



Nest Hello

Nest Pro Guide





Hey there!

Welcome to the Google Nest Hello Pro Guide.

Here you will find everything you need to install **Nest Hello** for customers so they know who's knocking.

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Any Qs?

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

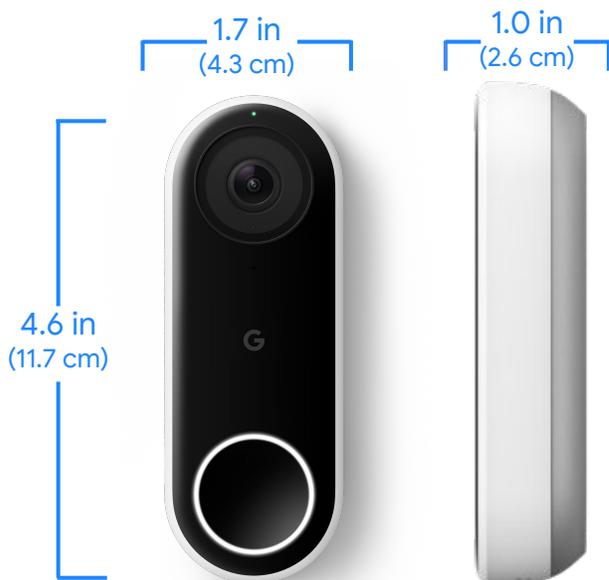
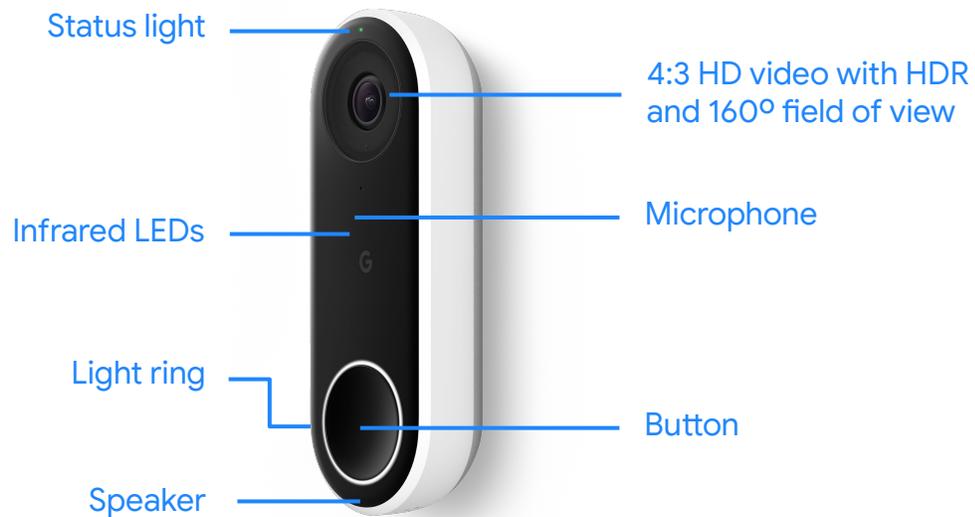
[For footnotes - head to the back of this guide](#)

[Got Feedback? Tell us what you think here.](#)



Meet Nest Hello

Let's take a closer look at Nest Hello to see what it takes to be a better doorbell.



What's in the box

- Google Nest Hello video doorbell
- Chime connector
- 15° wedge
- Release tool
- Masonry drill bit
- Window decal
- Wall plate
- Extension wires
- Wall anchors
- Screws
- Quick Start Guide



All the specs

Weight

4.55 oz
(129 g)

Power requirements

12V AC–24V AC; requires a 10VA transformer and wired doorbell

Camera

1/3-inch, 3-megapixel (2K) color sensor, 8x digital zoom

Video

HD UXGA 1600 x 1200, up to 30 frames/sec, H.264 encoding, HDR

Field of view

160° diagonal

Audio

High-quality speaker and microphone

Lights

RGB light ring and status light

Night Vision

850nm infrared LEDs

Sensors

Ambient light

Operating temperature

5°F to 104°F (-15°C to 40°C)

Weather resistance

IPx4 rating

Security

128-bit AES with TLS/SSL

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

Product requirements

- Requires a wired doorbell.

Connectivity requirements

- Wi-Fi 802.11a/b/g/n/ac, 2.4GHz or 5GHz (WEP, WPA, WPA2 encryption supported).
- Working broadband Internet connection with at least 2 Mbps upload speed (DSL may not qualify).
- Requires a compatible phone or tablet with the free Nest app and Bluetooth 4.0. For more info visit nest.com/requirements.

