



# Home Security System User Manual



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# 1. Get to Know Your Home Security System

Rest easy knowing your home is protected, whether you're there or away with the Arlo Home Security System. With easy set do-it-yourself setup, your security system connects directly to your Wi-Fi network and let's you monitor your home with ease.

## Get the Arlo Secure App

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



**Note:** If you already use the Arlo Secure App, make sure that you're using the latest version.

To find out if an update is available, go to the app store and search for Arlo Secure App.

# Meet your Arlo Home Security System

Your base security system consists of multiple parts: Arlo Keypad Hub, sensors (2 or 5), and a battery and cellular battery pack (optional and sold separately).



## Home Security System features

- **One tap emergency response.** Send fire, police, or medical responders to your home.
- **Easy install.** Plug-in Keypad and wire-free Sensors make installation a breeze.
- **Customizable security.** Personalize how your Sensors protect your home and select your favorite security widgets for your dashboards, in one single app.
- **Superior connectivity with SecureLink.** Get longer range and more secure connection for devices paired with Arlo Home Security System.
- **6-In-1 Keypad Hub with built-in Sensors.** Control, pair devices, and set your security system to arm, arm home, or standby and use one rapid one-touch Emergency Response to send fire, police, or medical responders to your home.
- **Security with all-in-one convenience from each Sensor.** 8 sensing functions in 1 compact design give you the flexibility to place the Sensor anywhere you need coverage in your home. Simply select the functions you want through the Arlo Secure App.
- **Around the clock protection available.** 24/7 Live Security Experts monitor your home.
- **Video and image verification.** Validates emergencies, get priority dispatch, and reduce false alarms.\*
- **Protection during power or internet outages.** Keep your System online and powered during outages with Arlo Cellular and Battery Backup.\*

**Note:** Around the clock protection, one tap emergency response, video and image verification, and protection during power or internet outage require subscription after the trial has ended.

# Accessories

Your Arlo Home Security Systems works with these accessories, which are sold separately:

- **Cellular and Battery Backup.** You can keep your Arlo Home Security System online and powered during outages for up to 12 hours. See [3. \*Optional Cellular and Battery Backup\*](#) on page 18.

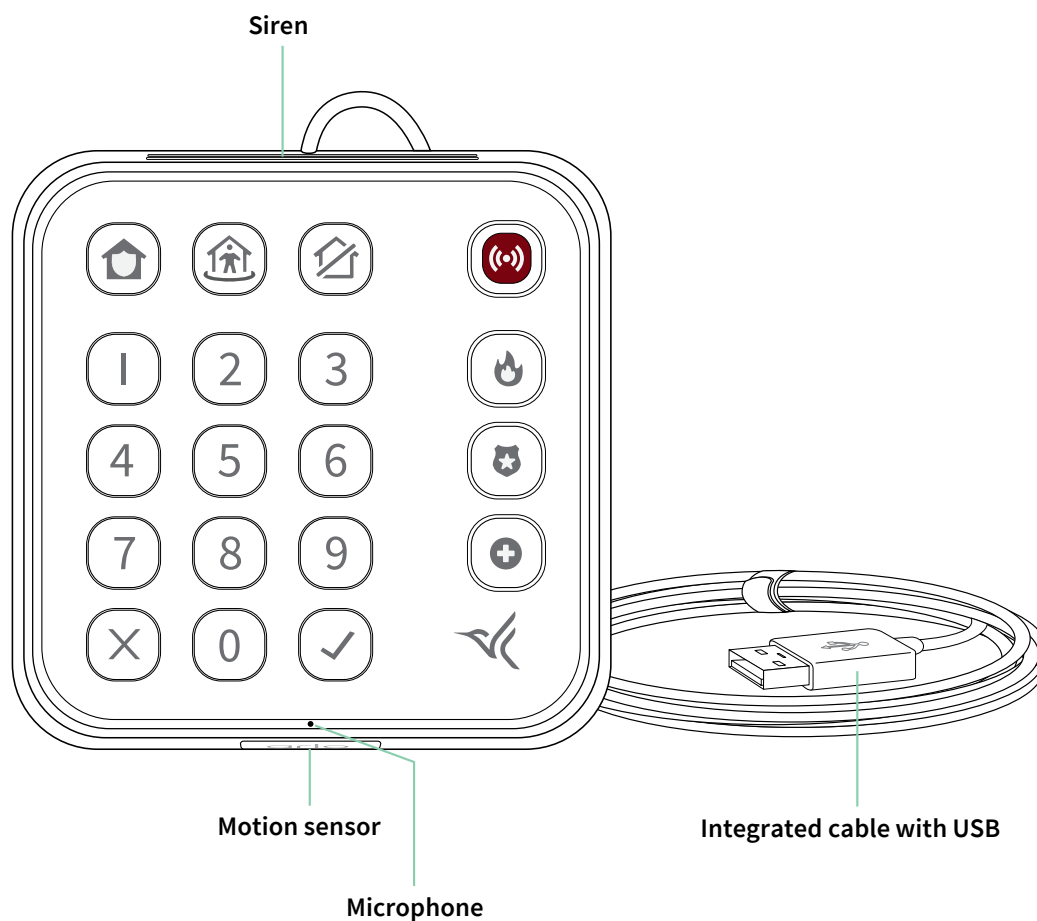
# Professional or Self-Monitoring

Arlo Safe & Secure Pro alerts 24/7 Live Security Experts when a security event occurs at your home. You can subscribe to a plan with professional monitoring or choose to self monitor.

When your Security System detects an alarm event:	Professional monitoring	Self monitoring
The Arlo Secure App alerts you via phone or email notification, depending on your preference.	Y	Y
With Cellular and Battery Backup (sold separately), if power and internet go down, the system keeps working and sends alerts via the cellular network.	Y	N
24/7 Live Security Experts monitor your home and contact you via text or phone call.	Y	N
If pre-authorized, 24/7 Live Security Experts can access cameras to verify your alarm event and enable priority emergency response.	Y	N
Emergency responders are sent to your home, if needed.	Y	N

## 2. Get to know your Keypad Sensor Hub

The Keypad Sensor Hub is part of the Arlo Home Security System that lets you arm and disarm the Home Security System, turn the siren on and off, and contact a 24/7 Live Security Expert. It also includes a motion sensor, a siren, and a microphone that listens for smoke and carbon monoxide detection alarms.












**Note:** Do not press the motion sensor. It is not a button. Do not block the motion sensor.



# Keyhub Sensor Hub buttons

The buttons on the Arlo Keypad Sensor Hub allow you to enable Arlo Home Security System modes, enter your PIN, contact emergency services, and more.



-  **Armed Away:** Use this mode for security when no one is inside the home. Open access and indoor motion detection will trigger the alarm by default.
-  **Armed Home:** Use this mode for security when someone is home. Open access will trigger the alarm by default, while motion detection inside the home will not.
-  **Standby:** Use this mode when you don't want to trigger the alarm. You can choose to still receive notifications when an event is detected.
-  **Panic:** Press for 2 seconds to start the customized panic response (siren, connected lights, and/or request assistance from a 24/7 Live Security Expert ).
-  **Fire:** Press this button for 2 seconds to request fire emergency assistance.<sup>1</sup>
-  **Police:** Press this button for 2 seconds to request police assistance.<sup>1</sup>
-  **Medical:** Press this button for 2 seconds to request assistance for a medical emergency.<sup>1</sup>
-  **Cancel:** Use this if you press an incorrect number while entering your PIN, and wish to start over.
-  **Enter/Accept:** Use this to submit your PIN or override device warnings.

**Note:** 24/7 Live Security Expert is a subscription based service.

# Setting up your Arlo Keypad Sensor Hub

The Arlo Keypad Sensor Hub is part of the Arlo Home Security System. The Keypad Hub lets you arm and disarm the Home Security System, turn the siren on and off, and contact a 24/7 Live Security Expert.\* The Arlo Keypad Sensor Hub also includes a motion sensor, a siren, and a microphone that listens for smoke and carbon monoxide detection alarms.

\* A subscription plan that supports professional monitoring is required.

Perform the following steps to setup and install your Arlo Keypad Sensor Hub using the Arlo Secure app.

1. Launch the Arlo Secure app.
2. Tap **Devices**.
3. Tap Plus + icon.
4. Tap **Security System > Arlo Keypad**.  
**Note:** You can only add one security hub per location.
5. Find a place for your hub. Place your Hub in an accessible location, and where you want to detect motion, then tap **Continue**.
6. Scan the QR code titled **SETUP** on the bottom of the Hub.



7. Power on your Hub.
8. Connect the Hub cable to the adapter and plug it into an outlet. When the Check button ✓ starts pulsing, tap **Continue**.
9. Press and hold the Check button ✓ on the Hub until the lights of all the button starts pulsing and tap **Continue**.

10. Select a Wi-Fi network you'd like your Arlo device to use and tap **Continue**.
11. Verify Wi-Fi password and tap **Continue**.
12. Your Arlo device will start connecting.
13. Name your Hub. Name must be something descriptive and easy to remember.
14. Tap **Continue**.
15. Your device will start checking for available firmware updates.  
**Note:** Do not unplug your Hub while firmware is updating.
16. Once complete, you will see a confirmation message that firmware has been updated.

## Placement tips

The best placement for your Arlo Keypad Sensor Hub varies by household and environment. Follow these tips for the most optimal Arlo Keypad Sensor Hub placement:

- Place within 16.4 feet or 5 meters of Smoke/CO alarm. It should be in a clear line of sight.  
You should also avoid placing beside loud noise sources such as a TV or speakers.
- Your Arlo Keypad Sensor Hub is for indoor use only.
- Your device should must be placed on a flat surface or table in an accessible location.
- Place the sensor facing towards where motion is expected.
- Your device must be plugged into an electrical outlet that is not controlled by a wall switch.

