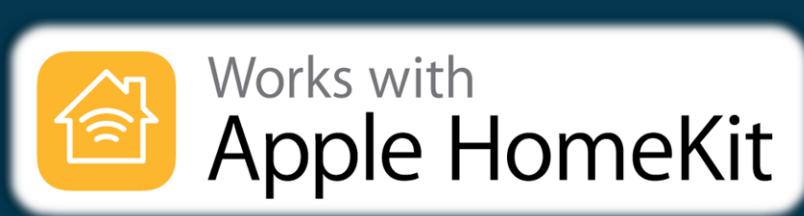




Apple HomeKit Training



Before completing Apple HomeKit training you must attain the Arlo Pro and Arlo Baby certifications.

- Apple HomeKit technology provides an easy, secure way to control home lights, doors, thermostats, security cameras, and more from iPhone, iPad, or iPod touch.
- HomeKit allows iOS users to communicate with and control connected accessories in their home using the **Apple Home app**.
 - With HomeKit, users can configure devices and create actions to control them.
 - Users can even group actions together and trigger them using Siri.
 - No matter which compatible accessories are used, the Home app makes it easy to set up and control them from one place.
 - Over 100 brands worldwide are committed to providing accessories that are compatible with HomeKit and the number available is growing every day.
 - Each of these accessories is reviewed and approved by Apple to help ensure user security when used.



Apple HomeKit Introduction



- As of August 2019, HomeKit certified Arlo products include:
 - **Arlo Baby cameras**



- *Coming soon: Arlo Ultra and Arlo Pro 3*

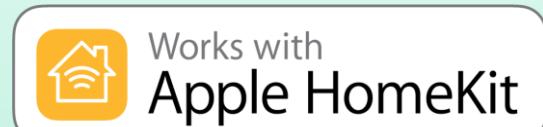
- **Arlo Pro systems using:**
 - **Arlo Pro/Pro 2 cameras**
 - **Gen 4 base stations**



Apple HomeKit Introduction



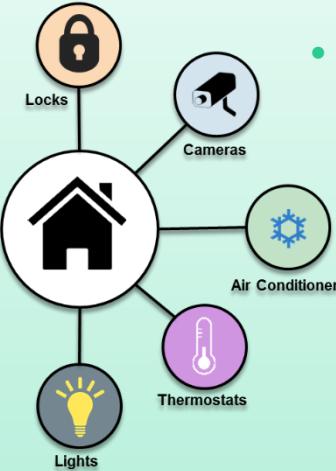
Look for the following symbol to determine if a product is compatible with HomeKit:



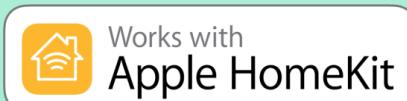
Note: Existing Arlo product packaging may not include this symbol, as compatibility for some products was certified after initial product launches took place.



Apple HomeKit Introduction



- Apple HomeKit is similar to Amazon Alexa and Google Assistant
 - HomeKit is a system that allows the user to control their smart home devices in one place
 - It allows the user to adjust the thermostat, lights, locks, cameras, and more in multiple rooms, creating comfortable environments with just the right ambiance
 - The user can even use HomeKit to control devices **remotely**

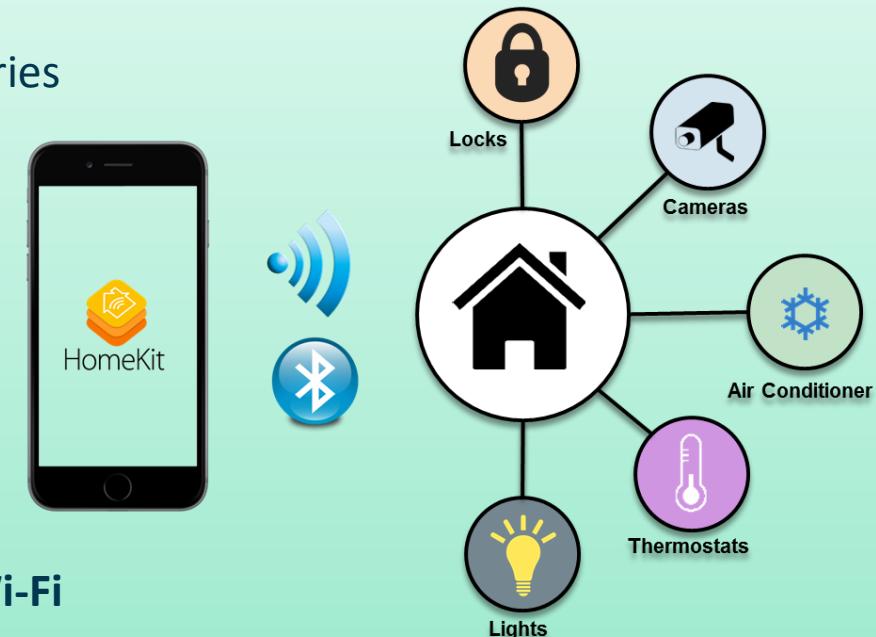


- The Apple Home app for iOS lets the user securely control smart home devices labeled with '**Works with Apple HomeKit**'
 - In the app, the user can organize smart devices by room, manage multiple accessories at the same time, and control the devices with Siri
 - The Home app turns iPhone into a universal remote control for smart home devices

Apple HomeKit Introduction



- HomeKit is a framework for communicating with, configuring, and controlling connected automation accessories that support Apple's HomeKit Accessory Protocol (HAP).
 - HomeKit framework enables the app to coordinate and control accessories from multiple vendors, presenting a coherent, user-focused interface.
 - HomeKit integrates with iOS, tvOS, and watchOS devices.
- HAP is a proprietary protocol of Apple Inc.
 - It enables third-party accessories in the home and Apple products to communicate with each other.
 - HAP supports two transports, IP and Bluetooth Low Energy (BLE).
- For IP accessories, the accessory and iOS device must first be on the **same Wi-Fi network**.
 - Complete the pairing process through the Apple Home app or through the Arlo app.



Apple HomeKit Introduction



- iOS uses Bonjour to discover HomeKit accessories
 - Bonjour is zero-configuration networking protocol suite which enables automatic discovery of devices and services on a local network using industry standard IP protocols
 - Bonjour is often used in home networks to allow Windows and Apple devices to share printers
 - The HomeKit Accessory Protocol (HAP) is used for pairing the accessory with the iOS device



Apple HomeKit Introduction



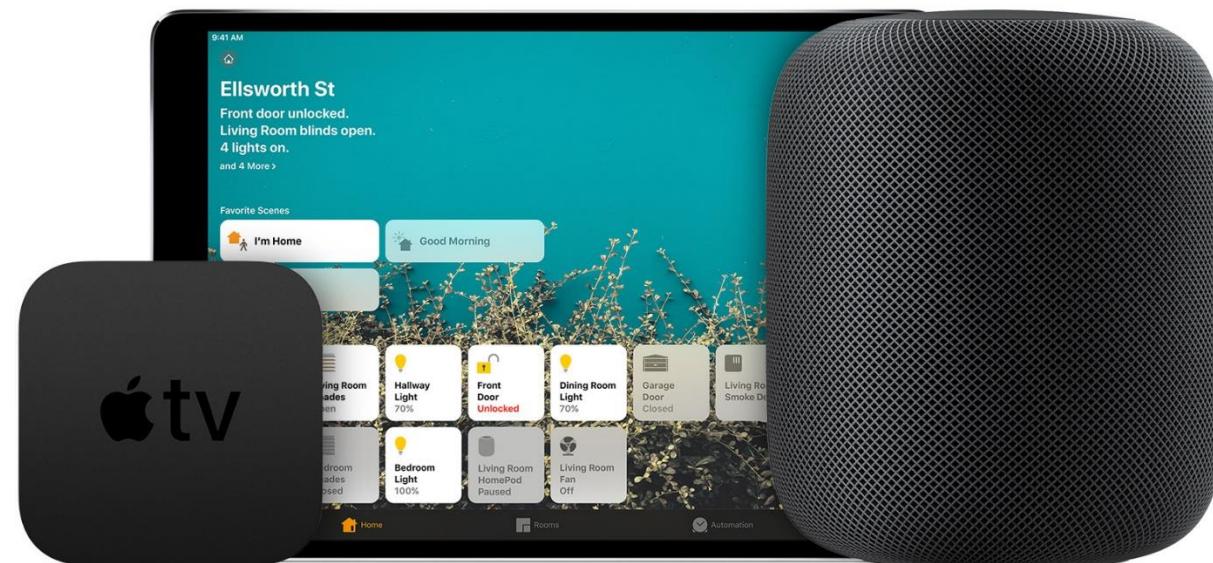
- While inside the home, all the user needs is the Apple **Home app** to control HomeKit-compatible smart devices
 - To control smart home devices when the user is not home, a 4th generation **Apple TV** running tvOS 9 or later, a **HomePod**, or an **iPad** running iOS 10 or later is needed
 - For more details, see <https://support.apple.com/en-us/HT207057>
- To set up HomeKit, simply open the Home app on an iOS device and tap **Add Accessory**
 - Arlo products can also be added to HomeKit through the Arlo app



Apple HomeKit Introduction



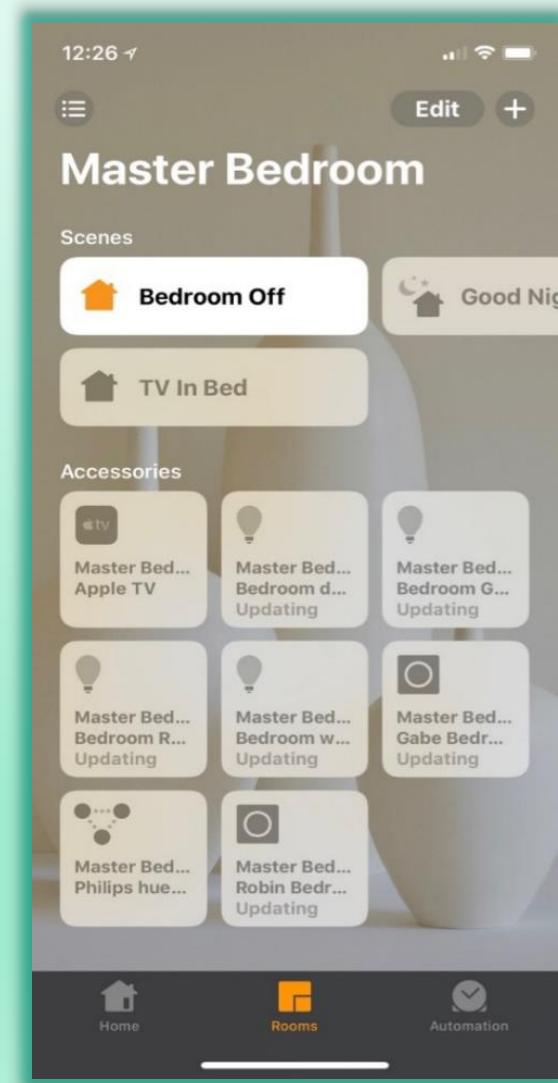
- Using the Home app, the user can access all of their home's smart accessories **remotely** through Apple TV, HomePod, or iPad.
- The user can do things like shut the garage door, view live camera video of the doorway, or even ask Siri to lower the thermostat — anything they normally do while using the Home app at home.
- Apple TV, HomePod, and iPad also enable the home to carry out certain tasks automatically.
 - The user can trigger an accessory or scene based on the time of day, location, sensor detection, etc.



Apple HomeKit Introduction



- The Home app groups accessories by **Room**, so the user can easily control devices in any part of the house.
 - The user can even tell Siri things like “Turn off my bedroom lights” or “Start heating the upstairs”.
 - The user can press an icon to perform more complex tasks like dimming the lights or adjusting the thermostat.
- Home allows the user to set **Scenes**, which enable multiple accessories to work in combination — all with a single command.
 - The user can create a scene named “Leaving Home” that turns off the lights, locks the doors, and lowers the thermostat.



Apple HomeKit Introduction



- Arlo cameras can be connected to HomeKit using the Arlo app or the Apple Home app
- iOS users can control their cameras and **live stream** using Siri or the Home app on their iPhone or iPad anywhere, anytime
- **Arlo Baby** was the first HomeKit-compatible product for Arlo
 - To use Arlo Baby with HomeKit, ensure the camera is using the most current firmware version
 - Both **ABC1000** and **ABC1000A** can be used with HomeKit
 - ABC1000 is available from Arlo
 - <https://shop.arlo.com/baby/ABC1000-200NAS>
 - ABC1000A is available exclusively from Apple
 - <https://www.apple.com/shop/product/HLGM2VC/A/arlo-baby-1080p-hd-monitoring-camera-by-netgear>



ABC1000



ABC1000A

Apple HomeKit Introduction



- As of August 2019, Arlo Pro systems are now HomeKit-compatible
- The following is needed in order to use **Arlo Pro** with Apple HomeKit:

- iOS mobile device
 - Arlo app
 - Apple Home app
- Arlo Pro camera
 - Arlo Pro camera: **VMC4030**
 - Arlo Pro 2 camera: **VMC4030P**
- Arlo Base Station
 - **VMB4000** with firmware version **1.14.0.2_2776** and above
 - **VMB4500** with firmware version **1.14.0.2_2777** and above



VMC4030



VMC4030P



VMB4000



VMB4500

Apple HomeKit Introduction



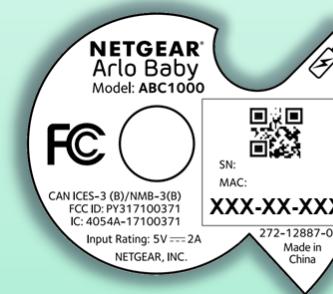
- Pairing requires the user to type an eight digit Apple HomeKit setup code or scan a QR code
 - (Arlo Pro products without codes will still work with HomeKit as long as the firmware is up to date)
- The setup code and/or QR code for Arlo products can be found on the back of the Quick Start Guide or the device itself



Back of Quick Start Guide



Back of Base Station



Bottom of Arlo Baby camera



arlo

HomeKit

Setup

Arlo Baby HomeKit Setup with the Home App

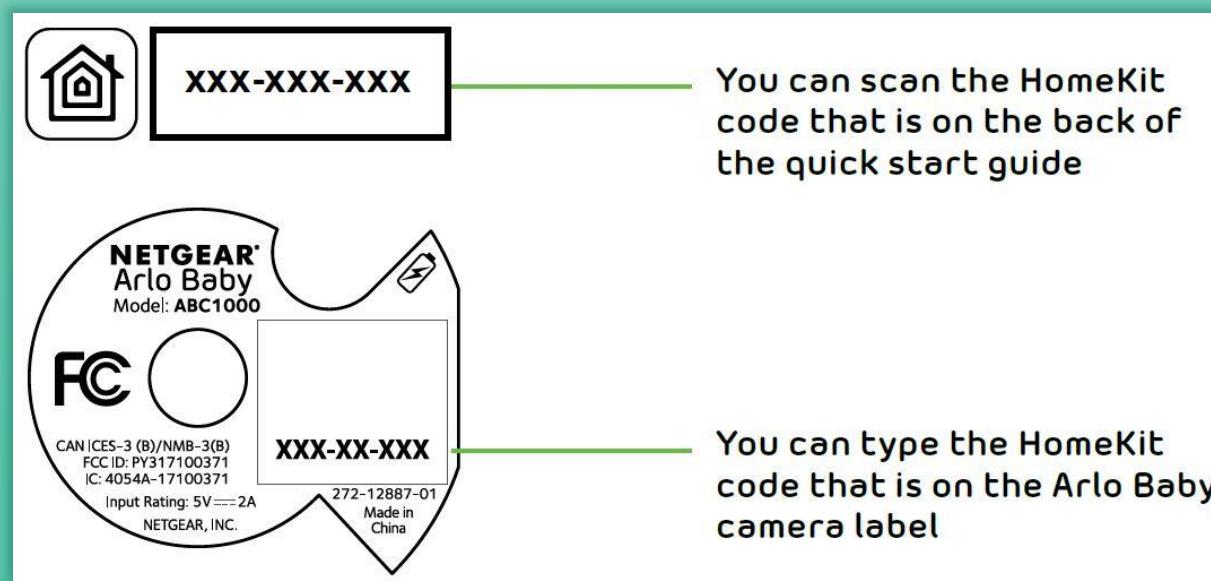


Apple HomeKit technology provides an easy, secure way to control home lights, doors, thermostats, security cameras, and more from iOS devices.

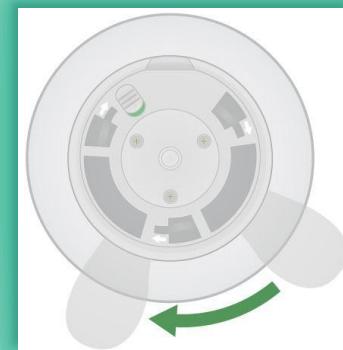
To connect an Arlo Baby camera to HomeKit **with the Apple Home app**:

1. Locate the HomeKit code.

- The code is on the back cover of the Quick Start Guide that came with the Arlo Baby camera and on the label located on the bottom of the camera.



