

## Get to Know Your Essential Spotlight Camera

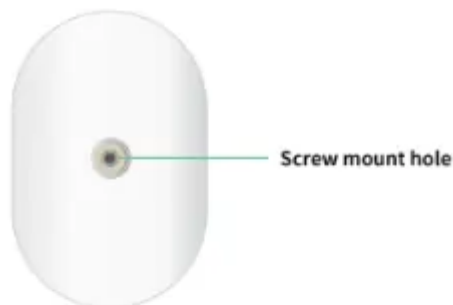
### Meet your Essential Camera

Your camera includes an integrated battery that can't be removed.

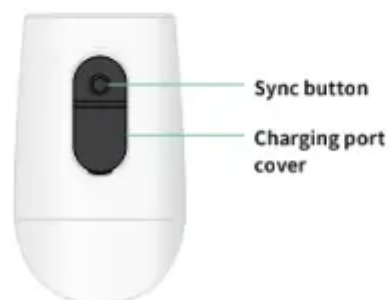
#### Front view



#### Rear view



#### Bottom view



### Features

- Capture clear details in full high-definition. Record video in 1080p for a clear picture.
- Designed to withstand heat, cold, rain, or sun. Camera can be used indoors or out.
- Receive alerts when motion is detected. Notifications are sent directly to your phone.

- See visitors at night. All three camera models have infrared night vision. The Essential Spotlight Camera and the Essential XL Spotlight Camera include an integrated spotlight that lets you see color night vision.
- Clearly hear and speak with visitors. Tap a button in the app to use 2-Way Audio.
- Easily recharge your camera. Connect the included power cable to the camera.
- Use the built-in siren to deter unwanted guests. Siren can be triggered remotely or automatically during an event.
- Keep an eye on what matters with a wide field of view. 130° viewing angle lets you see more.
- Security in the palm of your hand. Watch live streams or recorded video from your smartphone or tablet using the Arlo app.
- Take action faster. Get notifications when your camera spots people, packages, vehicles, or animals with Arlo Secure1

## Do more with Arlo

You can add these options, which are sold separately:

- Add more Arlo cameras and devices. Cover more areas in and around your home by adding cameras, security lights, and more.
- Pair your camera to an optional Arlo SmartHub or base station (VMB5000, VMB4540, VMB4500, or VMB4000, sold separately). An Arlo SmartHub securely connects your camera to the internet via your home router, provides long range connectivity, and added battery life.
- Add the Arlo Essential Solar Panel (VM3600). Connect a solar panel to your camera and harvest power from the sun to keep your camera battery charged. See [Connect an optional Essential Solar Panel \(sold separately\)](#)
- Upgrade your Arlo subscription. For more information, visit [What are the available Arlo subscription plans and how much cloud recording is available?](#)

## Get Started

### Use the Arlo app for installation and setup

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

1. Open the Arlo app and connect to your WiFi 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 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 app and connect to your WiFi network. Then select Add Device and add your camera.



### Charge your camera indoors

A micro USB charging cable came in the box with your camera. This cable is for indoor use only. The camera includes an integrated battery that can't be removed.

To charge your camera:

1. Open the cover for the micro USB charging port on your camera.



2. Connect the micro USB charging cable to your camera.

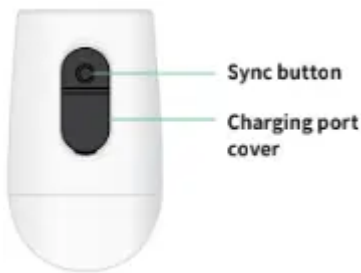


3. Connect the other end of the charging cable to a USB charging source such as a USB charging port or an AC power adapter. The battery charges automatically. The camera LED lights solid blue when the camera is fully charged.

### Use the sync button to wake the camera

The button on the bottom of your camera is the sync button. You can use the sync button for different purposes, depending on whether your camera is shut down or in normal operating mode.





