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If you're signed in to an account, emails from Google won't ask you to enter the password for that account. If you click on a link and are asked to enter the password for your Gmail, Google Account or another service, don't enter your information. Instead, go directly to the website that you want to use. If you think that a security email that looks as though it's from Google might be fake, go directly to myaccount.google.com/notifications. On that page, you can check your Google Account's recent security activity. Scammers use emotion to try to get you to act without thinking. Beware of urgent-sounding messages For example, beware of urgent-sounding messages that appear to come from: People you trust, such as a friend, family member or person from work. Scammers often use social media and publicly available information to make their messages more realistic and convincing. To find out if the message is authentic, contact your friend, family member or colleague directly. Use the contact info you normally use to communicate with them. Authority figures, such as tax collectors, banks, law enforcement or health officials. Scammers often pose as authority figures to request payment or sensitive personal information. To find out if the message is authentic, contact the relevant authority directly. Tip: Beware of scams related to COVID-19, which are increasingly common. Learn more about tips to avoid COVID-19 scams. Beware of messages that seem too good to be true Beware of messages or requests that seem too good to be true. For example, don't be scammed by: Get-rich-quick scams. Never send money or personal information to strangers. Romance scams. Never send money or personal info to someone you met online. Prize winner scams. Never send money or personal info to someone who claims you won a prize or competition. Scammers often try to deliver unwanted software in links through email, social media posts or messages, and text messages. Never clicks links from strangers or untrustworthy sources. To get alerts about malware, risky extensions, phishing or sites on Google's list of potentially unsafe sites, use Safe Browsing in Chrome. In your Safe Browsing settings, choose Enhanced protection for additional protections and to help improve Safe Browsing and overall web security. You can download Chrome at no charge. To be notified if you enter your Google Account password on a non-Google site, turn on Password Alert for Chrome. That way, you'll know if a site is impersonating Google, and you can change your password if it gets stolen. When we identify that an email may be phishing or suspicious, we may show a warning or move the email to your Spam folder. If an email wasn't marked correctly, follow the steps below to mark or unmark it as phishing. Important:When you manually move an email into your Spam folder, Google receives a copy of the email and any attachments. Google may analyse these emails and attachments to help protect you from spam and abuse. On a computer, go toGmail. Open the message. Next to Reply, click More. Click Report phishing. On a computer, go toGmail. Open the message. Next to Reply, click More. Click Report not phishing. Post to the Help Community Get answers from community members You need to check your current thermostats wires to tell if your system is Nest thermostat compatibleand which thermostat models it will work with. Remove your thermostats cover and enter the wires you findinto the compatibility checker. The Nest app and Home app will also let you know if your system is compatibleand give you a wiring diagram for installation. Sometimes a thermostats wire connectors have two labels or no label at all. In rare cases, a wire may be in the wrong thermostat connector, which can cause your system to malfunction so you need to check your systems control board to accurately identify the wires. There are several ways to identify your thermostat wires: Take a picture of your current thermostats wiring Always take a picture of your current thermostats wires before you remove it from the wall and install a Nest thermostat. This picture is an essential reference to identifywires and correctly install a Nest thermostat. Checkthis article if you need help removing your thermostat's cover. Contact a local HVAC system pro A trained professional can quickly tell what kind of system you have and identify the wires. They canalso install and set up your Nest thermostat for you and answer any questions you have. Contact a local professional in your area to service your system. Check your systems control board Checking your system's control board is a very reliable method for determining what an unknown wire is. The control boards connectors typically have labels that can tell you what each wire is when other methods aren't convenient or don't work. The control board is usually inside your furnace or HVAC equipment, so you may have to open or remove a panel to check inside. How to check your system wires Important: These are advanced troubleshooting steps. Your HVAC system uses high voltage, which can be dangerous. Make sure to turn off the power to your system completely. Contact a local professional if you need any help. Before you turn off the power, make sure each wire coming to your thermostat is a different color. If 2 or more wires are the same color, you won't be able to tell them apart at the other end. You need to contact a local professional. Your system can have multiple breakers, so make sure to turn them all off before moving on. Once the power to your whole system is off, check