

**Subject:** Re: [Wyze Ticket 223420] Re: Feedback: gaps in recording  
**From:** The Ehrhardts <rap.tors@verizon.net>  
**Date:** 5/19/2019, 12:27 PM  
**To:** Wyze Support <support@wyzecam.com>

OK, two things:

1. code is B3ZYTZNN

2. Maybe it is not relevant, or perhaps I need to clarify: I could send you a screenshot showing the weird mp4 file name, because I removed the SD card from the camera and connected it to my PC. That funny business is on the SD card itself. Also note, the gaps are identical on the two mobile devices on which I have installed your app.

Fred Ehrhardt

On 5/19/2019 10:18 AM, Dekedrik (Wyze Support) wrote:

##- Please type your reply above this line -##

Your ticket (223420) has been updated. To add additional comments, please reply to this email.

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**Dekedrik** (Wyze)  
May 19, 7:18 AM PDT

Hi Fred!

Thank you for getting back with me and, for the updates!

We have a partnership with a third party app called RouteThis that will test the camera's connectivity to your router and our servers so we can narrow down where the issue is occurring. We can give you the information we see upon request. If you are interested, here are the instructions for that:

Please download the free **RouteThis Helps** app from your device's app store.  
For iOS: <https://itunes.apple.com/us/app/routethis-helps/id1173976362?mt=8>  
For Android: [https://play.google.com/store/apps/details?id=com.routethis.networkanalyzer&hl=en\\_US](https://play.google.com/store/apps/details?id=com.routethis.networkanalyzer&hl=en_US)

Make sure the Battery Saver mode is turned off on your phone or tablet.

**Note: Please do not minimize the app or use other apps during this process.**

When it prompts you for a code, please type "**WYZE**" (it is not case sensitive) The app will auto-capitalise all input.

**Then please follow these steps:**

1. Place the device the RouteThis app is on next to the camera you are having trouble with.
2. Please confirm your device is connected to the same 2.4GHz WiFi signal as the Wyze Cam and is next to the camera's location.
3. Press the start button labeled as, "I Moved It."
4. The scan will usually take 4-5 minutes or less.
5. Once the scan is complete it will produce a code. Please copy that code and send it to us as a reply to this email.

After we have received this code, we should have a better idea of what is causing the connectivity problem.

Dekedrik | Wyze Wizard



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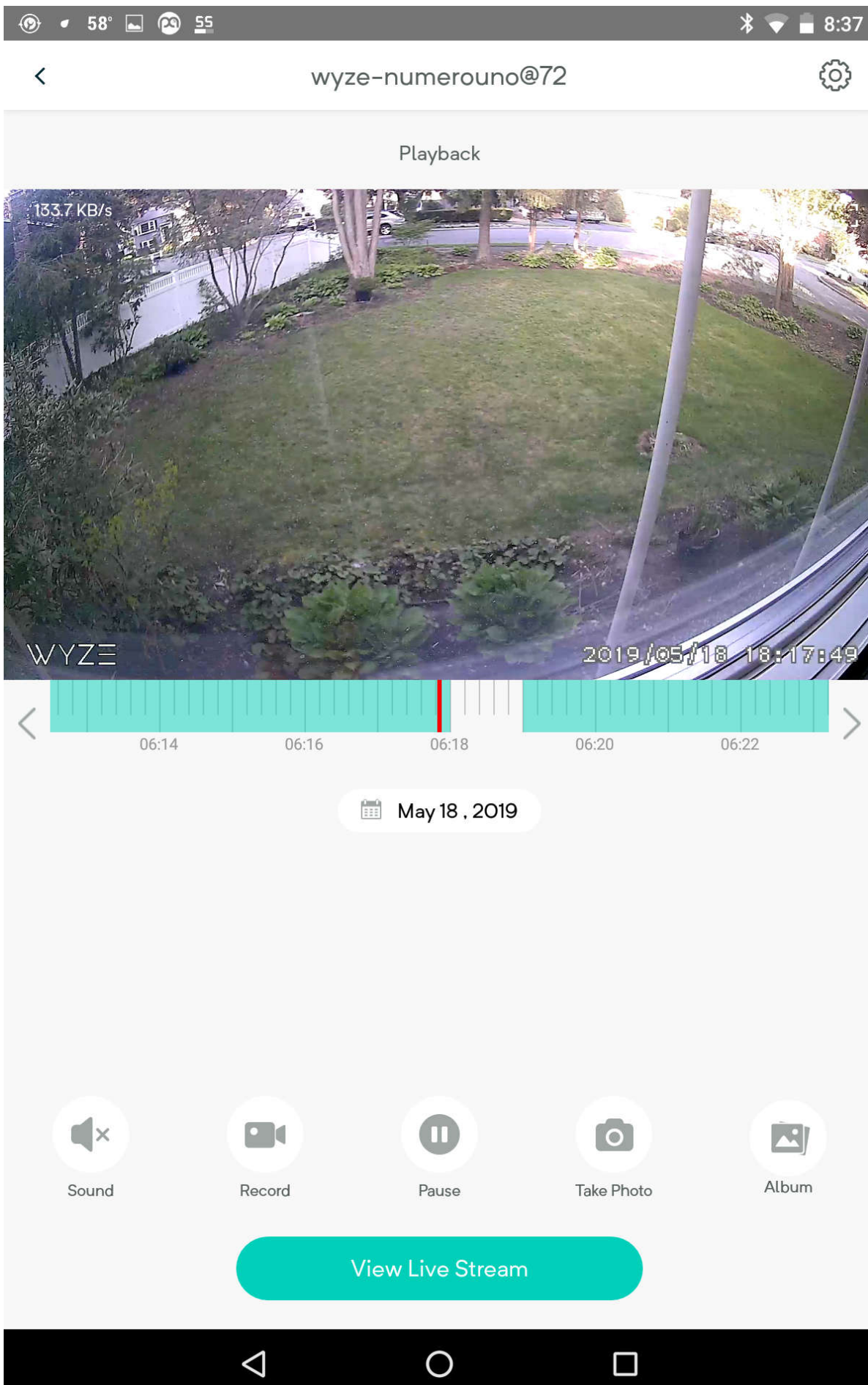


