Google G28DR

Google Nest Doorbell (Wired, 2nd Gen) Instruction Manual

Model: G28DR | Brand: Google

1. INTRODUCTION

The Google Nest Doorbell (Wired, 2nd Gen) provides continuous monitoring and intelligent alerts for your home's entrance. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your device.

The 2nd-gen wired Nest Doorbell is always on, so you can know what's happening at your front door around the clock. Get intelligent alerts about people, packages, and animals, plus 3 hours of event video history – no subscription required. Add up to 10 days of continuous recording with Nest Aware Plus. Set up and manage your video doorbell easily using the Google Home app. The Nest Doorbell requires a free Google Account and is not compatible with the Nest app or the home.nest.com site.

Image: The Google Nest Doorbell (Wired, 2nd Gen) in Snow color, showcasing its sleek design.

Beautifully designed.
Mindfully made.

Designed to fit in, with colors to complement any home

Built to last and made with 43% recycled materials[5]

Image: The Google Nest Doorbell highlighting its design and use of recycled materials.

2. WHAT'S IN THE BOX

Ensure all the following components are present in your package:

- Nest Doorbell
- Base plate
- 20° wedge
- Wire connector
- Chime puck
- Extra security screw
- 2 wall screws
- Hex key
- 2 wall anchors

- 2 spacers
- Window decal
- Quick start guide
- Safety warranty document

Image: A visual representation of all items included in the Google Nest Doorbell package.

3. SETUP AND INSTALLATION

The wired Nest Doorbell is designed to replace an existing wired doorbell. Professional installation is recommended if you are unfamiliar with electrical wiring.

3.1 Requirements

- Existing wired doorbell system.
- Compatible 16-24VAC, 10-40VA rated doorbell transformer (sold separately).
- Compatible chime (sold separately).

- Wi-Fi internet connection.
- Free Google Account and the Google Home app on a compatible mobile device.

3.2 Installation Steps (Overview)

1. **Turn off power:** Before beginning, turn off power to your existing doorbell system at the circuit breaker.
2. **Remove old doorbell:** Carefully disconnect and remove your old doorbell button.
3. **Install base plate:** Mount the Nest Doorbell base plate using the provided screws and anchors. Use the 20° wedge if an angled view is desired.
4. **Connect wires:** Connect the existing doorbell wires to the Nest Doorbell terminals.
5. **Mount Nest Doorbell:** Secure the Nest Doorbell onto the base plate.
6. **Install chime puck:** If your existing chime is mechanical, install the included chime puck according to the quick start guide.
7. **Restore power:** Turn the power back on at the circuit breaker.
8. **Set up in Google Home app:** Follow the on-screen instructions in the Google Home app to connect your Nest Doorbell to your Wi-Fi network and complete the setup.

Installation and compatibility.

It's designed to replace a wired doorbell and requires a compatible chime and transformer (both sold separately).[4] You may need to replace existing hardware.

Image: A person installing the Google Nest Doorbell, demonstrating the mounting process.

4. OPERATING YOUR NEST DOORBELL

4.1 Live View and Event History

Access a 24/7 live view of your front door from anywhere using the Google Home app. The doorbell automatically records events and provides 3 hours of free event video history, including 2-second previews and 5-minute clips.

Check in anytime with 24/7 live view.

Check in from anywhere using the Google Home app[1]

See activity at your front door[1]

Always-on power, no need to recharge batteries

Google Home app required.

Image: A smartphone displaying the 24/7 live view feature of the Nest Doorbell.

Go back in time with included video history.

3 hours of free event video history in the app

Watch 2-second previews and 5-minute clips

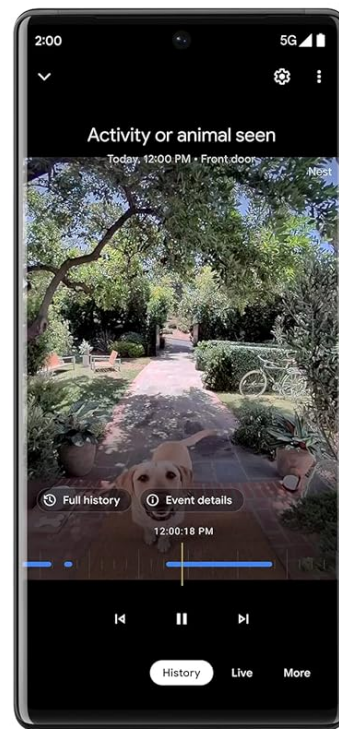**Unlock continuous video recording with Nest Aware Plus[2]**

Image: Two smartphone screens illustrating the video history playback feature, showing event clips.

