



arlo
Smart

Arlo Smart Introduction



- Arlo Smart features add intelligence to Arlo Security Systems.
 - Arlo Smart is available for Arlo cameras with Arlo Smart plan subscriptions.
 - Arlo Smart features add value to Arlo systems and optimizes user experience.
 - Arlo Smart uses advanced artificial intelligence (AI) detection features, including:



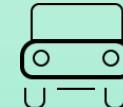
- Person Detection



- Animal Detection



- Vehicle Detection



- Package Detection



- Arlo Smart also adds **Rich Notifications, Cloud Activity Zones, Smoke Alarm Detection, Carbon Monoxide (CO) Detection, Cloud Storage, and e911 Emergency Call Service (US only)**.
- Arlo Smart features can be managed from within the iOS app, Android app, and the Arlo Web Portal.
 - Users need to have the latest Arlo app installed on the device.

- With Arlo Smart, the camera knows when it sees a person, animal, vehicle, or package so users can get the alerts they actually want, and be alerted less about things they don't care about such as swaying trees in the background.
 - Notifications don't just alert users, they also show an image of what's happening on the phone's lock screen.
 - If users see something suspicious happening, they have the option to **call a friend**, **activate the siren**, or **call e911** (US only).
 - If users see that there is an emergency and they are away from home, they can call e911 from the Arlo app or the Arlo web portal to reach emergency responders *closest* to the home without the hassle of being redirected.
- Cloud Activity Zones** allow users to highlight specific areas in the camera's field of view where they want to have motion detected; reducing unwanted alerts.
 - Remember that Arlo Q, Q+, and Pro 2 cameras that are **AC powered** already support Activity Zones without an Arlo Smart subscription.
 - Other cameras, such as Arlo Wire-Free, Arlo Pro, Arlo Pro 2 (when it is battery-operated), Arlo Pro 3, Arlo Go, Arlo Video Doorbell, and Arlo Ultra will **require Arlo Smart subscription** to enable the activity zone feature.



Advanced AI identifies objects that matter.

Get specific notifications for things like people, packages, vehicles, and animals.



e911 helps quickly handle emergencies.*

Save precious time and get help for your home and loved ones, even if you're miles away.



Activity zones reduce false notifications.

Create activity zones to highlight specific areas you want alerts from.



Rich notifications keep you one step ahead.

View clips on your smartphone's lock screen and take immediate action.



Cloud storage keeps all your clips secure.

Access your recorded clips for 30 days.

Arlo Smart service not available in certain countries. See www.Arlo.com/ArloSmart for details.

*e911 feature available for U.S. subscribers only.

- **Advanced AI** identifies objects such as packages delivered to the front door
 - AI enabled notifications allow users to stay alert to what's happening at home with alerts for people, vehicles, animals, and smoke/CO alarm detection
- **e911** guides emergency responders directly to the home no matter where the call is initiated from
- **Activity Zones** provide user-defined motion zones to reduce false notifications.
- **Rich Notifications** are enhanced notifications that tell users what Arlo sees and hears, right from the smart phone lock screen
- **Cloud Storage** provides a rolling 30 days of video playback



Cloud Recording

30 day video history.



Activity Zones

Create activity zones to get motion alerts in the areas that matter the most.



Rich Notifications

View clips on the smart phone lock screen and take immediate action.



Person Detection

Receive real-time alerts when people approach the home.



Package Detection

See items as they are delivered to the door.



Vehicle Detection

Find out when vehicles are parking or moving on the property.



Animal Detection

Check on four-legged family members and get alerted to intruders.



