

Wisconsin couple describe the chilling moment that a hacker cranked up their heat and started talking to them through a Google Nest camera in their kitchen

Hayley Peterson Sep 25, 2019, 1:12 PM



A Wisconsin couple said a hacker accessed their smart-home devices and terrorized them over a 24-hour period by cranking up their heat and talking to them through a camera.

Samantha Westmoreland told [Fox 6 News](#) that the episode began when she arrived home after work last week and discovered their Google Nest thermostat was set to 90 degrees.

"It gives me the chills just talking about it," she told Fox.

Westmoreland said she didn't suspect a hacker was involved until she and her husband heard a voice talking to them through a Nest camera in their kitchen. The hacker also played vulgar music through the camera, according to the Fox report.

"My heart was racing," Westmoreland told Fox. "I felt so violated at that point."

The couple said they believed that their wireless internet system was compromised, which enabled the hacker to gain access to their smart-home devices.

Google says Nest was not breached

In a statement on the incident, Google said Nest was not breached.

"These reports are based on customers using compromised passwords (exposed through breaches on other websites). In nearly all cases, two-factor verification eliminates this type of security risk," the company said.

"Nest users have the option to migrate to a Google Account, giving them access to additional tools and automatic security protections such as suspicious activity detection, two-step verification and security checkup. Millions of users have signed up for two-factor verification."

Hackers have previously targeted smart-home devices

This isn't the first time that users of smart-home devices have reported hacks.

A Northern California family [said](#) in January that they experienced "five minutes of sheer terror" after their Nest camera was hacked and warned them of a North Korea missile attack. An Illinois couple later [said](#) a hacker talked to their baby and taunted them through a Nest camera.

A couple in Houston reported a similar experience last year, saying a hacker [announced](#) through their Nest camera: "I'm going to kidnap your baby. I'm in your baby's room."

Nest has [sold](#) more than 11 million smart-home devices since 2011.