# Keypad Sensor Hub LED behavior

The buttons on the Arlo Keypad Sensor Hub illuminate distinct colors and patterns to notify you of various Arlo Home Security System functions and situations.

Situations	LED Behavior
Ready for setup	All buttons pulsate white
Power On/Start up	Arm Home, Arm Away, and Standby cycle in white
Firmware Update in Progress	Numeric columns cycle in white
Current Active Mode	<b>Illuminates red:</b> Arm away <b>Illuminates amber:</b> Arm home <b>Illuminates green:</b> Standby
Motion Detected in Standby Mode	<b>Illuminate white:</b> Arm away or arm home <b>Illuminates Red:</b> Panic <b>Illuminate white:</b> Fire, Police, and Medical (if subscribed to an Arlo plan with Emergency Response)
Factory reset	All buttons flash white five times
Device Warning (for devices that require a manual override when attempting to set your system to an Armed mode)	Check button flashes white Arm Home, Arm Away, or Standby flashes red, amber, or green when attempting to change mode

# Configure your siren settings on your hub

You can set up the siren to activate for different events for your Arlo All-In-One Sensor or Keypad Sensor Hub, such as Motion or Open/Close. The siren can also be set up to activate based motion or audio detected by your Arlo Cameras.

Configure which devices will play an audible siren duration the siren sounds and for how long

1. Launch the Arlo Secure app.
2. Tap **Global/Profile Settings**.
3. Click **Location** and then click **Siren**.
4. Adjust the Duration. You may select from **1, 2 or 5 minutes**.
5. Select the devices that sound the siren by toggling the switch. You must select at least one siren device to sound the siren.

Enable siren when the panic button is pressed on an Arlo Keypad Sensor Hub

1. Launch the Arlo Secure app.
2. Tap **Global/Profile Settings**.
3. Click **Location** and then click **Panic**.
4. Tap **Panic Button**.
5. Tap the **Activate Sirens** toggle to enable the Siren.


Configure volume and duration of the Built-in Siren on a device

1. Launch the Arlo Secure app.
2. Tap **Devices**.
3. Select the device.
4. Click **Default Mode Settings**.
5. Adjust the slider for **Siren Sounding Length**. Duration is 60 seconds to 5 mins.
6. Adjust the slider on **Siren Volume**. You may select from Low to High.

# Using Security Bypass

When your Arlo Home Security System is in the Arm Home mode, you can temporarily bypass security for an All-in-One Sensor. Security Bypass is useful if you want to leave the house while others are still asleep, and you do not want to trigger a security action such as the countdown timer or an alarm when you open the door.

To enable Security Bypass in the Arlo Secure app:

1. Launch the Arlo Secure app.
2. Tap **Devices** at the bottom of the screen.
3. Tap **...**.
4. Tap the Gear  icon for your All-in-One Sensor.
5. Tap **Security Bypass** to enable the feature.
6. Select the amount of time you would like the All-in-One Sensor to ignore access events.

## Using Security Bypass

1. Ensure your Arlo Security System is in Arm Home mode.
2. Press the button on the bottom of the All-in-One Sensor, until the LED illuminates, then release. The LED will flash blue to indicate it is communicating with your Arlo Keypad Sensor Hub.
3. If the LED flashes Amber, your sensor is unable to communicate with your Keypad Sensor Hub. See *All-In-One-Sensor Flashes Amber When Trying to Use Security Bypass* on page 60.
4. If your All-in-One Sensor is configured for Open/Close Access, your Arlo Secure app will alert you that the door is open, but it will not begin the countdown.
5. After the length of time specified for Security Bypass in the Arlo Secure app expires, the Security Bypass ends, and the All-in-One Sensor operates as normal.


# Smoke and carbon monoxide detection

Alarm Detection uses the Arlo Secure app to notify you when an Arlo Keypad Sensor Hub hears a smoke and/or carbon monoxide (CO) detector alarm. The Keypad Sensor Hub must be placed within 16.4 feet (5 meters) of the Smoke or CO alarm.

## Alarm Requirements and Compatability

The Alarm Detection feature recognizes smoke detectors with industry-standard T3 alarms (three intermittent beeps, followed by a period of silence) and carbon monoxide (CO) detectors with industry-standard T4 alarms (four intermittent beeps, followed by a period of silence). The Alarm Detection feature does not detect alarms with other patterns or non-standard T3 or T4 patterns. Refer to the instruction manual or other documentation that came with your alarm to confirm that it emits an industry standard T3 or T4 pattern.

**Note:** You must have a smoke or carbon monoxide detector already installed.



1. Launch the Arlo Secure app.
2. Tap **Devices**
3. Click **...**.
4. Click the Gear icon  in the Keypad Sensor Hub card.
5. Click **Smoke/CO Alarm**.
6. Click the slider next to **Enable Detection**.
7. Select **Yes** to confirm. Follow the in-app instructions to test the Smoke / CO detection.
8. Your settings are automatically saved.

# Factory resetting your device

Resetting your Arlo Keypad Sensor Hub returns it to default settings. Your Arlo Keypad Sensor Hub is also removed from your Arlo account when you reset it. This means that you must follow the Arlo Secure app setup process to use your Arlo Keypad Sensor Hub after a reset.



## How to restart your Arlo Keypad Sensor Hub

Restarting your Arlo Keypad Sensor Hub in the Arlo Secure app works in any mode.

1. Launch the Arlo Secure app.
2. Click Devices.
3. Click .
4. Click Gear  icon of the Arlo Keypad Sensor Hub.
5. Tap or click on the name of the device to access Device Info.
6. Scroll down to the bottom and tap or click **Restart**.


To restart your Arlo Keypad Sensor hub using the keypad:

The Arlo Keypad Sensor Hub must be in Standby Mode before you begin the power cycle.


1. Press the Standby  button.
2. Enter your PIN.
3. Press the  Button.

## How to reset your Arlo Keypad Sensor Hub



To reset your Arlo Keypad Sensor Hub through the Arlo Secure app:

1. Launch the Arlo Secure app.
2. Click **Devices**.
3. Click .
4. Tap Minus — icon.
5. Click **Delete** to confirm

To reset the Arlo Keypad Sensor Hub using the Keypad:

1. Press the Standby  button.
2. Enter your PIN.



3. On the Arlo Keypad Sensor Hub, press and hold both the  button and  button for 10 seconds.
4. All the keypad LEDs will flash 5 times. The Arlo Keypad Sensor Hub will reset and then show as offline in the Arlo Secure App.

**Note:** After you reset your Arlo Keypad Sensor Hub, you must add remove it from your account and then readd it to your account again.

To remove and readd the Arlo Keypad Sensor Hub via the Arlo Secure App:

1. Launch the Arlo Secure app.
2. Click **Devices**.
3. Select the Keypad Sensor Hub.
4. Scroll to the bottom of the page and tap **Remove Device**.
5. Go back to **Devices**.
6. Tap the Plus + icon and select **Add New Device**.
7. Select the Arlo device you want to add.
8. Click **Continue**.
9. Follow the instructions in the app to add your new Arlo device.

### 3. Optional Cellular and Battery Backup

The optional Cellular and Battery Backup keeps your Arlo Home Security System connected and powered during internet or power outages for up to 12 hours. This device includes a pre-installed SIM card that will automatically provide cellular backup during an internet outage. The cellular service feature of the Arlo Cellular and Battery Backup requires an Arlo Professional Monitoring plan after the trial period expires.

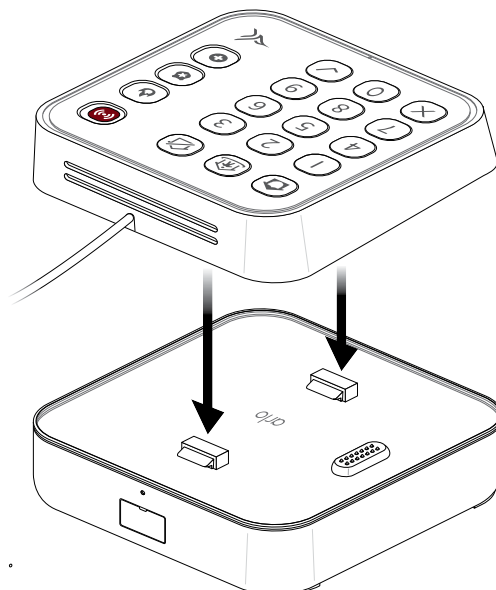
#### How to setup the optional Cellular and Battery Backup

To install the Arlo Cellular and Battery Backup:

1. Make sure the Keypad Sensor Hub is set up and plugged in.
2. Place the Cellular and Battery Backup on a flat surface.
3. Attach the Keypad Sensor Hub to the Cellular and Battery Backup by holding the sides of the Keypad Sensor Hub and aligning it over the locking tabs while pressing down.

