


## Change the Low Light settings for your camera

Your Pro 5 Spotlight Camera's spotlight is set to automatically turn on when your camera detects motion at night. The spotlight improves video quality and allows your camera to record video in color at night rather than in traditional black and white. You can turn the spotlight on and off and you can adjust the spotlight behavior and brightness.

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

To change the low light settings for the spotlight:

1. Open the Arlo Secure App.
2. Tap **Settings > My Devices**.
3. Tap the Essential Spotlight Camera.
4. Tap **Video Settings > Low Light Settings**.
5. Adjust the settings to customize your spotlight:
  - **Spotlight.** Toggle the spotlight on and off. When the Spotlight setting is set to the On position, the spotlight automatically turns on when your Arlo camera detects motion at night.
  - **Color.** Toggle color video recording at night on and off.
  - **Behavior.** Select the spotlight behavior that you prefer: **Constant**, **Flash**, or **Pulsate**.
  - **Brightness.** Use the slider to adjust the brightness level
  - **Night Vision.** Toggle Night Vision on and off.

## Change the video mode to select the field of view

The video mode controls the field of view setting for the camera. The field of view is the area that the camera sees. You can set the video mode for your camera to Full (110 degrees), Wide (125 degrees), or Super Wide (160 degrees).

To change the video mode:

1. Open the Arlo Secure App.
2. Tap **Settings > My Devices**.
3. Select the camera.

4. Tap **Video Settings > Video Mode**.
5. Tap a field of view to apply it to your camera.

## Change the audio settings

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

1. Open the Arlo Secure App.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. If you're using a mobile device, tap **Audio Settings**.
5. Adjust the settings:
  - **Microphone** toggle turns the microphone off and on.
  - **Speaker** toggle and volume. To turn the speaker off and on, tap **Speaker**. To change the speaker volume, move the **Speaker Volume** slider.

## Adjust the flicker setting

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

1. Open the Arlo Secure App.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Flicker Adjustment**.
5. Tap a setting.

## Restart the camera from the Arlo Secure App

1. Open the Arlo Secure App.
2. Tap **Settings > My Devices**.
3. Select the camera.

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

## View device information

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

1. Open the Arlo Secure App.
2. Tap **Settings > My Devices**.
3. Tap the device.
4. Tap **Device Info**.

## Remove a device from your account

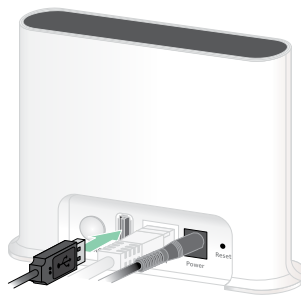
1. Open the Arlo Secure App.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Scroll down and tap **Remove Device**.

## 8. SmartHub or Base Station USB Storage

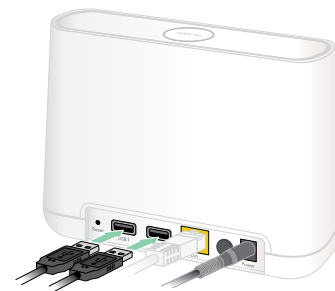
The Arlo SmartHub VMB4540 and Base Station with Siren VMB4500 and VMB4000 include one or two USB ports on the rear panel. If you use your camera with a SmartHub or base station you can use this feature.



**SmartHub VMB4540**



**Base station VMB4500**



**Base station VMB4000**

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

If the SmartHub or Base Station with Siren isn't connected to the internet, recordings continue to be saved on your USB storage device. If you're using an active live stream connection between a Pro 5 Spotlight Camera and a SmartHub, you can record to a USB storage device in 1080p. For 2K Local Live Stream from a Pro 5 Spotlight Camera, the SmartHub automatically records to a USB storage device if one is connected.

Your Arlo Secure App notifies you when the connected USB storage device is low on storage space or is full.