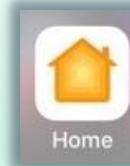
- 2. If using an Arlo Baby character, rotate the character feet and pull them off to see the HomeKit code on the label.**



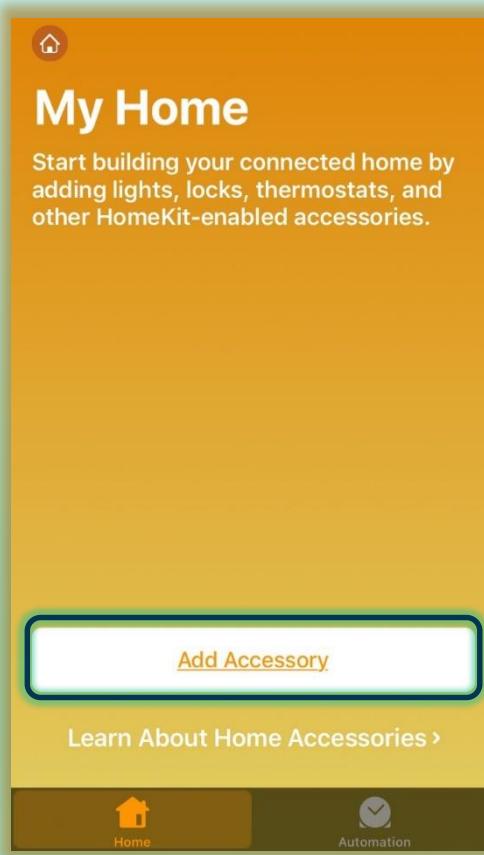
Arlo Baby HomeKit Setup with the Home App



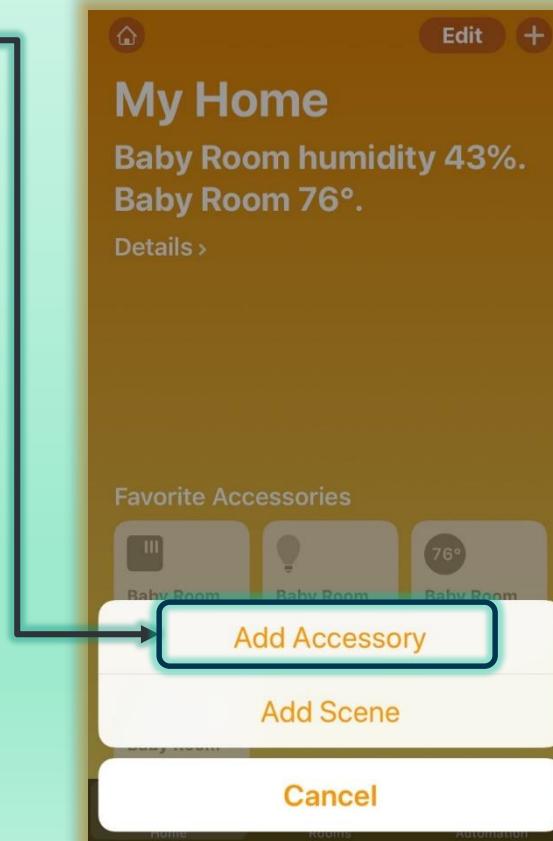
3. Launch the Apple **Home** app.



4. Tap **Add Accessory**.



- If accessories were previously added, tap **+** > **Add Accessory**.



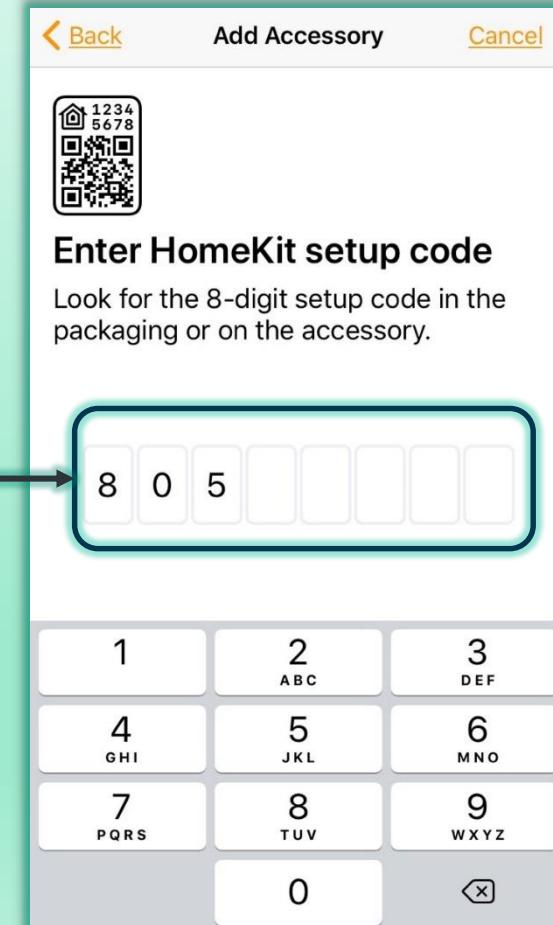
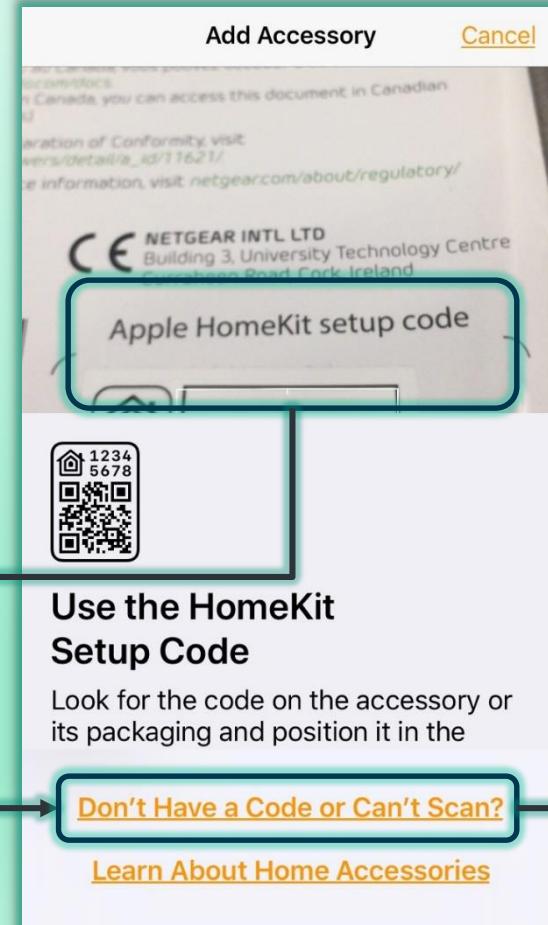
Arlo Baby HomeKit Setup with the Home App



- The Apple mobile device camera launches and the user is prompted to scan or enter the **HomeKit code**.

5. Scan the **HomeKit code** using the mobile device camera.

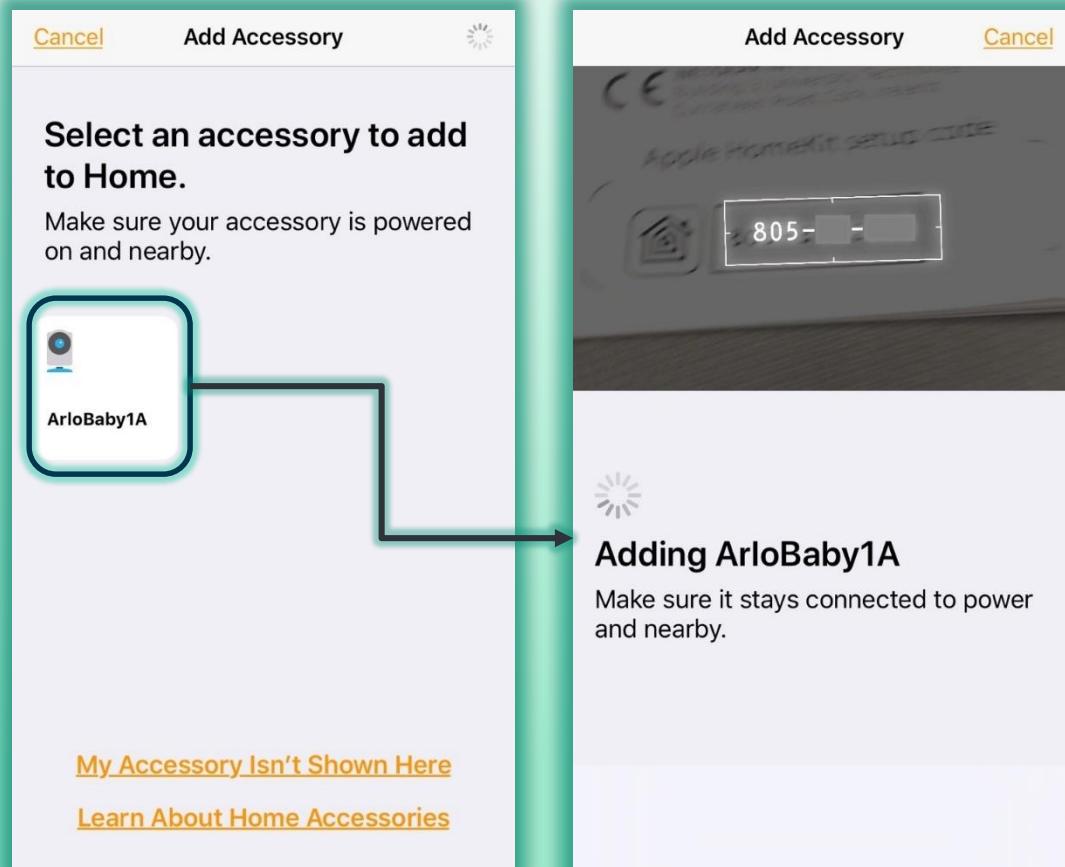
- If there is trouble scanning the code, tap **Don't Have a Code or Can't Scan? > Enter code...** and type the **code**.



Arlo Baby HomeKit Setup with the Home App

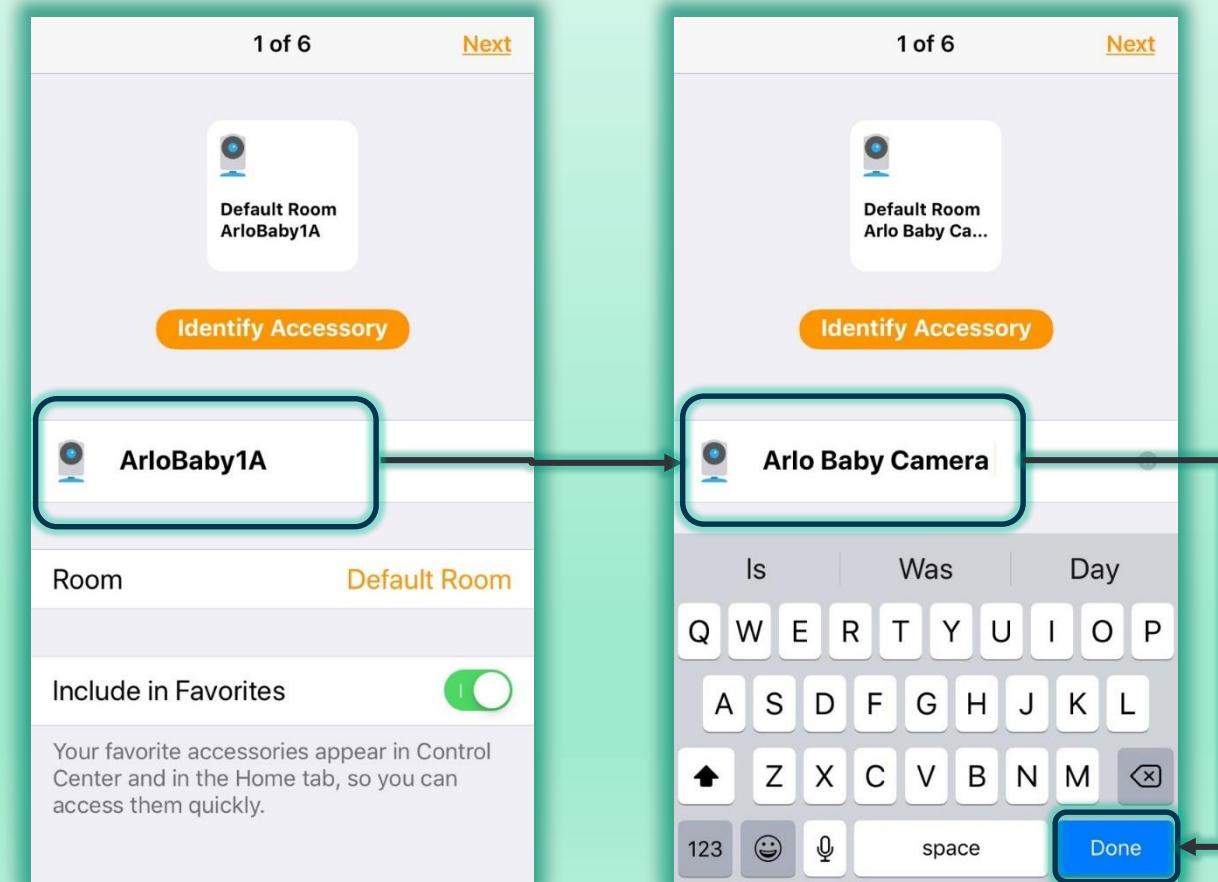


6. Select an accessory (ArloBaby1A) to add to Home.



7. Rename the camera.

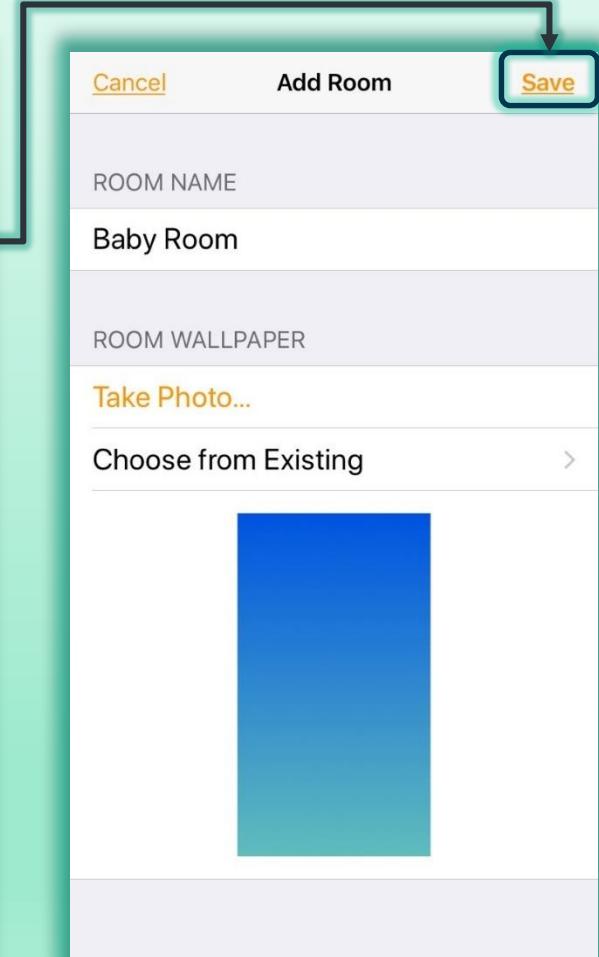
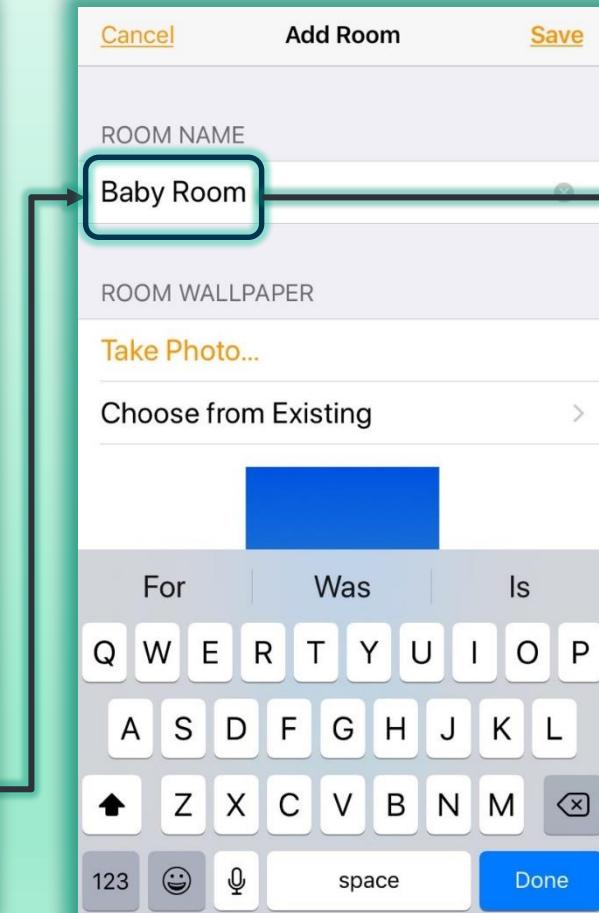
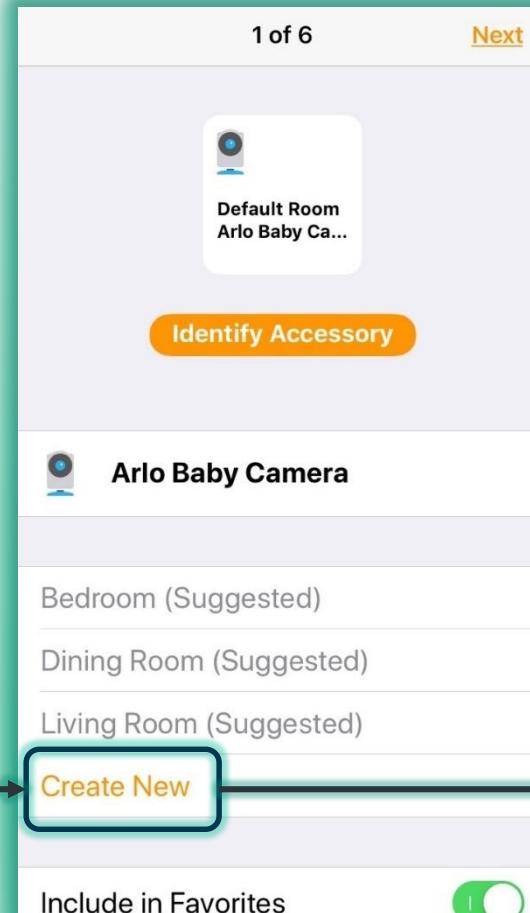
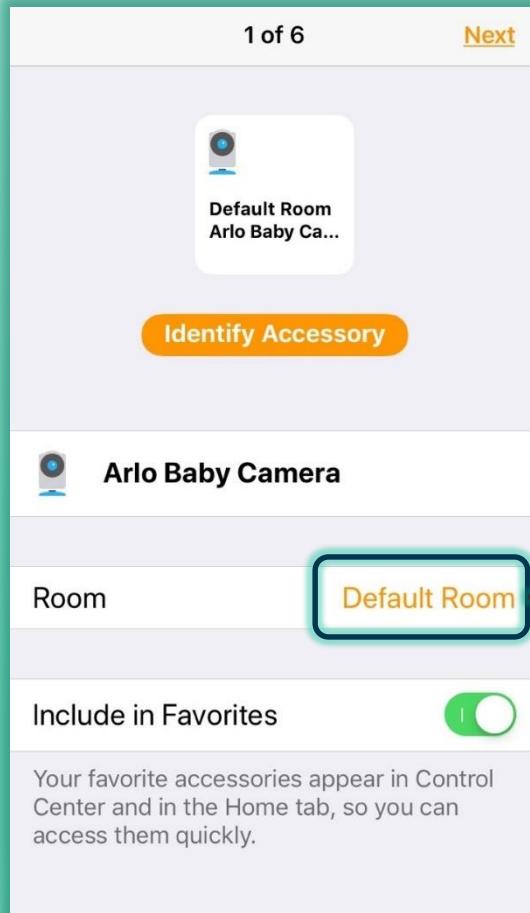
- If Siri will be used, give the camera an easy-to-pronounce name.
- Make sure the name sounds different from the names of other devices managed with the Home app.



