Pro 5S
Spotlight Camera

User Manual

- Pro 5 Spotlight Camera
- Pro 5S Spotlight Camera



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1. Get to Know Your Camera

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

Get the Arlo Secure App

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

Download on the App Store

GET IT ON Google Play

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

Meet your Pro 5S Spotlight Camera

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



Pro 5S Spotlight Camera features

- **Arlo SecureLink Technology**. Secure Link technology link to the Arlo SmartHome Security System (sold separately) provides a longer range and lower power consumption than a Wi-Fi connection.
- **2K video with HDR**. Zoom in on objects and see clearer details and colors in 2K HDR.
- **Color night vision**. See what's lurking with color night vision or black and white.
- **Integrated spotlight**. Light up the night and ward off unwelcome guests.
- **Fast and easy wire-free set up**. Magnetic mount makes it easy to install and adjust.
- **160 degree view**. Keep an eye on more of what matters with a wider field of view.
- **2-Way Audio**. Hear and speak to visitors clearly with superior audio quality.
- **Built in smart siren**. Trigger your siren remotely or automatically during an event.
- **Rechargeable battery**. Convenient and long-lasting takes the expense out of security.
- **Extended battery life and low power mode.** Keep watch during unexpected outages.
- **Dual band Wi-Fi.** Connect to either 2.4 GHz or 5 GHz Wi-Fi for seamless connection.

Note: Image verification during a power or Wi-Fi outage requires the Arlo SmartHome Security System, LTE and Battery Backup, and a subscription plan that supports professional monitoring.

Accessories

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

- **SmartHubs and base stations**. You can connect the camera with Wi-Fi to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000. See *Wi-Fi connection options for your camera* on page 19.
- **Additional charging options:**
  - **Solar Panel Charger**. Connect an Arlo Solar Panel charger to your camera and harvest power from the sun to keep your camera battery charged. See *Solar Panel charging* on page 79.
  - **Rechargeable battery**. Keep fully charged spare batteries (sold separately) on hand.
  - **Dual Charging Station**. Quickly charges up to two batteries at the same time. For more information, see *Charge batteries in the Arlo Dual Charging Station (sold separately)* on page 77.
  - **Magnetic charging cable and mount**. Fast charging 8' cable easily snaps into place.

- **Outdoor power cable**. An outdoor weather-resistant cable that powers your camera instead of using batteries.
- **XL Battery & Housing**. Upgrade your Arlo Pro 5S Spotlight Camera with a high-capacity battery.
- **Anti-Theft Mount**. Lockable mount prevents the camera from being rotated and removed.

2. Get Started

Use the Arlo Secure App

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

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

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

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

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

Insert the battery

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

Note: The battery comes partially charged. We recommend that you fully charge the battery before using your camera. See *Charge your camera battery* on page 77.

To insert the battery:

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

   The battery only inserts one way.

   The LED on the camera blinks blue.

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



Check the LED

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

- **Slow blinking blue**. The camera is in the process of pairing with the SmartHub.
- **Fast blinking blue**. The camera paired with the SmartHub.
- **Blinking amber**. The camera is out of range, a connection error occurred during pairing, or the camera battery charge is low (15% or less).
- **Alternating blue and amber**. The camera failed to pair with the SmartHub, or a firmware update is in process, or a reset is in process.

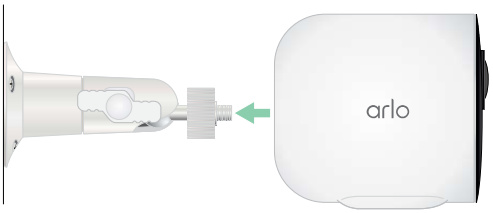
Find a good location for your camera

Select a location for your camera with a clear vantage point to fully optimize the wide field of view. For the best experience, choose a location with a strong Wi-Fi signal. You can check the Wi-Fi signal strength in the Arlo Secure App. For information about Wi-Fi connections, see *Wi-Fi connection options for your camera* on page 19.

Mount your camera to the wall

Your Pro 5S Spotlight Camera comes with standard quarter 20 mount and a screw kit.

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.

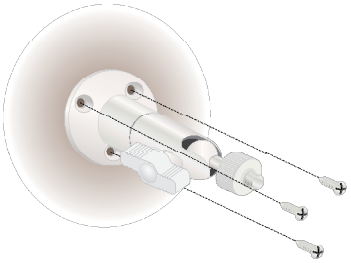


3. Adjust the camera angle.

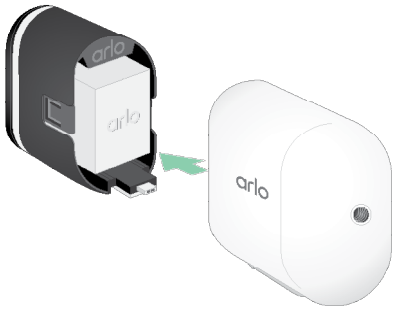


Install an XL rechargeable battery and housing (sold separately)

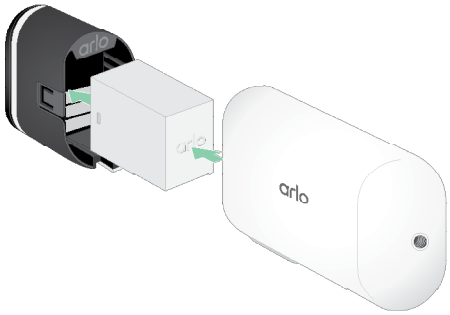
1. Place the outdoor mount and secure it with screws.
   For drywall, use the wall anchors we provide.



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



3. Pull the camera all the way out of the camera housing.
4. Insert the XL Battery into the camera and then slide the camera and battery into the XL Housing.



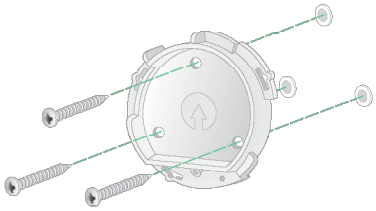
5. Attach the camera to the outdoor mount and swivel to adjust the camera angle.



Install an Anti-Theft Mount (sold separately)

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

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



2. Release the camera from the camera housing.



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

3. Pull the camera all the way out of the camera housing.
4. Insert your camera with its battery into the Anti-Theft Mount housing.
5. To attach the housing to the wall plate:
   - Align the small screw on the mount and the dot on the wall plate.
   - Turn the housing clockwise, until it clicks in place.
   - Use the security key to tighten the small screw.

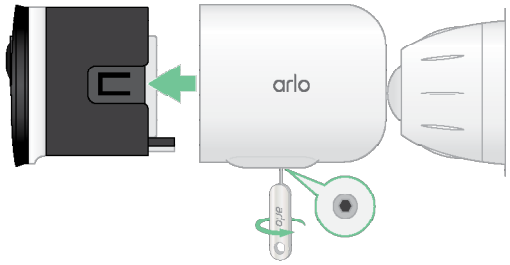


Note: The security key came in the package with your Anti-Theft Mount.

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



Note: To release your camera from the housing, insert the security key in the security keyhole and turn the key clockwise.



