Arlo Pro
HD Security Camera System
User Manual



NETGEAR, Inc.
350 East Plumeria Drive
San Jose, CA 95134, USA

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Support

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

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Compliance

For the current EU Declaration of Conformity, visit
http://support.netgear.com/app/answers/detail/a_id/11621/.

For regulatory compliance information, visit
http://www.netgear.com/about/regulatory/.

See the regulatory compliance document before connecting the power supply.

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1. Set Up Your System

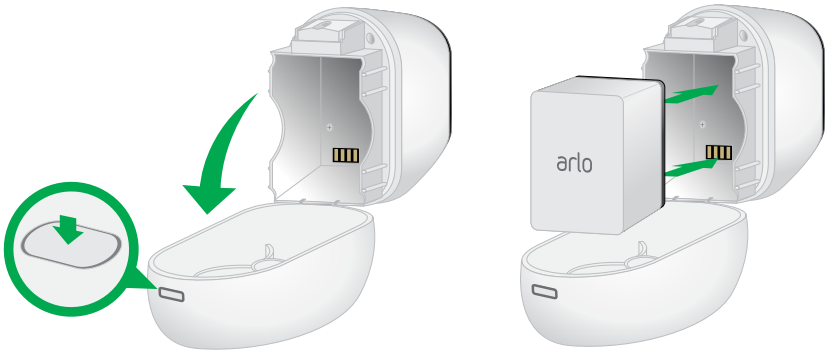
Setting up your Arlo Pro system involves these steps:

- Insert the battery into your camera.
- Get the Arlo app.
- Connect your base station.
- Get an account.
- Sync your cameras to the base station.
- Place your cameras.

Insert the Battery Into Your Camera

➢ **To insert the battery into your camera:**

1. Unlock the battery compartment by pressing and holding the latch.
2. Gently pull the battery door back to open the compartment.



3. Align the battery contacts.
4. Insert the battery.
5. Close the battery door.



Note: The Arlo Pro battery is fully charged when it leaves the factory.

For more information, see *Safety Rules for Arlo Pro Rechargeable Batteries* on page 83.

Get the Arlo App

For the best experience, download the Arlo app for your smartphone by scanning this QR code or searching for Arlo in the app store.

https://arlo.netgear.com

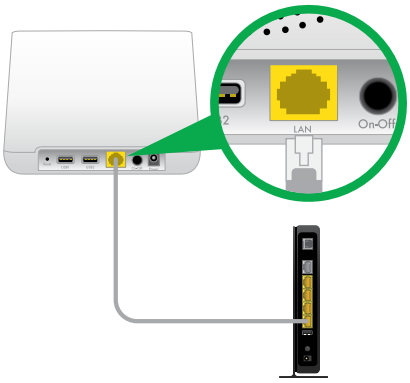
Note: If you already use the Arlo app, make sure that you are using the latest version. To find out if an update is available, go to the app store and search for Arlo.

Connect Your Base Station to the Internet

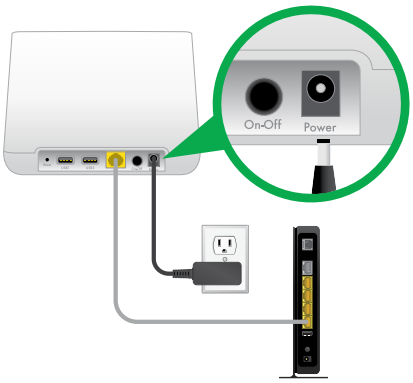
The base station connects to your home network and allows you to view your camera streams from anywhere.

➢ **To connect your base station to the Internet:**

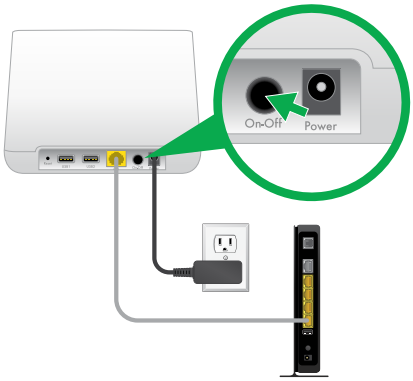
1. Connect the base station to your router using an Ethernet cable.



2. Connect the AC adapter to the base station and plug it in.



3. Turn the base station on by pressing the **On/Off** button.



The Power LED and Internet LED on the front of the base station light green in about two minutes.



Your base station is set up.

Arlo Pro Base Station LEDs

See the following list for explanations for green, amber, and blinking LEDs:



Power

Green
The base station is powered on.

Blinking green
A firmware update is in progress. DO NOT TURN OFF THE BASE STATION OR CAMERAS.

Amber
The base station is booting.

Off
The base station is powered off.

Internet

Green
The base station is connected to the Internet.

Blinking green
The base station is sending or receiving data over the Internet.

Amber
The base station is connected to the router but did not get an Internet connection.

Off
The base station is not connected to your router.

Camera

Green
Cameras are connected to the base station.

Blinking green
The base station is attempting to sync with a camera.

Blinking amber
A camera is too far from the base station. Signal strength is weak.

Off
No cameras are detected.

Arlo Pro Camera LED

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



See the following table for explanations for the Camera LED.

Camera LED	Color and Action	Meaning
	Solid blue	The camera is connected to the Quick Charge 9v power adapter and is fully charged.
	Fast blinking blue for 3 seconds	The camera is connected to the Quick Charge 9v power adapter and is charging.
	Fast blinking blue for 10 seconds	The camera synced to the base station.
	Solid amber	The camera is booting.
	Blinking amber once per minute	Low battery (15% or less)
	Fast blinking amber for 3 seconds	The camera is not charging. It is connected to a 5v charger instead of the Quick Charge 9v power adapter that came in the package with the camera.
	Fast blinking amber for 10 seconds	The camera failed to sync to the base station.
	Blinking blue and amber	A firmware update is in progress. DO NOT TURN OFF THE CAMERA.

Get an Account

➢ **To set up an Arlo account:**

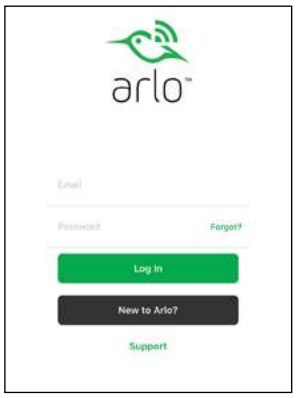
1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   If you are using a mobile device that supports Touch ID®, you are prompted to enable Touch ID or skip.

2. To use Touch ID, tap **Enable Touch ID**.

   If you tap **Skip**, you can turn on the Arlo app fingerprint ID login later. See *Turn the Arlo App Fingerprint ID Login On and Off* on page 55.



3. Tap or click **New to Arlo?**.
4. Select **Arlo (Wire-Free)**.
5. After the app discovers your device, select your base station's serial number from the menu.
6. Select your time zone from the menu.
7. Tap or click **Continue**.
8. Complete the required fields for account setup.
9. Tap or click **Continue**.
10. Select a subscription plan.

    Note: For more information, see *Subscription Plans* on page 66.

Your Arlo account is set up. The Basic subscription plan supports up to five synced cameras. You can upgrade to a paid subscription plan to support more cameras.

Add an Arlo Pro Camera to an Existing Arlo Account

➢ **To add an Arlo Pro camera to an existing Arlo account:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

2. Tap or click **Add Device**.
3. Follow the onscreen instructions.

Sync Your Cameras With the Base Station

➢ **To sync your cameras:**

1. Place the camera one to three feet (30 –100 centimeters) of the base station.

Note: Cameras must be synced one at a time.



2. Press the **Sync** button on the top of the base station for about two seconds and then release the button.
3. Wait for the Sync status LED to blink green.
4. Press the **Sync** button on top of the camera for about two seconds and then release the button.





The LED on the camera LED lights blue and blinks rapidly to confirm syncing.



The camera is ready for viewing.

The LED lights amber and blinks rapidly for 10 seconds if the sync is not successful. You must repeat the sync process.

5. Repeat for each camera.

Arlo Pro Firmware Updates

During initial setup, when you add the base station to your Arlo account, the Arlo Pro system checks for firmware updates. After you sync the first Arlo Pro Camera, if firmware updates are available, your devices automatically update.

After a base station firmware update, the base station reboots and connects to the Internet.

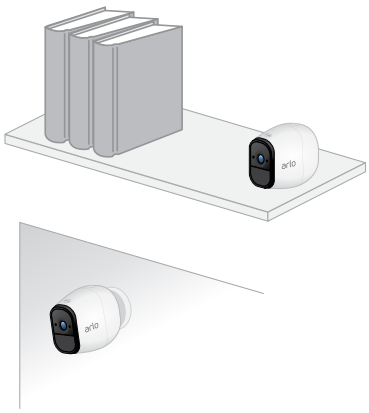
When a camera firmware update is in progress, the LED on the camera blinks alternating blue and amber. After this, the LED is off for one to two minutes while the camera installs the firmware.

Important: Do not open the battery door while the camera is updating and installing firmware. After the camera firmware update completes, the camera syncs to the base station again and the camera LED blinks blue rapidly for 10 seconds.

Place or Mount Your Cameras

You can place your camera on a shelf or other flat surface, or you can mount it to the wall.

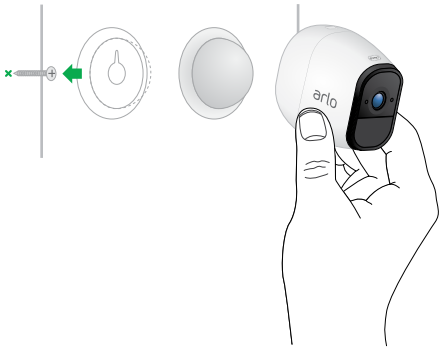
Note: Use the Arlo app in Position mode to help aim the camera. See *Position Mode* on page 16.



➢ To mount your camera to the wall:

1. Fasten the mounting screw into the wall, and hang the magnetic mount from the screw.
2. If you're mounting the camera to drywall, be sure to use the plastic drywall anchors that are provided.

Note: You can also use double-sided tape instead of screws.



Choose a Good Spot for Your Arlo Pro Camera

Place your Arlo Pro camera in a location with a clear, unblocked field of view and with a good wireless signal to the base station.

