User Manual of Product 1:

Arlo Video Doorbell Security Camera, HD Video, 2 Way Audio, Motion Detection, Built-in Siren, Night Vision, Existing Doorbell Wiring Required, with 90-Day Free Trial of Arlo Secure Plan, White

Wired Video Doorbell
User Manual



Contents

1. Get to Know Your Arlo Video Doorbell 5
   - Video Doorbell front view 5
   - Video Doorbell rear view 6
   - Installation requirements 6
   - Get the Arlo app 6
   - Do more with Arlo 7
   - FAQs 7
2. Get Started 8
   - Use the Arlo app for installation and setup 10
   - Install the Power Kit in your chime box 10
   - Install your Video Doorbell 11
   - Use the optional wire extensions 12
   - Video Doorbell LED 14
   - Tips for optimal WiFi performance 15
   - Test motion detection 15
   - Control when your doorbell detects motion 16
3. Use Your Video Doorbell 17
   - Answer your Video Doorbell from your smartphone 17
   - Accept a call from your Video Doorbell 17
   - Respond to a visitor with a Quick Reply 18
   - Play a message from a visitor 19
   - Turn Silent mode on and off 19
   - Turn the Video Doorbell off and on 19
   - Control the LED 19
   - Change the call settings 20
4. View and Record Videos 21
   - View your Video Doorbell's camera feed 22
   - Record clips from live video 22
   - Take a snapshot from live video 23
   - Talk and Listen 23

Change the order of the camera feeds....23
Motion detection activity zones....24
View recordings and snapshots....25
Download recordings....26

5. Change Your Settings 28
Two-step verification....28
Use face or fingerprint authentication....30
Customize your profile....31
Change your Arlo password....31
Reset a forgotten password....32
Grant access to friends....32
Change the time zone....34
Video Doorbell settings....34
Adjust the flicker setting....37
View device information....37
Remove a device from your account....38
Restart the Video Doorbell from the Arlo app....38

6. Modes, Rules, and Alerts 39
Modes....39
Select a mode....40
Mute Notifications....40
Rules for modes....41
Change motion sensitivity....41
Automatically stop recording when motion stops....41
Manage alerts....42
Schedule your rules....42
Set up Arlo Geofencing....43
Geofencing with multiple mobile devices....45
Use your Video Doorbell to trigger a camera to record....48

7. Troubleshooting 50
Video Doorbell doesn't scan the QR code in the Arlo app during setup 50
The Arlo app doesn't find the doorbell during setup....51
Connect your mobile device to a 2.4 GHz WiFi network during setup 52

Use Bypass mode for the Power Kit 53
The chime doesn't ring when I press the doorbell 54
Video Doorbell LED doesn't light 54
Power interruption notification 55
Remove the Video Doorbell from its mount 55
Reset the Video Doorbell 56
Can't see video streams in a browser 57
WiFi signal interference 57
Not receiving push notifications 57
Troubleshoot Arlo Geofencing 59

1. Get to Know Your Arlo Video Doorbell

The Arlo Video Doorbell lets you get notifications when motion is detected and view live video on your phone. Get the bigger picture of what's at your door, from head to toe or a package on the ground. Even see clearly in low light with night vision. Speak to visitors with two-way audio or use pre-recorded quick reply messages when you're busy. Arlo Video Doorbell uses your existing doorbell wiring for continuous power.

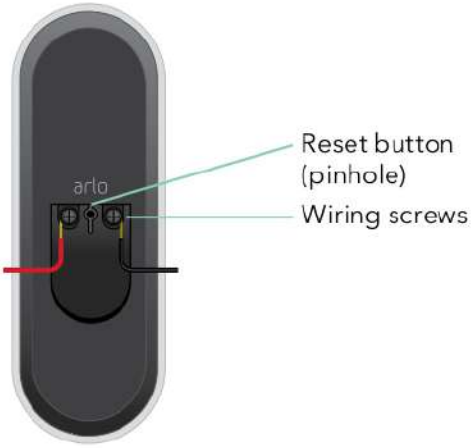
Features:

- **HD Video**. See a clear picture in every detail through your doorbell's high performance lens.
- **Motion Detection and Alerts**. Receive alerts when motion is detected.
- **Video Call**. Calls your phone directly so you never miss a visitor
- **Night vision**. See who's at your door at night, even without a light on.
- **180° Viewing Angle**. See a person from head to toe or a package on the ground.

Video Doorbell front view



Video Doorbell rear view



Installation requirements

To install your Arlo Video Doorbell, you need:

- A wired doorbell and chime with existing electrical wiring
- Voltage between 16V AC and 24V AC, and a 10VA transformer

Follow the instructions in the Arlo app to connect the Arlo Video Doorbell to your home's existing doorbell wiring. If you need further help, contact a local electrician or professional to assist you. Arlo has also partnered with HelloTech to provide nationwide professional installation services for the Arlo Video Doorbell. Visit *www.Hellotech.com/arlo* to learn more.

Get the Arlo app

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



Download on the App Store

ANDROID APP ON Google play

Note: If you already use the Arlo app, make sure that you're using the latest version. To find out if an update is available, go to the app store and search for Arlo.

Do more with Arlo

You can add these options, which are sold separately:

- **Add more Arlo cameras and devices**. Cover more areas in and around your home by adding cameras, security lights, and more.
- **Upgrade your Arlo subscription**. For more information,visit *What are the available Arlo subscription plans and how much cloud recording is available?*.

FAQs

- Does the Arlo Video Doorbell require a SmartHub or base station?

  No. You can connect your Arlo Video Doorbell directly to your home's 2.4 GHz WiFi network.

- Is leaving a message on the Arlo Video Doorbell the same as leaving a message on the Arlo Audio Doorbell?

  Yes. If no action has been taken 20 seconds after a doorbell press, the visitor is prompted to leave a voicemail. This also happens when you decline a doorbell call. You must have an Arlo Smart plan for users to access voicemail prompts. (You can enable the voicemail feature through Leave your message under Call Settings.)

- Is the Arlo Video Doorbell compatible with my existing Arlo system?

  Yes. The Arlo Video Doorbell doesn't require a base station or SmartHub but it can still be configured to trigger recordings on other cameras or vice versa.

- Can I pair the Arlo Video Doorbell with other Arlo cameras?

  No. The Arlo Video Doorbell has its own integrated camera. However, you can set up cross-triggering so that other Arlo cameras record when the Video Doorbell detects motion.

