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Pro 5 Wire-Free Spotlight Camera

User Manual

Contents

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1. Get to Know Your Camera

Rest easy knowing your home is protected, whether you're there or away with Arlo Pro 5. With no wires, your camera connects directly to your Wi-Fi network so you can easily install in minutes. See more details with color night vision, an integrated spotlight, and a wider field of view.

Get the Arlo Secure App

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

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

Meet your Pro 5 Spotlight Camera

Your camera consists of two parts: the camera with a battery compartment, and the housing.

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Pro 5 Spotlight Camera features

- **Secure Link RF technology**. Secure Link technology link to the Arlo Home Security System (sold separately) provides a longer range and lower power consumption than a Wi-Fi connection.

- **2K video with HDR**. Zoom in on objects and see clearer details and colors in 2K HDR.

- **Color night vision**. See what's lurking with color night vision or black and white.

- **Integrated spotlight**. Light up the night and ward off unwelcome guests.

- **Fast and easy wire-free set up**. Magnetic mount makes it easy to install and adjust.

- **160 degree view**. Keep an eye on more of what matters with a wider field of view.

- **Magnetic charging**. Fast charging cable easily snaps into place.

- **2-Way Audio**. Hear and speak to visitors clearly with superior audio quality.

- **Built in smart siren**. Trigger your siren remotely or automatically during an event.

- **Rechargeable battery**. Convenient and long-lasting takes the expense out of security.

- Extended battery life and low power mode.

- Dual band Wi-Fi

- Image verification during a power outage requires the Arlo Home Security System, LTE and Battery Backup, and a subscription plan that supports professional monitoring.

Accessories

Your Pro 5 Spotlight Camera works with these accessories, which are sold separately:

- **SmartHubs and base stations**. You can connect the camera with Wi-Fi to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000. See *Wi-Fi connection options for your camera* on page 20.

- **Additional charging options:**

  - **Solar Panel Charger**. Connect an Arlo Solar Panel charger to your camera and harvest power from the sun to keep your camera battery charged. See *Solar Panel charging* on page 81.

  - **Rechargeable battery**. Keep fully charged spare batteries (sold separately) on hand.

  - **Dual Charging Station**. Quickly charges up to two batteries at the same time. For more information, see *Charge batteries in the Arlo Dual Charging Station (sold separately)* on page 79.

  - **Magnetic charging cable**. Longer 8' magnetic charging cable.

- **Outdoor power cable**. An outdoor weather-resistant cable that powers your camera instead of using batteries

- **XL Battery & Housing**. Upgrade your Arlo Pro 5 with a high-capacity battery.

- **Anti-Theft Mount**. Lockable mount prevents the camera from being rotated and removed.

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2. Get Started

Use the Arlo Secure App

The free Arlo Secure App helps you complete setup and guides you through the installation process.

1. Open the Arlo Secure App and connect to your Wi-Fi network.

   If you don't have the app, you can download it and create your Arlo account.

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

2. Open the Arlo Secure App and connect to your Wi-Fi network. Then select **Add New Device** and add your camera.

Insert the battery

The Pro 5 Spotlight Camera consists of two parts. The camera part is where you insert the battery. The housing protects the camera.

Note: The battery comes partially charged. We recommend that you fully charge the battery before using your camera. See *Charge your camera battery* on page 79.

To insert the battery:

1. Align the battery and insert it into the battery compartment.
   The battery only inserts one way.

   The LED on the camera blinks blue.

2. Insert the camera into the camera housing by pushing down on both the left and right sides of the camera until it clicks into place.

Check the LED

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

- **Slow blinking blue**. The camera is in the process of pairing with the SmartHub.

- **Fast blinking blue**. The camera paired with the SmartHub.

- **Blinking amber**. The camera is out of range, a connection error occurred during pairing, or the camera battery charge is low (15% or less).

- **Alternating blue and amber**. The camera failed to pair with the SmartHub, or a firmware update is in process, or a reset is in process.

Find a good location for your camera

Select a location for your camera with a clear vantage point to fully optimize the wide field of view. For the best experience, choose a location with a strong Wi-Fi signal. You can check the Wi-Fi signal strength in the Arlo Secure App. For information about Wi-Fi connections, see *Wi-Fi connection options for your camera* on page 20.

Wall-mount your camera with the magnetic mount

Your Pro 5 Spotlight Camera comes with a magnetic-based camera mount. The mount has a built in groove where you can hide your cable and provide strain relief if you want to keep the camera mounted and plugged into a wall source.

To install a magnetic mount:

1. Select a location for the mount up to 6.5 feet (1.9 meters) high.[*]

2. Fasten the mouting screw into a wall.

   If you're working with drywall, use the plastic drywall anchor that we provide.

   Use the plastic stopper to help guide how far to screw it into the wall.

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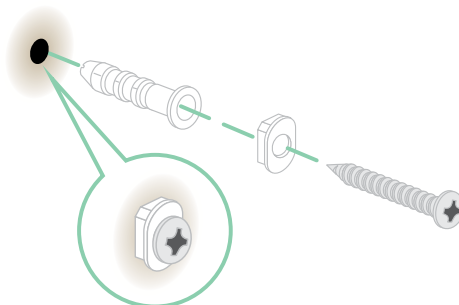
*At 6.5 feet (2 meters) or higher, we recommend using the Arlo Outdoor Mount.

3. If you're using your camera connected to a charging cable, wrap the excess charging cable around the back of the mount.

4. Snap the magnetic mount onto the screw and the stopper.

   The mount clicks into place.

5. Attach your camera to the wall mount.

   The magnet in the mount holds the camera onto the mount.

6. Adjust the camera to your preferred viewing angle.

Note: You can replace the battery in your camera without removing the camera housing from the mount.

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Install an optional outdoor mount (sold separately)

1. Place the outdoor mount and secure it with screws.
   If you're mounting the camera on drywall, use the drywall anchors we provide.
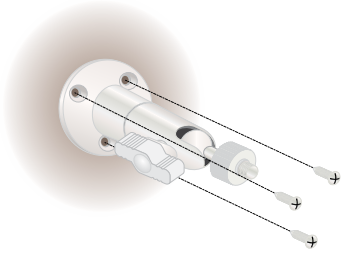
2. Attach the camera to the mount.
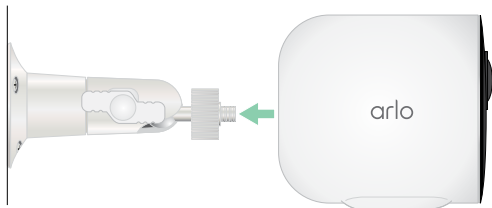
3. Adjust the camera angle.

