



Essential Indoor Camera User Manual



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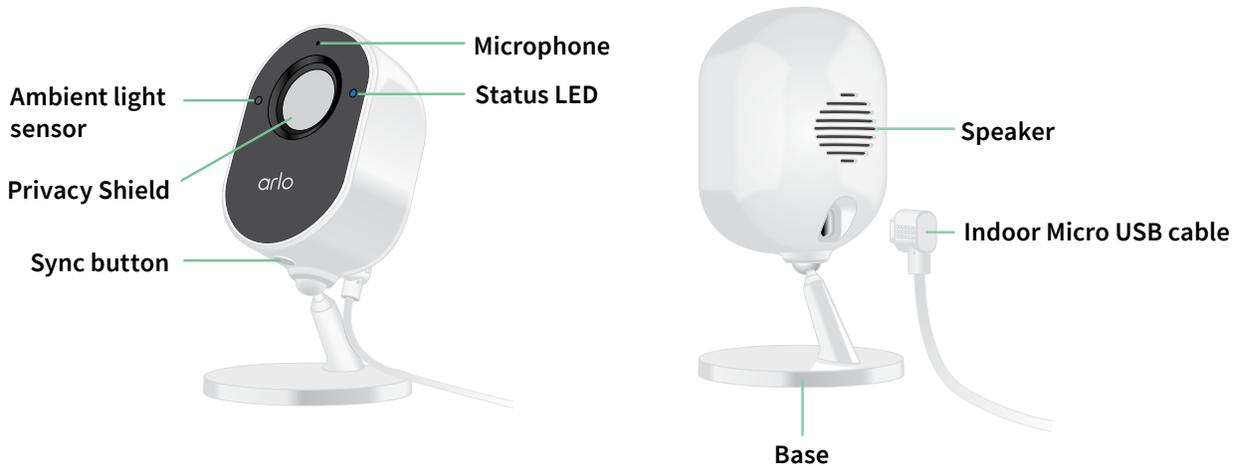
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1. Get to Know Your Camera

Protect your home while away, without compromising your privacy when at home. Your Arlo Essential Indoor Camera captures 1080p video and offers a way to reassure your privacy with an automated privacy shield, controllable through the Arlo app. Receive motion alerts and use 2-way Audio to hear and speak to visitors. You can place your camera on a flat surface or mount it to a wall.

Front and back views



Privacy Shield

Use the Arlo app to open and close the Privacy Shield.



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.

Features

- **Capture clear details in full high-definition.** Record video in 1080p for a clear picture.
- **Protect your privacy.** Ensure your moments are private when needed by closing the automated privacy shield.
- **Receive alerts when motion or audio is detected.** Notifications are sent directly to your phone.
- **See at night, even without a light.** Black-and-white night vision turns on automatically once it's dark.
- **Clearly hear and speak with visitors.** Tap a button in the app to use 2-Way Audio.
- **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 Smart¹.
- **Ward off unwanted guests with the built-in siren.** Set the built-in siren to trigger manually or automatically from the Arlo App.

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

Do more with Arlo

- **Add more Arlo cameras and devices.** Cover more areas in and around your home by adding cameras, security lights, and more.
- **Upgrade your Arlo subscription.** For more information, visit *What are the available Arlo subscription plans and how much cloud recording is available?*

2. Get Started

Protect your home while away without compromising your privacy when at home. Arlo Essential Indoor Camera captures 1080p video and offers a way to reassure your privacy with an automated privacy shield, controllable through the Arlo App. Receive motion alerts and use 2-way audio to hear and speak to visitors.

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. Select **Add Device** and add your camera.

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.

Plug in your camera indoors

Your Essential Indoor Camera is a wired product powered by a USB cable and a 5V 2A power adapter. A micro USB cable and power adapter came in the box with your camera. The cable and power adapter are for indoor use only.



1. Connect the micro USB charging cable to your camera.
2. Connect the other end of the charging cable to the power adapter and plug it into a power outlet.

Check the LED

Your Essential Indoor Camera LED lights to indicate the status of the camera. The LED lights blue briefly when the camera is first powered on.



LED behaviors during setup

- **Slow blinking blue.** The camera is in the process of pairing to a WiFi network.
- **Fast blinking blue.** The camera successfully paired with a WiFi network.
- **Slow blinking amber.** A setup error occurred. For help, see [Chapter 7. Troubleshooting](#) on page 50.

LED behaviors after setup

- **Fast blinking blue.** The camera was factory reset. For more information, see [Reset the camera to its factory settings](#) on page 54.

