EliteX™

swann® EX

8-Channel Network Video Recorder User Manual

Notices

Please read this information carefully before operating your recorder.

General Safety Instructions

- Read and retain all instructions for future reference.
- Do not expose the recorder to dripping, splashing, or liquid-filled objects such as vases.
- Keep the recorder away from heat sources including radiators, heaters, stoves, and other equipment that produces heat.
- Ensure adequate ventilation. Do not block airflow openings or install the recorder in an enclosed space without proper ventilation.
- Operate the recorder only from the type of power source indicated on the marking label.
- Unplug the recorder during lightning storms or when unused for long periods.
- Do not overload wall outlets or extension cords.
- Keep power cords positioned to avoid being stepped on, pinched, or damaged at plugs and connection points.
- Use only accessories specified by Swann.
- Do not attempt to repair or disassemble the recorder yourself. Contact qualified service personnel for servicing.
- Do not insert objects into the recorder's openings, as this may cause electric shock or equipment damage.
- Install the recorder horizontally on a stable surface to prevent tipping or damage.
- Replace the power cord only with a cord approved by the manufacturer.

Electrical Safety

- Disconnect the power before cleaning. Use only a dry, soft cloth.
- Do not use liquid cleaners, aerosol sprays, alcohol, benzene, or solvents.
- For additional surge protection, connect the recorder to a UPS (Uninterruptible Power Supply).
- If the recorder does not operate normally, refer servicing to qualified technicians.

Handling and Transportation

- Always transport the recorder in its original packaging or other protective material to prevent internal hard disk damage.
- Do not expose the recorder to rain, moisture, or extreme temperature changes during transportation.

FCC Compliance

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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING: Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

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.

About This Manual

Information in this manual is accurate at the time of publication and may change without notice. Features and behaviour may vary depending on firmware or connected devices. Swann accepts no liability for any loss or damage resulting from errors, omissions, or discrepancies between this manual and the product.

For the latest documentation, visit support.swann.com.

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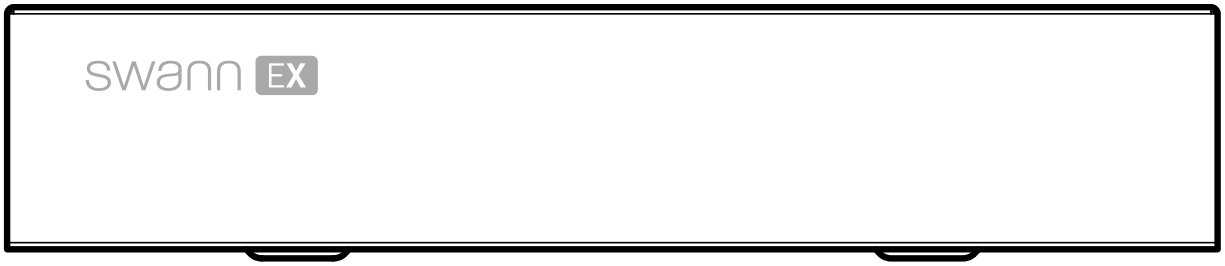
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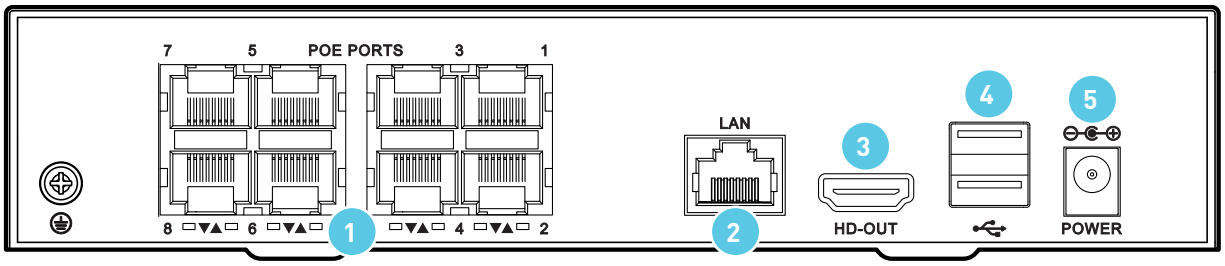
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Chapter 1 - Recorder Overview

Front Panel



Rear Panel



1	PoE Ports 1–8	Connect compatible cameras using Ethernet cables. Each port provides both power and video through a single Ethernet cable, eliminating the need for separate power connections.
2	LAN Port	Connect the recorder to your router using the included Ethernet cable for internet access.
3	HDMI Port	Connect to a TV or monitor using an HDMI cable for high-definition display output.
4	USB Ports	Connect a USB mouse for system control and/or a USB storage device to back up recordings and logs.
5	Power Input	Connect the included 48V DC power adapter.

☑ Always use the supplied power adapter and cable. Using other adapters may damage the unit and void your warranty.

Using the Mouse

You can operate the recorder using a USB mouse. Mouse actions perform different functions depending on the screen. The following table lists the common operations.

Mouse Action	Description
Left-click	• Select an item or button. • Click inside a text box to edit a value. • In Playback, click the timeline to jump to a point in time.
Right-click	• Opens the **Quick Action Menu** when the system is unlocked. • When the system is locked, displays the login window.
Double-click	• Switch between single-channel and multi-channel (split-screen) view in Live View or Playback.
Click and drag	• In Live View, drag a channel to rearrange its display position. • In Playback, drag the timeline to move through the video. • In Motion Detection or Privacy Mask setup screens, draw or adjust the defined area. • When Digital Zoom is enabled, drag to adjust the zoom area.
Scroll wheel	• Increase or decrease slider or time field values. • Scroll through lists or menus. • In Live View, scroll up or down to change channel views. • When Digital Zoom is enabled, scroll up or down the wheel to zoom in or out on an area.

Using the On-screen Keyboard

The on-screen keyboard appears automatically when you need to enter data, such as when you enter the login password or rename a camera channel.



Click to access additional punctuation marks and symbols

Click to delete a character

Click to switch between uppercase and lowercase letters

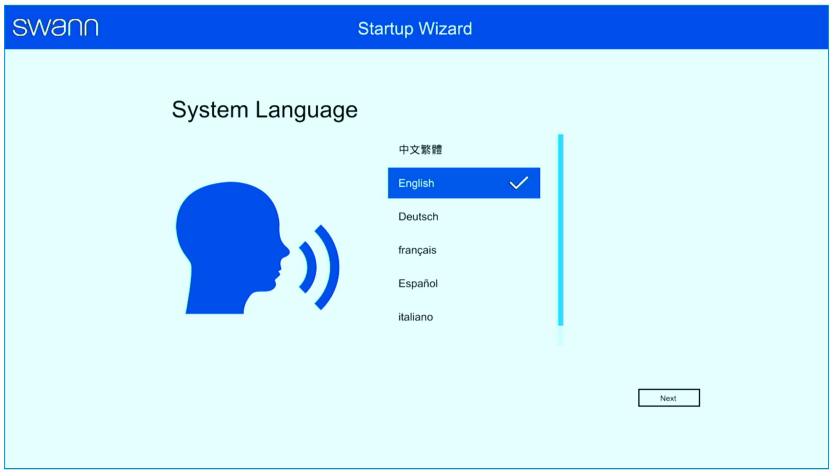
Click to confirm the entry and close the keyboard

Chapter 2 - Starting Up

Startup Wizard

When the recorder is powered on for the first time, the Startup Wizard appears to guide you through initial setup.

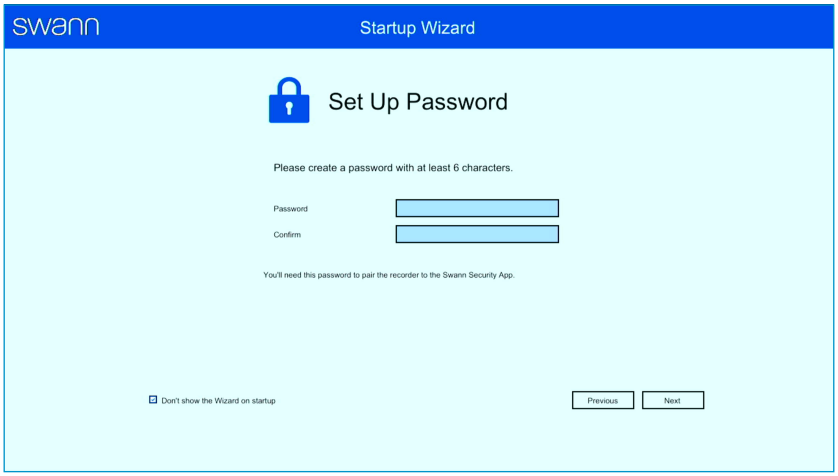
1 Select the system language and click the **Next** button.



2 Read the Welcome message and click the **Next** button.

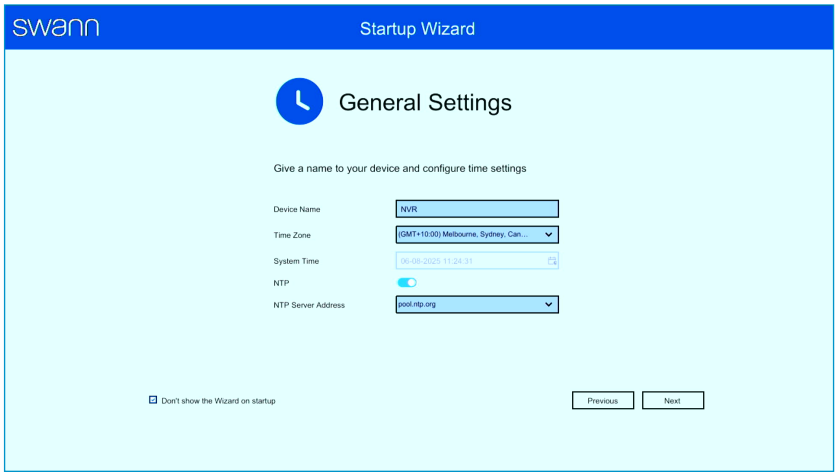


3 Enter a new administrator (admin) password in the Password field, confirm it, and then click **Next**.



- By default, one administrator account (admin) is created during initial setup.
- The password must be between 6 and 16 alphanumeric characters.
- Use at least 8 characters mixing uppercase and lowercase letters and numbers to create a strong password.
- The same password can be used to pair the recorder with the Swann Security app.
- Do not share the admin password with unauthorised users.

4 Enter a name for the recorder (if you don't want to use the default), select the correct time zone for your location and click **Next**.



- NTP is enabled by default to automatically synchronise the system clock with an internet time server.
- The default NTP server address is *pool.ntp.org*, but you can select a different one if necessary.
- If internet access is not available, you can manually set the system date and time by turning NTP off.

5 Read the instructions explaining how to pair the recorder with the Swann Security app and click **Finish**.



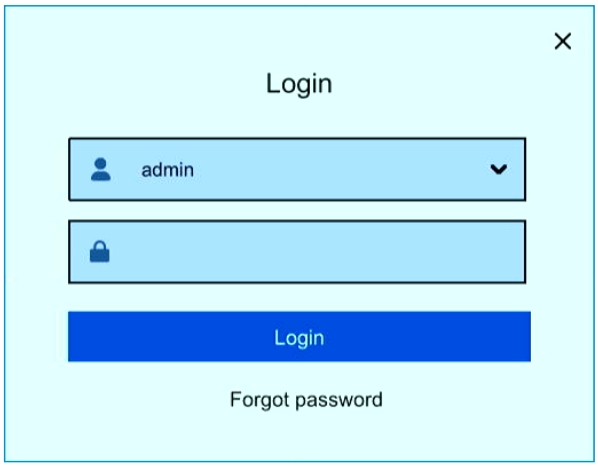
- Download the Swann Security app from Google Play or the App Store.
- The QR code displayed on the screen is unique to your recorder. Scan this code in the Swann Security app to start pairing.
- Ensure the recorder is connected to the internet before scanning the QR code.
- After pairing, you can view the recorder remotely via the app, receive alerts, and recover the password if it is forgotten.

System Login

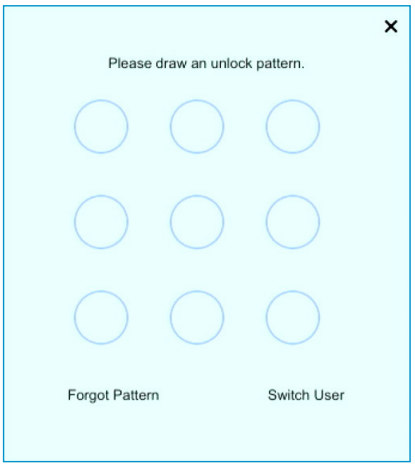
Enter the admin password you created during the Startup Wizard to log in to the recorder when the screen is locked or after rebooting it.

If you have enabled **Pattern Unlock**, draw the unlock pattern to log in. See **"Modifying Password" on page 65**.

After logging in, **Live View mode** displays in full-screen.



Password login



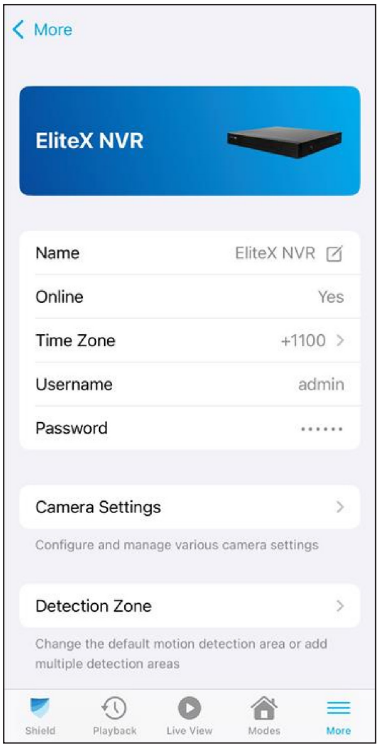
Pattern Unlock

Forgot Password

If you've forgotten your admin password, you can recover or reset it using the following methods:

Recovering the Password via the Swann Security App

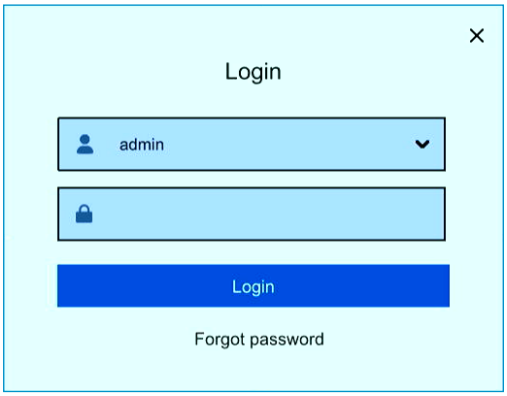
1. Open the Swann Security app.
2. Go to the **More** tab.
3. Select your recorder.
4. Tap the **Password** field. This will trigger a security challenge on your phone to confirm your identity before showing the stored password.



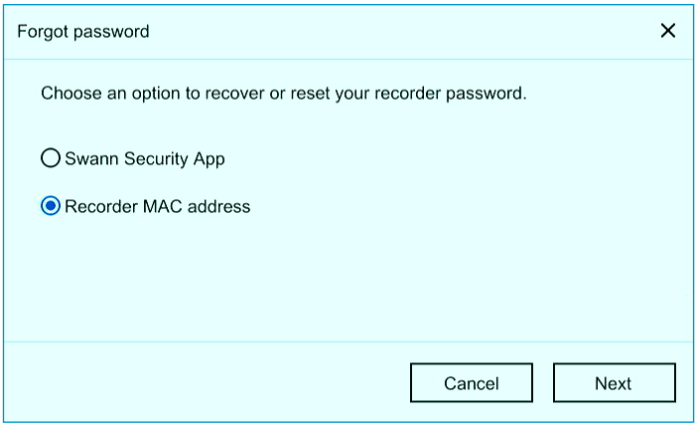
5. The password will then be revealed in the **Password** field.

Resetting the Password Directly on the Recorder

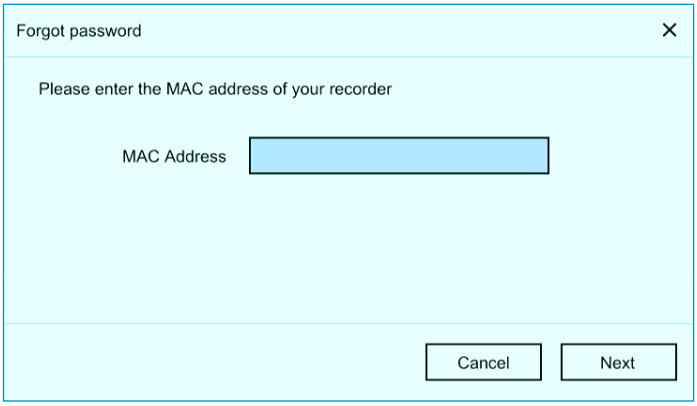
1. Click **Forgot password** on the Login box.



2 Select the **Recorder MAC address** option and click **Next**.



3 Enter the MAC address of the recorder and click **Next**.



- The MAC address uniquely identifies your recorder on the network.
- It is not case-sensitive, but it must be entered with colons in the correct format.

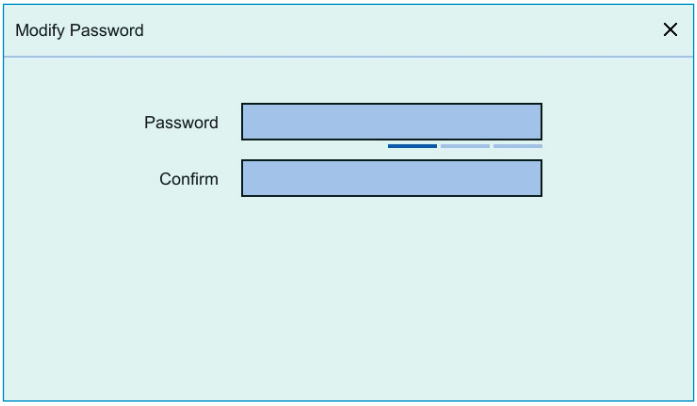
To find your recorder's MAC address:

Use your phone's camera or a QR code scanner app to scan the QR code label located on the top of the recorder. The QR code text contains three blocks of data separated by commas, for example:

XXXXXXXXXXX111A,**12ab34cd56ef**,84

The MAC address is contained in the second block, consisting of 12 alphanumeric characters.
Enter it in the field using colons between each pair of characters, for example: **12:ab:34:cd:56:ef**

4 Create a new admin password and click **Next**.

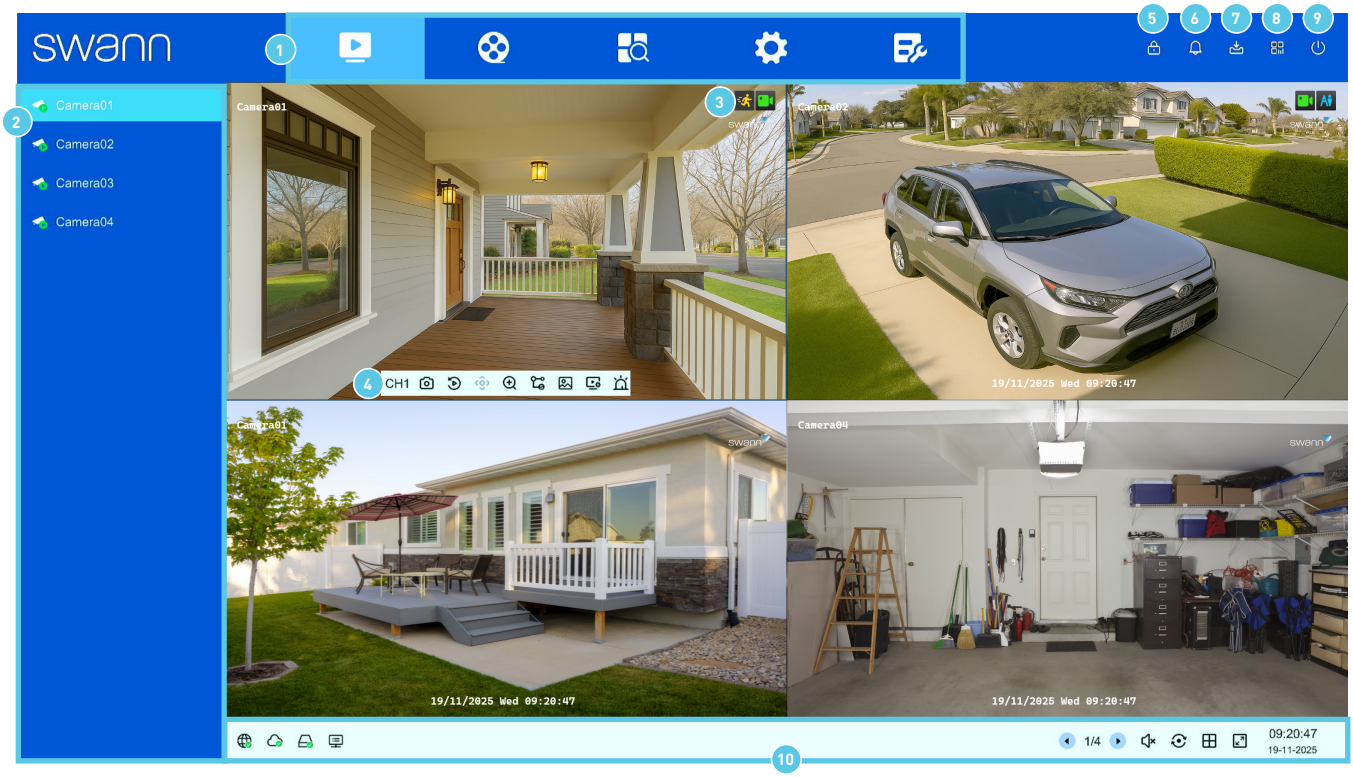


5 Use the new password to log in to the recorder.

Chapter 3 - Live View Mode

Overview

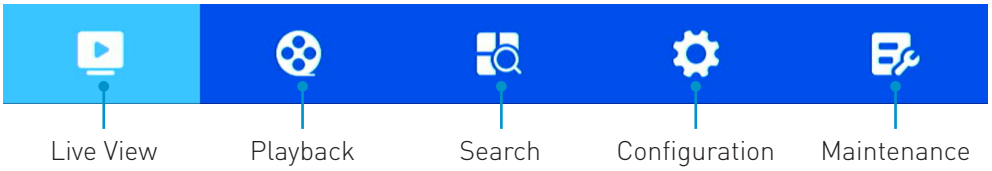
Live View mode is the main operating screen of your recorder. It displays live video feeds from all connected cameras, allowing you to monitor multiple areas simultaneously. The interface also provides quick access to essential system menus such as **Playback**, **Search**, **Configuration**, and **Maintenance**, along with important controls and status indicators located along the top and bottom of the screen.



1	Menu Bar	5	Lock Screen	9	Power
2	Channel List	6	Notifications	10	Taskbar
3	Channel Status Icons	7	Downloads		
4	Camera Toolbar	8	Device QR Code		

Menu Bar

Quick access to key system functions, including **Live View**, **Playback**, **Search**, **Configuration**, and **Maintenance**. Click the icons on the menu bar to navigate between the main functions.



Channel List

Shows all channels with connected cameras. Selecting a channel highlights it and enables live audio from that camera.

☑ If you don't hear audio from the selected channel, check the speaker icon on the taskbar and make sure the audio is not muted and the volume is turned up. See **"Taskbar" on page 14** for more information.

Channel Status Icons

Icons appear on each camera channel in Live View to help you quickly identify recording activity, motion detection, smart analytics events, or video loss.

Icon	Description
	Indicates that video is being recorded.
	Indicates that motion activity is detected.
	Indicates that a Smart Analytics event, such as Intrusion, has been triggered.
NO VIDEO	Indicates that the channel has no camera connected or assigned.
VIDEO LOSS	Indicates video loss on the channel, such as when the camera is disconnected or powered off.
NO PERMISSION	Indicates that the user (for example, a guest account) does not have permission to view the camera feed.

Camera Toolbar

Appears when you hover the mouse pointer over a channel in Live View mode. It provides quick on-screen controls for interacting with the selected camera. The available functions may vary depending on the connected camera model and its supported features.

✓ The **Camera Toolbar** hides automatically after 10 seconds of inactivity.



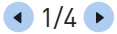
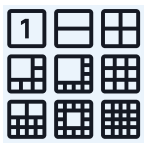
Icon	Description
	Captures a snapshot of the live video. Snapshots are saved automatically and can be viewed or backed up in **Search > Picture**. See **"Searching for Snapshots" on page 30**.
	Instant Playback plays any events recorded during the last 5 minutes. For example, if the current time is 10:00 AM, it will show video from 9:55 AM to 10:00 AM. This feature lets you stay in Live View mode while quickly reviewing the most recent footage. If no video was captured during this period, no video will be displayed.
	Opens the PTZ Control panel (for supported PTZ camera models) to adjust pan, tilt, zoom, focus, and iris.
	Enables Digital Zoom mode. The unmagnified image appears in the lower-right corner. Drag the blue frame to reposition the zoomed area, and use the ⊕ / ⊖ buttons or the mouse wheel to zoom in or out. Right-click anywhere on the screen to exit and return to normal view.
	Switches the live video stream between **Main Stream** and **Sub Stream**. ✓ In single-channel view, **Main Stream** is used automatically. In multi-channel (split-screen) view, all channels display in **Sub Stream** by default. Only one **Main Stream** channel can be supported at a time.
	Opens the **Image Configuration Panel** to adjust brightness, contrast, saturation, sharpness, WDR, mirror, video format and day/night settings.
	Adjusts the live view performance. You can switch between: • **Real-Time**: Prioritises smoother motion with a higher frame rate, which may slightly reduce image detail. • **Balanced (default)**: Provides a middle ground between motion smoothness and image clarity. • **Smooth**: Prioritises higher image detail, which may reduce motion smoothness when bandwidth is limited. This setting applies to live view only and does not affect recording quality.

Icon	Description
	Opens the **Alarm Window**, where you can manually activate the camera's built-in siren and spotlights (if available).

Taskbar

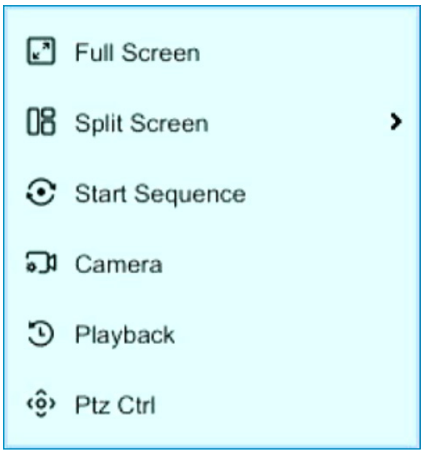
Provides quick access to viewing controls and system status information.

The taskbar is automatically hidden when Live View is in full screen. The taskbar will only show when you move your mouse pointer to the bottom of the screen, and will hide again when you move the pointer away.

Icon	Description
	Displays the current state of the network connection. A green icon indicates the recorder is connected to the network properly and online, while a red crossed icon shows the recorder has been disconnected from the network. Click the icon to view detailed network information.
	Displays the current state of the connection to the Swann cloud service. A green icon indicates the recorder is successfully connected to the cloud, while a red crossed icon indicates the recorder cannot connect to the cloud service.
	Displays the current state of the hard disk. A green icon indicates the hard disk is operating normally, a yellow icon indicates the disk is full, and a red icon indicates a disk error. Click the icon to view the total capacity, available space, and drive status.
	Opens the System Information window, where you can view system details, connected camera information, and recording status. The three available tabs are: • **System Information** (device name, MAC address, firmware version) • **Channel Information** (connected cameras, resolution, and firmware) • **Record Information** (channel, recording status, stream type, frame rate, and bitrate)
	Displays the current screen page number out of the total available pages (for example, 1/4), based on the selected split-screen layout. Click ◂ or ▸ to navigate between pages.
	Toggles live audio on or off. You can also adjust the output volume when audio is enabled.
	Click to start or stop automatic sequence view. When enabled, Live View cycles through camera pages at regular intervals. The sequence operation requires configuration of screen layout, linked cameras, and sequence interval (see **"Sequence Tab" on page 63**).
	Click to change the viewing layout to display multiple channels simultaneously. Supported split-screen layouts include 1, 2, 4, 6, 8, 9, 10, 13 and 16-channel views. The selected layout determines how many camera channels are displayed on screen. • When multiple channels are displayed, double-click a channel to view it in full-screen. Double-click again to return to multi-channel view. • You can drag the camera screens around to rearrange them.
	Click to switch the display to full-screen Live View mode. The menu bar, side panel, and taskbar are hidden to maximise the viewing area. Move the mouse pointer to the bottom of the screen to temporarily display the taskbar. Click the icon again to exit full-screen mode.
System Time System Date	Shows the current system time and date. The display format follows the system settings configured under **Configuration > System > General > Date Format**.

Quick Action Menu

The **Quick Action Menu** appears when you right-click on the Live View screen. It provides quick access to frequently used display and system functions.



Function	Description
Full Screen / Exit Full Screen	Enters or exits full-screen Live View mode.
Split Screen	Changes the viewing layout to display multiple channels simultaneously. Supported layouts include 1, 2, 4, 6, 8, 9, 10, 13 and 16-channel views. The selected layout determines how many camera channels are shown on screen.
Start/Stop Sequence	Starts or stops automatic sequence view. When enabled, Live View cycles through pages of camera channels at regular intervals. The sequence operation requires configuration of the screen layout, linked cameras, and sequence interval (see **"Sequence Tab" on page 63** for details on configuring the automatic sequence).
Camera	Opens the **Configuration > Camera** screen, where you can add, edit, or manage connected cameras and their settings.
Playback	Opens the **Playback** screen to search and view recorded video from multiple channels.
PTZ Ctrl	Opens the PTZ Control panel (for supported PTZ camera models).

Lock Screen

You can manually lock the system by clicking the **Lock** icon to prevent unauthorised access.

When the recorder is left idle for an extended period without mouse activity, the screen automatically locks to keep the system secure.

Notifications

Click the **Notifications** icon to view the history of recent system alerts, including motion events, smart detections, and system warnings.

The **Notifications** window contains three tabs:

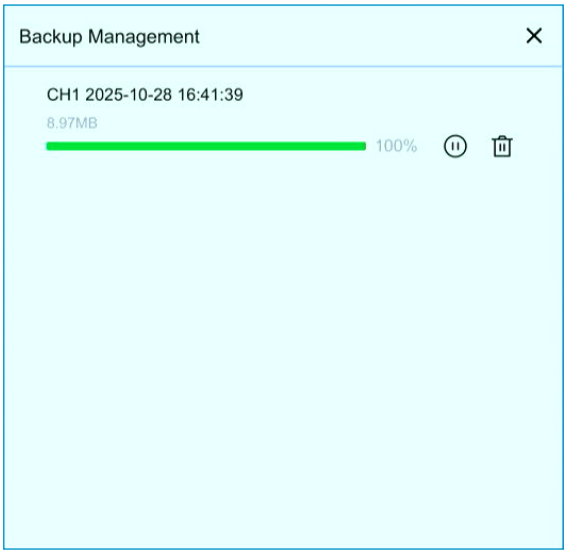
- **Exception**: Shows system warnings such as network disconnection, HDD full, disk error, no HDD, IP conflict, HDD not initialised, and video loss.
- **Normal**: Shows motion detection alerts.
- **Smart Alarm**: Shows smart analytics alerts such as Intrusion Detection.

