



# Ultra Series 4K UHD Wire-Free Security Camera System User Manual



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# 1. Get to Know Your Arlo Ultra Camera

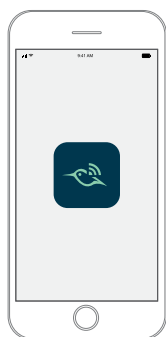
Your Arlo Ultra 4K Wire-Free Camera delivers the ultimate peace of mind with advanced video and audio quality. The camera displays a wide, panoramic view with enhanced color night vision. The integrated spotlight lights up the night or helps to ward off unwanted visitors. Advanced noise-cancelling technology also minimizes background noise for crystal clear, two-way conversations.

When your camera detects motion, it uses a WiFi link to the Arlo SmartHub to stream video to your Arlo account in the cloud.



## 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.



**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.

# Meet your Arlo Ultra Camera

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



## Arlo Ultra Camera features

- **4K & HDR.** See a crystal clear picture in every detail through your Arlo Ultra camera's high performance lenses.
- **Enhanced night vision.** See what's lurking with color night vision that allows you to see video in color rather than traditional black and white.
- **Integrated spotlight.** Light up the night and ward off unwelcome guests using your Arlo Ultra camera's integrated spotlight.
- **180 degree view.** See a full panoramic view with auto image correction that reduces the fisheye effect. The camera has an 180-degree diagonal field of view with a matching wide range for motion detection.
- **Noise canceling technology.** Listen and speak to visitors with crystal clear, full 2-way audio that reduces wind and noise.
- **Auto Zoom and Tracking.** Auto-focus on moving objects with clarity and detail
- **Magnetic charging.** Quickly charge your camera and easily snap the connecting cable into place.
- **Custom activity zones.** Create specific areas of focus to reduce false alerts
- **Built in smart siren.** Trigger your siren remotely or automatically during an event.
- **Rechargeable battery.** Take the expense out of security with the convenient and long lasting battery.

# Meet your SmartHub

The Arlo SmartHub helps to protect your footage by adding a secure, personal network to your router. The SmartHub also helps regulate WiFi traffic, improves battery life, and comes with local storage (microSD cards are sold separately).

The Arlo SmartHub is compatible with the Arlo Ultra and all previous Arlo wire-free cameras.



## Arlo SmartHub features:

- Additional WiFi radios to build the smart security ecosystem.
- Works with other smart home devices for simplified integration.
- A microSD card slot for local storage of streaming content. See [Insert a microSD card](#) on page 60.

## Do more with Arlo

You can add these Arlo Ultra options, which are sold separately:

- **Add more Arlo Ultra Cameras.** Cover more areas in and around your home by adding cameras and pairing them to your SmartHub.
- **Arlo Solar Panel.** Connect an Arlo Solar Panel to your Ultra Camera and harvest power from the sun to keep your Arlo Ultra battery charged. See [Connect your Arlo Ultra camera to the Arlo solar panel \(sold separately\)](#) on page 15.
- **Arlo rechargeable battery.** Keep fully charged spare batteries on hand.
- **Arlo Dual Charging Station.** Charge your spare Arlo Ultra camera batteries. See [Charge batteries in the Arlo Ultra dual charging station \(sold separately\)](#) on page 10.
- **Upgrade your Arlo subscription.** For more information, visit [What are the available Arlo subscription plans and how much cloud recording is available?](#).

## 2. Get Started

### Connect your SmartHub to the Internet

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

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.



### The SmartHub LED

The SmartHub LED indicates the status of the SmartHub. The SmartHub blinks once when it's 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.



# Use the Arlo app for installation and setup

You must use the Arlo app to install and set up your SmartHub and Arlo Ultra Camera. The Arlo app guides you through setup:

1. Create your Arlo account.  
You use the same account to manage all your Arlo devices.
2. Connect the Arlo SmartHub to the Internet and add it to your account.
3. Add each Arlo Ultra camera and pair it with the Arlo SmartHub.

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

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



## Insert the battery into your camera

Your Arlo Ultra camera consists of two parts:

- The camera and battery.
- The camera housing.

**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 10.

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 Arlo Ultra 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.



For information about handling batteries, see [Safe Handling and usage guidelines for rechargeable batteries](#) on page 77.

# The camera battery

Your camera battery comes partially charged. We recommend that you fully charge the battery before using your camera. Plugging in the camera charges the battery.

## Charge your camera battery

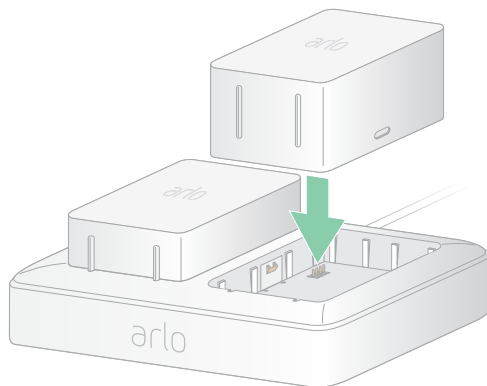
1. Snap the magnetic power cable into the camera's power input.
2. Connect the AC adapter to the power cable and plug it in.



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

## Charge batteries in the Arlo Ultra dual charging station (sold separately)

Your Arlo Dual Charging Station charges one or two batteries for your Arlo Ultra cameras.



To charge batteries in the charging station:

1. Connect the power adapter to the charging station.
2. Plug the power adapter into an indoor electrical outlet.
3. Insert one or two Arlo rechargeable batteries.

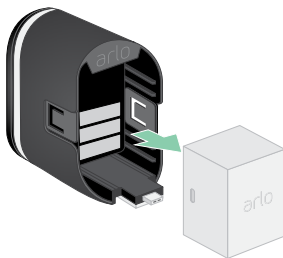
## Replace a camera battery

You can leave the camera housing in place so the camera position stays the same.

