



arlo



Pro and Pro 2



Before completing Arlo Pro/Pro 2 training please attain the Arlo Wire-Free certification.
The following training builds upon knowledge attained in the Arlo Wire-Free module.

- **Arlo Pro** is a wireless camera system; similar to the original Arlo Wire-Free
 - It is an advanced version with enhancements and additional features
 - Arlo Pro is fully weather proof and intended for indoor and outdoor use
 - The camera can be used on battery power or plugged into AC-power
 - The system includes an upgraded camera design and an all new base station



VMB4000 – Base Station

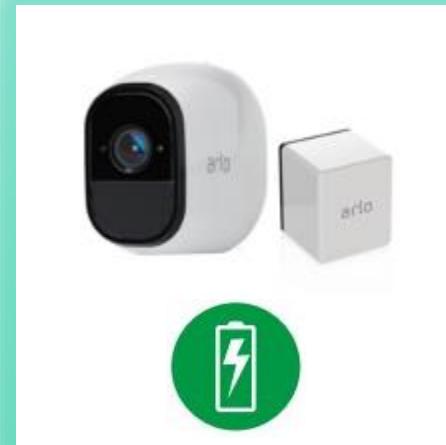


VMC4030 – Arlo Pro Camera

Arlo Pro adds the following features:

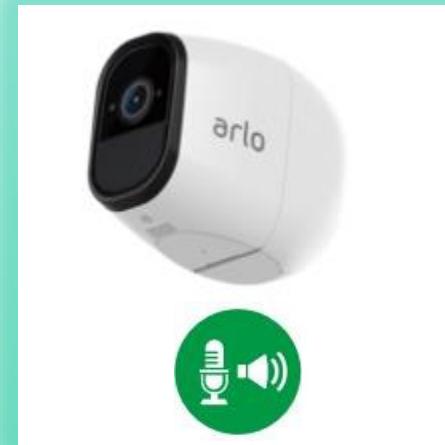
Rechargeable Battery

Easily recharge batteries anytime



2-Way Audio

Listen in or talk back and forth



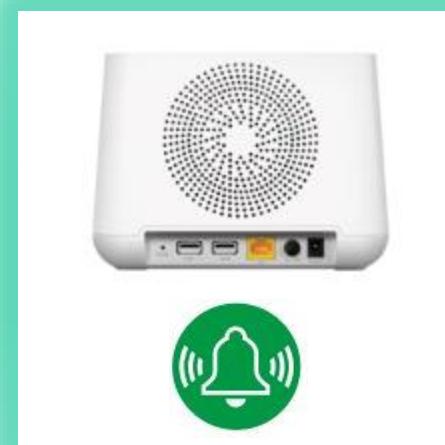
Local Storage

Connect a USB drive to the base station for video backup



Smart Siren

100+ decibel siren that can be controlled remotely



Arlo Pro Introduction



REQUIREMENTS

- High-speed Internet connection—minimum 1 Mbps upstream recommended
- Available port on your router
- Arlo Pro compatible power adapter and cable (included)



Arlo Pro

CAMERA

- HD video resolution
- H.264 format
- 110° Field of view
- 8x digital zoom
- Audio: speaker & microphone
- Night Vision:
 - 850 nm LEDs: illuminates up to 25 feet
- 5 simultaneous video streams
- Battery level indicator
- 2440mAh rechargeable battery & AC power options
- Battery life varies based on settings, usage, & temperature
- Adjustable motion detection up to 23 feet
- Adjustable sound detection
- Automatic email alerts and push notifications
- Weather-resistant:
 - Operating temperature: -4° F to 113° F (-20° C to 45° C)
 - Weather-resistant IP65 rating

BASE STATION

- WiFi
 - Frequency: 2.4GHz 802.11n
 - Range: 300 feet line of sight
- Siren: 100+ dB output
- Ethernet interface port
- Indicator LEDs:
 - Power
 - Internet
 - Camera
- IP Configuration DHCP
- Internal antenna
- Processor & Memory:
 - 900MHz ARM Cortex A7
 - 128MB flash; 128MB RAM

Arlo Pro 2 Introduction



The Arlo Pro 2 camera uses the same base station as Arlo Pro and adds the following features:



1080p HD Video Resolution



130 Degree Field-of-View



Both Arlo Pro cameras can be used wire-free with rechargeable battery or plugged into an AC-power source. Arlo Pro 2 offers enhanced **AC-powered** features:



Continuous Video Recording (CVR)

- When plugged in, take advantage of continuous recording with optional paid plans



3-Second Look Back

- Captures activity 3 seconds before a triggered event



Activity Zones (without Arlo Smart)

- Set specific areas to monitor motion



Advanced Motion Detection

- Passive Infrared + Video based technology



Arlo Pro 2 Introduction



Arlo Pro 2

- Resolution: up to 1080p HD
- Format: H.264
- Field of view: 130°
- Night Vision
 - 850 nm LEDs; illuminates up to 25 feet
- 8x digital zoom
- 5 simultaneous video streams
- Audio: Speaker and Microphone
- Frequency: 2.4GHz
- Range: Up to 300 feet line of sight
- Wire-Free motion detection
 - Passive infrared technology
 - Adjustable up to 23 feet
- Plugged-in motion detection
 - Video based technology
 - Up to 3 activity zones
 - 3 second preview
- Adjustable sound detection
- Automatic email alerts and push notifications
- Rechargeable battery and AC power options
- Battery life varies based on settings, usage, & temperature
- Weather-resistant
 - Operating temperature: -4° to 113° F (-20° C to 45° C)
 - IP65 rating

Arlo Pro and Arlo Pro 2 Camera Comparisons



Arlo Pro Camera Comparisons	 Arlo Pro (VMC4030)	 Arlo Pro 2 (VMC4030P)
Maximum Video Resolution	720p HD	1080p HD
Field of View	110 degrees	130 degrees
CVR	No	Yes, when plugged into AC-power
3-Second Look Back	No	Yes, when plugged into AC-power
Advanced Motion Detection	No	Yes, when plugged into AC-power
Activity Zones	Yes, with Arlo Smart subscription	Yes, when plugged into AC-power or anytime with Arlo Smart subscription

Arlo Pro and Pro 2 Camera Comparisons



- Arlo Pro and Pro 2 cameras are nearly identical in appearance
 - The main way to tell them apart is Arlo Pro has a **black** ring around the camera face and Arlo Pro 2 has a **white** ring



Arlo Pro



Arlo Pro 2



Arlo Pro and Pro 2 Base Stations



- Arlo Pro and Pro 2 cameras use the same base stations
 - Pro cameras originally shipped with the **VMB4000** Gen4 base station
 - A new base station (**VMB4500**) is also available



VMB4000
Gen 4 Base Station



VMB4500
Gen 4 New Base Station

Arlo Pro and Pro 2 Base Stations



Arlo Pro and Pro 2 are compatible with any of the existing base stations, including SmartHub



VMB3000
Original (Gen 3) Base Station



VMB3500
Gen 3 New Base Station



VMB5000
Arlo Ultra SmartHub

Arlo Pro and Pro 2 Base Stations



- The original Arlo Wire-Free camera (VMC3030) is also compatible with the **VMB4000** and **VMB4500** base stations



VMB4000



Arlo Wire-Free



VMB4500

- Arlo Pro and Pro 2 cameras are compatible with the original Arlo Wire-Free VMB3000 base station; although features such as Smart Siren and Local Storage will be lost



Arlo Pro



VMB3000



Arlo Pro 2

Arlo Pro and Pro 2 Base Stations



The new VMB4500 base station has the same functionality as the VMB4000 with the following differences:

VMB4500 has a single LED to indicate the status of the base station



VMB4500



VMB4000

Arlo Pro and Pro 2 Base Stations



- VMB4500 does not have an On-Off button:
 - To turn off the base station, unplug the device
- VMB4500 also has one USB port instead of two



VMB4500



VMB4000

Arlo Pro and Pro 2 Model Numbers



Arlo Pro and Arlo Pro 2	Model Number					
Arlo Pro Camera	VMC4030					
Arlo Pro 2 Camera	VMC4030P					
Arlo Pro/Arlo Pro 2 Base Station	VMB4000					
New Arlo Pro/Arlo Pro 2 Base Station	VMB4500					
Arlo Pro Systems (1, 2, 3, 4, 5, and 6 camera kits)	VMS4130	VMS4230	VMS4330	VMS4430	VMS4530	VMS4630
Arlo Pro 2 Systems (1, 2, 3, 4, 5, and 6 camera kits)	VMS4130P	VMS4230P	VMS4330P	VMS4430P	VMS4530P	VMS4630P

- A 'C' in the model number indicates Camera (VMC4030), 'B' = Base Station (VMB4000), 'S' = System (camera kit) (VMS4330P)
 - The number '4' after this letter indicates 4th generation (Pro/Pro2) (VMS4330P)
- For Systems/Kits, the number after the '4' indicates the number of cameras in the kit (VMS4330P)



Arlo Pro and Pro 2 Accessories



Set of 3 Skins in Green and Camouflage for Pro and Pro 2
(VMA4200)



Set of 3 Hooded Skins in Black for Pro and Pro 2
(VMA4200B)



Set of 3 Skins in Black for Pro and Pro 2 **(VMA4200C)**

Arlo Pro and Pro 2 Accessories



Quadpod Mount (**VMA4500**)



Outdoor Security Mount in Black
(**VMA1000B**)



Outdoor Security Mount in White
(**VMA1000**)



Outdoor Mounts in Black
(**VMA4000B**)



Outdoor Mounts in White
(**VMA4000**)

Arlo Pro and Pro 2 Accessories



Indoor Power Cable and Adapter
(VMA4800)



Outdoor Power Adapter
(VMA4900)



Rechargeable Battery with Power Adapter and Cable
(VMA4400)



Charging Station
with Power Adapter and Cable
(VMA4400C)

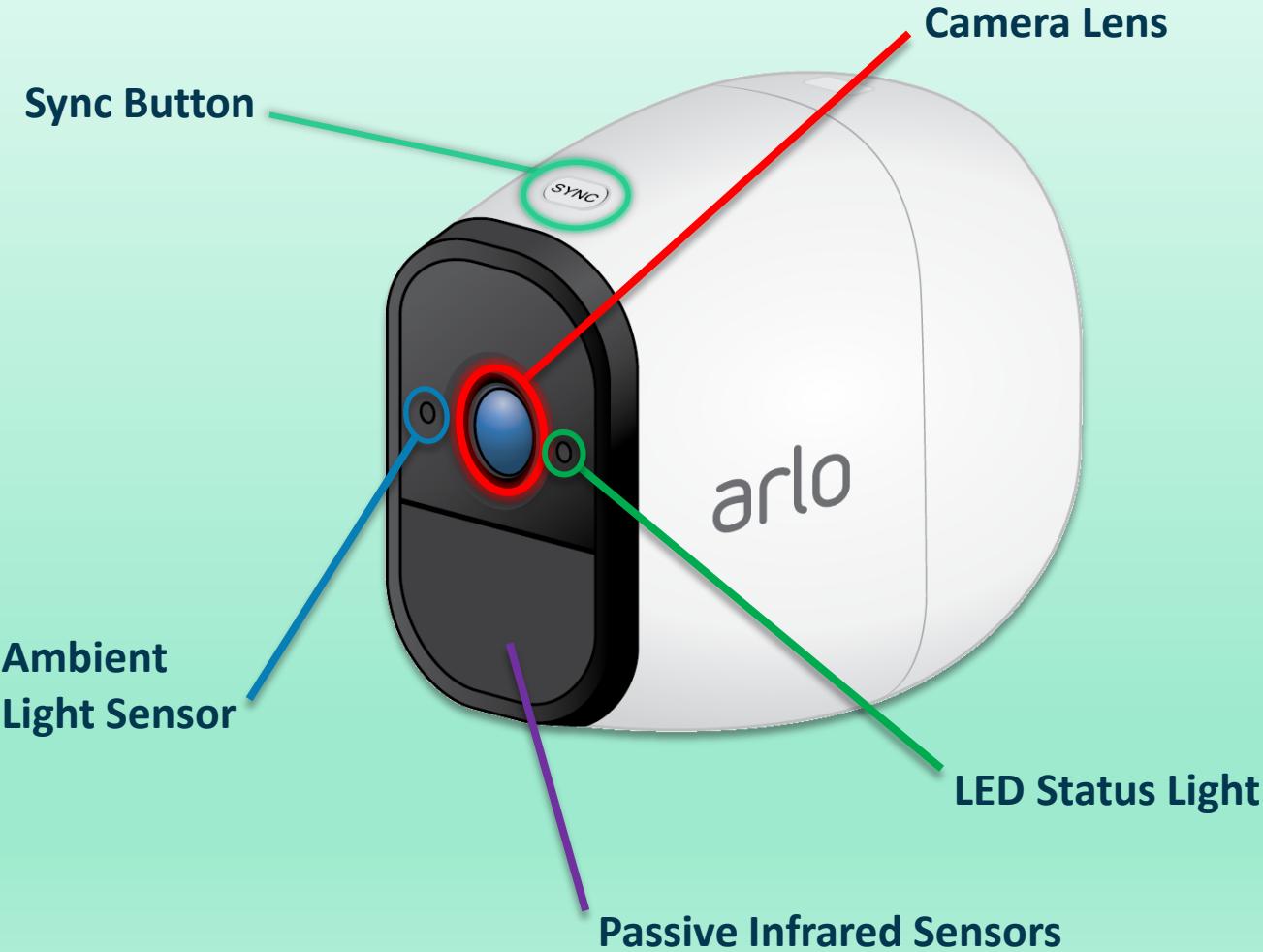


Solar Panel **(VMA4600)**



arlo
Pro
Camera

Arlo Pro Camera

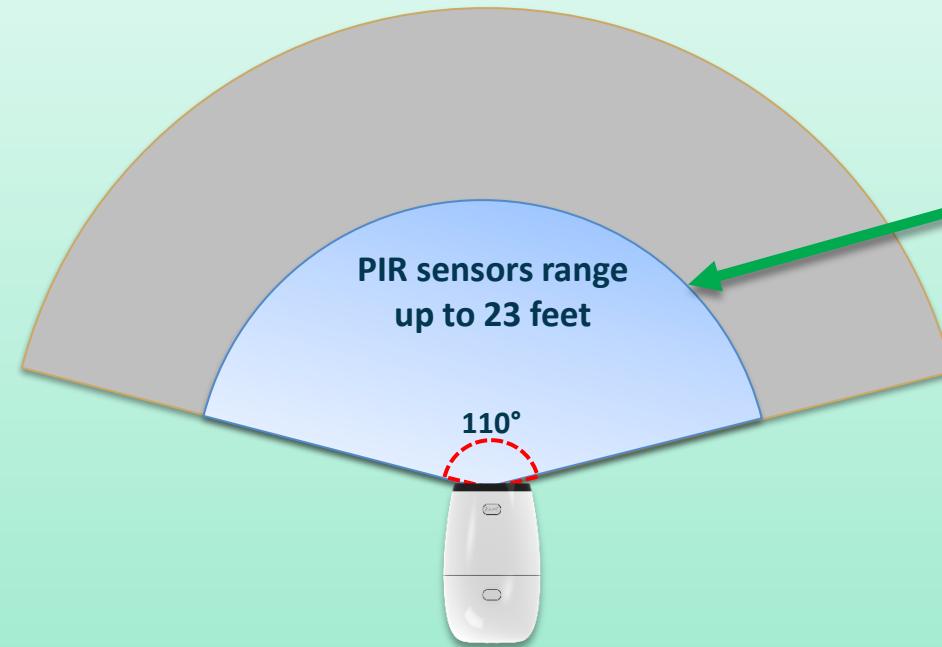


Arlo Pro Camera Specifications



Specifications

Detection Capability	Sound and Motion
Antenna	Internal
Wireless	2.4GHz 802.11b/g/n
Wireless Speed (Automatic)	74Mbps @20MHz 150Mbps @40MHz
Focus Range	Fixed focus (2ft to infinity)
Lens Field of View	110°
Passive IR Sensors Field of View	110°
Video Resolution	Configurable up to 720p
Video Format	mp4 H.264 Codec
Operating Temperature	- 4° to 113° F (-20° to 45° C)

