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nest

Nest Cam IQ
outdoor security camera
Installation Guide

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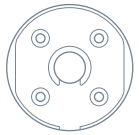
Want to see how it's done?

Go to nest.com/installnestcam for installation videos and additional tips.

¿Prefieres leer esto en español? Visita nest.com/es-guide

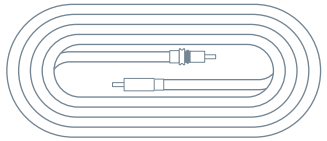
In the box.

Camera



Wall plate

12 Nest screws



Outdoor power cable (25 feet)

8 cable clips

12 wall anchors

Indoor power adapter

Hex key

Power cable strap

IMPORTANT: Nest Cam IQ's power adapter is not weatherproof and should only be plugged into an indoor outlet.

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What you'll need.

- Wi-Fi and a working broadband internet connection with at least 2 Mbps upload speed. DSL connections may not have enough bandwidth.
- A compatible phone or tablet with Bluetooth 4.0
- A Nest Account
- An indoor power outlet
- A power drill with Phillips driver bit

Other items you may need

- Drill bits (3/32" for pilot holes, 7/32" for wall anchors, 1/2" for cable hole)
- Caulk to seal the wall plate

Drilling template

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Want a Pro to do it for you?

We can connect you with an independent installer who's been trained to install Nest products. Find a local Nest Pro at nest.com/install

Do this first.

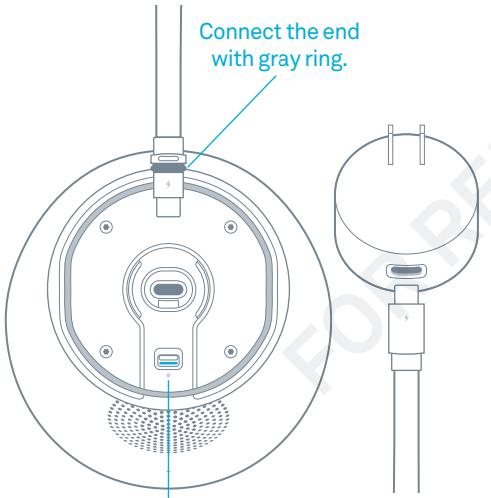
1. Turn on Nest Cam IQ indoors

Start by turning on your camera inside your home to get it set up before you take it outside.

Plug the end of the power cable with the gray ring into the base of your camera. It will click into place.

Plug the other end into the power adapter.

Then plug the adapter into an indoor power outlet close to your Wi-Fi router. Your Nest Cam IQ will turn on and its light ring will turn blue.



IMPORTANT: Push the latch to unlock the cable before trying to remove it.

2. Connect it to the app

If you're new to Nest:

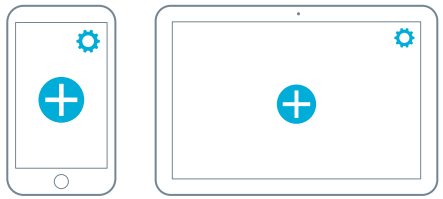
- Get the Nest app from the App Store® or Google Play®.
- Open the app and tap "Sign up" to create an account.
- Then tap Add.

If you already have a Nest Account:

- Tap the Settings icon in the top-right corner of the app home screen.
- Then tap "Add product".

The app will guide you through a few steps. You'll scan the camera's QR code, name your camera, and connect it your Wi-Fi network.

If you need help, go to nest.com/pair



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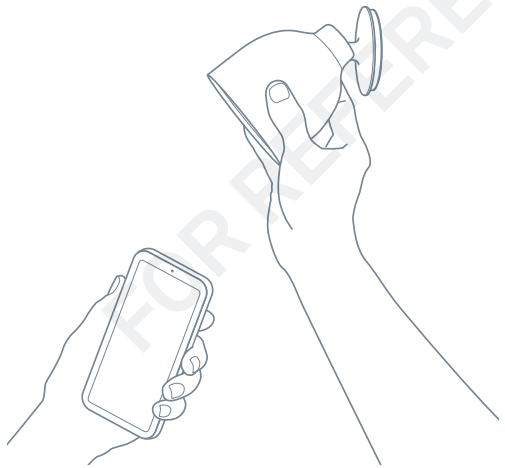
3. Test your camera's video streaming outside

Keep your camera plugged into an outlet and take it outside. Hold it where you'd like to mount it and check to make sure it's streaming video to the Nest app.

