BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Google Nest Wifi

Nest Wifi Pro, Nest Wifi and Google Wifi —
set up, shared and fixed in plain English, one step at a time

A plain-English guide to Google's home Wi-Fi

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

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For Nest Wifi Pro, Nest Wifi and Google Wifi in the Google Home app · facts current November 2026

What's Inside

This is your guide to Google's home Wi-Fi systems: the Nest Wifi Pro, the older Nest Wifi and the original Google Wifi, all managed in the Google Home app. Start with Part 1 to learn which one you have, then jump to whatever you need: a guest network, bedtime schedules, a speed test or the calm ladder for when the internet stops. Read it in any order and at your own pace. If a screen in the app looks a little different, the idea is still the same.

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PART 1

Getting to Know Your Google Wi-Fi

Which Google Wi-Fi system you have, how mesh Wi-Fi works, and why everything now lives in the Google Home app.

CHAPTER 1

A Note from Bill

Hello, and welcome. I'm Bill, and for more than 30 years I've helped people make technology behave. Here in Portage County, Wi-Fi is the thing everything else depends on. When it hiccups, the TV stops streaming, the doorbell camera goes quiet and the tablet can't load the news. If your home runs on Google's Wi-Fi, this guide is for you.

Google has made three generations of home Wi-Fi: the original **Google Wifi**, the **Google Nest Wifi** that followed it, and today's **Google Nest Wifi Pro**. They look a little different, but they're all run from one free phone app, **Google Home**. Once you know your way around that app, every chapter in this guide will feel familiar.

WHAT THIS DOES FOR YOU

What this guide does for you

It helps you figure out which Google Wi-Fi you own, set it up or add to it, and use the handy everyday tools: a guest network for visitors, pausing the internet at bedtime, giving one device the fastest lane, running a speed test and reading the little status light. When the internet stops working, the ladder in Chapter 27, *The Internet Is Out: A Calm Ladder* fixes most problems in a few minutes.

Who this guide is for

- Anyone with Google Wifi, Nest Wifi or Nest Wifi Pro pucks around the house.
- Anyone thinking about buying Google's Wi-Fi, or replacing an older set.
- Grandparents who want a simple guest network and an easy bedtime switch for visiting grandkids.
- Family members who manage a parent's Wi-Fi from across town and want clear steps to share.

The big promise: you can't break it (mostly)

Looking around the Google Home app is completely safe. Checking who's connected, running a speed test or pausing a tablet for an hour can't hurt a thing. Two steps deserve a slow, careful moment: **changing your Wi-Fi name or password**, which knocks every device off until you reconnect it, and a **factory reset**, which erases your network so you have to set it up again. This guide flags both clearly.

You're never stuck alone

Take this at your own pace and in any order. And if you get stuck, call or text me at **(330) 200-8042**. Sometimes ten minutes with someone beside you is all it takes.

— Bill

CHAPTER 2

Which Google Wi-Fi Do You Have?

Before anything else, it helps to know which generation is sitting on your shelf. The steps in the app are nearly the same for all three, but they can't all be mixed together (see Chapter 10, *Mixing Old and New: What Works Together*), and their lights mean slightly different things.

Model	What it looks like	Wi-Fi type
Google Wifi (2016)	A short white cylinder with a light band around its middle. Every unit is the same.	Wi-Fi 5
Google Nest Wifi (2019)	A smooth, rounded router with ports on the back, plus round "points" that also contain a speaker.	Wi-Fi 5
Google Nest Wifi Pro (2022)	A taller, glossy, egg-shaped unit in soft colors: Snow, Fog, Linen and Lemongrass in the U.S. Every unit can be a router or a point.	Wi-Fi 6E

The quick way to tell

- **Does it have a speaker grille and answer "Hey Google"?** It's a Nest Wifi **point**.
- **Is it tall and glossy, with the label "Nest Wifi Pro" on the box or bottom?** It's the Pro.
- **Is it a short, flat-topped white cylinder?** It's an original Google Wifi.
- **Still not sure?** In the Google Home app, open your Wi-Fi devices list; each unit is listed by its model name.

How much house does one cover?

Google rates the Nest Wifi Pro at up to about **2,200 square feet per unit**, about 4,400 square feet for a two-pack and about 6,600 for a three-pack. Google itself warns that placement, thick walls and long, narrow layouts can mean you need an extra unit, so treat these as rough guides, not promises.

GOOD TO KNOW

"Nest" and "Google" are the same company

Google bought the Nest brand years ago. "Google Wifi," "Nest Wifi" and "Nest Wifi Pro" are all Google products, and all three are supported in the same Google Home app.

CHAPTER 3

How Mesh Wi-Fi Works

All of Google's Wi-Fi systems are **mesh** systems. Instead of one box trying to shout across the whole house, you place two or three matching units in different rooms. They talk to each other and act as **one Wi-Fi network**, with one name and one password.

The pieces

Piece	What it does
Modem	The box from your internet company (Spectrum, AT&T, a fiber company). It brings the internet into the house.
Router	The first Google unit, connected to the modem with an Ethernet cable. It creates your Wi-Fi.
Point	Each extra Google unit. It plugs into a wall outlet and passes the Wi-Fi along, with no cable to the modem needed.
Mesh	The router and points working together as one network.

What it does for you

- **Fewer dead spots.** The back bedroom, the porch and the basement can all get a good signal.
- **One name everywhere.** Your phone moves from room to room without you switching networks.
- **One app.** You manage every unit together from the Google Home app.

GOOD TO KNOW

You still need the modem

A Google router doesn't replace your internet service or, usually, your modem. It plugs into the modem. If your internet company gave you a combined modem-and-router "gateway," see Chapter 6, *Before You Start* for how the two get along.

TIP

One unit may be plenty

In a smaller ranch home or apartment, a single router can do the job. Start with one, and add a point only if a room is truly weak.

CHAPTER 4

Everything Lives in the Google Home App

Years ago, Google Wifi had its own app, called **Google Wifi**. That app has been replaced. Google says the **Google Home** app is now the place to set up and manage Google Wifi, Nest Wifi and Nest Wifi Pro. If an old phone still has the Google Wifi app on it, Google describes it as read-only: you can look, but you need the Google Home app to change anything. The old app was removed from the app stores back in 2021, and once a network moves to Google Home it can't go back.