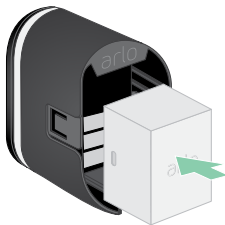
1. Release the Arlo Ultra camera from the camera housing.  
Press the button on the charging port underneath the Arlo Ultra camera. The camera clicks as it disengages from the camera housing.
2. Pull the camera all the way out of the camera housing.



3. Remove the battery by pulling on it until it slides out of the camera.



4. Align the battery and insert it into the battery compartment.



The battery only inserts one way.

The LED on the Arlo Ultra camera blinks blue.

5. 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.



# The Arlo Ultra Camera LED

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

## Tips for optimal WiFi performance

Place your Arlo Ultra camera in a location with a good WiFi signal to the SmartHub. The distance between WiFi devices can affect the WiFi signal:

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

The following materials can reduce WiFi signal strength if they are located between WiFi devices such as your SmartHub and Arlo Ultra cameras:

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

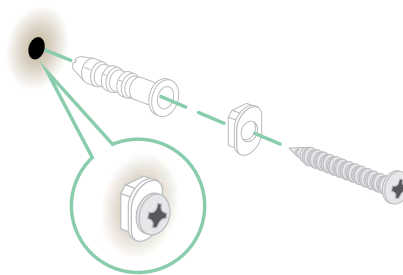
For information about optimizing 4K streaming with multiple Arlo Ultra cameras, see the Arlo support article <https://kb.arlo.com/000062190/How-can-I-reduce-connectivity-issues-when-I-live-stream-in-4K-on-multiple-cameras>.

# Magnetic mount

Your Arlo Ultra system comes with a magnetic-based camera mount that lets you mount your cameras anywhere. 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.

## Install a magnetic mount

1. Select a location for the mount up to 6.5 feet (1.9 meters) high.\*
2. Fasten the mounting 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.
3. If you're using your Arlo Ultra 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 Arlo Ultra camera to the wall mount.  
The magnet in the mount holds the camera onto the mount.
6. Adjust the Arlo Ultra camera to your preferred viewing angle.



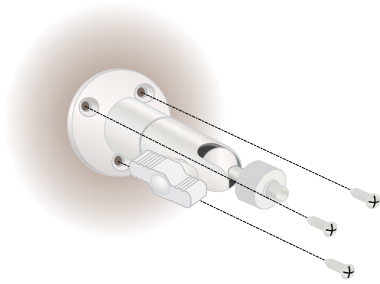
**Note:** You can replace the battery in Arlo Ultra cameras without removing the camera housing from the indoor wall mount.

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

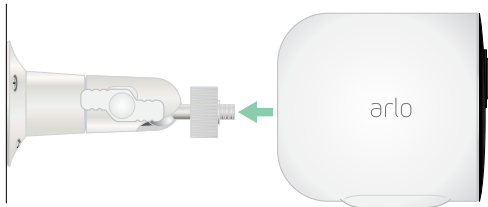
# Install the Arlo Outdoor Mount

Some Arlo Ultra kits include an outdoor screw mount. Screw mounts are also 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.

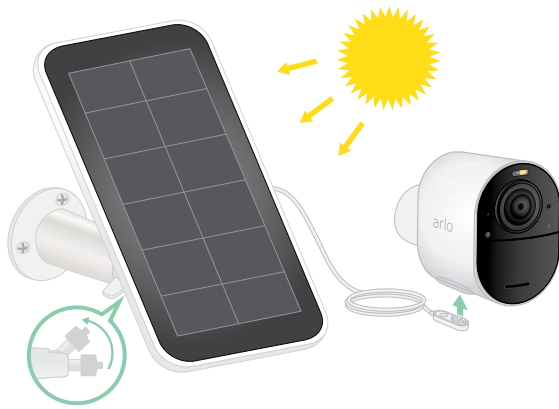


3. Adjust the camera angle.



## Connect your camera to the Arlo solar panel (sold separately)

The Arlo solar panel lets you harvest power from the sun to keep your Arlo Ultra camera battery charged. The solar panel with cable comes with a mount and mounting screws.

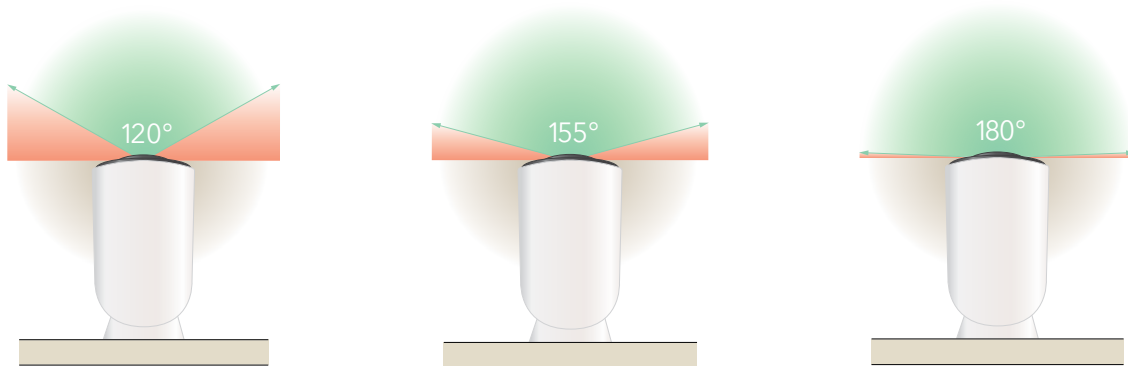


To connect a solar panel to your Arlo Ultra camera:

1. Install the solar panel mount near your camera.
2. Attach your solar panel to the mount.
3. Connect your camera to the solar panel power cable.

## Your Arlo Ultra 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 (120 degrees), Wide (155 degrees), or Super wide (180 degrees).



Each field of view setting auto corrects the image to reduce the fisheye effect. The Full setting completely eliminates the fisheye effect.

