Nest Protect

Nest Pro Guide

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Hey there!

Welcome to the Google Nest Protect Pro Guide.

Here you will find everything you need to install the **Nest Protect** for customers who expect more from a smoke alarm.

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Any Qs?

Pro line: 855-VIP-NEST or 855-847-6378

Got Feedback? Tell us what you think here.

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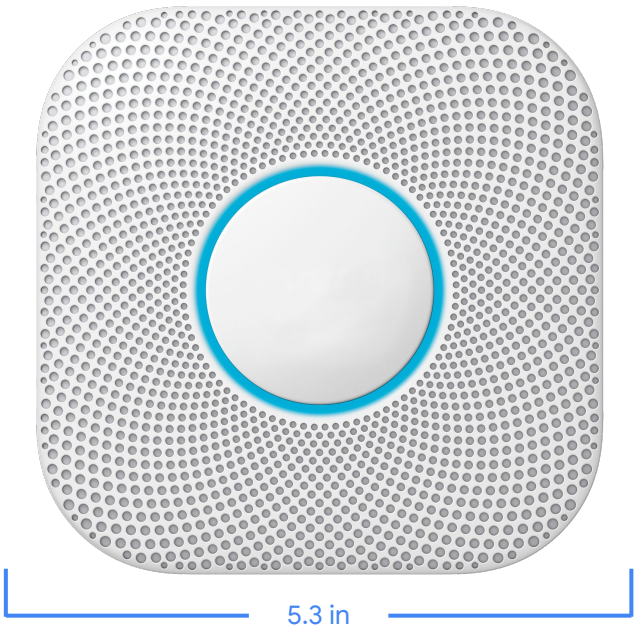
Meet Nest Protect



What's in the box

- Nest Protect
- Six long-life AA batteries (Battery only)
- Three long-life AA batteries (Wired)
- AC 120V connector (Wired)
- Three wire nuts (Wired)
- Backplate
- Four screws
- Welcome Guide

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All the specs

Weight

Battery: 13.9 oz (379.0 g
Wired: 13.2 oz (375.0 g))

Siren

85 dB SPL @ 10 ft (3 m)

Operating temperature

- 40˚F to 100˚F
- (4˚C to 38˚C)
- Humidity: 20%RH to 80%RH

Lights

RGB light ring with 6 LEDs

Sensors

Ambient light

Audio

Speaker loudness: 80 dB @ 3 ft (1 m) @ 1kHz

Power requirements

- Battery model: Six long-life AA batteries (Energizer® Ultimate Lithium “L91”)
- Wired model: Three long-life backup AA batteries (Energizer® Ultimate Lithium “L91”)
- Protect requires full line voltage and is not compatible with low voltage wiring.

Wireless

- 802.11b/g/n (2.4GHz) Wi-Fi
- 802.15.4 (2.4GHz)
- Bluetooth Low Energy

Product requirements

- Wi-Fi connection
- Phone or tablet with Andriod 5.0 or later and iOS 10 or later. Check detailed Nest app requirements here.
-
- Free Nest account

Sensors

- Split-Spectrum smoke sensor
- Occupancy (120° field of view up to 20 feet)
- 10 year electrochemical carbon monoxide sensor
- Ambient light
- Temperature
- Accelerometer
- Humidity
- Microphone

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Installation guide
Step by step

This is your comprehensive step-by-step guide to installing **Nest Protect**.

There are two generations of the Nest Protect along with the wired and battery powered models. To make sure you install the right model, check here.

Nest Protect 2nd Gen Battery

Tip: Keep Nest Protect in its clear plastic dust cover until installation.

Step 1: Get the Nest app

To download the Nest app and create a free account direct them to the Apple App Store or Google Play. User may already have an account but make sure it's the latest version.

Step 2: Add your Protect to the app

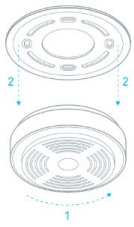
The Nest app will guide you through:

- Scanning the Nest Protect QR code
- Connecting to the internet
- Connecting to other Nest Protects in the home
- Connecting additional Protects

Saving the Entry Key for each Protect is recommended. The 6 digit long code on the back next to the QR code can help the customer with adding and removing Protects from the app in the future.