If you don't see video, the Wi-Fi may not be strong enough there – you'll need to find a different spot or move your Wi-Fi router.

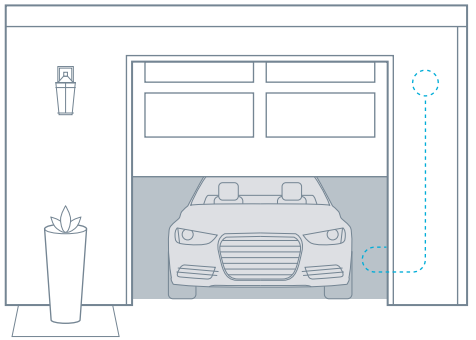
→ See location tips on the next page.



4. Plan the cable path

Before you mount your camera, measure the cable along the route where you'll be installing it. You can disconnect your camera from the cable to make it easier to measure.

If there's an existing opening, you may be able to run the cable through it to the outside. If not, you can use a ½" bit to drill a hole for the cable. Make sure you know where all in-wall pipes and electrical wires are before drilling.



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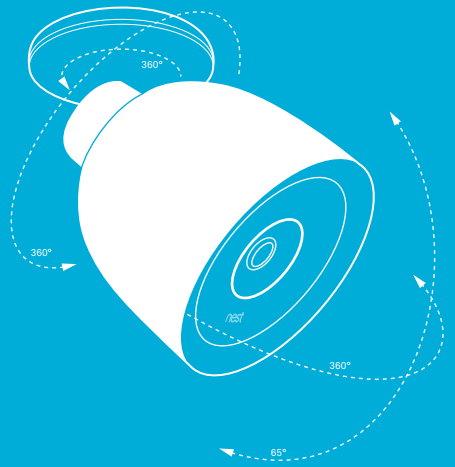
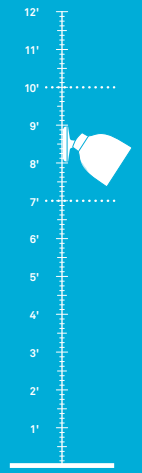
Choose a good spot.



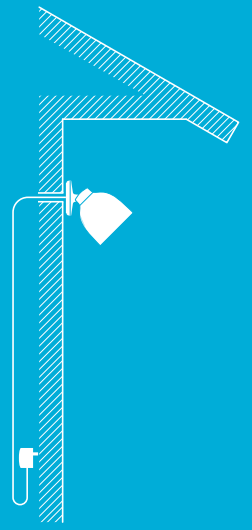
Consider the view

Nest Cam IQ has a wide 130-degree field of view and a fully articulating hinge, so you can mount it almost anywhere you want and point it in any direction. Typically, you should install it where it can look over a large area of your property: over the garage or patio, or your back, side or front doors. You can also use the Nest app to zoom and enhance the view to get it exactly how you want.



Install it just above head height

7 to 10 feet above the ground, tilted downward, is best — this is high enough to let you see people's faces and talk to them with the camera's speaker and microphone.



Look for a nearby indoor outlet

Nest Cam IQ has a 25 foot (7.5 m) outdoor-rated power cable that is designed to be easily routed through or along a wall to an indoor power outlet. Look for an outlet that's close to where you want to install your camera.

Keep it in range of your router

Make sure to pick a place within range of your network. Thick or insulated walls can greatly reduce Wi-Fi signal strength even if your router is close by. So you should test streaming video with the app before you mount your camera.

Learn more at **nest.com/wifihelp**

Mount your camera.

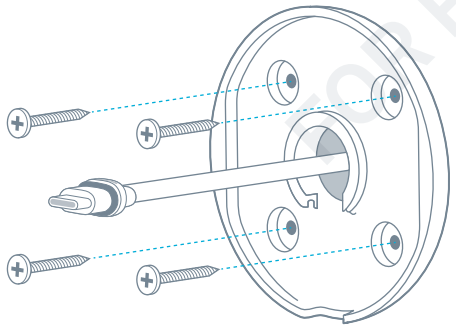
5. Install the wall plate

Use a 3/32" drill bit and the template on page 5 as a guide for drilling pilot holes for the screws.

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" bit for the anchors.