Getting the app

1. On an iPhone or iPad, open the **App Store**. On Android, open the **Play Store**.
2. Search for **Google Home**. The maker should say **Google LLC**.
3. Install it, open it and sign in with your Google Account (your Gmail address works).

Finding your Wi-Fi controls

Google redesigns the Home app every so often, so the buttons move a little. Google's help pages start most Wi-Fi steps from a **Wifi** tile or shortcut: look for it on the main screen or in your devices list. You can also touch and hold your router's tile, then tap **Settings**. Inside you'll find **Devices**, **Network settings**, the guest network, **Family Wi-Fi**, the speed test and, for the technically minded, **Advanced networking**.

HEADS UP

Moving from the old app removes old managers

If your network was set up long ago in the Google Wifi app and you move it into Google Home, manager permissions from the old app don't carry over, and device names may need redoing. Re-invite family helpers afterward (see Chapter 22, *Sharing Control With Family*).

SCAM ALERT

Get the app only from the official store

Search ads sometimes push look-alike "router helper" apps or websites. The real app is called Google Home and comes from Google LLC. It's free; nobody should charge you to download it.

CHAPTER 5

Buying Google Wi-Fi in 2026

If you're shopping, here's the honest picture as of November 2026. Prices change often, so check the store before you buy.

Nest Wifi Pro is the one Google sells now

In January 2024 Google removed the original Google Wifi and the older Nest Wifi from the Google Store, and a Google spokesperson said the company would keep offering **Nest Wifi Pro with Wi-Fi 6E**. On the Google Store, a single Nest Wifi Pro lists at about **$199.99**, and multi-packs cost more. Google and other stores often put it on sale for noticeably less, so compare before you buy. Prices are as of November 2026.

Should you buy an older Nest Wifi or Google Wifi?

You'll still see older units sold by other sellers, refurbished or used. They can be fine for adding a point to a network you already own. For a brand-new setup, the Pro is the better buy: it's newer, faster, and should get updates for longer.

GOOD TO KNOW

How long updates last

Google's store says it provides software and security updates for Nest Wifi Pro for at least five years after it first went on sale there. Nest Wifi Pro came out in 2022, and Google was still releasing updates for it in 2026. I couldn't find a published end date for the older models, so keep an eye on the app for notices.

HEADS UP

Pro doesn't mix with older units

A new Nest Wifi Pro won't join a network of older Nest Wifi or Google Wifi units. If you add one Pro, you replace the whole set. Read Chapter 10, *Mixing Old and New: What Works Together* before you buy.

TIP

Check your internet company first

Some internet companies provide their own Wi-Fi equipment, and some fiber companies have offered Nest Wifi Pro as their router. Ask what you already have before buying something new.

PART 2

Setting Up

Getting your router online, adding points, finding good spots for them, and knowing which models work together.

CHAPTER 6

Before You Start

Ten minutes of preparation makes setup go smoothly. Gather these things first.

Your checklist

- **A working modem.** Its lights should look normal, the way they do when the internet works.
- **The Ethernet cable** that came in the Google box.
- **Your phone or tablet** with the Google Home app installed, and Bluetooth turned on to be safe.
- **Your Google Account** email and password.
- **A new Wi-Fi name and password** written down, or your old ones if you want devices to reconnect on their own.

If your modem is also a router

Many internet companies hand out a combined modem-and-router, sometimes called a gateway. If you put Google Wi-Fi behind it, you can end up with two Wi-Fi networks and two routers arguing with each other. Often the cleanest fix is to have the internet company put their box in **bridge mode** (or turn off its Wi-Fi), so the Google system does the work. That setting lives on the internet company's equipment, so ask them or call me.

TIP

Keeping the old name and password

If your new Google Wi-Fi uses **exactly** the same network name and password as your old router, most of your phones, TVs and smart plugs reconnect by themselves. Capital letters count.

GOOD TO KNOW

Write things down

There's a fill-in table in Chapter 36, *Your Google Wi-Fi Cheat-Sheet* for your network name, password and which unit is where.

CHAPTER 7

Setting Up Your Router

The first unit you set up becomes your **router**. It sits near the modem and connects to it with a cable. These steps are for Nest Wifi Pro; the older models are almost the same.

1. Connect one end of the Ethernet cable to your modem, and the other to the Nest Wifi Pro's **WAN** (internet) port. The app's pictures show which port.
2. Plug the Nest Wifi Pro into power. After about a minute, its light **pulses blue slowly**, which means it's ready to set up.
3. Open the **Google Home** app. On the Home tab, tap **Add**, then **Device**. If you see **Scan QR code**, tap it.
4. Choose your home, then choose **Nest Wifi Pro**.
5. Scan the **QR code** on the bottom of the unit, holding the phone about five inches away. If it won't scan, tap **Use setup code** and type the code printed there.
6. Follow the steps on screen to name the room, and choose your Wi-Fi name and password.
7. Wait while it finishes. When the light turns solid and the app says you're online, you're done.

TIP

iPhone users: say yes to the network permission

On an iPhone, the Google Home app may ask for permission to find devices on your local network. Tap **Allow**; setup needs to see the new unit.

HEADS UP

If the light isn't pulsing blue

Google's advice is a factory reset (see Chapter 31, *Factory Reset: The Last Resort*), then wait for the slow blue pulse before you try again. A **fast-blinking yellow** light during setup means an error: wait for the blue pulse and pair again. Close and reopen the app and keep your phone near the unit.

GOOD TO KNOW

Older models

Nest Wifi routers and Google Wifi set up the same way in the Google Home app. A Nest Wifi **point** can never be the router; it only joins an existing network.

CHAPTER 8

Adding More Points

A **point** spreads your Wi-Fi into far rooms. With Nest Wifi Pro, every unit is identical, so your second and third units simply become points. With older systems, a Nest Wifi point or another Google Wifi unit can be added to a Nest Wifi or Google Wifi network.

1. Decide where the point will go (see Chapter 9, *Where to Put Your Units*) and plug it into power there.
2. Open the **Google Home** app and tap **Add**, then **Device**.
3. Choose your home. The app should find the new unit; follow its prompt to continue.
4. If more than one unit is waiting, pick the one you're setting up.
5. Follow the on-screen steps and choose the room it's in.
6. The app tests the connection between the point and the router and tells you if the spot is good.

HEADS UP

A used point needs a reset first

If the point came from another home, or from your own old network, factory reset it before you add it, so it's ready to pulse blue. See Chapter 31, *Factory Reset: The Last Resort*.