Step 3: Remove old smoke alarm

You may have to twist the alarm to release it. Unscrew and remove the backplate if there is one. The old smoke alarm might make a loud noise when you disconnect it.



Tip: All smoke alarms prefer to live in a dust free area, so remove any dust before you install Nest Protect.

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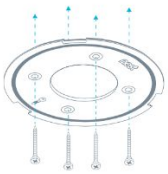
Step 4: Install the Nest Protect backplate

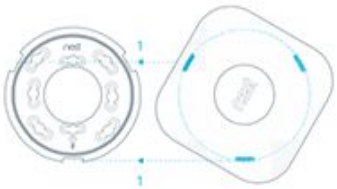
Screw the Nest backplate to the ceiling or wall using the included screws. The Nest screws are self-tapping, so there's no need to drill pilot holes in wood, plaster and other relatively soft materials.



Tip: The backplate's Nest logo must face away from the ceiling and towards the user, or you won't be able to attach the Nest Protect to it.

Step 5: Install the Nest Protect

Remove the clear plastic dust cover and hold Nest Protect against the backplate and turn it clockwise. You'll feel the tabs drop into place and grip the backplate. Continue turning until it's square with the wall or ceiling. Install the rest of the Nest Protects if you have more.



Tip: To remove your Nest Protect (for cleaning or battery replacement), turn it counterclockwise until it disconnects from the backplate.

Step 6: Press to test

Press the button on the Nest Protect and it will tell you what to do next. If there are more than one Protect, the others in the home should speak up and confirm they're all connected.

Note: All the Nest Protects can communicate if they're within 50 ft (15 m) of each other inside a home. If wireless interference or range is an issue, add more Nest Protects..

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Nest Protect 2nd Gen Wired

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Step 2: Add your Protect to the app

The Nest app will guide you through:

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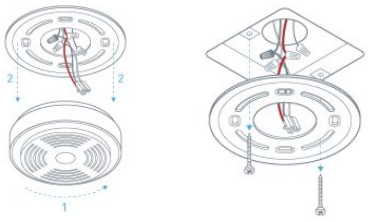
Saving the Entry Key for each Protect is recommended. The 6 digit long code on the back next to the QR code can help the customer with adding and removing Protects from the app in the future.

Step 3: Turn off power

Be safe and avoid blowing a fuse by either removing the fuse from the fuse box or switching off the circuit breaker for the room where the Nest Protect is being installed.

Warning: Failure to turn off power can result in serious electrical shock, injury, or death.

Step 4: Remove old smoke alarm



Note: If there is no old alarm skip to step 8

Make sure the power light is off on the alarm then twist or maneuver until it releases. Carefully remove it to keep from damaging the wall or ceiling.

Step 5: Remove old backplate

Unscrew the backplate from the electrical box. Save the screws for installing the Nest Protect backplate later.

Step 6: Remove the old connector

Twist the wire connectors counterclockwise to unscrew them and detach the 120V connector from the old alarm. The exposed wire should be straight and measure 3/8 in (1 cm).

Step 7: Attach the Nest Connector

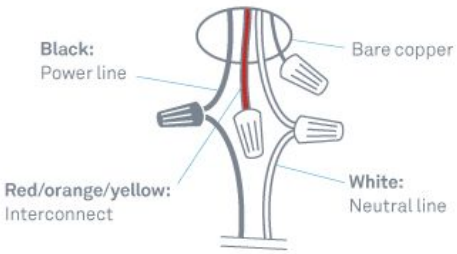
Hold the white wire ends together then twist the wires together. This ensures the connection won't come loose when pushing the wires back into the ceiling. Then cap them with a wireconnector and twist clockwise until it's secure. Repeat with the black wires. Extra wires should be capped with wire connectors. These were likely "communicating" wires and are not needed because Protect communicates through Wi-Fi. Protect won't be able to communicate with other hardwired, non-Nest alarms.

Step 8: Install the Nest Protect backplate

Reuse the existing screws and screw the Nest backplate to the existing electrical box. Or use the Nest screws and attach the backplate directly into the wall or ceiling.

