

What to do when Arlo is unable to discover your device during an install or setup directly to a Wi-Fi router

This article applies to:

[AVD1001](#) [FB1001](#) [VMC2030](#) [VMC2020](#) [AVD2001](#) [VMC2032](#) [VMC4041P](#) [VMC4050P](#) [AC1001](#) [VML2030](#) [AC2001](#) [VMC2040](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#)

Use the following troubleshooting if you attempted to connect your Arlo device **directly to a Wi-Fi router** and Arlo failed to discover the device.

If you are connecting your Arlo device to a SmartHub or Base Station, visit: [What to do when your Arlo camera will not sync to a Base Station or SmartHub during an install or setup](#)

To troubleshoot Wi-Fi discovery:

Make sure you are connecting your Arlo device to a 2.4 GHz Wi-Fi network.

- Your Arlo device can only connect to a 2.4 GHz band, not a 5 GHz band.
- For more information, visit: [How do I connect my mobile device to a 2.4 GHz Wi-Fi network to set up my Arlo camera?](#)

Make sure your phone or mobile device is connected to the same 2.4 GHz network that you are trying to connect your camera to.

- For more information, visit: [How do I connect my mobile device to a 2.4 GHz Wi-Fi network to set up my Arlo camera?](#)

Make sure you typed the correct Wi-Fi network SSID (network name) and password.

- The network SSID and password are case-sensitive and must be EXACTLY correct.

- You can tap the password eye icon to view your password before submitting.

Ensure your mobile device and Arlo camera are within the Wi-Fi signal range of your Wi-Fi router.

- During setup, we recommend placing your camera within 10-15 feet (3-4.5 meters) of your Wi-Fi router.
- After the camera is set up and connected, you can move the camera anywhere within range of your Wi-Fi router.

Make sure the camera LED is blinking blue while the camera is being discovered. (Note: The Arlo Video Doorbell LED ring blinks white.)

- The camera LED can time out if it blinks longer than two minutes without successfully connecting to your Wi-Fi network.
 - If the camera times out, press the sync button again.
- Make sure the LED blinks blue for the entirety of the connection process.

Make sure you heard the chime noise when your camera scanned the QR code.

- After scanning the QR code, you must hear a chime noise from the camera to continue the onboarding process.
 - Do not continue until the QR code is scanned, and you hear a chime.
- For help, visit: [My Arlo camera will not scan the QR code during setup](#)

Verify that you are in range of your mobile network.

- For portable Arlo products like Go series cameras, make sure there is an activated SIM card inserted into the camera.
- Also ensure the camera is in range of your mobile network.

If you have checked and verified all of the above, factory reset your Arlo device.

- For assistance, visit: [How to factory reset Arlo devices](#)

What to do when Arlo is unable to discover your device during installation on a mesh network system

This article applies to:

[VMB3000](#) [VMB3010](#) [VMB3500](#) [VMB4000](#) [VMB4500](#) [VMB4540](#) [VMB5000](#) [AVD1001](#) [FB1001](#) [VMC2030](#) [AVD2001](#) [VMC4041P](#) [VMC4050P](#) [VMC2040](#) [VMC3030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#)

A mesh network system consists of a main router that connects directly to your modem with a series of satellite modules placed around your house for full Wi-Fi coverage. Instead of being limited by the distance from your router or having to log into an extender, they are all part of a single wireless network and share the same SSID and password. A mesh network is a better option than a Wi-Fi extender if you have a large home. A mesh network will improve your Wi-Fi range, connectivity, and stability.

If you are unable to connect your Arlo device to the mesh network system, try the following:

1. Make sure all cables are secure and properly connected. If you are using an Arlo SmartHub or Base Station, make sure your Ethernet cables are correctly connected to the main router.
2. Install the Arlo camera with the camera in close range of the main router.
Note: You may move the camera to its desired location once installation is complete.
3. Try turning off mesh access points temporarily during the installation process. You will need to install your camera while it is located close to the main router. Ensure to turn on your mesh access points back on once installation is complete.
4. Make sure your mobile device is on the correct network.

5. If your 2.4GHz and 5GHz are on the same SSID (network name), try to disable or rename the 5GHz network. Alternately, try installing using a PC that is hardwired to the network. For information on changing your SSID, please contact your router manufacturer for assistance.

You can try moving your device farther away from your mesh access points, while still maintaining a connection to your Wi-Fi and staying near the main router. The 2.4 GHz band has greater range than the 5 GHz band, so there's a greater chance you are connected to the 2.4Ghz band at further distances.

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How can I extend Arlo camera battery life?

This article applies to:

[VMC4040P](#) [FB1001](#) [VMC2030](#) [VMC2020](#) [AVD2001](#) [VMC2032](#) [VMC4041P](#) [VMC4050P](#) [VMC5040](#) [VML2030](#) [VMC3030](#) [VMC4030](#) [VML4030](#) [VMC4030P](#)

The battery life of your Arlo camera varies depending on usage. The most common cause of battery drain is excessive usage and the best way to improve battery life is to reduce unwanted videos.

Use the following tips to help reduce battery drain and maximize Arlo camera battery life.

Arlo Settings & Configuration

Configure your camera to record shorter videos.