## USB storage device format

The SmartHub supports these file formats for local storage:

- FAT16
- FAT32
- ExFAT
- ext2FAT
- ext3FAT
- ext4FAT
- HFS+

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

## View the USB storage device status

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge**.
3. Check the color of the USB icon :
  - **Gray**. No USB device is connected.
  - **Black**. A USB device is connected to the SmartHub.
  - **Amber**. The SmartHub is recording onto the USB device.
4. To view more information about the USB device status, under LOCAL STORAGE, tap **Storage Settings**.

The USB status displays GOOD or indicates if the USB device needs to be formatted, or is full. The Arlo Secure App also notifies you if this occurs.

## View available USB device storage

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

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

## Turn USB recording off and on

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge**
3. Select the SmartHub.
4. Tap **Storage Settings > USB Device Recording**.

## Turn local 2K recording off and on

The SmartHub and base station recordings saved onto the USB device are 1080p, but you can change this setting and save Pro 5 Spotlight Camera 2K recordings onto the USB device.

**Note:** Local 2K recording from Pro 5 Spotlight Cameras is supported in Arlo SmartHub and Base Station models VMB5000, VMB4540, and VMB4000.

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge**
3. Select the SmartHub.
4. Tap **Storage Settings > Best Local Recording**.

Local 2K recording toggles off and on.

## Change the USB device overwrite setting

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

1. Open the Arlo Secure App.
2. Tap **Base Station & Bridge > Storage Settings**.
3. Tap **Overwrite Automatically**.

The overwrite setting toggles off and on.

## Format a USB device


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

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

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge > Local Storage**.  
If you see the message *Requires Formatting*, the USB storage device isn't in the correct format and you must format it before you can use it for local storage.
3. Tap the **Format USB Device** button.
4. Wait for USB Device Status to change from *Formatting* to *Ready*.

## Safely eject a USB storage device

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

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge > Local Storage**.
3. Tap **Safely Eject USB Device**.
4. Wait for the *Unmounting USB storage device* progress message to close.
5. Disconnect your USB storage device from your SmartHub.  
Do not interrupt power to the SmartHub or remove the USB device while unmounting the USB device.
6. The USB icon changes to gray  indicating that no USB device is connected.  
USB recording is disabled until you connect another USB device.

## View videos on a USB device

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

1. Safely eject the USB storage device.  
For more information, see [Safely eject a USB storage device](#) on page 70.

2. Connect the USB storage device that you ejected to a Windows-based computer or a Mac computer.
3. Wait for the USB storage device to appear in the list of available drives on your computer, and then open the drive folder to view the files on your USB storage device.
4. Open the Arlo folder.  
Recorded videos are saved in this folder in MP4 format. Video files are named according to this system: camera serial number\_video number\_date\_video clip tag. Dates are in the format YYYYMMDD.

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



## 9. SmartHub SD Card Storage

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

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

### MicroSD card format

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

If your microSD card isn't formatted, or is formatted with an incompatible file system, you can use your Arlo Secure App to format the microSD card. See [Format a microSD card](#) on page 74.



### Insert a microSD card

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



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

## View the SD card status

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge**.
3. Check the SD card icon . When a microSD card is inserted in the SmartHub, this icon is amber .
4. To view more information about the microSD card status, under LOCAL STORAGE, tap **Storage Settings**.  
The SD Card Status displays GOOD or indicates if the SD card needs to be formatted, or is full. The Arlo Secure App also notifies you if this occurs.

## View available SD card storage

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

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

## Turn SD card recording off and on

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge**
3. Select the SmartHub.
4. Tap **Storage Settings > SD Card Recording**.  
SD card recording toggles off and on.

## Turn on Best Local Recording

The SmartHub recordings saved onto the SD card are 1080p by default, but you can change this setting to record the best resolution that's supported for your camera. For example, Ultra Series cameras support 4K local recording and Pro 5 Spotlight Camera support 2K local recording.