It's important to keep distance in mind when placing your Arlo Pro cameras:

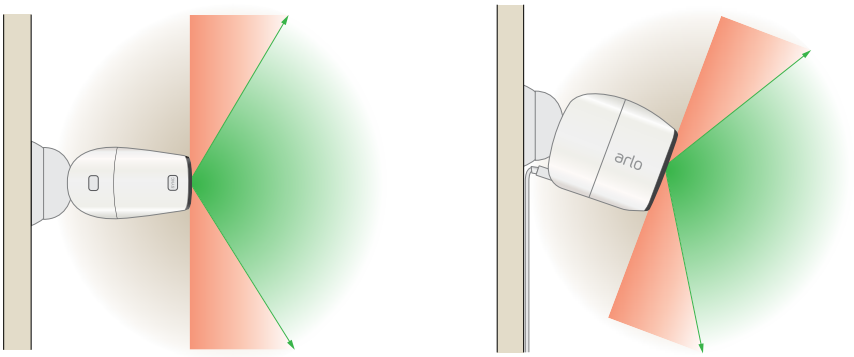
- **Maximum**. Place your camera a maximum of 300 feet (90 meters) from the base station. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and base station. The following materials reduce signal strength the most:
  - Unusually 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

  Note: Note: Check the Camera LED on the base station. If it's blinking amber, the base station detects a low data rate, a sign that a camera is too far from the base station.

- **Minimum**. Place your Arlo cameras at 10 feet (300 centimeters) away from the base station, and allow at least 6½ feet (2 meters) between cameras. Follow these guidelines to prevent WiFi signals between the devices from interfering with each other.

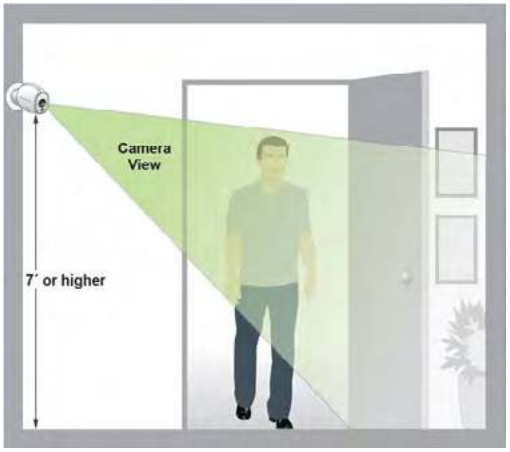
Position Your Camera to Optimize Its Field of View

Your Arlo Pro camera has a 115-degree field of view. The green areas in the following illustrations show the camera's field of view. horizontally and vertically

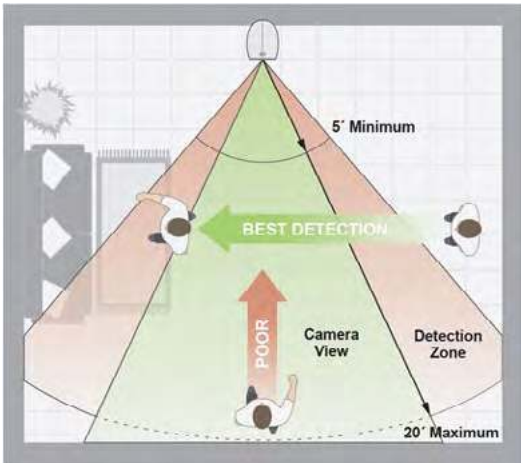


When positioning your Arlo Pro 2 camera, keep these tips in mind:

- **Keep active locations in the camera's field of view**. Position your camera so that the space that you want to monitor is within the camera's field of view.
- **Do not block the camera's field of view.** Make sure that no walls, tables, or other objects are too close to your camera.
- **Aim with the cloud**. Use Arlo's Position mode to send video to the cloud as quickly as possible. This allows you to aim the camera while watching the video feed on your Arlo smartphone app to make near real-time adjustments to the camera's position. Go to your camera's Settings to turn on Position mode. After the camera is in place, you can turn off Position mode, or it automatically turns off after five minutes. For more information, see *Position Mode* on page 16.
- **Elevate your camera**. Mount your Arlo motion-detection camera at least 7 feet (2 meters) above the floor and aim it slightly downward for the best sensor performance.



- **Make sure that side-to-side traffic crosses Arlo's field of view**. Arlo's motion sensor is much more sensitive to side-to-side movement across its field of view than to movement directly toward or away from the camera. The best area for motion detection is 5 feet to 20 feet (1.5 to 6 meters) from the camera position.



You can use the Motion Detection Test to verify if motion can be detected in a camera's current placement. The camera's LED flashes amber when motion is detected. Go to your camera's Settings to turn on the Motion Detection Test.

Position Mode

Position mode is available only when the camera is not streaming, recording motion, or in Motion Detection mode.

➢ **To place your camera in Position mode:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   If you are using a mobile device that supports Touch ID, you are prompted to enable Touch ID or skip.

2. Tap or click **Settings**.

   The Settings page displays.

3. Under **Camera Settings,** select the camera to position.

4. Tap or click **Position Mode**.

   The camera starts streaming video.

Note: In Position mode, the camera streams video as fast as possible, without buffering, so that you can aim the camera while watching on a smartphone and make near real-time adjustments to the camera position. This means that you might see lower-quality video while the camera is in Position mode.

Recharge Your Arlo Pro Battery

The Arlo Pro battery is fully charged when it leaves the factory.

➢ **To recharge the battery:**

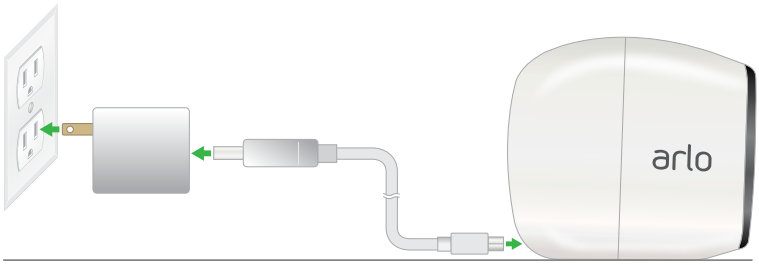
1. Place the camera indoors.

   If you are using the camera outside, bring it inside while charging the battery.

2. Connect the power adapter cable to the camera power adapter.

   Note: You must use an Arlo Pro power adapter to charge the battery.

3. Connect the other end of the adapter cable to the camera.



4. Plug the power adapter into an electrical outlet.

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



Note: You can buy spare Arlo Pro rechargeable batteries and charge them in the Arlo Charging Station (sold separately). For uninterrupted Arlo Pro camera use, we recommend that you keep a fully charged spare battery on hand.

Add a Camera From Another Arlo Account

➢ **To add a camera from another Arlo account:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Log in to the old Arlo account.
3. Tap or click **Settings**.

   The Settings page displays.

4. Tap or click **My Devices**.

   A list of cameras displays.

5. Tap or click the camera.

   The settings for the camera display.

6. Scroll down and Tap or click **Remove Device**.

   The camera is removed from your account.

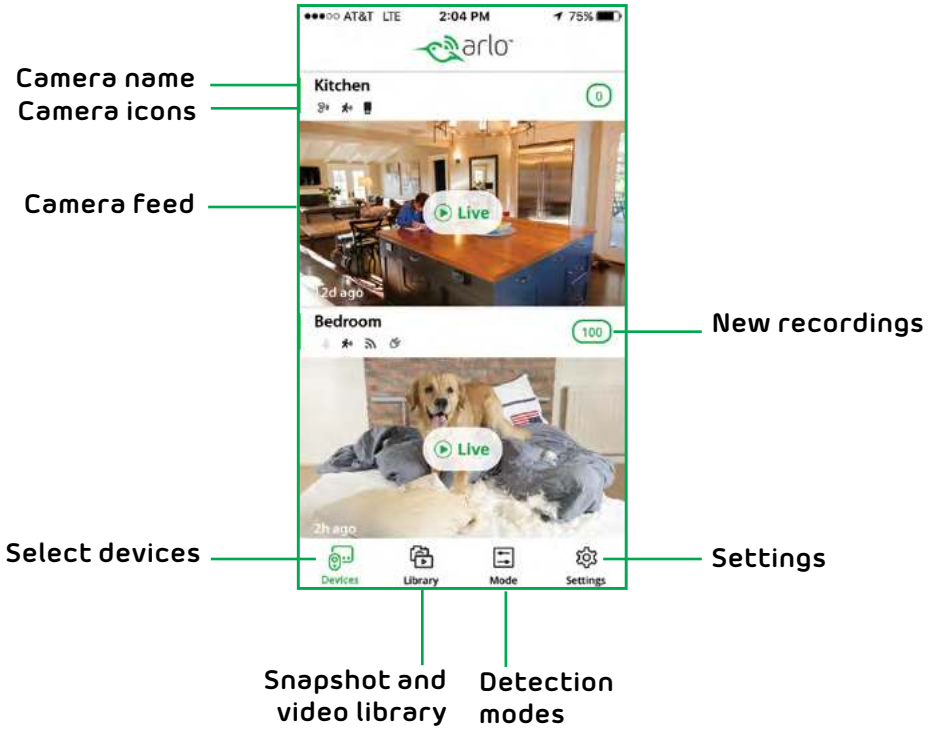
7. Log out of the Arlo app.
8. Sync the camera to the base station.

2. View Your Content

Videos recorded by your camera are stored in a library. You can view your recordings and snapshots, mark them as favorites, and search using the filter.

View the Devices Page

When you launch the Arlo app, the Devices page displays.



Live Feed Icon	Tap or click Live to display	Camera Icon	Display is based on the mode and camera setup
	Pause.		Audio detection is on
	Record video manually.		Motion detection is on
	Snapshot.		WiFi signal
	Brightness.		USB device storage
	Microphone. Start using Talk and Listen.		Battery
	Speaker. Mute the audio.		
	Full screen.		

View Camera Feeds

You can view your camera feeds at any time.

➢ **To view camera feeds:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays. The icons above each camera feed depend on the rules in the currently selected mode and how the camera is connected. For information about these icons, see *View the Devices page* on page 19.

2. To view and listen to a live feed, tap or click **Live** on the camera feed image.

   A row of live feed icons displays below the live stream image for the camera.

3. To stop viewing and listening to the live feed, tap or click the **Pause** icon.

Pan and Zoom Video

You can pan and zoom to focus in on the high-def details of any live or recorded video. Just pinch and drag any image as you do with photos on your smartphone.

