NETGEAR®

arlo™

Arlo Wire-Free HD Security Camera System

User Manual



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

December 2016
202-11380-12

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 system involves these steps:

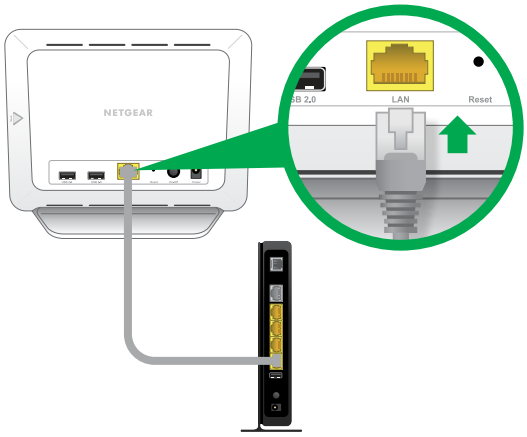
1. Install your base station.
2. Get an account and link the base station.
3. Insert batteries into your cameras.
4. Sync your cameras to the base station.
5. Position your cameras.

Install Your Base Station

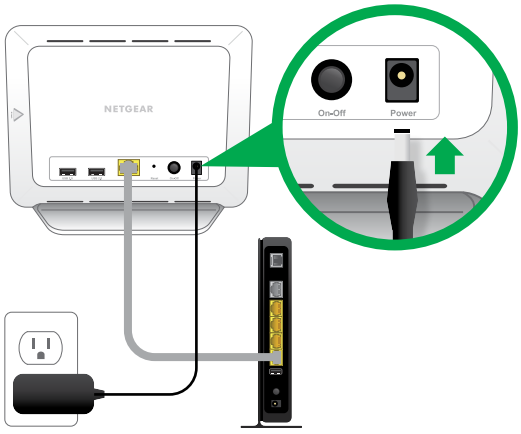
The base station connects to your home network and allows you to view your camera streams from anywhere.

➢ **To install your base station:**

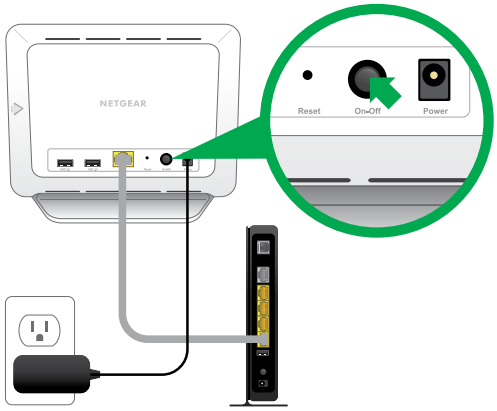
1. Connect the base station to your router using an Ethernet cable.



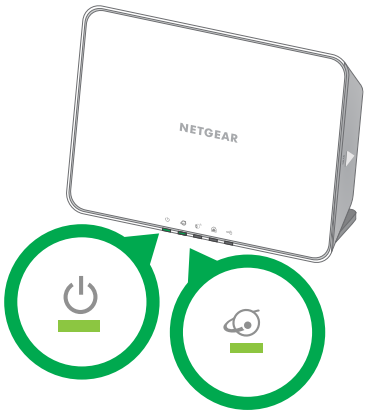
2. Connect the AC adapter to the base station.



3. Plug the AC adapter into an electrical outlet.
4. Press the **On-Off** button on the back of the base station.



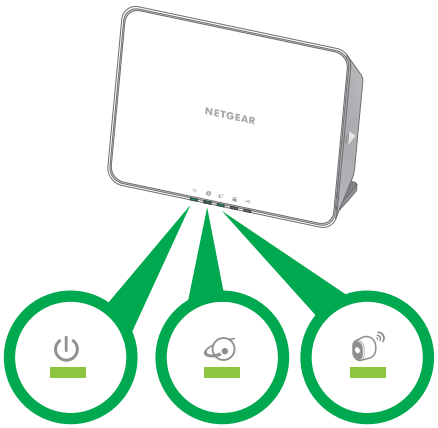
The Power LED and Internet LED light green in about two minutes.



Your base station is set up.

Arlo Base Station LEDs

See the following image 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 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.

Use the Arlo App to Set Up an Account

After you set up your base station, get the Arlo app and set up an Arlo account. Your Arlo account is linked to your Arlo system and allows you to view videos from any Internet-connected computer or mobile device.

On mobile devices, use the Arlo app for the best viewing experience. Visit the Apple App Store or the Google Play Store to download the Arlo app for iOS or Android devices.

➢ To set up an Arlo account:

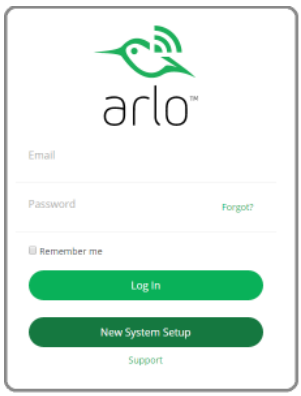
1. Tap the **Arlo** icon on your mobile device.

   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 a Touch ID® fingerprint identity sensor, 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 30.



3. Click or tap **New System Setup**.
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. Click or tap **Continue**.

8. Complete the required fields for account setup.
9. Click or tap **Continue**.
10. Select a subscription plan.

    Note: For more information, see *Subscription Plans* on page 46.

