BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS · NO. 15

Wyze Cameras

Seeing your home when you're not there — explained in plain English, one step at a time

A plain-English guide for every Wyze camera owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For the Wyze app and recent Wyze cameras · facts current November 2026

What's Inside

This is your Wyze camera manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Keep it nearby and reach for whatever you need. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. Wyze updates its app and adds new cameras from time to time, so if a button sits in a slightly different spot on yours, don't worry — I'll always tell you what to look *for*, and the idea stays the same.

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PART 1

Getting Started with Wyze Cameras

What these little cameras actually do for you, the Wyze family of cameras, and the short list of things you need before we begin. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is holding this book right now — this is for **you**. Maybe a family member gave you a little Wyze camera and you're not quite sure where to begin. Maybe you bought one yourself to keep an eye on the front porch, or the back door, or a pet while you're out. Maybe you've had one running for a while and know there's more it can do. Wherever you're starting from, you've come to the right place, and I'm glad you're here.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this book the same way I'd sit down next to you at your kitchen table: patiently, in plain English, with no rushing and no fancy words. If I ever use a term you don't know, I'll stop and explain it right then — you won't have to look anything up.

Why a camera like this is worth your time

A Wyze camera is a small, inexpensive video camera that connects to your home internet and lets you see what it sees — live, on your phone — from anywhere. That's the whole idea. From your chair, or from the doctor's waiting room, or from your daughter's house three states away, you can open an app and check the front door, the driveway, or the room where a loved one is resting. For a modest price, that's a remarkable amount of peace of mind.

This book is yours — read it any way you like

You do not have to read these pages in order, and there is no test at the end. Start on page one, or flip straight to the chapter that answers today's question. Fold the corners, underline things, scribble in the margins. Keep it in the drawer by your chair and pull it out whenever you need it. It's a reference, not a race — you cannot fall behind.

The big promise: you truly can't break it

Here is the most important thing in this whole book, so I'll say it plainly. **You cannot break your camera, or the app, by tapping around and exploring.** Pressing buttons to see what they do is exactly how everyone learns, including me. Nearly everything can be undone, switched back, or turned off again. So relax your shoulders and poke around — curiosity is rewarded here, and nothing bad happens when you tap the wrong thing.

WHAT THIS DOES FOR YOU

Why this matters

When you stop worrying about breaking something, you start actually using it — and that's when a Wyze camera becomes genuinely useful: knowing a package arrived, seeing who's at the door before you answer, checking on the house while you're away, all without getting up or calling anyone.

A word about privacy, right up front

I'll be honest with you, because that's how I do things. A camera in your home is a wonderful convenience, but it's also a camera in your home — so it's worth setting up thoughtfully. Wyze has had a couple of well-publicized stumbles over the years where the privacy wasn't what it should have been, and I'll tell you about those honestly in Part 7, along with the simple steps that keep you safe. I'm not telling you this to frighten you off — I use these cameras and recommend them. I'm telling you because a little know-how lets you enjoy the camera *and* keep your privacy. The two go together.

And I'm only a phone call away

This book will carry you a long way on your own. But if you ever get truly stuck, you are never stuck alone — that's not how I do things. Call me at **(330) 200-8042** and we'll work it out together, with no judgment and no eye-rolling. There is no such thing as a silly question. The only bad question is the one you talked yourself out of asking.

— Bill

CHAPTER 2

What a Wyze Camera Actually Is

Before we touch a single button, let's answer the simplest question of all: what *is* this little thing, and how does it work?

A camera, your internet, and your phone

A Wyze camera is three things working together. There's the **camera** itself — a small box with a lens that watches a spot you choose. There's your **home internet** (your Wi-Fi), which the camera uses to send its picture out. And there's the **app on your phone**, which is where you actually look at the picture. The camera does the watching; your phone does the showing; your Wi-Fi is the pipe between them.

Wyze is the name of the company that makes the cameras, and it's one of the most popular brands precisely because the cameras are so inexpensive — often a small fraction of what other brands charge. You get a great deal of camera for the money. The trade is that a few of the nicer features come as an optional paid add-on, which we'll cover plainly in Part 5.

GOOD TO KNOW

"Smart home" is just gadgets that talk to your phone

You'll hear a Wyze camera called a "smart home" device. Don't let the term put you off — it simply means a gadget that connects to your internet so you can control it, or see it, from your phone. That's all it means.

Does it record all the time? Not exactly

This surprises a lot of folks, so let's clear it up now. By default, your camera doesn't keep a running film of everything it ever sees. Instead it mostly **watches**, and when it notices movement, it saves a short clip and gives you a little nudge on your phone. You can always open the app and watch *live* any time you like. And if you want it to keep more — a full day's recording, or longer saved clips — there are two ways to do that, which we cover in Part 5. For now, just know: live viewing any time, plus short clips when something moves.

TIP

Your camera lives where you put it, but you watch from anywhere

The camera stays plugged in at home, pointed where you aimed it. But *you* can watch it from anywhere your phone has internet — your kitchen, the car, a hotel in Florida. As long as the camera has power and Wi-Fi at home, the distance between you and it doesn't matter at all.

CHAPTER 3

The Wyze Family of Cameras

Wyze makes a whole family of cameras, and the names change a little from year to year as new models come out. Don't worry about memorizing model numbers. What matters is the **type** of camera — what job it's built for. Here are the main kinds, in plain terms.

Type of camera	What it's for
The basic indoor cam	The classic little cube (the "Wyze Cam" line, such as the v3 and v4). Plugs into a wall outlet, sits on a shelf or mounts on a wall, watches one room or a covered porch. The best place to start.
The pan / tracking cam	A cam that can swivel left-right and tilt up-down (the "Cam Pan" line). It can sweep a whole room, and some can follow a moving person automatically. Covered in Part 6.
The outdoor / battery cam	A weatherproof cam for outside. Some run on a battery so they need no cord (handy for a spot with no outlet nearby); some charge by a little solar panel. Covered in Part 6.
The video doorbell	Replaces or sits beside your doorbell. Shows you who's at the door on your phone and lets you talk to them. Covered in Part 6.
The floodlight cam	An outdoor cam with bright lights built in, for a driveway or back yard — the lights come on when it sees motion. Covered in Part 6.

They nearly all set up the same way and use the **same one app**, so once you've learned your first camera, every other kind feels familiar. This book teaches the common ground that applies to all of them, then gives each special type its own short chapter in Part 6.

> GOOD TO KNOW
>
> **Newer, older — the ideas don't change**
>
> Wyze refreshes its cameras most years, so you'll see "v3," "v4," and so on. A higher number usually means a sharper picture or a few extra tricks, but the way you set it up and use it stays the same. I've written this book at that steady level on purpose, so it keeps serving you as the models come and go.

Which one do I have?

If you're not sure which camera you've got, it doesn't much matter to get started — open the app and it'll tell you. But if you'd like to know, check the **box it came in**, or look on the **bottom or back of the camera** for a small printed name. And of course, you're always welcome to call me and read me what it says; I'll tell you exactly what you have.

CHAPTER 4

What You Need Before We Begin

Setting up a Wyze camera is genuinely easy, and it goes smoothest when you have a few things ready first. Let's gather them, so the setup itself is a breeze.

Your short checklist

- **The camera and its cord.** Most indoor Wyze cams plug into a wall outlet with a cord and a little power block, like a phone charger. Have both pieces, and pick a spot near an outlet.
- **Home Wi-Fi, and its password.** Your Wi-Fi is your home's wireless internet. You'll need to know its name (the "network name") and its password. More on finding those below.
- **A smartphone or tablet.** This is where the app lives and where you'll watch the camera. An iPhone, iPad, or an Android phone or tablet all work fine.
- **An email address.** You'll make a free Wyze account using an email address — the same one you use for other things is fine.
- **A microSD card (optional).** A tiny memory card, about the size of a fingernail, that slots into the camera so it can record on its own. Optional, but handy — we'll explain it in Part 5.

HEADS UP

One thing that trips people up: Wi-Fi flavors

Home Wi-Fi often comes in two "flavors," called **2.4 GHz** and **5 GHz** (just two different channels the signal can ride on). Many Wyze cameras connect only to the **2.4 GHz** one. You usually don't have to do a thing — the app sorts it out — but if setup won't finish, this is the usual reason, and Part 8 shows the simple fix. I mention it now only so the word isn't a surprise later.

Finding your Wi-Fi name and password

If you've never had to type your Wi-Fi password, don't worry — it's easier to find than you'd think. The most common spots:

- On a **sticker on your router** — the box from your internet company that makes the Wi-Fi. Look on the bottom or back for "Network" or "SSID" and "Password" or "Key."
- On a **card or sheet** the internet company left when they set you up.
- Already **saved on your phone**, if your phone uses that Wi-Fi — in which case the app can often fill it in for you automatically.

