Troubleshoot connecting Nest Protect to the Nest app or Wi-Fi network

Here are some steps you can take if you've just installed your Google Nest Protect or have replaced it and are having trouble adding it to your account or getting it online. You may also see an error in the Nest app, such as P008 or P013.

Error codes

If you see one of these error codes, select it to view specific troubleshooting steps.

P002 P008 P009
P013 P018

If you see one of these errors, or no error at all, read below for some steps to help you add your Nest Protect to the Nest app.

P000	P006	P014	P020
P001	P007	P015	P021
P003	P010	P016	P022
P004	P011	P017	P023
P005	P012	P019	

1. Check the Nest service status

To check the status of the Nest service, go to Nest System Status. While the service is down, you may also see a message "The Nest service can't be reached right now" in the Nest app.

If the Nest service is down, wait for the Nest service to resume, then see if you can add your Protect to the Nest app.

2. Make sure the Nest app version is up to date

Make sure that you have the latest version of the Nest app on your phone or tablet. You can download it for free from the Apple App Store or Google Play. To make sure you have the newest version, you can uninstall and reinstall the app.

3. Make sure your home Wi-Fi is working

1. If you've recently updated your Wi-Fi network's name (SSID), password, or other settings, you may have to update your Protect's Wi-Fi settings in the Nest app.
2. If you haven't changed any of these settings, check that your Wi-Fi network works for other devices.
   - **If other devices are connected to Wi-Fi but your Protect can't connect**, move on to step 4 in this article.
   - **If other devices are disconnected from Wi-Fi**, move on to step 5 in this article.

Tip: If you're using your cellphone to check, make sure it's connected to the same Wi-Fi network as your Protect and cellular data is turned off. To help make sure cellular data is off, turn on Airplane mode and then turn on Wi-Fi.

4. Move closer to your router

You may have to move your Nest Protects and mobile device closer to your router as you try to add your Nest Protects to the Nest app.

Note: If you're trying to add multiple Nest Protects to your account, wait until prompted by the Nest app to wake up each Nest Protect. This will help save Nest Protect's battery power.

5. Restart your router

Restart your router to reset your internet connection. You should also restart any Wi-Fi range extenders or repeaters.

Note: Every router is different. You may need to consult your router's user manual for specific instructions on how to restart your router.

1. Unplug your modem and router power cords. You may have a combination modem/router, or they may be separate devices. All the lights on your modem and router should be off.
2. Wait for 30 seconds, then plug your modem and router back in.
3. Your modem and router will restart. Wait a couple of minutes or until you see steady power and connection lights. You may also see a quickly flashing data light.
4. Once your router finishes restarting, test the Wi-Fi connection with another device.
   - **If other devices reconnect but not your Protect**, move on to the next step in this article.
   - **If none of your devices reconnect**, contact your internet service provider to check the service status in your area.

6. Reset your Nest Protect and Mobile device

Reset your Nest Protect to its default settings. You should also restart your phone or tablet and reopen the Nest app.

Important: Make sure you have Bluetooth and Wi-Fi turned on on your phone or tablet before you try to add your Nest Protect to the app again.

Double check that you're using the correct SSID and password for your Wi-Fi network as you set up your Nest Protect.

7. Check the settings on your Wi-Fi router or access point

If you can't add your Nest Protect to the Nest app, this can be a result of incompatible settings on your home Wi-Fi router/access point.

2.4GHz and 5GHz network names

If you have a dual band router with both 2.4GHz and 5GHz bands, make sure they have different names so that you can correctly connect your Protect to the 2.4 GHz network. Nest Protect can't connect to a 5GHz network and may not be able to tell your networks apart.

    How to use Nest products with 2.4 and 5GHz Wi-Fi networks

Parental controls or firewall security

High firewall security or parental controls can block communication with Nest servers. Refer to your Wi-Fi router/access point documentation to see if these features are enabled on your network and how you can exempt your Protect from these restrictions.