Check your camera's field of view

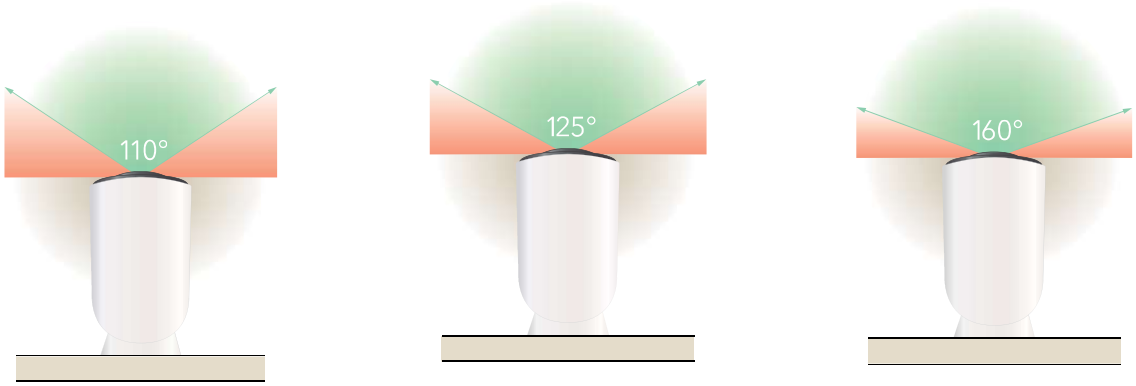
The field of view is the area in which the camera can detect motion. You can set the field of view to Full (110 degrees), Wide (125 degrees), or Super Wide (160 degrees).



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

Change the field of view

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

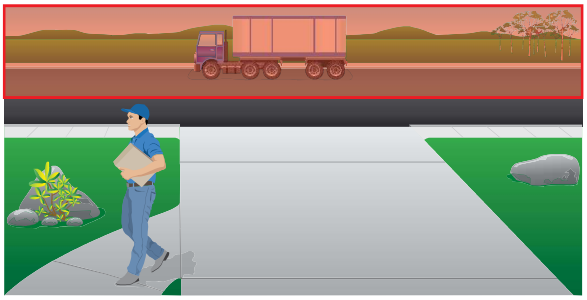


1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select the camera.

4. Tap **Video Settings > Video Mode**.
5. Tap a field of view to automatically apply it to your camera.

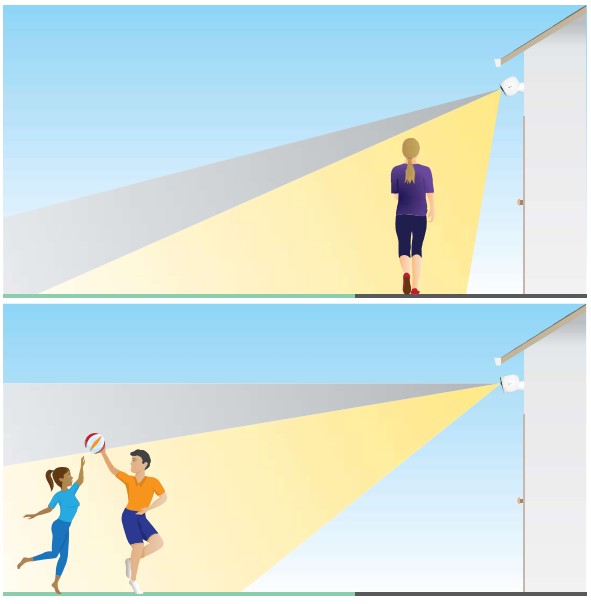
Position your camera to detect motion in specific areas

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



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

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.

To position your camera:

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select the camera.
4. Tap **Device Utilities > Camera Positioning**.
   The camera starts streaming video. The signal strength bar indicates the Wi-Fi signal that your camera is receiving at its current location.

Test motion detection

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

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select your camera.
4. Tap **Device Utilities > Motion Detection Test**.
5. Move in front of the camera.
   During this test, the LED blinks amber when motion is detected.
6. Move the slider to adjust the motion sensitivity level as needed.
   This motion sensitivity setting is used during the motion detection test. It is not automatically applied to the camera rules used by modes to arm your camera. When you are satisfied with a particular motion sensitivity level in the test, note the setting so that you can add it to your rules.
7. Edit the rule for your camera to enter the motion sensitivity level that you want to use. See *Change motion sensitivity* on page 40.

Arm your camera

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

- Arm or disarm all your Arlo cameras and devices. See *Arm or disarm all your Arlo devices* on page 38.
- Select a mode such as Armed, Disarmed, Schedule, or Geofencing. See *Select a mode* on page 39.

HEVC 2K playback-supported devices

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

- Run iOS 9.0 or higher (Apple devices)
- Run Android 5.0 or higher (Android devices)
- Have the latest version of the Arlo Secure App (for mobile)
- 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.

Lower Power Mode

Lower Power Mode is a feature that allows your Arlo device to extend its battery life by automatically activating at a certain battery level.

- When motion is detected and your camera is triggered to record, your camera will take a snapshot of the motion.
- You will receive a push notification about the snapshot and it'll also be saved in your Feed.
- If motion continues after the snapshot is received, your camera will take additional snapshots. The camera will wait at least ten (10) seconds between snapshots.
- You can still view your camera's live stream by tapping on the push notification or from within the Arlo Secure app.
- If your Arlo Pro 5S Spotlight Camera is connected to an Arlo Home Security System with SecureLink, the camera will only communicate using the SecureLink connection, to save additional power.

To enable Low Power Mode on your device automatically:

1. Open the Arlo Secure app.
2. Tap **Devices**.
3. Tap the Menu icon • • •.
4. Click **Power Management**.
5. Slide the toggle for **Auto Low Power Mode** to the right (on) or left (off).
6. Move the slider left or right to increase or decrease the **Low Power Mode Threshold**.

   Note: Your camera will switch to Low Power Mode when the battery drops below the set threshold to extend your camera's battery life. When the battery recharges to 10% above your set threshold, the camera will switch back into its previous Power Mode. When you disable the Auto Low Power Mode, the threshold will disappear.

To enable Low Power Mode on your device (manually):

1. Open the Arlo Secure app.
2. Tap **Devices**.
3. Tap the Menu icon • • •.
4. Click **Power Management**.
5. Tap on **Power Mode**.
6. Select **Low Power Mode**.

3. Wi-Fi Setup and Connections

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

Wi-Fi connection options for your camera

When you install your camera you will be guided to connect it directly to your router's 2.4GHz Wi-Fi Band, or you can connect the camera with Wi-Fi to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000. After camera is set up, you will have the option to set up a 5 GHz Wi-Fi connection.

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

- 2K local streaming and 2K local recording
- Auto Zoom and Tracking
- CVR (with a subscription)
- Use local storage on an SD card in a VMB5000 SmartHub or on a USB storage device connected to the SmartHub VMB4540 or base station VMB4500 or VMB4000.
- Use remote access for SmartHubs VMB5000 and VMB4540.

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

Tips for optimal Wi-Fi performance

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

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

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

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

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

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

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

Find your Wi-Fi network name and password

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

- Look on your Wi-Fi router label.

  Many routers have a label that shows the Wi-Fi network name, which is also called an SSID. Your 2.4 GHz network name might have a 2, 2.4, or 2G at the end. Your 5 GHz network

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

- If your Wi-Fi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz, ask your internet service provider (ISP) or the person who set up your Wi-Fi router.
- If you have a mesh Wi-Fi network, it uses only one Wi-Fi network name for both Wi-Fi bands. The camera finds and connects to the 2.4 GHz Wi-Fi band. As long as you connect your phone to the same mesh network, Arlo can discover the camera.

Connect your camera to 5 GHz:

1. Launch the Arlo Secure app.
2. Tap **Devices**.
3. Select the name of your Arlo device.
4. Tap **Connected to**, directly below the Device On switch.
5. Tap **Change Network** at the bottom of the screen.
6. Follow the in-app instructions for your specific device or continue to the next step.
7. Go to your phone settings and make sure you are connected to a 2.4 GHz WiFi network.
8. Return to the Arlo Secure app.
9. Tap **Continue** to allow Arlo to find the same 2.4 GHz network your phone is connected to.
10. Enter your Wi-Fi SSID and Password.
11. Press the **Sync** button on your device.
12. When the LED on the front of the Arlo device is flashing, tap Continue.
13. Hold the QR code in front of your Arlo device and tap **Continue** when you hear a chime sound.
14. After Arlo discovers your device and displays a successful connection message, tap **Finish**.

