arlo

Essential Spotlight Camera
User Manual

Contents

1. Get to Know Your Essential Series Camera

See the essential details, day or night. Arlo Essential Spotlight captures video in 1080p resolution, with an integrated spotlight and color night vision. Wire-free and weather resistant, Arlo Essential works indoors or out. Set it up yourself in just a few steps and get notified through the free Arlo app. When your camera detects motion, it uses a WiFi link to your internet connection to stream video to your Arlo account in the Cloud

Get the Arlo app

Download the Arlo app. The Arlo app lets you create an Arlo account in the cloud and set up and manage all your Arlo devices.

Note: If you already use the Arlo app, make sure that you're using the latest version. To find out if an update is available, go to the app store and search for Arlo.

Meet your Essential Spotlight Camera

Your camera includes an integrated battery that can't be removed.

Front view

Spotlight

Microphone

Ambient
light sensor

Camera LED

Camera lens

arlo

Weather
resistant

Speaker

Rear view

Screw mount hole

Bottom view

Sync button

Charging port
cover
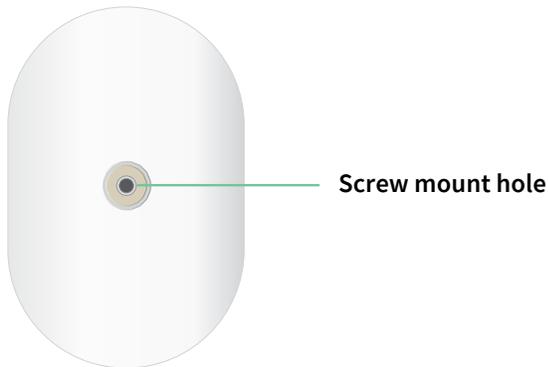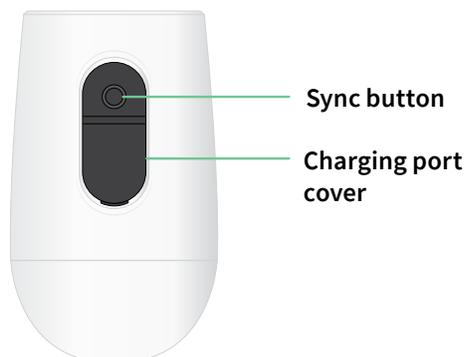
Features

- **Capture clear details in full high-definition**. Record video in 1080p for a clear picture.

- **Designed to withstand heat, cold, rain, or sun**. Camera can be used indoors or out.

- **Receive alerts when motion is detected**. Notifications are sent directly to your phone.

- **See in color, even at night**. The integrated spotlight lets you see color night vision.

- **Clearly hear and speak with visitors**. Tap a button in the app to use 2-Way Audio.

- **Easily recharge your camera**. Connect the included power cable to the camera.

- **Use the built-in siren to deter unwanted guests**. Siren can be triggered remotely or automatically during an event.

- **Keep an eye on what matters with a wide field of view**. 130° viewing angle lets you see more.

- **Security in the palm of your hand**. Watch live streams or recorded video from your smartphone or tablet using the Arlo app.

- **Take action faster**. Get notifications when your camera spots people, packages, vehicles, or animals with Arlo Smart[1].

Do more with Arlo

You can add these options, which are sold separately:

- **Add more Arlo cameras and devices**. Cover more areas in and around your home by adding cameras, security lights, and more.

- **Pair your camera to an optional Arlo SmartHub or base station (**VMB5000, VMB4540, VMB4500, or VMB4000, sold separately)**.** An Arlo SmartHub securely connects your camera to the internet via your home router, provides long range connectivity, and added battery life.

- **Add the Arlo Essential Solar Panel** (VM3600). Connect a solar panel to your camera and harvest power from the sun to keep your camera battery charged. See *Connect an optional Essential Solar Panel (sold separately* on page 11.

- **Upgrade your Arlo subscription**. For more information, visit *What are the available Arlo subscription plans and how much cloud recording is available?*.

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1 Arlo Smart service not available in certain counties. See *www.arlo.com/ArloSmart* for details.

2. Get Started

Use the Arlo app for installation and setup

The free Arlo app helps you complete setup and guides you through the
installation process.

1. Open the Arlo app and connect to your WiFi network.

    If you don't have the app, you can download it and create your Arlo
    account.

    Once you set up your Arlo account, you can access it from the Arlo
    app on a smartphone or tablet, or from a computer using a web browser. If you're using a
    computer, enter *https://my.arlo.com/#/login* in the address bar of the browser.

2. Open the Arlo app and connect to your WiFi network. Then select **Add Device** and add
    your camera.

Charge your camera indoors

A micro USB charging cable came in the box with your camera. This cable is for indoor use
only. The camera includes an integrated battery that can't be removed.

To charge your camera:

1. Open the cover for the micro USB charging port on your camera.

2. Connect the micro USB charging cable to your camera.

3. Connect the other end of the charging cable to a USB charging source such as a USB charging port or an AC power adapter.

    The battery charges automatically. The camera LED lights solid blue when the camera is fully charged.

Use the sync button to wake the camera

The button on the bottom of your camera is the **sync** button. You can use the **sync** button for different purposes, depending on whether your camera is shut down or in normal operating mode.

Sync button

Charging port cover
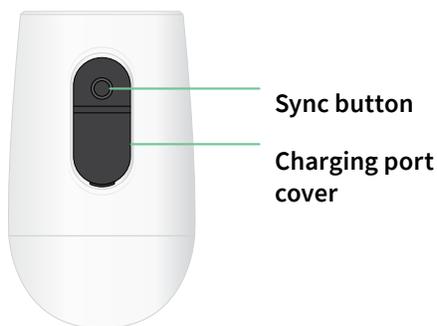
When you unbox your camera, it is shut down to reduce battery usage before installation. We recommend that you follow the instructions in the Arlo app to wake and install the camera. When the camera is shut down, pressing the **sync** button does the following:

*   **Press and hold the sync button for 1–2 seconds.** The camera wakes and the LED flashes blue for two minutes. Follow the instructions in the Arlo app to add your camera to your Arlo account.

*   **Quick press.** No change. The camera remains shut down.

If the LED doesn't flash, no matter how long you press the **sync** button, the camera battery is likely at 0% charge. Recharge your camera and try pressing the **sync** button again.

Check the LED

The LED on the camera lights when the camera is powered on. The LED changes color and blinks depending on the camera's charge level and to indicate the status of activities such as pairing the camera and updating the camera firmware.

- **Slow blinking blue**. The camera is in the process of pairing to a WiFi network.
- **Fast blinking blue**. The camera paired with a WiFi network.
- **Blinking amber**. The camera is out of range, a connection error occurred during pairing, or the camera battery charge is low (15% or less).
- **Alternating blue and amber**. The camera failed to pair with the WiFi network, or a firmware update is in process, or a reset is in process.

Find a good location for your camera

Select a location for your camera with a clear vantage point to fully optimize the wide field of view. For the best experience, choose a location with a strong WiFi signal. You can check the WiFi signal strength in the Arlo app. For information about WiFi connections, see *WiFi connection options* on page 14.

Wall mount your camera

Your camera comes with a mount and a screw kit.

1. Place the mount and secure it with screws.
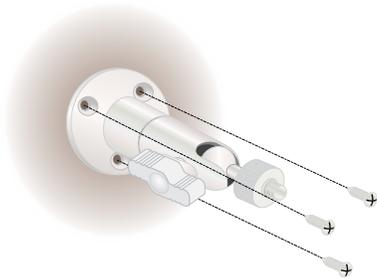
   If you're mounting the camera on drywall, use the drywall anchors we provide.

2. Attach the camera to the mount.
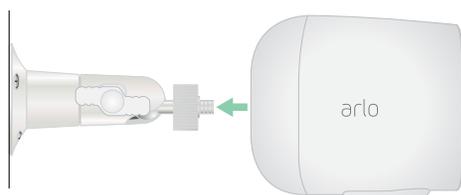
3. Tilt and swivel to adjust the camera angle.

Connect an optional Essential Solar Panel (sold separately

You can use the Essential Solar Panel (VM3600) to harvest power from the sun to keep your camera battery charged.
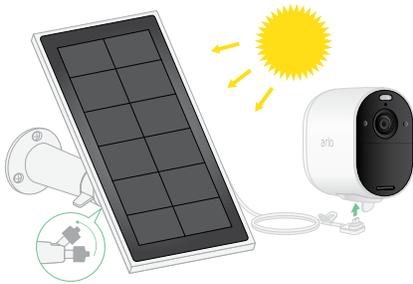
Follow the instructions that come with your solar panel to:

1. Install the solar panel mount near your camera.

2. Attach your solar panel to the mount.

3. Connect your solar panel to your Arlo Essential Spotlight Camera.

Test motion detection

You can use the motion detection test to find the right motion sensitivity setting for your camera.

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select your camera.

4. Tap **Device Utilities > Motion Detection Test**.

5. Move in front of the camera.

    During this test, the LED blinks amber when motion is detected.