2. Get Started

You can install the Arlo Video Doorbell yourself, or contact a local electrician or professional to assist you. Arlo has partnered with HelloTech in the US to provide nationwide professional installation services for the Arlo Video Doorbell. For more information, visit *www.HelloTech.com/arlo*.

Note: In some regions, a transformer is included in the package with the Arlo Video Doorbell. It is recommended that the transformer be installed by a professional electrician.

Voltage requirements

The Arlo Video Doorbell requires a wired doorbell and chime with voltage between 16V AC and 24V AC, and a 10VA transformer.

We recommend that you check the voltage on the transformer that powers your existing doorbell before installing your Arlo Video Doorbell. If the transformer's voltage isn't 16-24 VAC, you must upgrade your transformer before you use the doorbell.

You can check the voltage level of your doorbell transformer by one of these methods:

- **Use a multimeter to test the voltage.**
  A multimeter is an electronic tool that measures the precise voltage level of your existing doorbell wiring. Using a multimeter gives you the most accurate estimate of your transformer's voltage, and it can be done without finding the transformer. We recommend that you measure at the existing doorbell wiring or at your chime.



- **Check if the voltage is printed on the transformer that provides power to your existing doorbell.**
  The estimated voltage is commonly printed on transformers. This is typically accurate, but it isn't as precise as using a multimeter.

Use a multimeter to check the voltage of a transformer

1. Disconnect your existing doorbell.
   To do this, unmount or unscrew your existing doorbell to expose the wiring or AC terminals on the back.
2. Set your multimeter to AC (the V with a wavy line on top or next to it).
3. Connect the two probes from the multimeter to the wires from your doorbell.
4. Read the voltage level on your multimeter's display.
   If the voltage level is between 16-24 VAC, you can use the Arlo Video Doorbell with your current doorbell transformer.

   If the voltage level is lower than 16VAC or the transformer is underpowered (less than 10VA) then consider having the transformer replaced by an electrician or a professional service provider.

Check the voltage level printed on the doorbell transformer

A doorbell transformer is a device that steps down your household AC voltage to a lower voltage suitable for powering an electric doorbell.



Sample doorbell transformer

The transformer is typically found:

- In the front closet near your existing doorbell
- Near your house's circuit breaker
- In the basement or attic
- In the garage
- Near your house's furnace

- In the crawl space under your house

Use the Arlo app for installation and setup

You must use the Arlo app to install and set up your Arlo Video Doorbell. The Arlo app guides you through installation and setup:

1. Create your Arlo account.
   You use the same account to manage all your Arlo devices.
2. Follow the instructions in the Arlo app to install and set up your Arlo Video Doorbell.

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.

Install the Power Kit in your chime box

The Power Kit ensures that your Arlo Video Doorbell receives consistent power. The Power Kit is required for the Video Doorbell to function reliably and prevents your chime from ringing when the Arlo Video Doorbell is recording or live-streaming.



Power Kit

Note: If your chime box uses only batteries, it is not compatible with the Arlo Video Doorbell. Before you install the Arlo Video Doorbell, consult an electrician to replace your chime box with a wired doorbell and chime, with voltage between 16-24 VAC.

The Arlo app guides you through the process of installing the Power Kit in the chime box for your existing doorbell. These are the main steps:

1. Turn off your power at the breaker.

   Warning: Failure to turn off your power might result in serious injury.

2. Remove the cover of your chime box.

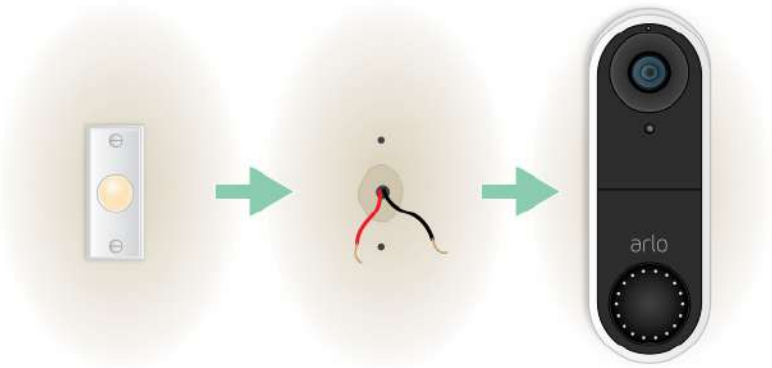
3. Follow the specific instructions in the Arlo app for how to connect the Power Kit wires to your chime.

   If your chime is more complex than two or three wires, then you might need to consult a professional electrician.

4. Place your Power Kit in the chime box.

   Make sure to place the Power Kit in a safe spot in the chime box that won't interfere with the operation of the chime. See the suggested placements and areas to avoid, as illustrated in the Arlo app.

Install your Video Doorbell



You need:

- The items that came in the Arlo Video Doorbell box
- Phillips screwdriver
- (Optional) power drill

After installing the Power Kit in your chime box, follow the steps in the Arlo app to install your doorbell.

The Arlo app guides you through installation in this order:

1. Turn off your power at the breaker.

   Warning: Failure to turn off your power might result in serious injury.

2. Remove and disconnect your existing doorbell.
3. Determine whether to use the flat mounting plate on its own, or combine it with the angled mounting plate to adjust the field of view for your doorbell.



Angled mounting plate

Installing with an angled mounting plate depends on the position of the doorbell and the walkway to your home. The angled mounting plate lets you install your doorbell so that it is angled toward the left or angled toward the right.

4. Follow the instructions in the Arlo app to connect the wires and install your doorbell.



5. Turn on power at the breaker.
6. Check the LED on the front of your Arlo Video Doorbell. See *LED during setup on page 14*.
7. Connect your Arlo Video Doorbell to your home network's 2.4 GHz WiFi.

Use the optional wire extensions

Two identical wire extensions and fasteners come in the package with your Arlo Video Doorbell.


Wire extension


Fastener

If the existing wires for your doorbell are too short to connect your Arlo Video Doorbell, you can use the wire extensions and fasteners to lengthen the wires.