TIP

Name it after the room

"Living Room" or "Upstairs Hall" makes the app much easier to read later than "Point 2."

GOOD TO KNOW

Older networks from the Google Wifi app

If your existing network was made in the old Google Wifi app and never moved, the Home app has an option to **import** your Google Wifi network when you tap **Add**. Do that first, then add the new point.

CHAPTER 9

Where to Put Your Units

Where you put each unit matters more than almost anything else. A point that's too far from the router has a weak signal to pass along, and one that's too close adds very little.

Good spots

- **Out in the open**, on a shelf or table, not inside a cabinet, behind the TV or on the floor.
- **About halfway** between the router and the area that needs better Wi-Fi, not in the dead spot itself.
- **Up off the floor**, at roughly table height or higher.
- **One room or two away** from the router or the last point, as a rough rule.

Things that block Wi-Fi

- Brick, stone and concrete walls, and basement floors.
- Large metal objects: refrigerators, filing cabinets, metal shelving.
- Mirrors and big fish tanks.
- Microwave ovens and some cordless phone bases, when they're running.

TIP

Let the app judge the spot

When you add a point, the Google Home app checks its connection to the router. If it calls the connection weak, move the point a room closer and test again.

GOOD TO KNOW

A cable makes it even better

If your house has Ethernet jacks in the walls, a point connected by cable to the router gets a strong connection no matter how far away it is. That's called a wired backhaul. It's optional.

CHAPTER 10

Mixing Old and New: What Works Together

This is the question I'm asked most about Google Wi-Fi, so here it is in plain English.

You have	Can add	Can't add
Nest Wifi Pro	More Nest Wifi Pro units	Nest Wifi routers or points, Google Wifi
Nest Wifi router	Nest Wifi points, Google Wifi units	Nest Wifi Pro
Google Wifi	More Google Wifi units, Nest Wifi points	Nest Wifi Pro

Why the Pro can't mix

Google explains that the Pro units talk to each other over the new 6 GHz band, while the older systems use 5 GHz and don't have the hardware for Wi-Fi 6E. Forcing them together would slow the whole network, so Google doesn't allow it. Older Nest Wifi and Google Wifi can mix with each other.

HEADS UP

Don't buy "just one Pro" for a weak room

If you have older units, one Pro won't extend that network. You'd need to replace the whole set with Pro units, or add an older Nest Wifi point or Google Wifi unit instead.

TIP

Your old units still have a use

If you upgrade, an older set can be factory reset and given to a family member who needs Wi-Fi. See Chapter 32, *Moving, Selling or Giving It Away* for how to hand it off cleanly.

CHAPTER 11

Upgrading From Older Units to Nest Wifi Pro

Because the Pro can't join an older network, upgrading means swapping the whole system at once. Google has a help article for exactly this, called "Replace existing Nest Wifi or Google Wifi with Nest Wifi Pro." Here's the plain-English version of the plan.

1. Write down your current Wi-Fi **name and password** exactly, including capital letters.
2. Make a note of any special settings you rely on: a guest network, Family Wi-Fi groups and schedules, a priority device. Google says these don't move over; you add them again by hand.
3. In the Google Home app, **factory reset your old Wi-Fi network** so it's removed (see Chapter 31, *Factory Reset: The Last Resort*). You can keep your home, rooms and other smart devices in the app.
4. Unplug the old router and points. Don't run the old and new systems side by side; Google says they can interfere with each other.
5. Set up the new Nest Wifi Pro as your router (see Chapter 7, *Setting Up Your Router*), using the **same name and password** as before.
6. Add your other Pro units as points (see Chapter 8, *Adding More Points*).
7. Recreate the guest network and Family Wi-Fi groups you noted.

TIP

Pick a quiet time

The whole house is without Wi-Fi for part of an hour during the swap. Choose a time when no one is on a video call or watching the big game.

GOOD TO KNOW

Some smart gadgets need a nudge

Most devices reconnect on their own if the name and password match. A few older smart plugs or cameras may need to be set up again in their own app.

WHAT THIS DOES FOR YOU

What the upgrade gets you

Wi-Fi 6E adds a new, less crowded 6 GHz band for newer phones and laptops, and the Pro also works as a hub for many newer smart-home gadgets (see Chapter 23, *Nest Wifi Pro as a Smart-Home Hub*).

PART 3

Everyday Wi-Fi

Seeing who's connected, sharing the password, a guest network for visitors, pausing the internet, Family Wi-Fi, the fast lane, speed tests and the little status light.

CHAPTER 12

Seeing What's Connected

The device list shows every phone, tablet, TV, speaker and gadget using your Wi-Fi. It's the first place to look when something seems slow, when you wonder whether the neighbors are on your network, or when you want to pause or prioritize one device.

1. Open the **Google Home** app.
2. Open your Wi-Fi controls (look for **Wifi**; see Chapter 4, *Everything Lives in the Google Home App*).
3. Tap **Devices**. You'll see devices that used the network in the last 30 days, including ones that aren't connected right now.
4. Tap any device to see whether it's connected, how much it's using, and its IP and MAC addresses.

Giving devices friendly names

Many devices show up with names like "Android-7f3a" or a string of letters. When you figure out what one is, tap it and rename it something like "Mom's iPad" or "Kitchen TV." Future you will be grateful.

TIP

Figuring out a mystery device

Turn off one gadget you suspect, wait a minute, and see which name drops off the connected list. Or compare the MAC address with the one in that device's own settings.

HEADS UP

Phones with private addresses

Newer iPhones and Android phones use a private (randomized) Wi-Fi address, so the same phone can appear under a new name now and then. Google notes that Family Wi-Fi features don't work on devices that use a randomized address. Chapter 16, *Family Wi-Fi: Groups and Schedules* explains what to do.

STAY SAFE

A device you don't recognize?

Don't panic; it's usually a forgotten smart plug or a visitor's phone. If it truly doesn't belong, pause it and then change your Wi-Fi password (see Chapter 13, *Your Wi-Fi Name and Password*).

CHAPTER 13

Your Wi-Fi Name and Password

Your Wi-Fi **name** is what you pick from the list when you join, and the **password** is what you type. Both are set in the Google Home app.

See or share the password

In your Wi-Fi controls, look for the network settings or a **share** option for the password. Seeing it on your own screen saves guessing, and sharing it saves reading out a long string of letters. The labels move between app versions, so look around calmly.