To turn on Best Local Recording:

1. Open the Arlo Secure App.

2. Tap **SmartHub/Base Station/Bridge**
3. Select the SmartHub.
4. Tap **Storage Settings > Best Local Recording**.

## Change the SD card overwrite setting

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

1. Open the Arlo Secure App.
2. Tap **Base Station & Bridge > Storage Settings**.
3. Tap **Overwrite Automatically**.  
The overwrite setting toggles off and on.

## Format a microSD card

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

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge > Local Storage**.
3. Tap the red **Format SD Card** button.

## Safely eject an SD card

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

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge > Local Storage**.
3. Tap **Safely Eject SD Card**.
4. Wait for the *Unmounting SD Card* progress message to close.

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

Do not interrupt power to the SmartHub or remove the SD card while unmounting the SD card.

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

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

## View videos on a microSD card

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

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

1. Safely eject the microSD card.

For more information, see [Safely eject an SD card](#) on page 74.

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

4. Open the Arlo folder.

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

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

## 10.Arlo Connect

### Use Arlo with Amazon Alexa

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

To use the Arlo Skill, you need a connected Pro 5 Spotlight Camera and one of these Amazon devices:

- Echo Show
- Echo Spot
- Echo Dot
- Echo, Echo Plus
- Fire tablets (7th generation or newer)
- Fire TV (all generations)
- Fire TV stick (second generation only)
- Fire TV Edition smart TVs

### Enable the Arlo Skill

Make sure that your Pro 5 Spotlight Camera is powered on and connected to the cloud.

Enable the Arlo skill in one of these ways:

- Ask Amazon Alexa “Alexa, enable Arlo skill” to receive instructions in your Alexa app to link your Arlo account with your Alexa account.
- In the Alexa app, search for the Arlo Skill and select **Enable Skill** to link your Arlo account with your Alexa account.

## Use the Arlo Skill

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

- “Alexa, show me <camera name>.” Start streaming a camera live.
- “Alexa, stop.” Stop an activity and return to your device’s home screen.
- “Alexa, hide <camera name>.” Stop streaming from a camera and return to your device’s home screen.
- “Alexa, go home.” Return to your device’s home screen.
- “Alexa, show the last motion detected by my <camera name>.”  
To use this command, your Arlo subscription must include viewing past video clips for your camera.

## Set up Alexa to notify you when your camera detects motion

You can use either of these methods:

- In the Smart Home section of the Alexa app, turn on Announcements for your Arlo camera.
- Create an Alexa Routine from the Alexa app main menu.

## Add your camera to the Google Assistant app

To use your Pro 5 Spotlight Camera with Google Assistant, you need:

- A Google Home Hub, a Chromecast device, a TV with Chromecast, or a media player with Chromecast
- The Google Assistant app on your mobile device. This app is included with most Android devices, but you can also download it from the Apple App Store on iOS devices.

To connect your Arlo cameras to the Google Assistant app:

1. If you plan to use a voice-enabled speaker with the Google Assistant, set up that device.
2. Open the Google Assistant app to the home page.
3. Tap the + icon.
4. Tap **Set up Device > Have something already set up?**
5. Select the Arlo icon from the list of device options.  
You can search for Arlo or scroll down to find Arlo on the list of devices.
6. Sign in with your Arlo account.  
Your camera is added to Google Assistant.

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

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

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

## Use Arlo with IFTTT

You can use the Arlo Secure 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](https://ifttt.com/arlo).

To learn more about Arlo and IFTTT, visit [arlo.com/community](https://arlo.com/community).

## 11. Arlo Rechargeable Battery

Your camera comes with an Arlo Rechargeable Battery. The battery is partially charged and can be charged using the charging cable and power adapter that came in the package or by using other Arlo accessories, which are sold separately.

**Note:** You can buy spare rechargeable batteries and charge them in the Arlo Dual Charging Station (sold separately).

### Charge your camera battery

1. Snap the magnetic power cable into the camera's power input.
2. Connect the AC adapter to the power cable and plug it in.