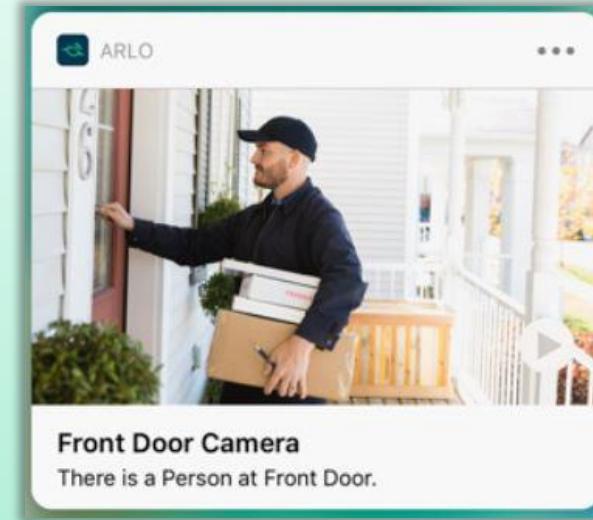
e911

Send first responders straight to the home – not the phone's location. (*U.S. subscribers only*)

Person Detection



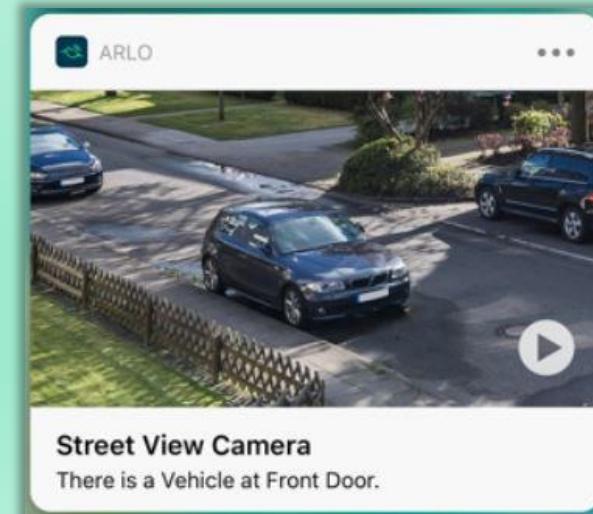
- Real-time alerts on the smart phone when the camera picks up a person in its view
- The camera knows when it sees a person versus swaying trees or vehicles passing by, etc.
- Artificial intelligence and computer vision technology filter out movements of other objects, so the user only receives the notifications they need



Vehicle Detection

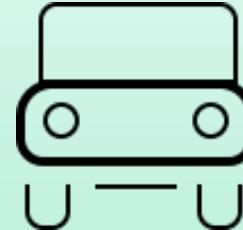


- Keep an eye on cars, trucks, motorcycles, etc. from the street, driveway, and at the curb
- Arlo Smart lets the user know when vehicles are approaching or parking near or on the property



Vehicle Detection

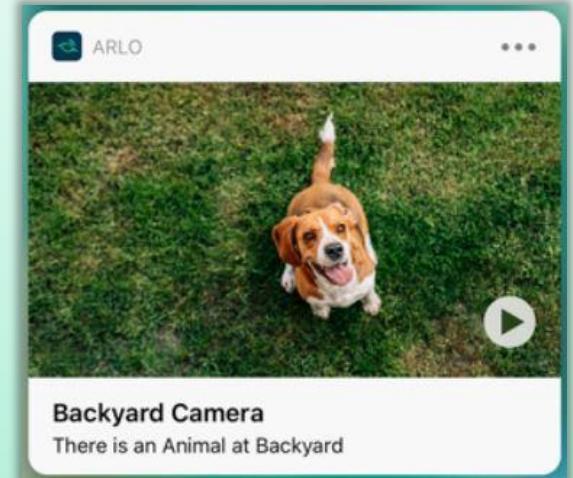
- Arlo cameras need a clear view to detect vehicles.
 - If a vehicle is partially blocked by an object, the camera might not detect it.
- The Arlo Smart vehicle detection feature works best in driveways and cul-de-sacs.
 - It detects vehicles moving up to **20 miles per hour (mph)**.
 - If a vehicle is moving faster than 20 mph, Arlo cameras might not detect it.
- The Arlo Smart vehicle detection feature works during the day and night.
 - However, if a vehicle's head lights are aimed directly at an Arlo camera, it might not detect the vehicle.
- Currently Arlo Smart sends alerts for any vehicle, and does not differentiate specific vehicles from other vehicles.
 - It will detect cars, trucks, buses, bicycles, and motorcycles.
- Arlo cameras can detect vehicles **up to 100 feet away**, depending on their size.
 - For example, an Arlo camera will have an easier time detecting a truck that's 100 feet away compared to a small car.



