



**Nest Cam IQ**  
**outdoor security camera**  
Installation Guide



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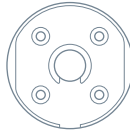
## Want to see how it's done?

Go to [nest.com/eu/installnestcam](https://nest.com/eu/installnestcam) for installation videos and additional tips.

## In the box.



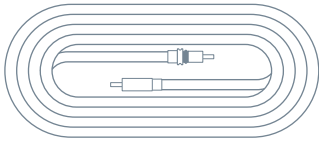
Camera



Wall plate



12 Nest screws



Outdoor power cable (7.5 m)



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 power socket.

## What you'll need.

- Wi-Fi and a working broadband Internet connection with at least 2 Mbps upload speed.
- A compatible phone or tablet with Bluetooth 4.0
- A Nest account
- An indoor power socket
- A power drill with Phillips driver bit

### Other items you may need

- Drill bits (2 mm for pilot holes, 6 mm for wall anchors, 13 mm or larger for cable hole)
- Caulk to seal the wall plate



### 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/eu/install](https://nest.com/eu/install)

# Do this first.

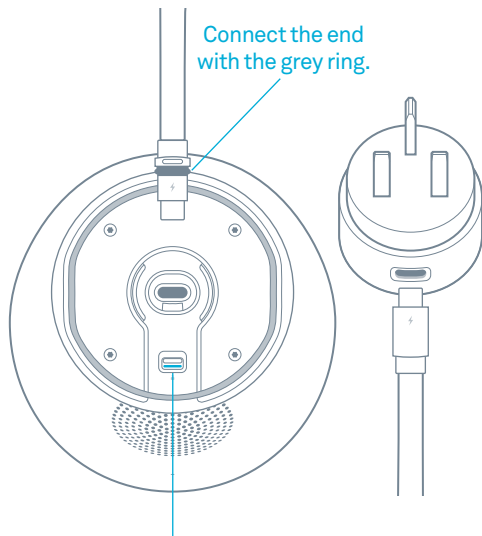
## 1. Turn on Nest Cam IQ indoors

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 grey 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 socket 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-hand 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 to your Wi-Fi network.

If you need help, go to [nest.com/eu/pair](https://nest.com/eu/pair)

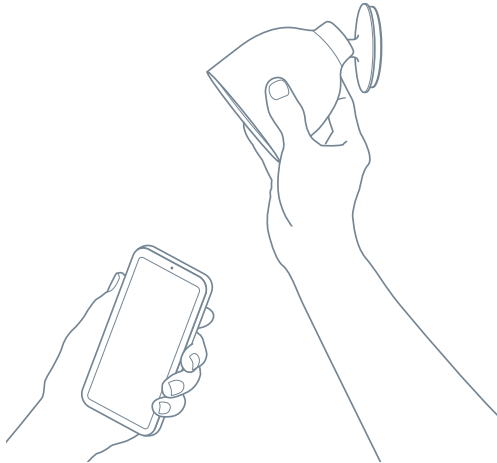


### 3. Test your camera's video streaming outside

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

If you can'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.

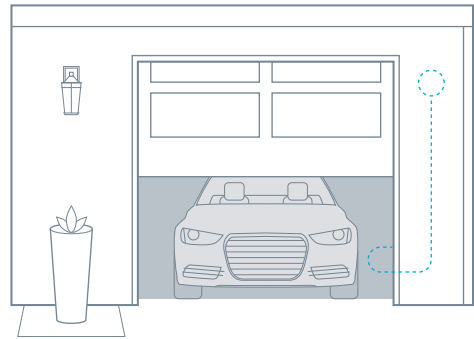
→ See location tips on the next page.



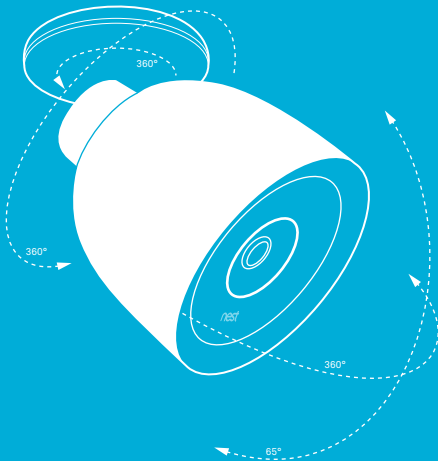
### 4. Plan the cable path

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 13 mm bit to drill a hole for the cable. Make sure you know where all the in-wall pipes and electrical wires are before drilling.