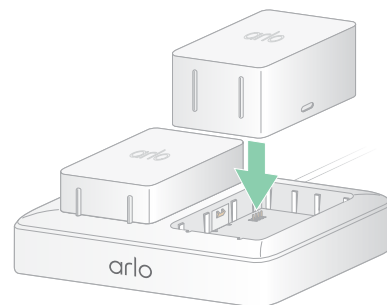


### Charge batteries in the Arlo Dual Charging Station (sold separately)

Your Arlo Dual Charging Station charges one or two batteries for your Pro 5 Spotlight Camera.

To charge batteries in the charging station:

1. Connect the power adapter to the charging station.
2. Plug the power adapter into an indoor electrical outlet.
3. Insert one or two Arlo rechargeable batteries.





# Replace a Pro 5 Spotlight Camera battery

You can leave the camera housing in place so the camera position stays the same.

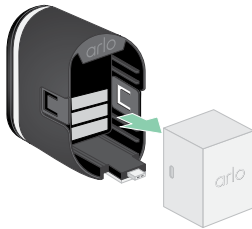
1. Release the camera from the camera housing.

Press the button on the charging port underneath the camera. The camera clicks as it disengages from the camera housing.

2. Pull the camera all the way out of the camera housing.

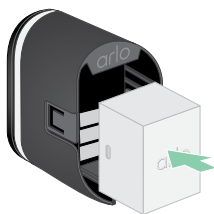


3. Remove the battery by pulling on it until it slides out of the camera.



4. Align the battery and insert it into the battery compartment.

The battery only inserts one way.



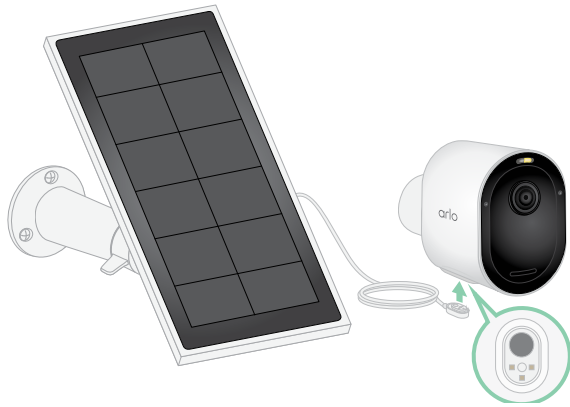
The LED on the camera blinks blue.

5. Insert the camera into the camera housing by pushing down on both the left and right sides of the camera until it clicks into place.



## Solar Panel charging

You can use the Arlo Solar Panel to connect your camera to continuous power. The solar panel uses direct sunlight to keep your battery charged. The solar panel is weather-resistant and comes with an 8-foot magnetic power cable and adjustable mount.



To connect a solar panel to your camera:

1. Install the solar panel mount near your camera.
2. Attach your solar panel to the mount.
3. Connect your camera to the solar panel cable.

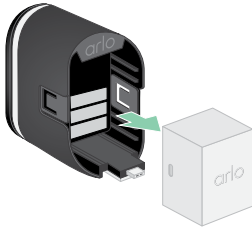
## Replace a battery

You can leave the camera housing in place so the camera position stays the same.

1. Release the camera from the camera housing.  
Press the button on the charging port underneath the camera. The camera clicks as it disengages from the camera housing.
2. Pull the camera all the way out of the camera housing.



3. Remove the battery by pulling on it until it slides out of the camera.



4. Align the battery and insert it into the battery compartment.  
The battery only inserts one way.



The LED on the camera blinks blue.

5. Insert the camera into the camera housing by pushing down on both the left and right sides of the camera until it clicks into place.



## Battery life

Your camera's battery lifespan varies depending on the number of motion triggers that occur and how often the camera activates.