FROM BILL

No Wi-Fi, or not sure? That's a fine reason to call

If you don't have home internet, a Wyze camera won't work — it needs that connection to send its picture to your phone. And if you're not sure what you have, or you can't find the password, don't let that stop you. Call me at **(330) 200-8042** and we'll figure out your setup together before you ever open the box.

CHAPTER 5

The Wyze App: Your One Control Center

Everything you do with a Wyze camera — watching it, changing its settings, saving clips, adding more cameras — happens in one free app on your phone, called simply **Wyze**. Let's get it on your phone now, before we have a camera to set up, so it's ready and waiting.

Getting the app

1. On your phone, open your **app store** — the **App Store** (a blue "A" made of a ruler and pencil) on an iPhone or iPad, or the **Play Store** (a colorful triangle) on an Android phone.
2. Tap the **search** box at the top and type **Wyze**.
3. Find the app simply named **Wyze** — the maker is listed as "Wyze Labs." Tap **Get** or **Install**.
4. Wait a moment while it downloads, then tap **Open** — or find the new Wyze icon on your home screen and tap it.

STAY SAFE

Get the real app — maker "Wyze Labs"

There are copycat apps that try to look official. The genuine one is named exactly **Wyze** and made by **Wyze Labs, Inc.** If you see a slightly different name or a maker you don't recognize, don't install it. When in doubt, stop and give me a call — better safe than sorry.

One app, all your cameras

Here's a comfort: no matter how many Wyze cameras you have — one, or five, of different kinds — they all live together in this **one app**, listed on the main screen. You don't install a separate app for each. Learn the app once, and you've learned every Wyze camera you'll ever own.

WHAT THIS DOES FOR YOU

One place for everything

Because it's all in one app, checking your front door and your back porch and the spare room is just a matter of tapping down a single list. No hunting, no juggling. It's the tidiest part of the whole system.

PART 2

Setting Up Your First Camera

Making your free Wyze account (with a second lock for safety), adding your first camera to Wi-Fi, and finding it a good home on the wall or shelf. Slow and steady.

CHAPTER 6

Creating Your Free Wyze Account

Before a camera can talk to your phone, you need a **Wyze account** — your own personal, free sign-in that ties your cameras to you. You make it once, and every camera you ever add joins the same account. Let's do it now.

What an account is made of

A Wyze account is just two things joined together: your **email address** (how it knows who you are) and a secret **password** (how it knows it's really you). That's it. Guard the password like a house key — we'll talk much more about that in Part 7.

Making the account

1. Open the **Wyze** app. On the welcome screen, tap **Sign Up** (if a family member already made an account for you, tap **Log In** instead and skip ahead).
2. Type your **email address**. Use one that's truly yours, that you can check — Wyze sends important messages there.
3. Choose a **password**. Make it something only you would know; Part 7 shows you how to pick a strong one and where to write it down safely.
4. Wyze emails you a short **verification code** to confirm the address is really yours. Open your email, read the code, and type it into the app.
5. Agree to the terms when asked, and you're done — the account is made, and you're signed in.

HEADS UP

Use your own email, and write the password down somewhere safe

If someone helps you set up the account, make sure it's tied to *your* email, not theirs — otherwise the "forgot password" messages go to the wrong person, and you can't get back in on your own. Write your email and password on a card and keep it somewhere private at home (not stuck to the fridge). Those two facts are the key back in if you're ever locked out.

GOOD TO KNOW

One account, shared across your devices

Your account lives up on the internet, not on any one phone. So you can sign in with the same email and password on your phone *and* your tablet, and see the very same cameras on both. Nothing to copy over.

CHAPTER 7

A Second Lock: Turning On Two-Factor

Before we add a camera, let's spend two minutes putting a second lock on your account. It's the single best thing you can do to keep your cameras private, and with cameras that peace of mind is worth having from day one.

What two-factor means (don't let the name scare you)

Two-factor authentication — often shortened to **2FA** — simply means a **second lock** on your account. After your password, Wyze also sends a short code to your phone and asks for that too. So even if a crook somehow learned your password, they still couldn't get into your cameras without your phone in their hand. It costs nothing and takes a minute to turn on.

Turning it on

1. In the Wyze app, tap **Account** (usually along the bottom of the screen, often a little person icon).
2. Tap **Account** or **Security** settings, and look for **Two-Factor Authentication**.
3. Choose **Text Message** for the simplest option. Confirm your mobile phone number.
4. Wyze texts you a test code. Type it in to prove it reached you. That's it — the second lock is on, and it quietly protects you from now on.

WHAT THIS DOES FOR YOU

The lock that lets you relax about your cameras

With two-factor on, you can stop worrying that someone could guess their way into watching your cameras. Even a determined crook is stuck without your phone in hand. It adds only a few seconds now and then when you sign in somewhere new, and buys a great deal of peace.

STAY SAFE

That code is yours alone — never read it aloud

The very code that protects you is the one scammers try to trick out of people. Wyze will never call or message you asking you to *read back* a code. The code is for you to type into the app yourself, never to tell another living soul — not even someone claiming to be from Wyze.

CHAPTER 8

Adding Your First Camera

Now the fun part. Adding a camera takes just a few minutes, and the app holds your hand the whole way. The one unusual step is that you'll hold the camera up to look at your phone screen — I'll explain. Don't rush; read each step, then do it.

Before you start

- **Plug the camera in** near where your phone is, with the included cord and power block, into a wall outlet. (You'll move it to its final spot after setup — set it up close by first.)
- Make sure your **phone is connected to your home Wi-Fi** — the same Wi-Fi the camera will use. (Check your phone's own settings if unsure.)
- Have your **Wi-Fi password** handy, in case the app asks for it.

The steps

1. In the Wyze app, on the main screen, tap the **plus sign** (**+**), usually in a top corner, then choose **Add Device**.
2. Choose **Cameras**, then tap the kind of camera you have from the list (the app shows pictures; match yours). If unsure, the box tells you the exact name.
3. The app asks you to make sure the camera is powered on. When it's ready, the camera says it aloud or a light blinks — the app tells you what to wait for. Tap to continue.
4. **Pick your Wi-Fi** and type its password if asked. (If your phone already knows the password, the app may fill it in for you.)
5. Now the app shows a **QR code** — a little square of black-and-white specks — on your phone screen. **Hold the camera's lens up to look at that code**, about 6 to 10 inches away, steady.
6. When the camera "reads" the code, it says something like *"QR code scanned"* out loud. Tap the button in the app that says you heard it.
7. Wait a half-minute while the camera connects. Give it a **name** you'll recognize — "Front Porch," "Back Door," "Mom's Room" — and you're finished. The live picture appears.

GOOD TO KNOW

A "QR code" is just a square barcode

That checkerboard square is called a **QR code**. It's simply a barcode, like the ones on groceries, but square — it holds your Wi-Fi details in a form the camera can read with its lens. Holding the camera up to see it is how the camera learns which Wi-Fi to join. A clever little handshake, and you only do it once per camera.

TIP

If the camera won't read the code

Hold the phone screen steady, lens pointed straight at it, and slowly move it a bit closer and farther until the camera says it scanned. Turn your screen brightness up. Clean the camera lens with a soft cloth. Nine times out of ten it's just a matter of distance and a steady hand. Part 8 has more if it stubbornly won't take.

CHAPTER 9

Finding Your Camera a Good Home: Placement

Where you put a camera makes all the difference between video you're glad to have and video that's a frustration. A few simple rules of thumb will get you a clear, useful view.

Aim for the view you actually want

- **Point it at the spot that matters** — the door a visitor uses, the driveway, the walk up to the house — not just "out at the yard" in general.
- **Mount it a bit above head height** and angle it slightly down. High enough to see faces and not be easily knocked, low enough that you're not just filming the tops of heads.
- **Mind the sun.** A camera pointed straight into bright sun or a sunset washes out, like squinting. Aim so the sun is behind or to the side of the camera through the day.
- **Keep the important area close.** Things far across a big yard show up small. For faces and license plates, nearer is better.

Wi-Fi reaches, or it doesn't

A camera needs a decent Wi-Fi signal where it sits, or the picture stutters and drops. Before you mount anything permanently, set the camera in the spot and watch the live view on your phone for a minute. Smooth and clear? Good spot. Choppy or "connecting" over and over? The Wi-Fi is weak there — move it closer to the router, or see Part 8 for ways to extend your signal.

> **TIP**
>
> **Test first, mount second**
>
> Always try a camera in its spot for a day *before* you screw anything to the wall. Live with the view, check it works at night, make sure the Wi-Fi holds. It's far easier to nudge a camera that's just resting there than to patch holes and re-drill. Measure twice, mount once.

Indoor cameras and glass

An *indoor* camera pointed out through a window seems clever, but it usually disappoints, especially at night: the camera's own night-vision light bounces off the glass and blinds it, and reflections get in the way. If you want to watch outside, an outdoor camera (Part 6) mounted outside works far better. We'll cover the night-vision glass trick in Part 3.