4.2 Intelligent Alerts

The Nest Doorbell can differentiate between people, packages, animals, and vehicles, sending specific alerts to your mobile device. This helps reduce unnecessary notifications.

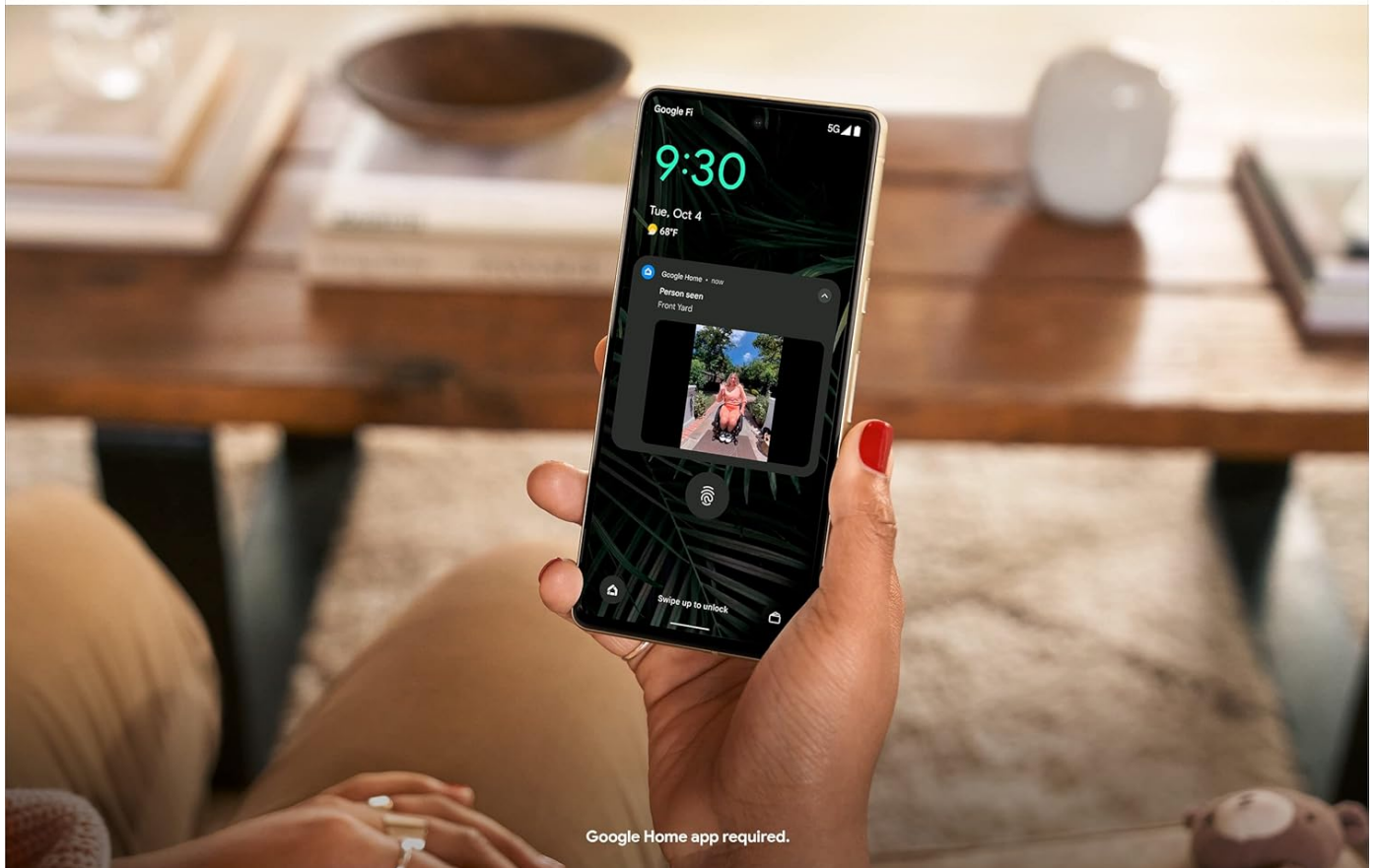# Get the alerts that matter to you.[1]
No subscription required.

Person	Package	Animal	Vehicle

Image: A smartphone displaying the intelligent alert system, categorizing detections like person, package, animal, and vehicle.