## Change the field of view

1. Open the Arlo 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

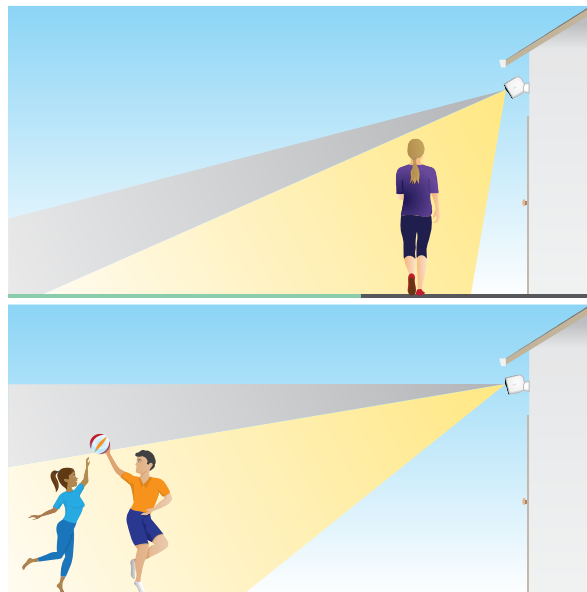
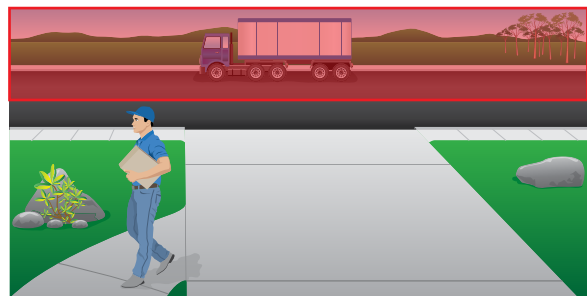
You can mount and aim your Arlo Ultra camera in different ways to optimize the camera's ability to detect motion in specific areas. The lower two-thirds of the camera's field of view is the motion-sensitive part of the image. Aim the camera so that any motion you wish to detect appears within this part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

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.



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



## 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.

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

The camera starts streaming video. The signal strength bar indicates the WiFi signal that your Arlo Ultra 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 each camera.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Device Utilities > Motion Detection Test**.
5. Move in front of the camera.  
During this test, the camera LED blinks amber when motion is detected.
6. Move the slider to adjust the motion sensitivity level as needed.
7. Edit the rule for your camera to enter the motion sensitivity level that you want to use. See [Change motion sensitivity](#) on page 35.

## Arm your camera to detect motion

You control when your camera detects motion and the rules it uses to record and alert you by selecting a mode. The Arlo app comes with four modes, Armed, Disarmed, Schedule, and Geofencing. You can customize each mode and you can also create custom modes. For information about how to do this, see [6. Modes, Rules, and Alerts on page 33](#).

## 3. Arlo Ultra Basics

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



| Camera icon | Located below each camera feed                                              | Camera feed icon | Tap the camera feed to display these icons |
|-------------|-----------------------------------------------------------------------------|------------------|--------------------------------------------|
|             | Battery charge                                                              |                  | Play/Stop                                  |
|             | WiFi signal from the SmartHub                                               |                  | 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.      |

# View your camera feeds

1. Open the Arlo app.
2. Tap the camera feed.  
The camera feed updates and camera feed icons display.
3. To stop viewing and listening to the live feed, tap the **Stop** icon .

## Local live 4K streaming

You can live stream in 4K from Arlo Ultra if you use the Arlo app on a mobile device that's on the same local network as the Arlo SmartHub. If you enable 4K live streaming in your Arlo Ultra video settings, 4K live video streams when you tap **Play**  on the camera stream in the Arlo app. You can also manually record in 4K by tapping the play button and then tapping **Record** .

To enable local live 4K streaming:

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Video Settings**.
5. Tap **Local 4K Live Streaming** to toggle live streaming on and off.

## Pan and zoom video

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

1. Open the Arlo app.
2. Tap **Library**.
3. Tap any live video or prerecorded video from your Arlo library.
4. To pan and zoom using a mobile device:
  - 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.

## Pan and zoom live video with Smart Zoom

When you're viewing a live stream recording, Smart Zoom lets you zoom into any area of the recording up to 8x. The image quality of the zoomed-in area doesn't deteriorate, allowing you to view a zoomed-in image with true 1080p video resolution.

When Smart Zoom is activated, your Arlo Ultra camera can zoom in on an object and track its movement when it detects motion in its field of view. Smart Zoom requires an Arlo Smart plan and you must turn it on for each camera. See [Turn on Smart Zoom on page 54](#).

1. Open the Arlo 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.

## Look back video

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

1. Plug in your Arlo Ultra camera.
2. Make sure the camera is using a motion-detection mode such as Armed.

## 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 are 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 Arlo Ultra camera includes microphones that allow you to talk and listen. The two microphones in the camera use Beamforming for spatial filtering of sound. This lets your camera hone-in on sound from a particular area or subject. The microphones also enable noise-cancelling and wind noise reduction. For information about the wind noise reduction setting, see [Change the camera audio settings](#) on page 57.

### Use Talk and Listen

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

## Turn the camera spotlight on and off

You can use your Arlo Ultra camera 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.

### Turn the spotlight on and off from the camera feed

1. Open the Arlo 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 camera spotlight settings](#) on page 57.

## Turn the camera siren on and off

1. Open the Arlo app.
2. Tap **Siren**  on the upper right.
3. Tap **Activate Siren**.  
If you have multiple Arlo Ultra 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.

## Customize your camera feed image

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

### Change the camera order

1. Open the Arlo app.
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**.

### Invert a Camera Feed

You can invert the video feed image.

1. Open the Arlo 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. After you create the zones, you can select which zone or zones detect motion.

### Add an activity zone

1. Open the Arlo 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 change the size or shape of the zone, drag the 8-points on the edges of the zone.
8. To reposition the zone, tap and hold the zone and move it.
9. To customize the zone name, tap **Edit**  and enter a name.  
If you're using a web browser, click **>** next to the zone name.
10. Tap **Save**.

