

FAQ

How do I connect my Arlo Baby camera to The Apple Home app on my iOS device?

These instructions apply to cameras that are already set up and connected to an Arlo account. If you are setting up a new Arlo Baby camera, see [How do I set up my Arlo Baby camera using an iOS device and The Apple Home app?](#).

You can connect your Arlo Baby camera to the Home app from the Arlo app or from the Home app. The first set of instructions is for the Arlo app, and the second set is for the Home app.

To connect your Arlo Baby camera to the Apple Home app from the Arlo app:

1. Launch the Arlo app on your iOS device and tap **Settings**.
2. Tap **My Devices** and select your Arlo Baby camera.
3. Tap **HomeKit Setup**.
4. Select an existing Home from the list or create a new one by tapping **Add Home**.
5. Follow the on-screen instructions to locate the HomeKit code for your camera.
For more information, see [Where can I find the HomeKit code for my Arlo Baby camera?](#).
6. Scan the HomeKit code on your Quick Start Guide or type the HomeKit code on the camera label.
Note: The HomeKit code is an 8-digit number in this format: xxx-xx-xxx.
7. Change the name of the camera to something that is easy to pronounce for use with the Hey Siri feature.
Make sure that the name sounds different from the names of other devices that you manage with the Home app.
8. Assign the camera to a room within the Home app, or create a new room to place it in.
9. Tap **Done** to complete the setup process.
Your camera is now added to the Home app. You can open the Apple Home app on your iOS device to use HomeKit features and learn more about the HomeKit system.

To connect your Arlo Baby camera to the Apple Home app from the Home app:

1. Locate your Arlo Baby camera's HomeKit code.
For more information, see [Where can I find the HomeKit code for my Arlo Baby camera?](#).
2. Launch the Apple Home app.
3. Tap the plus sign at the top of page in the Home tab and then tap **Add Accessory**.
Your Apple mobile device's camera launches and you are prompted to scan or enter the HomeKit code.
4. Scan the HomeKit code on the back of the Quick Start Guide using your mobile device's camera.
5. If you have trouble scanning the code or you are entering the code from the camera label, tap **Don't Have a Code or Can't Scan?** and then type the code.

6. After your camera is added, do the following to complete the setup process:
 - Rename your camera. If you want to use the Hey Siri feature, give the camera an easily pronounceable name. Make sure that the name sounds different from the names of other devices that you manage with the Home app.
 - Assign the camera to a room within HomeKit, or create a new room to place it in.
 - Add the camera to your Favorites.
7. Tap **Done** on the top right.
8. For live video, tap the Arlo Baby screen shot. To start using two-way audio, tap the microphone icon on the bottom right.

How does the Arlo Smart person detection feature work?

Note: Arlo Smart is only available in the US.

Using advanced algorithms, your Arlo security cameras alert you when a person is detected and filters out everyday movement, such as tree branches. This feature ensures that you see what's important and reduces the amount of unwanted alerts. The person detection feature also allows you to search your recording library for videos containing people.

Are the infrared LEDs on Arlo cameras visible at night?

Yes, Arlo cameras display an array of red dots around their lenses when their infrared LEDs are on. The red glow indicates that the infrared LEDs are active. These LEDs aid the night vision capability of the Arlo cameras.

Arlo Baby's infrared LEDs are much dimmer than the night vision LEDs on other Arlo cameras. Bright infrared LEDs can distract babies and keep them from sleeping, so Arlo Baby's infrared LEDs are almost invisible, but still provide excellent low-light performance.

What can I do if I can't access Arlo's website when I use Internet Explorer 10?

If you have trouble accessing Arlo website's full functionality from the Internet Explorer 10 browser, you might receive an error message that says, "This page can't be displayed..."

To enhance the compatibility between your preferred browser and the Arlo website, try one of these options:

- **(Strongly recommended)** Upgrade to the latest supported version of Internet Explorer by visiting <http://windows.microsoft.com/en-us/internet-explorer/download-ie>.

