



# Home Security System Quick Reference Guide

---



# Using this guide

---

The Arlo Secure App guides you through installation and setup and lets you manage your Arlo account and devices. This Quick Reference Guide explains how the Arlo Home Security System works after setup and installation are finished.

The following disclaimers apply:

- 1 Emergency response, smoke/carbon monoxide alarm listening, and assistance from a 24/7 Live Security Expert require a paid professional monitoring plan from Arlo after the initial free trial period expires. [See information about Arlo’s monitoring plans here: [www.arlo.com](http://www.arlo.com)]
- 2 Emergency response protocols depend on the local laws in your region.
- 3 Battery life will vary with usage.

# Need help?

---

We are here for you.

Visit [www.arlo.com/support](http://www.arlo.com/support) for quick answers and latest information:

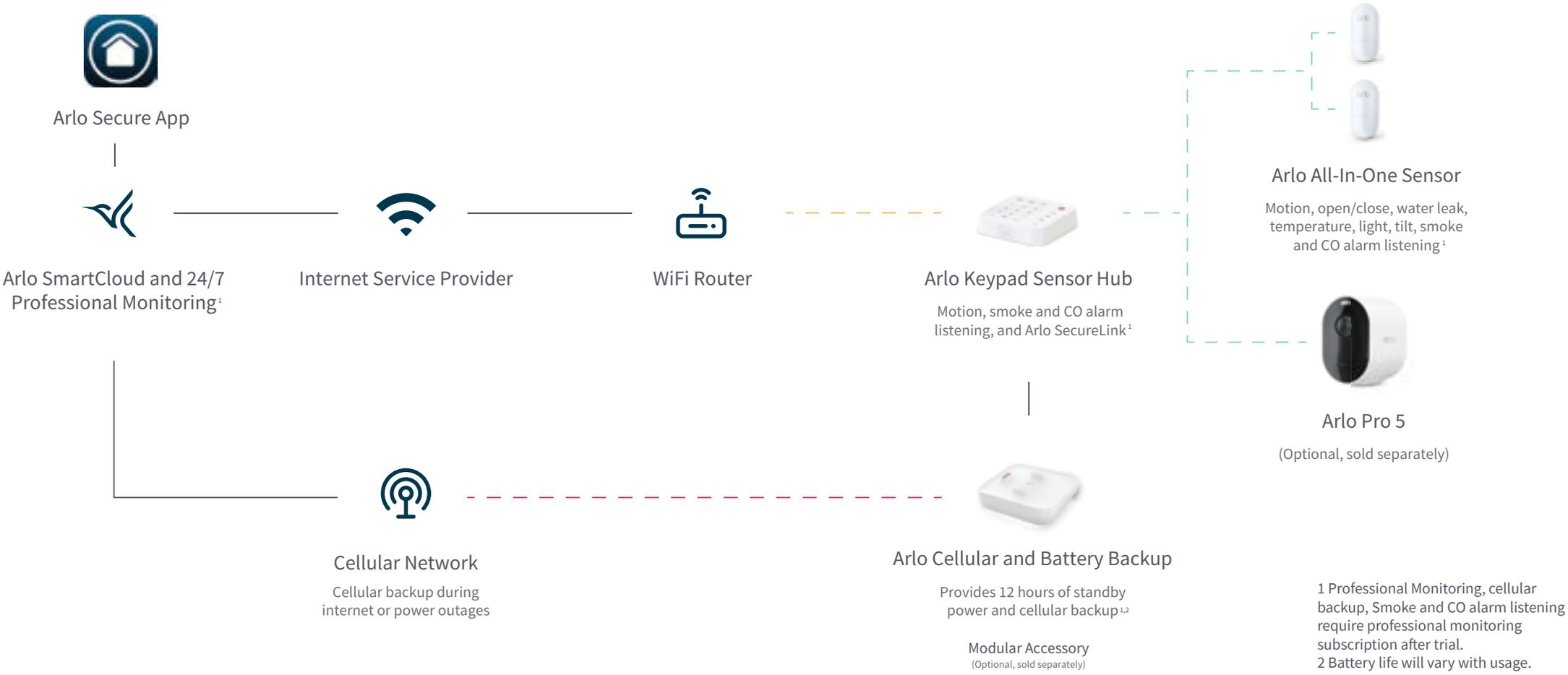
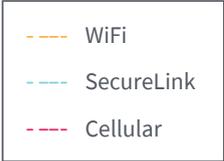
- How-to videos
- Troubleshooting tips
- Additional support resources