Bandwidth requirements

- At 1600 x 1200, Nest Hello requires 800 to 2000 Kbps of upload bandwidth while streaming video. Nest Hello will use more bandwidth to stream video when there is more motion in the scene. If you subscribe to Nest Aware, your Nest Hello streams all video to the cloud for secure offsite storage. At 1600 x 1200, each Nest Hello could use 150GB to 600GB of upload bandwidth per month depending on the [video quality](#) setting.



Installation guide

Step by step

This is your comprehensive guide to installing **Nest Hello**.

Don't have time to read through the steps? Go to the Additional Resources section to watch the installation video.

Get Prepared:

Nest Hello needs to be powered by wires delivering 16 - 24 V AC, and at least 10 VA.

Check with a meter or visit the voltage requirements support page [here](#) or the compatibility widget [here](#).

Step 1: Gather what you'll need

Tools:

- Phillips screwdriver
- Power drill with Phillips bit
- Ladder
- Bubble level
- Voltage meter
- Transformer

Nest app and Internet requirements:

- Customer's compatible phone or tablet, check [here](#) for requirements
- Wi-Fi network password
- Broadband Internet connection with minimum of 2 Mbps upload speed for each camera in the home
- Check Wi-Fi signal at doorbell location

Step 2: Have customer sign into account or create one

- To download the Nest app and create a free account direct them to [Google Play](#) or the [Apple App Store](#). If Nest products are already in the household the customer should be signed in already.

Step 3: Scan the QR code

- If the customer is new to Nest: Tap **Add New** + on the app home screen.
- If the customer already has account: Tap Settings in the top right corner of the home screen then select **Add product**.
- Scan the QR code on the back of the camera body. This helps the app know what you're installing.
- Scan the code in good lighting with no shadows. Start with the phone about a foot away and move closer to the code till it scans.
- If you can't scan the code, tap **Continue Without Scanning** and type in the numbers above the QR code.





Step 4: Turn off power

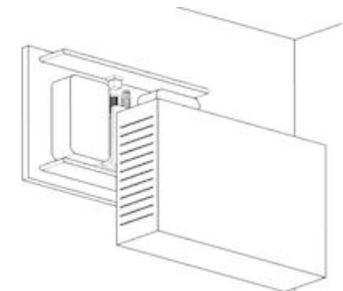
- Before turning off the power, test the existing doorbell to confirm the wired system is intact.
- Locate the home's breaker or fuse box and turn the power off to the doorbell and chime. Turn off the main power switch if need be.
- Ring the doorbell to confirm it is turned off.



Getting started:

Step 5: Remove the chime cover if applicable

- Find the doorbell's chime and remove the cover. You may need the ladder to reach.
- Covers vary, some pull or slide off while others use screws.



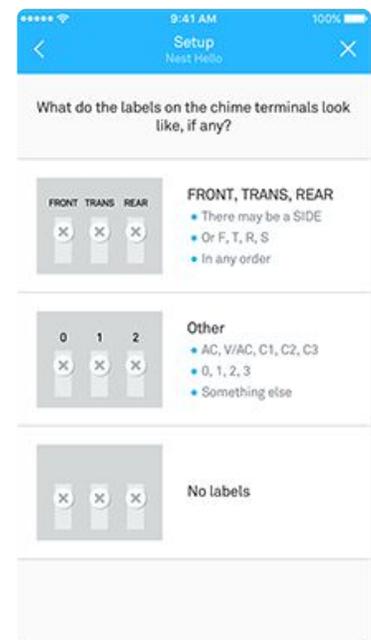
Tip: If there is no existing chime recommend a Google Home Mini speaker to announce door guests.

Step 6: Take a picture of the chime's wires on your phone

This will help with future troubleshooting.

Step 7: Tell the app about your chime wires

Using the app, select the number of wires in your chime and tap on the wire labels. These labels are usually on or next to the wire connectors or even on the inside of the chime cover.



Step 8: Connect the chime wires

The app will walk you through the steps with custom instructions depending on what wires you entered into the app. Follow the specific wiring the app instructs.

Step 9: Mount the chime connector

Once the wiring is done, find a place to put the chime connector. Make sure the connector and wires don't touch the chime or any moving parts, or it may not sound right or work at all. If space is very tight, it may be easier to attach the connector to the outside of your chime cover.