- If upgrading is not an option, update the settings in Internet Explorer 10:

1. Open an Internet Explorer 10 browser tab.
2. Click or tap **Tools > Internet Options**.
3. Click or tap the **Advanced** Tab.
4. Scroll to the bottom of the Settings section.
5. Clear the **Use SSL 2.0** and **Use SSL 3.0** check boxes if they are selected.
6. Select the **Use TLS 1.0**, **Use TLS 1.1**, and **Use TLS 1.2** check boxes if they are clear.
7. Click or tap **OK**.
8. Close and reopen an Internet Explorer browser.

- Use a different Internet browser to access the Arlo website.

Are Arlo cameras weatherproof?

Arlo Q, **Arlo Q Plus**, and **Arlo Baby** cameras are designed for indoor use only.

Arlo Wire-Free, **Arlo Pro Wire-Free**, **Arlo Pro 2**, and **Arlo Go** cameras are weatherproof and can be used indoors or outdoors. Arlo Wire-Free, Arlo Pro Wire-Free, Arlo Pro 2, and Arlo Go cameras work in a wide variety of weather conditions, including sun, wind, rain, and snow. Arlo Wire-Free operating temperature is 14° F to 122° F (-10° C to 50° C). Arlo Pro Wire-Free and Arlo Go operating temperature is -4° F to 113° F (-20° C to 45° C). Arlo Pro 2 operating temperature is -4° F to 104° F (-20° C to 40° C).

Arlo power adapters and adapter cables are *not* weatherproof. Arlo Pro, Arlo Pro 2, and Arlo Go cameras can only be charged outdoors with the Arlo Solar Panel. Otherwise, Arlo cameras must be charged indoors. Do not allow the Arlo power adapter, the power adapter cable, the battery, or the battery compartment to get wet.

Arlo Pro and Arlo Go UV-resistant silicone skins (sold separately) provide additional protection against condensation and sun glare.

For important information about camera and battery safety, see the following knowledge base articles:

- [Safety Rules for Arlo Wire-Free Camera Batteries](#)
- [Safety Rules for Arlo Pro and Arlo Go Rechargeable Batteries](#)
- [Safety Instructions for Arlo Baby](#)

How do I power cycle my Arlo Baby camera?

Power cycling your Arlo Baby can help to fix connection problems or screen freeze problems, and it also recalibrates Arlo Baby's air sensors. If you are having minor technical problems with

Arlo Baby, try power cycling the camera before you try more time-consuming troubleshooting steps.

To power cycle Arlo Baby:

1. Unplug the USB cable from your Arlo Baby camera.
2. Rotate the foot plate and remove the Arlo Baby character's feet.
3. Slide the battery switch on the bottom of Arlo Baby to off.
The battery is turned off when no green is visible near the battery switch.
4. Wait ten seconds, then slide the battery switch to on.
Your Arlo Baby camera restarts.
5. Replace the foot plate and rotate until it clicks into place.
6. Plug the USB cable back in.

How do I take a snapshot with my Arlo camera?

A snapshot is a still image captured by your Arlo camera.

You can take snapshots in two ways:

- Take snapshots manually while viewing live footage from your camera (available on all Arlo cameras).
- Create a custom mode that takes a snapshot whenever your camera detects motion or audio (only available on Arlo Q, Arlo Q Plus, and Arlo Baby).

To take a snapshot from live video:

1. Launch the Arlo app or log in to your Arlo account at my.arlo.com. The Devices page displays.
2. Tap or click the **play** button in the camera feed image.
3. Tap or click the **camera** icon.
The snapshot is saved in your library.

What do the Arlo Baby status icons mean?

Camera Status Icons



When this icon is orange, it means that the camera is hearing sound.



When this icon is orange, it means that the camera is seeing motion.



This icon shows WiFi signal strength.



This icon shows how much battery is remaining. It is replaced by a battery with a lightning bolt if Arlo Baby is plugged in.

Global Features and Settings Icons



Tapping or clicking this icon takes you to your continuous video recording (CVR) timeline if you purchased a CVR subscription for Arlo Baby.



