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Start here if you have a new Google Nest camera, or if you removed your camera from the app and want to add it back. To set up, the app takes you through the steps. You need the app to connect your camera to Wi-Fi and get recorded video, so you should always use the app to guide you through setup and installation. Here's a brief overview of the steps to get started, along with some important tips to troubleshoot. Important: Connect your camera to the app before you install or mount it. You need to scan the code on your camera to connect it to the app. 1. Download the app you need Depending on which camera model you have, use either the Google Home app or Nest app to set it up. Download the one you need from the Apple App Store or the Google Play Store. Use the Google Home app to set up the following Nest cameras: Nest Cam (wired) Nest Cam with Floodlight Nest Cam (battery) Use the Nest app to set up the following Nest cameras: Nest Cam IQ Indoor Nest Cam IQ Outdoor Nest Cam Indoor Nest Cam Outdoor 2. Add your camera to the app with the QR code Choose the instructions that match the app you use to set up your camera. If you haven't already done so, download the Home app from the Apple App Store or Google Play Store. Open the Google Home app . If prompted, sign in with your Google Account. Tap Devices . Add Google Nest or partner device . Choose the home you want to add your camera to, or select Add another home to create a new one. Then, tap Next. The app looks for nearby devices. When prompted, select the camera model you have as the device you want to set up. Use your phone's camera to scan your camera's QR code. You can also tap Continue without scanning and enter the setup code. Tip: If you don't know where the setup code is, tap Find the code for help. The app walks you through setup and installation. If you haven't already done so, download the Nest app from the Apple App Store or Google Play. Open the app and create an account. On the app home screen, tap Add . Scan the QR code on the back of your camera. You can also tap Continue without scanning and type the numbers at the top of the QR code. The app walks you through setup and installation. Open the Nest app . Note: If you have more than one home in your account, make sure to select the Nest home where you want to install your camera. Tap Menu to change homes. Tap Settings . Select Add product . Scan the QR code at the back of your camera. You can also tap Continue without scanning and type the numbers at the top of the QR code. Follow the rest of the on-screen prompts. After setup in the Nest app, you can add your Nest camera to your home in the Home app. This lets you control your camera and other compatible connected devices (like a smart bulb or Google speaker) in the same place. Set up smart devices in the Google Home app Note: If you already signed into the Nest app with a Google Account, your Nest camera and some other products in your Nest home should also appear in your home in the Home app. 3. Get more help with setup and installation Troubleshoot issues during setup During setup, the app lets you connect your camera to Wi-Fi, personalize settings, check the video quality, and more. If you have any issues, here are some quick tips. If a help message with the code appears in the app, get detailed troubleshooting help from our interactive troubleshooting tool for Nest cameras and doorbells. Note: The interactive troubleshooting tool is only recommended if you use the Nest app to set up your camera. If you can't find your Wi-Fi network, or if your camera has trouble connecting to the Wi-Fi, here are a few things you can do to try and fix the issue: Wait a few minutes, then try to connect your camera again. Move your camera closer to your Wi-Fi router to improve the signal. Reduce wireless interference. Try to restart your router. If you have a hidden Wi-Fi network, you need to type in the network name (SSID) manually. For more tips, go to our Troubleshoot adding Nest camera to the app article. Signs that your camera doesn't get enough power include the following: Your camera won't turn on. You get a message or status in the app that tells you there isn't enough power. Things like the Wi-Fi connection and the video quality can also be reduced when there isn't enough power. Here are some things you can do to try to fix the issue: If your camera uses a cable to stay powered, check that the cable and power outlet work properly. Use another compatible cable or power outlet with your camera to check if it works. If your camera is battery powered, recharge it when the battery is low. You should also make sure it's seated correctly on its stand when you remount it. If your camera has video delays or lag, it's usually a sign that the Wi-Fi connection is weak. It could also be a sign that your camera doesn't have enough power. Try the following to try to fix the issue: Move your camera closer to your Wi-Fi router to improve the signal. Reduce wireless interference. If your camera uses a cable to stay powered, check that the cable and power outlet are working properly. Use another compatible cable or power outlet with your camera to check if it works. If your camera is battery powered, recharge it when the battery is low. You should also make sure it's seated correctly on its stand when you remount it. If your camera's video is distorted, here are a few things you can try to fix the issue: Dust off the camera lens. Angle the camera so that it's not directly facing the sun's beams. Put your camera somewhere shady and protected from extreme weather conditions. While outdoor cameras are built to work outside of your home, extreme hot or cold temperatures can affect things like the video quality. For more tips, go our Troubleshoot Nest camera video distortion article. Get more installation help The app gives you basic installation instructions to mount or install your Nest camera. But if you need more tips for your camera, select your camera below for detailed instructions. 