When a new alert is available, a red dot appears on the **Notifications** icon.

Downloads

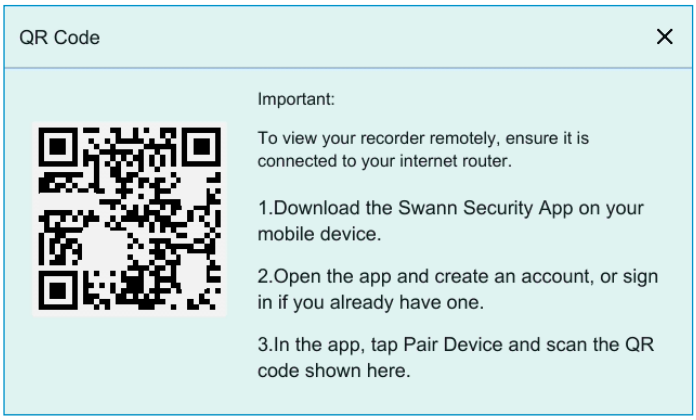
Shows the progress of video clips being exported to a connected USB storage device.

Older notifications are automatically cleared when the system restarts.



Device QR Code

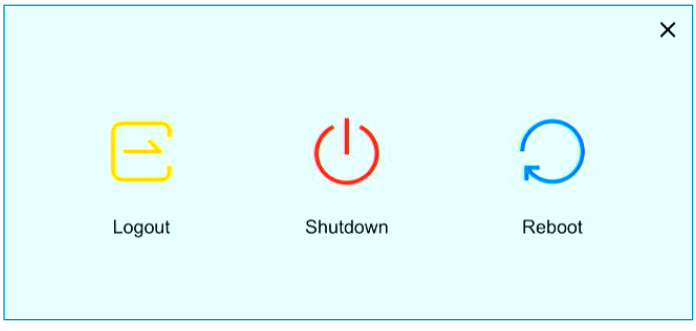
Displays the unique QR code of the recorder and provides instructions on how to pair it with the Swann Security app.



Power

Lets you log out, shut down, or restart the recorder.

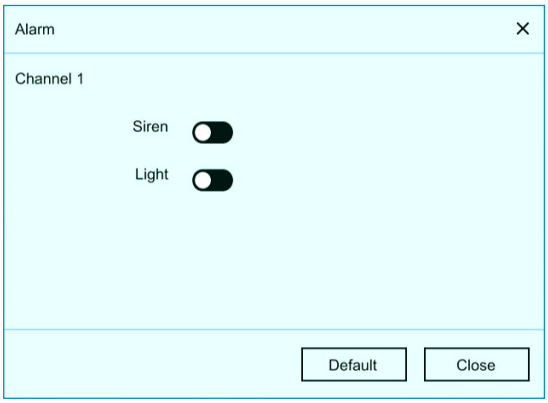
Always use the on-screen power options to safely turn off the recorder before unplugging it from the power outlet. Disconnecting power directly may cause data loss or file system errors.



Alarm Window

The **Alarm** window lets you manually control the camera's built-in siren and spotlights from Live View.

To open the Alarm window, hover the mouse pointer over a channel in Live View to display the **Camera Toolbar**, then click the **Alarm** icon.



Using the Alarm Controls:

- **Siren**: Toggle on or off to manually sound the camera's siren.
- **Light**: Toggle on or off to turn the camera's spotlights on or off.

✓ The siren and light will automatically turn off after 2 minutes if you do not switch them off manually.

Click **Close** to close the Alarm window and return to Live View.

Image Configuration Panel

The **Image Configuration** panel lets you quickly adjust how the selected camera's live video appears on screen. These settings help improve visibility in different lighting conditions and allow you to fine-tune the image without leaving Live View.

To open the **Image Configuration** panel, hover the mouse pointer over a channel in Live View to display the **Camera Toolbar**, then click the **Image Configuration** icon.



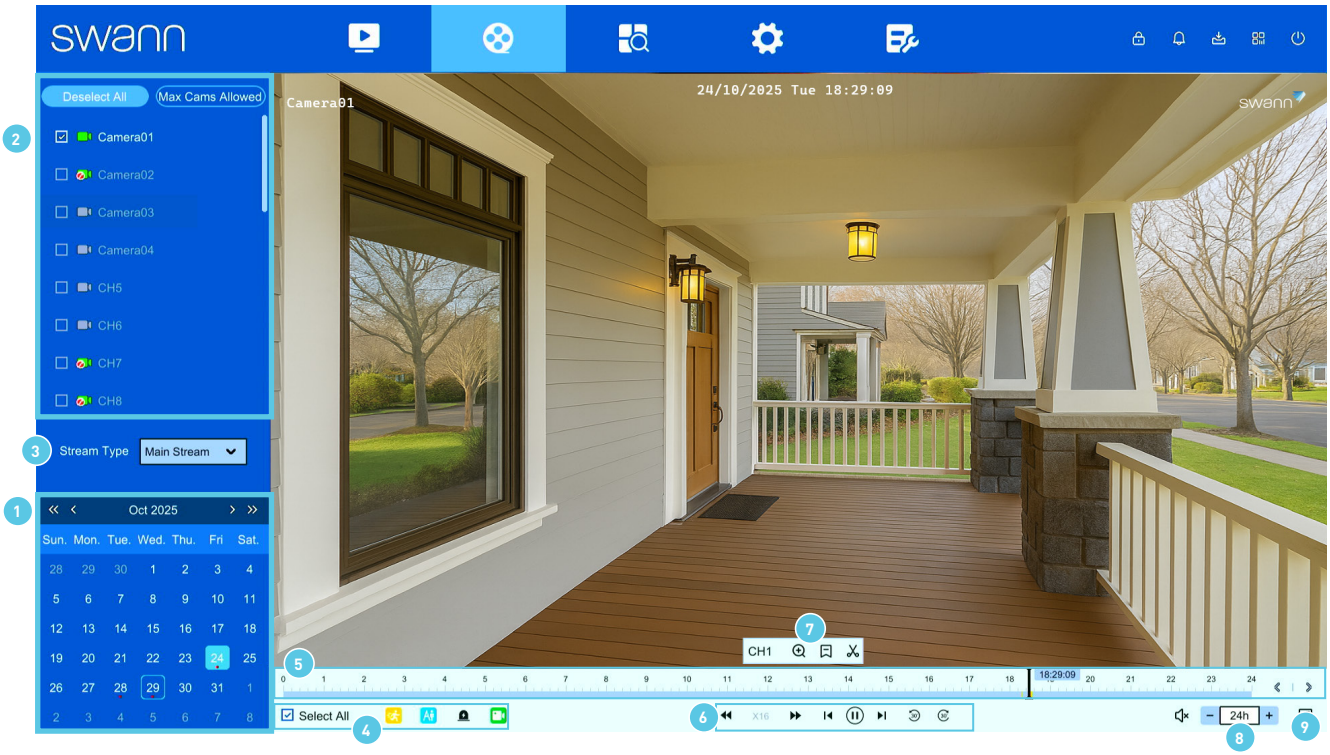
Setting	Description
Brightness	Adjusts the overall brightness of the image to suit the lighting conditions.
Contrast	Adjusts the difference between light and dark areas to improve clarity and detail.
Saturation	Adjusts colour intensity. Lower values reduce colour; higher values make colours stronger.
Sharpness	Enhances the edges of objects to make details appear more defined.
WDR	Wide Dynamic Range improves visibility in scenes with both bright and dark areas (for example, doorways or windows). Turn on only if needed. Using WDR when unnecessary may introduce noise or reduce overall contrast.
Mirror	Flips the image horizontally when required for installation scenarios (for example, when mounting the camera upside down or in mirrored positions).
Video Format	Sets the refresh rate to 50 Hz or 60 Hz depending on your region's power frequency.
Day/Night Switch	Determines how the camera switches between daytime colour mode and night-time infrared mode. Available modes: Auto, Day, Night. • Auto automatically selects the best mode. • Day forces colour mode. • Night forces infrared mode.

If any changes are made, click **Apply** to save the settings. To restore the default configuration, click **Reset**.

Chapter 4 - Playback

Playing Back Recordings

The **Playback** function allows you to view recorded video footage from your connected cameras. You can view recordings from multiple channels simultaneously, filter events by type, and locate specific recordings quickly using the built-in calendar and timeline tools.



No.	Name	Description
1	Calendar	Select a date from the calendar. Dates with available recordings are marked with a red dot. After you choose a date, the **Channel Selection** list shows which channels have recordings for that date, while channels without recordings are greyed out and cannot be selected.
2	Channel Selection	Tick the checkboxes beside each channel to include them in the Playback display. You can select one or multiple channels. The number of channels displayed depends on how many have been selected. A channel is greyed out and cannot be selected if no corresponding recordings are available on the selected date. If the **Stream Type** is set to **Main Stream**, only a single channel can be selected.
3	Stream Type	Lets you choose between **Main Stream** and **Sub Stream** for playback quality. **Main Stream** provides higher resolution but supports playback for only one channel at a time due to bandwidth limitations. **Sub Stream** allows playback of multiple channels simultaneously (up to eight channels) and should be used for multi-channel playback.

No.	Name	Description
4	Event Type Filter Icons	All event types are selected by default. Click an event icon to deselect it and hide the corresponding recordings on the timeline. • Motion – Recordings triggered by motion detection. • Intelligent – Recordings triggered by Smart Analytics events, such as Intrusion. • Alarm Event – Recordings triggered by third-party alarm devices. This event type is reserved for future hardware and does not apply to this model. • Normal – Scheduled non-event recordings.
5	Timeline Navigation	Displays a 24-hour timeline showing time periods containing recordings for the selected channel, colour-coded based on the event type. If multiple channels are being played back simultaneously, click on a channel in the Playback display to select it and show its corresponding timeline. The selected channel will be highlighted with a blue frame. Click and hold the playback slider, then drag it to the left or right. Release the playback slider to start playing the recording at the time chosen. You can also click anywhere on the timeline to jump to a specific time and start playback immediately.
6	Playback Controls	Decrease playback speed.
		X1 Indicates the current playback speed.
		Increase playback speed.
		Go to the previous frame.
		Play/Pause playback. After selecting a date and channel, click Play to begin playback from the earliest available recording. Click Pause to stop playback.
		Go to the next frame. Playback will pause automatically.
		During playback, skip backward 30 seconds.
		During playback, skip forward 30 seconds.
7	CH1	The video toolbar appears automatically when you hover the mouse pointer over a playback channel. It allows you to use digital zoom, tags, or clip functions.
8	− 24h +	Click the **−** or **+** button to adjust the timeline scale between 24-hour (default), 6-hour, 2-hour, 1-hour, or half-hour views for easier navigation.
9		Click to switch the Playback display to full-screen mode. The menu bar and side panel are hidden to maximise the viewing area. Move the mouse pointer to the bottom of the screen to temporarily display the Playback Controls and Timeline Navigation. Click the icon again to exit full-screen mode.

Tag

The **Tag** function lets you mark important moments during playback by creating a short video clip so you can easily find them later. When a tag is created, the recorder automatically saves a short clip that includes approximately 10 seconds before and after the tagged moment.

✓ You can find your tagged clips in the **Search > Event** tab.

Adding Tags During Playback

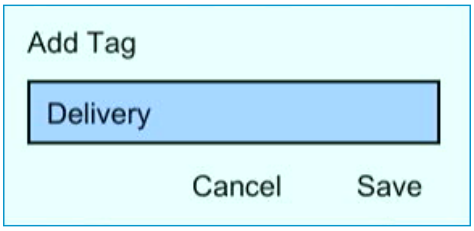
1 Select the date and channel, then start playback.

2 Pause the video at the point you want to tag.

3 Hover the mouse pointer over the channel to display the **Video Toolbar** 

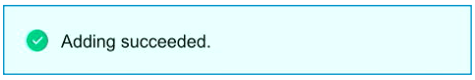
, then click the **Tag** icon.

4 Enter a tag name in the pop-up box.



✓ Use meaningful tag names when adding tags (for example, Delivery, Visitor, Car Entering, Package, Door Open). This makes searching for tags easier later.

5 Click **Save**. A confirmation pop-up appears.



Clip

The **Clip** function lets you cut and export all recordings within a selected time range as a single video file. This is helpful when you want to save one continuous clip that includes multiple recordings from a specific period, rather than exporting each recording separately.

Clipping Recordings During Playback

✓ A USB storage drive is required for this function.

1 Insert a USB storage drive into the extra USB port on the rear of the recorder.

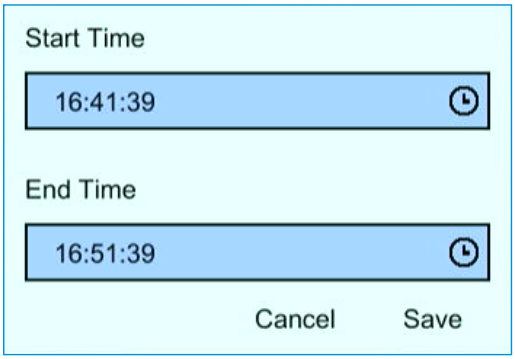
2 Select the date and channel, then start playback.

3 Pause the video at the point you want to mark for clipping.

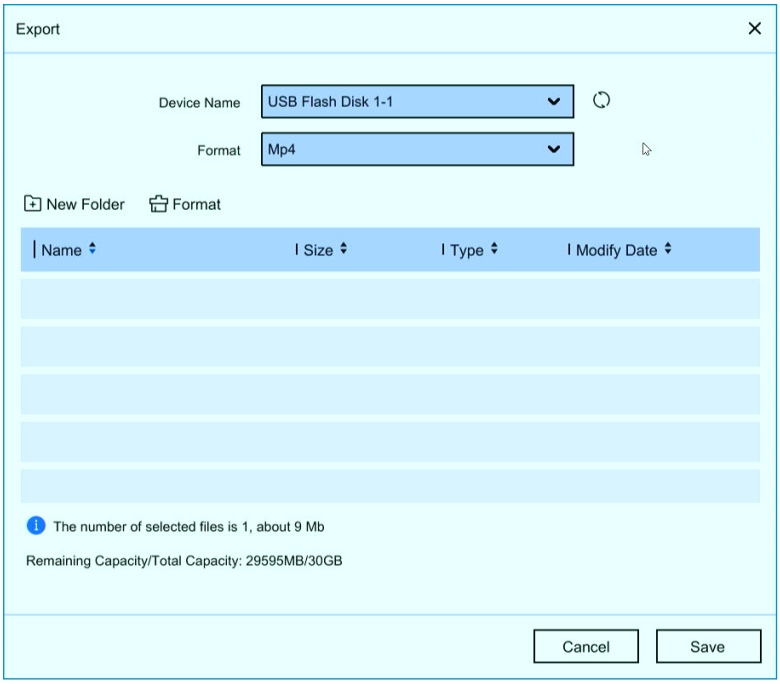
4 Hover the mouse pointer over the channel to display the **Video Toolbar** 

, then click the **Clip** icon.

5 Specify the desired start and end times (maximum range of 10 minutes). The pre-defined Start Time and End Time are 5 minutes before and after the video is paused.



6 Click **Save**. The Export window appears.



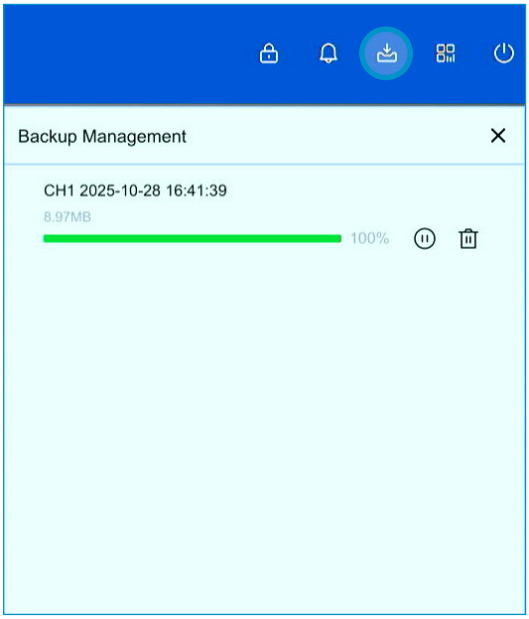
You can also create a new folder or format the detected USB storage drive within the Export window, if necessary.

7 Select the storage device (for example, the connected USB storage drive).

8 Choose the file format (MP4 or AVI) to save the video clip in.

9 Click **Save** to begin exporting the video file to your USB storage drive.

10 You can check the file export progress by clicking the **Downloads** icon at the top right of the menu bar.



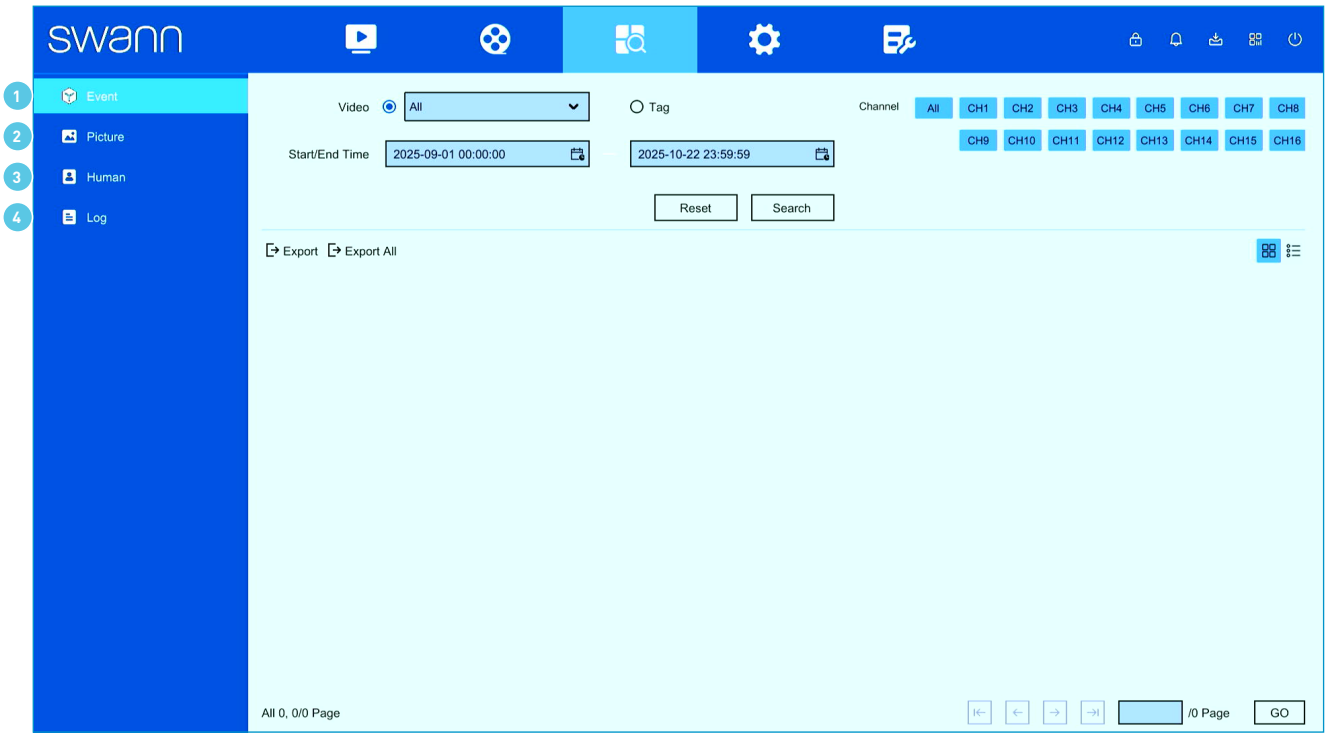
11 Once the export is complete, a confirmation pop-up appears.



Chapter 5 - Search

Overview

The **Search** function lets you quickly find and export recordings, tagged clips, snapshots, and system logs. You can filter results by criteria such as event type, date and time, and camera channel, and view results in either Thumbnail or List view.

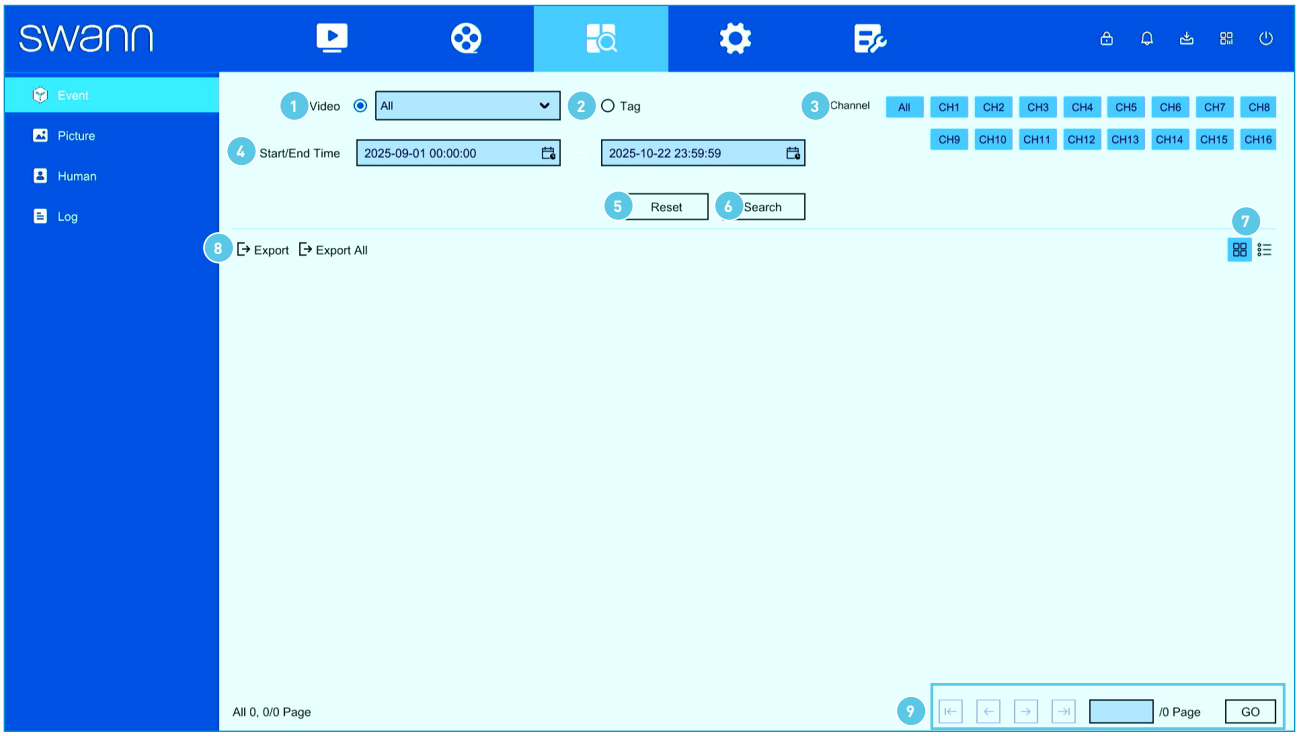


The following search options are available:

No.	Name	Description
1	Event	Search for recordings based on motion detection or smart analytics events. You can also find short video clips that were manually tagged during playback.
2	Picture	Search for snapshots captured automatically by events or captured manually.
3	Human	Search for events where a person was detected.
4	Log	Search for system activity logs, including alarms, user actions, system alerts, and configuration changes.

Event Search

In **Event Search**, you can easily locate recordings by applying filters such as event type, date, time, and camera channel. Supported event types include motion-triggered recordings and AI-based detections. You can also find event videos that you have tagged during playback (see **"Searching for Tag Clips" on page 26**).

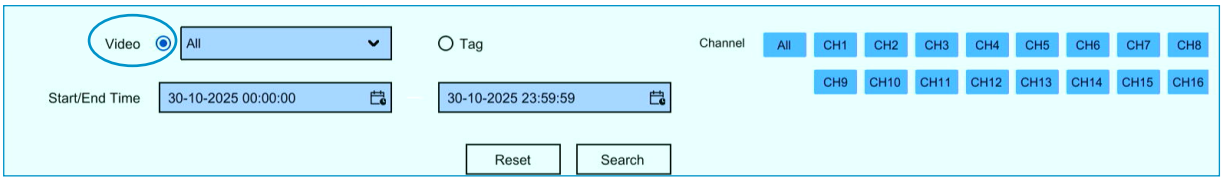


No.	Name	Description
1	Video	Select the event type to search for. The default selection is All. Supported event types include motion events and smart analytics detections.
2	Tag	Search only for tagged video clips created during playback. ✓ Tag clips are created during Playback when a **Tag** is added.
3	Channel Selection	Select one or more channels to include in the search, or choose All to search across all channels. All channels are selected by default.
4	Start/End Time	Specify the search date and time range.
5	Reset	Reset all search filters to their default settings.
6	Search	Run the search and display results based on the selected criteria.
7	Thumbnail/ List View	Choose how search results are displayed: • Thumbnail View - Shows results as thumbnail previews with channel, date, and time. • List View - Shows results in rows with details such as channel, start/end time, event type and file size.
8	Export / Export All	Export selected recording(s) to a USB storage device, or choose Export All to back up all results.
9	Pagination Controls	Use the buttons to navigate between pages quickly if multiple pages of results are available.

Searching for Event Clips

1 Select the **Video** option.

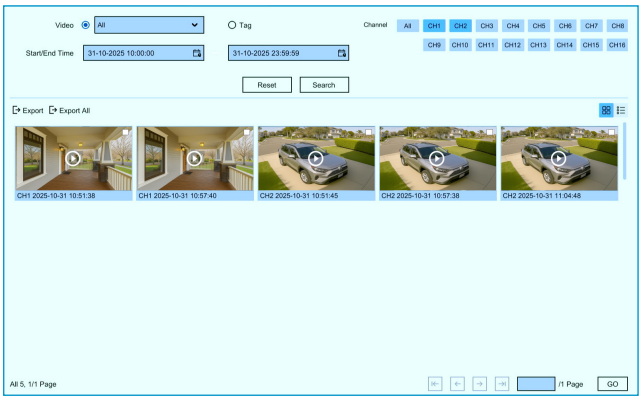
To filter by a specific event type (for example, Motion or Intrusion), select it from the Video drop-down list. To search all event types, leave the selection as **All**.



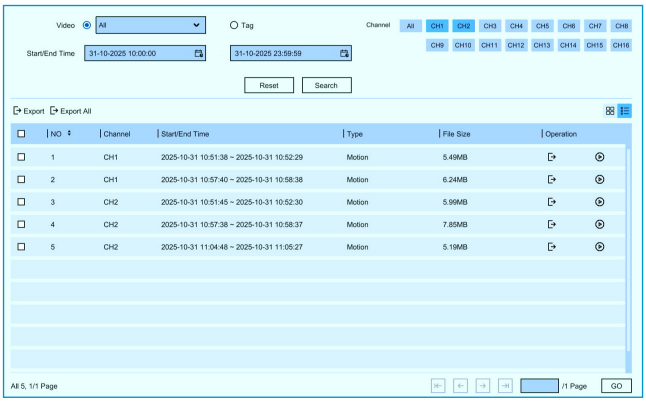
2 Specify the date and time range using the **Start/End Time** fields.

3 Select one or more channels to include in the search.
All channels are selected by default (highlighted).
Click All to deselect all channels, or click individual channels to include/exclude them.

4 Click **Search**. Event clips matching your search criteria are displayed.



Thumbnail View



List View

5 To play the clip:

- In Thumbnail view, click the ▶ icon in the thumbnail preview.
- In List view, click the ▶ icon under *Operation*.

Exporting Event Clips

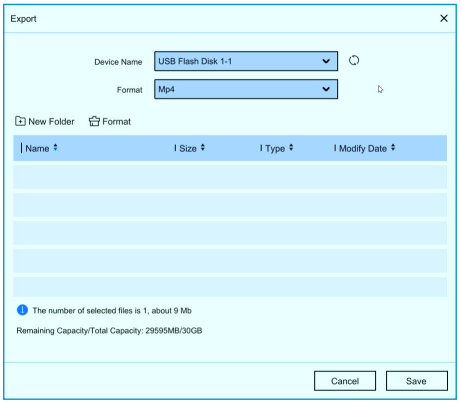
You can export videos found in **Event Search** to a USB storage device.

Thumbnail View

1 Select one or more clips by ticking the checkbox on each thumbnail.

2 Click **Export** to save selected clips, or click **Export All** to save all clips in the results.

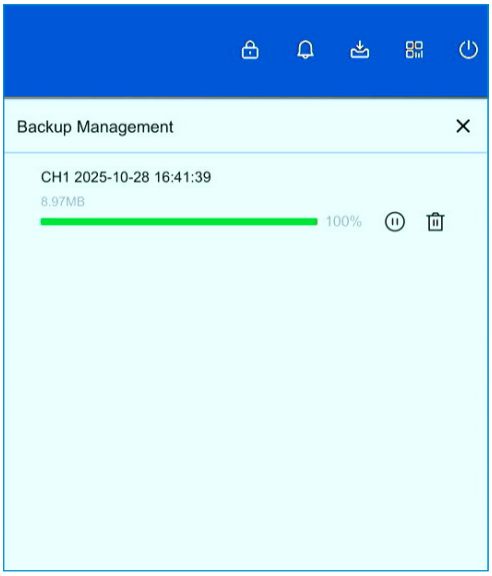
3 In the Export window, select the USB storage device and choose a file format (MP4 or AVI).



✓ You can also create a new folder for the clips or format the detected USB storage drive within the Export window.

4 Click **Save** to begin exporting.

5 You can check the export progress by clicking the **Downloads** icon at the top right of the menu bar.



6 Once the export is complete, a confirmation pop-up appears.



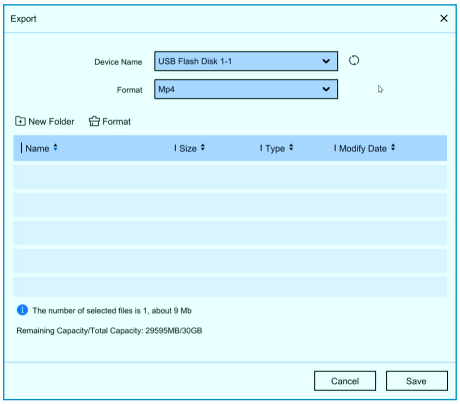
List View

1 To export a single clip, click the icon under *Operation*.

2 To export multiple clips, select the checkboxes beside the desired clips and click **Export**.

3 To export all clips, click **Export All**.

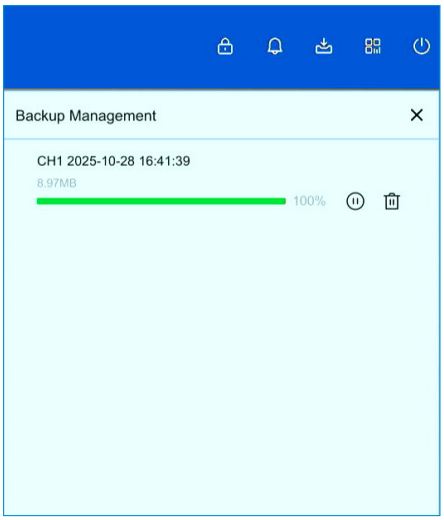
4 In the Export window, select the USB storage device and choose the file format (MP4 or AVI).



