Nest x Yale Lock

Nest Pro Guide

Hey there!

Welcome to the Google Nest x Yale Lock Pro Guide.

Here you'll find all you need to install the Nest x Yale Lock and unlock convenience for the customer.
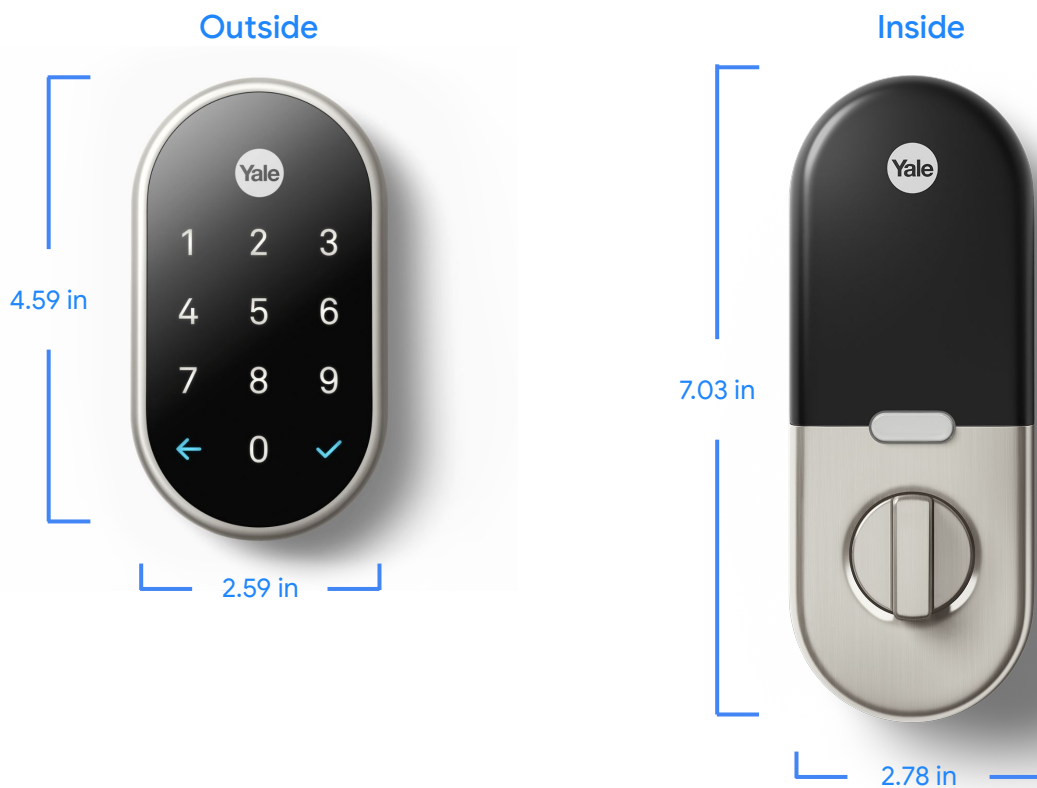
Any Qs?
Pro line: 855-VIP-NEST or 855-847-6378

Got Feedback? Tell us what you think here.

Meet Nest x Yale Lock

All of this adds up to be something so much more than a lock.

Outside

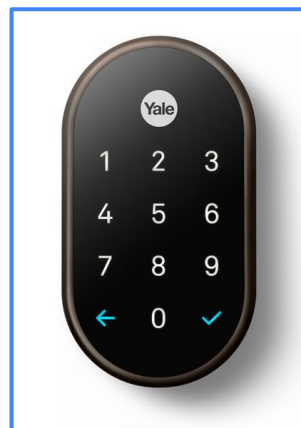4.59 in

2.59 in

Inside

7.03 in

2.78 in

What's in the box

- Nest x Yale Lock
- Nest Connect (may be required, if not included)
- Installation guide
- Strike plate
- Mounting screws
- 4 AA alkaline batteries

Meet Nest Connect

The key to connecting Nest Yale x Lock to the internet.