To connect wire extensions to your Arlo Video Doorbell:

1. Remove the rubber ends from the wire extensions.
2. Attach a wire extension to one of your existing doorbell wires.
   To do this, connect the wire end of the wire extension (not the prong end) to your existing doorbell wire and twist the wires together securely.
3. Attach the second wire extension to the other doorbell wire.
4. Place the fasteners on top of the connected wire ends, and twist the fasteners.
   The fasteners funnel and secure the wires together.
5. Attach the extended wires to your Arlo Video Doorbell.
6. Tuck the wire extensions and the fasteners into the wiring cavity in the wall, behind your doorbell.
   If there isn't sufficient space, you may need to use the angled mounting plate to create additional space behind the Arlo Video Doorbell.
7. Place your Arlo Video Doorbell onto the mounting plate in an up-and-in motion.



   Ensure that the mounting screws are completely screwed in and flush with the mounting plate so that the Video Doorbell clips securely into the mounting plate.

You are ready to use the Arlo app to continue the setup process for your Video Doorbell.

Video Doorbell LED

The LED is on the outside of your doorbell and indicates how the doorbell is operating. The following sections describe how the LED works if you didn't change the default LED settings.

Note: For information about changing the LED behavior, see *Control the LED* on page 19.

LED during setup

- **Off**. The doorbell is not receiving power.

  Check that the power at the breaker is on.

  Check that the wiring to the doorbell is secured.
- **Solid white**. The doorbell is powered on and ready for setup.
- **Solid amber**. The doorbell isn't receiving enough power.
  You might need to activate bypass mode. For more information, see *Use Bypass mode for the Power Kit* on page 53.

  You can also consult an electrician or replace your transformer and chime with one that offers 16-24 VAC, with 10VA minimum.
- **Flashing amber**. Your Video Doorbell didn't connect to your WiFi network. During setup, make sure that your phone and doorbell connect to your 2.4 GHz WiFi network.
- **Flashing white**. Your Video Doorbell is scanning for a QR code, attempting to connect to WiFi, or attempting to connect to the Arlo network. If your doorbell LED continues to flash white for more than a few minutes, change the WiFi settings in your phone to connect to the same 2.4 GHz WiFi network as the doorbell. Also confirm that your WiFi router has an Internet connection..
- **Alternating amber and white**. The operating temperature or voltage is too low. Wait up to 13 minutes for the doorbell to warm up or for its internal battery to charge.

LED after setup

- **Slow breathing pattern white**. The doorbell detected motion.
- **Solid white**. The doorbell was pressed and is calling you or the doorbell is connected to a call.
- **Fading white**. The call from the doorbell ended.

Tips for optimal WiFi performance

The distance between WiFi devices can affect the WiFi signal:

- **Maximum recommended distance**. We recommend that you place your WiFi router within 300 feet (90 meters) from the Arlo Video Doorbell. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the doorbell and the router.
- **Minimum recommended distance**. To reduce WiFi interference, allow at least 6½ feet (2 meters) between your Arlo Video Doorbell and any Arlo cameras that you install.

These materials can reduce WiFi signal strength if they are located between WiFi devices:

- 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

Test motion detection

You can use the motion detection test to find the right motion sensitivity setting for your doorbell.

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Device Utilities > Motion Detection Test**.
4. Move in front of the camera.
   During this test, the camera LED blinks white when motion is detected.
5. Move the slider to adjust the motion sensitivity level as needed.
6. Edit the ruler to enter the motion sensitivity level that you want to use. See *Change motion sensitivity* on page 41.

Control when your doorbell detects motion

You control when your Arlo Video Doorbell 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
- Geofencing

You can customize each mode and you can also create custom modes. For information, see Chapter *6. Modes, Rules, and Alerts* on page 39.

3. Use Your Video Doorbell

Answer your Video Doorbell from your smartphone

When a visitor presses your Arlo Video Doorbell, your mobile device receives a video call through an Internet connection. You must install the Arlo app on your smartphone and you must be logged in to the Arlo app. The caller displays as the name you gave to your Arlo Video Doorbell. You can accept or decline the call the same way you do for other calls that you receive on your smartphone.

When your smartphone rings, you can do the following:

- Accept the call and speak to your visitor.
- Answer the call with a Quick Reply. Select a recorded message for the doorbell to play for the visitor.
- Decline the call. If a visitor presses your Arlo Video Doorbell and you don't answer your smartphone after five rings, your doorbell prompts the visitor to leave a message. If the visitor leaves a message, it is saved as a Doorbell recording in your Arlo library.

If you want to receive the call on a different phone, you can log out of the Arlo app on the first smartphone and log into the Arlo app on another smartphone or tablet.

To receive the call on multiple phones, you can create a grant access account (add doorbell to the grant access account) and log in to the Arlo app using the grant account on the other smartphone. (See *Grant access to friends* on page 32.)

Accept a call from your Video Doorbell

To accept a call on your smartphone from your Arlo Video Doorbell:

1. When you receive a call from the Arlo Video Doorbell, tap **Accept**.
2. If you are prompted to allow Arlo to access the camera, tap **OK**.
   The incoming call page displays.

3. To talk to the visitor, speak into your phone as you normally do.
   You can also tap a button to toggle between hands-free and earpiece mode, play a quick reply message for the visitor, or mute your sound.
4. To toggle between hands-free and earpiece mode, tap the speaker button.
5. To play a quick reply message, tap the message icon and select a message from the list.
6. To mute yourself so that the visitor doesn't hear sound, tap the microphone button.
7. When you're finished, tap **End**.

Respond to a visitor with a Quick Reply

1. When you receive a call from the Arlo Video Doorbell, tap **Accept**.
2. If you're prompted to allow Arlo to access the camera, tap **OK**.
   The incoming call page displays.
3. To play a quick reply message, tap the message icon and select a message from the list.
   The messages are:
   - We will be right there.
   - Leave the package outside.
   - Sorry, I'm not interested.
   - Can I help you?
   - I'm busy right now.

Change the language for Quick Reply messages

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Scroll down and tap **Language**.
4. Select a language.

Play a message from a visitor

If a visitor leaves a message after pressing your doorbell, the message is saved in your Arlo library.

1. Open the Arlo app.
2. Tap **Library**.
3. Tap the doorbell recording.

Turn Silent mode on and off

Silent mode stops incoming calls and chimes.

To turn Silent mode on and off:

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Silent Mode**.
4. Tap **On** or **Off**.

Turn the Video Doorbell off and on

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Device On**.

Control the LED

The LED on your Video Doorbell indicates how the doorbell is operating. By default, the doorbell lights white in a slow breathing pattern when motion is detected and lights solid white when a video call is accepted and active. You can toggle these LED patterns on and off.

To change the settings for the Status LEDs:

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Doorbell LED**.

