Swann™

SwannView

Setup Guide for iPhone

SwannView iPhone v1.5

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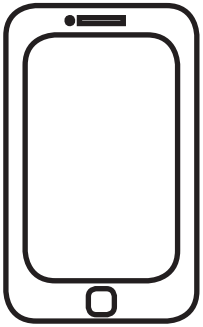
Not seeing any controls, buttons or menus?

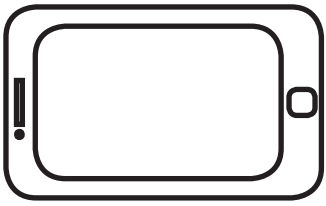
SwannView requires your *iPhone/iPad* to be oriented in *portrait* mode (where the screen is taller than it is wide) to operate correctly. If the device is oriented in *landscape* mode (where the screen is wider than it is tall) the images from your cameras will be expanded to fill the entire screen.

To get the controls to appear, simply rotate your device to portrait mode.

Note: If the screen doesn't orient itself automatically, you may have the landscape mode lock enabled. You'll need to disable this function before *SwannView* will operate correctly.



Portrait Mode



Landscape Mode

Installation

SwannView and your Swann DVR - a great team!

Here is a quick guide to getting *SwannView* up and running on your iPhone.

SwannView and your *Swann* DVR make a great team. Now, you can see what your *Swann* DVR is seeing any time of the day or night, as long as you have access to 3G mobile internet/cellular data or a broadband wireless internet connection.

Some features of *SwannView*

- It's free! *SwannView* is available from the *iPhone AppStore* as a free app. Just download it, and set it up and away you go.
- View four cameras at once and access many more with *SwannView's* flexible **Camera Cycling** feature.
- View live feeds from a combination of cameras from several DVRs.
- Take snapshots of any interesting events and email or MMS them immediately from your *iPhone*, or save them for later to your computer.

Downloading *SwannView*

1. Tap on the "*App Store*" icon on your *iPhone*. This will open the "*iTunes App Store*."
2. Tap on 'Search' and search for "*SwannView*".
3. Tap on *SwannView* and it will open the *SwannView* application page. *SwannView* is free but you will still need an *iTunes* account. If you do not have one, visit the *iTunes* website in your country to get an account.
4. Tap on the FREE icon and then on the *INSTALL* icon to begin downloading the App.
5. Once it is installed, you will find an icon like the one shown above on your *iPhone*.
6. Tap it to begin.

You can also download the *SwannView* application by visiting www.swann.com/swannview. This will direct you to the *iTunes App Store* so you will still need an *iTunes* account.

Note: This app uses a data stream that will connect to your DVR via 3G or WiFi. When using 3G, the video from your DVR will likely be considered "downloads" by your phone service provider and will contribute to any download limit your phone data plan may have. If you exceed any plan limits you may incur additional usage charges. Consult with your mobile service provider regarding the use of a video streaming app and how it may affect your plan.

SwannView Application Screen Layout

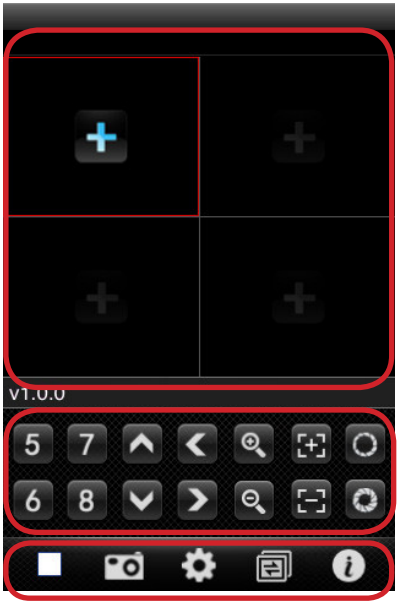
Screen Layout

When you first start the application, you will see a screen like that shown.

There are three main sections to this screen.

- the **Viewing Windows**,
- the **Camera Control** buttons; and
- the **Toolbar** buttons.

Let's have a quick look at what each section is about before we set up your *SwannView* application to access your DVR.