6. Move the slider to adjust the motion sensitivity level as needed.

    This motion sensitivity setting is used during the motion detection test. It is not automatically applied to the camera rules used by modes to arm your camera. When you are satisfied with a particular motion sensitivity level in the test, note the setting so that you can add it to your rules.

7. Edit the rule for your camera to enter the motion sensitivity level that you want to use. See *Change motion sensitivity* on page 28.

Position your camera to detect motion in specific areas

You can mount and aim your camera in different ways to optimize the camera's ability to detect motion in specific areas. The lower two-thirds of the camera's field of view is the motion-sensitive part of the image. Aim the camera so that any motion you wish to detect appears within this part of the image.

If you want to monitor motion closer to the camera, such as visitors to your front door, mount the camera at least 6.5 feet (1.9 meters) high and aim it so that visitors appear in the lower two-thirds of the image. This angle works well to avoid motion alerts for movement in the top third of the image, such as vehicles driving by.
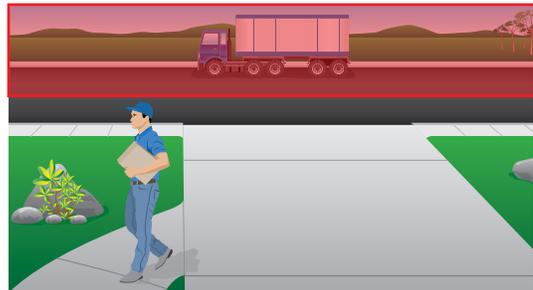
To monitor motion occurring farther away, such as children playing on a lawn, aim the camera higher to frame the area within the lower two-thirds of the image.

It's best to position the camera so that motion is moving from side-to-side across its field of view rather than directly toward or away from the camera. Also, though the camera can detect motion up to 23 feet (7 meters) away, the best area for motion detection is 5 to 20 feet (1.5 to 6 meters) from the camera position.
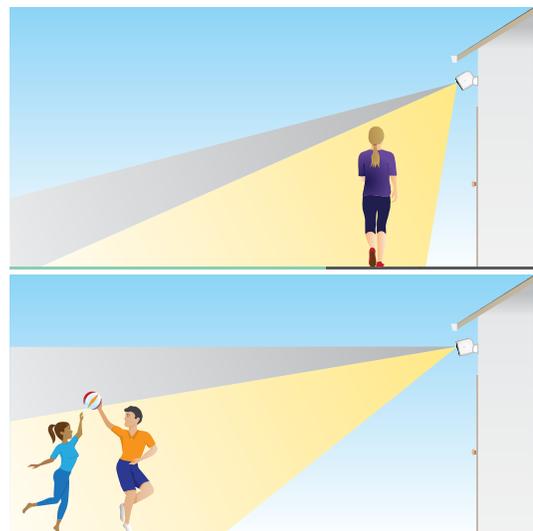
Use camera positioning to aim your camera

Camera positioning is available only when the camera is not streaming, recording motion, or using the Motion Detection test. During camera positioning, the camera streams video as fast as possible, without buffering. You can aim your camera while watching on your smartphone and making near real-time adjustments to the camera position. This means that you might see lower-quality video while you are positioning your camera.

To position your camera:

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Tap **Device Utilities > Camera Positioning**.

    The camera starts streaming video. The signal strength bar indicates the WiFi signal that your camera is receiving at its current location.

Arm your camera to detect motion

When your camera is armed, it detects motion. You can control when your camera is armed using these features:

- Arm or disarm all your Arlo cameras and devices. See *Arm or disarm all your Arlo devices* on page 26.

- Select a mode such as Armed, Disarmed, Schedule, or Geofencing. See *Select a mode* on page 27.

3. WiFi Setup and Connections

When you install and set up your camera, the Arlo app guides you through the process of connecting the camera to your router's 2.4 GHz WiFi network or to an optional Arlo SmartHub or base station.

WiFi connection options

When you install your camera you can connect it directly to your router's 2.4 GHz WiFi band, or you can connect the camera with WiFi to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000.

An Arlo SmartHub or base station isn't included in the package with your camera. They are sold separately. Using your camera with a SmartHub or base station gives you access to these additional features:

*   Use local storage on an SD card in a VMB5000 SmartHub or on a USB storage device connected to the SmartHub VMB4540 or base station VMB4500 or VMB4000.

*   Use remote access for SmartHubs VMB5000 and VMB4540.

After you install and set up your camera, you can move its WiFi connection from your router to a SmartHub or base station. You can also move your camera's WiFi connection from a SmartHub or base station and connect it directly to your router's 2.4 GHz WiFi band. To do this, you must remove the device from your account and reinstall through the Arlo app, selecting the appropriate option to move back and forth.

Tips for optimal WiFi performance

The distance between WiFi devices can affect the WiFi signal:

*   **Maximum recommended distance**. We recommend that you place your WiFi router within 300 feet (90 meters) of the camera. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and the router.

*   **Minimum recommended distance**. To reduce WiFi interference, allow at least 6½ feet (2 meters) between your camera and any Arlo cameras that you install.

These materials can reduce WiFi signal strength if they are located between WiFi devices:

- Unusually thick walls and ceilings
- Brick
- Concrete
- Stone
- Ceramic
- Glass, especially mirrors
- Metal
- Large quantities of water, such as the water in a fish tank or water heater

Connect your mobile device to a 2.4 GHz WiFi network during setup

If you're connecting your camera directly to your router's WiFi network, it's important to understand that your mobile device must connect to the same WiFi network as the camera during setup.

Your camera can only connect to a 2.4 GHz WiFi network. Many routers broadcast WiFi networks in both 2.4 GHz and 5 GHz bands, so your phone might connect to the 5 GHz WiFi band. During setup, connect your phone to your 2.4 GHz WiFi network, then connect your camera to that same 2.4 GHz WiFi network.

Find your 2.4 GHz WiFi network name and password

Your phone might connect to your 5 GHz WiFi network most of the time. If you're not sure about how to find the 2.4 GHz WiFi network:

- Look on your WiFi router label.
  Many routers have a label that shows the WiFi network name, which is also called an SSID. Your 2.4 GHz network name might have a 2, 2.4, or 2G at the end. Your 5 GHz network name might have a 5 or 5G at the end. If you changed your WiFi settings, then check the place where you saved your custom settings.

- If your WiFi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz, ask your Internet service provider (ISP) or the person who set up your WiFi router.

- If you have a mesh WiFi network, it uses only one WiFi network name for both WiFi bands. The camera finds and connects to the 2.4 GHz WiFi band. As long as you connect your phone to the same mesh network, Arlo can discover the camera.

Connect your iOS (Apple) device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.

2. Tap **Wi-Fi**, near the top of the list of Settings options.

3. Turn on WiFi by tapping the switch next to Wi-Fi at the top.

   Note: WiFi is activated when the switch is green.

4. Select a 2.4 GHz WiFi network.

   This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.

5. If prompted, enter the password for the network.

   When you're connected to the WiFi network, a blue check mark appears to the left of the network name.

Connect your Android device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.

2. Tap **Network & Internet > Wi-Fi**.

3. Turn on WiFi by tapping **Use WiFi** at the top.

4. Select a 2.4 GHz WiFi network.

   This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.

5. If prompted, enter the password for the network.
   When you're connected to the WiFi network, the word *Connected* appears under the network name.

Move your camera's WiFi connection to a SmartHub or base station

You can change your camera's WiFi connection from your router to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000.

To add a SmartHub or base station and connect your camera:

1. Open the Arlo app.

2. Add the SmartHub or base station to the same Arlo account that your camera was originally connected to.

   If you're using an Arlo Smart trial associated with this account, doing this keeps the Arlo Smart trial active.

3. Follow the Arlo app instructions to set up your SmartHub or base station and connect it to the Internet.

4. Tap **Settings > My Devices**.

5. Select your camera.

6. Scroll down and tap **Remove Device**.

    Your device is reset and removed from your account.

7. From My Devices, tap **Add New Device > Cameras > Essential**.

8. Follow the Arlo app instructions to add the camera.

9. When the Arlo app detects your SmartHub or base station, follow the instructions to connect your camera to your SmartHub or base station.

Move your camera's WiFi connection to a direct router connection

You can change your camera's WiFi connection from a VMB5000, VMB4540, VMB4500, or VMB4000 SmartHub or base station, and connect the camera directly to your router's 2.4 GHz WiFi network.

To move your camera's WiFi connection directly to your router:

1. Open the Arlo app and log into the same Arlo account that your camera is connected to.

    If you are using an Arlo Smart trial associated with this account, doing this keeps the trial active so you don't lose it.

2. Make sure that your mobile device is connected to your router's 2.4 GHz WiFi network.

    For more information, see *Connect your mobile device to a 2.4 GHz WiFi network during setup* on page 15.

3. Tap **Settings > My Devices**.

4. Select your camera.

5. Scroll down and tap **Remove Device**.

    Your device is reset and removed from your account.

6. Tap **Devices**, and then tap **Add New Device**.

7. Follow the Arlo app instructions to connect your camera directly to a 2.4 GHz WiFi network.

4. Use Your Essential Series Camera

When you open the Arlo app, the Devices page displays your camera feeds.