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

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

   Note: Wi-Fi is activated when the switch is green.
4. Select the Wi-Fi network.
5. If prompted, enter the password for the network.

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

Connect your Android device to a Wi-Fi network

1. Unlock your device and tap **Settings**.
2. Tap **Network & internet > Wi-Fi**.
3. Turn on Wi-Fi by tapping **Use Wi-Fi** at the top.
4. Select the Wi-Fi network.
5. If prompted, enter the password for the network.

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

Set up an Arlo SecureLink connection between the Pro 5S Spotlight Camera and a Keypad Sensor Hub

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

The Arlo Pro 5S Spotlight will also operate even if the Wi-Fi is down or during power outage if it is paired to a Arlo Keypad Sensor Hub equipped with a Cellular and Battery Backup.

Note: Your Pro 5S Spotlight Camera cannot connect to both Arlo SmartHub or Base Station and a Keypad Hub at the same time. To change your Pro 5S Spotlight Camera connection from a SmartHub or Base Station to a Keypad Sensor Hub, you need to first connect the Pro

5S Spotlight Camera it directly to your router's Wi-Fi, and then pair the camera to the Keypad Sensor Hub.

To pair the Pro 5S Spotlight Camera to the Keypad Sensor Hub:

1. Open the Arlo Secure App.
1. Tap **Add Device**. Follow the instructions to set up your Arlo SmartHome Security System.
2. Tap **Add Device** again. Follow the instructions to set up your Arlo Pro 5S Spotlight Camera with a Wi-Fi connection to your router.

   The Arlo Secure App discovers that both devices are in the same location and asks if you want to use Arlo SecureLink connectivity.
3. Tap **Pair Now**.

   The Arlo Secure App pairs the Pro 5S Spotlight Camera to the Keypad Sensor Hub. The Arlo Secure App Devices page displays the Arlo SecureLink connection icon.

To manually pair the Pro5S 2K Camera and the Keypad Sensor Hub:

1. Launch the Arlo Secure app.
2. Tap **Devices**.
3. Tap • • • .
4. Tap Gear icon on the Arlo Pro 5S Spotlight Camera.
5. Tap **Connected To**.
6. Tap **SecureLink Connection**.
7. Tap **Pair Now**.
8. Follow the steps in the Arlo Secure app to complete the setup.

To unpair the Pro 5S Spotlight Camera and Keypad Sensor Hub:

1. Launch the Arlo Secure app.
2. Tap **Devices**.
3. Tap • • • .
4. Tap Gear icon on the Arlo Pro 5S Spotlight Camera.
5. Tap on **SecureLink Connection**.
6. Tap **Unpair Device**.

Connect an optional Arlo SmartHub

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

Connect a SmartHub



SmartHub VMB5000

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

1. Connect the SmartHub to your router with an Ethernet cable.
2. Connect the AC adapter to the SmartHub and plug it in.
   The LED on the front of the SmartHub lights.

The SmartHub LED

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



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

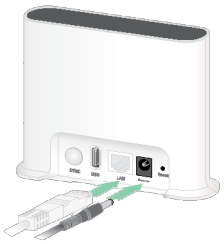
- **Solid blue**. The SmartHub is connected to the internet.
- **Slow blinking blue**. The SmartHub is ready to sync and pair with a camera or is connecting with a camera.
- **Fast blinking blue**. The SmartHub paired with a camera.
- **Solid amber**. An error occurred or something is wrong with the connection.
- **Slow blinking amber**. The SmartHub can’t connect to the camera. The camera can’t be found, is out of range, or another connection error occurred.
- **Alternating blue and amber**. A firmware update or a reset is in progress.

Connect an optional Arlo Base Station with Siren

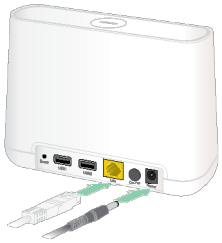
You can connect your camera directly to your home router's Wi-Fi network, or you can connect your camera to an Arlo SmartHub or Base Station with siren. Your camera is compatible with Base Station with Siren models VMB4500 and VMB4000. The base station uses an Ethernet cable to connect to your router.

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

1. Connect the base station to your router with an Ethernet cable.
2. Connect the AC adapter to the base station and plug it in.
   The LED on the front of the base station lights.



Base station with siren VMB4500



Base station with siren VMB4000

Base Station LED (VMB4500)

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



The LED lights as follows:

- **Solid blue**. The base station is connected to the internet and to an Arlo device.
- **Slow blinking blue**. The base station is ready to sync with an Arlo device.
- **Fast blinking blue**. The base station is syncing with an Arlo device.
- **Solid amber**. The base station is booting.
- **Slow blinking amber**. The base station can't connect to the Arlo device. The device can't be found, is out of range, or another connection error occurred.
- **Alternating blue and amber**. A firmware update or a reset is in progress.

Base Station LEDs (VMB4000)

This base station has three LEDs located on the front.



The LEDs light as described in this table.

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

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

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

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

1. Open the Arlo Secure App.
2. Add the SmartHub or base station to the same Arlo account that your camera was originally connected to.
   If you're using a trial Arlo subscription associated with this account, doing this keeps the trial active so you don't lose it.
3. Follow the Arlo Secure App instructions to set up your SmartHub or base station and connect it to the internet.
4. Tap **Devices**.
5. Select your camera.
6. Scroll down and tap **Remove Device**.
   Your device is reset and removed from your account.
7. From My Devices, tap **Add New Device**.
8. Follow the Arlo Secure App instructions to add the camera.
9. When the Arlo Secure App detects your SmartHub or base station, follow the instructions to connect your camera to your SmartHub or base station.

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

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

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

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

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

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

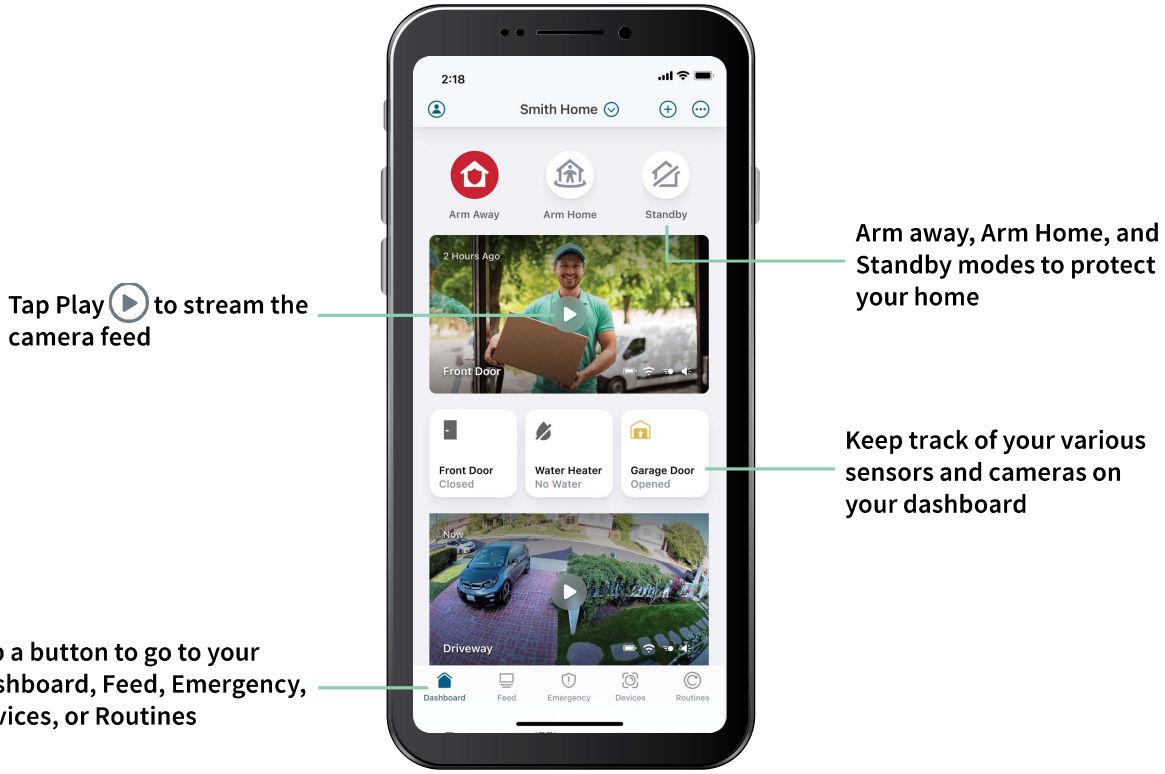
2. Make sure that your mobile device is connected to your router's Wi-Fi network.
3. Tap **Devices**.
4. Select your camera.
5. Scroll down and tap **Remove Device**.