STAY SAFE

Point it thoughtfully — more on this in Part 7

Where a camera can and can't point is partly common courtesy and partly good sense. Aim it at *your* property and entrances, not into a neighbor's windows or yard. And indoors, think twice about bedrooms and bathrooms. Part 7 covers all of this gently and fully — I mention it here only so placement and privacy go hand in hand from the start.

CHAPTER 10

Mounting: Shelves, Walls & the Little Base

Wyze cameras are light and easy to mount. Most come with a small base and the bits you need. Here's how the mounting usually works, without any fuss.

The simplest option: just set it down

Many indoor cameras sit happily on a **shelf, windowsill, or table** on their own little base — no tools at all. Tilt the camera to the view you want and you're done. For a spot you might change your mind about, this is the easiest start.

On a wall or ceiling

1. Most cameras include a **metal plate or bracket** and either a strong sticky pad or a couple of small screws.
2. The sticky pad is quickest: peel it, press the plate firmly to a clean wall, and the camera's magnetic base snaps onto it.
3. For a sturdier hold, or on rough surfaces, use the screws — mark the spots, drill small holes, and fix the plate. Then attach the camera and aim it.

TIP

Keep the cord in mind

Indoor cameras need to reach an outlet, so plan the cord's path before you mount — along a baseboard, behind furniture, up to a shelf. A little cord management keeps it tidy and keeps no one tripping. Battery and solar outdoor cameras (Part 6) skip this worry entirely.

FROM BILL

I'm glad to mount these for you

Drilling into walls, getting the angle right, hiding the cord, and making sure the Wi-Fi reaches — that's exactly the sort of thing I do on a house call, right here in Portage County. If you'd rather not get on a ladder or wrestle with a drill, call me at **(330) 200-8042** and I'll set your cameras up properly, aimed just where you want them.

PART 3

Everyday Use: Watching & Talking

The things you'll do most days — opening the live picture, talking through the camera, seeing in the dark — and the simple layout of the app so you always know where you are.

CHAPTER 11

The Lay of the Land: The App's Layout

When the Wyze app opens, there's a bit on the screen, and that can feel busy at first. Let's slow right down and name the few things that matter. Once you know these, the rest falls into place.

The Home screen — your list of cameras

The screen you land on is the **Home** screen. It shows your cameras in a list, each with a little picture and its name. Tap any one to open its live view. If you have several cameras, this list is your front hall — everything starts here.

The row of buttons along the bottom

Along the **bottom** of the app sits a small row of buttons that take you to the main areas. They may look slightly different as Wyze updates the app, but they do these jobs:

Button	Where it takes you
Home	Your list of cameras — tap to get back here from anywhere. Your "front hall."
Events	The saved clips of things your cameras noticed — motion, a person, a sound. Covered fully in Part 5.
Add / plus (+)	Add a new camera or device (we used this in Part 2).
Discover / Shop	Wyze's own suggestions and store. You can ignore this; it won't change your cameras.
Account	Your settings — your profile, two-factor, your subscription, help, and sign-out.

TIP

Home always takes you back

If you ever tap something and feel lost, look for the **Home** button at the bottom (or the **back arrow** in the top-left corner) and tap it. It carries you straight back to your list of cameras — safe, familiar ground. You can always start over from there.

Each camera has its own settings

When you open a camera's live view, look for a little **gear** or **cog** symbol, usually in a top corner. That's the door to *that camera's* own settings — its name, its motion alerts, its night

vision, and so on. Each camera keeps its own, so you can set the front porch one way and the nursery another. We'll visit these settings throughout the book.

CHAPTER 12

Watching Live

The thing you'll do most often is simply look at what a camera sees, right now. This is called **live view**, and it's wonderfully simple.

Opening the live picture

1. On the **Home** screen, tap the camera you want to look at.
2. It opens and, after a moment to connect, shows you the **live picture** — what the camera is seeing this very second.
3. To go back to your list, tap the **back arrow** in the top-left, or the Home button.

Making the picture bigger

Turn your phone **sideways** (landscape) and the picture fills the whole screen, which is lovely for a good look. You can also **pinch to zoom** — put two fingers on the picture and spread them apart to zoom in on a detail, pinch them together to zoom back out. Nothing you do here changes the camera; you're just changing your own view.

> GOOD TO KNOW
>
> **A short delay is normal**
>
> The live picture may lag a second or two behind real life — that's the time it takes the video to travel over the internet to your phone. It's completely normal and nothing is wrong. On a strong Wi-Fi connection it's barely noticeable.

The buttons under the live view

Below or around the live picture sits a little row of controls. The exact set depends on your camera, but you'll commonly find:

- **A microphone or "Talk" button** — to speak through the camera (next chapter).
- **A speaker / sound button** — to turn the camera's sound on or off so you can hear as well as see.
- **A camera or "snapshot" button** — takes a still photo of what's on screen, saved to your phone.
- **A record button** — saves a clip of the live view to your phone while you watch.
- **Playback** — jumps to recorded footage from earlier (Part 5).

WHAT THIS DOES FOR YOU

A window home, from anywhere

This one feature — opening the live picture — is the heart of the whole thing. Whether you're in the next room or a thousand miles away, you can see your front door, your pet, your driveway, in seconds. That quick glance, any time you wonder, is the peace of mind you bought the camera for.

CHAPTER 13

Two-Way Talk: Speaking Through the Camera

Most Wyze cameras have a tiny speaker and microphone built in, which means you can not only *see* and *hear* what's happening — you can **talk** to whoever is there, and they hear you out of the camera. It's like a two-way intercom you can reach from anywhere.

How to talk

1. Open the camera's **live view**.
2. Find the **microphone** or **Talk** button (often a little microphone shape).
3. On many cameras you **press and hold** it while you speak, like a walkie-talkie, then let go to listen. On others you tap once to turn talking on, and tap again to turn it off. Try both — whichever your camera does, it'll be plain.
4. Speak normally toward your phone. Your voice comes out of the camera at home.

What folks use it for

- Telling a delivery driver "please leave it by the door, thank you" without getting up.
- Letting the dog know you see him getting into mischief.
- Saying hello to a grandchild who's checking in on the house.
- Asking an unexpected visitor "can I help you?" before you decide whether to answer the door.

TIP

There's a small delay — take turns

Because the sound travels over the internet both ways, there's a slight lag. It works best if you talk a little like a walkie-talkie: say your piece, then pause and listen, rather than talking over each other. A moment's patience and it works beautifully.

GOOD TO KNOW

Phone muted? That's usually the culprit

If the person at the camera can't hear you, the first thing to check is that your phone isn't muted and that you've allowed the Wyze app to use the microphone (your phone asks this the first time; say yes). Nearly all "they can't hear me" trouble comes down to one of those two.

CHAPTER 14

Seeing in the Dark: Night Vision

One of the handiest things these cameras do is keep watch after dark. This is called **night vision**, and most of your camera's work — a visitor after dusk, a critter in the yard at 3 a.m. — happens exactly when you can't see with your own eyes.

Two kinds of night vision

Depending on your camera, night vision works in one of two ways, and some cameras offer both:

- **Infrared (black-and-white) night vision.** The camera shines a light your eyes can't see (infrared) and shows the scene in black and white. This works in total darkness, out to roughly twenty or thirty feet.
- **Color night vision.** Newer cameras have a sensitive lens that can show a dim scene in *color* using whatever little light is around — a streetlight, the moon. It looks more natural when there's some light to work with.
- **A built-in spotlight.** Some outdoor models add a bright white light that switches on when they see motion, giving you full color and warning off whoever triggered it.

Setting night vision

1. Open the camera, tap the **gear** (settings).
2. Find **Night Vision** (sometimes under "Advanced Settings").
3. Choose **Auto** (the camera decides when it's dark enough — the easy choice), **On**, or **Off**. Auto suits most folks.

HEADS UP

The night-vision glass trap

If an *indoor* camera points out through a window at night, the infrared light bounces straight back off the glass and whites out the whole picture — like shining a flashlight into a mirror. The fix is to turn night vision **Off** for that camera (so it relies on outside light), or better, use an outdoor camera outside. This is the single most common night-vision complaint, and now you know the cause.

WHAT THIS DOES FOR YOU

A camera that never sleeps

Night vision means your camera is just as useful at midnight as at noon — arguably more so, since that's when you're asleep and can't keep watch yourself. It all happens automatically; set it to Auto once and forget it. The camera minds the dark so you don't have to.

CHAPTER 15

Juggling Several Cameras with Ease

Once you've got the hang of one camera, many folks add a second or a third — the front, the back, the garage. The app makes keeping track of them simple.

The group view

On the Home screen, the app can show you **several cameras at once** in a grid of small live pictures, so you take in the whole house at a glance. Look for a **grid** or **group** option near the top of the Home screen. Tap any one picture to open it full-size.