Arlo Baby HomeKit Setup with the Home App



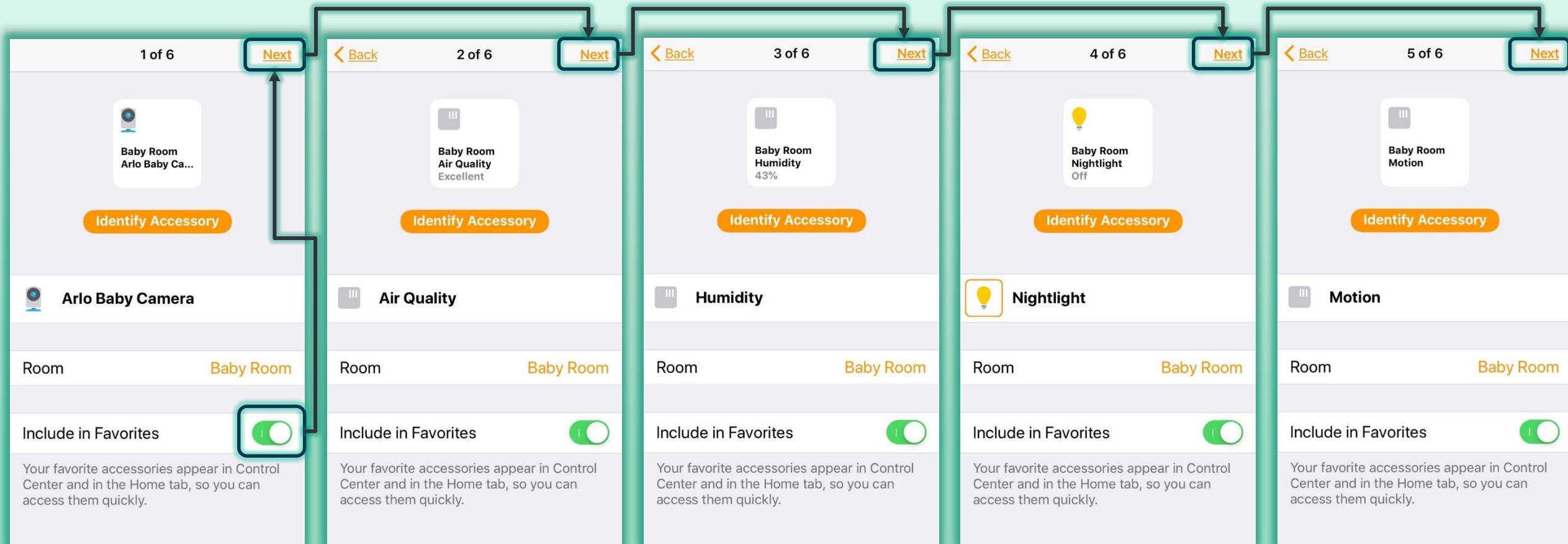
8. Assign the camera to a room within HomeKit, or **create a new room** to place it in.



Arlo Baby HomeKit Setup with the Home App



9. Add the camera to **Favorites** and tap **Next** on each of the following screens.



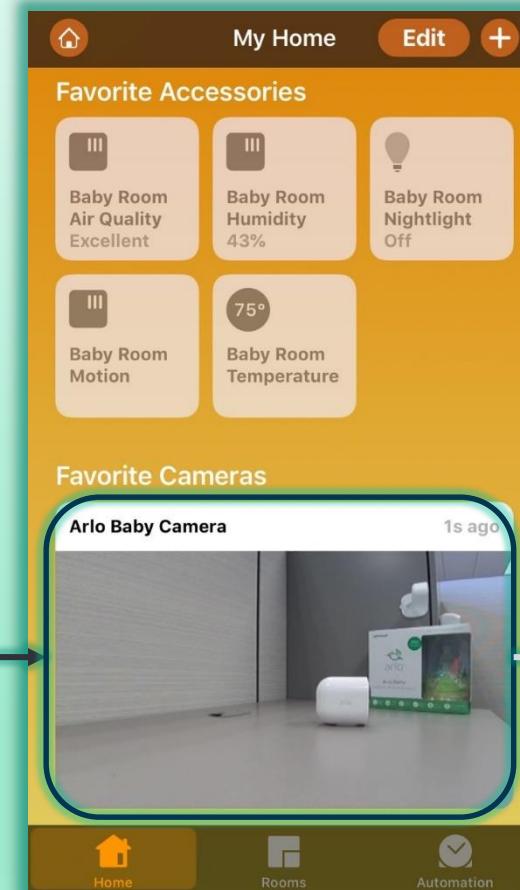
Arlo Baby HomeKit Setup with the Home App



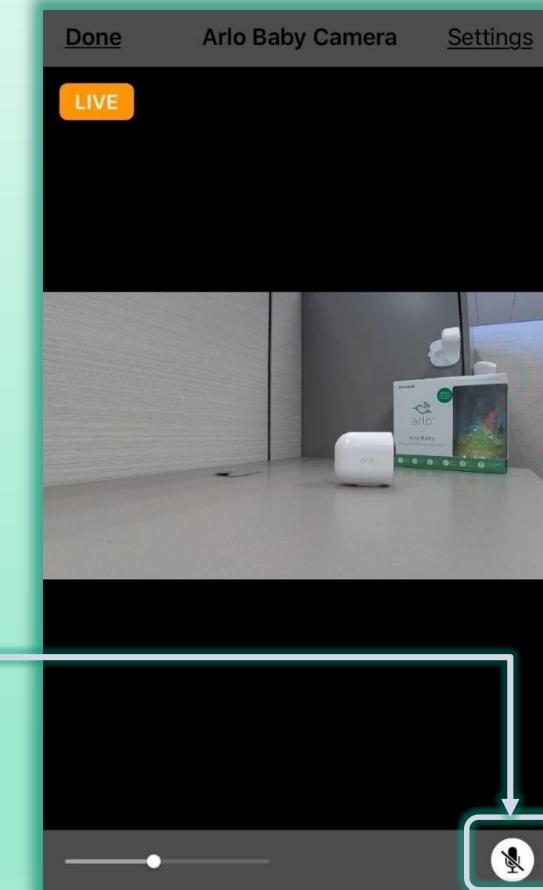
10. Tap Done.



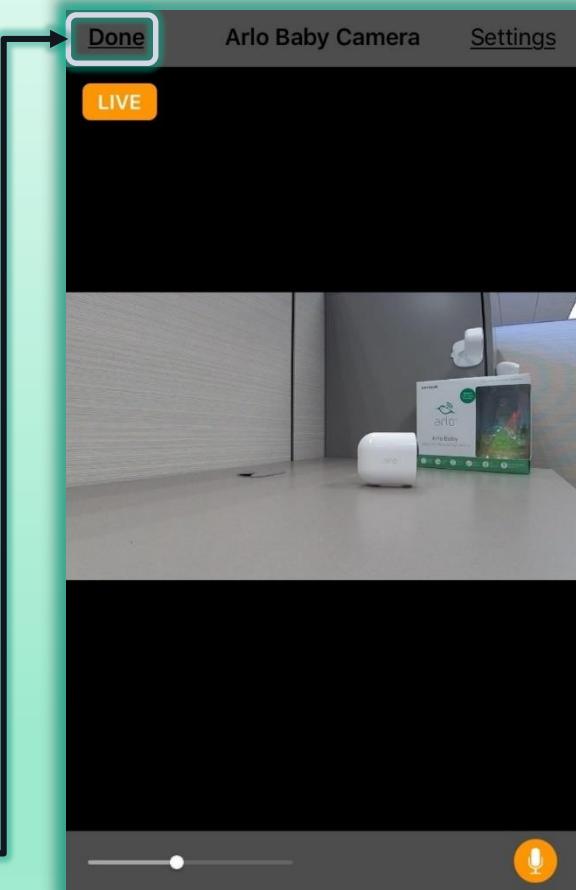
11. For live video, tap the **Arlo Baby screen shot**.



12. To start using two-way audio, tap the **microphone icon**.



13. When finished, tap **Done**.



Note: When using a WiFi connection at home to stream video on the mobile device, the user is using local streaming.

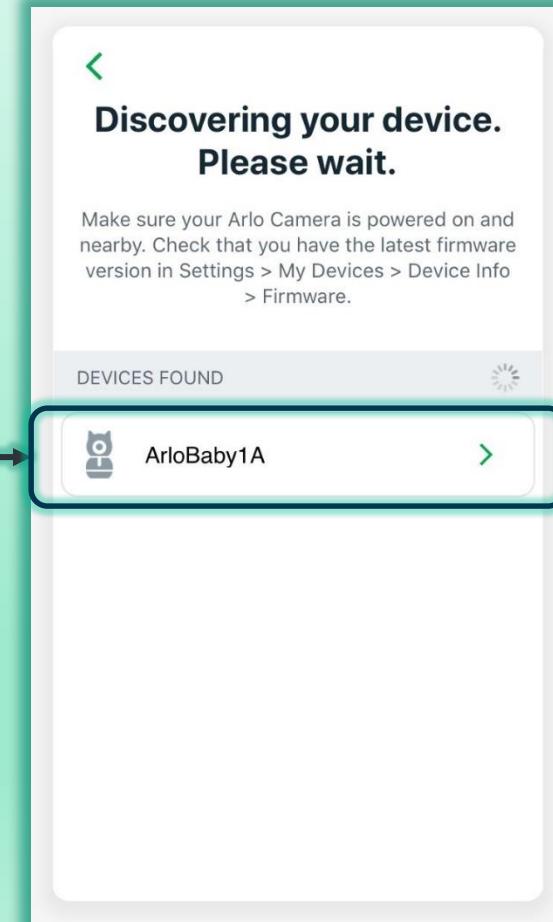
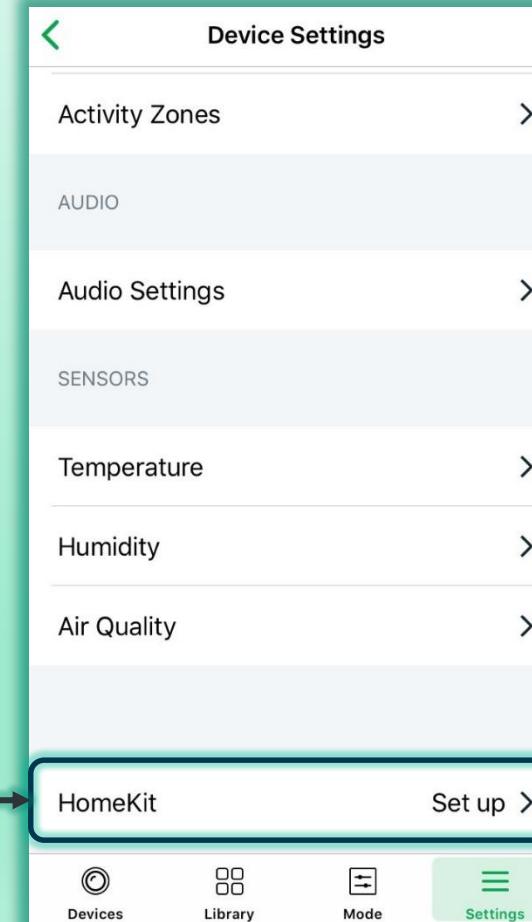
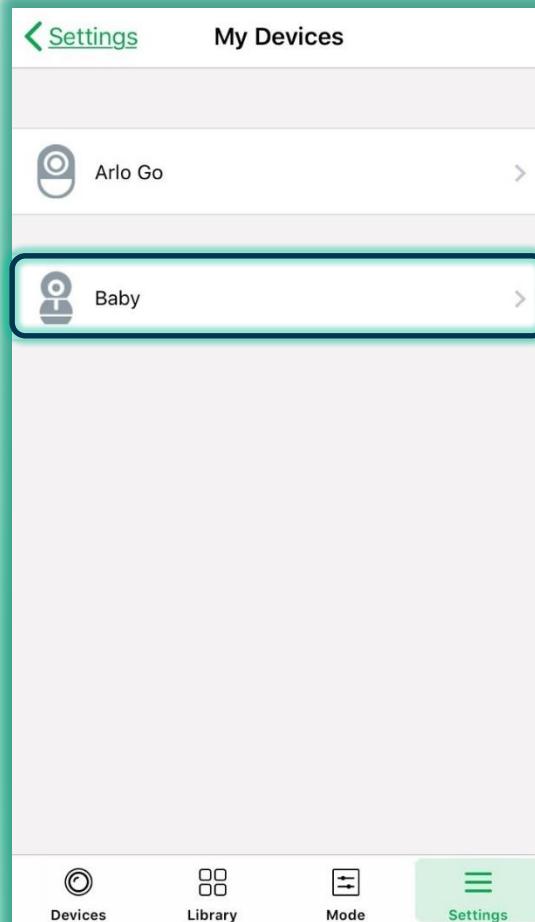
If the user tries to use local streaming from the Arlo app and the Home app at the same time, it may cause a streaming error.

Arlo Baby HomeKit Setup with the Arlo App



To connect an Arlo Baby camera to HomeKit **with the Arlo app**:

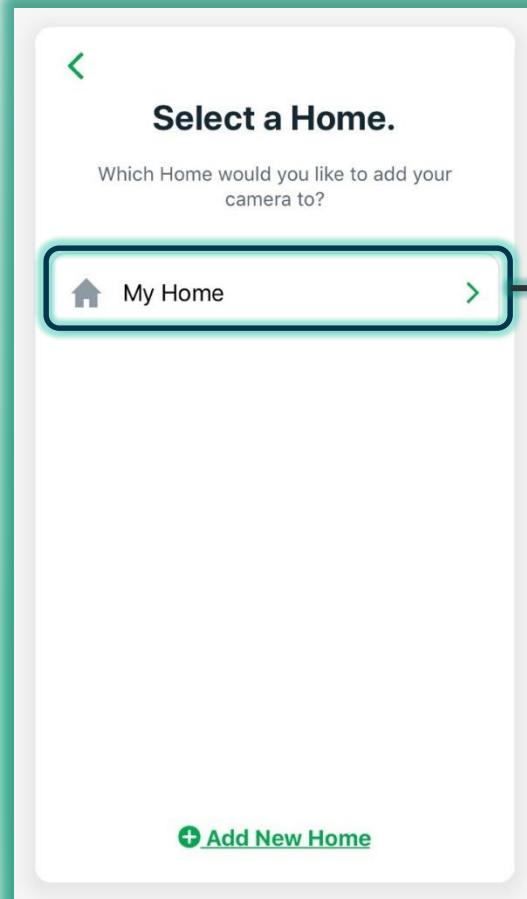
1. Launch the Arlo app on an iOS device and tap **Settings > My Devices**.
2. Select the Arlo Baby camera.
3. Scroll down and tap **HomeKit (Setup >)**.
4. Select **ArloBaby1A**.



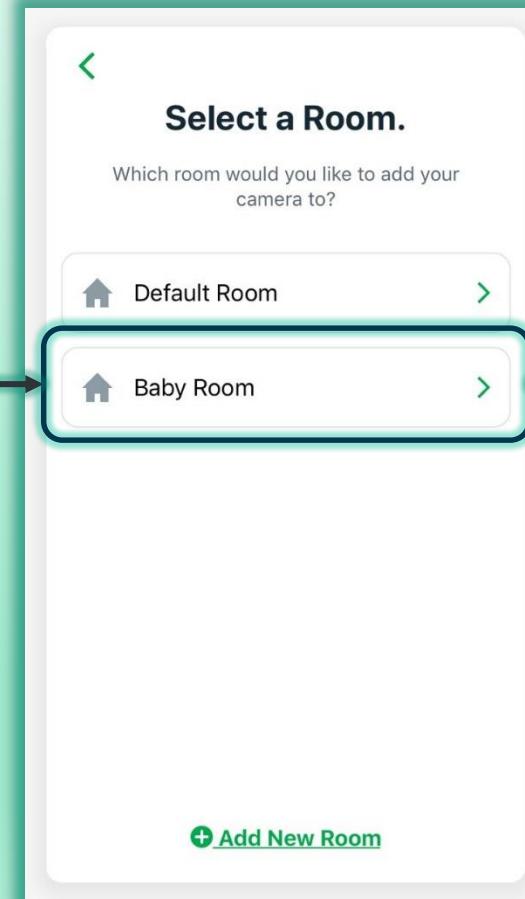
Arlo Baby HomeKit Setup with the Arlo App



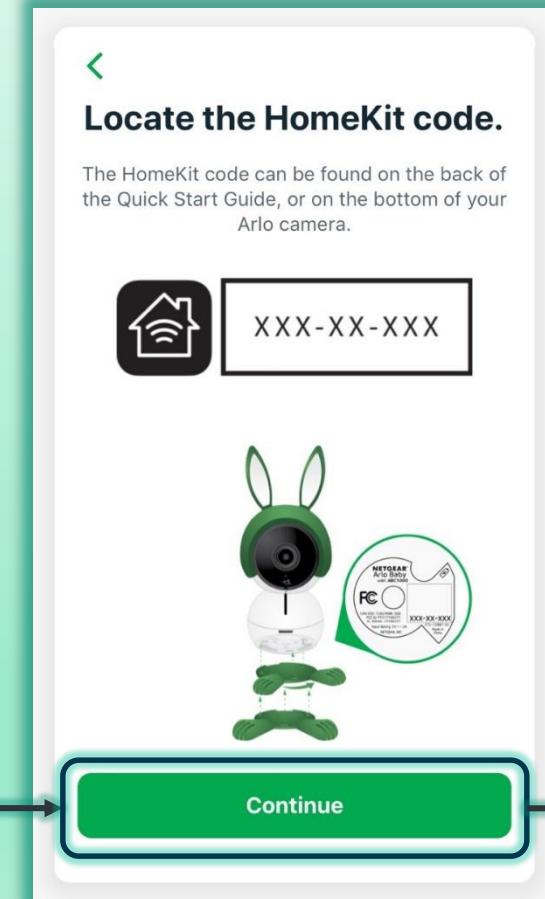
5. Select a **Home** or tap **Add New Home**.