4. Tap **Breathe LED on Motion Detection** to enable or disable this setting.
   When Breathe LED is enabled, the LED lights in a slow breathing pattern when motion is detected. When this setting is disabled, the LED remains off when motion is detected.

5. Tap **LED on Call Accepted** to enable or disable this setting.
   When this setting is enabled, the LED lights solid white when a video call is accepted and active. When this setting is disabled, the LED remains off when a call is accepted.

Change the call settings

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Scroll down and tap **Call Settings**.
4. To turn the speaker on your mobile phone on and off, tap **Speaker**.
5. To mute the audio on your mobile phone, tap **Mute**.
6. To allow a visitor to leave a video message if you don't accept a doorbell call after 20 seconds, or if you decline the call, tap **Leave your message**.

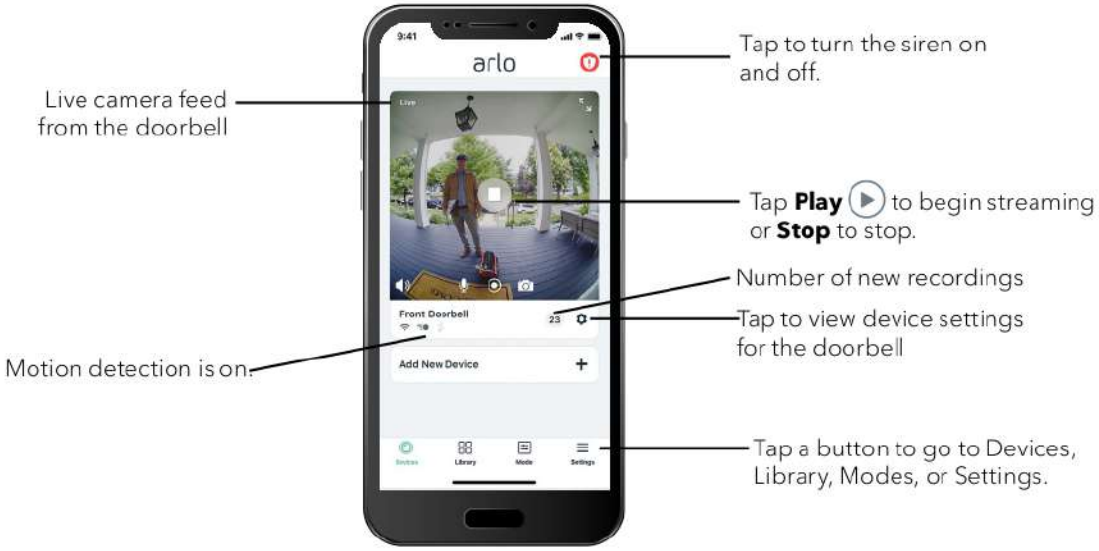
Turn the siren on and off

Your doorbell includes a siren that you can turn on to discourage tampering by an unwanted visitor. With an Arlo Smart plan, you can activate the siren from the push notification sent on motion detection.

1. Open the Arlo app.
2. Tap **Siren** on the upper right.
3. Tap **Activate Siren**.
   If you have multiple Arlo devices with sirens, you're prompted to select a device.
4. Swipe the **Siren** icon to the right.
   The siren remains active for five minutes or until you turn it off.
5. To turn off the siren, tap the slider at the top of the Devices page.

4. View and Record Videos

When you open the Arlo app, the Devices page displays your video doorbell feed.



Camera icon	Located below each camera feed	Camera feed icon	Tap the camera feed to display these icons
	WiFi connection		Play/Stop
	Motion detection is on		Mute the audio
	Silent mode		Talk and Listen
	View or change the settings		Record video manually
			Take a snapshot

View your Video Doorbell's camera feed

1. Open the Arlo app.
2. Tap **Play** on 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-definition details of any live or recorded video. Just pinch and drag any image as you do with photos on your smartphone. You can also pinch and zoom in live feed, or use pinch and zoom to adjust your field of view from the Video Settings.

1. Open the Arlo app.
2. Tap **Library**.
3. Tap any live video or prerecorded video from your Arlo library.
   A full screen view displays.
4. To pan and zoom using a mobile device:
   - Pinch to zoom in and out of the video.
   - Touch and drag to move around the zoomed-in frame.
5. To pan and zoom using a computer:
   - Click the **Zoom** icon.
   - Use your mouse to move around the frame.

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

The Video Doorbell includes a microphone that allows you to talk and listen.

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap the microhone icon .
4. The first time you use Talk and Listen, allow Arlo to use your phone's microphone.
5. Tap the microphone button.
   Two-way audio automatically opens, allowing you to use Talk and Listen.

Change the order of the camera feeds

If you use more than one camera, you can change the order in which the camera feeds display on the Devices page.

1. Open the Arlo app.
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 on the list.
6. Tap **Save**.

Motion detection activity zones

With an Arlo Smart subscription, you can designate zones within the doorbell camera view where you want the camera to detect and record motion.

Add an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the Arlo Video Doorbell.
4. Under VIDEO, tap **Activity Zones**.
5. Tap **+**.
   An activity zone box displays in the camera feed image.
6. Move the zone to the desired position in the camera feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap **Edit** and enter a name.
   If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

Change an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the Arlo Video Doorbell.
4. Under VIDEO, tap **Activity Zones**.
5. Tap a zone to select it.
6. Move the zone to the desired position in the camera feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap **Edit** and enter a name.
   If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

Delete an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the Arlo Video Doorbell.
4. Under VIDEO, tap **Activity Zones**.
5. Tap a zone to select it.
6. Delete the device.
   On an iOS device, slide the motion detection zone to the left and tap **Delete**.
   On an Android device, slide the motion detection zone to the left.

View recordings and snapshots

With an Arlo Smart plan, your recordings and snapshots are stored in your Arlo library. You can use the filter and the calender to find and view specific recordings.

Access cloud recordings

Your Arlo Video Doorell records when it is in an armed mode and detects motion. Your Arlo recordings are sent to your Arlo account in the cloud and stored in your library. Recordings are encrypted with your user name and password.

You can access your recordings from the Arlo app on your mobile device or by using a web browser to visit *https://my.arlo.com/#/login*. You can download recordings from the cloud and save them.

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**.
   A green circle indicates the selected day. A green dot below the date indicates each day on which a video clip was recorded.
3. 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**.

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 to use for research and development of Arlo products.

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

5. Change Your Settings

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.

