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Audio Doorbell & Chime

Before completing Arlo Audio Doorbell training you must attain the Arlo Wire-Free certification.
The following training builds upon knowledge attained in the Arlo Wire-Free module.

- The Arlo Audio Doorbell can easily integrate with a home's **existing chime**
  - It comes ready to use right out of the box with batteries and mounts included
  - The user can also replace the existing chime by adding an **Arlo Chime** to any wall outlet

- The Arlo Audio Doorbell and Arlo Chime are **compatible with Arlo wire-free cameras**

- When someone rings the Arlo Doorbell, it calls the smartphone.
  - If the user is unable to respond, the visitor can simply leave a message

- Arlo Audio Doorbell offers a simple do-it yourself setup
  - Wire-free option
  - Weather resistant
  - Customizable chimes
  - Ability to add multiple chimes
  - Quick response replies
  - Mobile notifications

One doorbell with all the answers.

- Mobile notifications
- Remote communications
- Visitor messaging
- Quick-response replies
- Wire-free & weather-resistant design
- Easy DIY setup
- Works with existing chime
- Silent mode
- Compatible with the free Arlo App
- Includes rolling 7-day cloud recording

Arlo Audio Doorbell Introduction

To successfully setup the Arlo Audio Doorbell, the following is required:

- Arlo wire-free camera system with base station
  Note: One base station can support **two Arlo Doorbells** and **five Arlo Chimes**

- Mobile device running **iOS 10** and up or **Android 6** and up

- High-speed Internet connection

- **Arlo mobile app** (setup is **not** available in web client)

- If using an existing chime the user **must have an AC-powered mechanical or digital chime operating between 8 – 24 volts**

Note:
The Audio Doorbell has an operating temperature of 4 degrees Fahrenheit to 113 degrees Fahrenheit

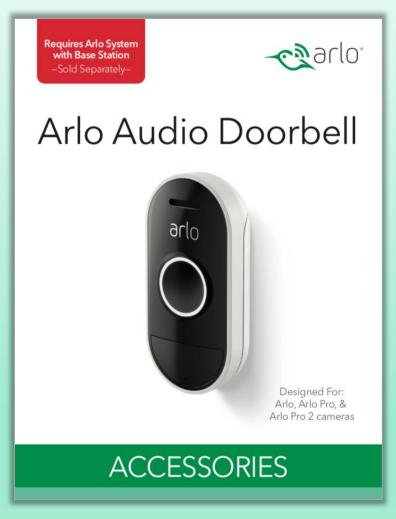The Doorbell is **not compatible** with **Arlo Go, Arlo Q**, or **Arlo Baby** cameras

In order for the system to operate successfully, customers will need the **Arlo mobile app** and **Arlo wire-free base station** (at a minimum)
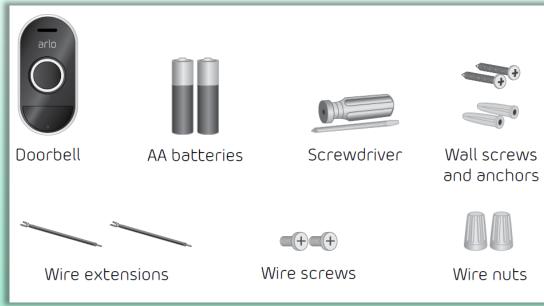
Arlo Audio Doorbell Introduction

AAD1001:

- **AAD**: Arlo Audio Doorbell

- Sold as an accessory

- Requires Arlo base station

Requires Arlo System with Base Station
—Sold Separately—

Arlo Audio Doorbell

Designed For:
Arlo, Arlo Pro, &
Arlo Pro 2 cameras

ACCESSORIES

Includes:

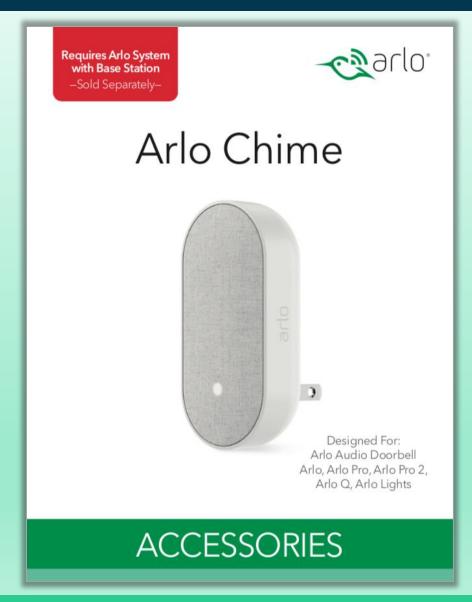| Doorbell | AA batteries | Screwdriver | Wall screws and anchors |
| Wire extensions | | Wire screws | Wire nuts |

- Answer the door even when not home
- Combine Arlo Audio Doorbell with Arlo cameras to see who's there
- The Arlo Audio Doorbell calls your smartphone to notify you when the doorbell is pressed
- The mobile device uses an Internet connection to receive the call

AC1001:

- _AC_: Arlo Chime

- Sold as an accessory

- Requires Arlo base station

- For INDOOR use ONLY

- The Arlo Chime alerts the user when the Arlo Audio Doorbell is pressed

- Customize the Arlo Chime melody and volume or turn off alerts for quiet time

Requires Arlo System with Base Station
—Sold Separately—

Arlo Chime

Designed For:
Arlo Audio Doorbell
Arlo, Arlo Pro, Arlo Pro 2,
Arlo Q, Arlo Lights

ACCESSORIES

Camera Kits with Arlo Audio Doorbell:

VMK3150	VMK4151	VMK4250P

Frequently Asked Questions:

How is the Arlo Audio Doorbell different from other smart doorbells on the market?
- Unlike other smart doorbells, the Arlo Audio Doorbell doesn't have an integrated camera.
- The Arlo Audio Doorbell is designed to complement the Arlo camera system.
- By pairing Arlo Audio Doorbell with Arlo wire-free cameras, you get a better view of the entryway.
- The Arlo Audio Doorbell also calls the mobile device when a visitor presses the Arlo Audio Doorbell.
- Other smart doorbells send push notifications that are easily missed when someone is at the doorstep.

Why doesn't the Arlo Audio Doorbell have an integrated camera?
- Keeping the doorbell and camera separate lets you combine an Arlo Audio Doorbell with your choice of Arlo wire-free camera.
- You also have the freedom to place Arlo wire-free cameras anywhere around your front door so you can see more than what's directly in front of the doorbell button.

How do messages work for Arlo Audio Doorbell calls?
- If a guest at the door presses the doorbell and you don't answer the phone, they can leave a message.
- After the guest leaves a message, it is saved to the Arlo Library.

How many Arlo Audio Doorbells and Arlo Chimes can I add to a single Arlo base station?
- An Arlo base station supports two Arlo Audio Doorbells and five Arlo Chimes.

Frequently Asked Questions:

Can more than one Arlo Audio Doorbell be associated with the same Arlo Chime?
- Yes. You can pair more than one Arlo Audio Doorbell with an Arlo Chime.
- For example, if you have two Arlo Audio Doorbells, both will trigger the Arlo Chime.
- You can also customize Arlo Doorbell's melody so you know which doorbell rang.

Can I use my Arlo Audio Doorbell without wiring it to my existing chime?
- Yes. Your smartphone rings to notify you when someone presses your Arlo Audio Doorbell.
- You can also use the Arlo Chime with your Arlo Audio Doorbell, which does not require any wiring.

If my Arlo Audio Doorbell is wired to an existing low-voltage chime, does it still require batteries to operate?
- Yes. Arlo Audio Doorbell always requires two AA batteries to operate.

Which cameras are compatible with my Arlo Audio Doorbell?
- Arlo Audio Doorbell is compatible with Arlo wire-free cameras. It is not compatible with Arlo Go, Arlo Q, or Arlo Baby.

Can I initiate two-way talk from my Arlo app to my Arlo Audio Doorbell?
- No. Two-way talk is initiated only when a guest presses the button your Arlo Audio Doorbell.

Is the PIR (passive infrared) motion sensor in the Arlo Doorbell as sensitive as the Arlo camera?
- No. When the doorbell is at the height of 1.2 meters from ground, the maximum perpendicular detection is 8 meters.
- Detection of motion is at a maximum range of 2 meters for cross traffic and a maximum of 2 meters for approaching traffic.

Frequently Asked Questions:

How long will the two AA batteries in my Arlo Audio Doorbell last?

- The two AA batteries that are in your Arlo Audio Doorbell typically last about a year with normal usage.
- Battery life expectation is 1 year with the following user profile assumptions:
    - Two way voice call: 1x per day, 30 seconds per call; Duration = 30 seconds per day
    - PIR motion trigger, no two-way call: 10x per day, 15 seconds per trigger; Duration = 150 seconds per day
    - Auto-wake to sync up base station and auto upload doorbell info to cloud: 24x per day, 10 seconds per upload; Duration = 240 seconds day

Which mechanical and digital chimes are compatible with the Arlo Doorbell?

- The Arlo Audio Doorbell is compatible with AC-powered mechanical and digital chimes operating between 8-24 volts.
- The Arlo Audio Doorbell is not compatible with wireless door chimes or any chime or intercom system using a DC transformer.

Why is the Arlo Chime sold separately?

- The Arlo Chime is sold separately for the following reasons:
    - You might already have a digital or mechanical chime that you can use with your Arlo Audio Doorbell.
    - You might need more than one Arlo Chime depending on the size of your house.
        - An Arlo Chime covers an area up to 300 square feet.
- You can sync the Arlo Chime with your Arlo cameras or Arlo Lights.
- When you pair the Arlo Chime with other Arlo devices, you can set up cross-triggering so that your Arlo Chime plays a melody when your lights or cameras detect motion.

