



# Arlo Pro 2 HD Security Camera System User Manual



## 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.

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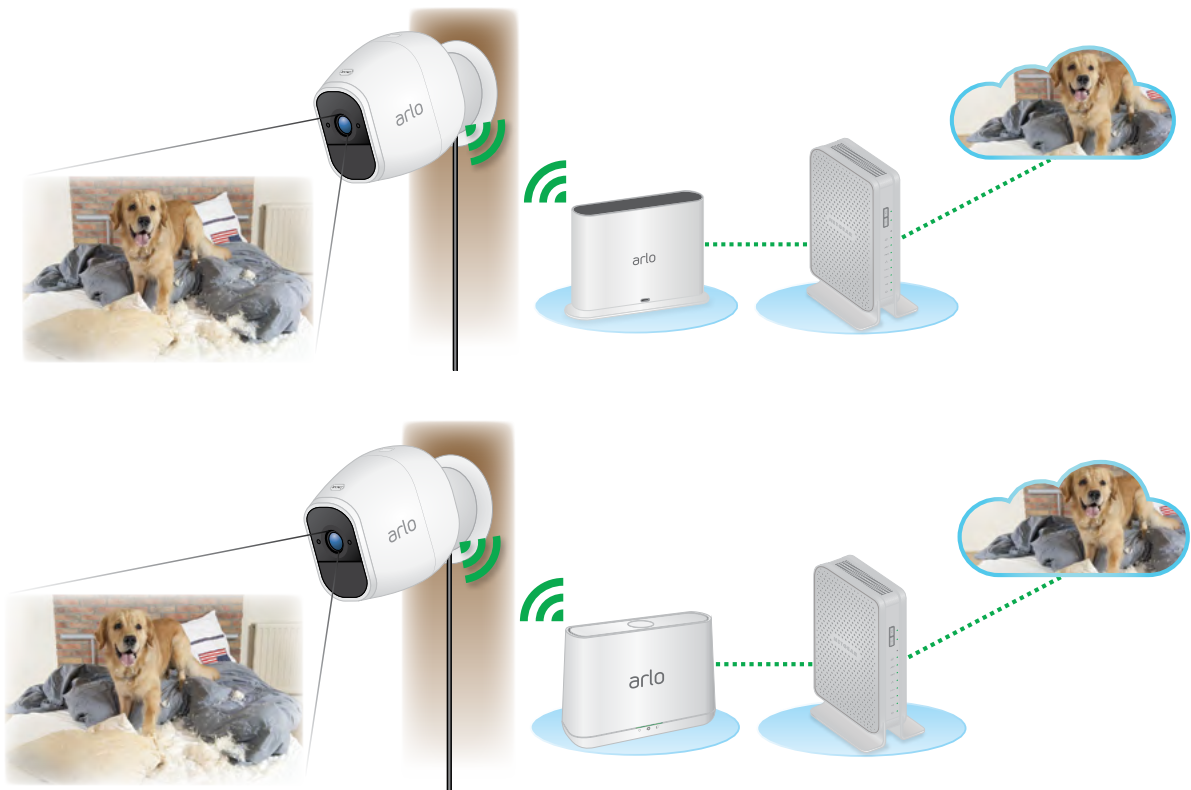
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# 1. Get Started

## Meet Arlo Pro 2

You can use your camera wire-free, powered by the battery, or while it's plugged into an AC power outlet. Plugging in the camera unlocks more features. When your Arlo Pro 2 camera detects motion, it uses a WiFi link to the Arlo Pro base station to stream video to your Arlo account in the cloud.

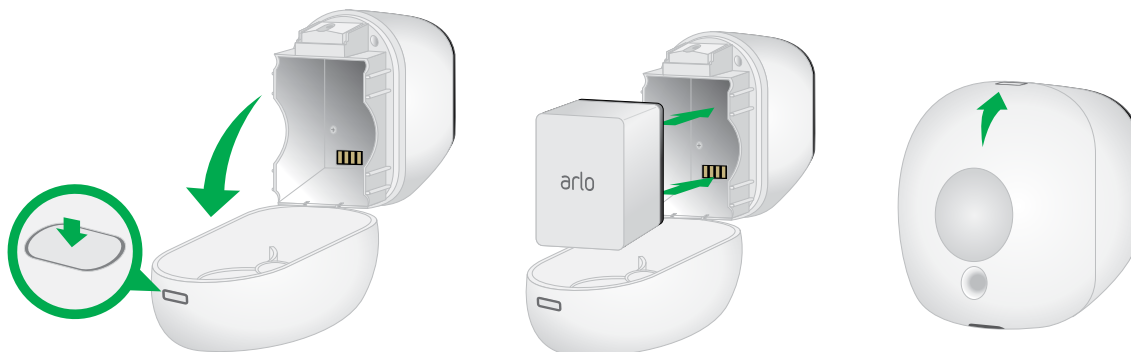


## Decide how to power your camera

Your camera comes with accessories that you can use to create a custom security system that meets your individual needs:

- Before you use your camera wirelessly, we recommend that you charge the battery.
- For AC power indoor use, connect the AC power adapter to an indoor electrical outlet.
- If you want to install your camera outdoors, use the Arlo Pro 2 outdoor power adapter (sold separately).

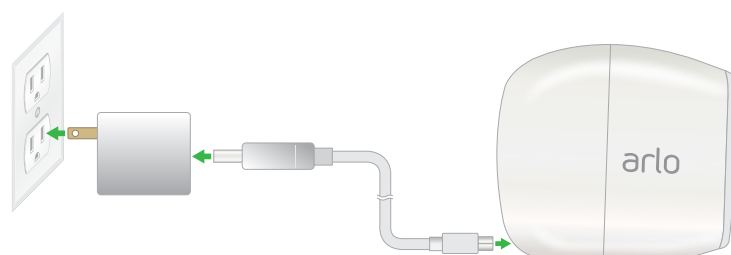
## Install the battery



1. Unlock the battery compartment by pressing and holding the latch.
2. Gently pull back the battery door to open the compartment.
3. Align the battery contacts.
4. Insert the battery.
5. Close the battery door.

For more information, see [Safety rules for Arlo Pro rechargeable batteries](#) on page 59.

## Charge your camera battery



1. If the camera is outside, bring it inside to charge the battery.
2. Connect the camera cable to the power adapter.
3. Connect the camera cable to the camera.
4. Plug the power adapter into an indoor electrical outlet.

