Nest cameras

Nest Pro Guide

Hey there!

Welcome to the Google Nest cameras Pro Guide.

Here you will find everything you need to install the entire family of **Nest Cam** for security inside and out.

Any Qs?
Pro line: 855-VIP-NEST or 855-847-6378

Got Feedback? Tell us what you think here.

Meet the Nest Cam Family

Find out all the details and technical specs for the Nest Cam Family.

Nest Cam IQ outdoor

Nest Cam IQ indoor

Nest Cam outdoor

Nest Cam indoor

Meet the Nest Cam IQ outdoor

3.7 in

3.7 in

What's in the box

- Google Nest Cam IQ outdoor
- Wall plate
- Outdoor power cable
- Indoor power adapter
- Hex key
- Screws
- Cable clips
- Wall anchors
- Installation Guide

Nest Cam IQ outdoor - all the specs

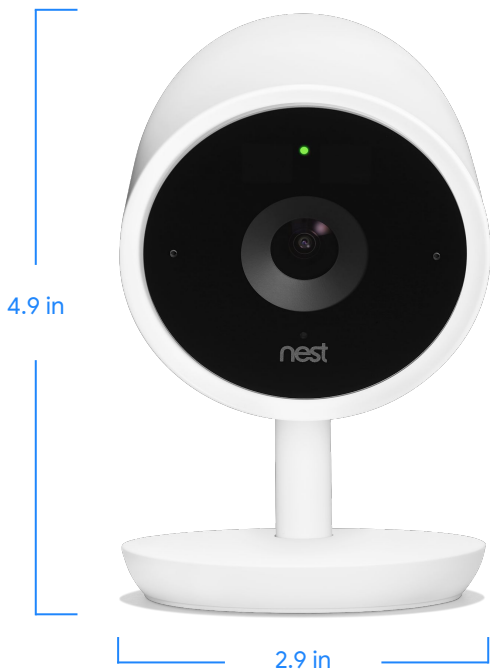|			
Weight	**Power**	**Input & Output**	**Camera input**
20 oz (568 g)	AC power adapter	Input: 100-240V AC, 50/60Hz, 0.65A Output: 15V DC, 1.87A	15V DC, 1.0A
Security	**Audio**	**Lights**	**Night vision**
128-bit AES with TLS/SSL	High-quality speaker, 3-microphone array	Status light and RGB light ring	High-power 850 nm infrared LEDs
Sensors	**Operating temperature**	**Weather resistance**	**Security**
Ambient light	−40° to 113°F (−40° to 45°C)	IP66 rating (weatherproof)	128-bit AES with TLS/SSL
Field of view	**Camera**	**Video**	
130° diagonal	1/2.5-inch, 8 megapixel (4K) color sensor, 12x digital zoom and enhance, close-up tracking view	Up to 1080p (1920 x 1080) at 30 frames/sec, H.264 encoding, HDR	

Wireless

- 802.11a/b/g/n/ac (2.4GHz/5GHz) 2x2 MIMO Wi-Fi; WEP, WPA, WPA2 encryption supported
- 802.15.4 (2.4GHz)
- Bluetooth Low Energy

Requirements

- Working broadband internet connection with at least 2 Mbps upload speed recommended
- Requires a compatible phone or tablet with the free Nest app and Bluetooth 4.0. Some phones, tablets and networks do not support 1080p. For more info visit nest.com/requirements.
- Video streaming and Nest Aware may be subject to interruptions or failures for reasons beyond Nest's control, like intermittent Wi-Fi or service provider outages. Nest Cam and Nest Aware do not provide third-party monitored emergency notification or response.

Meet the Nest Cam IQ indoor

4.9 in

2.9 in

What's in the box

- Nest Cam IQ indoor
- Google Nest Cam IQ indoor
- Power adapter
- Power cable
- Wall mount
- Drywall anchors
- Drywall screws
- Cable clips with nails
- Quick Start Guide

Nest Cam IQ indoor - all the specs

Weight	Power	Input & Output	Camera input
12.6 oz (357 g)	AC power adapter	Input: 100-240V AC, 50/60Hz, 0.65A Output: 15V DC, 1.87A	5V DC, 1.0A

Security	Audio	Lights	Night vision
128-bit AES with TLS/SSL	Speaker, microphone	LED light ring	High-power infrared LEDs (940 nm) with IR cut filter

Sensors	Operating temperature	Weather resistance	Security
Ambient light	32 to 104°F (0 to 40°C)	Indoor use only	128-bit AES with TLS/SSL

Field of view	Camera	Video
130° diagonal	1/2.5-inch, 8-megapixel (4K) color sensor with 12x digital zoom	Up to 1080p (1920 x 1080) at 30 frames/sec, H.264 encoding, HDR

Wireless

- 802.11a/b/g/n/ac (2.4GHz/5GHz) 2x2 MIMO Wi-Fi; WEP, WPA, WPA2 encryption supported
- 802.15.4 (2.4GHz)
- Bluetooth Low Energy

Requirements

- Working broadband Wi-Fi internet connection with at least 2 Mbps upload speed (DSL may not qualify)
- Compatible phone or tablet with the free Nest app and Bluetooth 4.0. Some phones, tablets and networks do not support 1080p. For more info visit nest.com/requirements.
- At 1080p, each camera requires 800 to 2000 Kbps of upload bandwidth while streaming video.
- If customer subscribes to Nest Aware, the camera streams all video to the cloud for secure offsite storage. At 1080p, each camera could use 600GB to 300GB of upload bandwidth per month depending on the video quality setting.

Meet the Nest Cam outdoor

2.8 in

2.8 in

What's in the box

- Google Nest Cam Outdoor
- Mounting magnet
- Camera wall plate
- Power adapter
- Adapter wall plate
- Nest screws
- Wall anchors
- Cable clips
- Installation Guide
- Welcome Guide

Nest Cam outdoor - all the specs

Weight	**Power**	**Input & Output**	**Camera input**
11.0 oz (313 g)	AC power adapter	Input: 100–240V AC 0.2A, 50/60Hz Output: 5V DC 1.4A	5V DC, 1.0A
Security	**Audio**	**Lights**	**Night vision**
128-bit AES with TLS/SSL	Speaker, microphone	RGB LED	8 high-power infrared LEDs (850 nm) with IR cut filter
Sensors	**Operating temperature**	**Weather resistance**	**Security**
Ambient light	−4°F to 104°F (−20 °C to 40 °C)	IP65 rating	128-bit AES with TLS/SSL
Field of view	**Camera**	**Video**	
130° diagonal	⅓" 3-megapixel sensor with millions of colors and 8X digital zoom	H.264 encoding, up to 1080p (1920 x 1080) at 30 frames/sec	