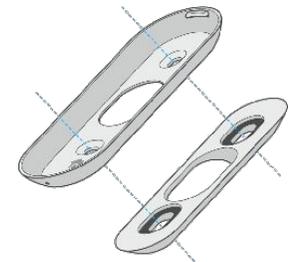


Step 10: Replace the chime cover

Now put the chime's cover back on.

Step 11: Disconnect the current doorbell

Remove your current doorbell and disconnect the wires. You'll need a screwdriver for this step.



Step 12: Use the wedge if needed

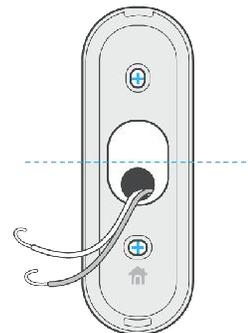
If the doorbell is located in a corner, you can use the included wedge to change the viewing angle. This will point Nest Hello away from the wall and help prevent the IR night vision light from washing out the video. You can flip the wedge to angle the camera in the opposite direction. The wedge has adhesive strips. Just stick it onto the wall plate.

Step 13: Mark holes for the wall plate

- Now mark screw holes for installation with the backplate.

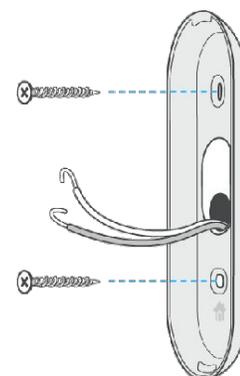
Important: You may not be able to re-use the screw hole from your old doorbell. The doorbell wires must come through the bottom of Hello's wall plate hole (as pictured). If they don't, they can prevent Nest Hello from locking onto the wall plate.

- Again, make sure the Nest logo is at the bottom.
- Use a bubble level to check that the wall plate is straight.



Step 14: Install the wall plate

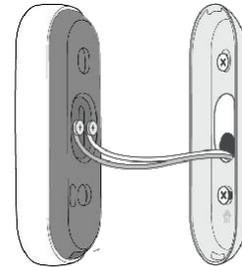
- Drill pilot holes with either a 3/32nd drill bit, hammer drill, or use the included masonry bit and wall anchors if you're drilling into stone, stucco, or other hard materials.
- Install the screws. Make sure the Nest logo is at the bottom. The wall plate is not reversible.
- Use a bubble level to double check that the plate is level. The horizontal screw hole on the plate's bottom will let you straighten the backplate if needed.





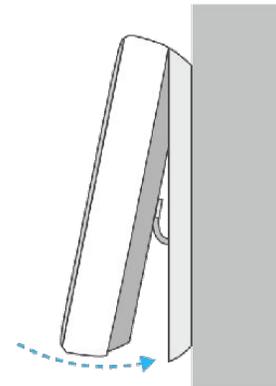
Step 15: Connect the wires

- Before connecting, make sure the wires are clean.
- Connect the wires to Nest Hello. It doesn't matter which terminal you connect a wire to. Make sure the wires point down, not up, so any excess can be tucked back into the wall.
- If the wires are too short, use the wire extenders that are included in the box.



Step 16: Mount the doorbell

- To attach Nest Hello, simply slide the top of the doorbell into the backplate. Then press until the doorbell clicks into place.
- If it doesn't seat properly or you don't hear a click, re-check that you've fully tucked any excess wire back into the hole.
- If you ever need to remove Nest Hello, push the included release tool (or a thumbtack) into the hole on the bottom to release it.



Step 17: Switch the power on

Go to the home's breaker or fuse box and turn on the power to the doorbell and chime.

Step 18: Check that Hello is on

Nest Hello will take a few seconds to turn on. You'll hear a chime and the light ring should start pulsing blue. If it's not, select "No, it's not blue" in the app and it will help you troubleshoot.



Troubleshooting tips

Take a look at how to solve some of the most common issues that can arise with Nest Hello.

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

You receive an error message in the app



Solve it:

The Nest Hello shares the same errors as other Nest cameras. For a comprehensive list of these error codes visit [here](#).

Nest Hello is offline



Solve it:

Check Internet service or router. Extreme temperatures can cause the Nest Hello to shut off Wi-Fi for protection.

Try restarting Hello by:

- Disconnecting the back plate with the provided tool and leaving Hello connected to the wires.
- Insert the tool into the hole near the top of Hello and hold for about 10 secs until the light turns off. Then release.
- Hello will then restart and try reconnecting to the previous Wi-Fi.
- **Note:** Holding the doorbell button down will reset to factory settings.