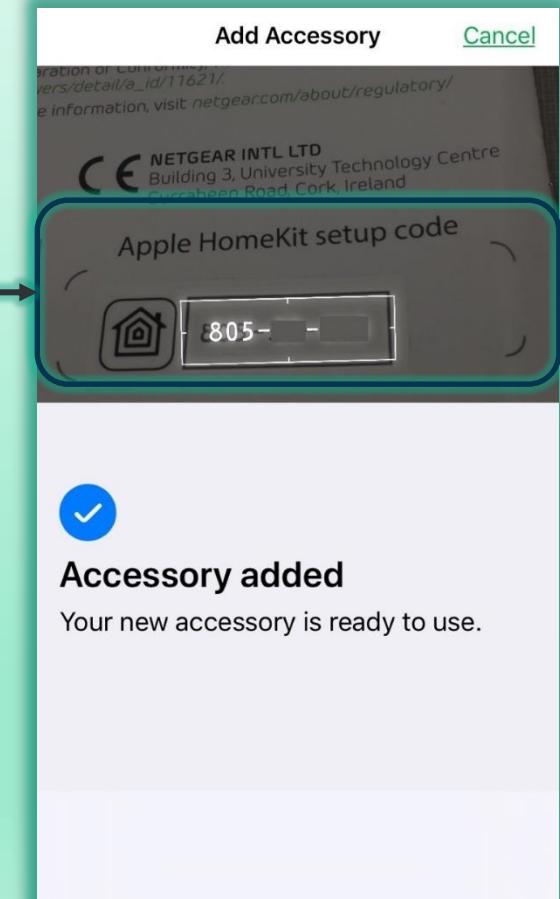
6. Select a **Room** or tap **Add New Room**.



7. Locate the **HomeKit code**.



8. Scan the **HomeKit code**.

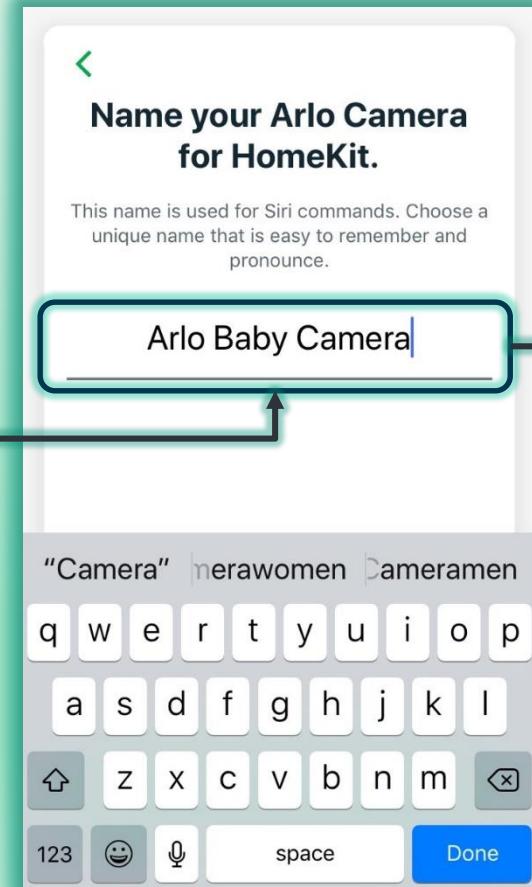


Arlo Baby HomeKit Setup with the Arlo App

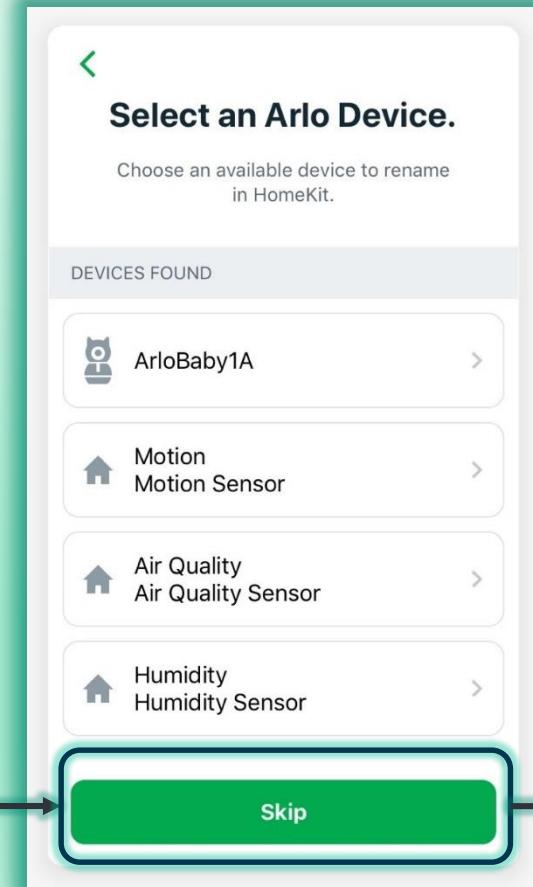


9. Change the **name of the camera** to something that is easy to pronounce for use with Siri.

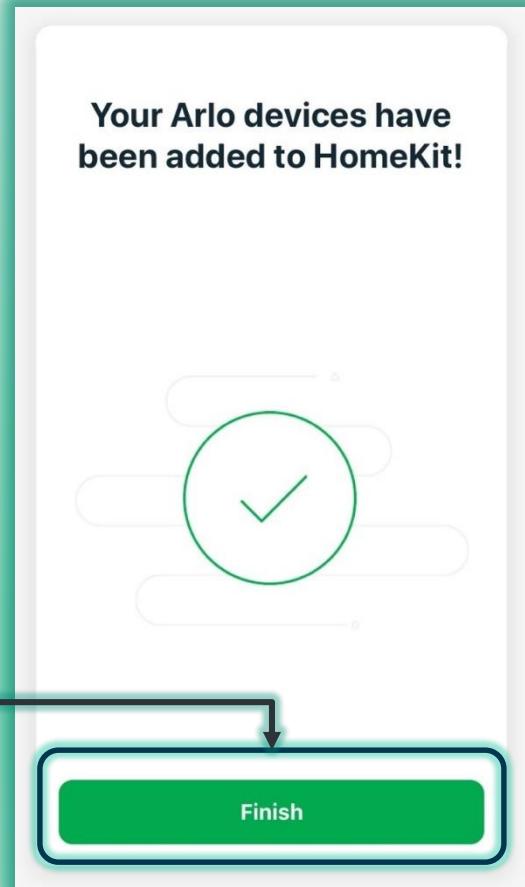
- Make sure that the name sounds different from the names of other devices managed with the Home app.



10. Tap **Skip**, or rename the devices as needed.



11. Tap **Finish**.



Arlo Pro HomeKit Setup with a HomeKit Code



To set up an Arlo Pro camera system with a **HomeKit Setup Code**:

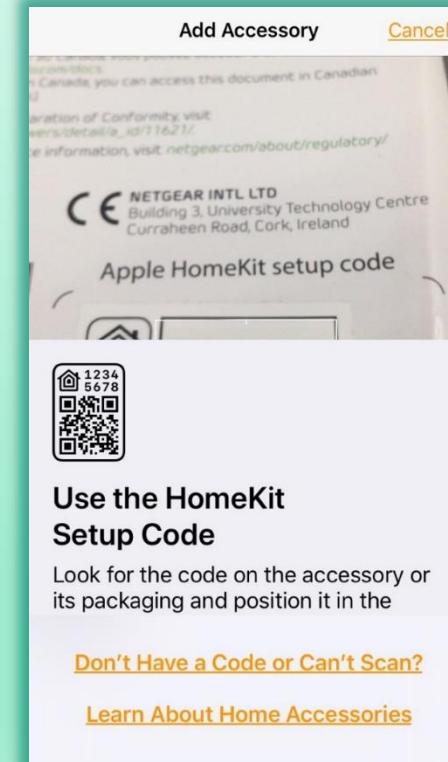
1. Setup the Arlo Pro camera and VMB4000/VMB4500 base station with the **Arlo app**.

2. Launch the **Apple Home app**.

3. Tap **+ > Add Accessory**.



4. Scan the HomeKit setup code on the **base station**, or **Quick Start Guide**.



5. Follow the setup flow to **name accessories** and place them in **HomeKit rooms**.

Arlo Pro HomeKit Setup without a HomeKit Code

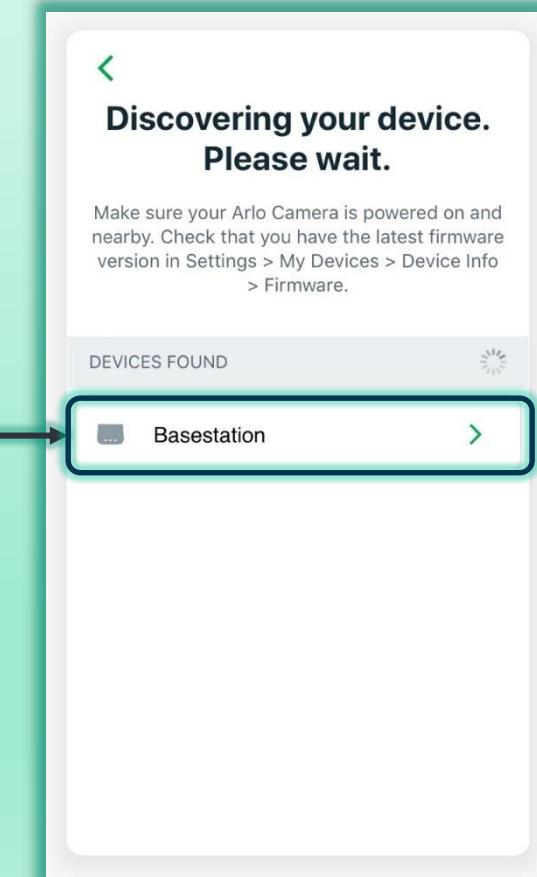
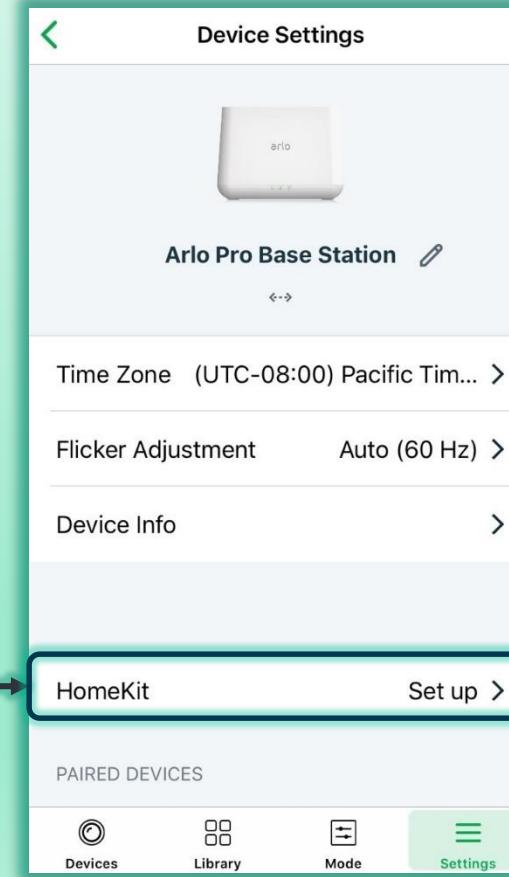
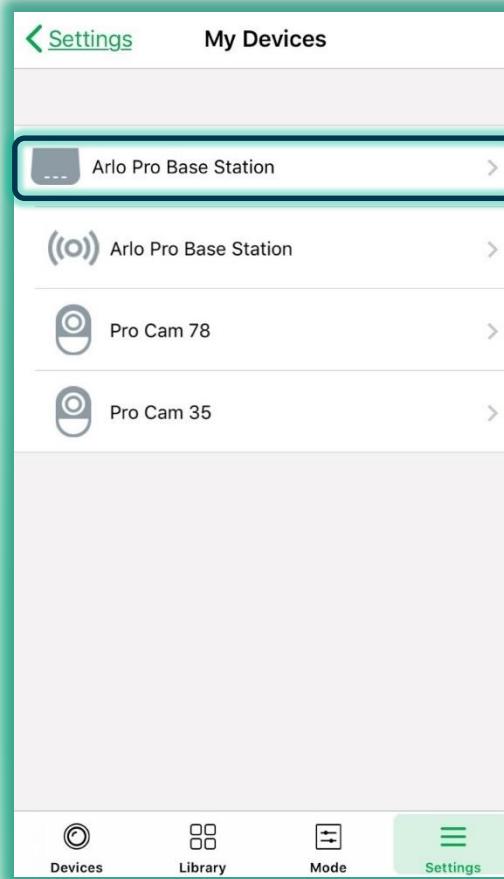


To set up an Arlo Pro camera **without** a HomeKit setup code:

1. Launch the **Arlo app** on an iOS device.
2. Tap **Settings > My Devices**.
3. Select a **VMB4000** or **VMB4500** base station.

4. Tap **HomeKit (Set up >)**.

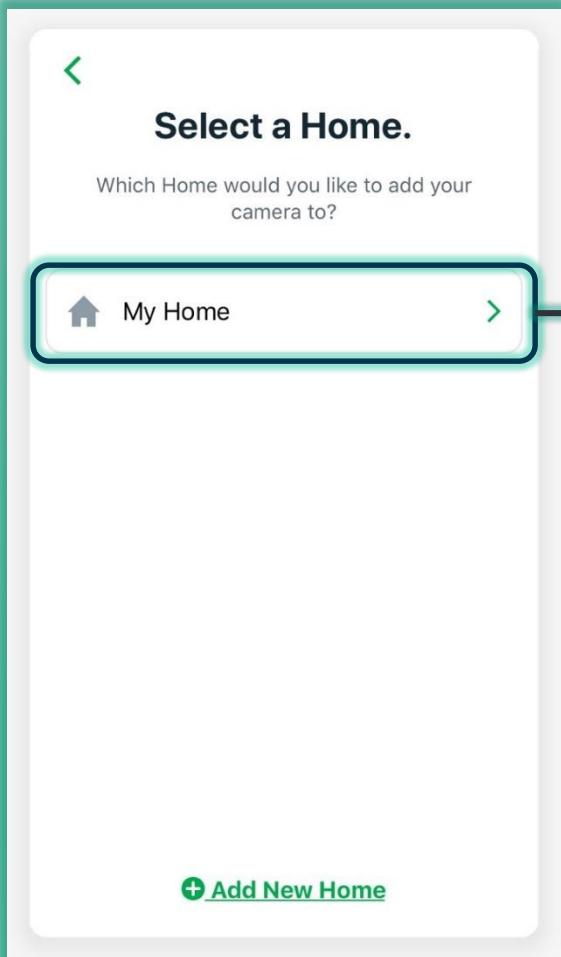
5. Tap **Basestation**.