Two-step verification

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

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

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

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

Set up two-step verification

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

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

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

Add a phone number or device to two-step verification

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

Remove a phone number or device from two-step verification

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.
4. Tap the trashcan icon next to a phone number or trusted device.

Use face or fingerprint authentication

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

Your device must meet the following minimum requirements:

- Apple devices:

  iOS version 10.3 or higher

  A Touch ID compatible device (iPhone 5s, iPad Air 2, or newer)

  A Face ID compatible device (iPhone X, iPad Pro 2018, or newer)
- Android devices:

  Android OS version 6.0 or higher

  A compatible Android device with fingerprint authentication

Turn fingerprint authentication on and off for the Arlo app

1. Enable fingerprint authentication on your iPhone or Android device.
2. Open the Arlo app.
3. Tap **Settings**.
4. In the ACCOUNT section, select **Profile > Login Settings**.
5. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

Turn face authentication on and off for the Arlo app

1. Enable Face ID authentication on your iPhone.
2. Open the Arlo app.
3. Tap **Settings**.
4. In the ACCOUNT section, select **Profile > Login Settings**.
5. Slide the toggle Face ID to the right (on) or left (off).

Customize your profile

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

Add a profile picture

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Edit Profile**.
4. Tap the profile picture at the top of the page.
5. Select **Take Photo** or **Choose from Library**.

   Note: If you already have a profile picture, you can also select **Remove Current Photo**.
6. Upload your preferred profile picture.
7. Tap **Save** at the bottom of the page.

Edit profile settings

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

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Edit Profile**.
4. Enter your profile settings.
5. Tap **Save** at the bottom of the page.

Change your Arlo password

You can change your password in the Arlo app or by logging in to *my.arlo.com*.

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings**.

4. Enter your old password.
5. Enter a new password and then confirm it.
6. Tap **Change Password**.
   Your new password is saved.

Reset a forgotten password

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

1. Open the Arlo app.
2. Tap **Forgot Password?**.
3. Enter your email address.
4. Tap **Send Email**.
   An email is sent from alerts@arlo.com to your verified email address.
5. Tap the link provided in that email.
6. Enter a new password.
7. Tap **Submit**.
   Your password is reset.

Grant access to friends

You can add friends to your Arlo account. Friends can 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.

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 Arlo Video Doorbell.
4. Tap **Time Zone**.
5. Tap a time zone.
   If you're using a mobile device, your settings are saved.
6. If you're using a computer, click **Save**.

Video Doorbell settings

You can view or change the settings for your doorbell using either of these methods:

- Tap **Settings > My Devices** and select the doorbell.
- Tap the **gear** icon below the doorbell's camera feed.

Change the doorbell name

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Edit** next to the doorbell name.
4. Enter a new name.
   Names are limited to 32 characters.
5. Tap **Save**.

Change the type of chime the doorbell triggers

You can set your Arlo Video Doorbell to trigger a mechanical, digital, or no chime when someone presses the doorbell button.

Before changing the chime settings in the Arlo app, you must wire your Arlo Video Doorbell and Power Kit to the correct chime configuration.

To change the type of chime that your Arlo Video Doorbell triggers:

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Traditional Chime**.
4. Select Mechanical, Digital, or None.
   - **Mechanical**. Mechanical chimes make a traditional *ding-dong* sound when rung.
   - **Digital**. Digital or electronic chimes have a speaker and can play a melody or *ding-dong* when rung.
   - **None**. Use this setting if you're bypassing the doorbell chime or are installing to a transformer, without any chime connected. For more information, see *Use Bypass mode for the Power Kit* on page 53.

Change the brightness of the video

This change takes effect on the next video stream or motion recording.

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.

3. Tap **Video Settings**.
4. Move the slider to increase or decrease the video brightness.

Change the video quality

This change takes effect on the next video stream or motion recording.

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Video Settings > Video Quality**.
4. Tap to select **1536sq**, **1080sq**, or **720sq**.

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 camera is facing reflective surfaces, such as windows. This change takes effect on the next video stream or motion recording.

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Video Settings**.
4. Tap **Night Vision**.
5. If you're using an Android device, tap the slider.

Turn Auto HDR on and off

High dyanmic range (HDR) solves the problem with over- or under-exposed images of scenes with both bright and dark areas in the same picture. Your Arlo Video Doorbell automatically determines when to use HDR. HDR is optimized for outdoor environments. Your camera comes set to use HDR automatically, but you can turn it on and off. This change takes effect on the next video stream or motion recording.

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Video Settings**.
4. Tap **Auto HDR**.
   If you're using an Android device, tap the slider.

Change the audio settings

You can adjust the settings to turn the microphone on and off and adjust the speaker. These settings take effect whether or not the microphone and speaker are enabled for live-streaming and motion recording.

Note: Controls for the speaker and microphone settings of your mobile phone during a doorbell video call are set up within Call Settings. See *Change the call settings* on page 20.

To change the audio settings:

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. If you're using a mobile device, tap **Audio Settings**.
4. Adjust the settings:
   - **Microphone** toggle turns the microphone off and on.
   - **Speaker** toggle and volume. To turn the speaker on and off, tap **Speaker**. To change the speaker volume, move the **Speaker Volume** slider.

Adjust the flicker setting

The combination of certain artificial light sources and the Video Doorbell's camera shutter speed might result in flickering or dark lines in recorded video. The default setting is Auto (60 Hz), but you can change this setting to 50 Hz.

1. Open the Arlo app.
2. Tap the gear icon next to the Arlo Video Doorbell.
3. Tap **Flicker Adjustment**.
4. Tap a setting.

View device information

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

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

4. Tap **Device Info**.

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**.

Restart the Video Doorbell from the Arlo app

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Scroll down to the bottom of the page and tap **Restart**.

6. Modes, Rules, and 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 video when it detects motion and send you an email alert.

Modes

Arlo modes give you control over how your cameras respond to motion or sound. 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. Modes let you tell your Arlo cameras to respond differently at different times.

You can create your own modes, but the Arlo app comes with these 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 arm, disarm, or resume a schedule mode when you arrive at, or leave, a given location based on your mobile device location.

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 only use 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 the Arlo Video Doorbell.
   A list of modes displays.
4. Tap a mode to activate it.
   The mode that you selected turns on immediately. The mode stays active until you change it.

Mute Notifications

Mute Notifications temporarily silences push notifications to your mobile device, while videos continue to be recorded. This is great for a party when you don't need to be notified of friends in your backyard.