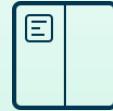
Animal Detection



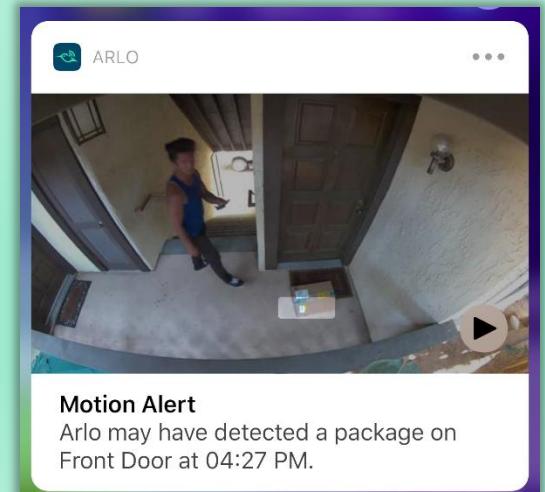
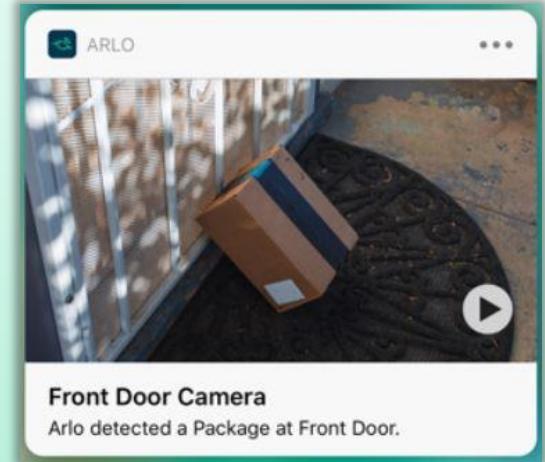
- Animal Detection recognizes animals, and alerts users about intruders.
- The Arlo Smart animal detection feature works during the day and night.
- Arlo cameras use the infrared sensor to detect animals up to **25 feet away**.
- Arlo cameras need a **clear view** to detect an animal.
- If an object, such as a tree, is partially blocking the animal, the camera might not detect it.
- Arlo Smart will not detect specific pets or animals.
 - Arlo Smart will send alerts for any animal, and does not differentiate pets from other animals.
 - It will not detect small rodents or insects.
 - If smaller animals, such as birds, are far away from the device, it may also overlook them.
 - Animal detection is best used for detecting larger animals or smaller animals when they are close to the device.
 - To get notifications for small rodents and insects, toggle **All Other Motion** on in the smart notifications settings screen.



