

## **A California woman says her family experienced 'sheer terror' after their Nest security camera was hacked, warning them of a North Korean missile attack**

Meira Gebel Jan 22, 2019, 3:18 PM



One Northern California family was thrown into a panic when their Nest surveillance camera began blaring out a detailed message about North Korean intercontinental ballistic missiles headed to three

metropolitan US cities, [according to the Mercury News](#).

"It warned that the United States had retaliated against Pyongyang and that people in the affected areas had three hours to evacuate," Laura Lyons [told the Bay Area newspaper on Monday](#). "It sounded completely legit, and it was loud and got our attention right off the bat. It was five minutes of sheer terror and another 30 minutes trying to figure out what was going on."

Lyons and her husband found no such warning when they turned on the television or when they called 911. Their 8-year-old son, however, was so scared that he hid underneath the rug.

After a phone call to Nest customer service, Lyons and her husband learned they were victims of an increasingly common hack — so common, in fact, that just last month, another couple ran to their child's bedroom after they heard a message saying "I'm in your baby's room," [according to NBC News](#). One hacker even made it his mission to tell Nest owners just how unsecure their product was by broadcasting his voice [to between five and 10 home security cameras](#).

A spokesperson for Nest told Business Insider in a statement: "Nest was not breached. These recent 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 the security risk. We take security in the home extremely seriously, and we're actively introducing features that will reject comprised passwords, allow customers to monitor access to their accounts and track external entities that abuse credentials."

Nest makes a variety of smart home products, including security cameras and thermostats. The startup, founded by Tony Fadell, was [bought by Google for \\$3.2 billion in 2014](#). It was later a standalone company when Google reorganized to Alphabet in 2015, then was [folded back into Google's hardware division](#) early last year.