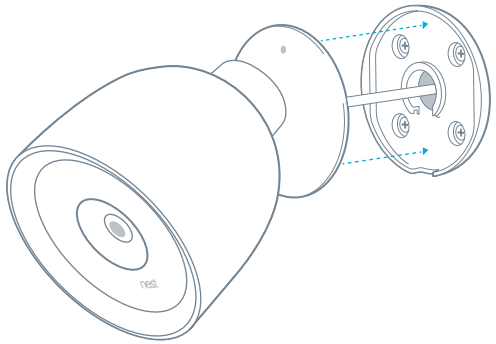
Spread caulk around the edge of the wall plate before installing to seal it. Leave a small open space at the bottom for water to drain out.

- If you're installing the camera directly over the cable hole (see illustration), mount the wall plate over the hole and route the cable through the center hole.
- If you're running the cable along the wall before it goes inside, mount the wall plate where you want and route the cable through the notch in the wall plate.



6. Attach the camera

- Plug the end of the power cable that has the gray rubber ring into the base of your camera. It will click into place.
- Then push the camera base into the wall plate until it clicks into place.
- Your Nest Cam will turn on and reconnect to Wi-Fi.
- Check your camera's video feed with the Nest app and adjust the camera angle if needed.



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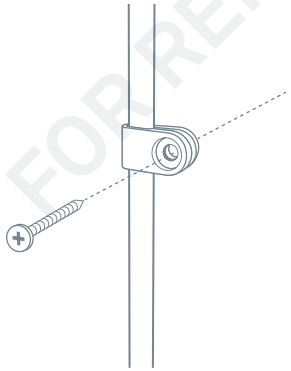
7. Install the cable

Secure the cable using as many of the included cable clips as you need.

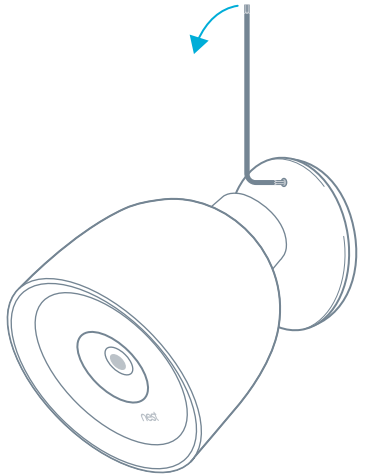
For a clean looking installation, try to route the cable along a ledge or corner. You can also paint the cable and the clips to match your home. Do not paint the camera.



Using your Nest Cam

For help getting started, learning about Nest Cam IQ features, tips and more, go to nest.com/camerabasics

IMPORTANT: If you ever need to unmount your camera, you can use the included hex key to disconnect it from the wall plate.



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Nest Labs, Inc.
Limited Warranty
Nest Cam IQ

For more information, visit nest.com

Need help? Contact us at nest.com/support

For FCC Compliance Statement, visit
nest.com/legal/fcc-compliance-notice

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2. TOTAL SATISFACTION RETURN POLICY

If you are the original purchaser of the Product and you are not satisfied with this Product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a full refund.

3. WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY

Before making a claim under this Limited Warranty, the owner of the Product must (a) notify Nest Labs of the intention to claim by visiting nest.com/support during the Warranty Period and providing a description of the alleged failure, and (b) comply with Nest Labs' return shipping instructions. Nest Labs will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined below). Nest Labs will bear all costs of return shipping to owner and will reimburse any shipping costs incurred by the owner, except with respect to any Ineligible Product, for which owner will bear all shipping costs.

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8. YOUR RIGHTS AND THIS LIMITED WARRANTY

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, or jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states, provinces or jurisdictions. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

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Safety

PLACEMENT GUIDELINES

To avoid risk of overheating and burns:

Use only in temperatures between –40° and 113°F (–40° to 45°C).

Do not block airflow to Nest Cam IQ.

To avoid risk of fire and shock:

Use only provided power cable and power adapter.

Install in accordance with building and installation codes where you live.

To avoid risk of other serious injury:

Keep camera and all components out of the reach of children and pets.

For more information on safety go to nest.com/camsafety

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Legal Items

Privacy Policy for Nest Web Sites

Privacy Statement for Nest Products and Services

Terms of Service

End User License Agreement

Limited Warranty

Open Source Compliance

Sales Terms

Intellectual Property and Other Notices

Community Forum Agreement

FCC Compliance Notice

Customer Agreements for Rush Hour Rewards

Customer Agreements for Rebates

Customer Agreements for Safety Rewards

Transparency Report

FCC Compliance Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Change or modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.

RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm during normal operation.

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