- **Solid amber.** An internet connectivity error occurred. Make sure that your WiFi router is connected to the internet and your camera is connected to your WiFi network.
- **Alternating blue and amber.** A firmware update is in progress.

Wall mount your camera

You can place your Essential Indoor Camera on a flat surface or you can mount it on a wall. Your camera comes with a mount and a screw kit.

Note: You must follow the instructions in the Arlo app when you first install your camera. Do not begin mounting your camera before the Arlo app instructs you to during the installation process.

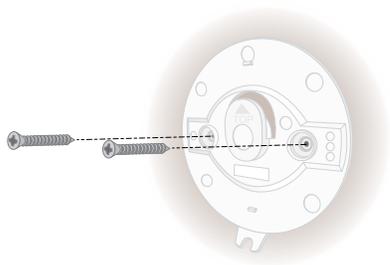
You need the following items to mount your Essential Indoor Camera:

- A power drill with a 15/64 inch (6 mm) drill bit
- A Phillips-head screwdriver
- A pencil (optional)
- The wall plate and screw kit that came with your camera

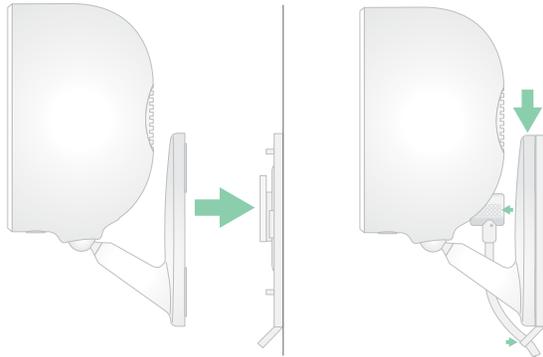
To wall mount your camera:

1. Place the wall plate that came with your camera on the wall where you want to mount your camera.
2. Use a pencil to mark the location of the two holes in the wall plate and then remove the wall plate.
3. Use a 15/64 inch (6 mm) drill bit to drill two holes into the wall.
4. Place the wall plate back onto the wall, and align it with the holes.
5. While holding the wall plate in position, use a Phillips-head screwdriver to fasten a screw into each hole.

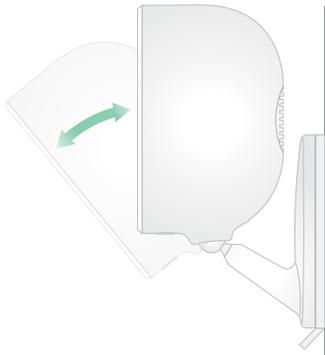
If you're mounting the camera on drywall, use the drywall anchors we provide.



6. Align the camera with the wall plate, and push the camera onto the wall plate.
7. Slide the camera base down until you hear an audible click.



8. Plug in the camera.
9. Tilt and swivel to adjust the camera angle.



Note: To unmount your Essential Indoor Camera, slide the camera up until you hear an audible click, then pull the camera away from the wall plate.

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.

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 direct storage 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

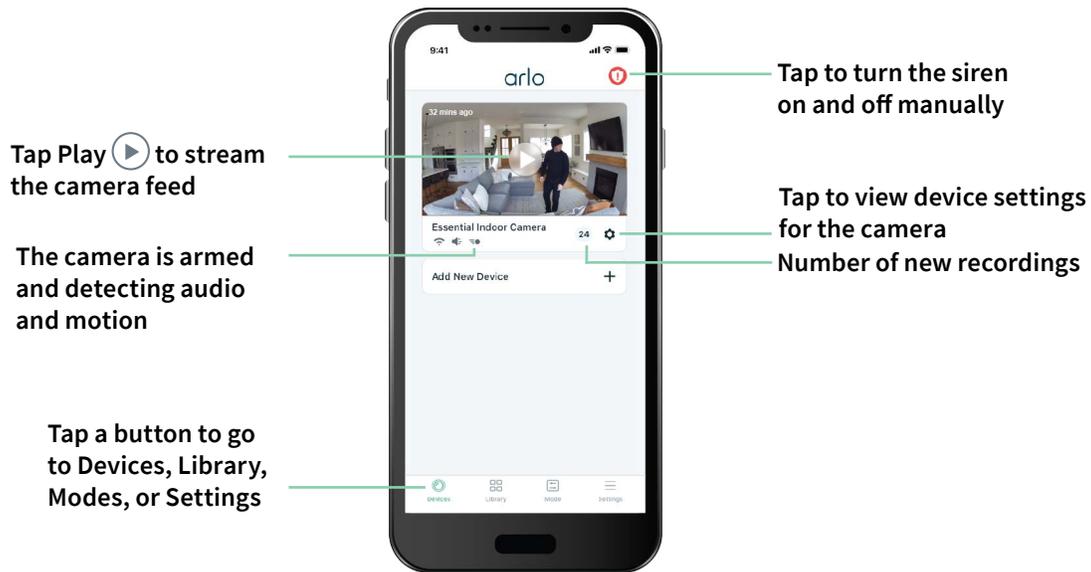
You can change your camera's WiFi connection from a VMB5000, VMB4540, VMB4500, or VMB4000 SmartHub or base station, and connect the camera directly to your router's 2.4 GHz WiFi network.