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Install an XL rechargeable battery and housing (sold separately)

1. Place the outdoor mount and secure it with screws.

   For drywall, use the wall anchors we provide.
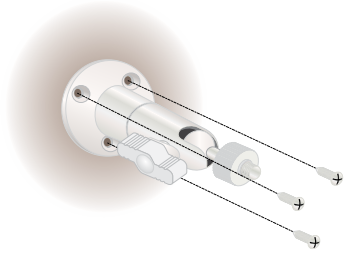
2. Release the camera from the camera housing.

   Press the button on the charging port underneath the camera. The camera clicks as it disengages from the camera housing.

3. Pull the camera all the way out of the camera housing.

4. Insert the XL Battery into the camera and then slide the camera and battery into the XL Housing.
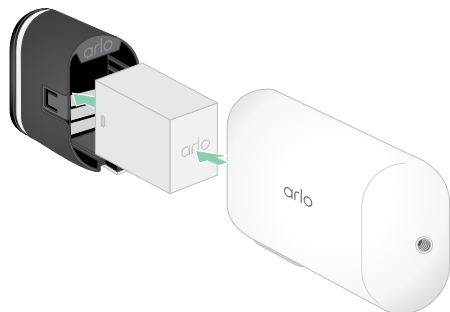
5. Attach the camera to the outdoor mount and swivel to adjust the camera angle.

Install an Anti-Theft Mount (sold separately)

1. Place the wall plate against the wall, with the arrow pointing up, and secure it with screws.

    Note: If you are mounting your Anti-Theft Mount on drywall, we recommend using the included wall anchors.
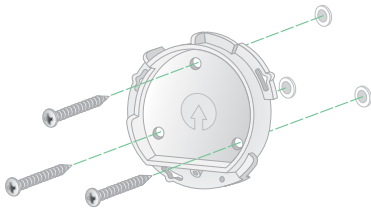
2. Release the camera from the camera housing.

    Press the button on the charging port underneath the camera. The camera clicks as it disengages from the camera housing.

3. Pull the camera all the way out of the camera housing.

4. Insert your camera with its battery into the Anti-Theft Mount housing.

5. To attach the housing to the wall plate:

- Align the small screw on the mount and the dot on the wall plate.

- Turn the housing clockwise, until it clicks in place.

- Use the security key to tighten the small screw.

  Note: The security key came in the package with your Anti-Theft Mount.

6. Adjust your camera position, then finger-tighten the mount lock (clockwise) to lock the camera in position.

Note: To release your camera from the housing, insert the security key in the security keyhole and turn the key clockwise.
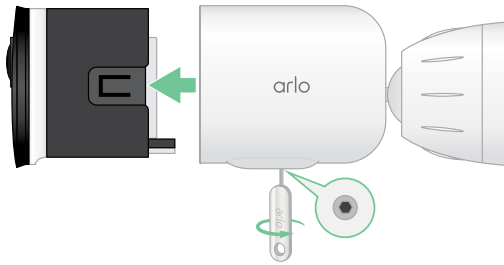
Check your camera's field of view

The field of view is the area in which the camera can detect motion. You can set the field of view to Full (110 degrees), Wide (125 degrees), or Super Wide (160 degrees).

Arlo automatically corrects the image to reduce the fisheye effect for each field of view setting.

Change the field of view

You can set the field of view to Full (110 degrees), Wide (125 degrees), or Super wide (160 degrees).
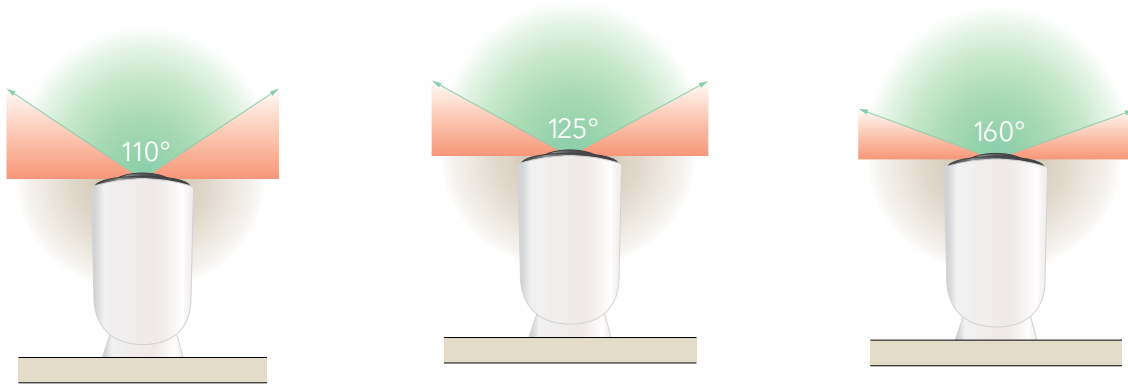
1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Tap **Video Settings > Video Mode**.

5. Tap a field of view to automatically apply it to your camera.

Position your camera to detect motion in specific areas

You can mount and aim your Pro 5 Spotlight Camera in different ways to optimize the camera's ability to detect motion in specific areas. The lower two-thirds of the camera's field of view is the motion-sensitive part of the image. Aim the camera so that any motion you wish to detect appears within this part of the image.

If you want to monitor motion closer to the camera, such as visitors to your front door, mount the camera at least 6.5 feet (1.9 meters) high* and aim it so that visitors appear in the lower two-thirds of the image.
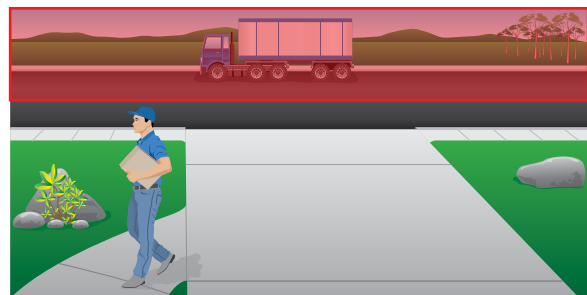
*At 6.5 feet (2 meters) or higher, we recommend using the Arlo Outdoor Mount.

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This angle works well to avoid motion alerts for movement in the top third of the image, such as vehicles driving by.

To monitor motion occurring farther away, such as children playing on a lawn, aim the camera higher to frame the area within the lower two-thirds of the image.