### Change an activity zone

1. Open the Arlo 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 change the size or shape of the zone, drag the 8-points on the edges of the zone.
8. To reposition the zone, tap and hold the zone and move it.
9. To customize the zone name, tap **Edit**  and enter a name.  
If you're using a web browser, click ► next to the zone name.
10. Tap **Save**.

## Delete an activity zone

1. Open the Arlo 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.

## View recordings and snapshots

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

## Access cloud recordings

Arlo Ultra cameras record when they are in an armed mode and they detect 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 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**.
3. If it's more than one month since you started recording, use the arrows on either side of the month to select a month to view.  
A green circle indicates the selected day. A green dot below the date indicates each day on which a video clip was recorded.
4. Tap a highlighted date.  
Recordings from that date display below the calendar.

## Use the filter

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

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

## Turn off the filter

1. Open the Arlo app.
2. Tap **Library**.
3. Tap **Filter** in the upper left corner of the page.
4. Tap **Reset**.
5. Tap **Done**.

## 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.

## 4. Image Quality Features

### High Dynamic Range (HDR)

HDR solves the problem with over- or under-exposed images of scenes with both bright and dark areas in the same picture. Your Arlo Ultra camera automatically determines when to use HDR. HDR is optimized for outdoor environments. Your Ultra camera comes set to use HDR automatically, but you can turn it on and off. See [Turn Auto HDR on and off](#) on page 56.

### Local 4K streaming and recording

4K means you can see more details in every image, even when zoomed in. Your Arlo Ultra camera outputs 3840 x 2160 resolution at a 16 x 9 aspect ratio.

Your Arlo Ultra camera streams 4K while providing:

- 180-degree diagonal field of view that does real-time image de-warping
- Real-time high dynamic range (HDR)
- An integrated spotlight with dual noise-cancelling microphones

The Arlo Ultra system does all of this processing in parallel and in real time. Efficient video encoding and battery optimization algorithms between the camera and the SmartHub allow 4K to work when your camera is running on battery power.

To use 4K streaming, you need an Arlo Ultra camera paired with an Arlo SmartHub. For basic use of 4K, we recommend an average upload bandwidth speed of 3 Mbps per Ultra camera.

You can stream 4K content without a subscription. You can use 4K by local live streaming or recording 4K motion content onto a microSD card in the SmartHub. You can also purchase an add-on service to store 4K, motion-activated clips to the Arlo Cloud for access anywhere your mobile app has a data connection.

# HEVC 4K playback supported devices

High Efficiency Video Coding (HEVC) is a video compression standard that enables you to download and stream 4K videos with ease. To use HEVC on the Arlo 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 app (for mobile)
- 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.

## Start 4K streaming

You can view live video in 4K from your Arlo Ultra camera if:

- Your computer or mobile device is connected to the same local network as your Arlo SmartHub or base station. This lets you live stream 4K content.
- You inserted a microSD card into your SmartHub and selected 4K video recording. This lets you record all motion events in 4K quality. See [Turn local 4K recording off and on](#) on page 61.

- You subscribed to the Arlo Premier Video add-on service to store motion recordings in 4K quality to the Arlo Cloud to access wherever you have a mobile data connection.

## Turn local live streaming off and on

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings**.
5. Tap **Local 4K Live Streaming**.  
Local live streaming toggles off and on.

## Turn 4K video recording off and on

1. Open the Arlo app.
2. Tap **SmartHub/Base Station/Bridge > Storage Settings**.
3. Tap **4K Video Recording**.  
4K recording toggles off and on.

## Optimize multiple 4K streams

You might experience connectivity issues if you're running multiple 4K live streams on your Arlo app. To optimize connectivity, check your network environment and adjust your Arlo Ultra camera settings as needed.

Check your network environment:

- If you're using a mobile device, make sure you're connected to your home router through the 5 GHz WiFi band.
- Make sure your average bandwidth speed is at least 3 Mbps per Ultra camera.

**Note:** To check your Internet speed, visit [www.speedtest.net](http://www.speedtest.net). The result of the Internet speed test might change, depending on varying amounts of traffic. For accurate results, run the speed test several times.

If you're still experiencing connectivity issues after checking your WiFi connection and Internet speed, do the following tasks until your connection is back to normal.

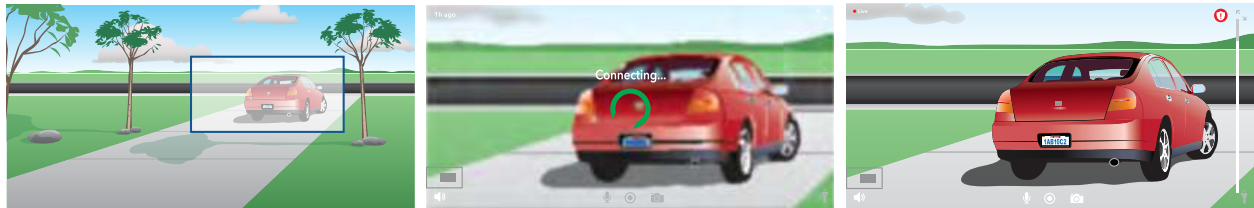
Adjust your Arlo Ultra camera settings in the Arlo app:

1. Change the power management settings on each camera to **Optimized**.  
**Note:** Do this on one camera at a time.  
 See *Change the video quality and battery usage* on page 55.
2. Change the power management settings on each camera to **Best Battery Life**.  
 See *Change the video quality and battery usage* on page 55.
3. Turn off 4K microSD card recording.  
 See *Turn SD card recording off and on* on page 61.
4. Turn off 4K local live streaming.  
 See *Turn local live streaming off and on* on page 30.

## Auto Zoom and Tracking

To use Auto Zoom and Tracking and local live streaming, you need an Ultra Camera paired with an Arlo SmartHub.

When your Ultra Camera detects motion, cloud motion recording is triggered. When Auto Zoom and Tracking is on, your Ultra 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 Ultra 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 Ultra Camera automatically creates a curated Auto Zoom and Tracking clip. To access Auto Zoom and Tracking clips, tap **Library** in the Arlo app to view your library.