Troubleshooting tips

Take a look at how to solve some of the most common issues that can arise with Nest Hello.

Chime won't stop ringing



Solve it:

Electronic chimes might ring unexpectedly. At a first glance, it might seem like this is due to a faulty chime as a small amount of voltage can be present. This is normal as there's a 3 ohm resistance in series in the puck during steady state.

The leading cause is mis-wiring, especially with more complex chimes that use 3 wires. Note if chimes are connected to intercoms, gates that open and close, or other devices. Return to the app and re-wire (Step 8).

Installing a transformer



Solve it:

Nest Hello requires 16-24V. Some homes, especially older homes, may require the installation of a transformer. It's recommended that Nest Pros have a Voltage Meter and Transformer available to allow for a seamless install. Nest Hello replaces your existing wired doorbell. Customers can check compatibility at nest.com/works.

There is a blinking yellow light



Solve it:

This light indicates that Hello isn't getting enough power. It will continue to work as a standard doorbell but will likely turn off video stream to preserve power. Check the voltage, you may need to upgrade the transformer the chime's wires are connected to.



Category expertise: Nest Hello

Let's see how Nest Hello is the ultimate way of seeing who is at the door.



Streaming

Streaming is the quickest way to deliver Internet-based content to devices across the web in real time. Nest Hello replaces your existing wired doorbell and streams video 24/7. Check in anytime, anywhere to review a 3-hour snapshot of your video history.¹ With a Nest Aware subscription users can see even more recorded video.



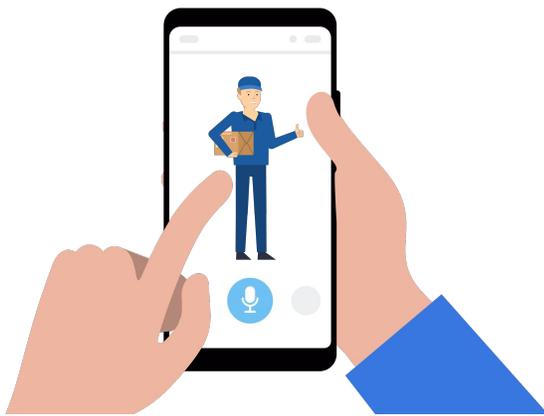
Alerts

Smart cameras capture images and send alerts based on motion, sound, or other events. Snippets shown in alert notifications provide critical information that help you decide whether or not to dive deeper into your footage. So if you've missed an appointment with a customer, you can leave them a message through the doorbell so they know they have missed you. If they are close by they can respond, letting you know they are just around the corner. With an optional Nest Aware subscription the Nest Hello can also recognize family and friends.^{1,2}



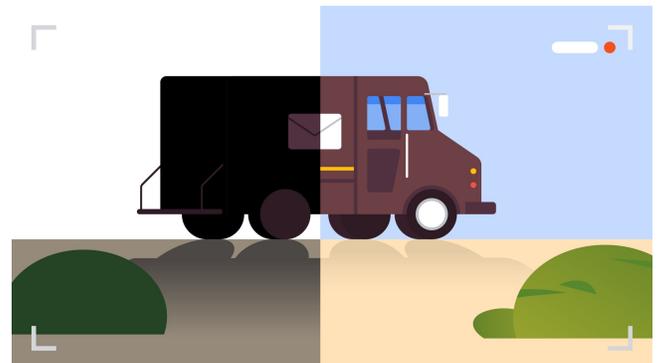
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Detection

Package detection is a new feature designed to send users unique alerts alerting them that a package has been delivered and picked up. Once packages are within Hello's field of view are recognized and are at rest for a few seconds, Hello will send the user the alert.



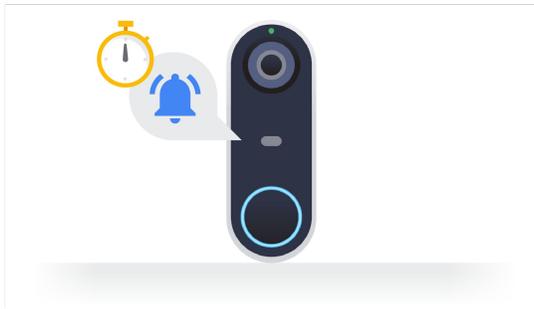
High Dynamic Range (HDR)

Cameras with HDR capture multiple images at different exposures and combine those exposures into a single, balanced image that highlights the clearest, sharpest parts of each one. Nest Hello has day and night HDR, so details in areas like a sunny lawn and a dark shaded porch won't get washed out or hide details of the scene. Ensuring you get a detailed picture.