This camera is armed and detecting motion

Tap Play ▶ to stream the camera feed

This camera is disarmed

Tap a button to go to Devices, Library, Modes, or Settings

Tap to turn the siren on and off manually

Number of new recordings

Tap to view device settings for the camera
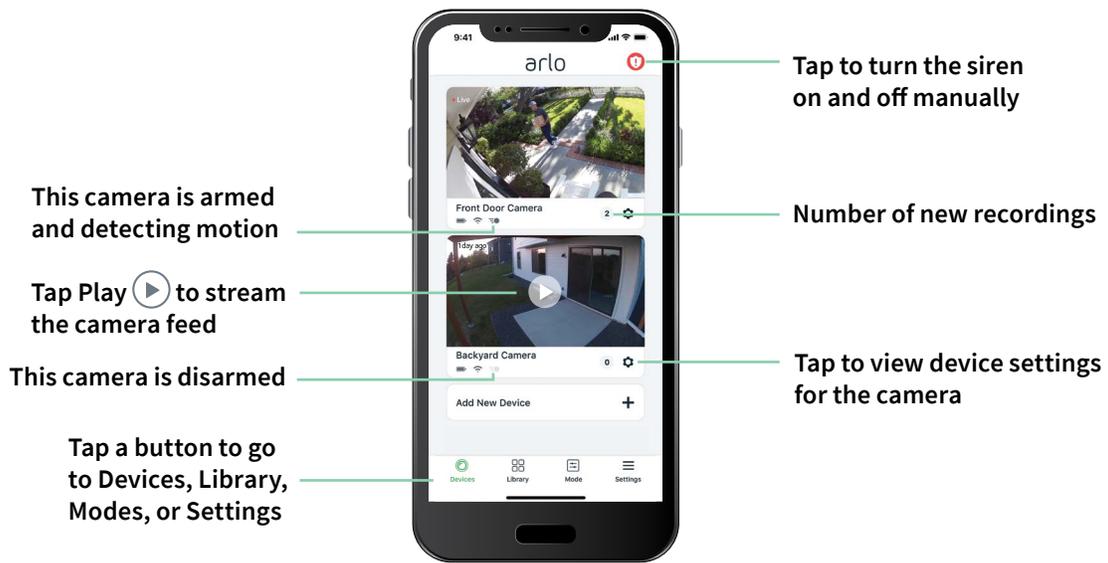
Camera icon	Located below each camera feed	Camera feed icon	Tap the camera feed to display these icons
🔋	Battery charge	▶ ⏹	Play/Stop
📶	WiFi signal from your WiFi router, SmartHub, or base station	🔊	Mute the audio
⚫	Motion detection is on	🎤	Talk and Listen
⚙	View or change the camera settings	⦿	Record video manually (requires cloud storage)
		📷	Take a snapshot (requires cloud storage)
		🔦	Turn the camera spotlight on and off.

View your camera feeds

1. Open the Arlo app.

2. Tap **Play** ▶ on the camera feed.
    The camera feed updates and camera feed icons display.

3. To stop viewing and listening to the live feed, tap **Stop** ◼.

Pan and zoom video

You can pan and zoom your video feed.

1. Open the Arlo app.

2. Tap **Play** ▶ on the camera feed.
    On a mobile device, use the pinch gesture to zoom, and touch and drag to move around the zoomed-in frame.

    On a computer, double-click to zoom. Left-click and hold and drag to move around the zoomed-in frame.

    After zooming in, the image stops and buffers for about five seconds to improve the quality of video. When the buffering stops, your zoomed-in video renders in high quality.

Record clips from live video

1. Open the Arlo app.

2. Tap the camera feed image.

3. Tap **Record** ⦿ to begin recording.
    This icon turns red to indicate that you are recording the live feed.

4. To stop recording, tap **Record** ⦿ again.

Take a snapshot from live video

1. Open the Arlo app.

2. Tap the camera feed image.

3. Tap **Snapshot** 📷.
    The snapshot is saved in your library.

Turn the camera spotlight on and off manually

When your Essential Spotlight Camera is armed and detects motion at night the spotlight turns on automatically. You can also adjust the spotlight behavior and turn it on and off.

To turn the spotlight on and off from the camera feed:

1. Open the Arlo app.

2. Tap the camera feed.

3. Tap **Spotlight** 🔦.

4. To adjust the brightness, tap and hold the icon and adjust the slider.

5. To turn off the spotlight, tap **Spotlight** 🔦.

For information about how to customize the spotlight settings, see *Change the Low Light settings for an Essential Spotlight Camera* on page 44.

Customize your camera feed image

If you use more than one camera, you can change the order in which the camera feeds display on the Devices page. You can also zoom or rotate the camera feed image 180 degrees.

Change the camera order

1. Open the Arlo app.

2. Tap **Settings**.

3. Under DEVICE SETTINGS, tap **Device Order**.

4. If you are using a smartphone or tablet, tap **Edit** at the top of the page.
    A list icon displays.

5. Tap and hold the list icon and drag each device to the correct position on the list.

6. Tap **Save**.

Rotate a camera feed image 180 degrees

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Tap **Video Settings**.

5. Rotate the image.

    If you're using an iOS device, tap **Rotate Image 180°**.

    If you're using an Android device, tap the slider to OFF and then rotate the image.

Motion detection activity zones

You can designate zones within the camera view where you want the camera to detect and record motion. An Arlo Smart subscription is required.

Add an activity zone

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Under VIDEO, tap **Activity Zones**.

5. Tap **+**.

    An activity zone box displays in the camera feed image.

6. Move the zone to the desired position in the camera feed image.

7. To reposition or resize the zone, tap and hold the zone and move it.

8. To customize the zone name, tap **Edit** ✎ and enter a name.

    If you're using a web browser, click **>** next to the zone name.

9. Tap **Save**.

Change an activity zone

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Under VIDEO, tap **Activity Zones**.

5. Tap a zone to select it.

6. Move the zone to the desired position in the camera feed image.

7. To reposition or resize the zone, tap and hold the zone and move it.

8. To customize the zone name, tap **Edit** ✏ and enter a name.
   If you're using a web browser, click **>** next to the zone name.

9. Tap **Save**.

Delete an activity zone

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Under VIDEO, tap **Activity Zones**.

5. Tap a zone to select it.

6. Delete the device.
   On an iOS device, slide the motion detection zone to the left and tap **Delete**.
   On an Android device, slide the motion detection zone to the left.

2-Way Audio

The camera includes a microphone that supports 2-Way Audio.

1. Open the Arlo app.

2. Tap the camera feed image.

3. Tap the microphone icon 🎤.

4. The first time you use 2-Way Audio, allow Arlo to use your phone's microphone.

5. Tap the microphone button.
   2-Way Audio is activated.

   A **Tap to mute** microphone button displays below the camera feed. This button toggles mute on and off.

6. To turn off 2-Way Audio, tap the **x** on the upper-left corner of the page.

Turn the camera's siren on and off manually

Your camera includes a built-in siren. You can turn this siren on and off manually and you can also set up a rule for an armed mode to specify when the siren turns on if your camera detects motion. For information about using a rule in a mode, see *Use a rule to activate the camera's siren* on page 29.

To turn the siren on and off manually:

1. Open the Arlo app.

2. Tap **Siren** 🛑 on the upper right.

3. Tap **Activate Siren**.
   If you have multiple cameras, you are prompted to select one.

4. Swipe the siren icon to the right.
   The camera siren turns on.

5. To turn off the siren, tap the slider at the top of the Devices page.

View recordings and snapshots

Your camera stores recordings and snapshots in the library. You can use the filter and the calender to find and view specific recordings.

Access cloud recordings

cameras record when they are in an armed mode and they detect motion or sound. Your Arlo recordings are sent to your Arlo account in the cloud and stored in your library. Recordings are encrypted with your user name and password.

You can access your recordings from the Arlo app on your mobile device or by using a web browser to visit *https://my.arlo.com/#/login*. You can download recordings from the cloud and save them.

Use the Library

You can use the library to find and view recordings based on the date.

1. Open the Arlo app.

2. Tap **Library**.

A green circle indicates the selected day. A green dot below the date indicates each day on which a video clip was recorded.

3. Tap a highlighted date.
   Recordings from that date display below the calendar.

Use the filter

You can use the filter to find and view recordings based on criteria that you select.

1. Open the Arlo app.

2. Tap **Library**.

3. Tap **Filter** in the upper left corner of the page.

4. Tap the filtering criteria that you want to use.

5. Tap **Done**.

Turn off the filter

1. Open the Arlo app.

2. Tap **Library**.

3. Tap **Filter** in the upper left corner of the page.

4. Tap **Reset**.

5. Tap **Done**.

Download recordings

1. Open the Arlo app.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Download**.

5. Tap **OK** to confirm.

Make a recording a favorite

1. Open the Arlo app.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Favorite**.

Share recordings

1. Open the Arlo app.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Share**.

5. Share the file.

Donate recordings for research

You can donate video or snapshot files to Arlo to use for research and development of Arlo products.