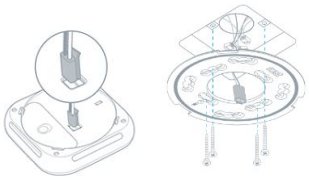
Important: In order to attach the Nest Protect to the backplate the Nest logo must face away from the ceiling and towards the user.

Tip: If the electrical wiring box is recessed and isn't flush with the wall or ceiling, use the dry wall screws that are included in the Nest Protect (Wired 120V) box and attach the backplate directly to the ceiling.



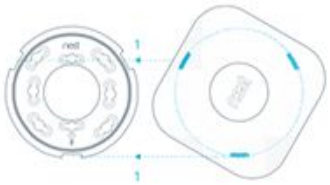
Step 9: Connect power

Plug the 120V connector into the back of the Nest Protect.



Step 10: Install the Nest Protect

Tuck any excess wiring into the electrical box first. Remove the clear plastic dust cover, hold Nest Protect against the backplate and turn it clockwise. You'll feel the tabs drop into place and grip the backplate. Continue turning until it's square with the wall or ceiling. Install the rest of the Nest Protects if there are more.



Important: If installing multiple Nest Protects make sure they are within 50 feet of each other to avoid connection issues.

Tip: If the customer wants to remove the Nest Protect for cleaning, remind them to first turn off power to the Nest Protect at the breaker box or remove the fuse. Then turn counterclockwise until it disconnects from the backplate.

Step 11: Turn power back on

Plug the 120V connector into the back of the Nest Protect.

Step 12: Press to test

Press the button on the Nest Protect and it will tell you what to do next. If there is more than one Protect, the others in the home should speak up and confirm they're all connected.

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Troubleshooting tips

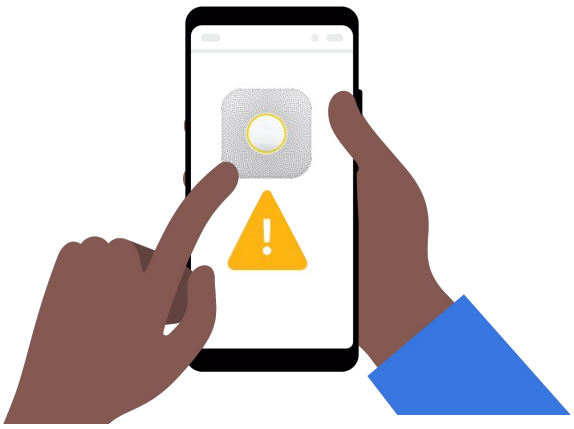
Take a look at how to solve some common issues that can arise with Nest Protect.

Offline in the Nest app

Solve it:

After Nest Protect is set up and connected to the app it can become disconnected from Wi-Fi. It might say it is offline in the app or it's missing Nest Protect History information. This issue could be solved by restarting the router, checking if the Nest app is updated to the most recent version and more. Check here to find the resolution.

Error codes



Solve it:

All environments are different so issues may occur and you'll see an error code on the Nest app. Tap your code below for more information.

- P002
- P009
- P013
- P018 or P008
- P002 and P013 (Iphone 6 or 6+)

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Troubleshooting tips

Take a look at how to solve some common issues that can arise with Nest Protect.

Nothing happens after removing the battery tab

Solve it:

If you don't see a blue light or hear the welcome message after removing the tab, the batteries may need to be reset.

- With a small Phillips screwdriver remove the two screws on the back of the Nest Protect to take off the cover.
- Remove batteries from each tray and make sure no pieces of the battery tab remain. Then reset the batteries in proper orientation.
- Press down on each battey to make sure both ends are touching Nest Protect contacts.

False smoke alarms

Solve it:

Nest Protect may sound false smoke alarms because of dust in the device. If it chirps and the Nest app says "the smoke sensor failed" or is sounding a Heads Up saying there's smoke, even though there isn't, there is likely dust in the smoke chamber. To solve this use, remove Protect and use a soft, slightly damp cloth to clean. Remember to avoid using detergents or solvents and to avoid getting water inside. For more cleaning directions visit here.