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 14.
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 Indoor Camera

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



Camera icon	Located below each camera feed
	WiFi signal from your WiFi router, SmartHub, or base station
	Audio detection is on
	Motion detection is on
	View or change the camera settings

Camera feed icon	Tap the camera feed to display these icons
	Play/Stop
	Mute the audio
	2-Way Audio
	Record video manually (requires cloud storage)
	Take a snapshot (requires cloud storage)

The Privacy Shield

Your Essential Indoor Camera comes with an integrated Privacy Shield to give you an extra level of privacy. The Privacy Shield automatically covers the camera lens when the camera is disarmed, and opens when the camera is armed. Motion detection, audio detection, and the camera microphone are turned off when the Privacy Shield is closed.



If you want to live stream your camera while it is disarmed, you must provide your Arlo account password, face authentication (if applicable), or fingerprint authentication (if applicable). This provides an extra layer of security to protect your privacy.

Close the Privacy Shield

The Arlo app lets you open and close the Privacy Shield by using modes, or by turning the camera on and off. Do not use your fingers to physically open and close the Privacy Shield.

Use Disarmed mode to close the Privacy Shield

To disarm your camera and close the Privacy Shield:

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your Essential Indoor Camera.
A list of modes displays.
4. Tap **Disarm**.

Your camera is disarmed, and the Privacy Shield covers the camera lens.

Close the Privacy Shield when using an optional SmartHub or base station

Arming or disarming your SmartHub or base station arms or disarms all the cameras connected to that SmartHub or base station. If you only want to disarm your Essential Indoor Camera, but want the other cameras on your SmartHub or base station to remain armed, you can use one of the methods below.

To close the Privacy Shield while your other cameras remained armed:

- **Connect your Essential Indoor Camera directly to your WiFi router.** When you connect your camera directly to a WiFi router, you can individually arm or disarm your Essential Indoor Camera. For help moving your camera connection to your WiFi router, see [Move your camera's WiFi connection to a direct router connection on page 16](#).

Note: When you connect a camera directly to a WiFi router, you can't save that camera's videos to a USB storage device that's inserted in a SmartHub or base station.
- **Turn off your Essential Indoor Camera.** Turning off your camera in the Arlo app disarms it and closes its Privacy Shield. Tap **Menu**  or the **Device Settings** icon  below the camera feed and turn your camera off.
- **Create a custom mode.** You can create a new mode that allows all the outdoor cameras on your SmartHub or base station to remain armed, while disarming your Essential Indoor Camera. For more information, see [Arm only outdoor cameras connected to an optional SmartHub or base station on page 31](#).

Close the Privacy Shield when using CVR

Continuous video recording (CVR) is an optional subscription feature that enables your camera to always record video no matter what mode your camera is set to. This means that the Privacy Shield on your Essential Indoor Camera remains open while CVR is enabled. Disarming your camera silences motion and audio detection notifications, while the camera continues recording. To stop recording and close the Privacy Shield, open the Arlo app, tap **Menu**  or the **Device Settings** icon  below the camera feed and turn your camera 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.

Note: If your camera is disarmed and the Privacy Shield is closed and you want to live stream, you must provide your Arlo account password, face authentication (if applicable),

or fingerprint authentication (if applicable). This provides an extra layer of security to protect your privacy.

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.

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.

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 calendar 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.

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. 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.

Arm or disarm all 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 arm or disarm all your Arlo devices:

1. Open the Arlo app.
2. Tap **Modes**.
3. Tap **Arm All Devices** or **Disarm All Devices**.

Note: Arming an optional Arlo SmartHub or base station automatically arms all Arlo cameras and devices that are connected to that SmartHub or base station. If you use a SmartHub or base station and you want to arm your indoor and outdoor cameras at different times, add a custom mode to do this. See *Arm only outdoor cameras connected to an optional SmartHub or base station on page 31*.

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**.

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.

Add a custom mode

You can create 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.

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**.

