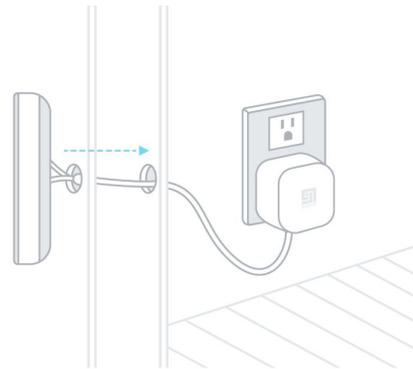# How to install Nest Hello
with the Indoor Power Adapter

Things to know before you begin

Nest Hello is designed to replace a wired doorbell
and use your current doorbell chime. But you can
use the Indoor Power Adapter to install Hello if you
don't currently have a doorbell, if you have a
wireless battery-powered doorbell, or your
doorbell system won't work with Hello for other
reasons.

The steps are different to install Hello with the
Indoor Power Adapter, so follow this guide closely.
You'll need to skip some steps in the app and
follow them here instead.

- Purchase Nest Hello and the Indoor Power Adapter from the Google Store.
- If you would like a separate doorbell chime in addition to using the Nest app on your
  phone, you can purchase a Google Home Hub or other Google Assistant-enabled
  device from the Google Store or a local retailer.
- You'll need to drill a hole completely through your home's exterior wall to run the
  power cable to a power outlet inside your home. Contact a local Nest Pro if you don't
  feel comfortable drilling all the way through the wall.
- **WARNING**: Do not plug the adapter into an outdoor power outlet. It isn't
  weatherproof.

What you'll need for installation

Basic tools
- Phillips screwdriver
- Power drill
- Phillips bit
- 11/32 in (9 mm) drill bit that's long enough to go completely through your home's exterior wall
- Hammer
- Pencil
- Bubble level (to check doorbell alignment)
- A Google Home or other Google Assistant-enabled device, such as the Google Home Hub, if you would like a separate doorbell chime in addition to using the Nest app on your phone. You can purchase a Google Assistant-enabled device from the [Google Store](#) or a local retailer.

Nest app and internet requirements

- Compatible phone or tablet (check the requirements [here](#))
- Your Wi-Fi network password
- A broadband internet connection, with a minimum of 2 Mbps upload speed for each camera in your home
- If you're using a Google Home or other Assistant enabled device as a doorbell chime, check their requirements.

Installation steps

1. Turn off power

Before you get started, go to your home's breaker or fuse box and turn off the power to anything near the door where you're installing Hello (existing doorbell, porch lights, power outlets, etc.). This will protect you while you drill through the wall.

Important
- Try turning the porch lights on to confirm the power is off. If you need to, you can also turn off the main power switch at the breaker box.
- Keep in mind that you'll need to know where any in-wall plumbing and electric wiring are.
- Check the building codes where you live to make sure your installation is safe.

2. Sign in to your account or create one

- **If you're new to Nest:** Go to the Google Play or Apple App Store to download the Nest app and create a free account.
- **If you already own a Nest product:** Sign in to your account on the app, if you aren't already.

Note: If you have more than one home in your account, make sure that you've first selected the Nest home where you want to install your camera. Tap Menu ⌄ in the top left of the home screen to change homes.

3. Scan the QR code

- **If you're new to Nest:** Tap **Add New** ＋ on the app home screen.
- **If you already own a Nest product:** Tap **Settings** ⚙ in the top right corner of the app home screen. Then select **Add product.**

Then scan the QR code on the back of Hello. You can also find it on the brown envelope that came in the box.
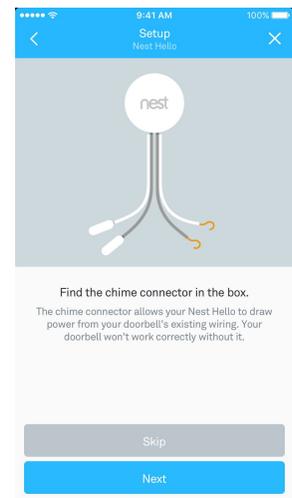
The app will begin installation steps.