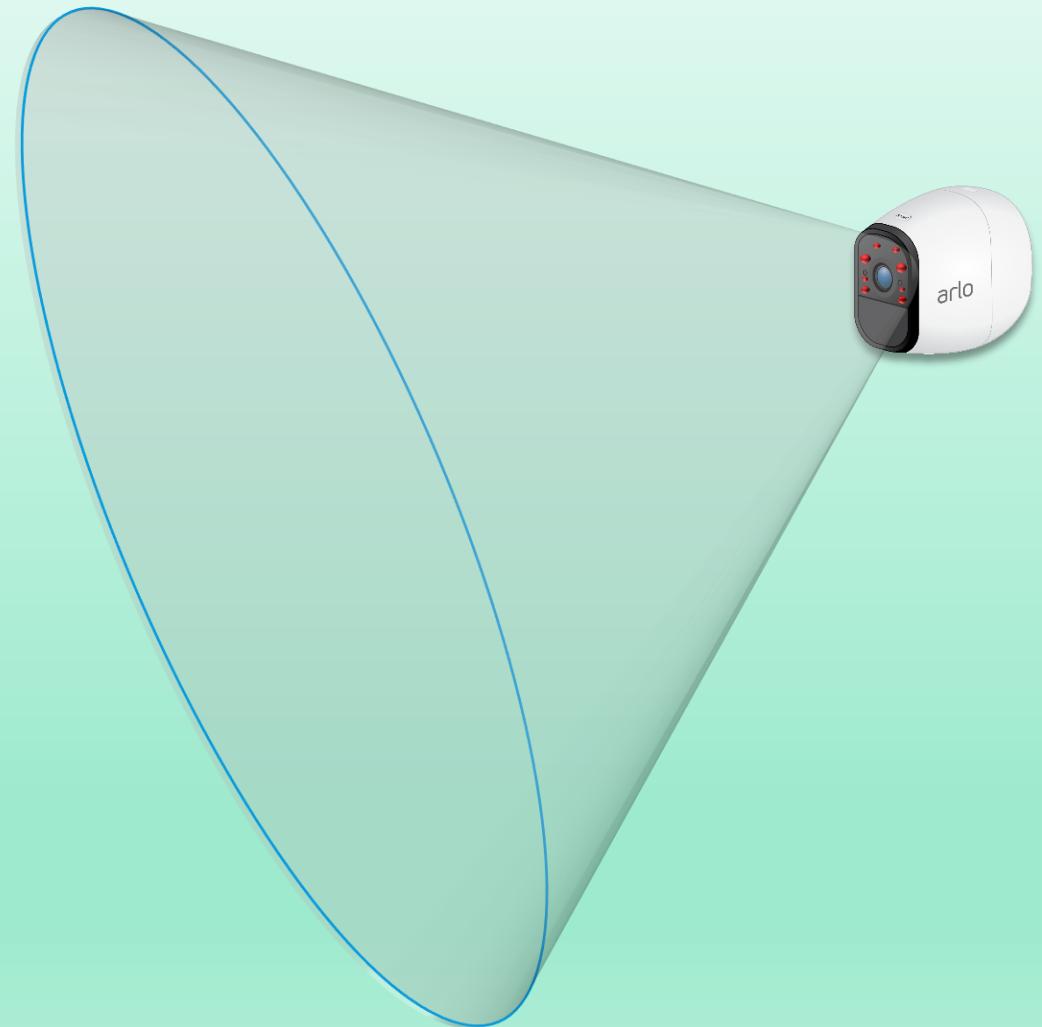


The Arlo Pro camera has a **110 degree** field of view

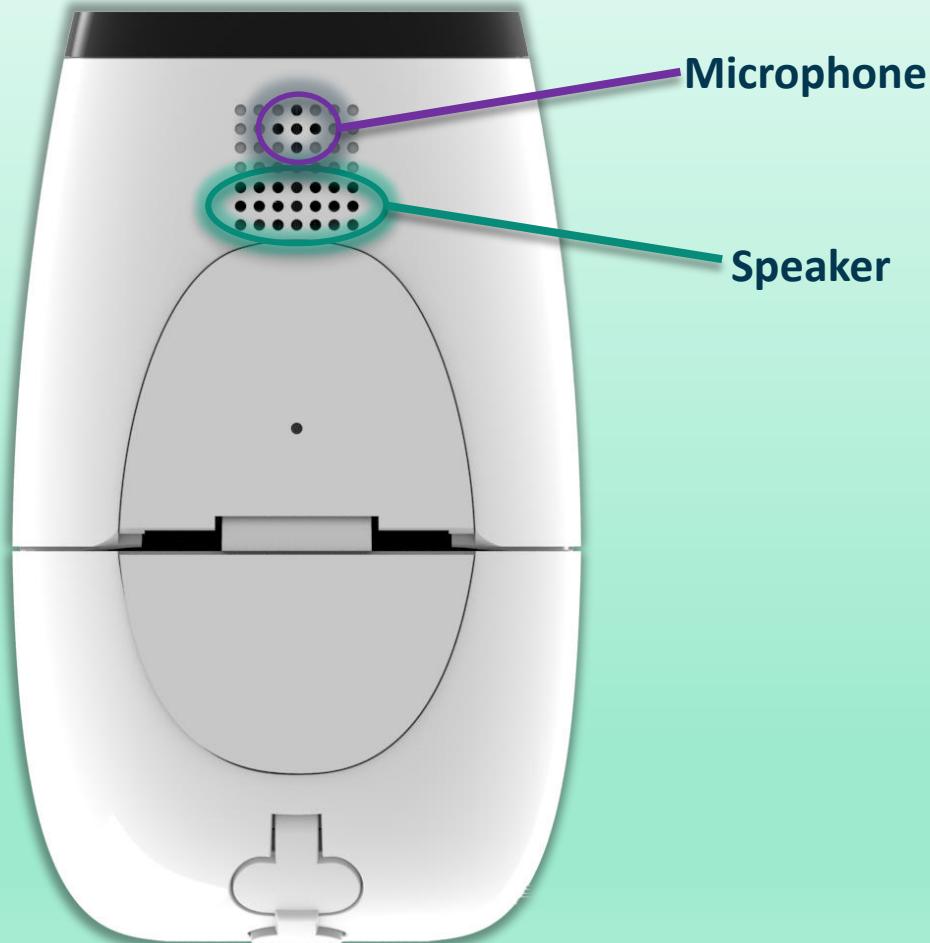
Two passive infrared (PIR) sensors provide up to **23 feet** of motion sensing range

- Once the motion or sound is detected, the camera will wake up and trigger recording automatically (according to applicable modes and rules)

- If the environment is dark, the ambient light sensor detects additional light is required
 - Night Vision LEDs will illuminate automatically and turn off after the recording is finished
 - The maximum Night Vision LED illumination range is **25 feet**



Arlo Pro Camera 2-Way Audio

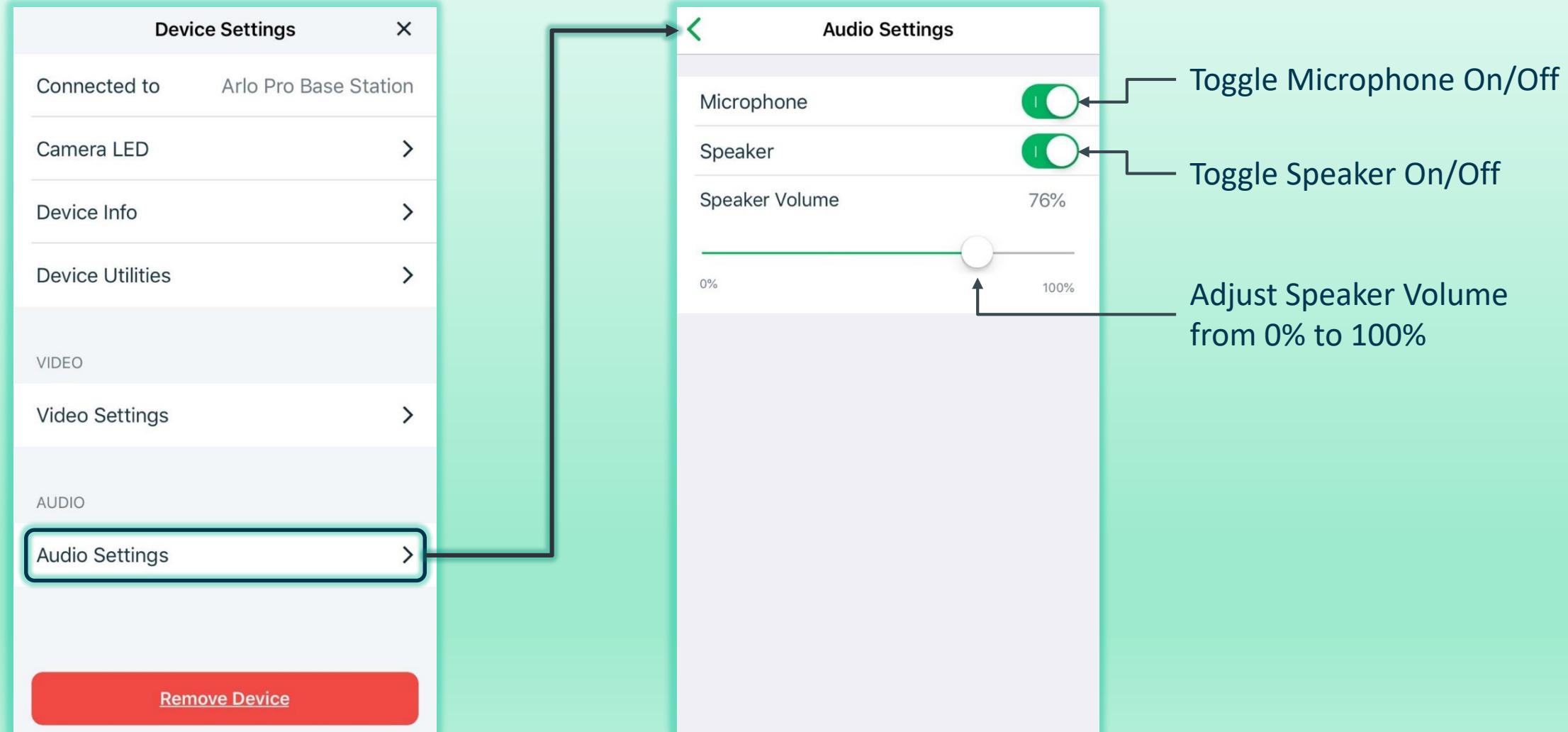


- The Arlo Pro camera has a built-in speaker and microphone which allows recording of video with audio
 - This also allows setup of **audio detection** alerts
- The microphone and speaker gives the camera 2-Way Audio functionality so that you can **talk and listen** through the camera
 - 2-Way Audio works with half-duplex transmission which means one direction at a time
 - You can only talk while pushing the Push-to-Talk button in the app
 - During this time you cannot hear what the camera detects

Arlo Pro Camera 2-Way Audio



- The Arlo Pro Camera **Audio Settings** can be accessed from the **Device Settings** screen in the Arlo app:



Arlo Pro Camera 2-Way Audio



Icons on the Arlo Pro camera feed view give access to 2-Way Audio features:

Speaker Volume:

- Turn camera live feed sound on/off

Microphone:

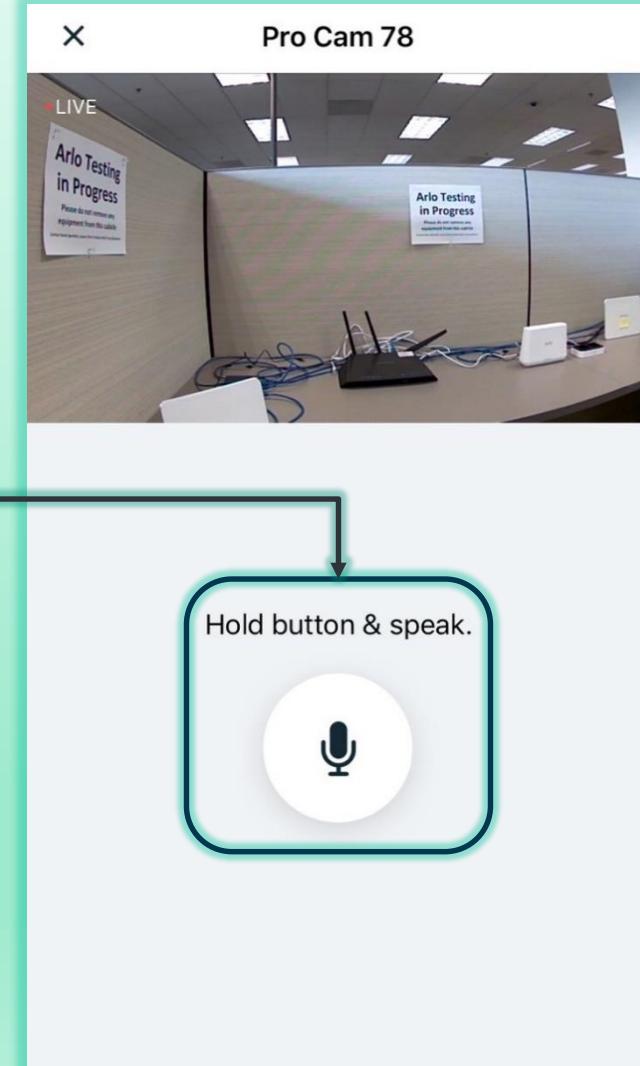
- Push to talk

The screenshot shows the Arlo mobile application interface. At the top, there's a header with the Arlo logo and a shield icon. Below the header, there are two camera feeds: "Pro Cam 78" and "Pro Cam 35". Each feed has a small video thumbnail above it. On the right side of each feed, there are several icons: a speaker icon (highlighted with a red box and an arrow), a microphone icon (highlighted with a red box and an arrow), a circular button, a camera icon, and a gear icon. At the bottom of the screen, there are four navigation tabs: "Devices" (highlighted with a green box and an arrow), "Library", "Mode", and "Settings".

Pro Cam 78

Pro Cam 35

Hold button & speak.