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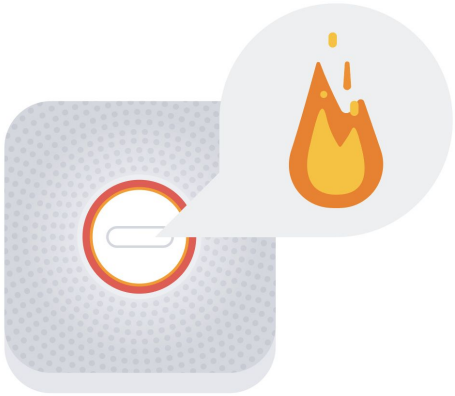
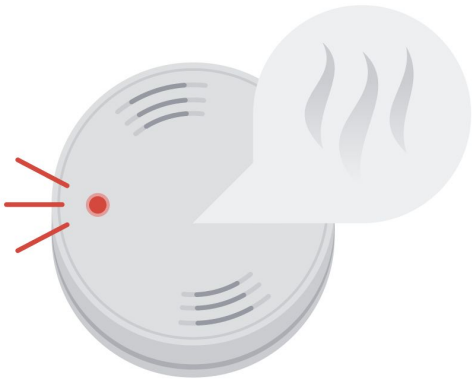
Category expertise: Nest Protect

This is what makes the Nest Protect so unique.



Photoelectric sensors

These devices are equipped with a light sensor that will trigger an alarm when smoke particles hit that light. With one wavelength of light, they are better at catching smoldering fires that create larger smoke particles, but can be slower to react to fast-burning fires with smaller smoke particles. Photoelectric sensors are typically less prone to false alarms. Nest Protect's Split-Spectrum Sensor is the first home alarm to feature a photoelectric sensor that uses **two** wavelengths of light instead of one, so it can sense both large and small smoke particles equally as fast.



Ionization sensors:

They work similarly to photoelectric sensors, but instead of light, they use two pieces of radioactive material that measure the air between them. When smoke particles enter that air, it sets off the alarm. These sensors are great at catching fast-flaming fires, but they're also notorious for false alarms, so they're a little too sensitive. Since ionization sensors are more prone to false alarms, Nest Protect **does not** use this type of sensor, but it's important to remember the differences in the way it works.

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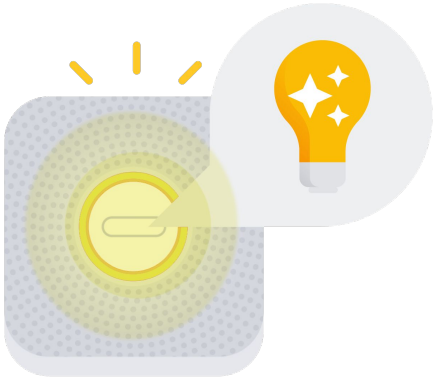
This is what makes the Nest Protect so unique.

Alerts

With Nest Protect and the Nest app, you are able to get notifications anywhere in the world regarding your smoke alarm. It even helps in your own home as you are able to silence false alarms from the app instead of waving a dish towel at your smoke detector.



Pathlight

Pathlight lights your way so you don't need to stumble around in the dark. It's ideal for any location in your home where you'd like a bit of extra light. It's like a night light that turns on when you walk by your Google Nest Protect or Google Nest Detect, and turns off after you've passed. Pathlight uses high-efficiency LED lights that use much less energy than typical incandescent bulbs, so it's easy on batteries and won't waste energy.

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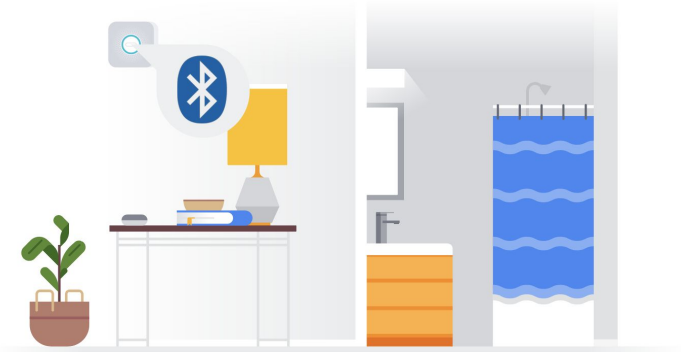

Bluetooth Low Energy (BLE)

BLE is designed to reduce power consumption and cost, while maintaining a similar communication range to classic Bluetooth. More importantly, BLE enables connection between a handful of smart devices and sensors, which makes it more than qualified to conveniently run your smart home products from your phone, while using less energy. The App Silence feature uses Bluetooth Low Energy to let you quiet alarms from Nest Protect with just your phone.