See more with a taller 145° diagonal view.

See people head to toe – and deliveries as close as 8 inches from your door.

Image: A smartphone screen demonstrating the doorbell's tall 145-degree diagonal view, allowing users to see head-to-toe and packages close to the door.

4.3 Two-Way Audio and Pre-recorded Messages

Communicate with visitors at your door using the built-in speaker and microphone. You can also use pre-recorded messages for quick responses.

Talk and listen, from anywhere.

Chat with visitors at the door, even if you're away[1,3]

Quickly respond with pre-recorded messages in the Google Home app[1]

Tell a delivery person where to leave a package[1]
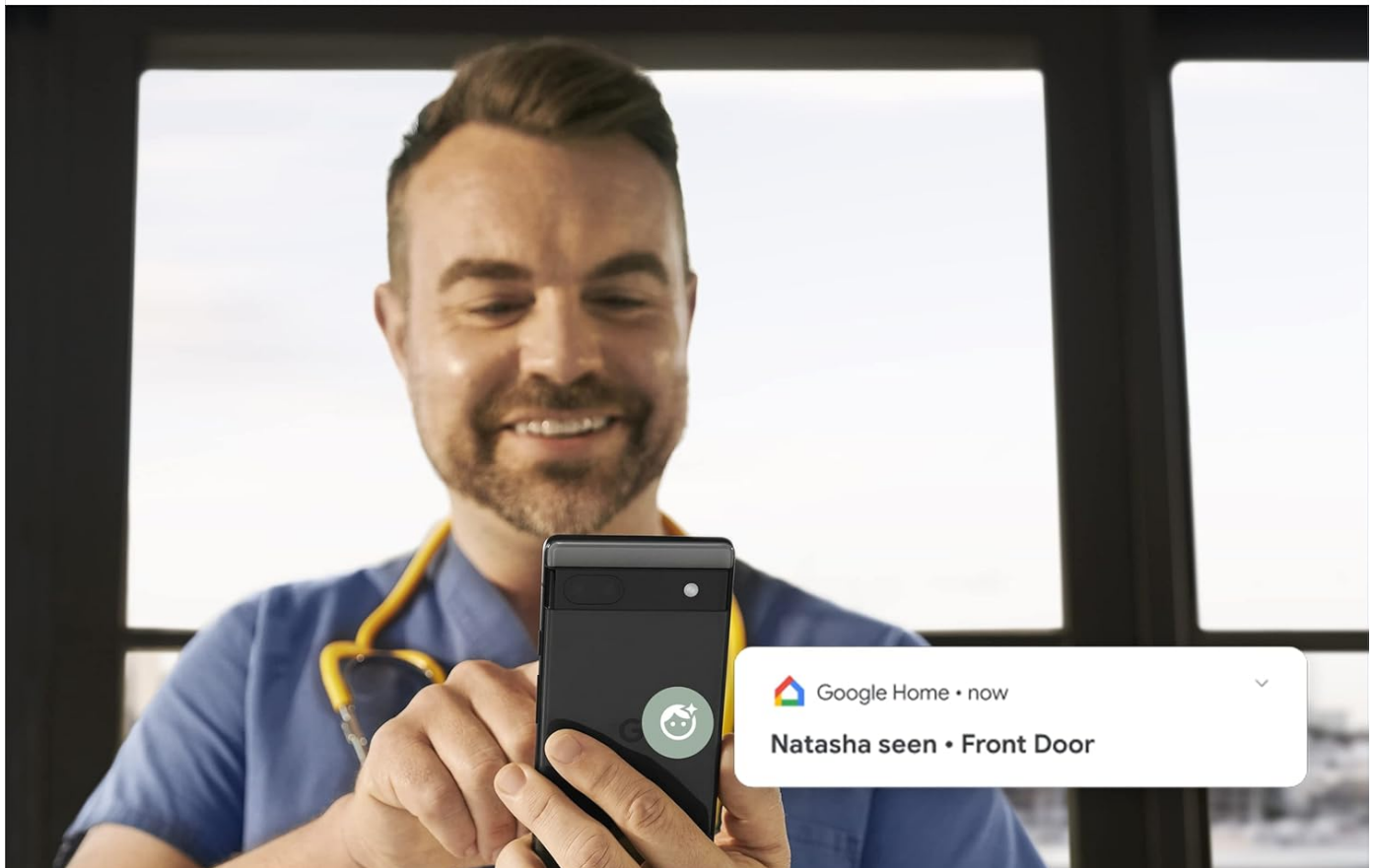

Image: A man using his smartphone to interact with the Nest Doorbell, showing the two-way audio feature.