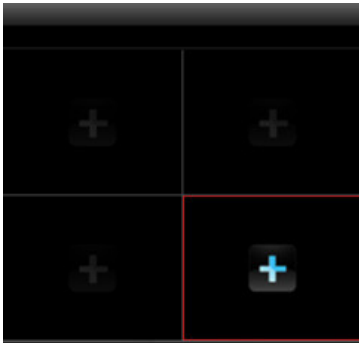


Viewing Windows

Camera Control buttons

Toolbar buttons

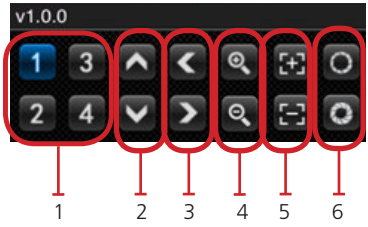
SwannView Application Screen Layout



Viewing windows

This section is divided into four windows. This is where you control which cameras you are viewing. You can view four cameras at once.

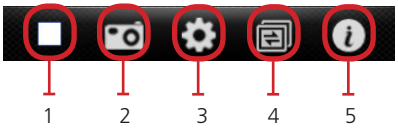
You can also expand the image from a camera to view it full screen - but more on that later.



Camera Control area

The **Camera Control** section is where you control which cameras you are viewing, as well as having control over certain functions of the cameras such as pan, tilt, zoom, focus and iris control. Note that not all cameras or DVR's support all functions.

1. **Camera Channel Select** buttons
2. **Camera tilt** buttons*
3. **Camera pan** buttons*
4. **Zoom** buttons*
5. **Focus** buttons*
6. **Iris control** buttons*



Toolbar buttons

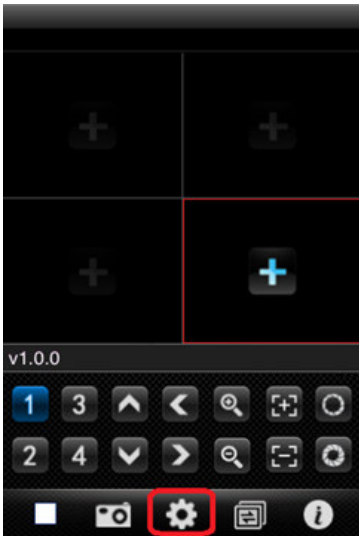
The **Toolbar** is where you can configure settings for the application and the DVR systems you want to view.

1. **STOP** camera button
2. **SNAPSHOT** button
3. **SETTINGS** button
4. **CAMERA CYCLE** button
5. **INFORMATION/ABOUT** button

** This feature requires a compatible PTZ device which supports this feature connected to your DVR and correctly configured for use with the DVR. These controls will have no effect on a standard, fixed camera. See pages 16 - 18 for more information.*

Linking a DVR to SwannView

Before you can view any cameras from a DVR on your smartphone, you have to tell your smartphone some information about the DVR that you are trying to access. This information is entered in the **Device Manage** screen. Here's what to do.



Device Manage screen

Main screen

Step 1 - Selecting Settings button

- From the **Main** screen. tap on the **Settings** button. It looks like a 'cog' icon in the middle of the Toolbar area. This will bring up the '**Device Manage**' screen on your *iPhone*.

Step 2 - Adding a DVR profile

You are now on the **DEVICE MANAGE** screen.

This screen is where you can add DVRs you want to link to the *SwannView* application.

As you can see, you can add several DVRs to access at a later time.

- To add a DVR, tap on the **ADD** button to add your DVR.

This will open the **DEVICE CONFIGURATION** screen.

IMPORTANT NOTE: Access via Local Networks

If you are uncertain about the 'public' IP address or Dynamic DNS name of your DVR, there is a quick way to get up and running with SwannView for testing. This will only work if your iPhone is connected wirelessly to the same network router as the DVR.

Go to **Main Menu->Networking** on your DVR and copy the IP address from this page to the **Device Configuration** screen in *SwannView*.

This will only work while you are on the same network and while your DVR has the same IP address. The DVR IP address may change, especially if you are using DHCP. To test again at a later time, you will need to update SwannView with the DVR's current IP address.

This method WILL NOT WORK for REMOTE access.