- Battery-powered cameras are not intended for continuous recording.
- For more information, visit: [How do I adjust Arlo video recording length?](#)

Use the Optimized or Best Battery Life Power Management setting.

- The Best Battery Life setting reduces video quality but improves battery life.
- The Optimized setting balances battery life and video quality.
- For more information, visit: [How do I change my Arlo camera's power management settings?](#)

Set a schedule to activate and deactivate cameras automatically.

- Schedules help to manage battery life by keeping cameras active only when desired.
- For more information, visit: [How can I set a schedule for my camera in my Arlo account?](#)

Decrease Motion Sensitivity to improve battery life.

- Excessive motion detection will drain your battery quickly.
- For more information, visit: [How do I change the motion sensitivity on my Arlo camera?](#)

Adjust the light settings for Spotlight cameras and Floodlights.

- Increased light duration and brightness can reduce battery life.
- For more information, visit:
 - [How does the spotlight on my Arlo camera work?](#)
 - [How do I adjust the light settings on my Arlo Pro 3 Floodlight Camera?](#)

Ensure your Arlo camera is running the latest firmware.

- It is important to have the most current firmware installed for your Arlo device for optimal camera operation.
- Firmware updates are typically automatic.
 - If your firmware has not been updated, you can complete the process manually.
 - For more information, visit: [How do I update my Arlo firmware manually?](#)

Camera Positioning & Placement

Only point your camera at important areas.

- Arlo motion detection turns on when the camera senses motion.
- For example, if your camera faces a very busy street, motion detection activates each time a car passes by.
 - This can drain the battery prematurely.
 - Adjust your field of view away from busy streets or active areas, focusing only on what's important.
 - For more information, visit: [Arlo Camera Placement Tips](#)

Position your camera within range of your Wi-Fi router, SmartHub, or Base Station.

- If your camera is too far away from your Wi-Fi router, SmartHub, or Base Station, you will have poor signal strength, which can drain your camera battery more quickly.
- For more information, visit: [Arlo Camera Placement Tips](#).

Do not place your Arlo camera too close to Wi-Fi routers, SmartHubs, or Base Stations, or other Arlo devices.

- Avoid placing cameras too close to other Wi-Fi devices to avoid interference, which can reduce battery life.
- Make sure your camera is at least 3 feet (1 meter) away from your Wi-Fi router, SmartHub, or Base Station, and at least 6.5 feet (2 meters) away from other Arlo devices.

Place your camera in an area that gets enough light.

- Dark environments will cause infrared sensors to work harder, which will reduce your camera's battery life.

If possible, keep the camera in a location with temperatures above 32°F (0°C).

- For your safety and to avoid permanent damage to the batteries, Arlo camera batteries do not charge at temperatures below freezing, even if your camera is plugged in.
- For more information, visit:
 - [How do I keep my Arlo batteries charged in cold weather?](#)
 - [What do I do if the batteries in my Arlo cameras are reporting low power in cold weather?](#)

Batteries, Charging Cables, Solar Panels, SmartHubs, and Base Stations

If your Arlo device uses rechargeable batteries, only use the rechargeable batteries that came with your camera or replacement batteries from Arlo.

- For more information, visit: [What type of batteries does my Arlo camera use?](#)

Use the Arlo XL Rechargeable Battery & Housing to increase battery life for Arlo Ultra, Arlo Ultra 2, Arlo Pro 3, and Arlo Pro 4 cameras.

- For more information, visit: [VMA5410 XL Rechargeable Battery and Housing](#)

Add a compatible Arlo Solar Panel to your camera to help keep the battery charged.

- For more information, visit: [Arlo Solar Panel Compatibility](#)

Use outdoor charging cables to keep the battery charged.

- For more information, visit:
 - [Arlo Outdoor Magnetic Charging Cable for Ultra, Ultra 2, Pro 3, Pro 4, Go 2, and Pro 3 Floodlight](#)
 - [Arlo Outdoor Charging Cable for Essential, Essential Spotlight, and Essential XL Spotlight](#)
 - [Arlo Outdoor Power Adapter for Pro, Pro 2, and Go](#)

If your Arlo device is connected directly to Wi-Fi, try connecting it to a SmartHub or Base Station to improve battery life.

- For more information, visit:
 - [Arlo SmartHub and Base Station Compatibility](#)
 - [How do I connect my Arlo doorbell or camera to a SmartHub or Base Station?](#)

Arlo Go & Arlo Go 2 Mobile Cameras

Camera location is important for Arlo Go and Arlo Go 2 mobile cameras.

- Position your Arlo Go camera in a location with at least three bars of LTE signal strength.
 - Weak signal strength (two bars or less) drains the camera battery.
 - For more information, visit: [How can I optimize mobile connectivity for my Arlo Go camera?](#)

For Arlo Go 2 cameras connected via Wi-Fi and LTE, position the camera within range of your Wi-Fi router to avoid battery drain from frequent network switching.

- For more information, visit:
 - [How do I control whether my Go 2 Camera connects to Mobile or Wi-Fi?](#)
 - [What are the benefits of connecting my Go 2 Camera via mobile or Wi-Fi?](#)

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