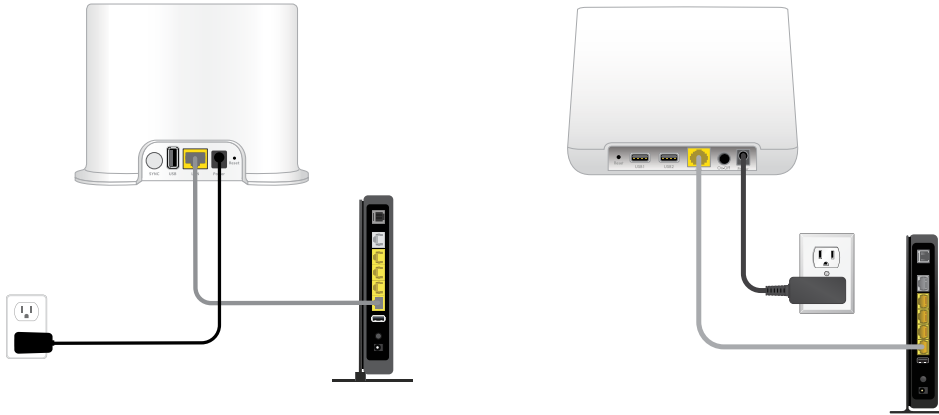
When the battery is fully charged, the camera LED lights solid blue.

**Note:** You can buy spare Arlo Pro 2 rechargeable batteries and charge them in the Arlo Charging Station (sold separately).

## Connect your base Station to the Internet

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

1. Connect the base station to your router using an Ethernet cable.
2. Connect the AC adapter to the base station and plug it in.



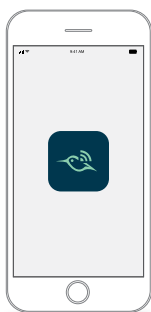
3. Turn the base station on by pressing the **On/Off** button.

If your base station has one LED on the front, the LED lights green in about two minutes.

If your base station has three LEDs on the front, the Power LED and Internet LED light green in about two minutes.

## Get the Arlo app

Download the free Arlo app to install your base station and camera. This app provides step-by-step instructions.





## Use the Arlo app for installation and setup

You must use the Arlo app to install and set up your Arlo base station and Arlo Pro 2 camera. The Arlo app guides you through setup in this order:

1. Create your Arlo account.  
You use the same account to manage all your Arlo devices.
2. Connect the Arlo base station to the Internet and add it to your account.
3. Add each Arlo Pro 2 camera and sync it with the Arlo base station.

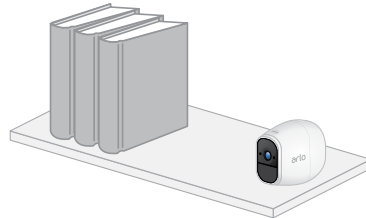
Once you set up your Arlo account, you can access it by using the Arlo app on a smartphone or tablet, or from a computer using a web browser. If you're using a computer, enter <https://my.arlo.com/#/login> in the address bar of the browser.

After installation, you can use the Arlo app to view your camera feed, customize alerts and notifications, create schedules for your cameras, and more.



## Place or mount your cameras

You can place your camera on a flat surface or you can mount it on a wall. Choose a location with a clear, unblocked field of view and with a good signal to your base station.



**Note:** WiFi range can be affected by building materials or objects that block WiFi signals and by interference from other WiFi networks.

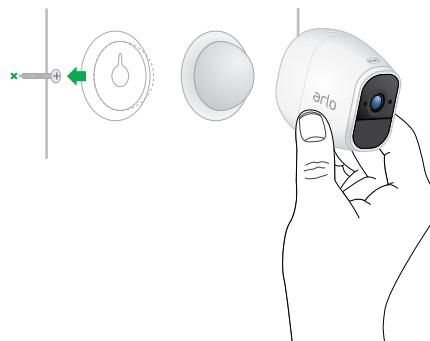


### ➤ To use the wall mount:

1. Fasten the mounting screw into the wall.

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

2. Hang the mount from the screw.
3. Place your camera on the mount.



The magnets in the camera keep it in place.

## Find a good spot for your camera

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

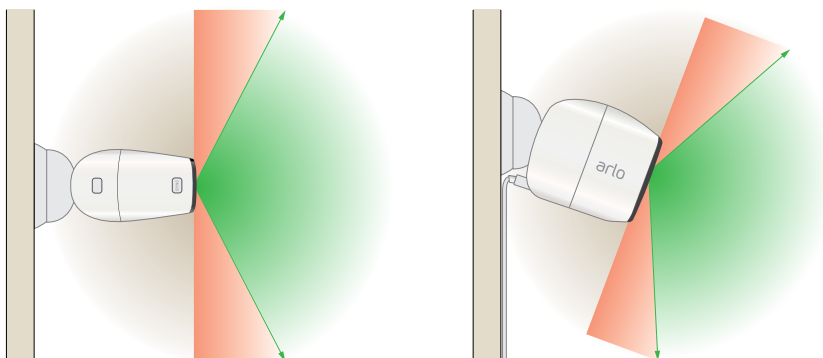
- Place your camera so that the area you want to monitor is within the camera's field of view.
- Mount your camera at least 7 feet (2 meters) above the floor or the ground and aim it slightly downward for the best sensor performance.



- Place your camera so that side-to-side traffic crosses its field of view. Arlo's motion sensor is most sensitive to side-to-side motion that's 5 to 20 feet (1.5 to 6 meters) from the camera.

## Optimize your Arlo Pro 2 camera's field of view

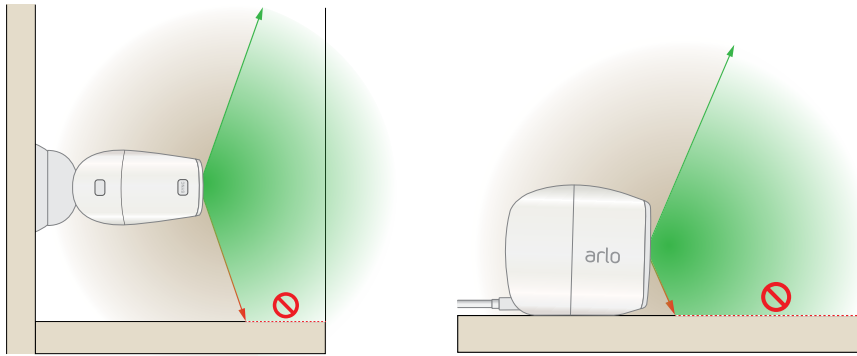
The field of view is the area in which the camera can detect motion. Your Arlo Pro 2 camera has a 130-degree viewing angle. In the following images, the green areas show your Arlo Pro 2's field of view, both horizontally and vertically.



## Get Started

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

- **Keep active locations in the camera's field of view.** Position your camera so that the space that you want to monitor is within the camera's field of view.
- **Don't block the camera's field of view.** Make sure that no walls, tables, or other objects are too close to your camera. If an object is within 2.5 inches (6.4 centimeters) of the sides or front of your camera, that object can reflect infrared (IR) light back into the camera lens and cause glare or hazy video, especially at night. The following images show positioning errors that can cause glare and foggy night vision:



## Use camera positioning mode

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Device Utilities > Camera Positioning**.