Wireless

- 802.11 a/b/g/n (2.4GHz/5GHz) Wi-Fi; WEP, WPA, WPA2 encryption supported
- 802.15.4 (2.4GHz, Inactive)
- Bluetooth Low Energy

Requirements

- Working broadband Wi-Fi Internet connection with at least 2 Mbps upload speed (DSL may not qualify). Nest cams do not use local storage like memory cards, only cloud storage.
- Compatible phone or tablet with the free Nest app and Bluetooth 4.0. Or set it up from your computer using USB and a web browser. For more info visit nest.com/requirements.
- At 720p, each camera requires 200 Kbps to 500 Kbps of upload bandwidth while streaming video and use 60GB to 160GB of upload bandwidth per month.
- At 1080p, each camera requires 450 Kbps to 1200 Kbps of upload bandwidth while streaming video and use 140GB to 380GB of upload bandwidth per month.
- Cameras will use more bandwidth to stream video when there is more motion in the scene. If subscribed to Nest Aware, the camera streams all video to the cloud for secure offsite storage.
- If a power outage occurs, you'll get an alert and email after 10 minutes which includes a snapshot of the last thing the camera saw. Without power no more alerts will be able to be sent.

Meet the Nest Cam indoor

4.5 in

2.9 in

What's in the box

- Google Nest Cam Indoor
- Stand
- USB cable
- Power adapter
- Wall-mounting plate
- Nest screws
- Quick Start Guide
- Window decal
- Welcome Guide

Nest Cam indoor - all the specs

Weight 7.1 oz (203.0 g)	**Power** AC power adapter	**Input & Output** Input: 100–240V AC 0.2A DC-Output: 5VDC 2.0A	**Camera input** 5VDC 1.0A
Security 128-bit AES with TLS/SSL	**Audio** Speaker, microphone	**Lights** RGB LED	**Night vision** 8 high-power infrared LEDs (850 nm) with IR cut filter
Sensors Ambient light	**Operating temperature** 32°–104°F (0°–40°C)	**Weather resistance** Indoor use only	**Security** 128-bit AES with TLS/SSL
Field of view 130° diagonal	**Camera** ⅓" 3-megapixel sensor with millions of colors and 8X digital zoom	**Video** H.264 encoding, up to 1080p (1920 x 1080) at 30 frames/sec	

Wireless

- 802.11 a/b/g/n (2.4GHz/5GHz) Wi-Fi; WEP, WPA, WPA2 encryption supported
- 802.15.4 (2.4GHz, Inactive)
- Bluetooth Low Energy

Requirements

- Working Wi-Fi connection: Wi-Fi use requires 802.11 b/g/n @ 2.4GHz, 5GHz.
- Requires a web browser or a compatible phone or tablet with the free Nest app and Bluetooth 4.0. Some phones, tablets, and networks do not support 1080p. For more info visit nest.com/requirements.
- At 720p, each camera requires an average of 200 Kb/s of upload bandwidth and support for peak rates of 500 Kb/s of upload bandwidth.
- At 1080p, each camera requires an average of 450 Kb/s of upload bandwidth and support for peak rates of 1200 Kb/s of upload bandwidth.
- Nest Aware, the camera streams all video to the cloud for secure offsite storage. At 720p, this requires 60GB of upload bandwidth per month. At 1080p, this requires 140GB of upload bandwidth per month.

Installation guides
Step by step

This is your comprehensive guide to installing the **Nest Cams**.

Don't have time to read through the steps? Go to the Additional Resources section to watch the installation videos for each Nest Cam.

CONNECT CAMERA TO THE APP AND WI-FI

Important: Confirm with the customer that the live feed is coming through crystal clear from Nest Cams chosen location. Walk it up the ladder or hold it in place and have the customer check the feed on their device. If signal strength is weak, look for another acceptable location or take the opportunity to talk to the customer about the benefits of full home mesh-wifi coverage provided by **Google Wifi**.

Step 1: Start with the Nest app

Confirm the phone or tablet is connected to the same Wi-Fi network as the camera

If customer is new to Nest:
- Download the app from the Apple App Store or Google Play.
- Open the app and create an account.
- Tap Add New ╋ on the Nest app home screen.

If customer already owns a Nest product:
- Tap Settings ⚙ in the top right corner of the app home screen.
- Select Add product ⊕.

Step 2: Scan the QR code and pick location name

The app will ask you to scan the camera's QR code with the phone. You can also simply tap Continue without scanning and enter the camera's serial number and entry key instead. These numbers are next to the QR code.

The app will then ask you to pick a location name from a list, or type in your own by selecting Custom at the bottom.

Important: Have the customer write down the serial number and entry key, and save this information with their important documents or use an online storage service like Google Drive. Having these numbers on-hand will be a big help when troubleshooting.

Step 3: Plug in the camera and connect to Wi-Fi

Plug the camera into a household power outlet with the included power cable and adapter. The camera's light will pulse blue to let you know it's getting power and is ready to be connected.

The app will help the camera automatically scan for nearby Wi-Fi networks. Select the network the customer wants their camera to use. If the list doesn't include their Wi-Fi network, if the camera can't connect to it, or if you get an error code like NC022 or NC033, see the following articles for help.

Troubleshooting Nest camera error codes

My Wi-Fi network doesn't show up when I try to set up my camera

Step 4: Check the camera's video stream

Now that the camera is connected to Wi-Fi, the app will help you check that the camera can stream video. Make sure the camera is placed exactly where the customer wants during the test.

- If you see video, you're ready to install or mount the camera.
- If you don't see video, the camera may be too far from the Wi-Fi network. Try moving it closer.

NEST CAM IQ INDOOR INSTALLATION

Place the camera

- Place the camera on a flat horizontal surface, like a shelf.
  - **Note**: Ideally, they'll want to place the camera high enough to get a good picture of someone's face as they walk in front of it. The 130° wide angle view makes it easy to find a spot where you can see most of the room.
- Pivot the camera in its stand to adjust the viewing angle.
- Check the camera's video stream with the Nest app and make further adjustments.
  - **Tip**: To help its sensors provide a better image, angle the camera so the surface it's sitting on stays out of view.

Finally, add the cable clips where necessary to secure the camera's power cord to the wall or ceiling for a tidy look.