Change the name or password

1. Open the **Google Home** app and your Wi-Fi controls.
2. Tap **Network settings**.
3. Tap the Wi-Fi name or password, type the new one, and save.
4. Reconnect each of your devices using the new password.

HEADS UP

Changing it knocks everyone off

Every phone, TV, printer, camera and smart plug disconnects until you give it the new password. Change it when you have time to reconnect everything, and keep a list.

TIP

A good Wi-Fi password

Use three or four unrelated words with a number, like **maple-tractor-42-lantern**. It's easy to read aloud to visitors and very hard to guess. Avoid your address or phone number.

GOOD TO KNOW

Forgot your Wi-Fi password?

You don't need to reset anything. As long as you can open the Google Home app on your phone, the network settings can show it. A home member can look it up for you too (see Chapter 22, *Sharing Control With Family*).

CHAPTER 14

A Guest Network for Visitors

A guest network is a second Wi-Fi name and password for visitors, kept separate from your own computers, phones and printers. Grandkids, the cleaning crew and a repair person can get online without being on the same network as your banking computer.

1. Open the **Google Home** app and your Wi-Fi controls.
2. Tap **Guest network**.
3. Turn it on and give it a name and password that are different from your main Wi-Fi.
4. Under **Shared devices**, pick any devices guests may use, such as a living room speaker or TV for casting. Leave everything else unshared.
5. Save. To share the guest password later, use the share option in the guest network settings.

WHAT THIS DOES FOR YOU

What this does for you

Visitors get online in seconds, and your own devices stay out of reach. You can change the guest password after a party without touching your main Wi-Fi.

TIP

Make it easy to read

Guest passwords get read aloud and typed on small phone screens. Pick something like **porch-swing-2026** rather than random symbols.

STAY SAFE

Smart gadgets and the guest network

Some families put smart plugs and cameras on the guest network to keep them apart from their computers. That can work, but casting and some setup apps expect devices on the same network. If something stops working, move it back.

CHAPTER 15

Pausing the Internet for a Device

Pausing turns off the internet for one device for a while, without changing any passwords. It's handy at dinner, at bedtime, or for a device you don't recognize.

1. Open the **Google Home** app and your Wi-Fi controls.
2. Tap **Devices**, then tap the device.
3. Tap **Pause device**.
4. Choose how long, then tap **Save**.
5. To turn it back on early, open the device again and unpause it.

HEADS UP

Don't pause your own phone

If you pause the phone you use to run the app, it loses the internet over Wi-Fi. Google's advice: unpause it using mobile data, another phone or tablet with the Google Home app, or a different network.

GOOD TO KNOW

Pausing isn't banning

Google's tools pause devices rather than banning them forever. For an unwelcome stranger, pause it and then change your Wi-Fi password.

TIP

Pausing several devices at once

If you often pause the same few devices together, like a grandchild's tablet and game console, put them in a Family Wi-Fi group (see Chapter 16, *Family Wi-Fi: Groups and Schedules*) and pause the group with one tap.

CHAPTER 16

Family Wi-Fi: Groups and Schedules

Family Wi-Fi lets you bundle devices into groups, such as "Grandkids" or "TVs," then pause the whole group or set a schedule, like no internet after 9 p.m. It works with Nest Wifi Pro, Nest Wifi and Google Wifi, at no extra charge.

Make a group

1. Open the **Google Home** app and your Wi-Fi controls, then tap **Family Wi-Fi**.
2. Tap **Get started** (or the plus sign to add another group).
3. Give the group a name, such as a grandchild's name.
4. Select the devices that belong in the group, then tap **Next**.
5. Set a schedule now if you like, or skip it and come back later.

Schedules: bedtime and dinner

A **scheduled pause** turns off the internet for a group automatically. When a schedule is about to start, you can **delay it by 30 minutes** or **skip** the next one without changing the schedule itself.

HEADS UP

Private addresses get around groups

Google says Family Wi-Fi doesn't work on devices using a private (randomized) address. On the child's iPhone or Android phone, turn off the private address for your home network in that phone's Wi-Fi settings, then add the phone to the group again.

TIP

Leave your own phone out of any group

If a group with your phone in it gets paused, you lose the internet you need to unpause it.

CHAPTER 17

Blocking Adult Websites

Family Wi-Fi includes a free filter that uses Google's **SafeSearch** technology to block many adult websites for the devices in a group. It's a sensible extra layer when grandchildren visit.

1. Open **Family Wi-Fi** in the Google Home app.
2. Tap the group you want to filter.
3. Open the group's settings and turn on the site-blocking filter.
4. Save. The filter applies only to devices in that group.

GOOD TO KNOW

No filter is perfect

Google is honest that the filter helps block most adult sites but not all of them, and it doesn't stop those sites from appearing in Google Search results. Talking with kids still matters most.

TIP

Pair it with the phone's own controls

For a child's own phone, the phone's parental controls (Screen Time on iPhone, Google Family Link on Android) follow the device everywhere, even away from your Wi-Fi.

HEADS UP

Mobile data skips your Wi-Fi rules

Any device that can use cellular data can get around Wi-Fi filters and pauses simply by leaving Wi-Fi. Wi-Fi rules only cover Wi-Fi.

CHAPTER 18

Priority Device: The Fast Lane

When several people are streaming at once, a video call can get choppy. The **priority device** setting gives one device the fastest connection for a while. It's perfect for a telehealth visit, a church service on the TV, or a video call with family.

1. Open the **Google Home** app and your Wi-Fi controls.
2. Tap **Devices**, then the device you want to prioritize.
3. Tap **Prioritize device**.
4. At the bottom, choose how long you want it prioritized, then save.

How it works

- Only **one device** can be the priority device at a time.
- Google says the priority device gets **70% of the available bandwidth**. Everything else shares the rest.
- If your internet plan is slow to begin with, other devices in the house may slow down noticeably while it's on.

TIP

Use it, then let it expire

Turn it on for the call or the movie and let the timer run out. Leaving one device in the fast lane all the time can make everything else feel sluggish.

GOOD TO KNOW

Preferred activities

The app also has a setting called **preferred activities**, under **Network settings**, that favors kinds of use, such as video calls or gaming, rather than one device. It stays on until you turn it off. If you set both, Google says the priority device still gets its 70%. The "Ways Your Google Wi-Fi Can Make Life Easier" chapter walks through it.