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Audio Doorbell and Chime Setup

Arlo Audio Doorbell Setup

- The Arlo mobile **app must be used** to install the Arlo Audio Doorbell
  - The app provides step-by-step instructions

- If customers do not have a Quick Start Guide available, they can download documentation from the **Arlo Support website**:
  - https://www.arlo.com/en-us/support/
  - Knowledge Base articles, videos, and FAQs are also available on the Support website

- A video detailing the **Arlo Audio Doorbell installation process** is available on the Support website and YouTube:
  - https://youtu.be/Wh43z16ZXVw

If setting up an Arlo system with doorbell for the first time,
 make sure the devices are installed in the following order:
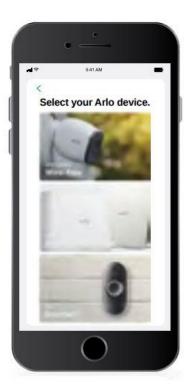
1. Base station

2. Camera

3. Doorbell

4. Chime

Arlo Audio Doorbell Setup

Power the doorbell and add it to your account

1. Insert **two AA batteries** into the Arlo Doorbell.

    Note: The doorbell **requires batteries regardless of installation** with or without wiring to the existing chime.

2. Use the **Arlo app** to set up the Arlo Doorbell.

Arlo Audio Doorbell Setup

Option 1: Mount the doorbell without wiring – (Use this method when NOT using a traditional existing chime)

1. Secure the battery cover to the wall using the **provided screws**.

2. Attach the doorbell to the **battery cover**.

3. Secure the doorbell by **tightening the screw on the bottom** of the battery cover.

Option 2: Connect the Arlo Doorbell to an existing chime

- The Arlo Audio Doorbell can be connected to **existing** mechanical or electronic chimes if they operate at a voltage between **8** and **24 volts AC**

  - The Arlo Doorbell is **not** compatible with wireless door chimes or any chime or intercom system using a DC transformer

- **After** connecting the wiring, pressing the button on the Arlo Doorbell will trigger the existing chime

- **Before** connecting the Arlo Doorbell to existing wiring, first determine if it is a mechanical or digital chime

  - Press the existing doorbell button and listen for the type of sound it makes

    - **Mechanical chimes** usually make a classic "ding-dong" type sound.

    - **Digital chimes** have a variety of sounds that may include tunes, melodies, etc.

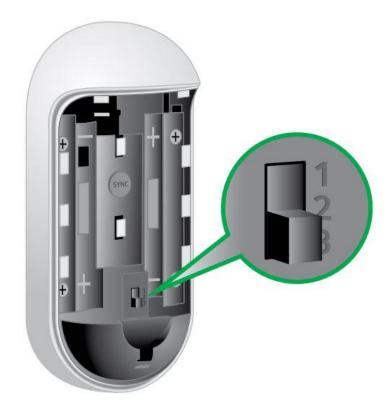## Option 2: Connect the Arlo Doorbell to an existing chime

Set the chime switch (inside the Arlo Doorbell):

Note: This switch is only used if you connect your Arlo Audio Doorbell to an existing traditional chime.

1. Remove the Arlo Doorbell battery cover.

2. If it is a mechanical chime, set the chime switch to position **2**.

3. If it is a digital chime, set the chime switch to position **1**.

   During installation, the Arlo app guides the user to select the correct position.

   The quick start guide included with the Arlo Audio Doorbell also includes information about setting this switch.
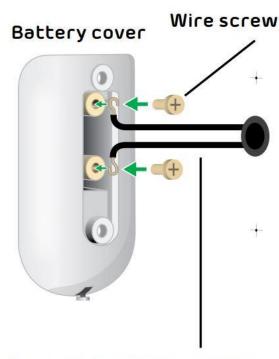
Arlo Audio Doorbell Setup

Option 2: Connect the Arlo Doorbell to an existing chime

Connect the **Arlo Doorbell battery cover** to the **existing wiring**:

1. Turn **off** the power to the existing doorbell **at the circuit breaker** in the home.

2. **Remove** the existing doorbell.

3. Connect the **existing wires** coming out of the wall to the terminals on the back of the Arlo Doorbell battery cover with the provided wire screws.

Note: If the wires are too short, use the provided wire extensions and wire nuts:
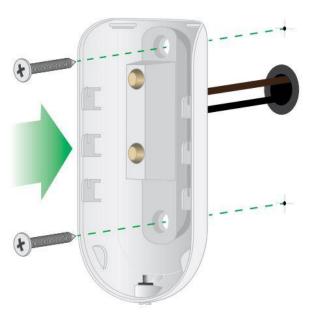

Battery cover — Wire screw

Current doorbell wires from your wall (Either wire can connect to either terminal.)

Arlo Audio Doorbell Setup

Option 2: Connect the Arlo Doorbell to an existing chime (continued…)

4. Feed the wires **back into the wall**.

5. Secure the Arlo Doorbell battery cover to the wall **using the wall screws**.

6. Turn the power back **on** at the **circuit breaker** in the home.

Note: Follow the instructions in the Arlo app to install the doorbell before attaching the battery cover.

Arlo Audio Doorbell Setup

Option 2: Connect the Arlo Doorbell to an existing chime (continued...)

Note: Follow the instructions in the Arlo app to install the doorbell **before attaching the battery cover**.