You can also create a new folder for the clips or format the detected USB storage drive within the Export window.

5 Click **Save** to begin exporting.

6 You can check the export progress by clicking the **Downloads** icon at the top right of the menu bar.

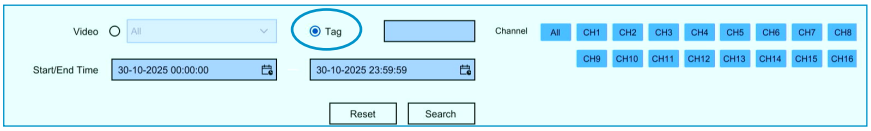


7 Once the export is complete, a confirmation pop-up appears.



Searching for Tag Clips

1 Select the **Tag** option.



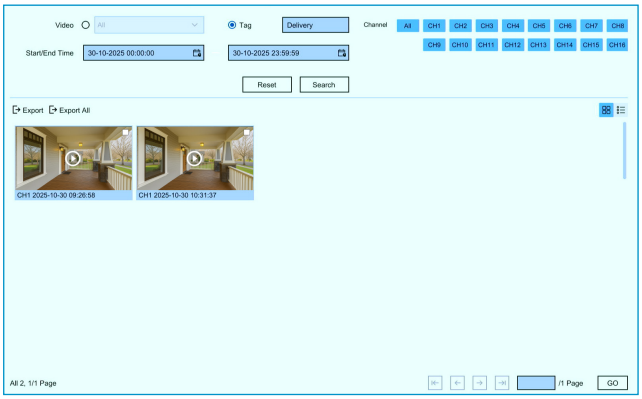
2 Click on the **Tag** field and enter a tag name you used to tag your videos.
If you want to search for all tag clips, leave the field blank.



3 Specify the date and time range using the **Start/End Time** fields.

4 Select one or more channels to include in the search.
All channels are selected by default (highlighted).
Click **All** to deselect all channels, or click individual channels to include/exclude them.

5 Click **Search**. Tag clips matching your search criteria are displayed.



Thumbnail View



List View

6 To play the clip:

- In Thumbnail view, click the ▶ icon in the thumbnail preview.
- In List view, click the ▶ icon under *Operation*.

Exporting Tag Clips

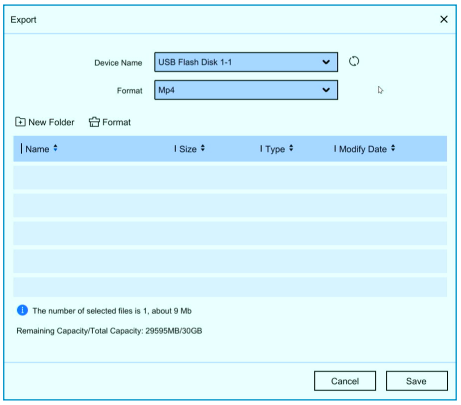
You can export tagged clips found in **Tag Search** to a USB storage device.

Thumbnail View

1 Select one or more tagged clips by ticking the checkbox on each thumbnail.

2 Click **Export** to save selected clips, or click **Export All** to save all tagged clips in the results.

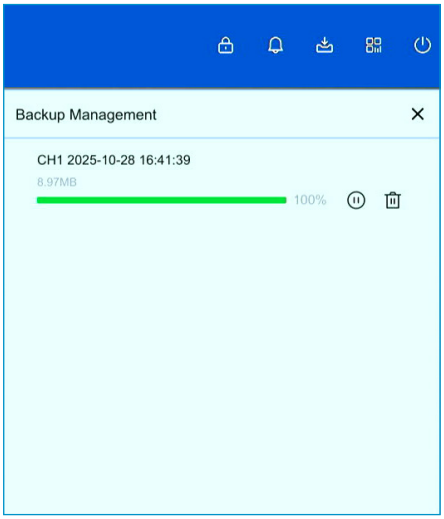
3 In the Export window, select the USB storage device and choose a file format (MP4 or AVI).



You can also create a new folder for the clips or format the detected USB storage drive within the Export window.

4 Click **Save** to begin exporting.

5 You can check the export progress by clicking the **Downloads** icon at the top right of the menu bar.



6 Once the export is complete, a confirmation pop-up appears.



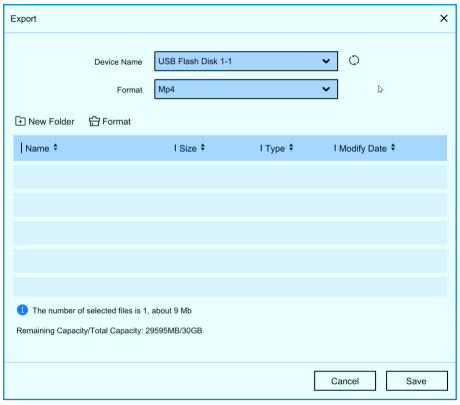
List View

1 To export a single tagged clip, click the icon under *Operation*.

2 To export multiple tagged clips, select the checkboxes beside the desired clips and click **Export**.

3 To export all tagged clips, click **Export All**.

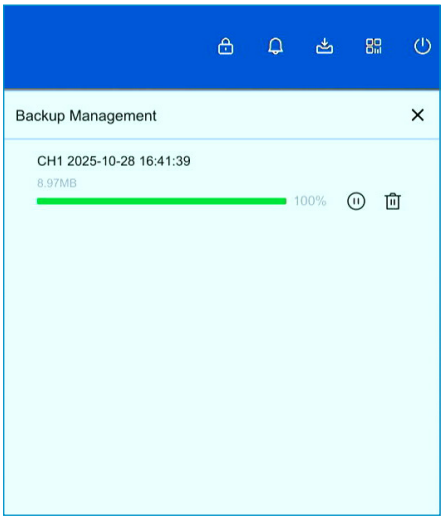
4 In the Export window, select the USB storage device and choose the file format (MP4 or AVI).



You can also create a new folder for the clips or format the detected USB storage drive within the Export window.

5 Click **Save** to begin exporting.

6 You can check the export progress by clicking the **Downloads** icon at the top right of the menu bar.



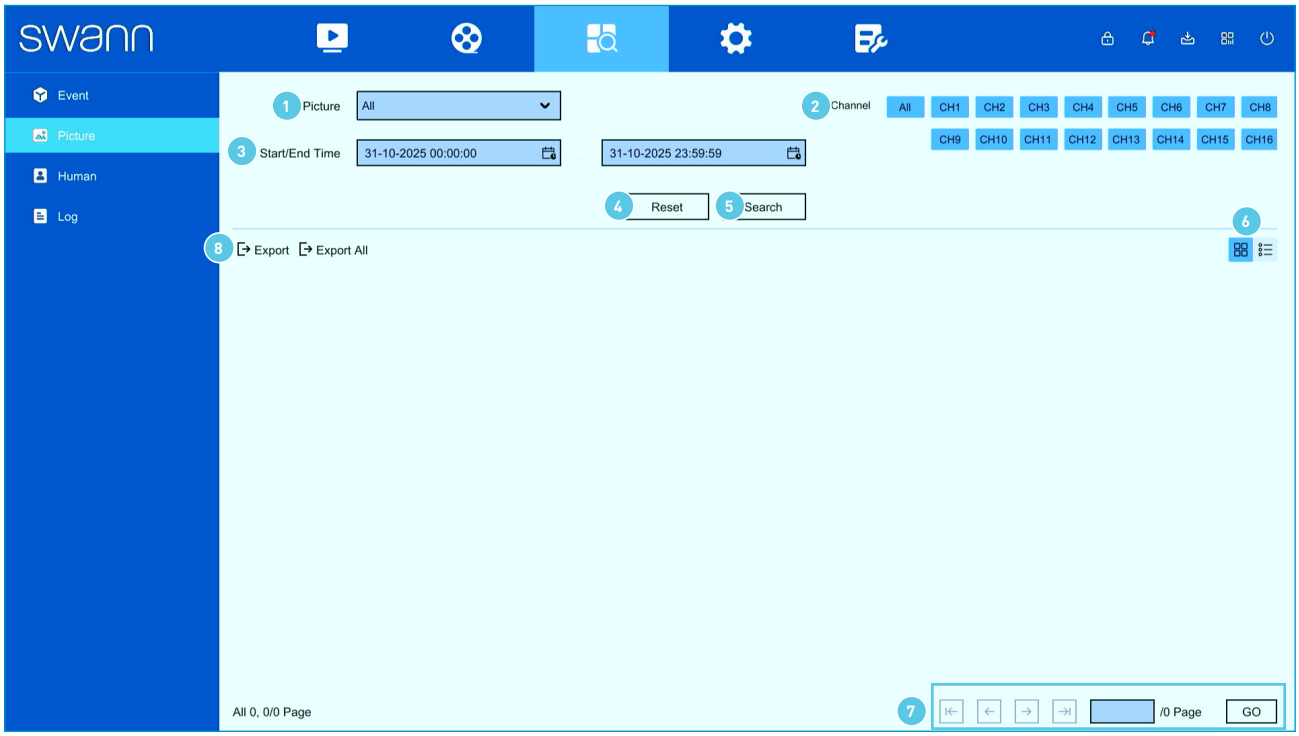
7 Once the export is complete, a confirmation pop-up appears.



Picture Search

In **Picture Search**, you can find snapshots saved on the recorder. Snapshots may be captured:

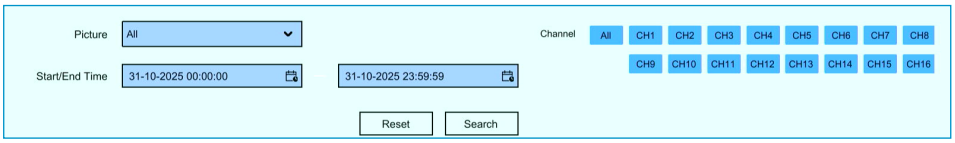
- Automatically when an event occurs (for example, motion detection)
- Manually in Live View



No.	Name	Description
1	Picture	Select the snapshot type to search for. The default selection is All. Supported types include event-triggered and manual snapshots.
2	Channel Selection	Select the channels to include in the search. All channels are selected by default.
3	Start/End Time	Specify the date and time range for the search.
4	Reset	Reset all search filters to their default settings.
5	Search	Run the search and display results based on the search criteria.
6	Thumbnail/ List View	Choose how search results are displayed: • Thumbnail View: Shows image thumbnails with channel, date, and time. • List View: Shows results in rows, including channel, date/time, type and file size.
7	Export / Export All	Export the selected snapshot(s) to a USB storage device, or choose Export All to back up all search results.
8	Pagination Controls	Use the buttons to navigate between pages quickly if multiple pages of results are available.

Searching for Snapshots

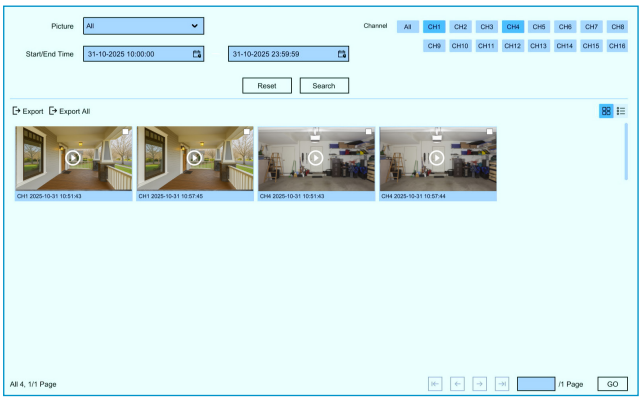
1 To filter by snapshot type (for example, a specific event-based or manual), select it from the **Picture** drop-down list. To search all snapshots, leave the selection as **All**.



2 Specify the date and time range using the **Start/End Time** fields.

3 Select one or more channels to include in the search.
All channels are selected by default (highlighted).
Click All to deselect all channels, or click individual channels to include/exclude them.

4 Click **Search**. Snapshots matching your search criteria are displayed.



Thumbnail View



List View

5 To view the snapshot:

- In Thumbnail view, click the ▶ icon in the thumbnail preview.
- In List view, click the ▶ icon under Operation.

Exporting Snapshots

You can export snapshots found in **Picture Search** to a USB storage device.

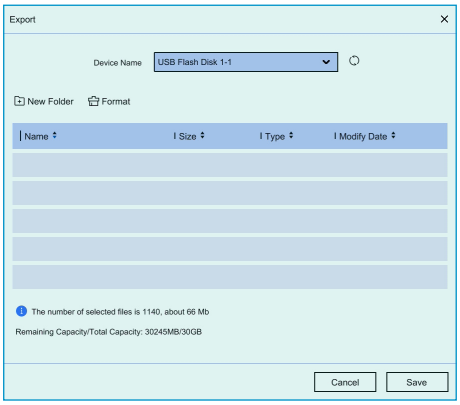
✓ Snapshots are saved in JPG format.

Thumbnail View

1 Select one or more snapshots by ticking the checkbox on each thumbnail.

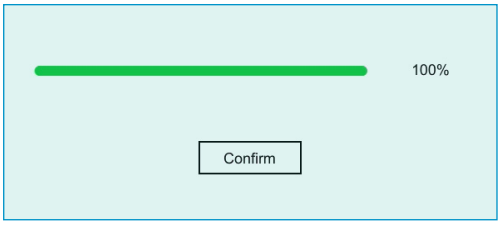
2 Click **Export** to save selected snapshots, or click **Export All** to save all snapshots in the results.

3 In the Export window, select the USB storage device.



✓ You can also create a new folder for the snapshots or format the detected USB storage drive within the Export window.

4 Click **Save** to begin exporting. A confirmation pop-up appears displaying the export progress.



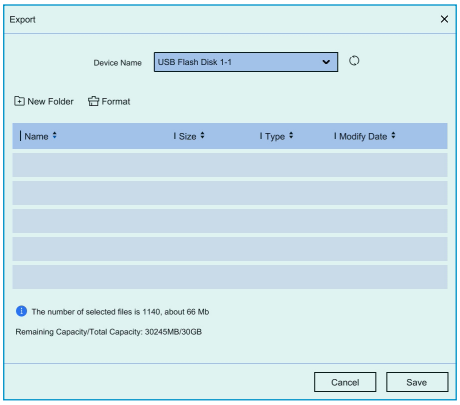
List View

1 To export a single snapshot, click the icon under *Operation*.

2 To export multiple snapshots, select the checkboxes beside the desired snapshots and click **Export**.

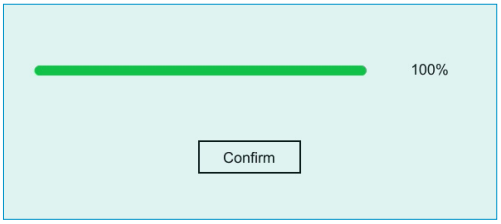
3 To export all snapshots, click **Export All**.

4 In the Export window, select the USB storage device.



You can also create a new folder for the snapshots or format the detected USB storage drive within the Export window.

5 Click **Save** to begin exporting. A confirmation pop-up appears displaying the export progress.

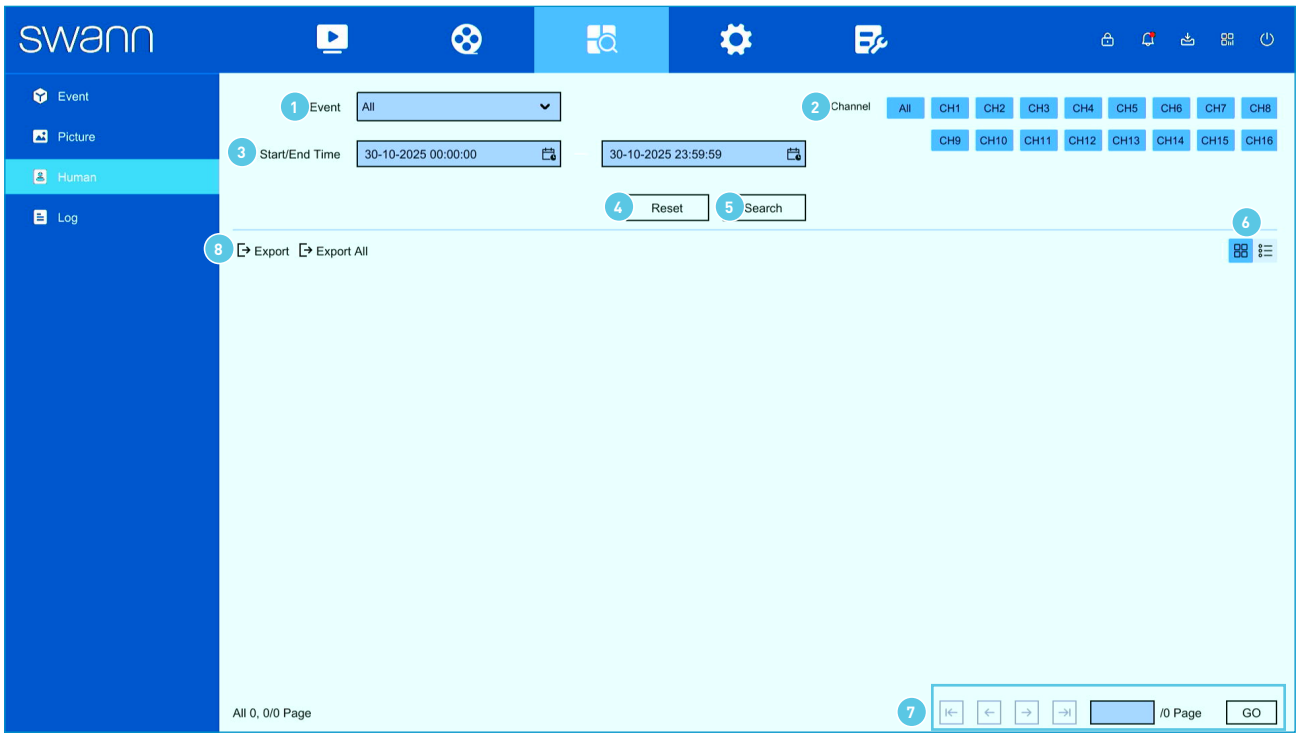


Human Search

The **Human Search** function lets you locate moments where human movement was detected during a motion event. When human movement is detected, the system records a short 10-second clip (approximately 5 seconds before and 5 seconds after detection) and also captures a snapshot.

Human Search is best for quickly reviewing human activity. If you need the full motion footage, use **Search > Event** instead.

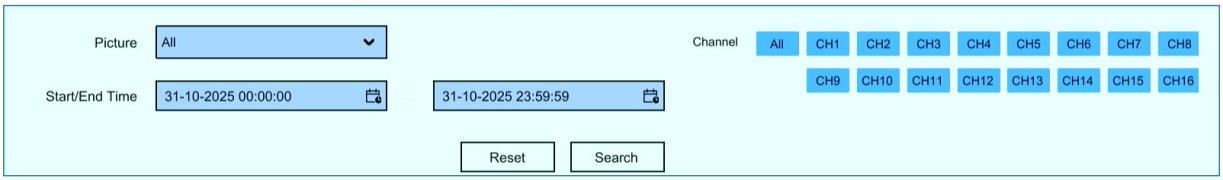
Human Search results only appear for cameras where motion detection is enabled with "**Only detect human movement**" enabled.



No.	Name	Description
1	Event	Select the event type. The default selection is All.
2	Channel Selection	Select the channels to include in the search. All channels are selected by default.
3	Start/End Time	Specify the date and time range for the search.
4	Reset	Reset all search filters to their default settings.
5	Search	Run the search and display results based on the search criteria.
6	Thumbnail/ List View	Choose how search results are displayed: • Thumbnail View: Shows image thumbnails with channel, date, and time. A blue frame highlights the detected human. • List View: Shows results in rows, including channel, date/time, event type, and file size.
7	Export / Export All	Export the selected human snapshot(s) to a USB storage device, or choose **Export All** to back up all search results.
8	Pagination Controls	Use the buttons to navigate between pages quickly if multiple pages of results are available.

Searching for Human Activity

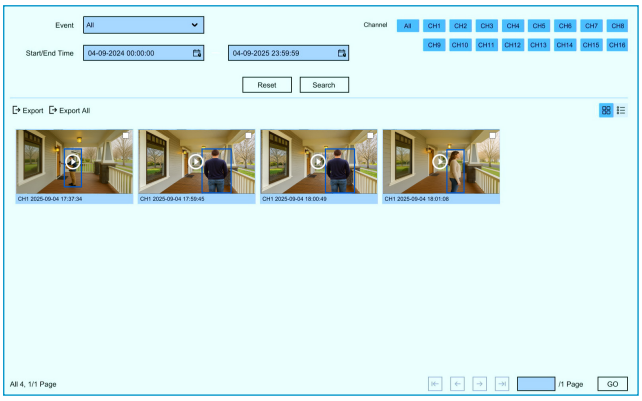
1 To filter human activity by event type, select it from the **Event** drop-down list.
To search all human activity, leave the selection as All.



2 Specify the date and time range using the **Start/End Time** fields.

3 Select one or more channels to include in the search.
All channels are selected by default (highlighted).
Click **All** to deselect all channels, or click individual channels to include/exclude them.

4 Click **Search**. Human activity matching your search criteria is displayed.



Thumbnail View



List View

5 To play the clip:

- In Thumbnail view, click the ▶ icon in the thumbnail preview.
- In List view, click the ▶ icon under Operation.

Exporting Human Search Snapshots

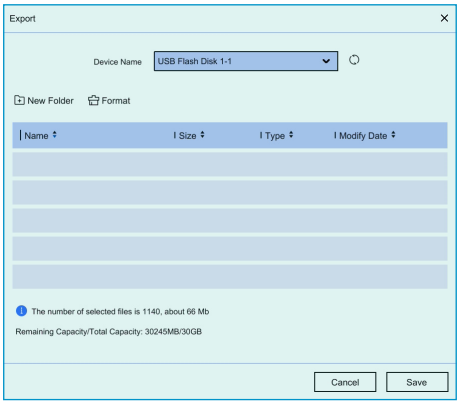
Human Search exports only the snapshots (JPG format). It does not export the 10-second clip.
To export the associated full motion event clip, use **Search > Event** instead.

Thumbnail View

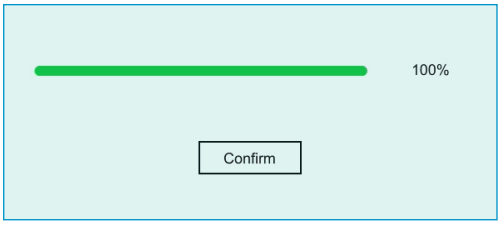
1 Select one or more snapshots by ticking the checkbox on each thumbnail.

2 Click **Export** to save selected snapshots, or click **Export All** to save all snapshots in the results.

3 In the Export window, select the USB storage device.



4 Click **Save** to begin exporting. A confirmation pop-up appears displaying the export progress.



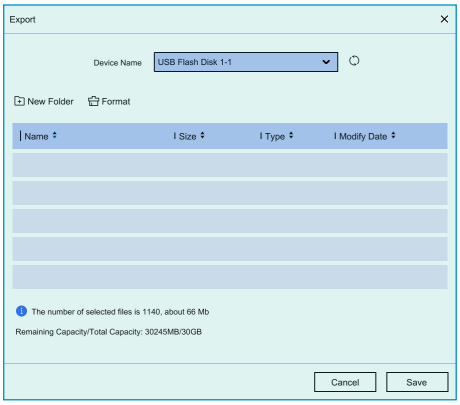
List View

1 To export a single snapshot, click the icon under *Operation*.

2 To export multiple snapshots, select the checkboxes beside the desired snapshots and click **Export**.

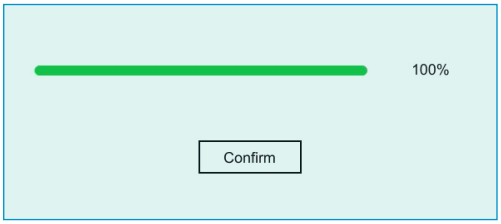
3 To export all snapshots, click **Export All**.

4 In the Export window, select the USB storage device.



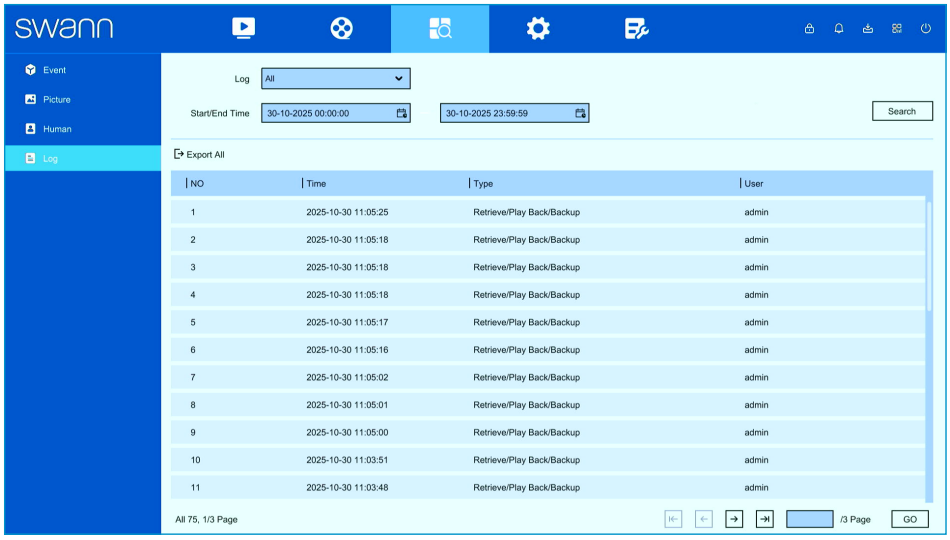
You can also create a new folder for the snapshots or format the detected USB storage drive within the Export window.

5 Click **Save** to begin exporting. A confirmation pop-up appears displaying the export progress.



Log Search

The **Log Search** function lets you search and review the system's activity history, such as user actions, configuration changes, channel events, and system alerts.



Searching Logs

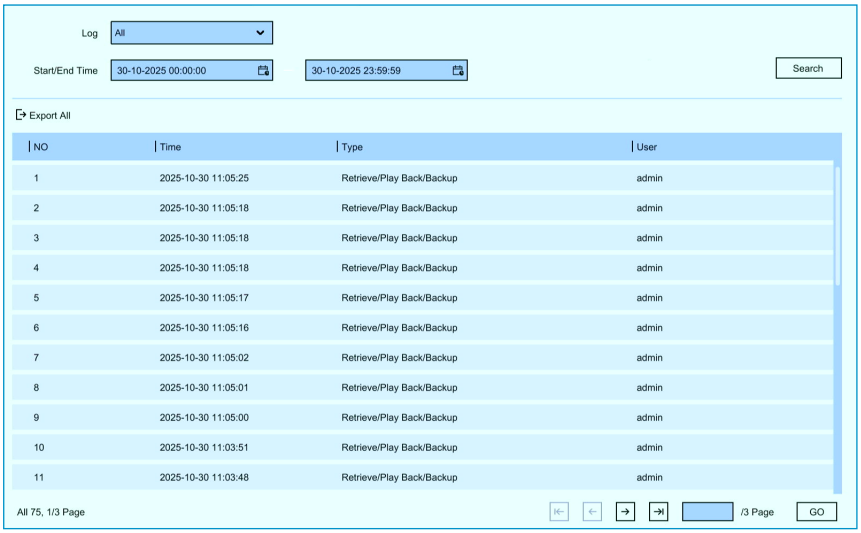
1 From the **Log** drop-down list, select a log type to search for. To view all logs, leave the selection as **All**.



All	Shows all log entries.
Alarm	Logs related to alarm-triggered events, including channel motion detection events.
Exception	Logs related to system errors or abnormal conditions such as HDD issues and network errors.
Operation	Logs related to user actions such as playback, backup, and login operations.
Parameter Configuration	Logs related to changes in system settings and configuration menus.

2 Specify the date and time range in the **Start/End Time** fields.

3 Click **Search**. System logs matching your search criteria are displayed.

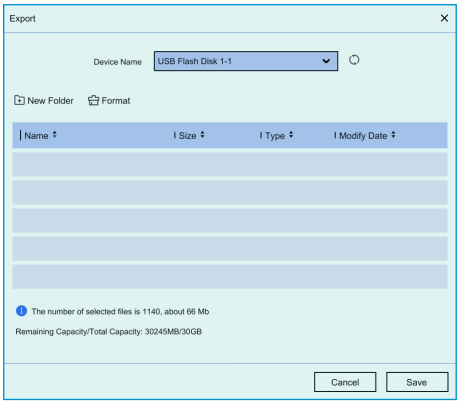


Exporting Logs

You can export the log entries shown in the **Log Search** results to a USB storage device. This is useful for record-keeping, troubleshooting, or sharing activity information with support.

1 Click **Export All** to save the displayed log entries.

2 In the Export window, select the USB storage device.



You can also create a new folder for the log file or format the detected USB storage drive within the Export window.

3 Click **Save** to begin exporting. The log file is saved as *LoginInfo.txt*.

Chapter 6 - Configuration

In the **Configuration** menu, you can access camera settings, detection and recording controls, network configuration, and system management options.