## Turn on Auto Zoom and Tracking

1. Open the Arlo app.

2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings**.
5. Tap **Auto Zoom and Track**.

## Use Auto Zoom and Tracking when you're live streaming

1. Open the Arlo app.
2. Tap the camera feed.
3. Pinch and drag to zoom in to any area you would like to see enhanced.
4. Let go after you have zoomed in.  
An indicator on the live feed shows that Arlo is enhancing the image.



## 5. 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 SmartHub.  
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 are 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 Arlo Ultra 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 Arlo Ultra cameras.

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the SmartHub.
4. Tap **Edit**  next to the mode.
5. Tap **Edit**  next to the rule.
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 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 Arlo Ultra 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 Arlo Ultra 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](#) on page 21.

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 app.
2. Tap **Settings > My Devices**.
3. Tap the Arlo Ultra 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 app.
2. Tap **Mode**.
3. Tap the SmartHub.
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**.

## 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 SmartHub.
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 Smart Alarm Detection, see [Arlo Smart Alarm Detection](#) on page 43.

## Schedule your camera rules

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. Your cameras are 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 SmartHub.
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 SmartHub.
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 SmartHub.
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 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 71](#).

## 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 (under the SmartHub 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 41](#).
- (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 SmartHub.
4. Tap **Edit**  next to Geofencing.
5. Tap **Enabled Devices**.  
A list of mobile devices displays. A check mark appears next to the device name when geofencing is enabled.
6. Tap one or more mobile devices.

The device location displays as either In Zone, 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 geofencing on page 38](#).

## 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 [Add a schedule on page 37](#).)

### Add a mode

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the SmartHub.
4. Tap **Add a Mode**.
5. Enter the mode name 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**.

For an Arlo Ultra camera, 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 Ultra camera

To use Alarm Detection, you need an Arlo Smart subscription. For information about Arlo Smart, visit [What are the available Arlo subscription plans and how much cloud recording is available?](#).

Arlo Smart Alarm Detection notifies your Arlo 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 Arlo Pro 3 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 app.
3. Make sure that your Pro 3 Camera is in Armed mode or another mode in which it can detect sound and motion.
4. Tap **Settings > Smart Notifications**.
5. Select an Arlo Pro 3 camera.
6. In the Audio Alerts section, select **Smoke/CO Alarm** and make sure that **Other Audio** is turned off.

7. Close the Arlo 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 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 an Audio Alert push notification, but 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 Arlo Pro 3 Camera in the desired location.
2. Open the Arlo app.
3. Make sure that your Pro 3 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 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 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 Smart 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 and audio alerts](#) on page 46.)

To turn off push notifications:

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the SmartHub.
4. Tap **Edit**  next to the mode.
5. Tap **Edit**  next to the rule.
6. Tap **Push Notifications** to turn it off and on.

## 6. 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 is not 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 to have a security code 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 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 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](https://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 SmartHub.
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**.

## 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 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 on Auto Zoom and Tracking

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings**.
5. Tap **Auto Zoom and Tracking**.

## Turn off the camera LED

The LED on the camera lights in different colors. (See [The Arlo Ultra Camera LED](#) on page 51.) You can turn off this LED.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Camera LED**.
5. Tap **Battery Fully Charged Indicator** to 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 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 WiFi bandwidth that is required.

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

## Turn color video recording at night off and on

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

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



## Turn Auto HDR on and off

1. Open the Arlo 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.

## Change the camera audio settings

You can adjust the settings to reduce wind noise, turn the microphone off and on, and adjust the speaker.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. If you're using a mobile device, tap **Audio Settings**.
5. Adjust the settings:
  - **Reduce Wind Noise** toggle turns this feature off and on.
  - **Microphone** toggle turns the microphone off and on.
  - **Speaker** toggle and volume. To turn the speaker off and on, tap **Speaker**. To change the speaker volume, move the **Speaker Volume** slider.

## Customize the camera spotlight settings

Your Arlo Ultra camera spotlight is set to automatically turn on when your camera detects motion at night. The spotlight improves video quality and allows your camera to record color video at night. You can turn the spotlight on and off and you can adjust the spotlight behavior and brightness.

## Turn the spotlight on and off

You can turn the spotlight on and off at any time from the camera feed by tapping **Spotlight** . See [Turn the spotlight on and off from the camera feed](#) on page 23.

You can also control whether the spotlight comes on automatically when your Arlo Ultra camera detects motion at night.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Low Light Settings**.
5. Tap **Spotlight**.

The Spotlight setting toggles off and on. When the Spotlight setting is set to the On position, the spotlight automatically turns on when your Arlo camera detects motion at night.

## Change your SmartHub settings

You can view or change your SmartHub settings.

### Change the SmartHub name

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the SmartHub.
4. Tap **Edit**  next to the SmartHub name.
5. Enter a new name for the SmartHub.
6. Tap **Save**.

### Adjust the SmartHub flicker setting

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

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

4. Tap **Flicker Adjustment**.

5. Tap a setting.

## Restart the SmartHub

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the SmartHub.
4. Scroll down and tap **Restart**.

## 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 camera.
4. Scroll down and tap **Remove Device**.

## 7. Use SD Card Storage

You can insert a microSD card into your Arlo SmartHub and store your Arlo recordings both in the cloud and on the SD card. If the SmartHub isn't connected to the Internet, recordings continue to be saved on the microSD card. If you have an active live stream connection between an Arlo Ultra camera and a SmartHub, you can record to a microSD card. Your Arlo app notifies you when the SD card is low on storage space or is full.

### MicroSD card format

Your SmartHub accepts SDHC or SDXC microSD cards. We recommend using microSD cards with a minimum of 16 GB capacity, Speed Class 10, UHS-I, V10. Your Arlo SmartHub supports up to Class 10 UHS-3 V90.

If your microSD card isn't formatted or is formatted with an incompatible file system, you can use your Arlo app to format the microSD card. See [Format a microSD card on page 62](#).