Naming cameras so you don't get muddled

Give each camera a clear, plain name — "Front Door," "Back Patio," "Garage" — rather than "Camera 1" and "Camera 2." To rename one, open it, tap the **gear**, and look for **Device Name** or **Edit Name**. Good names make the whole list instantly readable.

TIP

Order them the way you think

You can usually drag cameras up and down the Home list to put them in an order that makes sense to you — front of the house at the top, say. A list arranged your way is a list you'll use without a second thought.

WHAT THIS DOES FOR YOU

The whole house, one glance

With a few well-named cameras in a tidy list, checking on your entire home becomes a five-second habit: open the app, run your eye down the list, done. That easy overview is what turns a camera from a gadget into genuine peace of mind.

PART 4

Alerts & Notifications: Useful, Not Maddening

Teaching your camera to tap you on the shoulder only when it matters — motion and sound alerts, the settings that quiet the false alarms, and how to get the notifications you actually want.

CHAPTER 16

What a Notification Is, and Why It Buzzes

A big part of a camera's value is that it watches so you don't have to — and taps you on the shoulder when something happens. That tap is called a **notification**, and getting it set *just right* is the difference between a camera you love and one that drives you up the wall. This whole part is about that.

What a notification looks like

When your camera notices something, your phone shows a little message — on the lock screen, or a banner across the top — that says something like *"Front Door: Person detected."* Tap it and the app opens to the clip of what happened. That's a notification: your camera's way of saying "you may want to look at this."

Two things it watches for

- **Motion** — something moved in the camera's view. A person, a car, a cat, a branch in the wind, a shadow. This is the main trigger.
- **Sound** — the camera heard something loud, such as a smoke alarm, a dog barking, or a crash. Useful for an indoor camera watching a quiet house or a sleeping loved one.

GOOD TO KNOW

The camera doesn't "know" what it sees — mostly

A basic camera just notices *that* something moved, not *what* it was. That's why, left alone, it may alert you about a passing car or a swaying tree. The good news: you can teach it to be far choosier, and some cameras and the paid plan can even tell a person from a car. The next few chapters show you how to tune it.

TIP

Start loose, then tighten

When a camera is brand new, let it alert you freely for a day or two and see what sets it off. *Then* use the settings in this part to quiet the nuisances. Tuning based on what your camera actually sees beats guessing up front.

CHAPTER 17

Turning Alerts On (and Off) for Each Camera

Every camera has its own alert switches, so you can have the front door shout and the living room stay silent. Let's find them.

The detection switches

1. Open the camera, tap the **gear** (settings).
2. Look for **Event Recording** or **Detection Settings**.
3. You'll find switches for **Motion** and often **Sound**. Turn on what you want that camera to watch for, off what you don't.

Letting your phone show the alerts

There are two gates a notification must pass through: the camera must be *set to watch* (above), and your *phone must be allowed to show* the alert. If the camera's recording events but your phone stays quiet, check:

1. In the Wyze app, under **Account**, find **Notifications** and make sure they're turned on (and on for that camera).
2. In your **phone's own Settings**, find the Wyze app and make sure **Notifications** are allowed there too. (Your phone asks this the first time; if you said no, this is where to say yes.)

> HEADS UP
>
> **Two switches, both must be on**
>
> This catches everyone at some point: if you're not getting alerts, it's almost always because one of the two switches — in the Wyze app, or in your phone's settings — is off. Check both. And if you're getting *too many*, the same two places are where you dial them down.

A quiet camera on purpose

Sometimes you *want* a camera to record quietly without buzzing you — say, an indoor camera you only check on purpose. In that case, leave event recording on (so clips are there if you want them) but turn its **notifications off**. The camera keeps watching; your phone just stays peaceful.

CHAPTER 18

Taming False Alarms: Detection Zones & Sensitivity

If your camera is alerting you about every passing car or waving branch, don't despair and don't turn it off. Two settings fix almost all of it: telling the camera *where* to watch, and *how touchy* to be.

Detection Zone — watch only where it matters

A **detection zone** lets you draw a box over the part of the picture you care about — the walk up to your door, say — so the camera ignores movement everywhere else, like the busy street beyond. It's the single best cure for too many alerts.

1. Open the camera's **settings** (gear), find **Detection Settings**, then **Detection Zone**.
2. Turn the zone on. You'll see your camera's picture with a grid over it.
3. Drag to **shade in only the area you want watched** — or shade out the parts you want ignored (such as the road, or a neighbor's yard). Save.

Sensitivity — how much movement counts

Sensitivity sets how big a change counts as "motion." Turn it *down* and small things (a shifting shadow, a distant car) stop triggering alerts; turn it *up* and the camera notices subtler movement. Find it under **Detection Settings** and nudge it down a little at a time until the nuisance alerts stop but real ones still come through.

TIP

Adjust one thing, then wait a day

Change the zone or the sensitivity, then live with it for a day before changing more. Tuning a camera is a gentle back-and-forth, not a one-time fix. A few small adjustments over a week and you'll have it alerting you about exactly what you care about — and nothing else.

WHAT THIS DOES FOR YOU

Alerts you can trust

The payoff of a few minutes' tuning is enormous: instead of a phone that cries wolf all day (until you ignore it), you get a camera whose every buzz means "this is worth a look." That trust is what makes the alerts actually useful.

CHAPTER 19

Smart Alerts: Telling a Person from a Passing Car

Wouldn't it be grand if your camera could say "a *person* is at the door" instead of just "something moved"? Many Wyze cameras can — this is called **smart detection**, and it's one of the nicest features, though how you get it varies by camera.

What smart detection can spot

Depending on the camera and your plan, the camera can tell you specifically when it sees a **person**, a **vehicle**, a **pet**, or a **package** left at the door — and alert you only for the ones you care about. So you can ask it to ping you for people and packages, but stay quiet about the neighbor's cat.

How you get it

This is where it gets a touch confusing, so here's the honest picture. Some newer cameras can spot a person **for free, on their own**. For most cameras, though, the fuller smart detection (person, vehicle, package, and so on) comes with the paid **Cam Plus** plan, which we cover fully in the next part. Either way, you turn it on under the camera's **Detection Settings**, usually labeled **Smart Detections** or **AI Detection**.

GOOD TO KNOW

"AI" here just means the camera recognizing shapes

You'll see the term **AI** (artificial intelligence). Don't let it sound grand — in this case it just means the camera has been taught to recognize the shape of a person, a car, and so on, so it can label what it sees. It's a clever convenience, not a crystal ball; it gets it right the great majority of the time.

TIP

This is the setting worth having

If your nuisance alerts come from cars and critters, turning on person-only alerts is often the cure that beats all others. A camera that buzzes you *only* when a person appears is about as useful as a doorbell. It's the main reason many folks find Cam Plus worth its small monthly cost — more on that next.

CHAPTER 20

Getting Alerts Right for Your Life

Beyond the camera's own settings, a few habits make your alerts fit comfortably into your day rather than ruling it.

Quiet hours and "do not disturb"

If camera buzzes wake you at night, you have two gentle options. Your **phone** has a "Do Not Disturb" or "Focus" setting that silences everything during hours you choose — the camera still records, your sleep just isn't broken. And within Wyze you can schedule some notifications for certain hours only. Either way, the clips are waiting in the morning.

Deciding which cameras may buzz you

Not every camera needs to interrupt your day. A sensible setup for many folks: let the **front door** and **outdoor** cameras send alerts (those are where surprises happen), and let the **indoor** ones record quietly, to be checked when you choose. You decide, camera by camera.

TIP

If the phone buzzes too much, the problem is fixable — don't just mute it

The temptation, when a camera over-alerts, is to silence it entirely — and then it never tells you the one thing you needed to know. Resist that. Spend ten minutes with the detection zone, sensitivity, and person-only alerts instead, and you'll keep the useful buzzes while losing the maddening ones.

WHAT THIS DOES FOR YOU

A camera that fits your life, not the other way round

Properly tuned, your cameras become a quiet, trustworthy helper: silent most of the day, speaking up only when there's something you'd genuinely want to know. That's the goal, and it's well within reach with the settings in this part.

PART 5

Recording & Playback: Keeping What Matters

The two ways your camera can save video — a little memory card in the camera, or Wyze's cloud with the Cam Plus plan — explained plainly, plus how to find and watch what happened earlier.

CHAPTER 21

The Two Ways to Record, Side by Side

Watching live is grand, but the real comfort is being able to go *back* and see what happened while you weren't looking. Wyze gives you two ways to save video, and you can use one, the other, or both. Let's lay them out plainly before the details.

The two ways	In a nutshell
A memory card in the camera	You slot a tiny microSD card into the camera, and it records onto that card — including, if you like, a continuous 24-hour film. The footage lives in the camera itself. One-time cost for the card; no monthly fee.
Wyze's cloud (Cam Plus)	A paid monthly plan that saves your event clips up on the internet ("the cloud"), so they're safe even if the camera is stolen or unplugged. Adds the longer clips and the person/package smarts. A small monthly or yearly fee.