Linking a DVR to SwannView

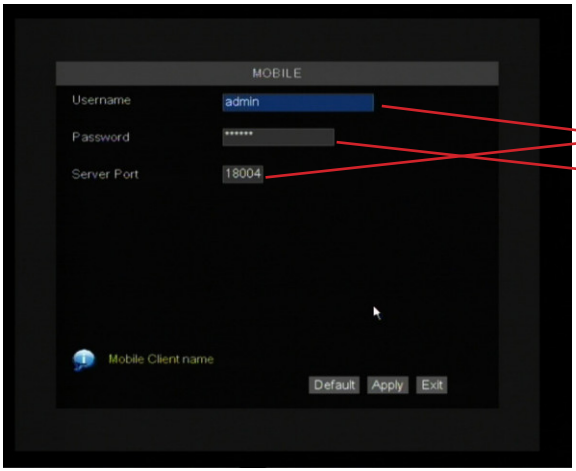
The method for setting up your DVR (and locating the relevant information in your DVR's menus to configure *SwannView*) depends on which version of the DVR software you're running. We're constantly updating and refining the operating system software on our DVRs.

The easiest way to tell which version of the software you're running is to open the **Main Menu -> Devices** menu. If you see an icon in the **Devices** menu called **Mobile**, then use the instructions on this page. If there is no **Mobile** icon here, then see the instructions on the next page.

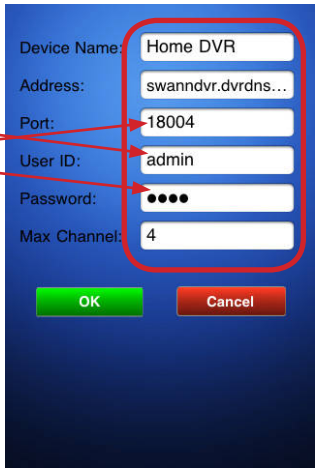
Want to get technical about it?

If the answer is a resounding "yes", then open the **Main Menu -> System -> System** screen and check the **Firmware Version** number. If this number is **v2.2-20110916 or higher**, then use the instructions on the next page. For previous firmware versions, refer to the instructions below.

Device Configuration screen *(for DVR with Mobile Menu).*



Main Menu->Devices->Mobile on your DVR



Device CONFIGURATION screen on *iPhone*

Step 3 - Configuring a DVR

On the **DEVICE CONFIGURATION** screen on your *iPhone*, enter the following details.

DEVICE NAME: Enter a name for the DVR you want to access. This can be something familiar to you to make it easy to identify (e.g. My DVR, Office DVR).

ADDRESS: This is the IP address or Dynamic DNS name used to identify your DVR on the internet. Refer to the **Network** section of your DVR manual for details on setting this up.

PORT: Enter the same port number entered in the **MOBILE** screen on your DVR (as shown above).

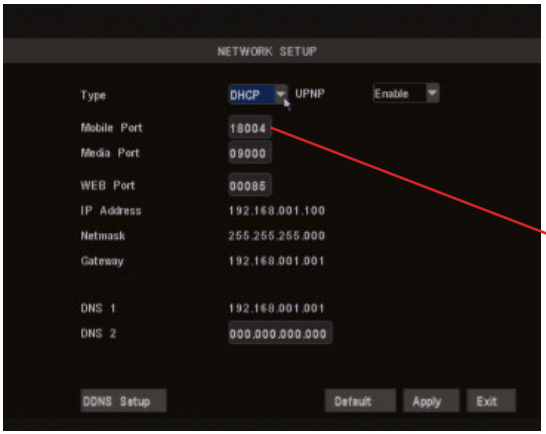
USER ID: Enter the same username entered in the **MOBILE** screen on your DVR (as shown above).

Password: Enter the same password entered in the **MOBILE** screen on your DVR (as shown above).

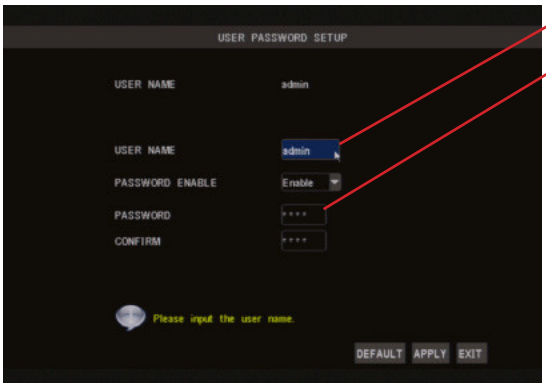
Max Channel: Enter the maximum number of channels your DVR supports. For a four channel DVR you would enter "4". If you only have two cameras attached for example, you might want to enter "2" to limit the list of available cameras to those actually in use.