1. Open the Arlo app.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Donate**.

5. Tap **OK** to confirm.

Delete recordings

1. Open the Arlo app.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Delete**.

5. Tap **OK** to confirm.

5. Modes, Rules, and Alerts

You can arm or disarm your Arlo cameras and devices, and you can set up a schedule to automatically arm each device. When your camera is armed, it detects motion. Modes and rules let you tell your Arlo system what to do automatically in different situations. For example, you can set your Arlo system to record a video when it detects motion and send you an email alert.

Arm or disarm all your Arlo devices

You can arm or disarm all your Arlo devices simultaneously. Doing this deactivates other modes, such as Schedule, Geofencing, and Custom modes for all your Arlo devices. To return a device to another mode, select the device and then select a mode.

To arm or disarm all your Arlo devices:

1. Open the Arlo app.

2. Tap **Modes**.

3. Tap **Arm All Devices** or **Disarm All Devices**.

Modes

Arlo modes give you control over how your Arlo cameras respond to motion. For example, you probably don't want to receive an alert about motion in your yard in the daytime when you're gardening. You might want to turn on a different mode when you're away on vacation. Modes let you tell your cameras to respond differently at different times.

The Arlo app comes with these modes:

Armed. Detection is on for this camera.

Disarmed. Detection is off for this camera.

Schedule. Manage detection based on a schedule.

Geofencing. You can arm, disarm, or resume a schedule mode when you arrive at, or leave, a given location based on your mobile device location.

You can customize the Armed and Schedule modes and you can add new modes. You might want to create a mode in which some cameras are active but others aren't. For example, when you're sleeping, you might want to arm your outdoor camera and disarm your indoor camera. You can create different modes for the same camera, but the camera can only use one mode at a time.

Select a mode

You can select a mode or set modes to activate according to a schedule.

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap a mode to activate it.
    The mode turns on immediately. The mode stays active until you change it.

Mute Notifications

Mute Notifications temporarily silences push notifications to your mobile device, while videos continue to be recorded. This is great for a party when you don't need to be notified of friends in your backyard.

You can mute notifications from the Arlo app. If you use Arlo Smart, you can also activate Mute Notifications directly from push notifications.

To mute notifications:

1. Open the Arlo app.

2. Tap **Settings > Mute Notifications**.

3. Select the length of time to mute notifications.
    A message displays confirming that you are muting notifications. The Mute Notification status shows the amount of remaining time until notifications resume.

To unmute notifications

1. Open the Arlo app.

2. Tap **Settings > Mute Notifications > Unmute**.
    The Mute Notifications status changes to Off.

Rules for modes

Each mode uses one or more rules to control your Arlo system. You can set these options.

- **Trigger device**. The trigger device is the camera that detects motion. You can adjust the motion sensitivity to minimize false alarms.

- **Action device**. The action device responds to motion detection on the trigger device. For example, you might want your backyard camera or your driveway camera to trigger your door camera to start recording video. You decide what action each camera takes when motion is detected.

- **Notifications**. When a trigger is detected, the Arlo can send you push notifications, email alerts, or both. You can also send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

Change motion sensitivity

You can edit a rule to change the motion sensitivity level for your cameras.

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap **Edit** ✎ next to the mode.

5. Tap **Edit** ✎ next to the rule.

6. Under If the following, tap **Edit** ✎ next to **Motion is detected**.

7. Move the slider to adjust the sensitivity level for motion detection for this camera.
    If you used a mobile device to specify the settings, your settings are saved.

8. If you used a browser to specify the settings, click **Save**.

Control whether the spotlight turns on when motion is detected

Your Essential Spotlight Camera's spotlight is set to automatically turn on when your camera detects motion at night. The spotlight improves video quality and allows your Essential Spotlight Camera to record video in color at night rather than in traditional black and

white. You can turn the spotlight on and off and you can adjust the spotlight behavior and brightness.

Note: You can manually turn the spotlight on and off at any time from the camera feed by tapping **Spotlight** . You can also use the Low Light settings to control whether the spotlight comes on automatically when your camera detects motion at night. For information about Low Light settings, see *Change the Low Light settings for an Essential Spotlight Camera* on page 44.

Use a rule to activate the camera's siren

1. Open the Arlo app.

2. Tap **Mode**.

3. Tap the camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** next to the mode.

5. Tap **Edit** next to the rule.

6. Under Then do the following, tap **Activate Siren** and then tap **Edit** .
   The Siren Settings page displays.

7. Specify the Siren Duration and the Siren Loudness.

Add a rule with an optional base station siren trigger

If you pair your camera to an optional Arlo Base Station with Siren VMB4000 or VMB4500 (sold separately), you can create a rule to trigger the base station siren. For your camera's built-in siren, see *Use a rule to activate the camera's siren* on page 29.

To add a rule with a base station siren trigger:

1. Open the Arlo app.

2. Tap **Mode**.

3. Tap the camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** ✎ next to the mode.

5. Under Rules, select the camera.

6. Select the **Turn Siren ON** check box.

7. Tap **Sound Alarm**.

8. Move the sliders to the desired level for Siren Duration and Siren Loudness.

9. Tap **Edit** ✎ next to the rule.

10. Tap **Done**.

Note: This rule isn't active until you activate the mode to which you added the siren trigger.

Manage alerts

Arlo can push notifications to your smartphone, send you email alerts, or do both. To receive Arlo notifications on your phone, you must install the Arlo app on your phone.

Note: If you log out of the Arlo app on your smartphone or mobile device, you will stop receiving push notifications.

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** ✎ next to the mode.
   Note: The Disarmed mode does not send alerts.

5. Under Alert, tap **Push Notification** to turn alerts on and off for your mobile device.

6. Under Alert, tap **Email Alerts** to turn email notifications on and off.

7. To specify an email address, tap **Edit** ✎ next to Email Alerts and enter the email address.

Schedule when your camera is armed

You can set a schedule to specify the days and times during the week when your camera is set to respond to motion triggers. Schedules recur weekly. For example, the schedule for Tuesday repeats every Tuesday as long as the schedule is turned on.

To schedule when your camera responds to motion triggers:

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap **Schedule** 🕐.

5. Tap **Edit** ✏️ next to Schedule.

6. Tap **Add** or **+**.

7. Set the days and times for your new schedule.

    Note: To add an overnight schedule such as 8:00 p.m. to 6:00 a.m., you need to add two separate schedules. First, add 8:00 p.m. to 11:59 p.m., then add 12:00 a.m. to 6:00 a.m.

8. Tap **Done**.

Edit a schedule

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap **Schedule** 🕐.

5. Tap **Edit** ✏️ next to Schedule.

6. Tap a green box.

7. Change the start and stop times and tap **Save**.

Set up Arlo Geofencing

Geofencing is a virtual fence around a location called a zone. You can use Arlo Geofencing to arm, disarm, or resume schedule modes when your mobile device is in zone or out of zone. To set up geofencing, you must use your mobile device and allow the Arlo app to use your location.

Geofencing accuracy

For accuracy, geofencing uses a combination of GPS, cellular data, and WiFi data. The local environment affects geofencing:

- In urban environments, where the cell towers and WiFi routers are more dense, geofencing accuracy can reach 100–200 meters.

  Note: If you live in a skyscraper, geofencing might not work reliably due to GPS inaccuracies. Using the Large radius setting might help.

- In rural areas, where cell towers and WiFi routers are sparse, geofencing accuracy can reach several hundred meters.

To improve geofencing accuracy, make sure that your mobile device meets these conditions:

- WiFi is turned on.

- GPS or location services are turned on.

Prepare your mobile device for geofencing

1. Enable GPS or location services so that Arlo can locate your device.

2. Enable WiFi.

3. Download the Arlo app and log in on each mobile device that you plan to enable for geofencing.

For Arlo Geofencing to work on your device, you must adjust the settings on your Android or iOS mobile device as follows:

Android devices
- Location permission = On
- Location services = On
- Battery saver = Off
- Data limit = Off
- Airplane mode = Off

iOS (Apple) devices
- Share my location = On
- Location services = Always
- Airplane mode = Off

Set up geofencing for the first time and set up modes

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap **Geofencing** ⊚ .

5. Allow the Arlo app to use your mobile device's location.
    Geofencing works only if Arlo can locate your mobile device. The Location Address page displays your current address.

6. To change the radius setting, tap **Radius** and select a radius size.
    Radius sizes are **Small**, **Medium**, and **Large** (approximately 150 meters, 250 meters, and 500 meters, respectively).

7. Tap **Device Location** and enter a name for your location.

8. Tap **Away Mode** and select a mode.
    Your camera uses the Away mode when your mobile device is outside the radius of your camera's location. Most people select Armed, Schedule, or Custom Mode so that the camera detects motion while they're gone.

9. Tap **Home Mode** and select a mode.
    Your camera uses this mode when your mobile device is within the radius of your camera's location. Most people select Disarmed while they're home.
    If you use more than one enabled mobile device, you might be asked to select an Arlo device to connect it to.

10. To select the preferred mobile device, tap the device and then tap **Next**.

11. Tap **Save**.

For troubleshooting tips, see *Troubleshoot Arlo Geofencing* on page 61.

Geofencing with multiple mobile devices

Arlo Geofencing works with multiple mobile devices.

