

# How to set up your camera with the Nest app

Affected products: Nest Cam Outdoor, Nest Cam Indoor, Dropcam Pro, Dropcam

Start here if you have a new Nest Cam, or if you're setting up an existing camera in a different account or home.

Once your camera's up and running, we'll give you some options for mounting your camera in different ways.

If you have a Nest Cam Outdoor, check out our [Nest Cam Outdoor installation video](#).

## Before getting started

1. Make sure your phone or tablet is [compatible with the Nest app](#). If not, [set up your camera with a Mac or Windows PC](#) instead.
2. Install the latest version of the Nest app from the [Apple App Store](#) or [Google Play](#).

---

## How to set up your camera

## 1. Open the Nest app and sign in

If you don't have an account, tap **Sign up** to create one.



## 2. Add your camera

**Note:** If you have more than one home in your Nest Account, [select the home](#) where you want to install your camera.

Select the **Settings** icon



. Tap **Add product**, then choose **Nest Cam**.



### 3. Scan the QR code

The QR code is on the back (Indoor) or underside (Outdoor) of your Nest Cam.

- **Nest Cam:** You'll also need to enter the **6-digit Entry key** next to the QR code.
- **Dropcam Pro:** Plug in your camera, then you'll be asked to enter the serial number from the back, beginning with **308cfb**.

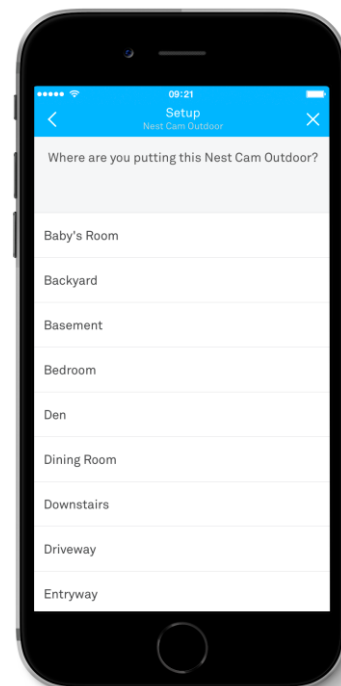
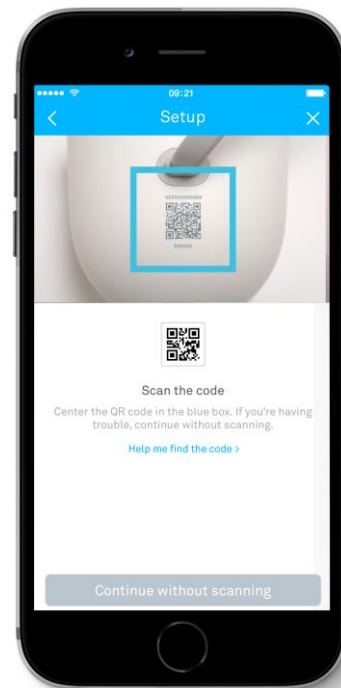
#### [Troubleshooting QR code scanning >](#)

**Note:** If the QR code isn't working, plug in your camera, then tap **Continue without scanning** to instead enter the 12-digit serial number from the back of the camera.

In the Nest app, tap **Next** to continue.

### 4. Pick a "where" label

Choose a pre-set location or select **Custom**. The Nest app uses the ["where" label](#) to tell you where alerts are happening and organize your devices in the app.



## 5. Plug in your camera

**Note:** If you typed your camera's serial number in step 3, your camera will already be plugged in.

After your camera is plugged in, its LED will turn blue. In the Nest app, tap **Next** to continue.

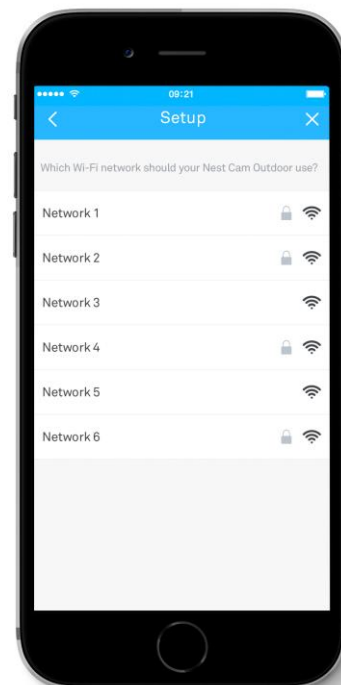
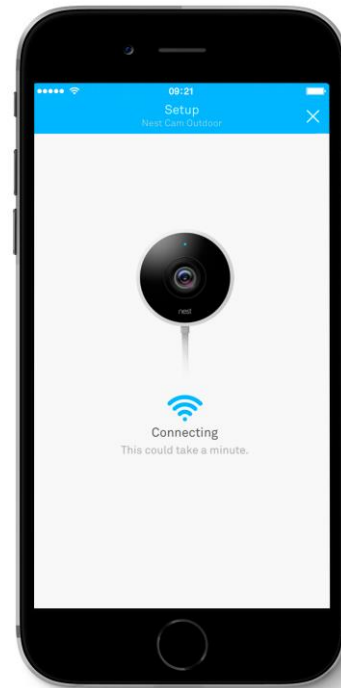
## 6. Connect to Wi-Fi

Wait a moment as your camera scans for Wi-Fi networks. When the list of networks appears, choose the one you'd like your camera to use. You may also be asked to enter the Wi-Fi password.