Linking a DVR to SwannView

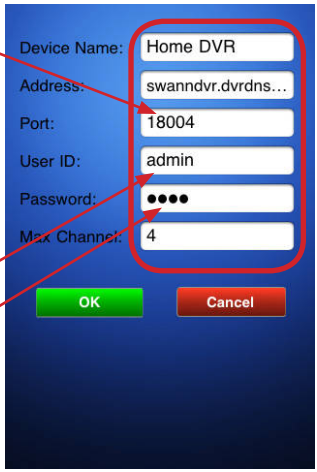
Device Configuration screen *(for DVR without Mobile Menu)*



Main Menu -> Network on your DVR



Main Menu -> System -> User -> Edit on your DVR



Device CONFIGURATION screen on *iPhone*

Step 3 - Configuring a DVR

On the **DEVICE CONFIGURATION** screen on your *iPhone*, enter the following details.

DEVICE NAME: Enter a name for the DVR you want to access. This can be something familiar to you to make it easy to identify (e.g. My DVR, Office DVR).

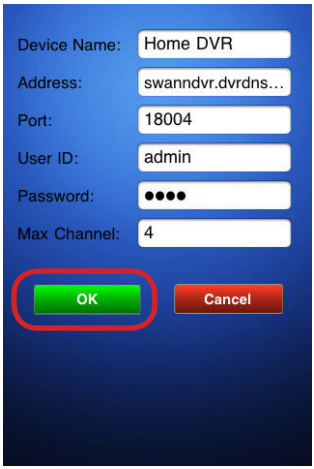
ADDRESS: This is the IP address or Dynamic DNS name used to identify your DVR on the internet. Refer to the **Network** section of your DVR manual for details on setting this up.

PORT: Enter the same port number entered in the **NETWORK** screen on your DVR (as shown above).

USER ID: Enter the admin username entered in the **USER** screen on your DVR (as shown above).

Password: Enter the admin's password entered in the **USER** screen on your DVR (as shown above).

Max Channel: Enter the maximum number of channels your DVR supports. For a four channel DVR you would enter "4". If you only have two cameras attached for example, you might want to enter "2" to limit the list of available cameras to those actually in use.

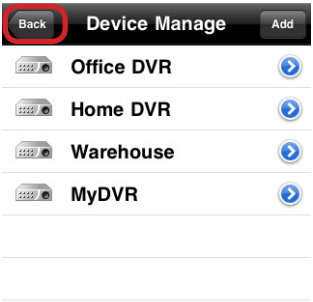


Step 4 - Saving your DVR profile

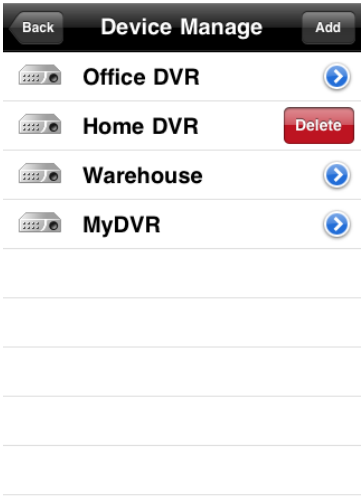
When you are done, tap the OK button at the bottom left of the screen.

Step 5 - Returning to the Main Screen

Tap the Back button to return to the Main Screen.



Deleting a DVR from the Device Manage list



Deleting a DVR from the list

To delete a DVR from the list, use the *iPhone's* swipe delete ability.

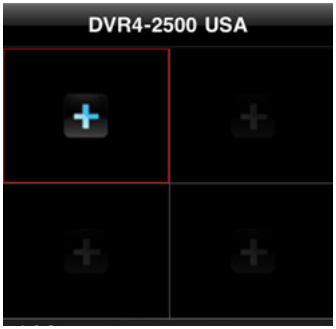
- Swipe your finger to the left or to the right along the name of the DVR you want to delete.
- A red Delete icon should appear to the right of the DVR name just like in the picture on the left.
- Tap the Delete button button to delete the DVR from the list.