7. Attach the Arlo Doorbell to the battery cover.

8. Press the doorbell and listen for a chime.
    If **a chime is not heard**, remove the doorbell from the battery cover and move the chime switch to **position 3**.
    Note: Digital chimes may work in either position **1** or **3**.
    Position 2 is for mechanical chimes only.

9. **Reattach the doorbell**, press the doorbell button, and listen for a chime.

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Option 2: Connect the Arlo Doorbell to an existing chime (continued...)

If the chime test is successful:

10. Secure the Arlo Doorbell to the battery cover by tightening the screw on the bottom of the battery cover.

Arlo Chime Setup

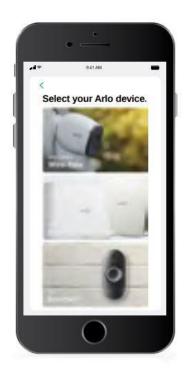## Power the Arlo Chime and add it to an account

1. Plug the chime into an **indoor** power outlet.

   Note: The chime can only be used **indoors**.

   The Arlo Doorbell must be added to the account **BEFORE the Arlo Chime** is plugged in.

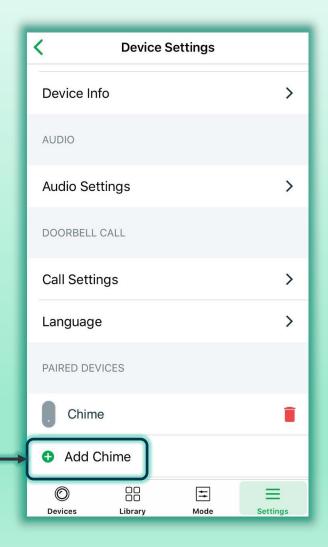2. Use the Arlo app to set up the Arlo Chime and add it to the account.

Arlo Chime Setup

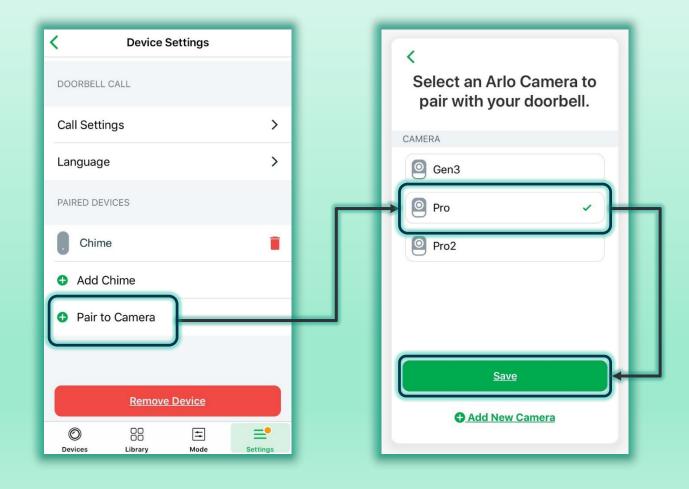## Pair the Arlo Audio Doorbell to an Arlo Chime

- This is useful if the house is large and the customer is using more than one chime or has doorbells in the front and back entrances

- More than one doorbell can be paired to a single chime

- The user can also pair more than one chime to a single doorbell

    1. Open the Arlo app.

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

    3. Tap the **doorbell**.

    4. Under PAIRED DEVICES, tap **Add Chime**.

    5. Select the chime and tap **Save**.

Arlo Audio Doorbell Setup

Pair the Arlo Audio Doorbell to an Arlo Camera

- The doorbell can be paired with a specific Arlo camera

- This is useful if the customer uses more than one camera and wants to trigger a certain camera when the doorbell is pressed

- Position the Arlo cameras to see who is at the door

  1. Open the Arlo app.

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

  3. Tap the **doorbell**.

  4. Under PAIRED DEVICES, tap **Pair to Camera**.

  5. Select the camera and tap **Save**.
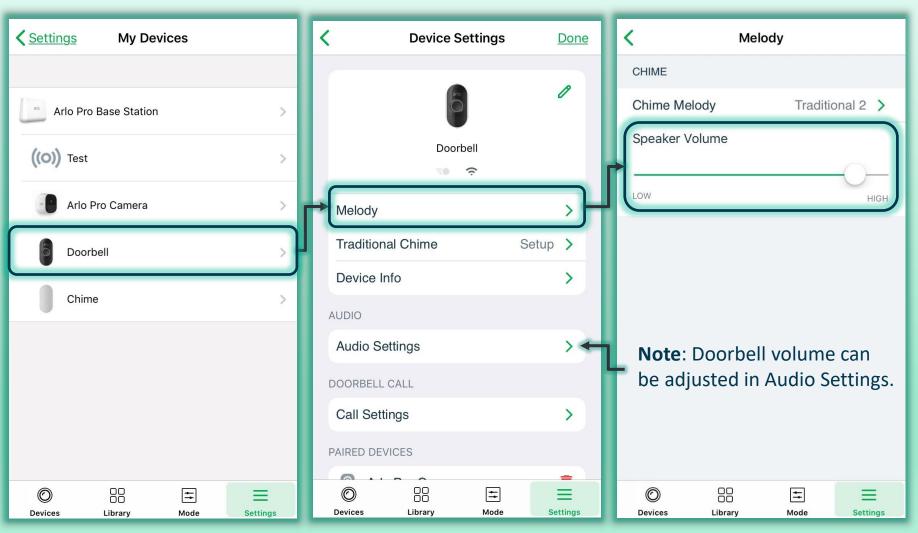
Arlo Audio Doorbell & Chime Settings

To change the **volume** on the **Arlo Chime**:

1. Tap **Settings** > **My Devices** > **Doorbell** > **Melody**.

2. Adjust the volume using the **Speaker Volume** slider.

Note: Several different options for **Chime Melody** can also be selected above the volume slider.