This icon displays the number of unviewed videos and snapshots that are in your Arlo library. Tapping or clicking this icon takes you to the library to view your videos and snapshots.

●●● Tapping or clicking this icon lets you access Arlo Baby's motion and audio settings and device settings.

Arlo Baby Icons



Tapping this icon on your mobile device turns on the Always Listening feature, which provides non-stop audio monitoring even when your phone is locked.



Tapping or clicking this icon opens the night light controls.



Tapping or clicking this icon opens the music player controls.



Tapping or clicking this icon opens the air sensor information and settings.

Live Camera Feed Control Icons



Zoom.



Pause.



Record video manually.



Take a snapshot.



Adjust brightness.



Start using Talk and Listen.



View the live camera feed full screen.

What are activity zones and how do I create them for my Arlo Q, Arlo Q Plus, Arlo Baby, or Arlo Pro 2 camera?

A zone focuses motion detection on a specific area. You can create up to three zones for each Arlo Q, Arlo Q Plus, Arlo Baby, or Arlo Pro 2 camera. By default, motion detection observes the entire camera frame.

To create zones:

1. Log in to your Arlo account at my.arlo.com.
2. Tap or click the **menu** icon (...) under that camera that you want to create an activity zone for.
3. Tap or click **Device Settings > Activity Zones**.
4. Tap or click the **+** icon in the upper-right corner.
5. To resize the activity zone, drag the corners of the zone.
6. Tap or click and hold within the activity zone to reposition it.
7. To customize the activity zone name, tap or click the **pencil** icon.
8. Enter a name for the activity zone and tap or click **Done**.
Your settings are saved.

How do I set up the Arlo Smart e911 feature?

Note: Arlo Smart is only available in the US.

Normally, when you make an emergency phone call, you are connected to emergency dispatchers near the location where you made the phone call. With the e911 feature, your call reaches the emergency dispatchers closest to the address that you specified in your Arlo app.

To set up the Arlo Smart e911 feature:

1. Launch the Arlo app or log in to your Arlo account at my.arlo.com.
2. Tap or click **Settings > e911**.
3. Tap or click **Get Started**.
4. Enter the address that you want emergency responders to go to.
Note: The e911 feature supports only one address per Arlo account.
5. Tap or click **Save**.
e911 is enabled.

How do I enable or disable motion or sound detection?

To enable or disable motion or sound detection, you must edit your camera's current mode or enable a different mode. Follow these steps to edit an existing mode.

To enable or disable motion or sound detection on Arlo cameras:

1. Launch the Arlo app or log in to your Arlo account at my.arlo.com.
2. Tap or click **Mode**.
3. Tap or click the Arlo device whose mode you want to edit.
If you want to edit the mode for an Arlo Wire-Free or Arlo Pro Wire-Free camera, select the Arlo or Arlo Pro base station that is connected to that camera.
4. Tap or click the **pencil** icon next to the mode that you want to edit.
5. In the Rules section, tap or click the **pencil** icon next to the rule that you want to edit.
If the mode that you are editing only has one rule, the rule is preselected for you in the Arlo app.
6. Select or clear the check box next to **Motion is detected** to enable or disable motion detection.
Note: Motion detection cannot be disabled on Arlo Wire-Free cameras in Armed mode.
7. To enable or disable sound detection, select or clear the check box next to **Audio is detected**.
8. Tap or click **Save > Done**.

For more information about enabling and disabling motion detection, watch the following YouTube video tutorials:

- [Arlo Quick Tip: Turning Motion Detection On or Off](#)
- [Arlo Wire-Free: Using Motion Detection](#)
- [Arlo Wire-Free: Troubleshooting Motion Detection](#)

What are the minimum requirements for installing and using my Arlo system?

You need the following to activate your Arlo system:

- A computer running Mac OSX or Windows and a supported Internet browser *or* a mobile device with a supported operating system (OS) version.