This removes it and the cameras attached to it from *SwannView*. If you want to access any cameras from this DVR again, you will need to follow the steps to add a DVR from the beginning.

Note: When you close the *SwannView* application, it will remember your **SETTINGS** in the **Device Manage** list. It will also remember which cameras you've got assigned to which viewing window - however, you might need to activate the window for streaming to commence.

Adding Cameras to the Viewing screen

Now that your DVR is linked to your *iPhone*, you can now tell *SwannView* which cameras you want to view.



Main Screen

Step 1 - Connecting a camera

1. There are four windows that allow you to view four cameras on the one screen. The currently active window has a red border around it.
2. Tap on the window you want to connect the camera to make it active. A "+" will appear in that window.
3. Tap on the "**+**" icon. This is the connection icon.

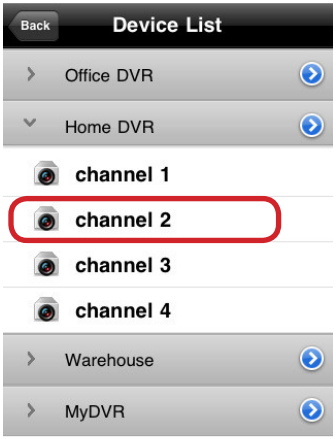
This will take you to the **DEVICE LIST** screen.

Device List screen

Step 2 - Selecting the DVR

The **DEVICE LIST** screen lists all the DVRs you have added via the **DEVICE MANAGE** screen.

- Select the DVR you wish to access by tapping on its name in the list. This will show you the available cameras from that DVR.
- In the example on the left we are selecting "Home DVR."
- Do not tap on the blue icon to the right of the name since this will take you to the **DEVICE CONFIGURATION** screen to edit the settings for that DVR settings.



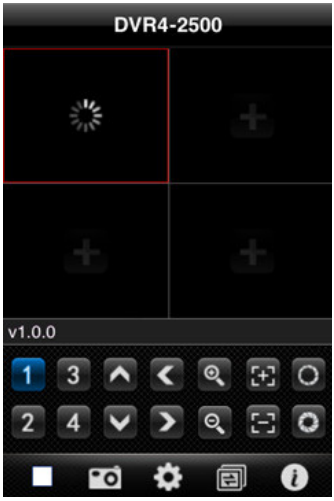
Device List screen

Step 3 - Selecting the camera channel

A list will drop down of the available channels to view. If you entered "4" as the maximum number of channels in the **DEVICE CONFIGURATION** screen, you will see four channels listed.

Tap the channel you want to view. In this example, we're choosing **channel 2**.

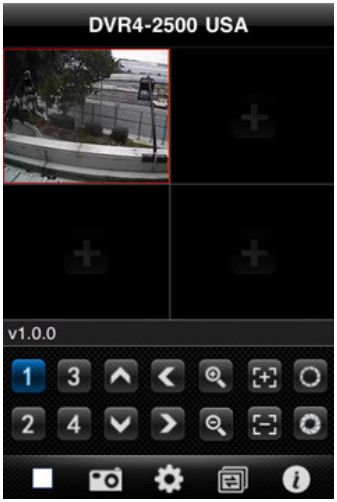
Adding Cameras to the Viewing screen



Wait for camera to load

Once you select a camera, the screen will automatically switch to the **Main Viewing** screen.

You will see a rotating icon in place of the "+" symbol while *SwannView* connects with your camera.



View camera

Once your camera connects to *SwannView*, you will see a screen similar to this.

To add more cameras to the other screens:

- Tap on the window you want to assign a camera to. The red border and blue "+" will appear in that screen.
- Tap the blue "**+**" and follow steps 1 to 3 in this section to assign a new camera.