Arm only outdoor cameras connected to an optional SmartHub or base station

Your Essential Indoor Camera doesn't require an Arlo SmartHub or base station. If you use an optional SmartHub or base station with your Arlo cameras, you can add a mode to arm only your outdoor cameras and disarm your indoor cameras. This is useful if you want Arlo to monitor outside activity, but you don't want to record yourself while you're indoors.

Note: You can also set a schedule when your cameras are armed or disarmed. See [Schedule when your camera is armed](#) on page 33.

To add a mode to arm outdoor cameras and disarm indoor cameras:

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your optional Arlo SmartHub or base station.
A list of modes displays.

4. Tap **Add a Mode**.
5. Enter a new mode name such as *Armed Outdoors* and tap **Next**.
6. Select one of your outdoor cameras.
7. Follow the Arlo app instructions.
8. When you reach the Summary screen, tap **Save**.
Your SmartHub or base station modes appear.
9. Tap **Edit**  next to the mode you just created.
10. Tap **Add Rule** to add the rest of your outdoor cameras.
Remember to include all your outdoor cameras in the rule for this mode. Do not add any indoor cameras.
11. When you finish adding your outdoor cameras, tap **Done**.

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.

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.

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 51.

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 37*.

- (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 34*.

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 **Menu**  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 9) 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. 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

You can set the video resolution. Higher video quality uses more bandwidth. Using a lower resolution 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**.
5. Adjust the video settings:
 - **Night Vision**. Tap or click to toggle night vision on and off.

When night vision is on, the camera automatically turns on infrared (IR) LEDs to record in low-light conditions. We recommend that you leave night vision turned on unless the camera is facing reflective surfaces, such as windows.

- **Rotate Image 180°**. Tap or click to flip the video stream of your camera 180°.
- **Video Quality**. Tap or click to change the camera's resolution to **1080p**, **720p**, or **480p**.

Higher video quality uses more of your internet bandwidth. For the best experience with your Essential Indoor Camera, we recommend a minimum upload speed of 2 Mbps per camera.

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**. To turn the speaker off and on, tap **Speaker**.
 - **Speaker Volume**. Move the slider to increase or decrease the volume on the camera's integrated speaker..

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.

Turn the Essential Indoor Camera on and off

Once you power on your Essential Indoor Camera and set it up, you can leave it on for normal use. The Arlo app includes modes such as Armed and Disarmed that let you control when your camera is armed and recording video, or is disarmed with its Privacy Shield closed. The Essential Indoor Camera doesn't have an on/off switch, but you can use the Arlo app to turn it on and off from the Device Settings page.

To turn the camera on and off:

1. Open the Arlo app.

2. Tap **Menu**  or the **Device Settings** icon  below the camera feed
3. Turn your camera off on the Device Settings page.

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 30.

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. 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:

- If you use a screen protector on your mobile device, remove the screen protector during QR code scanning.

- 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.

- 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:

- After you tap **Add Device** in the Arlo app, select **Arlo Essential Indoor Camera**.
- 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 14.
- 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 anywhere within range of your WiFi router. For more information, see [Tips for optimal WiFi performance](#) on page 13.
- 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. See [Check the LED](#) on page 9.
- 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 50.

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 35.
- 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 36.

- Geofencing stopped working because the location sharing settings for a mobile device changed. See [Prepare your mobile device for geofencing](#) on page 35.
- 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 42.
- Set your device as an Enabled Device in Geofencing settings. See [Enable or disable geofencing for friends' mobile devices](#) on page 37.

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 52, [Out of range](#) on page 52.

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.

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.

Reset the camera to its factory settings

Resetting your camera returns it to its factory settings. This means that you must follow the Arlo app setup process to use your camera after a factory reset. After a factory reset, the camera still appears in the Arlo app, but it is disabled.

To reset your camera, while the camera is powered on, press and hold the **sync** button for about 15 seconds, until the camera LED begins blinking blue, then let go.



Note: If your camera is online, you can also reset it to factory settings from the Arlo app. Tap **Device Settings > Remove Device**. This requires the camera to be online.

8. 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.

Support

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

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Compliance

The regulatory marking is located at the bottom of the unit.

For regulatory compliance information including the EU Declaration of Conformity, visit www.arlo.com/about/regulatory/.

See the regulatory compliance document before connecting the power supply.

FCC ID: 2APLE18300406
IC: 23815-18300406
CAN ICES-003(B)/ NMB-003(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, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Innovation, Science and Economic Development Canada Statement:

This digital apparatus complies with CAN ICES-003(B)/ NMB-003(B).

Énoncé d'Innovation, Sciences et Développement économique Canada

Ce périphérique numérique est conforme à la norme CAN ICES-003(B)/ NMB-003(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.