CHAPTER 19

Running a Speed Test

A speed test tells you how fast the internet is coming into your house. It's the quickest way to learn whether a problem is your Wi-Fi or your internet company.

1. Open the **Google Home** app and your Wi-Fi controls.
2. Look for **Run speed test** (Google's help pages place it under the network or Wi-Fi performance area; the label moves between app versions).
3. Wait about a minute. You'll see download and upload speeds.
4. Earlier results are listed at the bottom of the same screen, so you can compare over time.

Reading the result

Number	What it means
Download	How fast things come *to* you: streaming, web pages, downloads. This is the number internet plans advertise.
Upload	How fast things go *from* you: video calls, sending photos, backups.
Compare to your plan	If the result is far below what you pay for, restart the modem and test again, then call your internet company.

GOOD TO KNOW

The app's test checks the internet, not each room

Google says this test measures from your router to Google's servers. A slow tablet in the back bedroom might still have weak Wi-Fi even when the test looks great. For that, use the per-device check in the "Ways Your Google Wi-Fi Can Make Life Easier" chapter.

TIP

Test at different times

Evenings are busier on most internet services. A test at 8 p.m. and another at 10 a.m. tells you a lot.

CHAPTER 20

What the Lights Mean

Each Google unit has a small status light. It's the router's way of telling you how it feels. Colors differ a little between the Nest Wifi Pro, the Nest Wifi router, the points and Google Wifi, so check which model you're looking at.

Light (Nest Wifi Pro)	What it means	What to do
Slow pulsing blue	Ready to be set up.	Open the Google Home app and set it up or add it.
Fast pulsing blue	Pairing with your phone right now.	Wait; setup is underway.
Steady light	Online. Google says the light is on by default for an online router.	Nothing. All is well.
Fast blinking yellow	An error during setup.	Wait for the blue pulse, then pair again.
Slow pulsing yellow	A network error or lost internet (WAN) connection.	Check the modem and cable; see Chapter 27, *The Internet Is Out: A Calm Ladder*.
Solid yellow	Factory reset in progress. It can take up to 10 minutes.	Let go of the button and wait.
Fast pulsing red	A critical failure.	Google suggests a factory reset; if it stays red, contact Google support.
No light	No power, or the light was dimmed or turned off in the app.	Check the plug, then the brightness setting.

GOOD TO KNOW

The Nest Wifi Pro's light is on by default

Google says the light is on for an online Nest Wifi Pro router, but you can turn it down or off in the app. A dark light on a working unit usually just means the brightness was turned down.

TIP

Look at the router first

If the internet is out, the light on the **router** (the unit cabled to the modem) tells you the most. Yellow there points to the modem or the internet company.

HEADS UP

Older models use different colors

Google's light guide has a separate section for the Nest Wifi router, the Nest Wifi point and Google Wifi, and some colors mean different things there. If yours isn't a Pro, look up your model in Google's "Wifi device light meanings" article before acting.

CHAPTER 21

The Nest Wifi Point Speaker and Gemini for Home

The round **Nest Wifi point** from 2019 is two things in one: a Wi-Fi point and a small smart speaker. You can ask it questions, play music and control your smart home by voice. The Nest Wifi Pro and the original Google Wifi have no speaker.

Gemini for Home

Google is replacing the old Google Assistant on its speakers with **Gemini for Home**. Google lists the Nest Wifi point among the older devices that get most Gemini for Home features, but not **Gemini Live**, the back-and-forth conversation mode. Gemini Live on newer speakers needs a paid Google Home Premium subscription.

Pause Wi-Fi by voice

If you've made Family Wi-Fi groups, you can say **"Hey Google, pause Wi-Fi for"** and the group's name, such as "Hey Google, pause Wi-Fi for Grandkids." Say "unpause" to turn it back on.

TIP

Don't want a speaker listening?

Slide the **microphone switch** on the back of the point, next to the power cord. When the mic is off, the switch shows orange and a small orange light glows; the point keeps working as Wi-Fi and can still play music you cast to it. Google says the mic can only be changed with that switch, not by voice or in the app.

GOOD TO KNOW

Anyone in the room can ask

A voice command to pause Wi-Fi works for whoever says it. If grandkids figure that out, you may want to rely on app schedules instead.

CHAPTER 22

Sharing Control With Family

You don't have to manage the Wi-Fi alone. A son, daughter or trusted neighbor can be added to your home in the Google Home app, so they can help from their own phone, even from across town.

What a home member can do

Google says home members get the same level of control as you: they can change the Wi-Fi password, turn Wi-Fi on or off for specific devices, and add or remove other home members. Google's advice is simple: invite only people you trust.

Inviting someone

1. Open the **Google Home** app.
2. Go to your home's settings and look for **Household** or the people section.
3. Tap the option to invite a person and enter their email address.
4. They accept the invitation in their own Google Home app.

GOOD TO KNOW

Newer homes have permission switches

Google's newer permission system gives each home **Member** separate switches, including one for **Settings**, which covers Nest Wifi network features. An Admin can turn that off for a member who only needs to use the lights or the thermostat. If you don't see these switches, your home uses the older all-or-nothing model.

STAY SAFE

Remove access when it's no longer needed

When a helper moves away or a relationship changes, remove them from the home in the same people section. It takes a minute.

WHAT THIS DOES FOR YOU

What this does for you

A family helper can check the device list, run a speed test or fix a setting while you're on the phone together, without driving over.

PART 4

Smart Home, Security & Updates

The Pro as a smart-home hub, keeping your network secure and up to date, and the advanced settings you'll rarely need.

CHAPTER 23

Nest Wifi Pro as a Smart-Home Hub

Besides Wi-Fi, the Nest Wifi Pro quietly does a second job. It has a built-in **Thread border router** and supports **Matter**. Those are two smart-home standards that let gadgets from different companies, such as smart plugs, light bulbs, door locks and sensors, work together in the Google Home app.

The two words in plain English

Word	What it means
Matter	A common language for smart-home gadgets. A plug marked "Matter" can be set up in Google Home, Apple Home or Alexa.
Thread	A low-power wireless mesh that many small battery gadgets use instead of Wi-Fi. It needs a "border router" to reach your network.
Border router	The bridge between Thread gadgets and your Wi-Fi. The Nest Wifi Pro is one, so you may not need a separate hub.