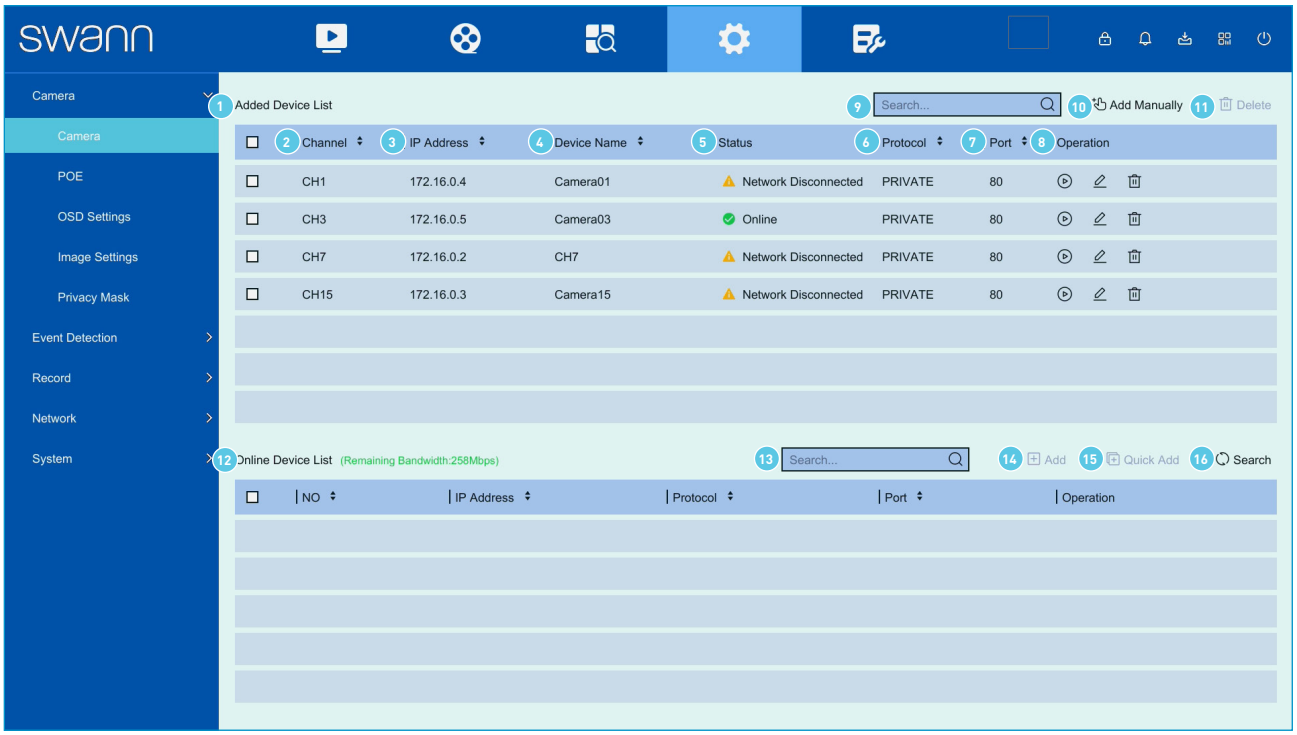
Camera Settings

Camera Menu

The **Camera** menu lets you view and manage all cameras connected to the recorder. You can check connection status, edit camera details, add network cameras manually, or remove cameras from the system.

Compatible cameras connected to the PoE ports on the recorder appear automatically in the **Added Device List**, while additional network cameras can be added manually or from the **Online Device List**.

The recorder supports up to 8 PoE cameras connected directly to its PoE ports and up to 8 additional network cameras, for a maximum of 16 channels.



No.	Name	Description
1	Added Device List	Displays cameras currently connected to the recorder. Compatible cameras connected to the recorder's PoE ports appear automatically in this list.
2	Channel	Displays the channels currently assigned to each camera.
3	IP Address	Displays the IP address assigned to the camera.
4	Device Name	Displays the camera's name. To change the camera name, see **"OSD Settings" on page 40**.
5	Status	Displays the current connection status (for example, Online or Network Disconnected).
6	Protocol	The communication protocol used (for example, Private or ONVIF).
7	Port	The communication port used.

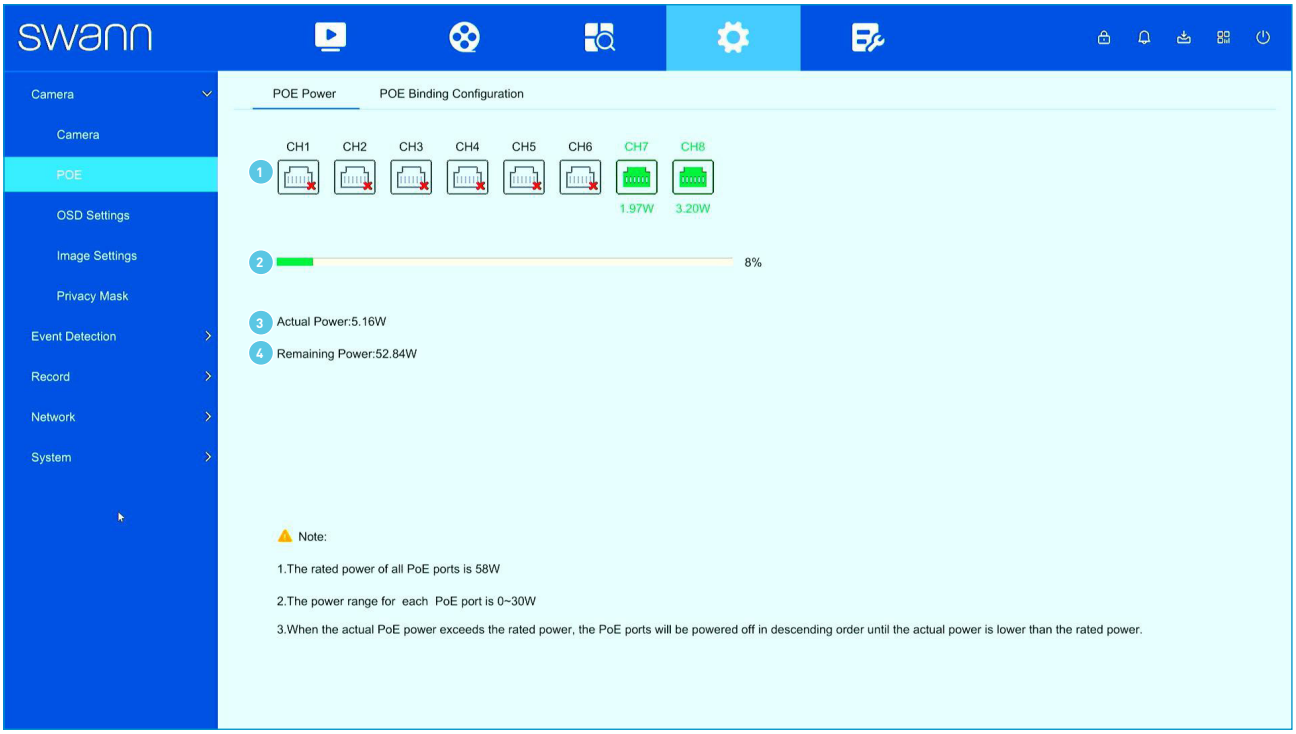
No.	Name	Description
8	Operation	Open a live preview window for the selected camera. Edit camera connection settings (IP address, username, password, protocol). This function is only available for manually added network cameras. Remove a manually added network camera. Cameras connected via the recorder's PoE ports cannot be removed.
9	Search textbox (Added Device List)	Enter an IP address (or part of it) to filter the **Added Device List** for specific cameras.
10	Add Manually	Add a new camera by manually entering the connection details such as the IP address, protocol, port, username, and password.
11	Delete	Remove selected cameras from the **Added Device List**. Only manually added network cameras can be removed.
12	Online Device List	Displays network cameras detected on the local network.
13	Search textbox (Online Device List)	Enter an IP address (or part of it) to search the **Online Device List** for specific cameras.
14	Add (Online Device List)	Add selected network cameras to the recorder's channels using their current IP addresses.
15	Quick Add (Online Device List)	Quickly add network cameras by automatically assigning available recorder channels and IP addresses.
16	Search	Scan the local network for compatible Swann-branded or third-party ONVIF cameras.

PoE Menu

The **PoE** menu lets you monitor and manage the power supplied to cameras connected to the recorder's PoE ports. This menu has two tabs: **PoE Power** and **PoE Binding Configuration**.

PoE Power

The **PoE Power** tab shows the power status of each PoE channel and the total power consumption (in watts).

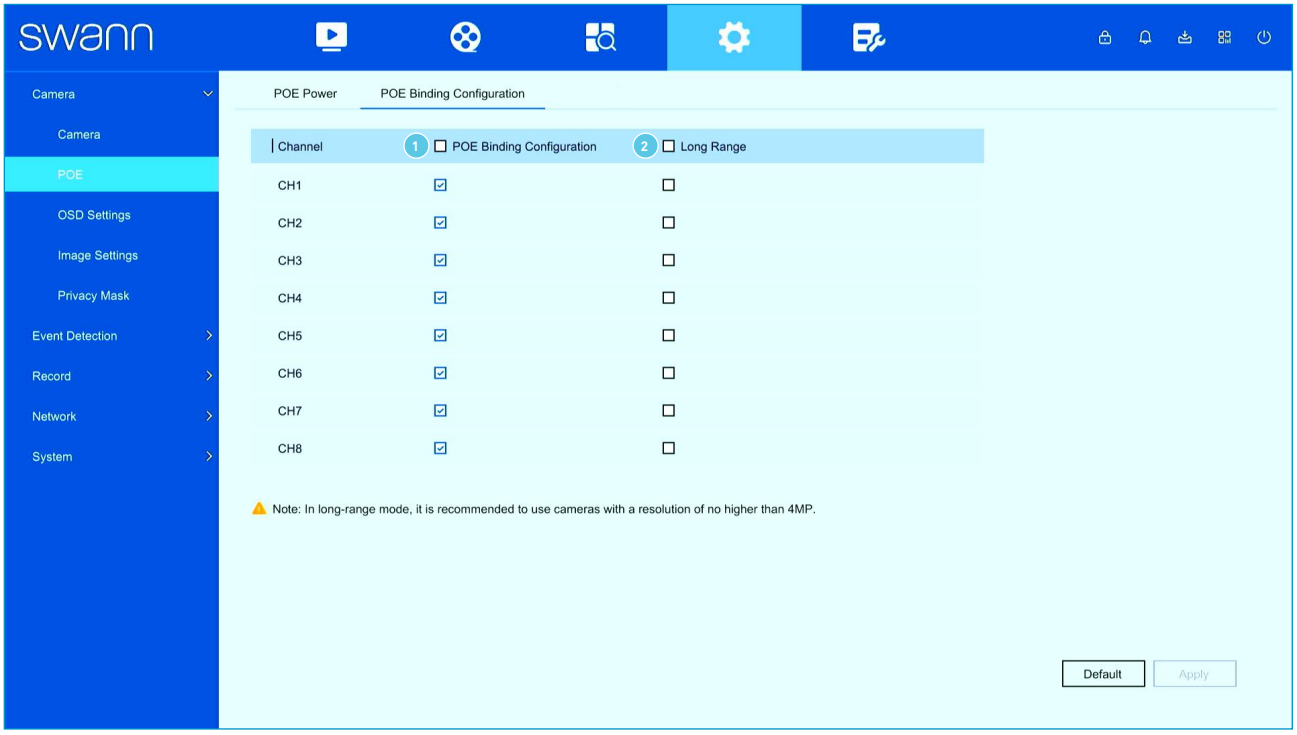


No.	Name	Description
1	Channel Indicators (CH1-CH8)	Each icon represents a PoE port. icon means the port is supplying power to a connected camera. The amount of power consumed by the camera is displayed under the icon. icon means no device is connected.
2	Power Usage Bar	Shows current PoE power consumption as a percentage of the total available PoE power.
3	Actual Power	Shows the total amount of power currently being used by all connected cameras.
4	Remaining Power	Shows how much PoE power is still available.

- The total rated power for all PoE ports is 58 W.
- Each PoE port supports 0–30 W.
- If total power consumption exceeds the rated limit, the recorder automatically turns off PoE ports in descending order until the load is within range.

PoE Binding Configuration

The **PoE Binding Configuration** tab shows how each PoE port is linked to a camera channel and whether long-range mode is enabled.



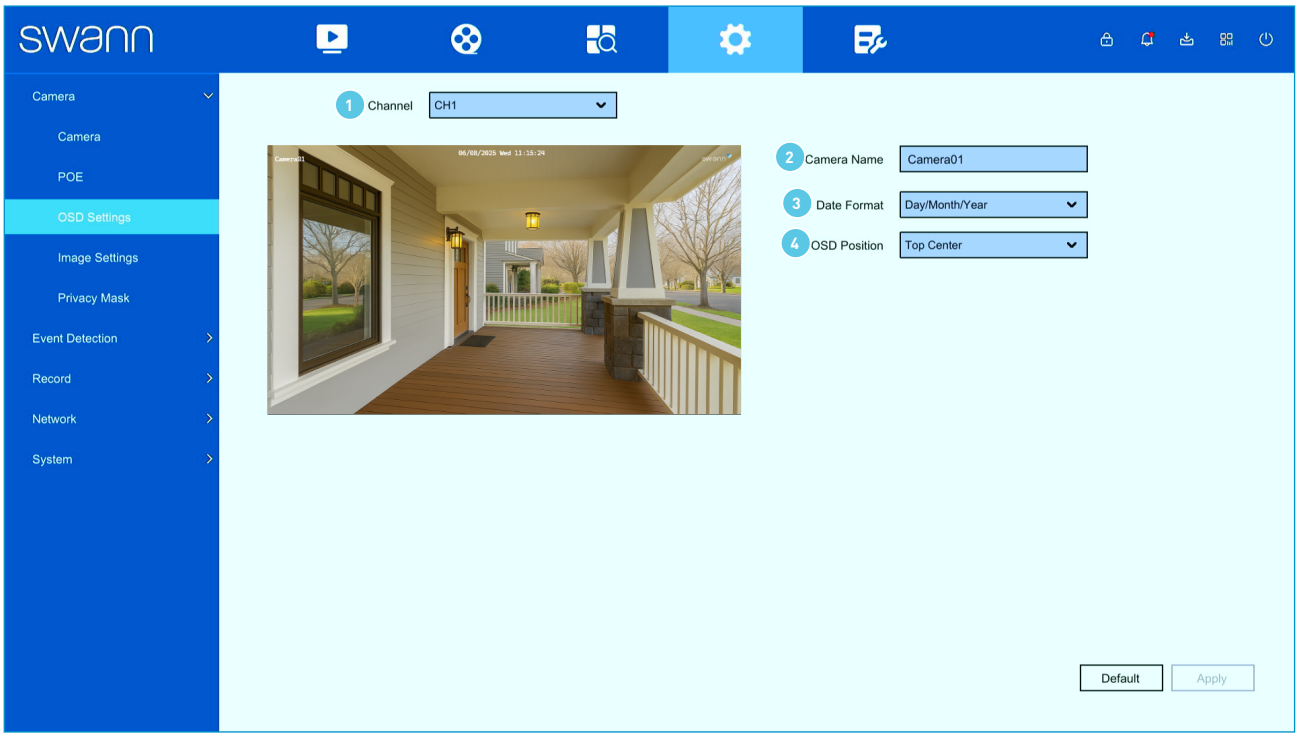
No.	Name	Description
1	PoE Binding Configuration	Each PoE port is linked to a camera channel (for example, Port 1 with CH1). All checkboxes are ticked by default to maintain these pairings even if a camera is disconnected and reconnected.
2	Long Range	Enables longer power and data transmission distances for cameras installed farther from the recorder. To enable, tick the checkbox beside the required PoE port. Long Range mode may reduce data speed and is best used with cameras up to 4 MP resolution.

If any changes are made, click **Apply** to save the settings.

To restore the default configuration, click **Default**.

OSD Settings

The **OSD (On-Screen Display) Settings** menu allows configuration of camera on-screen information such as the name and date/time displayed. These settings make it easier to identify each camera and ensure important information is visible during live view and playback.



No.	Name	Description
1	Channel	Select the camera channel to configure.
2	Camera Name	Rename the selected camera.
3	Date Format	Set how the date is displayed on screen. Available options: *Year/Month/Day*, *Month/Day/Year*, and *Day/Month/Year.*
4	OSD Position	Choose where the camera name and date/time appear on screen. Available options: *Top Center, Bottom Center, Bottom Left, Bottom Right,* and *Hide*. ☑ **Hide** removes all on-screen display information, including the camera name, date, and time.

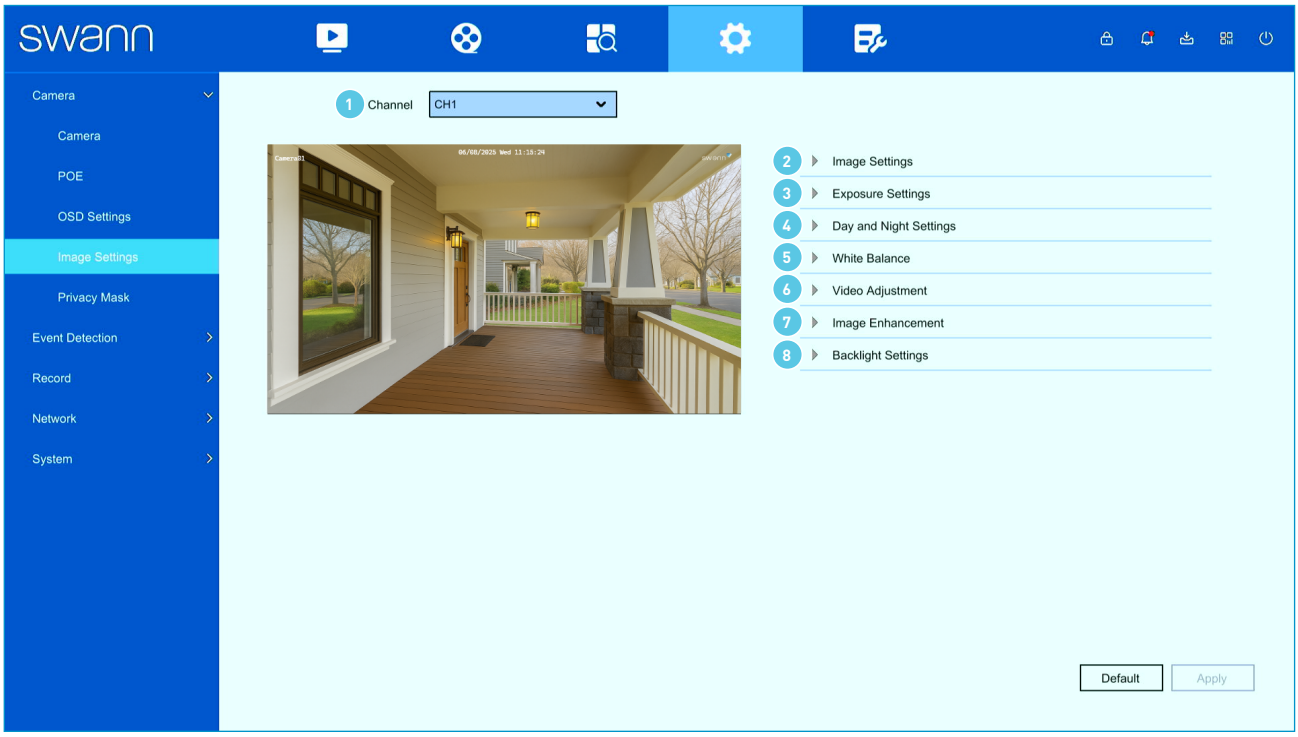
If any changes are made, click **Apply** to save the settings.

To restore the default configuration, click **Default**.

Image Settings

The **Image Settings** menu lets you adjust how the camera image appears on screen. You can fine-tune brightness, contrast, and colour, change image orientation, and improve visibility in different lighting conditions with settings such as exposure, white balance, and backlight compensation.

Adjust advanced settings such as **Exposure**, **Image Enhancement**, and **Backlight** only if needed to suit local lighting conditions, as they may require trial and error to achieve the best result. You can always return to the default configuration by clicking **Default**.



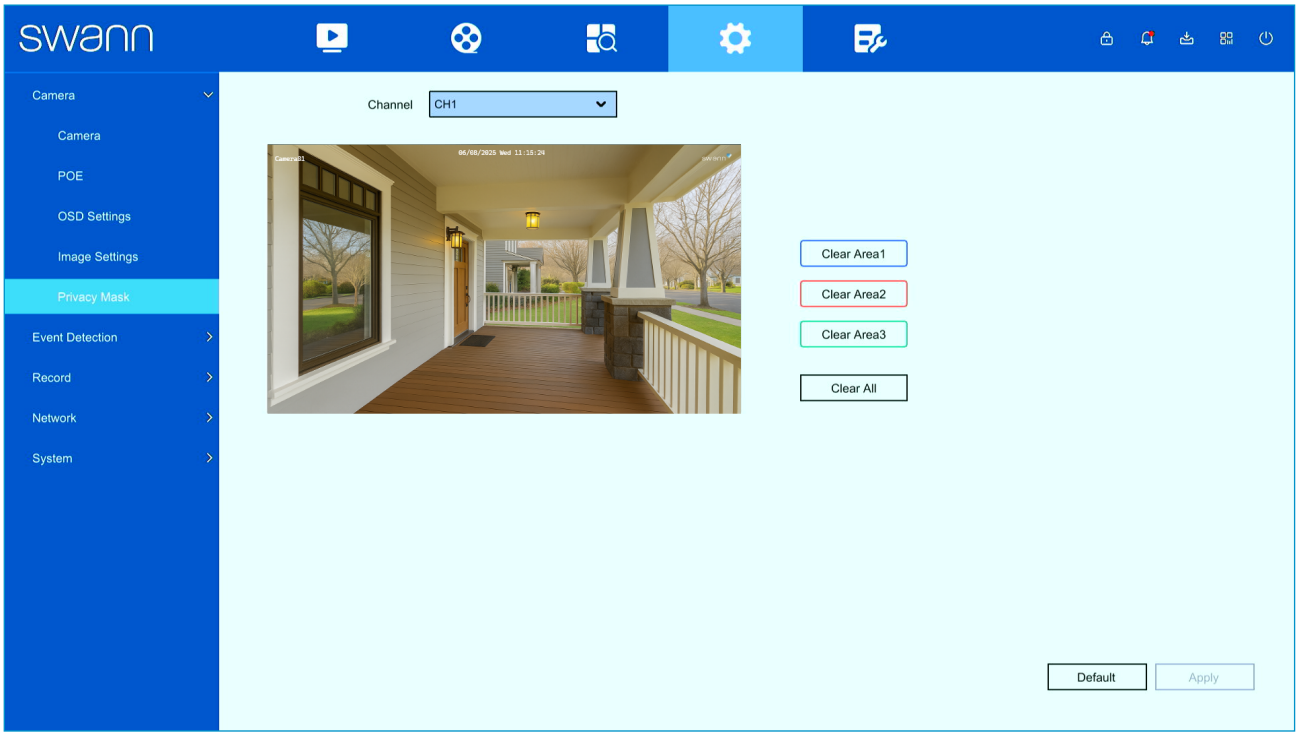
No.	Name	Description
1	Channel	Select the camera channel to configure.
2	Image Settings	Adjust Brightness, Contrast, Saturation, and Sharpness to fine-tune the overall image appearance.
3	Exposure Settings	Adjust exposure controls such as Exposure Mode, Shutter Speed, and Anti-Flicker to manage brightness and reduce flicker under indoor lighting.
4	Day and Night Settings	Adjust Day/Night Switch, Sensitivity, Filtering Time, Overexposure Protection, Supplement Light Mode, Brightness Adjustment, and Light Brightness for optimal visibility at night.
5	White Balance	Adjust colour balance for accurate colour representation. Available modes include AWB1, AWB2, and Manual (custom colour temperature adjustment).
6	Video Adjustment	Change image orientation using Mirror, and configure the Video Format to 50 Hz or 60 Hz depending on your local power frequency.
7	Image Enhancement	Improve image clarity by enabling WDR (Wide Dynamic Range) and adjusting Digital Noise Reduction (DNR). Using WDR when not needed may introduce visual noise or reduce contrast.
8	Backlight Settings	Enable BLC (Backlight Compensation) or Stronglight Suppression (HLC) to improve image visibility when facing bright backgrounds or strong light sources.

If any changes are made, click **Apply** to save the settings.

To restore the default configuration, click **Default**.

Privacy Mask

The **Privacy Mask** menu lets you block out specific areas of the camera's view to protect privacy or exclude irrelevant regions from monitoring. Up to three mask areas can be created per camera channel.



Drawing a Privacy Mask

1. Select the camera **Channel** you want to configure.
2. Hover the mouse pointer over the live preview window.
3. Click and drag to draw **Area 1**.
4. If needed, repeat the process to add **Area 2** and **Area 3**.

✓ Each area is colour-coded: **Area 1** (blue frame), Area 2 (red frame), Area 3 (green frame).

5. Click **Apply** to save the changes.

✓ Privacy masks appear as solid black areas in both live view and playback but they do not affect motion detection.

Removing a Privacy Mask

1. Click **Clear Area1**, **Clear Area2**, or **Clear Area3** to remove a specific mask.
2. Click **Clear All** to remove all masks at once.
3. Click **Apply** to confirm the change.

✓ You can return to the default configuration by clicking **Default**.

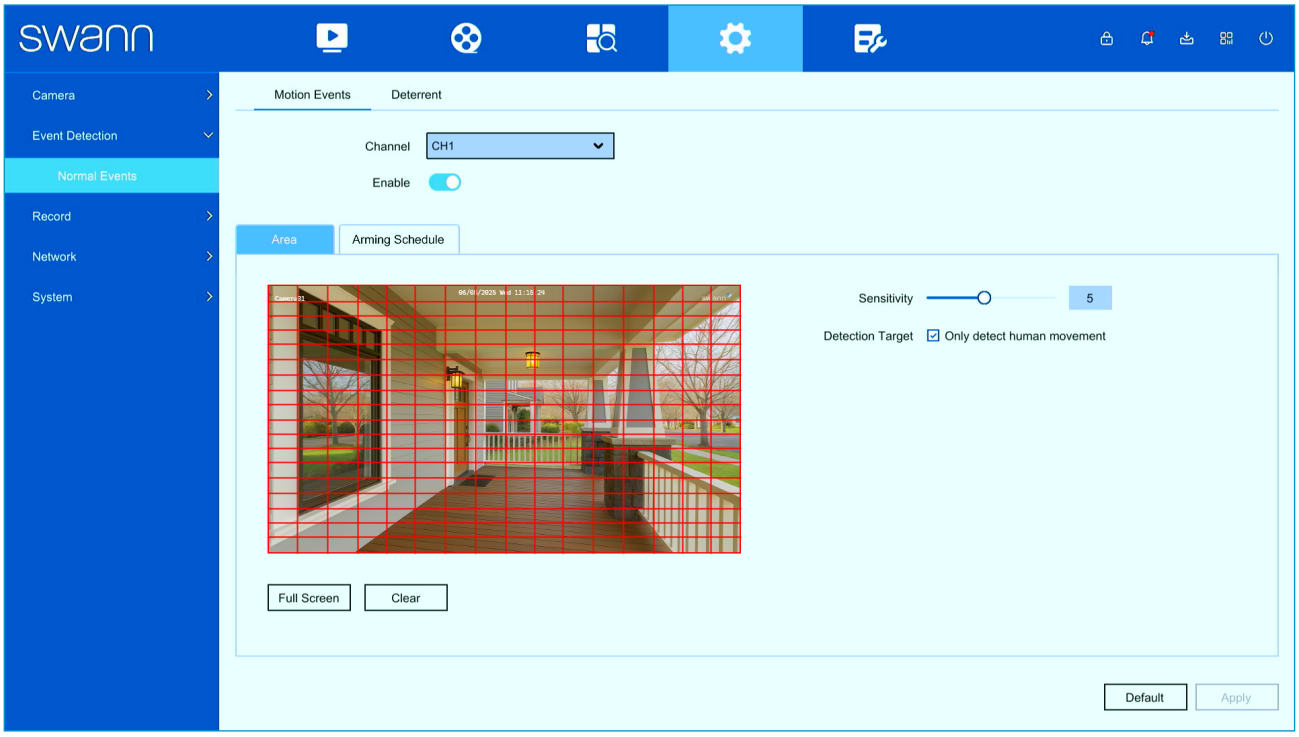
Event Detection

The **Event Detection** menu lets you configure how each camera detects and responds to motion events.

Motion Events

The **Motion Events** tab lets you control how the camera identifies motion within its field of view. You can enable or disable motion detection, set motion detection areas, adjust detection sensitivity, and choose whether to detect only human movement to reduce false triggers from shadows, weather, or insects.

✓ Motion detection settings apply to each camera channel individually.



Configuring Motion Detection

1 Select the camera **Channel** you want to configure.

2 Ensure **Enable** is turned on (**enabled by default**).

3 Hover the mouse pointer over the live preview area.

- The entire image is selected by default (all grid squares highlighted).
- Click and drag over the grid to deselect areas you don't want monitored.
- Click **Full Screen** to reselect all areas, or **Clear** to remove the motion detection grid entirely.

4 Adjust **Sensitivity** (default is 5) to control how sensitive the camera is to movement.

✓ Higher values respond to smaller movements. It is best to test this setting in your environment to find a level that balances detection accuracy and false alarms.

5 Tick **Only detect human movement** for **Detection Target** to limit detection to people (**enabled by default**).

✓ If you untick this option, the camera will capture motion events for any movement in the selected area (including objects, animals, shadows, or changes in lighting).

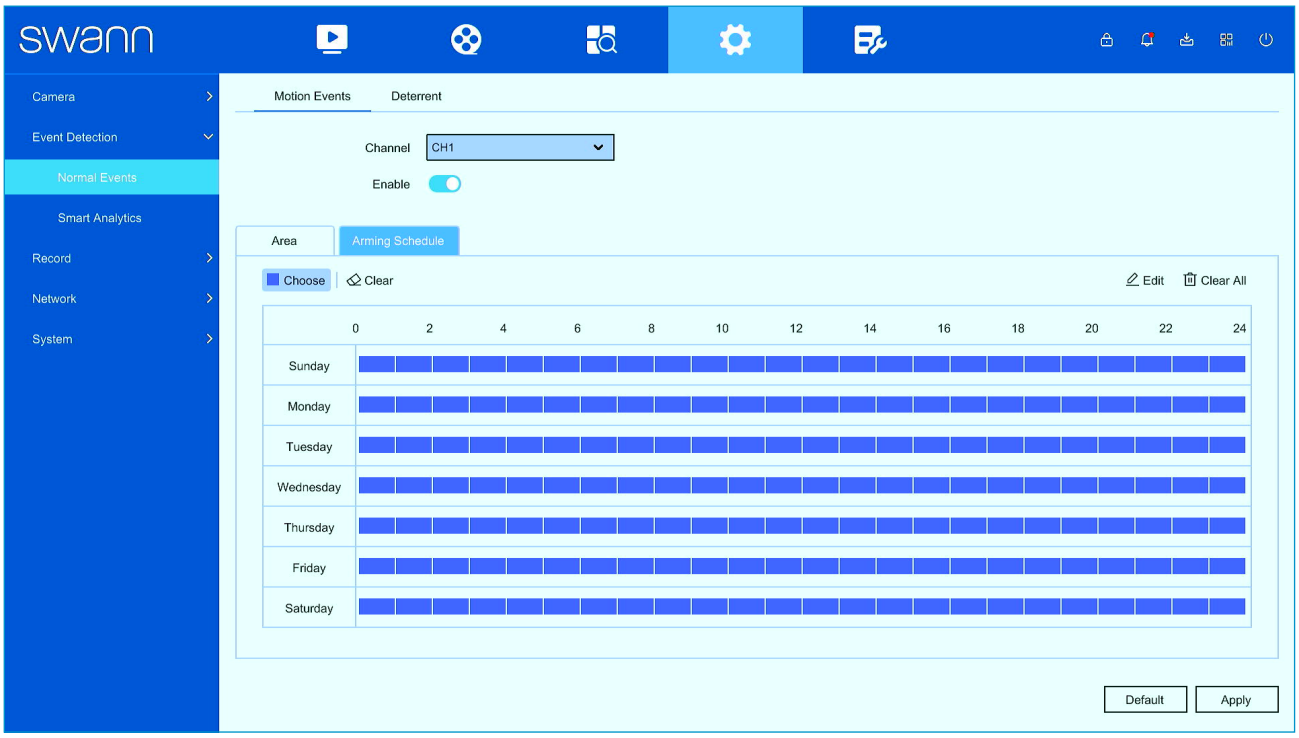
6 Click **Apply** to save the changes.