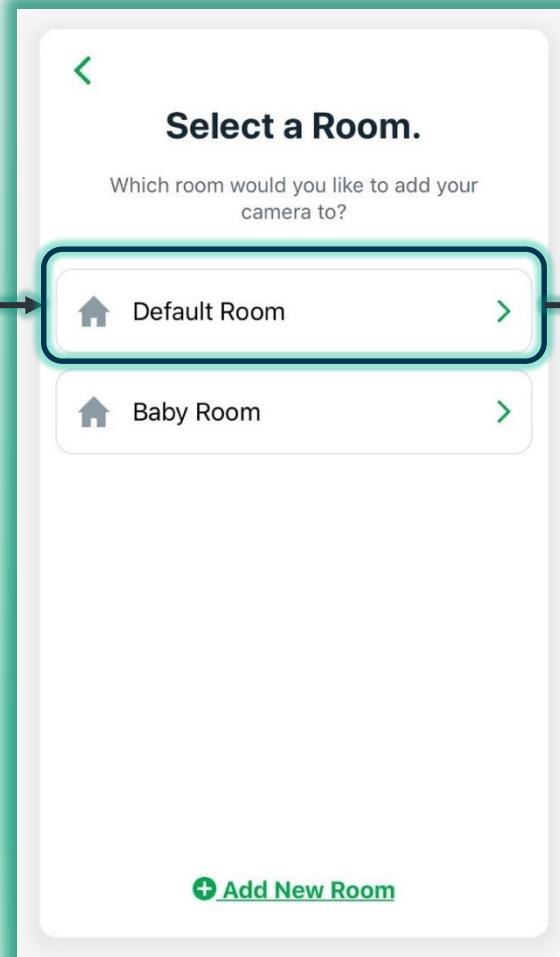
Arlo Pro HomeKit Setup without a HomeKit Code



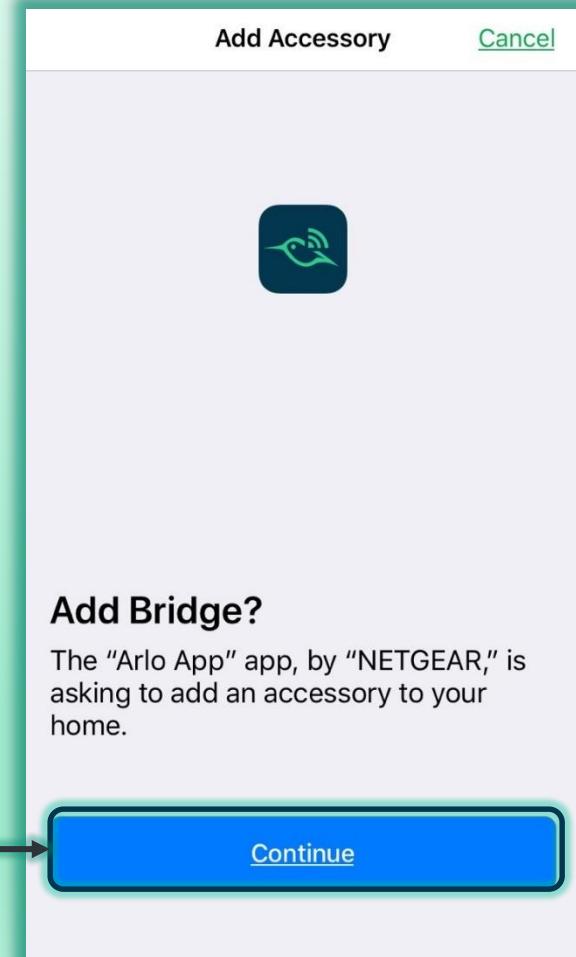
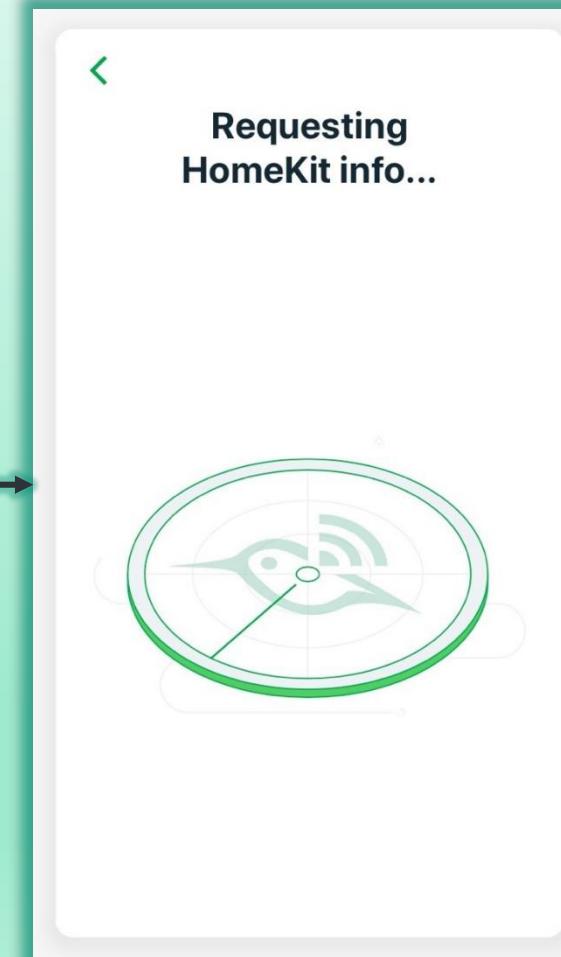
6. Select a **Home** or tap **Add New Home**.



7. Select a **Room** or tap **Add a New Room**.



8. Tap **Continue**.

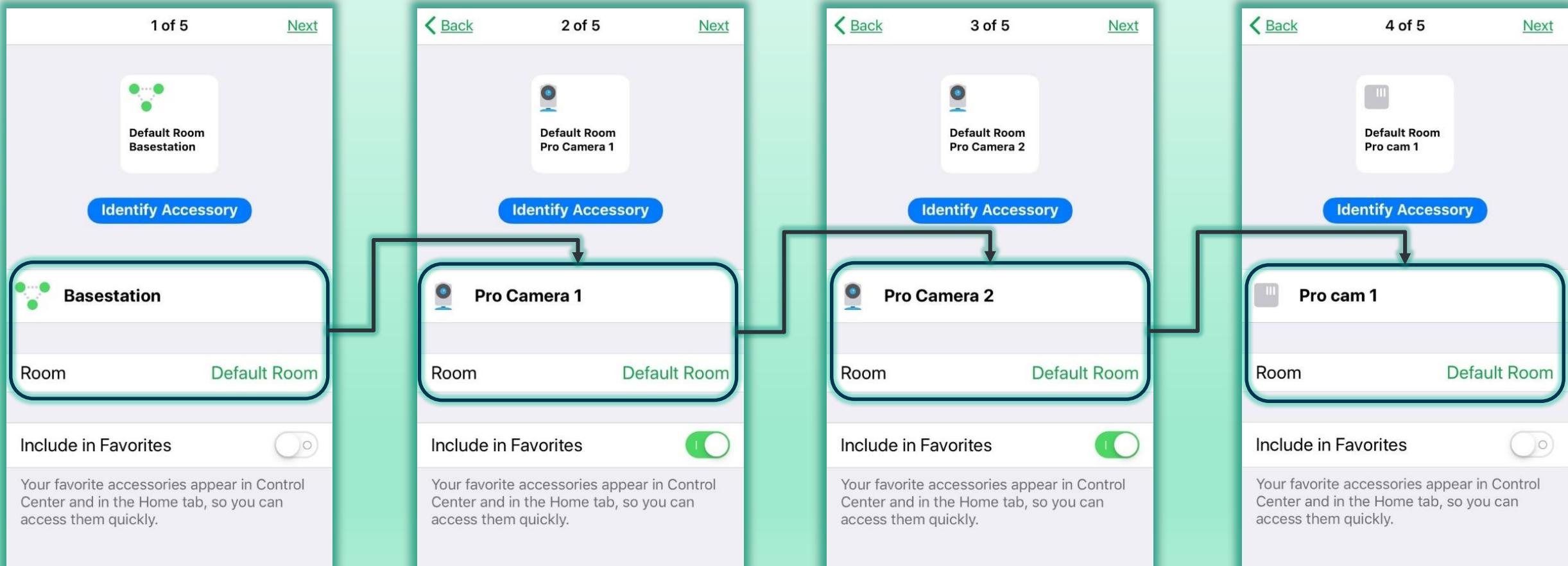


Arlo Pro HomeKit Setup without a HomeKit Code



9. Continue through the setup flows to confirm the name and room placement for each device.

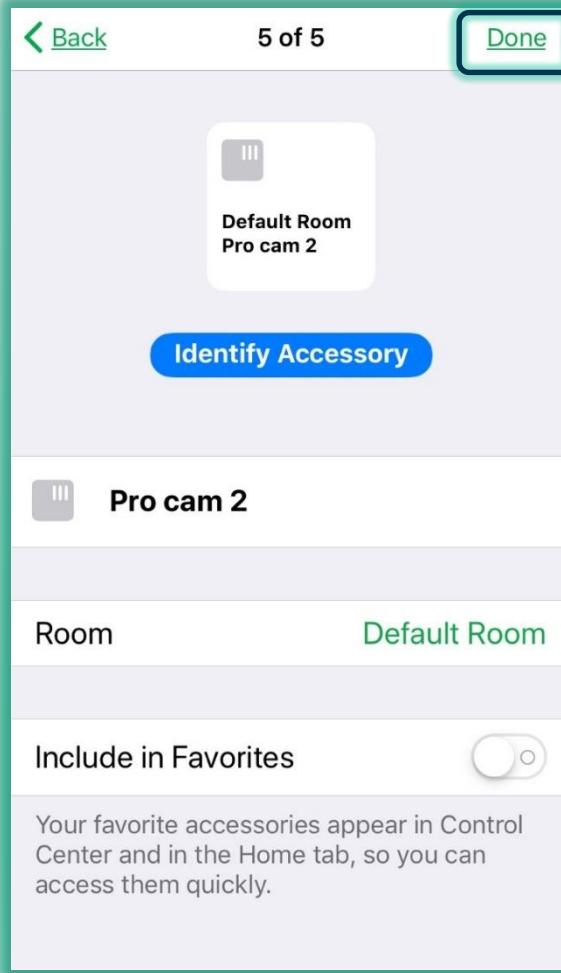
Note: The name given to each device is used for Siri commands. Choose a unique name that is easy to remember and pronounce.



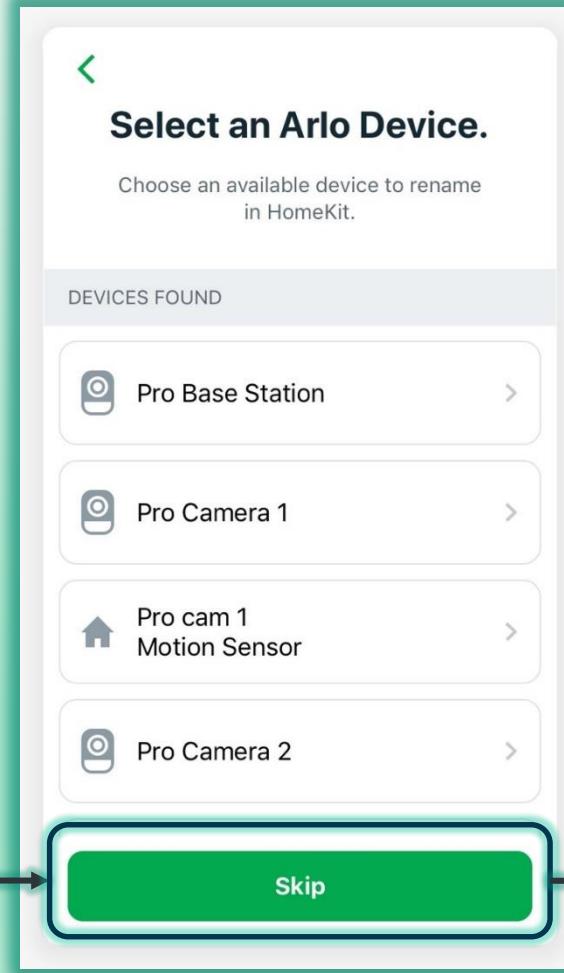
Arlo Pro HomeKit Setup without a HomeKit Code



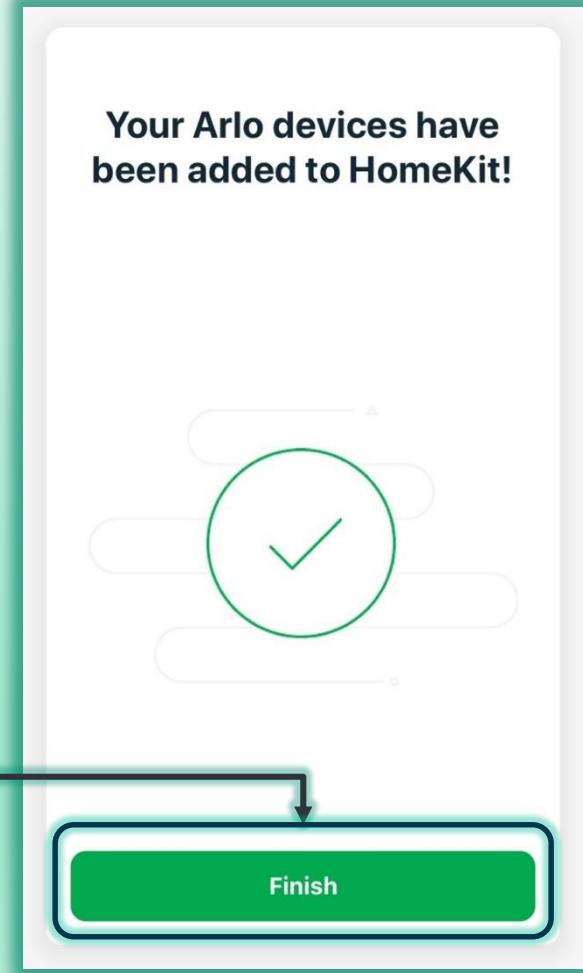
10. Tap Done.



11. Tap Skip, or rename the devices as needed.



12. Tap Finish.



Setup for Controlling HomeKit Accessories Remotely



To stream HomeKit-enabled cameras remotely, use **HomePod**, **Apple TV**, or **iPad**



- The device used as a home hub must **remain in the home**, connected to the home **Wi-Fi network**, and **powered on**
- Apple TV and iPad will require additional setup to function as a home hub including enabling iCloud Keychain
- Home hub status can be checked in the Home app, on a Mac, or on Apple TV
- For the most up to date requirements and instructions, see the following Apple Support article:
 - Set up your HomePod, Apple TV, or iPad as a home hub
 - <https://support.apple.com/en-us/HT207057>

Control HomeKit Accessories with Siri



- To use Siri for HomeKit-enabled cameras, ensure the Arlo device is set up in the Home app
- To use Siri to control HomeKit accessories hands-free, **make sure the device supports Siri** and is **connected to a Wi-Fi or cellular network**
 - For a current list of devices that support Siri, see <https://support.apple.com/en-us/HT209014>
- To control a home with Siri on a Mac, **update the macOS** to Mojave or above
 - For details, see How to upgrade to macOS Mojave
 - <https://support.apple.com/en-us/HT201475>
- To control HomeKit accessories remotely with Siri, set up a **home hub**
 - For details, see <https://support.apple.com/en-us/HT207057>
- Siri knows which HomeKit accessories are set up in the Home app as well as their status
- Siri identifies HomeKit accessories by their **names, location**, and other details that have been added to them in the Home app
- For more details, see **Control your home with Siri** - <https://support.apple.com/en-us/HT208280>



arlo
HomeKit
Settings

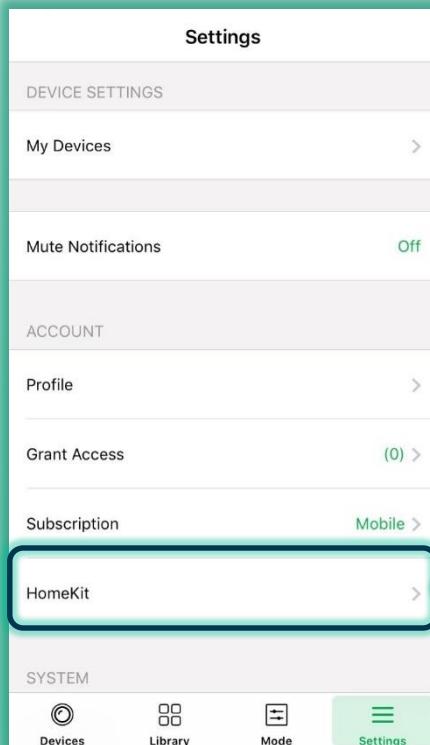
Manage HomeKit Homes



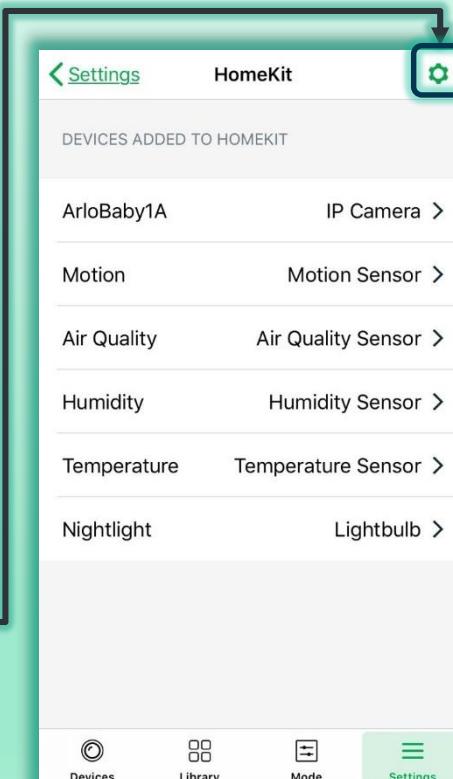
The Arlo app can be used to change HomeKit settings. The user can edit Rooms, Homes, and the connected Arlo device.

To add a Home:

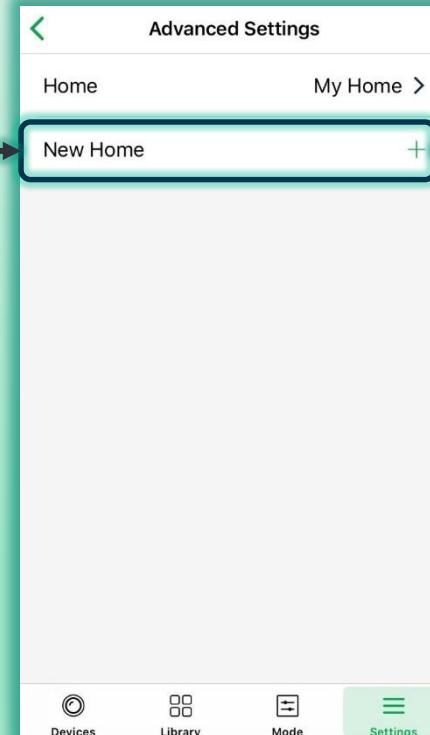
1. Open the Arlo app.
2. Tap **Settings > HomeKit**.



3. Tap the **Settings icon**.



4. Tap **New Home +**.



5. Type a name for the new Home and tap **Continue**.



The new Home is added.