your furnace and fan. Make sure there are no lights that might indicate your system still has power. If there are still lights on your furnace or fan, your system might still have power. Turn off the main power to your home at the breaker. Try to turn on your system. If you have both heating and cooling, try to activate both as each component can have separate power switches. Turn the temperature up on your thermostat at least 5 degrees to try to turn on your furnace. Wait at least 5 minutes to check if your system turns on (you need to wait because many systems have a built-in delay). Turn the temperature down on your thermostat at least 5 degrees to try to turn on your AC. Wait at least 5 minutes to check if your system turns on. You'll know that the power is off if your system doesn't turn on. You can listen for your system to turn on, or you can feel for hot or cool air coming through the vents in your home. Once you're sure you've turned off the power, look for a removable panel on your system. It may have a handle or a latch, or you may need to remove some screws. Be careful not to touch any of the components inside your furnace as some HVAC equipment is manufactured with large capacitors (electrical components that store charge like a battery). To learn more about removing your systems panel, consult the user guide for your HVAC system or contact a local professional in your area. When you've removed the panel, look for the control board. It looks like a circuit board and usually has lots of wires attached to it. You should findseveral sets of connectors on the control board with wires connected to them. If you need help finding your HVAC systems control board, consult the user guide for your HVAC system or contact a local professional in your area. Look for connectors that have labels that are the same as your thermostat. For instance, you might find labels like R, W, G, Y, C or O/B. You should find wires attached to these connectors that are the same color as the wires that connect to your thermostat. Look at the labels where these wires connect to the control board to determine what each wire attached to your thermostat should be labeled. You may find labels like 1, 2, 3, 4, and A, B, C, D, or there may be no labels at all. These systems are incompatible with Nest thermostats. Check what your thermostat's wire labels mean. Take a picture of the wires and connectors on your systems control board. Make sure the connector labels are clearly visible. Some systems have a safety feature that keeps them from turning on unless the panel is fully closed. If your system doesn't turn on after you've turned the power back on, double check that the panel is shut properly and that any latches are secured. The in-box instructions will let you know which app to use for setup: the Nest app or Google Home app. When you begin setup with the app, you'll get a custom wiring diagram. Now that you have a picture of the wires connected to the control board, you can use it as a reference to enter wires into the app and help make sure that your wiring diagram is accurate for installation. More help with wire labels Thermostat wires with two labels Some thermostats have wire connectors with 2 sets of labels: one for conventional systems, one for systems with a heat pump. You need to know whether you have a heat pump or conventional system so you know which thermostat labels to enter into the Nest compatibility checker or the app during thermostat installation. If you put wires into the wrong thermostat connectors during setup can, this cancause your system to malfunction or possibly damage it. Important: The side that the wires come out of the connectors doesn't matter. In the picture above, you might assume that this thermostat is connected to a conventional system because the wires are coming out of the conventional side of the connectors. In fact, this thermostat is actually connected to a Heat Pump system. You can use most of the other methods in this article to determine which labels to use: check your systems manual, contact a local professional, or look at your systems control board. While thermostat wire colors can vary, you can also sometimes use color as a guideif a wire is in your thermostats O/B - W terminal. If the wire in the O/B-W connector is orange: you probably have a heat pump. (Checkthe picture above.) If the wire in the O/B-W connector is white: you probably have a conventional system. Once you know what type of system you have, enter the labels for conventional system or heat pump either into the compatibility checker if you're buying a Nest thermostat, or into the Nest app to get a custom wiring diagram for installation. Short jumper wires Jumper wires connect 2 thermostat terminals together (often Rc and Rh), but they aren'ttwo label wires. Jumpers aren't connected to the system and don't run back into the wall. Nest thermostats don't use jumper wires If your current thermostat has a jumper wire, don't enter it into the compatibility checker or the app to get a wiring diagram during setup. Don't connect jumper wires to your Nest thermostat. Learn about jumper wires Thermostat wires with no label If one or more wires in your current thermostat doesn't have a label, you first need to identify what wires are connected to your current thermostat before you can install your Nest thermostat. You can use most of the other methods in this article to determine which labels to use: check your systems manual, contact a local professional, or look at your systems control board. Important: Most systems don't use all the wires in the bundle coming