✓ Click **Default** at any time to restore the factory configuration.

Motion Detection Schedule

The **Arming Schedule** tab lets you specify the times and days when motion detection is active for the selected channel. By default, motion detection is active 24 hours a day, seven days a week. Each row in the schedule grid represents a day of the week, and each column represents a time segment from 00:00 to 24:00. Blue blocks indicate the hours when motion detection is active.

- If the recorder is paired with the Swann Security app, the **Arming Schedule** tab will not be available. This is to prevent scheduling conflicts between the recorder and the app.
- Motion detection schedules can instead be configured in the app using **Modes**.
- To manage motion detection schedules directly on the recorder, unpair the recorder from the app first.



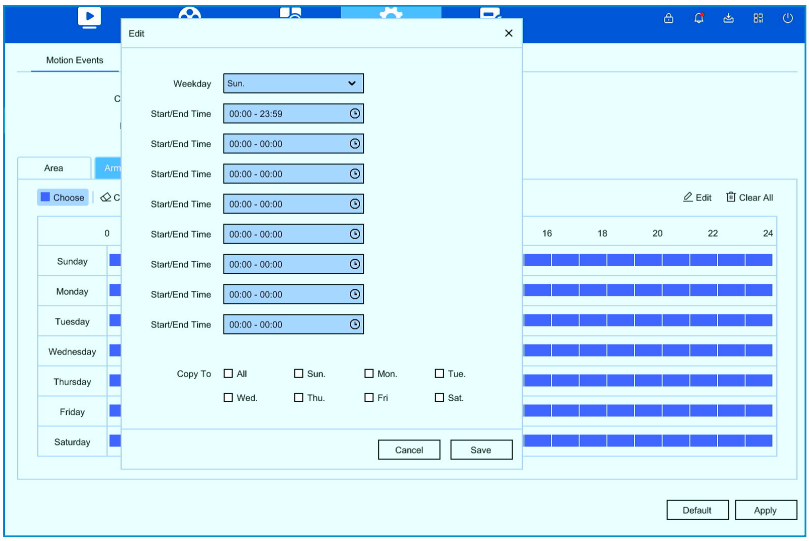
Configuring the Motion Detection Schedule Using the Schedule Grid

1. Select the camera **Channel** you want to configure.
2. Ensure **Enable** is turned on (**enabled by default**).
3. Use **Choose** to add detection periods (times when motion detection is active) to the schedule grid. Click or drag over the grid to add blue blocks for the times when motion detection should be active.
4. To remove detection periods, click **Clear**, then drag over the desired grid area.
5. To clear the entire arming schedule for all days, click **Clear All**.
6. Click **Apply** to save the changes.

You can restore the factory 24/7 arming schedule at any time by clicking **Default**.

Configuring the Motion Detection Schedule Using the Edit Option

1. Select the camera **Channel** you want to configure.
2. Ensure **Enable** is turned on (**enabled by default**).
3. Click the **Edit** icon. The **Edit Schedule** window opens.



4 Choose a **Weekday** from the drop-down list.

5 Specify the **Start/End Time** for up to eight detection periods per day.

- By default, the first row is set to 00:00–23:59, and the remaining rows are set to 00:00–00:00 (inactive).
- Leave a row at 00:00–00:00 if you do not want to use that period.

6 To copy the same arming schedule to other days, tick the corresponding boxes under **Copy To**, or tick **All** to apply it to the entire week.

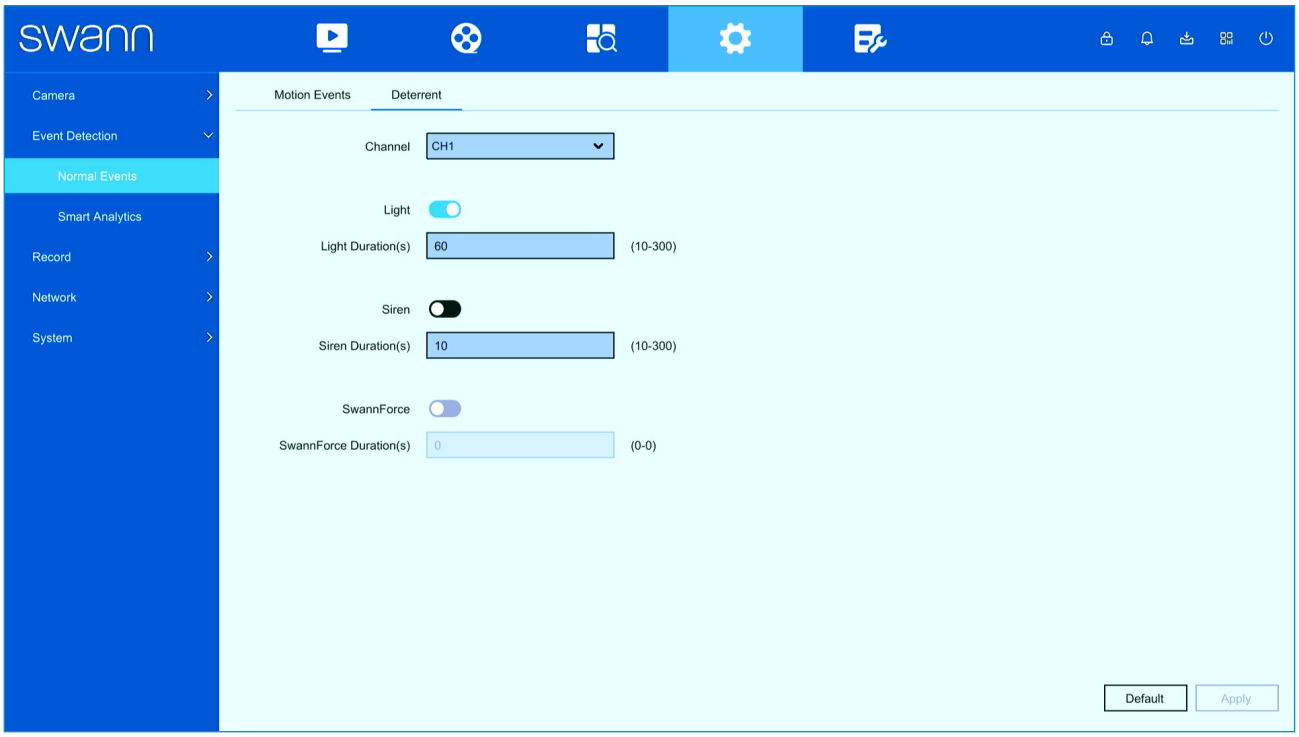
7 Click **Save**, then **Apply** to save the changes.

✓ You can restore the factory schedule at any time by clicking **Default**.

Deterrent

The **Deterrent** tab lets you configure the camera's built-in deterrent features, such as spotlights, siren, or SwannForce (on supported models). These features activate automatically when events are triggered, helping to deter unwanted activity.

✓ The availability of deterrent features depends on the camera model connected to the selected channel.



Configuring Deterrent Settings

1 Select the camera **Channel** you want to configure.

2 Turn **Light** on or off to enable or disable the camera's spotlights (**On by default**).

- Set **Light Duration(s)** to specify how long the spotlights stay on when activated (10–300 seconds; default is 60 seconds).

3 Turn **Siren** on or off to enable or disable the built-in siren (**Off by default**).

- Set **Siren Duration(s)** to control how long the siren sounds when activated (10–300 seconds; default is 10 seconds).

4 If available, turn **SwannForce** on or off to activate the camera's blue and red flashing lights.

- This option appears greyed out if the connected camera does not support SwannForce.

5 Click **Apply** to save the changes.

✓ Click **Default** at any time to restore the factory configuration.

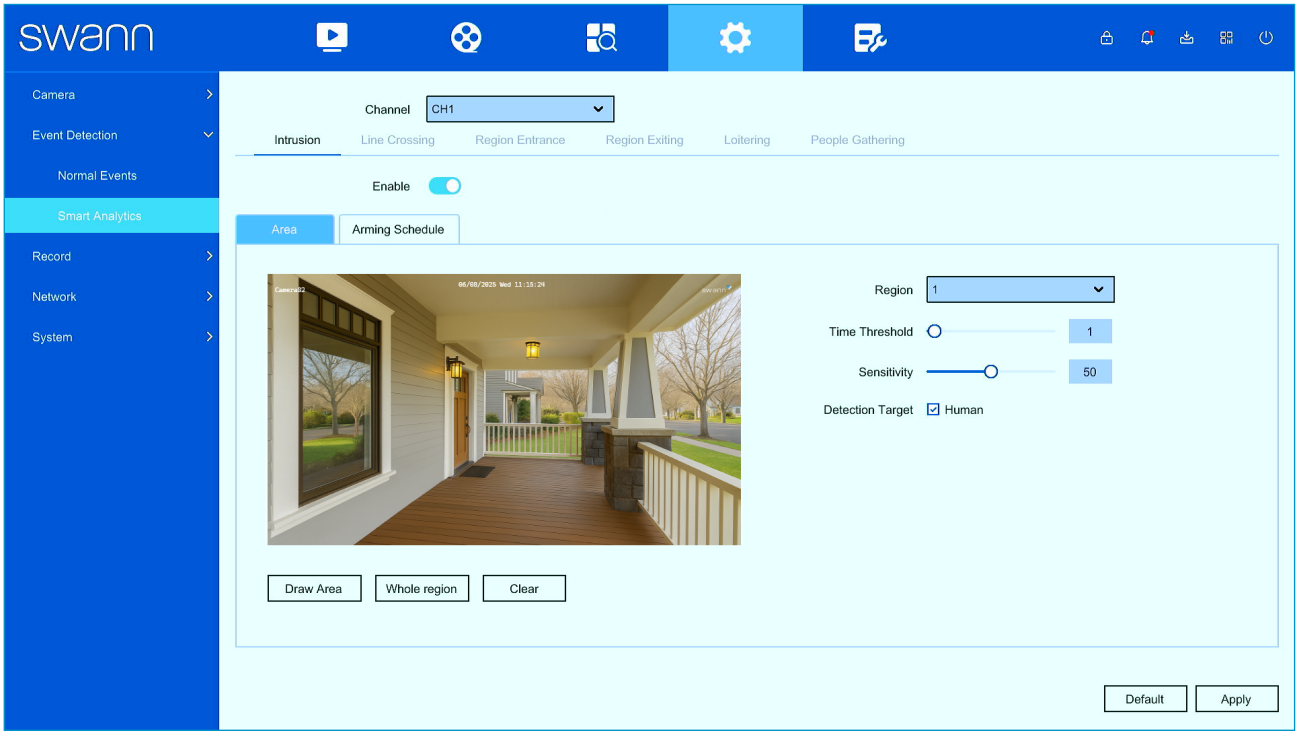
Smart Analytics

Smart Analytics enhances your recorder with AI-based detection features that analyse video footage to detect specific activities. Available features depend on the camera model connected to the selected channel. Unavailable features will be greyed out.

Intrusion

The **Intrusion** tab lets you define up to four regions in the camera's view and trigger an Intrusion event when a person enters and remains in those regions for longer than the set time threshold. This is useful for monitoring restricted zones, entrances, or areas where people should not linger.

Intrusion events will trigger Intelligent recordings. Motion detection recordings can also be enabled at the same time if broader security coverage is needed.



Configuring Intrusion Detection

1 Select the camera **Channel** you want to configure.

2 Ensure **Enable** is turned on (**Off** by default).

3 Configure the intrusion regions on the live preview area:

- Select a **Region** number (1–4) from the drop-down list.
- Click **Draw Area**, then click four points in the live preview area to outline the region. The fourth point automatically joins to the first point to complete the shape. A numbered label (for example, #1 or #2) identifies the region.
- To use the entire field of view as a single region, click **Whole region**. The whole image is outlined with a blue border and treated as one intrusion region for the selected **Region** number.

4 Repeat step 3 for additional regions to define up to four intrusion regions per channel.

5 Adjust **Time Threshold** to control how long a target must remain inside the region before an intrusion event is triggered (in seconds; default is 1 second). Higher values require a person to stay in the region longer before an event is raised.

6 Adjust **Sensitivity** to control how easily movement inside the region is recognised as an intrusion.

Higher values respond to smaller or more subtle movements. It is best to test this setting in your environment to find a level that balances detection accuracy and false alarms.

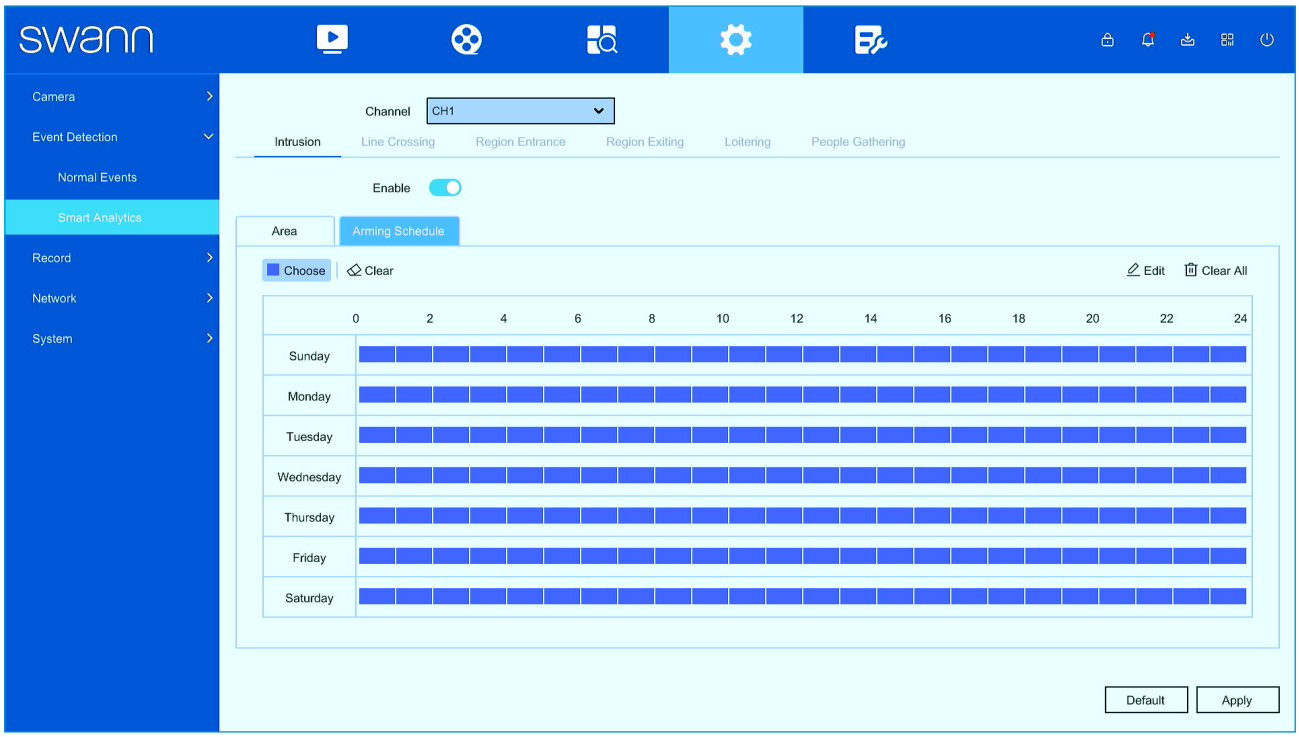
7 In **Detection Target**, the **Human** option is always ticked. Intrusion detection is optimised to detect human movement in the defined regions.

8 Click **Apply** to save the changes.

✓ Click **Default** at any time to restore the factory configuration.

Intrusion Detection Schedule

The **Arming Schedule** tab lets you specify the times and days when intrusion detection is active for the selected channel. By default, intrusion detection is active 24 hours a day, seven days a week. Each row represents a day of the week, and each column represents a time segment from 00:00 to 24:00. Blue blocks indicate the hours when Intrusion detection is active.



Configuring the Intrusion Arming Schedule Using the Schedule Grid

1 Select the camera **Channel** you want to configure.

2 Ensure **Enable** is turned on.

3 Use **Choose** to add detection periods (times when intrusion detection is active) to the schedule grid. Click or drag over the grid to add blue blocks for the times when intrusion detection should be active.

4 To remove detection periods, click **Clear**, then click or drag over the desired grid area.

5 To clear the entire arming schedule for all days, click **Clear All**.

6 Click **Apply** to save the changes.

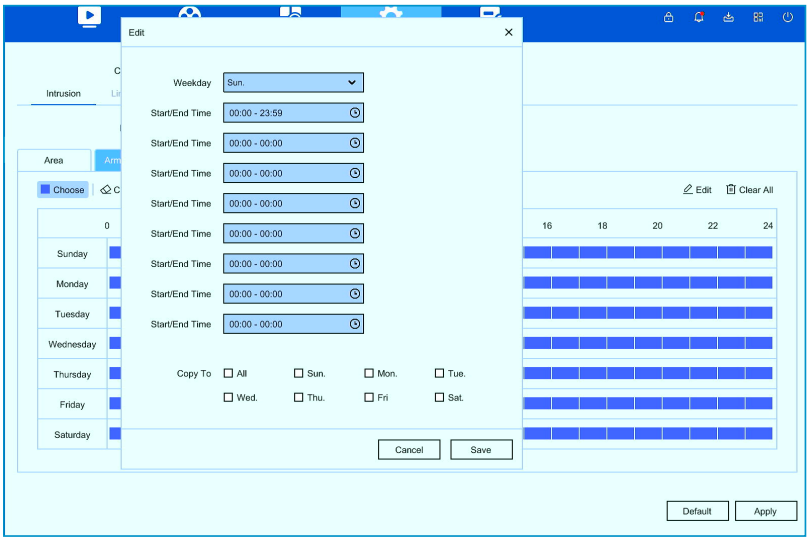
✓ You can restore the factory 24/7 arming schedule at any time by clicking **Default**.

Configuring the Intrusion Arming Schedule Using the Edit Option

1 Select the camera **Channel** you want to configure.

2 Ensure **Enable** is turned on.

3 Click the **Edit** icon. The **Edit Schedule** window opens.



4 Choose a **Weekday** from the drop-down list.

5 Specify the **Start/End Time** for up to eight detection periods per day.

- By default, the first row is set to 00:00–23:59, and the remaining rows are set to 00:00–00:00 (inactive).
- Leave a row at 00:00–00:00 if you do not want to use that period.

6 To copy the same arming schedule to other days, tick the corresponding boxes under **Copy To**, or tick **All** to apply it to the entire week.

7 Click **Save**, then **Apply** to save the changes.

✓ You can restore the factory schedule at any time by clicking **Default**.

Record

The **Record** menu lets you manage how video is captured, encoded, and stored. It includes three submenus that manage recording schedules, stream configurations, and storage management.

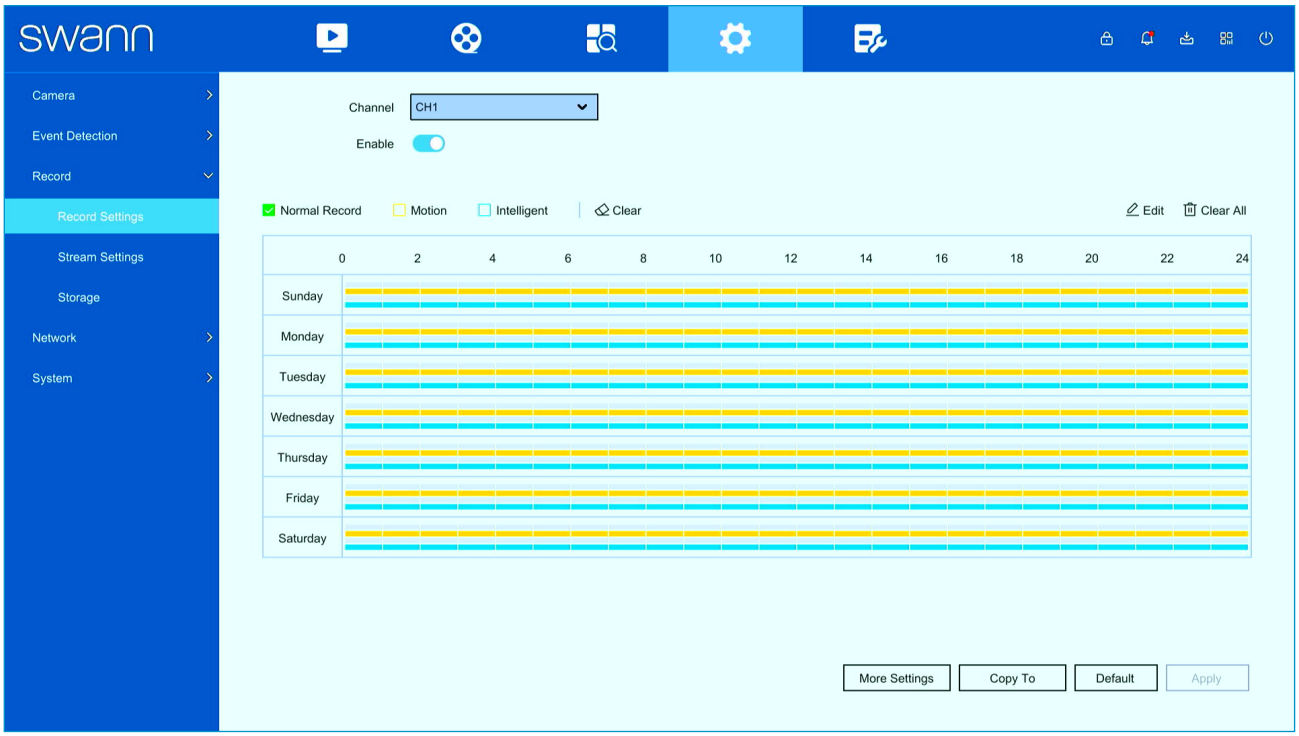
Record Settings

- If the recorder is paired with the Swann Security app, the **Record Settings** menu will not be available. This is to prevent scheduling conflicts between the recorder and the app.
- Recording schedules can instead be configured in the app using **Modes**.
- To manage recording schedules directly on the recorder, unpair the recorder from the app first.

The **Record Settings** menu lets you define when and how each camera records. You can schedule recording by time or event type.

By default, each camera is set to a 24/7 schedule for Motion and Intelligent recordings.
The schedule can be customised for each camera as needed, with colour-coded segments representing each recording type (see **"Schedule Colours"**).

The minimum recording length for any event is 30 seconds. The recorder will record at least 30 seconds in addition to any configured pre-record and post-record durations. *For example, if pre-record is set to 5 seconds and post-record to 10 seconds, the total recorded clip for an event will be at least 45 seconds (5 + 30 + 10 seconds).*



Schedule Colours

The schedule uses colour coding to indicate the type of recording for each time period.

Colour	Recording Type	Description
Green	Normal	Continuous recording (non-event based).
Yellow	Motion	Recording is triggered when motion is detected.
Blue	Intelligent	Recording is triggered by smart analytics detection.

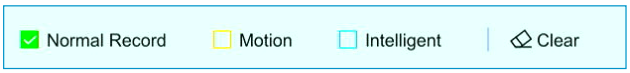
Intelligent recording requires a camera that supports smart analytics.

Editing the Recording Schedule Using the Schedule Grid

1. Select the camera **Channel** you want to configure.
2. Ensure **Enable** is turned on (**enabled by default**).

✓ If **Enable** is turned off, the camera will still detect motion but will not record any events.

3. Click the recording type you want to configure — **Normal Record**, **Motion**, or **Intelligent**.



4. Click and drag over the schedule grid to add recording periods for that recording type.
5. To remove a specific recording type from selected areas, click **Clear**, then drag over the desired grid area.
6. To clear the entire schedule for all types, click **Clear All**.



7. Click **Apply** to save the changes.

✓ You can restore the factory schedule at any time by clicking **Default**.

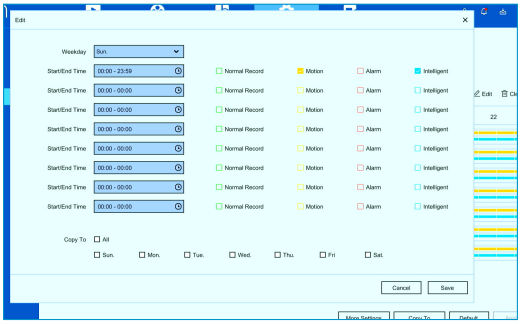
8. Use the **Copy To** option if you want to apply the same recording schedule to other camera channels. See **"Duplicating a Recording Schedule" on page 52** for details.

Editing the Recording Schedule Using the Edit Option

1. Select the camera **Channel** you want to configure.
2. Ensure **Enable** is turned on.

✓ If **Enable** is turned off, the camera will still detect motion but will not record any events.

3. Click the **Edit** icon. The **Edit Schedule** window opens.



4. Choose a **Weekday** from the drop-down list.
5. Specify the **Start/End Time** for up to eight time periods per day.
6. Tick the recording types (Normal Record, Motion, or Intelligent) for each period.

✓ Alarm is reserved for external alarm triggers and is not supported by this model.

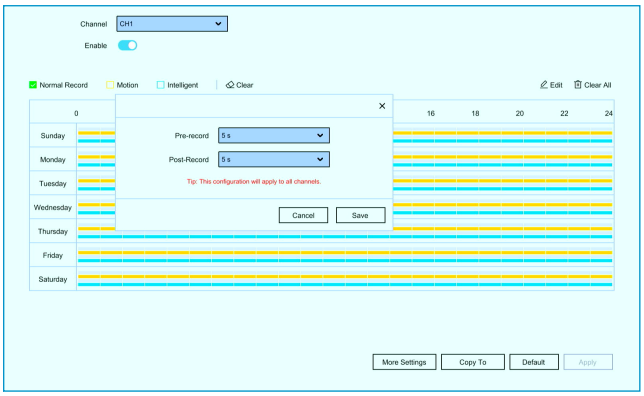
7. To copy the same schedule to other days, tick the corresponding boxes under **Copy To**, or tick **All** to apply to the entire week.
8. Click **Save**, then **Apply** to save the changes.

✓ You can restore the factory schedule at any time by clicking **Default**.

9. Use the **Copy To** option if you want to apply the same recording schedule to other camera channels. See **"Duplicating a Recording Schedule" on page 52** for details.

Configuring Pre-record and Post-record Durations

The **More Settings** option lets you define how much video is recorded before and after a motion or intelligent event. This ensures important moments leading up to and following an event are captured.



To configure pre-record and post-record durations:

1 Click **More Settings** on the *Record Settings* screen.

2 Use the drop-down menus to select the desired **Pre-record** and **Post-record** durations.

- Pre-record durations available: 0s, 5s (default), 10s, 15s, 20s, 25s, 30s
- Post-record durations available: 5s (default), 10s, 30s, 60s, 120s, 300s, 600s

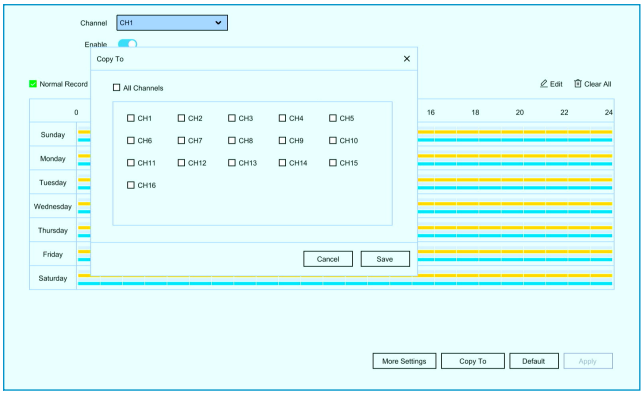
✓ The **Pre-record** and **Post-record** settings apply to all channels. Setting longer durations increases the total recording time per event, which will use more storage space on the hard drive.

3 Click **Save** to confirm your settings.

4 Click **Apply**.

Duplicating a Recording Schedule

The **Copy To** option lets you duplicate an existing recording schedule across multiple camera channels. This saves time when setting up identical schedules for several cameras.



To copy a recording schedule:

1 Configure the desired recording schedule for one channel.

2 Click **Copy To** on the *Record Settings* screen.

3 Select the channels you want to apply this schedule to (or click **All Channels**).

4 Click **Save** to apply the schedule to the selected channels.

5 Click **Apply**.

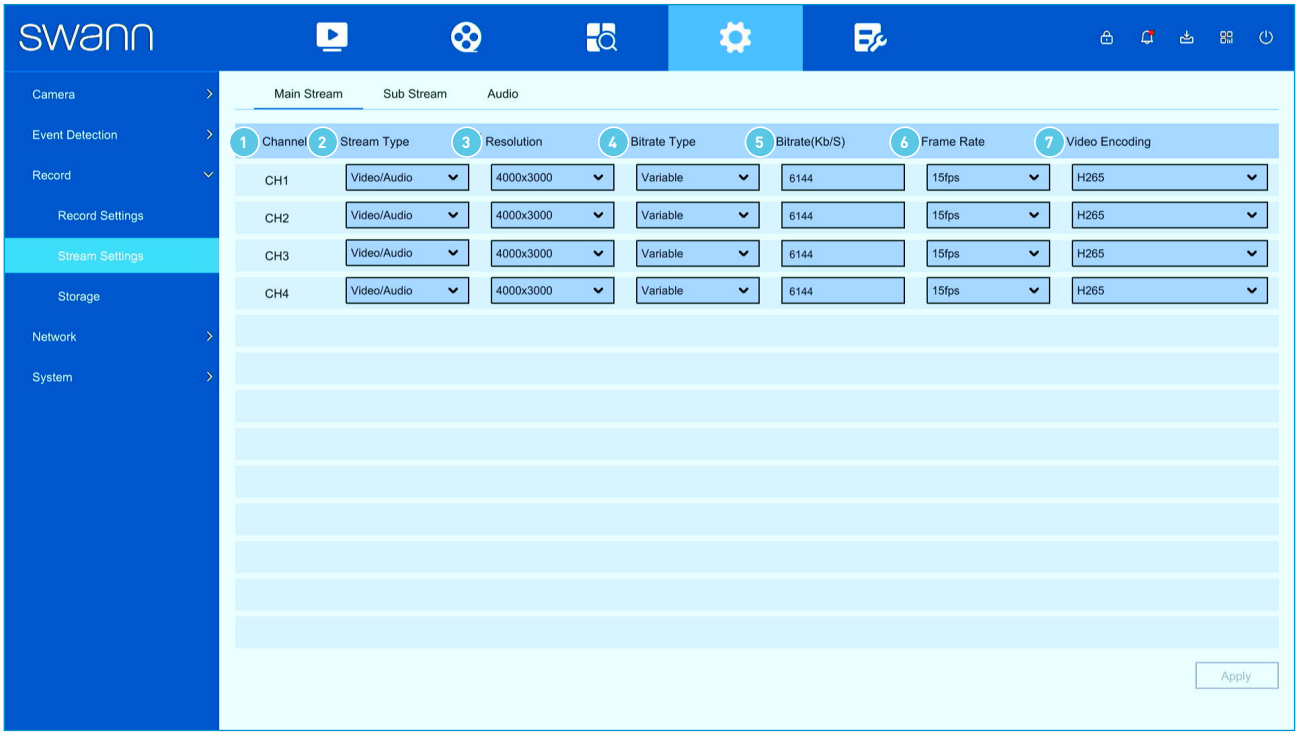
Stream Settings

The **Stream Settings** menu lets you configure how video and audio are captured, encoded, and transmitted by each camera channel. It contains three tabs: **Main Stream**, **Sub Stream**, and **Audio**. These settings help you balance video quality, bandwidth usage, and storage capacity.