Manage HomeKit Homes

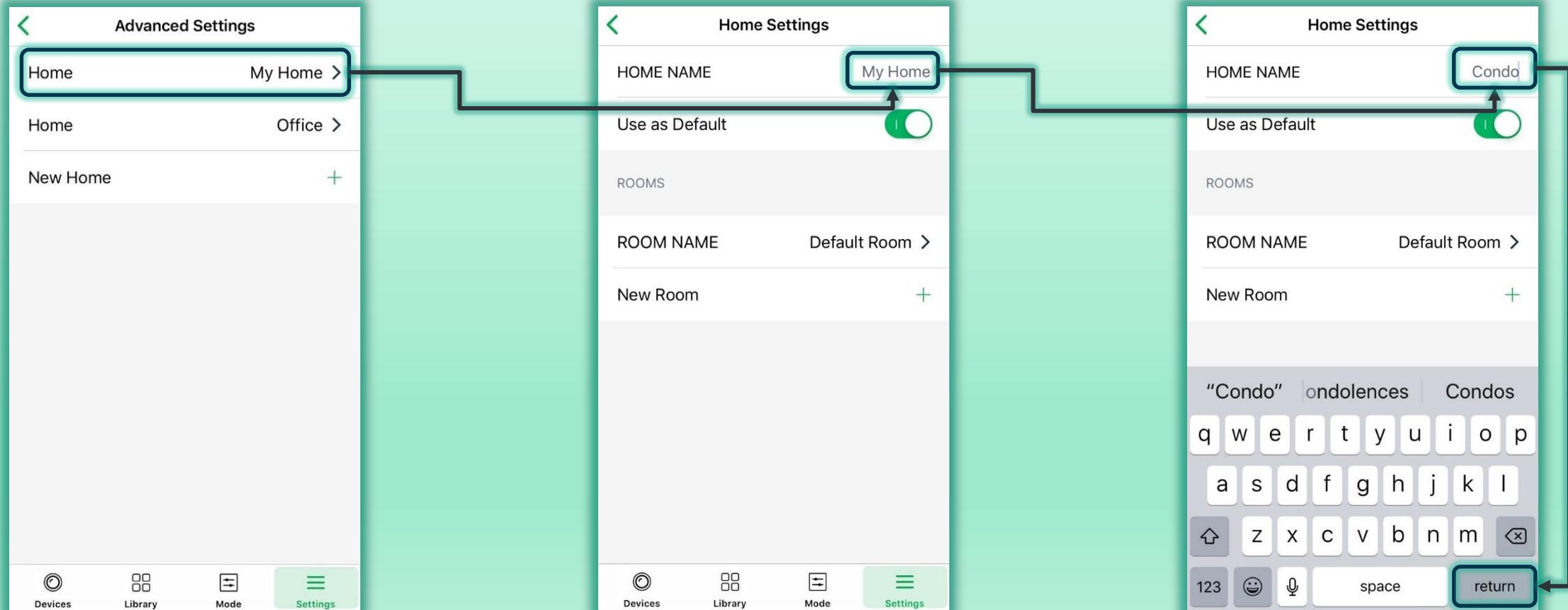


To edit a Home name:

1. Open the Arlo app.
2. Tap **Settings > HomeKit**.
3. Tap the **Settings** icon.
4. Select a Home from the list.

5. Tap the Home name next to HOME NAME.

6. Type a new Home name.
7. Tap **Return**.

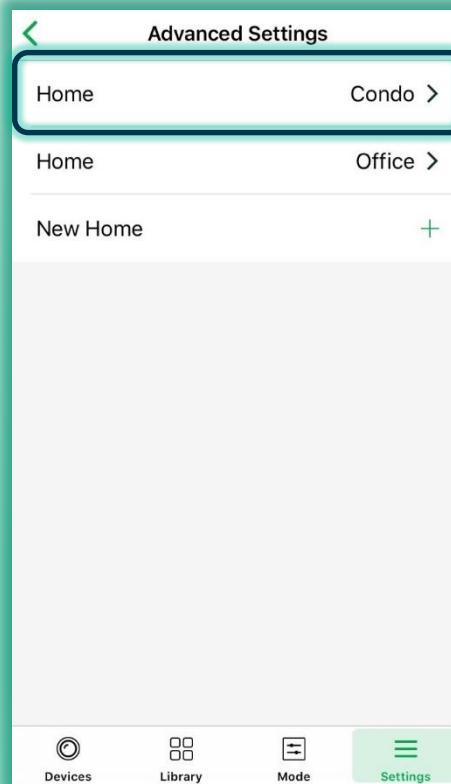


Manage HomeKit Rooms

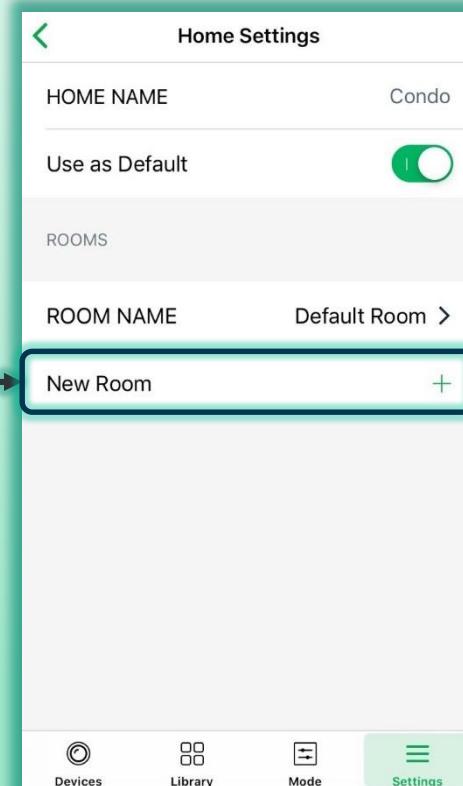


To add a Room:

1. Open the Arlo app.
2. Tap **Settings > HomeKit**.
3. Tap the **Settings** icon.
4. Select a Home from the list.



5. Tap **New Room +**.



6. Type a name for the Room.
7. Tap **Done**.



8. Tap **Continue**.

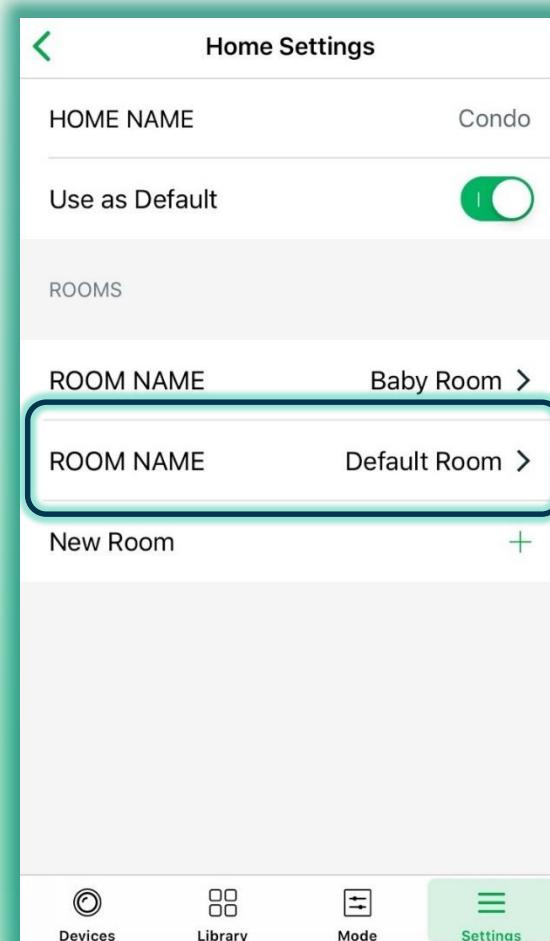


Manage HomeKit Rooms

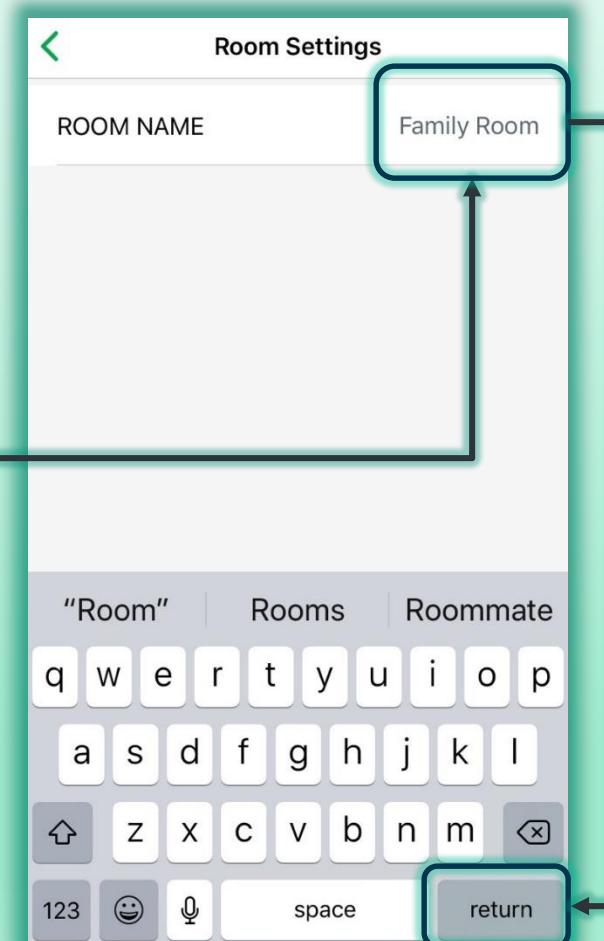


To edit a Room name:

1. Open the Arlo app.
2. Tap **Settings > HomeKit**.
3. Tap the **Settings** icon.
4. Select a Home from the list.
5. Select a Room Name to edit.



6. Type a new Room name.
7. Tap **Return**.

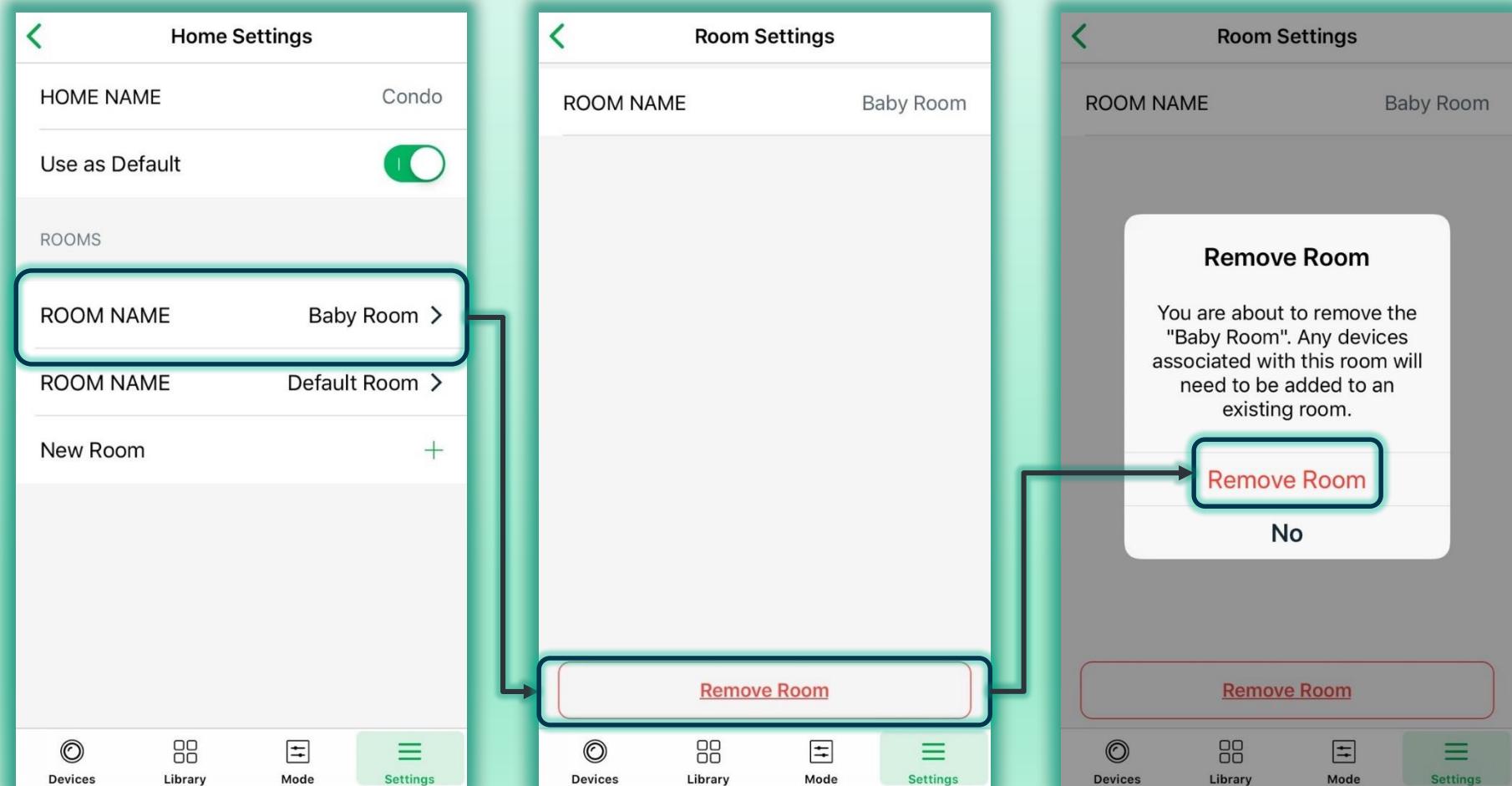


Manage HomeKit Rooms



To delete a Room:

1. Open the Arlo app.
2. Tap **Settings > HomeKit**.
3. Tap the **Settings** icon.
4. Select a **Home**.
5. Select the **Room** to be deleted.



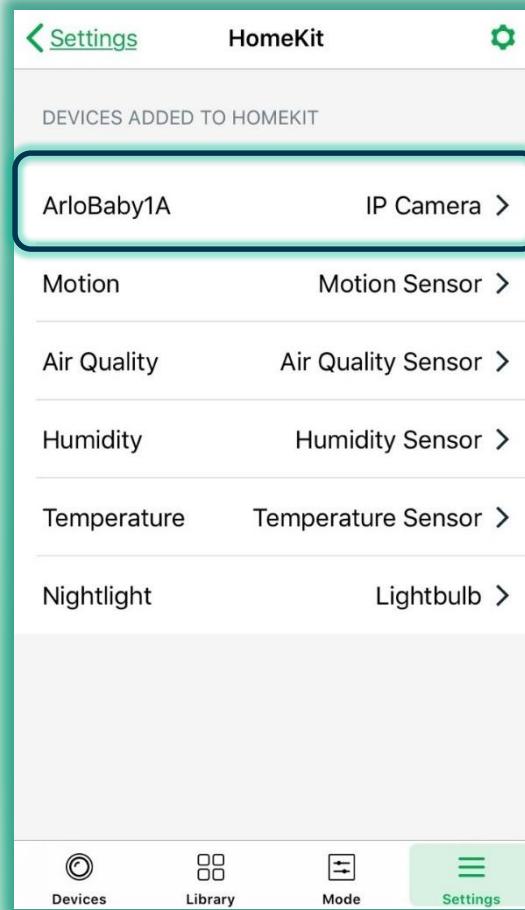
6. Tap **Remove Room**.
7. Read the warning and tap **Remove Room**.

Manage HomeKit-enabled devices

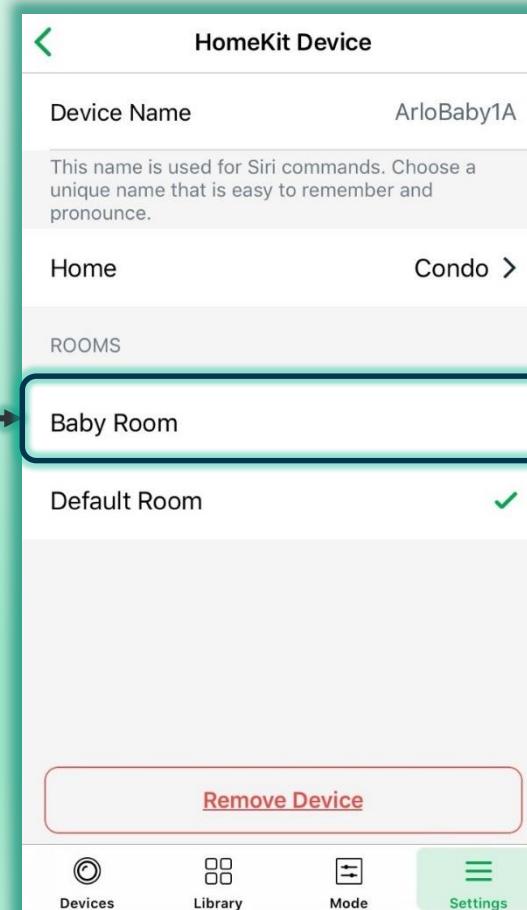


To change the room an Arlo device is in:

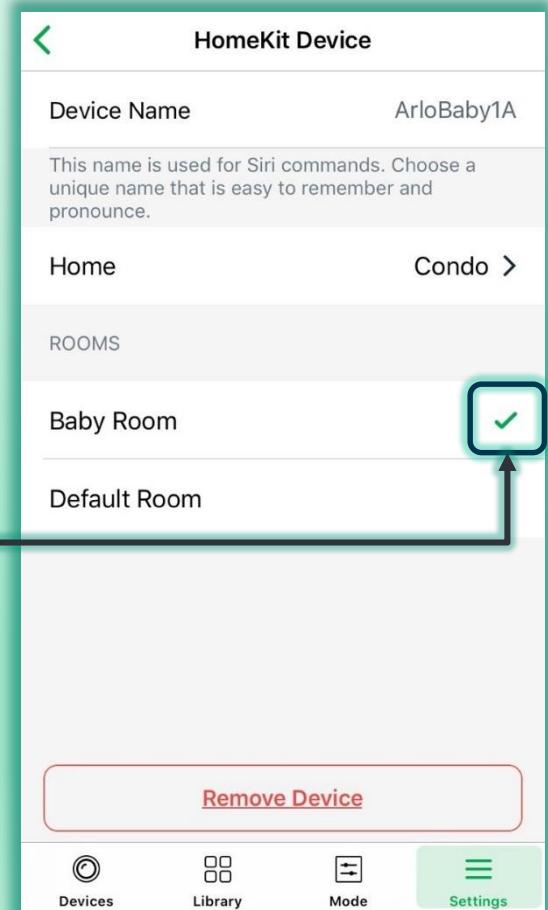
1. Open the Arlo app.
2. Tap **Settings > HomeKit**.
3. Select a device under **DEVICES ADDED TO HOMEKIT**.



4. Under ROOMS, select a new room for the device.



The settings are automatically saved.