Optional: Install the Nest Cam IQ indoor wall mount

The Nest Cam IQ indoor wall mount lets you securely attach the camera to a wall, ceiling, or other flat surface. It includes a 1/4"-20 tripod extension to screw the camera into.

Gather the following tools:
- A drill with 1/16" bit (for wood) or 1/8" bit (optional, for drywall)
- A Phillips screwdriver
- A hammer
- A pencil
- A ladder, if you're installing the camera up high
- Everything included with the wall mount: mounting plate, wall anchors, screws, cable clips and nails.

Hold the wall mount with the flat black side against the wall or ceiling. Mark the two screw holes with your pencil. Then remove the mount for the next step.

If the surface is drywall: Screw the two plastic anchors into the wall or ceiling. The anchors are designed to be self-drilling. If you prefer, you can drill 1/8" pilot holes and then screw in the anchors.

Position the wall mount over the anchors or pilot holes, with the flat black side against the wall. Screw in the screws. The wall mount should now be securely attached to the wall or ceiling.

Line up the tripod hole on the camera's base and screw the base into the mount. If installed on a wall, the power cord should end up facing upward.

Tip: During this step, be sure to rotate the camera's base, not its head.

Remember, the height chosen for the mount will directly impact the camera field of view. Always check the stream before mounting to ensure you can capture the right angle.

Now that the camera is mounted, adjust the image as it appears in the Nest app.

- **Gently swivel the camera head** until it's pointing at the desirable scene.
  Tip: If the wall mount won't let you point the camera where you want, you have two options. You can twist the camera's base a little bit to move the camera's range of motion, while making sure that the camera is still securely mounted. Or, you can try unscrewing the wall mount, rotating it 180 degrees, and screwing it back in to give the camera head a different range of motion when it's screwed in. **Check the video**.

- If it's mounted on the ceiling and the image is upside down, <u>flip it in the app.</u>

NEST CAM INDOOR INSTALLATION

There are three different ways you can install the Nest Cam Indoor:
- Place it on a horizontal surface like a shelf
- Use the magnetic base to attach it to a metal surface
- Install the metal plate to mount the camera on a wall or ceiling

Placing the camera on a horizontal surface like a shelf, countertop, or table is easy. Place it where desired and check the video stream on the Nest app.

Attaching the camera to a metal surface

There's a powerful rare earth magnet at the bottom of Nest Cam Indoor's stand, so it will securely attach itself to metal surfaces. You don't need to drill holes or use the metal mounting plate to do this.

Simply attach Nest Cam Indoor to a refrigerator, a file cabinet, or other metal surface. We do not recommend attaching the camera to a computer or electronics as this could potentially lead to damage.

Then check the camera's video stream with the Nest app.

Installing the camera on a wall or ceiling with the mounting plate

- Make sure the location they have picked is close enough to a wall outlet. Try holding the camera where they want it with the power cable and adapter plugged in. You should have a little slack just in case.

- Check Wi-Fi coverage on the Nest app. You may need to move it closer for a stronger signal, even if it's just a few inches.

- Once video is confirmed, install the mounting plate. Hold the plate against the wall, ceiling, or other surface, and screw it in. Make sure the cable clip points in the direction you want the cord to go. The screws are self-tapping, so they'll install easily in drywall, wood, and plaster without drilling a hole. If you need to drill into hard materials like concrete or masonry, use wall anchors (not provided)

Important: If you need to drill holes, drill only one to start with. Place the mounting plate on the wall so that the hole you drilled lines up with one of the slots on the plate. Drill the other two holes using the slots as a guide.

- If you used a drill to put in the screws, hand tighten them with a screwdriver. This will ensure a secure installation and help prevent over-tightening and possible damage to walls or ceiling.
- Stick the Nest Cam to the mounting plate. The rare earth magnet will hold the Nest Cam securely, even if you install it on the ceiling.

Important: The rare earth magnet is very strong. Make sure to watch your fingers when attaching the mounting plate to avoid injury.
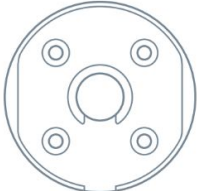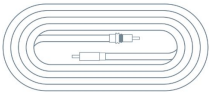
- Check the camera's video stream on the Nest app and adjust the position if needed.

NEST CAM OUTDOOR IQ INSTALLATION

When you're ready to install you can remove the black foam pad between the wall plate and the camera. Go ahead and leave the lens sticker on until you're finished installing the Nest cam.

Tools you'll need

Camera	Wall plate	12 Nest screws
Outdoor power cable (25 ft)	8 cable clips	12 wall anchors
Indoor power adapter	Hex key	Power cable strap

Other items you may need

- A phillips head screwdriver or drill with phillips bit
- Caulk to seal the wall plate and cable hole
- Drill bits
- 3/32" or 2 mm for pilot holes
- 7/32" or 6 mm for wall anchors
- 1/2" or 13 mm for the cable hole
- If you're drilling into brick or stone, you'll need masonry bits.

Find a good location

Tips for camera placement:

- Nest Cam IQ Outdoor has Supersight close up tracking view, so it can automatically zoom in when it notices a person. Since it's more versatile, you should install the camera where it can look over a large area of the property like the driveway or yard. They're not limited to shorter distances, but you can also choose to install it near the front, back or side door.
- Make sure that there's nothing too close to where you'll install the camera. You don't want anything blocking the view. For instance, is a post, plant or porch light blocking the view? It might affect the Nest Cam's exposure, focus or Night Vision.
- It's best to angle the camera down so the sun doesn't shine into the lens. Usually this won't happen until the sun is low in the sky early in the morning or at sunset. If you notice glare, adjust the camera so the horizon is out of the camera's view.
- Install the camera just about head height in the chosen location. 7 to 10 feet (2 to 3 meters) allows for the camera to see people's faces and be close enough to communicate with the speaker and microphone.
- Nest Cam IQ Outdoor is weatherproof, but raindrops or snowflakes might stick to the lens. If the home has eaves or a place that will provide shelter from the weather, see if that will work for the camera location.

Test camera video streaming outside

Thick or insulated walls can greatly reduce Wi-Fi signal strength.