It's best to position the camera so that motion is moving from side-to-side across its field of view rather than directly toward or away from the camera. Also, though the camera can detect motion up to 25 feet (7.6 meters) away, the best area for motion detection is 5 to 20 feet (1.5 to 6 meters) from the camera position.
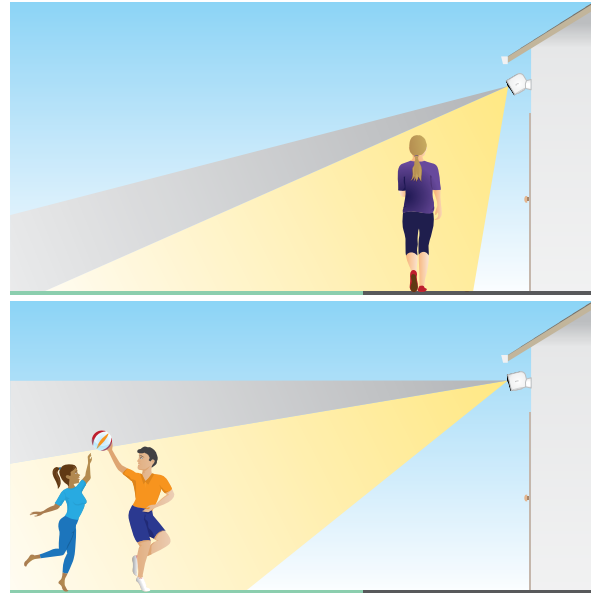
Use camera positioning to aim your camera

Camera positioning is available only when the camera is not streaming, recording motion, or using the Motion Detection test. During camera positioning, the camera streams video as fast as possible, without buffering. You can aim your camera while watching on your smartphone and making near real-time adjustments to the camera position. This means that you might see lower-quality video while you are positioning your camera.

To position your camera:

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Tap **Device Utilities > Camera Positioning**.
   The camera starts streaming video. The signal strength bar indicates the Wi-Fi signal that your camera is receiving at its current location.

Test motion detection

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

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Select your camera.

4. Tap **Device Utilities > Motion Detection Test**.

5. Move in front of the camera.

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

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

   This motion sensitivity setting is used during the motion detection test. It is not automatically applied to the camera rules used by modes to arm your camera. When you are satisfied with a particular motion sensitivity level in the test, note the setting so that you can add it to your rules.

7. Edit the rule for your camera to enter the motion sensitivity level that you want to use. See *Change motion sensitivity* on page 40.

Arm your camera

When your camera is armed it detects sound and motion. You can control when your camera is armed using these features:

• Arm or disarm all your Arlo cameras and devices. See *Arm or disarm all your Arlo devices* on page 38.

• Select a mode such as Armed, Disarmed, Schedule, or Geofencing. See *Select a mode* on page 39.

HEVC 2K playback-supported devices

High Efficiency Video Coding (HEVC) is a video compression standard that enables you to download and stream 2K videos with ease. To use HEVC on the Arlo Secure App, you must use a supported device and meet the minimum requirements. Your device must:

• Run iOS 9.0 or higher (Apple devices)

• Run Android 5.0 or higher (Android devices)

• Have the latest version of the Arlo Secure App (for mobile)

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- Use a web browser that supports HEVC

Note: To check if your web browser supports HEVC, visit *https://caniuse.com/#feat=hevc.*

HEVC is supported on:

- iPhone 7/7 Plus or newer
- iPad Pro or newer
- Samsung Galaxy S7/S7 Plus or newer
- Galaxy Note 8 or newer
- Google Pixel/Pixel XL or newer
- Huawei P9 or newer
- Xiaomi Mi 5 or newer
- LG G5 or newer
- HTC U10 or newer
- Sony Xperia X or newer
- Moto Z or newer
- OnePlus 3 or newer.

3. Wi-Fi Setup and Connections

During installation, the Arlo Secure App guides you to connect the Pro 5 Camera to your Wi-Fi router's 5 GHz or 2.4 GHz network, or to an optional Arlo SmartHub or base station. After your Pro 5 Camera is set up and active, you can pair it to a Keypad Hub (sold separately) using RF connectivity.

Wi-Fi connection options for your camera

When you install your camera you can connect it directly to your router's 5 GHz or 2.4 GHz Wi-Fi band, or you can connect the camera with Wi-Fi to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000.

An Arlo SmartHub or base station isn't included in the package with your camera. They are sold separately. Using your camera with a SmartHub or base station gives you access to these additional features:

- 2K local streaming and 2K local recording

- Auto Zoom and Tracking

- CVR (with a subscription)

- Use local storage on an SD card in a VMB5000 SmartHub or on a USB storage device connected to the SmartHub VMB4540 or base station VMB4500 or VMB4000.

- Use remote access for SmartHubs VMB5000 and VMB4540.

After you install and set up your camera, you can move its Wi-Fi connection from your router to a SmartHub or base station. You can also move your camera's Wi-Fi connection from a SmartHub or base station and connect it directly to your router's 5 GHz or 2.4 GHz Wi-Fi band. To do this, you must remove the device from your account and reinstall through the Arlo Secure App, selecting the appropriate option to move back and forth.

Tips for optimal Wi-Fi performance

The distance between Wi-Fi devices can affect the Wi-Fi signal:

- **Maximum recommended distance**. We recommend that you place your floodlgiht within 300 feet (90 meters) of your Wi-Fi router. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and the router.

- **Minimum recommended distance**. To reduce Wi-Fi interference, allow at least 6½ feet (2 meters) between your camera and any Arlo cameras that you install.

These materials can reduce Wi-Fi signal strength if they are located between Wi-Fi 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

Connect your mobile device to your Wi-Fi network during setup

If you're connecting your camera directly to your router's Wi-Fi network, it's important to understand that your mobile device must connect to the same Wi-Fi network as the camera during setup.

Your camera can only connect to a 5 GHz or 2.4 GHz Wi-Fi network. Many routers broadcast Wi-Fi networks in both 2.4 GHz and 5 GHz bands, so your phone might connect to the 5 GHz Wi-Fi band. During setup, connect your phone to your 2.4 GHz Wi-Fi network, then connect your camera to that same 2.4 GHz Wi-Fi network.

Find your Wi-Fi network name and password

If you're not sure about how to find the Wi-Fi network:

- Look on your Wi-Fi router label.

    Many routers have a label that shows the Wi-Fi 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

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name might have a 5 or 5G at the end. If you changed your Wi-Fi settings, then check the place where you saved your custom settings.

•   If your Wi-Fi 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 Wi-Fi router.

•   If you have a mesh Wi-Fi network, it uses only one Wi-Fi network name for both Wi-Fi bands. The camera finds and connects to the 2.4 GHz Wi-Fi band. As long as you connect your phone to the same mesh network, Arlo can discover the camera.