➢ **To pan and zoom video:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The calendar displays on the top of the page.

3. Tap or click any live video or prerecorded video from your Arlo library.

4. To pan and zoom using a mobile device, do the following:
   - To zoom in and out of the video, use the pinch gesture.
   - To move around the zoomed-in frame, touch and drag.

5. To pan and zoom using a computer, do the following:
   - To zoom in and out, click the **Zoom** icon.
   - To move around in the frame, use your mouse button.

Record Clips From Live Video

➢ **To record clips from live video:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Live** in the camera feed image.

   The camera feed icons display at the bottom of the camera feed image.

3. Tap or click **Record Video** .

   This icon turns red to indicate that you are recording the live feed.

4. To stop recording, tap or click **Record Video** .

   The recording is saved in your library.

Take a Snapshot From Live Video

➢ **To take a snapshot from live video:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Live** in the camera feed image.

   The camera feed icons display at the bottom of the camera feed image.

3. Tap or click **Snapshot** .

   The snapshot is saved in your library.

Talk and Listen

➢ **To talk and listen:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Live** in the camera feed image.

   The camera feed icons display at the bottom of the camera feed image.

3. Tap or click **Microphone** .

   A microphone button displays.

4. Wait for the button to turn bright green.

   This can take up to five seconds. When the button is bright green, Talk and Listen is ready.

5. Press and hold or click and hold the **Microphone** button and speak.

Control the Camera Feed Image

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

Change the Camera Order

➢ **To change the camera order on the Devices page:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Settings**.

   The Settings page displays.

3. Under System, tap or click **Device Order**.

   A list of devices displays in the order that they display on the Devices page.

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 or right-click the list icon and drag the camera to the correct position on the list.
6. Tap or click **Done**.

   Your settings are saved.

Zoom a Camera Image

➢ **To zoom a camera image:**

1. Tap the **Arlo** icon  on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. Tap or click **Video Settings**.
5. Under Activity Zones, tap or click **Zoom** .
6. Resize and position the image box as necessary.
7. Tap or click **Zoom** .

   Your settings are saved.

Invert a Camera Feed

You can invert the video feed image.

➢ **To invert the video display:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. Tap or click **Video Settings**.

   The Video Settings page displays.

5. Tap or click **Rotate Image**.
6. The camera feed image is inverted.

Cloud Recording

With cloud recording, everything the Arlo Pro cameras record is sent to the cloud for secure storage in your library. Cloud recording is included in free and paid plans. Arlo Pro cameras record when they detect motino or sound. Recordings are encrypted with the user name and password you that create. No one else can access your recordings.

You can access your recordings from your mobile device or from a Windows-based or Mac computer. You can download recordings from the cloud and save them to your mobile device or computer for long-term storage.

View Recordings and Snapshots

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

Use the Library

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

➢ **To use the library:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The Library page displays a calendar.

3. If it is more than one month since you started recording, use the arrows on either side of the month to select a month to view.



   Days on which a video clip was recorded are indicated with a green circle.

4. Tap or click 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.

➢ **To use the filter to view your library:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The Library page displays.

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

   The filter page displays.

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

5. To remove filtering, tap or click **Reset**.

6. Tap or click **Done**.

   The **Filter** icon becomes solid green to show that you are using filtering. Recordings that match your filter selections display. Dates with recordings are highlighted in dark green.

Turn Off the Filter

The **Filter** icon on the Library page is solid green when you are using filtering. When filtering is used, only the recordings in your library that match your filter criteria display. You can turn off filtering.

➢ **To turn off filtering for your library:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

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

   The Filter page displays.

4. Tap or click **Reset** at the bottom of the page.

   Filtering is turned off. The **Filter** icon becomes an outline to show that filtering is not in use.

Share and Manage Library Recordings

Download Recordings

➢ **To download clips from the library:**

1. Tap the **Arlo** icon on your mobile device.

   You can also enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The Library page displays.

3. Tap or click a snapshot or video.
4. Tap or click .
5. Tap or click **OK** to confirm.

   The file you selected is downloaded.

Create a Favorite Recording

➢ **To create a favorite recording:**

1. Tap the **Arlo** icon on your mobile device.

   You can also enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The Library page displays.

3. Tap or click a snapshot or video.
4. Tap or click ☆.

Share Recordings

➢ **To share recordings:**

1. Tap the **Arlo** icon on your mobile device.

   You can also enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The Library page displays.

3. Tap or click a snapshot or video.
4. Tap or click ⋖.
5. Share the file.

Donate Recordings for Research

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

➢ **To donate recordings:**

1. Tap the **Arlo** icon on your mobile device.

   You can also enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The Library page displays.

3. Tap or click a snapshot or video.
4. Tap or click .
5. Tap or click **OK** to confirm.

   The file is sent to NETGEAR Arlo.

Delete Recordings

➢ **To delete recordings:**

1. Tap the **Arlo** icon on your mobile device.

   You can also enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Library**.

   The Library page displays.

3. Tap or click a snapshot or video.
4. Tap or click .
5. Tap or click **OK** to confirm.

   The file is deleted.

3. USB Device Storage With Arlo Pro

All recordings are stored in the cloud, but you can optionally connect a USB storage device to the Arlo Pro base station and use the USB storage device as a backup location to store recordings. Simply connect a USB storage device and the base station automatically enables all the settings for you. The USB storage device cannot be used on its own as a substitute for cloud recording.

If you connect a USB storage device, the camera records to both the cloud and the USB storage device for motion-triggered and audio-triggered recordings (not CVR). If the camera and base station are powered on, but the Internet goes down, the camera continues to record to the USB storage device.

The Arlo app notifies you if the USB storage device is full. The camera can reformat the card for you. See *Format a USB Storage Device* on page 34.

Connect a USB Storage Device

➢ **To connect a USB storage device to the Arlo Pro base station:**

Plug a USB storage device into a USB port on the Arlo Pro base station.



Note: Before disconnecting the USB storage device, you must safely eject it. See *Safely Eject and Remove a USB Device* on page 31.

View the USB Storage Device Status

The Arlo app notifies you if the USB storage device is getting full or if the USB storage device is not the correct format. You can also use the Arlo app to view the USB storage device status.

➢ **To view the status of a USB storage device connected to the base station:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   The base station and a list of cameras displays.

3. Tap or click the base station.

   The Device Settings page displays.

4. Tap or click **Local Storage**.

   The Local Storage page displays.

   The USB Device status shows whether the USB storage device is ready, must be formatted, or is full.

Safely Eject and Remove a USB Storage Device

Note: USB storage devices must be safely ejected so that recordings do not occur as you are removing the USB storage device. Removing the USB storage device while it is in use can cause the USB storage device to become permanently unusable. The files on the USB storage device might be corrupted.

If you remove the only USB storage device that is connected to your Arlo Pro base station, USB recording is disabled until you connect another USB storage device. If another USB storage device is already connected when you remove the enabled USB storage device, USB recording is automatically enabled on the other USB storage device instead.

➢ To safely eject and remove a USB storage device:

1. Tap the **Arlo** icon  on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of cameras displays.

3. Tap or click the camera.

   The base station and a list of cameras displays.

4. Tap or click the base station.

   The Device Settings page displays.

5. Tap or click **Local Storage**.

   The Local Storage page displays. Connected USB storage devices are numbered to match the USB ports on the base station. If you are not sure which device to remove, check the number on the Arlo Pro base station USB port into which the USB storage device is inserted.

6. Tap or click the USB storage device that you want to remove.
7. Tap or click **Safely Eject USB Device**.
8. Wait for the Unmounting USB storage device progress message to close, and then remove the USB storage device from your Arlo Pro base station.

   The settings on the page dim to show that the USB storage device is ejected. The camera stops recording onto the USB storage device. The USB storage device can now be safely removed.

   If another USB storage device is still connected to your Arlo Pro base station and USB recording is turned on, recording is automatically enabled on that USB storage device.

View Video Clips on a USB Storage Device

Video clips on USB storage devices do not display in the Arlo app, but you can use a Windows or Mac computer to view the clips.

➢ **To view video clips on a USB storage device:**

1. Safely eject the USB storage device.

   For more information, see *Safely Eject and Remove a USB Device* on page 31.

   Cloud recording is still enabled. If another USB storage device is connected to your Arlo Pro base station and USB recording is turned on, recording is automatically enabled on that USB storage device.

2. Connect the USB storage device that you ejected to a Windows computer or a Mac computer.
3. Wait for the USB storage device to appear in the 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 convention: camera serial number_video number_date_video clip tag. Dates are in the format YYYYMMDD.

   Note: If you are 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.

Change the USB Storage Device Overwrite Setting

By default, when the available USB storage is less than 20%, the oldest recording is erased to make room for new recordings. You can change this setting if you want.

➢ **To change the USB storage device overwrite setting:**

1. Tap the **Arlo** icon  on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

The base station and a list of cameras displays.

3. Tap or click the base station.

   The Device Settings page displays.

4. Tap or click **Local Storage**.

   The Local Storage page displays.

5. Tap or click **Automatic Overwrite**.

   The setting changes.

Format a USB Storage Device

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

Warning: Do not use the Arlo Pro base station to format storage devices with more than 2 TB of storage capacity. The base station formats storage devices using the FAT32 file system, which supports a maximum of 2 TB of storage space. The formatting process reduces the capacity of larger storage devices to a maxiumum of 2 TB.

➢ To format a USB storage device:

1. If you want to save files on the USB storage device, make sure to save or copy the files in another location before you format the USB storage device.

   Formatting a USB storage device deletes files on the device.

2. Connect the USB storage device to a USB port on the Arlo Pro base station.

   For more information, see *Connect a USB Device* on page 30.

3. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   The base station and a list of cameras displays.

5. Tap or click the base station.

   The Device Settings page displays.

6. Tap or click **Local Storage**.

   The Local Storage page displays.

   If you see the message Requires Formatting next to USB Device 1 or USB Device 2, the USB storage device is not in the correct format (FAT32). You must format the USB storage device before you can use it for local storage.

   Warning: Formatting the USB storage device erases all data from the device. If you want to keep any files that are on the USB storage device, copy those files to another location before you format the USB storage device.

   Do not use the Arlo Pro base station to format storage devices with more than 2 TB of storage capacity. The base station formats storage devices using the FAT32 file system, which supports a maximum of 2 TB of storage space. The formatting process reduces the capacity of larger storage devices to a maxiumum of 2 TB.