When you unbox your camera, it is shut down to reduce battery usage before installation. We recommend that you follow the instructions in the Arlo app to wake and install the camera. When the camera is shut down, pressing the sync button does the following:

- Press and hold the sync button for 1–2 seconds. The camera wakes and the LED flashes blue for two minutes. Follow the instructions in the Arlo app to add your camera to your Arlo account.
- Quick press. No change. The camera remains shut down.

If the LED doesn't flash, no matter how long you press the sync button, the camera battery is likely at 0% charge. Recharge your camera and try pressing the sync button again.

## Check the LED

The LED on the camera lights when the camera is powered on. The LED changes color and blinks depending on the camera's charge level 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 to a WiFi network.
- Fast blinking blue. The camera paired with a WiFi network.
- 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. A firmware update is in process

## Wall mount your camera

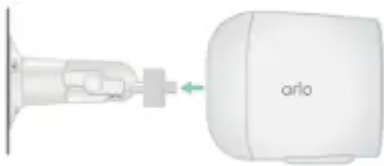
Your camera comes with a mount and a screw kit.

1. Place the 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. Tilt and swivel to adjust the camera angle.



### **Connect an optional Essential Solar Panel (sold separately)**

You can use the Essential Solar Panel (VM3600) to harvest power from the sun to keep your camera battery charged



Follow the instructions that come with your solar panel to:

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

### **Test motion detection**

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

1. Open the Arlo app.
2. Tap Settings > My Devices.
3. Select your camera.
4. Tap Device Utilities > Motion Detection Test.
5. Move in front of the camera. During this test, the LED blinks amber when motion is detected.
6. Move the slider to adjust the motion sensitivity level as needed. This motion sensitivity setting is used during the motion detection test. It is not automatically applied to the camera rules used by

modes to arm your camera. When you are satisfied with a particular motion sensitivity level in the test, note the setting so that you can add it to your rules.

7. Edit the rule for your camera to enter the motion sensitivity level that you want to use. See [Change motion sensitivit](#).

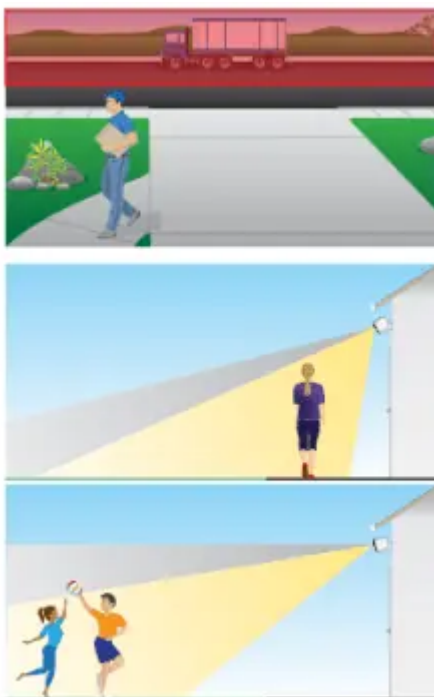
## Position your camera to detect motion in specific areas

You can mount and aim your 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 23 feet (7 meters) away, the best area for motion detection is 5 to 20 feet (1.5 to 6 meters) from the camera position.



## Arm your camera to detect motion

When your camera is armed, it detects 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 28.
- Select a mode such as Armed, Disarmed, Schedule, or Geofencing. See Select a mode

## Use Your Essential Series Camera

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



Camera icon	Located below each camera feed
	Battery charge
	WiFi signal from your WiFi router, SmartHub, or base station
	Motion detection is on
	View or change the camera settings


Camera feed icon	Tap the camera feed to display these icons
	Play/Stop
	Mute the audio
	Talk and Listen
	Record video manually (requires cloud storage)
	Take a snapshot (requires cloud storage)
	(Essential Spotlight Camera and Essential Spotlight XL Camera) Turn the camera spotlight on and off.

## View your camera feeds

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

## Pan and zoom video

1. You can pan and zoom your video feed.
2. Open the Arlo app.


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.


## Record clips from live video

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap Record  to begin recording.

This icon turns red to indicate that you are recording the live feed.

4. To stop recording, tap Record  again.

## Take a snapshot from live video


1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap Snapshot  .