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.

You can also, tap **Continue Without Scanning** and type in the characters at the top of the QR code.

4. Skip the app instructions

When you get to this step, tap **Skip**.
Then follow the instructions in this article to install Hello with the Indoor Power Adapter. You'll come back to the app instructions later.
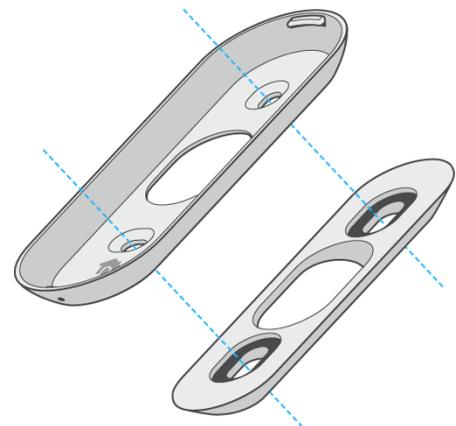

5. Check if you need to use the wedge

You can use the included wedge if you're installing Hello in a corner, or you simply want to change the viewing angle a bit.

Stick the wedge onto the wall plate with the adhesive strips.

Make sure you install the wedge the right way
- You can flip the wedge to angle the camera in the opposite direction.
- The horizontal screw hole on the wall plate should be on the bottom.

6. Drill and install the wall plate

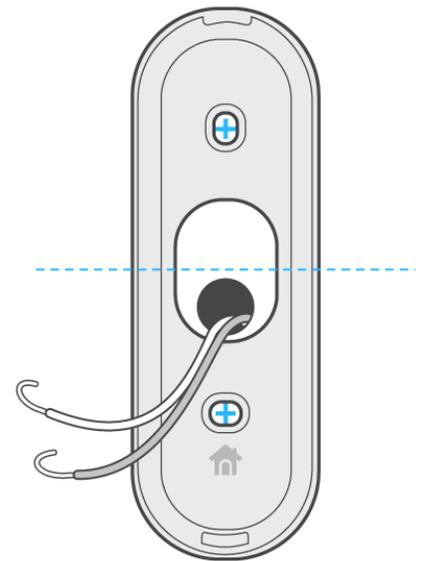- **If you are replacing your current doorbell**
  You may be able to mount Hello over the old doorbell button's location. But you might need to drill a new hole or remove the current doorbell wires and drill out the existing hole so the power adapter's cable can pass through the wall.

- **If you don't have a doorbell**
  Install Hello about 4 feet, or 1.2 meters high- this is where most doorbells are located.

1. Use the wall plate to mark holes to drill for the cable and the screws. Use a bubble level to check that the wall plate is straight.
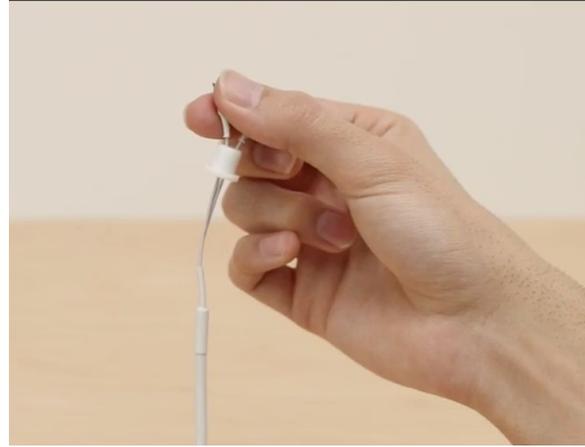   **Important:** The doorbell wires **must** come through the bottom of Hello's wall plate hole (as pictured). If they don't, they can prevent Hello from locking onto the wall plate.

2. Drill a hole for the power cable all the way through the wall. Use a 11/32 inch (9 mm) drill bit that's long enough to go completely through the wall. Remember that you'll need to know where any in-wall plumbing and electric wiring are before drilling.

3. Drill pilot holes for the screws with a 3/32 inch (2 mm) drill bit. Use the included masonry bit and wall anchors if you're drilling into stone, stucco, or other hard materials.