☑ By default, both the Main Stream and Sub Stream videos are recorded simultaneously.

Main Stream

The **Main Stream** tab controls the primary high-quality video stream used for recording and live view (when selected). Each camera can be configured individually.

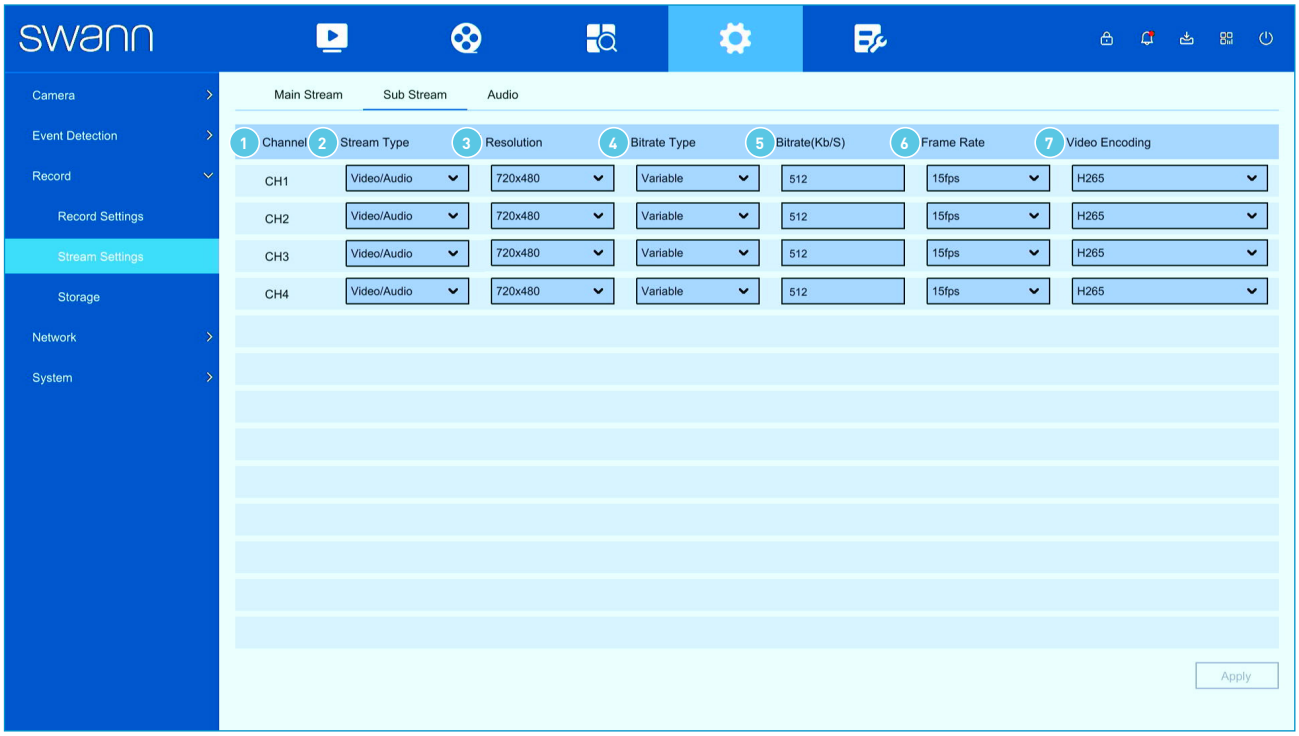


No.	Name	Description
1	Channel	Select the camera channel to configure.
2	Stream Type	Choose Video/Audio (default) to record both video and audio, or Video to record video only.
3	Resolution	Determines image quality and recording size.
4	Bitrate Type	Choose Variable (VBR) to automatically adjust the bitrate based on scene activity, or Constant (CBR) maintains a fixed bitrate for predictable bandwidth usage.
5	Bitrate	Defines how much data is used for recording and streaming. Higher bitrates produce better image quality but use more storage and bandwidth.
6	Frame Rate	Sets how many frames per second (fps) are recorded.
7	Video Encoding	Choose *H.265* (default, recommended) or *H.264*. *H.265* provides the same image quality at a lower bitrate, saving storage space.

If any changes are made, click **Apply** to save the settings.

Sub Stream

The **Sub Stream** tab controls the secondary, lower-resolution video stream used for remote viewing and multi-channel playback. Each camera can be configured individually.



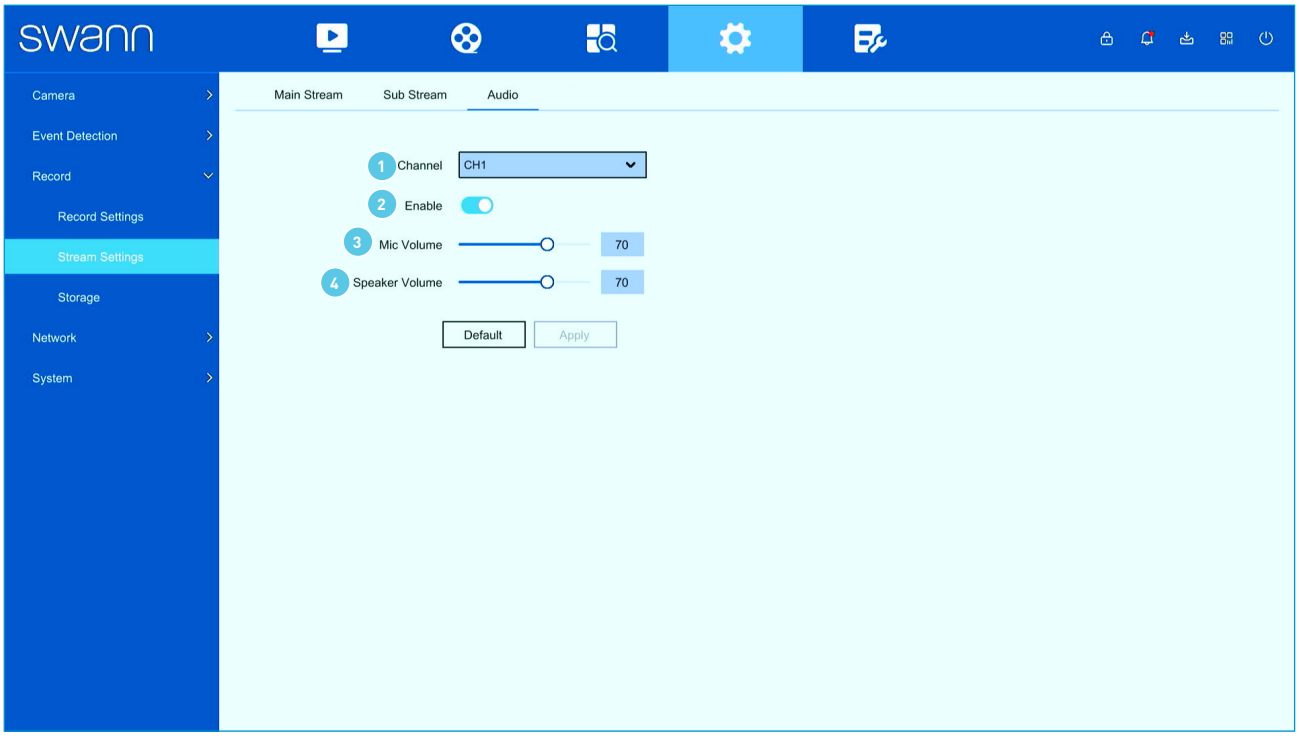
No.	Name	Description
1	Channel	Select the camera channel to configure.
2	Stream Type	Choose Video/Audio (default) to record both video and audio, or Video to record video only.
3	Resolution	Determines image quality and recording size.
4	Bitrate Type	Choose Variable (VBR) to automatically adjust the bitrate based on scene activity, or Constant (CBR) to maintain a fixed bitrate for consistent quality.
5	Bitrate	Defines how much data is used for recording and streaming. Higher bitrates produce better image quality but use more storage and bandwidth.
6	Frame Rate	Sets how many frames per second (fps) are recorded.
7	Video Encoding	Choose *H.265* (default, recommended) or *H.264*. *H.265* provides the same image quality at a lower bitrate, saving storage space.

If any changes are made, click **Apply** to save the settings.

Audio

The **Audio** tab lets you configure microphone and speaker settings for each camera channel. You can enable or disable audio recording and adjust input and output volume levels to suit your environment.

✓ Audio recording may be restricted in some regions. Check your local regulations.



No.	Name	Description
1	Channel	Select the camera channel to configure.
2	Enable	Turn audio recording on or off. When enabled, sound is captured with the video stream.
3	Mic Volume	Adjusts the camera microphone input level for recording (default: 70). Increase this value for louder or outdoor environments.
4	Speaker Volume	Adjusts the camera speaker volume (default: 70) for the built-in siren.

If any changes are made, click **Apply** to save the settings.

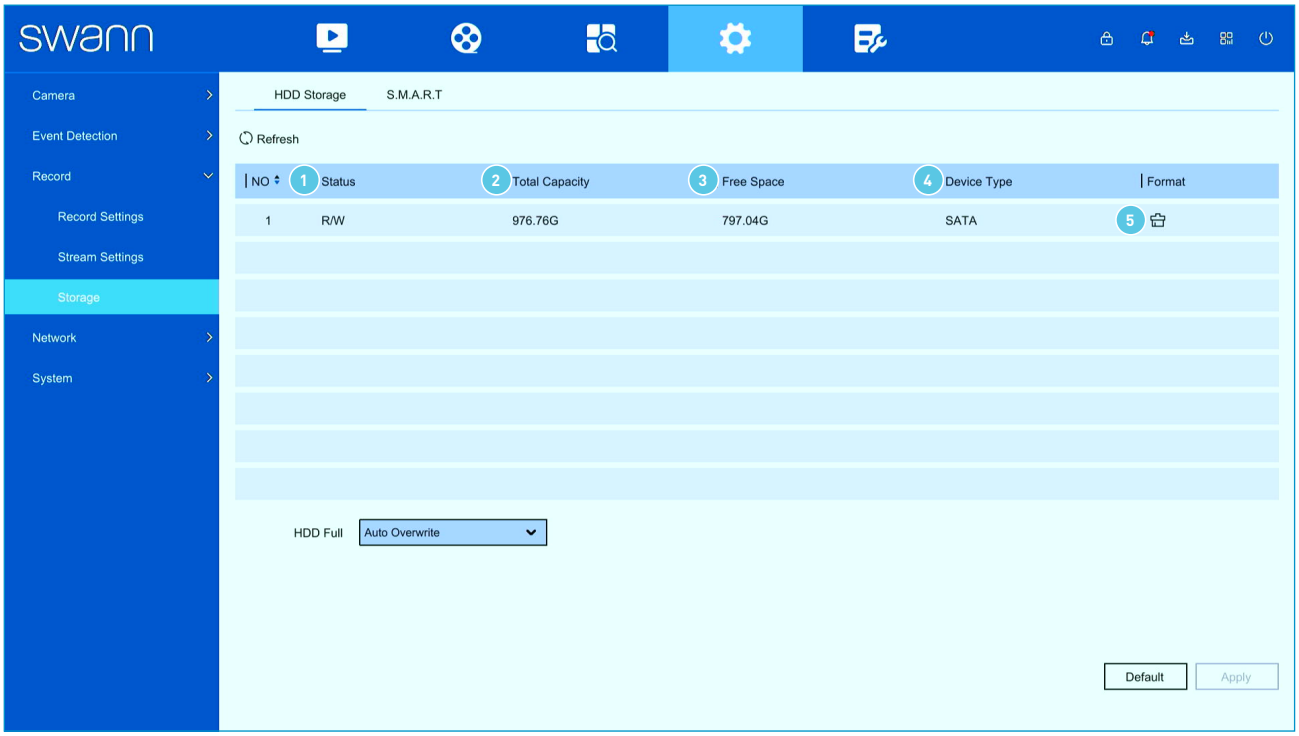
To restore the default configuration, click **Default**.

Storage

The **Storage** menu lets you view and manage the hard drive installed in the recorder. You can check available storage capacity, configure what happens when the drive becomes full, and assess drive health through S.M.A.R.T diagnostics.

HDD Storage

The **HDD Storage** tab displays the details of the installed hard drive and allows you to manage storage space and formatting.



No.	Name	Description
1	Status	Displays the current operating state of the hard drive, such as R/W (read/write).
2	Total Capacity	Displays the total size of the installed hard drive.
3	Free Space	Displays the remaining available capacity.
4	Device Type	Displays the connection interface type (e.g. SATA).
5	Format	Click the **Format** icon to format the hard drive. All recordings and data will be permanently erased. ✓ Make sure to download any recordings you want to keep before formatting.

HDD Full

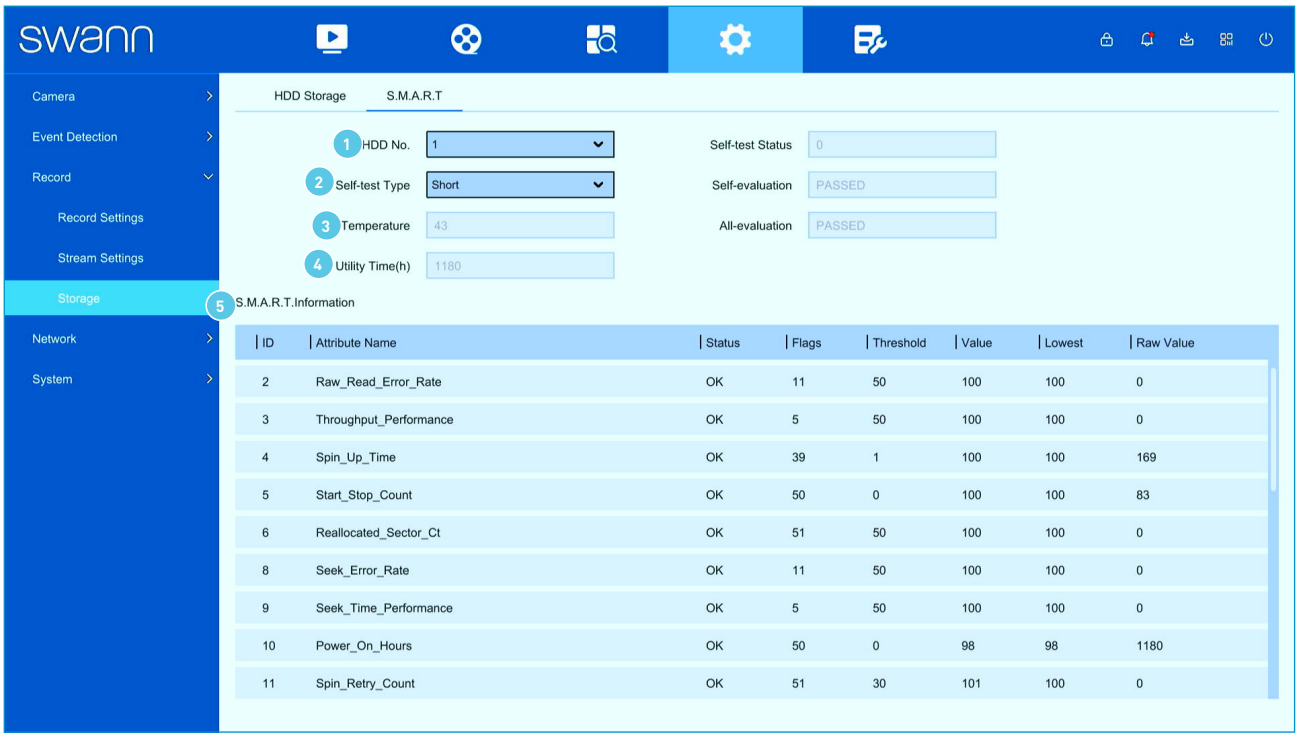
At the bottom of the **HDD Storage** tab, you can choose how the recorder handles storage when the hard drive is full.

Option	Description
Auto Overwrite	Automatically overwrites the oldest recordings when storage is full (default).
Do Not Overwrite	Stops recording when the drive is full.
7 Days	Automatically overwrites recordings older than 7 days.

✓ If any changes are made, click **Apply** to save the settings.

S.M.A.R.T

The **S.M.A.R.T** tab displays health and diagnostic information about the installed hard drive. It helps identify potential drive issues before data loss occurs.



No.	Name	Description
1	HDD No.	Selects the installed hard drive to check its status.
2	Self-test Type	Selects Short or Long to run a basic or extended health test.
3	Temperature	Displays the current temperature of the hard drive.
4	Usage Time	Displays how many hours the drive has been in operation.
5	S.M.A.R.T Information	Detailed S.M.A.R.T attributes provide advanced technical data (e.g. read error rate, reallocated sectors, power-on hours) for reference.

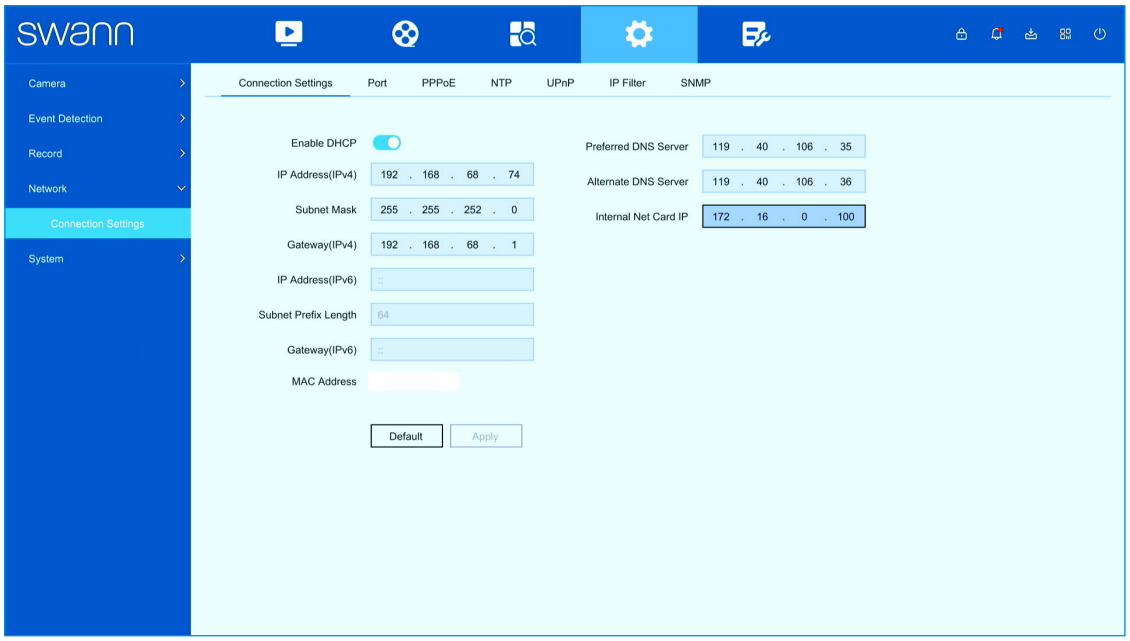
Network

The **Network** menu is intended for advanced users who may need to adjust connection parameters or enable specific features such as port access or time synchronisation.

For most users, no changes are needed. The recorder automatically connects and works straight out of the box using secure network technology.

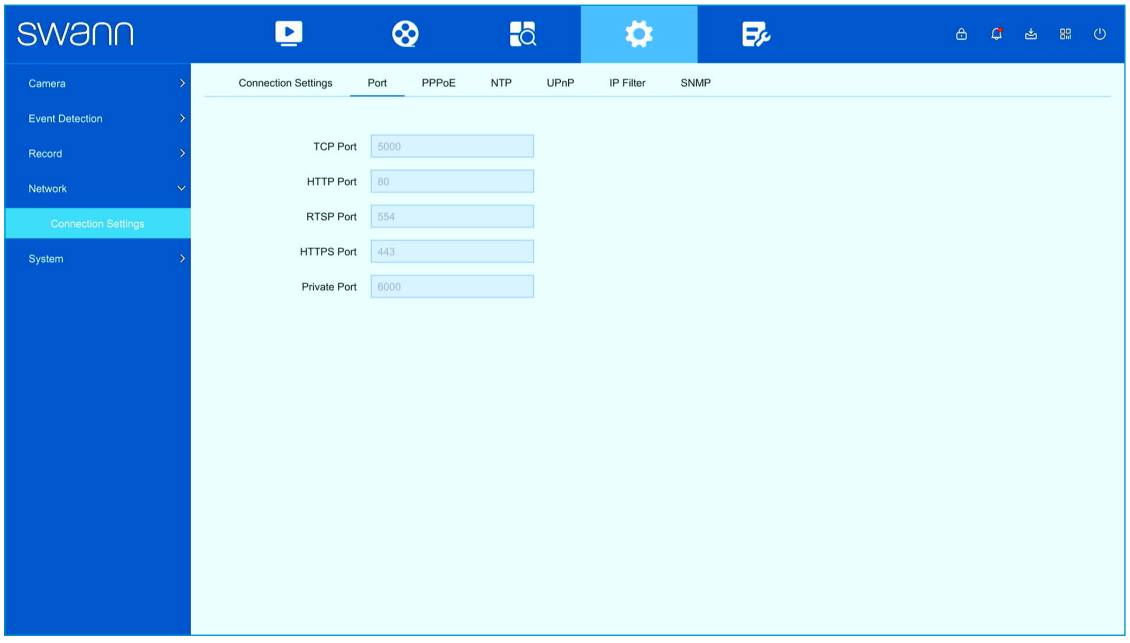
Connection Settings

The **Connection Settings** tab displays your recorder's current network information, such as the IP address, subnet mask, and gateway.
Most users don't need to change anything here. The recorder will automatically connect to your network.
If your network uses a static IP setup, you can disable **Enable DHCP** and enter the IP settings manually.



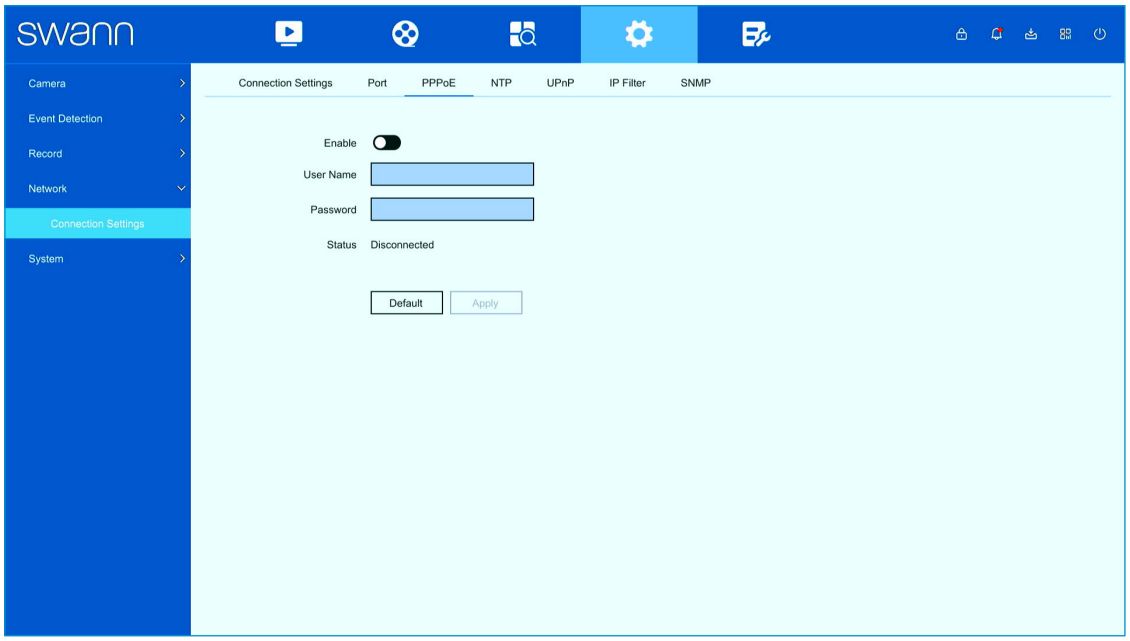
Port

The **Port** tab displays the communication ports used by the recorder for network access.
All values are read-only and cannot be changed.



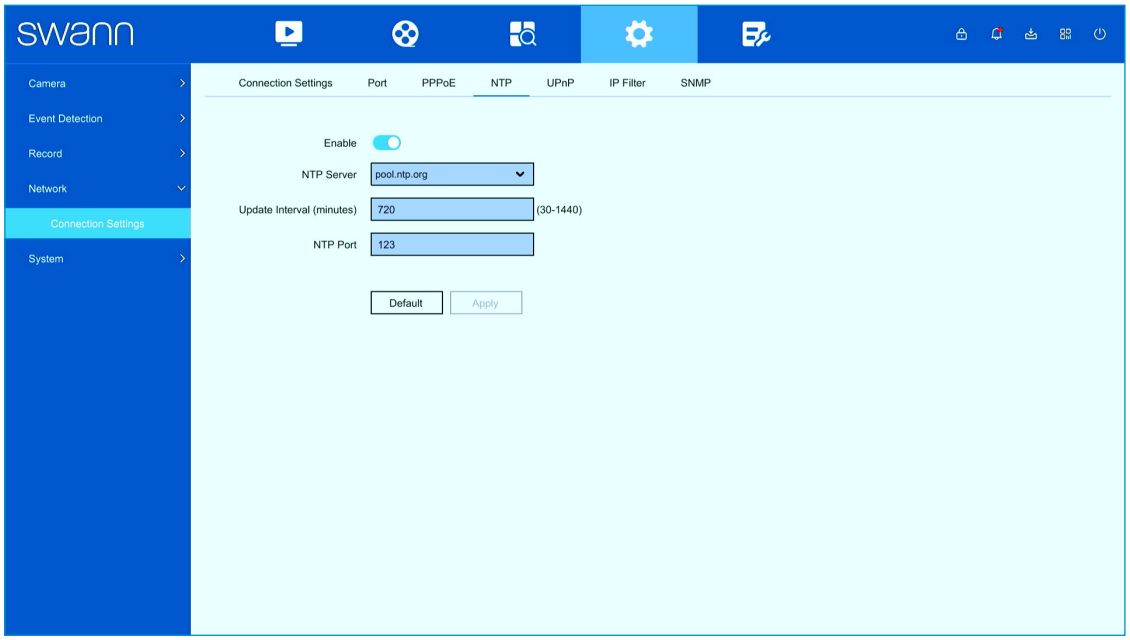
PPPoE

The **PPPoE** tab allows you to connect the recorder directly to your internet service provider using PPPoE credentials. This setup is only required if your internet connection uses PPPoE authentication (username and password).



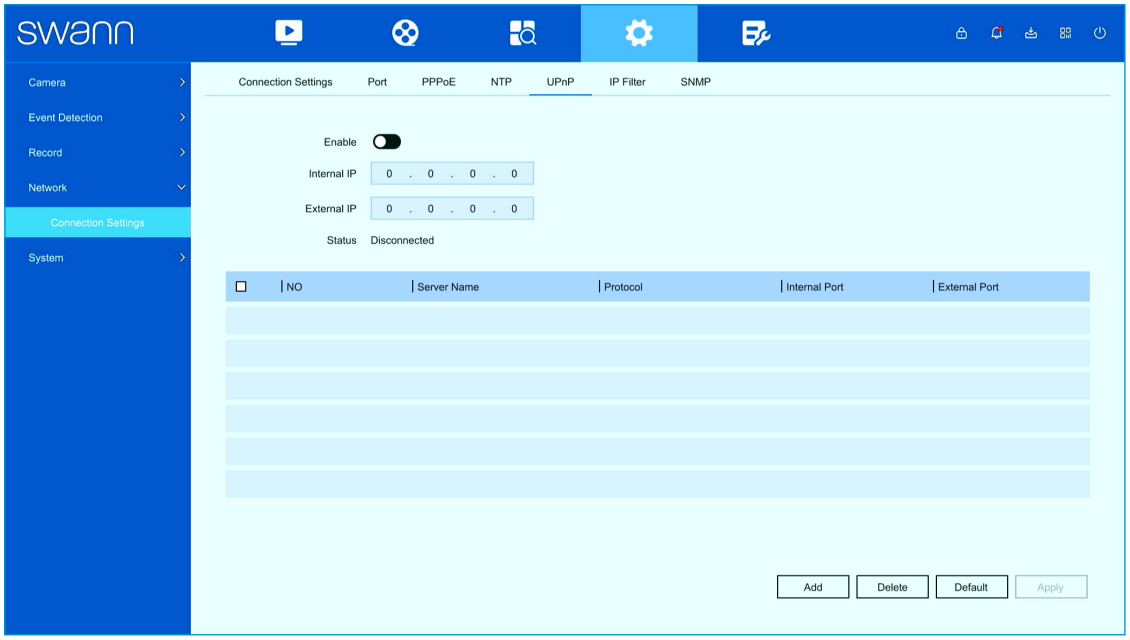
NTP

The **NTP** tab is used to synchronise the recorder's internal clock with a Network Time Protocol (NTP) server. When enabled, the recorder automatically updates its time at regular intervals.
By default, an NTP server (such as pool.ntp.org) is already configured, so no changes are normally needed.