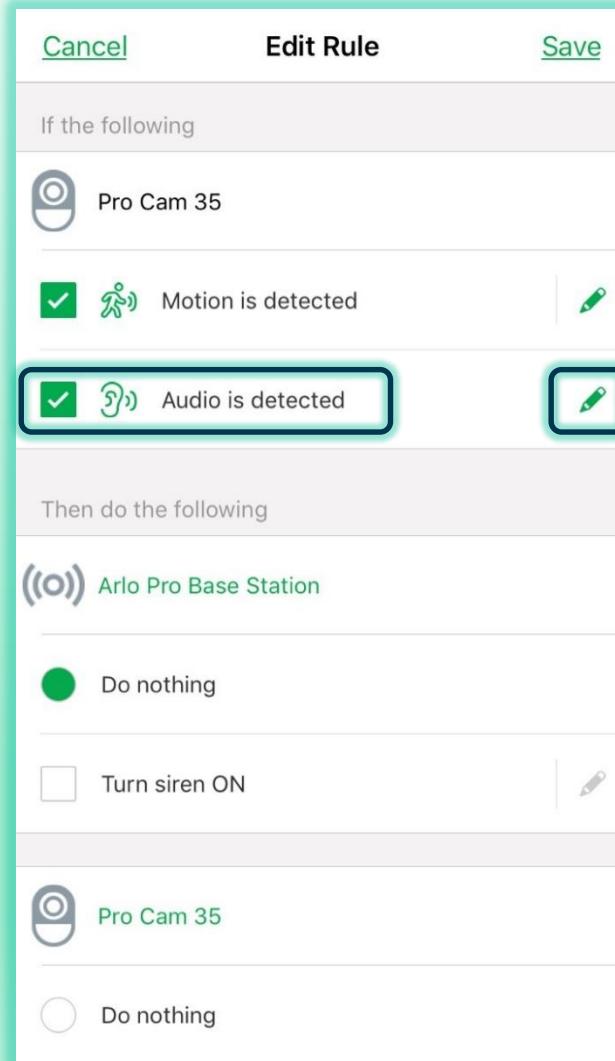


Arlo Pro Camera 2-Way Audio

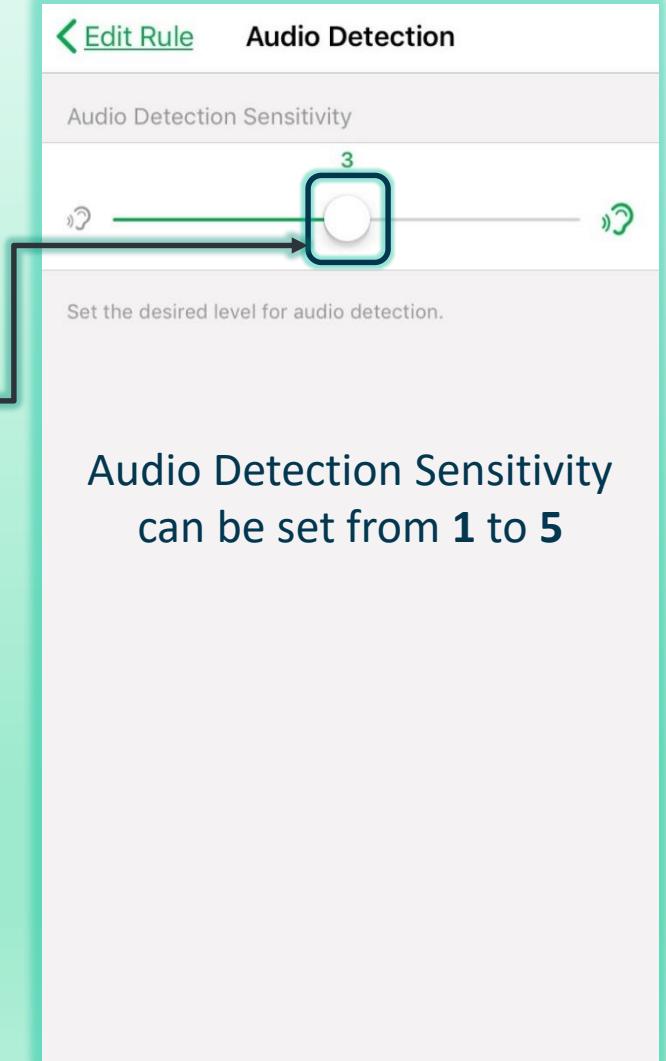


Audio Detection will be an option when setting up Modes and Rules for Arlo Pro cameras:

On the Edit Rule screen, select **Audio is detected** in order to trigger the Base Station siren or record video when the camera microphone picks up audio



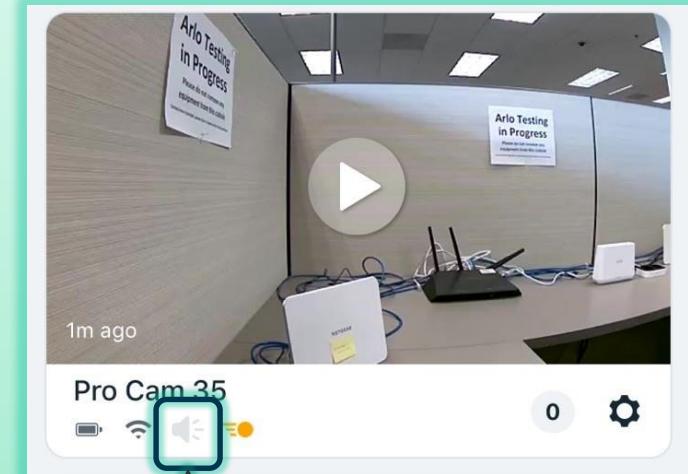
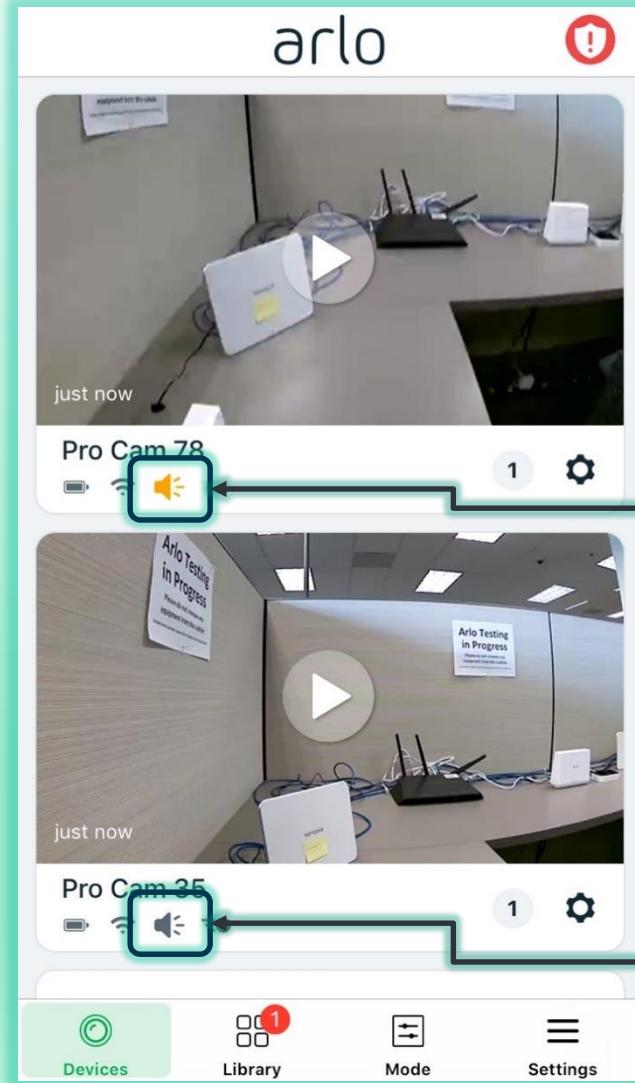
Tap the Edit icon to
adjust Audio Detection
Sensitivity



Arlo Pro Camera 2-Way Audio



Audio Detection Icons are displayed on the Devices Screen:



Black – audio detection **enabled**

Arlo Pro/Pro 2 Camera Rechargeable Battery



- The Arlo Pro camera uses a **2440mAh Rechargeable Li-ion Battery** and supports Qualcomm Quick Charge technology which is designed to minimize charging time
- Only use the Arlo Pro rechargeable battery that comes with Arlo Pro cameras
- Arlo Pro and Pro 2 use the same battery (**VMA4400**)
- Extra Arlo Pro add-on batteries are available for purchase from Arlo
- The average battery life is 1.5 years
- Model No: A-1
 - Rating: **7.2V 17.57Wh**
 - Capacity: **2240mAh**
 - Charging voltage: **8.4V**

Arlo Pro/Pro 2 Camera Rechargeable Battery



Insert the Battery

1. Unlock the battery compartment by pressing and holding the latch.



2. Gently pull the battery door back to open the compartment.

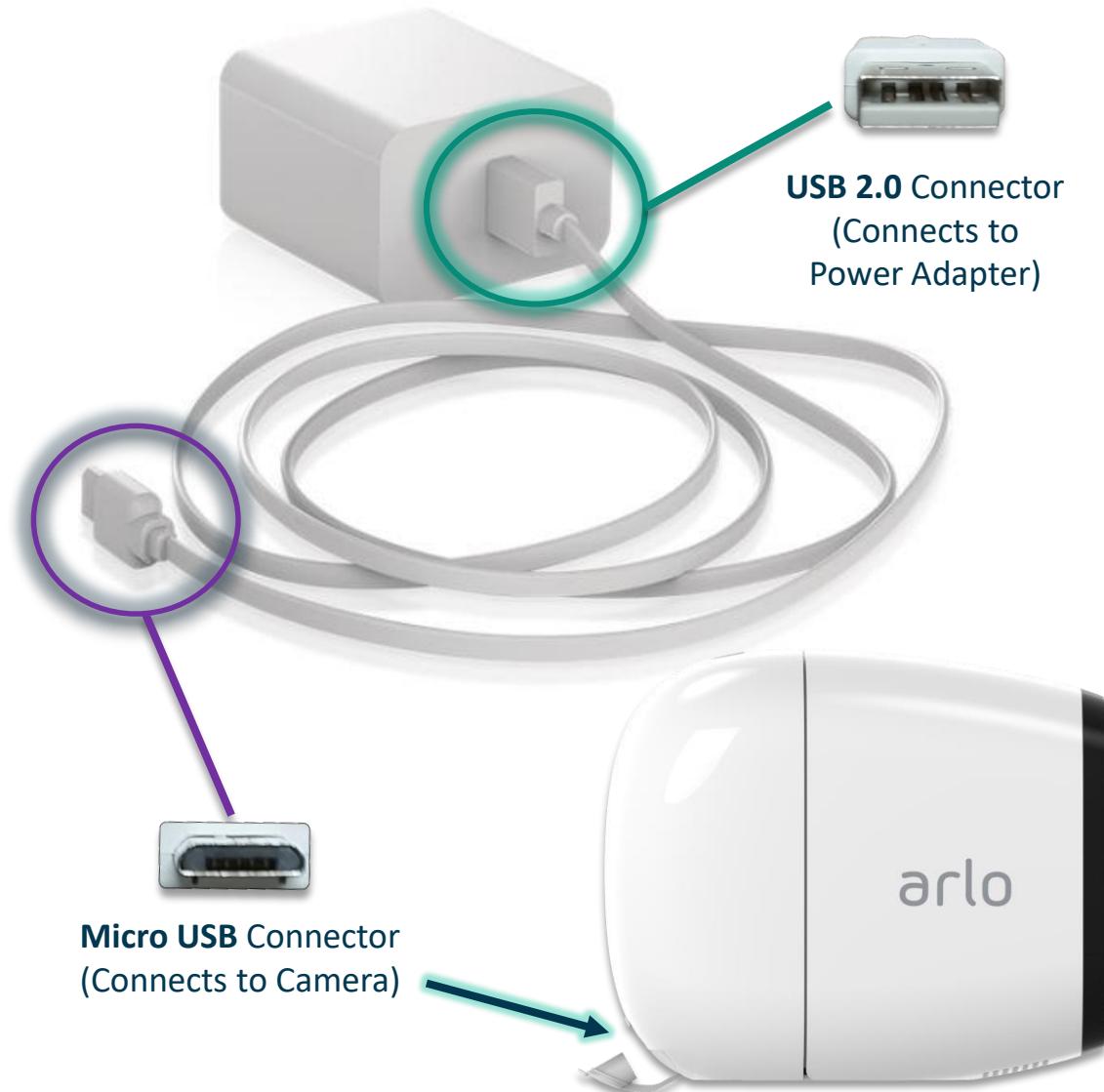
3. Align the battery contacts.



4. Insert the battery.
5. Close the battery door.



Arlo Pro/Pro 2 Camera Rechargeable Battery



- The Arlo Pro Power Adapter and Cable must be used to charge the Arlo Pro/Pro 2 cameras
- Quick Charge technology will charge at a higher voltage to achieve faster charging speeds than traditional USB charging allows
- Traditional USB charging is limited to 5 volts
- Quick Charge is achieved by an increased voltage of **9 volts**



Input: 100 - 240V ~ 50/60Hz 0.3A

Output: 5V --- 1.8A or 9V --- 1.1A





- Qualcomm Quick Charge is a technology that lets rechargeable battery-operated electronic devices charge at a higher voltage to achieve faster charging speeds than traditional USB charging allows
- Arlo Pro and Arlo Pro 2 cameras use Quick Charge technology to help charge batteries faster and reduce camera downtime
- Quick Charge technology only works if you use a compatible Quick Charge power adapter and power adapter cable
- A regular **5V** Micro USB cable does **not** have high enough voltage to fully charge Arlo Pro and Arlo Pro 2 cameras
- The **9V** power adapter and cable that comes with the Arlo Pro/Pro 2 system **must be used**

Arlo Pro/Pro 2 Camera Rechargeable Battery



- Instead of charging batteries one at a time, the **Arlo Charging Station** (sold separately) can be used to charge up to **two** batteries simultaneously
- The Arlo Charging Station package includes:
 - Charging Station
 - Power Cable
 - Power Adapter



Push the battery into the charging bay until you hear a click.
One battery can be inserted on each side.

Arlo Pro/Pro 2 Camera Rechargeable Battery



Charging Station LED Guide



Solid green

A battery is inserted and is fully charged.



Fast blinking amber

A battery is inserted and the charge failed.

Solid amber

A battery is inserted and is charging.

Off

The charging station is powered off or no batteries are inserted.