The camera starts streaming video.

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

## Test motion detection

You can use the motion detection test to find the right motion sensitivity setting for each camera.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Device Utilities > Motion Detection Test**.
5. Move in front of the camera.

During this test, the camera LED blinks amber when motion is detected.

6. Move the slider to adjust the motion sensitivity level as needed.

## Arm your camera to detect motion

You control when your camera detects motion and the rules it uses to record and alert you by selecting a mode. The Arlo app comes with four modes: Armed, Disarmed, Schedule, and Geofencing. You can customize each mode and you can also create custom modes. For information about how to do this, see [3. Modes, Rules, and Smart Alerts](#) on page 22.

You can identify motion activity zones in the camera view where you want the camera to detect motion. You can also select which activity zone or zones detect motion. See [Motion detection activity zones](#) on page 34.

## Tips for optimal WiFi performance

Place your Arlo Pro 2 camera in a location with a good WiFi signal to the base station. The distance between WiFi devices can affect the WiFi signal:

- **Maximum recommended distance.** Place your camera a maximum of 300 feet (90 meters) from the base station. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and base station.
- **Minimum recommended distance.** To reduce WiFi interference, place your Arlo Pro 2 cameras 10 feet (3 meters) away from the base station and allow at least 6½ feet (2 meters) between cameras. Place the base station at least 6 feet (1.8 meters) away from your WiFi router.

## Get Started







These materials can reduce WiFi signal strength if they are located between WiFi devices such as your base station and cameras:

- Unusually thick walls and ceilings
- Brick
- Concrete
- Stone
- Ceramic
- Glass, especially mirrors
- Metal
- Large quantities of water, such as the water in a fish tank or water heater













## Base station LED guide

Your base station might have one LED or three LEDs on the front panel.

### Base station model with one LED

 <b>Solid blue</b> The base station is connected to the Internet and to an Arlo camera.	 <b>Slow blinking blue</b> The base station is ready to sync or pair with an Arlo camera.	 <b>Fast blinking blue</b> The base station is syncing with a camera.
 <b>Solid amber</b> The base station is booting.	 <b>Slow blinking amber</b> The base station didn't find the camera. The camera is out of range or a connection error occurred.	 <b>Alternating blue and amber</b> A firmware update or reset is in process.








### Base station model with three LEDs

 <b>Power LED</b>	 <b>Internet LED</b>	 <b>Camera LED</b>
 <b>Solid green</b> The base station is powered on.	 <b>Solid green</b> The base station is connected to the Internet.	 <b>Solid green</b> A camera is connected to the base station.
 <b>Blinking green</b> A firmware update is in progress. <b>DO NOT TURN OFF THE BASE STATION OR CAMERAS.</b>	 <b>Blinking green</b> The base station is transmitting data.	 <b>Blinking green</b> The base station is attempting to sync with a camera.
 <b>Solid amber</b> The base station is booting.	 <b>Solid amber</b> The base station is connected to the router but it isn't connected to the Internet.	 <b>Blinking amber</b> A camera is too far from the base station. The signal strength is weak.

## Arlo Pro 2 camera LED guide

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



	Solid blue	The camera is connected to the Quick Charge 5V power adapter and is fully charged.
	Fast blinking blue for 3 seconds	The camera is connected to the Quick Charge 5V power adapter and is charging.
	Fast blinking blue for 10 seconds	The camera synced to the base station.
	Solid amber	The camera is booting.
	Blinking amber once per minute	The battery charge is low (15% or less).
	Fast blinking amber for 10 seconds	The camera failed to sync to the base station.
	Blinking blue and amber	A firmware update is in progress. DO NOT TURN OFF THE CAMERA.

## Firmware Updates

During initial setup, when you add the base station to your Arlo account, the Arlo Pro 2 system checks for firmware updates. After you sync the first camera, if firmware updates are available, a prompt displays for firmware updates on the Devices page. Live stream isn't available until the device is updated.

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

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

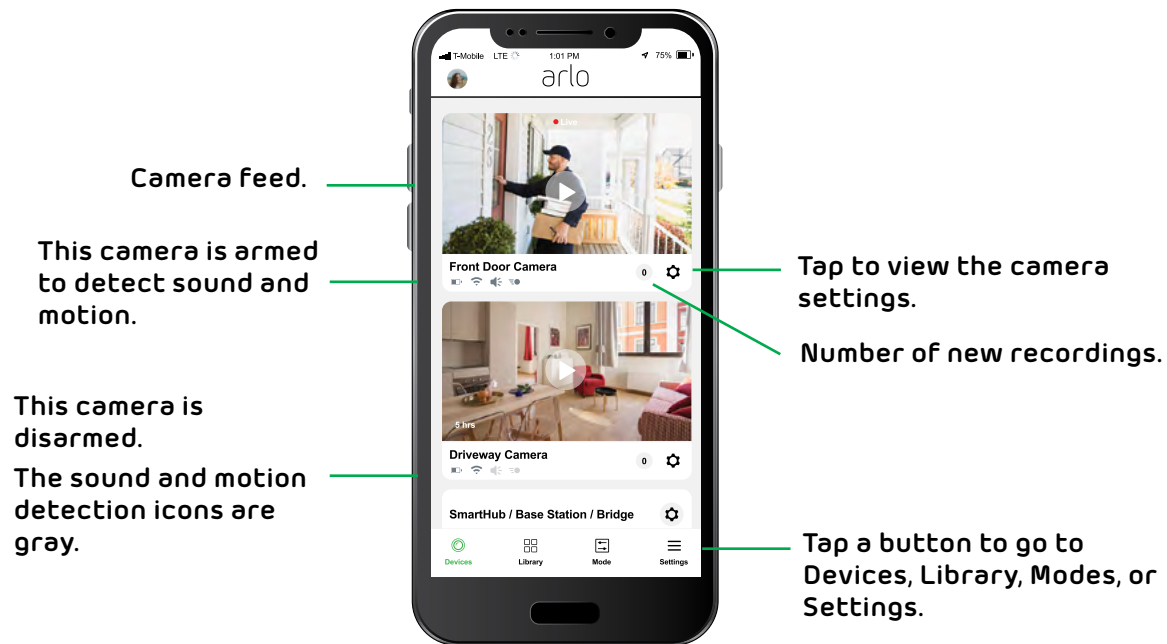
*WARNING: Do not open the camera's battery door while the camera is updating and installing firmware.*

After the camera firmware update completes, the camera syncs to the base station and the camera LED blinks blue rapidly for 10 seconds.

## 2. View Your Content

Videos recorded by your camera are stored in a library. You can view your recordings and snapshots, mark them as favorites, and search using the filter. When you open the Arlo app, the Devices page displays your camera feeds.