4. Mount the wall plate with the screws.
   Important: Make sure the wall plate is right side up - the horizontal screw hole should be at the bottom.

7. Run the power cable through the wall

Go inside your home and slip the wall grommet over the adapter cable.

Then run the cable through the hole to the outside.

Important: Don't plug in the adapter yet. You might damage it if the wire ends touch each other. Keep it unplugged until you finish installation.

8. Connect the adapter wires to Hello

- It doesn't matter which terminal you connect a wire to.
- Make sure the screws are snug and that the wires point down as shown. This is so excess wire can be tucked back into the wall, letting Hello properly connect to the wall plate.
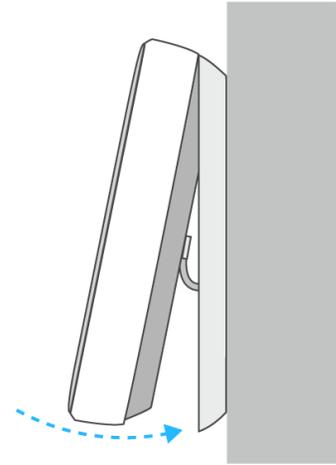
9. Mount Hello

Slide the top of Hello into the wall plate. 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.

Tip: 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.

10. Switch the power on and plug in the adapter

Skip ahead in the app until it asks you to switch the power back on. Then turn the power on at your breaker or fuse box and plug the power adapter into the indoor wall outlet.

You can use an extension cord to reach if needed. If you have excess cable, you can either tuck it back into the hole in the wall or use a cable tie to wrap it up.

11. Check Hello's power

Once it's plugged in Nest Hello will turn on, and its light ring will turn blue.

Troubleshooting
If the light ring doesn't turn on, double check that the adapter is plugged in to a live power outlet. Then unplug the adapter and plug it back in. Also make sure the wires are properly connected to the back of Hello and that the screws are snug.

Finish setup with the app

1. Connect to Wi-Fi

First, you'll tell the app where you installed Nest Hello. Then select your Wi-Fi network and enter the password. Hello will then connect to Wi-Fi.

Troubleshooting
- If Hello can't connect to your Wi-Fi network, you can try moving your router a bit closer or adding a Wi-Fi extender.
- If you already have a Nest product installed in your home, Hello will try to get your Wi-Fi info from it. Try moving it closer to Hello if possible or, temporarily uninstall Hello and plug it in closer to the assisting product while you try connecting to Wi-Fi again.

2. Test the video stream

Once Hello is connected to Wi-Fi and the app, the app will test the video.

3. Turn off the chime and test

Before you test Hello, turn off the chime option in the app - even if you don't have a wired doorbell chime installed.

     1. Exit Hello setup by tapping **Done**.

     2. Tap your Hello on the Nest app home screen. Then tap Settings ⚙️ .

     3. Set the **Indoor chime On/Off** option to off.

     4. Now press Hello's button to check that it's working. You should also get a notification

     from the app that someone's at your door.

Optional: Connect Hello to Google Assistant

You can have a Google Home, Google Home Hub, or other device with Google Assistant built-in, sound a chime and announce visitors when they ring the doorbell.

1. Change Nest app settings

1. Tap your Hello on the Nest app home screen. Then tap Settings ⚙.
2. Make sure that the **Indoor chime On/Off** option is set to off.
3. Set **Visitor announcements** to on.

2. Set up your device with Google Assistant

If you haven't already, use the Google Home app to set up your Google Home Hub or other device with Google Assistant built-in. Just plug it in, open the Google Home app and follow the app's instructions.

3. Connect Hello to the Google Home app

1. Open the Google Home app and tap **Add**, then **Set up device**.
2. Select **Have something already set up?** and choose **Nest** from the list.
3. Follow the app's instructions.

4. Run a quick test

Press the doorbell and you should hear the bell sound and a spoken alert that someone's at the door. If you have a Google Home Hub, you'll also see Hello's live video stream on the Hub's screen.