

How to set up Nest Cam

There are two ways to set up your Nest Cam or Dropcam. You can use a phone or tablet, or you can use a computer. This article will guide you through setting up your camera with a phone or tablet. Setup is simple - the Nest app will take you through the steps.

Before getting started

To set up your camera, your phone or tablet needs [Bluetooth LE](#) enabled and the latest version of the Nest app. See the following article to learn about the Nest app's minimum requirements:

[Nest app requirements for phones, tablets, and computers >](#)

Download the latest version of the Nest app for free from the [Apple App Store®](#) or [Google Play™](#).

Note: If you'd like to set up your camera with a computer, click the link below.

[How do I set up my camera using a Mac or Windows PC? >](#)

1. Log into your Nest Account with the Nest app

If you don't have an account, tap **Sign up** to create one for free using your email address.

[Learn more about the Nest app with your phone or tablet >](#)

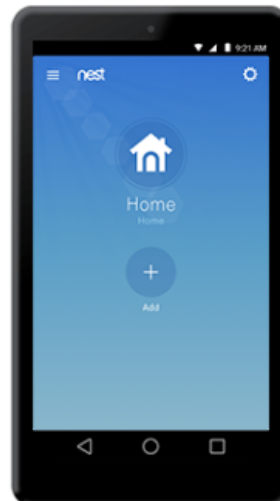
[What's a Nest Account and how do I create one? >](#)



2. Add a camera to your Nest Account

If you're new to Nest:

Once you're logged in, tap the **Add New** button from the Nest app home screen. Then choose which camera you'd like to add.

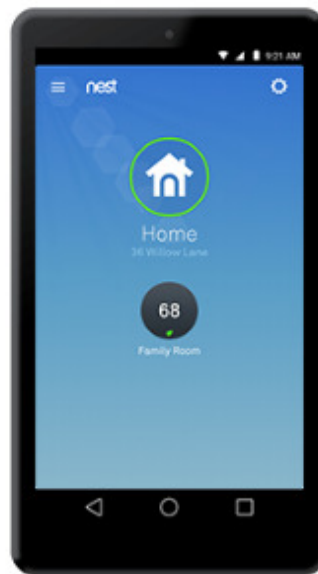


If you already own a Nest product:

Select the Settings icon (it's shaped like a gear) in the top right of the Nest app home screen. Tap **Add product**, then choose which camera you'd like to add.

Note: If you have more than one home in your Nest Account, make sure that you've first selected the home where you want to install your camera. Press the menu icon in the top left of the home screen to change homes.

[Managing multiple Nest products with your Nest Account >](#)

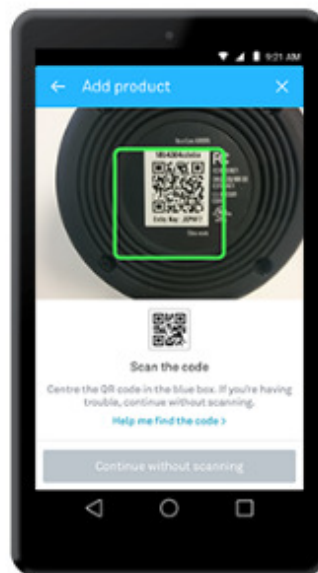


3. Scan the QR code

Use your phone or tablet's camera to scan the QR code on the back of your camera. Just point your phone or tablet's camera at the QR code. Fit the QR code into the blue box to complete the scan.

Note: You won't need to switch to your phone or tablet's camera app – simply scan the QR code from the Nest app.

If you have a Dropcam Pro, you'll be asked to enter in the serial number from the back of the camera. The serial number begins with 308cfb. Plug your camera in using the included USB power adapter before entering the serial number.



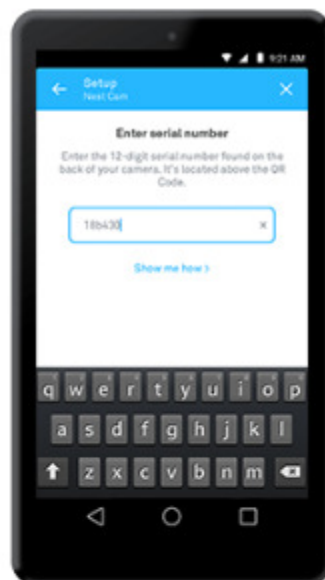
If the QR code Isn't working

If your phone or tablet is having trouble scanning the QR code, tap Continue without scanning. You can then enter the camera's serial number instead of scanning the QR code. You can find the 12-digit serial number on the back of the camera, next to the QR code.

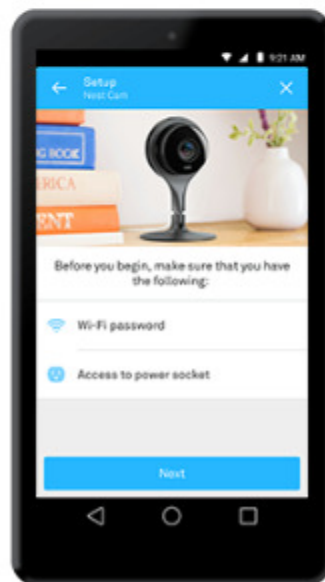
Your camera needs to have power for this step so you must plug it in using the included USB power adapter before entering the serial number.

If you're setting up a Nest Cam, you'll also need to enter the 6-digit Entry key. The Entry key is also next to the QR code.