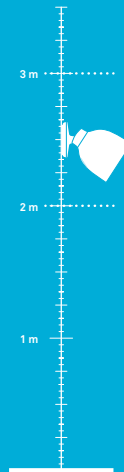


## Choose a good spot.



### Consider the view

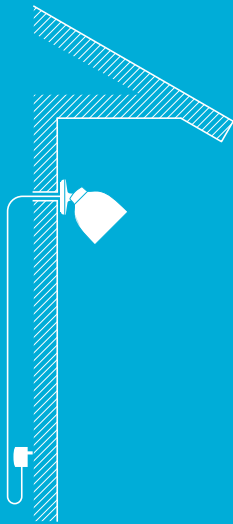
Nest Cam IQ has a wide 130-degree field of view and a fully articulating hinge, so you can mount it almost anywhere you want and point it in any direction. Generally, you should install it where it can look over a large area of your property: over the garage or patio, or your back, side or front doors.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



### Install it just above head height

2 to 3 metres above the ground, tilted downwards, 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 an indoor power socket nearby

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



### Keep it in range of your router

Make sure that you 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 check that you can stream video with the app before you mount your camera.

Learn more at [nest.com/eu/wifihelp](https://nest.com/eu/wifihelp)

# Mount your camera.

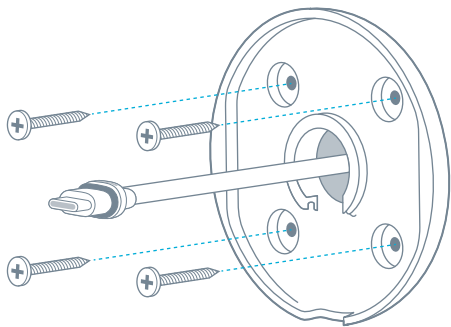
## 5. Install the wall plate

Use a 2 mm drill bit to drill pilot holes for the screws.

If the wall is made of a hard material, such as brick or polished plaster, you may need to use the wall anchors included to hold the screws. Use a 6 mm bit for the anchors.

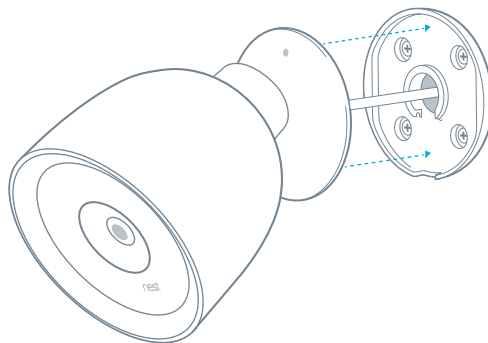
Spread caulk around the edge of the wall plate before installing to seal it. Leave a small open space at the bottom for water to drain out.

- 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 centre hole.
- If you're running the cable along the wall before it goes inside, mount the wall plate wherever you want it and route the cable through the notch in the wall plate.



## 6. Attach the camera

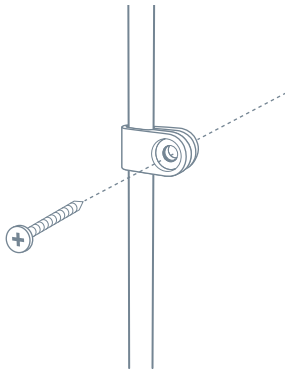
- Plug the end of the power cable that has the grey rubber ring into the base of your camera. It will click into place.
- Then push the camera base into the wall plate until it clicks into place.
- Your Nest Cam will turn on and reconnect to Wi-Fi.
- Check your camera's video feed with the Nest app and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



## 7. Install the cable

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

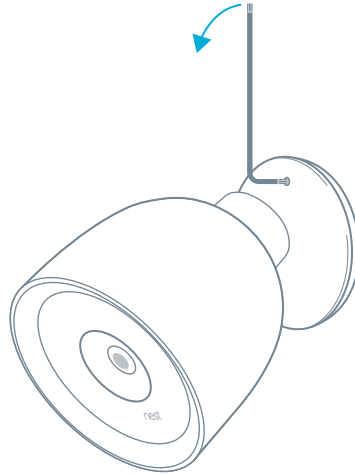
For a clean-looking installation, try to route the cable along a ledge or corner. You can also paint the cable and the clips to match your home. Do not paint the camera.