And there's a third thing worth knowing: even with *no* card and *no* paid plan, most cameras still save a short clip to the cloud when they see motion, free, and keep it for a couple of weeks. So you're never left with nothing. Let's take each in turn.

GOOD TO KNOW

"The cloud" is just "saved on the internet"

When folks say video is saved "in the cloud," they simply mean it's kept on Wyze's computers out on the internet, rather than on a card in your hand. The upside: it survives even if something happens to the camera. The word sounds mysterious; the idea is ordinary.

CHAPTER 22

The Free Option: What You Get Without Paying

Let's be clear about what your camera does for **free**, with no subscription at all, because it's more than many folks expect — and for plenty of people it's plenty.

Free, on every camera

- **Live viewing**, any time, from anywhere — the heart of the whole thing.
- **Two-way talk** and **night vision**, as covered in Part 3.
- **Motion alerts** and a **short clip** saved to the cloud when the camera sees movement — typically a brief clip you can watch back, kept for roughly two weeks.
- **Local recording to a memory card**, if you add one (next chapter) — this is free and has no limits of its own.

What the free tier doesn't include

The free short clips have a couple of catches worth knowing. Each saved event clip is **brief** — a dozen seconds or so — and after one, the camera waits a few minutes (a "cooldown") before saving another, so a long event may not be caught end to end. And the smarter alerts (telling a person from a car and so on) are mostly reserved for the paid plan. If those limits don't bother you, the free tier is a genuinely useful camera at no ongoing cost.

> **TIP**
>
> **Try free first — you can always add a plan later**
>
> There's no need to decide about paying the day you unbox a camera. Run it free for a few weeks, see how you use it and whether the short clips and cooldown bother you. If they do, a card or a plan is a tap away. Many folks are perfectly happy never paying a cent.

CHAPTER 23

Recording to a Memory Card

A **microSD card** is a memory chip about the size of a fingernail that slips into a slot on the camera. With one in place, the camera can record on its own — including a continuous film of the whole day — and it costs you nothing beyond the card itself (a modest one-time purchase).

Choosing and inserting a card

1. Buy a **microSD card** — a common, inexpensive item. A 32 GB or 64 GB card suits most cameras; check your camera's page if you want the largest it supports.
2. With the camera unplugged (or as the app guides), find the small **card slot** on the camera — often near the base or behind a little cover.
3. Slide the card in, the printed side facing as shown, until it clicks. It only fits one way; don't force it.
4. Open the camera's **settings** in the app, find **Local storage** or **microSD card**, and the app confirms it sees the card. You may be asked to **format** it (prepare it) — say yes; that just readies the card for recording.

Continuous vs. event recording on the card

In **Local storage** settings you choose how the card records:

- **Continuous** — films all the time, a complete record. The card fills up and then records over the oldest footage automatically, so it never "runs out" — it just keeps the most recent days.
- **Events only** — records just when motion happens, which stretches the card much further.

WHAT THIS DOES FOR YOU

Your own footage, no monthly fee

A memory card gives you something the free cloud clips don't: a **full, gap-free** record you own outright, with no cooldown and no subscription. For watching back exactly what happened and when — a delivery, a fender-bender in the driveway — it's wonderful, and it's a one-time cost.

HEADS UP

The card's weakness: it's in the camera

The one catch with a card: because the footage lives inside the camera, if the camera is stolen or damaged, the footage goes with it. That's the very gap the cloud plan fills. For most indoor and well-placed cameras, a card is plenty; for a camera guarding against theft, some folks like the cloud as a backstop too.

CHAPTER 24

Cam Plus: The Paid Cloud Plan

Cam Plus is Wyze's paid subscription. For a small monthly or yearly fee it lifts the limits of the free tier and adds the smart alerts. It's optional — your camera works without it — but many folks find it well worth the modest cost. Here's exactly what it adds.

What Cam Plus gives you

- **Full-length event clips** — instead of a dozen-second snippet, it records the whole event from start to finish.
- **No cooldown** — it catches back-to-back events, so nothing slips through the gap.
- **Smart detection** — person, vehicle, pet, and package alerts (the Part 4 feature), so you're told *what* it saw, not just that something moved.
- **Cloud history** — your events are saved up on the internet, safe from a stolen or unplugged camera, and viewable in the app's Events tab.

Rough cost

Prices change, so I'll keep this to a rough range rather than a figure that may be out of date by the time you read it. Cam Plus is in the neighborhood of **a couple of dollars a month per camera**, with a discount if you pay for a year at once, and a "bundle" if you have several cameras. Check the current price in the app under **Account** > **Services**, or on wyze.com, before you decide — that's always the honest, up-to-date number.

HEADS UP

Watch the per-camera math, and the auto-renewal

Cam Plus is usually priced *per camera*, so three cameras cost roughly three times one (a bundle plan can help). And like most subscriptions it **renews automatically** until you cancel. Neither is a trap — just know what you're signing up for, and set a yearly reminder to ask yourself if you still want it.

FROM BILL

Not sure if a plan is worth it for you? Ask me

Whether you need Cam Plus, a memory card, both, or neither depends entirely on what you're using the camera for. I'm glad to talk it through with you honestly — including when the free option is all you need. No sales pitch; I don't sell the subscriptions. Call me at **(330) 200-8042**.

CHAPTER 25

Finding & Watching Past Events

Saving video is only half the story; the other half is finding the moment you want and watching it back. There are two places to look, matching the two ways of recording.

The Events tab — your saved clips

1. Tap **Events** along the bottom of the app.
2. You'll see a list of clips, newest at the top, each with the time and (if you have smart alerts) a label like "Person" or "Package."
3. Use the **filters** at the top to narrow it — a certain camera, a certain day, or only "Person" events — so you're not scrolling through every leaf that blew past.
4. Tap any clip to watch it. You can save the ones you want to keep to your phone, or share them.

Playback — scrubbing through card footage

If you have a memory card recording continuously, you can travel back through the *whole* day, not just the saved events:

1. Open the camera's **live view**.
2. Tap **Playback** (sometimes **View Playback** or an "SD card" symbol).
3. You'll see a **timeline** — a strip you can slide left and right to move through the hours. Slide to the time you want and watch what the camera saw then.

> **TIP**
>
> **Note the time, then go straight to it**
>
> If you know roughly when something happened — "around three yesterday afternoon" — the timeline playback takes you right there in seconds. When you don't know the time, the Events list with its filters is the faster way to hunt. Two tools; pick the one that fits what you know.

CHAPTER 26

Saving a Clip to Keep or Share

Now and then you'll catch something you want to hold onto — a package thief, a sweet moment, proof of a delivery — and send to someone or keep for good. Here's how to get a clip off the camera and into your hands.

Saving to your phone

1. Open the clip (from **Events**) or the moment you want (from **Playback**).
2. Look for a **download** or **save** symbol (often a little downward arrow, or the word "Save").
3. Tap it. The clip saves into your phone's own **Photos**, right alongside your pictures, where it's yours to keep.

Sharing it on

Once a clip is in your phone's Photos, you can send it to anyone the usual way — by text, email, or however you share pictures. Or share straight from the Wyze app with a **share** button on the clip. Handy for sending the grandkids a funny moment, or giving the police a clear copy if ever it's needed.

STAY SAFE

Download the one that matters — don't rely on it staying forever

Cloud clips don't live forever; the free ones roll off after a couple of weeks, and even card footage records over itself in time. So if a particular clip matters — anything you might need as proof — **download it to your phone that same day**. Once it's in your Photos, it's safe and it's yours.

WHAT THIS DOES FOR YOU

Proof in your pocket

Being able to save and send a clear clip turns your camera from a live window into a record you can act on — showing a delivery company the package did arrive, giving a neighbor a heads-up, or handing police real evidence. A few taps, and the moment is preserved.

PART 6

The Different Kinds of Camera

A short, friendly chapter on each special type — the swiveling pan camera, the cordless outdoor and battery cameras, the video doorbell, and the floodlight camera — and what each is best at.

CHAPTER 27

The Pan Camera: One Camera, Every Corner

The **pan camera** (Wyze calls its line "Cam Pan") is an indoor camera that can turn. Where a plain camera stares at one fixed spot, a pan camera can **swivel left and right** and **tilt up and down** — so one camera can keep an eye on a whole room.

Moving the camera from your phone

In the live view, you steer the camera yourself: either **swipe** on the picture in the direction you want it to look, or tap the on-screen **arrows**. The camera quietly turns to match. It's rather satisfying — a bit like being there, turning your own head.