   Your device is reset and removed from your account.

6. From My Devices, tap **Add New Device**.
7. If Arlo detects a SmartHub or base station, tap **Connect without SmartHub** or **Connect without a Base Station**.
8. Follow the Arlo Secure App instructions to connect your camera directly to a Wi-Fi network.

4. Use Your Pro 5S Spotlight Camera

When you open the Arlo Secure 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
	Wi-Fi signal from your Wi-Fi router, SmartHub, or base station		Mute the audio
	Audio detection is on		Talk and Listen
	Motion detection is on		Record video manually
	View or change the camera settings		Turn the camera spotlight on and off.

Turn the camera spotlight on and off manually

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

1. Open the Arlo Secure App.
2. Tap the camera feed.
3. Tap **Spotlight**.
4. To adjust the brightness, tap and hold the icon and adjust the slider.
5. To turn off the spotlight, tap **Spotlight**.

For information about how to customize the spotlight settings, see *Change the Low Light settings for your camera* on page 60.

View your camera feeds

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

Pan and zoom your video feed

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

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

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

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

This feature is available if you pair your camera to an optional Arlo SmartHub or base station (sold separately). You can live stream in 2K resolution from your camera in the Arlo Secure App on a mobile device that's on the same local network as the SmartHub or base station. If you enabled local 2K live streaming in your video settings, tap **Play** on the camera stream in the Arlo Secure App.

To enable Local 2K Live Streaming:

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

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

Foresight

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

To record and view video with foresight:

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

Record clips from live video

1. Open the Arlo Secure App.
2. Tap the camera feed image.
3. Tap **Record** to begin recording.
   This icon turns red to indicate that you are recording the live feed.
4. To stop recording, tap **Record** again.

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

Take a snapshot from live video

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select camera.
4. Tap **Snapshot**.
   The snapshot is saved in your library.

CVR with an optional Arlo SmartHub or base station

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

Customize your camera feed image

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

Change the camera order

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap **Edit > Select Filter Type**.
4. Select on or off for each FIlter Type or Deselect/Select All.
5. Tap **Save**.

Rotate a camera feed image 180 degrees

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select the camera.
4. Tap **Video Settings**.
5. Rotate the image.
   If you're using an iOS device, tap **Rotate Image 180°**.
   If you're using an Android device, tap the slider to OFF and then rotate the image.

Motion detection activity zones

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

Add an activity zone

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select the camera.
4. Tap **Video Settings > Activity Zones.**
5. Tap **+**.
   An activity zone box displays in the camera feed image.
6. Move the zone to the desired position in the camera feed image.
7. To reposition the zone, tap and hold the zone and move it.

8. To customize the zone name, tap **Edit** and enter a name.
   If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

Change an activity zone

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

Delete an activity zone

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

2-Way Audio

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

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap the microhone icon .
4. The first time you use 2-Way Audio, allow Arlo to use your phone's microphone.
5. Tap the microphone button.
   2-Way Audio is activated.
   A **Tap to mute** microphone button displays below the camera feed. This button toggles mute on and off.
6. To turn off 2-Way Audio, tap the **x** on the upper-left corner of the page.

Turn the camera siren on and off manually

1. Open the Arlo Secure App.
2. Tap **Emergency**.
3. Tap **Activate Siren**.
   If you have multiple cameras, you are prompted to select one.
4. Swipe the siren icon to the right.
   The camera siren turns on.
5. To turn off the siren, tap the slider at the top of the Devices page.

View recordings and snapshots

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

Access cloud recordings

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

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

Use the Library

You can use the library to find and view recordings based on the date.

1. Open the Arlo Secure App.
2. Tap **Feed > Tap Calendar**.
3. Select a date.

Use the filter

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

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap Edit  in the upper right corner of the page.
4. Tap **Filter Type**
5. Select or Deselect each Filter Type or Deselect/Select All.
6. Tap **Done**.

Turn off the filter

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap **Edit**  in the upper right corner of the page.
4. Tap **Reset**.
5. Tap **Done**.

Download recordings

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap a recording.
4. Tap **Edit** in the upper right corner of the page.
5. Tap **Download**.
6. Tap **OK** to confirm.

Make a recording a favorite

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap **Edit** in the upper right corner of the page.
4. Tap **Favorite**.

Share recordings

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap **Edit** in the upper right corner of the page.
4. Tap **Share**.
5. Share the file.

Donate recordings for research

You can donate video or snapshot files to Arlo to use for research and development of Arlo products.

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap a recording.
4. Tap **Edit** in the upper right corner of the page.

5. Tap **Donate**.
6. Tap **OK** to confirm.

Delete recordings

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap a recording.
4. Tap **Edit** in the upper right corner of the page.
5. Tap **Delete**.
6. Tap **OK** to confirm.

5. Modes, Rules, and Alerts

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

Arm or disarm all your Arlo devices

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. **Modes**.
4. Tap **Arm All Devices** or **Disarm All Devices**.

Modes

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

You can create your own modes, but the Arlo Secure App comes with these modes:

- **Arm away**. Detection is on for this camera.
- **Arm Home**. Detection is off for this camera.
- **Standby**. Manage detection based on a schedule.

You can customize the Armed and Schedule modes and you can add new modes. You might want to create a mode in which some cameras are active but others aren't. For example, when you're sleeping, you might want to arm your outdoor camera and disarm your indoor camera. You can create different modes for the same camera, but the camera can only use one mode at a time.

Select a mode

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

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Tap **Mode**.
4. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.
5. Tap a mode to activate it.
   The mode that you selected turns on immediately. The mode stays active until you change it.

Mute Notifications

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

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

To mute notifications:

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

To unmute notifications

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

Rules for modes

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

- **Trigger device**. The trigger device is the camera that detects motion or sound. You can adjust the motion and sound sensitivity to minimize false alarms.
- **Action device**. The action device responds to motion or sound detection on the trigger device. For example, you might want your backyard camera or your driveway camera to trigger your door camera to start recording video. You decide what action each camera takes when motion or sound is detected.
- **Notifications**. When a trigger is detected, the Arlo can send you push notifications, email alerts, or both. You can also send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

Change motion sensitivity

You can edit a rule to change the motion sensitivity level for your cameras.

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
4. Tap the Gear icon .
5. Select **Motion > Motion Detection Sensitivity**.
6. Under **I**f the following, tap **Edit** next to **Motion is detected**.
7. Move the slider to adjust the sensitivity level for motion detection for this camera.
   If you used a mobile device to specify the settings, your settings are saved.
8. If you used a browser to specify the settings, click **Save**.