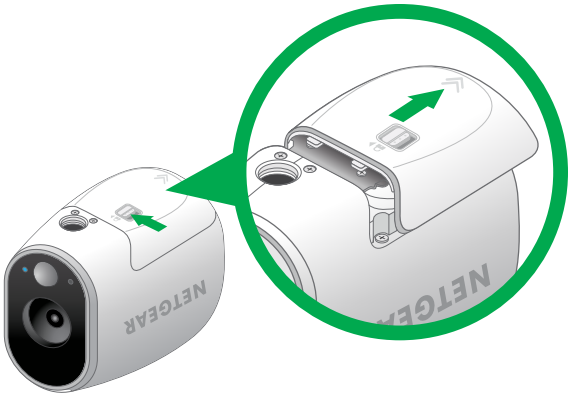
Your Arlo account is set up. The Basic subscription plan supports up to five synced cameras. You can upgrade to a paid subscription plan to support more cameras.

Insert Batteries Into Your Cameras

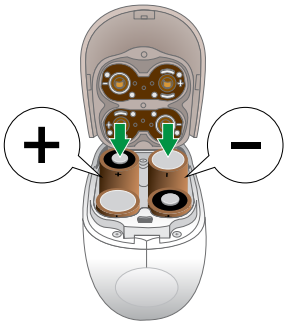
We recommend that you use the batteries supplied by NETGEAR, or high-quality batteries from other established, well-known manufacturers such as Panasonic®, Energizer®, or Duracell®, with your Arlo Wire-Free Cameras.

➢ **To insert batteries into your cameras:**

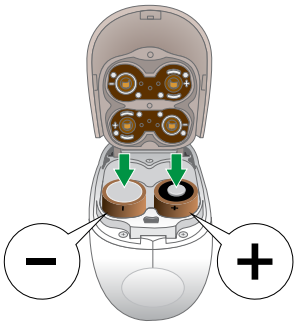
1. Slide and hold the latch on the bottom of the camera.



2. Slide the battery door back and lift it to open the battery compartment.
3. Insert two batteries near the back of the camera. Pay careful attention to the orientation of the batteries when you insert them.



4. Insert two batteries near the compartment hinge. Pay careful attention to the orientation of the batteries when you insert them.



5. Close the battery door.



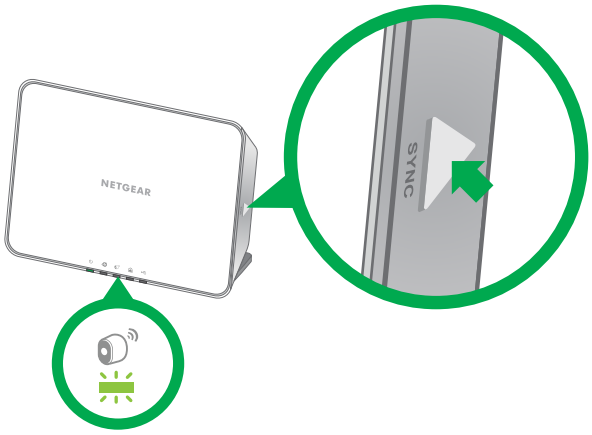
For more information, see *Safe Battery Handling and Usage* on page 64.

Your cameras are ready to sync.

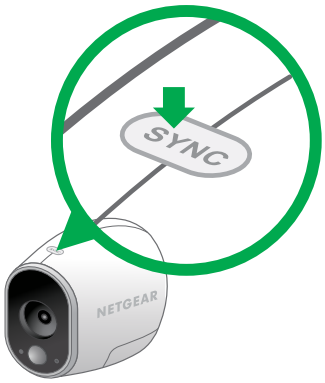
Sync Your Cameras

➢ **To sync your cameras:**

1. Bring the camera within one to three feet (30 cm to100 cm) of the base station.
2. Press the **Sync** button on the side of the base station for about two seconds and then release the button.



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



A blue LED on the camera blinks rapidly to confirm a successful sync.



After the camera syncs, the Power LED on the base station might start blinking. This indicates that the camera's firmware is updating. For information about firmware updates, see *Arlo Camera Firmware Updates* on page 11.

5. Repeat for each camera.

Arlo Camera Firmware Updates

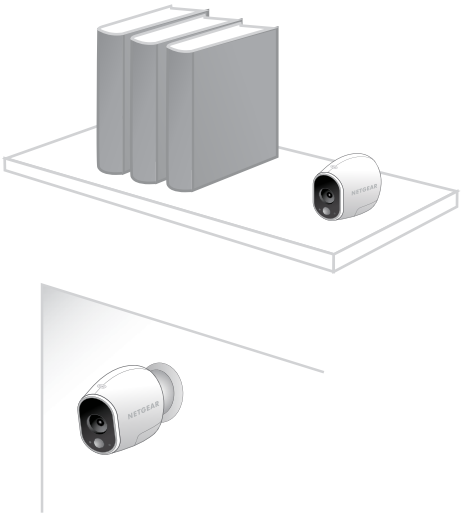
A firmware update might start after you sync a camera to the base station. If a firmware update is in progress, the LED on the camera blinks alternating blue and amber. After this, the LED is off for one to two minutes while the camera installs the firmware. This update happens automatically.

Important: Do not open the battery door while an Arlo camera is updating and installing firmware.

After the camera firmware update completes, the camera syncs to the base station again and the LED blinks blue rapidly.

Place or Mount Your Cameras

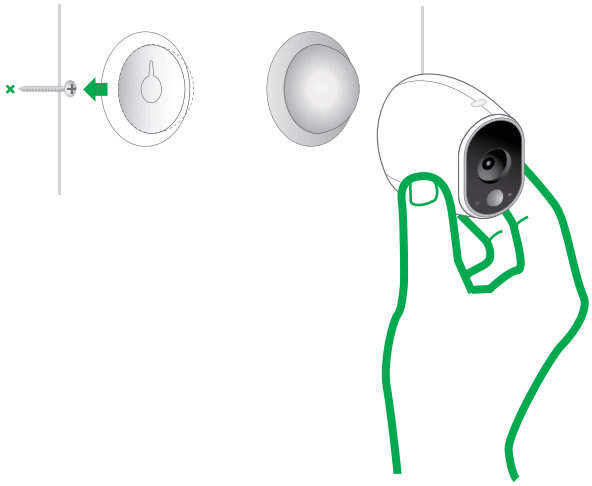
You can place your camera on a shelf or other flat surface, or you can mount it to the wall.