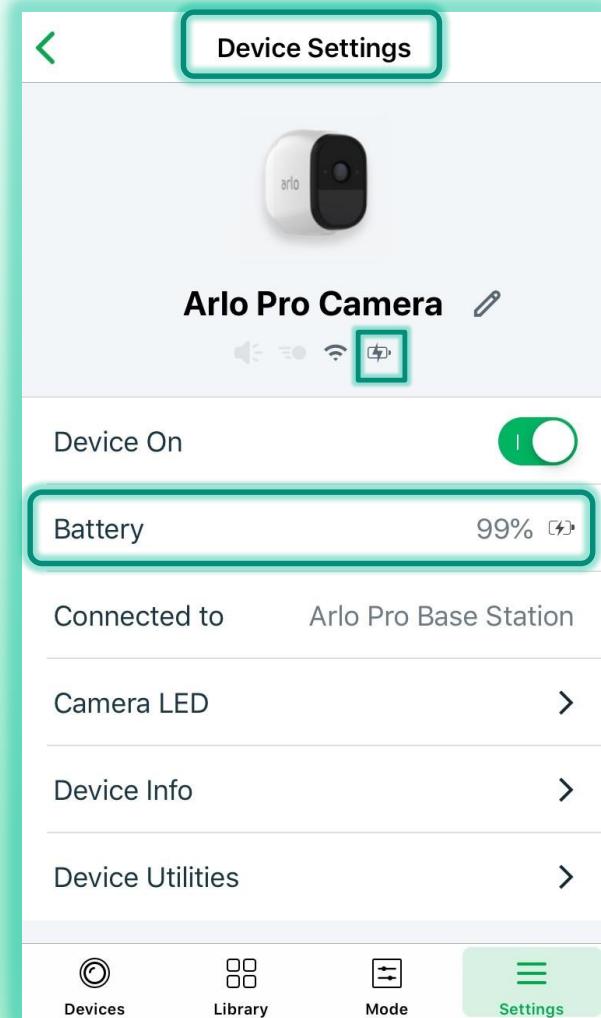
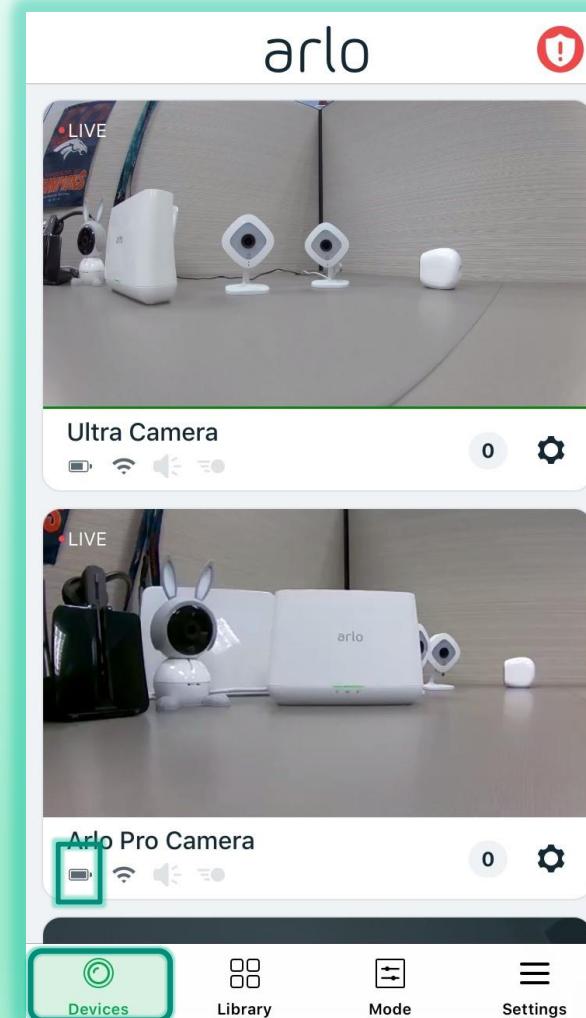


Arlo Pro/Pro 2 Camera Battery Icons



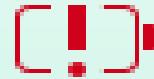
Battery icons in the Arlo app can be viewed on the main **Devices** screen or the **Device Settings** screen

Battery Icon	Meaning
	Charge Level 76% - 100%
	Charge Level 51% - 75%
	Charge Level 26% - 50%
	Charge Level 1% - 25%
	Charge Level 0%
	Battery is charging
	Battery is fully charged
	Charging is disabled



If the **camera or base station is offline**, the **battery icon is hidden**

- Camera battery levels are accurate as long as the camera is close to room temperature (65-75 degrees Fahrenheit)
- Temperature variations can affect the accuracy of the displayed battery level
- The battery level is less accurate under the following conditions:
 - **The camera is outside of room temperature for a long period of time**
 - **Video from the camera is streamed frequently**
 - **The camera gets close to either end of its operating temperature range**
- A low battery notification is sent when batteries have 15% of their charge remaining



- If the charging disabled icon is displayed, check for the following conditions:
 - The battery is too hot or too cold to charge safely:
 - Batteries cannot charge safely in temperatures below 32 degrees Fahrenheit or above 113 degrees Fahrenheit
 - The camera can still function in temperatures slightly below freezing, but charging is disabled for safety reasons
 - Bring the camera to an area within the temperature range of 32 to 113 degrees Fahrenheit and allow it to reach a safe temperature before attempting to charge again
 - An incompatible charging cable is connected to the Arlo Pro/Pro 2 camera
 - The power adapter and power cable that came with the Arlo Pro/Pro 2 camera must be used

To keep an Arlo Pro/Pro 2 camera battery continuously charged, the Arlo Solar Panel can be used

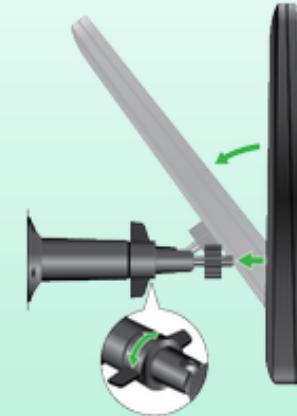
- It harvests energy from the sun and converts it into electricity
- Includes a **6 foot** power cable and mount
- The Arlo Solar Panel is weather resistant
- Operating temperature: **32 to 113 degrees Fahrenheit**
- The Arlo Pro rechargeable battery must be inserted in the camera for the solar panel to work
- The **2-watt** Arlo Solar Panel is designed to provide year-round trickle charging to keep the Arlo Pro/Pro 2 camera battery charged
 - Make sure the Arlo Pro/Pro 2 battery is fully charged when the Arlo Solar Panel is set up
 - The Arlo Solar Panel is designed to keep the camera battery charged, not to charge the battery from low to full





The amount of energy that the Arlo Solar Panel can produce depends on several factors:

- average sun exposure
- weather conditions
- tilt angle
- dust and debris



- A solar panel in the same location might produce a different amount of energy at noon in December than at noon in June
 - The same panel might produce more energy in one geographic location and less in another
 - In both situations, the difference is based mainly on the amount of sunlight that the solar panel receives
- **To optimize the effectiveness of the solar panel:**
 - Choose a location for the solar panel that gets **plenty of sunlight**
 - **Avoid spots that are in the shade** for a significant portion of the day
 - Mount the solar panel facing true south (in the northern hemisphere) or true north (in the southern hemisphere) and **tilt it to the appropriate angle** for your latitude
 - For help finding the right orientation and tilt angle, download the free SimplySolar app for iOS or Android
 - Wipe the panel every few months to **remove dust and debris** that might affect the solar energy-harvesting efficiency of the panel



General

- Blink blue once**
The camera is powered on.

- Blinking blue and amber**
A firmware update is in progress. DO NOT TURN OFF THE CAMERA.

- Off**
The camera is either powered off or is powered on and is synced to a base station.

Syncing

- Slow blinking blue**
The camera is searching for a base station.

- Fast blinking blue**
The camera is syncing with a base station.

- Fast blinking amber**
The camera did not sync properly.

Charging

- Fast blinking blue**
The camera is connected to power.

- Solid blue**
The camera is powered on and the battery is fully charged.

- Slow blinking amber**
The camera battery charge is low.

- Fast blinking amber**
The power connection failed.



Arlo Pro 2 offers the same features as Arlo Pro with the following differences:

- Arlo Pro 2 offers a wider **130 degree** field of view (20 degrees wider than Arlo Pro)
- Arlo Pro 2 offers **1080p full HD resolution** with nearly identical battery life to Arlo Pro
- **3-Second Look Back.** When plugged in, Arlo Pro 2 uses a pre-buffer to record the three seconds before motion is detected.
 - Pre-buffering also reduces the latency between motion detection and the start of video recording
 - When operating on battery power, Arlo Pro 2 does not pre-buffer
- **Activity Zones.** When **plugged in**, Arlo Pro 2 allows you to set up activity zones.
 - These activity zones are on the camera, not in the cloud
 - They **do not require a paid subscription plan** as long as the camera is plugged into AC power
 - You can select up to three rectangular zones for your Arlo Pro 2 camera to focus on
 - When the camera is not plugged in, activity zones are disabled
- **CVR.** When **plugged in**, Arlo Pro 2 is capable of continuous video recording (CVR) with an **optional paid** CVR plan.
 - When the camera is not plugged in, CVR is disabled.



When **Arlo Pro 2** is plugged into an AC-power source it will also have Advanced Motion Detection



- Advanced Motion Detection uses **Passive Infrared (PIR) sensors** and an **Image sensor**
 - The PIR sensors cause the camera to trigger when infrared technology **detects an object that is warmer** than the surrounding environment
 - The image sensor analyzes **changes in video frames** to trigger motion detection recordings
 - Dual motion detection technologies help to lower the probability of false triggers which maximizes accuracy and reduces energy use
 - If the **PIR sensor** is triggered, the camera will activate the **image sensor**
 - The image sensor will check for motion by looking for a difference between consecutive images
 - An image is also known as a frame
 - Frame-rate is the frequency at which the consecutive images are processed
 - Arlo Pro 2 handles 24 frames per second (fps)
 - If the frame differences reach a predetermined threshold, the camera will send the data to the cloud

Arlo Pro 2 3-Second Look Back

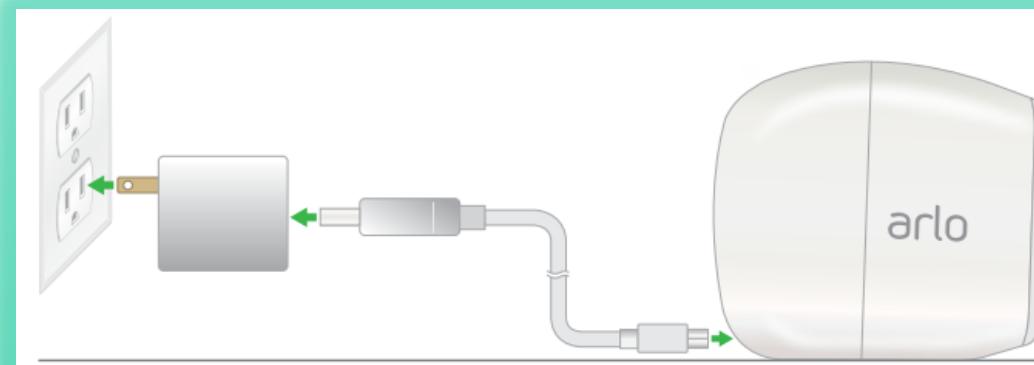


With **3-Second Look Back** motion-triggered video recordings start before the motion happens, so nothing is missed

To set up an Arlo Pro 2 camera to record Look Back video:



1. Plug the Arlo Pro 2 camera into an **AC-power** source.



2. Make sure that the camera is using a **motion detection mode** such as Armed.
3. Subscribe to a **CVR plan**.

When the camera detects motion, it records the three seconds before the motion trigger event takes place.

Arlo Pro 2

Continuous Video Recording (CVR)



- When plugged into AC-power, **Arlo Pro 2** cameras can record 24/7 and allow you to rewind video to any minute of the day and catch anything that may have been missed
- This feature is called Continuous Video Recording (CVR), and it is available when an optional CVR plan is purchased
- Arlo offers two CVR plans
 - One plan enables **14 days** of continuous recording
 - The other plan enables **30 days** of continuous recording
 - Subscriptions can be made on a per month or annual basis

14 days 24/7 Cloud Recording	\$9.99 per month per camera
30 days 24/7 Cloud Recording	\$19.99 per month per camera

CVR

✓ Use this optional CVR plan to enable your Arlo camera to record 14 or 30 days of continuous video to the cloud

14 days - **\$99/yr** + tax
1 camera(s) selected [Edit](#)

30 days - **\$199/yr** + tax

No thanks

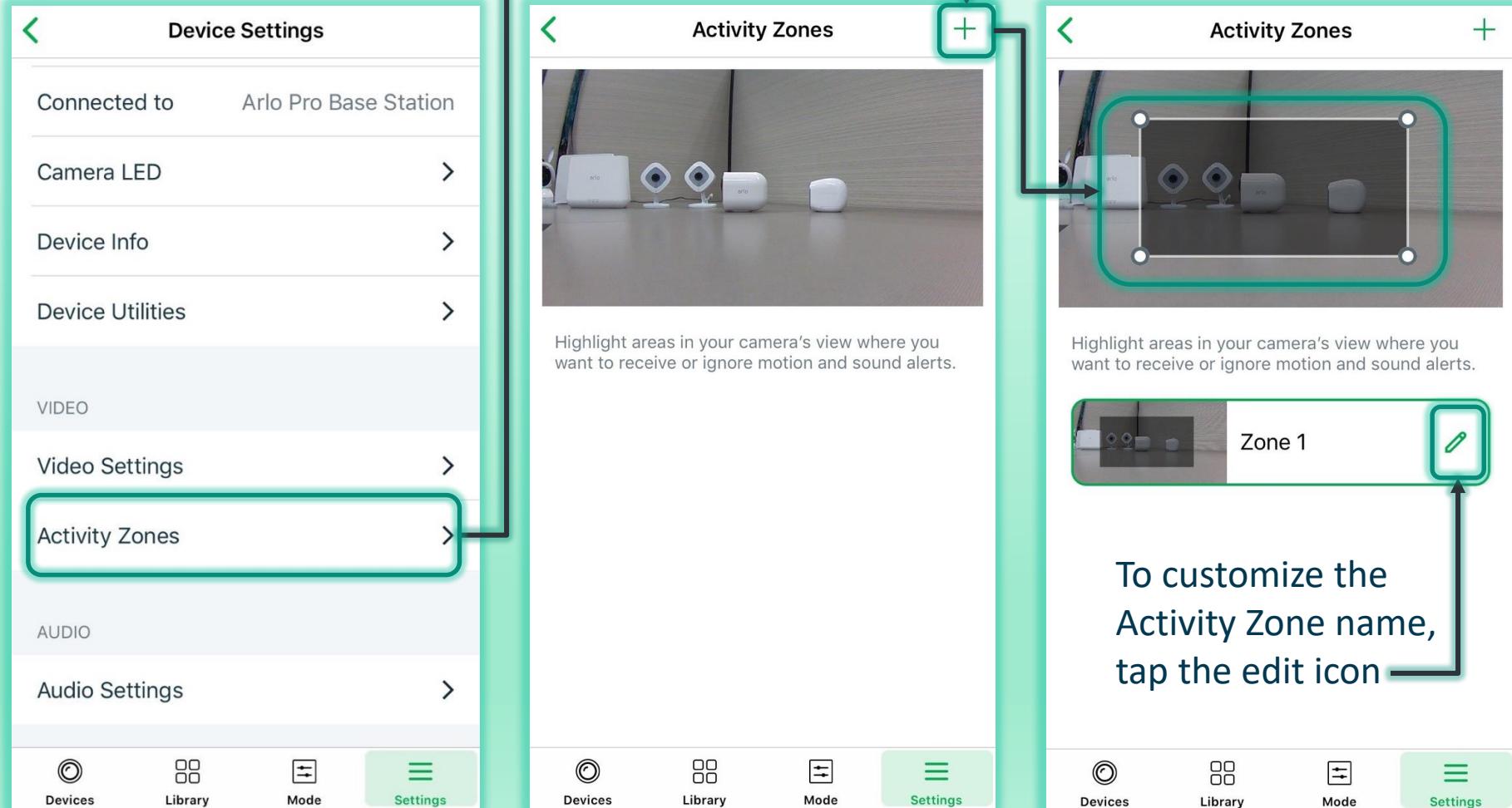
Arlo Pro 2 Activity Zones



Activity Zones allow you to identify areas within the Arlo Pro 2 camera view where you want the camera to detect motion

To create Activity Zones:

1. Tap **Settings > My Devices > Arlo Pro 2 Camera > Activity Zones.**
2. Tap the **+** icon.
3. Tap and hold the highlighted **box** to move it to the desired area.
4. Drag the **corners** of the box to resize the activity zone area.