### View the Devices page



Camera icon	Located below each camera feed	Camera feed icon	Tap the camera feed to display these icons
	Battery charge		Play/Stop
	WiFi signal from the base station		Mute the audio
	Audio detection is on		Talk and Listen
	Motion detection is on		Record video manually
	Open a menu and view or change the camera settings		Take a snapshot
	View or change the camera settings		USB device storage

### View camera feeds

You can view your camera feeds at any time.

1. Open the Arlo app.
2. Tap the camera feed.

The camera feed updates and camera feed icons display.

3. To stop viewing and listening to the live feed, tap **Stop** .

### Pan and zoom video

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

1. Open the Arlo app.
2. Tap **Library**.
3. Tap any live video or prerecorded video from your Arlo library.
4. To pan and zoom using a mobile device:
  - To zoom in and out of the video, use the pinch gesture.
  - To move around the zoomed-in frame, touch and drag.

**Note:** To pan and zoom using a computer, do the following:

- To zoom in and out, click the **Zoom** icon.
- To move around in the frame, use your mouse button.

### Look Back video


When plugged in, your Arlo Ultra camera records continuously, but discards the video after three seconds if no motion is detected. This means that your motion-triggered video recordings start before any motion happens; you don't miss a thing.

➤ **To set up your camera to record Look Back video:**


1. Plug in your Arlo Pro 2 camera.
2. Make sure that the camera is using a motion-detection mode such as Armed.
3. Subscribe to a CVR plan.




## Record clips from live video

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap **Record**  to begin recording.

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


4. To stop recording, tap **Record**  again.

## Take a snapshot from live video

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap **Snapshot** .

The snapshot is saved in your library.

## Talk and Listen

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap **Talk and Listen** .
4. The first time you use Talk and Listen, allow Arlo to use your phone's microphone.

A microphone button displays.

5. Tap and hold the microphone button and speak.

## Customize your camera feed image

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

### Change the camera order

1. Open the Arlo app.

## View Your Content

2. Tap **Settings**.
3. Under SYSTEM, tap **Device Order**.
4. If you're using a smartphone or tablet, tap **Edit** at the top of the page.  
A list icon displays.
5. Tap and hold the list icon and drag each device to the correct position in the list.
6. Tap **Save**.

### Zoom a camera image

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Video Settings**.
5. Use your fingers to zoom in.

### Rotate a camera feed 180 degrees

You can rotate the video feed to invert it.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Video Settings**.
5. Tap **Rotate Image**.

The camera feed image is inverted.

## Cloud recording

Your cameras record when they detect motion or sound. These videos are sent to the cloud for secure storage in your library. Cloud recording is included in both free and paid plans.

**Note:** Recordings are encrypted with your user name and password; no one else can access your recordings.

## View Your Content

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

## View recordings and snapshots

Your Arlo Pro 2 camera stores recordings and snapshots in the library. You can use the filter and the calendar to find and view specific recordings.

### Use the library

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

1. Open the Arlo app.
2. Tap **Library**.
3. Use the arrows on either side of the month to select a month to view.

A green circle indicates the selected day. A green dot indicates each day on which a video clip was recorded.

4. Tap a highlighted date.

Recordings from that date display below the calendar.

### Use the filter

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

1. Open the Arlo app.
2. Tap **Library**.
3. Tap **Filter** in the upper-left corner of the page.
4. Tap the filtering criteria that you want to use.
5. Tap **Done**.

### Turn off the filter

1. Open the Arlo app.
2. Tap **Library**.
3. Tap **Filter** in the upper-left corner of the page.

4. Tap **Reset**.
5. Tap **Done**.

## Share and manage library recordings

### Download recordings

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Download**.
5. Tap **OK** to confirm.

### Make a recording a favorite

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Favorite**.

### Share recordings

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Share**.
5. Share the file.

### Donate recordings for research

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

1. Open the Arlo app.
2. Tap **Library**.

## View Your Content

3. Tap a recording.
4. Tap **Donate**.
5. Tap **OK** to confirm.

## Delete recordings

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Delete**.
5. Tap **OK** to confirm.

## 3. Modes, Rules, and Smart Alerts

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

### Modes

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

You can create your own modes, but Arlo Pro 2 comes with the following modes:



**Armed.** Detection is on for this camera.



**Disarmed.** Detection is off for this camera.



**Schedule.** Manage detection based on a schedule.



**Geofencing.** You can use geofencing to arm, disarm, or resume a schedule mode when you arrive at or leave a location based on your mobile device.

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

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

### Select a mode

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap an Arlo device.

The Mode page displays.

4. Tap a mode to activate it.

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

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

 **Motion.** Motion detection is on.

 **Sound.** Audio detection is on.

## Rules



Each mode uses one or more rules to control your Arlo system. You can add one rule to a mode for each Arlo Pro 2 camera that is connected to the same base station. This lets you set up different triggers and actions for each camera. For example, you might want to be notified when motion is detected at the front door, but not when it is detected in the backyard while your dog is in the backyard.

You can set these options for each rule:


- **Trigger device.** The trigger device is the camera that detects motion or sound. You can adjust the motion and sound sensitivity to minimize false alarms.
- **Action device.** The action device responds to motion or sound detection on the trigger device. For example, you might want your backyard camera or your driveway camera to trigger your door camera to start recording video. You decide what action each Arlo Pro 2 Camera takes when motion or sound is detected.
- **Notifications.** When a trigger is detected, Arlo can send you push notifications, email alerts, or both. You can also send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

## Change motion sensitivity

You can edit a rule to change the motion sensitivity level for Arlo Ultra cameras.

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the SmartHub.
4. Tap **Edit**  next to the mode.
5. Tap **Edit**  next to the rule.

## Modes, Rules, and Smart Alerts



6. Under If the following, tap **Edit**  next to **Motion is detected**.
7. Move the slider to adjust the sensitivity level for motion detection for this camera.

If you're using the Arlo app on a mobile device, your settings are automatically saved.



8. If you're using a browser on a computer, click **Save**.

**Note:** You can add motion activity zones within the camera view where you want the camera to detect motion. You can also select which activity zone or zones detect motion. See [Motion detection activity zones](#) on page 34.

## Automatically stop recording when motion stops

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the SmartHub.
4. Tap **Edit**  next to the mode.
5. Under Then do the following, tap **Edit**  next to Record video.
6. Select **Record until activity stops (up to 300 sec)**.

## Change audio sensitivity

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the base station.
4. Tap **Edit**  next to the mode.
5. Under If the following, tap **Edit**  next to **Audio is detected**.
6. Move the slider to the desired level of audio detection.



If you're using the Arlo app on a mobile device, your settings are automatically saved.

7. If you're using a browser on a computer, click **Save**.



## Add a rule that includes a siren trigger

Only cameras connected to an Arlo Pro base station can trigger the siren.


