

# Setup & Mounting

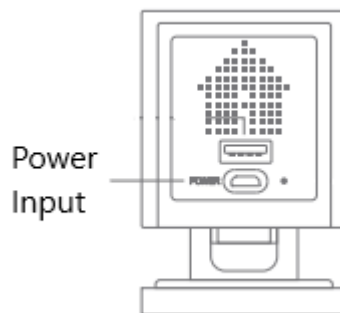
## What's in the Box

Inside the Wyze Cam box, you will find a Wyze Cam, a [Quick Start Guide](#), a 6-foot long USB cable, a power adapter, a wall plate, and mounting tape.

Wyze Cam has a lower power requirement than Wyze Cam Pan, so the power cords and power adapters are not interchangeable. Also, the extension cable included with the Wyze Cam v1/v2 mounting kit is not compatible with the Wyze Cam Pan.

## Setup

1. Remove packaging from the camera and remove the plastic film from the camera lens.
2. Download the Wyze app from the Google Play Store or the Apple App Store.
3. Open the Wyze app and log into or create your account.
4. Press the **+** sign. Select **Wyze Cam**.
5. Plug in your camera to a power source (such as an outlet or power bank) using the included USB cable and power



adapter.

6. When the yellow light starts flashing on the back of the camera, hold the Setup button on the bottom of the camera until you hear a beep and, "Ready to





Connect."

7. Follow the steps in the app to complete setup.
  - When entering your WiFi network name and password, please be sure to use a 2.4GHz network. Wyze Cam is not compatible with 5GHz networks.
  - Scan the QR code with the lens of camera held at least five inches away from the QR code displayed on your phone or tablet.

If you have difficulty setting up your camera, please refer to our [Setup Troubleshooting page](#).

Once your camera is set up and connected, you will see it listed in the Devices tab of the Wyze app.

- Tap the camera name to change the camera name.
- Tap the **Share** icon  to share your camera with another Wyze App user.
- Tap the screenshot of the camera view to enter the Live Stream view for your camera.

- Tap the **Reorder** icon  in the bottom right corner to rearrange your list of cameras if you have more than one camera connected in your Wyze account.



## Mounting

Wyze Cam's flexible design makes it versatile enough to place almost anywhere. Its magnetic base can be used on existing steel surfaces, or use the included adhesive tape to place the metal mounting plate on a wall. If you need an additional mounting plate or extension cable, the [Wyze Cam Mounting Kit](#) is available for purchase on our site.

Wyze Cam can be mounted upside-down without any operational issues. To flip the display of your video feed, enter the **Advanced Settings** for your camera and toggle **Rotate Image 180°** on/off.

Wyze Cam can be mounted sideways as well without any issues, but there is currently no rotation setting to make the image upright if it is mounted sideways. Wyze Cam is not weatherproof and is not designed to be mounted or left outdoors for an extended period of time.

# Connectivity issues

**Applies To:** Wyze Cam v1/v2, Wyze Cam Pan

**Scenario:** Getting a connection error when attempting to connect to a camera.

## **Troubleshooting:**

General connectivity issue troubleshooting:

1. Verify which type of Wi-Fi network you are using: Wyze Cam uses 2.4GHz. Most Wi-Fi routers have both 2.4GHz or 5GHz. The 5GHz network usually has a default network name with '5G' suffix.
2. Verify that you are using the Wi-Fi password for your network and NOT your WyzeCam.com or Wyze app password. Please use the 'peek' feature to verify all characters and cases of the password are correct.
3. Forget your Wi-Fi network, restart the device that the application is on, and re-connect to your Wi-Fi network (This should erase any security protocol corruption, while also checking that you enter the correct Wi-Fi network password)
4. WEP is not a support security protocol. You need to use WPA or WPA2. This is a problem with older routers.
5. If the above doesn't work, unplug the Wyze Cam for 20 seconds and plug back in, then repeat the set-up process. Once the light on the back of the camera turns solid blue, you can check the connection again.
6. If power-cycling the camera fails to resolve the issue, we recommend performing the following steps while your phone is on mobile data (disconnected from Wi-Fi).
  - Log out of your account in the Wyze app
  - Force-close the application
  - Relaunch the Wyze app
  - Log back into your account

In-depth connectivity issue troubleshooting:

This chart will help you narrow down what troubleshooting you need to perform based off of what step the connection fails at before giving an error code and the LED Status light on the camera. This article is presuming that the camera is currently setup.

Connection Step	LED Light Color	Troubleshooting
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		If the status light never changes to blinking yellow, please try using another power cord and wall plug (if you are not using the factory provided power equipment please try this as well).
43103	Solid Yellow	If changing the power cord does not work please contact support for further assistance.
		Power cycle(?) the camera.
		If the camera returns to Blink Yellow but never reconnects, set the camera up as a new camera.
43103	Blinking Yellow	If this does not allow the camera past a blinking yellow light please contact support for further assistance.
		Power cycle(?) the camera.
		If the camera returns to Blink Yellow/Blue but never reconnects, set the camera up as a new camera.
43103	Blinking Yellow/Blue	If the camera will not set back up to your network, please contact support for further assistance.
		Power cycle(?) the camera.
		If the camera returns to Blink Blue but never turns solid, set the camera up as a new camera.
43103	Blinking Blue	If the camera will not set back up to your network, please run a <a href="#">RouteThis Helps</a> test & <a href="#">contact support</a> for further assistance.
		Force close(?) the app and reattempt connection.
		Power cycle(?) the camera.
		Move the camera closer to your router and attempt connection.
43103	Solid Blue	If the problem persists, please run a <a href="#">RouteThis Helps</a> test & <a href="#">contact support</a> for further assistance
		Force close(?) the app and reattempt connection.
		If the issue continues, change your internet connection type from either WiFi or LTE to the other.
43134	Solid Blue	If the issue still persists please contact support for further support.
43162	Solid Blue	Force close(?) the app and reattempt connection & power cycle(?) the camera.

If the camera returns to 3/3 & Solid Blue please submit both an App Log(?) and Firmware Log(?). It is important to gather both of these logs around the same time as each other. Submitting the App Log will open a ticket with support automatically for further assistance. You may also [contact support](#) directly