1. Plug in the camera and hold it up to where you'd like to mount it. Check that it can stream video to the Nest app.
2. If you can't see the camera video, the Wi-Fi connection may not be strong enough there. Try moving your camera a bit. Sometimes a few inches can make a difference. You can also try moving the Wi-Fi router.
3. Visit nest.com/wifihelp for more information if experiencing issues.
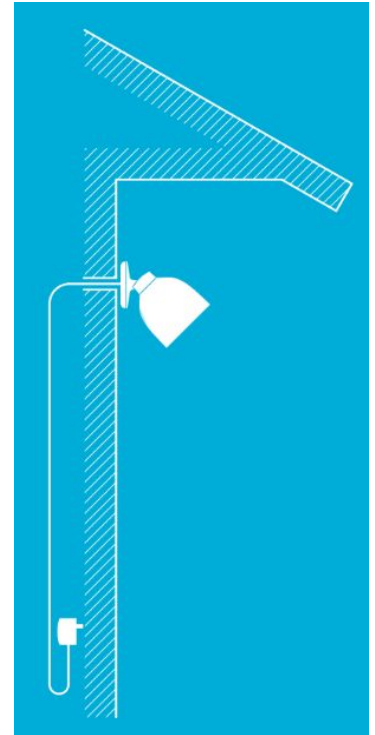
Plan the cable path

Nest Cam IQ Outdoor is designed to be plugged into an indoor power outlet, so you'll need to plan how you'll run the cable through the wall to inside the home.

Tip: If there is an existing opening nearby like an attic vent consider putting the power cable through there and avoiding drilling the hole. There will be some exposed wire.

If there isn't an existing opening, you'll need to drill a hole to pass the cable inside. You have two options for this method:

- You can install the camera directly over the cable hole. This will conceal the power cable on the outside of the home, but the cable may be exposed inside as you run it to a power outlet. The customer will have to conceal the cable once in the home.
- To avoid having an exposed cable run inside the home, you can route the cable along the outside of the home to a hole that's drilled closer to an indoor outlet.
- Since the wire is rated for in-wall use, another option is to run the wire in-wall to hide it.

No matter which method the customer chooses, remember that they can paint the cable and the clips (but not the camera!) to blend in.
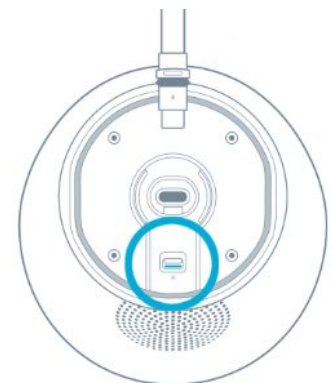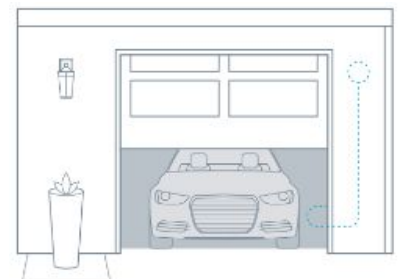
Measure the cable

Before you mount the camera, measure the cable along the route where you'll be installing it.

Disconnect the camera from the cable to make it easier to measure. Push the latch on the back of the camera to unlock the cable.

Tip: Put the camera back in the box to keep it protected.

Install the wall plate

Once you've checked that the installation plan is good, you can mount the wall plate.

1. Hold the wall plate up where you want to mount the camera and mark the holes with a pencil.
2. Use a 3/32" (2 mm) bit to drill pilot holes for the screws.

Note: If the wall is made of a hard material like brick or stucco, you may need to use the included wall anchors to hold the screws. Use a 7/32" or 6 mm bit for the anchors.

If you're installing the camera over the cable hole

- Use a ½" or 13 mm bit to drill the center hole.
- Run the cable through the hole in the wall and pull it through the wall plate's center hole until you reach the end of the cable. Make sure it's the end of the cable with a gray rubber ring.
  Tip: Use the caps that came attached to both ends of the cable to keep dust and dirt from getting into the connector. If you don't have the caps, you can cover the cable tip with some masking tape.
- Spread caulk on the back of the wall plate in the shape of a U. Leave an open space that will point down when the plate is mounted so water can drain out.
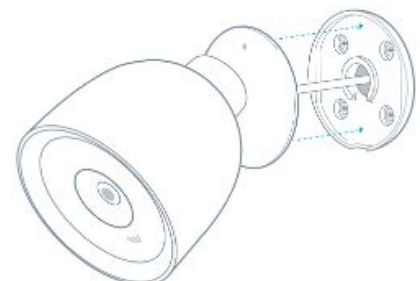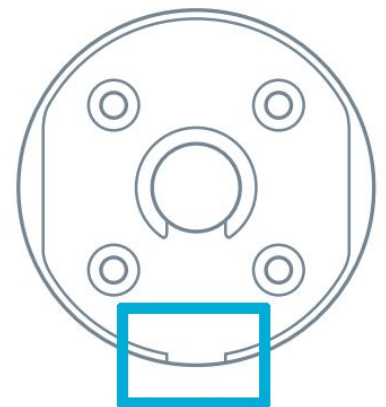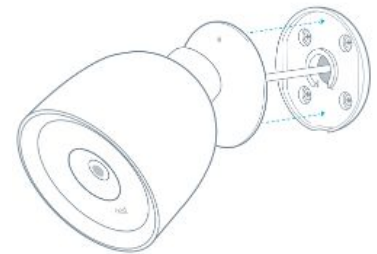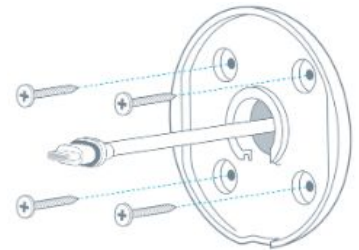- Mount the wall plate with the included screws.
- Plug the end of the power cable that has the gray rubber ring into the base of the camera.

If you're routing the cable on the outside of your home

- Spread caulk on the back of the wall plate in the shape of a C. Leave an open space that will point down when the plate is mounted so water can drain out.
- Mount the wall plate with the included screws.

Important: Make sure the wall plate's cable notch points in the direction you're going to run the cable.

Mount the camera

Plug the end of the power cable that has the gray rubber ring into the base of the camera. It will click into place.

- Tuck the excess cable back into the hole in the wall.
- If you're running the cable along the wall before it goes inside, route the cable through the notch in the wall plate.