**Important:** Only connect to a wireless network that you trust.

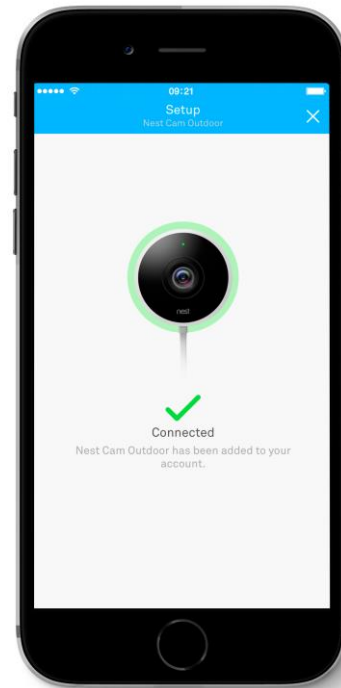
If you don't see your Wi-Fi network:

[My Wi-Fi network doesn't show up when I try to set up my Nest Cam >](#)



## 7. Finish setup

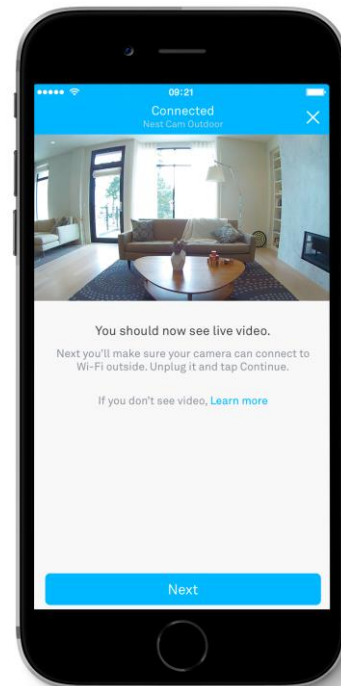
The Nest app will guide you through some final customization steps.



## 8. Check your camera's video stream

The app will help you check that your camera can stream video.

If you have a Nest Cam Indoor, the app will also ask whether you want to get notifications about activity. If you have a Nest Cam Outdoor, this option comes later.



## 9. Mount your camera

Both Nest Cam Indoor and Nest Cam Outdoor are designed for DIY installation, but each is mounted differently.

[How to mount your Nest Cam Indoor or Dropcam >](#)

[How to mount your Nest Cam Outdoor >](#)



# How to mount your Nest Cam Indoor

Affected products: Nest Cam Indoor

You can place Nest Cam Indoor on a horizontal surface using the stand on its own, or you can mount the camera on another surface using the magnet or the mounting plate. Here are some tips for each option.

After you've [set up your Nest Cam](#) with the Nest app, you're ready to start thinking about how you want to mount it.

**Important:** Nest Cam Indoor is installed very differently than [Nest Cam Outdoor](#).

## Three ways to mount your camera

Everyone has different needs, and each home has a different layout, so we designed Nest Cam Indoor to be easily installed just about anywhere and to face any direction.

There are three different ways you can install your Nest Cam Indoor (each is detailed in the sections below):

- Simply place it on a horizontal surface like a shelf
- Use the magnetic base to attach it to a metal surface
- Install the metal plate to mount your camera on a wall, ceiling or any non-magnetic surface

## The camera stand gives you the perfect angle

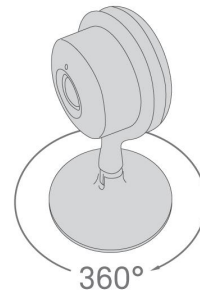
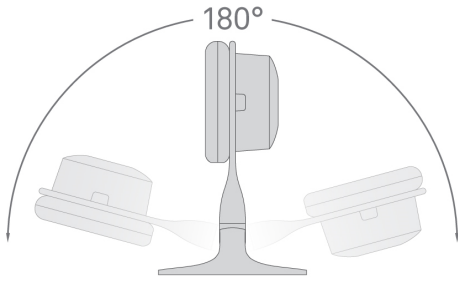
No matter which method you choose, Nest Cam's versatile stand helps you point it exactly where you want.

The stand pivots backward and forward with a 180° range of motion. So, for example, you can mount Nest Cam Indoor up high and pivot the stand downward to be able to see the room.

The camera itself can rotate a full 360° in the stand, and if you have a Nest Cam (not a Dropcam), the stand can also rotate 360° around. That way, if you need to mount your camera at an angle, you can twist the camera and the stand to straighten the image.

You can even install the camera on a ceiling, upside down, and have the image rotate 180° in the camera settings to make sure it looks great when viewing the video in the app.





### Before you begin

1. Make sure you've [set up your Nest Cam Indoor](#) with the Nest app before you mount it. Or, if you need to, set it up with a [Mac or Windows computer](#) instead.
2. Need help deciding on a location for your camera? Here are some tips to help you pick a good spot.

[Where to put Nest Cam so it keeps an eye on what you want >](#)

[How to protect your Nest Cam and its video from theft >](#)

3. Remove the stickers on your Nest Cam's lens and on the bottom of the stand. They're only there for protection during shipping and installation.