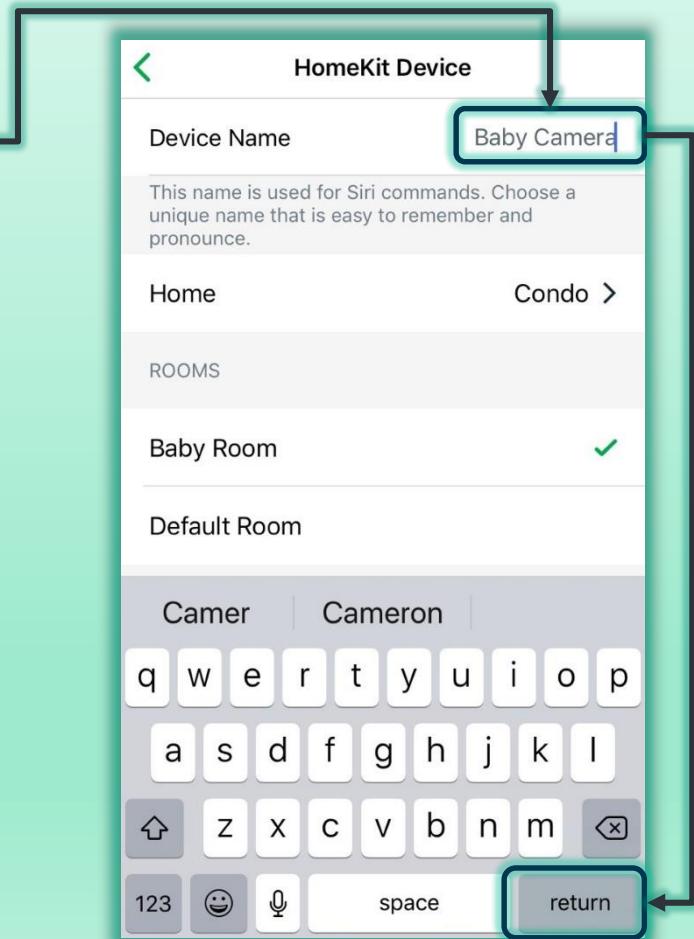
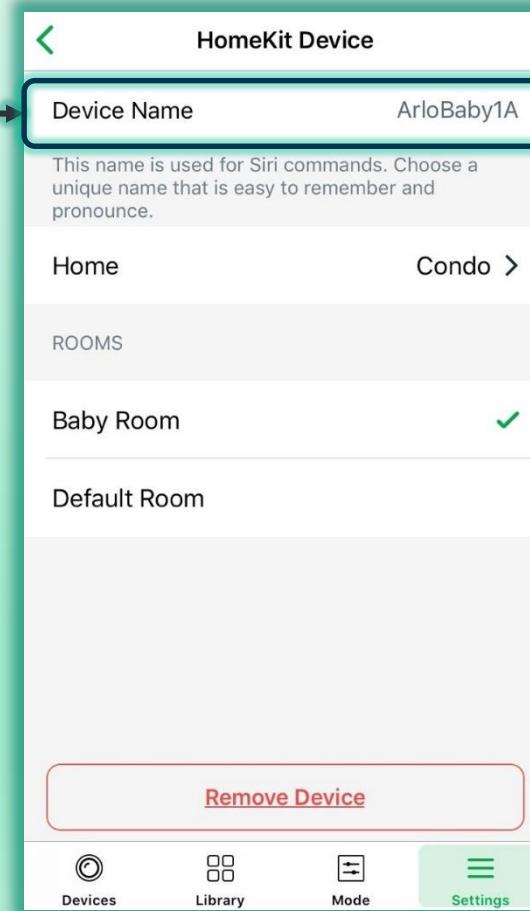
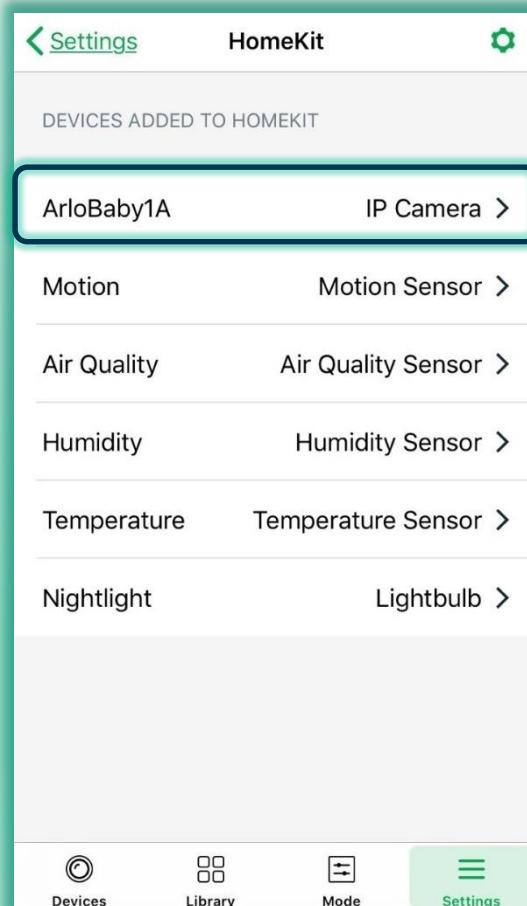


Manage HomeKit-enabled devices



To rename an Arlo device for HomeKit:

1. Open the Arlo app.
2. Tap **Settings > HomeKit**.
3. Select a device.
4. Tap the device name.
5. Type a new name for the device.
6. Tap **Return**.



Manage HomeKit-enabled devices

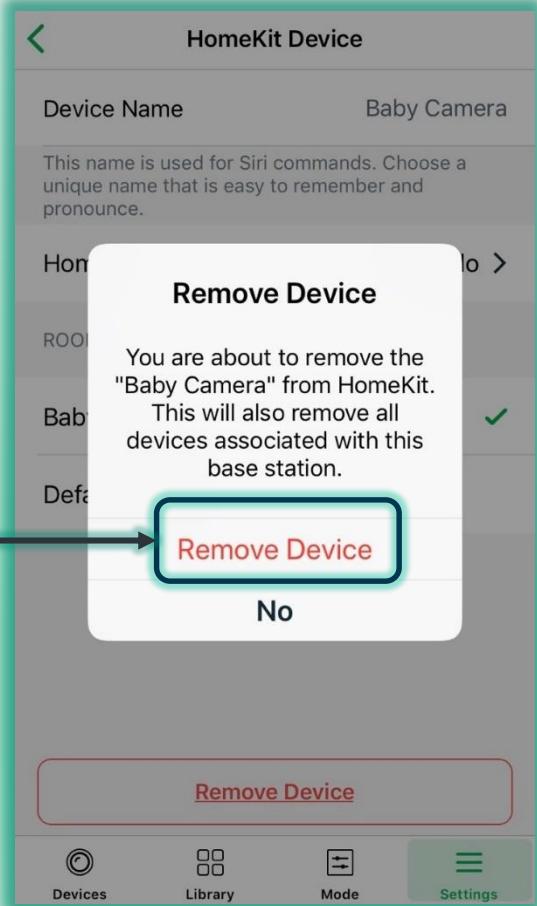
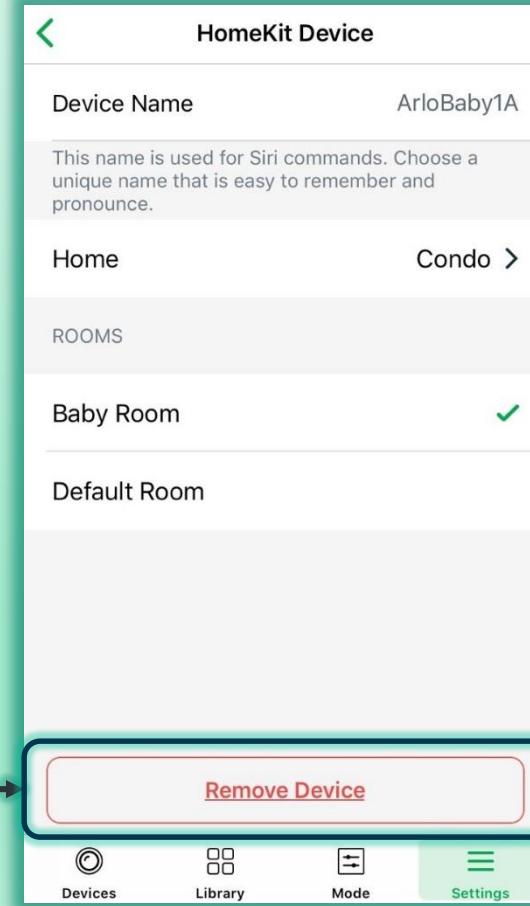
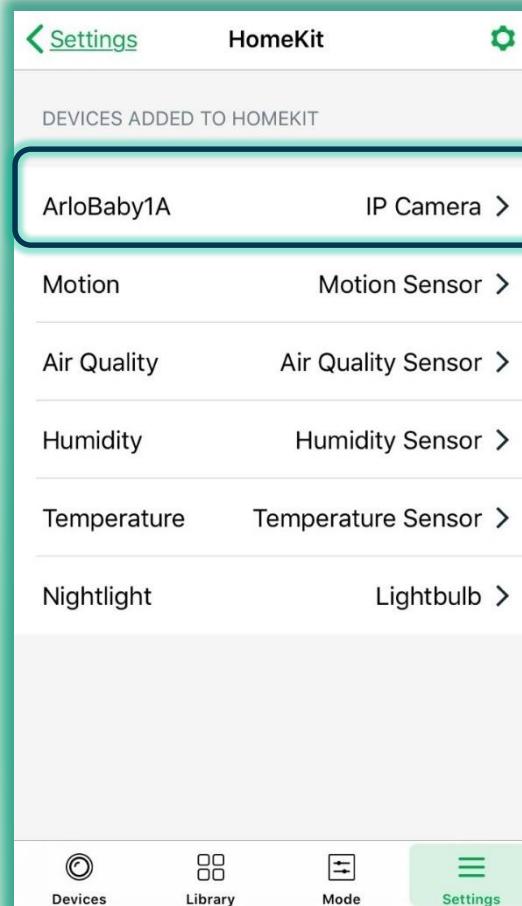


To remove a device from HomeKit:

1. Open the Arlo app.
2. Tap **Settings > HomeKit**.
3. Select a device.

4. Tap **Remove Device**.

5. Read the warning and tap **Remove Device**.



Home app Settings



The Home app can be used to add, edit, and control accessories.

- After an accessory is added, the Home app can be used to edit accessory information
 - Press and hold an accessory, then tap **Settings**
 - Accessory settings allows the user to change the **accessory name**, change **room location**, toggle **Include in Favorites**, etc.



Accessory Name

Room Location

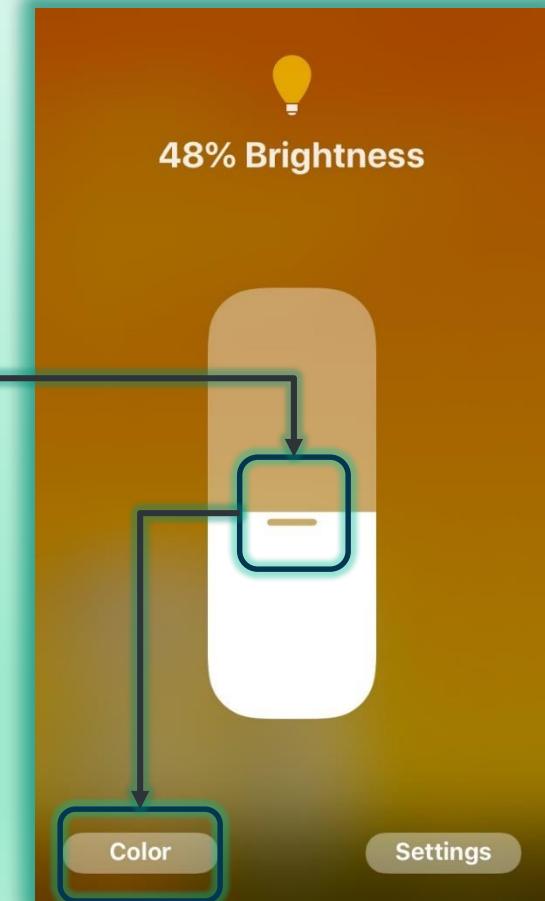
Home app Settings



- To manually turn an accessory on/off in the Home app, simply tap the accessory



- To adjust extra features like brightness and color, press and hold the accessory



Home app Settings



Scenes let Home app users control multiple accessories at the same time.

- For example, a user can create a scene called "Good Night" that turns on night lights and locks the doors at the same time.

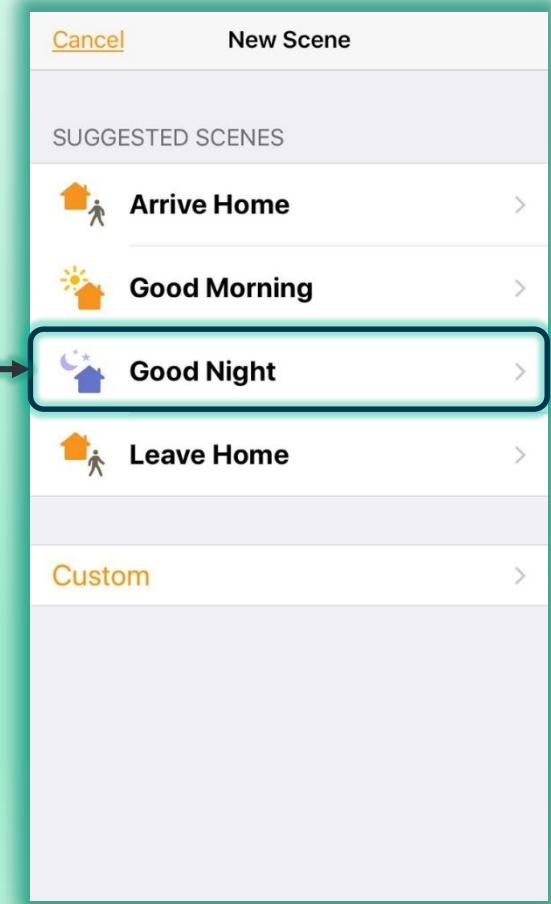
1. Open the Home app and tap +.



2. Tap Add Scene.



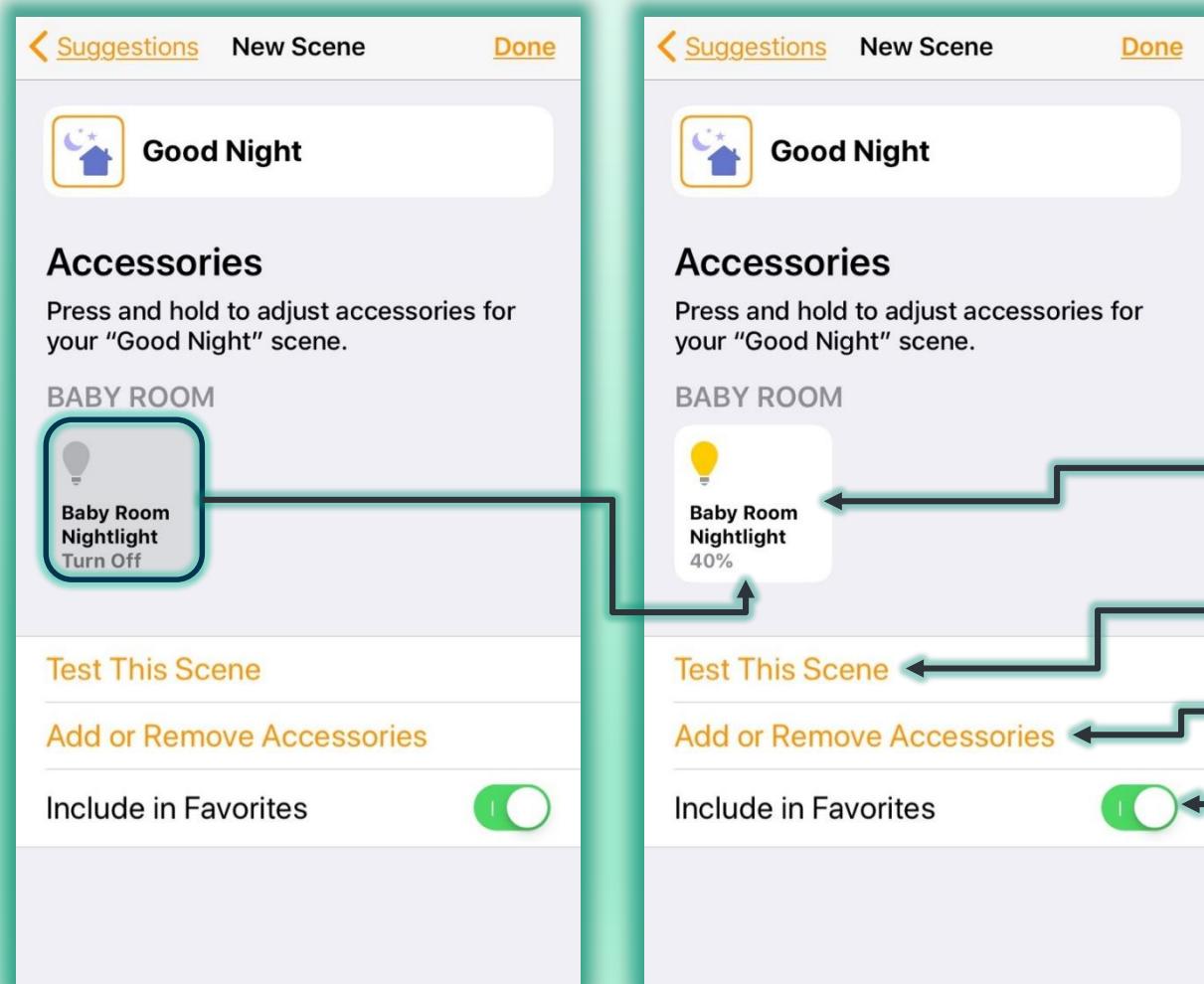
3. Choose a suggested scene or create a custom one.