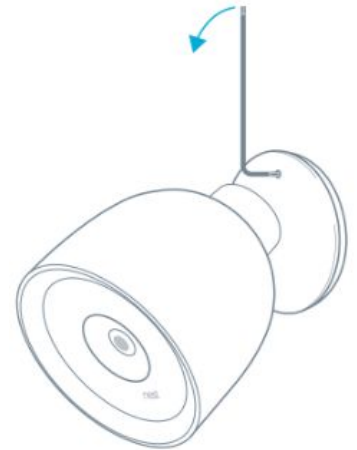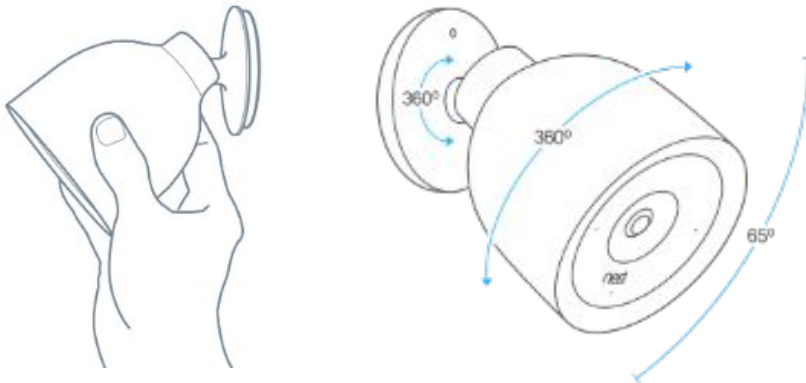Push the camera base into the wall plate until it clicks into place.

Note: If the camera ever needs to be removed from the wall plate, insert the included hex key into the hole in the base and turn it counterclockwise.

Adjust the view

Make sure the camera is plugged in and connected to Wi-Fi.

Use the Nest app to check the view while you adjust the camera angle. You can rotate both the hinge and the camera lens 360 degrees. Make sure the Nest logo is at the bottom.

Use the app's zoom and enhance feature to crop out anything the customer doesn't want.

Install the cable

Secure the cable using the included cable clips. You can install as many clips as needed outside or inside of the home.
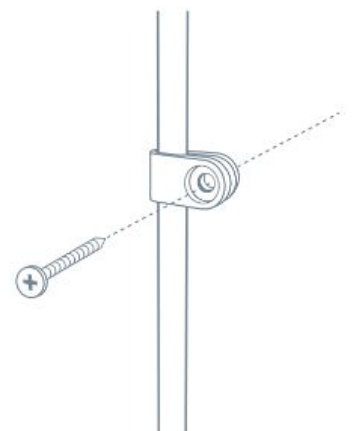
For a clean looking installation, try to route the cable along a ledge or corner.

If you routed the cable along the outside of the home and have an exposed hole to pass the cable inside, be sure to seal the hole with caulk.

Finish up

Remove the sticker on the lens and wipe off any dust or dirt with a soft lint-free cloth.

Important: If the cable is being painted to match the home **do not** paint the camera.

NEST CAM OUTDOOR INSTALLATION

Get started

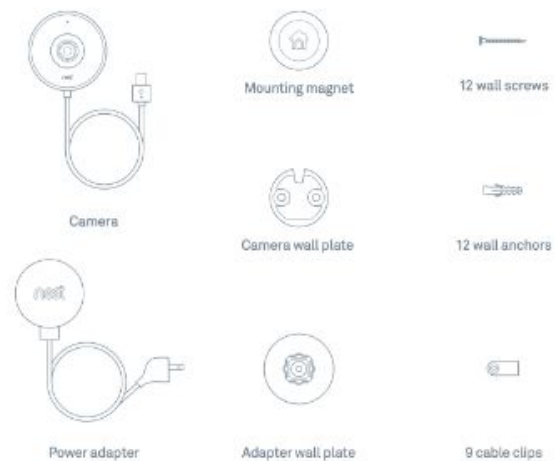Once Nest Cam Outdoor is set up on the Nest app here are a few things to consider:

- Check with your phone to make sure the outdoor spots chosen for Nest Cam get a Wi-Fi signal.
- Discuss the path of the power cable on its way to outlet with the customer.
- Keep the camera out of direct sunlight. The glare can distort video and overheat the camera.
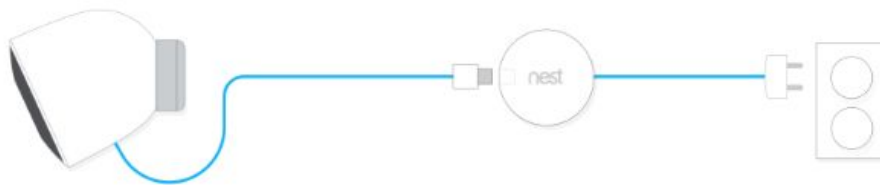
Tools you'll need

Many of the items you'll need are included in the box as seen in the graphic.

To install the wall plate and cable clips, you'll need a Phillips screwdriver and a drill with a 3/32" bit.

If you'll be using the wall anchors, you'll also need a 7/32" masonry drill bit and a hammer.

Camera

Mounting magnet

12 wall screws

Camera wall plate

12 wall anchors

Power adapter

Adapter wall plate

9 cable clips

Options for plugging in the camera

Nest Cam Outdoor's total power cable length is 25 ft (7.5m). You'll need to plug it into an outlet so it can stream video 24/7 and send alerts. You have two options:

Use an outdoor outlet: The easiest option is to plug it into an outdoor outlet. We suggest they install a lockable "while in use" cover over the outlet to prevent the camera from being unplugged.

Use an adapter: If there is no outdoor outlet, you can use a light socket adapter, which converts a porch or landscaping light into a power outlet.
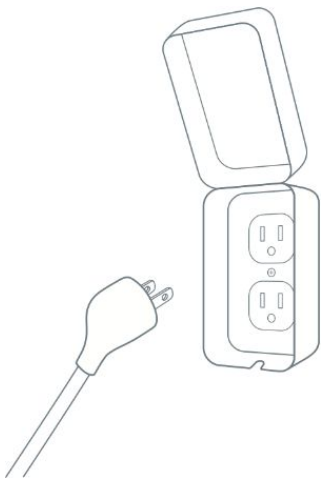
Option 1: Installing on brick, wood, or other non-metal surface

If there isn't a metal surface that the mounting magnet can adhere to, you can install the camera's metal wall plate. Then, you can stick the Nest Cam and its mounting magnet to the plate and rotate your camera to get the image the customer wants.

- **Connect the camera to the power adapter**

  Insert the camera's USB connector into the power adapter.