4. Review the [Safety Guidelines](#) for mounting your camera. Follow these guidelines to avoid risk of heating and burns, risk of fire and shock, and risk of other serious injury.

**Important:** Nest Cam Indoor is installed very differently than [Nest Cam Outdoor](#).

Mount your camera

When you're ready, choose how you want to mount your camera.

[How to place your camera on a flat horizontal surface](#)

[How to attach your camera to a metal surface](#)

[How to install your camera on a wall or ceiling with the mounting plate](#)

**How to place your camera on a flat horizontal surface**



You can put Nest Cam Indoor on a shelf, countertop or table. You don't need the included metal mounting plate for this option. Just set it down and check its video stream with the Nest app.

If your camera can't connect to Wi-Fi, or if the video stream is interrupted, you might need to pick another location where the signal is stronger. Even a few inches can make a difference.

See more Wi-Fi troubleshooting suggestions in the following article.

[Troubleshooting when Nest Cam disconnects or is offline in the Nest app >](#)

To learn more about your camera and customize its settings, see our suggestions for [next steps](#).

### **How to attach your camera to a metal surface**

There's a powerful rare earth magnet at the bottom of Nest Cam Indoor's stand, so it will securely attach itself to metal surfaces. You don't need to drill holes or use the metal mounting plate to do this.

Simply attach Nest Cam Indoor to a refrigerator, a file cabinet, or other metal surface. We do not recommend attaching the camera to a computer or electronics as this could potentially lead to damage.

Then check your camera's video stream with the Nest app. If your camera can't connect to Wi-Fi, or if the video stream is interrupted, you might need to pick another location where the signal is stronger. Even a few inches can make a difference.

See more Wi-Fi troubleshooting suggestions in the following article.

[Troubleshooting when Nest Cam disconnects or is offline in the Nest app >](#)

If you'd like to explore some of your camera's features, see our suggestions for [next steps](#).

### **How to install your camera on a wall or ceiling with the mounting plate**

If you don't have a metal surface that the magnetic base can adhere to, you can install the camera's metal mounting plate on a wall or even the ceiling. Then, you can stick your Nest Cam to the plate and rotate it to get the image you want.

1. Make sure the location you've picked is close enough to a wall outlet. Try holding the camera where you want it with the power cable and adapter plugged in. You should have a little slack just in case.

2. Check your Wi-Fi coverage by viewing your camera's video stream with the Nest app. If the camera can't connect to Wi-Fi, or if the video stream is interrupted, you might need to pick another location where the signal is stronger. Even a few inches can make a difference. See more Wi-Fi troubleshooting suggestions in the following article.

1. Make sure the location you've picked is close enough to a wall outlet. Try holding the camera where you want it with the power cable and adapter plugged in. You should have a little slack just in case.

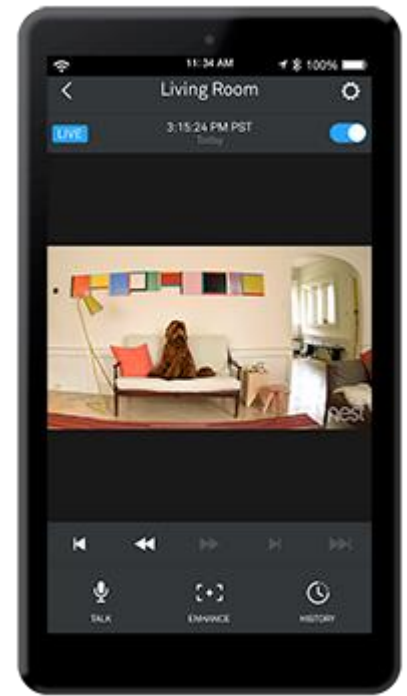
2. Check your Wi-Fi coverage by viewing your camera's video stream with the Nest app. If the camera can't connect to Wi-Fi, or if the video stream is interrupted, you might need to pick another location where the signal is stronger. Even a few inches can make a difference. See more Wi-Fi troubleshooting suggestions in the following article.

3. Once your camera is successfully streaming video, it's time to install the mounting plate. Hold the plate against the wall, ceiling, or other surface, and screw it in. Make sure the cable clip points in the direction you want the cord to go. The screws are self-tapping, so they'll install easily in drywall, wood, and plaster without drilling a hole. If you need to drill into hard materials like concrete or masonry, use wall anchors which are available at your local hardware store. Important: If you need to drill holes, drill only one to start with. Place the mounting plate on the wall so that the hole you drilled lines up with one of the slots on the plate. Drill the other two holes using the slots as a guide. This will help all the holes line up with the slots.

4. If you used a drill to put in the screws, hand tighten them with a screw driver. This will ensure a secure installation and help prevent overtightening and possible damage to your walls or ceiling.

5. Stick your Nest Cam to the mounting plate. The rare earth magnet will hold your Nest Cam securely, even if you install it on the ceiling. Important: The rare earth magnet is very strong. Make sure to watch your fingers when attaching the mounting plate to avoid injury.

6. Check your camera's view by looking at its live stream in the Nest app, and adjust the position if you need to. You can also flip the view in the Nest app if it's completely upside down. Ready to explore some other things your camera can do? See our suggestions for next steps.