To customize the Activity Zone name, tap the edit icon

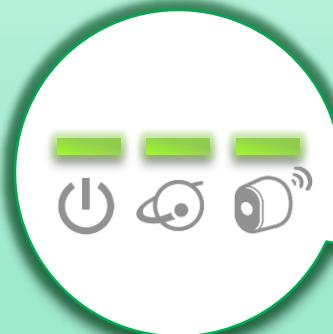
arlo
Pro
Base Station

Arlo Pro Base Station VMB4000



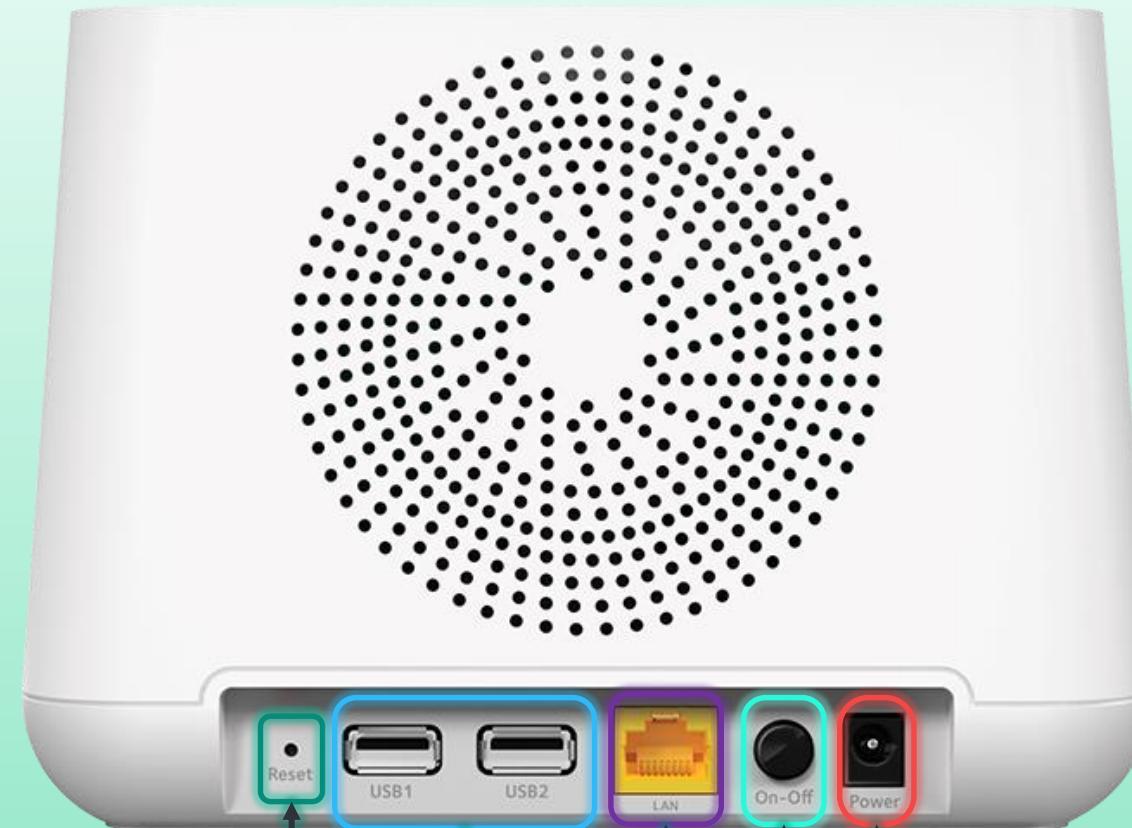
The **VMB4000** base station utilizes a more simplified design than the previous Gen 3 VMB3000

Three LED Indicators
for clearer status
indication and easier
troubleshooting



SYNC Button
located on top of
the base station for
easier access

Arlo Pro Base Station VMB4000



Factory Reset Button

Dual USB Ports

Reset

USB1

USB2



LAN

On-Off

Power

AC-Power Adapter Port

Power Button

Ethernet Port

Arlo Pro Base Station VMB4000 LEDs



Power

Green

The base station is powered on.

Blinking green
A firmware update is in progress. DO NOT TURN OFF THE BASE STATION OR CAMERAS.

Amber

The base station is booting.

Off

The base station is powered off.

Internet

Green

The base station is connected to the Internet.

Blinking green
The base station is transmitting data.

Amber

The base station is connected to the router but did not get an Internet connection.

Off

The base station is not connected to your router.

Camera

Green

Cameras are connected to the base station.

Blinking green
The base station is attempting to sync with a camera.

Blinking amber

A camera is too far from the base station. Signal strength is weak.

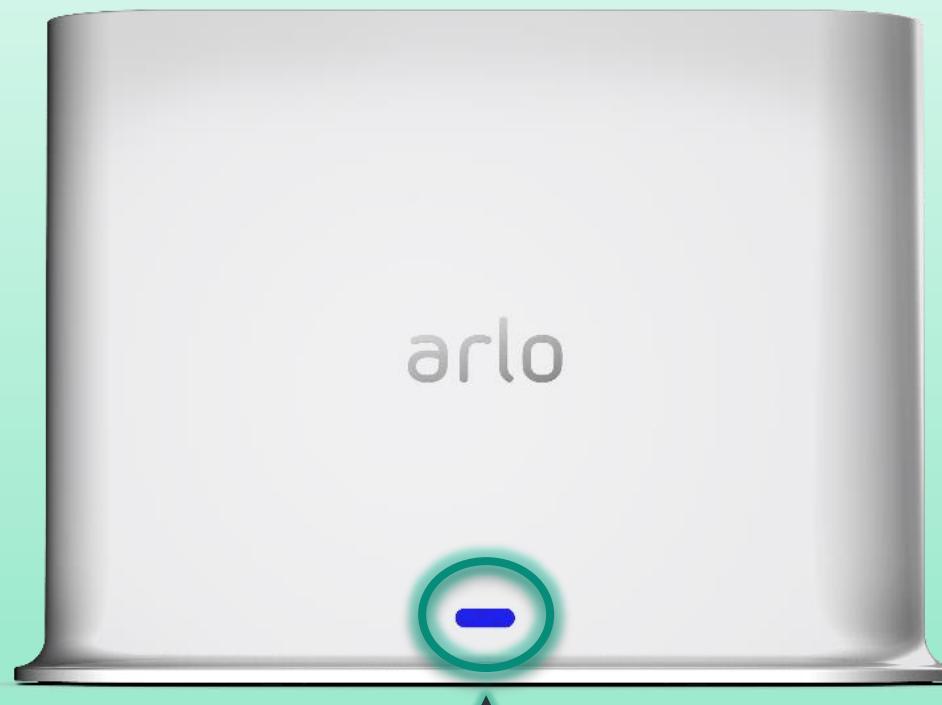
Off

No cameras are detected.

Arlo Pro Base Station VMB4500



The **VMB4500** base station takes simplification a step further



One LED Indicator



SYNC Button
located on the back
the base station

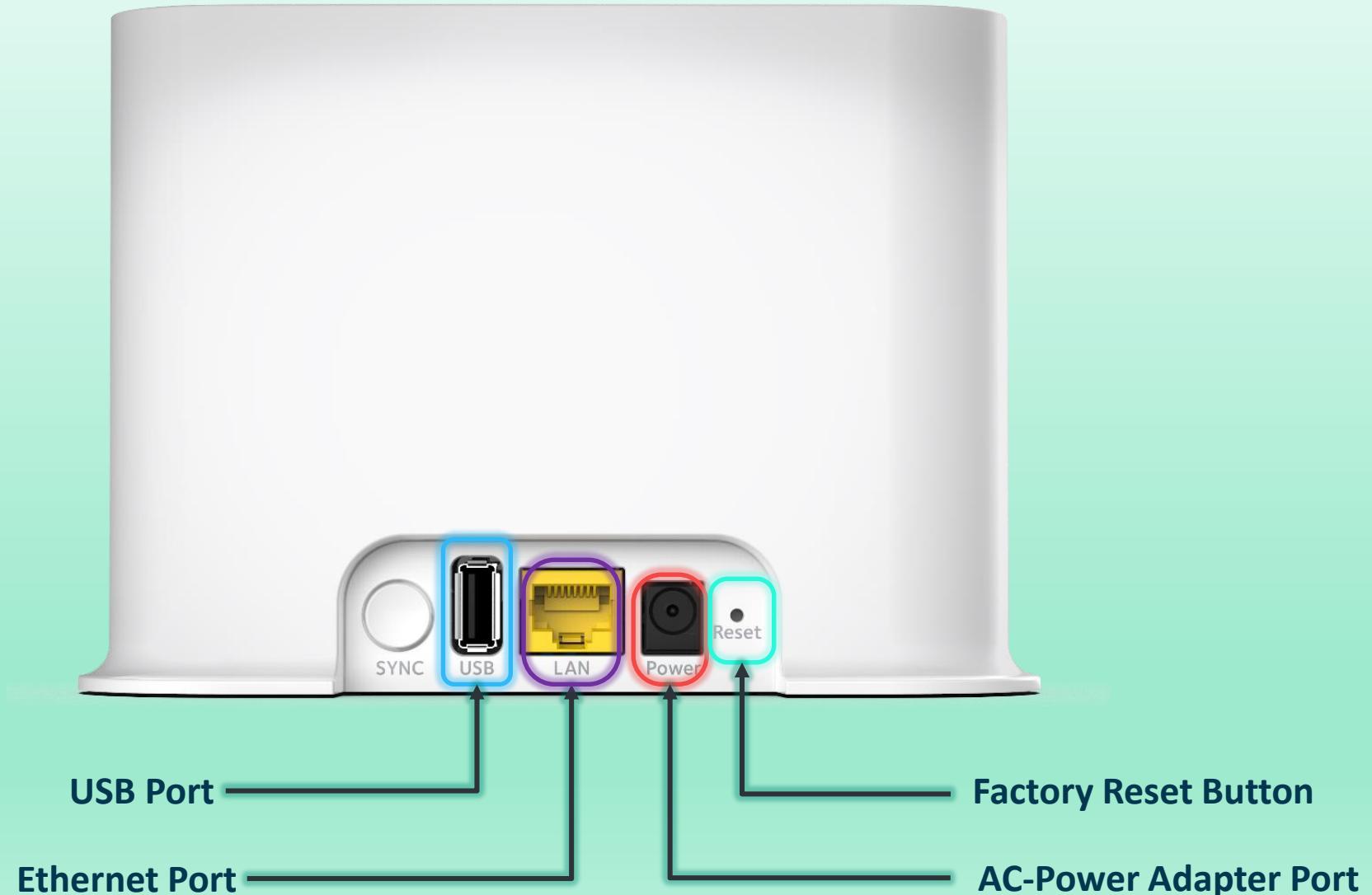
Arlo Pro Base Station VMB4500



VMB4500 differences:

Single USB Port

No Power Button



Arlo Pro Base Station VMB4500 LED



VMB4500 LED Meanings:

Note: LED blinks once when it is first powered on

Solid Blue ■

- Connected to the internet

Slow Blinking Blue ●●

- Ready to sync and pair with a camera
- Connecting with a camera

Fast Blinking Blue ●●●●

- Base station has successfully paired with a camera

Solid Amber ■

- An error has occurred or something is wrong with the connection

Slow Blinking Amber ●●

- Camera connection cannot be found, is out of range, or some other connection error has occurred

Alternating Blue and Amber ●●●●

- A firmware update or reset is in progress



Arlo Pro Base Station Siren



Arlo Pro Base stations include a siren:

- You can manually activate the siren or set up motion detection rules to trigger the siren
- The base station siren settings are Loud, Very Loud, and Extremely Loud
- The loudest siren setting, which is the default option for the siren, is more than **100 decibels**



Pressing the **SYNC** button
will silence the siren.

The siren can also be turned off
in the Arlo app and web client.

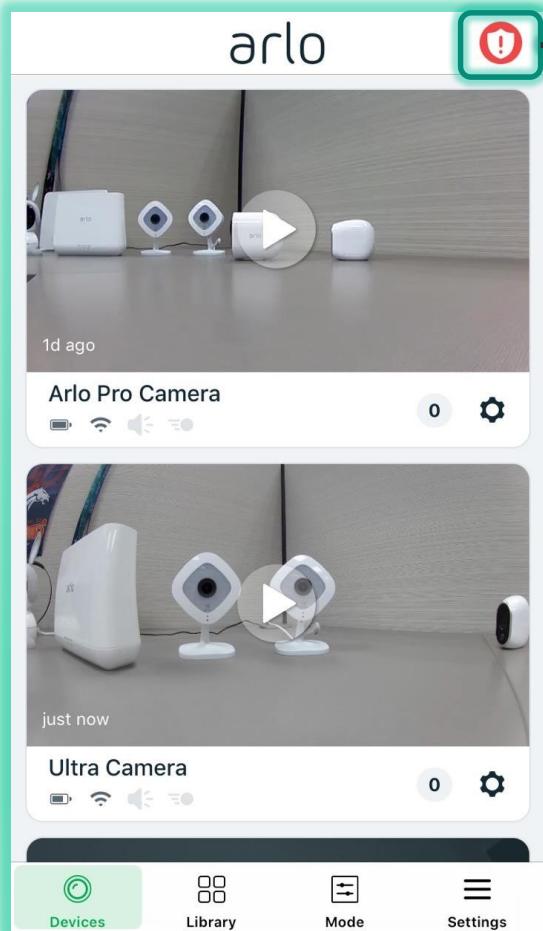


Arlo Pro Base Station Siren

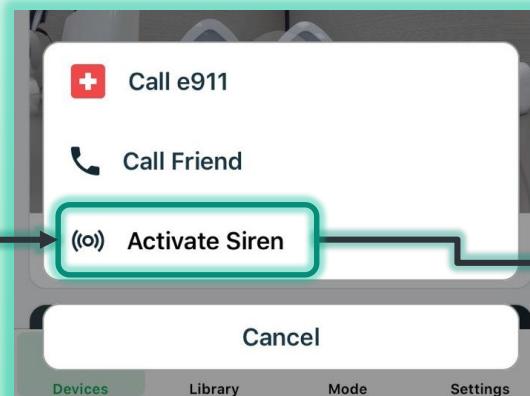


To manually activate the Siren using the Arlo app:

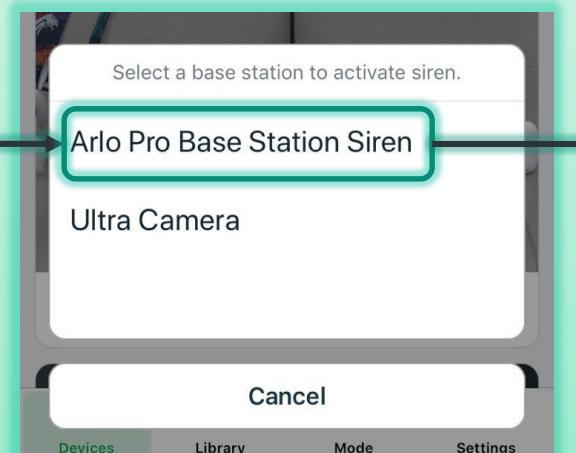
1. Tap the **Emergency** icon.