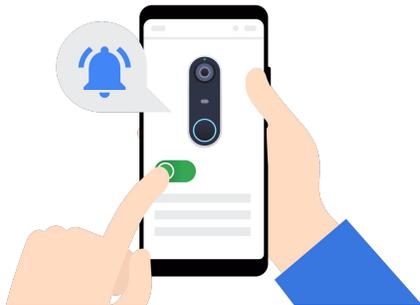
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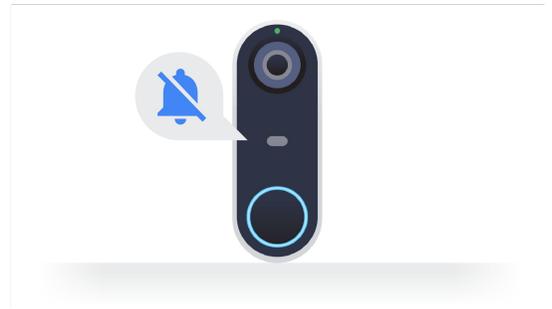
Chime duration

If there is an electronic chime, Hello allows for users to adjust how long the doorbell rings when someone presses the button. Visit your Hello on the Nest app and select **Settings**. Find **Chime Duration** and make the necessary adjustments.



Managing notifications

When your camera notices activity, you can have it send an alert to your phone, send an email, or both. You can choose what types of activity your camera looks for and whether to get notifications all the time or only when you're away. You can also decide where your notifications go to, like your phone or email. [Visit here for more details about notifications.](#)



Silencing the doorbell

Is the baby sleeping and you don't want it disturbed? Maybe it's you who is sleeping. Hello will still send notifications to your phone when someone rings the doorbell and the visitor will hear a tone when they press the button, but you won't hear your indoor chime or visitor announcements from your Google Assistant. Visit **Settings** on the Nest app to apply. If you only want to temporarily mute your doorbell chime, you can select **Quiet Time** icon instead.



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 the Nest Hello outside of a smartphone with the **Google Nest Hub** and **Google Home speakers**.

- See who's at the door on Nest Hub's display.
- Hear chimes and voice announcements of familiar faces through the Google Home speakers.

"Hey Google, show me the front door."



Nest x Yale Lock and Nest Hello work great together as neighbors.

- Controlled via the Nest app.
- See who's ringing at the door and unlock the door for them via the Nest app.

"Hey Google, make sure the front door is locked."



Google Nest Secure with Nest Hello makes sure your front door and entire home is covered.

- Controlled via the Nest app.
- Arm and disarm from anywhere in the Nest app.
- Equipped with Google Assistant

"Hey, Google, Arm the security system"



Google Nest Cams see what Nest Hello can't, indoors and outdoors.

- View from the Nest app and Nest Hub.
- Indoor & outdoor IQ cameras are equipped with the Google Assistant.
- Person and Familiar Face alerts.

"Hey Google, show me the garden"

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



[Nest thermostats](#)



[Nest Protect](#)



Additional resources

Prefer watching videos? Take a look at our [Nest Hello installation video](#):

[Tell us what you thought about this training here.](#)





Additional resources



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

- GRT: <https://googleretailtraining.exceedlms.com/student/path/11784-nest-hello>
- Google Store: https://store.google.com/us/product/nest_hello_doorbell?hl=en-US
- Google Support: <https://support.google.com/googlenest/answer/9249772?hl=en>

[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
<https://googleretailtraining.exceedlms.com/student/path/14351-google-nest-hub>
https://store.google.com/us/product/google_nest_hub?hl=en-US&GoogleNest
- **Google Nest Cams?** Go to
<https://googleretailtraining.exceedlms.com/student/path/11806-nest-cam-family>
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https://store.google.com/us/product/nest_protect_2nd_gen?hl=en-US
- **Google Nest Secure?** Go to
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https://store.google.com/us/product/nest_secure_alarm_system?hl=en-US
- **Google Nest x Yale lock?** Go to
<https://googleretailtraining.exceedlms.com/student/path/11856-nest-yale-lock>
https://store.google.com/us/product/nest_x_yale_lock?hl=en-US

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Footnotes

1. Some features, including video streaming, recording, and mobile notifications, require working internet and Wi-Fi. Chromecast-enabled TV required to view on TV.
2. Familiar face alerts require a Google Nest Aware subscription. Not available on Hellos used in Illinois.