1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the base station.
4. Tap  next to the mode.
5. Under Rules, select the camera.
6. Select the **Turn Siren ON** check box.
7. Tap  next to Sound Alarm.
8. Set the sliders for **Siren Duration** and **Siren Loudness**.
9. Tap **Edit Rule** or click **Back**.
10. Tap **Done** or click **Save**.

**Note:** This rule isn't active until you activate the mode to which you added the siren trigger.

## Manage alerts


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

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the base station.
4. Tap **Edit**  next to the mode.

**Note:** The Disarmed mode doesn't send alerts.

5. Under Alert, tap **Push Notification** to turn alerts on and off for your mobile device.



6. Under Alert, tap **Email Alerts** to turn email notifications on and off.
7. To specify an email address, tap **Edit**  next to Email Alerts and enter the email address.

## Schedule your camera rules



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

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

### Add a schedule

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the base station.
4. Tap **Schedule** .
5. Tap **Edit**  next to Schedule.
6. Tap **+ Add**.
7. Set the days and times and then tap **Save**.

### Edit a schedule

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the base station.
4. Tap **Schedule** .
5. Tap **Edit**  next to Schedule.
6. Tap a green box.
7. Change the start and stop times and tap **Save**.

## Set up geofencing

Geofencing is a virtual fence around a location called a zone. You can use Arlo geofencing to arm, disarm, or resume schedule modes when your mobile device is in zone or out of zone. To set up geofencing, you must use your mobile device and allow the Arlo app to use your location.

### Geofencing accuracy

For accuracy, geofencing uses a combination of GPS, cellular data, and WiFi data. The local environment can affect geofencing:

- In urban environments, where cell towers and WiFi routers are more dense, geofencing accuracy can reach 100–200 meters.

**Note:** If you live in a skyscraper, geofencing might not work reliably due to GPS inaccuracies. Using the Large radius setting might help.

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

### Prepare your mobile device for geofencing

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

### Set up geofencing for the first time and set up modes

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the SmartHub.
4. Tap **Geofencing**.
5. Allow Arlo to use your mobile device's location.

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

6. To change the radius setting, tap **Radius** and select a radius size.

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

7. Tap **Device Location** and enter a name for your location.

8. Tap **Away Mode** and select a mode.

Your camera uses the Away mode when your mobile device is outside the radius of your camera's location. Most people select Armed, Schedule, or Custom Mode so that the camera detects motion while they're gone.

9. Tap **Home Mode** and select a mode.

Your camera uses this mode when your mobile device is within the radius of your camera's location. Most people select Disarmed while they're home.

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

10. Tap the preferred mobile to select it.

## Geofencing with multiple mobile devices

Arlo geofencing works with multiple mobile device.

Arlo uses the first in, last out principal to manage households where more than one person uses geofencing. When no one is home, your Arlo Ultra cameras are armed because no one is inside the geofence. When at least one person is home (first in), the cameras are disarmed. If one person leaves, but another stays home, the cameras are still disarmed until the last person leaves (last out).

Make sure that these conditions are met:

- Your Arlo devices are online.
- Geofencing is enabled.
- Your friends' and family's mobile devices are added to your account.

For information about adding devices, see [Enable or disable geofencing for friends' mobile devices on page 28](#).

- A friend who wants to participate in geofencing must be logged in to the Arlo app on his or her mobile device and the GPS or location service must be enabled on your friend's mobile device.

## Enable or disable geofencing for friends' mobile devices

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the SmartHub.

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

5. Tap **Enabled Devices**.

A list of mobile devices displays. A check mark appears next to the device name when geofencing is enabled.

6. Tap one or more mobile devices.

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

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

The check mark disappears when geofencing disabled.

## Custom modes

You can add modes in addition to the modes that come with Arlo 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. See [Schedule your camera rules](#) on page 26.

### Add a mode

1. Open the Arlo app.

2. Tap **Mode**.

3. Tap the SmartHub.

4. Tap **Add a Mode**.

5. Enter the mode name.

The Trigger Device page displays.

6. Select the Arlo Pro 2 camera that detects motion and/or sound.

The Trigger page displays.

7. Select how you want your Arlo Pro 2 camera to be triggered, when motion is detected, when audio is detected, or both.

## Modes, Rules, and Smart Alerts

8. If you selected motion as a trigger, set the motion sensitivity using the slider.  
Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.
9. If you selected audio as a trigger, set the audio detection sensitivity using the slider.  
The Devices page displays with the trigger device selected. (You can change the trigger device.)
10. On the Action page, select **Record video** or **Do Nothing**.
11. On the Recording Settings page, specify how long your Arlo Pro 2 camera records.
12. Select the notifications that you want to receive.  
If you selected **Email Alerts**, enter the email addresses where you want to receive alerts.
13. Review the summary of your settings and tap **Save**.  
Your new mode is saved.

## 4. Change Your Settings

You can customize the Arlo Pro 2 settings.

### Turn the Arlo app fingerprint ID login on and off

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

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

1. Open the Arlo app.
2. Tap **Settings > Profile**.
3. Tap **Log in with Touch ID**.

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

### Change your password and user name

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

1. Open the Arlo app.
2. Tap **Settings > Profile**.
3. Enter the new user name and password.

On an iOS device, tap **Edit** at the top of the page.

On an Android device, tap the tab for each field.

4. Tap **Save**.

### Grant access to friends

You can add friends to your Arlo account. Friends can view live streams from your cameras; record video clips; view, share, mark as favorite, and delete clips from your library; and take snapshots. Friends are granted limited access to some of the settings and features of your Arlo account. You can select which cameras friends can see and what administrative rights are available to them.

## Change Your Settings

Friends without access rights can:

- Play and view library content.
- View live footage.
- Zoom and drag video footage.
- Control brightness.
- Enter full-screen view.

Friends who are granted access rights can also:

- Play and pause video footage.
- Record video footage.
- Mute the speaker.
- Access and change modes.
- View motion detection statuses.
- Manually record.
- Take snapshots.
- Mark as a favorite, share, download, and delete video footage.
- Use a camera's microphone.

## Add a friend

1. Open the Arlo app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.
4. Tap **Add** or **+**.
5. Enter your friend's first name, last name, and email address.
6. Tap the Arlo devices that you want your friend to access.
7. To grant access rights to your friend, tap **Allow Access Rights**.

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

8. Tap **Send Invite**.


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



### Edit a friend's access privileges

1. Open the Arlo app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.


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

4. Tap the friend, and tap **Edit**  .
5. Tap cameras to select or deselect them.
6. Tap **Allow Access Rights**.

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

7. Tap **Done**.

### Delete a friend

1. Open the Arlo app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.
4. Select the friend, and tap **Edit**  .
5. Tap **Delete Friend**.
6. Tap **Yes**.