# Table of Contents

---

- Professional Monitoring or Self Monitoring.....06
- Keypad Sensor Hub.....07
  - Get to Know Your Keypad Sensor Hub
  - Placement Tips
  - Keypad Buttons
  - LED Behavior
  - Optional Cellular and Battery Backup
- All-In-One Sensor.....12
  - Get to Know Your All-In-One Sensor
  - Placement Tips
  - Battery Replacement
  - Sync Button Functions
  - LED Behavior
- Using your Security System.....19
  - Security PIN Types
  - Changing Security System Modes
  - Entry and Exit Delays
  - Device Warnings
  - Create or Cancel a Panic Alarm
  - Create or Cancel an Emergency Response
  - Create a Non-Cancellable Duress
  - Tips to Prevent False Alarms

# Get to Know Your Home Security System



# Professional Monitoring or Self Monitoring

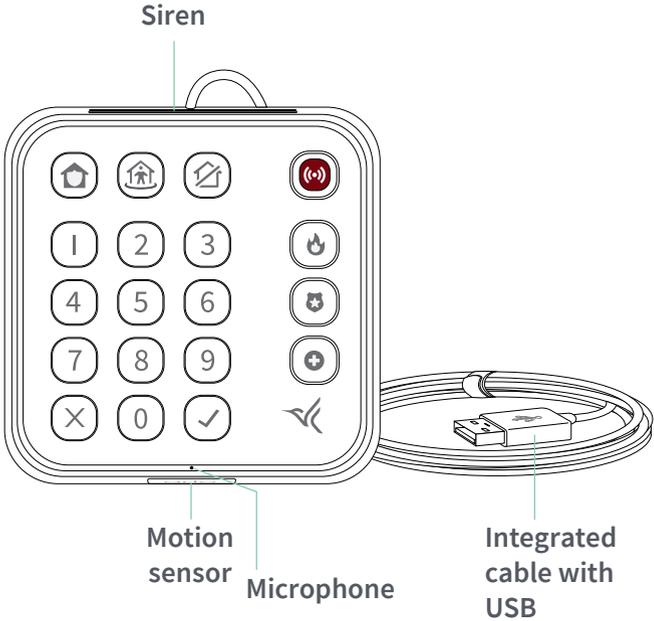
Arlo Professional Monitoring service can alert 24/7 Live Security Experts when a security event occurs at your home.<sup>1</sup>

After your trial period of professional monitoring service, you can subscribe to a professional monitoring plan or choose to self monitor.

When your Security System detects an alarm event:	Professional monitoring	Self monitoring
The Arlo Secure App alerts you on your phone and you will receive an email notification.	Y	Y
With Cellular and Battery Backup (sold separately), if power and internet go down, the system keeps working and sends alerts via the cellular network.	Y	N
24/7 Live Security Experts monitor your home and contact you via text or phone call.	Y	N
If pre-authorized, 24/7 Live Security Experts can access cameras to verify your alarm event and enable priority emergency response.	Y	N
Emergency responders are sent to your home, if needed.	Y	N

# Get to Know Your Keypad Sensor Hub

The Keypad Sensor Hub lets you change security modes of your security system to: Arm Away, Arm Home and Standby, turn the integrated siren on and off, and request assistance from a 24/7 Live Security Expert.<sup>1</sup> The Keypad Sensor Hub also includes a motion sensor, and a microphone that listens for smoke/CO alarms.<sup>1</sup>



Note: Do not press the motion sensor. It is not a button. Do not block the motion sensor.