If you ever want to move your Nest Cam to a new location, be sure to also [change its location](#) with the Nest app.

### Next steps

Now that your camera is mounted, here are some settings to explore, and some things you might not already know about your camera.

- **Notifications:** Your camera can alert you when it detects motion, sound or both. Select what [kind of notifications](#) you'd like to get from your camera.
- **Home/Away Assist:** You can have your camera turn on when you leave your home, and turn off when you get back. When you [enable Home/Away Assist](#) for your camera, it'll automatically switch its behavior as you come and go.
- **Bandwidth and image quality:** By default, the Nest app will automatically set your camera's image quality for you. You can [change your camera's image quality](#) at any time with the Nest app. Experiment with different quality settings to find the one that works best with your internet connection.
- **Nest Aware:** If you're not already a subscriber, learn about [what you get with a Nest Aware subscription](#) — including more intelligent alerts and a 10-day or 30-day video history stored in the cloud.

# What to do if your camera is already connected to another account

Affected products: Nest Cam Outdoor, Nest Cam IQ, Camera

In very rare cases, your Nest Cam or Dropcam may show you a message that the camera is already connected to another account while you're setting it up. You'll typically have to contact the previous owner and get them to remove it from their account, or exchange it at the store where you purchased it, but there are some exceptions. Here's what you need to know.

In some rare instances you'll see the "camera is connected to another account" message if you purchased a used camera, or if you purchased a "new" camera that was added to a Nest or Dropcam account and returned to the store. The previous owner probably didn't remove the camera from their account before selling to you or returning it to the store.

## **If your Nest Cam is connected to another account:**

If you purchased a used camera from another person (on eBay, Craigslist or similar), contact the previous owner and ask them to remove the camera from their account. It's simple. You can email them the following article that has complete instructions.

[How to remove a camera from your Nest Account >](#)

If you can't get the previous owner to remove the camera from their account, please [contact our Support Team](#). We may be able to help you further.

If you purchased a new camera at a retail or online store, you shouldn't see this message in the Nest app, but in very rare cases "open box specials" or cameras that were returned by previous customers are put up for sale. In this case, please [contact our Support Team](#). We'll ask for some information about where you purchased your camera so we can prevent this from happening in the future, and we'll help you with your return to the retailer.

In most cases you'll see this message for a Dropcam if you purchased it used and the previous owner didn't remove it from their account.

Dropcams need to be removed from the previous owner's account with the following instructions:

[How to remove a camera from your Nest Account >](#)

If you can't contact the previous owner, or you're having trouble exchanging your camera, please [contact our Support Team](#). We'll be able to reset your Dropcam so you can set it up. But before we can do this, you will need to provide us with some additional information, such as a proof of purchase or receipt, so we can confirm that you are the new camera owner.

# Recommended Wi-Fi network and router settings for use with Nest products

Affected products: Nest Thermostat E, Nest Protect, Nest Cam Outdoor, Nest Cam IQ, Nest Cam Indoor, 3rd gen Nest Learning Thermostat, 2nd gen Nest Learning Thermostat, 1st gen Nest Learning Thermostat

These settings are recommended for use with Nest products. They can help to improve the performance of your Nest products and help to resolve Wi-Fi connection problems. We've also included some settings for advanced users.

Nest products are designed to easily connect to your home Wi-Fi network. If you haven't had any issues during setup, you probably won't need to make any of the changes listed here. For general troubleshooting steps to common Wi-Fi issues, follow this link:

[Troubleshooting Wi-Fi and connection issues >](#)

If you've tried some of the steps in this article and you're still having issues, follow our recommendations to check your network and router settings. If you're not familiar with Wi-Fi access point/router settings, you can try contacting your internet service provider. Ask your provider to help you view and change these settings.

[Make sure your network and router will work with Nest products](#)

[Using range extenders](#)

[Prepare your Wi-Fi router before making changes](#)

[Change your router's basic settings](#)

[Change your router's advanced settings](#)

---

## Make sure your network and router will work with Nest products

In general, Nest products will work almost anywhere there's a Wi-Fi signal. But there are a few things to keep in mind if you're trying to connect to certain types of networks or routers.

- A small number of Wi-Fi routers aren't compatible with Nest products, so check the following article to be sure yours will work:



[Some routers may cause issues with adding a product or Wi-Fi connections >](#)

- Standard Wi-Fi routers use the 2.4GHz band, the 5GHz band, or both. Some Nest products only work with the 2.4GHz band. Learn more in the following article:

[How to use Nest products with 2.4 and 5GHz Wi-Fi networks >](#)

- Mobile hotspots, guest networks, and other types of internet service are not recommended for use with Nest products. Nest products do not support Enterprise networks such as 802.1x/RADIUS or captive portal networks (networks that require you to agree to terms of service, such as a coffee shop or hotel). For more information, see the following article:

[Types of Wi-Fi networks that aren't recommended or won't work with Nest products >](#)

- Open-source firmware such as DD-WRT, OpenWRT and Tomato are not supported by Nest. While some versions may work well with Nest products, compatibility may vary from release to release.
- If you're trying to connect a Nest Protect, make sure your router supports IPv6. Your Nest Protect uses an IPv6 address to communicate and set up connections with other Nest Protects.