Package Detection



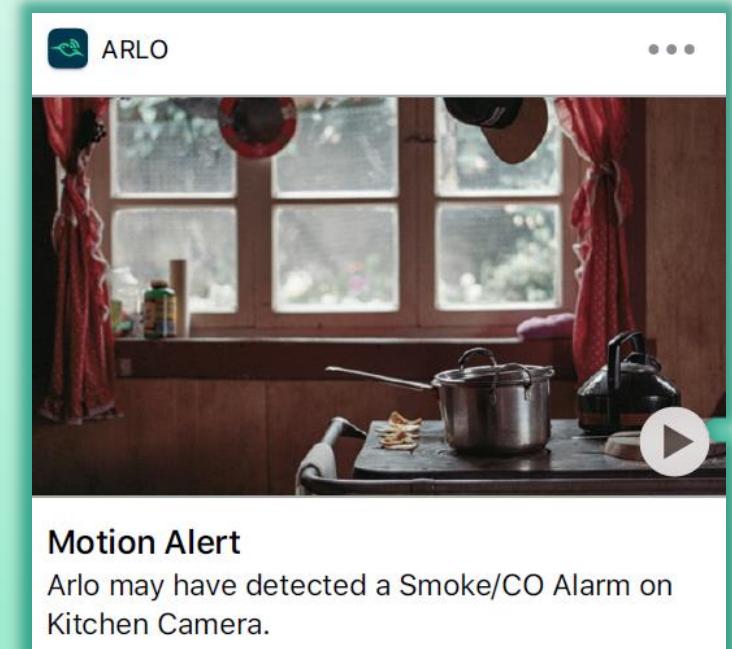
- Package detection technology notifies users when the camera locates and identifies a package on the ground.
- Package detection is not meant for every type of mail delivery.
 - It is only meant to work with **boxes** of different sizes and shapes.
 - The package detection feature only detects packages the size of a shoe box or larger.
 - It will not normally detect envelopes.
- Users can only enable the package detection feature on **one Arlo camera** per Arlo account.
- Arlo cameras must have a clear view of the package to detect it.
 - If an object, such as a pole, is partially blocking the package, the Arlo camera might not detect it.
- Arlo Smart can filter out specific alerts for package deliveries.
 - Packages will be highlighted in the thumbnail preview of the rich notification.



Alarm Detection



- Arlo Smart will inform the user if a camera hears a smoke or CO alarm going off in the home
- The Alarm Detection feature recognizes:
 - Smoke detectors with industry-standard **T3 alarms** (three intermittent beeps, followed by a period of silence)
 - Carbon monoxide (CO) detectors with industry-standard **T4 alarms** (four intermittent beeps, followed by a period of silence)
 - The Alarm Detection feature doesn't detect alarms with other patterns
 - Arlo recommends that customers test their alarm to confirm that it emits a T3 or T4 pattern
- Alarm Detection is only available on Arlo **Pro, Pro 2, Pro 3, and Ultra** cameras.
 - Alarm Detection is **not** available on Arlo Q, Q Plus, Baby, or Go cameras.



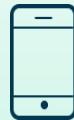
Cloud Activity Zones



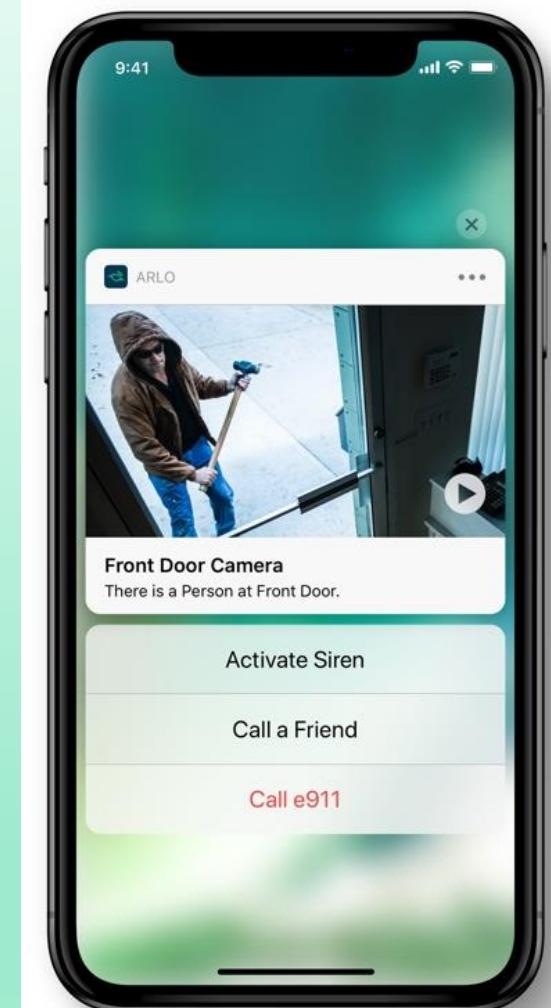
- Customers can apply activity zones to reduce unwanted notifications.
 - Using the Arlo app, customers can create custom cloud activity zones to highlight areas of interest in the camera's view.
- When using cloud activity zones, Arlo only notifies the user when it detects motion inside of the activity zone.
 - This feature ensures that users see what is most important to them and reduces the amount of unwanted alerts.
 - When motion is detected, the camera will send video to the cloud for processing, to determine if motion occurred within the defined zones.
- Activity zones and cloud activity zones are the same.
 - Arlo Smart enables activity zones in the cloud, allowing users to use activity zones when the camera is operating on battery power.