Adding a Matter gadget

1. Unbox the gadget and find its **Matter** QR code (on the device, the box or a small card). Take a photo of it for safekeeping.
2. Plug it in or put in its batteries.
3. In the **Google Home** app, tap **Add**, then **Device**, and follow the prompts for a Matter device.
4. Scan the Matter code and follow the steps. The app uses your Nest Wifi Pro (or another Google hub) to finish.

GOOD TO KNOW

What about the older Nest Wifi?

Google lists the older Nest Wifi router as a Thread border router too, but its Matter support was marked "coming soon" in Google's own comparison. The original Google Wifi has neither. If Matter gadgets matter to you, the Pro is the safe choice.

TIP

Keep the code

That little Matter code is how you'd set the gadget up again later, or share it with another app. Photograph it before the box goes in the recycling.

CHAPTER 24

Keeping Your Network Secure

Google's Wi-Fi systems do a lot of security work on their own. They update themselves, and they use strong encryption out of the box. A few habits on your side close the remaining gaps.

What Google handles

- **Automatic, signed updates.** Your units download Google's updates by themselves.
- **WPA2 encryption by default**, with an option to turn on the newer **WPA3** in a transition mode that still lets older devices connect.
- **A guest network** that keeps visitors away from your own computers and printers (see Chapter 14, *A Guest Network for Visitors*).

What you handle

1. Use a strong Wi-Fi password and keep it to the household (see Chapter 13, *Your Wi-Fi Name and Password*).
2. Give visitors the guest network, not your main password.
3. Glance at the device list now and then for anything you don't recognize (see Chapter 12, *Seeing What's Connected*).
4. Protect your **Google Account** with a strong password and 2-Step Verification. Whoever gets into that account can control your Wi-Fi.
5. Remove home members who no longer need access (see Chapter 22, *Sharing Control With Family*).

HEADS UP

Turning on WPA3 restarts the network

Changing the WPA3 setting restarts your Wi-Fi, and a few very old gadgets may struggle with it. Do it at a quiet time, and turn it back off if an old printer or camera stops connecting.

STAY SAFE

Your Google Account is the real key

Your Wi-Fi settings live in your Google Account. A stranger with your Gmail password could change your Wi-Fi, see your device list and lock you out. Never share your Google password or a verification code with anyone who calls or texts you.

CHAPTER 25

Updates Happen on Their Own

Unlike many older routers, Google's Wi-Fi units don't ask you to download anything. Updates arrive automatically and install themselves, so security fixes reach you without any effort.

Checking your version

1. Open the **Google Home** app and your Wi-Fi controls.
2. Tap the settings for your router or one of the points.
3. Look for the Wi-Fi or device **information** section, which lists the software version.
4. To see what changed, search for Google's article **"Wifi software versions & release notes."**

HEADS UP

Don't unplug during an update

If a unit's light is doing something unusual for a few minutes in the middle of the night, it may be updating. Let it finish; it comes back on its own.

GOOD TO KNOW

How long updates last

Google promises at least five years of software and security updates for Nest Wifi Pro, counted from when it went on sale in the U.S. Google Store in 2022. Updates were still arriving in 2026. When updates end, the system keeps working, but it stops getting security fixes.

TIP

Older units

Google hasn't published an end date for the original Google Wifi or the 2019 Nest Wifi that I could find. If the Google Home app ever shows an end-of-support notice, that's the time to plan an upgrade (see Chapter 11, *Upgrading From Older Units to Nest Wifi Pro*).

CHAPTER 26

Advanced Settings You'll Rarely Need

The Google Home app has an **Advanced networking** section for settings that a game console, a home security system or a technician might ask about. Most homes never touch it. If you're not sure, leave these alone; the defaults are sensible.

Setting	What it's for
Port management	Opens a door through the router for one device. Usually done automatically by UPnP.
UPnP	Lets game consoles and some cameras open the ports they need on their own. On by default.
IPv6	The newer kind of internet address. Can be turned on or off; follow your internet company's advice.
DNS	The internet's phone book. You can switch to a different DNS service if a helper recommends one.
WAN / LAN	How the router talks to the modem and hands out addresses inside your home.
Network mode (bridge)	Turns off the router part so another router does that job. For special setups only.

Getting there

1. Open the **Google Home** app and your Wi-Fi controls.
2. Tap **Settings** (or **Network settings**).
3. Tap **Advanced networking**.
4. Make one change at a time, and write down what it was before.

HEADS UP

Bridge mode turns off the handy features

In bridge mode the Google system stops acting as your router, so features such as Family Wi-Fi and the device list may not work the way this guide describes. It's meant for unusual setups.

SCAM ALERT

Nobody needs to "open ports" for you over the phone

A caller who says your router is hacked and asks you to change these settings, or to install a remote-control app, is running a scam. Hang up.

PART 5

When Things Go Wrong

A calm ladder for when the internet stops, slow Wi-Fi, a device that won't connect, resets, and moving or giving away your units.

CHAPTER 27

The Internet Is Out: A Calm Ladder

When nothing will load, work down this ladder one rung at a time. Most outages are fixed by the first three rungs. Take your time; nothing here can break your network.

1. **Is it everything, or one device?** Try a second phone or the TV. If only one device is stuck, see Chapter 30, *One Device Won't Connect*.
2. **Look at the router's light** (the unit cabled to the modem). Slow pulsing yellow means it can't reach the internet. See Chapter 20, *What the Lights Mean*.
3. **Check your internet company.** Look on their app or website (using mobile data) for an outage in your area.
4. **Restart in the right order.** Unplug the modem and the Google router. Plug in the modem first and wait until its lights settle, then plug in the router. See Chapter 28, *Restarting the Right Way*.
5. **Check the cable.** Make sure the Ethernet cable clicks firmly into the modem and the router's WAN port. Try a spare cable if you have one.
6. **Run the app's speed test** once the light looks normal (see Chapter 19, *Running a Speed Test*).
7. **Still out?** Call your internet company. If they say the line is fine, call me.

TIP

Mobile data is your lifeline

When the Wi-Fi is down, turn Wi-Fi off on your phone and use mobile data to open the Google Home app or the internet company's outage page.

HEADS UP

Don't reach for the factory reset first

A factory reset erases your whole network setup. It's the last rung, not the first. Restarting fixes far more problems and erases nothing.

GOOD TO KNOW

Is it the modem or the Google router?

