Installation

Set up in easy steps

1

Download the Wyze app and create an account. Have your Wi-Fi network name and password available.

2

Connect the camera to a power outlet and wait 20 seconds until the status light flashes yellow.

3

Hold the SETUP button until you hear a voice prompt.
Follow the steps in the Wyze app to finish setting up your camera.

**Light Indications**

![Solid yellow light icon]

**Solid yellow light**

The device is on and initializing.

![Flashing blue light icon]

**Flashing blue light**

The device is connected and finishing setup.
Flashing yellow light
The device is ready to connect.

Solid blue light
The device is working properly.

Flashing yellow & blue light
Connection is in progress.

Trouble Shooting

Here are some tips to try if you’re having trouble setting up your WyzeCam:

1. Verify that the operating system for your smartphone is 8.0+ for iOS or 5.0+ for Android.
2. Make sure that the protective plastic film has been removed from the camera lens.
3. Make sure you have your WiFi network name and password handy. The WyzeCam only works with 2.4GHz networks. If you have a dual band router (both 5GHz and 2.4GHz), make sure you enter the 2.4GHz WiFi name and password during the setup process.
4. Check the WyzeCam’s LED indicator light status: After plugging in your WyzeCam, look at the LED status light on the back of the camera. It will start as solid yellow, then after approximately 20 seconds should change to flashing yellow. (Note: If the light stays solid yellow, it may be because the camera is not getting enough power. Make sure you are using the included power adapter and cable. If you are using the included power adapter and cable and still seeing a solid yellow light after 20 seconds, please contact our Support team at support@wyzecam.com.)
5. Follow the steps in the Wyze App to continue the set up. If you’re stuck on the QR code scan, please move on to the next troubleshooting topic.

A few other tips if you continue to see the “connection failed” message on your App:

1. Make sure your router security protocol is set to WPA or WPA2. The WyzeCam does not support the WEP protocol, which is outdated and less secure.
2. Try unplugging the camera from the power source, and resetting your router.
3. When entering the WiFi password,
   – First, check to make sure the WiFi name entered is for the 2.4GHz WiFi network. If not, tap on the WiFi name field and type in the correct WiFi name.
   – Then, use the “peek” function to reveal your WiFi password and make sure you entered the
Correct password.
– If you use the MAC filtering/white-listing function, temporarily turn it off to see if it makes a difference.

The setup failed when I tried to setup my WyzeCam

If you heard the error “Setup failed” or saw a “sad” face when you tried to set up your WyzeCam, check the LED indicator light on the back of your WyzeCam.

If the light is flashing between yellow and blue, this can mean:

1. The Wi-Fi password you entered during the setup process was incorrect. Please verify your Wi-Fi password then try the setup process again. You can use the “peek” feature when entering your network password to make sure you have entered your password correctly. Note: the WyzeCam will auto-fill the Wi-Fi network name to match the Wi-Fi network that your smartphone is using. However, if your phone is using a 5 GHz Wi-Fi network, the autofill will not work. You can tap the network name field to manually enter the name for a 2.4 GHz Wi-Fi network. If you have a dual-band router that has both 2.4 GHz and 5 GHz networks, make sure you use the 2.4 GHz when setting up your WyzeCam. The WyzeCam does not work with 5 GHz Wi-Fi networks.
2. OR you tried to connect to a 5G network. The WyzeCam only works with 2.4 GHz Wi-Fi networks.
3. OR you are using a WEP router. The WyzeCam only works with WPA and WPA2 protocols.
4. OR your router has a special security features, such as MAC whitelist/filtering. The WyzeCam will not work on Wi-Fi networks with security features like these.

If the light is flashing blue, this means the device can’t connect to the server. Try these steps:

1. Unplug and replug in your WyzeCam to reboot it, then try the setup process again.
2. Check that your Wi-Fi network has internet connectivity.
3. If you have a special security setting for your Wi-Fi network, please make sure the WyzeCam can access your Wi-Fi network. For example, put the WyzeCam’s MAC address on your Wi-Fi network’s white list.

I’m getting an Error message or not able to view an alert video

Alert videos are stored in the AWS cloud and there may be a short lag in retrieving an alert video. If you’re getting an error message or not able to view a particular video, wait 10-15 seconds. The video will automatically start playing when it has loaded. If you’re still having trouble, return to the Notifications screen and re-select the video.

I’m seeing “Access Denied” when I press the record or take photo button on my wyzecam’s live stream feed screen

Make sure that Wyze App has permission to access the photos stored in your iOS or Android device.

iOS: go to your phone’s Settings. Tap Wyze. Turn on the toggle for Photos.

Android: go to your phone’s Settings. Tap Apps. Tap the three dots at the top-right corner of the page. Tap App Permissions. Tap Storage. Scroll down to Wyze and toggle the storage permission to the right.
I can’t view manually recorded videos or photos in my wyzecam’s album

Make sure that Wyze App has permission to access the photos stored in your iOS or Android device.

iOS: Go to your phone’s Settings. Tap Wyze. Turn on the toggle for Photos.

Android: Go to your phone’s Settings. Tap Apps. Tap the three dots at the top-right corner of the page. Tap App Permissions. Tap Storage. Scroll down to Wyze and toggle the storage permission to the right.

A micro SD card must be installed in your WyzeCam in order to use the Playback and Time Lapse features. WyzeCam supports micro SD cards in FAT32 format.

Night vision isn’t working on my Wyzecam

You can toggle night vision between On/Off/Auto on the live stream feed view of your WyzeCam. Tap Night vision to toggle between the options. When Auto is selected, your WyzeCam will automatically switch to night vision when it detects low light.

My wyzecam is not giving me alerts for smoke alarm or CO monitor sirens

WyzeCam’s sound detection algorithm is programmed to detect the pattern of standard smoke and carbon monoxide alarm signals.

For smoke alarms, WyzeCam listens for the Temporal-Three (T3) alarm signal, which produces 3 long beeps followed by a pause.

For carbon monoxide alarms, WyzeCam listens for the T4 alarm signal, which produces 4 long beeps followed by a pause.

Smoke and carbon monoxide alarms manufactured starting in 1996 have followed this standard set by the American National Standards Institute and National Fire Protection Association. The majority of alarms installed prior to 1996 produced a steady continuous sound.

WyzeCam is only programmed to detect the T3 and T4 alarm signals. If you’re still using an alarm that produces a continuous pattern, you’re due for a change! Smoke detectors only last up to a maximum of 10 years. Your new smoke detector should be able to be detected by your WyzeCam.