### Insert a microSD card

1. Insert the microSD card into the slot on the bottom of the SmartHub.



2. Press the edge of the microSD card until it's completely seated in the slot.

## View the SD card status

1. Open the Arlo app.
2. Tap **SmartHub/Base Station/Bridge**.
3. Check the SD card icon . When a microSD card is inserted in the SmartHub, this icon is amber .
4. To view more information about the microSD card status, under LOCAL STORAGE, tap **Storage Settings**.  
The SD Card Status displays GOOD or indicates if the SD card needs to be formatted, or is full. The Arlo app also notifies you if this occurs.

## View available SD card storage

The Arlo app notifies you if the SD card is getting full, but you can also view the available storage.

1. Open the Arlo app.
2. Tap **SmartHub/Base Station/Bridge > Storage Settings**.  
The **Available Storage** field displays the amount of storage available on the SD card.

## Turn SD card recording off and on

1. Open the Arlo app.
2. Tap **SmartHub/Base Station/Bridge**
3. Select the SmartHub.
4. Tap **Storage Settings > SD Card Recording**.  
SD card recording toggles off and on.

## Turn local 4K recording off and on

The SmartHub recordings saved onto the SD card are 1080p, but you can change this setting and save 4K recordings onto the SD card.

1. Open the Arlo app.
2. Tap **SmartHub/Base Station/Bridge**

3. Select the SmartHub.
4. Tap **Storage Settings > 4K Video Recording**.  
Local 4K recording toggles off and on.

## Change the SD card overwrite setting

By default, if the SD card fills up, the oldest Arlo recording is erased to make room for new recordings. Files on the SD card that aren't in the Arlo folder aren't deleted to make room for Arlo recordings. You can change the setting so that no Arlo recordings are automatically erased.

1. Open the Arlo app.
2. Tap **Base Station & Bridge > Storage Settings**.
3. Tap **Overwrite Automatically**.  
The overwrite setting toggles off and on.

## Format a microSD card

Your SmartHub accepts micro SD cards, SDHC or SDXC only, file format FAT32. The Arlo app displays a message to let you know if you need to format the SD card. The SmartHub can format the SD card.

1. Open the Arlo app.
2. Tap **SmartHub/Base Station/Bridge > Local Storage**.
3. Tap the red **Format SD Card** button.

## Safely eject an SD card

It's important to safely remove the microSD card from your SmartHub. If you remove an SD card while information is being recorded on it, the SD card might become permanently unusable or the files on the card might be corrupted.

1. Open the Arlo app.
2. Tap **SmartHub/Base Station/Bridge > Local Storage**.
3. Tap **Safely Eject SD Card**.
4. Wait for the Unmounting SD Card progress message to close.
5. Remove the SD card from your SmartHub by pressing in on the edge of the card

until it ejects.

Do not interrupt power to the SmartHub or remove the SD card while unmounting the SD card.

6. The SD card icon changes from amber  to gray  indicating that no microSD card is in the slot.  
Arlo SD card recording is disabled until you insert another SD card.

## View videos on a microSD card

To view Arlo videos saved on a microSD card, you must remove the microSD card from your SmartHub and use a microSD card reader.

The microSD card reader can be part of your computer or a memory card reader with a USB or micro USB connector. If you purchase an SD card reader, make sure that you choose one that can read microSD cards.

1. Safely eject the microSD card.  
For more information, see [Safely eject an SD card on page 62](#).
2. Insert the microSD card into the slot in your card reader.
3. Wait for the microSD card to appear in the list of available drives on your computer, and then open the drive folder to view the files on your microSD card.
4. Open the Arlo folder.  
Recorded videos are saved in this folder in MP4 format. Video files are named according to this system: camera serial number\_video number\_date\_video clip tag. Dates are in the format YYYYMMDD.

**Note:** If you're unable to play MP4 files on your computer, update your media player software to the latest version and try again. You can also download a free universal multimedia player, such as VLC.

## 8. Arlo Connect

### Use Arlo with Amazon Alexa

With the Arlo Skill and Alexa, you can access your Arlo devices using voice commands and view a live camera feed on your Echo Show, Fire TV, or Fire tablet. Alexa can also notify you when motion is detected by your Arlo cameras.

To use the Arlo Skill, you need a connected Ultra Camera and one of these Amazon devices:

- Echo Show
- Echo Spot
- Echo Dot
- Echo, Echo Plus
- Fire tablets (7th generation or newer)
- Fire TV (all generations)
- Fire TV stick (second generation only)
- Fire TV Edition smart TVs

### Enable the Arlo Skill

Make sure that your Ultra Camera is powered on and connected to the cloud.

Enable the Arlo skill in one of these ways:

- Ask Amazon Alexa “Alexa, enable Arlo skill” to receive instructions in your Alexa app to link your Arlo account with your Alexa account.
- In the Alexa app, search for the Arlo Skill and select **Enable Skill** to link your Arlo account with your Alexa account.



## Use the Arlo Skill

After you enable the Arlo Alexa Skill, you can try using these commands:

- "Alexa, show me <camera name>." Start streaming a camera live.
- "Alexa, stop." Stop an activity and return to your device's home screen.
- "Alexa, hide <camera name>." Stop streaming from a camera and return to your device's home screen.
- "Alexa, go home." Return to your device's home screen.
- "Alexa, show the last motion detected by my <camera name>." To use this command, your Arlo subscription must include viewing past video clips for your camera.

## Set up Alexa to notify you when a camera detects motion

You can use either of these methods:

- In the Smart Home section of the Alexa app, turn on Announcements for your Arlo camera.
- Create an Alexa Routine from the Alexa app main menu.

## Add Arlo devices to the Apple Home app

For the best experience, add your Arlo devices to your Arlo account before you add them to the Apple Home app. When you add your SmartHub (model VMB5000) to the Apple Home app, all Arlo devices that are paired to the SmartHub are available in the Home app.

There are two different ways to add your Arlo SmartHub to the Home app, depending on whether your SmartHub has a HomeKit sticker.

### Add a SmartHub with a HomeKit sticker to the Home app

1. Locate the HomeKit setup code.

The code is on a sticker located on the back or the bottom of your Arlo SmartHub.