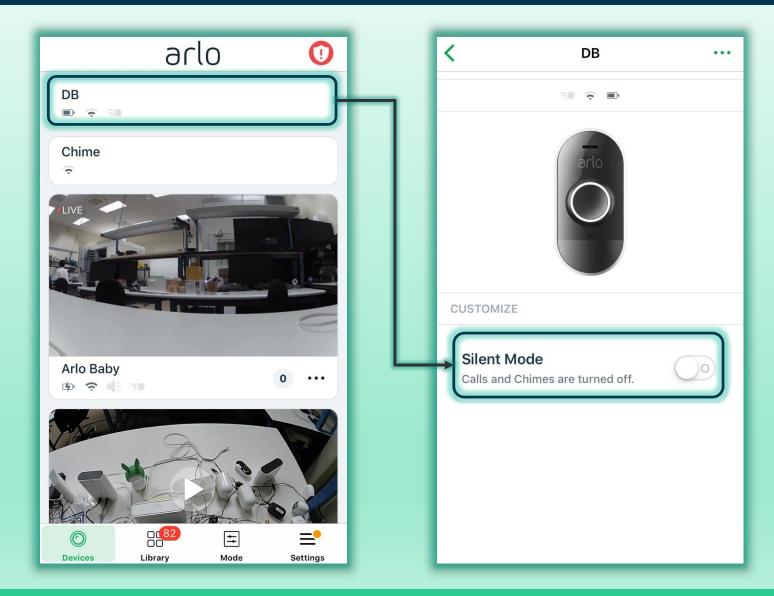**Note**: Doorbell volume can be adjusted in Audio Settings.

Arlo Audio Doorbell & Chime Settings

To enable **Silent Mode**:

1. From the main Devices home screen that displays after the app opens, tap the **Doorbell** device.

2. Tap **Silent Mode** to turn on (green).

    Note: With Silent Mode on, Incoming Calls and Chimes that are paired with the Doorbell can be silenced.
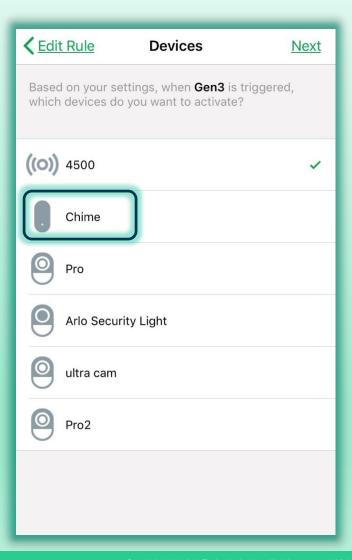
Arlo Audio Doorbell & Chime Settings

To set up **cross-triggering** between an **Arlo camera** and **Arlo Chime**:

1. Tap **Mode**.

2. Select the base station that the Arlo Chime is synced to.

3. Tap the **pencil** icon next to the mode you want to edit.

4. Tap the **pencil** icon next to the rule you want to edit.

5. Tap **+ Add Device**.

6. Select the **Arlo Chime** on the Devices screen and tap **Next**.

7. Select what you would like your Arlo Chime to do when your Arlo camera detects motion from the list of actions.

8. Tap **Next**.

9. Adjust the Sound and Loudness settings and tap **Next**.

10. Tap **Save**

11. Tap **Done**.

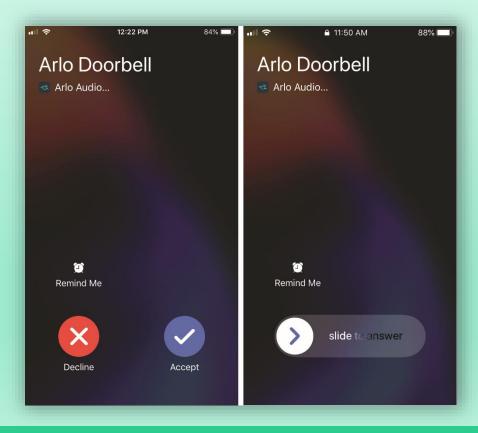# How to Receive Incoming Calls from Arlo Audio Doorbell

- The Arlo app must be installed on the smartphone, and logged in to receive calls from the Arlo Audio Doorbell.
- When a visitor presses the Arlo Audio Doorbell, the smartphone receives a VoIP call through an Internet connection.
- The caller displays as Arlo Doorbell.
- Accept or decline the call the same way other calls are received on a smartphone.
    - **Note:** If the user does not want to receive calls when a visitor presses the Doorbell, select Silent Mode for the Doorbell and turn off incoming calls.