Connect your iOS (Apple) device to a Wi-Fi network

1.   Unlock your device and tap **Settings**.

2.   Tap **Wi-Fi**, near the top of the list of Settings options.

3.   Turn on Wi-Fi by tapping the switch next to Wi-Fi at the top.

     Note: Wi-Fi is activated when the switch is green.

4.   Select the Wi-Fi network.

5.   If prompted, enter the password for the network.

     When you're connected to the Wi-Fi network, a blue check mark appears to the left of the network name.

Connect your Android device to a Wi-Fi network

1.   Unlock your device and tap **Settings**.

2.   Tap **Network & internet > Wi-Fi**.

3.   Turn on Wi-Fi by tapping **Use Wi-Fi** at the top.

4.   Select the Wi-Fi network.

5.   If prompted, enter the password for the network.

     When you're connected to the Wi-Fi network, the word *Connected* appears under the network name.

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Set up an RF connection between the Pro 5 Camera and a Keypad Hub

The Keypad Hub is part of the Arlo Home Security System (sold separately). After your Pro 5 Camera is set up and active, you can pair it to a Keypad Hub using RF connectivity. Your Pro 5 Camera and the Keypad Hub need to be under the same Arlo Secure Account and in the same location.

Note: Your Pro 5 Camera cannot connect to both Arlo SmartHub or Base Station and a Keypad Hub at the same time. To change your Pro 5 Camera connection from a SmartHub or Base Station to a Keypad Hub, you need to first connect the Pro 5 Camera it directly to your router's Wi-Fi, and then pair the camera to the Keypad Hub.

To pair the Pro 5 Camera to the Keypad Hub:

1. Open the Arlo Secure App, tap **Add device**, and follow the instructions to set up your Arlo Home Security System.

2. Open the Arlo Secure App, tap **Add device**, and follow the instructions to set up your Arlo Pro 5 Camera with a Wi-Fi connection to your router.

   The Arlo Secure App discovers that both devices are in the same location and asks if you want to use Arlo RF connectivity.

3. Tap **Pair Now**.

   The Arlo Secure App pairs the Pro 5 Camera to the Keypad Hub. The Arlo Secure App Devices page displays the RF connection icon.

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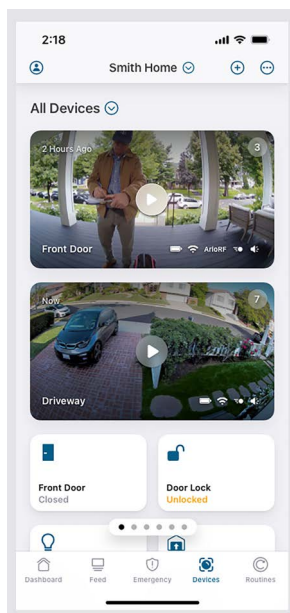
Connect an optional Arlo SmartHub

Your camera can connect to a SmartHub or Base Station with Siren. The SmartHub or base station uses an Ethernet cable to connect to your router.

Connect a SmartHub

The Arlo Secure App guides you through the steps to install and set up your Arlo SmartHub.

1. Connect the SmartHub to your router with an Ethernet cable.

2. Connect the AC adapter to the SmartHub and plug it in.

   The LED on the front of the SmartHub lights.

**SmartHub
VMB5000**

The SmartHub LED

The SmartHub LED located on the front panel indicates the status of the SmartHub.

LED

The LED blinks once when the SmartHub is first powered on. Then the LED lights as follows:

- **Solid blue**. The SmartHub is connected to the internet.

- **Slow blinking blue**. The SmartHub is ready to sync and pair with a camera or is connecting with a camera.

- **Fast blinking blue**. The SmartHub paired with a camera.

- **Solid amber**. An error occurred or something is wrong with the connection.

- **Slow blinking amber**. The SmartHub can't connect to the camera. The camera can't be found, is out of range, or another connection error occurred.

- **Alternating blue and amber**. A firmware update or a reset is in progress.

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Connect an optional Arlo Base Station with Siren

You can connect your camera directly to your home router's Wi-Fi network, or you can connect your camera to an Arlo SmartHub or Base Station with siren. Your camera is compatible with Base Station with Siren models VMB4500 and VMB4000. The base station uses an Ethernet cable to connect to your router.

The Arlo Secure App guides you through the steps to install and set up your base station.

1. Connect the base station to your router with an Ethernet cable.

2. Connect the AC adapter to the base station and plug it in.

   The LED on the front of the base station lights.

Base station with siren VMB4500

Base station with siren VMB4000

Base Station LED (VMB4500)

The LED located on the front indicates the status of the base station.

The LED lights as follows:

• **Solid blue**. The base station is connected to the internet and to an Arlo device.

• **Slow blinking blue**. The base station is ready to sync with an Arlo device.

• **Fast blinking blue**. The base station is synching with an Arlo device.

• **Solid amber**. The base station is booting.

• **Slow blinking amber**. The base station can't connect to the Arlo device. The device can't be found, is out of range, or another connection error occurred.

• **Alternating blue and amber**. A firmware update or a reset is in progress.
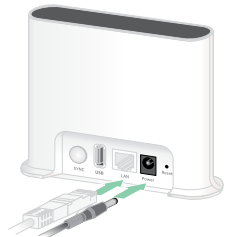
Base Station LEDs (VMB4000)

This base station has three LEDs located on the front.

LEDs

The LEDs light as described in this table.

VMB4000 LEDs	Color
Power	**Solid green**. The base station is powered on.
	Blinking green. A firmware update is in progress. DO NOT TURN OFF THE BASE STATION OR THE CAMERAS.
	Solid amber. The base station is booting.
internet	**Solid green**. The base station is connected to the internet.
	Blinking green. The base station is transmitting data.
	Solid amber. The base station is connected to the router, but it isn't connected to the internet.
Camera	**Solid green**. A camera is connected to the base station.
	Blinking green. The base station is attempting to synch with a camera.
	Solid amber. A camera is too far from the base station. The signal strength is weak.

Move your camera's Wi-Fi connection to a SmartHub or base station

You can change your camera's Wi-Fi connection from your router to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000.

To add a SmartHub or base station and connect your camera:

1. Open the Arlo Secure App.

2. Add the SmartHub or base station to the same Arlo account that your camera was originally connected to.

   If you're using a trial Arlo subscription associated with this account, doing this keeps the trial active so you don't lose it.

3. Follow the Arlo Secure App instructions to set up your SmartHub or base station and connect it to the internet.

4. Tap **Settings > My Devices**.

5. Select your camera.

6. Scroll down and tap **Remove Device**.

    Your device is reset and removed from your account.