Stopping a camera

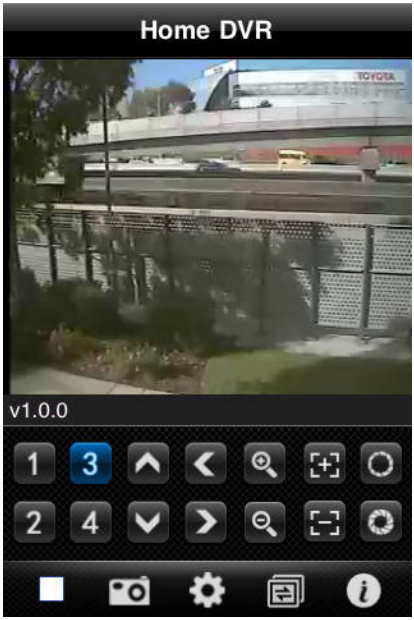
To remove a camera from the viewing window:

- Select the camera you want to stop by tapping on its window once. The red border should highlight that window.
- Tap on the **Stop** button (circled in the picture). The window should go blank and revert to the connection icon (the blue "+").

Working with camera views

Viewing things larger!

To get a larger view of the action, you can expand any of the images to fill more of the screen.



Double Tap is your friend

Tap on any of the images twice quickly (double-tap) and it will expand to fill the viewing area.

Double-tap an expanded image to return to the four camera view.

Widescreen viewing

if you turn your phone sideways (this is called landscape mode), the camera view will automatically rotate to the new orientation (as shown above).

Even better, the buttons will disappear to let you view your cameras in full-screen across the total area of your handset screen.

Widescreen enlargement

You can even double-tap in widescreen mode to expand a single camera to occupy the entire screen of your handset.

Double-tap an expanded image to return to the four camera view.

If you need to access any of the control buttons, simply rotate your handset back to portrait view.

Swapping camera views

Active window (indicated by the red border around it)

Camera Select buttons

Camera Cycle button

Camera Select buttons

The Camera Select buttons are like channels on your TV, giving you access to more than your iPhone screen is capable of showing you at once.

Use the Camera Select buttons to change the DVR camera channel you are viewing in a window. It's like channel surfing on your TV.

This allows you to quickly roam or scan across all the cameras connected to a DVR without needing to stop or 'disconnect' a camera and then select a new one from the **Device List**.

Some things to remember about camera channels.

- The channels will only change for the currently selected window (the one with the red border around it)
- The channels only change for the DVR connected in the selected window.
- If you want to view channels from a different DVR, choose a window that is showing a camera from the DVR you want to view. If no window is showing a camera from the DVR you want to scan, you will need to connect a camera from that DVR to a window. See 'Adding cameras to the viewing screen' on how to do this. You might first need to stop or 'disconnect' a camera which is covered at the end of that section.
- To change channels, just press one of the numbered icons. Each number relates to a channel on your DVR. CH4 is the currently active channel in the picture as can be seen by the red highlight.

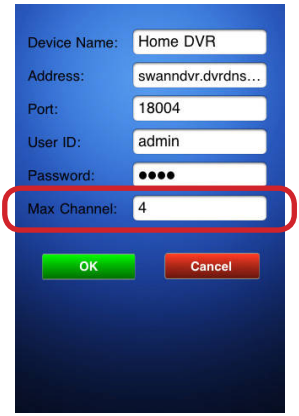
The **Camera Cycle** button extends your ability to see even more channels as described on the next page.

Camera Cycle button

If you have more than four camera channels on your DVR, you can use the **Camera Cycle** button to flip to the next four cameras on your DVR.

Each time you press the **Camera Cycle** button, the **Camera Select** buttons switch to the next set of four channels. The groups are 1-4, 5-8, 9-12 and 13-16. Pressing the **Camera Cycle** button again when showing channels 13-16 will return to channels 1-4.

- Camera Select/Cycle will display up to sixteen channels, even if you do not have sixteen channels on your DVR.
- Camera Select/Cycle will allow you to select a channel, even if there is no camera attached to that channel. It will just display a blank screen in that viewing window.
- Camera Select/Cycle will show you all the channels on your DVR with cameras attached, even if you have limited the number of cameras in the **Device Configuration** window in SwannView.