You can mute notifications from the Arlo app. If you use Arlo Smart, you can also activate Mute Notifications directly from push notifications.

To mute notifications:

1. Open the Arlo app.
2. Tap **Settings > Mute Notifications**.
3. Select the length of time to mute notifications.
   A message displays confirming that you're muting notifications. The Mute Notification status shows the amount of remaining time until notifications resume.

To unmute notifications

1. Open the Arlo app.
2. Tap **Settings > Mute Notifications > Unmute**.
   The Mute Notifications status changes to Off.

Rules for modes

Each mode uses one or more rules to control your Arlo system. You can set these options.

- **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 camera takes when motion or sound is detected.
- **Notifications**. When a trigger is detected, the 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 your cameras.

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Arlo Video Doorbell.
4. Tap **Edit** next to the mode.
5. Tap **Edit** next to the rule.
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 used a mobile device to specify the settings, your settings are saved.
8. If you used a browser to specify the settings, click **Save**.

Automatically stop recording when motion stops

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

3. Tap the Arlo Video Doorbell.
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)**.

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 Arlo Video Doorbell.
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 rules

You can set a schedule to arm and your doorbell automatically. Schedules recur weekly. For example, the schedule for Tuesday repeats every Tuesday as long as the schedule is turned on. Your doorbell is automatically set 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 Arlo Video Doorbell.
4. Tap **Schedule**.
5. Tap **Edit** next to Schedule.
6. Tap **+ Add**.
7. Set the days and times for your new schedule.

   Note: To add an overnight schedule such as 8:00 p.m. to 6:00 a.m., you need to add two separate schedules. First, add 8:00 p.m. to 11:59 p.m., then add 12:00 a.m. to 6:00 a.m.

8. Tap **Done**.

Edit a schedule

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Arlo Video Doorbell.
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 Arlo 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 affects geofencing:

- In urban environments, where the 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.

To improve geofencing accuracy, make sure that your mobile device meets these conditions:

- WiFi is turned on.
- GPS or location services are turned on.

Prepare your mobile device for geofencing

1. Enable GPS or location services so that Arlo can locate your device.
2. Enable WiFi.
3. Download the Arlo app and log in on each mobile device that you plan to enable for geofencing.

For Arlo Geofencing to work on your device, you must adjust the settings on your Android or iOS mobile device as follows:

Android devices

- Location permission = On
- Location services = On
- Battery saver = Off
- Data limit = Off
- Airplane mode = Off

iOS (Apple) devices

- Share my location = On
- Location services = Always
- Airplane mode = Off

Set up geofencing for the first time and set up modes

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Arlo Video Doorbell.
4. Tap **Geofencing** .
5. Allow the Arlo app 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 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. To select the preferred mobile device, tap the device and then tap **Next**.
11. Tap **Save**.

For troubleshooting tips, see *Troubleshoot Arlo Geofencing* on page 59.

Geofencing with multiple mobile devices

Arlo Geofencing works with multiple mobile devices.

Arlo uses the first-in, last-out principal to manage households where more than one person uses geofencing. If everyone leaves home with their mobile devices, this triggers an *away* state. Since no one is inside the geofence, your cameras are armed. When the first person comes home (first in), their mobile device is now inside the

geofence, triggering the *home* state and your cameras are disarmed. If one person leaves, but another is still home, the cameras stay disarmed in the *home* state until the last person leaves (last out).

We recommend that you enable geofencing only for the mobile device that each person carries every day. For example, if you use a smartphone and a tablet, and you take your phone when you leave, set your phone as an enabled device in your Geofencing settings. Don't set your tablet as an enabled device, because Away mode won't be triggered when you go out and leave your tablet home.

The Geofencing mode only changes from Home to Away when all enabled mobile devices are outside the Device Location in your Geofencing settings.

To review which mobile devices participate in geofencing, open the Arlo app and check the Enabled Devices page in Geofencing settings (in the Modes section of the Arlo app). Remove any devices that you don't want to trigger Home/Away mode changes.

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 46.
- (Required when your friend wants to participate in geofencing) Your friend is logged in to the Arlo app on his or her mobile device and the GPS or location service is 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 Arlo Video Doorbell.
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, Out of Zone, or Unavailable (if there's an issue contacting that device).

7. To disable geofencing, tap the mobile device again.
   The check mark disappears when geofencing is disabled.

For more information, see *Set up Arlo Geofencing* on page 43.

Custom modes

You can add modes in addition to the modes that come with the Arlo app and give the new modes custom names, such as Vacation. You can create one rule for each mode.

You can create multiple rules within the same mode so that each camera performs different actions and sends different alerts. You can also use Schedule mode to activate modes automatically at different times of the day or week. (See *Schedule your rules* on page 42.)

Add a mode

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Arlo Video Doorbell.
4. Tap **Add a Mode**.
5. Enter the mode name and tap **Next**.
6. Select the trigger device and tap **Next**.
   This is the camera that detects motion and/or sound.
7. Enter the trigger device settings for the **When motion is detected** and **When audio is detected** sections and then tap **Next**.
8. Use the slider to set the motion sensitivity for the trigger device and tap **Next**.
   Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.
9. Set the audio sensitivity for the trigger device and tap **Next**.
10. Select an action device and tap **Next**.

This is the Arlo device that performs an action when the trigger device detects motion or sound. You can select the same Arlo device you're using as a trigger or a different Arlo device.

11. Select an action and tap **Next**.

    You can select **Record video**, or **Do nothing**.

    If you're using a computer web browser, you can also specify the recording time setting.

12. Select the notifications for Arlo to send when motion or audio is detected and then tap **Next**.

13. Review your settings and tap **Save**.

Use your Video Doorbell to trigger a camera to record

You can set up a rule so that your Video Doorbell triggers an Arlo camera to start recording when the doorbell detects motion. For example, you can trigger an Arlo wire-free camera overlooking your front entry to record, even if the camera doesn't detect motion. You can trigger an indoor Arlo camera to record, to ensure no one enters your home.

1. Open the Arlo app.
2. Tap the Arlo Video Doorbell.
3. Tap the menu on the upper-right corner of the page to open it.
4. Tap **Motion settings**.
5. To receive alerts when your doorbell detects motion, tap **Motion Triggered Alerts**.
6. Tap **Add Device**.
7. Tap Camera and then tap **Next**.
8. Tap **Record video** and then tap **Next.**
   For the recording settings, you can choose one of these options:
   - Record until activity stops (up to 300 sec)
   - Record for a fixed length of time (then use the slider to select the number of seconds from 10 to 120.)