Enable IPv6

Your Protect requires IPv6 in order to be added to the Nest app. Check your router's documentation to confirm that your router supports this setting and for information on how you can enable it.

    Recommended Wi-Fi network and router settings

8. Check the incompatible list

If you still can't add your Nest Protect to the Nest app after you've checked your router's settings, check whether your router or modem is on the incompatible list.

Note: Even if your router is on the incompatible list, some incompatibility problems can be resolved when you change your router settings or update your firmware.

    Wi-Fi routers that are incompatible with Nest products

How to replace Nest Protect's batteries

When it's time to replace your Google Nest Protect's batteries, you can follow the steps in this article to learn how.

Note: If you're adding your Protect to the app and you get a notification that the batteries are low, the voltage may have temporarily dropped. Go to [Troubleshoot when Nest Protect batteries seem low during setup](#).

Protect requires lithium batteries

Both battery and wired Protect require **Energizer Ultimate Lithium AA (L91) batteries**.

Protect (Battery) requires 6 AA and Protect (Wired) requires 3 AA as backup batteries. In case of a power outage, Protect (Wired) will use its backup batteries.

Don't use rechargeable or alkaline batteries. If you do, they will quickly drain and will need to be replaced soon after installing them.

- Using other types of batteries than the ones recommended by Nest will be detrimental to the smoke and CO alarm operation.
- Don't mix and match batteries.
- Don't place new batteries in with old batteries.

How to tell when you'll need to replace Protect's batteries

When your batteries are getting low:

- Protect will pulse yellow when you turn off the lights at night.
- You'll get a message during Nightly Promise.
- The Nest app will notify you.
- When the batteries are very low, your Protect will chirp until the batteries are replaced.

You can also check the battery life of your Protect at any time.

Check the battery charge level

Replacing your Nest Protect's batteries

Each kind of Nest Protect has different instructions for replacing the batteries. To check which kind of Nest Protect you have, see the article below.

[How to tell which Nest Protect you have](#)

Select the kind of Nest Protect you have to see how to replace your Nest Protect's batteries:

2nd gen battery powered Nest Protect

1. Remove your Nest Protect from its backplate. Turn it counter-
clockwise until it comes loose.

2. Push the battery door button in the direction of the arrow.
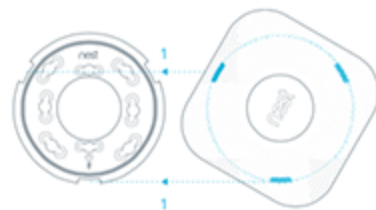The door will spring open.

3. Replace all of the batteries with new Energizer Ultimate
Lithium AA batteries (L91). Be sure to match the positive "+"
and
negative "-" ends of the batteries with the markings in the
battery compartment.

4. Close the battery door. It will click into place.
For your safety, the battery door will not close until
all 6 batteries are inserted.

5. Using the notches on the bottom of your Nest Protect
as a guide, place your Nest Protect against its backplate,
and turn it clockwise until you feel the backplate grip.

6. Press the Nest button twice to test your Nest Protect.
This will help make sure you've replaced the batteries correctly.

[Learn about Safety checkup](#)

2nd gen wired Nest Protect

1. Turn the power to your Nest Protect off at the breaker box.

Breaker box

2. Remove your Nest Protect from its backplate. Turn it counter-
clockwise until it comes loose.

3. Detach the power connector.
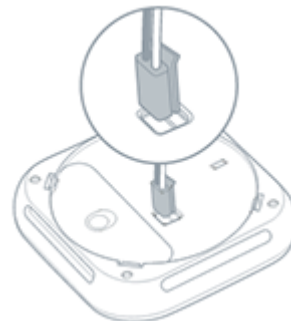
4. Push the battery door button in the direction of the arrow. The door will spring open.

5. Replace all of the batteries with new Energizer Ultimate Lithium AA batteries (L91). Be sure to match the positive "+" and
negative "-" ends of the batteries with the markings in the battery compartment

6. Close the battery door. It will click into place.
For your safety, the battery door will not close until
all 3 batteries are inserted.