Arlo uses the first-in, last-out principal to manage households where more than one person uses geofencing. If everyone leaves home with their mobile devices, this triggers an *away* state. Since no one is inside the geofence, your cameras are armed. When the first person

comes home (first in), their mobile device is now inside the geofence, triggering the *home* state and your cameras are disarmed. If one person leaves, but another is still home, the cameras stay disarmed in the *home* state until the last person leaves (last out).

We recommend that you enable geofencing only for the mobile device that each person carries every day. For example, if you use a smartphone and a tablet, and you take your phone when you leave, set your phone as an Enabled Device in your Geofencing settings. Don't set your tablet as an enabled device, because Away mode won't be triggered when you go out and leave your tablet home.

The Geofencing mode only changes from Home to Away when all enabled mobile devices are outside the Device Location in your Geofencing settings.

To review which mobile devices participate in geofencing, open the Arlo app and check the Enabled Devices page in Geofencing settings (in the Modes section of the Arlo app). Remove any devices that you don't want to trigger Home/Away mode changes.

Make sure that these conditions are met:

- Your Arlo devices are online.
- Geofencing is enabled.
- Your friends' and family's mobile devices are added to your account.

  For information about adding devices, see *Enable or disable geofencing for friends' mobile devices on page 34.*

- (Required when your friend wants to participate in geofencing.) Your friend is logged in to the Arlo app on his or her mobile device and the GPS or location service is enabled on your friend's mobile device.

Enable or disable geofencing for friends' mobile devices

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** 🖉 next to Geofencing.

5. Tap **Enabled Devices**.
   A list of mobile devices displays. A check mark appears next to the device name when geofencing is enabled.

6. Tap one or more mobile devices.

The device location displays as either In Zone, Out of Zone, or Unavailable (if there's an issue contacting that device).

7. To disable geofencing, tap the mobile device again.
    The check mark disappears when geofencing is disabled.

For more information, see *Set up Arlo Geofencing on page 31*.

Custom modes

You can add modes in addition to the modes that come with the Arlo app and give the new modes custom names, such as Vacation. You can create one rule for each mode. You can create multiple rules within the same mode, so that each camera performs different actions and sends different alerts. You can also use Schedule mode to activate modes automatically at different times of the day or week. (See *Schedule when your camera is armed* on page 30.

Add a mode

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap **Add a Mode**.

5. Enter the mode name and tap **Next**.

6. Select the trigger device and tap **Next**.
    This is the camera that detects motion.

7. Enter the trigger device settings for the **When motion is detected** section and then tap **Next**.

8. Use the slider to set the motion sensitivity for the trigger device and tap **Next**.
    Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.

9. Select an action device and tap **Next**.
    This is the Arlo device that performs an action when the trigger device detects motion. You can select the same Arlo device you're using as a trigger or a different Arlo device.

10. Select an action such as **Record video** and tap **Next**.

If you're using a computer web browser, you can also specify the recording time setting.

11. Select the notifications for Arlo to send when motion is detected and then tap **Next**.

12. Review your settings and tap **Save**.

6. Change Your Settings

Once you set up your Arlo account, you can access it by using the Arlo app on a smartphone or tablet, or from a computer using a web browser. If you're using a computer, enter *https:// my.arlo.com/#/login* in the address bar of the browser.

Two-step verification

Two-step verification helps protect your account by adding another layer of security when you log in to your Arlo account. Arlo will verify your identity anytime you sign in with a new device. You can have up to five different two-step verification methods, in addition to the email address associated with your Arlo account.

Note: If you're a Friend on someone's Arlo account, and the account owner sets up two-step verification, you don't have to use two-step verification to log in. Likewise, if you set up two-step verification as a Friend on an Arlo account, the account owner is not affected.

To sign in with two-step verification, you must first enter your email address and password. Then, you must authenticate your identity with a security code (delivered by SMS text message or email) or confirmation from an already trusted device. Requiring two pieces of information helps to prevent any unwanted log in, even if someone has your Arlo account password.

- **Push notification**. When someone attempts to log in to your Arlo account on a new device, Arlo sends a push notification to a previously trusted (and currently logged in) iOS or Android device. Tap the push notification on the trusted device to approve or deny the log in.

- **SMS text message**. When someone attempts to log in to your Arlo account, Arlo sends a text message to the phone number that you verified for two-step verification. Enter the security code from the text message to complete the log in.

- **Email**. If you can't access a trusted device with push notifications, or if you can't receive SMS text messages, you can request to have a security code sent to the email associated with your Arlo account.

Set up two-step verification

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.

4. Tap the switch next to **Enable**.

5. Select your verification method.

    Note: Your Arlo account email is an automatic back-up option.

6. Follow the instructions in the app to complete your two-step verification setup.

Add a phone number or device to two-step verification

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.

4. To add a phone number, tap **Add SMS Verification** and enter the phone number.

5. To add a trusted device, tap **Add Trusted Device**.

Remove a phone number or device from two-step verification

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.

4. Tap the trashcan icon next to a phone number or trusted device.

Use face or fingerprint authentication

You can use Touch ID® or Face ID® with a compatible Apple device. With a compatible Android device, you can use fingerprint authentication.

Your device must meet the following minimum requirements:

*   Apple devices:

    iOS version 10.3 or higher

    A Touch ID compatible device (iPhone 5s, iPad Air 2, or newer)

A Face ID compatible device (iPhone X, iPad Pro 2018, or newer)

- Android devices:

Android OS version 6.0 or higher

A compatible Android device with fingerprint authentication

Turn fingerprint authentication on and off for the Arlo app

1. Enable fingerprint authentication on your iPhone or Android device.

2. Open the Arlo app.

3. Tap **Settings**.

4. In the ACCOUNT section, select **Profile > Login Settings**.

5. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

Turn face authentication on and off for the Arlo app

1. Enable Face ID authentication on your iPhone.

2. Open the Arlo app.

3. Tap **Settings**.

4. In the ACCOUNT section, select **Profile > Login Settings**.

5. Slide the toggle Face ID to the right (on) or left (off).

Customize your profile

You can enter your name, add a profile photo and home address, and opt-in or opt-out of Arlo news and support updates.

Add a profile picture

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Edit Profile**.

4. Tap the profile picture at the top of the page.

5. Select **Take Photo** or **Choose from Library**.

Note: If you already have a profile picture, you can also select **Remove Current Photo**.

6. Upload your preferred profile picture.

7. Tap **Save** at the bottom of the page.

Edit profile settings

You can enter your name, add a profile photo and home address, and opt-in or opt-out of Arlo news and support updates.

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Edit Profile**.

4. Enter your profile settings.

5. Tap **Save** at the bottom of the page.

Change your Arlo password

You can change your password in the Arlo app or by logging in to *my.arlo.com*.

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Login Settings**.

4. Enter your old password.

5. Enter a new password and then confirm it.

6. Tap **Change Password**.
   Your new password is saved.

Reset a forgotten password

If you forgot your Arlo password, you can reset it with a verified email address.

1. Open the Arlo app.

2. Tap **Forgot Password?**.

3. Enter your email address.

4. Tap **Send Email**.
   An email is sent from alerts@arlo.com to your verified email address.

5. Tap the link provided in that email.

6. Enter a new password.

7. Tap **Submit**.
    Your password is reset.

Grant access to friends

You can add friends to your Arlo account. Friends can view live streams from your cameras; record video clips; view, share, mark as favorite, and delete clips from your library; and take snapshots. Friends are granted limited access to some of the settings and features of your Arlo account. You can select which cameras friends can see and what administrative rights are available to them.

Friends without access rights can:

*   Play and view library content.

*   View live footage.

*   Zoom and drag video footage.

*   Control brightness.

*   Enter full-screen view.

Friends who are granted access rights can also:

*   Play and pause video footage.

*   Record video footage.

*   Mute the speaker.

*   Access and change modes.

*   View motion detection statuses.

*   Manually record.

*   Take snapshots.

*   Mark as a favorite, share, download, and delete video footage.

*   Use a camera's microphone.

Add a friend

1. Open the Arlo app.

2. Tap **Settings**.

3. Under ACCOUNT, tap **Grant Access**.

4. Tap **Add** or **+**.

5. Enter your friend's first name, last name, and email address.

6. Tap the Arlo devices that you want your friend to access.

7. To grant access rights to your friend, tap **Allow Access Rights**.
    Selecting **Allow Access Rights** allows this friend to change your account and camera settings.

8. Tap **Send Invite**.
    An email message is sent inviting your friend to create an Arlo account. This friend's name is displayed with the status Pending. When the friend accepts your invitation, the status changes to Accepted.

Edit a friend's access privileges

1. Open the Arlo app.

2. Tap **Settings**.

3. Under ACCOUNT, tap **Grant Access**.
    A list of your friends displays with the status of their accounts.

4. Tap the friend, and tap **Edit** 🖉 .

5. Tap cameras to select or deselect them.

6. Tap **Allow Access Rights**.
    Selecting **Allow Access Rights** allows this friend to change your account and camera settings.