9. Tap **Next**
   The Motion Settings page shows your settings in Then do the following.

10. Tap **Done**.

7. Troubleshooting

Video Doorbell doesn't scan the QR code in the Arlo app during setup

During setup, your doorbell must scan a QR code from the Arlo app. If your doorbell doesn't emit a chime noise, then the QR code was not successfully scanned. If this situation occurs, try the following:

- Scan the QR code in an evenly lit area.
  Avoid scanning the QR code in the dark or in direct sunlight. If possible, turn on porch lights if installing at night, or provide some shade if your doorbell is exposed to direct sunlight during installation.
- Move your phone closer to the doorbell's camera lens.
  Position your phone about four inches (10 cm) from the doorbell lens and slowly move it closer. You can also try different angles.
- Increase the brightness on your phone.
  Turn up the brightness on your phone to the highest level. On an iPhone, also select **Light** (not Dark) under **Settings > Display & Brightness**.
- If your phone is small, consider using the Arlo app on a tablet to set up your doorbell.
- If the infrared (IR) LED on the doorbell is lit red while you are scanning the QR code, cover the LED with your thumb. The IR LED can interfere with scanning the QR code.



- Clean the doorbell's camera lens.
  Use a lint-free cloth to remove any smudges.

The Arlo app doesn't find the doorbell during setup

After your doorbell scans the QR code in the Arlo app during setup, the Arlo app attempts to discover your Arlo Video Doorbell on the same WiFi network that your phone is connected to. Since the doorbell connects to 2.4 GHz WiFi networks, during setup you must connect your phone to the same 2.4 GHz WiFi network.

If the Arlo app doesn't discover your doorbell during the setup process:

1. Check the doorbell LED to see what went wrong.
   - **Doorbell LED flashes yellow for 10 seconds**. The doorbell can't connect to the WiFi network. Make sure that you enter the correct WiFi settings for your 2.4 GHz WiFi network. The WiFi network name (SSID) and WiFi password are both case sensitive. MyWiFiPassword is not the same as mywifipassword.
   - **Doorbell LED flashes white for up to 10 hours**. The doorbell connected to a WiFi network, but it is not on the same WiFi network as your phone. To correct this situation, connect your phone to the same 2.4 GHz WiFi network as your doorbell.

2. Check your phone's WiFi connection.

   During setup, your phone must connect to the same 2.4 GHz WiFi network as your doorbell.

   Many WiFi routers broadcast in both the 2.4 GHz and 5 GHz WiFi bands. Your home network might include two WiFi networks, or even three if you have a guest network.

   - In your phone's WiFi settings, look for your WiFi network name that ends in 2, 2.4, or 2G and connect to that network. For more information, see *Connect your mobile device to a 2.4 GHz WiFi network* on page 52.
   - Your phone might automatically connect to cellular data. To keep this from happening, make sure that Wi-Fi Assist and Adaptive Wi-Fi features are off on your mobile device. These features allow mobile phones to automatically switch between WiFi and cellular network Internet access.
   - If you use a VPN or WiFi extender, disconnect it during the WiFi setup process.

3. Check your WiFi router's Internet connection.

   After your doorbell connect to the same WiFi network as your phone, the Arlo app needs to access your Arlo account in the cloud in order to add your doorbell to your Arlo account.

If your doorbell is still offline, visit Arlo Support *www.arlo.com/en-us/support/*.

Connect your mobile device to a 2.4 GHz WiFi network during setup

Your Arlo Video Doorbell can only connect to a 2.4 GHz WiFi network. Many routers broadcast WiFi networks in both 2.4 GHz and 5 GHz bands, so your phone might connect to the 5 GHz WiFi band. During setup, connect your phone to your 2.4 GHz WiFi network, then connect your Video Doorbell to that same 2.4 GHz WiFi network.

Find your 2.4 GHz WiFi network name and password

Your phone might connect to your 5 GHz WiFi network most of the time. If you're not sure about how to find the 2.4 GHz WiFi network:

- Look on your WiFi router label
  Many routers have a label that shows the WiFi network name, which is also called an SSID. Your 2.4 GHz network name might have a 2, 2.4, or 2G at the end. Your 5 GHz network name might have a 5 or 5G at the end. If you changed your WiFi settings, then check the place where you saved your custom settings.
- If your WiFi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz, ask your Internet service provider (ISP) or the person who set up your WiFi router.
- If you have a mesh WiFi network, it uses only one WiFi network name for both WiFi bands. The doorbell finds and connects to the 2.4 GHz WiFi band. As long as you connect your phone to the same mesh network, Arlo can discover the doorbell.

Connect your iOS (Apple) device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.
2. Tap **Wi-Fi**, near the top of the list of settings options.
3. Turn on WiFi by tapping the switch next to Wi-Fi at the top.

   Note: WiFi is activated when the switch is green.

4. Select a 2.4 GHz WiFi network.
   This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.
5. If prompted, enter the password for the network.
   When you are connected to the WiFi network, a blue check mark appears to the left of the network name.

Connect your Android device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.
2. Tap **Network & Internet > Wi-Fi**.
3. Turn on WiFi by tapping **Use WiFi** at the top.
4. Select a 2.4 GHz WiFi network.
   This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.
5. If prompted, enter the password for the network.
   When you are connected to the WiFi network, the word Connected appears under the network name.

Use Bypass mode for the Power Kit

If your Arlo Video Doorbell isn't working as expected, even though the voltage level of your doorbell transformer is 16-24 VAC, you might need to activate Bypass mode on your Power Kit. When Bypass mode is turned on, your Video Doorbell isn't electrically connected to your doorbell chime. This prevents your doorbell chime from ringing when you use your Arlo Video Doorbell.

We recommend that you turn on Bypass mode if:

- Your doorbell chime rings or buzzes at unexpected times, while your Arlo Video Doorbell is operating.
- The LED on the front of your Arlo Video Doorbell is amber during initial setup.

To activate Bypass mode on your Arlo Power Kit:

1. Turn off your power at the breaker.
2. Remove the cover from your doorbell chime.
3. Locate the Arlo Power Kit that is attached to your Doorbell Chime.
4. Move the switch on your Arlo Power Kit to **Bypass Mode**.
5. Turn your power back on at the breaker.
6. Turn off the traditional chime setting in the Arlo app.