### Change the time zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the SmartHub.
4. Tap **Time Zone**.
5. Tap a time zone.

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

6. If you're using a computer, click **Save**.

### Camera settings

You can view or change the settings for each camera. You can do this by tapping **Settings > My Devices** and selecting the camera, or by tapping the **Menu** icon **...** or the **Device Settings** icon  below the camera feed.

#### Add motion detection activity zones

You can add motion activity zones within the camera view where you want the camera to detect motion. You can also select which activity zone or zones detect motion.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Video Settings**.
5. At the bottom of the page, tap **Create New Zone**.


An activity zone box displays in the camera feed image.

6. Move the box to the desired activity zone.

You can resize the box using the corner arrows.

7. Tap **Save**.

#### Change the camera name

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Edit**  next to the camera name.
5. Enter a new name that reminds you of the camera's location, such as Garage or Front Door.

Camera names are limited to 32 characters.

6. Tap **Save**.

### Turn Off the Camera LED

The LED on the Arlo Pro 2 camera lights in different colors.



1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Camera LED**.
5. Tap **Battery Fully Charged Indicator** to toggle the LED off and on.  
If you're using a mobile device, your settings are automatically saved.
6. If you're using a computer, click **Save**.

### Change the video quality and battery usage

You can set the video resolution as Best Video, Optimized, and Best Battery Life. Using the Best Battery Life setting reduces the WiFi bandwidth required.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Power Management**.
5. Tap to select **Best Battery Life, Optimized, or Best Video**.
6. Tap **Confirm**.

### Turn night vision on and off

When night vision is enabled, the camera automatically turns on infrared (IR) LEDs to record in low-light conditions. We recommend that you turn off night vision if the Arlo Pro 2 camera is facing reflective surfaces, such as windows.

1. Open the Arlo app.

## Change Your Settings

2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Low Light Settings**.
5. Tap **Night Vision**.

## Change the camera audio settings

### Turn the Microphone Off and On

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. If you're using the Arlo app on a mobile device, tap **Audio Settings**.  
The Audio Settings page displays.
5. Tap **Microphone**.

### Change the speaker settings

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. If you're using the Arlo app on a mobile device, tap **Audio Settings**.  
The Audio Settings page displays.
5. To turn the speaker off and on, tap **Speaker**.
6. To change the speaker volume, move the **Speaker Volume** slider.

Your settings are saved.

### Base station settings

You can view or change base station settings.

#### Change the base station name

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.
4. Tap **Name**.
5. Enter a new name for the base station.

The new name is displayed in the Arlo app.

#### Adjust the base station flicker setting

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.
4. Tap **Flicker Adjustment**.
5. Tap a setting.
6. Tap **Save**.

#### View base station device information

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.
4. Tap **Device Information**.

## Change Your Settings

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

### Restart the base station

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.
4. Tap **Restart**.

The base station restarts.

### Select the siren volume

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

*WARNING: The loudest siren setting, which is the default loudness option for the siren, is more than 100 decibels. Do not test the siren while people or pets are close to the base station. Prolonged exposure to the siren might cause hearing damage.*

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

### Turn the siren on and off using the Arlo app

*WARNING: The loudest siren setting, which is the default loudness option for the siren, is more than 100 decibels. Do not test the siren while people or pets are close to the base station. Prolonged exposure to the siren might cause hearing damage.*

1. Open the Arlo app.
2. Tap **Turn Siren ON**.
3. Tap **Yes** to confirm that you want to turn on the siren.

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

## Change Your Settings

4. To turn off the siren, tap **Turn Siren OFF**.

The siren stops.

### Turn off the siren with the base station button

If your base station model has a button on the top, you can use it to turn the siren off and on.



## View device information

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the device.
4. Scroll down to the Version heading and view the firmware version, hardware version, and the serial number.

## Remove a device from your account

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

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

## 5. USB Device Storage

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

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

The Arlo app notifies you if the USB storage device is full. The camera can reformat the USB storage device for you. See [Format a USB storage device](#) on page 43.

### Connect a USB storage device

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



**Note:** Before disconnecting the USB storage device, you must safely eject it. See [Safely eject and remove a USB storage device](#) on page 41.

### View the USB storage device status

The Arlo app notifies you if the USB storage device is getting full or if the format of the USB storage device isn't compatible. You can also use the Arlo app to view the USB storage device status.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.



## USB Device Storage

### 4. Tap **Local Storage**.

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

## Safely eject and remove a USB storage device

USB storage devices must be safely ejected so that recordings don't occur as you're removing them. Removing a USB storage device while it is in use can permanently disable it. The files on the USB storage device might be corrupted.

If you remove the only USB storage device that is connected to your base station, USB recording is disabled until you connect another USB storage device. If another USB storage device is still connected to your base station and USB recording is turned on, recording is automatically enabled on that USB storage device.

### ➤ **To safely eject and remove a USB storage device:**

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.
4. Tap **Local Storage**.

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

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

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

### View video clips on a USB storage device

Video clips on USB storage devices don't display in the Arlo 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 and remove a USB storage device](#) on page 41.

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 convention: 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.

### Change the USB storage device overwrite setting

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.
4. Tap **Local Storage**.
5. Tap **Automatic Overwrite**.

### Format a USB storage device

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

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

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

Formatting a USB storage device deletes files on the device.

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

For more information, see [Connect a USB storage device](#) on page 40.

3. Open the Arlo app.
4. Tap **Settings > My Devices**.
5. Tap the base station.
6. Tap **Local Storage**.

If you see the message Requires Formatting, the USB storage device isn't in the correct format (FAT32) and you must format it before you can use it for local storage.

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

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

### Turn on recording for a USB storage device

1. Open the Arlo app.
2. Tap **Settings > My Devices**.

## USB Device Storage

3. Tap the base station.
4. Tap **Local Storage**.
5. Select a USB storage device.
6. If the message next to the USB storage device is Requires Formatting, follow the formatting procedure.

For information about formatting, see [Format a USB storage device](#) on page 43.


7. Tap **USB Device Recording**.

USB device recording toggles off and on.

## Stop recording onto a USB storage device

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the base station.
4. Tap **Local Storage**.
5. Move the slider next to USB Device Recording to stop recording to your USB storage device.


## 6. Continuous Video Recording

Continuous video recording, or CVR, is an optional feature available on Arlo Pro 2 cameras. When your Arlo Pro 2 camera is plugged in, CVR records based on the rules that you specify. You can view recordings from any time of day and catch anything you missed by tapping or clicking  above the camera feed.

Your Arlo Pro 2 cameras can record CVR in addition to recordings that the cameras create because of rules. Your Arlo Pro 2 camera must be plugged in for you to use a CVR plan. If you unplug your camera, CVR starts working again when you plug the camera back in.