  Important: Press the collar all the way in and twist clockwise to lock it. This will help ensure a weatherproof seal.
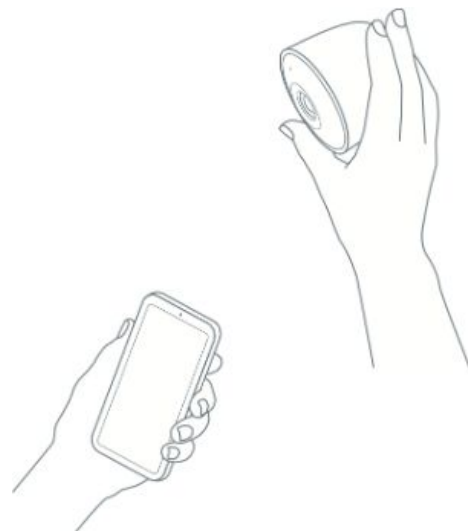
- **Plug in the power cable and adapter**

  Make sure there's enough length from the outlet to the camera. You can temporarily run the cable along the path you've planned for it, including eaves and any right-angle bends along walls.

- **Check Wi-Fi coverage with the camera**

  Hold the camera up where you are installing it, and view the video stream with the Nest app.

  If the camera can't connect to Wi-Fi, or if the video stream is interrupted, they might need to pick another location where the signal is stronger. Even a few inches can make a difference.
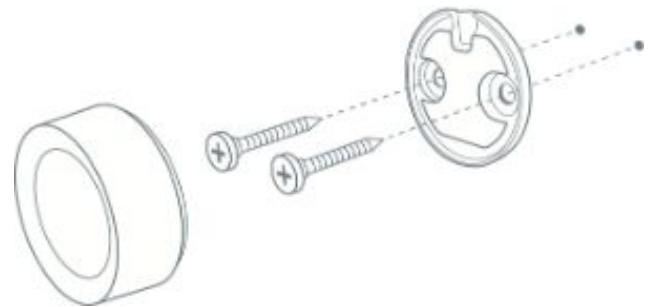
- **Install the wall plate**

  Once you've confirmed streaming video from the chosen spot, it's time to install the camera's wall plate.

  Remove the protective sticker and backing foam from the wall plate.

  We recommend you first drill pilot holes with a 3/32" bit, and then attach the wall plate with the screws.

  If the wall is made of a material like brick or stone, you may need to use the included wall anchors. Use a 7/32" masonry bit to drill holes for the anchors. Gently tap each anchor into the wall with a hammer until it's flush with the surface. Then attach the wall plate with the screws.

- **Attach camera to wall plate**

  Once the plate is secure, attach the mounting magnet to the wall plate. Then attach Nest Cam to the mounting magnet and aim it where the customer wants.

  Now you can remove the sticker from the Nest Cam's lens; it's only there for protection during shipping and installation.

  Use the Nest app to fine tune the camera's position.

- **Secure the cable**

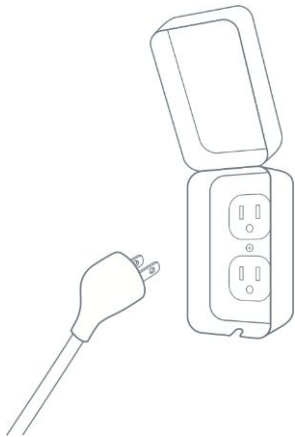 Next, you'll need to secure the power adapter and cable.

Option 2: Attach the camera to a metal surface using the magnet

You can securely attach the camera to a metal surface made of steel or iron. Keep in mind, the mounting magnet won't stick to other metals like aluminum or copper.

- **Connect the camera to the power adapter**

  Insert the camera's USB connector into the power adapter.

  Important: Press the collar all the way in and twist clockwise to lock it. This will help ensure a weatherproof seal.

- **Plug in the power cable and adapter**

  Make sure there's enough length from the outlet to the camera. You can temporarily run the cable along the path you've planned for it, including eaves and any right-angle bends along walls.

- **Attach camera**

  Attach the mounting magnet to the back of the camera, and place the other side on the metal surface.

  Since the magnetic power of different metal surfaces can vary, test that the grip is strong enough to securely hold the camera.

  If the surface is curved, like a light pole, the magnet won't be able to make full contact and it might not hold. So we recommend attaching it to a flat spot on the metal surface.
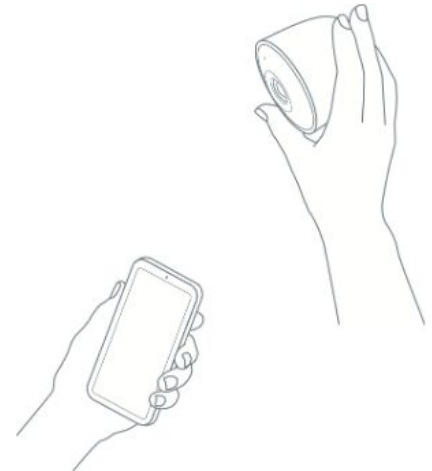
- **Check Wi-Fi coverage with the camera**

  Hold the camera up where you are installing it, and view the video stream with the Nest app.

  If the camera can't connect to Wi-Fi, or if the video stream is interrupted, they might need to pick another location where the signal is stronger. Even a few inches can make a difference.
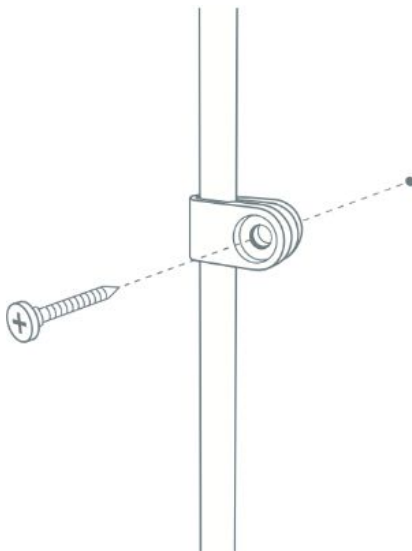
- **Secure the cable**

  Next, you'll need to secure the power adapter and cable.

  See below.

- **Secure the power adapter and cable**

  Whichever way you mounted the camera, you'll need to attach the power adapter and cable to a wall or other surface to keep it secure and to make it look tidy.

- **Install the first cable clip**

  Install the first clip within 6 inches (15cm) of the camera. This can help secure the camera's position and prevent damage if it ever gets knocked off of its magnetic mount.

  To install each clip, we recommend drilling pilot holes beforehand. Use a 3/32" (2 mm) bit for wood and similar materials. Or, if you're installing the wall anchors on brick or stone, use a 7/32" (6 mm) masonry bit and then gently tap the anchor into the hole with a hammer.

  Insert the cable into the clip.

  Screw the clip directly into the wall, or into the anchor.