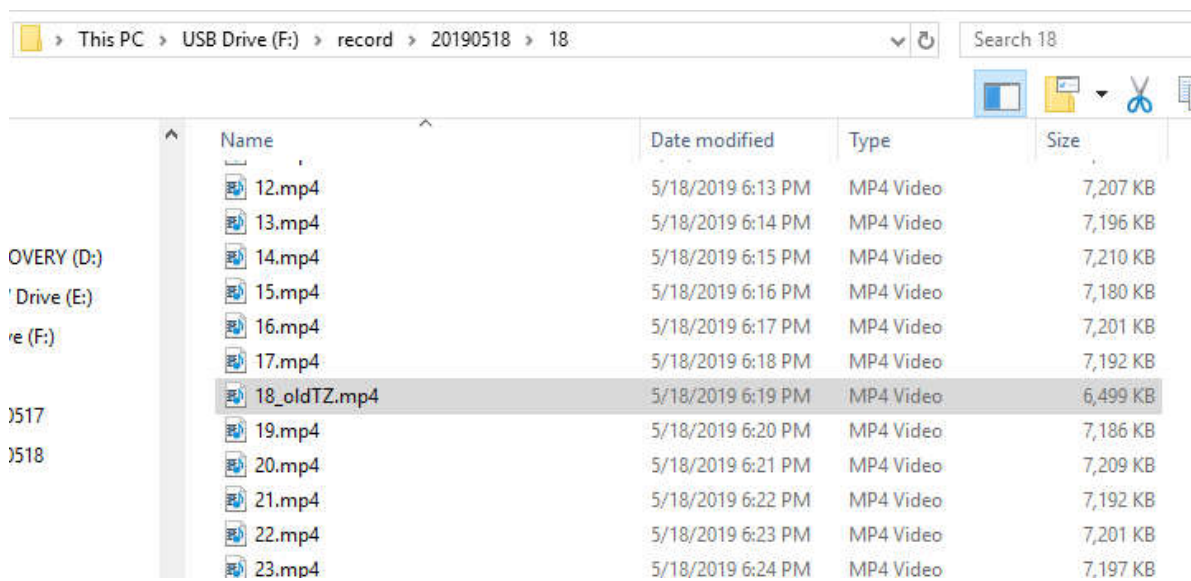
**Fred Ehrhardt**

May 19, 6:59 AM PDT

Unfortunately, it was premature to say "solved" in my mail to you of 5/18/2019, 9:21 AM. The gaps continue to occur. There are TWO screenshots in this message. The first shows your display with a gap. The second is a shot from Windows Explorer showing one weird-named file "18\_oldTZ.mp4" that corresponds to the gap in playback. Unlike all the other files in that folder, Windows reports this file's length as 00:00:55; the others are 00:01:01. Other folders contain similar, weird-named, shorter files.