Your Arlo Power Kit now bypasses your doorbell chime. Your doorbell chime will not ring when someone presses your Video Doorbell.

If your Video Doorbell still doesn't function correctly after activating Bypass mode, you might need to consult an electrician to confirm the voltage and available power.

The chime doesn't ring when I press the doorbell

If your existing chime doesn't ring when someone presses your Video Doorbell, your Video Doorbell or Power Kit might not be wired correctly, or the temperature of your Arlo Video Doorbell might be too high.

If your Arlo Video Doorbell won't ring:

- Make sure that the Power Kit is correctly wired to your existing chime. For more information, see *Install the Power Kit in your chime box* on page 10.
- Make sure that Bypass mode is disabled on the Power Kit. For more information, see *Use Bypass mode for the Power Kit* on page 53.
- Make sure that your Video Doorbell is powered on and wired correctly. For more information, see *Video Doorbell LED doesn't light* on page 54.
- Check the chime setting in the Arlo app. For your chime to ring, the chime setting in the Arlo app must be set to **Mechanical** or **Digital**, depending on the type of doorbell chime you have. See *Change the type of chime the doorbell triggers* on page 35.
- Check if Silent mode is turned on in the Arlo app. See *Turn silent mode on and off* on page 19.
- Check if the Arlo app is warning that your doorbell temperature is too high.

  If your Video Doorbell is heated to 149°F–185°F (65°C–85°C), the Arlo app disables your chime, but continues to operate. If your doorbell is heated to above 185°F (85°C) the doorbell stops functioning until it cools down.

If your doorbell still doesn't ring, visit *www.arlo.com/en-us/support/* to speak with an expert.

Video Doorbell LED doesn't light

During installation, if the LED is off for more than a minute, your doorbell isn't receiving power.

For information about the LED behaviors, see *Video Doorbell LED* on page 14.

To troubleshoot your Video Doorbell when the LED is off, make sure that:

1. Power is available to your home.
2. The power breaker for your home is on.

3. The Power Kit is correctly wired to your doorbell chime.
4. Your Video Doorbell is wired correctly.
5. The voltage of your doorbell transformer is between 16-24V AC.
   If you have checked all these troubleshooting options, and the doorbell LED is still off, consult an electrician to confirm whether your home is compatible with the Arlo Video Doorbell.

Power interruption notification

The push notification *Power interruption at [TIME]* means your doorbell is not currently receiving any voltage or its wires have been disconnected, but your home's WiFi and Internet connection are still working.

If you have an Arlo Smart subscription, you can tap the notification to activate an alarm, call a friend, or call e911.

When the power returns to your doorbell, wait about 10 minutes for the doorbell to come back online. If your Video Doorbell remains in this state longer than 20 minutes after power is restored, try restarting your doorbell from within the Arlo app.

Remove the Video Doorbell from its mount

After you install the Video Doorbell, you can remove it from the mount so that you can access the doorbell's rear panel.

Use a paperclip or the release pin that came with your Video Doorbell.



Release pin

1. Press the release pin into the pin hole in the mount.
   The doorbell releases with a click sound.
2. Remove the doorbell from the mount.



Reset the Video Doorbell

Resetting your Video Doorbell returns it to default settings. Your doorbell is also removed from your Arlo account when you reset it. This means that you must use the Arlo app to add and set up your Video Doorbell after a reset.

Use a paperclip or the release pin that came with your Video Doorbell.



Release pin

1. If you already installed your Video Doorbell, remove it from the mount so that you can access the rear of the Video Doorbell.

   To do this, press the release pin into the pin hole.



   The doorbell releases with a click sound.

2. Use a paperclip or the release pin to press and hold the reset button on the back of the doorbell for about 10 seconds.



   The doorbell LED flashes white.

3. To add the doorbell to your Arlo account and set it up, open the Arlo app and tap **Add New Device**.

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. Also see the following sections WiFi signal interference and Out of range.

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 WiFi router and cameras.

We recommend that you allow at least 6½ feet (2 meters) between your Arlo Video Doorbell and any Arlo cameras that you install to prevent WiFi signals between the devices from interfering with each other.

Out of range

Make sure that your Arlo Video Doorbell is no farther than 300 feet (90 meters) from your WiFi router. The range might be less if metal objects or thick walls and ceilings are between your router and the Arlo Video Doorbell.

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.

Check the rules for armed modes

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

1. Open the Arlo app.
2. Tap the **Mode** button.

3. Select the Arlo Video Doorbell.
   A list of modes displays.
4. Tap **Edit** next to Armed.
5. Tap **Edit** next to the rule.
6. Under Alert, make sure that the **Push Notification** check box is selected.
7. If you made changes, tap **Save**.

Check the Arlo app notification settings on an iOS device

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications might be disabled on your iOS device.

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

Check the Arlo app notification settings on an Android device

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications might be disabled on your Android device.

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

If you said no to push notifications at installation

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

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

Troubleshoot Arlo Geofencing

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

- Your mobile device isn't sharing its location information with Arlo. See *Prepare your mobile device for geofencing* on page 44.
- Away mode isn't triggered when you leave because an extra mobile device that's enabled for geofencing is still in the Device Location. See *Geofencing with multiple mobile devices* on page 45.
- Geofencing stopped working because the location sharing settings for a mobile device changed. See *Prepare your mobile device for geofencing* on page 44.
- A task-killing app is interfering with Arlo Geofencing. A task-killing app, such as Shutapp or Doze, can disable Arlo Geofencing. To use Arlo Geofencing, disable any apps that suppress the Arlo app.
- Geofencing for your mobile device on your friend's Arlo account isn't working.

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

  - Turn on the Allow Access Rights setting. See *Grant access to friends* on page 32.
  - Set your device as an Enabled Device in Geofencing settings. See *Enable or disable geofencing for friends' mobile devices on page 46.*

Still experiencing issues with geofencing? Contact Arlo Customer Support.

Support

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

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

Document publication date: December 2019
PN 202-50004-01

Trademarks

© Arlo Technologies, Inc. Arlo, Arlo logo, and Every Angle Covered are trademarks of Arlo Technologies, Inc. App Store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC. Amazon and all related logos are trademarks of Amazon.com, Inc. or its affiliates. Any other trademarks are for reference purposes.

Compliance

For regulatory compliance information including the EU Declaration of Conformity, visit *www.arlo.com/about/regulatory/*.

See the regulatory compliance document before connecting the power supply.