  Note: If you're tightening the screw with a drill, be careful not to drill into the cable itself. The cable should be fully inserted into the clip, keeping it away it from the screw

- **Install the power adapter**

  We recommend installing the adapter at least 18 inches (50 cm) above the ground in case of flooding or deep snow. We included the adapter wall plate for this purpose.

  Place the adapter plate with the flat side facing the wall. Drill a hole and insert a wall anchor if needed. Use one of the screws to mount the plate.
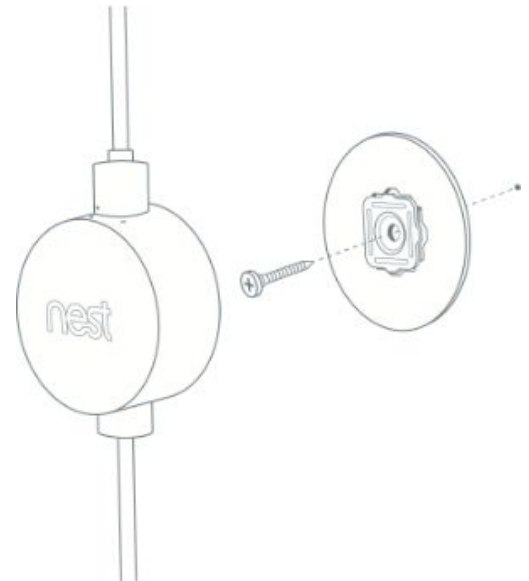
  Then snap the adapter on.

- **Install the rest of the cable clips**

  Install the second cable clip close to where the USB ring connects to the power adapter.

  Install the third clip close to the outlet so that the cable will be harder to unplug.

  Install as many of the other clips as you need to route the cable from the camera to the outlet..

Finish up

Remove the sticker on the lens if you haven't already. Wipe off any dust or dirt with a soft lint-free cloth

Customers can paint the cable and the clips to match their home. They should not paint the camera as it can affect performance and void the warranty.

Troubleshooting tips

Here is how to tackle some of the most common issues that can arise with Nest Cams.

Visit here to find additional Nest Pros.

You receive an error message in the app

Solve it:

If there are potential issues you'll receive error codes or messages on the app. To troubleshoot these individually visit here.

Nest Cam is offline

Solve it:

A Nest Cam being offline could be due to a few types of issues. It could be high bandwidth usage, changed router settings, wireless interference, weather, and more. Whether its an error message or a blinking indicator light take care of it right here.

Troubleshooting tips

Here is how to tackle some of the most common issues that can arise with Nest Cams.

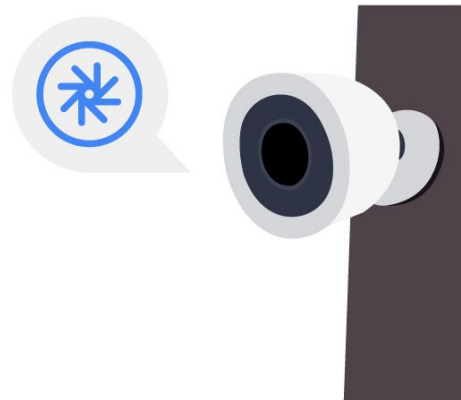Visit [here](#) to find additional Nest Pro's.

Video won't play, pauses or skips

Solve it:
Customers need their video streams to be reliable so its important to address any video playback issues. It could be something like the Nest app not being up to date, a Nest service issue, or a problem with Wi-Fi modem/router connectivity. [Start troubleshooting here.](#)

Video is blurry, pixelated, discolored, or has glare

Solve it:
There are things that can affect the video quality of Nest Cams. Dirty lens, glare from nearby surfaces, slow internet connections, and extreme weather temperatures to name a few. If there doesn't seem to be a Wi-Fi connectivity issue [check here for more solutions and tips.](#)
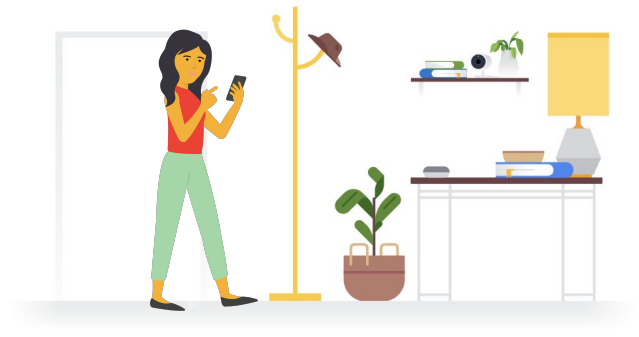
Category expertise: Nest cameras

Let's get an even better view of the smart camera world.

Familiar Face Alerts

One of the most intelligent features of the IQ cams is the ability to teach it how to tell the difference between faces it sees. While the customer identifies more and more faces via the Nest app the alerts become even smarter, they can even correct it when the camera misidentifies something else as a face. Allow it to recognize family and friends so when someone unfamiliar comes along customers will receive intelligent alerts. Face Alerts can work with multiple cameras and requires a Nest Aware subscription.

Motion Alerts

Motion Alerts are an important feature and only improves as Nest Cam IQ learns more about its environment. Customers don't want to be bombarded by constant alerts of motion but alerted to important activity, so notifications will be sent only once in most cases. With a Nest Aware subscription elevate these alerts by setting up Activity Zones. This is where customers can specify an area of the camera's view to ensure alerts from, like only receiving alerts when a certain door opens or avoiding constant alerts from cars driving on a nearby street.
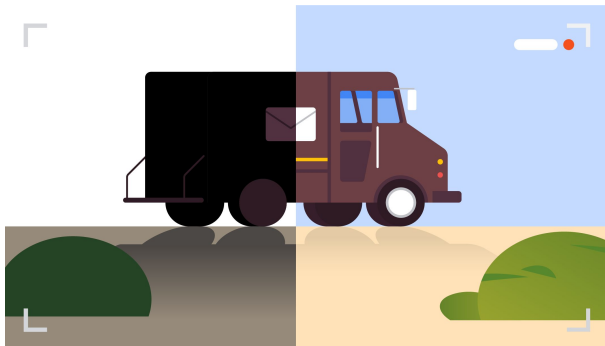
Nest Aware

Google Nest Aware is a paid subscription service that makes your Google Nest camera even better with additional features and services. You can set Activity Zones, get improved activity alerts, and create video clips and timelapses from your video history. Nest Aware uses cloud servers to give your Nest camera more powerful event detection algorithms. This extra power helps your camera do things that it can't do on its own, like giving you more intelligent motion and sound alerts, or even sending you a person alert when it sees someone walk by.
Visit here for more information.