4.59 in

2.2 in

1.8 in

Nest Connect

Nest Connect is required to connect the Nest x Yale Lock to your Wi-Fi network, so you can use the Nest App to control your lock from anywhere. It is a secure and reliable connection and only communicates when necessary. Since Wi-Fi technology can be a drain on battery products, Connect allows a low energy signal to connect the locks to the internet while saving battery. You can also connect the Nest x Yale Lock to Wi-Fi through a Nest Guard, if your customer already has one.

All the specs

Weight

2 lb 4.2 oz
(1.03 kg)

Power requirements

4 AA batteries included
(rechargeable batteries
not recommended)

Battery life

1 year

Operating temperature

- Outside range: −22° to 140°F
  (−30° to 60°C)
- Battery range: 14° to 131°F
  (−10° to 55°C)

Sensors

- Optical
- Capacitive
  touch

Audio

Spoken alerts with input
chime when lock code is
accepted

Lights

- LED keypad
- Privacy Mode
  indicator

Wireless

- 802.15.4 (2.4GHz)
- Bluetooth Low Energy
  (Inactive)

Nest Connect

Operating temperature

32° to 104°F (0° to 40°C)
Indoor use only

Weight

0.98 oz (27.78 g)

Power requirements

Built-in rechargeable
lithium-ion battery

Certification

Certified ANSI/BHMA
A156.36, Grade 2

Lights

LED light

Power input

100-240 V~50-60Hz 0.12A

Wireless

- Wi-Fi 802.11 b/g/n, 2.4GHz (WPA-PSK, WPA2-PSK, WEP
  encryption supported)
- 802.15.4 @ 2.4GHz
- Bluetooth Low Energy (BLE)

Installation guide
Step by step

This is your comprehensive step-by-step guide to installing **Nest x Yale Lock**.

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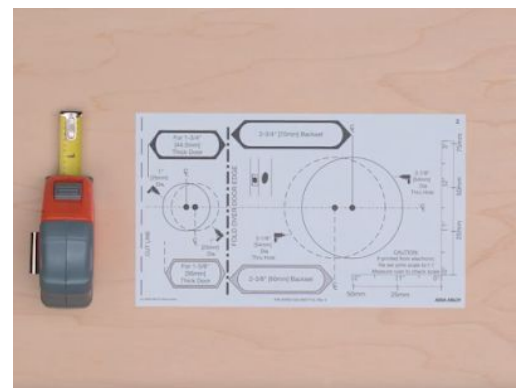
BEFORE YOU START

1. Important things to know

- **Do not install the batteries before you're told to** by the installation instructions. If you do, the lock may not be able to calibrate itself correctly, and have problems locking.
- **You must install the Nest × Yale strike plate** included with the lock. If you don't, the lock may jam. While the current strike plate may look the same, the Yale plate is engineered to precisely fit the new lock.
- **You must close the door during the lock test** as instructed. If you don't, the lock won't calibrate itself to the customer's door, and may jam. If the lock fails the test it will automatically unlock.
- **Keep the old lock handy**, just in case.

2. Check that the lock will work with the door

- Before you begin installation, check that the door meets the following requirements (most standard doors will). You can use the template included in the installation manual or a measuring tape.
- The door's thickness must be between 1 ⅜ and 2 ¼ inches thick.
- The lock hole center is either 2 ⅜ or 2 ¾ inches from the edge of the door.
- If the door's lock holes are out of these specs you can either re-drill the holes after you've removed the current lock

- Find handy PDFs for the Door Marker Templates here:
  1 ⅜ to 1 ¾ inch thick doors
  2 to 2 ¼ inch thick doors

INSTALL THE NEST X YALE LOCK

1. What you'll need

Everything you need to get started installing the lock is in the box. Check that you have all the parts.
You'll also need some tools:

- Phillips screwdriver or a power drill with Phillips bit

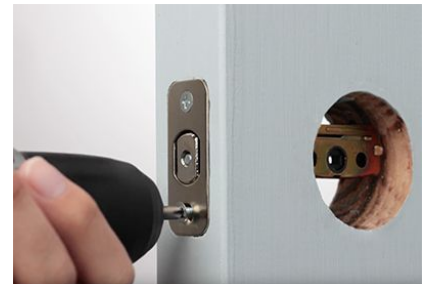To connect the lock to the Nest app and the internet, you'll need from the customer:

- A compatible phone or tablet (check the requirements [here](#))
- Wi-Fi network password

2. Remove the lock

- First, remove the current lock and strike plate if there is one already installed on the door. You may need a different screwdriver or wrench to fit the lock's hardware. **Re-drill the lock holes if needed.**
- If the lock hole's center isn't either 2 3/8 or 2 3/4 inches from the edge of the door, use a 2 3/8 inch spade drill bit and the template from the installation manual to reposition the holes. You may also need a chisel to reposition the cutout for the latch plate.

3. Install the deadbolt

- Once the lock has been removed, it's time to install the Nest × Yale Lock's deadbolt.
- Before you put it in your door, adjust the length to fit the door and make sure the bolt is retracted.
- Press fit the bolt into the door as shown. Then use two of the included screws to secure it.

Important: If you're using a drill **use a low torque setting** to avoid stripping the screw threads.

4. Install the strike plate

Important: The new strike plate included with the lock must be installed, even if it looks the same as the current one. If not, the lock may jam.

- Remove the current strike plate and install the included strike plate in the door frame.
- Make sure the hole in the plate will line up with the lock's bolt before you install it. If not, adjust the cutout for the plate with a chisel.

Note: You can choose either the short screws for easier installation with a screwdriver or the long screws for extra security.

5. Install the keypad

- Now you'll install the keypad on the outside of the door.

Important: Double check that the deadbolt is fully retracted and that the latch hole is horizontal before continuing.

- Run the cable through the lock hole. Then press to fit the keypad into the hole.

Note: Make sure you hold the keypad in the door as it is loose and may fall out.

6. Install the mounting plate

- Pull the mounting plate off the back of the lock. Then remove the battery cover with the included key.
- Insert the key into the hole at the top of the lock and press down. Pull the cover straight off.
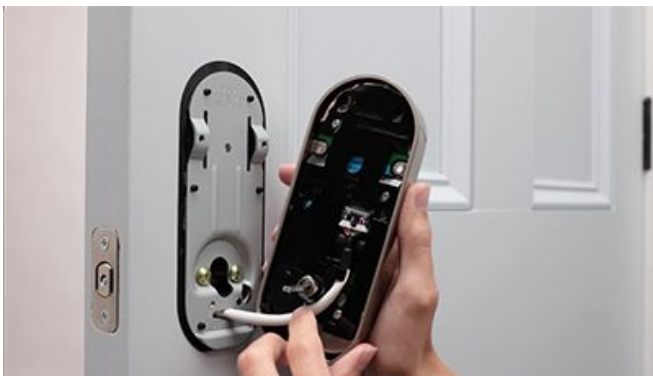
- Run the lock's cable through the hole in the mounting plate and press the mounting plate pins through the holes in the deadbolt. Then, use the bolts that are the right length for the door to secure the mounting plate.
- Before you fully tighten them, make sure the keypad and plate are square to the door. Use a bubble level if needed.

7. Install the lock

- Plug the cable to the connector on the lock. It can only be plugged in one way. Look for a small tab to align it correctly. Then route the cable behind the cable hooks to hold it in place.
- Guide the spindle through the hole and hook the lock onto the bottom of the mounting plate. Press the lock firmly onto the plate. It will snap into place.