7. Tap **Done**.

Delete a friend

1. Open the Arlo app.

2. Tap **Settings**.

3. Under ACCOUNT, tap **Grant Access**.

4. Select the friend, and tap **Edit** 🖉 .

5. Tap **Delete Friend**.

6. Tap **Yes**.

Change the time zone

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Time Zone**.

5. Tap a time zone.
    If you're using a mobile device, your settings are saved.

6. If you're using a computer, click **Save**.

Camera settings

You can view or change the settings for each camera using either of these methods:

- Tap **Settings > My Devices** and select the camera
- Tap the **Menu** icon ••• or the **Device Settings** icon ⚙ below the camera feed.

Change the camera name

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Edit** ✎ next to the camera name.

5. Enter a new name that reminds you of the camera's location, such as Garage or Front Door.
    Camera names are limited to 32 characters.

6. Tap **Save**.

Turn off the camera LED

The LED on the camera lights in different colors. (See *Check the LED* on page 10.) You can turn off this LED.

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Camera LED**.

5. Tap **Battery Fully Charged Indicator** to turn the LED off and on.
   If you're using a mobile device, your settings are saved.

6. If you're using a computer, click **Save**.

Video Settings

Change the video quality and battery usage

You can set the video resolution as Best Video, Optimized, or Best Battery Life. Using the Best Battery Life setting reduces the WiFi bandwidth that is required.

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Video Settings > Power Management**.

5. Tap to select **Best Video**, **Optimized**, or **Best Battery Life**.

Change the Low Light settings for an Essential Spotlight Camera

Your Essential Spotlight Camera's spotlight is set to automatically turn on when your camera detects motion at night. The spotlight improves video quality and allows your Essential Spotlight Camera to record video in color at night rather than in traditional black and white. You can turn the spotlight on and off and you can adjust the spotlight behavior and brightness.

Note: You can manually turn the spotlight on and off at any time from the camera feed by tapping **Spotlight** . You can also use the Low Light settings to control whether the spotlight comes on automatically when your camera detects motion at night.

To change the low light settings for the spotlight:

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the Essential Spotlight Camera.

4. Tap **Video Settings > Low Light Settings**.

5. Adjust the settings to customize your spotlight:

    - **Spotlight**. Toggle the spotlight on and off. When the Spotlight setting is set to the On position, the spotlight automatically turns on when your Arlo camera detects motion at night.

    - **Color**. Toggle color video recording at night on and off.

    - **Behavior**. Select the spotlight behavior that you prefer: **Constant**, **Flash**, or **Pulsate**.

    - **Brightness**. Use the slider to adjust the brightness level

    - **Night Vision**. Toggle Night Vision on and off.

Adjust the audio settings

You can adjust the settings to turn the microphone off and on, and adjust the speaker.

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. If you're using a mobile device, tap **Audio Settings**.

5. Adjust the settings:

    - **Microphone** toggle turns the microphone off and on.

    - **Speaker** toggle and volume. To turn the speaker off and on, tap **Speaker**. To change the speaker volume, move the **Speaker Volume** slider.

Adjust the flicker setting

The combination of certain artificial light sources and the camera shutter speed might cause flickering in the recorded video. The default setting is Auto, but you can change the flicker adjustment.

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.

4. Tap **Flicker Adjustment**.

5. Tap a setting.

Restart the camera from the Arlo app

Note: If you paired your camera to an optional SmartHub or base station, you can use the Arlo app to restart the SmartHub or base station, but not the camera.

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Scroll down to the bottom of the page and tap **Restart**.

View device information

You can view the firmware version, hardware version, and the serial number.

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the device.

4. Tap **Device Info**.

Remove a device from your account

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Scroll down and tap **Remove Device**.

Optional SmartHub and Base Station settings

You can pair your camera to an optional Arlo SmartHub model VMB5000 or VMB4540 or Base Station with Siren model VMB4500 or VMB4000. The Arlo app lets you specify SmartHub or base station settings.

Change your SmartHub or base station name

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the SmartHub or base station.

4. Tap **Edit** ✎ next to the name.

5. Enter a new name.

6. Tap **Save**.

Restart your SmartHub or base station

1. Open the Arlo app.

2. Tap **Settings > My Devices**.

3. Tap the SmartHub or base station.

4. Scroll down and tap **Restart**.

Turn the base station siren on and off

By default, the base station siren is set to the loudest volume, which is over 100 decibels. You can set up motion detection rules to trigger the base station siren and select the siren volume level when you set up the rule. The base station siren settings are Loud, Very Loud, and Extremely Loud. See *Add a rule with an optional base station siren trigger* on page 29.

WARNING: The loudest siren setting, which is the default for the siren, is more than 100 decibels. Do not test the siren while people or pets are close to the base station. Prolonged exposure to the siren might cause hearing damage.

To turn the base station siren on and off using the Arlo app

1. Open the Arlo app.

2. Tap **Turn Siren ON**.

3. Tap **Yes** to confirm that you want to turn on the siren.

Base station siren button

The Base Station with Siren model VMB4000 has a button located on the top.

WARNING: The loudest siren setting, which is the default for the siren, is more than 100 decibels. Do not test the siren while people or pets are close to the base station. Prolonged exposure to the siren might cause hearing damage.

Pressing this button turns the siren on and off.

7. SmartHub SD Card Storage

The SmartHub model VMB5000 supports SD card storage. If you use your camera with the SmartHub VMB5000, you can use this feature.

You can insert a microSD card into the slot in your SmartHub VMB5000 and store your Arlo recordings both in the cloud and on the SD card. If the SmartHub isn't connected to the internet, recordings continue to be saved on the microSD card. If you have an active live stream connection between an Arlo Ultra camera and a SmartHub, you can record to a microSD card. Your Arlo app notifies you when the SD card is low on storage space or is full.

MicroSD card format

Your SmartHub accepts SDHC or SDXC microSD cards. We recommend using microSD cards with a minimum of 16 GB capacity, Speed Class 10, UHS-1, V10. Your Arlo SmartHub supports up to Class 10 UHS-3 V90.

If your microSD card isn't formatted, or is formatted with an incompatible file system, you can use your Arlo app to format the microSD card. See *Format a microSD card* on page 51.

Insert a microSD card

1. Insert the microSD card into the slot on the bottom of the SmartHub.

2. Press the edge of the microSD card until it's completely seated in the slot.

View the SD card status

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge**.

3. Check the SD card icon ⛁. When a microSD card is inserted in the SmartHub, this icon is amber ⛁.

4. To view more information about the microSD card status, under LOCAL STORAGE, tap **Storage Settings**.
    The SD Card Status displays GOOD or indicates if the SD card needs to be formatted, or is full. The Arlo app also notifies you if the card needs to be formatted or is full.

View available SD card storage

The Arlo app notifies you if the SD card is getting full, but you can also view the available storage.

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge > Storage Settings**.
    The **Available Storage** field displays the amount of storage available on the SD card.

Turn SD card recording off and on

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge**

3. Select the SmartHub.

4. Tap **Storage Settings > SD Card Recording**.
    SD card recording toggles off and on.

Change the SD card overwrite setting

By default, if the SD card fills up, the oldest Arlo recording is erased to make room for new recordings. Files on the SD card that aren't in the Arlo folder aren't deleted to make room for Arlo recordings. You can change the setting so that no Arlo recordings are automatically erased.

1. Open the Arlo app.

2. Tap **Base Station & Bridge > Storage Settings**.

3. Tap **Overwrite Automatically**.

    The overwrite setting toggles off and on.

Format a microSD card

Your SmartHub accepts micro SD cards, SDHC or SDXC only, file format FAT32. The Arlo app displays a message to let you know if you need to format the SD card. The SmartHub can format the SD card.

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge > Local Storage**.

3. Tap the red **Format SD Card** button.

Safely eject an SD card

It's important to safely remove the microSD card from your SmartHub. If you remove an SD card while information is being recorded on it, the SD card might become permanently unusable or the files on the card might be corrupted.

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge > Local Storage**.

3. Tap **Safely Eject SD Card**.

4. Wait for the *Unmounting SD Card* progress message to close.

5. Remove the SD card from your SmartHub by pressing in on the edge of the card until it ejects.

    Do not interrupt power to the SmartHub or remove the SD card until the progress message closes.

6. The SD card icon changes from amber ⬚ to gray ⬚ indicating that no microSD card is in the slot.

    Arlo SD card recording is disabled until you insert another SD card.

View videos on a microSD card

To view Arlo videos saved on a microSD card, you must remove the microSD card from your SmartHub and use a microSD card reader.

The microSD card reader can be part of your computer or a memory card reader with a USB or micro USB connector. If you purchase an SD card reader, make sure that you choose one that can read microSD cards.

1. Safely eject the microSD card.

    For more information, see *Safely eject an SD card* on page 51.

2. Insert the microSD card into the slot in your card reader.

3. Wait for the microSD card to appear in the list of available drives on your computer, and then open the drive folder to view the files on your microSD card.

4. Open the Arlo folder.

    Recorded videos are saved in this folder in MP4 format. Video files are named according to this system: camera serial number_video number_date_video clip tag. Dates are in the format YYYYMMDD.

Note: If you're unable to play MP4 files on your computer, update your media player software to the latest version and try again. You can also download a free universal multimedia player, such as VLC.

