



SWANNBUDDY VIDEO DOORBELL

SWANN SECURITY APP PAIRING GUIDE

ANDROID VERSION



ENGLISH

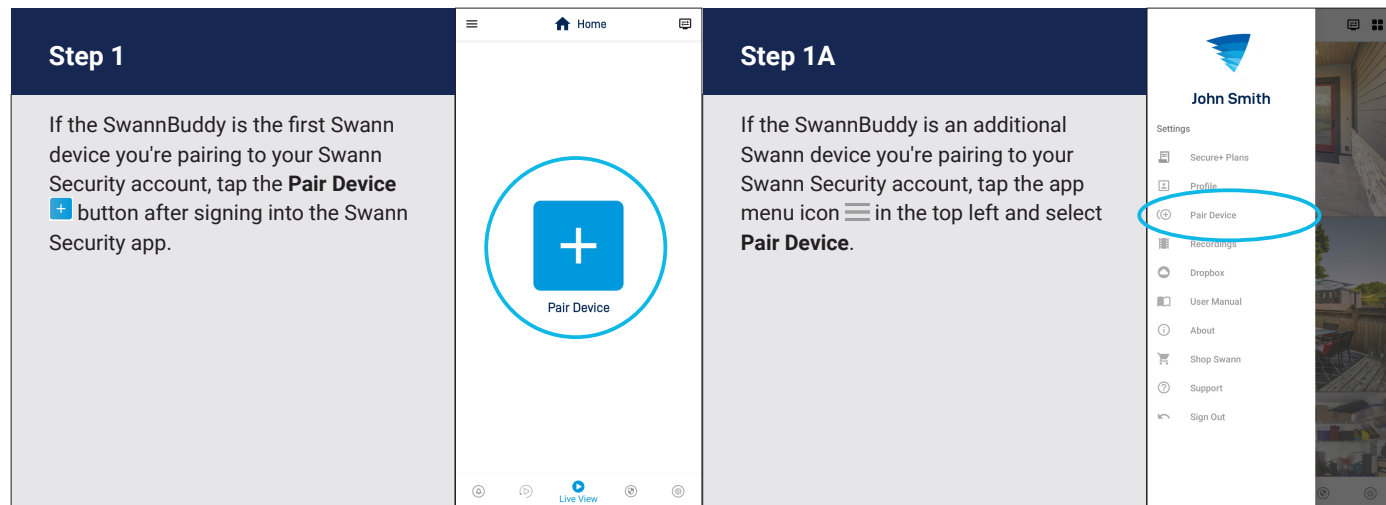
GETTING STARTED

Before pairing your SwannBuddy Video Doorbell with the Swann Security app, ensure the following:

- » Your SwannBuddy Video Doorbell is charged. If you need information on how to charge your SwannBuddy Video Doorbell, refer to the quick start guide that came with it. The quick start guide can also be downloaded from support.swann.com
- » Your phone is connected to a 2.4GHz Wi-Fi network. 5 GHz networks are not compatible with the SwannBuddy Video Doorbell.
- » Get your Wi-Fi network password ready. You'll need to enter it during pairing.
- » Your phone's Location setting is turned on as the app requires this permission temporarily to detect Wi-Fi networks.
- » Your phone is running the latest version of the Swann Security app available on the Play™ Store.

PAIRING YOUR SWANNBUDDY

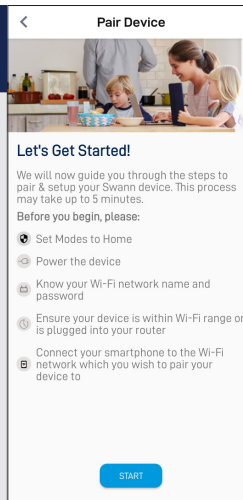
The following instructions will take you through the device pairing process in the Swann Security app to connect your SwannBuddy to your home Wi-Fi network and link your device to your Swann Security account.