The snapshot is saved in your library

## Turn the camera spotlight on and off manually

The Essential Spotlight Camera and Essential XL Spotlight Camera include an integrated spotlight. 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.

To turn the spotlight on and off from the camera feed:

1. Open the Arlo app.
2. Tap the camera feed.
3. Tap Spotlight  .
4. To adjust the brightness, tap and hold the icon and adjust the slider.

5. To turn off the spotlight, tap Spotlight  .

For information about how to customize the spotlight settings, see [Change the Low Light settings for an Essential Spotlight Camera](#)


## **Motion detection activity zones**

You can designate zones within the camera view where you want the camera to detect and record motion. An Arlo Secure subscription is required.

### **Add an activity zone**

1. Open the Arlo app.
2. Tap Settings > My Devices.
3. Select the camera.
4. Under VIDEO, tap Activity Zones.
5. Tap +.


An activity zone box displays in the camera feed image.

6. Move the zone to the desired position in the camera feed image.
7. To reposition or resize the zone, tap and hold the zone and move it.
8. To customize the zone name, tap Edit  and enter a name.

If you're using a web browser, click > next to the zone name.

9. Tap Save.

### **Change an activity zone**

1. Open the Arlo app.
2. Tap Settings > My Devices.
3. Select the camera.
4. Under VIDEO, tap Activity Zones.
5. Tap a zone to select it.
6. Move the zone to the desired position in the camera feed image.
7. To reposition or resize 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.

## **View recordings and snapshots**

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

### **Use the Library**

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

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

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

3. Tap a highlighted date.

Recordings from that date display below the calendar.

### **Use the filter**

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

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

### **Turn off the filter**

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

### **Download recordings**

1. Open the Arlo app.
2. Tap Library.
3. Tap a recording.
4. Tap Download.
5. Tap OK to confirm.

### **Make a recording a favorite**

1. Open the Arlo app.
2. Tap Library.
3. Tap a recording.
4. Tap Favorite.

### **Share recordings**

1. Open the Arlo app.
2. Tap Library.
3. Tap a recording.
4. Tap Share.
5. Share the file.

### **Donate recordings for research**

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

1. Open the Arlo app.
2. Tap Library.
3. Tap a recording.
4. Tap Donate.
5. Tap OK to confirm.

### **Delete recordings**

1. Open the Arlo app.
2. Tap Library.
3. Tap a recording.
4. Tap Delete.
5. Tap OK to confirm.

## **Modes, Rules, and Alerts**

You can arm or disarm your Arlo cameras and devices, and you can set up a schedule to automatically arm each device. When your camera is armed, it detects motion. 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

You can arm or disarm all your Arlo devices simultaneously. Doing this deactivates other modes, such as Schedule, Geofencing, and Custom modes for all your Arlo devices. To return a device to another mode, select the device and then select a mode.





To arm or disarm all your Arlo devices:

1. Open the Arlo app.
2. Tap Modes.
3. Tap Arm All Devices or Disarm All Devices.

## Modes

Arlo modes give you control over how your Arlo cameras respond to motion. For example, you probably don't want to receive an alert about motion in your yard in the daytime when you're gardening. You might want to turn on a different mode when you're away on vacation. Modes let you tell your cameras to respond differently at different times.

The Arlo app comes with these modes:

-  **Armed.** Detection is on for this camera.
-  **Disarmed.** Detection is off for this camera.
-  **Schedule.** Manage detection based on a schedule.
-  **Geofencing.** You can arm, disarm, or resume a schedule mode when you arrive at, or leave, a given location based on your mobile device location.

You can customize the Armed and Schedule modes and you can add new modes. You might want to create a mode in which some 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 app.
2. Tap Mode.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one.

A list of modes displays.

4. Tap a mode to activate it.

The mode turns on immediately. The mode stays active until you change it.

## Mute Notifications

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

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

To mute notifications:

1. Open the Arlo app.
2. Tap Settings > Mute Notifications.
3. Select the length of time to mute notifications.

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

To unmute notifications

1. Open the Arlo app.
2. Tap Settings > Mute Notifications > Unmute.

The Mute Notifications status changes to Off.