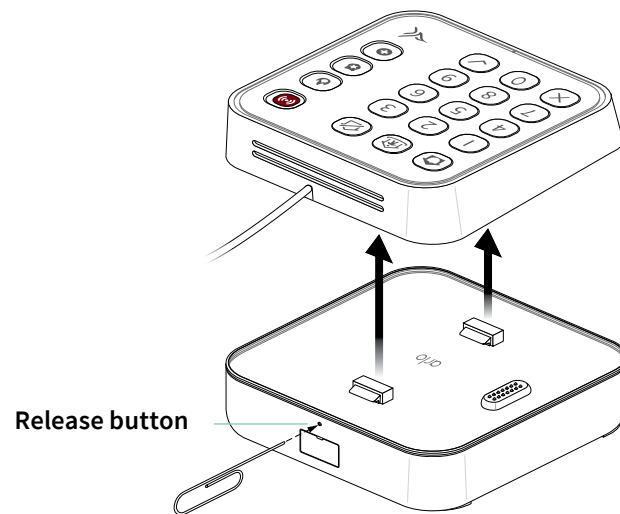
**Note:** Gently grasp the sides of the Keypad Sensor Hub and do not press on the motion sensor.

4. Launch the Arlo Secure app and go to the Device Settings for the Keypad Sensor Hub to check the connection status of the Cellular and Battery Backup.



# How to remove the Optional Cellular and Battery Backup

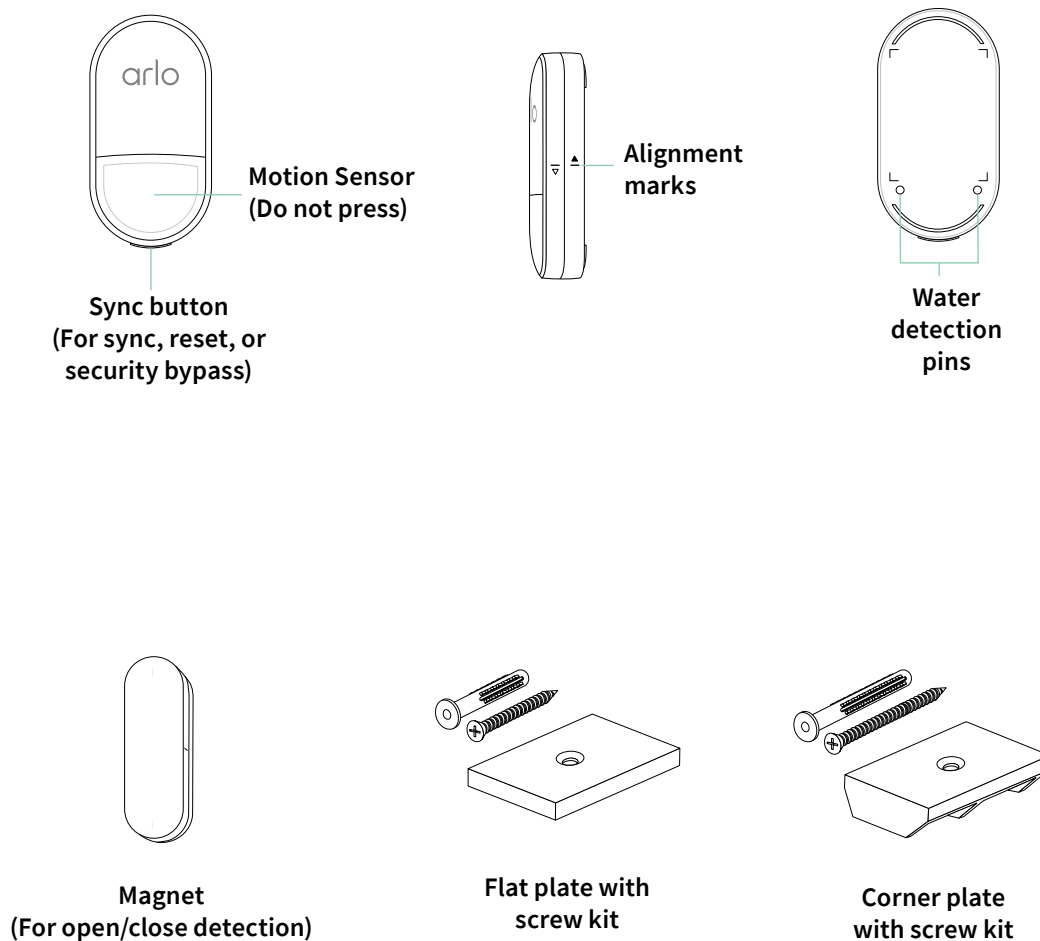
1. Use a paper clip or pin to press the release button.
2. Gently grasp the sides of the Keypad Sensor Hub and pull it upwards to separate the devices.



## 4. Get to Know Your All-in-One Sensor

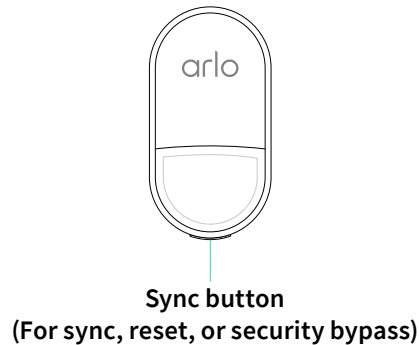
The All-in-One Sensor is an accessory used in the Home Security System and is for indoor usage only. If magnets are installed, each All-in-One Sensor and its corresponding magnet will allow you to track Open/Close and access detection. You can also use the All-in-One Sensor for tilting styled windows and garage doors.

- 



# Sync Button Functions

The push button on the bottom of the Arlo All-In-One Sensor is used in different scenarios such as device setup, security bypass, device settings changes, and factory reset.



## Setup:

- During setup, the button is pressed to connect the sensor to the Arlo Home Security System.

## Security Bypass:

- The button can be pressed to enable a temporary Security Bypass when you want to open a door without triggering an alarm in Arm Home mode.

## Device Settings:

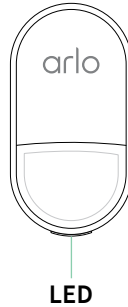
- Changes to Device Settings in the Arlo Secure app for the Arlo All-In-One Sensor can take up to five minutes before they go into effect.
- Press the button on the sensor to enable the changes immediately.

## Factory Reset:

- Press and hold the button for 10 seconds to return the sensor to the factory default settings. After a factory reset, you must use the Arlo Secure app to set up the sensor.

# LED Behaviors

The Arlo All-in-One Sensor has one LED located under the front face of the device which illuminates different patterns of blue and amber to notify you of various sensor functions and events.



Situations	LED Behavior
During initial set up using the Arlo Secure App	<b>Slow blinking blue for up to 2 minutes:</b> Sensor is ready to pair with Keypad Sensor Hub <b>Fast blinking blue:</b> Pairing is successful <b>Fast blinking amber:</b> Pairing has failed
Press the sync button on a paired Sensor to apply changes now or initiate Security Bypass	<b>Solid amber:</b> Attempting to communicate with Hub. <b>Fast blinking blue:</b> Communication with Hub is successful and changes have been applied <b>Fast blinking amber:</b> Could not communicate with Hub and changes have not been applied
Motion detection, if enabled	<b>Flash blue for 1 second:</b> Motion event within detection range of the sensor
Range Finder test	<b>Slow blinking blue:</b> Within connectivity range to paired Hub <b>Slow blinking amber:</b> Out of connectivity range to paired Hub
Factory reset	<b>Slow blinking amber for 5 seconds:</b> Factory reset is successful

# Sensing Functions of the Arlo All-in-One Sensor

The Arlo Home Security System includes Arlo All-in-One Sensors with eight sensing functions in one compact design. This gives you the flexibility to place the sensor anywhere you need in your home. Sensor functions are easily controlled through the Arlo Secure App and can be enabled or changed at any time.

Sensing functions of the Arlo All-in-One Sensor include:

- **Motion Detection:** Receive alerts when motion is detected inside your home.
- **Open/Close:** Notifies you when a door or window is opened.
- **Tilt:** Alerts you when a garage door or tilted window is opened
- **Water Leak:** Helps prevent damage from leaky pipes or water heaters.
- **Temperature:** Alerts you before your pipes freeze in cold weather.
- **Light:** Light detection alerts you when there are ambient light changes in your home.
- **Smoke Alarm/CO Alarm Listening:** Notifies you when a Carbon Monoxide or Smoke alarm is set off.

**Note:** After the trial is complete, Smoke and CO Alarm listening requires an Arlo Safe & Secure paid plan with professional monitoring.

The Arlo All-in-One Sensor can be used for various functions at the same time. However, due to how certain functions must be installed or placed, certain combinations are more practical. Here are some Arlo All-in-One Sensor functions can be enabled at the same time:

- Smoke and CO Alarm Listening are under the same setting within the Arlo Secure App.
- Temperature, Light, & Smoke/CO Alarm Listening can be used in conjunction with any of the other sensing functions.
- Open/Close detection can only use one feature at a time. You can select either magnet or tilt on one sensor. Open/Close using the tilt sensor requires calibration, which can be customized during installation and after setup.
- Motion Detection can be enabled with any other sensing function, but not recommended with Water Leak detection as the All-in-One Sensor must lay horizontally for water detection.
- Water Leak and Open/Close cannot be used for one sensor at the same time. This is because a sensor used for Open/Close detection must be placed on a surface that can open and close while the sensor used for Water Leak should lay horizontally.

Common sensing function combinations include combining Open/Close with Motion Detection to best protect doors and windows or combining Water Leak with Temperature to best protect your home from freezing pipes and water leaks.

# How to Setup Your All-in-One Sensor

Your All-In-One-Sensor can detect motion, open or closed windows and doors, open or closed garage doors, water leaks, temperature, ambient light, and smoke/CO alarms.

## Pair Your All-in-One-Sensor with Your Keypad Sensor Hub

1. Launch the Arlo Secure app.
2. Tap or click **Devices**.
3. Tap or click (+).
4. Tap or click **Security System**, then **All-In-One Sensor**.
5. Tap **Continue**.
6. Slide the front of your Sensor downward to open.
7. Remove the battery tab from your Sensor.
8. Make sure the battery is fully inserted, and the + symbol faces outside.
9. Keep the back cover separate from your Sensor.
10. Do not put the battery cover back yet.
11. When the LED on the front of your Sensor flashes blue, tap **Continue**.
12. Name your Sensor, then tap **Continue**.