If a computer plugged straight into the modem with a cable can't get online either, the problem is the modem or the internet company, not your Google Wi-Fi.

CHAPTER 28

Restarting the Right Way

Restarting clears a router's short-term memory, just like restarting a computer. It's safe, it keeps all your settings, and it fixes a surprising number of problems.

Restart from the app

1. Open the **Google Home** app and your Wi-Fi controls.
2. Open the settings for your network or for one unit.
3. Look for **Restart network** (everything) or a restart option for a single unit.
4. Wait a few minutes while the units come back online.

Restart by unplugging

1. Unplug the power from the Google router (and the modem, if the internet is out).
2. Wait about 30 seconds.
3. Plug the modem back in first and wait for its lights to settle, often a couple of minutes.
4. Plug the Google router back in, then wait for its light to look normal.

TIP

Unplug the power cord, not the network cable

The power cord is the one going to the wall outlet. Leave the Ethernet cable connected.

GOOD TO KNOW

Restart is not reset

Restarting is like turning a lamp off and on. A factory reset is like moving out of the house. This chapter is the lamp. Chapter 31, *Factory Reset: The Last Resort* is the move.

CHAPTER 29

When the Wi-Fi Feels Slow

Slow Wi-Fi has three usual causes: the internet coming into the house is slow, one room has a weak signal, or too many things are busy at once. A few minutes of detective work tells you which.

What you notice	Likely cause	Try this
Everything is slow, everywhere	The internet service	Run the speed test (Chapter 19, *Running a Speed Test*) and compare with your plan.
Only one far room is slow	Weak signal there	Move a point closer or add one (Chapter 9, *Where to Put Your Units*, Chapter 8, *Adding More Points*).
Slow in the evening	Busy neighborhood or busy house	Test again in the morning; use the priority device for calls.
One video call keeps freezing	Others streaming at once	Make that device the priority (Chapter 18, *Priority Device: The Fast Lane*).
Slow after a storm or outage	Modem or router confused	Restart in the right order (Chapter 28, *Restarting the Right Way*).

TIP

Put the TV on a cable

If a TV or streaming box sits near a Google unit, connecting it with an Ethernet cable takes it off the Wi-Fi entirely and leaves more room for everything else. The Nest Wifi Pro has a second Ethernet port for this.

GOOD TO KNOW

Newer phones can use 6 GHz

Recent phones, tablets and laptops that support Wi-Fi 6E can use the Pro's 6 GHz band, which is usually less crowded. You don't have to choose it; the Pro steers devices on its own.

HEADS UP

Don't pay a stranger to "boost" your Wi-Fi

Pop-ups and callers selling "Wi-Fi boosters" or speed-up software are not from Google. The fixes in this chapter cost nothing.

CHAPTER 30

One Device Won't Connect

When everything else works but one phone, tablet or printer won't join, the problem is usually on that device, not the router.

1. Make sure you're picking the right network name. Your guest network has a different name and password.
2. Turn the device's Wi-Fi off and on again, or restart the device.
3. Check that it isn't **paused** or in a paused Family Wi-Fi group (see Chapter 15, *Pausing the Internet for a Device* and Chapter 16, *Family Wi-Fi: Groups and Schedules*).
4. On the device, **forget** the network and join again, typing the password slowly. Capital letters count.
5. Move the device closer to a Google unit and try again.
6. If it stopped connecting right after you turned on WPA3, turn WPA3 back off (see Chapter 24, *Keeping Your Network Secure*).

TIP

Smart plugs and cameras

Many smart gadgets can only be connected through their own maker's app. If one drops off after a password change, open that app and look for a Wi-Fi or reconnect option.

GOOD TO KNOW

Printers are often the last to know

If you changed your Wi-Fi password or replaced your router, the printer needs the new details, usually entered from the printer's own screen or the maker's app.

STAY SAFE

A device you've never seen is trying to join?

Your Google system doesn't let anyone in without the password. If you worry someone has it, change the password (see Chapter 13, *Your Wi-Fi Name and Password*).

CHAPTER 31

Factory Reset: The Last Resort

A factory reset wipes a unit back to how it came out of the box. Google says it erases the router's settings and data, the cloud data, and removes the device from your Google Account. Use it before giving a unit away, when Google's help says to, or when nothing else works.

Reset from the app (best)

1. Open the **Google Home** app.
2. Touch and hold the tile for your Wi-Fi device.
3. Tap **Settings**, then the factory reset option, and confirm.
4. Wait while it resets. Resetting the router through the app resets the whole network.

Reset with the button (Nest Wifi Pro)

1. Find the reset button on the bottom of the unit, marked by a small circle in the base.
2. With the unit plugged in, press and hold the button for about **12 seconds**.
3. The light flashes yellow, then turns **solid yellow**. Let go.
4. Wait. The reset can take up to 10 minutes. When the light pulses blue, it's ready to be set up again.

HEADS UP

Write down your settings first

After a reset you set up the network from scratch: name, password, guest network, Family Wi-Fi groups and schedules. Use the fill-in table in Chapter 36, *Your Google Wi-Fi Cheat-Sheet* so nothing is lost.

GOOD TO KNOW

Older models

The Nest Wifi router, Nest Wifi point and Google Wifi have the same kind of reset button, but the hold time differs by model. Google recommends using the app whenever you can.

CHAPTER 32

Moving, Selling or Giving It Away

Google Wi-Fi moves with you. And when you pass units on to a family member, a clean handoff keeps your account and network details out of someone else's hands.

Moving to a new home

1. Pack the router, points, power cords and the Ethernet cable together.
2. At the new home, get your internet service working first.
3. Plug the router into the new modem. If it doesn't come online on its own, run the setup again (see Chapter 7, *Setting Up Your Router*).
4. Place the points again for the new layout (see Chapter 9, *Where to Put Your Units*).

Giving units away

1. In the Google Home app, factory reset the network so the units leave your Google Account (see Chapter 31, *Factory Reset: The Last Resort*).
2. Hand them over with their power cords. The new owner sets them up in their own Google Home app.
3. Remind them: Nest Wifi Pro units only mesh with other Pro units (see Chapter 10, *Mixing Old and New: What Works Together*).

STAY SAFE

Never pass on a unit that's still on your account

If a unit isn't reset, it can stay linked to your Google Account and home. Always reset first.