Important: Make sure the lock's thumb turn is pointed vertically and the bolt is fully retracted before you attach the lock to the plate.

- Use the two small black bolts to screw the lock into the mounting plate. You can find the holes for the bolts in the battery compartment of the lock.

TEST AND SET UP THE LOCK

1. Test the lock

Now test that the lock works with the door both open and closed.

With the door open:
- Turn the thumb turn and make sure the bolt fully extends.
- Turn the thumb turn so the bolt is retracted.

With the door closed:
- Turn the thumb turn to lock the door.

If you feel resistance, or the bolt doesn't extend fully, remove the lock and re-check the deadbolt and lock installation.

2. Install the batteries

Important: Close the door but leave it unlocked while you install the batteries. If it isn't, the lock will not be able to test and calibrate itself to your door correctly.

- Insert the included AA batteries into the battery compartment.
- The lock will turn on and you'll hear the Nest greeting.

Don't put the battery cover on yet. You'll need to scan the code in the battery compartment to connect to the Nest app.

Note: If the lock fails the calibration test, reset it to defaults, and follow the steps for creating a master passcode and connecting it to the app again.

3. Create a master passcode

- You'll need to create a temporary master passcode on the lock before you can connect the lock to the customer's Nest app.
- Once you've connected the lock to their account on the app, you won't need the master passcode anymore.
- Touch your palm to the keypad or press the Yale logo to wake up the lock. The lock will tell you what to do.

4. Calibrate the bolt/lock

- The lock will ask you to close the door so it can calibrate itself. If the lock detects an issue (such as a jam) it will automatically unlock.

CONNECT LOCK TO THE NEST APP

1. Sign customer into account or create one

- **If customer is new to Nest**: Go to the Apple App Store or Google Play to download the Nest app and create a free account.
- **If they already own a Nest product**: Have them sign into their account, if they aren't already.

Note: If they have more than one home in their account, make sure that they select the Nest home where they want to install the lock. Tap **Menu** icon in the top left of the home screen to change homes.

2. Setting up Nest Connect

- The Nest × Yale lock needs to connect to the internet through either Google Nest Guard or Google Nest Connect. One of these must be already connected to the Nest app to add the Nest × Yale lock.
- If neither is connected, use the Nest app to set either of them up. Then you can continue with setting up the lock.
- You can also use a Nest Guard as a connection point.

3. Scan the QR code

- **If they're new to Nest**: Tap **Add New** on the app home screen.

- **If they already own a Nest product**: Tap **Setting** in the top right corner of the app home screen. Then select **Add product**.
- The app will ask you to scan the QR code on the product so it knows what you're installing. The Nest × Yale Lock code is in the battery compartment. Once the app knows what you're installing it will guide you through all the steps.

Tip: If you're having trouble scanning the code, make sure you have good lighting and that you're not casting a shadow on the code.

Start with the phone about a foot away and slowly move it closer to the code. It doesn't need to fill the box in the app to scan. If you still can't scan the code, tap **Continue Without Scanning** and type in the numbers at the top of the QR code.

4. Connect your lock to the app

- Tell the app where the lock is installed. The app will use this location when it sends you notifications, so have the customer pick one that makes sense.
- The app will start looking for another Nest product that your lock can connect to (either a Guard or Connect).
- When it's found one, press and hold the white button above the thumb turn on the lock to connect them.

Troubleshooting tip: If the lock can't connect, try moving the Guard or Connect closer to the lock. Even a few inches or a couple of feet can make a big difference.

5. Create Nest passcodes

- Next, the customer will create a Nest passcode with the app. This passcode will replace the master passcode you created on the lock.
- The app will then ask if you want to create passcodes for other people who share access to the Nest home account. They can also invite new people to share access, and can set a schedule that limits when a person can enter the home.
- More about using the lock and how to change settings here.