Category expertise: Nest cameras

Let's get an even better view of the smart camera world.

High Dynamic Range (HDR) imaging

HDR is a process where a camera captures multiple images at different exposures, then uses software to combine those images into a single image that highlights the best parts of each image and exclude over or under-exposed areas. **Nest Cam IQ indoor and outdoor** elevate your picture quality with HDR, which allows you to see crystal clear, even in challenging lighting conditions.

Google Assistant built-in

Built into the Nest Indoor IQ cam, once enabled, you can speak to your Nest Cam IQ to get information, manage tasks, and control smart devices in your home and hear the answer from your camera. Want to call the kids in for dinner? Tell an intruder to get lost? Google Assistant is here to help.

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
	Access Nest Cams with **Google Wifi** and outside of a smartphone with the **Google Nest Hub**.	• See video streams on Nest Hub or Chromecast-enabled TVs • Communicate via IQ cams	"Hey Google, show me the living room."
	See the issue when **Nest Protect** alarms with Nest Cams.	• Automatically turn on Nest Cams and start streaming video when Protect alerts. • Controlled via the Nest app.	"Hey Google, show me the kitchen."
	Safely get an immediate look at what may have set off your **Nest Secure** with Nest Cams**.**	• Arm and disarm from anywhere in the Nest app. • Equipped with Google Assistant • Controlled via the Nest app.	"Hey, Google, Show me the back door."
	See something suspicious outside on your Nest Cam? Secure your home immediately with **Nest x Yale Lock.**	• Lock the door and check the video feed with your voice. • Controlled via the Nest app.	"Hey Google, show me the front yard."

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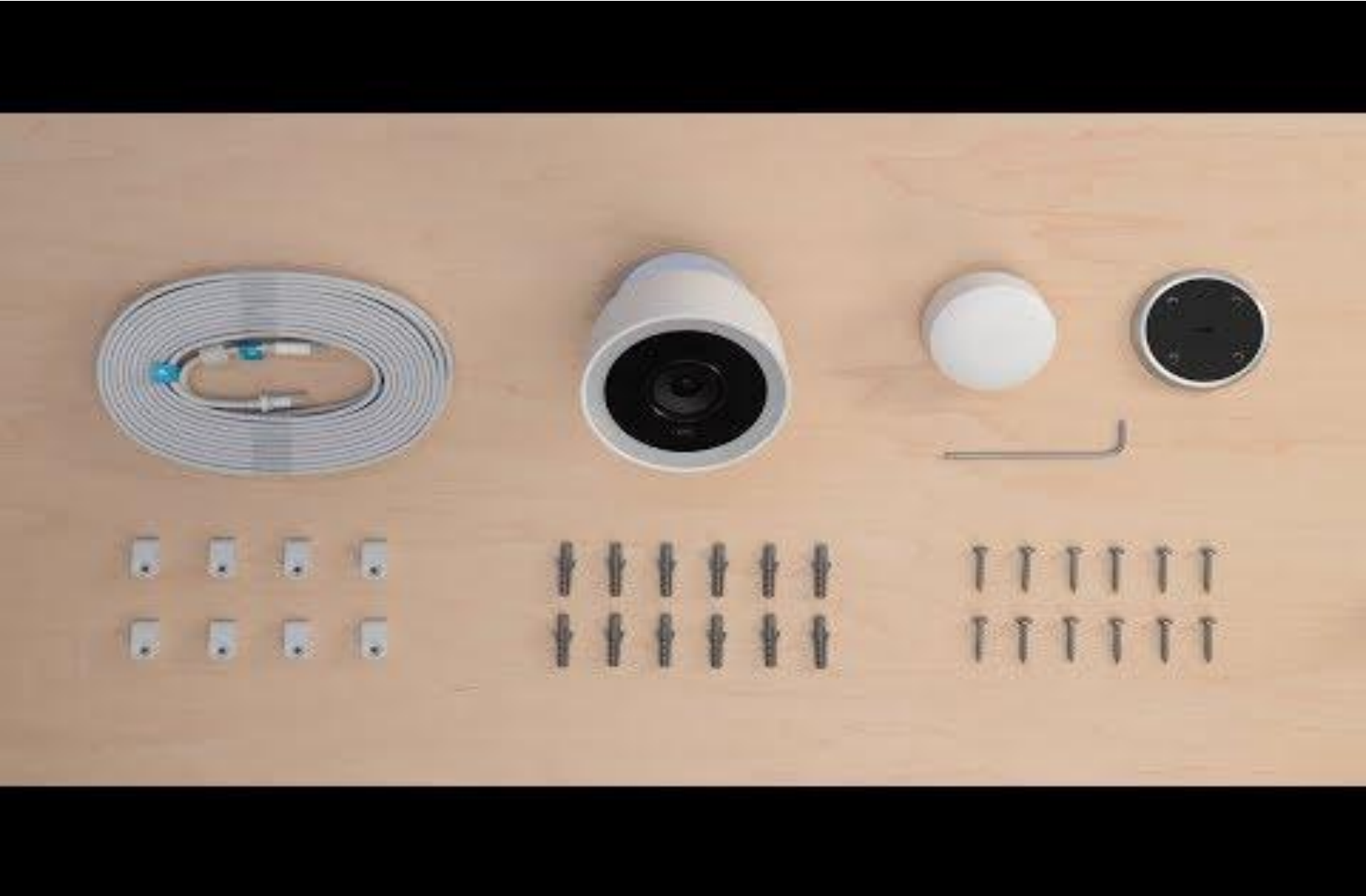
Nest thermostats   **Nest Hello**

Additional resources

Prefer watching videos? Take a look at our <u>Nest Cam IQ Outdoor installation video:</u>

<u>Tell us what you thought about this training here.</u>

Additional resources

Prefer watching videos? Take a look at our <u>Nest Cam Outdoor installation video:</u>

<u>Tell us what you thought about this training here.</u>

Additional resources

Prefer watching videos? Take a look at our video that covers both Nest Cam Indoor camers:

Tell us what you thought about this training here.

Additional resources

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

- GRT: https://googleretailtraining.exceedlms.com/student/path/11806-nest-cam-family
- Google Store: https://store.google.com/us/magazine/compare_cameras?hl=en-US
- Google Support: https://support.google.com/googlenest/topic/9360528?hl=en&ref_topic=9300014,9371069,7029808,

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

Tell us what you thought about this training here.