7. Tap or click **>** next to the USB storage device that you want to format.
8. Tap or click **Format USB Device**.
9. Wait for USB Device Status to change from Formatting to Ready.

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

Turn on Recording for a USB Storage Device

➢ **To turn USB storage device recording on:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   The base station and a list of cameras displays.

3. Tap or click the base station.

   The Device Settings page displays.

4. Tap or click **Local Storage**.

   The Local Storage page displays.

5. Select a USB storage device.

6. If the message next to the USB storage device is Requires Formatting, follow the formatting procedure.

   For more information about formatting, see *Format a USB Storage Device* on page 34.

7. Tap or click **USB Device Recording**.

   USB device recording toggles off and on.

Stop Recording Onto a USB Storage Device

➢ **To stop recording onto a USB storage device:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   The base station and a list of cameras displays.

3. Tap or click the base station.

   The Device Settings page displays.

4. Tap or click **Local Storage**.

5. Tap or click the slider next to USB Device Recording to stop recording to your USB storage device.

4. Personalize Your System

You can customize Arlo Pro settings such as the camera name to make it easier to manage. You can grant access to friends and set up cloud recording.

Name Your Camera

You can easily customize your Arlo Pro camera by renaming it.

➢ **To rename your Arlo Pro camera:**

1. Tap the **Arlo** icon  on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of cameras displays.

3. Tap or click the camera.

   The camera settings display.

4. In the **Name** field, delete the current name and 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.

5. Tap or click **Save**.

   Your settings are saved.

Profile Settings

When you use New Setup, the email address and password that you enter are saved as your profile. You can change the password and the user name. In the mobile app, you are automatically logged in when you launch the Arlo app, but you can turn Auto Login off and on.

Change Your Password and User Name

➢ **To change your password and user name:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Settings**.

   The Settings page displays.

3. Under Account, tap or click **Profile**.

   The Profile page displays.

4. If you are using a smartphone, tap **Edit** at the top of the page.

   The Profile page displays.

5. Type the new entries in the password and name fields.
6. Tap or click **Done**.

   Your settings are saved.

Turn Auto Login On or Off for a Smartphone

When Auto Login is turned on, launching the Arlo app on your smartphone automatically logs you in with the email address and password that you used the last time you logged in.

➢ **To turn Auto Login on or off on your smartphone:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Settings**.

   The Settings page displays.

3. Under Account, tap or click **Profile**.

   The Profile page displays.

4. Tap **Auto Login**.

   Your settings are saved.

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.

Add a Friend

➢ **To add a friend to your Arlo account:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Settings**.

   The Settings page displays.

3. Under Account, tap or click **Grant Access**.
4. Tap or click **Add** or the **+** symbol.
5. Enter the first name, last name, and email address of the person that you want to add as a friend.
6. Tap or click the cameras that you want the friend to be able to access.
7. Tap or click **Send Invite**.

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

Edit a Friend's Access Privileges

➢ **To edit a friend's access privileges:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Settings**.
3. Under Account, tap or click **Grant Access**.

   A list of your friends displays with the status of their accounts.

4. Tap or click the friend, and Tap or click **Edit** .

   The Edit page displays.

5. Tap or click cameras to select or deselect them.
6. Tap or click **Allow Access Rights**.

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

7. Tap or click **Done**.

   Your settings are saved.

Delete a Friend

➢ **To delete a friend's privileges:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Settings**.
3. Under Account, tap or click **Grant Access**.

   A list of your friends displays with the status of their accounts.

4. Select the friend, and Tap or click **Edit**  .

   The Edit page displays.

5. Tap or click **Delete Friend**.

6. Tap or click **Yes**.

   The friend is deleted.

5. Modes, Rules, and Smart Alerts

Modes and rules let you tell your Arlo system what to do in different situations. For example, you can set your Arlo system to record a 30-second video when the motion sensor is activated on a specific camera and alert you via email.

Modes

Modes let you tell your Arlo cameras to respond differently at different times. For example, you probably don't want to receive an alert about motion in the living room while you're doing yoga in the living room. You might want to turn on a different mode when you're away on vacation than when you're just out at the store for an hour. Arlo modes give you complete control over how your cameras respond to motion or sound.

You can create your own modes, but Arlo Pro comes with the following 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 use geofencing to arm, disarm, or resume a schedule mode when you arrive at or leave a given location based on your mobile device.

If you add new modes or you use the SmartThings app to manage your Arlo cameras, the new modes are listed in the Arlo app when you tap or click .

You can customize the Armed and Schedule modes and you can add new modes. You might want to create a mode in which some motion sensors and cameras are active but others are not. For example, when you are sleeping, you might want your exterior cameras to be active, but your interior cameras to be inactive.

Note: You can create different modes for the same camera, but the camera can use only one mode at a time.

Rules

Each mode consists of one or more rules that provide detailed instructions for your Arlo system. For each mode, you can set the following options:

- **Trigger device**. The trigger device is the camera that detects motion or sound.
- **Trigger**. Triggers can be motion detection, sound detection on Arlo Pro Wire-Free cameras. You can adjust the camera's sensitivity to motion and sound to minimize false alarms.
- **Devices**. Motion or sound detection on one camera can trigger another camera to record video or take a snapshot. For example, you might want to have your back yard camera or your driveway camera trigger your door camera to start recording video.
- **Action**. Each device that responds to motion or sound can record video, take a snapshot, or do nothing. You can adjust the length of the video recording from a minimum of ten seconds to a maximum of two minutes. If you are using an Arlo Pro base station, you can also tell your Arlo Pro base station to turn on the siren in response to a trigger. The siren has four duration options and three loudness options.
- **Notifications**. When a trigger is detected, Arlo can send you push notifications, email alerts, or both. You can also choose to send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

The Arlo mobile and web apps guide you through the process of setting up your Arlo system and telling it what you want it to do, but the Arlo knowledge base also has detailed instructions to help you get the most out of your Arlo Smart Home Security System.

Select a Mode

You can turn modes on and off manually or set modes to activate according to a schedule. Use the following methods when you are not using a schedule to control a mode or to override an existing schedule. You must use at least one mode. The Arlo Pro camera is always in a mode, even if that mode is set to do nothing.

Use the Arlo App Menus to Select a Mode

➢ **To select a mode for a camera:**

1. Tap the **Arlo** icon on your mobile device.

If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

The Devices page displays.

2. Tap or click **Mode**.

   A list of cameras displays.

3. Tap or click the Arlo Pro camera.

   The Mode page displays.

4. Tap or click a mode to activate it.

   The mode that you selected turns on immediately. The mode stays active until you change it.

When you view the Devices page, the icons that display at the top of the camera feed are based on the currently selected mode:

Motion. Motion detection is on.

Sound. Audio detection is on.

Use the 3D Touch Shortcut to Select a Mode

If you are using a mobile device that supports the 3D Touch feature, you can use 3D Touch to quickly select a mode.

➢ **To use 3D Touch to select a mode for a camera:**

1. Tap and hold the **Arlo** icon on your mobile device.

   A menu displays listing the default mode selections: Armed, Disarmed, Scheduled, and Geofencing.

2. Tap a mode in the menu to activate the mode.

   The Mode page displays with the activated mode selected. The mode stays active until you change it.

When you view the Devices page, the icons that display at the top of the camera feed are based on the currently selected mode:

Motion. Motion detection is on.

Sound. Audio detection is on.

Change Motion Sensitivity

You can easily change the sensitivity level for Arlo Pro cameras.

➢ **To change the sensitivity level for a camera:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

   A list of cameras displays.

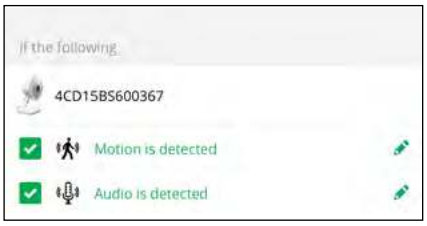
3. Tap or click the Arlo Pro camera.

   The Mode page displays.

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

   The Edit Rule page displays.

5. Tap or click **Edit** next to the rule that you want to edit.



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

   The Motion detection settings page displays.

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**.

   Your settings are saved.

Automatically Stop Recording When Motion Stops

➢ **To automatically stop recording when motion stops:**

1. Tap the **Arlo** icon on your mobile device.

   You can also enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.
3. Tap or click the device whose mode you want to edit.

   If you only use one device, it is preselected.

4. Tap the pencil icon or click **Edit** next to the mode that you want to edit.
5. Under Then do the following, tap the pencil icon or click Edit next to Record video.
6. Select **Record until activity stops (up to 300 sec)**.

Change Audio Sensitivity

➢ **To change audio sensitivity for a camera:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

   A list of cameras displays.

3. Tap or click the Arlo Pro camera.

   A list of modes displays.

4. Tap or click **Edit** next to Armed.

   The Edit Rule page displays.

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

The Edit Rule page displays.

6. Under If the following, tap or click **Edit** next to Audio is detected.

   The Audio Detection page displays.

7. Move the slider to the desired level of audio detection.

   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**.

   Your settings are saved.

Add a Rule That Includes a Siren Trigger

To add a rule that includes a siren trigger, you must add a new mode or edit an existing mode.

Note: Only Arlo Wire-Free and Arlo Pro Wire-Free cameras connected to an Arlo Pro base station can trigger the siren.

For more information about adding a new mode, see *Add a Mode* on page 55.

To edit an existing mode, follow these instructions.

➢ **To add a rule that includes a siren trigger:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

   A list of devices displays.

3. Tap or click the Arlo Pro base station.

4. Tap or click **>** next to the mode.

5. Under Rules, tap or click **Edit** next to the camera.

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

7. Tap or click **>** next to Sound Alarm.

8. Set the sliders for **Siren Duration** and **Siren Loudness**.
9. Tap < **Edit Rule** or click **Back**.
10. Tap **Done** or click **Save**.

Note: This rule is not 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 get the Arlo app.

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

➢ To change the alert settings for a camera:

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

   A list of cameras displays.

3. Tap or click the Arlo Pro camera.

   A list of modes displays.

4. Tap or click **Edit** next to Armed or your custom mode.

   The Edit Rule page displays.

5. Under If the following, specify the motion detection and audio detection settings.
6. Under Then do the following, specify the settings for how Arlo Pro responds to motion or sound detection.