7. From My Devices, tap **Add New Device**.

8. Follow the Arlo Secure App instructions to add the camera.

9. When the Arlo Secure App detects your SmartHub or base station, follow the instructions to connect your camera to your SmartHub or base station.

Move your camera's Wi-Fi connection to a direct router connection

You can change your camera's Wi-Fi connection from a VMB5000, VMB4540, VMB4500, or VMB4000 SmartHub or base station, and connect the camera directly to your router's Wi-Fi network.

When you connect your camera directly to your router, you can still cross-trigger an Arlo Chime or other Arlo cameras that are paired with an Arlo SmartHub or base station. However, you can't store Arlo recordings from your camera on a local storage device in the SmartHub or base station.

To move your camera's Wi-Fi connection directly to your router:

1. Open the Arlo Secure App and log into the same Arlo account that your camera is connected to.

    If you're using a trial Arlo subscription associated with this account, doing this keeps the trial active so you don't lose it.

2. Make sure that your mobile device is connected to your router's Wi-Fi network.

    For more information, see *Connect your mobile device to a Wi-Fi network during setup* on page 21.

3. Tap **Settings > My Devices**.

4. Select your camera.

5. Scroll down and tap **Remove Device**.

    Your device is reset and removed from your account.

6. From My Devices, tap **Add New Device**.

7. If Arlo detects a SmartHub or base station, tap **Connect without SmartHub** or **Connect without a Base Station**.

8. Follow the Arlo Secure App instructions to connect your camera directly to a Wi-Fi network.

4. Use your Pro 5 Spotlight Camera

When you open the Arlo Secure App, the Devices page displays your camera feeds.

Tap to turn the camera siren on and off.

Live camera feed

Number of new recordings

This camera is armed to detect sound and motion.

Tap to view device settings for the camera

The time the current snapshot was taken

Tap Play ▶ to begins streaming this camera.

This camera is disarmed. The icons for sound and motion detection are gray.

SmartHub or Base Station settings

Tap a button to go to Devices, Library, Modes, or Settings.

Camera icon	Located below each camera feed	Camera feed icon	Tap the camera feed to display these icons
🔋	Battery charge	▶ ■	Play/Stop
📶	Wi-Fi signal from your Wi-Fi router, SmartHub, or base station	🔊	Mute the audio
🔉	Audio detection is on	🎤	Talk and Listen
⚡●	Motion detection is on	◉	Record video manually
...	Select Timeline view (for CVR subscribers) or change camera device settings	📷	Take a snapshot
⚙	View or change the camera settings	🔦	Turn the camera spotlight on and off.

Turn the camera spotlight on and off manually

You can use your Pro 5 Spotlight Camera's spotlight at night for better video quality. When your camera is armed and detects motion at night the spotlight turns on automatically. You can also adjust the spotlight behavior and turn it on and off.

1. Open the Arlo Secure App.

2. Tap the camera feed.

3. Tap **Spotlight** .

4. To adjust the brightness, tap and hold the icon and adjust the slider.

5. To turn off the spotlight, tap **Spotlight** .

For information about how to customize the spotlight settings, see *Change the Low Light settings for your camera* on page 64.

View your camera feeds

1. Open the Arlo Secure 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 your video feed

1. Open the Arlo Secure App.

2. Tap **Play** on the camera feed.
   On a mobile device, use the pinch gesture to zoom, and touch-and-drag to move around the zoomed-in frame.

   On a computer, double-click to zoom. Left-click and hold and drag to move around the zoomed-in frame.

   After zooming in, the image stops and buffers for about five seconds to improve the quality of video. When the buffering stops, your zoomed-in video renders in high quality.

Local 2K Live Streaming from an optional SmartHub or base station

This feature is available if you pair your camera to an optional Arlo SmartHub or base station (sold separately). You can live stream in 2K resolution from your camera in the Arlo Secure

App on a mobile device that's on the same local network as the SmartHub or base station. If you enabled local 2K live streaming in your video settings, tap **Play** ▶ on the camera stream in the Arlo Secure App.

To enable Local 2K Live Streaming:

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Tap **Video Settings**.

5. Tap **Local 2K Live Streaming** to toggle live streaming on and off.

Note: If you turn on Local 2K Live Streaming, the Arlo Secure App automaticlly turns off Auto Zoom and Tracking. The reverse is also true. If you turn on Auto Zoom and Tracking, the Arlo Secure App automatically turns off Local 2K Live Streaming.

Foresight

When plugged in using the indoor or outdoor magnetic charging cable, your camera records continuously, but discards the video after three seconds if no motion is detected. This is called Foresight and it means that your motion-triggered video recordings start before any motion happens; you don't miss a thing.

To record and view video with foresight:

1. Plug in your camera.

2. Make sure the camera is using a motion-detection mode such as Armed.

Record clips from live video

1. Open the Arlo Secure App.

2. Tap the camera feed image.

3. Tap **Record** ⊙ to begin recording.
   This icon turns red to indicate that you are recording the live feed.

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

Note: Manual recording is not possible when you are using Local Live Streaming.

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Take a snapshot from live video

1. Open the Arlo Secure App.

2. Tap the camera feed image.

3. Tap **Snapshot** .
    The snapshot is saved in your library.

CVR with an optional Arlo SmartHub or base station

Continuous video recording (CVR) is an optional subscription feature that enables your camera to always record video no matter what mode your camera is set to. CVR is available only if you pair your camera to an optional Arlo SmartHub or base station (sold separately). With CVR activated on your camera, you can record all the action 24/7. CVR captures everything in the background, and you can rewind to catch anything you missed.

Customize your camera feed image

If you use more than one camera, you can change the order in which the camera feeds display on the Devices page. You can also zoom or rotate the camera feed image 180 degrees.

Change the camera order

1. Open the Arlo Secure App.

2. Tap **Settings**.

3. Under SYSTEM, tap **Device Order**.

4. If you are 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**.

Rotate a camera feed image 180 degrees

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Select the camera.

4. Tap **Video Settings**.

5. Rotate the image.
    If you're using an iOS device, tap **Rotate Image 180°**.
    If you're using an Android device, tap the slider to OFF and then rotate the image.

Motion detection activity zones

You can designate zones within the camera view where you want the camera to detect and record motion.

Add an activity zone

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Select the camera.

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 Secure App.

2. Tap **Settings > My Devices**.

3. Select the camera.

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 Secure App.

2. Tap **Settings > My Devices**.

3. Select the camera.

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.

2-Way Audio

The camera includes a microphone that supports 2-Way Audio.

1. Open the Arlo Secure App.

2. Tap the camera feed image.

3. Tap the microhone icon 🎤.

4. The first time you use 2-Way Audio, allow Arlo to use your phone's microphone.

5. Tap the microphone button.
   2-Way Audio is activated.

   A **Tap to mute** microphone button displays below the camera feed. This button toggles mute on and off.