Troubleshooting tips

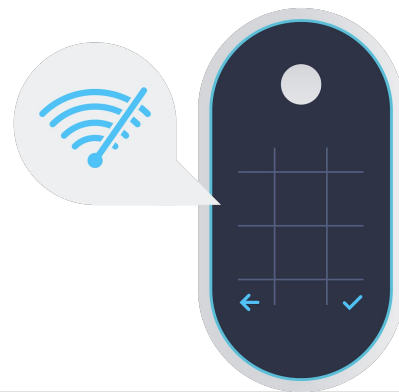Take a look at how to solve some common issues that can arise with Nest x Yale Lock.

Locking and unlocking issues

Lock disconnects or is offline in the Nest app

Solve it:

There are three basic ways to lock and unlock the door. If you are experiencing any issues from the Nest app, the keypad on the door, or the thumb turn, visit here for additional resources.

Solve it:

Since the Nest x Yale Lock connects to the internet through the Nest Connect or Nest Guard, it will appear as **Offline** in the Nest app if it is experiencing issues. For more specific instructions tap here.
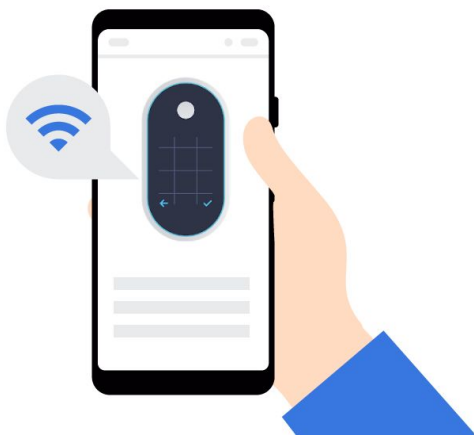
Note: Even if the lock is offline most passcodes will still work as well as the thumb turn on the inside.

Troubleshooting tips

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

Connection errors during setup

Factory reset the Nest x Yale Lock

Solve it:

While setting up the Nest x Yale Lock you may receive an error message or error number saying something like "Can't find your Nest product" or "Something went wrong." Error numbers could include **T026** or **T030.**
Here are some solutions.

Solve it:

Some issues like an unresponsive keypad, connectivity problems, or a forgotten master code may require a reset. When the lock is reset, all user passcodes are deleted.
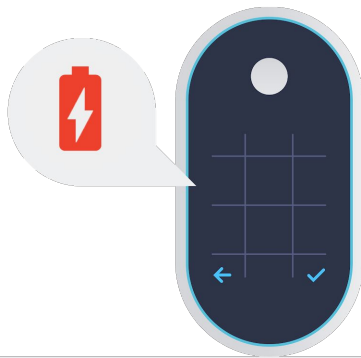
Visit here for more information.

Troubleshooting tips

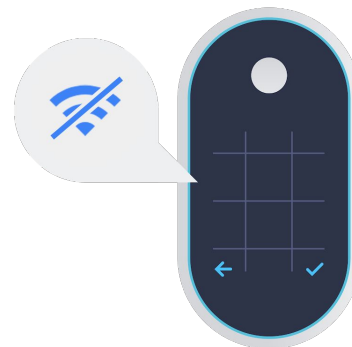Take a look at how to solve some common issues that can arise with Nest x Yale Lock.

Locking and unlocking if battery is drained

Solve it:
The lock will give notifications when batteries are low and then when they are critically low. To confirm batteries are dead press the Yale logo on the lock keypad or hold your palm on the keypad. If nothing happens, hold a standard 9 Volt alkaline battery (the square kind) on the contacts at the bottom of the lock. You'll hear "Press the Yale logo to begin. The batteries are very low. Replace the batteries now." Continue holding the battery on the contacts while you enter your passcode and then press the check icon.