4.4 Google Home App Control

Manage all doorbell settings, view live feeds, and review event history directly from the Google Home app.

Easy control with the Google Home app.

Set up and manage your doorbell – plus thousands of other compatible connected home devices – in one app.[8]
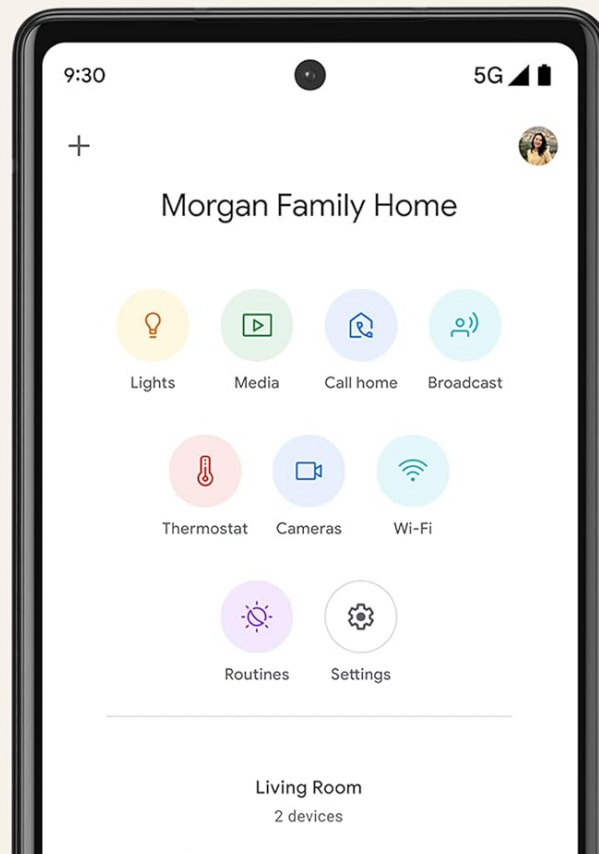

Image: The Google Home app interface on a smartphone, demonstrating easy control over connected home devices, including the doorbell.

4.5 Smart Home Integration

The Nest Doorbell works seamlessly with Google Assistant and Amazon Alexa. Stream your live video feed to compatible smart displays or use compatible speakers as a doorbell chime.

Works with Google Assistant and Amazon Alexa.

Stream your live video feed or see and talk to people at your door[1,6]

Use compatible speakers and displays as a doorbell chime

Image: A woman viewing the Nest Doorbell feed on a television screen, illustrating its compatibility with Google Assistant and Amazon Alexa.

5. MAINTENANCE

The Google Nest Doorbell is designed for outdoor use with an IP54 weather resistance rating. Regular maintenance is minimal.

- **Cleaning:** Periodically wipe the doorbell's exterior with a soft, damp cloth to remove dust and dirt. Avoid using harsh chemicals or abrasive cleaners.
- **Lens Care:** Ensure the camera lens is clean and free from smudges for optimal video quality. Use a microfiber cloth if necessary.
- **Firmware Updates:** Keep your Google Home app updated to ensure your doorbell receives the latest firmware, which can improve performance and add new features.

6. TROUBLESHOOTING

If you encounter issues with your Nest Doorbell, try the following common troubleshooting steps:

- **No Power/Offline:**

    - Check your circuit breaker to ensure power is on to your doorbell system.
    - Verify that the doorbell wires are securely connected to the terminals.
    - Ensure your Wi-Fi network is active and stable.

- **Poor Video Quality:**

    - Clean the camera lens with a soft cloth.
    - Check your Wi-Fi signal strength in the Google Home app; a weak signal can affect streaming quality.

- **Alerts Not Working:**

    - Ensure notifications are enabled for the Google Home app on your mobile device.
    - Check the detection settings within the Google Home app to ensure desired alerts (person, package, etc.) are enabled.

- **Doorbell Not Ringing Chime:**

    - Verify the chime puck is correctly installed and wired to your existing chime.
    - Check chime settings in the Google Home app.

For more detailed troubleshooting or persistent issues, refer to the official Google Nest support resources.