## Using your Nest Cam

For help with getting started, learning about Nest Cam IQ features, tips and more, go to [nest.com/eu/camerabasics](https://nest.com/eu/camerabasics)

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



# Nest Labs (Europe) Ltd.

## Limited warranty

### Nest Cam IQ

**THIS LIMITED WARRANTY CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU UNDER THIS LIMITED WARRANTY.**

#### **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. The disclaimers, exclusions and limitations of liability under this Limited Warranty will not apply to the extent prohibited by applicable law. For a full description of your legal rights, you should refer to the consumer protection laws applicable in your jurisdiction, and you may wish to contact a relevant consumer advisory service. This Limited Warranty is in addition to your legal rights in relation to the Products and does not affect your statutory rights. In particular, this Limited Warranty does not limit the legal warranty obligations imposed on the seller and you may claim your rights under the legal warranty against the seller. This Limited Warranty only applies to Products purchased and used in the European Union, Norway and Switzerland.

#### **1. WHAT THIS LIMITED WARRANTY COVERS: PERIOD OF COVERAGE**

Nest Labs (Europe) Ltd. ("Nest Labs") warrants to the owner of the enclosed product that the product contained in this box ("Product") will be free from defects in materials and workmanship for a period of two (2) years from the date of delivery following the original retail purchase (the "Warranty Period"). If the Product fails to conform to this Limited Warranty during the Warranty Period, Nest Labs will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Nest Labs' sole discretion, to the extent that this is permitted by local laws in your jurisdiction. If the Product or a component incorporated within it is no longer available, Nest Labs may, at Nest Labs' sole discretion, replace the Product with a similar product of similar function. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or Replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

#### **2. TOTAL SATISFACTION RETURNS 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, at your cost, 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/eu/support](https://nest.com/eu/support)

and providing a description of the alleged failure, and (b) comply with Nest Labs' returns delivery instructions. Nest Labs will have no warranty obligations with respect to a returned Product if it determines, at 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 delivery to the owner and will reimburse standard delivery costs incurred by the owner, except with respect to any Ineligible Product, for which the owner will bear all delivery costs.

#### **4. WHAT THIS LIMITED WARRANTY DOES NOT COVER**

This Limited Warranty does not cover the following (collectively "Ineligible Products"): Products marked as "sample" or "Not for Sale", or sold "AS IS"; or Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing or use not in accordance with the user's guide, placement guidelines, or other instructions provided by Nest Labs; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations or interruptions in the electricity supply or the telecommunications network; or (e) Acts of God, including, but not limited to lightning, flood, tornado, earthquake or hurricane. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product or software (even if such consumable parts or software are packaged or sold with the product). Nest Labs recommends using only authorised service providers for maintenance or repair. Unauthorised use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty.

#### **5. DISCLAIMER OF WARRANTIES**

EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEST LABS DISCLAIMS ALL EXPRESS, IMPLIED AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEST LABS ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

#### **6. LIMITATION OF DAMAGES**

IN ADDITION TO THE WARRANTY DISCLAIMERS ABOVE, IN NO EVENT WILL NEST LABS BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM, OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT, AND NEST LABS' TOTAL CUMULATIVE LIABILITY ARISING FROM, OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER.

#### **7. LIMITATION OF LIABILITY**

IF YOU CHOOSE TO USE THEM, ONLINE SERVICES OFFERED BY NEST LABS, INC., A US AFFILIATE OF NEST LABS, ("SERVICES") PROVIDE YOU WITH INFORMATION