**Note:** Even if your router supports IPv6, your internet service provider may not. Contact your provider to make sure that IPv6 is supported in your area. If your provider doesn't support IPv6, you will not be able to add your Nest Protect to your Nest Account. This means your Nest Protect will not send alerts to your phone or tablet, but your Nest Protect will still be able to detect smoke or CO and sound an alarm.

[Back to top](#)

---

## Range extender settings

Occasionally, you may need to add a Wi-Fi access point to extend the range of your Wi-Fi network so your Nest products can connect to the internet.

- Set the new access point to work in [bridge mode](#). Aside from that, the basic settings such as password and encryption should be same as your existing router.
- For simplicity, set the access point to broadcast the same network name (SSID). It's not necessary, but doing this can make connecting to your network less confusing.
- If possible, use a range extender from the same manufacturer as your router. Generally speaking, products from the same brand will work better together. If you can't use the

same brand, contact the manufacturer for recommended settings that will work with your router.

[Back to top](#)

---

## **Prepare your Wi-Fi router before making changes**

Some of the changes you make might prevent you from connecting to the internet. So it's important to follow these steps in case you need to switch back to your router's old settings.

### **1. Download the manual for your router**

Because each router is different, you'll need to refer to your router's manual or contact your internet service provider to learn how to change its settings. You can usually download the manual from the manufacturer's website. There may be several versions of each router, so be sure you're downloading the manual that matches your router's model number.

### **2. Backup your router's current settings**

Follow the instructions in the manual to backup your router's current settings. If you need to restore your old settings, having a backup will make it easier to get everything working again. If your router doesn't have a backup feature, you may be able to print out the current settings, or simply write them down.

### **3. Update your router's firmware or software**

To ensure the best performance and compatibility, install the latest software updates for your router. You can usually find the latest software by searching for your router model on the manufacturer's website. If installation instructions aren't included with the download, check your router's manual.

[Back to top](#)

---

## **Change your router's basic settings**

Now that you've gone through the steps above, you can start changing your router's settings. Remember that each router is unique, so check the manual for specific information on how to change the settings below.

If you use multiple access points on your network, such as a second router or range-extender, make sure that all of them use the settings recommended below. If they don't all use the same settings, they may not be able to connect to each other or your Nest products.

- Set your Wi-Fi channel selection to Auto instead of a specific channel. This lets your router automatically switch channels to avoid interference that can slow down or even block Wi-Fi signals. For more info about troubleshooting Wi-Fi network interference, check out the following article:

[Learn about wireless interference and how to troubleshoot it >](#)

- Use WPA2 only encryption to protect your personal data. While many routers support WEP, WPA/WPA2 encryption, we recommend setting your network to use only WPA2, which is more secure.
- If your Wi-Fi router is dual band (uses both 2.4GHz and 5GHz signals) your Nest product may be able to get a better signal on [one band or the other](#), depending on your surroundings.

**Note:** If any other products on your network use WEP encryption, they'll be disconnected from your network after you make this change. You'll have to change their settings to WPA2 as well.

- If you have a Nest Thermostat, turn on your router's Power Save Mode (PSM). Routers in Power Save Mode will stay connected to the Nest Thermostat, but will communicate with it only when necessary (for example, when you change the temperature). This helps the thermostat's battery stay charged. If your thermostat is disconnecting from your network because of a low battery, the following link has more troubleshooting suggestions:

[Troubleshooting when the Nest thermostat disconnects or is offline in the Nest app >](#)

[Back to top](#)

---

## Change your router's advanced settings

If you're familiar with configuring Wi-Fi networks, firewall settings, or MAC address filtering options, here are some additional things to try. If you're not familiar with these network settings, you can try contacting your internet service provider. Ask your provider to help you view and change these settings.

- Check your router's firewall. Your firewall settings may be preventing Nest devices from connecting to the internet. You can try lowering these settings temporarily to see if your issue is resolved. Make sure to set your firewall settings back to your preferred security level afterward.

**Warning:** Lowering your router's firewall settings may increase the risk of incoming threats from the internet. Refer to your router or firewall manufacturer for additional information.

- Set your Wi-Fi router's DHCP lease time to at least 2 hours. This can help ensure your Nest products stay connected to your network. Any setting lower than 2 hours may prevent your Nest products from reconnecting to your network, even if the connection drops out for half a second or less.
- If you have MAC address filtering enabled for added network security, the MAC addresses of your Nest products must be added to the list of authorized devices. You can use your router's software to view the MAC addresses of all devices on your network; refer to your router's documentation for instructions. Or, see the following article to learn how to find the MAC address for your Nest products:

[How to find your Nest product's MAC address and add it to your router's whitelist >](#)

- If you have an 802.11 ac router or range extender, make sure it's set up to allow 802.11 b/g/n device connections. 802.11 ac isn't supported by Nest products.

## Wi-Fi routers that are incompatible with Nest products

Affected products: Nest Thermostat E, Nest Protect, Nest Cam Outdoor, Nest Cam IQ, Nest Cam Indoor, 3rd gen Nest Learning Thermostat, 2nd gen Nest Learning Thermostat, 1st gen Nest Learning Thermostat

Nest products need to be connected to the internet to use all their features, but a small number of Wi-Fi routers aren't Nest compatible. Symptoms include low batteries or power issues, not being able to connect to Wi-Fi during setup, or Offline status in the app because of a Wi-Fi disconnection.