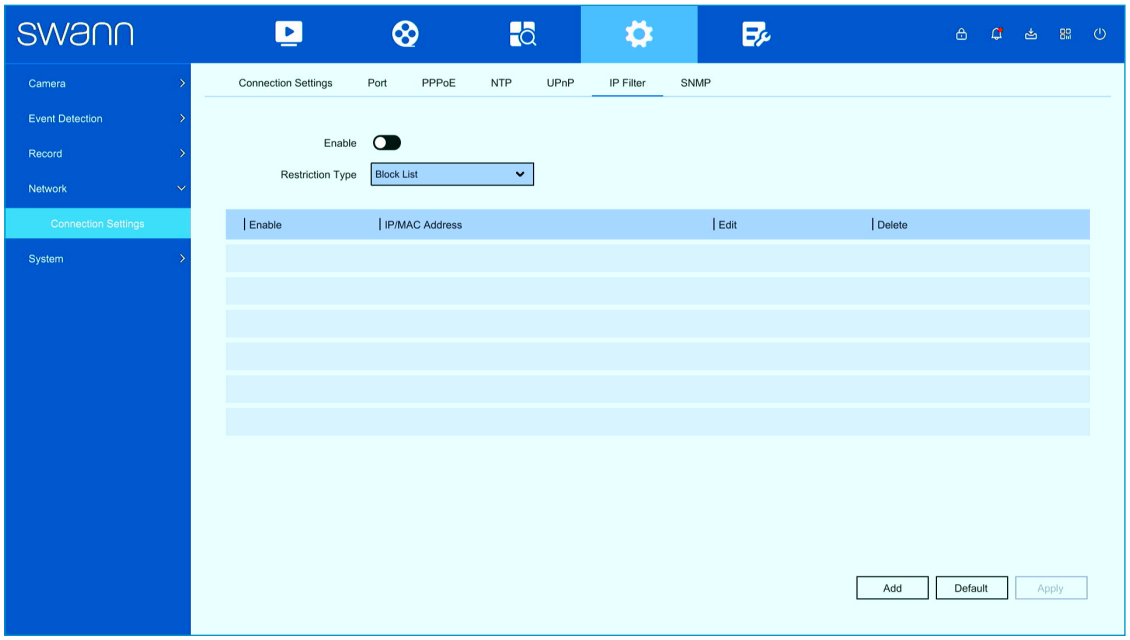
UPnP

Universal Plug and Play (UPnP) automatically configures the router to allow the recorder to be accessed from outside your local network.
Enable only if you require remote access and understand the network implications. For most home users, this can remain disabled.



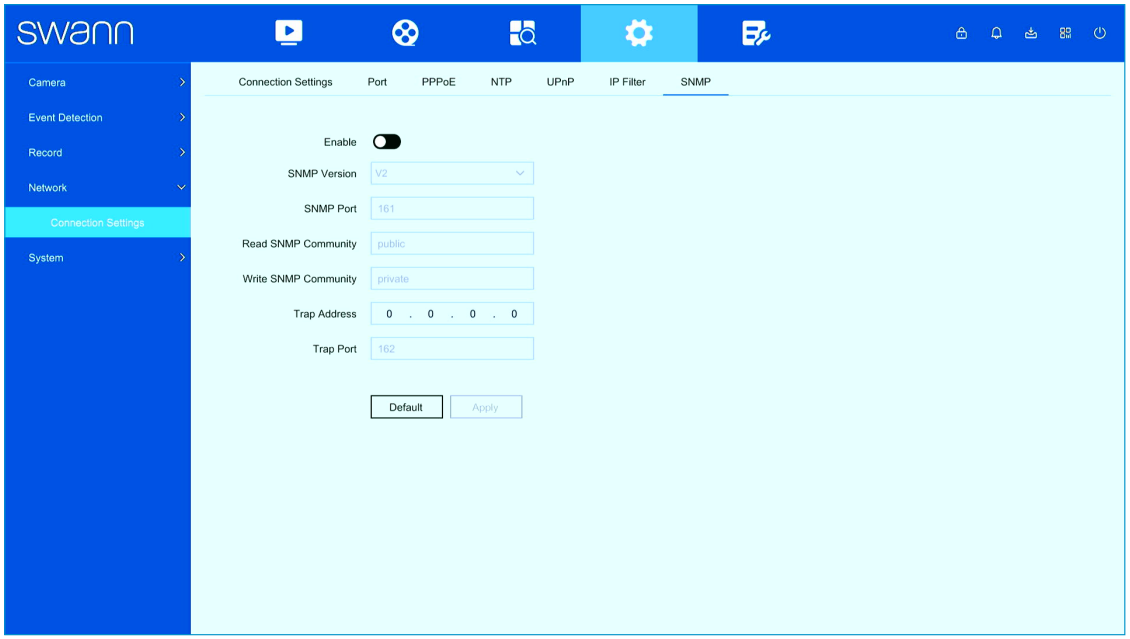
IP Filter

The **IP Filter** tab lets you manage which devices can access the recorder on your network.
You can create a **Block List** to deny access from specific IP or MAC addresses, or an **Allow List** to restrict access to approved ones.
This function is recommended for advanced users familiar with network security.



SNMP

The **Simple Network Management Protocol (SNMP)** tab is used for monitoring the recorder's status through a network management system.
This function is typically used in business or enterprise environments and does not need to be enabled for normal operation.

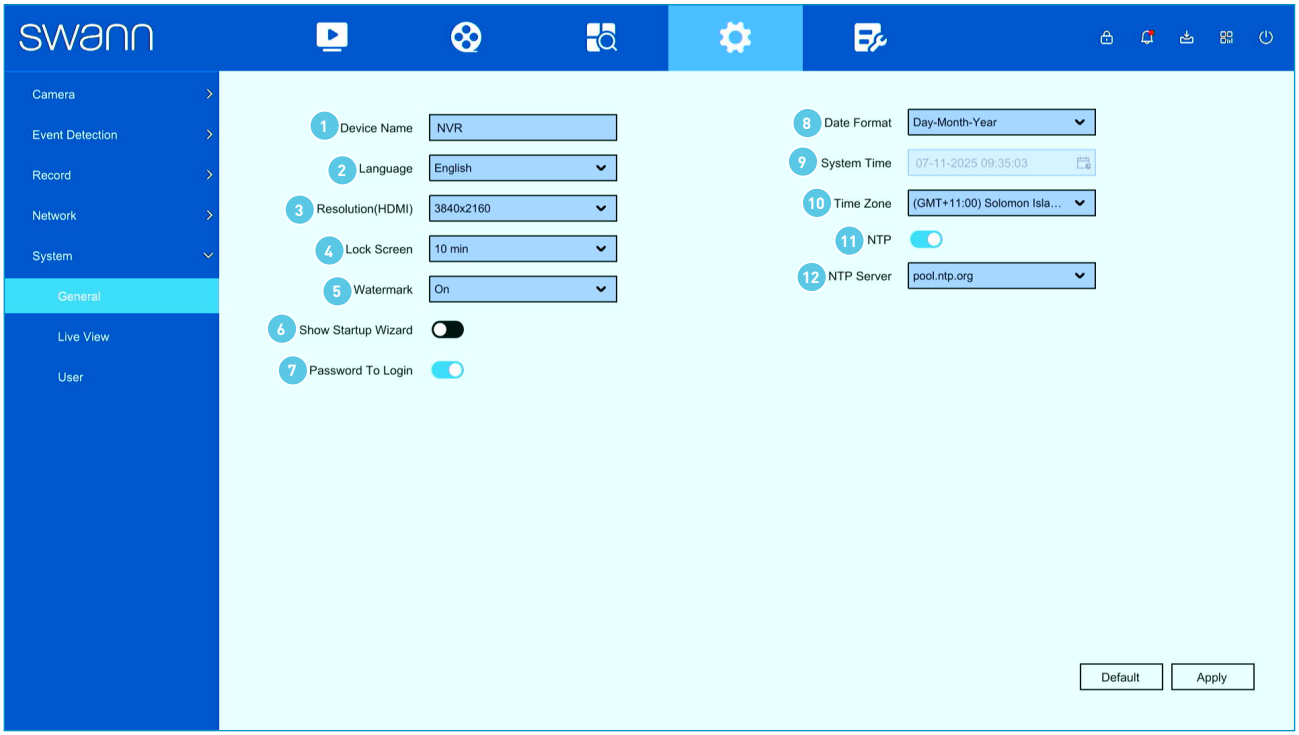


System

The **System** menu contains options for managing your recorder's general settings, live view layout, and user access. Most users can operate the recorder without adjusting these settings, but they are available for personalisation or administrative control.

General

The **General** menu lets you configure basic system preferences such as display resolution, time format, and automatic lock settings.



No.	Name	Description
1	Device Name	Give a name to the recorder for easy identification.
2	Language	Select the on-screen menu language.
3	Resolution (HDMI)	Choose the HDMI output resolution for your display monitor or TV.
4	Lock Screen	Automatically locks the system interface after a set period of inactivity.
5	Watermark	Turn the Swann watermark display on or off.
6	Show Startup Wizard	Enable or disable the Startup Wizard after restart.
7	Password to Login	When enabled, requires password authentication when logging in.
8	Date Format	Adjust how the date is displayed on the system taskbar.
9	System Time	Displays the current system time. If NTP is disabled, you can manually set the date and time.
10	Time Zone	Set the correct time zone for your region. If your region observes Daylight Saving Time (DST), ensure you select the correct time zone for the current season. The recorder does not automatically adjust if the wrong time zone is selected.
11	NTP	Turn automatic time synchronisation on or off.
12	NTP Server	Select your preferred network time server.

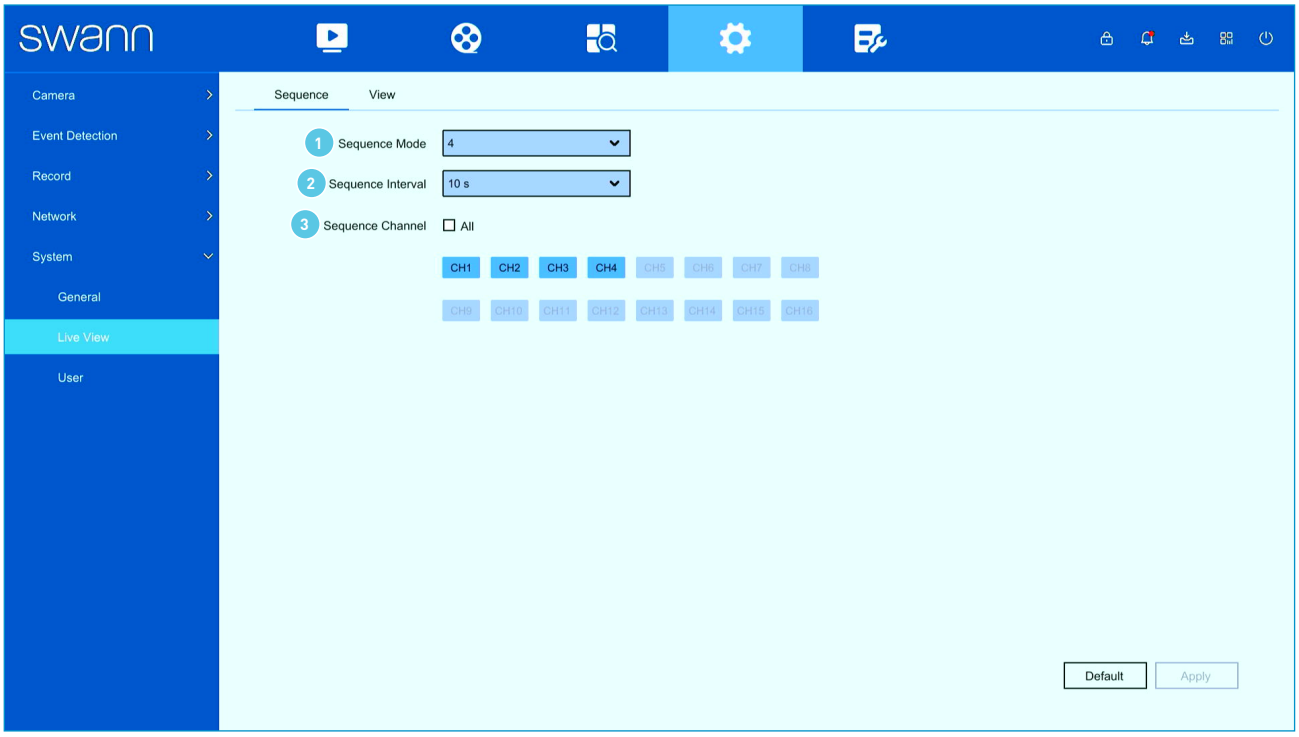
If any changes are made, click **Apply** to save the settings. To restore the default configuration, click **Default**.

Live View

The **Live View** menu lets you customise how camera channels are displayed on the Live View display and configure automatic sequencing settings.

Sequence Tab

The **Sequence** tab lets you configure automatic sequence view for Live View. When sequence is enabled, the recorder cycles through selected camera channels in pages, showing each view for a set time before moving to the next. Use these settings to choose how many channels are displayed at once, how long each view stays on screen, and which channels are included in the sequence.



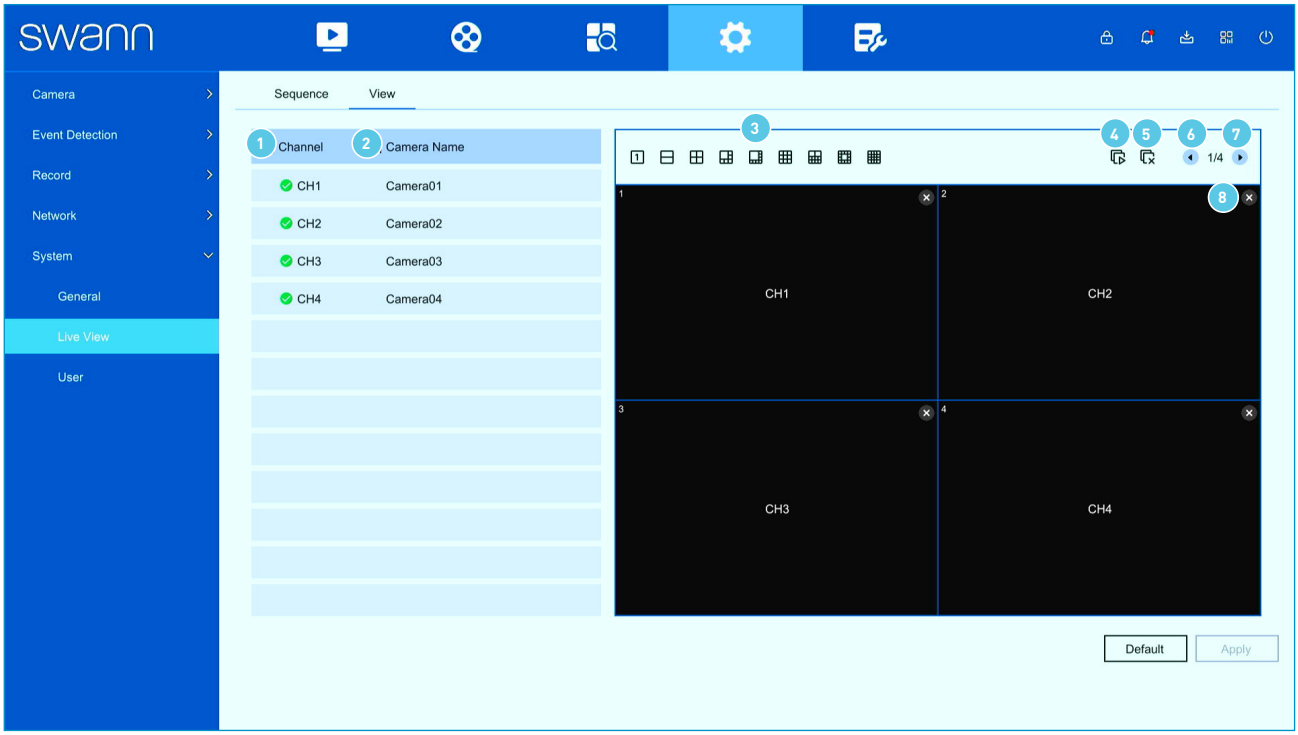
No.	Name	Description
1	Sequence Mode	Choose how many channels are displayed at once during sequencing. Options available: 1, 4, 9, 16, or 25. ☑ The number of channels selected should be less than or equal to the current split-screen layout.
2	Sequence Interval	Set how long each view remains on screen before switching to the next page. Options available: 5s, 10s, 15s, 20s, 25s, 30s, 1 min, 2 min, or 5 min.
3	Sequence Channel	Select which channels to include in the sequence, or tick **All** to include every available channel.

If any changes are made, click **Apply** to save the settings.

To restore the default configuration, click **Default**.

View Tab

The **View** tab lets you arrange how camera channels are displayed on the live view screen. You can choose a layout, add or remove cameras, and navigate between multiple view pages to preview your configuration.



No.	Name	Description
1	Channel	Displays the list of connected camera channels. ✅ icon indicates the channel has been added to the layout. ○ icon indicates the channel can be added to an unoccupied layout window. To add the camera, select an empty layout window and click ○.
2	Camera Name	Shows the name of each camera as set in *Camera Settings*.
3	Layout	Select the desired display layout for your cameras.
4	Add All	Add all connected camera channels to the current layout automatically.
5	Close All	Remove all cameras from the current layout, leaving all layout windows empty.
6	Previous Layout Page	Switch to the previous layout page (e.g., Page 1 of 4).
7	Next Layout Page	Switch to the next layout page.
8	Remove Camera	Click ⊗ to remove the camera from the layout window. A "+" icon will appear in the centre of the window, indicating that a camera can be added to it.

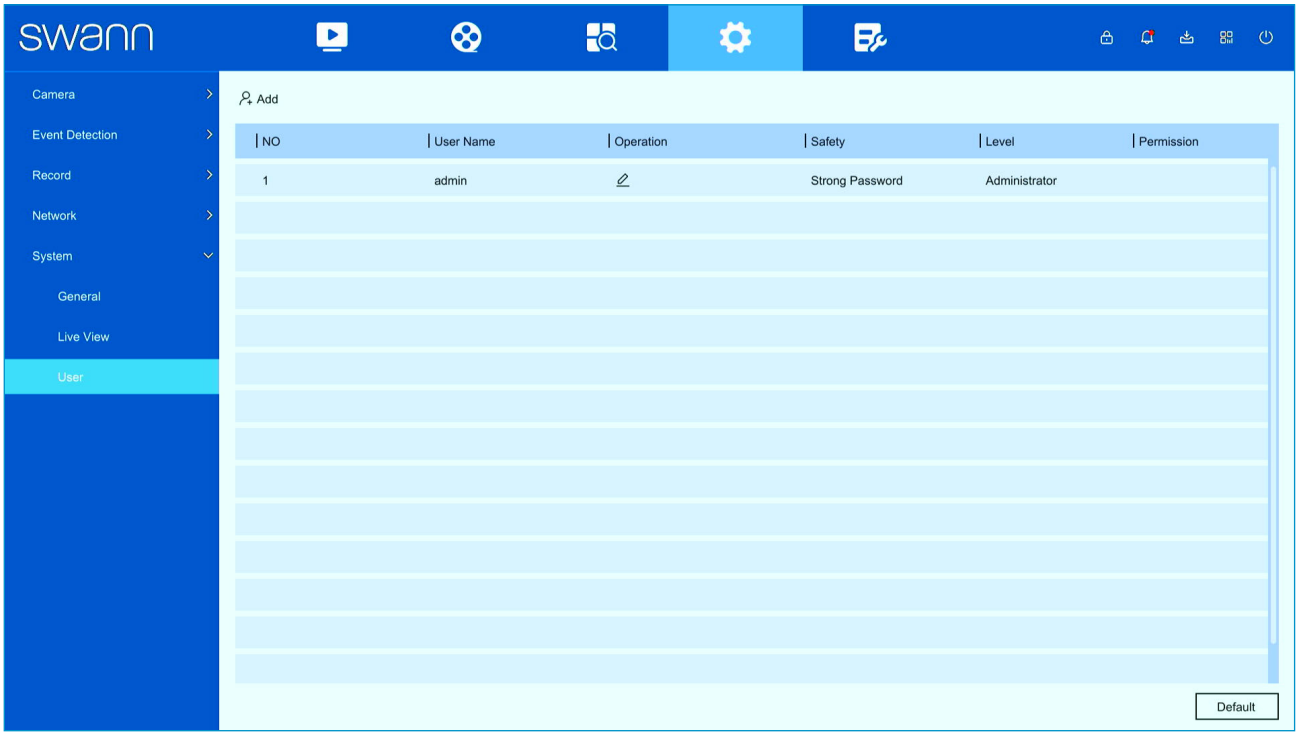
If any changes are made, click **Apply** to save the settings.

To restore the default configuration, click **Default**.

User

The **User** menu lets you manage user accounts, passwords, and login security settings. The system supports multiple user levels and provides flexible access control.

☑ By default, one administrator account (admin) is created during initial setup.

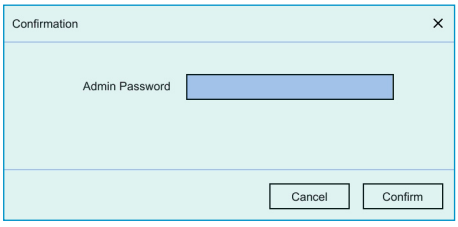


Modifying Password

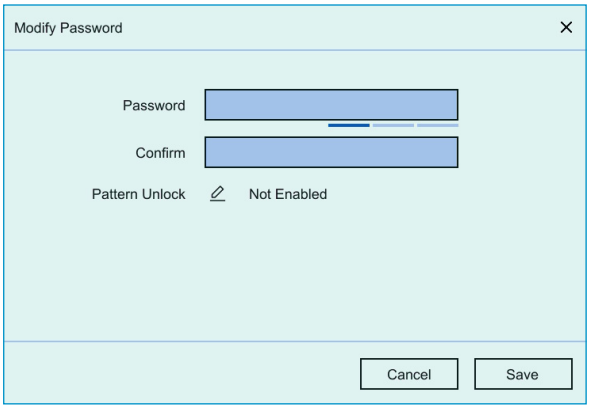
To change the administrator or user account password:

1 Click ✎ under the *Operation* column beside the username whose password you want to change.

2 When prompted, enter the admin password to confirm authorisation.



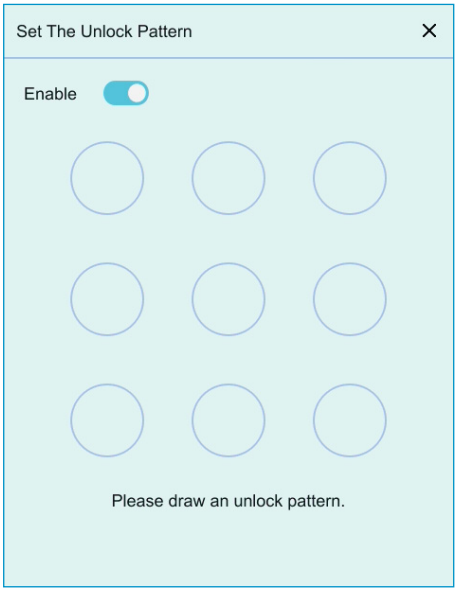
3 In the **Modify Password** window, enter and confirm the new password.



☑ Passwords must be 6–16 characters long and alphanumeric only. For a strong password, use at least eight characters and include a mix of uppercase letters, lowercase letters, and numbers

4 (Optional) To enable **Pattern Unlock**, click beside it.

- Turn **Enable** on then draw the unlock pattern by clicking and dragging on the points, connecting at least 4 points.



- Once enabled, the pattern can be used to log in to the recorder instead of entering a password.

5 Click **Save** to apply the changes.

Adding a User

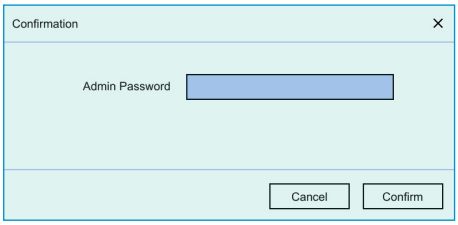
You can create additional user accounts with specific permission levels and access rights.

☑ Only the administrator can add, delete, or modify user accounts.

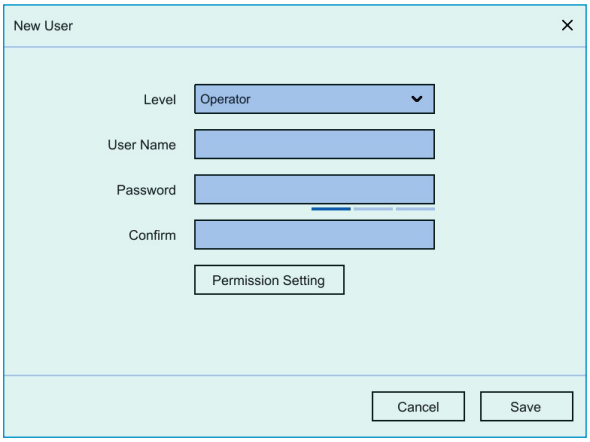
To add a new user:

1 Click **Add** at the top left just above the user list.

2 When prompted, enter the administrator password and click **Confirm**.



3 In the **New User** window, select a **Level**:



- **Operator**: Can view live video, playback recordings, and perform system operations based on assigned permissions.

- **User**: Has limited access and can only perform functions allowed by the administrator.

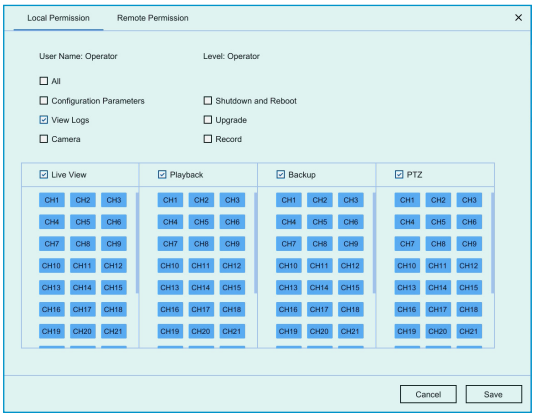
4 Enter a **User Name**.

5 Set and confirm a **Password**.

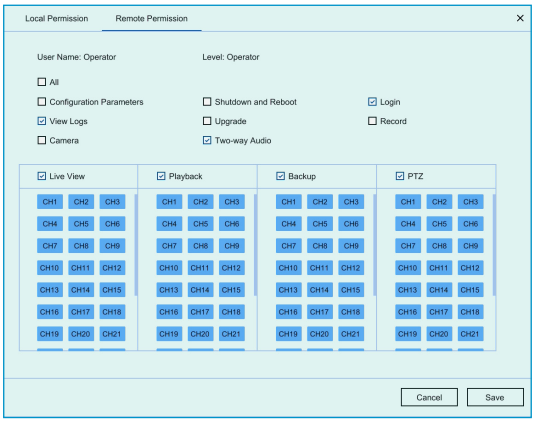
✓ Passwords must be 6–16 characters long and alphanumeric only.

6 Click **Permission Setting** to specify access rights for this account.

- Local Permission controls what the user can do when operating directly on the recorder.
  Under **Local Permission**, enable functions such as **Live View**, **Playback**, and **Backup** for specific channels.



- Remote Permission controls what the user can do when accessing the recorder remotely via the web browser.
  Under **Remote Permission**, enable access to functions such as **Login**, **Record**, or **Shutdown and Reboot**.



- Click **All** to grant full access, or clear individual options as needed.

7 Click **Save** to apply the permissions, then **Save** again to create the new user account.

Deleting a User

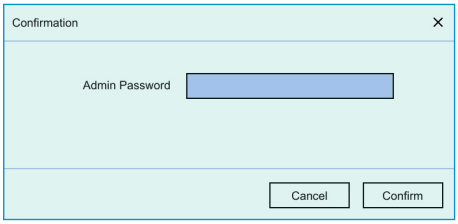
You can delete user accounts that are no longer required.

✓ The administrator account cannot be deleted. Once a user is deleted, their account and permissions are permanently removed.

To delete a user:

1 Click the 🗑 icon under **Operation** for the user account you want to delete.

2 When prompted, enter the administrator password and click **Confirm**.



3 The user account is removed from the list.

Editing Permissions

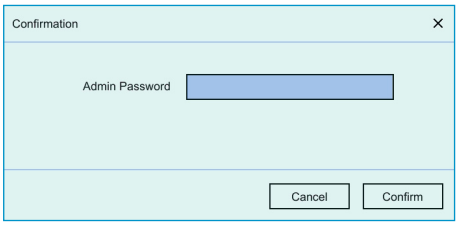
Administrators can update user permissions at any time to control which functions and channels the user can access.

✓ The Administrator account always has full access and cannot be restricted.

To edit a user's permissions:

1 Click the icon under **Permission** for the user account you want to edit.

2 When prompted, enter the administrator password and click **Confirm**.



3 In the **Permission Settings** window, select the appropriate tab:

- **Local Permission**: Controls what the user can do when operating directly on the recorder.
- **Remote Permission**: Controls what the user can do when accessing the recorder remotely via the web browser.

4 Tick the checkboxes beside each function to allow access, or clear them to restrict access.

5 Click **Save** to confirm the changes.

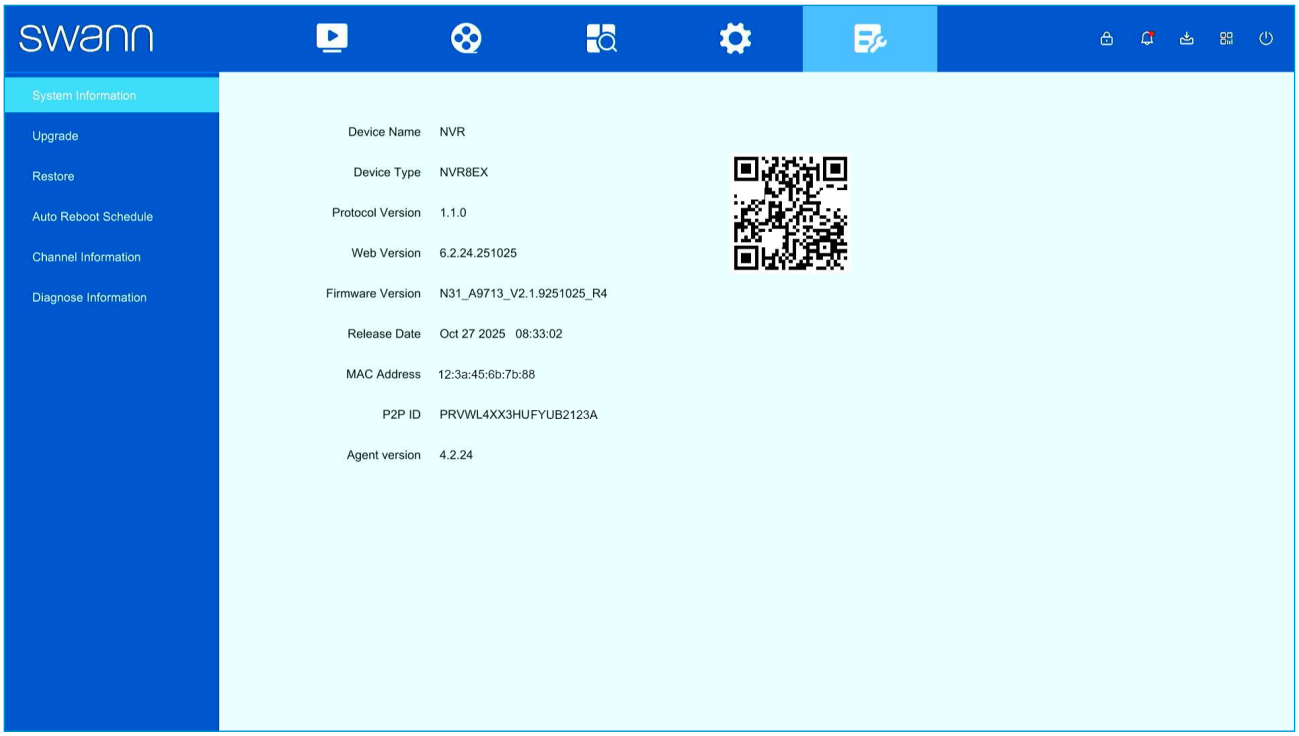
Chapter 7 - Maintenance

The **Maintenance** menu provides tools to view system information, perform firmware upgrades, restore default settings, configure automatic reboots, and view camera and diagnostic information.