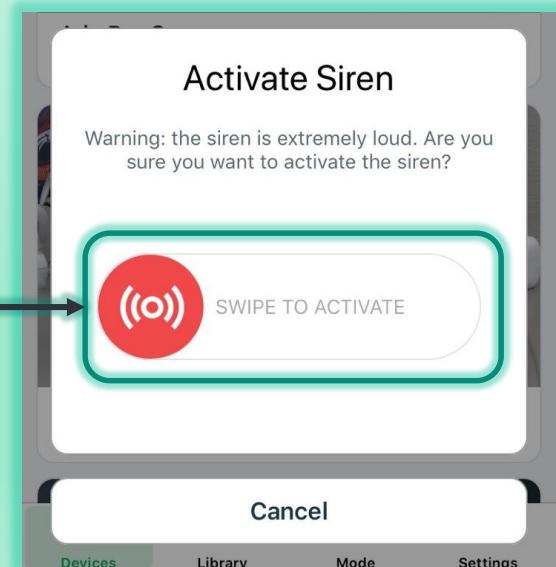
2. Tap **Activate Siren**.



3. Select **Arlo Pro Base Station Siren**.



4. Swipe the **Siren** icon to the right to activate.

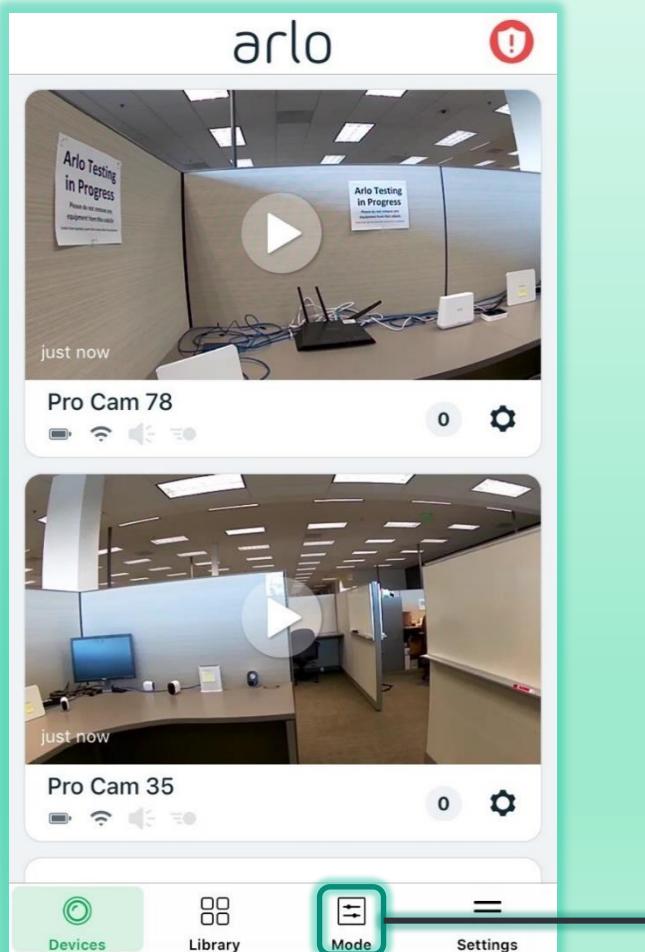


Arlo Pro Base Station Siren

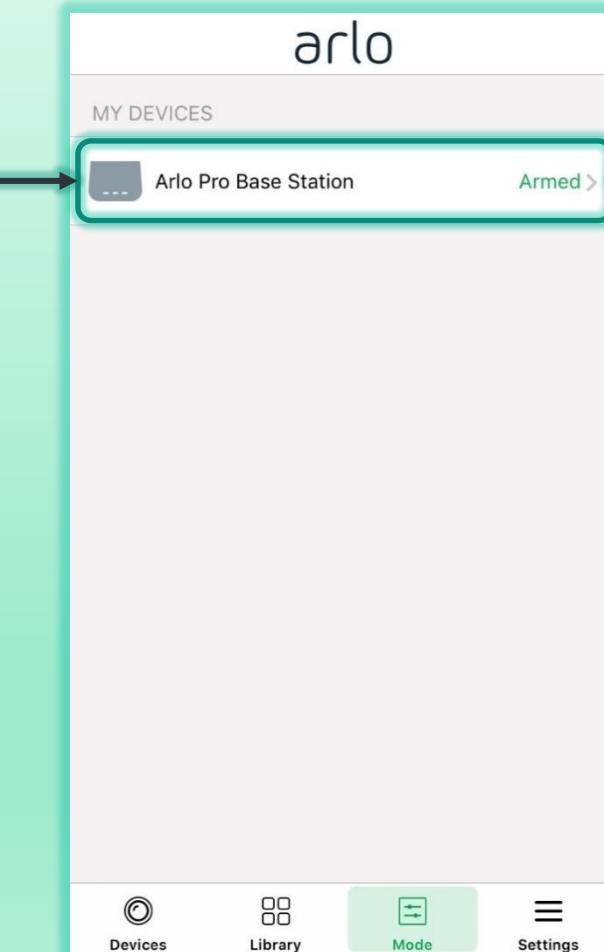


To set up motion detection rules to trigger the Siren using the Arlo app:

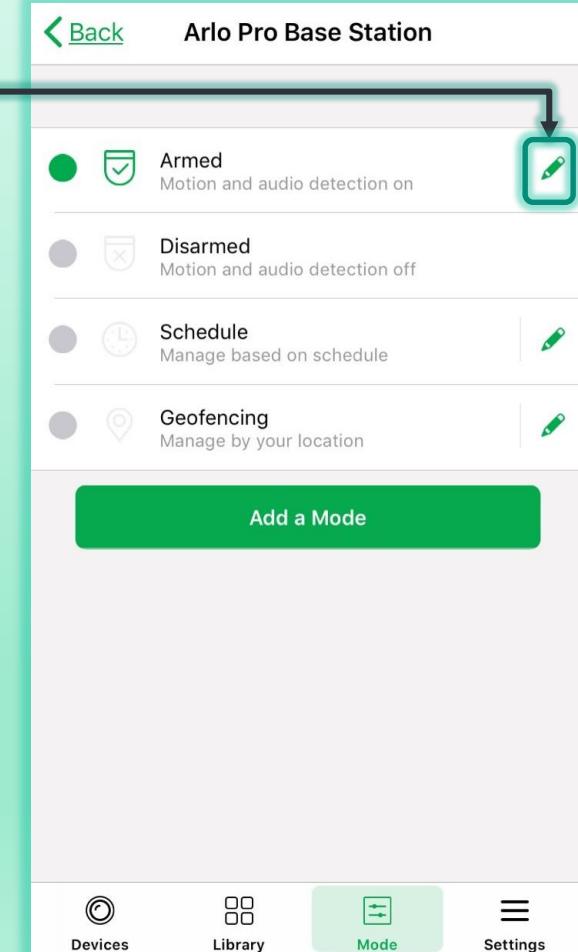
1. Tap Mode.



2. Select *Arlo Pro Base Station*.



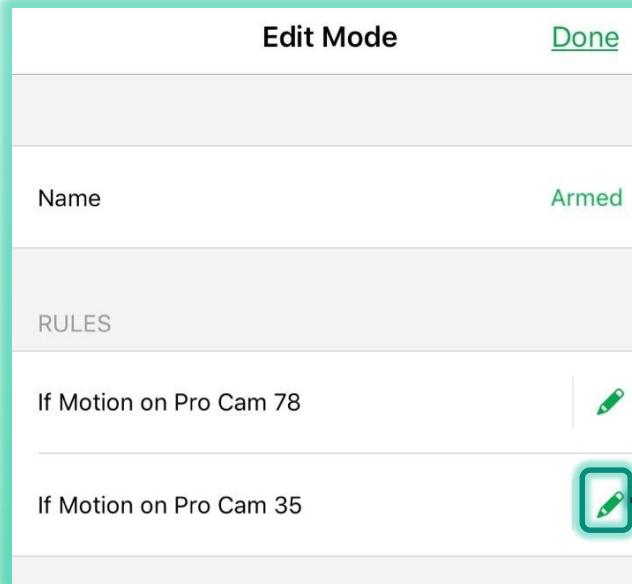
3. Tap the edit icon for the Armed mode.



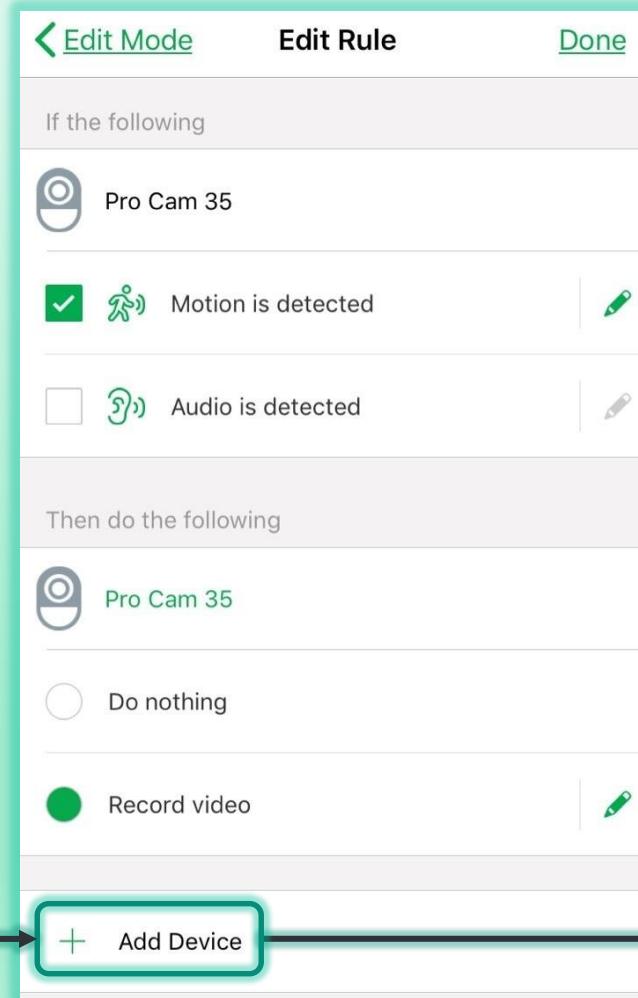
Arlo Pro Base Station Siren



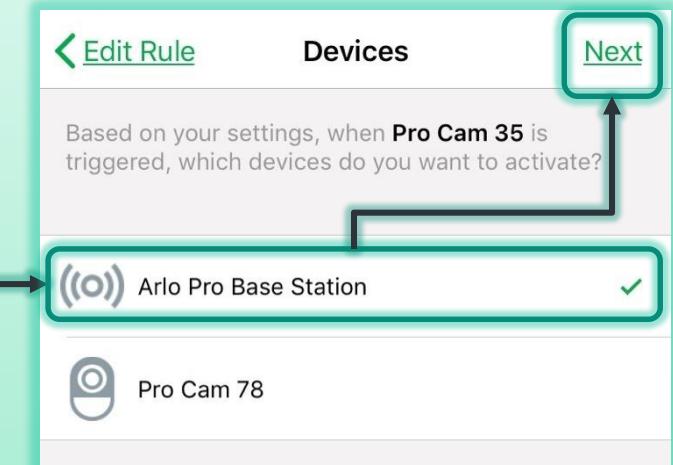
- Under Rules tap the **edit** icon for the device you want to trigger the Siren.



- Tap **+ Add Device**.



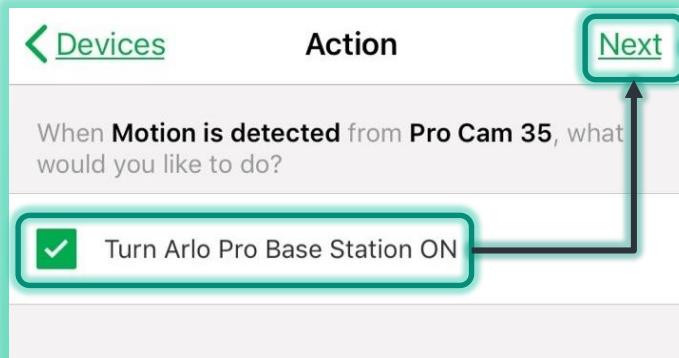
- Ensure **Arlo Pro Base Station** is selected and tap **Next**.



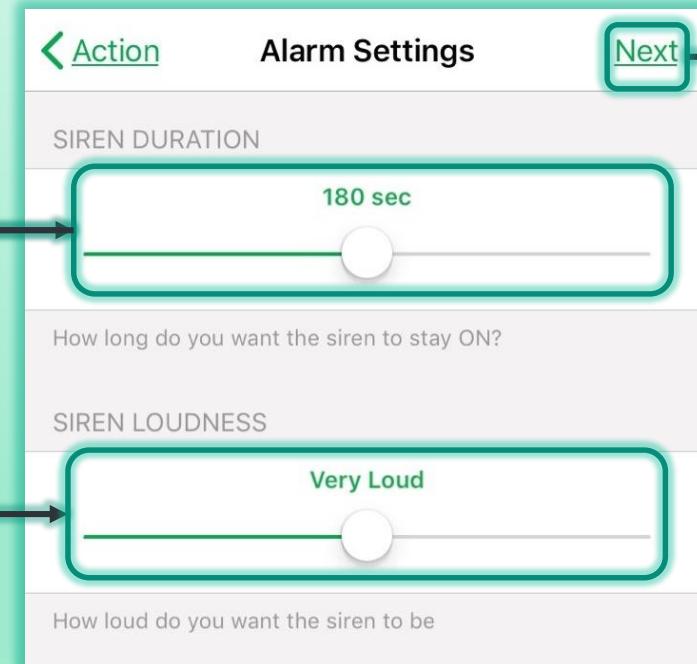
Arlo Pro Base Station Siren



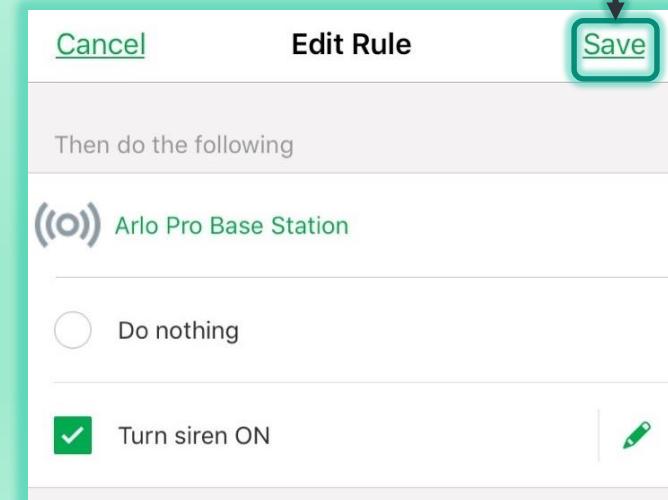
7. Select **Turn Arlo Pro Base Station ON** and tap **Next**.