The lists below have routers that we have confirmed can cause issues with Nest products. However, the list is not definitive, so there may be unlisted routers that also aren't compatible.

Some network equipment may cause issues with only one type of Nest product, such as the Nest Thermostat, so some of your Nest products will work fine while others may not.

If your router is listed below:

1. Make sure your router's firmware is up to date: check the manufacturer's website, contact their support, or contact your ISP if they provided your router.
2. Check that your Wi-Fi equipment settings comply with [Nest's recommended router settings](#).
3. If your router settings match the recommended settings but you are still having issues, contact your internet service provider and exchange your router or modem for a compatible one. If your router wasn't provided by your ISP, you may need to upgrade it yourself.

If your router isn't listed below:

1. Make sure your router's firmware is up to date: check the manufacturer's website, or contact their support.
2. Check that your Wi-Fi equipment settings comply with [Nest's recommended router settings](#).
3. Try [troubleshooting Wi-Fi and connection issues](#).

**Important:** Nest products are not compatible with WEP-ASCII. If your router supports this type of security and you do not have any other security enabled, your Nest products will not be able to connect.

[Nest's recommended router settings >](#)

## Wi-Fi routers that are incompatible with Nest products

Affected products: Nest Thermostat E, Nest Protect, Nest Cam Outdoor, Nest Cam IQ, Nest Cam Indoor, 3rd gen Nest Learning Thermostat, 2nd gen Nest Learning Thermostat, 1st gen Nest Learning Thermostat

Nest products need to be connected to the internet to use all their features, but a small number of Wi-Fi routers aren't Nest compatible. Symptoms include low batteries or power issues, not being able to connect to Wi-Fi during setup, or Offline status in the app because of a Wi-Fi disconnection.

The lists below have routers that we have confirmed can cause issues with Nest products. However, the list is not definitive, so there may be unlisted routers that also aren't compatible.

Some network equipment may cause issues with only one type of Nest product, such as the Nest Thermostat, so some of your Nest products will work fine while others may not.

If your router is listed below:

1. Make sure your router's firmware is up to date: check the manufacturer's website, contact their support, or contact your ISP if they provided your router.
2. Check that your Wi-Fi equipment settings comply with [Nest's recommended router settings](#).
3. If your router settings match the recommended settings but you are still having issues, contact your internet service provider and exchange your router or modem for a compatible one. If your router wasn't provided by your ISP, you may need to upgrade it yourself.

If your router isn't listed below:

1. Make sure your router's firmware is up to date: check the manufacturer's website, or contact their support.
2. Check that your Wi-Fi equipment settings comply with [Nest's recommended router settings](#).
3. Try [troubleshooting Wi-Fi and connection issues](#).

**Important:** Nest products are not compatible with WEP-ASCII. If your router supports this type of security and you do not have any other security enabled, your Nest products will not be able to connect.

[Nest's recommended router settings >](#)

## Incompatible routers

### [Routers that can cause issues with Nest Thermostats>](#)

Even if your router is not on this list, you may be using a router that is incompatible with Nest Products. The list of symptoms below can help you to identify routers that may be incompatible or are using incompatible settings.

Using the Nest Learning Thermostat with incompatible Wi-Fi routers/access points may result in:

- Nest thermostat being offline in the Nest app
- Nest thermostat disconnecting frequently
- Excessive battery drain
- Frequent restarts
- Being unable to add your Nest thermostat to your Nest Account
- Higher than normal temperatures detected by the Nest thermostat

## 2Wire routers

3800HGV-B

#### [Actiontec routers](#)

M1424WR Rev. E

#### [Belkin routers](#)

F9K1001

F9K1002

F5D8230-4

F5D8233-4

#### [BT routers](#)

Business Hub 3

Home Hub 3

#### [Cisco/Linksys routers](#)

WRT110

E1200

WRT160N

WRT320N

WRT54G

WRT54G2

WRT54GL

WRK54G

#### [D-Link routers](#)

DAP2553

DI-524

#### [Netgear routers](#)

DGN1000

WNDR3300

WNDR3400

WNDR3700

WNDR3800

WNDR4000

WNR2000

WNR3500L

WNDAP360

WPN824v3

#### [uBee routers](#)

DDW365

## Routers that can cause issues with the Nest Protect

Even if your router is not on this list, you may be using a router that is incompatible with Nest Products. The list of symptoms below can help you to identify routers that may be incompatible or are using incompatible settings.

Some routers support IPv6 for external internet connections but do not support IPv6 communications over the local network, which Nest Protect requires.

Using the Nest Protect with incompatible Wi-Fi routers/access points may result in:

- Difficulty adding a Nest Protect to your Nest Account
- Nest Protect offline in the Nest app

### Asus routers

RT-N10  
RT-N66U  
WL-330N

### Cisco routers

WRT100  
WRT110  
WRT160N V3  
WRVS4400N V2

### D-Link routers

DAP-1360  
DIR-605L  
DIR-625-2  
DIR-636L  
DIR-651

### Encore routers

ENHWI-AN3

### Engenius routers

ESR7750

### Hawking routers

HWRN2

### Netgear routers

JNR3210  
WNR834B  
VMDG490

### Planex routers

CQW-MR500



#### Sapido routers

GR-1733

#### Westell routers

7500

#### Zuni Digital routers

ZGR304F

ZR301F

#### ZyXEL routers

WAP3205

NBG4615

#### [Routers that can cause issues with the Nest Cam>](#)

Even if your router is not on this list, you may be using a router that is incompatible with Nest Products. The list of symptoms below can help you to identify routers that may be incompatible or are using incompatible settings.