To accept a call on a smartphone from an Arlo Audio Doorbell:

1. Tap **Accept** or **slide to answer**.

    - If a visitor presses the Arlo Audio Doorbell and the smartphone is not answered after five rings, the Doorbell prompts the visitor to leave a message.
    - If the visitor leaves a message, it is saved as a Doorbell audio recording in the Arlo Library.

2. Tap **OK** if a prompt appears asking to allow Arlo to access the camera.

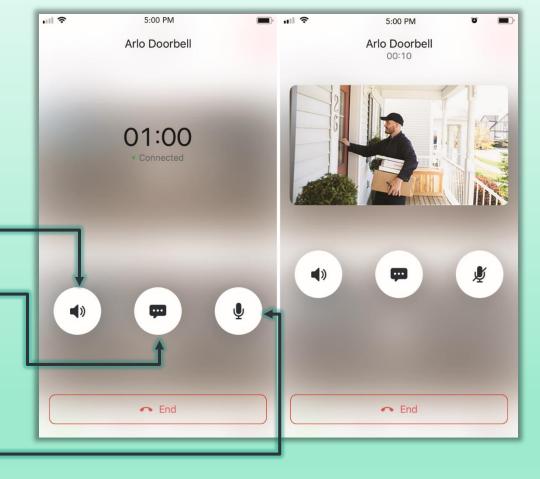# How to Receive Incoming Calls from Arlo Audio Doorbell

The incoming call page displays. If a camera is paired to the Arlo Doorbell, the camera video is included:

3. To talk to the visitor, speak into the phone as you normally do.
   The user can also tap a button to toggle between hands-free and earpiece mode, play a quick reply message for the visitor, or mute your sound.

   - To toggle between hands-free and earpiece mode, tap the **speaker** icon.

   - To play a quick reply message, tap the **message** icon and select a message from the list:
   - "We will be right there.", "Leave the package outside.", "Sorry, I'm not interested.", "Can I help you?", "I'm busy right now."

   - To mute yourself so that the visitor doesn't hear sound, tap the **microphone** icon.

4. When finished with the call, tap **End**.

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Audio Doorbell & Chime Troubleshooting

Arlo Audio Doorbell LEDs

The Arlo Audio Doorbell LED illuminates to indicate doorbell status and activity.

Scenario	LED Behavior	Description
Doorbell setup	**Fading white**	To acknowledge the Doorbell is active and ready to be setup, a white LED light will slowly fade in/out continuously until the user taps Next in the app and begins onboarding.
Applying settings	**Slowly blinking white**	Arlo Doorbell acknowledges new settings and is applying them. The pulsing will stop once the user is able to tap Next and move onto the next step in onboarding.
Setup successful	**Quickly blinking white (3 seconds)**	Hardware signals a successful setup.
Setup error	**Pulsing amber**	If an error occurs during setup, the LED light will pulse amber for 15 seconds, then rest on a solid amber ring until the issue is resolved. Once resolved, the LED light will quick blink in white for 3 seconds (i.e. "Setup Successful"), then go to a neutral state.
Factory reset	**Quickly blinking white (3 seconds)**	Hardware signals a successful reset.

In order to conserve battery power, the LED will not be illuminated during the firmware update process.

Arlo Audio Doorbell LEDs

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Arlo Audio Doorbell LED Behavior continued…

Scenario	LED Behavior	Description
Motion detected	**Fading white**	Doorbell fades in and out when a person is detected to help reinforce security system is active. This light will remain on until motion is no longer detected, or the doorbell is pressed
Button press	**Blinking white** (5 seconds)	Doorbell button pressed, released and is communicating with owner. When the doorbell is pressed, the LED remains a solid white light. Once the person releases their finger, it blinks for 5 seconds, then fades to off. The light remains off until two-way audio is enabled, or 45 seconds passes and no action is taken. The LED light reverts back to the "motion detected" action.
Two-way audio is in use	**Solid white**	When two-way audio is active, the LED light will be a solid white color
Two-way audio has ended	**White fading off**	When two-way audio has ended, the LED light fades off

Arlo Chime LEDs

The Arlo Chime illuminates to indicate chime status and activity

Scenario	LED Behavior	Description
Chime setup	**Fading white**	To acknowledge the Chime is active and ready to be setup, a white LED light will slowly fade in/out continuously until the user taps Next in the app and begins onboarding.
Applying settings	**Slowly blinking white**	Arlo Chime acknowledges new settings and is applying them. The pulsing will stop once the user is able to tap Next and move onto the next step in onboarding.
Setup successful	**Quickly blinking white (3 seconds)**	Hardware signals a successful setup.
Setup error	**Pulsing amber**	If an error occurs during setup, the LED light will pulse amber for 15 seconds, then rest on a solid amber ring until the issue is resolved. Once resolved, the LED light will quick blink in white for 3 seconds (i.e. "Setup Successful"), then go to a neutral state.
Factory reset	**Quickly blinking white (3 seconds)**	Hardware signals a successful reset.
Doorbell button pressed or automation triggered	**Blinking white**	Chime is ringing OR playing audio notification
Silent mode	**Solid amber**	Muted

1. **Arlo Doorbell can't be discovered:**
   a) Remove and reinsert the batteries; retry onboarding.
   b) Ask the user to observe the blinking LED and retry onboarding.
   c) Ensure there are only a maximum of **two** Arlo Doorbells per base station.
   d) Ensure the Arlo Chime is not plugged in at the same time as the Arlo Doorbell during onboarding.
   e) Ensure Power LED and Internet LED on the front of the base station are illuminated green.
   f) Press and hold the Arlo base station **SYNC** button for 3 seconds.
   g) Press and hold the **SYNC** button on the Arlo Doorbell to enter the SYNC state for pairing with the Arlo base station.