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.

## 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. You can adjust the motion sensitivity to minimize false alarms.
- **Action device.** The action device responds to motion 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 is detected.
- **Notifications.** When a trigger is detected, the Arlo can send you push notifications, email alerts, or both. You can also send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

## Change motion sensitivity

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

1. Open the Arlo app.
2. Tap Mode.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one.

A list of modes displays.

4. Tap Edit  next to the mode.
5. Tap Edit  next to the rule.
6. Under If the following, tap Edit  next to Motion is detected.
7. Move the slider to adjust the sensitivity level for motion detection for this camera.

If you used a mobile device to specify the settings, your settings are saved.

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


## Manage alerts

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


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

1. Open the Arlo app.
2. Tap Mode.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one.

A list of modes displays.

4. Tap Edit  next to the mode.



Note: The Disarmed mode does not send alerts.

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

## Schedule when your camera is armed

You can set a schedule to specify the days and times during the week when your camera is set to respond to motion triggers. Schedules recur weekly. For example, the schedule for Tuesday repeats every Tuesday as long as the schedule is turned on.

To schedule when your camera responds to motion triggers:

1. Open the Arlo app.
2. Tap Mode.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one. A list of modes displays.
4. Tap Schedule .
5. Tap Edit  next to Schedule.
6. Tap Add or +.
7. Set the days and times for your new schedule.

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

8. Tap Done

## Set up Arlo Geofencing

Geofencing is a virtual fence around a location called a zone. You can use Arlo Geofencing to arm, disarm, or resume schedule modes when your mobile device is in zone or out of zone. To set up geofencing, you must use your mobile device and allow the Arlo app to use your location

### Geofencing accuracy

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

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

Note: If you live in a skyscraper, geofencing might not work reliably due to GPS inaccuracies. Using the Large radius setting might help.

- In rural areas, where cell towers and WiFi routers are sparse, geofencing accuracy can reach several hundred meters.


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

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

## Set up geofencing for the first time and set up modes

1. Open the Arlo app.
2. Tap Mode.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one.

A list of modes displays.

4. Tap Geofencing  .
5. Allow the Arlo app to use your mobile device's location.

Geofencing works only if Arlo can locate your mobile device. The Location Address page displays your current address.

6. To change the radius setting, tap Radius and select a radius size.

Radius sizes are Small, Medium, and Large (approximately 150 meters, 250 meters, and 500 meters, respectively).

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

8. Tap Away Mode and select a mode.

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

9. Tap Home Mode and select a mode.

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

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

10. To select the preferred mobile device, tap the device and then tap Next.

11. Tap Save.

For troubleshooting tips, see [Troubleshoot Arlo Geofencing](#)

## Custom modes

You can add modes in addition to the modes that come with the Arlo app and give the new modes custom names, such as Vacation. You can create one rule for each mode. You can create multiple rules within the same mode, so that each camera performs different actions and sends different alerts. You can also use Schedule mode to activate modes automatically at different times of the day or week. (See [Schedule](#) when your camera is armed)

## Add a mode

1. Open the Arlo 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.

7. Enter the trigger device settings for the When motion is detected section 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. Select an action device and tap Next.

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

10. Select an action such as Record video and tap Next.

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

11. Select the notifications for Arlo to send when motion is detected and then tap Next.
12. Review your settings and tap Save.

## Change Your Settings

### Two-step verification

Two-step verification helps protect your account by adding another layer of security when you log in to your Arlo account. Arlo will verify your identity anytime you sign in with a new device.

You can have up to five different two-step verification methods, in addition to the email address associated with your Arlo account.

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

To sign in with two-step verification, you must first enter your email address and password. Then, you must authenticate your identity with a security code (delivered by SMS text message or email)

or confirmation from an already trusted device. Requiring two pieces of information helps to prevent any unwanted log in, even if someone has your Arlo account password.