**Note:** Give the Sensor a name that corresponds to its location and function. For example, if you have the sensor set for Open/Close on your master bedroom window, name the Sensor “Master Bedroom Window.” Or if the sensor is set to detect water leaks in your basement, name the Sensor “Basement Water Leak.”

13. Place the back cover on the Sensor and then slide front of the Sensor upward on the back cover.
14. Make sure the lines on the side are aligned.
15. Select the primary use for your All-In-One Sensor from the following:
  - a. Open/Close Detection
  - b. Motion Detection
  - c. Water Leak Detection

**Note:** Your All-In-One Sensor can have more than one function enabled. For example, a Sensor configured for open/close detection can also be configured for motion detection, ambient light detection, temperature, and smoke/CO all at the same time.



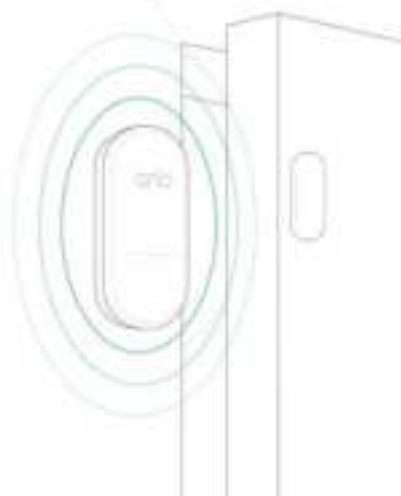
## Install and configure your All-in-One Sensor as an Open/Close Sensor for windows or door

1. Launch the Arlo Secure app.
2. Tap **Devices**.
3. Click **...**.
4. Click Gear  icon of the All-In-One Sensor.
5. Tap **Access**, and then click **Open/Close Detection**.
6. Select **Door** or **Window** when you are prompted: *Where do you want to install your Sensor?*
7. Tap **Continue** and then locate Magnet and Adhesive included in the box.
8. Ensure your Sensor and Magnet are aligned and have the proper distance between them and tap **Continue**.
 

**Note:** Your Sensor and Magnet should align in the middle, on the left or right, with ½ inch (12 mm) or less between them.
9. Close your door or window.
10. Calibrate the sensor so the Arlo Secure app knows how to reflect the opened or closed status and tap **OK, I closed the door/window**.
11. Place your Sensor and Magnet using the adhesive.
 

**Note:** Install the Sensor towards the top of the door and put the Magnet on the door frame. Make sure the space between the Sensor and Magnet is less than ½ inch (12mm) and on a clean surface and tap **Continue**.
12. Press the Sync button on the bottom of the Sensor and tap **Continue**.
13. Test Sensor by opening and closing the door.
 


**Note:** Make sure the accurate status is reflected in the Arlo Secure App, you should hear a chirp from your Security Hub when the door is opened. If so, tap **Continue**.
14. Firmly press the Sensor and Magnet to mount them securely and tap **Continue**.
15. Your Arlo Sensor is now active.



## Install and configure your All-in-One Sensor as an Open/Close Sensor for a garage door/tilted window

The Arlo All-In-One Sensor can be configured to detect when your garage door/tilted window is opened or closed by using Sensor's built-in tiltmeter. The Arlo All-In-One Sensor is intended for indoor use only and should be installed on the inside of your garage door/window.


To install and configure the Arlo All-In-One Sensor as a Garage Door Sensor with Magnet:

1. Launch the Arlo Secure app.
2. Click **Devices**.
3. Tap **...**.
4. Tap on Gear  icon of the All-In-One Sensor.
5. Tap **Access**, and then click **Open/Close Detection**.
6. Click **Garage** when you are prompted: *Where do you want to install your Sensor?*
7. Locate Magnet and Adhesive included in the box and tap **Continue**.
8. Ensure your Sensor and Magnet are aligned and have the proper distance between them and tap **Continue**.
9. Close your garage door. Calibrate the sensor so the Arlo Secure app knows how to reflect the opened or closed status and tap **OK, I closed the garage**.
10. Place your Sensor and Magnet using the adhesive.
 


**Note:** Install the Sensor towards the top of the garage door and put the Magnet on the door frame. Make sure the space between the Sensor and Magnet is less than ½ inch (12mm) and on a clean surface and tap **Continue**.
11. Press the Sync button on the bottom of the Sensor and tap **Continue**.
12. Test Sensor by opening and closing the garage.
13. Ensure the accurate status is reflected in the Arlo Secure App, you should hear a chirp from your Security Hub when the garage opens. If so, tap **Continue**.
14. If the status does not update, re-check the placement of the Sensor and Magnet and try testing again.
15. Firmly press the Sensor and Magnet to mount them securely and tap **Continue**.
16. Your Garage Door Sensor is now active.

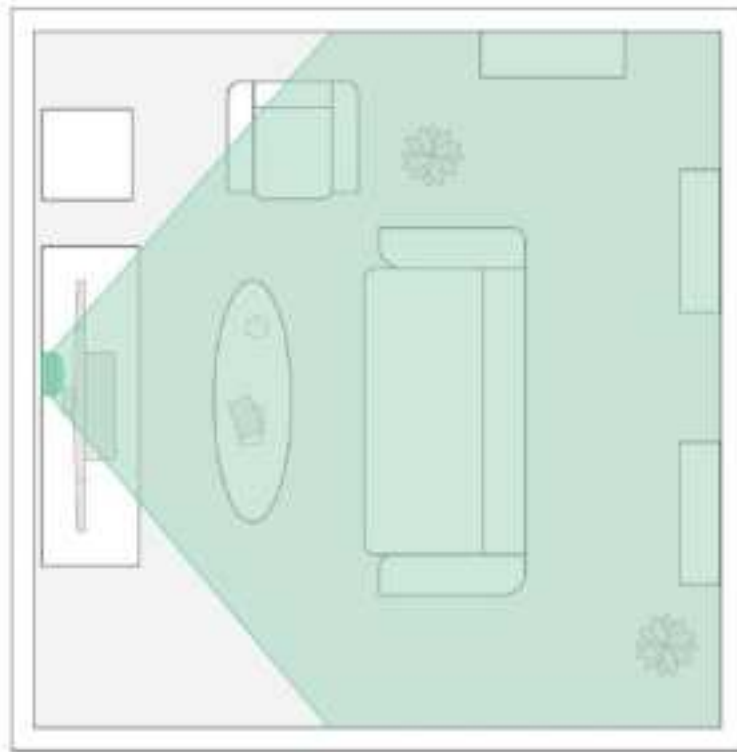
To install and configure the Arlo All-In-One Sensor as a Garage Door Sensor without Magnet:

**Note:** This installation method will only work on sectional or tilt-up garage doors. If you have a garage door that does not tilt, please install it using the Garage Door Sensor with Magnet.

1. Launch the Arlo Secure app.
2. Click Devices.
3. Tap ... .
4. Tap on Gear  icon of the All-In-One Sensor.
5. Tap **Access**, and then click **Open/Close Detection**.
6. Click **Garage** when you are prompted: *Where do you want to install your Sensor?*
7. Select **Install without Magnet**.
8. Close your garage door.
9. Lightly press your Sensor at the top of the garage door using the adhesive. Make sure you install the Sensor on a part of the garage door that tilts when opened and closed. Tap **Continue**.
10. Press the Sync button on the bottom of the Sensor, then click **Continue**.
11. Open your garage door. Make sure the garage door is fully open. Tap **Continue**.
12. Test Sensor by opening and closing the garage.
13. Make sure the accurate status is reflected and you should hear a chirp from your Security Hub when the garage door opens. If so, tap or click **Continue**.
14. If your Sensor is misconfigured, showing Opened when it should be Closed, click **Back** to then press the Sync button on the bottom of the Sensor (Step 10) and continue through the steps again.
15. If your Sensor does not change status, confirm the Sensor is installed on a part of the garage door that tilts.
16. Firmly press Sensor to mount it securely and tap **Continue**.
17. Your Garage Door Sensor is now active.

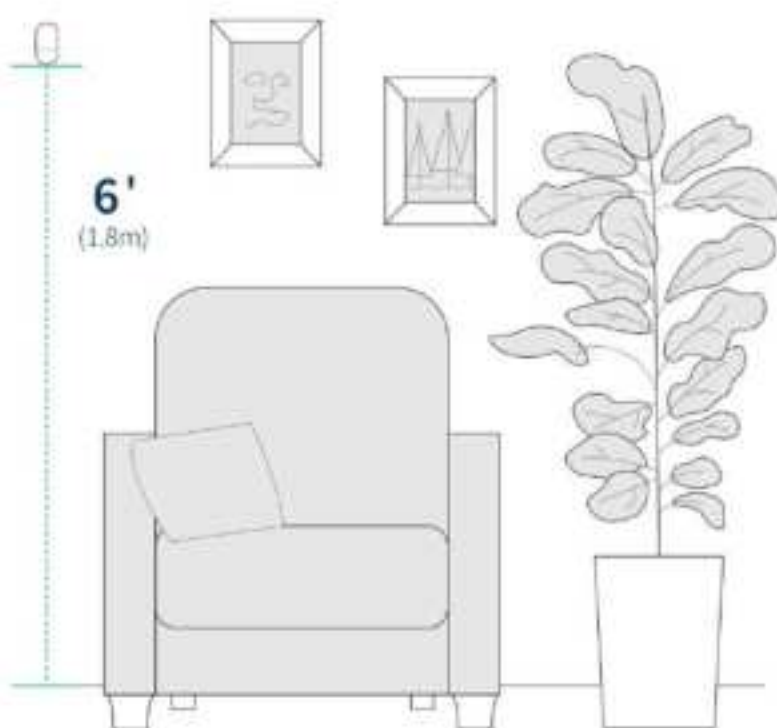
## Configure your All-in-One Sensor as a Motion Sensor

1. Launch the Arlo Secure app.
2. Click **Devices**.
3. Tap **...**.
4. Tap on Gear  icon of the All-In-One Sensor.
5. Tap or click on the name of the Sensor to access Device Info.
6. Click **Setup Assistant**.
7. Tap on **Motion Detection**.