8. SmartHub or Base Station USB Storage

The Arlo SmartHub VMB4540 and Base Station with Siren VMB4500 and VMB4000 include one or two USB ports on the rear panel. If you use your camera with a SmartHub or base station you can use this feature.
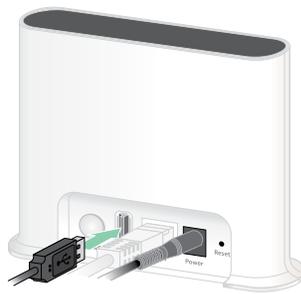
SmartHub VMB4540   **Base station VMB4500**   **Base station VMB4000**

You can connect a USB storage device to the USB port and store your Arlo recordings both in the cloud and on the USB device.

If the SmartHub or Base Station with Siren isn't connected to the internet, recordings continue to be saved on your USB storage device. Your Arlo app notifies you when the connected USB storage device is low on storage space or is full.

USB storage device format

The SmartHub supports these file formats for local storage:

• FAT16

• FAT32

• ExFAT

• ext2FAT

- ext3FAT

- ext4FAT

- HFS+

The minimum USB drive size is 16 GB and the maximum-size drive that those file systems support is 2 TB. The SmartHub supports USB 2.0-compatible devices. Not all HDDs are compatible with the SmartHub. If you're not sure, consult the manufacturer of the HDD.

View the USB storage device status

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge**.

3. Check the color of the USB icon 🔌 :

    - **Gray**. No USB device is connected.

    - **Black**. A USB device is connected to the SmartHub.

    - **Amber**. The SmartHub is recording onto the USB device.

4. To view more information about the USB device status, under LOCAL STORAGE, tap **Storage Settings**.
    The USB status displays GOOD or indicates if the USB device needs to be formatted, or is full. The Arlo app also notifies you if this occurs.

View available USB device storage

The Arlo app notifies you if the USB device is getting full, but you can also view the available storage.

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge > Storage Settings**.
    The **Available Storage** field displays the amount of storage available on the USB device.

Turn USB recording off and on

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge**

3. Select the SmartHub.

4. Tap **Storage Settings > USB Device Recording**.

Change the USB device overwrite setting

By default, if the USB storage device fills up, the oldest Arlo recording is erased to make room for new recordings. Files on the USB device that aren't in the Arlo folder aren't deleted to make room for Arlo recordings. You can change the setting so that no Arlo recordings are automatically erased.

1. Open the Arlo app.

2. Tap **Base Station & Bridge > Storage Settings**.

3. Tap **Overwrite Automatically**.
   The overwrite setting toggles off and on.

Format a USB device

The Arlo app displays a pop-up message to let you know if it is necessary to format the USB storage device. The SmartHub can format the USB storage device.

Do not remove the USB storage device while it is formatting. The USB storage device might become permanently unusable.

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge > Local Storage**.
   If you see the message *Requires Formatting*, the USB storage device isn't in the correct format and you must format it before you can use it for local storage.

3. Tap the **Format USB Device** button.

4. Wait for USB Device Status to change from *Formatting* to *Ready*.

Safely eject a USB storage device

If you remove a USB device while information is being recorded on it, the USB device might become permanently unusable or the files on the USB device might be corrupted.

1. Open the Arlo app.

2. Tap **SmartHub/Base Station/Bridge > Local Storage**.

3. Tap **Safely Eject USB Device**.

4. Wait for the *Unmounting USB storage device* progress message to close.

5. Disconnect your USB storage device from your SmartHub.

Do not interrupt power to the SmartHub or remove the USB device until the progress message closes.

6. The USB icon changes to gray indicating that no USB device is connected.

    USB recording is disabled until you connect another USB device.

View videos on a USB device

Video clips on USB storage devices don't display in the Arlo app, but you can use a Windows-based or Mac computer to view the clips.

1. Safely eject the USB storage device.

    For more information, see *Safely eject a USB storage device* on page 55.

2. Connect the USB storage device that you ejected to a Windows-based or Mac computer.

3. Wait for the USB storage device to appear in the list of available drives on your computer, and then open the drive folder to view the files on your USB storage device.

4. Open the Arlo folder.

    Recorded videos are saved in this folder in MP4 format. Video files are named according to this system: camera serial number_video number_date_video clip tag. Dates are in the format YYYYMMDD.

Note: If you're unable to play MP4 files on your computer, update your media player software to the latest version and try again.

9. Arlo Connect

Use Arlo with Amazon Alexa

With the Arlo Skill and Alexa, you can access your Arlo devices using voice commands and view a live camera feed on your Echo Show, Fire TV, or Fire tablet. Alexa can also notify you when motion is detected by your Arlo cameras.

To use the Arlo Skill, you need a connected camera and one of these Amazon devices:

- Echo Show

- Echo Spot

- Echo Dot

- Echo, Echo Plus

- Fire tablets (7th generation or newer)

- Fire TV (all generations)

- Fire TV stick (second generation only)

- Fire TV Edition smart TVs

Enable the Arlo Skill

Make sure that your camera is powered on and connected to the cloud.

Enable the Arlo skill in one of these ways:

- Tell Amazon Alexa, "Alexa, enable Arlo skill" to receive instructions in your Alexa app to link your Arlo account with your Alexa account.

- In the Alexa app, search for the Arlo Skill and select **Enable Skill** to link your Arlo account with your Alexa account.

Use the Arlo Skill

After you enable the Arlo Alexa Skill, you can try using these commands:

- "Alexa, show me <camera name>." Start streaming a camera live.

- "Alexa, stop." Stop an activity and return to your device's home screen.

- "Alexa, hide <camera name>." Stop streaming from a camera and return to your device's home screen.

- "Alexa, go home." Return to your device's home screen.

- "Alexa, show the last motion detected by my <camera name>."
  To use this command, your Arlo subscription must include viewing past video clips for your camera.

Set up Alexa to notify you when the camera detects motion

You can use either of these methods:

- In the Smart Home section of the Alexa app, turn on Announcements for your Arlo camera.

- Create an Alexa Routine from the Alexa app main menu.

Add your camera to the Google Assistant app

To use your camera with Google Assistant, you need:

- A Google Home Hub, a Chromecast device, a TV with Chromecast, or a media player with Chromecast

- The Google Assistant app on your mobile device. This app is included with most Android devices, but you can also download it from the Apple App Store on iOS devices.

To connect your Arlo cameras to the Google Assistant app:

1. If you plan to use a voice-enabled speaker with the Google Assistant, set up that device.

2. Open the Google Assistant app to the home page.

3. Tap the + icon.

4. Tap **Set up Device > Have something already set up?**.

5. Select the Arlo icon from the list of device options.
   You can search for Arlo or scroll down to find Arlo on the list of devices.

6. Sign in with your Arlo account.
   Your camera is added to Google Assistant.

7. To test your camera, say "Hey Google, show [name of room where camera is placed] on [name of Google device]."

8. To end the stream, say "Hey Google, stop [name of Chromecast device]."

For more information, see Google Assistant Help: Control smart home devices.

Use Arlo with IFTTT

You can use the Arlo app with IFTTT (If This Then That), a free cloud-based service that connects smart home devices and applications.

To add Arlo to your IFTTT app, visit *ifttt.com/arlo*.

To learn more about Arlo and IFTTT, visit *arlo.com/community*.

10. Troubleshooting

Scan a QR code during setup

During setup, the camera must scan a QR code from the Arlo app when you're adding the camera to your 2.4 GHz WiFi network. If your camera doesn't emit a chime sound after scanning the QR code, then the QR code wasn't successfully scanned.

If your camera didn't scan the QR code:

- Move your mobile device farther from or closer to the camera lens.

  Position your mobile device about 6 in. (15 cm) from the camera lens, and slowly move it closer. If that doesn't work, try moving your mobile device farther away. You can also try different angles.

- Decrease or increase the brightness on your mobile device.

  Your mobile device's brightness might be too high or low for your camera to scan the QR code.

  If it's dark outside, try setting the brightness on your mobile device to the 50% level.

  If it's bright outside, try raising the brightness on your mobile device to the highest level.

- Disable Dark Mode if you're using an iOS device.

  In your iOS Settings, scroll down to find and select **Display & Brightness**. Choose **Light mode** under the Appearance options.

- Scan the QR code in an evenly lit area.

  Avoid scanning the QR code in the dark or in direct sunlight. If you are installing at night, turn on porch lights. If your camera is exposed to direct sunlight during installation, provide some shade.

- Try using a mobile device with a larger screen such as a tablet or iPad, if available.

- Clean the camera lens.

  The camera lens might have debris or a smudge on it, hindering its ability to scan the QR code. Try using a lint-free cloth to remove anything that might prevent the camera from scanning the QR code.

Arlo doesn't discover your camera during setup

If you're trying to set up and connect your Arlo camera directly to your WiFi router—without an Arlo SmartHub or base station—and Arlo doesn't discover your camera, here are some things to check to identify and correct the problem.