Note: Use the Arlo app in Position mode to help aim the camera. See *Position Mode* on page 15.

➢ **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.

Position Your Cameras

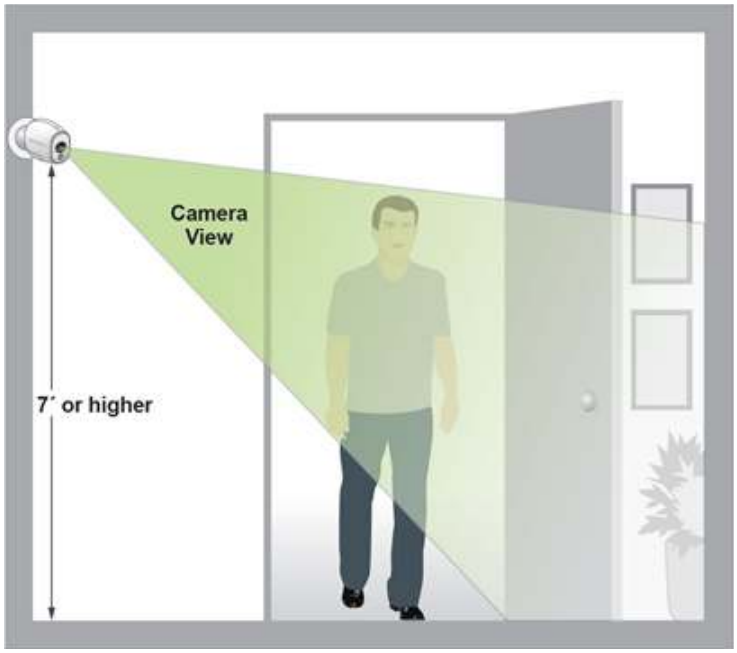
Arlo's Position mode allows you to see what your camera sees. Using Position mode, you can make sure that your Arlo camera is positioned to monitor the precise area that you want. For more information, see *Position Mode* on page 15.

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

- **Maximum**. You can place your Arlo camera a maximum of 300 feet (90 meters) from the base station. In indoor installations, the range might be less if metal objects or thick walls and ceilings are between a camera and the base station.

  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 least 10 feet from the base station, and allow at least 6 ½ feet (2 meters) between cameras. Follow these guidelines to prevent WiFi signals between the devices from interfering with each other.

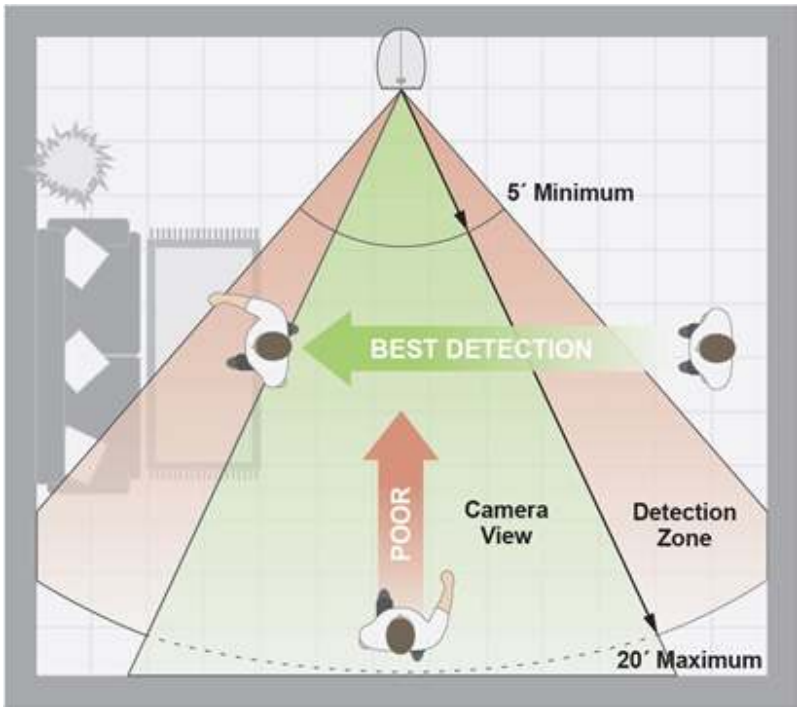


When positioning your Arlo camera, keep these tips in mind:

- **Keep active locations in the camera's field of view**. Your Arlo camera provides a 110-degree viewing angle. Position your camera so that the space that you want to monitor is within the camera's field of view.

- **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** option 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 15.
- **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.
- **Ensure 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.

For best results, position the camera so that the path of expected motion crosses Arlo's field of view and does not head directly into or away from the camera. For example, if you want to detect motion near a couch, place the camera to the side of the couch, rather than above it or opposite it.



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

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.