**Note:** Cold temperatures can affect any battery's capacity because of their chemistry. This means that if you install your camera outside in cold temperatures, you might notice a shorter battery duration, or a faster than expected drop in the displayed battery capacity.

To optimize the lifespan of your battery:

- Select a location for your camera with a strong Wi-Fi signal.

A strong Wi-Fi signal typically requires less battery power than a weak Wi-Fi signal. You can check the strength of the Wi-Fi signal from the Arlo Secure App.

If you use an optional Arlo SmartHub or base station, we recommend placing your camera up to 300 feet away. For information about your router's Wi-Fi range, check with the router manufacturer or with your internet service provider (ISP) if they installed your router.

- Your Arlo camera lets you choose the quality level of the video it records. Cameras set to high-quality video recording use more battery power than cameras set to low-quality video recording.
- Fine-tune the position of your camera.

Angle the camera so that it only detects motion in areas of interest. This helps reduce unwanted recordings and triggers from motion that occur in the background.

- Set a schedule for your camera.

If you don't need your camera to activate during all hours of the day, you can set it to wake up and use battery power only during the hours when you need it. See [Schedule when your camera is armed](#) on page 43.

- If your router allows it, increase the DHCP lease renewal time.

Most routers are DHCP servers that assign IP addresses to the devices on their networks. The DHCP lease is the length of time the devices can reserve an IP address on the network. For example, a router might use a DHCP lease renewal time of 24 hours (1440 minutes). Increasing the DHCP lease renewal time might reduce the network traffic. For more information, see the instructions from your router's manufacturer or your ISP if they installed your router.

## Safe handling and usage guidelines for removable and rechargeable batteries

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:

- **Only use Arlo batteries.** If you are unsure about whether a replacement battery or charger is compatible, contact Arlo.
- **DO NOT** use this battery for anything other than its intended purpose.
- **DO NOT** use a battery if its case appears damaged, swollen, or compromised. Examples include, but are not limited to, leaking, odors, dents, corrosion, rust, cracks, swelling, melting, and scratches.
- **DO NOT** disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
- **DO NOT** expose the battery to fire or temperatures greater than 60°C (140°F). Do not place

the battery next to areas which may become hot. Examples include, but are not limited to, on or near a space heater, cooking surface, cooking appliance, iron, radiator, or fireplace.

- **DO NOT** get the battery or the Arlo device wet. Even though they might dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.
- **DO NOT** place the battery in a pocket, purse, or other receptacle containing metal objects, such as keys, jewelry, or tools.
- **DO NOT** store the battery with hazardous or combustible material. Store in a cool, dry, ventilated area.
- **ALWAYS** keep the battery away from children.
- **DO NOT** load the battery backwards. **MAKE SURE** the battery compartment is empty and free of any moisture or loose debris before inserting the battery.
- **AVOID** dropping the battery or the Arlo device. Dropping it, especially on a hard surface, might cause damage to the battery or the Arlo device. If you suspect damage to the battery or the Arlo device, replace it.
- **ALWAYS** follow the directions in the Quick Start Guide and/or written in the Arlo Product User Manual.
- **ALWAYS** follow local waste and recycling laws and guidelines to dispose of used batteries.

## 12.Troubleshooting

### Scan a QR code during setup

During setup, the camera must scan a QR code from the Arlo Secure App when you're adding the camera to your Wi-Fi network. If your camera doesn't emit a chime sound after scanning the QR code, then the QR code wasn't successfully scanned.