Carbon Monoxide (CO)

An invisible, odorless gas produced when fuels don't burn completely, or are exposed to heat (usually fire). Several common appliances are often sources of CO, including oil or gas-burning furnaces, wood-burning fireplaces, gas ovens, and charcoal grills. Electrical appliances don't typically produce CO. We've equipped Nest Protect with a ten-year CO sensor, and along with a push notification, added a friendly human voice that tells you exactly where the **invisible** CO is.

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Better together

Powered by the Google Assistant, Google Nest products come together to help customers even more throughout their day.

	How does it work together?	Ask the Google Assistant
When alerted by Nest Protect, **Nest Thermostats** jump into preventive action.	• Displays alerts • Shuts off forced air systems to prevent smoke from spreading through vents • Shuts off fossil-fuel powered heating (furnaces) in CO emergencies	Fire detected.
Nest Protect combined with **Google Wifi** and **Google Home** speakers make sure everyone hears alerts.	• Receive alarms and alerts through screen and speakers • View cameras alerted to alarm	"Hey Google, show me the front door."
Google Nest Cams are ready to show you what's happening when Nest Protect detects smoke or CO.	• Turns on and starts streaming video to your nest app • Records an emergency clip without Nest Aware subscription	"Hey Google, show me the living room "

Here are other handy devices that help create the smart home. All accessible from the Nest app.

[Nest x Yale Lock]

[Nest Hello]

[Nest Secure]

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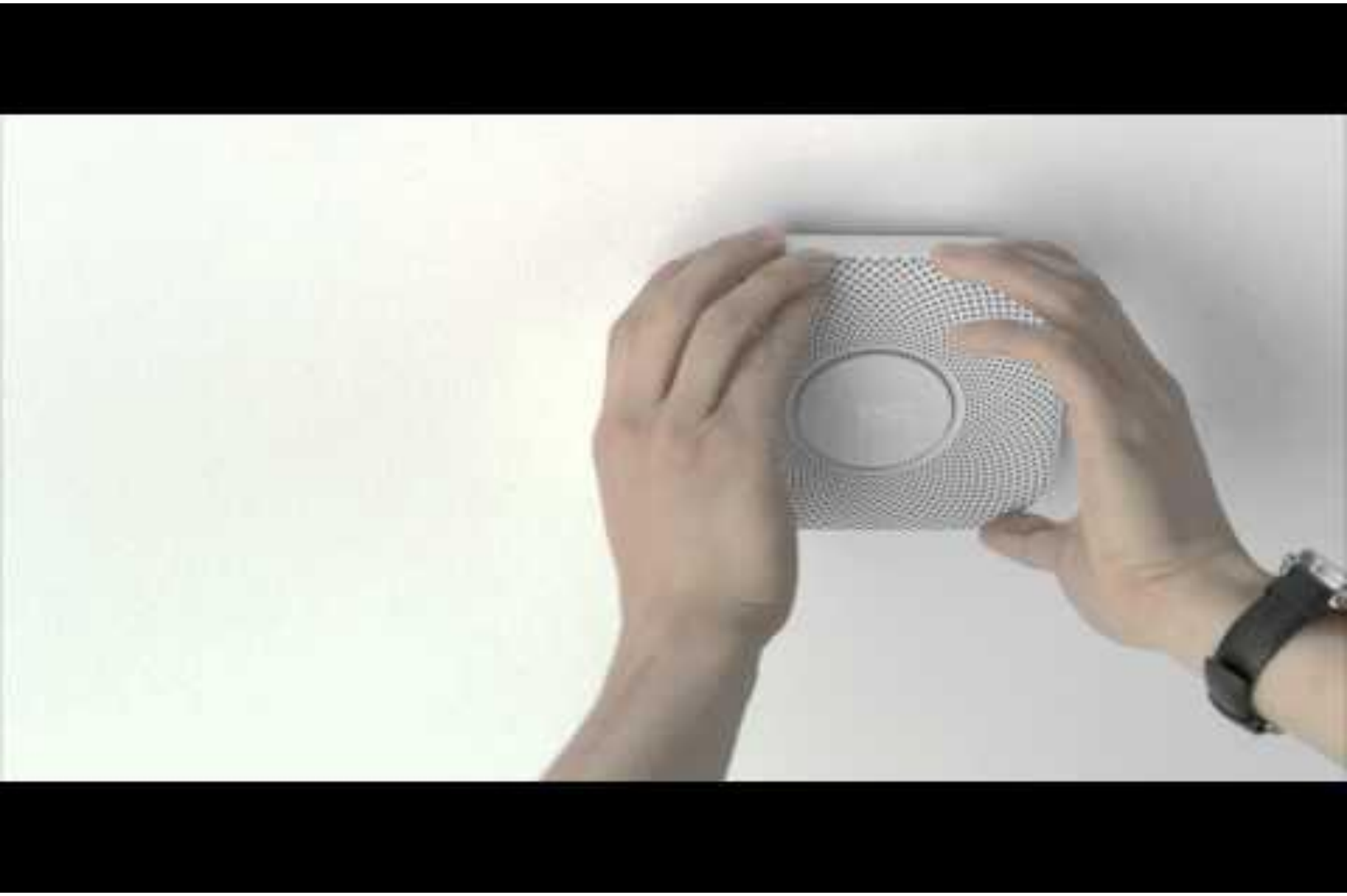
Additional resources