# Keypad Sensor Hub Placement Tips

Sensing Element	Positions and placements for best performance
Motion	Lay flat in a horizontal position  Place on a tabletop at least 1m height, without obstructions
Smoke/CO alarm listening <sup>1</sup>	Lay flat in a horizontal position  Place within 16.4ft (5m) of Smoke/CO alarm with a clear line of sight and avoid placing beside loud noise sources such as a TV

# Keypad Sensor Hub Buttons

-  **Armed Away:** Use this mode for security when no one is inside the home. Open access and indoor motion detection will trigger the alarm by default.
-  **Armed Home:** Use this mode for security when someone is home. Open access will trigger the alarm by default, while motion detection inside the home will not.
-  **Standby:** Use this mode when you don't want to trigger the alarm. You can choose to still receive notifications when an event is detected.
-  **Panic:** Press and hold for 2 seconds to activate the customizable panic response (siren, connected lights, and/or request assistance from a 24/7 Live Security Expert<sup>1</sup>).
-  **Fire:** Press and hold this button for 2 seconds to request assistance for a fire emergency.<sup>1</sup>
-  **Police:** Press and hold this button for 2 seconds to request assistance from the police.<sup>1</sup>
-  **Medical:** Press and hold this button for 2 seconds to request assistance for a medical emergency.<sup>1</sup>
-  **Cancel:** Use this if you press an incorrect number while entering your PIN, and wish to start over.
-  **Enter/Accept:** Use this to submit your PIN or override device warnings.

**Note:** To manually Factory Reset the Keypad, press and hold the  and  buttons together for 10 seconds. If removed via the Arlo Secure App while device is online, Keypad will automatically factory reset. Devices must be setup again after reset.

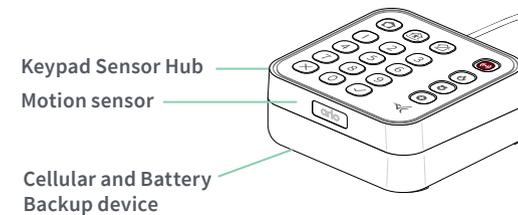
# Keypad Sensor Hub LED Behavior

Situation	LED Behavior
Powering On/Startup	Mode buttons cycle in white
Ready for setup	All buttons pulsate white
Firmware update in progress	Numeric columns cycle in white
Warning that device(s) require manual override, when changing mode	Check button flashes white and desired mode flashes in color, after attempting to change mode (see Device Warnings section).
Current active mode	Arm Away = Red Arm Home = Amber Standby = Green
Factory reset	All buttons flash white 5 times

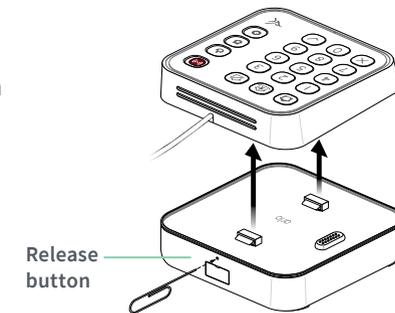
# Optional Cellular and Battery Backup

The Arlo Cellular and Battery Backup device (sold separately) is an optional accessory that connects to the Keypad Sensor Hub. This device includes a pre-inserted SIM card and provides 12 hours of standby battery power for the Keypad Sensor Hub in the event of a power outage.<sup>3</sup>

With an Arlo professional monitoring plan, the SIM will automatically be activated and keep your Home Security System online through a cellular network in the event of an internet outage.