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

### **Set up two-step verification**

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

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

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

### **Add a phone number or device to two-step verification**

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

### **Change your Arlo password**

You can change your password in the Arlo app or by logging in to [my.arlo.com](https://my.arlo.com).

1. Open the Arlo app.
2. Tap Settings.
3. In the ACCOUNT section, select Profile > Login Settings.
4. Enter your old password.

5. Enter a new password and then confirm it.

6. Tap Change Password.

Your new password is saved

## **Change the time zone**

1. Open the Arlo app.

2. Tap Settings > My Devices.

3. Tap the camera.

4. Tap Time Zone.

5. Tap a time zone.

If you're using a mobile device, your settings are saved.

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

## **Camera settings**

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

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

### **Turn off the camera LED**

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

1. Open the Arlo app.

2. Tap Settings > My Devices.

3. Tap the camera.

4. Tap Camera LED.

5. Tap Battery Fully Charged Indicator to turn the LED off and on.

If you're using a mobile device, your settings are saved.

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

## **Video Settings**

### **Change the video quality and battery usage**

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

1. Open the Arlo app.

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

## **Adjust the audio settings**

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

1. Open the Arlo app.
2. Tap Settings > My Devices.
3. Tap the camera.
4. If you're using a mobile device, tap Audio Settings.
5. Adjust the settings:
  - 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 app.
2. Tap Settings > My Devices.
3. Select your camera or your optional Arlo SmartHub or base station, if you use one.
4. Tap Flicker Adjustment.
5. Tap a setting.

## **Troubleshooting**

### **Scan a QR code during setup**

During setup, the camera must scan a QR code from the Arlo app when you're adding the camera to your 2.4 GHz WiFi 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 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.

## **Arlo doesn't discover your camera during setup**

If you're trying to set up and connect your Arlo camera directly to your WiFi router—without an Arlo SmartHub or base station—and Arlo doesn't discover your camera, here are some things to check to identify and correct the problem.

When you're using the Arlo app to add your camera, check the following:

- Make sure that you select the correct camera model after you tap Add Device in the Arlo app. The Arlo app only tries to discover the Arlo device that you select.
  - Arlo Essential Spotlight Camera & Essential XL Spotlight Camera. Select this option if you have an Arlo Essential Spotlight Camera (VMC2030) or an Arlo Essential XL Spotlight Camera (VMC2032).
  - Essential Camera. Select this option if you have an Arlo Essential Camera (VMC2020). To find your camera's model number, check the box that your camera came in.
- Your Arlo camera and mobile device are connecting to the same 2.4 GHz WiFi network. Your camera can only connect to a 2.4 GHz band, not a 5 GHz band. For more information, see [Connect your mobile device to a 2.4 GHz WiFi network during setup](#)

- You're entering the correct WiFi network SSID (network name) and password. The network SSID and password are case-sensitive and must be exactly correct. You can tap the password eye icon to view your password before submitting.
- Your mobile device and Arlo camera are within the WiFi signal range of your WiFi router. During setup, we recommend placing your camera within 10-15 feet (3-4.5 meters) of your WiFi router. After the camera is set up and connected, you can move the camera anywhere within range of your WiFi router. For more information, see [Tips for optimal WiFi performance](#)
- Check the camera LED. When you press the sync button during setup, the LED blinks blue for two minutes while the camera is being discovered and then blinks blue fast when it connects to your WiFi network. If the camera doesn't connect to your WiFi network within two minutes, it times out and the LED stops blinking. If the camera times out, press the sync button again. Make sure that the LED blinks blue during the entire connection process. Check the LED
- You hear a chime noise, which indicates your camera successfully scanned the QR code. If you don't hear a chime noise and need help with scanning the QR code, see [Scan a QR code during setup](#)

## Troubleshoot Arlo Geofencing

Note: Selecting Modes > Arm All Devices or Disarm All Devices deactivates Geofencing mode. To activate Geofencing mode, tap Modes, select your Arlo device, and then select Geofencing.

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

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

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

- Turn on the Allow Access Rights setting. See [Grant access to friends](#)

- Set your device as an Enabled Device in Geofencing settings. See [Enable or disable geofencing for friends' mobile devices](#)

Still experiencing issues with geofencing? [Contact Arlo Customer Support](#).