Device Configuration screen

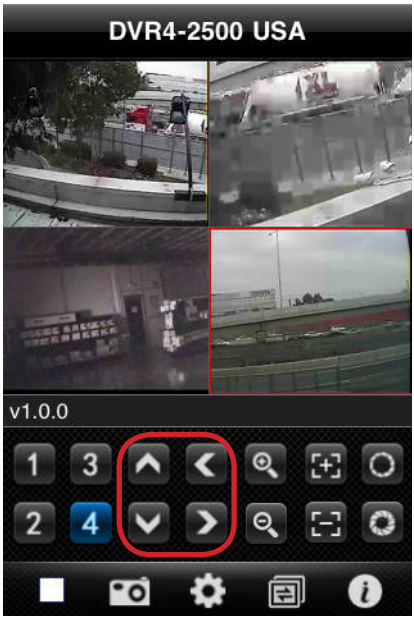
For example, if you have an eight channel DVR but only have four channels connected, you may have entered "4" into Max Channels on the **Device Configuration** screen.

Device List screen

This limits the number of channels you can connect to in **Device Manage** to CH1, CH2, CH3 and CH4.

Using Camera Select/Cycle however, you can still scan through all four channels without having to change the **Max Channel** setting.

Controlling your cameras



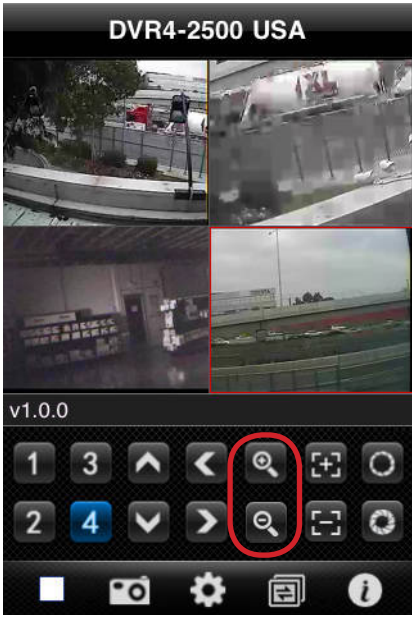
Pan and Tilt buttons

The buttons circled in red on the left are the Pan and Tilt controls.

If your camera supports Pan and Tilt, you can use the up and down arrows to tilt your camera up or down.

You can use the left and right arrows to pan your camera left and right.

Note: Your DVR or camera may not support this feature.



Zoom buttons

The buttons circled in red on the left are the Zoom buttons.

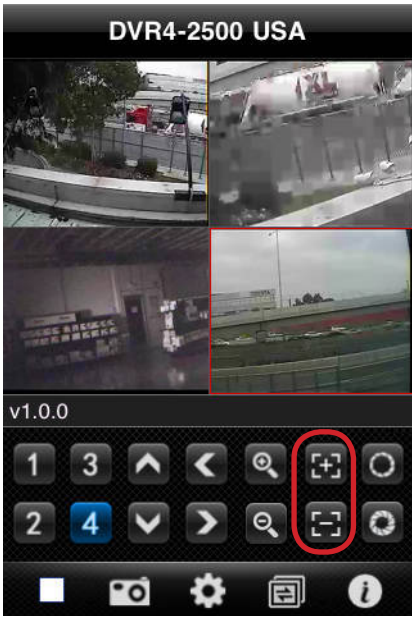
If your DVR and PTZ camera supports zoom, you can use these buttons to zoom in or out.

Press the top button (it has a "+" in the middle of it) to get your camera to zoom in.

Press the bottom button (it has a "-" in the middle of it) to get your camera to zoom out.

You may need to adjust the focus as well to get a clearer picture.

Note: Your DVR or camera may not support this feature.



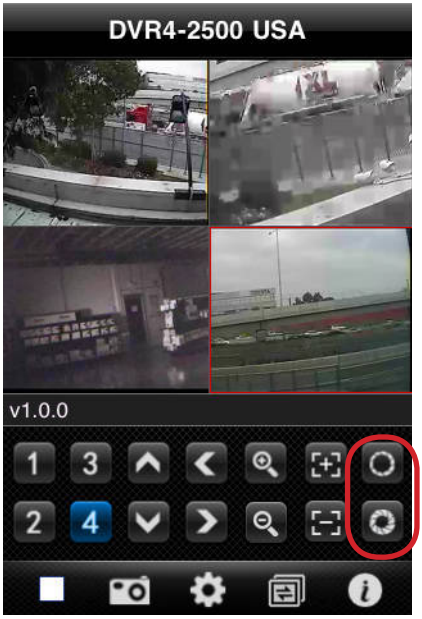
Focus buttons

The buttons circled in red on the left are the focus (F) buttons.