Automatically stop recording when motion stops

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Tap **Mode**.
4. Tap the SmartHub.
5. Tap **Edit** next to the mode.

6. Under Then do the following, tap **Edit** next to Record video.
7. Select **Record until activity stops (up to 300 sec)**.

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

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

Note: You can manually turn the spotlight on and off at any time by selecting your camera and tapping Spotlight. See *Turn the camera spotlight on and off manually* on page 31.

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

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Tap the camera.
4. Tap **Video Settings > Low Light Settings**.
5. Tap **Spotlight** to toggle the setting off and on.

Change audio sensitivity

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Tap **Mode**.
4. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.
5. Tap **Edit** next to the mode.
6. Under **I**f the following, tap **Edit** next to **Audio is detected**.

7. Move the slider to the desired level of audio detection.
   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**.

Use a routine to activate the camera's siren

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Select **Automations**.
4. Tap **Add an Automation** or Plus icon **+** on the top right corner.
5. Add Schedule.
6. Add Action
7. Tap **Activate Siren**.
8. Specify the Siren Duration and the Siren Loudness.

Add a rule with an optional base station siren trigger

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

To add a rule with a base station siren trigger:

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Tap **Mode**.
4. Tap the camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.
5. Tap **Edit** next to the mode.
6. Under Rules, select the camera.
7. Select the **Turn Siren On** check box.

8. Tap **Sound Alarm**.
9. Move the sliders to the desired level for Siren Duration and Siren Loudness.
10. Tap **Edit** next to the rule.
11. Tap **Done**.

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

Manage alerts

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

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

1. Open the Arlo Secure App.
2. Tap your **Profile** on the top left corner.
3. Select **Notifications**.
4. Select device location.
5. Select the duration of time to turn off notification.

   Note: The Disarmed mode does not send alerts.

6. Under Alert, tap **Push Notification** to turn alerts on and off for your mobile device.
7. Under Alert, tap **Email Alerts** to turn email notifications on and off.
8. To specify an email address, tap **Edit** next to Email Alerts and enter the email address.

For information about Arlo Secure Alarm Detection, see *Detect audio alarms with your camera* on page 45.

Schedule when your camera is armed

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

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

To schedule when your camera is armed:

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Select **Arm Away**, **Arm Home**, or **Standby**.
4. Select device location
5. Select the amount of time to turn off notifications.

Edit a schedule

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Select **Automations**.
4. Select **Edit** on the top right corner of the screen.
5. Select **Device** > Select a rule from the list.
6. Tap on the **Delete Button** or select schedule to Edit.

Custom modes

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

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

Add a mode

1. Open the Arlo Secure App.
2. Tap **Mode**.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.

4. Tap **Add a Mode**.
5. Enter the mode name and tap **Next**.
6. Select the trigger device and tap **Next**.
   This is the camera that detects motion and/or sound.
7. Enter the trigger device settings for the **When motion is detected** and **When audio is detected** sections and then tap **Next**.
8. Use the slider to set the motion sensitivity for the trigger device and tap **Next**.
   Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.
9. Set the audio sensitivity for the trigger device and tap **Next**.
10. Select an action device and tap **Next**.
    This is the Arlo device that performs an action when the trigger device detects motion or sound. You can select the same Arlo device you're using as a trigger or a different Arlo device.
11. Select an action and tap **Next**.
    You can select **Record video**,**Turn alarm ON**, or **Do nothing**.
    If you're using a computer web browser, you can also specify the recording time setting.
12. Select the notifications for Arlo to send when motion or audio is detected and then tap **Next**.
13. Review your settings and tap **Save**.

Detect audio alarms with your camera

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

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

Compatible alarms

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

- Smoke detectors with industry-standard T3 alarms (three intermittent beeps, followed by a period of silence).
- Carbon monoxide (CO) detectors with industry-standard T4 alarms (four intermittent beeps, followed by a period of silence).

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

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

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

- Kidde i9050
- USI5304
- First Alert 0827
- First Alert P1210
- First Alert SCO5

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

Prepare a location to test your alarm compatibility

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

- Your smoke and carbon monoxide detectors can emit a continuous T3 or T4 pattern for 30 seconds during the test. If you're not sure if the test button on your alarm can do this, check the instructions that came with your alarm or search online for product information.
- The alarm location doesn't generate echoes and doesn't have sounds that are louder than the alarm.
- There won't be motion in your camera's field of view while you conduct the alarm test. If the camera detects motion during the test, it might not be clear whether the camera also detected the alarm.

Test your alarm for compatibility with Alarm Detection

1. During the test, place your camera within two feet of your alarm.

   After a successful compatibility test, you can move your camera to a different location and test the Alarm Detection range.

2. Open the Arlo Secure App.

3. Make sure that your camera is in Armed mode or another mode in which it can detect sound and motion.
4. Tap **Settings > Smart Notifications**.
5. Select a camera.
6. In the Audio Alerts section, select **Smoke/CO Alarm** and make sure that **Other Audio** is turned off.
7. Close the Arlo Secure App, but don't log out.
8. Use the test button on your smoke or carbon monoxide detector to activate the alarm for 30 seconds.
   Compatible alarms sound continuously for 20 seconds in one of these patterns:
   - Smoke detectors with industry-standard T3 alarms emit three intermittent beeps, followed by a period of silence.
   - Carbon monoxide (CO) detectors with industry-standard T4 alarms emit four intermittent beeps, followed by a period of silence.

Alarm Detection test results

The following sections explain the test results.

Alarm Detection is working

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

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

Arlo recorded a video but didn't notify you

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

You might not be notified for these reasons:

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

- Your alarm is not compatible with the Alarm Detection feature.

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

Arlo didn't notify you or record a video

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

Test the Alarm Detection range

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

1. Place your Pro 5S Spotlight Camera in the desired location.
2. Open the Arlo Secure App.
3. Make sure that your camera is in Armed mode or another mode in which it can detect sound and motion.
4. Make sure that you selected **Smoke/CO Alarm** in the Audio Alerts setting for your camera and that **Other Audio** is turned off.
5. Close the Arlo Secure App, but don't log out.
6. Use the test button on your smoke or carbon monoxide detector to activate the alarm for 30 seconds.
7. After a successful test, aim the camera toward the area of highest interest so that you can view the relevant videos when you get a notification.

Turn off audio detection

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

1. Open the Arlo Secure App.
2. Tap **Settings > Smart Notifications**.
3. Select a camera.
4. **I**n the Audio Alerts section, deselect the slider next to **Smoke/CO Alarm** and **All Other Audio settings**.
5. Return to Settings.

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

Turn off push notifications after using audio detection

Push notifications must be turned on when you're using Arlo Secure audio detection. After you turn off audio detection and audio alerts, you can edit rules to turn off push notifications. (See *Turn off audio detection* on page 48)

To turn off push notifications:

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Tap **Mode**.
4. Select your camera or your optional Arlo SmartHub or base station, if you use one.
   A list of modes displays.
5. Tap **Edit** next to the mode.
6. Tap **Edit** next to the rule.
7. Tap **Push Notifications** to turn it off and on.

6. Access Your Arlo Account

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

Two-step verification

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

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

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

How two-step verification works

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

Trusted device push notifications

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

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

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

SMS text message

When someone attempts to log in to your Arlo account, Arlo sends a text message to the phone number that you verified for two-step verification. Enter the security code from the text message to complete the log in.

Email

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

Set up two-step verification

1. Make sure you can log in to the email that you're using for your Arlo account.
   Email is your backup two-step verification option.
2. Open the Arlo Secure App.
3. Tap **Profile > Login Settings > Two-Step Verification**.
4. Tap the switch next to **Enable**.
5. Select your verification method.
6. Follow the Arlo Secure App instructions to complete your two-step verification setup.