   The selections are **Do nothing**, **Record video**, or **Take snapshot**.

7. Under Alert, tap or click **Push Notification** to turn alerts on and off for your mobile device.
8. For email notifications, make sure that the **Email Alerts** check box is selected.
9. To specify an email address, tap or click **Edit** next to Email Alerts and enter the email address.

Set Up Geofencing

Geofencing is a virtual fence that helps you discover when something or someone enters or exits a predefined 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 you must allow the Arlo app to use your location.

Configure Your Mobile Device

➢ **To configure your mobile device for more accurate geofencing:**

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

Set Up Geofencing for the First Time and Set Up Modes

➢ **To set up geofencing for the first time and set up modes:**

1. Tap the **Arlo** icon on your mobile device.

   The Devices page displays.

2. Tap **Mode**.

   A list of cameras displays.

3. Tap or click the camera.

   A list of available modes displays.

4. Tap **Geofencing**.

   The Arlo Would Like to Use your Location prompt displays.

5. Tap **Allow**.

   Geofencing works only if Arlo can locate your mobile device. The Location Address page displays your current address.

6. To change the address, tap the **Address** field, type the address for your location, and then tap **Next**.

   The geofence radius displays as Medium.

7. To change your radius setting, tap the **Radius** icon, select a radius size, and tap **Next**.

   Radius size options are **Small**, **Medium**, or **Large** (approximately 150 meters, 250 meters, and 500 meters, respectively).

8. Enter a name for your location and tap **Next**.

   The Away Mode page displays a list of available modes. The away mode is the detection mode used by the camera when you are away from the location that you specified.

9. Select an away mode and tap **Next**.

   Note: When your mobile device is out of zone, the Arlo device defaults to the away mode. Most people select Armed or Custom Mode while they are away.

10. Select a home mode and tap **Next**.

    Note: When your mobile device is in zone, the Arlo device defaults to the home mode. Most people select Disarmed or Custom Mode while they are home.

    If you use more than one enabled mobile device, you might be asked to select an Arlo device to connect it to.

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

12. Tap **Save**.

    Your settings are saved.

Geofencing With Multipe Mobile Devices

If you want multiple mobile devices to participate in your Arlo geofencing, make sure that the required conditions are met, and then follow the steps to enable geofencing for the devices.

Ensure that these conditions are met:

- Your Arlo devices are online.
- Your geofencing feature is enabled.
- Your friend's mobile device is added to your account.

For more information about adding devices, see *Enable or Disable Geofencing for Friends' Mobile Devices* on page 51.

- (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 enabled on your friend's mobile device.

Enable or Disable Geofencing for Friends' Mobile Devices

➢ **To enable or disable geofencing for your friends' mobile devices:**

1. Tap the **Arlo** icon on your mobile device.

   The Devices page displays.

2. Tap **Mode**.

   A list of cameras displays.

3. Tap or click the camera.

   A list of available modes displays.

4. Tap the **Edit** icon. next to Geofencing

   The Geofencing editing page displays.

5. Tap **Enabled Devices**.

   The Enabled Device page displays a list of geofencing-enabled mobile devices.

6. Tap the mobile devices that you want to enable for geofencing.

   A check mark appears next to the device name when geofencing is enabled.

   Note: The device location displays as either In Zone or Out of Zone.

7. To disable geofencing, tap the mobile device again.

   The check mark disappears when geofencing disabled.

For more information, see *Set Up Geofencing* on page 49.

Geofencing Accuracy

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

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

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

- WiFi is turned on.
- GPS or location services are turned on.

Geofencing First In, Last Out

Arlo cameras use the first in, last out principal within the geofencing feature. First in, last out allows you to come and go without worrying about arming and disarming your Arlo cameras. For example, if your roommate leaves the house before you, your Arlo cameras remain disarmed because you are still in the house or geofence. After you leave the house and both devices are outside the geofence, your Arlo cameras are armed.

For more information about managing multiple devices, see *Geofencing With Multipe Mobile Devices* on page 50.

Schedule Your Camera Rules

You can set a schedule to activate and deactivate cameras automatically. Schedules recur weekly. For example, the schedule for Tuesday is repeated every Tuesday as long as the schedule is turned on. Arlo is preconfigured with the following schedule:

- **Monday through Friday, 8:00 a.m. to 5:00 p.m**. All motion sensors are on.
- **All other times**. All motion sensors are off.

Add a Schedule

➢ **To add a schedule for a camera:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

   A list of cameras displays.

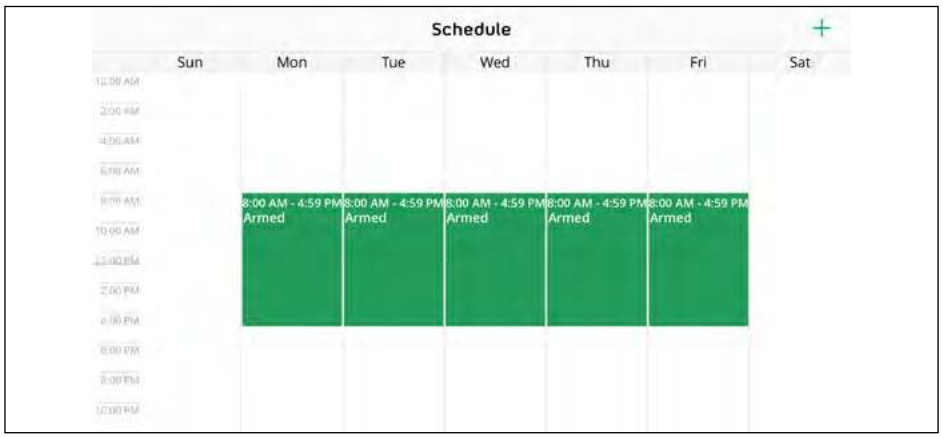
3. Tap or click the Arlo Pro camera.

   A list of available modes displays.

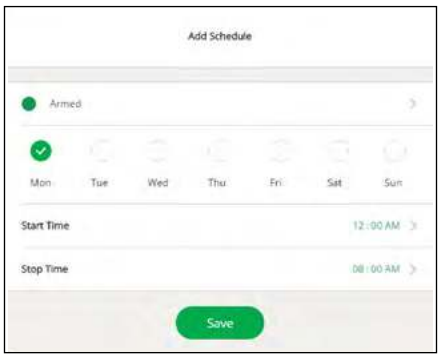
4. Tap or click **Schedule** .

   The Schedule mode is selected.

5. Tap or click **Edit** next to Schedule.



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



7. Set the days and times and then Tap or click **Save**.

   The schedule is saved.

Edit a Schedule

➢ **To edit a schedule:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

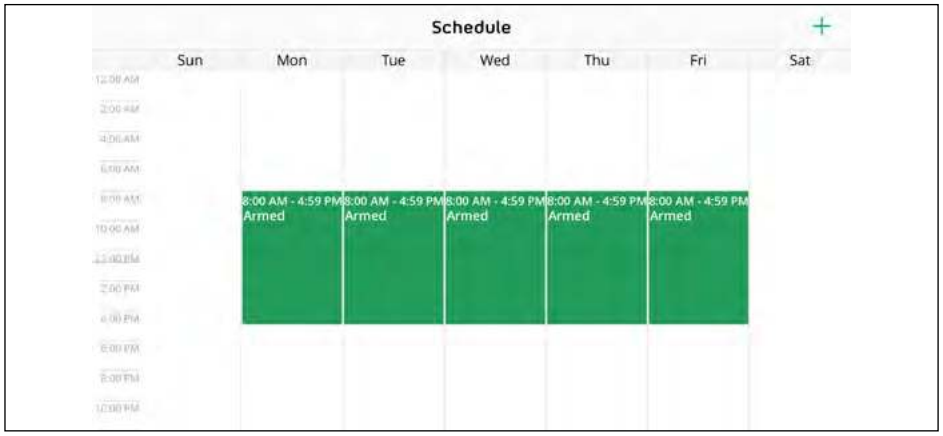
   A list of cameras displays.

3. Tap or click the Arlo Pro camera.

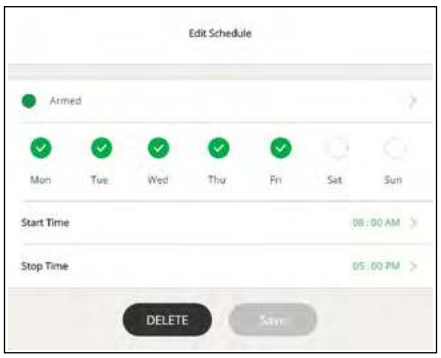
   A list of available modes displays.

4. Tap or click **Schedule**.

5. Tap or click **Edit** next to Schedule.



6. Tap or click the schedule.



7. Change the start and stop times and Tap or click **Save**.

   The schedule is saved.

Add a Mode

You can add new modes to tell your Arlo Pro camera what to do in certain situations. For example, you can set your Arlo Pro camera to record videos when the motion sensor is activated and to alert you with an email message.

You can use the rules you create within modes and schedules to customize your Arlo Pro camera. With Arlo Pro cameras, you can create one rule for each mode.

➢ **To add a mode for a camera:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

   A list of cameras displays.

3. Tap or click the camera.

4. Tap or click **Add a Mode**.

   The New Mode page displays.

5. Enter a name for the mode and Tap or click **Next**.

   The Trigger Device page displays.

6. Tap or click **When motion is detected** and **When audio is detected** and then Tap or click **Next**.

   The Motion Settings page displays.

7. Set the motion sensitivity.

   You can use the sliders to adjust the sensitivity of the motion sensor:

   - Raise the sensitivity percentage to increase the number of videos that Arlo captures.
   - Lower the sensitivity percentage to decrease the number of videos that Arlo captures.

8. Tap or click **Next**.

   The Audio Settings page displays.

9. Set the audio sensitivity and Tap or click **Next**.

   The Devices page displays.

10. When prompted, specify what you want the camera to do when motion or audio is detected and Tap or click **Next**.

    You can select **Record video**, **Take snapshot**, or **Do nothing**.

11. When prompted, specify if you want to be notified with alerts when motion or audio is detected.

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

12. Tap or click **Next**.

    The Summary page displays.

13. Review your settings and Tap or click **Save**.

    Your settings are saved.

Add a Mode With Different Rules for Each Camera

With Arlo Pro Wire-Free, 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. For more information about schedule mode, see *Add a Schedule* on page 52.