out of the wall. If any wires weren't originally connected to your current thermostat (and don't have a label), they typically aren't connected to your system. Don't connect these wires to your current thermostat or Nest thermostat. How to tell if a B wire is really a common or C wire Wires labeled B typically should go into a Nest thermostat's O/B connector. But for some systems the wire in the thermostat's B connector is actually a common or C wire. Common wires should go in your Nest thermostat's C connector. Because the common wire is used to provide consistent power to the thermostat, it's important to determine what function a wire labeled B serves before connecting it to a Nest thermostat. WARNING: If a common wire is inserted into any connector other than C on your Nest thermostat, you may blow a fuse on your HVAC system and/or damage the thermostat. If you're uncertain what type of wire you have, it's strongly recommended that you find a local professional near you. Check if your thermostat has a C connector Whether or not there is a wire attached to it, if your thermostat has a separate connector labeled C in addition to a connector labeled B, then the wire in the B connector should be connected to the Nest thermostats O/B connector. If you have a heat pump If you have a heat pump and your thermostat doesn't have a separate wire labeled O, then the wire labeled B should be connected to the Nest thermostat's O/B connector. Check your thermostats manual If you have the manual for your current thermostat (or can find it online), it may describe the function associated with the B connector and help you determine if it's meant for a heat pump wire or a common wire. Check the B wire color The colors of thermostat wires often don't adhere to industry standards, but they can sometimes provide a clue in certain situations. If your thermostat doesn't have a separate connector labeled C and you're not sure what type of system you have: A brown wire is mostlikely a heat pump wire and should be connected to the O/B connector on the Nest thermostat. If the B wire is blue, it should most likely be connected to the C connector. Note: This method isn't foolproof and should be cross-checked with another method. Check your systems control board Looking at your systems board is the most certain way to determine what the wire is. Follow the instructions in the next section. What thermostat wire labels mean Below are some of the wire labels you might find on your thermostat and what they do. The app will give you a custom wiring diagram to help you install the Nest thermostat. Refer to the following article for step-by-step installation instructions. How to install your Nest thermostat Note: If you don't find your wiring labels in this article, contact a local professional.Common thermostat wires Label Description R The R wire is the power wire for your heating and cooling system. If you only have one R wire (no Rh or Rc), you can connect your R wire to either Rc or Rh on the Nest thermostat. Important:Don't connect anyjumper wiresto the Nest thermostat. Rh If you don't have an Rc wire, the Rh wire is the power wire for both your heating and cooling systems. Some HVAC systems, called dual transformer systems, use separate power sources for heating and cooling (Rc and Rh). If you have both an Rh and an Rc wire, you have a dual transformer system. It's strongly recommended that you contact a local professional to prevent damage to your system. WorW1 The W or W1 wire controls your heating system. YorY1 In most systems, the Y or Y1 wire controls your cooling system. If you have a heat pump, your Y or Y1 wire controls your compressor. Your compressor is responsible for heating and cooling your home. What to do when your thermostat has two labels GorG1 The G or G1 wire controls your fan. Your fan pushes the warm or cool air through your vents into the rooms of your home. O/B Heat pump systems use a changeover valve controlled by the O/B wire. Your changeover valve tells your system when to switch between heating and cooling. What to do when your system is heating when it should cool Tip:O/B wires are typically orange , but you shouldn't rely on color alone to determine the function of a wire. Some systems have separate O and B wires. Nest Thermostat uses an *O/B terminal. This terminal can be used to control several different system functions, depending on what type of system you have. For more information, refer to Nest thermostat star terminal. E Some thermostats have an E connector. The E wire turns your emergency heat on or off. Emergency heat is usually used when its too cold outside for your regular heater to keep your home warm. Learn more about emergency heat Y2 The Y2 wire controls the second stage of cooling in conventional systems, which can help cool your home faster. In heat pump systems, the Y2 wire controls the second stage of your compressor, which can help heat or cool your home faster. AUX Heat pump systems sometimes have auxiliary heat to help heat your home more quickly or to help heat your home when its too cold outside for your heat pump to run. Learn more about auxiliary heat C The C wire is also known as the common wire. This wire connects your system to the common ground and can help provide power to your thermostat. Note: If your system cant provide enough consistent power to your system. Rc If you don't have an Rh wire, the Rc wire is the power wire for both your heating and cooling systems. If you have an Rc and an Rh wire, the Rc wire is the power wire for your cooling system. 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