintain a reliable connection and recording quality.

How do I get the best out of my built-in solar panel?

Like all solar chargers, the solar panel fitted to the camera will work best when it gets full sun. Consider this when fitting your camera to minimise how much shade it gets, and adjust the direction it faces to ensure it can receive the most sunlight while covering your area of interest. It is also a good idea to clean the solar panel periodically, as dust and dirt can impact the charging efficiency. Keep this in mind when installing the cameras as well.

Can I charge my camera with any USB-C charger?

No. Certain smart or fast chargers can only charge devices that use the Power Delivery (PD) profile. These chargers are common in the latest Apple® and Android smartphones/tablets. Use the provided USB-C cable and a standard USB 5V 2A power adapter to charge.

Does the Power Hub require an internet connection?

No. The Power Hub can operate as a local-only system without an internet connection. However, to view anything via the Swann Security app, you would have to view it via a monitor connected to the Power Hub.

Frequently Asked Questions

Can I play video(s) on my Power Hub that I have copied to a USB flash drive?

Yes, you can use the Search: External File function (see page 65).

Can I connect and copy videos to a portable USB hard drive?

Due to the nature of how portable USB hard drives operate, there is no guarantee that your drive, when connected to the Power Hub's USB port, will work. You'll have to give it a try. For backup purposes, we recommend using a USB flash drive.

How do I save video recordings that are on my Power Hub?

To copy video recordings to a USB flash drive, use the Search: Events function (see page 60).

How do I save snapshots that are on my Power Hub?

To copy snapshots to a USB flash drive, use the Search: QuickShot function (see page 62).

Can I use my own email address and server instead of creating a new one?

You can providing you have the settings required for the SMTP port and server. If you don't have this, you will have to contact your internet service provider to get this information.

I have saved recordings to a USB flash drive to play on my Windows computer but it won't play in Windows Media Player, how can I play these?

Windows Media Player doesn't have the required codecs to play recordings from your Power Hub. We recommend using VLC media player as it has the required codecs to play a variety of different video formats. It's free to download from www.videolan.org.

Email alerts aren't working, what can I do?

1. Check that your email user name and password are correct.

2. Located at the back of your Power Hub, you should see one or two flashing LEDs (above the Network port). If you don't see this, disconnect then reconnect the Ethernet cable or try a different port on your modem or router.

3. Search "less secure apps" at support.swann.com (if using Gmail).

How long does my Power Hub record for when motion has been detected?

To save power, the default clip length is set to 10 seconds, but you have the option to extend it if necessary, up to a maximum of 60 seconds. This duration also dictates the duration of Live View mode. Keep in mind that prolonging it will consume more battery.

Is it possible to do a manual recording?

Manual recording is only possible if a hard drive has been installed in your Power Hub. Manual recordings can be a maximum of three minutes.

For instance, while I'm gardening, I'd like to direct the camera aimed in that area to refrain from motion detection and conserve power. Is this feasible?

Yes, you can adjust the Alarm settings so that the camera's PIR sensor and motion detection are disabled. Go to Setup > Alarm > Detection and for Mode select Disable. For PIR Sensitivity select 1% (see page 20).

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

FCC Regulation (for the 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.

Help & Resources

Visit Swann Support Center at support.swann.com. You can register your product for dedicated customer support, download guides, find answers to commonly asked questions, and more.

🌐 Support Community

💬 Customer Support

☁️ Product Manuals

👤💬 Frequently Asked Questions

swann
security you can trust