System Information

The **System Information** screen displays important hardware and software information about the recorder. This information is useful for identifying the device specifications and may be required by Swann Technical Support if you need assistance.

☑ A QR code is also displayed for convenient mobile pairing.



Information shown includes:

- **Device Name**: The custom name assigned to the recorder.
- **Device Type**: The model identifier of the recorder.
- **Protocol Version**: The internal protocol version used by the recorder.
- **Web Version**: The version of the recorder's web interface software.
- **Firmware Version**: The version of the core system firmware currently running on the recorder.
- **Agent Version**: The version of the recorder's internal service agent that manages system communication and updates.
- **Release Date**: The release date of the installed firmware.
- **MAC Address**: The unique hardware address of the recorder's network interface.
- **P2P ID**: The unique identifier used for remote access.

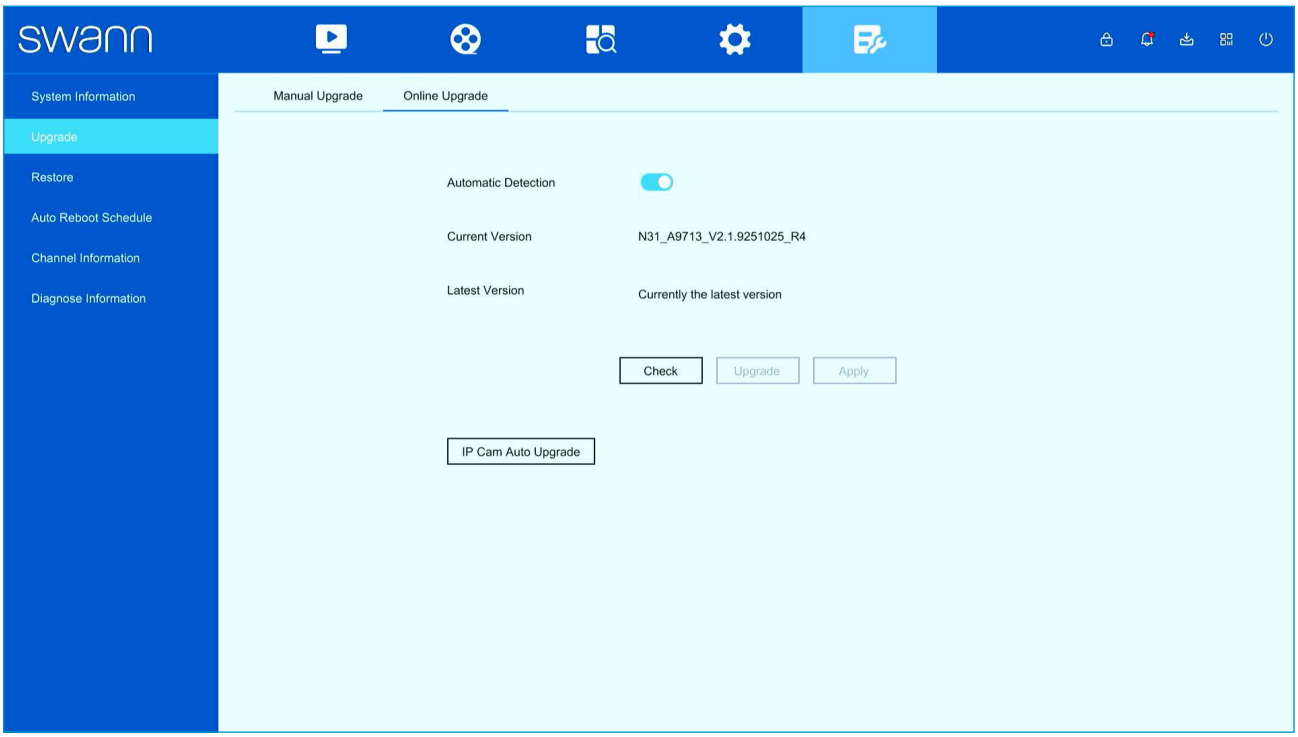
Upgrade

The **Upgrade** screen lets you update the firmware for the recorder and its connected cameras (supported models only), if available.
Keeping the firmware up to date ensures that your recorder remains stable and benefits from the latest features and improvements.

Performing an Online Upgrade for the Recorder

☑ Ensure the recorder is connected to the internet.

1 Select the **Online Upgrade** tab. The recorder displays the Current Version and Latest Version firmware information.



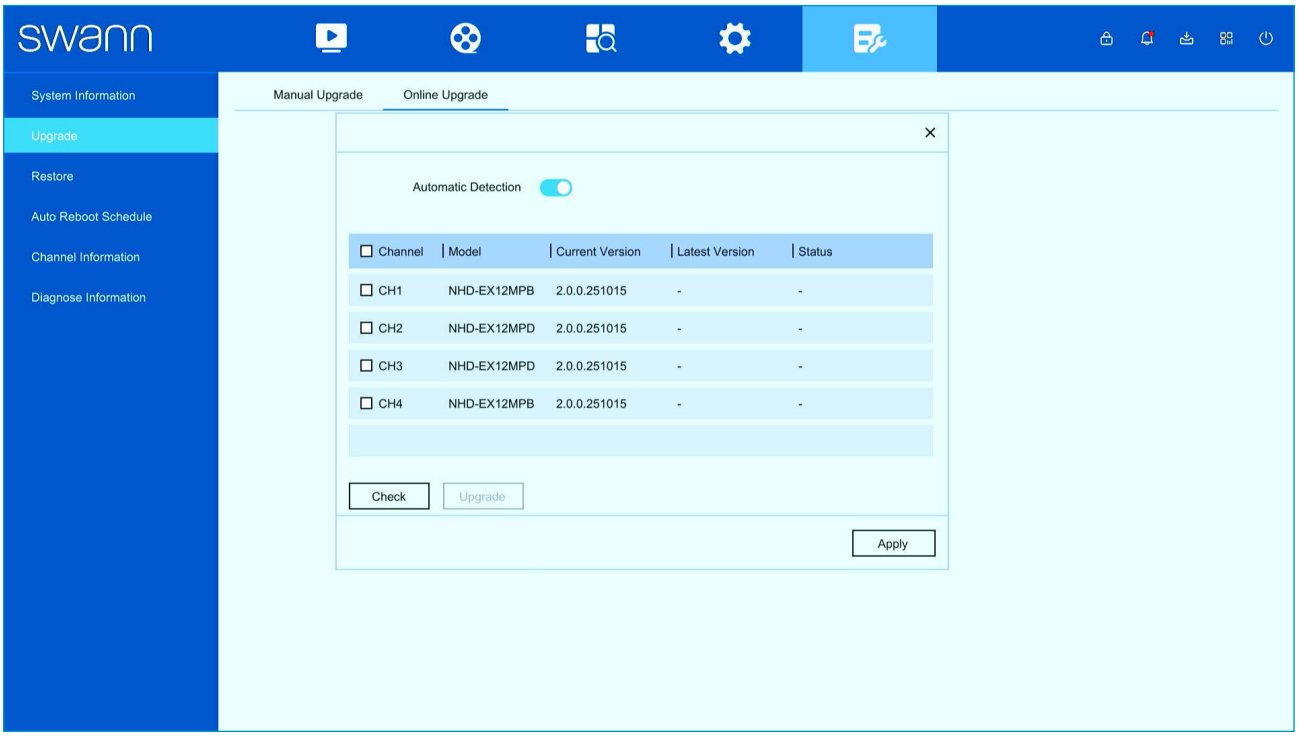
2 By default, **Automatic Detection** is enabled. If a new firmware version is available, the **Latest Version** field displays the new version number and the **Upgrade** button becomes active. You can also click **Check** to manually contact Swann's firmware update service for any available recorder firmware.

3 If a newer firmware version is available, click **Upgrade**. The recorder automatically downloads and installs the update. This may take a few minutes. Once the upgrade is complete, the recorder will automatically restart to apply the new firmware.

☑ Do not power off or disconnect the recorder during the upgrade process.

Performing an Online Upgrade for the Cameras

1 On the **Online Upgrade** tab, click **IP Cam Auto Upgrade**. The **IP Camera Upgrade** window appears, showing all connected and supported Swann cameras.



2 By default, **Automatic Detection** is enabled. If a new firmware version is available, the **Latest Version** field displays the new version number and the **Upgrade** button becomes active. You can also click **Check** to manually contact Swann's firmware update service for any available camera firmware.

3 If a newer firmware version is available, select the checkboxes beside the camera channels you want to upgrade, or tick the top checkbox to select all.

4 Click **Upgrade** to download and install the new firmware on the selected cameras. The cameras will automatically restart during the process, and you will temporarily lose live video feed. The upgrade may take a few minutes to complete.

✓ Do not power off or disconnect the recorder or any cameras during the upgrade process.

5 When the upgrade completes, click **Apply** to confirm.

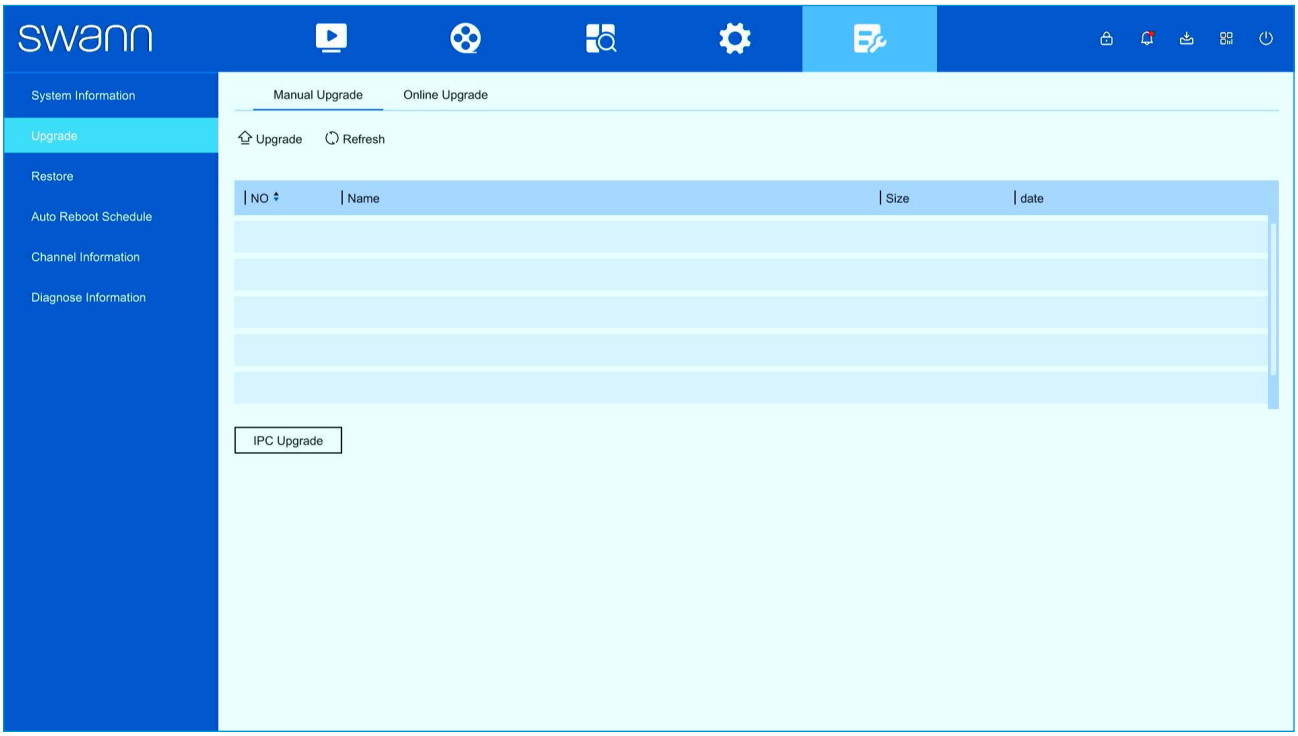
6 Click ✕ at the top right to close the window.

✓ The upgraded cameras will automatically reconnect to live view once the restart is complete.

Performing a Manual Upgrade

Use the **Manual Upgrade** option if internet access is unavailable or if instructed by Swann Technical Support. Latest firmware files for the specific recorder and camera models are generally available on support.swann.com.

1 Select the **Manual Upgrade** tab. The recorder displays a list of firmware files available for installation from an inserted USB storage drive.



2 Insert a USB storage drive containing the correct firmware file into one of the recorder's USB ports. Click **Refresh** to display the firmware file on the list.

3 Select the firmware file you want to install, then click **Upgrade**. The recorder will begin updating the firmware.

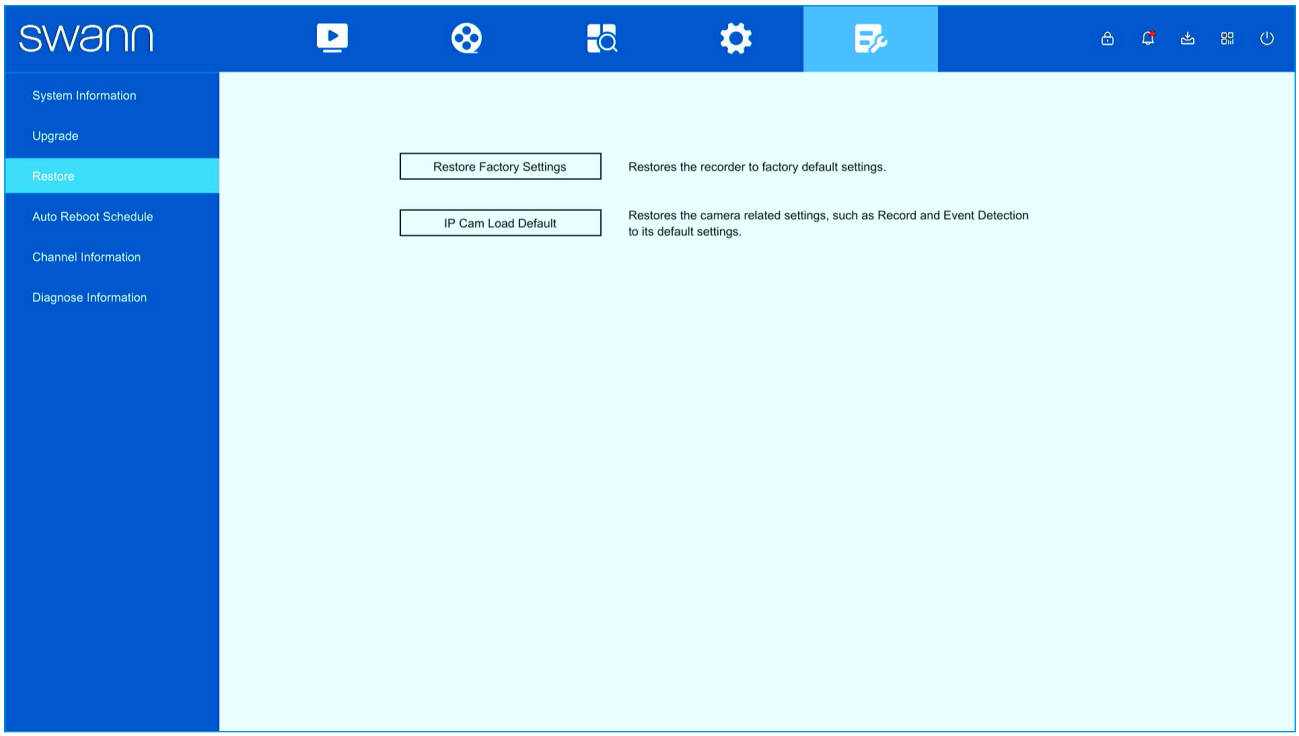
Do not power off or disconnect the recorder during the upgrade process.

4 Once the upgrade is complete, the recorder will automatically restart to apply the new firmware.

5 If you also need to update the connected cameras manually, click **IPC Upgrade** and follow the same process using the corresponding camera firmware files.

Restore

The **Restore** screen lets you reset the recorder or its connected cameras to their default settings. This can help resolve configuration issues or return the system to its original state after testing or troubleshooting.



Restoring Factory Settings

You can restore the recorder to its factory default configuration. All system settings, network parameters, user accounts, and live view preferences will be reset to their original state.

✓ Recordings on the hard drive will not be deleted.

1 Click **Restore Factory Settings**.

2 A confirmation message appears. Click **OK** to proceed.

3 The recorder will restart automatically to apply the default settings.

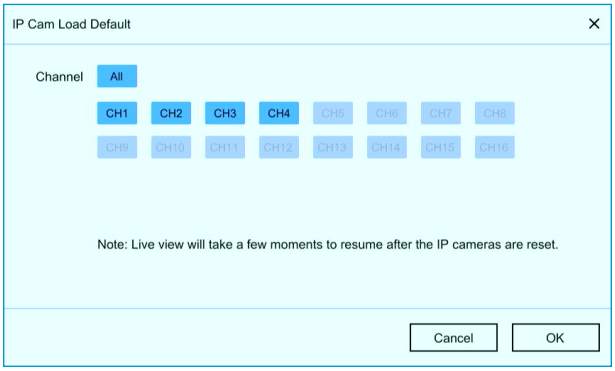
4 Once the recorder restarts, you will need to perform the Startup Wizard again to reconfigure basic settings such as language, admin password, and time zone.

✓ Do not turn off or disconnect the recorder while restoring factory settings.

Restoring Camera Settings

You can reset camera-related configurations, such as **Event Detection**, **Stream** and **Image** settings, back to their default values. This function can help resolve issues caused by incorrect configuration or when you simply want to start fresh with the default camera settings.

1 Click **IP Cam Load Default**.



2 By default, all cameras are selected. You can deselect any channels you don't want to reset, or click **All** to reselect every connected camera.

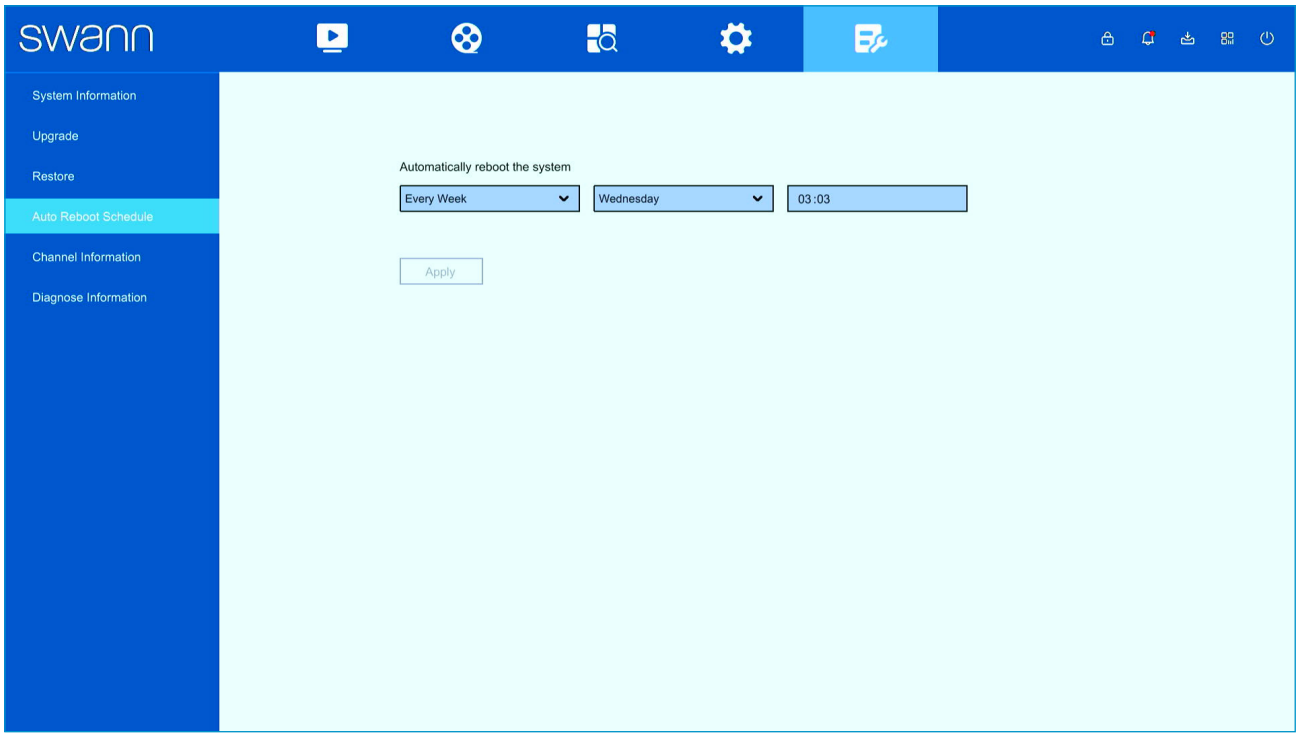
3 Click **OK** to confirm.

4 The selected cameras will automatically restart. During this process, live video will be temporarily unavailable and will resume once the reset is complete.

✓ Do not disconnect or power off the recorder or cameras while the reset is in progress.

Auto Reboot Schedule

The **Auto Reboot Schedule** function allows you to automatically restart the recorder at a specified time. Scheduling a regular reboot helps maintain system stability and performance, especially during continuous operation.



To configure the auto reboot schedule:

1 On the **Auto Reboot Schedule** screen, choose how often to reboot the recorder:

- **Never**: Disables automatic rebooting.
- **Every Day**: Reboots daily at the set time.
- **Every Week**: Reboots on the selected day each week.
- **Every Month**: Reboots on the same day each month.

2 If **Every Week** is selected, choose the desired day of the week. If **Every Month** is selected, choose the desired date of the month.

3 Set the time for the automatic reboot using the on-screen keypad.

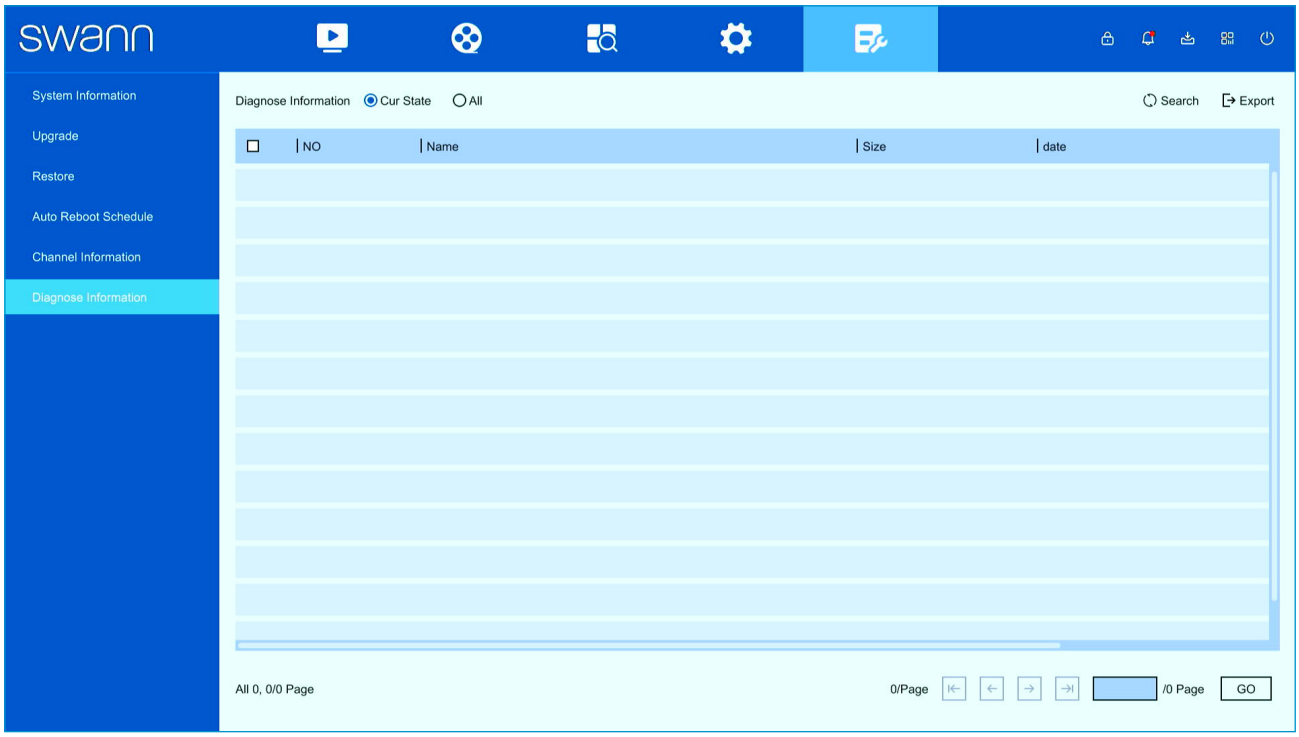
✓ Set the reboot time during off-peak hours (for example, early morning) to minimise disruption.

4 Click **Apply** to save the schedule.

✓ Cameras will temporarily go offline during the reboot and automatically reconnect once the recorder restarts.

Diagnose Information

The **Diagnose Information** screen lets you generate and export system diagnostic logs for troubleshooting. These logs capture internal events such as system errors, configuration changes, and communication issues between the recorder and connected cameras.



To export diagnostic information:

1 Insert a USB storage drive into one of the recorder's USB ports.

This is required before exporting diagnostic data.

2 Select one of the following options:

- **Cur State:** Generates a log file showing the recorder's current operational status.
- **All:** Displays all existing diagnostic log files stored on the recorder.

3 Click **Search** to refresh and display the most recent logs. Each entry includes the file name, file size, and creation date.

4 Select the log files you want to save, then click **Export**. The selected logs will be exported to a connected USB storage drive in .tar.gz format.

✓ Diagnostic logs cannot be viewed directly on the recorder. If you are asked to provide diagnostic information, export the files and send them to Swann Technical Support for analysis.

Appendix

Frequently Asked Questions

1. What should I do if I forget my password?

If you have forgotten your recorder's admin password, follow the steps in **"Forgot Password" on page 10** to reset the password.

2. Why can't I see video from one of my cameras?

Check that the camera is securely connected to the recorder's PoE port.

If the channel shows "No Video", try swapping the cable or connecting the camera to another PoE port.

You can also go to **Configuration > Camera** to check the camera status.

3. The recorder does not detect any cameras. What should I do?

Ensure that all cameras are compatible with the recorder and connected directly to the PoE ports.

If using third-party ONVIF network cameras, verify that they are on the same subnet and that their connection details such as IP address, username and password have been correctly entered in **Configuration > Camera**.

4. Why is my system not recording motion events?

Open **Configuration > Record > Record Settings** and confirm that:

- Enable is turned on for each camera.
- The schedule includes Motion or Intelligent (Smart Analytics) event types.
- The detection area under Event Detection is not cleared.

If the recorder is paired with the Swann Security app, recording schedules must be managed through the app's Modes tab.

5. Why am I getting false motion alerts?

This can occur due to lighting changes, moving trees, or reflections.

Try lowering the camera sensitivity, refining the detection zone, or enabling "Only detect human movement" in Event Detection.

6. How do I know if my hard drive is recording properly?

Go to **Configuration > Record > Storage** and check the Status field.

If the drive shows Unformatted, select it and click **Format** to prepare it for recording.

Make sure to back up any important videos before formatting.

7. My manual firmware upgrade fails. What should I do?

If the manual firmware upgrade fails:

- Ensure the firmware file is correct for your recorder and has a .bin extension.
- Ensure the firmware file is correct for your camera and has a .fls extension.
- Verify that the file is stored in the root directory of your USB storage drive (not inside a folder).
- Try a different USB drive formatted to FAT32 or NTFS.

8. The time or date on my recorder is incorrect.

If NTP is disabled, you can set the time manually under **System > General > System Time**.

If NTP is enabled, make sure you have selected the correct time zone for your region so the recorder can synchronise automatically with the time server.

Note: Daylight Saving Time (DST) may affect the displayed time. Ensure the correct time zone is selected during DST to maintain accurate system time.

9. How can I export recordings to a USB drive?

- Insert a USB storage drive into one of the recorder's USB ports.
- Go to **Search > Event Search**, find the desired clips, and click **Export**.

For detailed steps on searching and exporting clips, see **"Searching for Event Clips" on page 24**.

10. I saved recordings to a USB storage drive, but they won't play on my Windows computer. How can I view them?

Windows Media Player does not include the codecs required to play recordings exported from your recorder.

We recommend using VLC Media Player, which supports a wide range of video formats and codecs.

You can download it for free from www.videolan.org.

11. Why doesn't my mouse work on the recorder?

If your mouse is not responding:

- Make sure it is connected directly to the recorder's USB port (not via an extension or hub).
- Try another USB port on the recorder.
- Test the mouse on another device to confirm it is working.

If the mouse still does not function, restart the recorder or try a basic wired USB mouse.

General Maintenance Tips

Following these maintenance practices can help extend the life of your system and maintain reliable performance.

Keep firmware up to date

Check regularly under **Maintenance > Upgrade** for available updates for your recorder and supported cameras.

Schedule regular reboots

Use **Maintenance > Auto Reboot Schedule** to automatically restart the recorder once a week or as needed.

Maintain a clean environment

Keep vents clear and ensure the recorder operates in a cool, dry, and dust-free area.

Protect against power loss

Use a surge protector or UPS (Uninterruptible Power Supply) to prevent data loss during power outages.

Review settings periodically

Ensure your recording schedules and motion detection zones continue to meet your needs.

Technical Support

Visit the Swann Help Center at support.swann.com for the latest guides and technical support.

Swann's Technical Support team can help you with additional troubleshooting or assist with any issues you may be experiencing.

Before contacting us at support.swann.com, have the following information ready:

- **Product details**: Recorder model/device type which can be found under **Maintenance** > **System Information**.
- **Firmware version**:
  - Recorder firmware version can be found under **Maintenance** > **System Information**.
  - Camera firmware version can be found under **Maintenance** > **Channel Information**.
- **Network details**: How the recorder is connected to your network (for example, directly to the router or through a switch).
- **Problem description**: A brief summary of the issue, including how often it occurs and any error messages displayed on screen.
- **Steps already taken**: Any troubleshooting steps you have already tried, such as rebooting, restoring settings, or upgrading firmware.

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