Handy pan-camera tricks

- **Motion tracking** — you can set the camera to *follow* a moving person or pet around the room on its own. Turn it on in the camera's settings (look for "Motion Tracking"). Lovely for keeping a pet, or a wandering loved one, in view.
- **Saved spots (waypoints)** — some pan cameras let you save favorite positions and even sweep between them automatically, so one camera patrols the room.
- **A privacy turn-away** — many can physically rotate the lens to face down or into its base when you want it to see nothing at all. More on that in Part 7.

TIP

Best for one big room

A pan camera shines in a single large space you want full coverage of — a living room, a shop floor, a big kitchen. For a fixed spot like a doorway, a plain camera is simpler and cheaper. Match the camera to the job and you won't overspend.

CHAPTER 28

Outdoor & Battery Cameras: No Cord Needed

Wyze makes cameras built for the outdoors — weatherproof, so rain and cold don't bother them. Some still plug in; others run on a **rechargeable battery** so they need no cord at all, which opens up spots where there's no outlet — a far corner of the yard, a barn, a fence post.

What makes them different

- **Weatherproof** — made to sit out in the elements year-round. (Still, a little shelter from direct downpour and blazing sun helps any camera last.)
- **Battery-powered** models charge up with a cable every so often — the battery lasts weeks to months between charges depending on how much it sees. Some pair with a small **solar panel** that tops the battery up from daylight, so you may rarely charge it at all.
- **Some use a base station.** Certain outdoor lines include a small indoor "base" that plugs in and relays the cameras to your Wi-Fi. If yours came with one, set the base up first, then add the cameras to it.

Caring for a battery camera

1. **Charge it full** before mounting, so you start with a long runway.
2. **Watch the battery level** in the app now and then (it shows a battery symbol). When it gets low, the app nudges you.
3. To recharge, bring the camera in (or take the cable out to it) and plug it in until full. A solar panel, aimed at good daylight, stretches the time between charges a long way.

HEADS UP

Battery cameras sip power — so they nap

To make the battery last, a battery camera isn't filming every second — it mostly sleeps and wakes when it senses motion. That means the *very* start of an event can be missed, and live view takes a second to "wake up." It's the trade for going cordless. A plugged-in camera, where you have an outlet, is always watching.

WHAT THIS DOES FOR YOU

A camera anywhere, no electrician

The real gift of a battery or solar camera is freedom: you can watch a spot that's nowhere near an outlet — a gate, a shed, the far side of the house — with no wiring, no electrician, no trench for a cord. Charge it, mount it, and it keeps watch on its own.

CHAPTER 29

The Video Doorbell: See Who's There

A **video doorbell** is a camera built into a doorbell button by your front door. When someone presses it — or just walks up — you get a notification and can **see and talk to them** from your phone, whether you're in the back bedroom or out at the store. It's one of the most genuinely useful cameras there is.

Two kinds: wired and battery

- **Wired** doorbells connect to the two little wires your existing doorbell already uses, so they never need charging — but fitting one means working with those wires.
- **Battery** doorbells need no wires at all; they stick up with a bracket and recharge every so often, like a battery camera. Much simpler to put up yourself.

What you can do with it

- **See and speak** to whoever's at the door before deciding to open it — a real comfort, and a real deterrent to anyone up to no good.
- **Answer from anywhere** — tell a delivery driver where to leave a parcel, or let a visitor know you're on your way, even when you're not home.
- **Get a package alert** (with the smart detection from Part 4) when something's left on the step.

> **FROM BILL**
>
> **Wired doorbells: happy to fit it for you**
>
> A battery doorbell most folks can put up themselves. A *wired* one means connecting to your home's doorbell wiring and sometimes a small part called a chime — fiddly, and easy to get wrong. That's a perfect house-call job. Call me at **(330) 200-8042** and I'll fit it cleanly and make sure it rings right.

CHAPTER 30

The Floodlight Camera: Light and Sight Together

A **floodlight camera** is an outdoor camera with bright lights built in. When it senses motion after dark, the **lights blaze on** — lighting the way for you, and startling off anyone who shouldn't be there — while the camera records it all in full color. It's a porch-light and a security camera in one.

What it's best for

- A **driveway, back yard, or side path** you want both lit and watched.
- Replacing an old motion-sensor floodlight with one that also records and alerts your phone.
- Deterrence — a sudden flood of light does more to send an unwelcome visitor packing than a silent camera ever could.

Setting the lights to suit you

In the camera's settings you can usually set **how bright** the lights come on, **how long** they stay on after motion stops, and **when** they're allowed to trigger (dusk to dawn, say). You can also switch the light on by hand from the app when you want to light the yard for a moment.

HEADS UP

Mind your neighbors with the lights

A bright floodlight is wonderful on your own property and a nuisance shining into a neighbor's bedroom window. Aim it down at your own ground, and use the brightness and timing settings to keep it neighborly. A little courtesy here keeps the peace on the street.

FROM BILL

Floodlights often mean a ladder and wiring

A floodlight camera usually mounts high and, in the wired versions, connects to outdoor electrical wiring — ladder work, and work best done safely and correctly. If that's not your cup of tea, it's exactly what I'm here for. I'll mount it high, aim it right, and wire it safely.

CHAPTER 31

Which Camera for Which Job?

With so many kinds, it's natural to wonder which you actually need. Here's a plain cheat-sheet matching the common jobs to the camera that does them best.

What you want to watch	The camera that fits
A single doorway or room, near an outlet	A plain indoor cam — simplest and cheapest
A whole room, with no blind spots	A pan camera that swivels and can track
Who's at the front door	A video doorbell
A yard or driveway, wanting light too	A floodlight camera
A spot outdoors with no outlet nearby	A battery or solar outdoor camera
A loved one's room, to see and hear	A plain indoor cam (with sound alerts on)

TIP

Start with one, grow as you go

You don't have to buy a camera for every corner at once. Most folks start with the one spot that worries them most — usually the front door — get comfortable, and add others over time. They all join the same app and the same account, so growing your little system is easy whenever you're ready.

WHAT THIS DOES FOR YOU

A system shaped to your home

Because the pieces mix and match, you can build exactly the coverage *your* home needs — a doorbell out front, a floodlight on the drive, a plain cam on the back porch, all in one app. No two homes need the same set, and that flexibility is a big part of what makes these cameras so sensible for the money.

PART 7

Privacy, Security & Peace of Mind

An honest, no-scare talk about keeping your cameras — and the private corners of your home — truly yours: strong sign-in, firmware updates, where not to point a camera, sharing with family, and Wyze's past stumbles told straight.

CHAPTER 32

The Honest Truth About Wyze's Past Stumbles

I promised you honesty, so let's start this part with it. Wyze cameras are a wonderful value and I recommend them — but the company has had a few real, well-publicized privacy problems over the years, and you deserve to hear about them plainly, not have them glossed over. Knowing the history helps you set things up wisely.

What actually happened

- **In 2019**, a mistake left a batch of Wyze customer information (such as email addresses) exposed online for a time.
- **In late 2023, and again in early 2024**, during service outages, a technical glitch briefly let some users see *thumbnail images* — and in some cases short video — from cameras that weren't theirs. Wyze said the 2024 event touched a small fraction of accounts (it reported the great majority were unaffected) and traced it to a flaw in software it had recently added. It fixed the cause and notified affected users.
- Over the years there have also been **security weaknesses** found and patched in older cameras — the ordinary business of any connected device, but worth updating for (next chapter).

What to make of all this

I won't tell you this is nothing — being shown into a stranger's home, however briefly, is exactly the kind of thing that shouldn't happen. But I also won't tell you to throw the cameras out. These were glitches that were found, reported, and fixed, affecting a small share of users during rare outages — not someone deliberately watching you. Every camera company that sends video to the cloud carries some version of this risk. The sensible response isn't fear; it's the handful of simple habits in the rest of this part.

GOOD TO KNOW

Why I still recommend them, honestly

I weigh the real, occasional, quickly-fixed glitches against the genuine, everyday good these cameras do — and for most folks the cameras come out well ahead, especially set up thoughtfully. But you're the one who gets to decide what you're comfortable with, and I'd rather you decide with the full picture than a rosy one. That's the deal between us.

TIP

The one habit that matters most

If you take just one thing from this part: a camera that watches a **doorway, porch, or yard** carries almost no privacy worry even in a rare glitch — it's a view a passerby could see anyway. It's cameras pointed at *private* indoor spaces that deserve the extra care in the chapters ahead. Where you point it is your strongest protection.

CHAPTER 33

A Strong Sign-In: Password & Two-Factor

The front door to your cameras is your Wyze account, and a strong sign-in keeps it firmly shut to everyone but you. We set up two-factor back in Part 2; here's the whole picture in one place.

A strong password, made simple

- **Long beats complicated.** A phrase of a few words — something like **QuietMaple-Porch7** — is both strong and easy to remember.
- **Unique to Wyze.** Don't reuse the password from your email or bank. If one place is ever breached, the others stay safe. This matters especially for cameras.
- **Not guessable.** Skip your name, your birth year, your pet, and "password123."

