

Google Nest Protect

Quick Start Guide

Use this Quick Start Guide to guide you through the setup and installation of a battery-powered Google Nest Protect Smoke and Carbon Monoxide Detector.

Hardware



Materials included

- Nest Protect unit
- Backplate
- Mounting screws
- Pre-installed AA lithium batteries
- User Guide
- Quick Start Guide

Setup Prerequisites

Before you get started you will need the following:

- A Wi-Fi connection
- 2.4 GHz Wi-Fi network required
- Your Wi-fi password
- A Bluetooth enabled iOS or Android phone
- A Phillips screwdriver

Setup Procedure

Follow these steps to setup your device:

Step 1. Install the Nest app

1. Download the Nest app
2. Sign in or create an account. You can use a phone or tablet for setup.

IMPORTANT: Make sure that you have the latest version if the app is already installed.

Step 2. Add the Nest Protect to the app

The Nest app will guide you through each of these steps.

1. Scan the Nest Protect QR code.
2. Connect it to the Internet.
3. Connect to other Nest products in the home if applicable.

NOTE: Write down the entry key for each Nest Protect that you install, as you may need them later for reinstallation.

<p>Step 3: Remove your old smoke alarm</p> <ol style="list-style-type: none"> 1. Twist the alarm to release it. 2. Unscrew and remove the backplate. <p>Note: The alarm may make a loud noise once disconnected.</p>	<p>Step 4: Install the Nest Protect backplate</p> <ol style="list-style-type: none"> 1. Screw the alarm to the ceiling or wall using the included screws. <ul style="list-style-type: none"> • The screws self-tap so there is no need to drill holes, <p>IMPORTANT: The backplate's Nest logo must face towards you, or the Nest Protect alarm won't be able to attach.</p>
<p>Step 5: Install the Nest Protect</p> <ol style="list-style-type: none"> 1. Hold the Nest Protect against the backplate and turn it clockwise, <ul style="list-style-type: none"> • You will feel the tabs drop into place and grip the backplate 2. Continue turning until the alarm is flush with the ceiling. 3. Install the rest of your alarms if applicable. 	<p>Step 6: Press to test</p> <ol style="list-style-type: none"> 1. After the alarm is installed, press the button on the front to test. 2. Every Nest Protect in the house must play a message to confirm it is connected to the others. <ul style="list-style-type: none"> • If the Nest Protect does not play a message or connect please see the Troubleshooting page.

Emergency Protocol

Follow these steps if your Nest Protect senses smoke:

Smoke Detected

If your Nest Protect senses smoke and gives you an alert during a nuisance alarm (like steam from the shower or smoke from cooking), carefully inspect and address the source of the problem.

If smoke reaches emergency alarm levels, Nest Protect will sound a continuous alarm, contact emergency officials and tell you it's an emergency. If your alarm is connected to Wi-Fi, you will also receive a push notification with the instructions below. The Nest app's What to Do feature also provides preparation and planning.

According to fire and safety experts, here are the steps to take in case of fire:

- Follow your evacuation plan.
- Alert small children in the home and those who may need extra assistance.
- Leave the building as quickly as possible. Touch doors with the back of your hand and make sure they are not hot before opening them. Use an alternate exit, if necessary. Close the doors behind you as you are exiting the building.
- Meet at a pre-arranged meeting place outside the building.
- Once outside, do a head count and call the fire department.
- Do not re-enter the house, unless a fire official says it's safe.

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Troubleshooting

The Nest app will let you know if there is a problem during setup through error codes, led lights and messages on the Nest app. Use this troubleshooting page to guide you through common error codes, their symptoms and how to resolve them.

The Nest Protect will not connect to Wi-fi

Symptom:

- Nest Protect shows as "Offline" in the app
- Nest app cannot find the detector or fails to connect, showing error code P0002 or P0006
- Nest app displays a message stating "The Nest service can't be reached"

Causes:

- Using a 2.4GHz Wi-fi network, and not 5GHz
- Mistyping the Wi-fi password or selecting wrong network
- Router settings turned on such as isolation or firewalls prevents devices from talking to each other
- Cellular data taking over during setup when the device detects the Nest Protect has no Wi-fi connection

Actions to Resolve:

- Ensure your phone is connected specifically to a 2.4GHz network during setup
- Restart your router and modem, unplug for 30 seconds
- Turn off mobile data on your device during setup to prevent network switching.
- Press and hold the Nest button until it says "Checking the network" to force a reconnect.

The Nest Protect displays a yellow LED

Symptom:

- The Nest Protect displays a yellow LED instead of the green

Causes:

- Low Battery

Actions to Resolve:

- Replace the batteries with 6 Energizer Ultimate Lithium AA batteries

The Nest Protect unit is chirping

Symptom:

- Unit chirps every 30 to 60 seconds

Causes:

- Low Battery
- Sensory fault detection

Actions to Resolve:

- Replace the batteries with 6 Energizer Ultimate Lithium AA batteries
- Replace the sensors. See "Sensory Replacement" for instructions on replacement and ordering sensors

If these steps fail to work, please contact Tech Support at 1-800-1111 for assistance.