7. SPECIFICATIONS

Feature	Detail
Model Number	G28DR
Color	Snow
Dimensions (L x W x H)	1.1 x 1.65 x 5.16 inches
Item Weight	8 ounces (0.5 Pounds)
Indoor/Outdoor Usage	Outdoor, Indoor
Power Source	Corded Electric (Requires 16-24VAC, 10-40VA transformer)
Connectivity Protocol	Wi-Fi (802.11a/b/g/n/ac, 2.4 GHz and 5 GHz)
Compatible Devices	Alexa, Google Assistant, Nest
Video Capture Resolution	720p
Field Of View	145 Degrees
Low Light Technology	Night Color
Alert Type	Motion Only (Intelligent alerts for person, package, animal, vehicle)
International Protection Rating	IP54
Special Features	Local Recording, 2 Way Audio, HD Resolution, Night Vision, Motion Sensor

Find the right Nest Doorbell for your home.

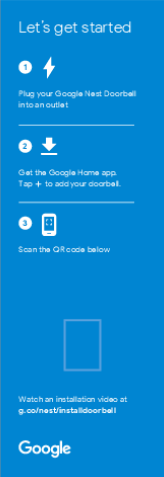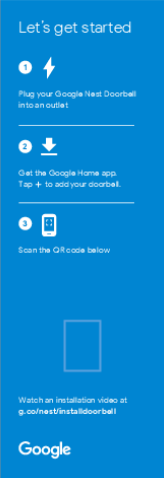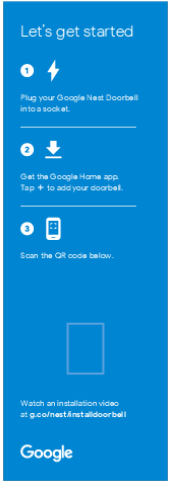|	Nest Doorbell Battery	Nest Doorbell Wired (2nd gen)	Nest Doorbell Wired (formerly Nest Hello)
24/7 live streaming + HD video & night vision[1]	✓	✓	✓
Included intelligent alerts[1]	Motion, people, packages, animals, vehicles	Motion, people, packages, animals, vehicles	Motion and people
Free 3-hour event history	Video clips	Video clips plus 2-second previews	Still images
Up to 10 days of continuous video recording with Nest Aware Plus[2]	—	✓	✓
Local storage fallback	During Wi-Fi and power outage	During Wi-Fi outage	Not available
Required app (free)	Google Home app	Google Home app	Nest app

Image: A comparison table outlining features of different Nest Doorbell models, including the Wired (2nd Gen).

8. WARRANTY AND SUPPORT

Your Google Nest Doorbell (Wired, 2nd Gen) comes with a limited warranty provided by Google. For specific warranty terms and conditions, please refer to the safety and warranty document included in your product packaging.

For technical support, product registration, and additional resources, please visit the official Google Nest support website:

support.google.com/nest

You can also find the full User Manual (PDF) for detailed information: Download User Manual (PDF)

Related Documents - G28DR

	[Google Nest Doorbell (wired, 2nd generation) Safety, Warranty, and Regulatory Guide](#) This guide provides essential safety, regulatory, and warranty information for the Google Nest Doorbell (wired, 2nd generation). It covers basic safety precautions, battery information, disposal and recycling guidelines, proper handling and usage, service and support, regulatory information including FCC compliance, and the Google Consumer Hardware Limited Warranty for the USA and Canada. It also includes details on making a claim and a notice of arbitration.
	[Google Nest Doorbell (wired, 2nd generation) Installation and Safety Guide](#) A comprehensive guide for installing and safely using the Google Nest Doorbell (wired, 2nd generation), including setup instructions, what's included, safety warnings, warranty information, and regulatory compliance details.
	[Google Nest Doorbell (Battery) Quick Start Guide](#) Get started with your Google Nest Doorbell (Battery). This guide covers initial setup, what's included in the box, and where to find support.
	[Google Nest Doorbell Quick Start Guide and Included Components](#) This guide provides quick start instructions for setting up your Google Nest Doorbell, lists all included components, and offers resources for installation and support.

	[Google Nest Doorbell: Quick Start Guide and Included Items](#) Get started with your Google Nest Doorbell. This guide covers initial setup steps, lists all included components, and provides links for support and professional installation.
	[Google Nest Doorbell Anti-Theft Mount Installation Guide](#) Detailed, step-by-step instructions for installing the Google Nest Doorbell with an anti-theft mounting bracket. Covers base plate attachment, doorbell installation, securing the anti-theft plate, and bracket placement based on door swing direction.