6. To turn off 2-Way Audio, tap the **x** on the upper-left corner of the page.

Turn the camera siren on and off manually

1. Open the Arlo Secure App.

2. Tap **Siren** 🛑 on the upper right.

3. Tap **Activate Siren**.
    If you have multiple cameras, you are prompted to select one.

4. Swipe the siren icon to the right.
    The camera siren turns on.

5. To turn off the siren, tap the slider at the top of the Devices page.

View recordings and snapshots

Your camera stores recordings and snapshots in the library. You can use the filter and the calender to find and view specific recordings.

Access cloud recordings

Your camera records when it is in an armed mode and detects motion or sound. 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 Secure 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 Secure 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 Secure 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 Secure 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 Secure 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 Secure App.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Favorite**.

Share recordings

1. Open the Arlo Secure App.

2. Tap **Library**.

3. Tap a recording.

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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 Secure App.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Donate**.

5. Tap **OK** to confirm.

Delete recordings

1. Open the Arlo Secure App.

2. Tap **Library**.

3. Tap a recording.

4. Tap **Delete**.

5. Tap **OK** to confirm.

5. Modes, Rules, and Alerts

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

Arm or disarm all your Arlo devices

1. Open the Arlo Secure App.

2. Tap **Modes**.

3. Tap **Arm All Devices** or **Disarm All Devices**.

Modes

Arlo modes give you control over how your cameras respond to motion or sound. For example, you might want to turn on a different mode when you're on vacation. Modes let you tell your Arlo cameras to respond differently at different times.

You can create your own modes, but the Arlo Secure 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 cameras are active but others aren't. For example, when you're sleeping, you might want to arm your outdoor camera and disarm your indoor camera. You can create different modes for the same camera, but the camera can only use one mode at a time.

Select a mode

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

1. Open the Arlo Secure App.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.

   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 Secure App. If you use Arlo Secure, you can also activate Mute Notifications directly from push notifications.

To mute notifications:

1. Open the Arlo Secure App.

2. Tap **Settings > Mute Notifications**.

3. Select the length of time to mute notifications.

   A message displays confirming that you are muting notifications. The Mute Notification status shows the amount of remaining time until notifications resume.

To unmute notifications

1. Open the Arlo Secure 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 Secure App.

2. Tap **Mode**.

3. Tap the SmartHub.

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 Secure App.

2. Tap **Mode**.

3. Tap the SmartHub.

4. Tap **Edit** ✎ next to the mode.

5. Under Then do the following, tap **Edit** ✎ next to Record video.

6.   Select **Record until activity stops (up to 300 sec)**.

Control whether the spotlight turns on when motion is detected at night

Unless you changed its settings, your camera automatically turns on its spotlight when it detects motion at night. Your camera detects motion when it's in Armed mode or another mode that uses a rule for detecting motion. When the spotlight turns on at night, it allows your camera to record video in color.

Note: You can also turn the spotlight on and off from the camera feed. (See *Turn the camera spotlight on and off manually* on page 30.

To control whether the spotlight turns on when motion is detected, you can change the low-light settings for your camera.

1.   Open the Arlo Secure App.

2.   Tap **Settings > My Devices**.

3.   Tap the camera.

4.   Tap **Video Settings > Low Light Settings**.

5.   Tap **Spotlight** to toggle the setting off and on.

Change audio sensitivity

1.   Open the Arlo Secure App.

2.   Tap **Mode**.

3.   Select your camera or your optional Arlo SmartHub or base station, if you use one.
     A list of modes displays.

4.   Tap **Edit** ✏️ next to the mode.

5.   Under If the following, tap **Edit** ✏️ next to **Audio is detected**.

6.   Move the slider to the desired level of audio detection.
     If you used a mobile device to specify the settings, your settings are saved.

7.   If you used a browser to specify the settings, click **Save**.

Use a rule to activate the the camera's siren

1. Open the Arlo Secure App.

2. Tap **Mode**.

3. Tap the camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** ✏️ next to the mode.

5. Tap **Edit** ✏️ next to the rule.

6. Under Then do the following, tap **Activate Siren** and then tap **Edit** ✏️ .
   The Siren Settings page displays.

7. Specify the Siren Duration and the Siren Loudness.

Add a rule with an optional base station siren trigger

If you pair your camera to an optional Arlo Base Station with Siren VMB4000 or VMB4500 (sold separately), you can create a rule to trigger the base station siren. For your camera's built-in siren, see *Use a rule to activate the the camera's siren* on page 42.

To add a rule with a base station siren trigger:

1. Open the Arlo Secure App.

2. Tap **Mode**.

3. Tap the camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** ✏️ next to the mode.

5. Under Rules, select the camera.

6. Select the **Turn Siren ON** check box.

7. Tap **Sound Alarm**.

8. Move the sliders to the desired level for Siren Duration and Siren Loudness.

9. Tap **Edit** ✏️ next to the rule.

10. Tap **Done**.

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

Manage alerts

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

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

1. Open the Arlo Secure App.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap **Edit** ✎ next to the mode.

    Note: The Disarmed mode does not 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.

For information about Arlo Secure Alarm Detection, see *Detect audio alarms with your camera* on page 49.

Schedule when your camera is armed

You can set a schedule to arm and disarm cameras automatically. Schedules recur weekly. For example, the schedule for Tuesday repeats every Tuesday as long as the schedule is turned on.

Schedules recur weekly. For example, the schedule for Tuesday repeats every Tuesday as long as the schedule is turned on.

To schedule when your camera responds to motion or audio triggers:

1. Open the Arlo Secure App.

2. Tap **Mode**.

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3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

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 Secure App.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

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 Secure App to use your location.

Geofencing accuracy

For accuracy, geofencing uses a combination of GPS, cellular data, and Wi-Fi data. The local environment affects geofencing:

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

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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 Wi-Fi routers are sparse, geofencing accuracy can reach several hundred meters.

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

- Wi-Fi 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 Wi-Fi.

3. Download the Arlo Secure 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 Secure App.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Geofencing** ⊙ .

5. Allow the Arlo Secure 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 size sizes are **Small**, **Medium**, and **Large** (approximately 150 meters, 250 meters, and 500 meters, respectively).

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

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

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

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

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

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

10. 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 86.

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 Secure App and check the Enabled Devices page in Geofencing settings (under the SmartHub in the Modes section of the Arlo Secure 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 enabling or disabling your friends' devices, see the following section.

