Helpdesk & Resources

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

- Product Registration
- Customer Support
- Product Manuals
- Frequently Asked Questions
- Support Community

Swann
Security Made Smarter

MNVW500CAMREV1E | © Swann 2021

5 Camera Location Tips

1. Take into consideration what you want to monitor and where you'll get the best view of it.

2. How you're going to connect the camera to your monitoring system; remember that cables and connections should be kept out of the weather.

3. How to keep the camera out of harm's way. It's recommended to mount your camera at an elevated position.

4. Place your camera as close to the area of interest as practicable. The best position is from about 13ft/4m above looking slightly down, keeping in mind the details you are looking for.

5. Although the sky looks nice when you look at the live view from your camera, it is an unlikely direction for an offender to approach. Make sure your camera has minimal sky in it as the light in daylight can make the foreground of the image darker.

6. Think about the most likely way a potential offender may approach your home, use your camera to give you the best coverage of these areas.

7. The camera's casing is resistant to different weather conditions and tampering. It would take an overwhelming event to damage the housing.

8. Even though the camera is weather and water-resistant, prolonged exposure to adverse weather conditions such as sunlight or excessive moisture, may eventually damage the internal components of the camera and adversely affect its performance.

9. Run cables inside a wall cavity or other protected enclosure, and ensure that all wiring and connectors are insulated and protected from moisture.

10. Don't put your cable near live electrical wiring. AC electricity generates radio "noise" which can interfere with the signal from your camera.

6 Limited Warranty - Terms & Conditions

Swann Communications warrants this product against defects in workmanship and material for a period of one (1) year from its original purchase date. You must present your receipt as proof of purchase for warranty validation. Any unit which proves defective during the stated period will be repaired without charge for parts or labour or replaced at the sole discretion of Swann. The end user is responsible for all freight charges incurred to send the product to Swann's repair centres. The end user is responsible for all shipping costs incurred when shipping from and to any country other than the country of origin.

The warranty does not cover any incidental, accidental or consequential damages arising from the use of or the inability to use this product. Any costs associated with the fitting or removal of this product by a tradesman or other person or any other costs associated with its use are the responsibility of the end user. This warranty applies to the original purchaser of the product only and is not transferable to any third party. Unauthorized end user or third party modifications to any component will render all warranties void. By law some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.

For Australia: Our goods come with guarantees which cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality.

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Swann
Security Made Smarter

Wireless Camera

Heat & motion-sensing video transmitted wirelessly, sensor spot-lights, sirens, 2-way audio & color night vision

NVW-500CAM

Instruction Manual

1 Introduction

Congratulations on the purchase of your Swann Wi-Fi NVR Security Camera.

- 1080p Full HD video transmitted wirelessly to your NVR
- SwannNet™ technology for the best available Wi-Fi signal
- Controllable sensor spotlights & sirens
- True Detect™ heat & motion sensing

Important instructions

1. Make sure the camera is fixed correctly and stable if fastened in place.

2. Never place strain of any kind on the power connection and/or power adapter.

3. Do not operate if wires and terminals are exposed.

Important Note: All jurisdictions have specific laws and regulations relating to the use of cameras. Before using any camera for any purpose, it is the buyer's responsibility to be aware of all applicable laws and regulations that limit the use of cameras.

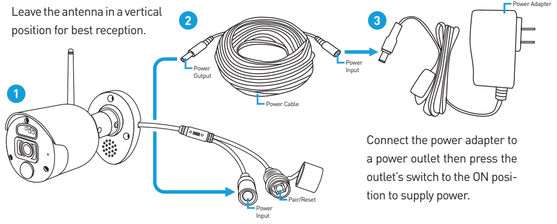
About this Manual: The content in this manual is for information purposes only and is subject to change without notice. While every effort is made to ensure that this manual is accurate at the time of printing, no liability is assumed for any errors that occurred.

For instructions on how to configure your camera for motion detection, changing image settings, and other functions available, please consult the manual for your NVR. Go to support.swann.com, search for your model, then download.

2 Connecting the Camera

Connect the output on the power cable to the power input on the camera then connect the input on the power cable to the power adapter. The pair/reset button is used to restore factory default settings and to pair the camera to your NVR (if network settings are changed or when adding a new camera).

Leave the antenna in a vertical position for best reception.



Connect the power adapter to a power outlet then press the outlet's switch to the ON position to supply power.

3 Pairing the Camera

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

2. A Pair button appears. Press this button to commence pairing. A message will appear stating that you need to press the pair button on the camera.

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

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

4 Mounting the Camera

The camera can be mounted onto a flat surface using the screws and wall plugs provided. The surface must have sufficient strength to hold the camera (the camera illustrated is for instructional purposes only).

→ Position the camera in the location you want to mount it, and mark the screw holes on the surface to position the screws (a mounting template has been included). Then, using the appropriate screws for the surface you're fixing the camera to, secure the camera in place.

→ If you're mounting to a wooden surface, then screw the camera directly to the surface.

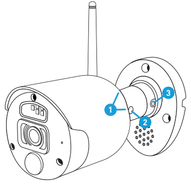
→ If you're mounting to a masonry surface (bricks, concrete or similar), then you'll need to use wall plugs.

Aiming the camera

1. Loosen both screws (use a Phillips head screwdriver) to adjust the camera's orientation. This enables you to rotate the camera so no matter what direction it is facing, your images will be the right way up. Tighten each screw to secure in place.

2. Loosen the screw to tilt the camera up or down. Tighten the screw to secure in place.

3. To pan the camera left or right, loosen the screw and position accordingly. Tighten the screw to secure in place.



FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a 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 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body

IC Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada’s licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

The term “IC: “ before the certification/registration number only signifies that the Industry Canada technical specifications were met. This product meets the applicable Industry Canada technical specifications. Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage,

et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment should be installed and operated with a minimum distance of 20 centimetersbetween the radiator and your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 centimètres entre leradiateur et votre corps.