nest indoor setup guide
Before getting started

1. In order to set up your camera, you'll need to make sure your phone or tablet is compatible with the Nest app. For the best experience, use the Nest app; but if your phone or tablet isn't compatible, you can set up your camera with a Mac or Windows PC instead.

2. Install the latest version of the Nest app from the Apple App Store or Google Play.

3. Go to the spot in your home where you'll be setting up your camera:

Nest Cam Indoor: Place your camera on a table or on another convenient surface near where you want to mount it.

Nest Cam Outdoor: Start inside your home, near your Wi-Fi router and an indoor power outlet. Later, you'll be going outside to test your Wi-Fi connection and mount your camera.
Now you're ready to set up your camera.

How to set up your camera

The steps to set up Nest Cam Indoor and Nest Cam Outdoor are almost the same, except Nest Cam Outdoor starts inside your home and then moves outside, while Nest Cam Indoor stays inside the entire time. Whichever camera you have, follow the instructions below. We've provided Nest Cam Outdoor screenshots as an example.

1. Sign 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 for your phone or tablet >

How to create a Nest Account >

2. Add a camera to your Nest Account

If you're new to Nest:

Once you're signed in, tap the Add New button from the Nest app home screen. Then choose which camera you'd like to add. If you're adding a Nest Cam Indoor or Nest Cam Outdoor, choose Nest Cam.

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. If you're adding a Nest Cam Indoor or Nest Cam Outdoor, choose Nest Cam.

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. Tap 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

The Nest app will ask you to scan your Nest Cam's QR code, using your phone or tablet. The QR code is on the back (Indoor) or underside (Outdoor) of your Nest Cam.

Fit the QR code inside the blue box and the app will automatically capture it.

Note: You don'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. Plug your camera 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.

Troubleshooting QR code scanning >

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. In the Nest app, tap Next to continue.
4. Pick a name for your camera that matches 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 and organize your devices in your app.

Learn more about Nest Cam locations, names and labels >

Learn more about the alerts you'll get from your camera >

5. Plug in your camera

Use the included power cable and adapter to plug your camera into a household power outlet.

Note: If you typed your camera's serial number in step 3, your camera will already be plugged in.

Learn more about keeping Nest Cam plugged into a power outlet >

After your camera is plugged in, its LED will turn blue to let you know the camera is getting power. In the Nest app, tap Next to continue.
6. 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.

Important: Be sure to connect only to a wireless network that you trust.

It can take a little while to find and connect to your Wi-Fi network. If you don't see your Wi-Fi network or your camera fails to connect, see the following article for some troubleshooting help:

My Wi-Fi network doesn't show up when I try to set up my Nest Cam >

7. Finish setup

You're almost ready to mount your camera. It's now online and part of your Nest Account.

8. Check your camera's video stream

Now that your camera is connected to Wi-Fi, the app will help you check that your camera can stream video.

Nest Cam Indoor: You'll also see an option to get notifications about activity.

Nest Cam Outdoor: You'll see a screen that tells you to unplug your camera and get ready to take it outside. After the camera's mounted, the Nest app will let you choose whether to get notifications about activity.

9. Mount your camera

Both Nest Cam Indoor and Nest Cam Outdoor are designed for DIY installation, but each is mounted differently.

How to place your camera on a flat horizontal surface

You can put Nest Cam Indoor on a shelf, worktop or table. You don't need the included metal mounting plate for this option. Just set it down and check its video stream with the Nest app.

If your camera can't connect to Wi-Fi, or if the video stream is interrupted, you might need to choose another location where the signal is stronger. Even a few centimetres can make a difference.

Please find more Wi-Fi troubleshooting suggestions in the following article:

Troubleshooting when Nest Cam disconnects or is offline in the Nest app **>**

To learn more about your camera and customise its settings, see our suggestions for next steps.

How to attach your camera to a metal surface

There's a powerful rare earth magnet at the bottom of Nest Cam Indoor's stand, so it will attach itself securely to metal surfaces. You don't need to drill holes or use the metal mounting plate to do this.

Simply attach Nest Cam Indoor to a refrigerator, a file cabinet or other metal surface. We do not recommend attaching the camera to a computer or electronic equipment, as this could potentially lead to damage.

Then check your camera's video stream with the Nest app. If your camera can't connect to Wi-Fi, or if the video stream is interrupted, you might need to choose another location where the signal is stronger. Even a few centimetres can make a difference.

Please find more Wi-Fi troubleshooting suggestions in the following article:

Troubleshooting when Nest Cam disconnects or is offline in the Nest app **>**

If you'd like to explore some of your camera's features, see our suggestions for next steps.

How to install your camera on a wall or ceiling with the mounting plate

If you don't have a metal surface that the magnetic base can adhere to, you can install the camera's metal mounting plate on a wall or even the ceiling. Then, you can stick your Nest Cam to the plate and rotate it to get the image you want.

1. Make sure that the location you've picked is close enough to a wall outlet. Try holding the camera where you want it with the power cable and adaptor plugged in. You should have a little slack, just in case.

2. Check your Wi-Fi coverage by viewing your camera's video stream with the Nest app.

If the camera can't connect to Wi-Fi, or if the video stream is interrupted, you might need to choose another location where the signal is stronger. Even a few centimetres can make a difference.

Please find more Wi-Fi troubleshooting suggestions in the following article:

> Troubleshooting when Nest Cam disconnects or is offline in the Nest app **>**

3. Once your camera is successfully streaming video, it's time to install the mounting plate. Hold the plate against the wall, ceiling or other surface, and screw it in. Make sure the cable clip points in the direction you want the cord to go. The screws are self-tapping, so they're easily installed in plasterboard, wood and plaster without having to drill a hole. If you need to drill into hard materials like concrete or masonry, use wall anchors, which are available at your local DIY shop.

Important: If you need to drill holes, only drill one to start with. Place the mounting plate on the wall so that the hole you've drilled lines up with one of the slots on the plate. Drill the other two holes using the slots as a guide. This will help all the holes line up with the slots.

4. If you've used a drill to put in the screws, hand-tighten them with a screwdriver. This will ensure secure installation and help prevent overtightening and possible damage to your walls or ceiling.

5. Stick your Nest Cam to the mounting plate. The rare earth magnet will hold your Nest Cam securely, even if you install it on the ceiling.

Important: The rare earth magnet is very strong. Make sure that you watch your fingers when attaching the mounting plate to avoid injury.

6. Check your camera's view by looking at its live stream in the Nest app, and adjust the position if you need to. You can also flip the view in the Nest app if it's completely upside down.