At this point I believe the defect is in Wyze's firmware and not my SD card. Please advise and keep this ticket open. Thank you.





Name	Date modified	Type	Size
12.mp4	5/18/2019 6:13 PM	MP4 Video	7,207 KB
13.mp4	5/18/2019 6:14 PM	MP4 Video	7,196 KB
14.mp4	5/18/2019 6:15 PM	MP4 Video	7,210 KB
15.mp4	5/18/2019 6:16 PM	MP4 Video	7,180 KB
16.mp4	5/18/2019 6:17 PM	MP4 Video	7,201 KB
17.mp4	5/18/2019 6:18 PM	MP4 Video	7,192 KB
18_oldTZ.mp4	5/18/2019 6:19 PM	MP4 Video	6,499 KB
19.mp4	5/18/2019 6:20 PM	MP4 Video	7,186 KB
20.mp4	5/18/2019 6:21 PM	MP4 Video	7,209 KB
21.mp4	5/18/2019 6:22 PM	MP4 Video	7,192 KB
22.mp4	5/18/2019 6:23 PM	MP4 Video	7,201 KB
23.mp4	5/18/2019 6:24 PM	MP4 Video	7,197 KB

**Fred Ehrhardt**

May 18, 6:21 AM PDT

Thanks for reply. Followed steps 1-4, no "ting ting". Powered down camera, formatted SD card (actual steps from Windows 10 Explorer are a bit different from your instructions). Did "Quick" format.

Card back in camera. Waited a day to see if defect returns. At the moment there are no gaps in the record, going back about 30 hours.

BTW the "ting ting" - the camera that had the problem, was a version 1. No sounds?

Fred Ehrhardt

**Dekedrik (Wyze)**

May 15, 3:01 PM PDT

Hi Fred!

I want to apologize for the delay in our response. We have been very busy and working as quickly as we can to get to all of the incoming tickets.

Thank you for reaching out! I am sorry that you are having trouble with the SD card.

Could you please try the following steps to confirm the card is recognizing properly?

1. Remove the card from the camera
2. Power the camera down and wait 20 seconds for device to fully lose power
3. Insert card again
4. Power the camera back up

While the camera is turning back on you should hear a "ting-ting" noise. If you do not hear this noise please let me know. This noise is the camera initializing the SD card itself.

If the card still does not work, please try the card in a different device. Is the card recognized in the other device? Do you have a different SD card that you could try in the camera? Does it work in the camera?

I also suggest formatting the card using a computer if you haven't already done so,

#### **How to properly format your microSD card for Windows:**

1. Pull the microSD card from the Wyze Cam, and plug it into your computer (if you don't have a port, you may need an adapter)
2. Open your computer's file browser
3. Right-click on the microSD card's listing in the navigation panel (it should appear near your computer's primary drive. For Windows, this is likely your C:/ drive).
4. Select "Format..." from the right-click menu
5. Ensure that the Format Type is set to FAT32
6. Press "Start"

#### **How to properly format your microSD card for Mac:**

1. Pull the microSD card from the Wyze Cam, and plug it into your Mac (if you don't have a port, you may need an adapter)
2. On the Finder bar, use the Go menu to access Utilities
3. Within Utilities, access Disk Utility

4. In Disk Utility, select the microSD card from the left-hand menu, and navigate to the 'Erase' tab in the main panel (the right-hand fields)
5. From the Format dropdown menu, choose "MS-DOS FAT"
6. You can either leave the Title field blank, or name it whatever you choose.
7. Press the 'Erase' button, and select 'Erase' from the verification popup.

**Note:** You'll need to ensure that, no matter which instructions you follow, that the format is completely finished before removing the card to prevent it from getting corrupted.

If you don't have a way to check the card in a computer or another device please let us know!

Dekedrik | Wyze Wizard

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## **Fred Ehrhardt**

May 8, 4:44 PM PDT

have screenshots showing defect. at least once an hour. has been occurring for several weeks

User name: [rap.tors@verizon.net](mailto:rap.tors@verizon.net)

Phone:

Device Mac: A4DA22200ECB

Device model: Wyze Cam

Firmware version: 3.9.4.16

Client device: Nexus 7\_6.0.1

App version: 2.2.38

Agent name:

Firmware log ID: 9c6e07a53591417690787e64926485be

Attachment(s)

[feedback\\_log.zip](#)

[Screenshot\\_20190508-191341.png](#)

[Screenshot\\_20190508-191349.png](#)

[Screenshot\\_20190508-191657.png](#)

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This email is a service from Wyze.

[Z364E8-RRZ6]