To install the Sensor in the corner of a room:

1. Locate the Corner Mounting Plate and adhesive in the box. You will need this part to install the Sensor in the corner. Click **Continue**.
2. Make sure your Sensor is 6 feet (1.8 meter) from the floor for optimal coverage. The Sensor should not be blocked by any obstructions.

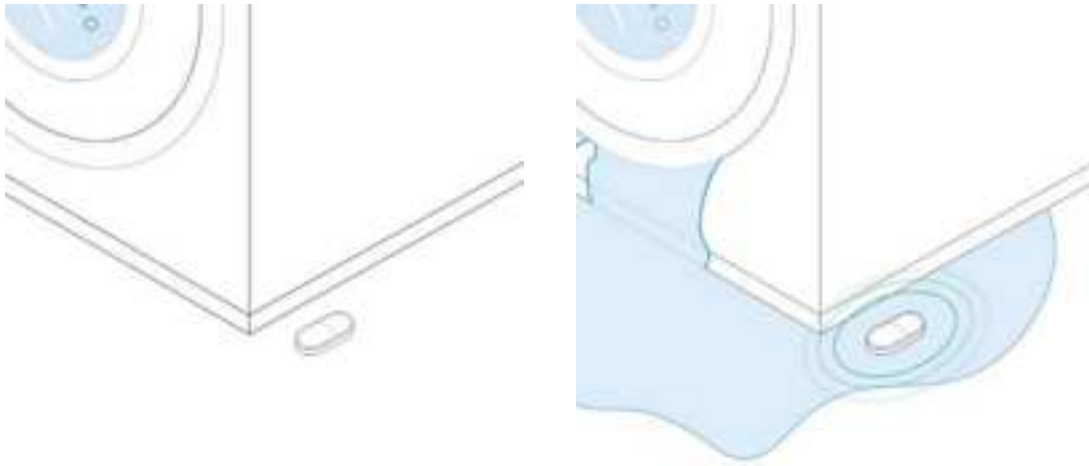


3. Secure the Corner Mounting Plate to the corner using the screw provided.
4. Attach your Sensor onto the plate using the adhesive then click **Continue**.
5. You will be asked if you want to enable Pet Sense.  
**Note:** When Pet Sense is enabled, the sensor will minimize the detection of pets smaller than 40 lbs to avoid false alarms. Enabling may also reduce motion detection range.
6. Once Pet Sense is enabled or disabled, press the button on the bottom of the device and tap **Continue**.
7. Test your Sensor by waiving your hand in front of it. The blue LED will turn on when motion is detected. Try this at different distances to get an idea of the Sensor's motion coverage, then click **Continue**.
8. Your Arlo Sensor is now active.

To install the Sensor on a flat wall:

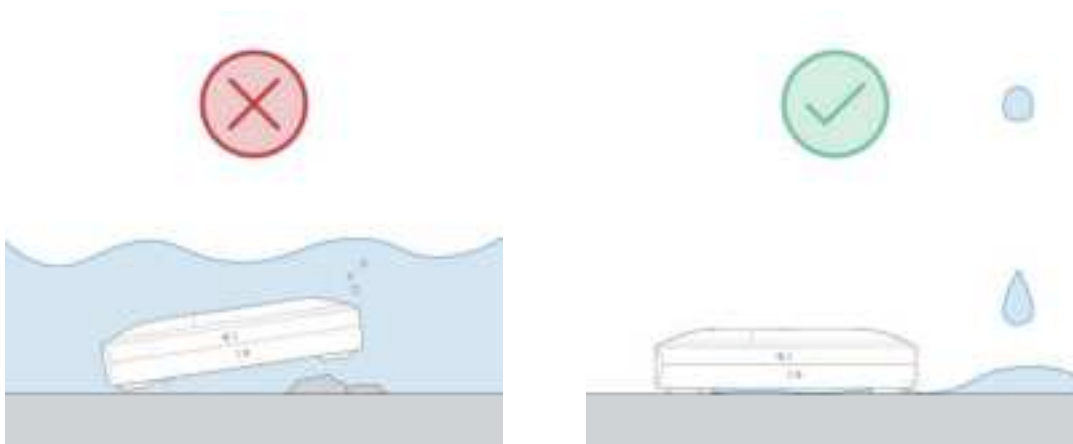
1. Locate adhesive included in the box, then click **Continue**.
2. Make sure your Sensor is 6 ft (1.8m) from the floor for optimal coverage. The Sensor should not be blocked by any obstructions.
3. Attach your Sensor to the wall using the adhesive then tap **Continue**.
4. You will be asked if you want to enable Pet Sense.  
**Note:** When Pet Sense is enabled, the sensor will minimize the detection of pets smaller than 40 lbs to avoid false alarms. Enabling may also reduce motion detection range.
5. Once Pet Sense is enabled or disabled, press the button on the bottom of the device and click **Continue**.
6. Test your Sensor by waiving your hand in front of it. The blue LED will turn on when motion is detected. Try this at different distances to get an idea of the Sensor's motion coverage then tap **Continue**.
7. Your Arlo Sensor is now active.

## How to install and configure your All-in-One Sensor as a Water Leak Sensor







1. Launch the Arlo Secure app.
2. Tap **Devices**.
3. Tap the Plus icon **+**.
4. Click **Security System > All-In-One Sensor**.
5. Tap **Sensor Settings > Water Leak**.
6. Slide the toggle for **Enable Detection** to the right (on) or left (off).
7. Click the arrow to the left to save your settings.
8. Water Leak Detection is now enabled.

**WARNING: Never submerge your All-In-One Sensor. The Sensor will break if submerged and you risk damaging your sensor and voiding your warranty.**



## How to setup and configure Temperature Alerts

1. Launch the Arlo Secure app.
2. Click **Devices**.
3. Tap **...**.
4. Tap on Gear  icon of the All-In-One Sensor.
5. Click **Sensors**.
6. Click the sensor you want to edit.
7. Click **Temperature Detection**.
8. By default, the temperature sensor is disabled. To enable Temperature detection, do the following:
  - a. Launch the Arlo Secure app.
  - b. Click Devices.
  - c. Tap **...**.
  - d. Tap  of the All-In-One Sensor.
  - e. Click Temperature.
  - f. Slide the toggle for Enable Detection to the right (on).
9. Click the Pencil  icon next to Temperature falls below threshold and Temperature rises above threshold to edit the settings.
10. Select the check box next to Push Notifications and Email Alerts to receive your preferred mode of alerts.
11. Click the Pencil  icon next to Email Alerts and add your email address, then select **Save**. If Email Alerts is active, you will receive alerts using the email address that you have saved

**Note:** Temperature alerts work at the same time as most other sensor functions, for example, you can have temperature alerts set on a sensor that is also used as a door sensor.


### Select Temperature Unit

1. Launch the Arlo Secure app.
2. Click **Profile**.
3. Click **App Settings**.
4. Select by tapping or clicking **Celsius** or **Fahrenheit**.
5. Once selected, your temperature unit is saved.



## How to Setup and Configure Light Sensor Alerts

### Configure Light Sensor for Your All-in-One Sensor

1. Launch the Arlo Secure app.
2. Click **Devices**.
3. Tap **...**.
4. Tap on Gear  icon of the All-In-One Sensor.
5. Click **Sensors**.
6. Click **Light Detection**.
7. Slide the **Enable Detection** On slider to turn on Light Detection.
8. Tap **Got it**.
9. Your sensor notifies you when light is detected. You can set up rules and notification settings in **Modes**.

**Note:** Applying the change you've made might take up to five minutes.

10. Click the arrow pointing left to go back and go to modes.
11. Click **Go to Modes** to adjust the settings.


**Note:** The Light sensor can be used in conjunction with other sensor functions, such as temperature, motion detection, or door access.

### Enable Light Sensor Alerts

1. Launch the Arlo Secure app.
2. Click **Devices**.
3. Tap **...**.
4. Click **Ambient Light**.
5. Slide the **Enable Detection** On slider.
6. When ambient light detection is enabled, the sensor will monitor when it gets lighter, or darker wherever the sensor is placed.
7. Click **Add Action** to activate and get alerts.

## Using Range Finder to install your device

The Arlo All-In-One Sensor has a Device Rangefinder to let you do a live range test to make sure your device has sufficient signal to talk with your Arlo Security Keypad Hub.

1. Launch the Arlo Secure app.
2. Click **Devices**. Make sure you select **All Devices** from the devices view dropdown.
3. Tap on the Gear  icon on the All-In-One Sensor.
4. Click **Device Range Finder**.
5. Press the button on the bottom of the device.

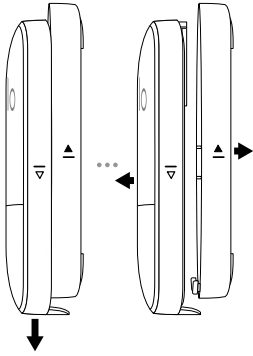
The Range Finder button on the Arlo Secure app should be green and say, "Within Range" and the LED on the All-In-One Sensor will blink Blue for 5 minutes.