Using lock when internet is down

Solve it:
If the internet is down, the Yale x Lock will still accept most passcodes and the thumb turn inside your home will still work. Anyone with scheduled access to the lock will not be able to use their passcodes and the lock will not work for them. As long as your lock is offline, it won't be able to send alerts or information to your phone.
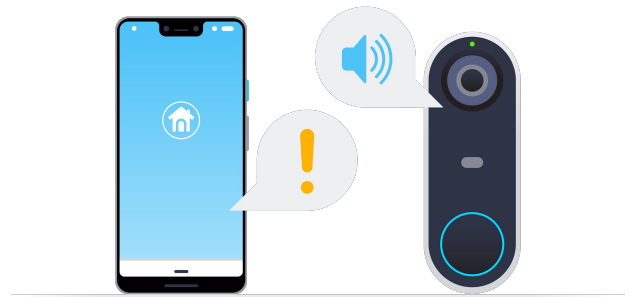
Category expertise:
Nest x Yale Lock

Here are some key terms to lock in your knowledge of the Nest x Yale Lock.

Smart alerts

Depending on which smart products you have, when smart sensors capture motion, sound, or other events a handy notification arrives with critical information you can view in your app. Nest x Yale Lock always keeps you in-the-know with tamper alerts, notifications on who comes and goes, and easy access to a detailed, ten-day summary of events.[1]
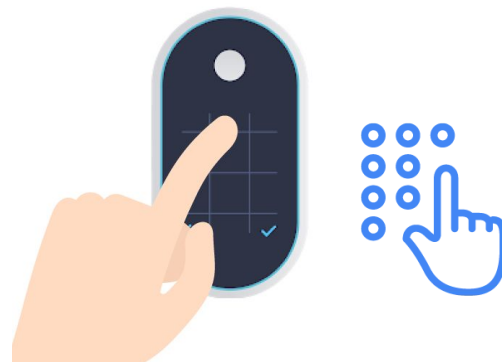
Accessibility

Leave your key at home while jogging? Sitting at work and wondering if you locked the front door? Unlock your door or check its status via the Nest app from anywhere in the world. Also access an overview of events your lock detects throughout the day. Get real-time access to 10 days of History from the Nest app.

Passcodes

Passcodes take away the need for hiding a key or worrying about a child losing a key. Set up unique codes for your family and even temporary ones for a dog walker, neighbor, or cleaning service. Update these passcodes any time on the Nest app.

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
Google Nest Hub and **Google Wifi** put your Nest x Yale Lock in your hands anywhere in the house.	• Lock and unlock door with Google Nest Hub using the Home View panel on the Nest Hub • Lock with any of the other Google smart speaker using just your voice	"Hey Google, lock my door"
Nest Secure works along with the Nest x Yale Lock to create ease of use and peace of mind.	• When you unlock the lock it can automatically disarm Secure • Controlled via the Nest app • Integrates with your Google Routines	"Hey Google, good night."
The front door is covered with **Nest Hello** combined with Nest x Yale Lock.	• See what is going on after a tamper alert from Yale Lock. • If you like who you see on Hello remotely let them in via the Nest app	"Hey Google, is my front door locked?."
Keep an eye on what's important, both indoors and outdoors, with **Google Nest cameras.**	• Indoor IQ cameras are equipped with the Google Assistant • View from the Nest app and Nest Hub and unlock for whoever's outside via the Nest app	"Hey Google, show me the front door"

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 x Yale Lock installation video:

Tell us what you thought about this training here.

Additional resources

Here are some useful Nest x Yale Lock links if you need more information:

- GRT: https://googleretailtraining.exceedlms.com/student/path/11856-nest-yale-lock
- Store: https://store.google.com/us/product/nest_x_yale_lock?hl=en-US
- Support: https://support.google.com/googlenest/topic/9369270?hl=en&ref_topic=9369404,937109,7029808

Nest Connect too:

- Store: https://store.google.com/us/product/nest_connect?hl=en-US
- Support: https://support.google.com/googlenest/answer/9248157?co=GENIE.Platform%3DAndroid&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
  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,

- **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.