➢ **To add a mode with different actions or alerts for different cameras:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Mode**.

   A list of cameras displays.

3. Tap or click the camera.
4. Tap or click **Add a Mode**.

   The New Mode page displays.
5. Enter a name for the mode and Tap or click **Next**.

   The Trigger Device page displays.
6. Tap or click an Arlo-Pro camera to select it as the trigger device for a rule and then tap or click **Next**.
7. If you want the camera to perform an action when motion or audio is detected, tap or click **Next**.

   Otherwise, clear the check box for the trigger that you do not want to use.
8. If you selected motion as a trigger, set the Motion Sensitivity using the slider and tap or click **Next**.
9. If you are using an Arlo Pro Wire-Free camera and you selected audio as a trigger, set the Audio Detection Sensitivity using the slider and click or tap **Next**.
10. When prompted, specify what you want the trigger device to do when motion or audio is detected.

    Note: You can select **Record video**, **Take snapshot**, or **Do nothing**.
11. To turn on the Arlo-Pro base station siren when the device detects motion or sound, select the **Turn Siren ON** check box.
12. If you selected Record video, use the slider to specify how long you want your device to record for when motion or audio is detected and tap or click **Next**.
13. If you selected **Turn Siren ON**, set the sliders for Siren Duration and Siren Loudness and tap or click **Next**.

    Note: The base station siren is very loud. Prolonged exposure to the siren might cause permanent hearing loss. Exercise caution when creating siren triggers.
14. Select the notifications that you want to receive and tap or click **Next**.
15. If you selected Email Alerts, enter the email addresses where you want to receive alerts and tap or click **Next**.
16. Review the summary of your settings and tap or click **Save**.

Your new mode is saved.

17. From the mode menu, tap  or click **>** next to the mode that you just created.
18. Tap or click **Add Rule**.
19. Repeat steps 6-16 to add an additional rule with different trigger devices, actions, and alerts.

You can add one rule for each Arlo Pro Wire-Free camera that is connected to the same base station.

6. Settings

You can customize the Arlo Pro settings.

Turn the Arlo App Fingerprint ID Login On and Off

The Arlo app supports Touch ID fingerprint identity sensors. If you are using a mobile device with this feature, you can turn the Arlo app Touch ID login on and off.

➢ **To turn the Arlo app Touch ID login on and off:**

1. Tap the **Arlo** icon on your mobile device.

   The Devices page displays.

2. Tap **Settings.**

   The Settings page displays.

3. Tap **Profile**.

   The Profile page displays.

4. Tap **Log in with Touch ID**.

   Tapping this button turns Log in with Touch ID on and off.

Change the Time Zone

➢ **To change the time zone:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the base station.

   The base station settings page displays.

4. Tap or click **Time Zone**.

   The Time Zone page displays.

5. Tap or click a time zone.
6. Tap or click **Done**.

   If you are using a mobile device, your settings are saved.

7. If you are using a computer, click **Save**.

   Your settings are saved.

Camera Settings

Turn Off the Camera LED

The LED on the Arlo Pro camera lights in different colors. You can turn off this LED.



➢ **To turn off the LED on the Arlo Pro camera:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. Tap or click **Status Light**.

   If you are using a mobile device, your settings are saved.

5. If you are using a computer, click **Save**.

   Your settings are saved.

Change the Video Resolution

The default video resolution is 720P. You can change this setting to a higher or lower resolution. Decreasing the resolution of Arlo Pro videos reduces the required WiFi bandwidth.

➢ **To change the video resolution:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Video Settings**.

   The Video Settings page displays.

5. Tap or click **Video Resolution**.

   The Video Resolution page displays.

6. Tap or click a setting.

7. Tap or click **Done**.

   If you are using a mobile device, your settings are saved.

8. If you are using a computer, click **Save**.

   Your settings are saved.

Turn Night Vision On and Off

When night vision is enabled, the camera automatically turns on infrared (IR) LEDs to record in low light conditions. We recommend that you turn off night vision if the Arlo Pro camera is facing reflective surfaces, such as windows.

➢ **To turn night vision on and off:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Video Settings**.

   The Video Settings page displays.

5. Tap or click **Night Vision**.

   Your settings are saved.

Audio Settings

Turn the Microphone Off and On

➢ **To turn the microphone off and on:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Audio Settings**.

   The Audio Settings page displays.

5. Tap or click **Microphone**.

   Your settings are saved.

Change the Speaker Settings

You can turn the speaker off and on and you can control the volume on your camera settings.

➢ **To change the speaker settings:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Audio Settings**.

   The Audio Settings page displays.

5. To turn the speaker off and on, tap or click **Speaker**.
6. To change the speaker volume, move the **Speaker Volume** slider.

   Your settings are saved.

Base Station Settings

You can view or change base station settings.

Change the Base Station Name

When you set up your Arlo system, you entered a name for the base station. You can change this name.

➢ **To change the base station name:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices including the base station cameras displays.

3. Tap or click the base station.

   The base station settings page display.

4. Tap or click **Name**.
5. Enter a new name for the base station.

   The new name is displayed in the Arlo app.

Adjust the Base Station Flicker Setting

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

➢ **To select the base station flicker adjustment:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

A list of devices including the base station cameras displays.

3. Tap or click the base station.

   The base station settings page display.

4. Tap or click **Flicker Adjustment**.

   The Flicker Adjustment page displays.

5. Tap or click a setting.

6. Tap or click **Save**.

   Your settings are saved.

View Base Station Device Information

➢ **To view base station device information:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices including the base station cameras displays.

3. Tap or click the base station.

   The base station settings page display.

4. Tap or click **Device Information**.

   The firmware level, hardware level, and serial number for the base station display.

Restart the Base Station

➢ **To restart the base station:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

The Devices page displays.

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

   A list of devices including the base station cameras displays.

3. Tap or click the base station.

   The base station settings page display.

4. Tap or click **Restart**.

   The base station restarts.

Remove the Base Station From Your Account

➢ **To remove the base station from your account:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices including the base station cameras displays.

3. Tap or click the base station.

   The base station settings page display.

4. Tap or click **Remove Device**.

   The base station is removed from your Arlo account. The base station does not display when you use the Arlo app.

Select the Siren Volume

The base station includes a siren. You can manually activate or turn off the siren. You can also set up motion detection rules to trigger the siren and select the siren volume level when you set up the rule.

WARNING: The loudest siren setting, which is the default loudness option 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.

The base station siren settings are **Loud**, **Very Loud**, and **Extremely Loud**.

Turn On the Siren

WARNING: The loudest siren setting, which is the default loudness option 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 on the Arlo Pro base station siren:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Turn Siren ON**.
3. Tap or click **Yes** to confirm that you want to turn on the siren.

Note: The siren loudness is determined by the loudness of the siren trigger rule for whichever mode is currently active on the base station. If the active mode does not use any siren trigger rules, the siren defaults to its loudest setting.

Turn Off the Siren

To turn off the siren when near the base station, press the button on the top of the base station.



➢ **To turn off the Arlo Pro base station siren remotely:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click **Turn Siren OFF**.

   The siren stops.

View Device Information

➢ **To view device information:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the device.

   The settings display.

4. Scroll down to the Version heading and view the firmware version, hardware version, and the serial number.

Restart the Camera

➢ **To restart the camera:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

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

   The camera restarts.

Remove a Camera From Your Account

➢ **To remove a camera from your account:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

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

   A list of devices displays.

3. Tap or click the camera.

   The camera settings display.

4. Scroll down and Tap or click **Remove Device**.

   The camera is removed from your account and its settings are deleted.

7. Manage Your Subscription Plan

Every Arlo camera includes free Basic service that offers basic features and functionality. When activating your camera, you select your service plan.

Subscription Plans

Upgrading to a paid service level gives you the ability to increase the uses of your camera to suit your specific needs. Depending on your service level, you can add cameras or cloud storage and enable Arlo Smart features. For information about service plans, visit *http://bit.ly/1AQGR9k*.

Upgrade to a Paid Subscription Plan

➢ **To select a paid subscription plan:**

1. On your mobile device or computer, launch a browser and enter *arlo.netgear.com*.

   The Devices page displays.

2. Tap or click **Settings**.

   The Settings page displays.

3. Under Account, tap or click **Subscription**.

   The Subscription page displays.

4. Tap or click **Upgrade Now**.

   The Subscription Plan page displays retail and business options.

5. Tap or click **SELECT** under the plan.

6. Follow the onscreen instructions to change your subscription.

   After your payment is processed, your service level information is updated on the Subscription page.

8. Arlo Connect

Arlo Connect is a simple way to integrate Arlo devices into other smart home platforms using standard and secure cloud integration.

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*.

Use Arlo Cameras With SmartThings

You can integrate your Arlo cameras into the SmartThings app, so all your smart devices work together. For example, if your Arlo camera detects motion, SmartThings can tell your Aeon Labs Siren to trigger your alarm. For more information, see *Chapter 8. Use SmartThings With Arlo Cameras* on page 49

Use Arlo With Stringify

Stringify is an iOS app that transforms the way you connect your life by bringing your physical and digital things together. Integrating your Arlo cameras into the Stringify app allows them to connect and interact with more than 600 smart home products and digital services. Stringify connects your smart products and services using flows that you can download, modify, or create using the Stringify app on your iOS device.

Motion, audio, or low battery notifications from Arlo cameras can be triggers for Stringify flows, or Stringify flows can instruct Arlo cameras to arm, disarm, and record video clips.

Add Arlo Cameras to the Stringify App

Stringify is compatible with Arlo Wire-Free, Arlo Pro Wire-Free, Arlo Q, and Arlo Q Plus cameras. Your camera must be in Armed mode or in a custom mode to detect motion or audio and report it to Stringify.

You can also create custom modes to detect motion or audio or both, but not record a video clip. This can be useful for advanced flows where you want to use the Arlo camera as a detection device, but not capture video unless other conditions in the flow are met. For more information about creating custom modes, see *Add a Mode* on page 55.

In advanced Stringify flows, you can use the same Arlo camera twice in the same flow. For example, if your Arlo front door camera detects motion, it's after 5 p.m., and you're away from home, you can tell Stringify to trigger a 20-second recording from your Arlo front door camera and a 40-second recording from your Arlo driveway camera.

