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## Wyze Wyze Cam App

# Wyze Cam App User Manual

Your comprehensive guide to managing Wyze devices.

## 1. INTRODUCTION

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Welcome to the Wyze Cam App User Manual. This guide provides detailed instructions on how to install, set up, operate, and maintain your Wyze Cam App for seamless management of your Wyze cameras and smart home devices. The Wyze Cam App serves as the central control hub, allowing you to view live streams, record footage, receive alerts, and configure various settings for your connected Wyze products. For the best experience, ensure your mobile device meets the minimum system requirements and has a stable internet connection.

## 2. SETUP AND INSTALLATION

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### 2.1 Downloading the App

The Wyze Cam App is available for both iOS and Android devices.

- **For iOS Devices:** Open the Apple App Store, search for "Wyze", and tap "Get" to download and install.
- **For Android Devices:** Open the Google Play Store, search for "Wyze", and tap "Install" to download and install.

### 2.2 Creating a Wyze Account

1. Launch the Wyze Cam App after installation.
2. Tap "Sign Up" if you are a new user.
3. Enter your email address and create a secure password.
4. Follow the on-screen prompts to verify your email address.
5. If you already have an account, tap "Log In" and enter your credentials.

### 2.3 Adding a Wyze Device

After logging in, you can add your Wyze cameras or other smart devices.

1. On the app's home screen, tap the **+** icon in the top left corner.

2. Select "Add Device".
3. Choose the type of Wyze device you wish to add (e.g., Wyze Cam v3).
4. Follow the specific on-screen instructions for your device, which typically involve:
  - Powering on the device.
  - Pressing a setup button on the device.
  - Scanning a QR code or connecting to a temporary Wi-Fi network broadcast by the device.
  - Entering your home Wi-Fi network credentials.
5. Once connected, name your device for easy identification.

## 3. OPERATING THE WYZE CAM APP

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### 3.1 Live View and Playback

- **Live View:** Tap on a device from the home screen to access its live video feed. You can pinch to zoom, rotate your device for full-screen view, and use on-screen controls for two-way audio or recording.
- **Playback:** Below the live view, a timeline allows you to review recorded footage. Drag the timeline to navigate to specific times. Events (motion/sound) are often marked for quick access.

### 3.2 Device Settings

Each device has its own settings menu, accessible by tapping the gear icon (⚙️) in the top right corner of the live view screen.

- **Detection Settings:** Configure motion detection sensitivity, detection zones, and sound detection.
- **Event Recording:** Enable or disable event recording, set cooldown periods, and choose recording duration.
- **Advanced Settings:** Adjust video quality, rotate image, enable/disable night vision, and manage local storage (SD card).
- **Notifications:** Customize push notifications for detected events.

### 3.3 Rules and Automations

Create custom rules to automate actions based on triggers (e.g., motion detected, time of day).

- Navigate to the "Rules" tab from the app's home screen.
- Tap the + icon to create a new rule.
- Choose between "Shortcut", "Schedule", or "Device Trigger" rules.
- Define the trigger (e.g., "When motion is detected by Camera A") and the action (e.g., "Turn on Wyze Bulb B").

## 4. MAINTENANCE

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### 4.1 App Updates

Regularly update the Wyze Cam App to ensure you have the latest features, bug fixes, and security enhancements. Enable automatic updates on your mobile device's app store settings, or manually check for updates.

## 4.2 Clearing App Cache

If the app experiences performance issues, clearing its cache can often resolve them.

- **For iOS:** Offload the app (Settings > General > iPhone Storage > Wyze > Offload App) or reinstall.
- **For Android:** Go to Settings > Apps & notifications > Wyze > Storage & cache > Clear cache.

## 4.3 Device Firmware Updates

Keep your Wyze cameras and devices updated with the latest firmware. The app will typically notify you when a firmware update is available. Navigate to the device's settings in the app and look for a "Firmware Update" option.

# 5. TROUBLESHOOTING

Problem	Possible Cause	Solution
App cannot connect to camera.	Weak Wi-Fi signal. Incorrect Wi-Fi password. Camera is offline.	Ensure camera is within Wi-Fi range. Verify Wi-Fi password in app settings. Power cycle the camera and router.
No notifications received.	App notifications disabled. Detection settings not configured. Do Not Disturb mode active.	Check app notification settings and phone's system notification settings. Ensure motion/sound detection is enabled for the camera. Disable Do Not Disturb mode on your phone.
Poor video quality or buffering.	Slow internet connection. High video quality setting.	Check your internet speed. Reduce video quality in camera settings (e.g., from HD to SD). Move camera closer to router.

# 6. SPECIFICATIONS

- **Supported Operating Systems:** iOS 12.0 or later, Android 7.0 or later.
- **Network Requirements:** Stable Wi-Fi connection (2.4GHz recommended for most Wyze devices).
- **Compatible Devices:** All Wyze Cam models (v1, v2, v3, Pan, Outdoor, etc.), Wyze Sense, Wyze Bulb, Wyze Plug, and other Wyze smart home products.
- **Storage:** App requires minimal internal storage; camera footage stored on SD card (if installed) or Wyze Cloud (subscription may be required).

# 7. WARRANTY AND SUPPORT

For information regarding product warranty, returns, or technical support, please refer to the official Wyze website or contact Wyze customer service directly.

**Official Wyze Support:** <https://support.wyze.com/>

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This manual is for informational purposes only. Specifications are subject to change without notice.