When you're using the Arlo app to add your camera, check the following:

- Your Arlo camera and mobile device are connecting to the same 2.4 GHz WiFi network. Your camera can only connect to a 2.4 GHz band, not a 5 GHz band. For more information, see *Connect your mobile device to a 2.4 GHz WiFi network during setup on page 15*.

- You're entering the correct WiFi network SSID (network name) and password. The network SSID and password are case-sensitive and must be exactly correct. You can tap the **password eye** icon to view your password before submitting.

- Your mobile device and Arlo camera are within the WiFi signal range of your WiFi router. During setup, we recommend placing your camera within 10-15 feet (3-4.5 meters) of your WiFi router. After the camera is set up and connected, you can move the camera anyplace within range of your WiFi router. For more information, see *Tips for optimal WiFi performance* on page 14.

- Check the camera LED. When you press the **sync** button during setup, the LED blinks blue for two minutes while the camera is being discovered and then blinks blue fast when it connects to your WiFi network. If the camera doesn't connect to your WiFi network within two minutes, it times out and the LED stops blinking. If the camera times out, press the **sync** button again. Make sure that the LED blinks blue during the entire connection process. *Check the LED* on page 10.

- You hear a chime noise, which indicates your camera successfully scanned the QR code. If you don't hear a chime noise and need help with scanning the QR code, see *Scan a QR code during setup on page 60*.

Troubleshoot Arlo Geofencing

Note: Selecting **Modes** > **Arm All Devices** or **Disarm All Devices** deactivates Geofencing mode. To activate Geofencing mode, tap **Modes**, select your Arlo device, and then select **Geofencing**.

Each Arlo user has a unique setup environment. These are the most common geofencing issues.

- Your mobile device isn't sharing its location information with Arlo. See *Prepare your mobile device for geofencing* on page 32.

- Away mode isn't triggered when you leave because an extra mobile device that's enabled for geofencing is still in the Device Location. See *Geofencing with multiple mobile devices* on page 33.

- Geofencing stopped working because the location sharing settings for a mobile device changed. See *Prepare your mobile device for geofencing* on page 32.

- A task-killing app is interfering with Arlo Geofencing. A task-killing app, such as Shutapp or Doze, can disable Arlo Geofencing. To use Arlo Geofencing, disable any apps that suppress the Arlo app.

- Geofencing for your mobile device on your friend's Arlo account isn't working.

  If you're a friend on someone else's Arlo account, your mobile device can only change Home/Away modes if the Arlo account owner does the following:

  - Turn on the Allow Access Rights setting. See *Grant access to friends* on page 41.

  - Set your device as an Enabled Device in Geofencing settings. See *Enable or disable geofencing for friends' mobile devices* on page 34.

 Still experiencing issues with geofencing? Contact Arlo Customer Support.

Can't see video streams in a browser

Your router might be blocking the ports to which Arlo sends data. To make sure that Arlo can stay connected, you must keep ports 443 and 80 open on your router.

To troubleshoot problems with the video stream, check for the conditions in these sections: *WiFi signal interference* on page 62, *Out of range* on page 62 and *Low battery* on page 63.

WiFi signal interference

Environments with multiple WiFi networks, WiFi devices, or frequencies can cause signal interference. If possible, minimize the number of networks, WiFi devices, and transmitted frequencies in the area where you place your camera. For help with adjusting WiFi settings such as the channel for your router, check the instructions that came with your router or contact your internet service provider (ISP) if they installed your router.

We recommend that you place your camera at least 1 to 3 feet (30 to 100 centimeters) from your router or Arlo SmartHub or base station if you use one. Allow at least 6½ feet (2 meters) between each camera to prevent WiFi signals between the devices from interfering with each other.

Out of range

Make sure that your camera is close enough to receive a strong WiFi signal. The range of your router's WiFi signal can vary depending on the router model and conditions in your local environment.

Make sure that your camera displays three or four bars of signal strength in the area where you intend to install it. The camera can work when signal strength is at one or two bars, but might go out of range intermittently due to fluctuations in the environment.

Low battery

A low battery can cause the camera to stream intermittently. The Arlo app displays a message for you to charge your camera when the charge is 15 percent or less.

Not receiving push notifications

You must be logged in to the Arlo app to receive Arlo alerts on your smartphone or mobile device. Arlo registers your device for push notification when you log in. If you used the logout option instead of simply exiting the app, you must log back in to the app. You receive Arlo alerts even if your device is sleeping.

Check the rules for armed modes

Check the rules in your modes. Make sure that push notification is enabled in the mode you're using.

1. Open the Arlo app.

2. Tap the **Mode** button.

3. Select your camera, or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** ✐ next to Armed.

5. Tap **Edit** ✐ next to the rule.

6. Under Alert, make sure that the **Push Notification** check box is selected.

7. If you made changes, tap **Save**.

Check the Arlo app notification settings on an iOS device

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications can be disabled on iOS and Android devices.

1. Tap the **Settings** icon for your iOS device.

2. Tap **Notifications > Arlo**.

3. Make sure that **Allow Notification** is selected.

Check the Arlo app notification settings on an Android device

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications can be disabled on iOS and Android devices.

1. Tap the **Settings** icon for your Android device.

2. Tap **Application Manager > Arlo**.

3. Make sure that the **Show Notifications** setting is selected.

If you said no to push notifications at installation

When you install the Arlo app for the first time, to receive alerts, you must select **Allow** when asked if you want Arlo to send you push notifications. For iOS apps, after you respond to this alert, it isn't presented again unless the device is restored to factory settings or the app is uninstalled for at least a day.

If you said no on an iOS device, uninstall the app, wait for a day, and then reinstall it, and allow notifications. If you don't want to wait a day before you reinstall the app, you can use the system clock on your device to simulate a day. Set the system clock forward a day or more, turn your device off, and then turn the device back on. After you reinstall the app, return the system clock to the correct setting.

Use the sync button to reset the camera

The button on the bottom of your camera is the **sync** button.

Sync button

Charging port cover
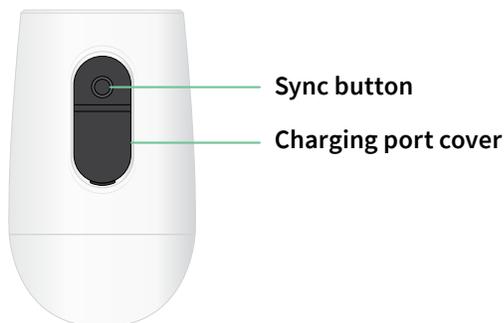
You can use the **sync** button for either of these types of resets:

- Reset your camera to its factory settings. See *Reset the camera to its factory settings.*

- Power cycle and reset your camera to its factory settings. See *Power cycle and reset the camera to its factory settings* on page 65.

Note: The **sync** button is also used to wake the camera when it is shut down and to pair the camera with a WiFi network. We recommend that you follow the instructions in the Arlo app to wake and pair your camera.

Reset the camera to its factory settings

This process returns the camera to its default settings and removes it from your Arlo account. This means that you must follow the Arlo app setup process to use your camera after a factory reset.

1. Press and hold the **sync** button for about 15 seconds, until the camera LED begins blinking amber, then let go.

2. Ensure that the camera LED blinks amber three times.

    Make sure to let go of the **sync** button when the camera LED begins blinking amber. If you hold the **sync** button too long, you must restart the factory reset process until the camera LED blinks amber three times after you let go of the **sync** button.

    After a factory reset, the camera still appears in the Arlo app, but it is disabled.

3. To remove the camera from the Arlo app, tap **Settings**, scroll down, and tap **Remove Device**. Close the Device Settings page.

4. To add the camera back to your Arlo account, tap **Add New Device** on the Devices page and follow the prompts to connect your camera to your WiFi network and set it up.

Power cycle and reset the camera to its factory settings

This process performs a hardware reset, which factory resets, power cycles, and shuts down the camera. To continue using your camera, you must wake the camera and re-add it to your Arlo account.

1. Disconnect the camera's USB charging cable if you were using it.

2. Press and hold the **sync** button for about 20–30 seconds,

    The camera LED lights solid blue for 2 seconds, then blinks amber 3 times.

3. Continue holding the **sync** button through all the LED behaviors, until you have held it for 20–30 seconds.

    The camera returns to its factory settings and shuts down. For information about waking the camera, see *Use the sync button to wake the camera* on page 9.

Support

For product updates and web support, visit *http://www.arlo.com/en-us/support/*.

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Compliance

For regulatory compliance information including the EU Declaration of Conformity and where to find e-label information for US FCC & Industry Canada, visit *www.arlo.com/about/regulatory/*.

See the regulatory compliance document before connecting the power supply.

FCC ID : 2APLE18300409

IC ID: 23815-18300409

CAN ICES-3(B) / NMB-3(B)

Federal Communication Commission Interference Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

RF exposure statements

This Transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body or nearby persons.

Industry Canada statement:

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:

1) This device may not cause interference, and

2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) l'appareil ne doit pas produire de brouillage;

2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

Innovation, Science and Economic Development Canada Statement:

This digital apparatus complies with CAN ICES-3(B).

Énoncé d'Innovation, Sciences et Développement économique Canada

Ce périphérique numérique est conforme à la norme CAN ICES-3(B)/NMB-3 (B).

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.