Add a phone number or device to two-step verification

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

Remove a phone number or device from two-step verification

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **Login Settings > Two-Step Verification**.

4. Tap the trashcan icon next to a phone number or trusted device.

Use face or fingerprint authentication

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

Your device must meet the following minimum requirements:

- Apple devices:

  iOS version 10.3 or higher

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

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

  Android OS version 6.0 or higher

  A compatible Android device with fingerprint authentication

Turn fingerprint authentication on and off for the Arlo Secure App

1. Enable fingerprint authentication on your iPhone or Android device.
2. Open the Arlo Secure App.
3. Tap **Profile**.
4. Select **Login Settings**.
5. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

Turn face authentication on and off for the Arlo Secure App

1. Enable Face ID authentication on your iPhone.
2. Open the Arlo Secure App.
3. Tap **Profile**.
4. Select **Login Settings**.
5. Slide the toggle Face ID to the right (on) or left (off).

Customize your profile

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

Add a profile picture

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **Edit Profile**.
4. Tap the profile picture at the top of the page.
5. Select **Take Photo** or **Choose from Library**.

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

Edit profile settings

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

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **Edit Profile**.
4. Enter your profile settings.
5. Tap **Save** at the bottom of the page.

Change your Arlo password

You can change your password in the Arlo Secure App.

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **Login Settings**.

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

Reset a forgotten password

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

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

Grant access to friends

You can add friends to your Arlo account. Friends can view live streams from your cameras; record video clips; view, share, mark as favorite, and delete clips from your library; and take snapshots. Friends are granted limited access to some of the settings and features of your Arlo account. You can select which cameras friends can see and what administrative rights are available to them.

Friends without access rights can:

- Play and view library content.
- View live footage.
- Zoom and drag video footage.
- Control brightness.
- Enter full-screen view.

Friends who are granted access rights can also:

- Play and pause video footage.
- Record video footage.
- Mute the speaker.
- Access and change modes.
- View motion detection statuses.
- Manually record.
- Take snapshots.
- Mark as a favorite, share, download, and delete video footage.
- Use a camera's microphone.

Add a friend

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **People > Grant Access**.
4. Tap **Add** or **+**.
5. Enter your friend's first name, last name, and email address.
6. Tap the Arlo devices that you want your friend to access.
7. To grant access rights to your friend, tap **Allow Access Rights**.
   Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
8. Tap **Send Invite**.
   An email message is sent inviting your friend to create an Arlo account. This friend's name is displayed with the status Pending. When the friend accepts your invitation, the status changes to Accepted.

Edit a friend's access privileges

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **People > Grant Access**.
   A list of your friends displays with the status of their accounts.
4. Tap the friend, and tap **Edit** .

5. Tap cameras to select or deselect them.
6. Tap **Allow Access Rights**.
   Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
7. Tap **Done**.

Delete a friend

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **People > Grant Access**.
4. Select the friend, and tap **Edit** .
5. Tap **Delete Friend**.
6. Tap **Yes**.

7. Change Your Settings

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

Camera settings

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

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

Change the camera name

1. Open the Arlo Secure App.
2. Tap **Devices** and select the camera.
3. Tap **Edit** on the top right corner of the screen.
4. Tap **Settings** next to the camera. 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.
5. Tap **Save**.

Turn off the camera LED

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

1. Open the Arlo Secure App.
2. Tap **Devices** and select the camera.
3. Tap **Edit** on the top right corner of the screen.
4. Tap **Settings** next to the camera.
5. Tap **Camera LED**.

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

Change the time zone

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **Home > Time Zone**.
4. Tap a time zone.
   If you're using a mobile device, your settings are saved.
5. If you're using a computer, click **Save**.

Video Settings

Enable or Disable Auto HDR

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

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

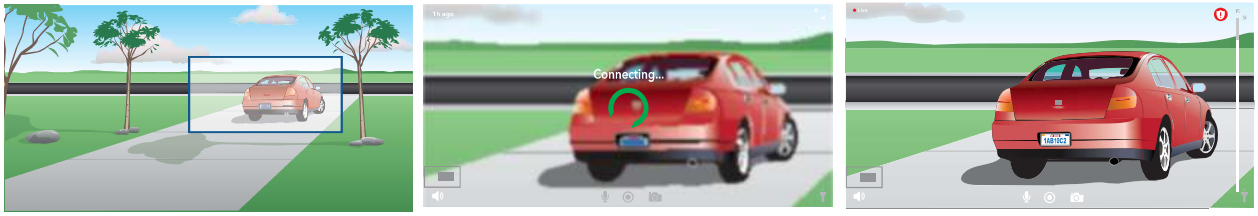
To change the Auto HDR setting:

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings**.
6. Tap **Auto HDR**.
   If you're using an Android device, tap the slider.

Auto Zoom and Tracking

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

When your camera detects motion, cloud motion recording is triggered. When Auto Zoom and Tracking is on, your camera zooms in on the object and tracks its movement while the motion is within its field of view.



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

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

To turn on Auto Zoom and Tracking:

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings**.
6. Tap **Auto Zoom and Track**.

Change the video quality and battery usage

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

1. Open the Arlo Secure App.
2. Tap **Devices**.

3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings > Power Management**.
6. Tap to select **Best Video**, **Optimized**, or **Best Battery Life**.

Turn enhanced color night vision off and on

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings > Low Light Settings**.
6. Tap **Color**.
   The Color setting toggles on and off.

Turn night vision on and off

When night vision is enabled, the camera automatically turns on infrared (**IR**) LEDs to record in low-light conditions. We recommend that you turn off night vision if the camera is facing reflective surfaces, such as windows.

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings > Low Light Settings**.
6. Tap **Night Vision**.
7. **I**f you're using an Android device, tap the slider.

Change the Low Light settings for your camera

Your Pro 5S Spotlight Camera's 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 video in color at night rather than in traditional black and white. You can turn the spotlight on and off and you can adjust the spotlight behavior and brightness.

Note: You can manually turn the spotlight on and off at any time from the camera feed by tapping **Spotlight** . You can also use the Low Light settings to control whether the spotlight comes on automatically when your camera detects motion at night.

To change the low light settings for the spotlight:

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings > Low Light Settings**.
6. Adjust the settings to customize your spotlight:
   - **Spotlight**. Toggle the spotlight on and off. When the Spotlight setting is set to the On position, the spotlight automatically turns on when your Arlo camera detects motion at night.
   - **Color**. Toggle color video recording at night on and off.
   - **Behavior**. Select the spotlight behavior that you prefer: **Constant**, **Flash**, or **Pulsate**.
   - **Brightness**. Use the slider to adjust the brightness level
   - **Night Vision**. Toggle Night Vision on and off.

Change the video mode to select the field of view

The video mode controls the field of view setting for the camera. The field of view is the area that the camera sees. You can set the video mode for your camera to Full (110 degrees), Wide (125 degrees), or Super Wide (160 degrees).

To change the video mode:

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings > Video Mode**.
6. Tap a field of view to apply it to your camera.

Change the 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 Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings** > **Audio Settings**.
6. Adjust the settings:
   - **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.

Adjust the flicker setting

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

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings** > **Flicker Adjustment**.
6. Tap a setting.

Restart the camera from the Arlo Secure App

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.

5. Tap **Video Settings**.
6. Scroll down to the bottom of the page and tap **Restart**.

View device information

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

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings**.
6. Tap **Device Info**.

Remove a device from your account

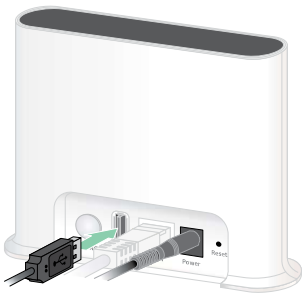
1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select **Edit**.
4. Select **Settings** on the top right corner of the camera.
5. Tap **Video Settings**.
6. Scroll down and tap **Remove Device**.

