

## Helpdesk / Technical Support Details

### Swann Technical Support

All Countries E-mail: [tech@swannsecurity.com](mailto:tech@swannsecurity.com)

Telephone Helpdesk

**USA** toll free

1-800-627-2799

(Su, 2pm-10pm US PT)

(M-Th, 6am-10pm US PT)

(F 6am-2pm US PT)

**USA Exchange & Repairs**

1-800-627-2799 (Option 1)

(M-F, 9am-5pm US PT)

**AUSTRALIA** toll free

1300 138 324

(M 9am-5pm AUS ET)

(Tu-F 1am-5pm AUS ET)

(Sa 1am-9am AUS ET)

**NEW ZEALAND** toll free

0800 479 266

**UK**

0203 027 0979

See <http://www.worldtimeserver.com> for information on time zones and the current time in Melbourne, Australia compared to your local time.

## Warranty Information

Swann Communications USA Inc.  
12636 Clark Street  
Santa Fe Springs CA 90670  
USA

Swann Communications  
Unit 13, 331 Ingles Street,  
Port Melbourne Vic 3207

Swann Communications LTD.  
Stag Gates House  
63/64 The Avenue  
SO171XS  
United Kingdom

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 date 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 or evidence of misuse or abuse of the device will render all warranties void.

By law some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.



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### FCC Verification

This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

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



# Swann™

## PRO-SERIES



# PRO-660

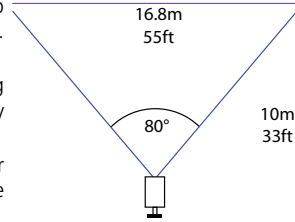
# About the Camera

Congratulations on your purchase of this PRO-660 from *Swann*! You've chosen well: we think this is one of the finest CCTV video cameras available. The PRO-660 is great for monitoring a wide open space whilst maintaining a high level of detail, even at night - it can see up to 20m/65ft in the dark.

## Placement Guide

The PRO-660 has a 3.6mm **wide-angle lens** built-in which allows it to see almost 80 degrees horizontally. What does this mean for you when placing it?

- You will be able to see a **really wide area**. If it's mounted high up in a square corner, you'll probably be able to see along both walls. You'll be able to monitor a large area with only one camera.
- Things may look further away than they really are. Anything further than a few meters (ten feet or so) from the camera may appear to be too small for the level of detail you require.
- Vertical and horizontal lines might appear curved when they near the edge of the camera's view. This is normal, and it's the side effect of cramming so much viewing area onto one screen.



The PRO-660 is great for monitoring rooms or areas as wide as, or wider than, they are long. For really wide areas, you may need a second camera.

It's best mounted high-up in a corner looking down into the room, so that it can look over intervening obstacles. Also, the higher the camera is mounted, the harder it'll be for an intruder to access the camera or interfere with it.

## Installing the Camera

The camera mounts onto a flat, vertical surface using screws. The surface must have sufficient strength to hold the camera. Materials such as hardwood, brick or masonry are good options, and we've included all the gear you'll need to mount it there (except the tools - sorry, you'll still need your own drill). You can mount the camera onto a metal surface, but you'll need to supply your own mounting hardware.

To mount the camera:

- Using the holes on the camera stand as a guide, mark the locations on your wall to drill. Make sure the wall is thick and strong enough that you won't drill through it.
- If the wall is masonry, brickwork or similar, use the provided wall plugs. If the wall is made of wood, then the camera can be screwed directly onto the wall.
- Ensure that the cable is protected from the weather. The camera is weatherproof, but the cable (particularly the power and video-out plugs) is not.
- Once the camera has been mounted, ensure that it is securely fixed in place. The camera is vandal resistant, but that won't help if an intruder can remove the whole camera!

## Troubleshooting

**Problem:** At night, all I see is white.

**Solution:** The camera is most likely looking through a window. At night, the infrared light the camera uses to see in the dark can 'bounce back' off a reflective surface (such as glass, water, spider webs, some ceramics and so on) and effectively blind the camera. If you want to see outside, mount the camera outside - we made it weatherproof for a reason!