TIP

Recycling

If a unit is too old to be useful, factory reset it and take it to an electronics recycling drop-off. Many big-box stores accept small electronics.

PART 6

Staying Safe & Getting Help

Router scams to recognize, how to reach Google the safe way, when to call Bill, and a cheat-sheet for the most-used steps.

CHAPTER 33

Wi-Fi and Router Scams to Know

Because everyone depends on Wi-Fi, scammers love to pretend there's something wrong with it. The good news: the warning signs are always the same, and once you know them, you'll spot these scams right away.

SCAM ALERT

"Your router has been hacked"

A pop-up, text or phone call says your router or IP address is compromised and gives you a number to call. Google does not call you about your Wi-Fi, and a real warning never comes with a phone number to ring. Close it, hang up, and don't call.

SCAM ALERT

Fake support numbers in search results

Searching for "Google Nest support phone number" turns up many unofficial websites and ads with phone numbers that don't belong to Google. Some lead to people who charge for fake "repairs" and ask for your card number. Start from Google's own help site instead (see Chapter 34, *Getting Help From Google*).

SCAM ALERT

Remote-control apps

Nobody fixing your Wi-Fi needs to take over your computer or phone with a remote-control app. If a caller asks you to install one, it's a scam.

SCAM ALERT

Gift cards, wire transfers or crypto

No real company asks you to pay for router support with gift cards, a wire transfer or cryptocurrency. Ever.

If you already gave them access

1. Hang up and turn off the computer's internet (or unplug it).
2. From a different, trusted device, change your **Google Account** password and turn on 2-Step Verification.
3. Call your bank or card company if you paid anything or shared card numbers.

4. Check the device list and home members in the Google Home app and remove anyone you don't know (see Chapter 12, *Seeing What's Connected* and Chapter 22, *Sharing Control With Family*).
5. Report it to the FTC at **ReportFraud.ftc.gov**, and call me if you'd like the computer checked.

FROM BILL

It happens to careful people

These scams are designed by professionals to sound urgent and official. Being fooled says nothing about you. What matters is acting quickly, and you don't have to do it alone.

CHAPTER 34

Getting Help From Google

Google's own help pages are good, detailed and free to read. When you need a person, start from Google's help site rather than a number you found elsewhere.

The safe way to reach Google

1. On your computer or phone, type the address **support.google.com/googlenest** yourself rather than clicking an ad.
2. Search for your problem, such as "Nest Wifi Pro yellow light." Google's articles often solve it on the spot.
3. If you still need help, look for the **Contact us** or **Get help** option on Google's help site. Pick your product and describe the issue, and Google shows the ways to reach a person that are available for it.
4. If Google arranges a call, it's Google calling you back after you asked, not a surprise call.

GOOD TO KNOW

Google's community forum

The **Google Nest Community** at googlenestcommunity.com is a real Google forum where other owners and Google staff answer questions. It's a good place to read, but never post your password, address or phone number there.

TIP

Have these ready before you contact anyone

Your Google Account email, your model (see Chapter 2, *Which Google Wi-Fi Do You Have?*), what the light is doing (see Chapter 20, *What the Lights Mean*) and what you've already tried from Chapter 27, *The Internet Is Out: A Calm Ladder*.

HEADS UP

Your internet company is a separate call

If the modem itself is down or your area has an outage, Google can't fix that. Call the number on your internet bill or in the company's official app.

CHAPTER 35

When to Call Bill

This guide covers a lot, and you can do most of it yourself. But some jobs go faster with an experienced hand. After 30+ years of professional experience, Wi-Fi is one of the things I help with most. My **Wi-Fi Help** service is built for exactly these situations.

Good reasons to call

- Setting up new Nest Wifi Pro units, or swapping out an older Google Wifi or Nest Wifi set.
- Finding the best spots for your points in a tricky house, basement or addition.
- Getting your internet company's gateway and your Google Wi-Fi to stop arguing (bridge mode, double Wi-Fi).
- Setting up a guest network, Family Wi-Fi groups and bedtime schedules for visiting grandkids.
- Reconnecting printers, TVs, cameras and smart plugs after a password change.
- Making sure a parent's Wi-Fi is secure and that the right family members can help from afar.
- A pop-up or caller said your router was hacked, and you want someone you trust to look.

SCAM ALERT

I'll never call you out of the blue

I don't make surprise calls about your Wi-Fi, and I never ask for gift cards. If someone claiming to be me, or Google, calls first, hang up and call me at the number below.

How to reach me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. Bill's Home Tech serves **Portage County, Ohio**. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule.

FROM BILL

What it costs

My help is **$49 remote · $99 in your home**. The guides themselves are free to read and share.

— Bill

CHAPTER 36

Your Google Wi-Fi Cheat-Sheet

The steps you'll use most, all in one place. Most start in the Google Home app's Wi-Fi controls.

I want to…	Do this
See what's connected	Wifi > **Devices**
Pause a device	Devices > tap the device > **Pause device** > choose a time > Save
Bedtime schedule	**Family Wi-Fi** > make a group > add a schedule
Guest network	Wifi > **Guest network** > name, password, shared devices
Fast lane for a call	Devices > tap the device > **Prioritize device** > choose a time
Speed test	Wifi > **Run speed test** (in the network area)
Add a point	**Add** > **Device** > choose your home > follow the steps
Factory reset	Touch and hold the Wi-Fi tile > **Settings** > factory reset

Light quick guide (Nest Wifi Pro)

Light	Meaning
Slow pulsing blue	Ready to set up
Slow pulsing yellow	No internet: check the modem and cable
Solid yellow	Resetting: wait up to 10 minutes
Fast pulsing red	Serious problem: reset, then contact Google

Five safety rules

1. Use the Google Home app from Google LLC, and nothing else, to manage your Wi-Fi.
2. Give visitors the guest network, not your main password.
3. Protect your Google Account with a strong password and 2-Step Verification.
4. Never call a number from a pop-up, and never let a caller control your computer.
5. Factory reset any unit before it leaves your home.

Keep this handy

Item	Yours
Wi-Fi name	_____
Wi-Fi password	_____
Guest network name / password	_____
Google Account email	_____
Router is in (room)	_____
Points are in (rooms)	_____
Internet company and phone	_____
Family Wi-Fi groups and schedules	_____

FROM BILL

You've got this

Keep this guide nearby, take things one step at a time, and remember that help is a phone call away at (330) 200-8042.