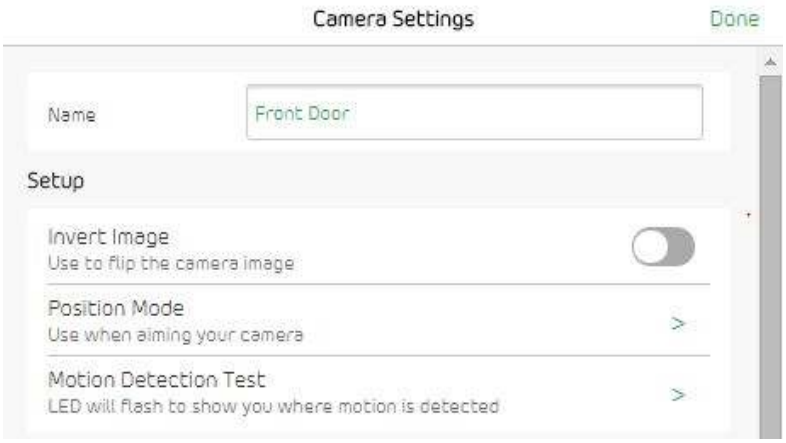
   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

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

2. Click or tap **Settings**.

   The Settings page displays.

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



4. Click or tap **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.

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 Cameras page displays.

2. Log in to the old Arlo account.
3. Click or tap **Settings**.

   The Settings page displays.

4. Click or tap **My Devices**.

   A list of cameras displays.

5. Click or tap the camera.

   The settings for the camera display.

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

   The camera is removed from your account.

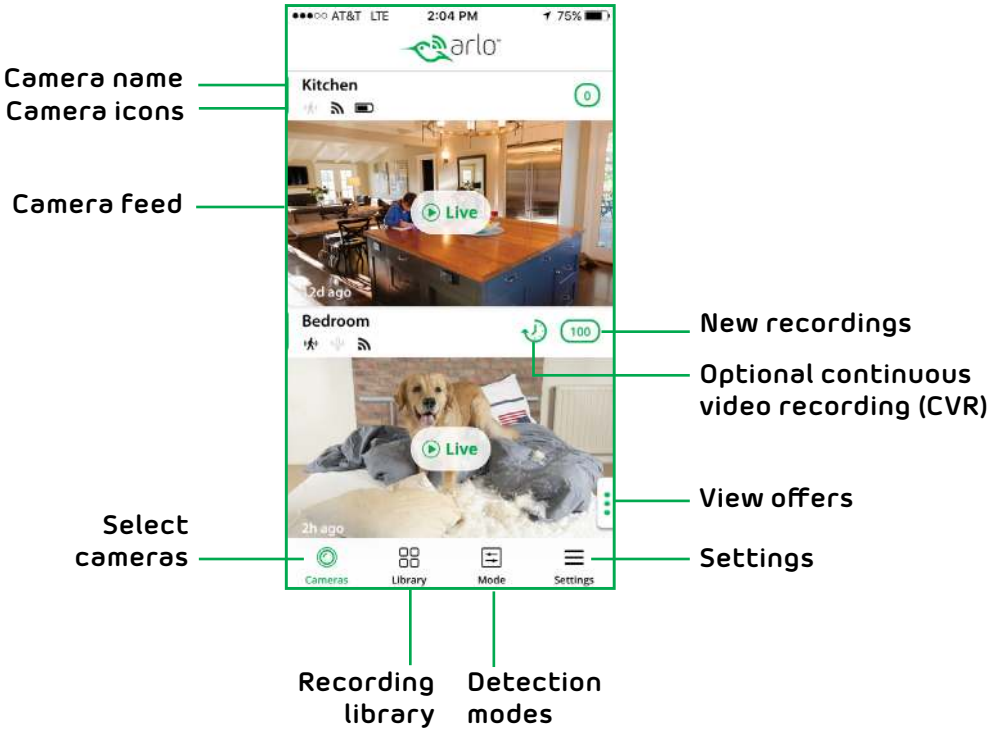
7. Log out of the Arlo app.
8. Sync the camera to the base station.

2. View Your Content

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

View the Cameras Page

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



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 Cameras page displays. The active icons above each camera feed depend on the rules in the currenty selected mode:

Motion. Motion detection is on for this camera.

WiFi Signal. The camera is connected with WiFi. This indicates the WiFi signal strength.

2. To view and listen to a live feed, click or tap **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, click or tap the **Pause** icon.

Live Feed Icons

The following table describes the icons on the menu that displays when you click or tap **Live** on the image from the camera.

Icon	Description
	Pause.
	Record video manually.
	Brightness.
	Full screen.

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 Cameras page displays.

2. Click or tap **Live** in the camera feed image.

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

3. Click or tap **Record Video** .

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

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

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 Cameras page. You can also zoom, invert, or rotate the camera feed image.

Change the Camera Order

➢ **To change the camera order on the Cameras 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 Cameras page displays.

2. Click or tap **Settings**.

   The Settings page displays.

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

   A list of cameras displays in the order that they display on the Cameras page.

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

   A list of cameras displays.

5. Tap and hold or right-click a camera and drag it to the correct position on the list.

6. Click or tap **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 Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

   The camera settings display.

4. Click or tap **Video Settings**.

   The video settings display.

5. Click or tap **Zoom**.

6. Resize and position the image box as necessary.

7. Click or tap **Zoom**.

   Your settings are saved.

Rotate a Camera Feed

You can invert the video feed image.

➢ **To rotate 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 Cameras page displays.

2. Click or tap **Settings > My Devices**.

   A list of cameras displays.

3. Click or tap the camera.

   The settings for the camera display.

4. Click or tap **Video Settings**.

   The Video Settings page displays.

5. Click or tap **Invert Image**.

   The camera feed image is inverted.

Cloud Recording

With cloud recording, everything the cameras record is sent to the cloud for secure storage in your library. You can access these recordings from anywhere you are using a mobile device, or on a Windows or Mac computer. All recordings are encrypted with the user name and password that you create. No one else can access your recordings.

We provide free cloud storage for the life of the cameras. We store a rolling 7 days of recordings that are created when the camera detects motion. You can pay to store recordings in the cloud for the last 14 days or 30 days. You can download recordings and save them to your mobile device or computer for long-term storage.

View Recordings

Your camera stores recordings 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.

