

# Control4 Google Nest Driver FAQ

**Q:** What's happening?

**A:** Control4 has released a new Google Nest driver that uses a customer's Google account (instead of a Nest account) to connect to their Nest Thermostats.

**Q:** What happens if my customer is still using a Works With Nest (WWN) account?

**A:** The original Control4 driver for Nest thermostats will continue to work. Google will be proactively encouraging their customers to migrate to a Google Nest account to take advantage of the most recent features and security updates.

**Q:** My customer has a WWN account but wants to make the transition to a Google Nest account. What do I do?

**A:** You will need to work with your customer as they'll need to log into their account to complete the migration and connect the Control4 integration. Follow these steps: (more detailed instructions are available in the driver documentation from inside Composer)

1. Add the Google Nest Master Driver into the system. The driver is located in the Online Driver Database.
2. Link to the customer's Google account. The driver provides a short URL for the customer to use that lets the customer approve access to their thermostat.
3. Link to the customer's Control4 account. The driver provides another short URL for the customer to use to log in to their Control4 system.
4. Click Setup Nest Thermostats in the driver to add in the Nest thermostats connected to the customer's Google account.
5. Recreate any custom programming that was in place with the old Nest driver.

**Q:** Are there any feature upgrades between the WWN and Google Nest thermostat drivers?

**A:** Yes:

- The newer drivers rely on a new architecture provided by Google for providing almost-instantaneous feedback of changes made to a thermostat, whether that change is made by the Control4 system, the Nest app, or directly on the Nest thermostat itself.
- There are no longer any limits on the number of changes to the thermostats on a single account that can be made in an hour. This means that for systems with larger numbers of thermostats, programming changes that affect all thermostats will succeed.
- Humidity is now reported in 1% increments rather than 5% increments.

**Q:** Are there any feature downgrades between the WWN and Google Nest drivers?

**A:** Yes:

- The Nest Protect product line is not supported by the new Google API at launch. Google have said that they expect to add API support for this product line in the future but have not provided a date. Older integrations with a Nest Protect use the WWN API