Rich Notifications



- With rich notifications, the user does not have to log into the Arlo app every time they receive an alert.
- Rich notifications allow the user to see alerts from the lock screen that include images of what caused the camera to record.
- The user has access to notifications and call to action options from the smart phone lock screen.
- This gives options to **activate the siren, call a friend, or call e911**.
- Without Arlo Smart, notifications are fairly basic.
- They only tell the user that motion or audio is detected.
- The user will have to log into the Arlo account, to view details of what happened



e911 Emergency Call Service

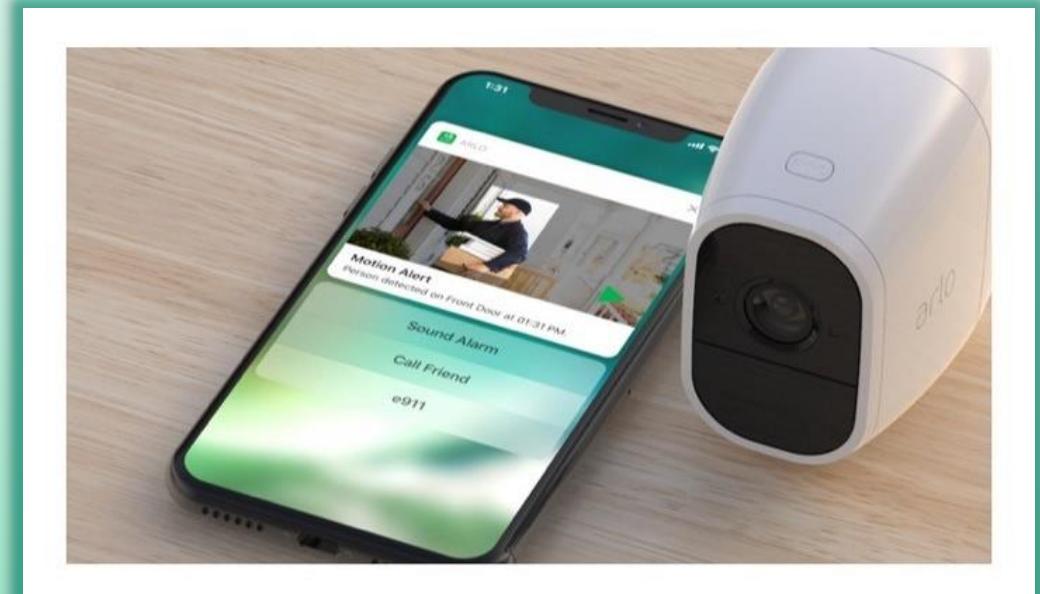


- e911 connects users with **emergency services nearest the home** rather than tracking the phone, which may be miles away from the crisis.
 - This saves valuable time by avoiding redirected calls.
- When someone makes a regular emergency phone call, they are connected to emergency dispatchers near the location where they made the phone call.
- When customers use the e911 feature in the Arlo app, the call reaches the correct emergency dispatcher for the **address specified in the Arlo app**, no matter where the customer is.
 - Home address information is automatically passed to emergency responders incase the call disconnects.
- e911 uses VOIP technology that **does not require cell phone service**.
 - It works with devices that only use WiFi, such as tablets and computers.