("PRODUCT INFORMATION") REGARDING YOUR NEST PRODUCTS OR OTHER PERIPHERALS CONNECTED TO YOUR PRODUCTS ("PRODUCT PERIPHERALS"). THE TYPE OF PRODUCT PERIPHERALS THAT MAY BE CONNECTED TO YOUR PRODUCT MAY CHANGE FROM TIME TO TIME. WITHOUT LIMITING THE GENERALITY OF THE DISCLAIMERS ABOVE, ALL PRODUCT INFORMATION IS PROVIDED FOR YOUR CONVENIENCE, "AS IS" AND "AS AVAILABLE". NEST LABS OR ITS AFFILIATE DOES NOT REPRESENT, WARRANT OR GUARANTEE THAT PRODUCT INFORMATION WILL BE AVAILABLE, ACCURATE OR RELIABLE, OR THAT PRODUCT INFORMATION OR USE OF THE SERVICES OR PRODUCT WILL PROVIDE SAFETY IN YOUR HOME. YOU USE ALL PRODUCT INFORMATION, THE SERVICES AND THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND NEST LABS AND ITS AFFILIATE DISCLAIM) ANY AND ALL LOSS, LIABILITY OR DAMAGES, INCLUDING TO YOUR WIRING, FIXTURES, ELECTRICITY, HOME, PRODUCT, PRODUCT PERIPHERALS, COMPUTER, MOBILE DEVICE, AND ALL OTHER ITEMS AND PETS IN YOUR HOME, RESULTING FROM YOUR USE OF THE PRODUCT INFORMATION, SERVICES OR PRODUCT. PRODUCT INFORMATION PROVIDED BY THE SERVICES IS NOT INTENDED AS A SUBSTITUTE FOR DIRECT MEANS OF OBTAINING THE INFORMATION.

#### **8. VARIATIONS THAT MIGHT APPLY TO THIS LIMITED WARRANTY**

Some jurisdictions do not allow limitations on how long an implied warranty lasts or specific exclusions, so some of the limitations set out above may not apply to you. If any court or relevant authority decides that any of these limitations is unenforceable, it should be deemed modified to the minimum extent necessary to make it enforceable. If this modification is not possible, the relevant provision should be deemed deleted. Any modification or deletion will not affect the validity of the rest of this Limited Warranty.

#### **9. CONTACT INFORMATION**

Please direct any questions about this Limited Warranty to Nest Labs (Europe) Ltd. at Gordon House, Barrow Street, Dublin 4, Ireland or through [nest.com/eu/contact](https://nest.com/eu/contact)

064-00004-GB

# Safety

## PLACEMENT GUIDELINES

### To avoid risk of overheating and burns:

Use only in temperatures between -40° and 45°C.

Do not block airflow to Nest Cam IQ.

### To avoid risk of fire and electric shock:

Only use the USB cable and power adapter provided.

Install in accordance with local building and installation regulations.

### To avoid risk of other serious injury:

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

For more information on safety go to [nest.com/eu/camsafety](https://nest.com/eu/camsafety)

Patent & TM: [nest.com/eu/ip-and-other-notice](https://nest.com/eu/ip-and-other-notice)

Open source: [nest.com/eu/compliance](https://nest.com/eu/compliance)



For online or phone support, visit [nest.com/eu/support](https://nest.com/eu/support)  
For more information on safety, go to [nest.com/eu/camsafety](https://nest.com/eu/camsafety)



Recycling and disposal: visit [nest.com/eu/recycle](https://nest.com/eu/recycle)  
Dispose in accordance with applicable legislation.

The WEEE symbol means that your Nest Cam IQ outdoor must be disposed of separately from general household waste. When Nest Cam IQ outdoor reaches its end of life, take it to a designated waste collection point in your area for safe disposal or recycling. By doing this, you'll conserve natural resources, protect human health and help the environment.



### EU Declaration of Conformity

Hereby, Nest Labs (Europe) Limited declares that the Nest Cam IQ outdoor is in compliance with RED 2014/53/EU. The full text of the EU DoC is available at the following Internet address: [nest.com/eu/legal/compliance/red](https://nest.com/eu/legal/compliance/red)

Nest Labs (Europe) Limited: Gordon House, Barrow Street, Dublin 4, Ireland

### Product Wireless Information

2400–2483.5 MHz: Wi-Fi (max 20 dBm), BLE (max 9.5 dBm), 802.15.4 (max 13.5 dBm)

### RF Exposure Information (MPE)

This device meets the EU requirements and the International Commission on Non-Ionizing Radiation Protection (ICNIRP) on the limitation of exposure of the general public to electromagnetic fields by way of health protection. To comply with the RF exposure requirements, this equipment must be operated at a minimum of 20 cm separation distance from the user.