- (Required when your friend wants to participate in geofencing) Your friend is logged in to the Arlo Secure 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 Secure App.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

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 44*.

Custom modes

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

You can create multiple rules within the same mode so that each camera performs different actions and sends different alerts. You can also use Schedule mode to activate modes automatically at different times of the day or week. (See *Schedule your camera rules* on page 43.)

Add a mode

1. Open the Arlo Secure App.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
    A list of modes displays.

4. Tap **Add a Mode**.

5. Enter the mode name and tap **Next**.

6. Select the trigger device and tap **Next**.
    This is the camera that detects motion 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**,**Turn alarm ON**, 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**.

Detect audio alarms with your camera

To use Alarm Detection, you need an Arlo Secure subscription. For information about Arlo
Secure, visit *What are the available Arlo subscription plans and how much cloud recording is
available?*

Alarm Detection notifies your Arlo Secure App when your camera detects the sound of a
smoke or carbon monoxide (CO) alarm going off. Your camera records until activity stops or
for the length of time you specify (up to a maximum of 300 seconds).

Compatible alarms

We recommend that you test the compatibility of your alarm with the Alarm Detection feature.
The Alarm Detection feature recognizes these alarms:

- Smoke detectors with industry-standard T3 alarms (three intermittent beeps, followed by
a period of silence).

- Carbon monoxide (CO) detectors with industry-standard T4 alarms (four intermittent
beeps, followed by a period of silence).

The Alarm Detection feature doesn't detect alarms with other patterns.

Newer smoke detectors tend to emit a T3 alarm (three intermittent beeps followed by a
period of silence), and carbon monoxide detectors emit a T4 alarm (four intermittent beeps
followed by a period of silence).

Some examples of detector models that emit compatible T3 and T4 signals include:

- Kidde i9050

- USI5304

- First Alert 0827

- First Alert P1210

- First Alert SCO5

To determine your detector's alarm pattern, see the instructions that came with your detector
or search online for product information.

Prepare a location to test your alarm compatibility

We recommend that you test your alarm to find out if it is compatible with the Arlo Alarm Detection feature. Before beginning a test, make sure that:

- Your smoke and carbon monoxide detectors can emit a continuous T3 or T4 pattern for 30 seconds during the test. If you're not sure if the test button on your alarm can do this, check the instructions that came with your alarm or search online for product information.

- The alarm location doesn't generate echoes and doesn't have sounds that are louder than the alarm.

- There won't be motion in your camera's field of view while you conduct the alarm test. If the camera detects motion during the test, it might not be clear whether the camera also detected the alarm.

Test your alarm for compatibility with Alarm Detection

1. During the test, place your camera within two feet of your alarm.
   After a successful compatibility test, you can move your camera to a different location and test the Alarm Detection range.

2. Open the Arlo Secure App.

3. Make sure that your camera is in Armed mode or another mode in which it can detect sound and motion.

4. Tap **Settings > Smart Notifications**.

5. Select a camera.

6. In the Audio Alerts section, select **Smoke/CO Alarm** and make sure that **Other Audio** is turned off.

7. Close the Arlo Secure App, but don't log out.

8. Use the test button on your smoke or carbon monoxide detector to activate the alarm for 30 seconds.
   Compatible alarms sound continuously for 20 seconds in one of these patterns:

   - Smoke detectors with industry-standard T3 alarms emit three intermittent beeps, followed by a period of silence.

   - Carbon monoxide (CO) detectors with industry-standard T4 alarms emit four intermittent beeps, followed by a period of silence.

Alarm Detection test results

The following sections explain the test results.

Alarm Detection is working

You received an Audio Alert push notification from the Arlo Secure App on your mobile device and a video clip labeled *Smoke/CO alarm?* is saved in your Arlo Library. This means that your camera is within range of your alarm, and your alarm is compatible with the Alarm Detection feature.

Note: Arlo cameras use battery power every time they record, so it's important that you're aware when you have audio alert options turned on. You can purchase spare batteries and the Arlo Dual Battery Charging station, sold separately, if desired.

Arlo recorded a video but didn't notify you

If you don't receive and Audio Alert push notification, but a video clip labeled *Audio* is saved in your Arlo Library, your camera is within range of your smoke or CO detector, but it did not recognize the sound pattern as a smoke or CO alarm.

You might not be notified for these reasons:

- Your smoke or CO detector did not emit a continuous T3 or T4 alarm pattern.
- There is too much background noise or an echo where your camera is located.
- Your alarm is not compatible with the Alarm Detection feature.

We recommend that you perform the test again to confirm the results.

Arlo didn't notify you or record a video

The camera is too far from the alarm to detect it. Move your Arlo camera closer to your alarm and perform the test again.

Test the Alarm Detection range

After a successful compatibility test, we recommend that you test the Alarm Detection range when you move your camera to a different location.

1. Place your Pro 5 Spotlight Camera in the desired location.

2. Open the Arlo Secure App.

3. Make sure that your camera is in Armed mode or another mode in which it can detect sound and motion.

4. Make sure that you selected **Smoke/CO Alarm** in the Audio Alerts setting for your camera

and that **Other Audio** is turned off.

5. Close the Arlo Secure App, but don't log out.

6. Use the test button on your smoke or carbon monoxide detector to activate the alarm for 30 seconds.

7. After a successful test, aim the camera toward the area of highest interest so that you can view the relevant videos when you get a notification.

Turn off audio detection

Audio detection must be turned on if you're using audio alerts so that your camera wakes up when there is a sound. To turn off audio detection, you must first turn off Audio Alerts.

1. Open the Arlo Secure App.

2. Tap **Settings > Smart Notifications**.

3. Select a camera.

4. In the Audio Alerts section, deselect the slider next to **Smoke/CO Alarm** and **All Other Audio settings**.

5. Return to Settings.

6. Tap **Smart Notifications**, and deselect the slider next to **Detects Audio**.

Turn off push notifications after using audio detection

Push notifications must be turned on when you're using Arlo Secure audio detection. After you turn off audio detection and audio alerts, you can edit rules to turn off push notifications. (See *Turn off audio detection on page 52*.)

To turn off push notifications:

1. Open the Arlo Secure App.

2. Tap **Mode**.

3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Edit** 🖊 next to the mode.

5. Tap **Edit** 🖊 next to the rule.

6. Tap **Push Notifications** to turn it off and on.

6. Access Your Arlo Account

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

Two-step verification

All Arlo users must have two-step verification enabled to access their account. This is to protect your data and add an extra layer of security to your Arlo account. We recommend setting up two-step verification as soon as you create your Arlo account, or as soon as the Arlo Secure App prompts you to set up two-step verification.