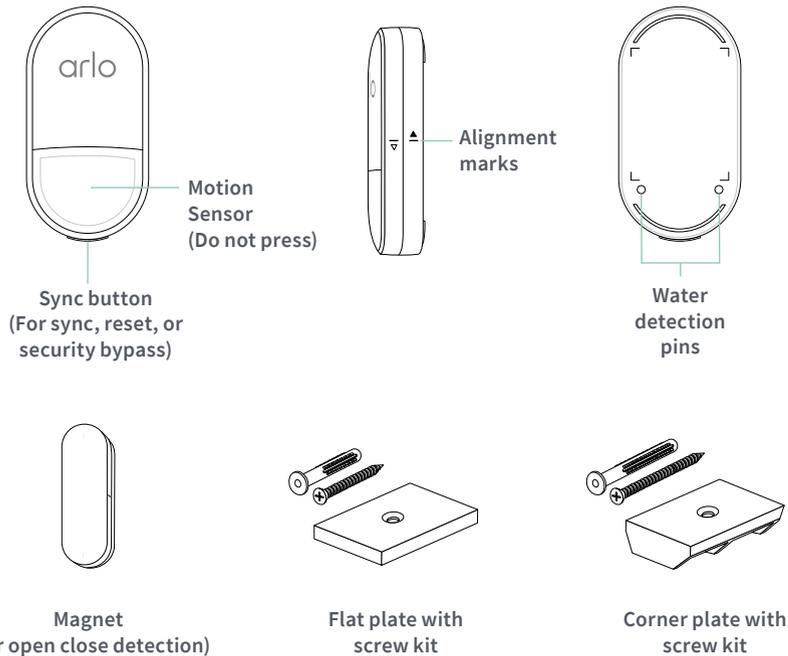


**Note:** To release the Hub from the Backup device, use a paper clip or pin to press the release button. Gently grasp the Hub on sides and lift it up.



# Get to Know Your All-In-One Sensor

Eight sensing functions allow you to place the Sensor anywhere you need coverage inside your home. One or more functions can be selected via the Arlo Secure App.



# All-In-One Sensor Placement Tips

Detection Type	Positions and placements for best performance
Motion	Vertical position  Place or mount 5.9 ft. (1.8 m) above the ground, in a wide space without obstructions
Open/Close	Any position  Match up the alignment marks on the Sensor and Magnet, without exceeding the recommend gap distance of 0.5 in. (12 mm). The Magnet can be placed on either side of the Sensor
Open/Close Tilt (Install without Magnet)	Vertical or horizontal position  Requires setup via the Arlo Secure App to calibrate. Place at the top of a door or window where tilt first occurs when opening
Water Leak	Lay flat in a horizontal position  Place near or under a water heater, fridge, toilet, sink or any other water appliance inside your home, such that any leak would puddle and spread underneath the Sensor contacting both probe pins at the same time. You should not place where water will drop directly on top of the Sensor

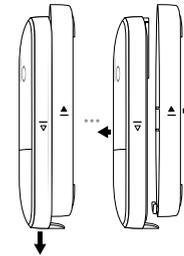
# All-In-One Sensor Placement Tips

Detection Type	Positions and placements for best performance
Ambient light	Any position  Avoid placing near areas with multiple sources of light, such as a window
Ambient temperature	Any position  Avoid placing near heating or cooling sources, such as a heater, air conditioner, or vent
Smoke/CO alarm listening <sup>1</sup>	Any position  Place within 2 ft (0.6 m) of Smoke/CO alarm with a clear line of sight and avoid placing beside loud noise sources such as a TV

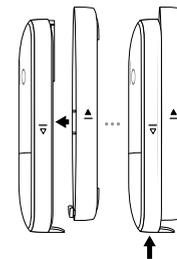
# All-In-One Sensor Battery Replacement

The All-In-One Sensor uses a coin cell CR2477 lithium battery.

1. To access the battery compartment, slide the front cover of the All-In-One Sensor down and lift it off the back housing.



2. Replace the CR2477 battery, noting the correct orientation.
3. Place the front cover of the All-In-One Sensor onto the back housing and securely close the battery compartment.



# All-In-One Sensor Sync Button Functions

The Sync button performs different tasks depending on whether you are setting up the Sensor or applying functional changes.