Sample HomeKit setup code

2. Open the Apple Home app.
3. Tap **+** at the top of the page on the Home tab and then tap **Add Accessory**.  
Your Apple mobile device's camera launches and you're prompted to scan or enter the HomeKit setup code.
4. Scan the HomeKit setup code using your mobile device's camera.  
If you have trouble scanning the code, tap **Don't Have a Code or Can't Scan?** and then enter the code.
5. Tap **Done** on the top right.  
After you add the SmartHub, all Arlo devices that are paired with the SmartHub are available in HomeKit.  
For live video, tap the camera screen shot.

## Add a SmartHub without a HomeKit sticker to the Home app

If your SmartHub does not have a sticker with a HomeKit setup code, use this method.

**Note:** This method doesn't work if your SmartHub has a HomeKit setup code.

To add the SmartHub:

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the SmartHub.
4. Tap **HomeKit**.
5. Select a Home or tap **Add New Home**.
6. Select a Room or tap **Add a New Room**.
7. Tap **Continue** to add cameras or other devices to HomeKit.  
After you add the SmartHub, all Arlo devices that are paired with the SmartHub are available in HomeKit.
8. Follow the onscreen instructions to name each device.  
**Note:** The name that you give each device is used for Siri commands. Choose a unique name that is easy to remember and pronounce.
9. Complete the set up for your devices and then tap **Finish**.

# Add Arlo Ultra to the Google Assistant app

To use your Ultra Camera with Google Assistant, you need:

- A Google Home Hub, a Chromecast device, a TV with Chromecast, or a media player with Chromecast
- The Google Assistant app on your mobile device. This app is included with most Android devices, but you can also download it from the Apple App Store on iOS devices.

To connect your Arlo cameras to the Google Assistant app:

1. If you plan to use a voice-enabled speaker with the Google Assistant, set up that device.
2. Open the Google Assistant app to the home page.
3. Tap the **+** icon.
4. Tap **Set up Device > Have something already set up?**
5. Select the Arlo icon from the list of device options.  
You can search for Arlo or scroll down to find Arlo on the list of devices.
6. Sign in with your Arlo account.  
Your camera is added to Google Assistant.
7. To test your camera, say "Hey Google, show [name of room where camera is placed] on [name of Google device]."
8. To end the stream, say "Hey Google, stop [name of Chromecast device]."

For more information, see Google Assistant Help: Control smart home devices.

## Use Arlo with IFTTT

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

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

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

## 9. FAQs and Troubleshooting

### FAQs

#### **Does Arlo Ultra support 4K resolution output?**

Yes. Your Arlo Ultra can output 3840x2160 resolution at 16x9 aspect ratio. For more information, see *Chapter 4. Image Quality Features* on page 28,

#### **What is High Dynamic Range (HDR)?**

HDR solves the problem with over- or under-exposed images of scenes with both bright and dark areas in the same picture. Arlo Ultra automatically determines when to use HDR. HDR is optimized for outdoor environments.

#### **Is Arlo Ultra backward compatible with my existing Arlo System?**

Yes. Arlo Ultra can connect to an Arlo base station, as well as existing outdoor security mounts. It isn't backward compatible with previous Arlo batteries or previous Arlo charging cables.

#### **Can I use Arlo Ultra indoors and outdoors?**

Yes. Arlo Ultra is outdoor weather-resistant. It is wire-free and doesn't require continuous power. With an additional, outdoor-rated charge cable, you can use Arlo Ultra outdoors.

**Note:** When you eject and expose the inside compartment of the camera, it's no longer weather-resistant.

#### **What is the Auto Zoom and Track feature?**

When Arlo Ultra detects motion, it automatically zooms in and tracks the motion for you. This tracking shows up as curated clips that are stored in the cloud for your easy access and playback. The curated clips in the cloud are 1080p resolution.

#### **What is the minimum upload bandwidth speed required?**

Arlo recommends an average upload bandwidth speed of 3 Mbps per Ultra camera.

# Battery FAQs

## What is the battery life for rechargeable batteries?

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

## How can I extend the camera battery life?

To extend the battery life, follow these tips:

- Check your camera's video quality and battery usage setting. To extend your battery life, select the **Best Battery Life** setting. This setting trades video quality for improved battery life. (See [Verify that the Arlo SmartHub is online on page 74.](#))
- Normal usage is defined as four minutes of viewing or recording per day with the camera in the **Optimized** setting.
- Depending on your specific usage, you might see different results. Also note that a camera's distance from the SmartHub can affect its battery life.

## How can I recharge the camera battery?

Your camera battery comes partially charged. We recommend that you fully charge the battery before using your camera.

You have two options for charging your battery:

- Use the power adapter cable to plug the camera into an electrical outlet.
- Alternatively, you can use the Arlo Dual Charging Station (sold separately), which can recharge two batteries simultaneously.

If you purchase the charging station and a spare battery you can put the spare battery into the camera while you recharge the other. For more information, see [Charge batteries in the Arlo Ultra dual charging station \(sold separately\)](#) on page 10.

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

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

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

Your Arlo Ultra camera is flexible and you can use it in a wide range of environments. Your environment might include elements that affect battery life. In some cases your Arlo Ultra camera may use more battery life than others:

- All Arlo cameras work well in the dark. They use infrared sensors to monitor motion in the dark. These use more battery power than cameras monitoring motion in a well-lit room.
- Arlo Ultra cameras work well when they are as far away as 300 feet from the SmartHub. Cameras positioned farther away from the SmartHub use more battery power than cameras positioned close to the SmartHub.
- Your Arlo camera lets you choose the quality level of the video it records. Cameras set to high-quality video recording use more battery power than cameras set to low-quality video recording.

## Does my WiFi environment affect my Arlo camera battery?

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

# Activity zones and CVR aren't working

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

- Activity zones
- CVR
- Prebuffering

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

If you set up activity zones or CVR on your camera and the zones aren't operating, make sure that your camera is plugged in. As soon as the camera is plugged in, activity zones, CVR, and prebuffering are available again.