➢ To add Arlo cameras to the Stringify app and use them in a flow:

1. Install the Arlo app, create an account, and complete the setup process.
2. Download the Stringify app from the App Store.
3. To create a free Stringify account, from the main screen of the Stringify app, select Things and tap **New** at the top right of the screen.
4. Scroll down to Netgear Arlo Cameras and tap the **Arlo** icon.
5. Tap **Connect** and log in with your Arlo user name and password.
6. Accept the terms and conditions.

   A list of discovered cameras displays. Your Arlo cameras are now connected to your Stringify account.

7. Tap **Done** to return to the previous menu.
8. From the main screen, tap **Flows > Create**.
9. Tap the **+** button to add devices, including Arlo cameras, to your flow.
10. Drag from one icon to another to connect your Things.

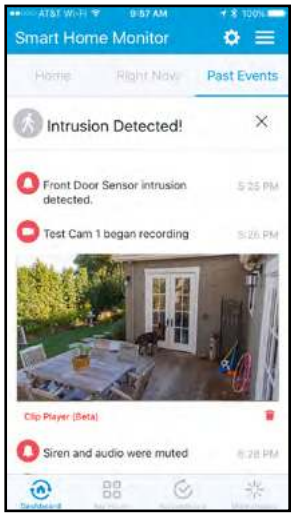
    To download pictured flows directly to the Stringify app, visit *https://community.netgear.com/t5/Arlo-Knowledge-Base/What-is-Stringify-and-how-do-I-use-it-with-my-Arlo-cameras/ta-p/1160647*

11. Tap each item in your flow to set its trigger or action.
12. Give your flow a name and tap **Enable Flow** when finished.

Visit stringify.com for more information about how to create flows and for premade example flows that include Arlo cameras.

9. Use SmartThings With Arlo Cameras

With Samsung SmartThings, you can integrate your Arlo cameras into the SmartThings app, so all your smart devices can work together. For example, if your Arlo camera detects motion, SmartThings tells your Aeon Labs Siren to trigger your alarm.



Arlo camera feed integrated into the SmartThings app

After you integrate your Arlo Wire-Free Cameras into the SmartThings app, you must use the SmartThings app to configure your modes and rules. If you try to edit your modes and rules in the Arlo app, you will disarm the SmartThings mode. You can continue to use the Arlo app to view the library.

Note: After syncing your Arlo cameras with the SmartThings app, a SmartThings mode displays in your Arlo app. Your Arlo system must remain in the SmartThings mode for your system to work correctly with the SmartThings app. All mode configuration must be done in the SmartThings app. If you choose to no longer use the SmartThings app, delete the SmartThings mode in your Arlo app, and delete the Arlo cameras from the things menu in the SmartThings mobile app.

Prepare Arlo to Work With SmartThings

Use Arlo Camera Names That Are Easy to Recognize

Before integrating your cameras with the SmartThings app, make sure that the names of your cameras are easy to understand. If you choose not to rename your cameras, the camera's serial number becomes the camera's name in the SmartThings app.

For information about how to change the camera names, see *Name Your Cameras* on page 25.

Disarm Your Cameras

When you integrate your Arlo Wire-Free cameras with SmartThings, a new SmartThings mode is created in the Arlo app. Because SmartThings manages your Arlo cameras, they must be in Disarmed mode before you can begin the integration setup. You cannot use Schedule mode or Geofencing mode at the same time as SmartThings mode. You must also disable any IFTTT recipes that change the Arlo system mode.

➢ **To disarm your cameras:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Cameras page displays.

2. Click or tap **Mode**.

   A list of cameras displays.

3. Click or tap the camera.

   The Mode page displays.

4. Tap **Disarmed**.

5. Exit the Arlo app.

Integrate Your Arlo Cameras With the SmartThings App

To integrate your Arlo cameras into the SmartThings app:

1. Make sure that your cameras are disarmed in the Arlo app.

   See *Disarm Your Cameras* on page 74.

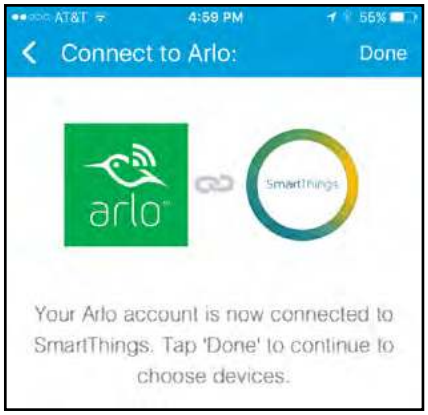
2. Launch the SmartThings mobile app.

3. If you do not own a SmartThings account, visit *https://support.smartthings.com/hc/en-us/articles/205380634-Setting-up-an-account-the-Hub-and-Things* to create an account.

4. Log in to your SmartThings app.

5. Tap **Marketplace > Things > Safety and Security**.

6. Tap **Cameras > Netgear Arlo**.
7. Tap **Arlo (connect)**.
8. Tap **Connect to Arlo**.
9. Enter your Arlo login credentials
10. On the bottom of the page, accept the Privacy Policy.
11. Tap **Done** at the upper-right corner.
12. Tap **Connect to Arlo Cameras** and select the cameras that you want to sync with the SmartThings app.



13. Tap **Done > Next > Done**.
14. Tap **My Home > Things**.
15. To change your camera's settings, tap the settings icon.

Note: Repeat this step for each camera that you synced with your SmartThings app.

Your Arlo Wire-Free Cameras are in the SmartThings mode in your Arlo app.

For more information about integrating your Arlo cameras into the SmartThings app, visit

https://support.smartthings.com/hc/en-us/articles/209529506-Netgear-Arlo-Wire-Free-Camera.

Adjust the Motion Sensitivity Level

When you integrate Arlo into the SmartThings app, the motion sensitivity for each camera is set to a default of 80. If your camera works more effectively at a different setting, you can use the Arlo app to change it.

➢ **To adjust the motion sensitivity level:**

1. Tap the **Arlo** icon on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Cameras page displays.

2. Click or tap **Mode**.

   A list of cameras displays.

3. Click or tap the camera.

   The Mode page displays.

4. If you are not sure what motion sensitivity level you have been using, click or tap **Edit** next to Armed mode.

   The Edit Rule page displays.

5. Click or tap **Edit** next to the rule that you want to edit.
6. Under If the following, click or tap **Edit** next to Motion is detected.

   The Motion detection settings page displays.

7. Note the motion sensitivity setting, but do not select Armed mode.
8. Return to the Mode page.
9. Click or tap **Edit** next to SmartThings mode.

   The Edit Rule page displays.

10. Click or tap **Edit** next to the rule that you want to edit.
11. Under If the following, click or tap **Edit** next to Motion is detected.

    The Motion detection settings page displays.

12. Set the motion sensitivity level to match the setting that you viewed in Step 7.

Adjust Push Notifications

When you integrate Arlo with SmartThings, the Arlo app sends push notifications to the SmartThings app. Then the SmartThings app sends you notifications about Arlo and your other smart things. If you still receive push notifications from Arlo, on your smartphone, use your smartphone settings to turn off the Arlo notifications. Email notifications are not needed.

10. FAQs and Troubleshooting

Battery FAQs

How can I recharge the Arlo Pro battery?

Your Arlo Pro battery is fully charged when it leaves the factory. You can use the power adapter cable to plug the camera into an electrical outlet to charge the battery. You can also use the Arlo Pro Charging Station (sold separatey) to charge the battery. For uninterrupted Arlo Pro camera use, you can purchase a spare battery and the charging station. Then you can put the fully charged spare battery into the Arlo Pro camera while you recharge the battery. The charging station can recharge two batteries simultaneously.

What do I need to know about using Arlo cameras in cold weather?

Cold temperatures can affect any battery's capacity, due to the chemistry of batteries. This means that if you install your Arlo camera outside in cold temperatures, you might notice a shorter battery duration for the camera, or a faster than expected drop in the displayed battery capacity.

Why does one Arlo camera battery drain faster than another Arlo camera battery?

Your Arlo camera is flexible and you can use it in a wide range of environments. Your environment might include elements that affect battery life. Some of the places that you might place your Arlo camera use more battery power than others. Note the following examples.

Arlo cameras work well in the dark. They use infrared sensors to monitor motion in the dark. These use more battery power than cameras monitoring motion in a well-lit room.

Arlo cameras work well when they are as far away as 300 feet from the base station. Cameras positioned farther away from the base station use more battery power than cameras positioned close to the base station.

Arlo cameras let you choose the quality level of the videos that they record. Cameras set to high-quality video recording use more battery power than cameras set to low-quality video recording.

Will my WiFi environment affect my Arlo camera battery?

Yes. If you are in a noisy WiFi environment, your Arlo camera battery might drain faster. Use a WiFi analyzer to test the WiFi noise in your environment.

What is the battery life for NETGEAR Arlo Pro rechargeable batteries?

The NETGEAR Arlo Pro camera rechargeable battery life is 4 to 6 months with normal usage and can be extended for optimal usage if you use key settings and follow certain tips. The Arlo Pro cameras offer the best battery life when set up to record when they detect motion.

How long does it take to charge the Arlo Pro rechargeable battery?

Charging an Arlo Pro rechargeable battery inserted into the camera from 0 to fully charged takes about 2.5 hours. One Arlo Pro rechargeable battery inserted into the Arlo Pro Charging Station takes about 2.74 hours to charge. Two Arlo Pro rechargeable batteries inserted into the Arlo Pro Charging Station take about 5.43 hours to charge.

How can I extend the NETGEAR Arlo Pro camera's battery life?

To extend the battery life, follow these tips:

- Check your NETGEAR Arlo Pro Wire-Free camera's Power Management settings. To extend your battery life, select the **Best Battery Life** setting. This setting trades video quality for improved battery life. For best video quality, select the **Best Video** setting. This setting reduces battery life but provides the highest quality images. To balance the battery life and video quality, select the **Optimized** setting. To access your Power Management settings, log in to your Arlo account, select **Settings > Camera Setting**s, and select a camera.
- Normal usage is defined as four minutes of viewing or recording per day with the Arlo Pro Wire-Free Camera in the **Optimized** setting.
- Depending on your specific usage, you might see different results. Also note that a NETGEAR Arlo Pro Wire-Free Camera's distance from the base station can affect its battery life.