To change it: in the app, tap **Account**, then **Account** or **Security**, then **Change Password**.

Two-factor — the second lock, again

If you haven't yet turned on **two-factor** (that second code sent to your phone), please do — it's in **Account** > **Security**, and it's the single strongest thing you can do to keep others out of your cameras. We walked through it step by step in Part 2, Chapter 6.

TIP

Write it down — on paper, at home

Forget the advice about never writing passwords down; for most folks at home, a small notebook in a private drawer is safer than a weak password you can actually remember. Just don't carry it in your wallet or tape it to the camera. Paper in a drawer at home is fine.

STAY SAFE

Beware fake "Wyze" emails and calls

Scammers send emails and make calls pretending to be from Wyze, hoping you'll hand over your password or a code. Real Wyze never asks for your password or asks you to read back a code. If a message about your account feels off, don't click its links — open the app yourself instead, or call me and I'll take a look with you.

CHAPTER 34

Keeping the Camera Updated (Firmware)

Every so often Wyze sends out an improvement to the software *inside* the camera itself — this is called **firmware**, and keeping it current is one of the quiet, important ways you stay safe. Updates fix bugs and close security gaps, so a camera that's up to date is a camera that's protected against problems already discovered and solved.

Checking for and installing updates

1. In the app, open a camera and tap the **gear** (settings).
2. Look for **Device Info** or **Firmware**. It'll tell you if an update is waiting.
3. If one is, tap **Update** and let it finish — the camera goes quiet for a minute or two and comes back. Don't unplug it mid-update.
4. The app often flags updates for you on the Home screen too; when it does, it's fine to say yes.

TIP

Update when it's convenient, and all at once

If you have several cameras, the app may let you update them together from one spot. There's no harm in waiting a day for a good moment — just don't ignore updates for months on end. A quick yes every now and then keeps every camera current and safe.

WHAT THIS DOES FOR YOU

Staying patched is staying protected

Most of the security weaknesses you ever hear about are ones the maker has already fixed in an update — so the people left exposed are simply the ones who never updated. Saying yes to updates puts you firmly in the protected group, with no effort beyond a tap. It's the easiest security habit there is.

CHAPTER 35

Where Not to Point a Camera

A camera is a tool, and like any tool it's all in how you aim it. A little thought about *where* a camera looks protects your own privacy, keeps the peace with neighbors, and keeps you on the right side of good manners and the law.

Inside your home

- **Think hard before bedrooms and bathrooms.** These are the most private rooms in the house. If you ever do need a camera in such a room — watching over someone who's unwell, say — be sure everyone who uses that room knows it's there and agrees.
- **Tell guests and household helpers.** Anyone who visits or works in your home — family, a cleaner, an aide — deserves to know a camera is present. It's courteous, and in some places it's required.
- **Use the privacy controls when you want the camera to see nothing.** Many cameras can be turned off, or physically rotated to face their own base, from the app (next section).

Outside your home

- **Aim at your own property** — your door, your drive, your yard. Avoid pointing into a neighbor's windows, yard, or private space.
- **A public sidewalk or the street** is generally fine to have in frame, since anyone can see it anyway — but there's no need to zoom in on the neighbors.
- **Mind audio, too.** Recording sound of private conversations next door is a different matter from recording your own porch. Keep the microphone aimed, in effect, at your own space.

STAY SAFE

Turning a camera's eyes off when you want privacy

When you want a camera to see *nothing* — you're home and want your privacy back — you can turn it off in the app (a power or "privacy" switch), or, on a pan camera, rotate the lens down into its base so it's physically looking at nothing. Use this freely. It's your home, and you're always in charge of when the camera watches.

GOOD TO KNOW

A quick word on the law

Rules about recording — especially recording *audio*, and especially of other people — vary from place to place. The safe and decent rule covers nearly all of it: point cameras at your own property, tell people in your home they're there, and don't record private spaces that aren't yours. Do that and you'll be fine. If you're ever unsure about a tricky spot, ask.

CHAPTER 36

Sharing Access with Family

One of the kindest uses of these cameras is **sharing** them — letting a son or daughter help keep an eye on the front door, or letting the whole family check in on Mom's porch. Wyze lets you share a camera with other people's accounts, so they can see it too, without handing over your password.

How sharing works

1. The person you're sharing with needs their **own free Wyze account** (they make one the same way you did, in Part 2).
2. In your app, open the camera, tap the **gear**, and look for **Share** or **Sharing**.
3. Enter the **email address** of their Wyze account and send the invitation.
4. They accept on their phone, and from then on that camera appears in their app too. You can **remove** their access any time from the same Sharing screen.

Why share rather than share a password

It's tempting to just give a family member your password so they can log in — but please don't. Proper sharing is far better: each person keeps their own sign-in, you can give access to *one* camera without the others, and you can take it back cleanly whenever you like, all without anyone ever knowing your password. It keeps your account yours.

WHAT THIS DOES FOR YOU

Many eyes, shared comfort

Sharing turns a camera into a family affair in the best way: the kids can glance at your front door from their own homes, you can all keep a gentle watch on an elderly parent together, and no one has to be the only one responsible. It's peace of mind, divided among the people who love each other — and that's lighter for everyone to carry.

HEADS UP

Share only with people you trust completely

Sharing gives that person a live window into whatever the camera sees. That's wonderful for close family — and worth a second thought for anyone else. Share with the people you'd hand a house key to, and no further. And if a relationship changes, remember you can remove access in a few taps.

CHAPTER 37

Your Five-Minute Privacy Setup

Let's gather everything in this part into one short checklist you can run through once and then stop worrying about. Five minutes, and your cameras are set up as safely as they sensibly can be.

The checklist

1. **Strong, unique password** on your Wyze account — a few-word phrase, not reused anywhere else.
2. **Two-factor turned on** (Account > Security), so a password alone can't get anyone in.
3. **Firmware up to date** on every camera — say yes when the app offers an update.
4. **Cameras aimed thoughtfully** — at your own doors, drives, and yards; away from private indoor rooms and neighbors' windows.
5. **Sharing limited** to close family who have their own accounts — never by handing out your password.
6. **Know the off switch** — how to turn a camera off or rotate it away when you want your privacy back.

FROM BILL

Want to do this together, properly, once?

Setting up your privacy and security the right way the first time — password, two-factor, updates, aiming, sharing with the family — is exactly the kind of thing I love to sit down and do with folks, so you can stop thinking about it. Call me at **(330) 200-8042** and we'll get it all squared away together, calmly, in one visit.

WHAT THIS DOES FOR YOU

Set up once, relax for good

None of these steps takes long, and none needs doing again often. Run through the list once and your cameras do their job — watching your home — while your privacy stays firmly in your own hands. That's the whole aim: the good of the camera, with the worry taken out.

PART 8

Fixing Hiccups & When to Call Bill

The handful of everyday problems and their simple cures, a plain-English glossary, a tear-out cheat-sheet, and an honest word about when to pick up the phone.

CHAPTER 38

When a Camera Won't Connect or Goes Offline

The most common hiccup, by far, is a camera that says **Offline** or "can't connect" — meaning the app can't reach it right now. It sounds alarming but it's nearly always something small, and these steps fix the great majority of cases.

The five things to try, in order

1. **Check the camera has power.** Is the cord still snug in the camera and the outlet? Is the outlet live (not on a switch that's off)? A nudged cord is the number-one cause.
2. **Check your internet.** Open something else on your phone to be sure your home Wi-Fi is working. If the whole internet is down, the camera can't do a thing until it's back.
3. **Restart the camera.** Unplug it, count to ten, plug it back in. Give it a minute to start up and reconnect. This alone fixes most offline cameras.
4. **Close and reopen the app.** Fully close the Wyze app and open it fresh. Clears up a lot of "it's stuck" moments.
5. **Restart your router.** If several cameras are offline at once, the trouble is likely the Wi-Fi itself — unplug the router for a minute and plug it back in.

> TIP
> **"Turn it off and on again" really is the answer**
> It sounds like a joke, but unplugging the camera (or the router) for a moment and plugging it back genuinely fixes most everyday trouble. It's the first thing I try on a call, and nine times in ten it's all that's needed. It never deletes a thing, either.

If it's still offline

If a camera stubbornly won't come back, try removing it from the app and adding it again (Part 2) — this re-does the Wi-Fi handshake and often does the trick. And if it still won't, that's a fine time to call me; sometimes it's a weak Wi-Fi signal at that spot, which has its own fixes (a few chapters on).

CHAPTER 39

Wi-Fi Trouble: Weak Signal & the 2.4 GHz Catch

A great many camera problems are really Wi-Fi problems wearing a disguise. A camera needs a steady signal where it sits; too weak, and it drops offline, stutters, or won't set up at all. Here's how to sort out the two most common Wi-Fi snags.