## **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 these sections: [WiFi signal interference](#) , [Out of range](#) and [Low battery](#)

### **WiFi signal interference**

Environments with multiple WiFi networks, WiFi devices, or frequencies can cause signal interference. If possible, minimize the number of networks, WiFi devices, and transmitted frequencies in the area where you place your camera. For help with adjusting WiFi 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 to prevent WiFi signals between the devices from interfering with each other.

### **Out of range**

Make sure that your camera is close enough to receive a strong WiFi signal. The range of your router's WiFi signal can vary depending on the router model and conditions in your local environment.

Make sure that your camera displays three or four bars of signal strength in the area where you intend to install it. 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. If the battery's charge level is 25%, the Arlo app displays a notification message. At 15%, the app sends you an email and a push notification.

## **Not receiving push notifications**



You must be logged in to the Arlo app to receive Arlo alerts on your smartphone or mobile device. Arlo registers your device for push notification when you log in. If you used the logout option instead of simply exiting the app, you must log back in to the app. You receive Arlo alerts even if your device is sleeping.

### **Check the rules for armed modes**

Check the rules in your modes. Make sure that push notification is enabled in the mode you're using.

1. Open the Arlo app.
2. Tap the Mode button.
3. Select your camera, or your optional Arlo SmartHub or base station, if you use one.

A list of modes displays.

4. Tap Edit  next to Armed.
5. Tap Edit  next to the rule.
6. Under Alert, make sure that the Push Notification check box is selected.
7. If you made changes, tap Save.

### **Check the Arlo app notification settings on an iOS device**

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications can be disabled on iOS and Android devices.

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

### **Check the Arlo app notification settings on an Android device**

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications can be disabled on iOS and Android devices.

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

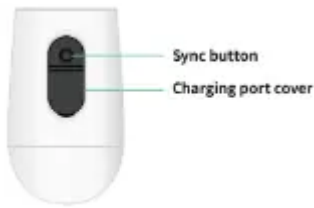
### **If you said no to push notifications at installation**

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

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

## Use the sync button to reset the camera

The button on the bottom of your camera is the sync button.



You can use the sync button for either of these types of resets:

- Reset your camera to its factory settings. See [Reset the camera to its factory settings](#).
- Power cycle and reset your camera to its factory settings. See [Power cycle and reset the camera to its factory settings](#) on page 68.

Note: The sync button is also used to wake the camera when it is shut down and to pair the camera with a WiFi network. We recommend that you follow the instructions in the Arlo app to wake and pair your camera.

### Reset the camera to its factory settings

This process returns the camera to its default settings and removes it from your Arlo account. This means that you must follow the Arlo app setup process to use your camera after a factory reset.

1. Press and hold the sync button for about 15 seconds, until the camera LED begins blinking amber, then let go.
2. Ensure that the camera LED blinks amber three times.

Make sure to let go of the sync button when the camera LED begins blinking amber. If you hold the sync button too long, you must restart the factory reset process until the camera LED blinks amber three times after you let go of the sync button. After a factory reset, the camera still appears in the Arlo app, but it is disabled.

3. To remove the camera from the Arlo app, tap Settings, scroll down, and tap Remove Device. Close the Device Settings page.
4. To add the camera back to your Arlo account, tap Add New Device on the Devices page and follow the prompts to connect your camera to your WiFi network and set it up.

### Power cycle and reset the camera to its factory settings

This process performs a hardware reset, which factory resets, power cycles, and shuts down the camera. To continue using your camera, you must wake the camera and re-add it to your Arlo account.

1. Disconnect the camera's USB charging cable if you were using it.
2. Press and hold the sync button for about 20–30 seconds,

The camera LED lights solid blue for 2 seconds, then blinks amber 3 times.

3. Continue holding the sync button through all the LED behaviors, until you have held it for 20–30 seconds.

The camera returns to its factory settings and shuts down. For information about waking the camera, see [Use the sync button to wake the camera](#)

**Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