Manage Bandwidth for Streaming

Depending on the Power Management setting, the bitrate and upstream bandwidth requirement adjusts. The frame rate depends whether you are in night-vision mode or not. The default behavior for each power management setting is as follows. Each power management setting starts with a particular bit rate and frame rate.

Day Mode

- **Best video**. 600 kbps @ 24 fps
- **Optimized**. 300kbps @ 24 fps
- **Best battery life**. 200 kbps @ 24 fps

Night Mode

- **Best video**. 600 kbps @ 15 fps
- **Optimized**. 300 kbps @15 fps
- **Best battery life**. 200 kbps @15 fps

Depending on the available bandwidth and how much of the buffer is full, the Arlo Pro Wire-Free system either increases the bit rate or decreases the bit rate and frame rate.

For information about setting the resolution for your camera, see *Change the Video Resolution* on page 57.

Can't See Video Streams in a Browser

The Arlo web client uses the Adobe Flash plug-in to display your camera streams in a browser. Make sure that your browser is not blocking the plug-in and that you are using the latest version of Adobe Flash.

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

To troubleshoot problems with the video stream, check for the conditions in following sections.

WiFi Signal Interference

Environments with multiple WiFi networks, WiFi devices, or frequencies can cause signal interference with your Arlo system. Minimize the number of networks, WiFi devices, and transmitted frequencies in the area where you place your base station and cameras.

Also, place your camera at least one to three feet (30 –100 centimeters) from the base station, and allow at least 6½ feet (2 meters) between cameras. Follow these guidelines to prevent WiFi signals between the devices from interfering with each other.

Out of Range

Make sure that your wire-free camera is no farther than 300 feet (90 meters) from the base station. The range might be less if metal objects or thick walls and ceilings are between a camera and the base station.

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

Low Battery

Recharge or change the battery in the Arlo Pro camera to make sure that the battery level is no less than two bars. A low battery can cause the camera to stream intermittently.

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.

If you did all of the following and are still not getting Arlo alerts, contact NETGEAR support.

Check the Rules Settings for Armed Modes

Check the rules in your modes. Make sure that Push Notification is enabled in the Armed mode or in a custom mode if you created one.

➢ **To check push notification in the Armed mode setting:**

1. Tap the **Arlo** icon  on your mobile device.

   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Devices page displays.

2. Tap or click the **Mode** button.

   A list of cameras displays.

3. Select the camera.

   A list of modes displays.

4. Tap or click the **Edit** icon  next to Armed.

   The Edit Rule page displays.

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

6. If you made changes, tap or click **Save**.

   Your settings are saved.

Check the Arlo App 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.

➢ **To allow Arlo push notifications on iOS devices:**

1. Tap the **Settings** icon for your iOS device.
2. Tap **Notifications > Arlo**.

   The Arlo notification settings display.
3. Make sure that **Allow Notification** is selected.
4. If you made changes, tap **Save**.

   Your settings are saved.

Check the Arlo App Settings on an Android Device

➢ **To allow Arlo push notifications on Android devices:**

1. Tap the **Settings** icon for your Android device.
2. Tap **Application Manager > Arlo**.

   The Arlo notification settings display.
3. Make sure that the **Show Notifications** setting is enabled.
4. If you made changes, tap **Save**.

   Your settings are saved.

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 is not presented again unless the device is restored 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 do not 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.

Verify That the Arlo Base Station Is Online

To determine whether your base station is online, check the Internet LED on the front of the base station:

- If the Internet LED is solid green, the base station is connected to the Internet.
- If the Internet LED is amber, the base station is not connected to the Internet.

If you are not at the same location as your Arlo base station, log in to your Arlo account:

- If you can review the video feed from each of your Arlo Wire-Free Cameras, your base station is connected to the Internet.
- If you see an error message (such as "Base Station Offline" or something similar) instead of video feed, your base station is not connected to the Internet.

Base Station Is Offline

If you are not sure whether the base station is offline, see *Verify That the Arlo Base Station Is Online* on page 83.

➢ **To troubleshoot the base station Internet connection:**

1. Check the Ethernet cable.

   Make sure that it's securely connected to the back of your base station and to your router. Also make sure that you're using the Ethernet cable that came with your system.

2. Check the power adapter.

   Make sure that the power adapter is securely connected to the back of your base station and securely plugged into an outlet.

3. Try to connect to the Internet from another device that is connected directly to your router.

   Be sure to try an Ethernet-connected device, not a device that is connected using WiFi (you can turn WiFi off on the device to ensure that the device is connecting via the Ethernet cable). Make sure that you can browse the Internet from this device by doing the following:

   - If you cannot browse the Internet from this device, you must restore your router's connection to the Internet.
   - If you can browse the Internet from this device, continue troubleshooting.

4. Power cycle your base station.

   Unplug the power adapter from the outlet, wait one minute, and reconnect the power adapter to the outlet. The base station takes one to two minutes to start. When the Power LED and Internet LED light solid green, your base station is connected to the Internet. If the Internet LED is amber, continue troubleshooting.

5. Check your router's DHCP settings and client list.

   Ensure that DHCP is enabled and that router's DCHP client list supplied an IP address to the base station. (If it did, the base station appears in the client list.) For more information, see your router documentation.

6. If you were previously able to connect your base station to the Internet but now cannot connect, check the router's security settings and firmware to ensure that no changes were made since the last time it successfully connected.

   You might want to temporarily lower the security settings on the router or temporarily place the base station in the DMZ to rule out any firewall restrictions. If you make these changes, power cycle your base station as described in Step 4.

7. Check to make sure that ports 443 and 80 are open on your router.

   Note: If you do not manage your Internet environment, contact your IT department for assistance with any firewall or router configurations. The Arlo base station cannot connect through most proxy servers. Check with your IT team and Internet service provider (ISP) about ways to bypass any proxy servers. Ask your IT team to ensure that ports 443 and 80 are open.

8. Perform a factory reset on your base station.

   For more information, see *Reset the Arlo Base Station to Factory Settings* on page 86.

If you are still unable to get your base station to connect, visit *support.arlo.com* and submit a support case describing the steps you took and provide the following information:

- Base station serial number
- User name (email address used to register Arlo account)
- Internet service provider (ISP) name

- Internet connection type (DSL, cable, and so on) and speed (Arlo requires at least 1 Mbps upstream)
- Internet router model
- List of other devices connected directly to your router
- The last time and place that your base station successfully connected to the Internet

Signal Strength

If an Arlo Pro Wire-Free camera's signal to the base station is weak, recording delays might occur when motion is detected.

To test whether the camera signal is strong enough, check the camera LED on the base station; if it's blinking amber, the base station detects a low data rate, which means that a camera is too far from the base station.

Follow these tips to increase signal strength:

- Position your base station so that it is central to all of your cameras.
- Position your camera a maximum of 300 feet (90 meters) from the base station.

  The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other large obstruction between the camera and base station. The following materials reduce signal strength the most:
  - 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
- Mount your cameras away from devices such as cordless phone bases, baby monitors, and microwave ovens.
- Do not place your Arlo system near multiple WiFi routers. Other WiFi-enabled devices can interfere with Arlo's wireless signal.

Reset the Arlo Base Station to Factory Settings

Performing a factory reset returns your base station values to the default settings. It also removes the serial number from your Arlo account.

➢ **To perform a factory reset on your base station:**

1. Use a straightened paper clip to press and hold the **Reset** button on the back of the base station for about 10 seconds.

   When the base station reset completes, the LEDs on the front of the base station blink amber. When the LEDs stop blinking amber, your base station reboots. The base station is removed from your Arlo account.

2. When the Power and Internet LEDs both light solid green, tap the **Arlo** icon on your mobile device and log in to your Arlo account.

   If you are using a computer, enter **netgear.com** in the address bar of a browser.

3. Tap or click **New to Arlo?**.

4. Follow the setup instructions.

If your Arlo cameras were synced to the base station, you might need to sync the cameras to the base station again. For more information, see *Use the Arlo App to Set Up an Account* on page 11.

11.Rechargeable Battery Safety

Safety Rules for Arlo Pro Rechargeable Batteries

Arlo Pro Wire-Free HD Security Cameras use rechargeable batteries and can go wherever you need them. But ALL batteries can EXPLODE, CATCH FIRE, and CAUSE BURNS if disassembled, punctured, cut, crushed, short-circuited, incinerated, or exposed to water, fire, or high temperatures, so you need to handle them with care.

To use Arlo Pro rechargeable batteries safely, follow these guidelines:

- ALWAYS store spare batteries in a cool, dry, ventilated area.
- ALWAYS make sure that the battery compartment is clean and free of any debris before inserting new batteries.
- ALWAYS make sure the battery contacts are aligned.
- ALWAYS keep all batteries away from children.
- ALWAYS follow local waste and recycling laws when throwing used batteries away.
- ALWAYS use an Arlo Pro power adapter or an Arlo Pro Charging Station (sold separately) to charge Arlo Pro rechargeable batteries.
- NEVER place Arlo Pro rechargeable batteries in a pocket, purse, or other receptacle, especially those containing metal objects.
- NEVER store Arlo Pro rechargeable batteries with hazardous or combustible materials.
- NEVER let an Arlo Pro rechargeable battery or battery compartment get wet—before, during, or after installation. (Remember your camera itself is weatherproof, but its interior battery compartment and batteries aren't).
- NEVER disassemble, cut, crush, puncture, short-circuit, dispose of in fire or water, or expose your Arlo Pro rechargeable battery to temperatures above 60°C (140°F).

Safety Rules for Arlo Pro Charging Station

The Arlo Pro Charging Station is sold separately. You can use the charging station to charge one or two Arlo Pro rechargeable batteries. For more information about the Arlo Pro Charging Station, see the instructions that are included in the Arlo Pro Charging Station package.

When using the Arlo Pro Charging Station, follow these guidelines to avoid personal injury and property damage from, but not limited to, the risk of electric shock or fire:

- Charge only Arlo Pro Rechargeable Batteries compatible with the Arlo Pro Charging Station. Charging other batteries may cause them to leak, rupture, or explode.
- Use the charger only in dry locations. Keep away from rain, snow, or excessive moisture.
- Do not operate the charging station if it or its cord is damaged.
- Do not disassemble, modify, or attempt to use the charging station as a power source.
- Do not disassemble the battery, dispose of the battery in fire, put the battery in backward, mix it with used or other battery types, or short circuit the battery. The battery might ignite, explode, leak, or get hot, causing injury.