Weak signal at the camera's spot

- **Test before you mount** — watch the live view at the spot for a minute. Choppy or "reconnecting"? The signal's weak there.
- **Move the camera closer** to the router if you can, or move the router somewhere more central and higher up.
- **Add a Wi-Fi extender** — an inexpensive gadget that plugs in partway and stretches your Wi-Fi farther into the house or yard. A good cure for a far-flung camera.

The 2.4 GHz catch

Remember the two "flavors" of Wi-Fi from Part 1 — 2.4 GHz and 5 GHz? Many Wyze cameras connect only to the **2.4 GHz** one. If a camera refuses to finish setup, this is the usual reason: your phone may be on the 5 GHz flavor, and the camera can't follow it there. The fix is simply to make sure you choose the 2.4 GHz network during setup. On many home routers both flavors share one name and it sorts itself out; on others they have separate names (often one ending in "-5G").

> **FROM BILL**
>
> **Wi-Fi puzzles are my bread and butter**
>
> If a camera's trouble turns out to be the Wi-Fi — a weak signal in a far room, the 2.4 GHz muddle, a router that needs a nudge — that's squarely what I do. Call me at **(330) 200-8042** and I'll get your signal reaching every camera, which fixes the camera trouble right along with it.

CHAPTER 40

Picture, Sound & Alert Troubles

A few more everyday gremlins and their simple cures — the small annoyances that are quick to put right once you know the usual cause.

If this happens…	Try this
Picture is blurry	Gently clean the lens with a soft, dry cloth — a fingerprint or dust is the usual culprit. Peel off the clear plastic film if the camera is new.
Night picture is all white	Night vision is reflecting off a window. Turn night vision Off for a camera behind glass, or move it outside (Part 3).
No sound when watching live	Tap the speaker/sound button to unmute; check your phone's volume isn't down.
They can't hear me talk	Check your phone isn't muted and that Wyze is allowed to use the microphone (your phone's settings).
Too many alerts	Set a detection zone, lower the sensitivity, and turn on person-only alerts (Part 4).
No alerts at all	Both switches must be on: notifications in the Wyze app, and Wyze allowed to notify in your phone's settings (Part 4).

TIP

One change at a time

When you're sorting out a gremlin, change *one* thing, then check whether it helped, before changing the next. Change three things at once and you'll never know which one was the cure. Patience here saves you going in circles.

CHAPTER 41

A Plain-English Glossary of Camera Words

Cameras come with a vocabulary all their own, and the words can make simple things sound harder than they are. Here's a plain-English dictionary of the terms you'll meet. Keep it handy for the first few weeks; soon you won't need it.

Word	What it means
Wyze app	The free app on your phone where you watch and control all your cameras.
Wyze account	Your personal, free sign-in (email and password) that your cameras belong to.
Live view	Watching what a camera sees right now.
Wi-Fi	Your home's wireless internet, which the camera uses to reach your phone.
2.4 GHz / 5 GHz	Two "flavors" of Wi-Fi. Many Wyze cameras use only 2.4 GHz.
QR code	The square barcode you hold the camera up to during setup.
microSD card	A tiny memory card that slots into the camera so it can record on its own.
The cloud	Storing video on the internet rather than on a card in the camera.
Cam Plus	Wyze's paid monthly plan — longer clips, no cooldown, and smart alerts.
Event	A saved clip of something the camera noticed — motion, a person, a sound.
Playback	Travelling back through recorded footage on a memory card.
Motion detection	The camera noticing that something moved in its view.
Detection zone	The part of the picture you tell the camera to watch (and what to ignore).
Sensitivity	How much movement counts as motion — turn down to quiet false alarms.
Smart / AI detection	The camera telling a person from a car, pet, or package.
Night vision	Seeing in the dark — in black-and-white (infrared) or color.
Two-way talk	Speaking through the camera and hearing back, like an intercom.
Firmware	The software inside the camera itself; keep it updated for safety.
Two-factor (2FA)	A second code sent to your phone, for a stronger sign-in.
Share	Letting another person's account see one of your cameras.

CHAPTER 42

Your Wyze Camera Cheat-Sheet

Tear this page out, or fold its corner. These are the everyday moves, all in one place.

Getting around the app

To do this…	Do this
See all your cameras	Tap Home (bottom of the app)
Watch one camera live	Tap that camera in the list
Make the picture big	Turn the phone sideways, or pinch to zoom
Change a camera's settings	Open it, tap the gear (cog)
Find saved clips	Tap Events (bottom of the app)
Add another camera	Tap the plus sign (+), Add Device

Everyday actions

To do this…	Do this
Talk through the camera	Live view → press and hold the microphone button
Hear the camera's sound	Live view → tap the speaker button to unmute
See in the dark	Settings (gear) → Night Vision → Auto
Save a clip to your phone	Open the clip → tap the download/save arrow
Watch what happened earlier	Live view → Playback → slide the timeline
Quiet too many alerts	Settings → Detection → zone, sensitivity, person-only

When something's wrong

Situation	What to do
Camera says Offline	Check its power, then unplug it 10 seconds and plug back in
Several cameras offline	Restart your router (unplug a minute, plug back in)
Won't finish setup	Make sure you pick the 2.4 GHz Wi-Fi; hold camera steady to the QR code
Night picture all white	Turn Night Vision Off for a camera behind glass
Getting no alerts	Turn on notifications in the app AND in your phone's settings
Stuck and unsure	Call Bill — (330) 200-8042

CHAPTER 43

Keeping Your Cameras Happy Year-Round

A camera asks very little of you once it's set up, but a few gentle habits keep the whole system running smoothly for years.

- **Say yes to updates** when the app offers them, for the app and the camera firmware alike (Part 7).
- **Wipe the lenses** now and then — a cobweb or a dusty lens is the quiet cause of many a blurry picture.
- **Check battery cameras' charge** every few weeks, and recharge before they run flat.
- **Peek at each camera's view** once in a while — a bumped camera may have drifted off its aim, or a growing bush may have crept into the shot.
- **Download any clip that matters** the same day (Part 5) — don't count on it staying in the cloud forever.

TIP

A two-minute seasonal check

Once a season — when the clocks change is an easy reminder — spend two minutes running down this list: updates, lenses, batteries, aim. It heads off the little problems before they become the day your camera isn't watching when you needed it to be.

WHAT THIS DOES FOR YOU

Set up well, they just work

The lovely thing about these cameras is how little they ask once they're settled in. A quick seasonal glance, a yes to the odd update, and they quietly keep their watch over your home year after year, asking almost nothing of you in return.

CHAPTER 44

When to Call Bill

I built this book so you could do most things with your Wyze cameras yourself, at your own pace, with confidence. And you can. But part of doing things well is knowing when a task is worth handing to someone who does it every day — so you can spend your time enjoying the peace of mind instead of wrestling with a ladder or a Wi-Fi puzzle. Here's my honest take on when to pick up the phone.

Good reasons to call

- You'd like your cameras **installed and aimed** properly — mounted on the wall, cord hidden, angle just right — without getting on a ladder yourself.
- You want help getting the **Wi-Fi to reach** a far camera, or sorting out the 2.4 GHz muddle.
- You're fitting a **wired doorbell or floodlight** and would rather not work with the wiring.
- You want your **privacy and security set up right the first time** — password, two-factor, updates, sharing with family — so you can stop worrying about it.
- You'd like to sit down and **learn the app** with a patient person beside you.
- Something isn't working the way this book describes, and you've tried the quick fixes once or twice.

What working with me is like

I'm Bill, and I run **Bill's Home Tech** right here in Portage County, Ohio. I've spent **30+ years** helping people feel at home with their technology, and I treat every call the way I'd want my own parents treated: patiently, in plain English, with no rushing, no jargon, and never, ever any eye-rolling. There is no such thing as a silly question with me.

How to reach me	
Call or text	(330) 200-8042
Book online	billshometech.com/book
Where I serve	Portage County, Ohio and nearby
What I can do	Install, aim, and set up cameras · fix Wi-Fi and offline cameras · set up privacy and sharing · teach you the app
What it costs	Fair, honest, and told to you up front — no surprises

FROM BILL

You're never a bother — that's the whole job

Some folks hesitate to call because they don't want to be a nuisance. Please don't feel that way. Helping you is not an interruption to my work — it *is* my work, and it's work I love. Whether it's a five-minute question or mounting cameras all around the house, I'm glad to help. That's what I'm here for.

GOOD TO KNOW

If you reach my website, you may meet Sophie

When you visit billshometech.com, you might be greeted by **Sophie**, my friendly assistant on the site. She can answer quick questions and help you book a time with me. She's there to make reaching me easier — but a real person (me) always does the actual help.

Thank you for letting me be your guide to your Wyze cameras. Take your time, enjoy the comfort of seeing your home whenever you wonder, keep your privacy firmly in hand, and remember — you really can't break it, and you're never stuck alone. I'm proud of you for learning something new.

— Bill