The following browsers work with the Arlo web application:

- Internet Explorer 10 or higher (for more information, visit [What can I do if I can't access Arlo's website when I use Internet Explorer 10?](#))
 - Microsoft Edge
 - Firefox on Windows and Mac OS X (latest version)
 - Safari on Mac OS X (latest version)
 - Chrome on Windows and Mac OS X (latest version)
- The Arlo app requires the following OS versions:
 - **Apple devices:** iOS version 9.0 or higher
 - **Android devices:** To download or update to the latest version of the Arlo Android app: Android 5.0 or higher
To continue running the Arlo Android app if you downloaded it prior to March 26, 2018: Android 4.4 or higher
 - If you use the Arlo app on an earlier OS version than these minimum versions, the Arlo app might not function as expected.
 - To download the mobile app for your Apple or Android device, you can do one of the following:
 - Visit your device's app store and search for Arlo.
 - If you have a QR reader installed on your device, scan this QR code to be directed to the app in the app store on your device.



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- If you are using an Internet browser other than Chrome, [Adobe Flash Player](#).

- A high-speed Internet connection (minimum 1 Mbps upstream recommended).
Note: Arlo works with the minimum requirements, but the functionality and video quality might be negatively affected. The lower your upstream bandwidth, the greater the possibility of the following performance issues:
 - Video quality might be pixelated and unclear.
 - You might experience a delay in starting a live stream.
- An Internet router with an available Ethernet port (if using an Arlo or Arlo Pro base station).

How do I view an Arlo camera with the Google Assistant?

You can use the Google Assistant app to view your Arlo cameras on your Chromecast device. Before you begin, you must connect your Arlo camera to the Google Assistant. For more information, see [How do I connect my Arlo cameras to the Google Assistant app?](#).

Note: The original Arlo Wire-Free camera is not currently supported.

To view an Arlo camera with the Google Assistant:

1. Say “Hey Google, show [name of room where camera is placed] on [name of Chromecast device].”
2. To end the stream, say “Hey Google, stop [name of Chromecast device].”

For more information about the Google Assistant, including instructions for creating device nicknames, creating shortcut commands, and assigning devices to rooms, see [Google Assistant Help: Control smart home devices](#).

How do I set up Arlo Smart?

Note: Arlo Smart is only available in the US.

Arlo Smart is included in paid home subscription plans. If you are using a business plan, you must add an Arlo Smart add-on plan to your subscription.

Note: iPhone app users must log in to their Arlo account from a web browser to set up Arlo Smart subscription plans.

To enable Arlo Smart:

1. Launch the Arlo app or log in to your Arlo account at my.arlo.com.
2. Click or tap **Settings > Subscription > Change Plan**.
3. Tap or click **For Home** or **For Business**.
4. Select a subscription plan and tap or click **Continue**.
5. If you would like to make annual payments, select the **Save 17% by paying annually** check box.
6. Tap or click **Continue**.

7. Enter your billing and credit card information and select the **I agree with Netgear Terms of Service** check box.
8. Tap or click **Continue**.
9. Review your subscription plan and tap or click **Complete Payment**.
Arlo Smart is enabled.

How do I adjust Arlo video recording length?

You can personalize your Arlo cameras to record videos from approximately 10 to 120 seconds long. On Arlo Pro Wire-Free, Arlo Q, Arlo Q Plus, and Arlo Baby cameras, you can also set your camera to record until motion stops, up to 300 seconds (5 minutes).

To adjust Arlo video recording length:

1. Launch the Arlo app or log in to your Arlo account at my.arlo.com.
2. Tap or click **Mode**.
3. Select the base station or camera that you want to adjust.
4. Tap or click the **pencil** icon next to the mode for which you want to edit recording length.
Note: You cannot adjust recording length for Disarmed or Schedule modes, only for active modes such as Armed
5. Tap or click the **pencil** icon next to the rule that you want to edit.
If the mode only has one rule, it is preselected.
6. Tap or click the **pencil** icon next to **Record video**.
If **Record Video** is not selected, you cannot edit recording length.
7. Select **Record until activity stops (up to 300 sec)** or select **Record for a fixed length of time** and move the slider to your preferred recording length.
8. Tap or click **Save**.
9. Tap or click **Edit Rule > Done**.
Your recording length is updated.