7. Reattach the power connector.
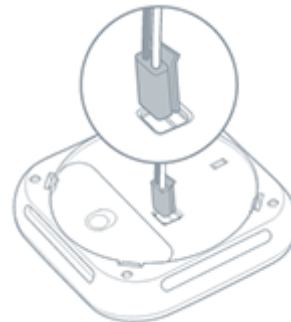
8. Using the notches on the bottom of your Nest Protect as a guide, place your Nest Protect against its backplate, and turn it clockwise until you feel the backplate grip.
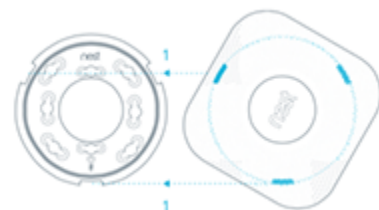
9. Turn the power back on at the breaker box.

Breaker box

10. Press the Nest button twice to test your Nest Protect.
This will help make sure you've replaced the batteries correctly.

Learn about Safety checkup

1st gen battery powered Nest Protect

1. Remove your Nest Protect from its backplate. Turn it counter-clockwise until it comes loose.
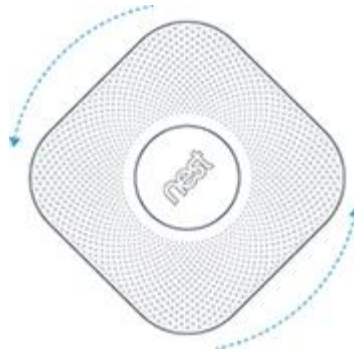
2. Using a Philips screwdriver, unscrew the two screws from the battery door.
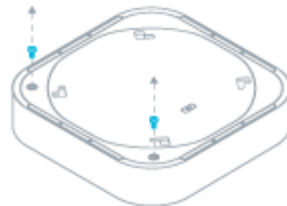
3. Replace all of the batteries with new Energizer Ultimate
Lithium AA batteries (L91). Be sure to match the positive "+" and
negative "-" ends of the batteries with the markings in the battery compartment.

Push down the small latch at the bottom of the battery compartment so that you can insert the last battery and properly close the battery door.

4. Reattach the battery door. Slide it into the tabs located
on the opposite side of the batteries and replace the screws. For your safety, the battery door will not close until all 6 batteries are inserted.
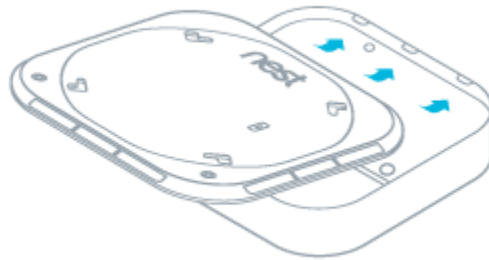
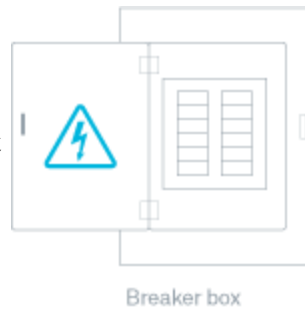5. Place your Nest Protect onto its backplate and turn it clockwise until you feel the backplate grip.
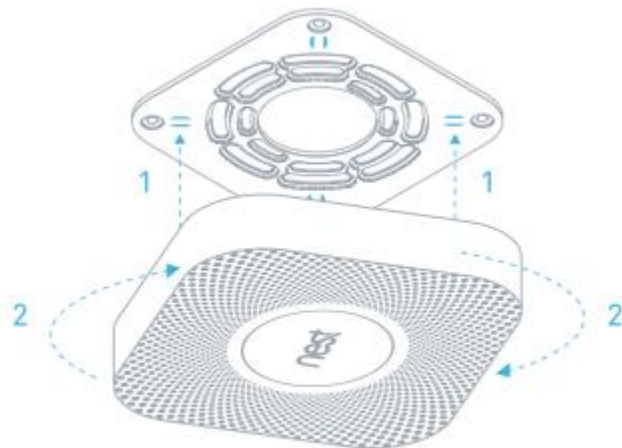
6. Press the Nest button twice to test your Nest Protect. This will help make sure you've replaced the batteries correctly.
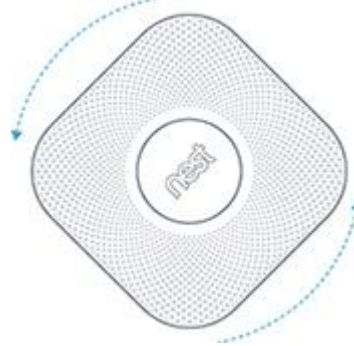
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1st gen wired Nest Protect