[My phone's camera won't scan the QR Code, what can I do? >](#)



Before continuing on to the next step, make sure you have your Wi-Fi network password in hand and that your camera's power cable is able to reach a power outlet. Click **Next** to continue.

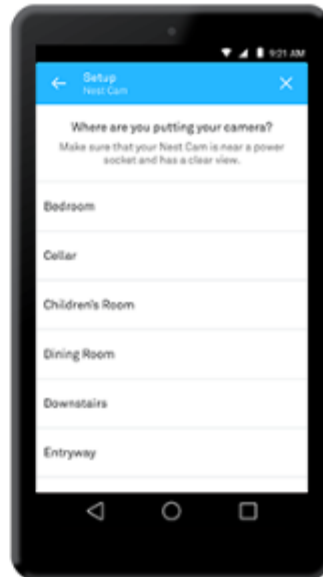


4. Select where your camera will be placed

Choose a pre-set location or create a custom location by selecting Custom at the bottom. The Nest app will use the location you choose to tell you where alerts are happening.

[Learn more about Nest Cam locations, names and labels >](#)

[Learn more about the alerts you'll get from your camera >](#)



5. Place your camera

Please read the safety guidelines before installing your Nest Cam, and make sure the location you chose complies with them:

- Keep Nest Cam out of reach of children and pets.
- Use it only indoors, between 32–104°F (0–40°C).
- Keep Nest Cam out of direct sunlight.
- Use only the USB cable and power adapter that came with Nest Cam.
- **WARNING:** Children have STRANGLED in cords. Keep Nest Cam's USB cable out of the reach of children: more than 3 feet (1 m) away.
- The Nest Cam magnetic wall mount should be installed no more than 6.5–13 feet (2–4 m) above the floor. If the camera falls, it could potentially cause harm.
- Before installing your mounting plate to a wall or ceiling, complete setup and continue through to Step 10 for detailed instructions on mounting your Nest Cam to a wall.

[What are the safety guidelines for my Nest Cam? >](#)



6. Plug In your camera

Nest Cam and Dropcam don't have a battery — plug your camera in to keep it powered at all times for continuous video streaming and recording. Use the included [USB cable](#) and power adapter to plug it into a power outlet.

If you entered your camera's serial number, your camera will already be plugged in.

[Do I need to keep my Nest Cam plugged in to a power outlet? >](#)

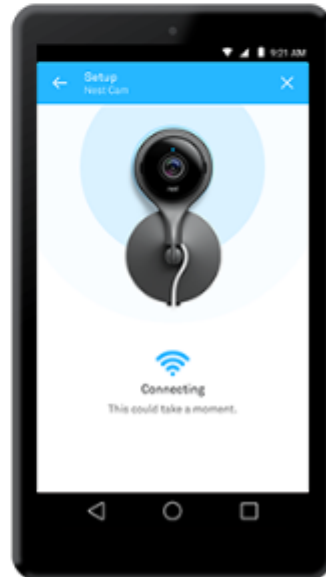
After your camera is plugged in, its LED will come on to let you know the camera is getting power. Press **Next** to continue.

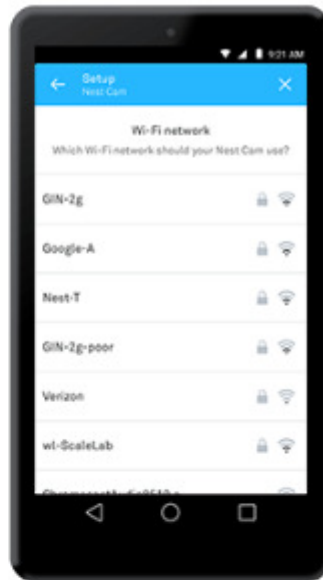


7. Connect to WI-FI

Your camera will scan for nearby Wi-Fi networks automatically. Wait a moment for the list of Wi-Fi networks to appear, then choose the Wi-Fi network you'd like your camera to use. You may also be asked to enter the Wi-Fi password.

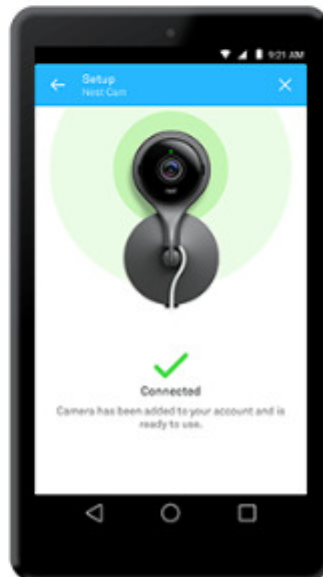
Note: It can take up to a minute to find and connect to your Wi-Fi network.





8. Finish setup

You're almost there. Your camera is now online and added to your Nest Account. The Nest app will guide you through some final customization steps.



9. Check your camera's view

Now that you've finished setup, use the app to check that your camera can see what you want to keep an eye on. If you're not satisfied with the view, you can move it without having to go through setup again.

You can move the slider to select your camera's video quality. 1080p offers the highest quality picture but requires more bandwidth than lower quality settings.

Note: Dropcam HD and Dropcam Pro will only see options for 360p and 720p.

[How much of my Internet connection's bandwidth does Nest Cam video streaming use? >](#)

Press **Next** when you've selected the quality you want. After you select the camera's video quality, the camera will restart. Your camera will go offline for a moment and then reconnect when it's ready.

You can change your camera's recording quality anytime with the Nest app. Feel free to experiment with different quality settings to find the one that works best with your Internet connection.