8. SmartHub or Base Station USB Storage

The Arlo SmartHub VMB4540 and Base Station with Siren VMB4500 and VMB4000 include one or two USB ports on the rear panel. If you use your camera with a SmartHub or base station you can use this feature.



SmartHub VMB4540



Base station VMB4500



Base station VMB4000

You can connect a USB storage device to the USB port and store your Arlo recordings both in the cloud and on the USB device.

If the SmartHub or Base Station with Siren isn't connected to the internet, recordings continue to be saved on your USB storage device. If you're using an active live stream connection between a Pro 5S Spotlight Camera and a SmartHub, you can record to a USB storage device in 1080p. For 2K Local Live Stream from a Pro 5S Spotlight Camera, the SmartHub automatically records to a USB storage device if one is connected.

Your Arlo Secure App notifies you when the connected USB storage device is low on storage space or is full.

USB storage device format

The SmartHub supports these file formats for local storage:

- FAT16
- FAT32
- ExFAT
- ext2FAT
- ext3FAT
- ext4FAT
- HFS+

The minimum USB drive size is 16 GB and the maximum-size drive that those file systems support is 2 TB. The SmartHub supports USB 2.0-compatible devices. Not all HDDs are compatible with the SmartHub. If you're not sure, consult the manufacturer of the HDD.

View the USB storage device status

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge**.
3. Check the color of the USB icon :
   - **Gray**. No USB device is connected.
   - **Black**. A USB device is connected to the SmartHub.
   - **Amber**. The SmartHub is recording onto the USB device.
4. To view more information about the USB device status, under LOCAL STORAGE, tap **Storage Settings**.
   The USB status displays GOOD or indicates if the USB device needs to be formatted, or is full. The Arlo Secure App also notifies you if this occurs.

View available USB device storage

The Arlo Secure App notifies you if the USB device is getting full, but you can also view the available storage.

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge > Storage Settings**.
   The **Available Storage** field displays the amount of storage available on the USB device.

Turn USB recording off and on

1. Open the Arlo Secure App.
2. Tap **SmartHub/Base Station/Bridge**
3. Select the SmartHub.
4. Tap **Storage Settings > USB Device Recording**.

Turn local 2K recording off and on

The SmartHub and base station recordings saved onto the USB device are 1080p, but you can change this setting and save Pro 5S Spotlight Camera 2K recordings onto the USB device.

Note: Local 2K recording from Pro 5S Spotlight Cameras is supported in Arlo SmartHub and Base Station models VMB5000, VMB4540, and VMB4000.

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Tap **SmartHub/Base Station/Bridge**
4. Select the SmartHub.
5. Tap **Storage Settings > Best Local Recording**.
   Local 2K recording toggles off and on.

Change the USB device overwrite setting

By default, if the USB storage device fills up, the oldest Arlo recording is erased to make room for new recordings. Files on the USB device 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 Secure App.
2. Tap **Devices**.
3. Tap **Base Station & Bridge > Storage Settings**.
4. Tap **Overwrite Automatically**.
   The overwrite setting toggles off and on.

Format a USB device

The Arlo Secure App displays a pop-up message to let you know if it is necessary to format the USB storage device. The SmartHub can format the USB storage device.

Do not remove the USB storage device while it is formatting. The USB storage device might become permanently unusable.

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Tap **SmartHub/Base Station/Bridge > Local Storage**.
   If you see the message *Requires Formatting*, the USB storage device isn't in the correct format and you must format it before you can use it for local storage.
4. Tap the **Format USB Device** button.
5. Wait for USB Device Status to change from *Formatting* to *Ready*.

Safely eject a USB storage device

If you remove a USB device while information is being recorded on it, the USB device might become permanently unusable or the files on the USB device might be corrupted.

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Tap **SmartHub/Base Station/Bridge > Local Storage**.
4. Tap **Safely Eject USB Device**.
5. Wait for the *Unmounting USB storage device* progress message to close.
6. Disconnect your USB storage device from your SmartHub.

   Do not interrupt power to the SmartHub or remove the USB device while unmounting the USB device.
7. The USB icon changes to gray indicating that no USB device is connected.
   USB recording is disabled until you connect another USB device.

View videos on a USB device

Video clips on USB storage devices don't display in the Arlo Secure App, but you can use a Windows-based or Mac computer to view the clips.

1. Safely eject the USB storage device.
   For more information, see *Safely eject a USB storage device* on page 67.
2. Connect the USB storage device that you ejected to a Windows-based computer or a Mac computer.
3. Wait for the USB storage device to appear in the list of available drives on your computer, and then open the drive folder to view the files on your USB storage device.
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.

9. SmartHub SD Card Storage

The SmartHub model VMB5000 supports SD card storage. If you use your camera with the SmartHub VMB5000, you can use this feature.

You can insert a microSD card into the slot in your SmartHub VMB5000 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 Secure 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-1, 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 Secure App to format the microSD card. See *Format a microSD card* on page 71.

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 Secure App.
2. Tap **Devices**.
3. Tap **SmartHub/Base Station/Bridge**.
4. Check the SD card icon . When a microSD card is inserted in the SmartHub, this icon is amber .
5. 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 Secure App also notifies you if this occurs.

View available SD card storage

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

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

Turn on Best Local Recording

The SmartHub recordings saved onto the SD card are 1080p by default, but you can change this setting to record the best resolution that's supported for your camera. For example, Ultra Series cameras support 4K local recording and Pro 5S Spotlight Camera support 2K local recording.

To turn on Best Local Recording:

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Tap **SmartHub/Base Station/Bridge**
4. Select the SmartHub.
5. Tap **Storage Settings > Best Local Recording**.

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 Secure App.
2. Tap **Devices**.
3. Tap **Base Station & Bridge > Storage Settings**.
4. 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 Secure 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 Secure App.
2. Tap **Devices**.
3. Tap **SmartHub/Base Station/Bridge > Local Storage**.
4. 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 Secure App.
2. Tap **Devices**.
3. Tap **SmartHub/Base Station/Bridge > Local Storage**.
4. Tap **Safely Eject SD Card**.
5. Wait for the *Unmounting SD Card* progress message to close.
6. 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.

7. 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 72.
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.

10.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 Pro 5S Spotlight 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 Pro 5S Spotlight 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 your 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 your camera to the Google Assistant app

To use your Pro 5S Spotlight 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 Secure 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*.

To learn more about Arlo and IFTTT, visit *arlo.com/community*.

11.Arlo Rechargeable Battery

Your camera comes with an Arlo Rechargeable Battery. The battery is partially charged and can be charged using the charging cable and power adapter that came in the package or by using other Arlo accessories, which are sold separately.

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

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.

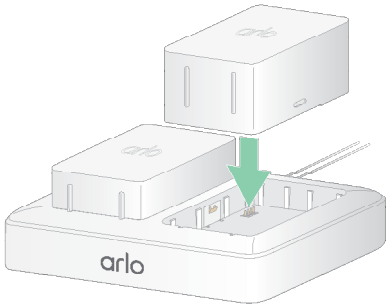


Charge batteries in the Arlo Dual Charging Station (sold separately)

Your Arlo Dual Charging Station charges one or two batteries for your Pro 5S Spotlight Camera.

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 Pro 5S Spotlight Camera battery

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

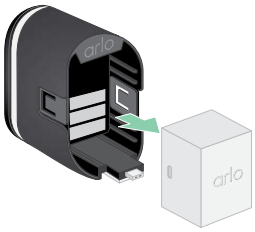
1. Release the camera from the camera housing.

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

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.