Call a Friend

- Users can contact family, friends, and neighbors to investigate when something out of the ordinary is detected by Arlo devices while they are away from the home.
- A quick action button allows users to call right from the push notification.
- Add up to 3 contacts in the call a friend list.



Arlo Smart Introduction



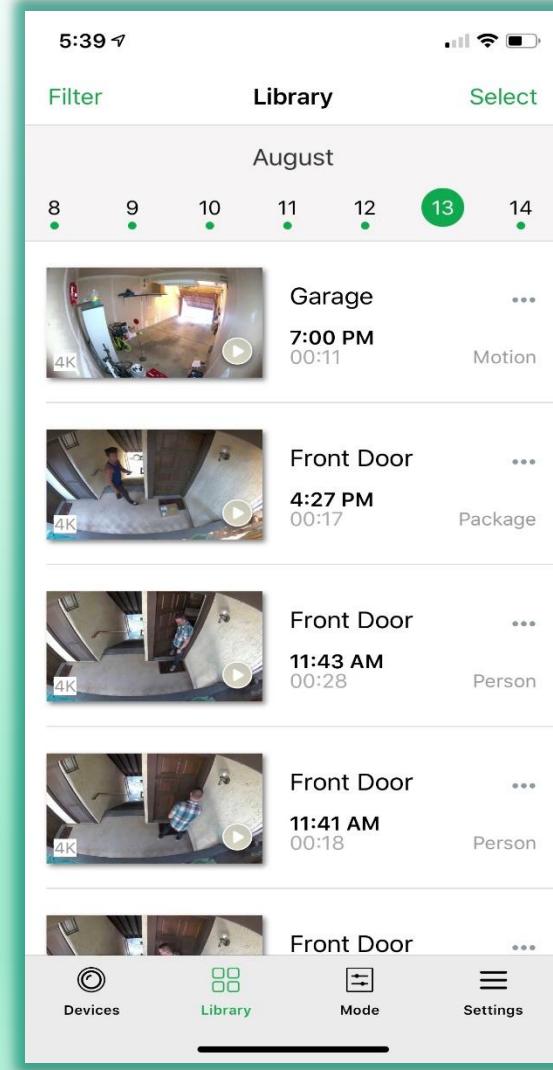
Cloud Storage



- Cloud Storage allows the user to access videos from the Arlo Library
 - New plans include a **30 day** video history
 - Ability to record up to **2K** or **4K** resolution



- Object labeling
 - Custom search the library by people, vehicle, animal, and more





arlo

Smart
Subscription Plans

Legacy Plans



Customers can keep their existing legacy Arlo Smart plan.

- If they cancel or make changes to the plan, they will not be able to return to the legacy plan.
 - If they want to make changes to their Arlo Smart plan, they must purchase a **new** Arlo Smart plan.
 - Once they buy a new Arlo Smart plan, they cannot purchase the old legacy Arlo Smart plans.

Legacy Arlo Smart Plans

Arlo Smart

30 days of video playback.

Enhanced Notifications

Activity Zones

Advanced object & smoke/CO Alarm detection

Package Detection

\$2.99/mo Per Camera

Most Popular!

Arlo Smart Premier

Up to 10 cameras and 30 days of video playback.

Enhanced Notifications

Activity Zones

Advanced object & smoke/CO Alarm detection

Package Detection

e911 (Available only in US)

\$9.99/mo

Arlo Smart Elite

Up to 20 cameras and 60 days of video playback.