Step 2

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

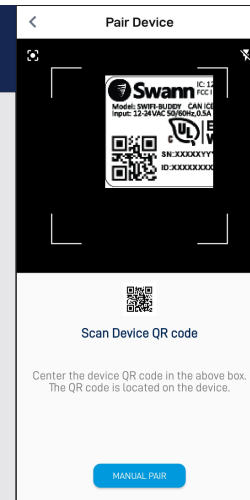
Once ready, tap the **Start** button.



Step 3

Scan the QR code located on the back of the SwannBuddy with your phone.

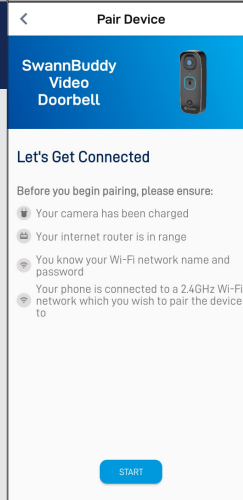
Note: If your phone is unable scan the QR code, tap the **Manual Pair** button at the bottom, select **"SwannBuddy Video Doorbell"** from the product menu, and type in the device ID (consists of 12 alphanumeric characters) which is located beside the QR Code.



Step 4

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

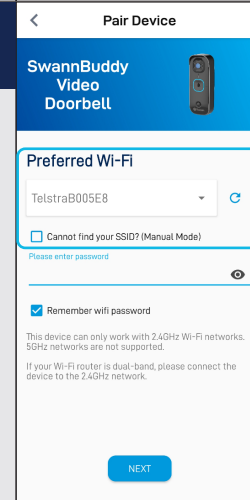
Once ready, tap the **Start** button.




Step 5

The **Preferred Wi-Fi** is the Wi-Fi network you want the SwannBuddy to connect to. The app automatically selects the Wi-Fi network your phone is currently using.

Note: You can select a different Wi-Fi network connection for the SwannBuddy by tapping the down arrow which will display a list of nearby Wi-Fi networks. You can also manually enter the Wi-Fi network name in the Preferred Wi-Fi by ticking the **"Cannot find your SSID"** box. For best performance, we recommend using the Wi-Fi network closest to the SwannBuddy's final location.



Step 6

Enter your Wi-Fi network password (it's case sensitive, so enter exactly the same as it was created or found on your router.) You can toggle  to ensure that your Wi-Fi password has been entered correctly.


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

Tap the **Next** button to continue.

<

Pair Device

SwannBuddy Video Doorbell



Preferred Wi-Fi

TelstraB005E8

Cannot find your SSID? (Manual Mode)

Please enter password

.....

☒ Remember wifi password

This device can only work with 2.4GHz Wi-Fi networks. 5GHz networks are not supported.

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

NEXT

Step 7


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

Tap the **Next** button to continue.

<

Pair Device

SwannBuddy Video Doorbell



Please enter device name

Front Door

Front Door

Back Door

Garage

Backyard

Living Room

Driveway

Porch

Kitchen

Front Yard

Bedroom

Dining Room

Side

Basement

Hallway

NEXT

Step 8

Now check if the SwannBuddy's LED ring is blinking blue slowly as shown. If so, the SwannBuddy is in pairing mode (i.e., enables the SwannBuddy's Wi-Fi hotspot to be broadcasted temporarily) and is ready to pair.


If the LED ring is off or not blinking slowly, follow the instructions displayed on the screen to put the SwannBuddy in pairing mode.

Tap the **Next** button to continue.


<

Pair Device

SwannBuddy Video Doorbell



Verify Device is in Pairing Mode



New devices are in pairing mode when they are first powered. If the blue LED on the front of your device is blinking slowly, it is already in pairing mode.

Blue LED not blinking slowly? Tap [Here](#)

NEXT


Step 9

Tap the **Start** button. The app will now automatically connect to the SwannBuddy's Wi-Fi hotspot (Swann-SWIFI-xxxxxx where xxxxxx is the last six characters of the device ID) and begin the pairing process.

Note: Make sure to tap **Connect** when the popup prompting you for permission to connect to the SwannBuddy's Wi-Fi hotspot appears.

