WYZE Troubleshooting Basics

This guide provides general steps to resolve common issues with Wyze Cams.

1. Confirm that your Wyze app is up to date.
    a. In your Wyze app, navigate to the **Account** tab > tap **About**.
    b. Your current app version will be listed beneath the Wyze logo.
    c. Compare your app version to the latest app version listed on our Release Notes & Firmware page.
    d. If you find that your Wyze app is out of date, head over to your mobile device's app store, and update the Wyze app.
2. If possible, ensure that your camera's firmware is up to date.
    a. You can check this by going to the **Account** tab > **Firmware Update**.
    b. If there is an update available for the camera, please move forward with updating it.
3. Check that Bluetooth® is enabled for the Wyze app in your phone/tablet settings.
    a. Unpair any unused Bluetooth® devices from your phone, since this can take up phone resources.
    b. Toggle Bluetooth® off/on.
4. Verify that **Location Permissions** are enabled for the Wyze app in your phone/tablet settings.
    a. Make sure that it is set to **Always** or **While Using the App**.
    b. For iOS users, make sure that **Precise Location** is turned on.
5. Ensure your device is receiving power.
    - For wired devices, ensure the device is securely plugged into power or hardwired appropriately, if applicable.
    - For battery-powered devices, ensure the battery is fully charged and seated securely.
6. Check that you are connecting to the correct Wi-Fi network.
    - All Wyze Cams connect to 2.4 GHz Wi-Fi networks, but only some devices are compatible with 5 GHz Wi-Fi networks.
7. Move the device closer to your Wi-Fi router.
8. Reboot the Wi-Fi router.
9. Double-check your camera's settings to ensure they are set to achieve your desired results.
10. Power cycle the camera.

    - For wired devices, unplug the device or shut off the power at the breaker for at least 10 seconds, then plug it back in or restore power.
    - For battery-powered devices, remove the battery for at least 10 seconds, then reinsert it.
11. Factory reset the camera.
    - Note: These steps vary across different products. Be sure to check the steps for your specific device.

Disclaimer: This guide contains general troubleshooting steps for Wyze camera products. It does not cover all possible scenarios, steps, or issues, and may not apply to every Wyze device or firmware version. For device-specific troubleshooting steps, please visit our Wyze Help Center at https://support.wyze.com.