If your camera didn't scan the QR code:

- Move your mobile device farther from, or closer to, the camera lens.  
Position your mobile device about 6 in. (15 cm) from the camera lens, and slowly move it closer. If that doesn't work, try moving your mobile device farther away. You can also try different angles.
- Decrease or increase the brightness on your mobile device.  
Your mobile device's brightness might be too high or too low for your camera to scan the QR code.  
If it's dark outside, try setting the brightness on your mobile device to the 50% level.  
If it's bright outside, try raising the brightness on your mobile device to the highest level.
- Disable Dark Mode if you're using an iOS device.  
In your iOS Settings, scroll down to find and select **Display & Brightness**. Choose **Light mode** under the Appearance options.
- Scan the QR code in an evenly lit area.  
Avoid scanning the QR code in the dark or in direct sunlight. If you are installing at night, turn on porch lights. If your camera is exposed to direct sunlight during installation, provide some shade.
- Try using a mobile device with a larger screen ,such as a tablet or iPad, if available.
- Clean the camera lens.  
The camera lens might have debris or a smudge on it, hindering its ability to scan the QR code. Try using a lint-free cloth to remove anything that might prevent the camera from scanning the QR code.

## Optimize multiple 2K streams

You might experience connectivity issues if you're running multiple 2K live streams on your Arlo Secure App. To optimize connectivity, check your network environment and adjust your camera settings as needed.

Make sure your average bandwidth speed is at least 2 Mbps per camera.

**Note:** To check your Internet speed, visit [www.speedtest.net](http://www.speedtest.net). The result of the Internet speed test might change, depending on varying amounts of traffic. For accurate results, run the speed test several times.

If you're still experiencing connectivity issues after checking your Wi-Fi connection and Internet speed, do the following tasks until your connection is back to normal.

Adjust your camera settings in the Arlo Secure App:

1. Change the power management settings on each camera to **Optimized**.
2. Change the power management settings on each camera to **Best Battery Life**.

For more information, see [Change the video quality and battery usage](#) on page 63.

## Troubleshoot Arlo Geofencing

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

- Your mobile device isn't sharing its location information with Arlo. See [Prepare your mobile device for geofencing](#) on page 45.
- Away mode isn't triggered when you leave because an extra mobile device that's enabled for geofencing is still in the Device Location. See [Geofencing with multiple mobile devices](#) on page 46.
- Geofencing stopped working because the location sharing settings for a mobile device changed. See [Prepare your mobile device for geofencing](#) on page 45.
- A task-killing app is interfering with Arlo Geofencing. A task-killing app, such as Shutapp or Doze, can disable Arlo Geofencing. To use Arlo Geofencing, disable any apps that suppress the Arlo Secure App.
- Geofencing for your mobile device on your friend's Arlo account isn't working.

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

- Turn on the Allow Access Rights setting. See [Grant access to friends](#) on page 57.

- Set your device as an Enabled Device in Geofencing settings. See [Enable or disable geofencing for friends' mobile devices](#) on page 47.

Still experiencing issues with geofencing? Contact Arlo Customer Support.

## Can't see video streams in a browser

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

To troubleshoot problems with the video stream, check for the conditions in the following sections [Wi-Fi signal interference](#) on page 87

[Wi-Fi signal interference](#) on page 87, [Out of range](#) on page 87, and [Low battery](#) on page 88.

## Wi-Fi signal interference

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

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

## Out of range

Make sure that your camera is close enough to receive a strong Wi-Fi signal. The range of your router's Wi-Fi signal can vary depending on the router model and conditions in your local environment. If you pair your camera to an optional Arlo SmartHub or base station, we recommend that you place the camera no farther than 300 feet (90 meters) from the SmartHub or base station. The range might be less if metal objects or thick walls and ceilings are between a camera and the SmartHub or 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 camera can work when signal strength is at one or two bars, but might go out of range intermittently due to fluctuations in the environment.



## Low battery



A low battery can cause the camera to stream intermittently. It's time to recharge the battery or change it when the battery level is down to two bars on the Arlo Secure App Devices page.

## Not receiving push notifications for Arlo alerts

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

### Check the rules for armed modes

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

1. Open the Arlo Secure App.
2. Tap the **Mode** button.
3. Select the SmartHub.  
A list of modes displays.
4. Tap **Edit**  next to Armed.
5. Tap **Edit**  next to the rule.
6. Under Alert, make sure that the **Push Notification** check box is selected.
7. If you made changes, tap **Save**.