If the button in the Arlo Secure app is red and shows Out of Range and the LED on the All-In-One Sensor is blinking amber, try moving your sensor closer to the Keypad Sensor Hub.

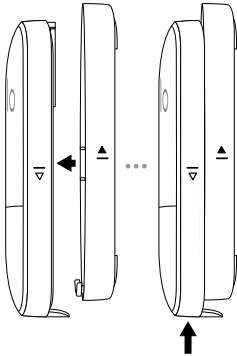
# Battery replacement

The All-in-One Sensor uses a coin cell CR2477 lithium battery.

1. To access the battery compartment, slide the front cover of the All-In-One Sensor down and lift it off the back housing.



2. Replace the CR2477 battery, making sure you have the correct orientation.
3. Place the front cover of the All-in-One Sensor onto the back housing and securely close the battery compartment.






## 5. Using Your Security System

You can use the Arlo Secure App to view and change the settings for your Arlo devices.



### Changing Security System Modes

Changing the security mode is how you arm and disarm the Home Security System. There are three security modes:

-  **Arm Away:** Use this mode for security when no one is inside the home. Open access and indoor motion detection will trigger the alarm by default.
-  **Arm Home:** Use this mode for security when someone is home. Open access will trigger the alarm by default, while motion detection inside the home will not.
-  **Standby:** Use this mode when you don't want to trigger the alarm. You can choose to still receive notifications when an event is detected.




## Change the Mode of the Home Security System using the Hub

1. On the Keypad Hub, press on the desired mode.
2. If a countdown timer is set up for your system, the keypad starts beeping. The countdown is the length of time before security actions are triggered, which can be adjusted to your needs.
3. For the last 15 seconds of the countdown, the beeping sound will speed up.
4. If you are asked to enter the PIN, type the **PIN** and press the **Check** ✓ button.

## Select an Arlo Mode Using the Arlo Secure app:

1. Launch the Arlo Secure app.
2. Click **Dashboard**.
3. Select the mode of your choice.

## Select an Arlo Mode Using the Arlo Keypad Sensor Hub When Returning Home

1. Open the door and enter the home.
2. The keypad starts beeping to let you know the countdown timer for the entry delay has begun. The entry delay time can be adjusted in the Arlo Secure app.
3. For the last 15 seconds of the entry delay, the beeping sound speeds up.
4. Use the keypad to change the Security System mode to either **Armed at Home**  or **Standby**.
  - For Arm Home mode, press the **Arm Home**  button.
  - For Standby mode, press the **Standby**  buttons.
5. Type the **PIN** and press the **Check** ✓ button.

# Create or Cancel an Emergency Response

With Emergency Response, you have one-tap access to fire, police, or medical responders from the Arlo Secure app. Emergency Response is available for select Arlo Secure plans and available in the United States only.



## Create an Emergency Response request with your Arlo Keypad Sensor Hub

In order for an Emergency Response request to send assistance to your location, you will need to set up an Emergency Response location.

If you do not feel safe or require emergency responders, you can choose from these options:

- **Fire.** 24/7 Live Experts will send the fire department to the address you set up in the Arlo Secure App.
- **Police.** 24/7 Live Experts will send the police department to the address you set up in the Arlo Secure app.
- **Medical.** 24/7 Live Experts will send the emergency medical responders to the address you set up in the Arlo Secure app.

After emergency responders are dispatched to your home, Arlo's 24/7 live experts provides updates to you via your preferred method of communication (text or call). In non-emergency situations, you can also call a friend from the Arlo Secure app. When you designate a contact in the Arlo Secure app, the Call a Friend option automatically calls that contact.

## To cancel an active Emergency Response call:

Emergency Response calls can only be cancelled in the Arlo Secure app, or through a Live Security Expert.

1. Open the Arlo Secure app.
2. Tap **Emergency**.
3. Click **Cancel Fire**, **Cancel Medical** or **Cancel Police** depending on the Emergency Response requested.
4. Tap **Yes, Cancel Fire/Medical/Police** to confirm.
5. The Emergency Dispatch feature can also be accessed using the Arlo Secure app.

## To set up an Emergency Response location:

1. Launch the Arlo Secure app.
2. Tap **Emergency**.
3. Click **Cancel Fire**, **Cancel Medical** or **Cancel Police** depending on the Emergency Response requested.
4. Tap **Yes, Cancel Fire/Medical/Police** to confirm.

# Entry and Exit Delays

When your Arlo Home Security System is set to Arm Away, you can adjust the entry and exit delays to give you enough time to enter and exit your home before any devices are triggered and send you notifications/alerts.

You can also adjust the entry delay to give yourself time to set the system to Standby before any devices trigger and activate an Emergency Response.




The keypad starts beeping to let you know the countdown timer for the entry or exit delay has begun. Entry Delays (per device) and Exit Delays (per mode) can be customized via the Arlo Secure App.

To bypass an ongoing exit delay and fully activate the mode, immediately press the respective flashing mode button again or press **Activate Now** when presented as a push notification on your mobile device.

## Configure Exit and Entry Delay


1. Launch the Arlo Secure app.
2. Click **Profile**.
3. Select your **Location**.
4. Click **Panic**.
5. Click **Entry and Exit Delay**.
6. Tap **Arm Away** or **Arm Home**.
7. Click **Exit Delay**.
8. Select **0 sec**, **30 sec**, **1 min**, **1 min 30 sec**, **2 min**, or **3 min**.
9. Click **Entry Delay** for each device.
10. Select **0 sec**, **30 sec**, **1 min**, **1 min 30 sec**, **2 min**, or **3 min**.

## Stop the Entry Delay Countdown Before Triggering the Alarm


1. Press **Standby**  .
2. Enter your **PIN**.
3. Press the **Check**  button on the Keypad.
4. You can also tap **Standby**  in the Arlo Secure App.




# Create or Cancel a Panic Alarm

Pressing and holding the  button for 2 seconds triggers the customizable panic response. Panic responses may include turning on the siren and triggering connected lights. With an Arlo professional monitoring subscription, pressing this button also contacts a 24/7 Live Security Expert.

## Cancel a Panic Response

On the Keypad Hub, press the  button for Standby mode.

If a countdown timer is set up for your system, the keypad starts beeping. The countdown is the length of time before security actions are triggered. This is typically 60 seconds, but it can be set to a different length of time. For the last 10 seconds of the countdown, the beeping sound speeds up.

If you are asked to enter the PIN, type the PIN and press the Check  button.

**Note:** You can also turn off the Siren and Emergency Response using the Arlo Secure App.

## Edit the Panic Response

1. Launch the Arlo Secure app.
2. Click on the **Global Settings**.
3. Tap **Locations**.
4. Tap **Panic**.
5. Click **Turn on Lights** to select which devices will activate their spotlights when Panic is activated.
6. Move the slider for **Activate Sirens** to activate the sirens of all your Arlo products.
7. Move the slider for **Emergency Response** to activate the Emergency Response.
8. Tap **Panic Duration** and select a time for how long the Panic response will last.

## Device Warnings

When changing your security system to Arm mode, a warning is issued if one or more devices enabled with panic actions are:

- Offline
- Online, and being used for open/close detection, but a door or window is open

Your security system will not Arm, unless you override the device warning (via the Arlo Secure App or keypad) or address the problem before proceeding. If you override the device, it will no longer trigger panic actions for that mode.

You will continue to receive assigned detection notifications and be able to cross-trigger other devices, if configured.


### Override a Device Warning via Arlo Secure App

1. Review warning notification list of affected devices.
2. Tap to **Confirm** to override all affected devices and proceed with selected mode change.

### Override a Device Warning via Arlo Keypad Sensor Hub:

Press the flashing Check ✓ button to override the Device Warning affecting all devices.

### Re-enable Panic Actions for an Overridden Device via the Arlo Secure App or Keypad Device

1. Change mode to **Standby**  .
2. Address the issue - for example, close a door that was open if being used for open/close detection.
3. Change mode to **Arm again**.

When a scheduled or arrive/leave automation changes the mode, all affected devices will be automatically overridden, but you will still be notified.

# Security Pin Types


There are three types of PIN you can create for your Arlo Home Security System:

- **Primary Security PIN:** Primary Security PIN is the first PIN created during onboarding. This PIN is used to change modes or state of the security system using the keypad.
- **Secondary Security PIN:** Secondary PINs can be created and shared with family members or friends. You can restrict the time of day/s of the week by setting a schedule when the Secondary PIN is enabled so visitors can modify alarms.
- **Duress PIN:** Duress PIN is used to silently request for Emergency Response or dispatch. Only one Duress PIN can be set up and you must have a service address to set up before you can create this PIN.

## Primary Security Pin

A Primary PIN is created during the installation of the Arlo Keypad Sensor Hub. The Primary PIN cannot be deleted but may be changed. Only the administrator account for the Location may modify PINs for the Arlo Home Security System.

To change the Primary PIN:

1. Launch the Arlo Secure app.
2. Click **Global/Profile Settings**.
3. Click **Location**.
4. Tap **PINs**.
5. Click **Primary Security PIN**.
6. Tap **Edit** .
7. Enter a 4-digit PIN or Generate a Random PIN.
8. Click **Continue**.
9. Verify your Security PIN.
10. Click **Save**.

## Secondary Pin

You can create multiple unique Secondary PINs for visitors to use with your Arlo Home Security System. You can also set a schedule on Secondary Security PINs to limit when the PIN is active and usable for expected visitors.