2. **Mobile device compatibility:**
   a) Reboot the mobile device.
   b) Ensure customer is using Android 6 and above.
   c) Ensure customer is using iOS 10 and above.

3. **Reset the Arlo Audio Doorbell:**
   a) Open the Arlo Doorbell battery cover.
      Note: Do **NOT** remove the batteries.
   b) Press and hold the **SYNC** button for 10 seconds.
      Resetting the doorbell returns it to the factory settings.
      If the doorbell is reset, it will need to be set up again with the Arlo app before it can be used.

Arlo Chime Onboarding Failure

1. **Arlo Chime can't be discovered:**
   a) Power cycle the Chime.
   b) Ask the user to observe the blinking LED and retry onboarding.
   c) Ensure there are only a maximum of 5 chimes per base station.
   d) Before onboarding the Chime, ensure Doorbell is either on-boarded or not powered on (if Doorbell has yet to be on-boarded).
   e) Ensure Power LED and Internet LED on the front of the base station are illuminated green.
   f) Press and hold the SYNC button on the base station for 3 seconds.
   g) Press and hold the SYNC button on the Arlo Chime to enter the SYNC state for pairing with the Arlo base station.

2. **Mobile device compatibility:**
   a) Reboot the mobile device.
   b) Ensure customer is using Android 6 and above.
   c) Ensure customer is using iOS 10 and above.

3. **Reset the Chime:**
   a) Locate the SYNC button on the side of the Arlo Chime while the unit is still powered on.
   b) Press the SYNC button for 10 seconds.
   c) Retry onboarding.

1. **Out of range:**
   a) Bring the base station closer to the doorbell or chime.

2. **Doorbell offline:**
   a) Ensure Power LED and Internet LED on the front of the base station are illuminated green.
   b) Make sure the Arlo Audio Doorbell is powered.
      i. Walk past the Arlo Audio Doorbell.
      ii. The LED ring illuminates when the Arlo Audio Doorbell detects motion, which indicates that it is powered on.
   c) If the LED is not flashing white:
      i. Power cycle the doorbell.
      ii. Check that the two AA batteries are inserted correctly.
      iii. Try inserting **new** AA batteries.
      iv. Factory reset the Doorbell.

3. **Chime offline:**
   a) Ensure the Chime is connected to a properly powered AC outlet.
   b) Ensure the Power LED and Internet LED on the front of the base station are illuminated green.

4. **Firmware upgrade is in progress:**
   a) The Arlo Doorbell will not function during the firmware upgrade process (3 AM).
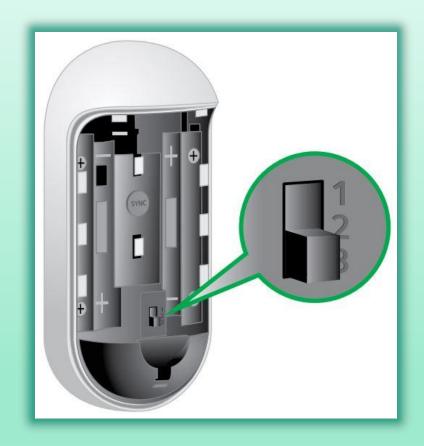
Traditional Chime Does Not Ring

If the traditional chime doesn't ring when the Arlo Audio Doorbell is pressed, try these options:

- Make sure the LED ring on the front of the Arlo Audio Doorbell is **flashing white** to confirm that it's powered by the batteries inserted during set up.

- If the existing chime is digital (produces a synthesized melody), make sure the switch in the Arlo Audio Doorbell is set to position **1 or 3**.

- If it is set to position **1 or 3**, and the melody is cutting off, switch to the opposite position.

  - For example, if using position 1 and the melody was cutting off, try using position **3**.

- If the existing chime is mechanical (makes a ding dong sound), then make sure the switch in the Arlo Audio Doorbell is set to position **2**.

Not Receiving Calls

If the user is not getting a phone call when someone presses the Arlo Audio Doorbell, try these options:

- Did the user log out of the Arlo app on the smartphone?
  - The user **must be logged into the app to receive calls** from the Arlo Doorbell.

- Make sure Calls are not turned off in the **Silent Mode** settings.