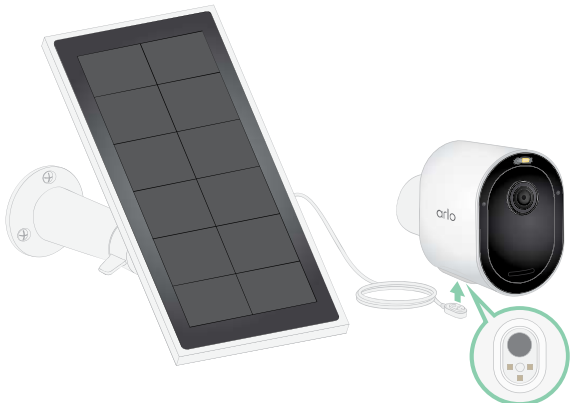
   The LED on the camera blinks blue.

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.



Solar Panel charging

You can use the Arlo Solar Panel to connect your camera to continuous power. The solar panel uses direct sunlight to keep your battery charged. The solar panel is weather-resistant and comes with an 8-foot magnetic power cable and adjustable mount.



To connect a solar panel to your 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 cable.

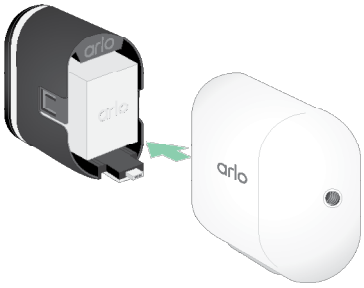
Replace a battery

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

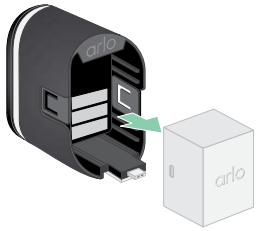
1. Release the camera from the camera housing.

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

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 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.



Battery life

Your camera's battery lifespan varies depending on the number of motion triggers that occur and how often the camera activates.

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

To optimize the lifespan of your battery:

- Select a location for your camera with a strong Wi-Fi signal.

  A strong Wi-Fi signal typically requires less battery power than a weak Wi-Fi signal. You can check the strength of the Wi-Fi signal from the Arlo Secure App.

If you use an optional Arlo SmartHub or base station, we recommend placing your camera up to 300 feet away. For information about your router's Wi-Fi range, check with the router manufacturer or with your internet service provider (ISP) if they installed your router.

- 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.
- Fine-tune the position of your camera.

  Angle the camera so that it only detects motion in areas of interest. This helps reduce unwanted recordings and triggers from motion that occur in the background.
- Set a schedule for your camera.

  If you don't need your camera to activate during all hours of the day, you can set it to wake up and use battery power only during the hours when you need it. See *Schedule when your camera is armed* on page 43.
- If your router allows it, increase the DHCP lease renewal time.

  Most routers are DHCP servers that assign IP addresses to the devices on their networks. The DHCP lease is the length of time the devices can reserve an IP address on the network. For example, a router might use a DHCP lease renewal time of 24 hours (1440 minutes). Increasing the DHCP lease renewal time might reduce the network traffic. For more information, see the instructions from your router's manufacturer or your ISP if they installed your router.

Safe handling and usage guidelines for removable and 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 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 a battery if its 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 battery to fire or temperatures greater than 60°C (140°F). Do not place

the battery 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 the Arlo 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 and recycling laws and guidelines to dispose of used batteries.

12. Troubleshooting

Scan a QR code during setup

During setup, the camera must scan a QR code from the Arlo Secure App when you're adding the camera to your Wi-Fi network. If your camera doesn't emit a chime sound after scanning the QR code, then the QR code wasn't successfully scanned.

If your camera didn't scan the QR code:

- Move your mobile device farther from, or closer to, the camera lens.

  Position your mobile device about 6 in. (15 cm) from the camera lens, and slowly move it closer. If that doesn't work, try moving your mobile device farther away. You can also try different angles.
- Decrease or increase the brightness on your mobile device.

  Your mobile device's brightness might be too high or too low for your camera to scan the QR code.

  If it's dark outside, try setting the brightness on your mobile device to the 50% level.

  If it's bright outside, try raising the brightness on your mobile device to the highest level.
- Disable Dark Mode if you're using an iOS device.

  In your iOS Settings, scroll down to find and select **Display & Brightness**. Choose **Light mode** under the Appearance options.
- Scan the QR code in an evenly lit area.

  Avoid scanning the QR code in the dark or in direct sunlight. If you are installing at night, turn on porch lights. If your camera is exposed to direct sunlight during installation, provide some shade.
- Try using a mobile device with a larger screen ,such as a tablet or iPad, if available.
- Clean the camera lens.

  The camera lens might have debris or a smudge on it, hindering its ability to scan the QR code. Try using a lint-free cloth to remove anything that might prevent the camera from scanning the QR code.

Optimize multiple 2K streams

You might experience connectivity issues if you're running multiple 2K live streams on your Arlo Secure App. To optimize connectivity, check your network environment and adjust your camera settings as needed.

Make sure your average bandwidth speed is at least 2 Mbps per camera.

Note: To check your Internet speed, visit *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 Wi-Fi connection and Internet speed, do the following tasks until your connection is back to normal.

Adjust your camera settings in the Arlo Secure App:

1. Change the power management settings on each camera to **Optimized**.
2. Change the power management settings on each camera to **Best Battery Life**.

For more information, see *Change the video quality and battery usage* on page 59.

Can't see video streams in a browser

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 the following sections *Wi-Fi signal interference* on page 84

Wi-Fi signal interference on page 84, *Out of range on page 85,* and *Low battery on page 85*.

Wi-Fi signal interference

Environments with multiple Wi-Fi networks, Wi-Fi devices, or frequencies can cause signal interference. If possible, minimize the number of networks, Wi-Fi devices, and transmitted frequencies in the area where you place your camera. For help with adjusting Wi-Fi settings such as the channel for your router, check the instructions that came with your router or contact your Internet service provider (ISP) if they installed your router.

We recommend that you place your camera at least 1 to 3 feet (30 to 100 centimeters) from your router or Arlo SmartHub or base station if you use one. Allow at least 6½ feet (2 meters) between each camera or Arlo camera to prevent Wi-Fi signals between the devices from interfering with each other.

Out of range

Make sure that your camera is close enough to receive a strong Wi-Fi signal. The range of your router's Wi-Fi signal can vary depending on the router model and conditions in your local environment. If you pair your camera to an optional Arlo SmartHub or base station, we recommend that you place the camera no farther than 300 feet (90 meters) from the SmartHub or base station. The range might be less if metal objects or thick walls and ceilings are between a camera and the SmartHub or base station.

Make sure that your cameras display three or four bars of signal strength in the area where you intend to install them. The camera can work when signal strength is at one or two bars, but 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 Secure App Devices page.

Not receiving push notifications for Arlo alerts

You must be logged in to the Arlo Secure 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 Secure App.
2. Tap **Routines**.
3. Select **Modes**.
4. Tap **Edit** on the top right corner of hte screen.
5. Select **Settings** on the top right corner of any Mode.
6. Edit **Rules**.
7. If you made changes, tap **Save**.

Check the Arlo Secure App notification settings on an iOS device

Make sure that you allow the Arlo Secure App to receive push notifications. The Arlo Secure 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 Secure App notification settings on an Android device

Make sure that you allow the Arlo Secure App to receive push notifications. The Arlo Secure 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 Secure 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 Secure Alarm Detection isn’t working

Alarm Detection notifies you in your Arlo Secure App when a smoke or carbon monoxide (CO) detector’s alarm is activated. You need an Arlo Secure subscription to use this feature (see *Detect audio alarms with your camera* on page 45).

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.

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 and where to find e-label information for US FCC, Industry Canada, & NCC, visit *www.arlo.com/about/regulatory/*.

See the regulatory compliance document before connecting the power supply.