Secondary PINs are set up separately for each Location. If you have more than one Location where you would like a Secondary PIN, you will need to set up the PIN on each Location.

**Note:** To access this feature, you need an Arlo Secure subscription plan.

To create the Secondary PIN:

1. Launch the Arlo Secure app.
2. Click **Global/Profile Settings**.
3. Click the Location where you would like to add a Secondary PIN.
4. Click **PINs**.
5. Click **Create New PIN** under Secondary Security PIN.
6. Enter a 4-digit PIN or Generate a Random PIN and then click **Continue**.
7. Verify your Security PIN.
8. Tap **Save**.
9. Enter the Secondary PIN Name.
10. Click **Save**.

To edit the Secondary PIN:

1. Launch the Arlo Secure app.
2. Click **Global/Profile Settings**.
3. Click Location you want to edit.
4. Click **PINs**.
5. Click the PIN you want to edit under Secondary Security PIN.
6. Tap **Edit** .
7. Enter a 4-digit PIN or Generate a Random PIN.
8. Verify your Security PIN and click **Save**.

To delete the Secondary PIN:

1. Launch the Arlo Secure app.
2. Click **Global/Profile Settings**.
3. Click Location you want to edit.
4. Click **PINs**.
5. Click the PIN you want to delete.
6. Click **Delete PIN**.
7. Click **Delete** to confirm.

## Non-Cancellable Duress Pin

Duress PIN is used to silently request Emergency Response or dispatch. This PIN will silence the system if the Siren is activated to make it appear that the system is disarmed, but has sent a request for police by making a silent call. Once the Duress PIN is activated, the request cannot be cancelled on the keypad or the Arlo Secure app.

Before setting up a Duress PIN


An active Arlo Secure subscription is required to set up or use the Duress PIN and you must have your service address configured prior to setting up a Duress Pin.

You may only create one Duress PIN per Location.

To create your Duress PIN:

1. Launch the Arlo Secure app.
2. Tap **Global/Profile Settings**.
3. Select the **Location**.
4. Tap **PINs**.
5. Tap or click **Duress PIN**.
6. Enter a **4-digit PIN** and click **Continue**.
7. Verify your PIN and tap or click **Save**.

To edit the Duress PIN:

1. Launch the Arlo Secure app or login to my.arlo.com
2. Tap **Global/Profile Settings**.
3. Click **Location**.
4. Tap or click **PINs**.
5. Tap or click **Duress PIN**.
6. Click  the pencil icon to edit.
7. Enter a 4-digit PIN and click **Continue**.
8. Verify your **PIN** and tap **Save**.

To use the Duress PIN:

1. Press the Standby button.
2. Enter your **Duress PIN** (4 digits).
3. Press the (check) button.
4. The monitoring center will dispatch the first responder to the location by stealth.

**Note:** The Emergency Request cannot be cancelled once initiated.

## 6. Modes and Alerts

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

### Arm or disarm all your Arlo devices

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




To arm or disarm all your Arlo devices:

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

### Modes

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

The Arlo Secure app comes with these modes:

-  **Arm away.** Detection is on for this camera.
-  **Arm Home.** Detection is off for this camera.
-  **Standby.** Manage detection based on a schedule.

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

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

## Add/create a mode

1. Open the Arlo Secure app.
2. Tap **Mode**.
3. Tap the camera.  
A list of modes displays.
4. Tap **Add a Mode**.
5. Enter the mode name and tap **Next**.
6. Select the trigger device and tap **Next**.  
This is the camera that detects motion.
7. Enter the trigger device settings for the **When motion is detected** section and then tap **Next**.
8. Use the slider to set the motion sensitivity for the trigger device and tap **Next**.  
Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.
9. Select an action device and tap **Next**.  
This is the Arlo device that performs an action when the trigger device detects motion. You can select the same Arlo device you're using as a trigger or a different Arlo device.
10. Select an action such as **Record video** and tap **Next**.  
If you're using a computer web browser, you can also specify the recording time setting.



11. Select the notifications for Arlo to send when motion is detected and then tap **Next**.
12. Review your settings and tap **Save**.

## Select a Mode

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

1. Open the Arlo Secure app.
2. Tap **Mode**.
3. Select your camera.  
A list of modes displays.
4. Tap a mode to activate it.  
The mode turns on immediately. The mode stays active until you change it.


## Alerts

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

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

1. Open the Arlo Secure app.
2. Tap **Profile** on the top left corner.
3. Select **Notifications**.
4. Select device location.
5. Select duration of time to turn off notifications.

To set up email alerts or push notifications:

1. Launch the Arlo Secure app.
2. Click **Routines**.
3. Click **...**.
4. Tap the Gear  icon of the mode you want to edit.
5. Click **Add a Rule**.

6. Choose a device that will be used for the rule and click **Save**.
7. Tap the rule card for the selected device.
8. Tap the sliders for the activity that will trigger the rule.  
**Note:** Arlo Smart Options require a subscription to Arlo Secure.
9. Click **Send Notification** to select what type of notification to receive.
10. Tap the sliders under **Push Notification** or Email **Notifications** to receive Push or Email Notifications.  
**Note:** Tap + to add email addresses
11. Click **Save**.

## 7. Access your Arlo account

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

### Two-step verification

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

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

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

- **Push notification.** When someone attempts to log in to your Arlo account on a new device, Arlo sends a push notification to a previously trusted (and currently logged in) iOS or Android device. Tap the push notification on the trusted device to approve or deny the log in.
- **SMS text message.** When someone attempts to log in to your Arlo account, Arlo sends a text message to the phone number that you verified for two-step verification. Enter the security code from the text message to complete the log in.
- **Email.** If you can't access a trusted device with push notifications, or if you can't receive SMS text messages, you can request to have a security code sent to the email associated with your Arlo account.

## Set up two-step verification

1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Login Settings > Two-Step Verification**.
4. Tap the switch next to **Enable**.
5. Select your verification method.

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

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

## Add a phone number or device to two-step verification

1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Login Settings > Two-Step Verification**.
4. To add a phone number, tap **Add SMS Verification** and enter the phone number.
5. To add a trusted device, tap **Add Trusted Device**.

## Remove a phone number or device from two-step verification

1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Login Settings > Two-Step Verification**.
4. Tap the trashcan icon next to a phone number or trusted device.

## Use face or fingerprint authentication

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

Your device must meet the following minimum requirements:

- Apple devices:
  - iOS version 10.3 or higher
  - A Touch ID compatible device (iPhone 5s, iPad Air 2, or newer)

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

- Android devices:  
Android OS version 6.0 or higher  
A compatible Android device with fingerprint authentication

## Turn fingerprint authentication on and off for the Arlo Secure app

1. Enable fingerprint authentication on your iPhone or Android device.
2. Tap **Profile**.
3. Select **People > Login Settings**.
4. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

## Turn face authentication on and off for the Arlo Secure app

1. Enable Face ID authentication on your iPhone.
2. Tap **Profile**.
3. Select **People > Login Settings**.
4. Slide the toggle Face ID to the right (on) or left (off).

## Customize your profile

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

### Add a profile picture

1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Edit Profile**.
4. Tap the profile picture at the top of the page.
5. Select **Take Photo** or **Choose from Library**.  
**Note:** If you already have a profile picture, you can also select **Remove Current Photo**.
6. Upload your preferred profile picture.
7. Tap **Save** at the bottom of the page.

## Edit profile settings

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

1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Edit Profile**.
4. Enter your profile settings.
5. Tap **Save** at the bottom of the page.

## Change your Arlo password

You can change your password in the Arlo Secure app or by logging in to [my.arlo.com](https://my.arlo.com).

1. Open the Arlo Secure app.
  2. Tap **Profile**.
  3. Select **People > Login Settings**.
  4. Enter your old password.
  5. Enter a new password and then confirm it.
  6. Tap **Change Password**.
- Your new password is saved.

## Reset a forgotten password

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

1. Open the Arlo Secure app.
  2. Tap **Forgot Password?**
  3. Enter your email address.
  4. Tap **Send Email**.
- An email is sent from [alerts@arlo.com](mailto:alerts@arlo.com) to your verified email address.
5. Tap the link provided in that email.

6. Enter a new password.
7. Tap **Submit**.  
Your password is reset.


## Grant access to friends

You can add friends to your Arlo account. Friends can gain access to your house with permission and view your cameras. Friends are granted limited access to some of the settings and features of your Arlo account. For instance, if you have a housekeeper come weekly, you can grant them access to the house during specific hours.

### Add a friend


1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Grant Access**.
4. Tap **Add** or **+**.
5. Enter your friend's first name, last name, and email address.
6. Tap the Arlo devices that you want your friend to access.
7. To grant access rights to your friend, tap **Allow Access Rights**.  
Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
8. Tap **Send Invite**.  
An email message is sent inviting your friend to create an Arlo account. This friend's name is displayed with the status Pending. When the friend accepts your invitation, the status changes to Accepted.

### Edit a friend's access privileges

1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Grant Access**.  
A list of your friends displays with the status of their accounts.
4. Tap the friend, and tap **Edit** .

5. Tap cameras to select or deselect them.
6. Tap **Allow Access Rights**.  
Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
7. Tap **Done**.

## Delete a friend

1. Open the Arlo Secure app.
2. Tap **Profile**.
3. Select **People > Grant Access**.
4. Select the friend, and tap **Edit**  .
5. Tap **Delete Friend**.
6. Tap **Yes**.