8. Adjust **SIREN DURATION** (60 sec, 180 sec, or 300 sec) and **SIREN LOUDNESS** (Loud, Very Loud, Extremely Loud) by sliding the settings to your desired levels and tap **Next**.



9. Tap **Save**.



Arlo Pro Base Station Local Storage



- All recordings are stored in the cloud, but there is an option to connect a USB storage device to the base station and use the USB storage device **as a backup location to store recordings**
- The USB storage device cannot be used on its own as a substitute for cloud recording:
 - If you connect a USB storage device, the camera records to both the cloud and the USB device for motion-triggered and audio-triggered recordings
 - **Only automatically triggered recordings are saved locally to the connected USB device**
 - Manual recordings are only saved to the cloud
- If the camera and base station are powered on, but the Internet connection is lost, the camera continues to record to the USB storage device
- The Arlo app notifies you if the USB device is low on storage space or is full
 - If **Overwrite Automatically** is selected, the oldest recordings are automatically deleted when available storage on the USB device is **below 20%**



Arlo Pro Base Station Local Storage



- Required hardware:
 - Arlo Pro base station (**VMB4000** or **VMB4500**)
 - **USB flash drive or external hard drive** with **at least 100-200 MB** of available space
 - If the best quality video settings are used, one hour of recordings is approximately 180 MB
 - If there are several Arlo cameras, cameras in high-traffic areas, or cameras set to record long video segments, more storage space may be needed
 - Network-attached storage (NAS) devices and drives with multiple partitions are not currently supported
 - Do not use the Arlo base station to format storage devices with **more than 2 TB** of storage capacity
 - The base station formats storage devices using the **FAT32 file** system, which supports a maximum of 2 TB of storage space
 - The formatting process reduces the capacity of larger storage devices to a maximum of 2 TB



Arlo Pro Base Station Local Storage

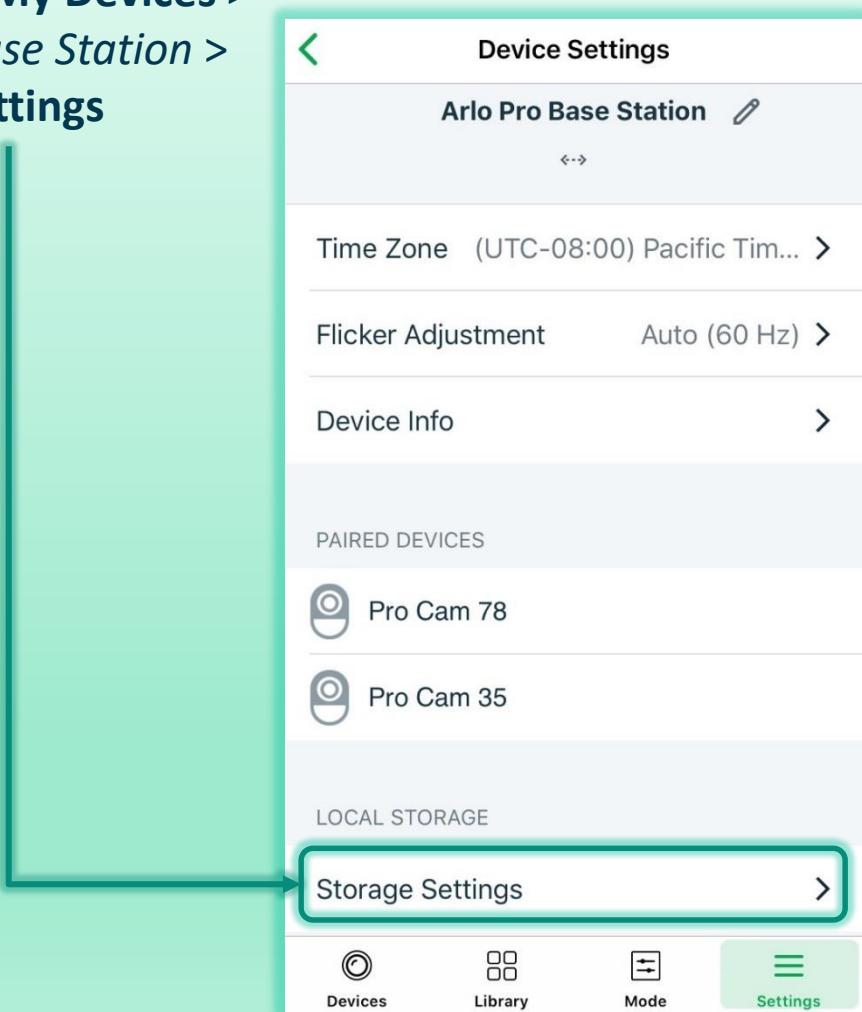


To set up local backup storage on an Arlo Pro base station:

1. Plug a USB storage device into a USB port on the back of the base station



2. Open the Arlo app and tap **Settings > My Devices > Arlo Pro Base Station > Storage Settings**



Arlo Pro Base Station Local Storage



- If the message **Requires Formatting** appears next to USB DISK, the USB device is not in the correct format (FAT32)
- The USB device must be formatted before using it for local storage
- Formatting the USB device **erases all data from the device**
 - If you want to keep any files that are on the USB device, copy those files to another location before formatting the USB device
- Do not use the Arlo base station to format storage devices **with more than 2 TB of storage capacity**
 - The formatting process reduces the capacity of larger storage devices to a maximum of 2 TB

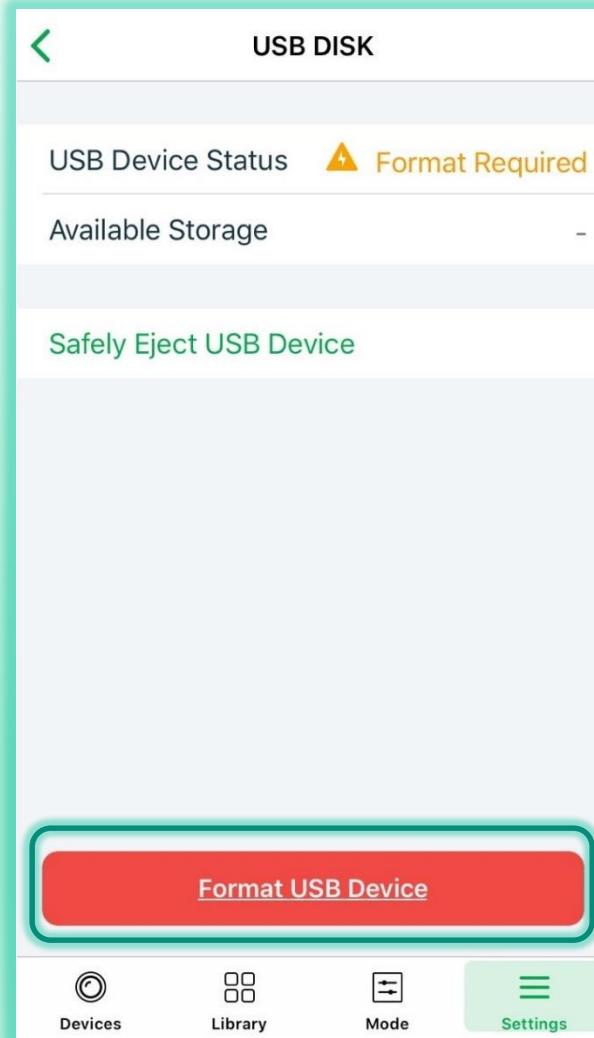
3. Tap **USB DISK**.



Arlo Pro Base Station Local Storage



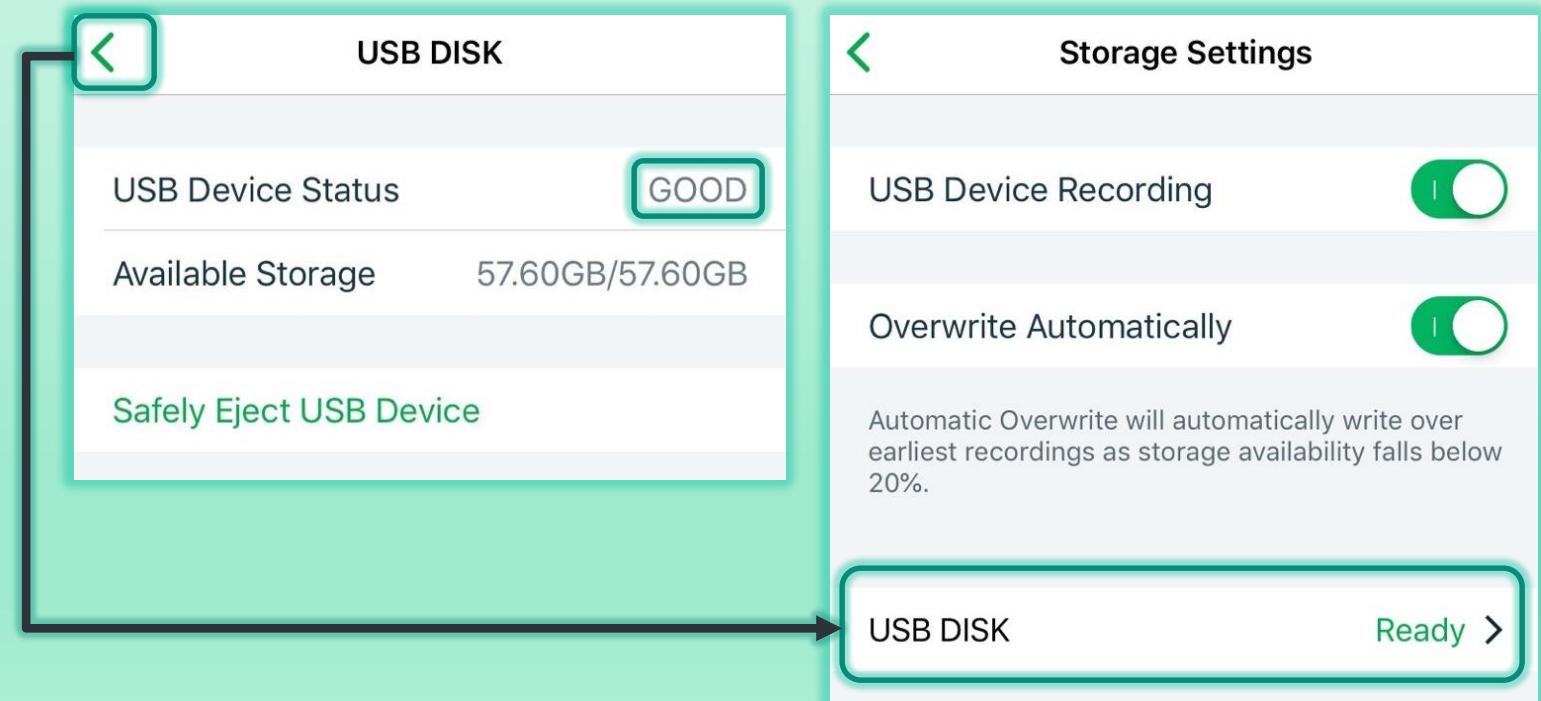
4. Tap **FORMAT USB DEVICE**.



Wait for USB Device Status to change from Formatting to **GOOD/Ready**

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

5. Tap the back arrow and check to make sure **USB DISK** is **Ready**.



Arlo Pro Base Station Local Storage

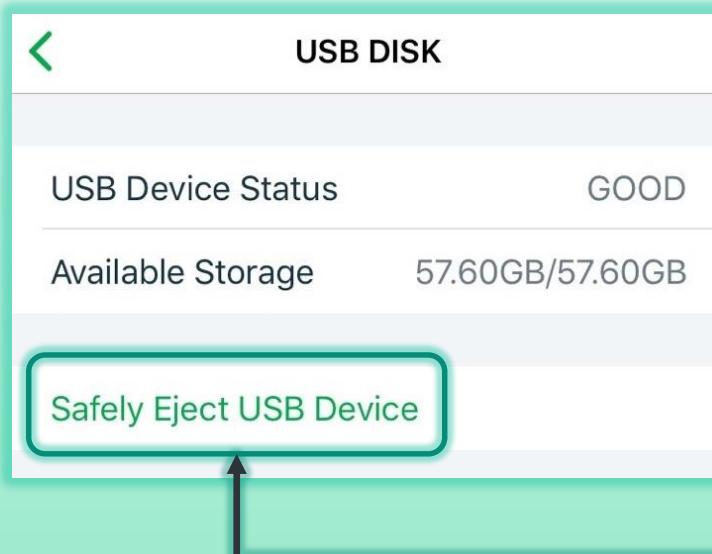


- Tap the slider next to **USB Device Recording** to stop recording to the USB device
- If you do not want old videos to be deleted when the USB device is low on storage space, tap the slider next to **Overwrite Automatically** to turn it off
 - If automatic overwrite is turned off, the Arlo app will send a notification about low storage availability
 - If storage is completely full and automatic overwrite is turned off, videos are **only recorded to the cloud** until you turn on automatic overwrite or enable a different USB device

Arlo Pro Base Station Local Storage



To view videos saved on a local storage USB device:



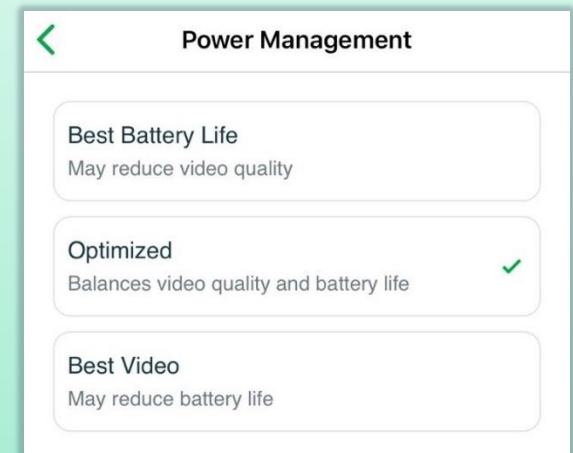
1. Tap **Safely Eject USB Device** on the USB DISK screen.
2. Wait for the Unmounting USB device message to close, then remove the USB device from the Arlo Pro base station.
3. Insert the USB device into a USB port on a computer.
4. Wait for the USB device to appear in the available drives on the computer, then open the drive folder to view the files on the USB device.
5. Open the **arlo** folder.
 - Recorded videos saved in the arlo folder are in **MP4** format.
 - Video files are named in the following format:
 - camera serial number_video number_date_video clip tag
 - Example: 59U08A76A0116_00000001_20190410_162669
 - Dates are in the YYYYMMDD format