If your camera supports manual focus, you can use the "+" and "-" buttons to adjust the focus if the image looks blurry.

To adjust the focus, move in one direction until things become clear. If you reach the limit in that direction without seeing any improvement, adjust the focus in the other direction. Once you see a clearer picture, keep moving until it is a little blurry again. You can now shift back and forth in small steps to fine tune and get the clearest picture possible.

Note: Your DVR or camera may not support this feature.



Iris buttons

The buttons circled in red on the left are the Iris (I) buttons.

If your camera supports Iris (I) control, you can use these buttons to adjust the exposure.

If the image is too dark (or black), press the top button to allow more light in.

If the image is too bright (or white), press the bottom button to limit the amount of light coming in through the lens.

Note: Your DVR or camera may not support this feature.

Toolbar buttons

Below is a brief overview of the icons that run along the bottom of the *SwannView* application. By now you will have learnt what most of these do, but here's a quick reminder.

Stop button

Tapping this button once will 'stop' the video from the currently selected camera. The selected camera is the one with the red border around it.

This is useful if you are done viewing a camera, have a slow connection or wish to assign a different camera to that window.

Snapshot (Image Capture)

Tapping this button takes a snapshot of the currently selected camera and saves it to the iPhone's internal photo library.

You can view the captured images in the **Photos** app on your *iPhone*.

From there, you can email, MMS or transfer them to your computer.

Settings button

You'll already have used this icon to add your DVR.

Use it anytime you wish to add more DVR's to your *SwannView* app or you want to alter the settings of an existing DVR.

Camera Cycle button

This button 'pages' through the four camera groupings (four groups of four cameras) allowing you to cycle through up to sixteen cameras from the one DVR in the one viewing window.

Information Button

Tap this icon to get information about the *SwannView* app.

Troubleshooting

Q: I keep getting the error message 'Alert fail to connect.'

A: On the Device Configuration screen, make sure you have entered the information in correctly. Ensure you have copied over the username, password and port number exactly as they were entered into the DVR. Ensure you have the correct IP address or DNS name entered as well.

Q: I can't see a picture, only a dark screen.

A: Check to make sure you have a camera connected to the camera channel you are trying to view.

Q: I can't see any buttons or menus!

A: Is your *iPhone/iPad* in *landscape* mode (i.e. held sideways so that the screen is wider than it is tall)? If so, then you won't see the menus or buttons. To correct this, simply rotate your device so that it is in *portrait* orientation.

Note that there is an option to *lock* the device in landscape mode. If the screen doesn't automatically rotate, then chances are it's locked in landscape mode. You'll need to adjust the settings of the device before *SwannView* will work correctly.

Q: I don't know what IP address to use to connect to my DVR.

A: This is probably the most complex part of setting up *SwannView*, so relax - you're not missing anything that would be considered straight forward.

There are two ways to reference the address of your DVR.

1. Dynamic DNS (recommended)

Dynamic DNS (DDNS) is a way of keeping track of where your network is on the world wide web. To set it up, you'll need to register with a DDNS server. Your *Swann* DVR will work with www.dyndns.org. Visit www.dyndns.org and create an account, and then follow the instructions in your DVR manual to configure the DVR to update the DDNS server.

You will then be able to enter a text address (such as "example.dyndns.org") into SwannView in place of an IP address.

2. Direct IP Referencing

(This requires an Internet plan which includes a Static IP address - check with your ISP)

If your Internet plan features a Static IP address, then you can enter this IP directly into *SwannView*. Note that you will need the **external IP address** of your network, not the **internal IP address** of the DVR. The **external IP address** is the location of your network on the Internet, whereas the **internal IP address** is the location of the DVR within your network.

To learn your external IP address you can use any computer (or computer-like device which is capable of browsing the Internet) which is connected to the same network as your DVR. Open a web browser window and navigate to www.whatismyip.com - your **external IP address** will be displayed. Enter this address into *SwannView*.