Using the Nest Cam with incompatible Wi-Fi routers/access points may result in:

- Difficulty adding a Nest Cam to your Nest Account
- Nest Cam offline in the Nest app
- Being unable to view video history
- Nest Cam overheating

#### BT routers

Home Hub 3

## Troubleshooting adding Nest Cam to a Nest Account or a Wi-Fi network

Affected products: Nest Cam Outdoor, Nest Cam Indoor, Dropcam Pro, Dropcam

Here are some steps you can take if you're installing your Nest Cam and are having trouble adding it to your account or getting it online. You may also see an error, such as C-206 or C-323, when trying to add your Nest Cam to your Nest Account.

If you're having trouble adding your camera to your Nest Account you may see an error, such as C-221 or C-327. If you see any error during setup, follow this link to find the error you're getting for specific troubleshooting instructions.

[Troubleshooting Nest Cam or Dropcam error codes and messages >](#)

If you don't see an error but are still having trouble connecting to Wi-Fi or adding your camera to your Nest Account, follow the steps below.

**Note:** If your Nest Cam is **Offline** in the Nest app, you're trying to troubleshoot a different Nest product, or all of your Nest products are offline see the following article:

[Troubleshooting Wi-Fi and connection issues >](#)

## Troubleshooting adding the Nest Cam to your Nest Account or Wi-Fi network

### 1. Make sure your home Wi-Fi is working

Since all Nest cameras use your home Wi-Fi network, check that you can get online with another device in your home. You can visit [nest.com](https://nest.com) to check if your connection is working. If you're using a cell phone, make sure you don't use cellular data to test your connection.

**Tip:** To help make sure you're not using cellular data, turn on Airplane mode and then turn on Wi-Fi.

If you can't connect, try using a different device to double check. If you can't connect with any device, contact your internet service provider to check the service status in your area.

### 2. Check the status of the Nest service

Click [here](#) to check the status of the Nest service.

If the Nest service is down, you won't be able to add your camera to your Nest Account. You may also see **The Nest service can't be reached right now** in the Nest app.

When the Nest service comes back online you'll be able to add your camera to your Nest Account.

### 3. Restart your Nest Cam

Restarting your camera will refresh your connection.

1. Unplug your Nest Cam's power adapter from the wall outlet.
2. Wait 10 seconds, then plug your Nest Cam's power adapter back in.
3. Your Nest Cam will restart automatically.

**Note:** You should also restart your mobile device or computer during this step.

After restarting, you should see a solid blue light on the front of your camera to show that your Nest Cam is ready to be added to your Nest Account. Try adding your Nest Cam to your Nest Account again.

If you see another color light, or no light at all on the front of your Nest Cam, follow this link for more info:

[What the lights and sounds mean on Nest Cam >](#)

**Note:** If you have a Dropcam you'll see different lights on the front of your camera.

[What the lights mean on Dropcam HD or Dropcam Pro >](#)

### **Try adding your Nest Cam again**

Try adding your camera to your Nest Account using your mobile device. If you still can't add the camera you should try using a different mobile device or your [computer](#).

On the Nest app:

1. Select the **Settings** icon in the upper right.
2. Select **Add product** then select Nest Cam.
3. Follow the Nest app's instructions. When prompted, scan the QR code on the back of your Nest Cam.

With the web app on your computer:

1. Select the **Settings** icon in the upper right.
2. Select **Add product** then select Nest Cam.
3. Follow the web app's instructions.

If you don't see your Wi-Fi network's name when you try to set up your Nest Cam, see the following article for help.

[My Wi-Fi network doesn't show up when I try to set up my Nest Cam >](#)

For more help setting up your camera on your computer, see the following article.

[How to set up your camera on a Mac or Windows computer >](#)

- 4. Restart your router** Restarting your router will reset your internet connection. You should also restart any Wi-Fi range extenders or repeaters that you have.

Here's how to restart your router:

1. Unplug your modem and router power cords. You may have a combination modem/router, or they may be separate devices. All the lights on your modem and router should be off.
2. Wait for 30 seconds, then plug your modem and router back in.
3. Your modem and router will restart. Wait a couple of minutes or until you see steady power and connection lights. You may also see a quickly flashing data light.

**Note:** Every router is different. You may need to consult your router's user manual for specific instructions on how to restart your router.

Once your router finishes restarting, test the Wi-Fi connection with a computer or phone (make sure that cellular data is switched off). Then try adding your Nest Cam to your Nest Account again.

[My Wi-Fi network doesn't show up when I try to set up my Nest Cam >](#)

## **5. Check for interference**

If you still cannot add your Nest Cam to your Nest Account, check for sources of interference. Almost every network is subject to wireless interference which may reduce video quality or prevent you from adding your Nest Cam to your Nest Account.