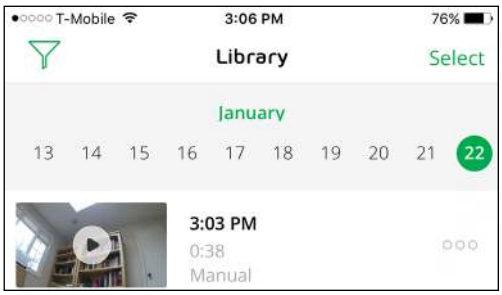
   If you are using a computer, enter *arlo.netgear.com* in the address bar of a browser.

   The Cameras page displays.

2. Click or tap **Library**.

   The calendar displays on the top of the page.

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. Click or tap a highlighted date.

   Recordings from that date display below the calendar.

Use the Filter

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

➢ **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 Cameras page displays.

2. Click or tap **Library**.

   The Library page displays.

3. Click or tap the **Filter** icon in the upper left corner of the page.

   The Filter page displays.

4. Click or tap the filtering criteria that you want to use.
5. To remove filtering, click or tap **Reset**.
6. Click or tap **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 Cameras page displays.

2. Click or tap **Library**.

   The Library page displays.

3. Click or tap the **Filter** icon in the upper left corner of the page.

   The Filter page displays.

4. Click or tap **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 Download Clips

➢ **To share and download clips from 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 Cameras page displays.

2. Click or tap **Library**.

   The Library page displays.

3. Click or tap a video.
4. Click or tap **Share** .
5. Click or tap the method that you want to use to share the shapshot or video.

   The available methods depend on which apps you use on your smartphone or computer.

Optimize Video Quality

➢ **To improve picture quality for all Arlo cameras:**

1. Ensure that your cameras are within range of the base station.

   The maximum possible range is 300 feet, but obstructions such as thick walls decrease the range. For best results, make sure that your cameras have three or four bars of signal strength in the area where you intend to install them.

When signal strength is at one or two bars, cameras might go out of range intermittently due to fluctuations in the environment, and video quality suffers. For more information about making sure that your cameras are within range, see How far can I place my Arlo Wire-Free or Arlo Pro Wire-Free cameras from the base station?.

2. Minimize the number of networks, WiFi devices, and transmitted frequencies near your base station and cameras.

   To prevent signal interference, place your cameras at least 10 feet (3 meters) from the base station, and allow at least 6½ feet (2 meters) between cameras. Do not place your base station or cameras near cordless telephones, microwaves, or WiFi-enabled devices.

3. Change the Power Management setting to Best Video.

   For more information about video settings, see *Video Settings* on page 31.

   Note: If bandwidth is limited on your WiFi network, selecting Best Video does not necessarily improve video quality. Choosing Best Video also reduces battery life for wire-free cameras.

4. Make sure that your Internet connection has an upload speed of at least 1 Mbps.

   To test your upload speed, visit this Google search link on a computer that is connected to your WiFi network and select RUN SPEED TEST: *https://www.google.com/?gws_rd=ssl#q=upload+speed+test*.

   Even if you have at least 1 Mpbs upload speed, simultaneous uploads might degrade the quality of your Arlo video stream. To improve your connection, avoid uploading other data while you are streaming video. This includes uploading torrent files as well as uploading videos or pictures to remote web sites such as Flickr or YouTube or remote backup sites and cloud drives such as Dropbox or iCloud.

5. If your router supports Quality of Service (QoS) or traffic shaping, make sure that your router settings are optimized for streaming video.

3. Personalize Your System

You can customize settings such as the camera name to make your Arlo Wire-Free system easier to manage. You can grant access to friends and set up cloud recording.

Name Your Cameras

You can easily customize your cameras by renaming them.

➢ **To rename your 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 Cameras page displays.

2. Click or tap **Settings.**

   The Settings page displays.

3. Click or tap **My Devices**.

   A list of cameras displays.

4. Click or tap the camera.

   The camera settings display.

5. 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.

6. Click or tap **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 Cameras page displays.

2. Click or tap **Settings**.

   The Settings page displays.

3. Under Account, click or tap **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. Click or tap **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 Cameras page displays.

2. Click or tap **Settings**.

   The Settings page displays.

3. Under Account, click or tap **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. 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 Cameras page displays.

2. Click or tap **Settings**.

   The Settings page displays.

3. Under Account, click or tap **Grant Access**.

   The Friends page displays.

4. Click or tap **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. Click or tap the cameras that you want the friend to be able to access.
7. Click or tap **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 Cameras page displays.

2. Click or tap **Settings**.

   The Settings page displays.

3. Under Account, click or tap **Grant Access**.

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

4. Click or tap the friend, and click or tap **Edit** .

   The Edit page displays.

5. Click or tap cameras to select or deselect them.
6. Click or tap **Allow Access Rights**.

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

7. Click or tap **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 Cameras page displays.

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

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

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

   The Edit page displays.

5. Click or tap **Delete Friend**.
6. Click or tap **Yes**.

   The friend is deleted.

4. Settings

You can customize Arlo 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 Cameras 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 Cameras page displays.

2. Click or tap **Settings.**

   The Settings page displays.

3. Click or tap **My Devices**.

   A list of cameras displays.

4. Click or tap the camera.

   The settings for the camera display.

5. Click or tap **Time Zone**.

   The Time Zone page displays.

6. Click or tap a time zone.

7. Click or tap **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.

Video Settings

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 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 Cameras page displays.

2. Click or tap **Settings.**

   The Settings page displays.

3. Click or tap **My Devices**.

   A list of cameras displays.

4. Click or tap the camera.

   The settings for the camera display.

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

   The Video Settings page displays.

6. Click or tap **Night Vision**.

   Your settings are saved.