## 8. Troubleshooting

### Keypad Sensor Hub is Not Powering On

If your Arlo Keypad Sensor Hub will not power on, try the following troubleshooting steps:

- Check the LED lights of your Arlo Keypad Sensor Hub. If the LED lights turn on, but your Keypad Sensor Hub appears to be offline, you should check [Arlo Keypad Sensor Hub is Not Connecting to the Internet](#) on page 58.
- Unplug the power adapter from the wall outlet, wait 30 seconds, and reconnect it to the outlet. If that does not work, check the power adapter:
  - Unplug the power adapter and inspect the entire length of the cord to make sure it's not damaged, frayed, or torn. Plug the power adapter back in.
  - Plug the power adapter into a different power outlet.
  - Make sure the Keypad Sensor Hub isn't plugged in to an outlet that can be turned on and off with a switch.
  - If you are using a surge protector or power strip, connect the power adapter directly to a wall outlet.
- Turn your Keypad Sensor Hub off and on to restart it.

### Keypad Sensor Hub is Not Showing as Online

- Check the LED indicators of your Arlo Keypad Sensor Hub. All the button LEDs will blink 5 times if your Arlo Keypad Sensor Hub cannot detect a network. Check if you are connected to your Wi-Fi or the internet.
- Check if the Keypad Sensor Hub has power.
- Restart your Keypad Sensor Hub. See [How to restart your Arlo Keypad Sensor Hub](#) on page 16.

**Note:** The Arlo Keypad Sensor Hub must be in Standby Mode before you begin the power cycle.

- If you made updates or changes to your Wi-Fi network or router recently, like changing your Wi-Fi password or switching ISPs, you'll need to connect your Arlo products to the new network. See [Setting up your Arlo Keypad Sensor Hub](#) on page 10.
- If all else fails, perform a factory reset on your Keypad Sensor Hub. See [How to reset your Arlo Keypad Sensor Hub](#) on page 16. If you do end up resetting your Keypad Sensor Hub, you will need to add it back to your account. See [Setting up your Arlo Keypad Sensor Hub](#) on page 10.

# Arlo Keypad Sensor Hub is Not Connecting to the Internet

If you were previously able to connect your Arlo Keypad Sensor Hub to the internet but cannot reconnect, try these troubleshooting steps:

- Check the LED indicators of your Arlo Keypad Sensor Hub.
- Check if the Keypad Sensor Hub has power.
- Restart your Keypad Sensor Hub. See [How to restart your Arlo Keypad Sensor Hub](#) on page 16.

**Note:** The Arlo Keypad Sensor Hub must be in Standby Mode before you begin the power cycle.

- Check your Wi-Fi network information and login credentials. If you made updates or changes to your Wi-Fi network or router recently, like changing your Wi-Fi password or switching ISPs, you'll need to connect your Arlo products to the new network. See [Setting up your Arlo Keypad Sensor Hub](#) on page 10.
- Check peripheral devices.
- If your Keypad Sensor Hub is connected to a Wi-Fi extender, switch, powerline adapter, or mesh Wi-Fi node, make sure the device is online. If needed, try connecting your Keypad Sensor Hub directly to the Wi-Fi router to see if the connection is more stable.
- Check your VPN settings. Also, ensure that your Wi-Fi router is not using a VPN. If necessary, try disabling your VPN.
- If all else fails, perform a factory reset on your Keypad Sensor Hub. See [How to reset your Arlo Keypad Sensor Hub](#) on page 16. If you do end up resetting your Keypad Sensor Hub, you will need to add it back to your account. See [Setting up your Arlo Keypad Sensor Hub](#) on page 10.

**WARNING:** A factory reset removes all devices connected to your Keypad Sensor Hub such as the All-in-One Sensor. Any cameras paired to your Keypad Sensor Hub with SecureLink will need to be reconnected after a factory reset. You will need to set up your Arlo Home Security system again.

# Unable to Set Turn On Lights for the Panic Button

Make sure to enable Turn on Lights on the Panic Settings for your Arlo system. To turn on the lights on for your Panic button on your Arlo Home Security System:

1. Launch the Arlo Secure app.
2. Click **Global/Profile Settings**.
3. Click **Location**.
4. Tap **Panic Button** under Alarm & Escalation.
5. Tap **Turn on Lights**.
6. Click on a device to enable or disable the light for when the Panic Button is pressed.

If the setting for Turn on Lights is grayed out, you should make sure you have one or more compatible devices with lights installed at the same Location as your Arlo Home Security System. The only device with a light that can be activated is the Pro 3 Floodlight.

# All-in-One Sensor is Not Showing Up During Installation

If your All-in-One Sensor is not showing up during installations, you should first check if your Arlo Keypad Sensor Hub is online. You should also make sure you are meeting the minimum requirements for your Arlo system to operate. In addition, you can also check the following:

- The Arlo Keypad Sensor Hub must be installed and added to your Arlo account before you can add your Arlo All-in-One Sensor. See [Setting up your Arlo Keypad Sensor Hub](#) on page 10.
- If none of the LEDs are on, the the Keypad Sensor Hub has no power and cannot connect to the All-in-One Sensor. See [Arlo Keypad Sensor Hub is Not Connecting to the Internet on page 58](#).
- Check if your All-in-One Sensor has power and then check the [LED Behaviors on page 22](#).
- If the All-in-One Sensor is flashing blue, then it is ready to pair.
- If there is no LED or it's offline, you should make sure the battery is installed properly or check if you need to replace the battery. See [Battery replacement on page 35](#).

# All-In-One-Sensor Flashes Amber When Trying to Use Security Bypass

- If your All-In-One Sensor is flashing amber when you try to use the security bypass, please do the following:
- Make sure that your Arlo Security Keypad Hub is online. See [Keypad Sensor Hub is Not Showing as Online](#) on page 57.
- Ensure that the All-In-One Sensor is within range of your Security Keypad Hub. See [Using Range Finder to install your device on page 34](#).
- Check if there are other devices or equipment that can interfere with the All-In-One Sensor and hub. Ensure that other electronic or Wi-Fi devices are at least 3 feet (1 meter) from both the sensor and hub. Relocate the All-In-One Sensor or hub if necessary.

If these troubleshooting steps do not work, contact Arlo Support.

## All-in-One Sensor Detection Issues

If your All-In-One Sensors are having detection issues, you could be having various issues.

- Check your device status on the Arlo Secure App. After, press the button on your All-In-One Sensor and confirm that there is a fast blinking blue LED which signals that it is online.
- Make sure your sensor is placed in the most optimal position for the type of detection it is set up for. See [How to Setup Your All-in-One Sensor on page 24](#).
- Make sure that your Arlo Security Keypad Hub and your All-in-One Sensor are online and in range of each other. See [Using Range Finder to install your device on page 34](#).
- Check your **Modes and Rules** settings and make sure that alerts are enabled.
- Check if your battery is correctly installed in your Sensor. The (+) symbol of the battery should be facing outside.

If your All-In-One Sensor isn't detecting motion:

- Make sure that the position of your device is in the corner of the room to maximize the area of detection.
- Make sure that your sensor is 6ft (1.8m) from the floor and positioned vertically for optimal coverage.
- Motion detection does not work through windows reliably. Motion sensor decreases in performance when it is aimed through glass, plastic, or a mirror.
- Confirm that the Motion Sensor is enabled in Device Settings.
- Confirm that Motion Detection is enabled in Rules, and Notification is enabled.

- Test and adjust the Motion Detection Sensitivity.
- Factory reset the device.

If your All-in-One Sensor isn't detecting water leaks:

- Ensure that the Sensor is placed on a flat surface without a gap. Ensure that there are no objects or debris under the Sensor.
- Ensure the Sensor is not submerged in water. The All-In-One Sensor is not designed to be submerged and may stop operating.
- Confirm that the Water Leak Sensor is enabled in Device Settings.
- Ensure that Water Detection is enabled in Rules, and Notification is enabled.

If your All-in-One Sensor isn't detecting ambient light changes:

- Make sure that ambient light sensor is enabled and you've configured the light threshold/sensitivity. See [How to Setup and Configure Light Sensor Alerts on page 33](#).
- Check if you've placed your All-in-One Sensor where light can hit it.

If your All-in-One Sensor isn't detecting temperature changes/not displaying the correct temperature:

- Make sure the Temperature sensor is enabled. See [How to setup and configure Temperature Alerts on page 32](#).
- Make sure that you are looking at the correct Arlo All-In-One Sensor.

Still experiencing issues with All-in-One Sensor Detection? Contact Arlo Customer Support.

## Cellular and Battery Backup Issues



If your Cellular and Battery Backup is not powering your Keypad Sensor Hub or having connecting to the cellular network, you should make sure the device is securely attached to the Make sure the Cellular and Battery Backup device is securely attached to the Keypad Sensor Hub. See [3. Optional Cellular and Battery Backup on page 18](#).

# 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 **Routines**.
3. Select **Modes**.
4. Tap **Edit**  on the top right corner of the screen.
5. Select **Settings** .
6. Edit **Rules**.

## 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 Keypad Sensor Hub/All-in-One Sensor are not Sensing Smoke or CO Alarms

Alarm Detection notifies you in your Arlo Secure App when a smoke or carbon monoxide (CO) detector's alarm is activated.

Your Keypad Sensor Hub or All-in-One Sensor 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 like a TV or speaker.
- Your alarm is too far away. The alarm should be within 16.4ft (5m) of the Keypad Sensor Hub or All-in-One Sensor and within a clear line of sight.

## Support

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

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## Compliance

For regulatory compliance information including the EU Declaration of Conformity, 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.

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.

**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.

**Radiation Exposure Statement:**

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

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.

**Déclaration d'exposition aux radiations:**

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