### Check the Arlo Secure App notification settings on an iOS device

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

1. Tap the **Settings** icon for your iOS device.
2. Tap **Notifications > Arlo**.
3. Make sure that **Allow Notification** is selected.

## Check the Arlo Secure App notification settings on an Android device

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

1. Tap the **Settings** icon for your Android device.
2. Tap **Application Manager > Arlo**.
3. Make sure that the **Show Notifications** setting is selected.

## If you said no to push notifications at installation

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

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

## Arlo Secure Alarm Detection isn't working

Alarm Detection notifies you in your Arlo Secure App when a smoke or carbon monoxide (CO) detector's alarm is activated. You need an Arlo Secure subscription to use this feature (see [Detect audio alarms with your camera](#) on page 49).

Your camera might not detect an alarm in the following situations:

- Your alarm doesn't emit a T3 or T4 alarm pattern.
- Multiple overlapping alarms occur.
- Echoes occur in the alarm location.
- Another noise is equal to, or louder than, the alarm.

## Support

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

Arlo Technologies, Inc.  
2200 Faraday Ave. Suite 150  
Carlsbad, CA 92008 USA

Document publication date: June 2022

PN 202-TBD

## Trademarks

© Arlo Technologies, Inc. Arlo, Arlo logo, and Every Angle Covered are trademarks of Arlo Technologies, Inc. Apple is a trademark of Apple Inc., registered in the US and other countries. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC. Any other trademarks are for reference purposes.

## Compliance

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

See the regulatory compliance document before connecting the power supply.



## Federal Communication Commission (FCC) Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference; and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

As defined in section 2.909 of FCC rules, the responsible party is Arlo Technologies, Inc., 2200 Faraday Ave., Suite 150, Carlsbad, CA 92008, USA. 1-408-907-8000

FCC Warning: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### **IMPORTANT NOTE for products with Wi-Fi or Cellular modules:**

FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.



## **Innovation, Science and Economic Development Canada (ISED) Compliance Statement**

This Class B digital apparatus complies with Canada ICES-003, CAN ICES-003(B) / NMB-003(B). This device contains licence-exempt transmitter(s)/receiver(s) that comply with ISED Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Under ISED Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by ISED Canada. To reduce potential radio interference to other users, the antenna type and its gain should be chosen so that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

### **Caution:**

- 1) The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- 2) For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;
- 3) For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada, CAN ICES-003(B) / NMB-003(B).

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'ISDE Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Conformément à la réglementation d'ISDE Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par ISDE Canada. Dans le but de réduire les risques de brouillage radio électrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.



**Avertissement:**

- 1) Le dispositif fonctionnant dans la bande 5150-5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- 2) Le gain maximal d'antenne permis pour les dispositifs avec antenne(s) amovible(s) utilisant les bandes 5250-5350 MHz et 5470-5725 MHz doit se conformer à la limitation P.I.R.E.;
- 3) Le gain maximal d'antenne permis pour les dispositifs avec antenne(s) amovible(s) utilisant la bande 5725-5850 MHz doit se conformer à la limitation P.I.R.E spécifiée pour l'exploitation point à point et non point à point, selon le cas.

**Radio Frequency (RF) Exposure Information for products with Wi-Fi or Cellular modules:**

The radiated output power of this device is below the ISED Canada radio frequency exposure limits. This device has been evaluated for and shown compliant with the Radio Frequency (RF) Exposure limits. The device should be used in such a manner that the potential for human contact during normal operation is minimized.

La puissance de sortie rayonnée de cet appareil est inférieure aux limites d'exposition aux fréquences radio d'ISDE Canada. Cet appareil a été évalué et démontré conforme aux limites d'exposition aux fréquences radio (RF). L'appareil doit être utilisé de manière à minimiser le risque de contact humain pendant le fonctionnement normal.