Press this button to...	When/Situation
Pair the Sensor to the Keypad Sensor Hub	The Arlo Secure App tells you when to press this button during setup
Temporarily bypass security actions only for this Sensor, when you want to open a door without triggering security actions.	When in Arm Home mode, press this button to start Security Bypass for the length of time you set in the Arlo Secure App. You will still receive notifications
Apply changes now	The Sensor automatically communicates with the Hub every 5 minutes. Press this button to apply any setting changes immediately
Factory reset	Press and hold for 10 seconds to factory reset the Sensor. After a reset, you must use the Arlo Secure App to pair the Sensor again

# All-In-One Sensor LED Behavior

Each Sensor has one LED located under the front face which lights up to indicate status events.

Situation	LED behavior
During initial set up using the Arlo Secure App	<ul style="list-style-type: none"><li>• <b>Slow blinking blue for up to 2 minutes:</b> Sensor is ready to pair with Keypad Sensor Hub</li><li>• <b>Fast blinking blue:</b> Pairing is successful</li><li>• <b>Fast blinking amber:</b> Pairing has failed</li></ul>
Press the sync button on a paired Sensor to apply changes now or initiate Security Bypass	<ul style="list-style-type: none"><li>• <b>Solid amber:</b> Attempting to communicate with Hub.</li><li>• <b>Fast blinking blue:</b> Communication with Hub is successful and changes have been applied</li><li>• <b>Fast blinking amber:</b> Could not communicate with Hub and changes have not been applied</li></ul>
Motion detection, if enabled	<ul style="list-style-type: none"><li>• <b>Flash blue for 1 second:</b> Motion event within detection range of the sensor</li></ul>
RangeFinder test	<ul style="list-style-type: none"><li>• <b>Slow blinking blue:</b> Within connectivity range to paired Hub</li><li>• <b>Slow blinking amber:</b> Out of connectivity range to paired Hub</li></ul>
Factory reset	<ul style="list-style-type: none"><li>• <b>Slow blinking amber for 5 seconds:</b> Factory reset is successful</li></ul>



## Security PIN Types

---

**Primary PIN:** Created during initial setup – required for security system. Can be edited, but not disabled.

**Secondary PIN<sup>1</sup>:** Optional PINs for family or visitors. Can be edited, scheduled for restricted access only during certain days/times, or disabled.

**Duress PIN<sup>1</sup>:** Optional PIN to silently request for police. Can be edited or deleted.

# Changing Security System Modes

To change the security system mode from the Keypad

1. Press the desired mode button.
2. If a PIN is required for that mode, enter the PIN, and press the Check ✓ button.

By default, PIN entry is not required when changing from a lower security mode to a higher security mode:

Current Mode	Mode you want to change to:		
	Standby	Arm Home	Arm Away
Standby	-----	Not required	Not required
Arm Home	PIN required	-----	Not required
Arm Away	PIN required	PIN required	-----

**Note:** You can optionally enable a PIN requirement for all modes in the Arlo Secure App.

# Entry and Exit Delays

**Entry Delay:** When the system is armed, this is the length of time you have to enter your PIN, before an Open access or Motion event triggers the alarm. Event notifications and other cross-trigger actions such as camera recording are not affected by Entry Delay.

To stop the Entry Delay countdown before triggering the alarm, Press Standby ⚡, enter the PIN, and press the Check ✓ button from the Keypad. You can also tap Standby ⚡ in the Arlo Secure App instead.

**Exit Delay:** When you change the Security Mode, this is the length of time you have to exit, before an Open access or Motion event is enabled to trigger the security alarm.

**Countdown during Entry or Exit Delay:** The keypad starts beeping to let you know the countdown timer for the entry or exit delay has begun. Entry Delays (per device) and Exit Delays (per mode) are set to 60 seconds by default but can be changed to a different length of time via the Arlo Secure App.

The beeping sound speeds up to warn you when there are only 15 seconds remaining for the countdown.

# Device Warnings

---

When changing your security system to Arm mode, a warning is issued if one or more devices enabled with panic actions are:

- Offline
- Online, and being used for open/close detection, but a door or window is open

Your security system will not Arm, unless you override the device warning (via the Arlo Secure App or keypad) or address the problem before proceeding. If you override the device, it will no longer trigger panic actions for that mode.