Pro and Pro 2 Troubleshooting

- For uninterrupted Arlo Pro camera use, purchase a **spare battery** and the charging station
 - Then you can put the fully charged spare battery into the Arlo Pro camera while you recharge the other battery
 - The charging station can also recharge two batteries simultaneously
- Cold temperatures can affect any battery's capacity, due to the chemistry of batteries
 - This means that if you install an Arlo camera outside in cold temperatures, you might notice a shorter battery life for the camera, or a faster than expected drop in the displayed battery capacity
 - Move the camera to a warmer location to improve performance
- Other environmental conditions can also affect battery life such as over using the camera in the dark
 - Try using the camera in a **more well-lit area** to improve battery life
- Cameras positioned farther away from the base station use more battery power than cameras positioned close to the base station
 - Position the base station so that it is central to all of the cameras
 - The maximum line-of-sight range is **300 feet** but that distance is reduced by each wall or obstruction between the base station and camera
 - Try to keep the cameras **closer to the base station** to improve battery life and overall performance

- The Arlo Pro camera rechargeable battery life is 4 to 6 months with normal usage and can be extended for optimal usage if you use key settings and follow certain tips:
- To extend Arlo Pro Camera battery life, check the **Power Management** settings:
 - Select the **Best Battery Life** setting
 - This setting trades video quality for **improved battery life**
 - If best video quality is preferred, select the **Best Video** setting
 - This setting **reduces battery life** but provides the highest quality images
 - **To balance the battery life and video quality, select the Optimized setting**
- Adjust the position of the camera so that it does not pick up unwanted motion triggers
- Reduce the Motion Sensitivity in the camera settings
- The Arlo Pro cameras offer the best battery life when set up to record using motion detection settings
- Avoid using Arlo Pro in a noisy WiFi environment



Activity Zones, CVR, and 3-Second Look Back



- The following **Arlo Pro 2** features are available only while the camera is plugged in:

- **3-Second Look Back**



- **Activity Zones**



- **CVR**



- If the camera is not plugged in, you cannot set up CVR or Activity Zones
 - If Activity Zones or CVR was previously set up on the Arlo Pro 2 camera and the activity zones are not operating, make sure the camera is **plugged in**
 - As soon as the camera is plugged in, Activity Zones, CVR, and 3-Second Look Back will be available
- Connecting an Arlo Pro 2 camera to the **Arlo Solar Panel** does not provide AC power
 - To use Activity Zones and CVR, the Arlo Pro 2 camera must be plugged into an **AC-power** outlet

- To troubleshoot problems with the video stream:
 - The Arlo web client uses the Adobe Flash plug-in to display camera streams in a browser
 - Make sure that the browser is not blocking Adobe Flash plug-in
 - Ensure the latest version of **Adobe Flash** is installed
 - The WiFi router might be blocking the ports to which Arlo sends data
 - To ensure that Arlo can stay connected, keep the ports **443** and **80** open on the router
 - Minimize the number of networks, WiFi devices, and transmitted frequencies near the base station and cameras
 - Also allow at least **6½ feet** between cameras
 - Make sure cameras are no farther than **300 feet** from the base station (but preferably much closer)
 - The range will be less if metal objects or thick walls and ceilings are between a camera and the base station
 - Ensure the cameras display **three or four bars** of signal strength in the area where they are installed
 - The cameras can work when signal strength is at one or two bars, but might go out of range intermittently due to fluctuations in the environment
 - Recharge or change the battery in the Arlo Pro camera to make sure that the battery level is no less than 26%
 - A low battery can cause the camera to stream intermittently



Charge Level 26% - 50%

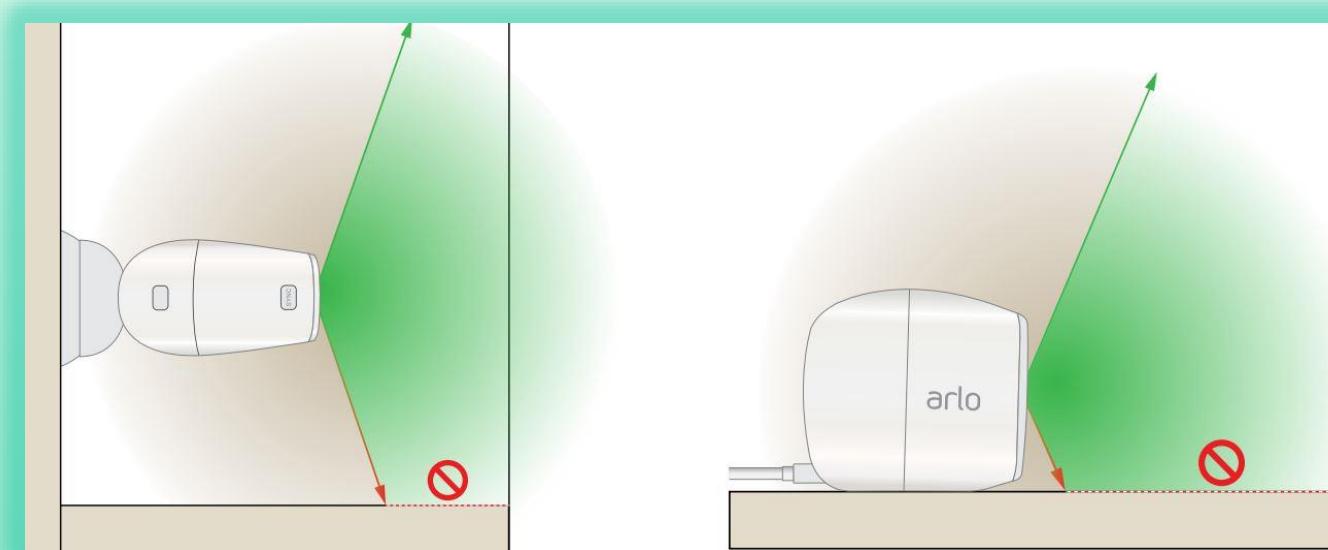


Charge Level 1% - 25%

Camera Glare



- Camera glare can occur if something is blocking the camera's field of view
 - If an object, wall, or tabletop is within **2.5 inches** of the sides or front of the camera, that object can reflect infrared (IR) light back into the camera lens and cause glare or hazy video, especially at night
- The following images show positioning errors that can cause **glare** and **foggy night vision**:



- If a skin is used with the camera and the edges of the camera skin stick out far enough, they **can reflect IR back into the camera lens** and cause glare
 - This is more likely to occur with the black hooded camera skin (**VMA4200B**)





- If the Arlo camera signal with the base station is weak, recording delays might occur when motion is detected
- Follow these tips to **increase signal strength**:
 - Position the base station so that it is **central to all of the cameras**
 - Position the camera a **maximum of 300 feet** from the base station
 - The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other large obstruction between the camera and base station. The following materials reduce signal strength the most:
 - Unusually thick walls and ceilings
 - Brick and Concrete
 - Stone and Ceramic
 - Glass, especially mirrors
 - Metal
 - Large quantities of water, such as the water in a fish tank or water heater
 - Mount the cameras **away** from devices such as **cordless phone bases, baby monitors, and microwave ovens**
 - Do not place the Arlo system near multiple WiFi routers
 - Other **WiFi-enabled devices can interfere with Arlo's wireless signal**

To troubleshoot base station Internet connection offline:

1. Check the **Ethernet cable.**

- Make sure that it is securely connected to the back of the base station and to the router
- Also make sure to use the Ethernet cable that came with the system

2. Check the **power adapter.**

- Make sure that the power adapter is securely connected to the back of the base station and securely plugged into an outlet

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

- Be sure to try an **Ethernet-connected device**, not a device that is connected using WiFi
- Make sure WiFi is off and that you can browse the Internet from this device

4. Power cycle the base station.

- Unplug the power adapter from the outlet, wait one minute, and reconnect the power adapter to the outlet
- The base station takes one to two minutes to start

5. Check the router's **DHCP settings** and client list.

- Make sure that DHCP is enabled and that the router's DHCP client list supplied an IP address to the base station
- If it did, the base station appears in the client list

6. If the base station was previously able to connect to the Internet but now cannot connect, **check the router's security settings** and **firmware** to make sure no changes were made since the last time it successfully connected.

- Temporarily lower the security settings on the router or temporarily place the base station in the DMZ to rule out any firewall restrictions
- If these changes are made, power cycle the base station

7. Ensure ports **443** and **80** are open on the router.

8. Perform a **factory reset** on the base station.

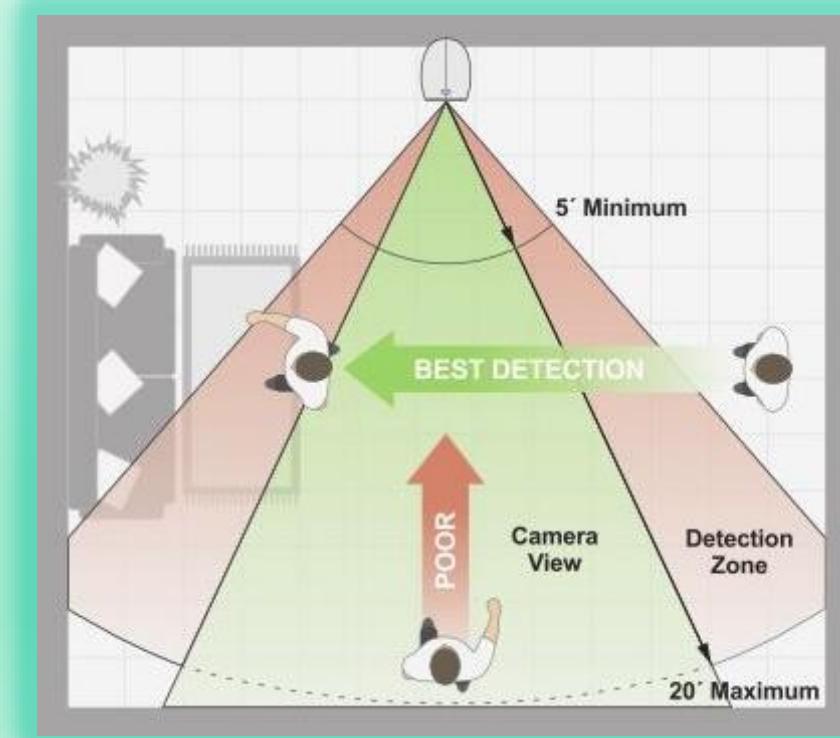
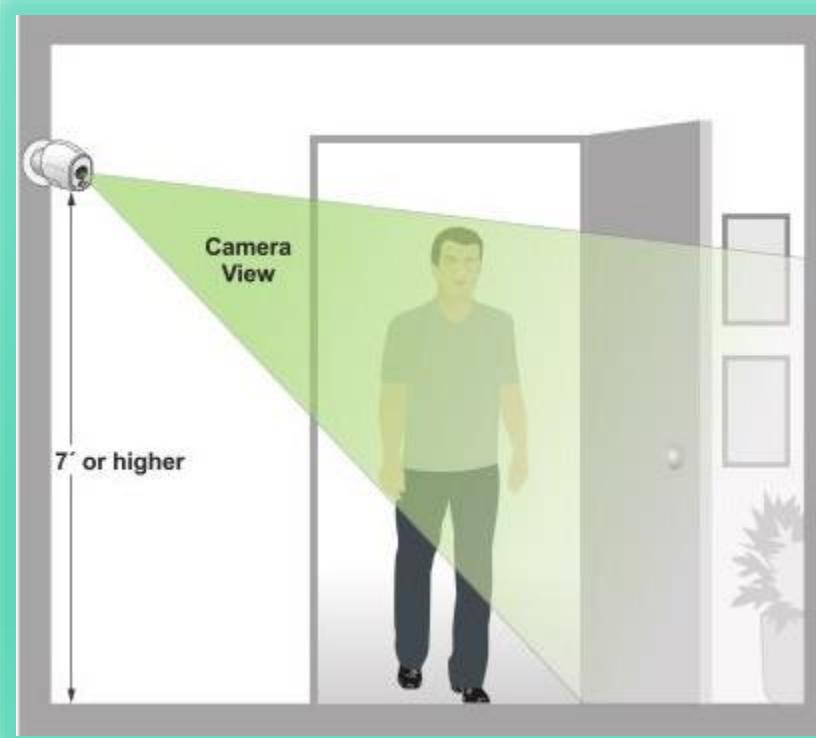
- Performing a factory reset returns the base station values to the default settings and removes the base station serial number from the Arlo account

If a camera is not detecting motion, check the following:

- Device status: **Offline** or **Online**
- Ensure the **Device On** is toggled in the Device Settings
- Try **Motion Detection Test** to see if the camera responds when triggered
- Check the Mode settings
 - Ensure the Rule settings are correct: ***Motion is detected, Record video***
 - Do not set the camera to **Do nothing** if motion detection is desired
 - Check the **Motion Sensitivity** and **Recording length**
- **Update** camera and base station **firmware** to the latest version
- Check to make sure any devices or appliances have not been added to the environment that may be causing interference
- Make sure the camera is not pointed out of a **window or through glass**
- Check the distance between the camera and base station
- Remove any obstacles that may be interfering with the camera indoors and outdoors
- Check the camera mounting **height** and **angle**

To optimize motion detection:

- Mount the camera at least **7 feet** above the floor or ground and angle it slightly downward
- Place the camera within **10 to 15 feet** of where motion is expected
- Make sure that **side-to-side** traffic crosses the camera's field of view
- The best area for motion detection is **5 to 20 feet** from the camera position



- When assisting customers with Arlo Pro cases it is important to gather as much information as possible
 - Ask customers the following in order to properly troubleshoot **camera** issues:
 - How far is the **camera from the base station?**
 - What is the status of the **camera LED?**
 - What is the router make and model?
 - How far is the router from the base station?
 - How many routers and extenders are in use?
 - **Are there walls, windows, or other obstacles between the base station and camera?**
 - Have the batteries been removed and reinserted?
 - Ask customers the following in order to properly troubleshoot **base station** issues:
 - Is the base station connected to a router or extender?
 - If extender, how far is the extender from the router?
 - What is the status of the **base station LED(s)?**
 - Where is the base station located?
 - Immediate surroundings?
 - Nearby devices?
 - Has the base station been **power cycled, restarted, or reset?**

- For more details on Arlo Pro troubleshooting refer to the External and Internal Knowledge Base
- The Internal Knowledge Base in Salesforce contains valuable information for Arlo experts in order to more thoroughly assist customers
 - See the following articles for more details:
 - **Arlo Pro camera offline troubleshooting flowchart (INTERNAL)**
 - **Arlo Pro battery and battery charger troubleshooting flowchart (INTERNAL)**
 - **How to troubleshoot Arlo Pro 2 video and image quality issues (INTERNAL)**
 - **Arlo Pro camera microphone issue (INTERNAL)**
 - **Arlo Pro camera will not update to the latest firmware (INTERNAL)**
 - **How to collect defective Arlo Pro and Arlo Go batteries from the customer (INTERNAL)**
 - **How to assist customers with Arlo Pro cameras not staying in consistent position when placed on Arlo wall mounts (INTERNAL)**
 - **Arlo base station offline (L1 and L2 tasks) (INTERNAL)**
 - **Arlo base station offline troubleshooting flowchart (INTERNAL)**
 - **Arlo base station reclaim process (INTERNAL)**
 - **Arlo motion detection troubleshooting guidelines (INTERNAL)**
 - **Arlo L1 Case Escalation Requirements (INTERNAL)**

END

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Pro and Pro 2