- Is the smartphone connected to the Internet?
  - The Arlo Audio Doorbell makes VoIP phone calls to the phone, which **requires an Internet connection using 3G, LTE, or WiFi**.
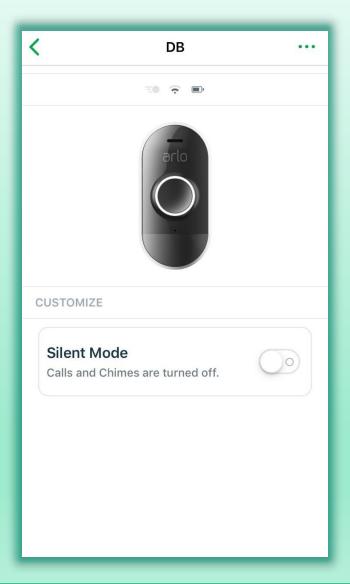
- Did someone else log into the Arlo account?
  - That person might be receiving the call.
  - Instead of sharing personal credentials, **invite the friend to be an additional user** on the Arlo account.
    - For assistance on adding friend to an Arlo account, see the following external KB article:
    - Article #000039122 – How do I add friends to my Arlo account?
      - https://kb.arlo.com/000039122/How-do-I-add-friends-to-my-Arlo-account

Arlo Chime Not Playing Melody After Set Up

If the Arlo Chime is not playing a melody after set up, follow these troubleshooting options:

- Make sure the Arlo Chime is in a **working power outlet**.

- Make sure the Arlo Chime is **paired with the Arlo Audio Doorbell**.

- Make sure **Silent Mode is disabled**.

Arlo System Not Finding Arlo Audio Doorbell or Arlo Chime

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If the Arlo system is not finding the Arlo Doorbell or Chime, try these troubleshooting options:

- Make sure the base station is **connected to the Internet**.

- Make sure the **Arlo app is used** to add the Arlo Doorbell and Chime to the Arlo account.

- **Update** the Arlo app.

- Make sure the Arlo Audio Doorbell is **powered on with new fully charged batteries** and ready to be set up.

- Make sure the Arlo Chime is in a **working power outlet** and ready to be set up.
  - When the Arlo Chime **LED flashes white**, it is ready to be set up.
  - If the LED is not flashing white, try to:
    - Power cycle the Chime
    - Factory reset the Chime

- Make sure the Arlo Audio Doorbell and Arlo Chime are **in range** of the Arlo base station.

Troubleshooting Information

- When assisting customers with Arlo Audio Doorbell and Chime on-boarding issues, ask for the following information:

  - What is the **LED behavior**?
  - Are you using **new batteries** in the Arlo Audio Doorbell?
  - What is the **distance** between the Arlo Doorbell and base station?
    - Move the Arlo Doorbell closer to the base station when troubleshooting.
  - **How many Doorbells and Chimes** are on-boarded to the base station?
    - Make sure the Arlo Chime is not plugged-in at the same time as the Doorbell during onboarding.
  - Has sync been attempted using the **Sync button**?
    - What was the LED behavior?

- When assisting customers with existing/third party chime issues, ask for the following information:

  - What is the existing/third party chime **brand/model**?
  - What is the **transformer rating**?
  - **How many mechanical/digital chimes are connected** to the Arlo Doorbell?
  - Is the existing/third party chime a **panel** or **intercom** system?
  - What **position** is the Arlo Doorbell switch in?
    - What do you hear from the chime according to the switch position.
  - What is the **Traditional Chime status**?
    - If it is not connected, retry setup.

Troubleshooting Information

- For more details on Arlo Audio Doorbell and Chime refer to the following articles in the External and Internal Knowledge Bases:

  - How do I **reset** my Arlo Audio Doorbell?
  - Why won't my Arlo Audio Doorbell **pair** with my Arlo camera?
  - How do I receive **incoming calls** on my smartphone from the Arlo Audio Doorbell?
    - How does a guest **leave a message** with my Arlo Audio Doorbell?
    - How can I **respond with a Quick Reply message** when a visitor presses my Arlo Audio Doorbell?
    - How can I see **missed calls** and listen to audio recordings from my Arlo Audio Doorbell?
    - How can I **grant my friends or family access** to my Arlo Audio Doorbell so they can receive alerts?
    - How do I change the language of **Quick Reply Messages** on my Arlo Audio Doorbell?
  - How can I use my Arlo Doorbell with **Amazon Alexa**?
    - How do I create an **Amazon Alexa Routine** for my Arlo Audio Doorbell?
  - How can I use my Arlo Audio Doorbell to **trigger an Arlo camera** to record video?
    - How can I use my Arlo Audio Doorbell to **trigger the base station siren**?
    - How do I set up my Arlo Audio Doorbell to **trigger my existing chime**?
    - How do I set up **cross-triggering** between my Arlo camera and Arlo Chime?
    - How do I set up Arlo Chime as a **siren**?

  - Arlo L1 Case **Escalation** Requirements (INTERNAL)
  - Arlo **Firmware Release Notes** (INTERNAL)
  - Troubleshooting Arlo Doorbells with **existing third party chimes** (INTERNAL)
    - How to troubleshoot Arlo Doorbell **onboarding issues** (INTERNAL)
    - How to handle Arlo Doorbell **low audio output** complaints (INTERNAL)

END

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Audio Doorbell & Chime