<

Pair Device



Connect to Hotspot

Swann Security will now attempt to automatically connect to the device's hotspot (Swann-SWIFI-2e1a12).

Once connected, Swann Security will configure your device with the Wi-Fi details you have provided.

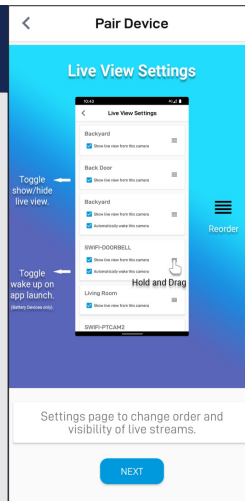
This may take a minute.

START

Step 10

While the app is setting up the SwannBuddy with your Wi-Fi network and Swann Security account, you will be shown a slide preview of some of the things you can do within the app such as watching live video, accessing recordings, etc. You can learn more about the Swann Security app interface and its myriad of features by downloading the Swann Security app manual via the app menu.

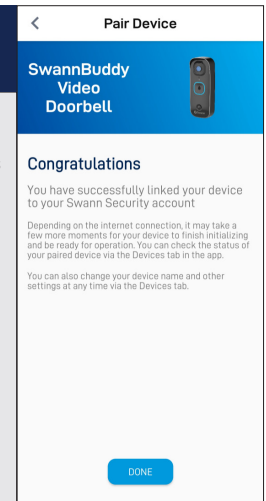
Tap the **Next** button that appears once the device pairing process is finished.



Step 11

The SwannBuddy is now ready to use.

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



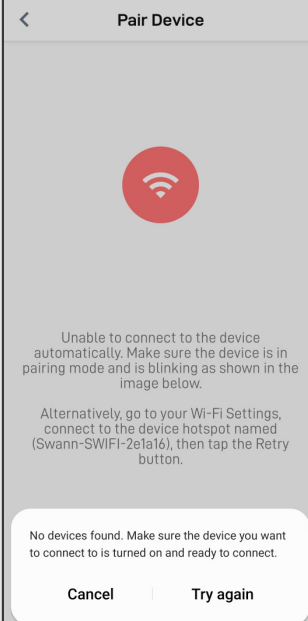
TROUBLESHOOTING

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

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

Pairing Error - "No devices found"

- Make sure the SwannBuddy is in pairing mode—the LED ring on the SwannBuddy should be blinking blue slowly. If the SwannBuddy is not in pairing mode, the Swann Security app will not be able to connect to the SwannBuddy's Wi-Fi hotspot (a unique Wi-Fi network broadcasted by the device itself) and begin the pairing process.
- To enable pairing mode (temporarily activate the SwannBuddy's Wi-Fi hotspot), just press and hold the **SET** button located on the back of the SwannBuddy for about 5-6 seconds until the LED ring blinks blue momentarily, then release the **SET** button. In about a minute, you should see the LED ring blinking blue slowly and hear the voice prompt "Ready to Pair" which indicates the SwannBuddy is operating in pairing mode. Return to the app and tap **Try again** on the error popup to attempt pairing the SwannBuddy again.
- In some cases, on certain Android devices, there might be network policies the manufacturer have put in place that could be preventing the Swann Security app from connecting to the SwannBuddy's Wi-Fi hotspot automatically. To fix this issue, you'll need to manually connect your phone to the SwannBuddy's Wi-Fi hotspot via your phone's Wi-Fi Settings screen. The SwannBuddy's Wi-Fi hotspot name will be something like "Swann-SWIFI-xxxxx". Once connected, wait for approximately 10 seconds and a notification will appear saying "Internet may not be available". You must tap **"Keep Wi-Fi Connection"** so that your phone remains connected to the SwannBuddy's hotspot. Return to the Swann Security app and tap **Try again** to attempt pairing the SwannBuddy again.





Google Play and the Google Play logo are trademarks of Google LLC.

BUDDYANDROIDPAIR-VER1

© Swann Communications 2022