Change the Power Management

You can increase or decrease the battery life in your Arlo camera by adjusting the power management settings.

➢ **To adjust the power management 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 Cameras page displays.

2. Click or tap **Settings**.

   The Settings page displays.

3. Click or tap **My Devices**.

   A list of cameras displays.

4. Click or tap the camera.

   The settings for the camera display.

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

6. Scroll to view the power management options.

7. Select one of the following power management options:
   - **Best Video**. Reduces battery life but provides the highest quality images.
   - **Optimized**. Balances battery life and video quality.
   - **Best Battery Life**. Provides the longest battery life. Might reduce video quality.

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 Cameras page displays.

2. Click or tap **Settings.**

   The Settings page displays.

3. Click or tap **My Devices**.

   A list of cameras displays.

4. Click or tap the camera.

   The settings for the camera display.

5. Scroll down to the Version heading and view the firmware version, hardware version, and 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 Cameras page displays.

2. Click or tap **Settings.**

   The Settings page displays.

3. Click or tap **My Devices**.

   A list of cameras displays.

4. Click or tap the camera.

   The settings for the camera display.

5. Scroll down and click or tap **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 Cameras page displays.

2. Click or tap **Settings.**

   The Settings page displays.

3. Click or tap **My Devices**.

   A list of cameras displays.

4. Click or tap the camera.

   The settings for the camera display.

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

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

Turn the Arlo Camera On and Off

➢ **To turn the Arlo camera 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 Cameras page displays.

2. Click or tap **Settings.**

   The Settings page displays.

3. Click or tap **My Devices**.

A list of cameras displays.

4. Click or tap the camera.

   The settings for the camera display.

5. Tap **Camera On/Off**.

   Tapping this button turns the camera on and off.

5. Modes, Rules, and Smart Alerts

Modes let you use rules to set and control automated actions. With modes, the Arlo camera can be on the lookout for you, even when you are not using the Arlo app.

Arlo 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 click or tap .

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.

Select a Mode

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

➢ **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 Cameras page displays.

2. Click or tap **Mode**.

   A list of cameras displays.

3. Click or tap the camera.

   The Mode page displays.

4. Click or tap 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 Cameras page, the active icons that display at the top of the camera feed are based on the currently selected mode. When motion detection is on, the **Motion** icon displays.

Change Motion Sensitivity

You can easily change the sensitivity level for 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 Cameras page displays.

2. Click or tap **Mode**.

   A list of cameras displays.

3. Click or tap the camera.

   The Mode page displays.

4. Click or tap **Edit** next to the mode.

   The Edit page displays.

5. Click or tap **Edit** next to the rule that you want to edit.

   The Edit Rule page displays.

6. Under If the following, click or tap **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.

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 Cameras page displays.

2. Click or tap **Mode**.

   A list of cameras displays.

3. Click or tap the camera.

   A list of modes displays.

4. Click or tap **Edit** next to Armed or your custom mode.

   The Edit Rule page displays.

5. Under If the following, specify the motion detection settings.

6. Under Then do the following, specify the settings for Arlo to respond to motion detection by recording video.

   The selections are **Record video** or **Do nothing**.

7. Under Alert, click or tap **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, click or tap **Edit** next to Email Alerts and enter the email address.
10. Click or tap the **Save** button.

    Your settings are saved.

Set Up Geofencing

A geofence is a virtual fence that helps to 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 Cameras page displays.

2. Tap **Mode**.

   A list of cameras displays.

3. Click or tap 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.

6. To change the addrress, 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 defeaults 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. Tap the preferred mobile device and tap **Next**.

12. Tap **Save**.

Geofencing With Multiple 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 or disable geofencing for the devices.

Make sure 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 41.
- (Required when your friend wants to participate in geofencing) Your friend is logged in to the Arlo App on a mobile device.
- (Required when your friend wants to participate in geofencing) The GPS or location service on your friend's mobile device is enabled.

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 Cameras page displays.

2. Tap **Mode**.

   A list of cameras displays.

3. Tap the camera.

   A list of available modes displays.

4. Tap the **Geofencing edit** icon

   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 39.

Geofencing Accuracy

For accuracy, geofencing uses a combination of GPS, cellular data, and WiFi data.

- In urban environments, where the cell towers and Wi-Fi 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, maker sure 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 40.

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 Cameras page displays.

2. Click or tap **Mode**.

   A list of cameras displays.

3. Click or tap the camera.

   A list of available modes displays.

4. Click or tap **Schedule**.

5. Click or tap **Edit** next to Schedule.

   The Schedule page displays.

6. Click or tap **+ Add**.

   The Add Schedule page displays.

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

   The schedule is saved.

Edit a Schedule

➢ **To edit 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 Cameras page displays.

2. Click or tap **Mode**.

   A list of cameras displays.

3. Click or tap the camera.

   A list of available modes displays.

4. Click or tap **Schedule**.

5. Click or tap **Edit** next to Schedule.

   The Schedule page displays.

6. Click or tap the schedule.

   The Edit Schedule page displays.

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

   The schedule is saved.

Add a Mode

You can add new modes to tell your camera what to do in certain situations. For example, you can set your 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 camera. 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 Cameras page displays.

2. Click or tap **Mode**.

   A list of devices displays.

3. Click or tap the base station.

4. Click or tap **Add a Mode**.

   The New Mode page displays.

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

   The Trigger Device page displays.

6. Click or tap **When motion is detected** and then click or tap **Next**.

   The Motion Settings page displays.

7. Enter the detection settings and the detection choices for the rule.

   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. Click or Tap **Next**.

   The Motion Settings page displays.

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

   You can select **Record video** or **Do nothing**.

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

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

11. Click or tap **Next**.

    The Summary page displays.

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

    Your settings are saved.