**Note:** Your Arlo Pro 2 camera must be plugged in for you to use a CVR plan.

### View the timeline


1. Make sure that your Arlo Pro 2 camera is plugged in.
2. Open the Arlo app.
3. Tap  above the camera feed.

The Timeline page displays.

Green lines indicate motion recordings and blue lines indicate sound recordings.

4. To return to the Devices page, tap **Back**.

### Navigate through the timeline

1. Make sure that your Arlo Pro 2 camera is plugged in.
2. Open the Arlo app.
3. Tap  above the camera feed.

The Timeline page displays.

4. Tap and hold the timeline.
5. On a smartphone or mobile device, drag the timeline:
  - To go back in time, drag the timeline to the left (either 14 or 30 days back, depending on your CVR plan).
  - To move toward more recent recordings, drag the timeline to the right.


## Continuous Video Recording

**Note:** If you're using a browser on a computer, click to navigate to a specific time or click and drag to scroll through the timeline.

6. To return to the live feed, tap **Go Live** at the bottom. of the page

## View the timeline calendar

As the camera records CVR content, it notes when motion or sound was detected during the continuous recording. For these indicators to display in the timeline, the camera must be using a mode such as Armed mode. For information about modes, see [Change motion sensitivity](#) on page 23.

1. Make sure that your Arlo Pro 2 camera is plugged in.
2. Open the Arlo app.
3. Tap  above the camera feed.
4. Tap **Calendar**

The calendar page displays a row of dates. Small green dots represent the days that the CVR feature recorded. A large green dot represents the current day.

5. To see a more detailed view of the timeline:
  - On a smartphone or mobile device, pinch and zoom. To go to landscape mode, rotate your device or tap **Enlarge**.
  - If you're using a browser, click **24 hr**, **1 hr**, or **5 min** to change your timeline detail.
6. To hide or display the timeline, tap **TIMELINE**.

The timeline display toggles off and on.

## 7. Arlo Connect

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

### Add Arlo Pro 2 to the Apple Home app

For the best experience, add your Arlo devices to your Arlo account before you add them to the Apple Home app.

➤ **To add your Arlo devices to the Apple Home app:**

1. Locate the HomeKit code.

The code is on the back cover of the Quick Start Guide that came with your Arlo Pro 2 camera and also on the back or the bottom of your Arlo Pro base station.



2. Launch the Apple Home app.
3. Tap the **Plus** sign at the top of the page on the **Home** tab and then tap **Add Accessory**.

Your Apple mobile device's camera launches and you're prompted to scan or enter the HomeKit code.

4. Scan the HomeKit code using your mobile device's camera.

If you have trouble scanning the code, tap **Don't Have a Code or Can't Scan?** and then enter the code.

5. Complete the setup process:
  - Rename your camera.
  - Assign the camera to a room within HomeKit, or create a new room for your camera.
  - Add the camera to your Favorites.
6. Tap **Done** on the top right.

For live video, tap the Arlo Pro 2 camera screen shot.

## Use Arlo with IFTTT

You can use the Arlo app with IFTTT (If This Then That), a free cloud-based service that connects smart home devices and applications.

To add Arlo to your IFTTT app, visit [ifttt.com/arlo](https://ifttt.com/arlo).

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

## Use Arlo with Alexa and the Arlo Alexa skill

With Alexa and the Arlo Alexa Skill, you can access your Arlo cameras using voice commands. Using the Arlo Alexa Skill, you can ask Alexa to show the live feed from one of your cameras on your Echo Show or Fire TV. To take full advantage of these features, you need a supported and connected Arlo camera and one of these Amazon devices:

- Echo Show
- Fire TV (all generations)
- Fire TV stick (second generation only)
- Fire TV Edition smart TVs

The following Arlo cameras are compatible with the Arlo Alexa Skill:

- Arlo Wire-Free (Model VMC3030, VMS3x30)
- Arlo Q (Model VMC3040)
- Arlo Q Plus (Model VMC3040S)
- Arlo Pro (Model VMC4030, VMS4x30)
- Arlo Pro 2 (Model VMC4030P, VMS4x30P)
- Arlo Go (Model VML4030)
- Arlo Baby (Model ABC1000)

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



## 8. FAQs and Troubleshooting

### Battery FAQs

#### **How can I recharge the Arlo Pro 2 camera battery?**

Your Arlo Pro battery is ready for use when it leaves the factory. You can use the power adapter cable to plug the camera into an electrical outlet to charge the battery. You can also use the Arlo Pro Charging Station (sold separately) to charge the battery.

You can purchase a spare battery and the charging station. Then you can put the spare battery into the Arlo Pro 2 camera while you recharge the battery. The charging station can recharge two batteries simultaneously.

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

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

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

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

- Arlo cameras work well in the dark using infrared sensors to monitor motion. These use more battery power than cameras monitoring motion in a well-lit room.
- Arlo cameras work well when they are as far away as 300 feet from the base station. Cameras positioned farther away from the base station use more battery power than cameras positioned close to the base station.
- Arlo cameras let you choose the quality level of the videos that they record. Cameras set to high-quality video recording use more battery power than cameras set to low-quality video recording.

#### **Will my WiFi environment affect my Arlo camera battery?**

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

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

The Arlo Pro camera rechargeable battery life is four to six months with normal usage and can be extended if you use key settings and follow certain tips. The Arlo Pro 2 cameras offer the best battery life when set up to record when they detect motion.

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

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

### How can I extend the Arlo Pro battery life?

To extend the battery life, follow these tips:

- Check your camera's video quality and battery usage setting. To extend your battery life, select the **Best Battery Life** setting. This setting trades video quality for improved battery life. For information about how to change the video quality and battery usage, see [Change the video quality and battery usage](#) on page 35.
- Normal usage is defined as four minutes of viewing or recording per day with the Arlo Pro 2 Wire-Free Camera in the **Optimized** setting.
- Depending on your specific usage, you might see different results. Also note that a camera's distance from the base station can affect its battery life.

## Manage bandwidth for streaming

Depending on the camera's video quality and battery usage setting, the bit rate and upstream bandwidth requirement adjusts. The frame rate depends whether you're in night-vision mode or not. The default behavior for each power management setting is as follows. Each setting starts with a particular bit rate and frame rate.