Try turning off any devices that operate on a 2.4GHz or 5 GHz frequency, then see if the Wi-Fi signal is stronger. Here are some devices that might cause problems:

- Cordless phones
- Baby monitors
- Microwaves
- Bluetooth devices

[Learn about wireless interference and how to troubleshoot it >](#)

## **6. Check the settings on your Wi-Fi router or access point**

Not being able to add your Nest Cam to your Nest Account can be a result of incompatible settings on your home Wi-Fi router or access point.

### **Parental controls or firewall security**

High firewall security or parental controls can block communication with Nest servers. Refer to your Wi-Fi router or access point's

documentation to see if these features are enabled on your network and how you can exempt your Nest Cam from these restrictions.

To make sure you're using settings that allow your Nest Cam to connect to your home Wi-Fi, see the following article for recommended settings.

[Recommended Wi-Fi network and router settings for use with Nest products >](#)

## **7. Check the incompatible list**

If after you check your router's settings you're still having trouble adding your camera to your Nest Account, check that your router or modem is not on the incompatible list.

**Note:** Even if your router is on the incompatible list, some incompatibility problems can be resolved by changing your router settings or by updating firmware.

[Some routers may cause issues with adding a product or Wi-Fi connections >](#)

# **Types of Wi-Fi networks that aren't recommended or won't work with Nest products**

Affected products: Nest Thermostat E, Nest Protect, Nest Cam Outdoor, Nest Cam IQ, Nest Cam Indoor, Dropcam Pro, Dropcam, 3rd gen Nest Learning Thermostat, 2nd gen Nest Learning Thermostat, 1st gen Nest Learning Thermostat

Most home Wi-Fi networks are compatible with Nest products. But there's a short list of network types and internet services that we don't recommend using with Nest products.

Nest products use Wi-Fi to send notifications. A wireless internet connection also means you can remotely control your products with the Nest app. For the best experience, avoid connecting to the following networks if you can. These networks may cause issues, or might not even work with your Nest products at all.

[Mobile hotspots](#)

[Guest networks or open networks](#)

[DSL internet service with less than 2Mbps bandwidth for Nest Cam](#)

[5GHz Wi-Fi networks \(a few Nest products don't support 5GHz\)](#)

[Captive portal networks](#)

[Enterprise 802.1x/RADIUS networks](#)

---

## **Mobile hotspots**

A mobile hotspot allows your phone, tablet, or other mobile device to share its cellular internet connection with other devices. While it's possible to connect Nest products to a mobile hotspot, we don't recommend it.

A mobile hotspot can have issues with bandwidth, availability, data limits and usage fees. Nest products work best with a reliable 24/7 internet connection, so you'd need to keep your mobile hotspot device at home all the time. For more details, see the following article.

[Learn about connecting Nest products to a mobile hotspot >](#)

## **Guest networks or open networks**

For security reasons, never connect your Nest product to a network you know nothing about, and don't use someone else's network without their permission.

We also don't recommend using a guest network, even if you have permission from the owner. If you run into problems while using someone else's guest network, you might not be able to fully troubleshoot the issue. For example, you won't be able to change the settings on someone else's network. And the owner can change their settings and add new restrictions without telling you, which may cause your Nest products to disconnect.

## **DSL internet service with less than 2Mbps bandwidth for Nest Cam**

DSL is a type of internet service that uses your home's phone line for broadband internet access. DSL is not the same as dial-up or cable internet, which use different technologies.

Nest products are compatible with DSL service, and many users are happy using their products on this type of network. Nest Thermostats and Nest Protects will do fine on a DSL network.

However, if you have a Nest Cam streaming at the highest resolution, or if you have multiple Nest Cams streaming at once, DSL may not offer enough bandwidth for your needs. For a single camera, we recommend at least 2Mbps bandwidth; for two or three cameras, we recommend 5Mbps or more. For more information about how much of your internet connection you should expect Nest Cam to use, see the following article.

[How much bandwidth Nest Cam uses >](#)

If you're not sure whether your home uses DSL, and if the bandwidth of your internet connection is sufficient for your needs, talk to your internet service provider.

### **5GHz Wi-Fi networks (a few Nest products don't support 5GHz)**

Some Nest products, like the 2nd generation Nest Thermostat, only support 2.4GHz Wi-Fi networks. So if you're trying to connect one of these products to Wi-Fi with the Nest app, you won't see any 5GHz-only networks in the list of available networks. The Nest app knows they're not compatible, so it won't display them.

**Note:** If your Nest product supports 5GHz Wi-Fi, then you won't run into this issue. To see a list of Nest products and their supported Wi-Fi connections, see the following article.

[How to use Nest products with 2.4 and 5GHz Wi-Fi networks >](#)

### **Captive portal networks**

Captive portal networks are common in airports, hotels, internet cafes, and coffee shops. On these networks, you must sign in on a web page, and sometimes accept terms and conditions, before you can connect.

Nest products do not work with captive portal networks. There's no way for a Nest product to sign in on a web page.

**Important:** This is different from manually entering an SSID and password for a hidden network, which Nest products are capable of doing during setup.

### **Enterprise 802.1x/RADIUS networks**

Nest products do not support enterprise-class networks. These networks are typically used by large-scale businesses.