Home app Settings



4. Tap the accessory to enable the intended function.

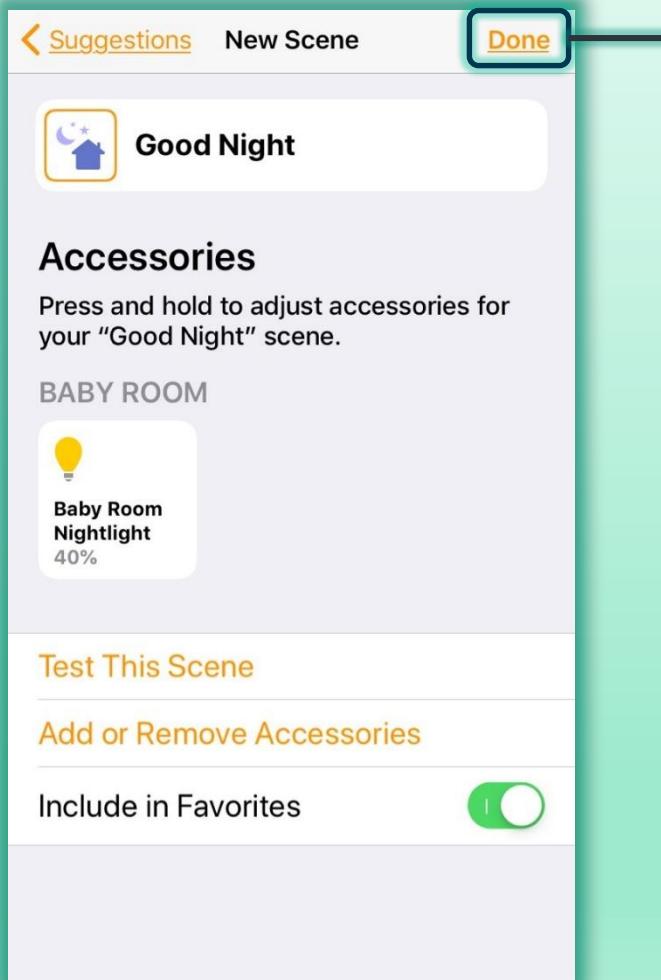


5. To adjust the settings for an accessory, press and hold the accessory.
6. To preview the scene, tap **Test This Scene**.
7. Tap **Add or Remove Accessories** to add additional accessories to the scene.
8. Turn on **Include in Favorites** to access the scene from the Control Center.

Home app Settings



9. Tap Done.



10. Tap the scene to enable it.



For additional instructions and Home app tips, see **Set up and use the Home app** - <https://support.apple.com/en-us/HT204893>.



arlo



HomeKit



Troubleshooting

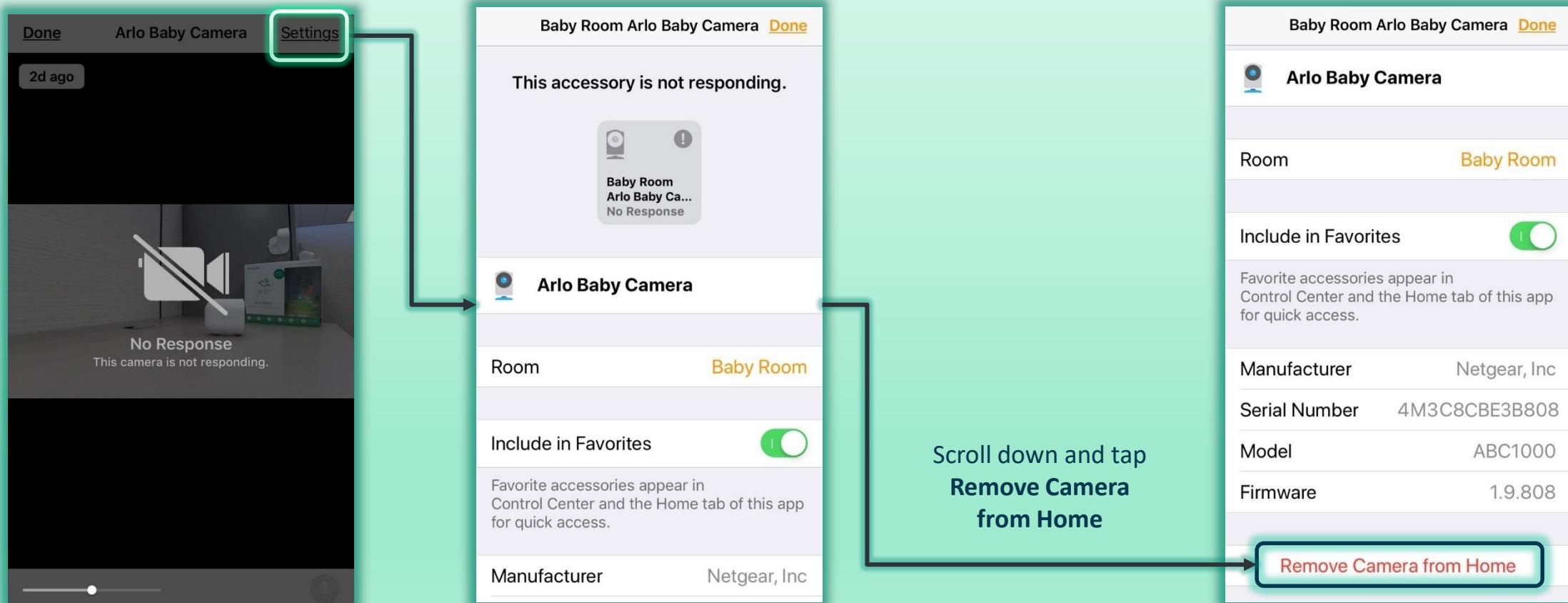
Arlo Baby Camera HomeKit Troubleshooting



Arlo Baby camera stopped responding in the Home app

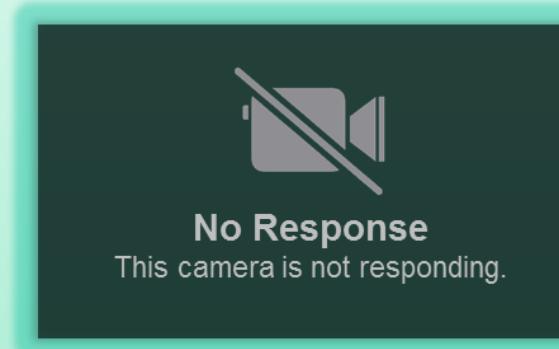
If the Arlo Baby camera was factory reset, the camera will appear offline in the Apple Home app and will not respond to HomeKit commands.

1. To correct this issue, open the camera live feed and tap **Settings** to remove the camera from the Home app.



2. Reconnect the Arlo Baby camera to the Home app through the Add Accessory function.

If an Arlo camera is **not responding** in the **Home app** with the **No Response, This camera is not responding** error and the camera was **not** recently factory reset, the most likely cause is WiFi network conflicts



To correct this issue, ensure the Arlo camera systems and the iOS device are using the **SAME WiFi network**

The camera could also be offline due to other errors or battery drain

- Check:
- Arlo app for system status
 - Arlo cameras
 - Base stations
 - Status LEDs

Arlo Baby Camera HomeKit Troubleshooting

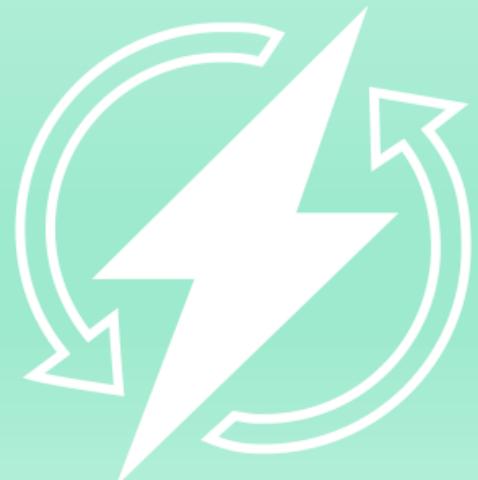


Home app will not discover the Arlo Baby camera

1. Move the Arlo Baby camera and mobile device **closer to the router**.
 - Keep the camera and mobile device a **minimum of 3 feet** away from the router.



2. Try adding the Arlo Baby camera to the Home app again.
3. If moving the camera closer did not work, **power cycle** the camera.
 - **Note:** See next slide for power cycle instructions
4. After the power cycle is complete, add the Arlo Baby camera to the Home app.



Arlo Baby Camera HomeKit Troubleshooting

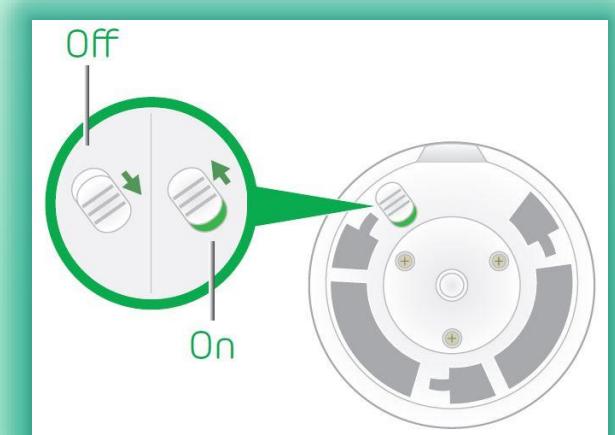
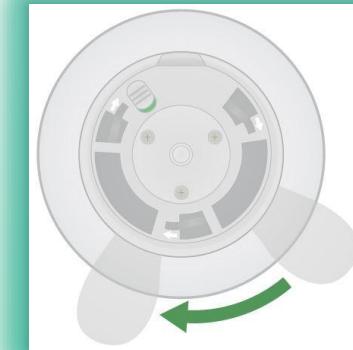


To power cycle Arlo Baby:

1. Unplug the USB cable from the Arlo Baby camera.
2. Rotate the foot plate and remove the Arlo Baby character's feet (if applicable).
3. Slide the battery switch on the bottom of Arlo Baby to **Off**.

The battery is turned off when no green is visible near the battery switch.

4. Wait **ten seconds**, and then slide the battery switch to **On**.
The Arlo Baby camera restarts.
5. Replace the foot plate and rotate until it clicks into place.
6. Plug the USB cable back in.



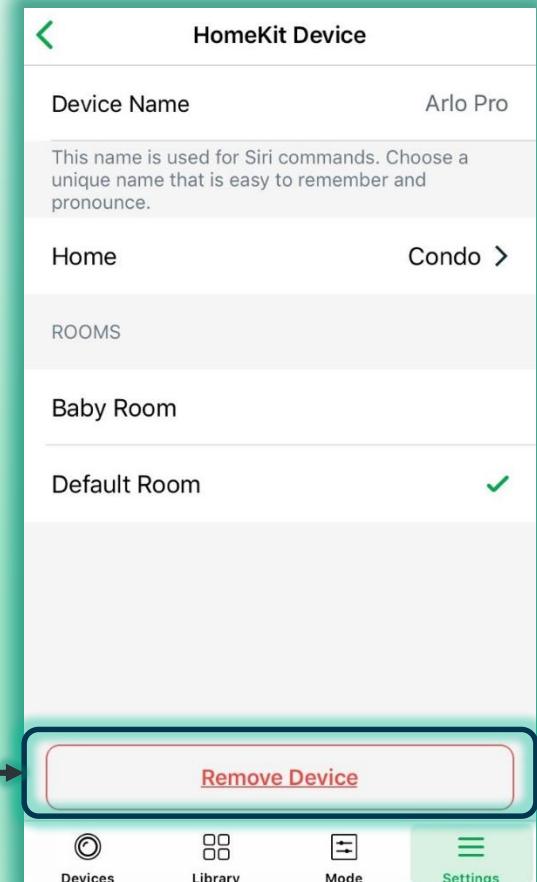
Arlo Pro HomeKit Troubleshooting



When adding a base station to HomeKit, the user received an “Uncertified Accessory” error message

- To use Apple HomeKit with Arlo cameras, the user must have at least one compatible Arlo Pro or Pro 2 camera and VMB4000 or VMB4500 base station.
- If the correct system requirements are met, and the user receives an error message that says the Arlo base station is an uncertified accessory, remove the base station and connect to HomeKit again.

1. Launch the Arlo app on an iOS device.
2. Tap **Settings > My Devices**.
3. Select an Arlo base station.
4. Tap **HomeKit**.
5. Tap **Arlo base station name**.
6. Tap **Remove Device**. ——————
7. Restart the Arlo base station.
8. Add the Arlo system to **HomeKit**.



Arlo App HomeKit Troubleshooting



If the **DEVICES ADDED TO HOMEKIT** screen is blank or HomeKit devices are not behaving as expected:

- Make sure the mobile device and the Arlo devices added to HomeKit are on the **same WiFi network**
- **Power cycle** the Arlo devices
- **Power cycle** the mobile device
- **Close the Arlo app out completely** and reopen a fresh session
- Ensure the **latest firmware** is installed for the Arlo device
- Ensure the **latest version** of the iOS Arlo app is used



When using a WiFi connection at home to stream video on a mobile device, the user is using local streaming

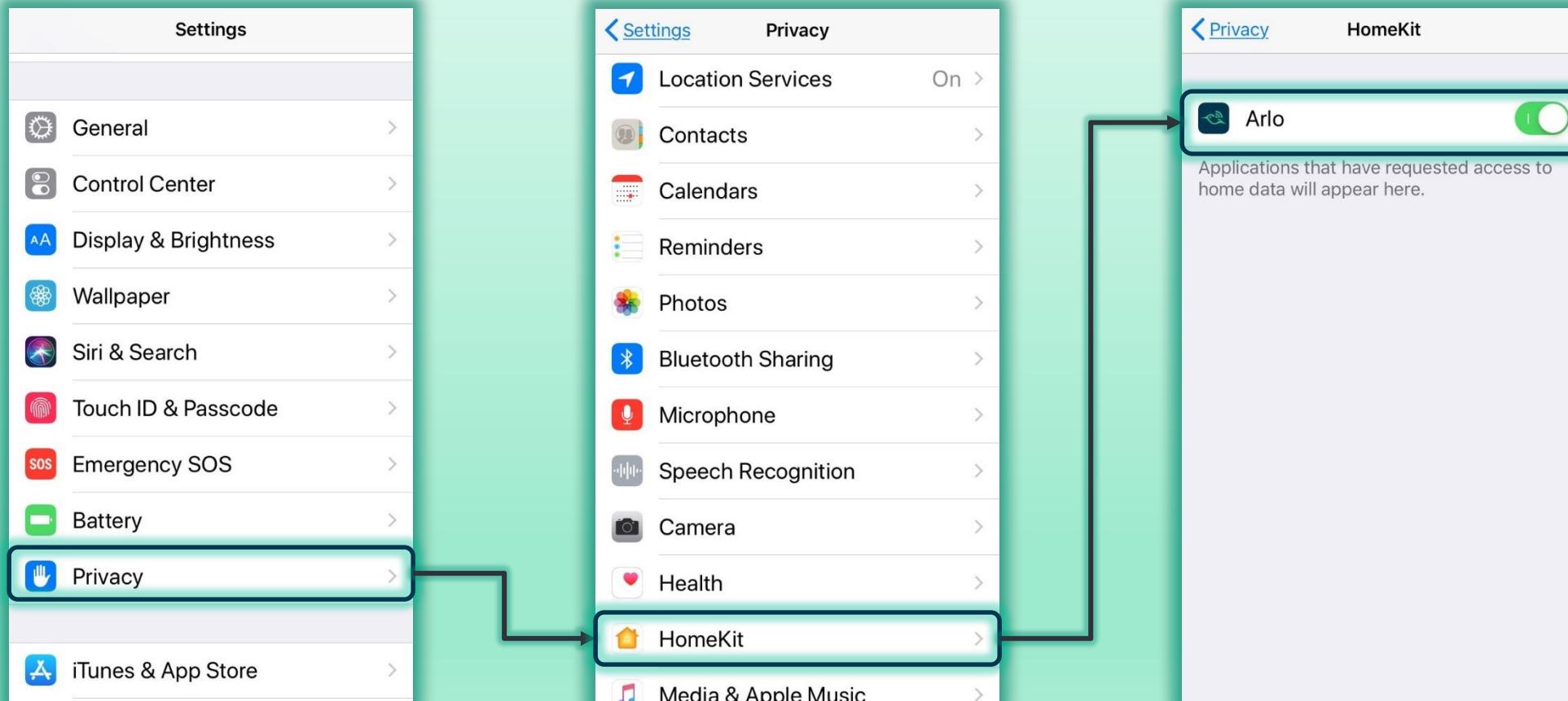
- If the user tries to use local streaming from the Arlo app and the Home app at the same time, it may cause a busy signal or a streaming error

Arlo App HomeKit Troubleshooting



If the Arlo app is having trouble accessing HomeKit devices, check the iOS device Privacy settings:

- Open Settings, scroll down and tap **Privacy > HomeKit > Arlo**



Additional HomeKit Information



For more details on HomeKit, refer to the following articles:

- How do I **set up a new Arlo Baby** camera with HomeKit? - <https://kb.arlo.com/000054805>
- How do I **connect my Arlo Pro or Pro 2** camera to Apple HomeKit? - <https://kb.arlo.com/000062279>
- What HomeKit **features** are available for Arlo Baby in the Apple Home app? - <https://kb.arlo.com/000054807>
- Where can I find the **HomeKit code** for my Arlo Baby camera? - <https://kb.arlo.com/000054809>
- How can I access my HomeKit-enabled Arlo Baby **remotely** using the Apple Home app? - <https://kb.arlo.com/000054811>
- How do I manage HomeKit **settings** in the Arlo app? - <https://kb.arlo.com/000062280>
- Arlo Baby features in **Apple HomeKit (INTERNAL)** – Article #000062121
- Arlo **Firmware Release Notes (INTERNAL)** – Article #000062204
- Arlo L1 Case **Escalation Requirements (INTERNAL)** – Article #000061862
- Set up your HomePod, Apple TV, or iPad as a **home hub** - <https://support.apple.com/en-us/HT207057>
- Set up and use the **Home app** - <https://support.apple.com/en-us/HT204893>
- Control your home with **Siri** - <https://support.apple.com/en-us/HT208280>
- **Share control** of your home - <https://support.apple.com/en-us/HT208709>
- Get **notifications** for your HomeKit accessories - <https://support.apple.com/en-us/HT208939>
- Create **home automations** with the Home app - <https://support.apple.com/en-us/HT208940>

END



Apple HomeKit Training