4. Learn how to use your camera To use Wi-Fi the way you want, you can change how and when your device connects. When you have Wi-Fi turned on, your device automatically connects to nearby Wi-Fi networks you've connected to before. You can also set your device to automatically turn on Wi-Fi near saved networks. Open your device's Settings app. Tap Network & internet Internet. Tap a listed network. Networks that require a password have a lock icon. Tip: After you connect, the network is "Saved." When your device is nearby and Wi-Fi is on, your device automatically connects to this network. Connect via notification When Wi-Fi is on, you get notifications of available, high-quality, public networks. On these notifications: To connect to the network, tap Connect. To change Wi-Fi settings, tap All Networks. To not get notifications for that network, clear the notification. Learn how to control notifications. Connect from the Internet Panel Swipe down from the top of the screen. Tap Internet. In the panel that appears, select a network. Tip: To get a better connection, you can use the Internet Panel to quickly switch to another network. Your preference is saved temporarily. Compare networks' strength Open your device's Settings app. Tap Network & internet Internet. The network's signal strength is on the Wi-Fi icon . A fuller icon means a stronger signal. Reset your internet connection Important: If you reset your connection while you're on a phone or video call, your call will end. Swipe down from the top of the screen. Touch and hold Internet. Tap Reset . Open your device's Settings app. Tap Network & internet Internet. Next to your connected Wi-Fi network, tap Wi-Fi settings Disconnect. Change, add, share, or remove saved networks Change a saved network Open your device's Settings app. Tap Network & internet Internet. To move between listed networks, tap a network name. To change a network's settings, tap the network. Add a saved network Option 1: Wait for the network list to reload If the network you want isn't listed, but is nearby, wait for the list to refresh. Option 2: Add network Open your device's Settings app. Tap Network & internet Internet. At the bottom of the list, tap Add network. You may need to enter the network name (SSID) and security details. If the network you add is hidden or your router doesn't broadcast the network ID: Tap Advanced options. Under "Hidden Network," select Yes. Tap Save. Open your device's Settings app. Tap Network & internet Internet. Tap your Wi-Fi network Share. Your device will give you a QR code. To join the same network, have your friend scan the code with another device. Remove a saved network Open your device's Settings app. Tap Network & internet Internet. Touch and hold a saved network. Tap Forget. Post to the help community Get answers from community members To connect to any Outlook account, Microsoft now requires non-Microsoft email clients to use modern authentication methods. If you try to sync your Outlook account with Gmail, you might experience sync failures and get error messages. Learn what happens when you try to add an Outlook account In Gmail on your computer, you can no longer add an Outlook account. To add an Outlook account, use the Gmail app . If you use the Gmail app for iPhone and iPad, your Outlook account continues to sync with your Gmail account. Fix sync issues with Outlook in the Gmail app If the sync fails, follow these steps to remove your account and add it again. Remove an account from your Android device On your Android phone or tablet, open the Gmail app . At the top right, tap your Profile picture Manage accounts on this device. Tap your Microsoft account Remove account. When you remove the account, any unsent emails are also deleted. Add an account to your Android device On your Android phone or tablet, open the Gmail app . At the top right, tap your Profile picture Add another account Outlook, Hotmail, and Live. Sign in with your Microsoft account. Post to the help community Get answers from community members You can use your Google Account or a USB cable to move photos, music, and other files between your computer and Android device. Windows computer Unlock your device. With a USB cable, connect your device to your computer. On your device, tap the "Charging this device via USB" notification. Under "Use USB for," select File Transfer. A file transfer window will open on your computer. Use it to drag files. When you're done, eject your device from Windows. Unplug the USB cable. Chromebook With a USB cable, connect your device to your Chromebook. Unlock your device. On your device, troubleshoot moving files by USB Windows computer Troubleshoot your computer Check your computer's settings to make sure that Windows automatically detects new hardware. Restart your computer. Troubleshoot your device Troubleshoot your USB connections Try a different USB cable. Not all USB cables can transfer files. To test the USB port on your device, connect your device to a different computer. To test the USB port on your computer, connect a different device to your computer. 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