Day Mode

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

### Night Mode

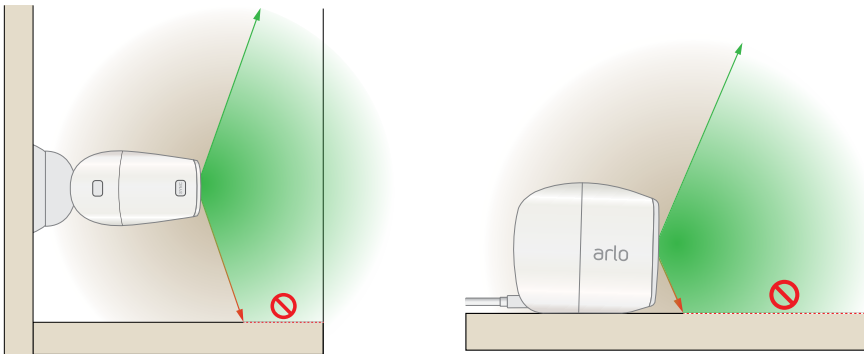
- **Best video.** 600 kbps @ 15 fps
- **Optimized.** 300 kbps @15 fps
- **Best battery Life.** 200 kbps @15 fps

Depending on the available bandwidth and how much of the buffer is full, the Arlo Pro 2 Wire-Free system either increases the bit rate or decreases the bit rate and frame rate.

For information about setting the video quality and battery usage for your camera, see [Change the video quality and battery usage](#) on page 35.

## Camera glare at night

This can occur if something is blocking the camera's field of view. If an object, wall, or tabletop is within 2.5 inches (6.4 centimeters) of the sides or front of your camera, that object can reflect infrared (IR) light back into the camera lens and cause glare or hazy video, especially at night. These images show positioning errors that can cause glare and foggy night vision:



If you use a skin with your camera, and the edges of the camera skin stick out far enough, they can reflect IR back into the camera lens and cause glare. This is more likely to occur with the Arlo Pro black hooded camera skin (VMA4200B).

### ➤ To troubleshoot glare on your Arlo Pro 2:

1. Make sure that no walls, tables, or other objects are too close to your camera.
2. If you're using a camera skin, make sure that the camera skin is pulled tight around the camera and that the edges of the skin are flat with the face of the camera.

If glare still occurs, remove the camera skin.

## Activity zones and CVR aren't working

These Arlo Pro 2 features are available only while the camera is plugged in:

- Activity zones
- CVR
- Prebuffering

**Note:** Connecting your Arlo Pro 2 camera to the Arlo Solar Panel (sold separately) to charge the battery does not provide AC power. To use activity zones and CVR, you must plug the Arlo Pro 2 camera into an AC power outlet.

Your activity zone and CVR settings persist even while the camera isn't plugged in—you don't need to set up CVR or activity zones again when you plug the camera back in.

If your camera isn't plugged in, you can't set up CVR or activity zones.

## Can't see video streams in a browser

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

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.

### WiFi signal interference

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

Also, place your camera at least 1 to 3 feet (30 to 100 centimeters) from the base station, and allow at least 6½ feet (2 meters) between cameras. Follow these guidelines to prevent WiFi signals between the devices from interfering with each other.

## Out of range

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

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

## Low battery

Recharge or change the battery in the Arlo Pro 2 camera to make sure that the battery level is at least two bars. A low battery can cause the camera to stream intermittently.

## Not receiving push notifications

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

If you do everything described in the following sections, and are still not getting Arlo alerts, contact Arlo Technical Support.

## Check the rule settings for armed modes

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

### ➤ To check push notification in the Armed mode:

1. Open the Arlo app.
2. Tap or click **Mode**.
3. Select the base station.
4. Tap or click **Edit**  next to the mode.

The Edit Rule page displays.

5. Under Alert, make sure that the **Push Notification** check box is selected.
6. If you made changes, tap or click **Save**.

Your settings are saved.

## Check the Arlo app settings on an iOS device

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

### ➤ To allow Arlo push notifications on iOS devices:

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

The Arlo notification settings display.

3. Make sure that **Allow Notification** is selected.
4. If you made changes, tap **Save**.

Your settings are saved.

## Check the Arlo app settings on an Android device

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

### ➤ To allow Arlo push notifications on Android devices:

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

The Arlo notification settings display.

3. Make sure that the **Show Notifications** setting is selected.
4. If you made changes, tap **Save**.

Your settings are saved.

## If you said no to push notifications at installation

When you install the Arlo app for the first time, to receive alerts, you must select **Allow** when asked if you want Arlo to send you push notifications. For iOS apps, after you respond to this alert, it isn't shown 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.

## Verify that the Arlo base station is online

Depending on the model, your Arlo base station has one LED or three LEDs on the front, which indicate the base station status. Check the LED color. See [Base station LED guide](#) on page 13.

If you aren't at the same location as your Arlo base station, log in to your Arlo account:

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

## Base station is offline

If you aren't sure whether the base station is offline, see the previous section.

1. Check the Ethernet cable.

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

2. Check the power adapter.

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

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

Try to browse the Internet from a device that is connected to the router with an Ethernet cable (you can turn WiFi off on the device to make sure that the device is connecting through the Ethernet cable).

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

4. Power cycle your base station.

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

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

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

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

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

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

If you don't manage your Internet environment, contact your IT department for assistance with any firewall or router configurations. The Arlo base station can't connect through most proxy servers. Check with your IT team and Internet service provider (ISP) about ways to bypass any proxy servers. Ask your IT team to make sure that ports 443 and 80 are open.

8. Perform a factory reset on your base station.

For more information, see [Reset the Arlo base station to factory settings](#) on page 58.

If you're still unable to get your base station to connect, visit [support.arlo.com](https://support.arlo.com) and submit a support case describing the steps you took and provide the following information:

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



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

## Signal strength

If an Arlo Pro 2 camera's signal to the base station is weak, recording delays might occur when motion is detected.

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

Follow these tips to increase signal strength:

- Position your base station so that it's central to all of your cameras.
- Position your camera within 300 feet (90 meters) of the base station.

The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other large obstruction between the camera and base station. These materials reduce signal strength the most:

- Unusually thick walls and ceilings
- Brick
- Concrete
- Stone
- Ceramic
- Glass, especially mirrors
- Metal
- Large quantities of water, such as the water in a fish tank or water heater
- Mount your cameras away from devices such as cordless phone bases, baby monitors, and microwave ovens.
- Don't place your Arlo system near multiple WiFi routers. Other WiFi-enabled devices can interfere with Arlo's wireless signal.

## Reset the Arlo base station to factory settings

Performing a factory reset returns your base station values to the default settings and removes the base station from your Arlo account.

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

The base station resets. The LED behavior during the reset depends on your base station model.

- **Base station with one LED on the front** The LED blinks alternating blue and amber.
- **Base station with three LEDs on the front** The LEDs blink amber.

The base station reboots.

2. Wait for the base station to finish rebooting before you unplug it, turn it off, or use the Arlo app to set it up.

**Note:** To add the base station to your Arlo account and set it up, open the Arlo app and tap **Add New Device**. You might need to add the cameras to the base station again.

# 9. Rechargeable Battery Safety

## Safety rules for Arlo Pro rechargeable batteries

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

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

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

## Safety rules for the Arlo Pro Charging Station

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

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

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