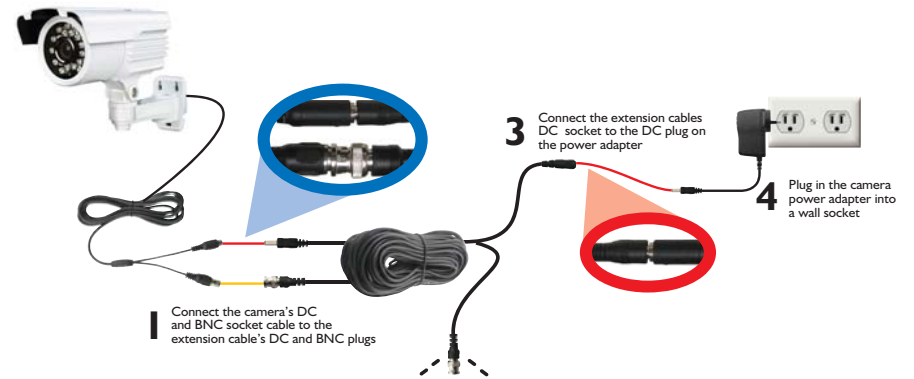
**Problem:** I see only a blank screen where my image should be.

**Solution:** Check the wiring to the camera, and ensure the camera is being supplied power from the included power adapter. Try using a different video lead, or connecting the camera to a different television or monitor. Be sure there are no devices interrupting your signal, such as a DVR or VCR that isn't outputting the signal correctly.

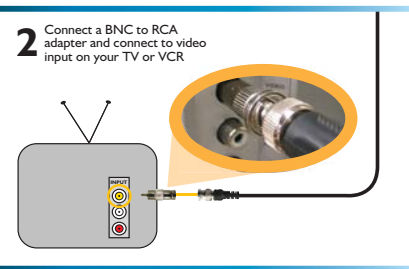
**Problem:** I can't see anything at night.

**Solution:** The maximum range of the night vision is just that, the maximum range. If there's nothing in this range, you won't see anything. Also, some dark objects (like the proverbial black cat) may not reflect enough light to be seen except as a silhouette if the background is brighter. Some objects which can easily be seen in visible light don't reflect much infrared light.

# Connection Guide and Specifications



## 2A. Connecting Directly to TV



## 2B. Connecting to Your Existing DVR



## Tips & Tricks

- Try to aim the camera at an area which is evenly lit. Objects or people in shadows near brightly lit objects are very hard to see.
- It's better to have the camera in the shade looking into the light than vice-versa.
- When running your cable, try to avoid bending it at sharp angles. This can interrupt the signal flow and degrade the quality of your images. If the cable must be bent, try to make the bend as gradual as possible.
- Don't put your cable near live electrical wiring. AC electricity generates radio "noise" which can interfere with the signal from your camera.

## Technical Specifications

| Video              |                           | Night Vision          |   |
|--------------------|---------------------------|-----------------------|---|
| Image Sensor       | 1/3" Sony 'Super HAD' CCD | Range                 | Up to 20m (65ft)                              |
| Video Quality      | 540 TV Lines              | IR Cut Filter         | No  |
| Effective Pixels   | NTSC: 568 x 494           | Number of IR LEDs     | 23  |
|                    | PAL: 752 x 582            | Infrared Wavelength   | 850nm   |
| Min. Illumination  | 0 Lux (IR on)             | IR LED Life (Average) | 10,000 hours                                  |
| White Balance      | Automatic                 |                       |   |
| Electronic Shutter | NTSC: 1/60 ~ 1/100 000    |                       |   |
|                    | PAL: 1/50 ~ 1/100 000     |                       |   |
| Gain Control       | Automatic                 | <b>General</b>        |   |
| Backlight Comp.    | Yes                       | Operating Power       | DC 12V @ 300mA                                |
| Wide Dynamic Range | Yes                       | Operating Temp.       | -20°C ~ 45°C (-4°F ~ 113°F)                   |
| Lens               | 3.6mm                     | Casing                | Aluminium                                     |
| Viewing Angle      | Avg: 75° (H: 80°, V: 70°) | Dimensions            | 165mm x 115mm x 67mm<br>(6.5" x 4.5" x 3.15") |
|                    |                           | Weight                | 465g / 17.5oz (approx)                        |