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

# 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 39.
- 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 40.
- Geofencing stopped working because the location sharing settings for a mobile device changed. See [Prepare your mobile device for geofencing](#) on page 39.
- 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 52.
  - Set your device as an Enabled Device in Geofencing settings. See [Enable or disable geofencing for friends' mobile devices](#) on page 41.

Still experiencing issues with geofencing? Contact Arlo Customer Support.

## Can't see video streams in a browser

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

Your router might be blocking the ports to which Arlo sends data. To make sure that Arlo can stay connected, you must keep ports 443 and 80 open on your router.

To troubleshoot problems with the video stream, check for the conditions in these sections: [WiFi signal interference](#) on page 72, [Out of range](#) on page 72 and [Low battery](#) on page 72.

## 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 SmartHub and cameras.

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

## Out of range

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

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

## Low battery

A low battery can cause the camera to stream intermittently. It's time to recharge the battery or change it when the battery level is down to two bars on the Arlo app Devices page.

## 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 SmartHub.  
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 can be disabled on iOS and Android devices.

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 can be disabled on iOS and Android devices.

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.

# Arlo Smart Alarm Detection isn't working

Alarm detection notifies you in your Arlo app when a smoke or carbon monoxide (CO) detector's alarm is activated. You need an Arlo Smart subscription to use this feature (see [Arlo Smart Alarm Detection](#) on page 43).

Your camera might not detect an alarm in the following situations:

- Your alarm doesn't emit a T3 or T4 alarm pattern.
- Multiple overlapping alarms occur.
- Echoes occur in the alarm location.
- Another noise is equal to, or louder than, the alarm.

## Verify that the Arlo SmartHub is online

To determine whether your SmartHub is online, check the Internet LED on the front of the SmartHub:

- If the LED is solid blue, the SmartHub is connected to the Internet.
- If the LED is amber, the SmartHub isn't connected to the Internet.

If you are not at the same location as your Arlo SmartHub, log in to your Arlo account:

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

## The SmartHub is offline

If you're not sure whether the SmartHub is offline, see [Verify that the Arlo SmartHub is online on page 74](#).

### 1. Check the Ethernet cable.

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

### 2. Check the power adapter.

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

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

Try an Ethernet-connected device, not a device that is connected using WiFi (you can turn WiFi off on the device to make sure that the device is connecting through the Ethernet cable). Make sure that you can browse the Internet from this device by doing the following:

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

4. Power cycle your SmartHub.

Unplug the power adapter from the outlet, wait one minute, and reconnect the power adapter to the outlet. The SmartHub takes one to two minutes to start.

When the LED lights solid blue, your SmartHub is connected to the Internet. If the LED is amber, continue troubleshooting.

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

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

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

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

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

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

8. Perform a factory reset on your SmartHub.

For more information, see [Reset the Arlo SmartHub to factory settings on page 76](#).

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

- SmartHub serial number.

- User name (email address used to register your Arlo account).
- Internet service provider (ISP) name.
- Internet connection type (DSL, cable, and so on) and speed (Arlo requires at least 1 Mbps upstream).
- Internet router model.
- List of other devices connected directly to your router.
- The last time and place that your SmartHub successfully connected to the Internet.

## Reset the Arlo SmartHub to factory settings

Performing a factory reset returns your SmartHub to the default settings. It also removes the serial number from your Arlo account.

1. Use a straightened paper clip to press and hold the **Reset** button on the back of the SmartHub for about 10 seconds.

When the SmartHub reset completes, the LEDs on the front of the SmartHub blink amber. When the LEDs stop blinking amber, your SmartHub reboots. The SmartHub is removed from your Arlo account.

2. To add the SmartHub and set it up, wait for the LEDs to light solid blue and then open the Arlo app.

3. Tap **New to Arlo?**

4. Follow the setup instructions.

If your Arlo cameras were paired to the SmartHub, you might need to pair the cameras to the SmartHub again.



# 10. Rechargeable Battery Safety

## Safe Handling and usage guidelines for rechargeable batteries

Batteries can EXPLODE, CATCH FIRE, and/or CAUSE BURNS if disassembled, punctured, cut, crushed, short circuited, incinerated, recharged (disposable cells), or exposed to water, fire, or high temperatures.

To ensure optimal safety and performance:

- **Only use Arlo approved batteries.** If you are unsure about whether a replacement battery or charger is compatible, contact Arlo.
- **DO NOT** use this battery for anything other than its intended purpose.
- **DO NOT** use the device if its battery case appears damaged, swollen, or compromised. Examples include, but are not limited to, leaking, odors, dents, corrosion, rust, cracks, swelling, melting, and scratches.
- **DO NOT** disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
- **DO NOT** expose the device to fire or temperatures greater than 60°C (140°F). Do not place the device next to areas which may become hot. Examples include, but are not limited to, on or near a space heater, cooking surface, cooking appliance, iron, radiator, or fireplace.
- **DO NOT** get the battery or device wet. Even though they might dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.
- **DO NOT** place the battery in a pocket, purse, or other receptacle containing metal objects, such as keys, jewelry, or tools.
- **DO NOT** store the battery with hazardous or combustible material. Store in a cool, dry, ventilated area.
- **ALWAYS** keep the battery away from children.
- **DO NOT** load the battery backwards. **MAKE SURE** the battery compartment is empty and free of any moisture or loose debris before inserting the battery.

- **AVOID** dropping the battery or the Arlo device. Dropping it, especially on a hard surface, might cause damage to the battery or the Arlo device. If you suspect damage to the battery or the Arlo device, replace it.
- **ALWAYS** follow the directions in the Quick Start Guide and/or written in the Arlo Product User Manual.
- **ALWAYS** follow local waste & recycling laws & guidelines to dispose of used Arlo batteries.

# Support

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

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# Compliance

For regulatory compliance information including the EU Declaration of Conformity, visit [www.arlo.com/about/regulatory/](http://www.arlo.com/about/regulatory/).

See the regulatory compliance document before connecting the power supply.