6. Manage Your Subscription Plan

Every Arlo camera includes free Basic service that offers basic features and functionality. When activating your camera, you can choose between the Basic, Premier, and Elite service plans.

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 share recordings with friends and family. For information about service plans, visit *http://bit.ly/1AQGR9k*.

You can upgrade a Basic or Premier subscription at any time. When you upgrade from a paid subscription to a higher service level, the system calculates any unused portion of the current term and deducts that prorated amount from the total cost of the upgrade.

Renew Your Service Plan

Monthly plans automatically renew each month until you upgrade to an annual plan or cancel, effective the next billing cycle. Annual plans autorenew by default but can be configured to expire at the end of the current annual term.

Select a Premier or Elite Subscription Plan

➢ **To select a Premier or Elite subscription plan:**

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

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

   The Cameras page displays.

2. Click or tap **Settings**.

   The Settings page displays.

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

   The Subscription page displays.

4. Click or tap **Change Subscription**.

   The Subscription Plan page displays.

5. To change to a Premier or Elite plan, click or tap **SELECT**.

6. Follow the onscreen instructions to change your subscription.

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

7. 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*.

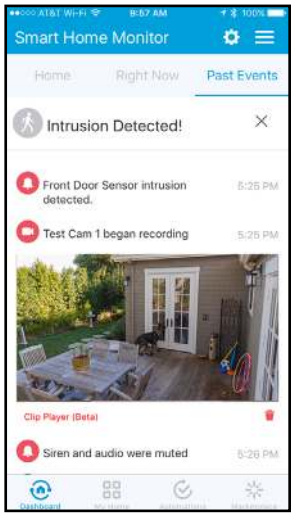
To learn more about Arlo and IFTTT, visit *arlo.com/community*.

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

8. 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 50.

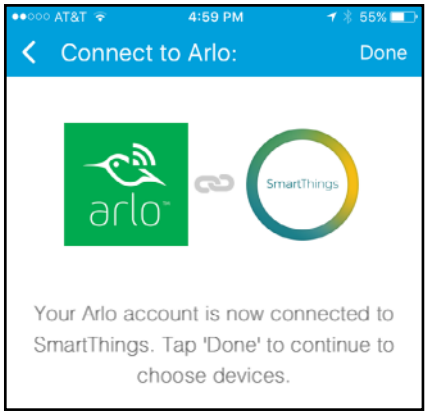
2. Launch the SmartThings mobile app.

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.

9. FAQs and Troubleshooting

Battery FAQs

What do the battery bars indicate?

The battery bars indicate battery capacity:

- **3 bars**. 61–100%
- **2 bars**. 17–60%
- **1 bar**. 1–16%
- **0 bars**. 0%

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 Wire-Free Cameras?

The NETGEAR Arlo Wire-Free Camera battery life is four to six months with normal usage and can be extended for optimal usage if you use key settings and follow certain tips. They offer the best battery life when set up to record when they detect motion.

How can I extend the NETGEAR Arlo Wire-Free Camera's battery life?

To extend your NETGEAR Arlo Wire-Free Camera's battery life, follow these tips:

- Be sure that you are running the latest version of firmware on your Arlo base station. For more information about updating your firmware, visit *What do I need to know about Arlo camera firmware updates?*
- Check your NETGEAR Arlo 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 Settings**, and select a camera.
- Normal usage is defined as four minutes of viewing or recording per day with the Arlo Wire-Free Camera in the **Optimized** setting.
- Depending on your specific usage, you might see different results. Also note that a NETGEAR Arlo Wire-Free Camera's distance from the base station can affect its battery life.

Manage Bandwidth for Streaming

The bandwidth used by cameras depends on the camera settings as follows:

- **Best Video**. 700–750 kilobits per second (kbps)
- **Optimized**. 450–550 kbps
- **Best Battery Life**. 300 kbps

For information about setting the resolution for your camera, see *Video Settings* on page 31.

Reduce the Number of Notifications

Arlo only sends notifications according to the rules in the mode that is currently active. To reduce unwanted notifications, you might need to adjust the position of one or more cameras, reduce motion or audio sensitivity, change your notification settings, or create a custom mode.

➢ **To reduce the number of unwanted notifications that you receive:**

1. Position your camera so that it does not pick up the motion that is triggering the camera to notify you.

   For example, if Arlo is notifying you about cars passing in the street, aim your camera so that the street is outside the camera's field of view. For more information about camera positioning, see *Position Your Cameras* on page 13. .

2. If you are unable to position your camera so that the field of view only includes motion that you care about, reduce your camera's motion sensitivity instead.

   You must reduce your camera's motion sensitivity in the rules for each mode in which you receive unwanted notifications. For more information about finding the right motion sensitivity setting, see *Change Motion Sensitivity* on page 37

3. If you are receiving unwanted sound-triggered notifications, reduce the audio sensitivity settings on the camera or cameras that are triggering too often. You can also edit your modes and rules to record based only on motion if all of the sound-based notifications are unwanted.

4. If you like the amount of videos that Arlo is recording, but you want to receive fewer notifications, either edit the notification settings in your modes and rules or create a different custom mode for when you want recordings without notifications.

   For example, you can create a mode that records but does not send notifications so that you can watch pet videos in your Arlo library without getting notified every time your pet moves or makes noise.

Can't See Video Streams in a Browser

➢ **To troubleshoot problems with the video stream:**

1. If you can't see your video streams from a web browser, but you can see them on your mobile device, make sure that your browser isn't blocking the plug-in and that you are using the latest version of Adobe Flash.

   For help with Adobe Flash Player, see For help with Adobe Flash Player, see *https://helpx.adobe.com/flash-player.html*.