Two-step verification helps protect your Arlo account by adding another step of authentication when you log in. Arlo will verify your identity any time you sign in with a new device. You can have up to five different trusted devices, phone numbers, or email addresses to verify your Arlo account login.

Note: Before you set up two-step verification, make sure that you can log in to the email address associated with your Arlo account. Your account email is always used as a backup option to log in to your account.

How two-step verification works

To sign in with two-step verification, you must first correctly enter your email address and password. Then, you must verify 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.

Trusted device push notifications

You can trust a device on your account so that you never have to verify your log in with a push notification or text message when you log in on the trusted device.

When a non-trusted device attempts to log in to your Arlo account on a new device, Arlo sends a push notification to a trusted (and currently logged in) iOS or Android device. Tap the push

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notification on the trusted device to approve or deny the log in. This is the simplest and most secure option to get started with two-step verification.

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 your account with a trusted device or push notifications, or if you can't receive SMS text messages, you can request to have a security code sent to the email associated with your Arlo account.

Set up two-step verification

1. Make sure you can log in to the email that you're using for your Arlo account.

   Email is your backup two-step verification option.

2. Open the Arlo Secure App.

3. Tap **Settings > Profile > Login Settings > Two-Step Verification**.

4. Tap the switch next to **Enable**.

5. Select your verification method.

6. Follow the Arlo Secure App instructions to complete your two-step verification setup.

Add a phone number or device to two-step verification

1. Open the Arlo Secure App.

2. Tap **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 Secure 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 Secure App

1. Enable fingerprint authentication on your iPhone or Android device.

2. Open the Arlo Secure 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 Secure App

1. Enable Face ID authentication on your iPhone.

2. Open the Arlo Secure 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).

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Customize your profile

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

Add a profile picture

1. Open the Arlo Secure App.

2. Tap **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 Secure 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 Secure App or by logging in to *my.arlo.com*.

1. Open the Arlo Secure 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 Secure 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:

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- 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 Secure 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 Secure 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 Secure App.

2. Tap **Settings**.

3. Under ACCOUNT, tap **Grant Access**.

4. Select the friend, and tap **Edit** ✎ .

5. Tap **Delete Friend**.

6. Tap **Yes**.

7. Change Your Settings

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

Camera settings

You can view or change the settings for each camera using either of these methods:

- Tap **Settings > My Devices** and select the camera
- Tap the **Menu** icon •••or the **Device Settings** icon ⚙ below the camera feed.

Change the camera name

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Edit** ✐ next to the camera name.

5. Enter a new name that reminds you of the camera's location, such as Garage or Front Door.
Camera names are limited to 32 characters.

6. Tap **Save**.

Turn off the camera LED

The LED on the camera lights in different colors. (See *Check the LED* on page 10.) You can turn off this LED.

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Camera LED**.

5. Tap **Battery Fully Charged Indicator** to turn the LED off and on.
   If you're using a mobile device, your settings are saved.

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

Change the time zone

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

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 Settings

Enable or Disable Auto HDR

High Dynamic Range, also called HDR, is a software method of adjusting high-contrast video or photo images that include areas of bright highlight and deep shadow. Without HDR, in some images light areas can appear washed out and dark areas can appear black without detail. HDR makes it possible to see detail in both the highlights and shadows.

Your camera comes with an Auto HDR feature, which is turned on by default. When your camera detects an image that would benefit from HDR, it automatically applies HDR unless you use the Arlo Secure App to disable Auto HDR.

To change the Auto HDR setting:

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Video Settings**.

5. Tap **Auto HDR**.
   If you're using an Android device, tap the slider.

Auto Zoom and Tracking

To use Auto Zoom and Tracking and local live streaming, you need an Pro 5 Spotlight Camera paired with an optional Arlo SmartHub or base station (VMB5000, VMB4540, VMB4500, or VMB4000, sold separately).

When your camera detects motion, cloud motion recording is triggered. When Auto Zoom and Tracking is on, your camera zooms in on the object and tracks its movement while the motion is within its field of view.
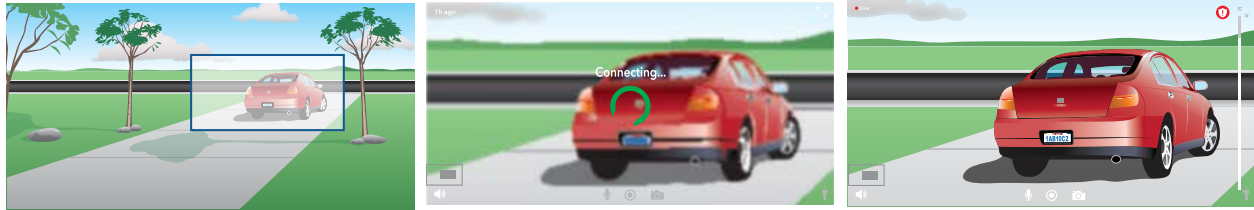
If you're viewing a live stream recording, you can zoom in to any point of the Auto Zoom and Tracking recording. Your camera uses its advanced image sensor to enhance the image quality of the zoomed-in area. (The zoomed-in image is in 1080p video resolution.)

Your camera automatically creates a curated Auto Zoom and Tracking clip. To access Auto Zoom and Tracking clips, tap **Library** in the Arlo Secure App to view your library.

If you're viewing a live stream recording, you can zoom in to any point of the Auto Zoom and Tracking recording. Your camera uses its advanced image sensor to enhance the image quality of the zoomed-in area. (The zoomed-in image is in 1080p video resolution.)

Note: If you paired your camera to an Arlo SmartHub or base station (sold separately), and you turn on Local 2K Live Streaming, the Arlo Secure App automaticlly turns off Auto Zoom and Tracking. The reverse is also true. If you turn on Auto Zoom and Tracking, the Arlo Secure App automatically turns off Local 2K Live Streaming.

To turn on Auto Zoom and Tracking:

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Video Settings**.

5. Tap **Auto Zoom and Track**.

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Change the video quality and battery usage

You can set the video resolution as Best Video, Optimized, or Best Battery Life. Using the Best Battery Life setting reduces the Wi-Fi bandwidth that is required.

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Video Settings > Power Management**.

5. Tap to select **Best Video**, **Optimized**, or **Best Battery Life**.

Turn enhanced color night vision off and on

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Video Settings > Low Light Settings**.

5. Tap **Color**.
   The Color setting toggles on and off.

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.

1. Open the Arlo Secure App.

2. Tap **Settings > My Devices**.

3. Tap the camera.

4. Tap **Video Settings > Low Light Settings**.

5. Tap **Night Vision**.

6. If you're using an Android device, tap the slider.