Prefer watching videos? Take a look at our Nest Protect installation video:

Tell us what you thought about this training here.



Additional resources

Here are some useful Nest Protect links if you need more information:

- GRT: https://googleretailtraining.exceedlms.com/student/path/11697-nest-protect
- Google Store: https://store.google.com/us/product/nest_protect_2nd_gen?hl=en-US
- Google Support: https://support.google.com/googlenest/topic/9361754?hl=en&ref_topic=9346307,9371069,7029808,

Tell us what you thought about this training here.

Additional resources

Visit the website for a complete overview: https://nest.com/

Want to know more about:

- Google Nest Hub? Go to
  - GRT: https://googleretailtraining.exceedlms.com/student/path/14351-google-nest-hub
  - https://store.google.com/us/product/google_nest_hub?hl=en-US&GoogleNest
  - https://support.google.com/googlenest/topic/7029677?hl=en&ref_topic=7029097,9371069,7029808,
- Google Nest Cams? Go to
  - GRT: https://googleretailtraining.exceedlms.com/student/path/11806-nest-cam-family
  - https://store.google.com/us/magazine/compare_cameras?hl=en-US
  - https://support.google.com/googlenest/topic/9360528?hl=en&ref_topic=9300014,9371069,7029808,
- Google Nest Thermostats? Go to
  - GRT: https://googleretailtraining.exceedlms.com/student/path/11799-nest-thermostats
  - https://store.google.com/magazine/compare_thermostats
  - https://support.google.com/googlenest/topic/9361772?hl=en&ref_topic=9361189,9371069,7029808,
- Google Nest Hello? Go to
  - GRT: https://googleretailtraining.exceedlms.com/student/path/11784-nest-hello
  - https://store.google.com/us/product/nest_hello_doorbell?hl=en-US
  - https://support.google.com/googlenest/topic/9360528?hl=en&ref_topic=9300014,9371069,7029808,

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  - https://store.google.com/us/product/nest_secure_alarm_system?hl=en-US
  - https://support.google.com/googlenest/topic/9361854?hl=en&ref_topic=9361853,9371069,7029808,

- Google Nest x Yale lock? Go to
  - GRT: https://googleretailtraining.exceedlms.com/student/path/11856-nest-yale-lock
  - https://store.google.com/us/product/nest_x_yale_lock?hl=en-US
  - https://support.google.com/googlenest/topic/9369270?hl=en&ref_topic=9369404,9371069,7029808,

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