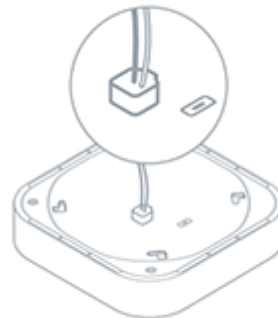1. Turn the power to your Nest Protect off at the breaker box.
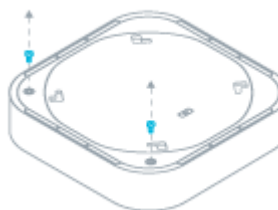
Breaker box

2. Remove your Nest Protect from its backplate. Turn it counter-clockwise until it comes loose.

3. Detach the power connector.

4. Using a Philips screwdriver, unscrew the two screws from the battery door.

5. Replace all of the batteries with new Energizer Ultimate
Lithium AA batteries (L91). Be sure to match the positive "+" and
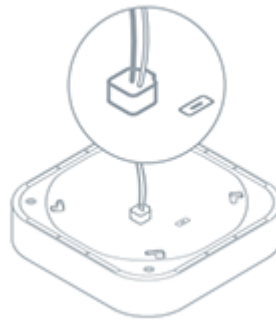negative "-" ends of the batteries with the markings in the battery compartment.

Push down the small latch at the bottom of the battery compartment so that you can insert the last battery and properly close the battery door.
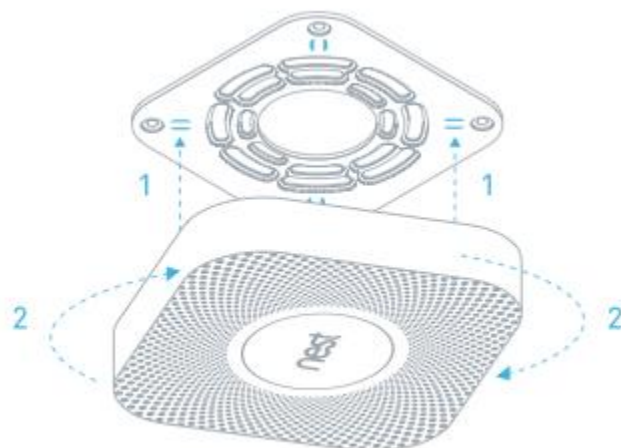
6. Reattach the battery door. Slide it into the tabs located
on the opposite side of the batteries and replace the screws. For your safety, the battery door will not close until all 3 batteries are inserted.
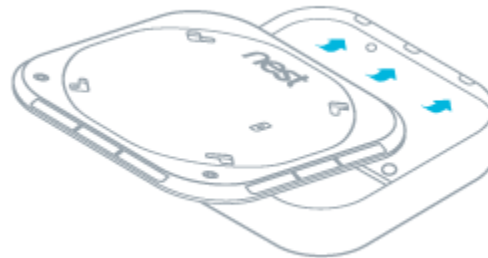
7. Reattach the power connector.

8. Place your Nest Protect onto its backplate and turn it clockwise until you feel the backplate grip.

9. Turn the power back on at the breaker box.

Breaker box

10. Press the Nest button twice to test your Nest Protect. This will help make sure you've replaced the batteries correctly.

[Learn about Safety checkup](#)

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