2. Make sure that ports 443 and 80 are open on your router.

   Arlo uses these ports for streaming. Some antivirus applications, particularly those with firewalls, block these ports, so temporarily disabling your antivirus or moving Arlo to the firewall's DMZ might help. For more information about

opening ports, see your router's documentation. For more information about your antivirus, see your antivirus documentation.

3. Minimize the number of networks, WiFi devices, and transmitted frequencies near your base station and cameras.

   Place your cameras at least 10 feet (3 meters) from the base station, and allow at least 6½ feet (2 meters) between cameras. Avoid placing your base station or cameras near cordless phones, microwaves, or WiFi-enabled devices. Follow these guidelines to prevent signal interference between your among your Arlo devices and other WiFi devices.

4. Make sure that your Wire-Free camera is no farther than 300 feet (90 meters) from the base station.

   The 300-foot line-of-sight range is reduced by each metal object, thick wall, or other obstruction between a camera and the base station. For best results, make sure that your cameras have 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, and the batteries deplete faster when cameras are trying to reconnect.

5. Change or recharge the batteries on any cameras that are operating on battery power to ensure 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.

Make sure that other applications on your mobile device, such as Shutapp or Doze, are not suppressing push notifications. Make sure that your mobile device is not in Do Not Disturb mode.

If you followed procedures in the following sections 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 for 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 Cameras 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, click or tap **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: and check the following:

- 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 59.

➢ **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 61.

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

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 pen or 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. Click or tap **New System Setup**.

4. Follow the setup instructions.

If your wire-free 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 8.

10. Battery Warnings and Safety

Counterfeit and Inferior-Quality Battery Warning

Do not use counterfeit and/or inferior-quality lithium batteries. Such batteries can develop internal shorts and may pose a fire or burn hazard.

Avoid purchasing batteries from online auction and other marketplace websites, as these are known sources of counterfeit and/or inferior-quality batteries.

The use of counterfeit and/or inferior-quality batteries could greatly reduce runtime and output performance, damage your Arlo Wire-Free cameras, and constitute a safety hazard.

Counterfeit and/or inferior-quality batteries that cause damage to your Arlo Wire-Free camera may void the warranty.

Counterfeit and inferior-quality batteries lack built-in fault and heat protection, which superior quality batteries contain for added safety.

For these reasons, NETGEAR recommends that you use the batteries supplied by NETGEAR with your Arlo Wire-Free cameras, or high-quality batteries from other, established, well-known manufacturers such as Panasonic®, Energizer®, or Duracell®.

Arlo performance claims are based on the use of batteries that initially ship with Arlo Wire-Free cameras.

Rechargeable Battery Warning

Arlo Wire-Free cameras have been designed for use with primary, **non-rechargeable** batteries. For the best possible Arlo experience, **WE STRONGLY RECOMMEND** using the non-rechargeable batteries supplied with your Arlo Wire-Free cameras, or non-rechargeable high-quality batteries from other, established, well-known manufacturers such as Panasonic®, Energizer®, or Duracell®.

Because many rechargeable batteries on the market are counterfeits or of inferior quality, **WE STRONGLY DISCOURAGE the use of any rechargeable batteries** with your Arlo Wire-Free cameras, as they may pose a fire or burn hazard. They may also damage your camera.

TO THE EXTENT PERMISSIBLE BY APPLICABLE LAW, NETGEAR DISCLAIMS ALL LIABILITY WHATSOEVER RELATED TO THE USAGE OF RECHARGEABLE BATTERIES IN ARLO WIRE-FREE CAMERAS, INCLUDING WITHOUT LIMITATION, FIRE, DAMAGE TO PROPERTY, BODILY INJURY, AND/OR DEATH. A RECHARGEABLE BATTERY THAT CAUSES DAMAGE TO THE ARLO WIRE-FREE CAMERA MAY RENDER THE NETGEAR WARRANTY NULL AND VOID. YOU ASSUME ANY AND ALL RISKS ASSOCIATED WITH THE USAGE OF RECHARGEABLE BATTERIES IN ARLO WIRE-FREE CAMERAS, INCLUDING WITHOUT LIMITATION, FIRE, DAMAGE TO PROPERTY, BODILY INJURY, AND/OR DEATH.

Safe Battery Handling and Usage

Batteries can EXPLODE, CATCH FIRE, and/or CAUSE BURNS if disassembled, punctured, cut, crushed, short-circuited, incinerated, recharged (disposable cells), or exposed to water, fire, or high temperatures. **To ensure optimal safety and performance:**

- Use only batteries that contain built-in fault and heat protection.
- **DO NOT** use counterfeit or inferior-quality batteries in Arlo Wire-Free cameras. Use only the batteries supplied by NETGEAR, or high-quality batteries from, established, well-known manufacturers, such as Panasonic®, Energizer®, or Duracell®.
- **DO NOT** use rechargeable batteries.
- **DO NOT** place loose batteries in a pocket, purse, or other receptacle containing metal objects.
- **DO NOT** store batteries with hazardous or combustible material; store in a cool, dry, ventilated area.
- While your Arlo Wire-Free camera is weatherproof and safe to use outside, **DO NOT** allow the batteries or battery compartment to get wet prior to or during installation.
- **ALWAYS** keep batteries away from children.
- **REPLACE ALL** batteries at the same time with batteries of the same type purchased at the same time from the same manufacturer and **DO NOT** load batteries backwards. **MAKE SURE** the battery compartment is empty and free of any loose debris before inserting batteries. Follow the directions in the quick start guide and/or written on the Arlo Wire-Free camera.
- Follow local guidelines to dispose of used batteries.

To the extent permissible by applicable law, failure to follow these warnings and/or directions could result in damage to your Arlo Wire-Free cameras that will not be covered by NETGEAR's warranty.