You will continue to receive assigned detection notifications and be able to cross-trigger other devices, if configured.

# Device Warnings

---

**To Override a Device Warning:**

## Via Arlo Secure App

1. Review warning notification list of affected devices
2. Tap Confirm to override all affected devices and proceed with selected mode change

## Via Arlo Keypad device

Press the flashing Check ✓ button to override all affected devices.

**To re-enable panic actions for an overridden device via the Arlo Secure App or Keypad device:**

1. Change mode to Standby
2. Address the issue - for example, close a door that was open if being used for open/close detection.
3. Change mode to Arm again.

**Note:** When a scheduled or arrive/leave automation changes the mode, all affected devices will be automatically overridden, but you will still be notified.

# Create or Cancel a Panic Alarm

Request for assistance from 24/7 Live Security Expert<sup>1</sup>, while also activating siren capable devices, and light capable devices at your location by default. You can customize the Panic Alarm in the Arlo Secure App.

Situation	Options
Create	<b>Manually</b> - Press and hold the Panic button on the Keypad for 2 seconds <b>Automatically</b> – When your Sensor or Keypad Sensor Hub is triggered while in Arm mode
Cancel	<b>From the Keypad</b> – Press Standby  , enter your PIN, press Check ✓ <b>From the Arlo Secure App</b>  – Tap Deactivate Panic in the Emergency tab <b>With a 24/7 Live Security Expert</b> - When you are contacted via text or phone call <sup>1</sup>

# Create or Cancel a One-touch Emergency Response

Request Fire, Medical, or Police emergency responders to your location without activating siren capable devices.<sup>1</sup>

Situation	Options
Create	For Fire, Police, or Medical, press or tap the corresponding button on the Keypad or in the Arlo Secure App <sup>1</sup>
Cancel	<b>From the Arlo Secure App</b>  – Tap Cancel in the Emergency tab <b>With a 24/7 Live Security Expert</b> - When you are contacted via text or phone call <sup>1</sup> <b>Note: Emergency Response request cannot be cancelled from the Keypad</b>

# Create Non-Cancellable Duress Alarm

Silently request police without indicating to an intruder that you have initiated an Emergency Response.<sup>1</sup> For your own safety, a 24/7 Live Security Expert will immediately send police to your location, without standard verification or communication via text or phone call. You will also not receive any notifications through the Arlo Secure App.

Situation	Options
Create	<b>From the Keypad</b> – Press Standby  , enter Duress PIN, press Check 
Cancel	<b>Duress Alarm cannot be cancelled</b> Police will be dispatched immediately to your location

# Tips to Prevent False Alarms

## By optimizing settings in the Arlo Secure App:

- Adjust motion sensitivity for the Sensor and Keypad Sensor Hub.
- Increase Exit Delay and Entry Delay duration to give you more time when leaving the house or entering your PIN when returning home.
- Turn on the **Pet Sense** feature to reduce motion sensor triggers from pets weighing less than 40 lbs.
- If you set up an automated Arming schedule, ensure it's up to date to match your family's arriving and departing activities.
- Turn on the **Use PIN for Arming** feature if you have young children or pets.

## By optimizing device placement:

- Motion detection can be triggered by common household items or motions. This can include floating or shiny objects, rotating fans, flickering lights, and blinds or curtains that may move by air from an open window or fan. Avoid placing your Sensor or Keypad Sensor Hub where these objects are within the motion detection zone or remove items that may cause a false alarm.
- Clean all placement surfaces with an alcohol wipe and firmly press the Sensor or Magnet onto the surface for secure adhesion, to avoid detecting a false Open event.

© Arlo Technologies, Inc., Arlo and the Arlo logo are trademarks of Arlo Technologies, Inc. Any other trademarks are for reference purposes.

Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à [arlo.com/docs](https://arlo.com/docs).

(If this product is sold in Canada, you can access this document in Canadian French at [arlo.com/docs](https://arlo.com/docs).)

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

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

July 2022



201-50585-02