Enhanced Notifications

Activity Zones

Advanced object & smoke/CO Alarm detection

Package Detection

e911 (Available only in US)

\$14.99/mo

New Service Plans - Summary



	No Subscription	Arlo Smart Premier	Arlo Smart Elite
Price	No Cost	\$2.99/mo – 1 camera \$9.99/mo – 5 cameras	\$4.99/mo – 1 camera \$14.99/mo – 5 cameras
Notifications	Yes (standard notifications only)	Rich, interactive	Rich, interactive
Live Streaming	Yes	Yes	Yes
2-Way Audio	Yes (not applicable to Arlo Wire-Free)	Yes	Yes
Local Storage	Yes, depending on Base Station/Smart Hub	Yes	Yes
Cloud Storage	Legacy Cameras Only; 7 day history	Up to 2K resolution ; 30 day video history	Up to 4K resolution ; 30 day video history
Activity Zones	Select models when connected to AC power	All cameras, even on battery power	All cameras, even on battery power
Person Detection	-	Yes	Yes
Animal Detection	-	Yes	Yes
Vehicle Detection	-	Yes	Yes
Package Detection	-	Yes (1 camera per account)	Yes (1 camera per account)
Smoke/CO Alarm Detection	-	Yes	Yes
e911 Emergency Calls	-	Yes (Multi-camera plans - US only)	Yes (Multi-camera plans - US only)

New Service Plans – Multiple Cameras



	No Plan	Premier Multiple Camera \$9.99/mo/cam <small>\$1.49/mo/cam if you subscribe to a multiple camera plan</small>	Elite Multiple Camera \$14.99/mo/cam <small>\$2.49/mo/cam if you subscribe to a multiple camera plan</small>
Supported Camera	—	Up to 5 Cameras	Up to 5 Cameras
Cloud Video Quality	—	Up to 2k *	Up to 4k **
Cloud History	it varies ***	Up to 30 days	Up to 30 days
Person, Animal, and Vehicle Detections	✗	✓	✓
Rich Notifications	✗	✓	✓
Cloud Activity Zone	✗	✓	✓
Call a Friend	✗	✓	✓
e911 Emergency Service (US Only)	✗	✓	✓

Tax is not included in the price.
* 2K recording, 4K recordings are only available for Pro 3, Ultra cameras.
** 4K recordings are only available for Ultra cameras.
*** Arlo, Pro, Pro 2, Arlo Q, Q Plus, Arlo Go, and Arlo Baby have 7-day cloud recording and other cameras have 0-day cloud recording.

New Service Plans – Multiple Cameras





Subscribe to Arlo Smart and Expand your security.

Up to 4K Cloud Recording with 30 Days of Video History
Person, Vehicle, Animal, and Package Detection
Custom Activity Zones
e911 Emergency Call Service (US Only)
and more.

Subscribe Now

Premier
Multi-camera

\$9.99 /mo
Up to 5 Cameras

Up to 2K Video Recording, 30 Days of Video History

- Person, Vehicle, and Animal Detection
- Package Detection
- e911 Emergency Call Service (US Only)

Elite
Multi-camera

\$14.99 /mo
Up to 5 Cameras

Up to 4K Video Recording, 30 Days of Video History

- Person, Vehicle, and Animal Detection
- Package Detection
- e911 Emergency Call Service (US Only)

New Service Plans – Single Camera



	No Plan	Premier Single Camera \$2.99/mo/cam \$1.49/mo/cam if you subscribe to a multiple camera plan	Elite Single Camera \$4.99/mo/cam \$2.49/mo/cam if you subscribe to a multiple camera plan
Supported Camera	—	Per Cameras	Per Cameras
Cloud Video Quality	—	Up to 2k *	Up to 4k **
Cloud History	it varies ***	Up to 30 days	Up to 30 days
Person, Animal, and Vehicle Detections	✗	✓	✓
Rich Notifications	✗	✓	✓
Cloud Activity Zone	✗	✓	✓
Call a Friend	✗	✓	✓
e911 Emergency Service (US Only)	✗	✗	✗

Tax is not included in the price.

* 2K recording, 4K recordings are only available for Pro 3, Ultra cameras.

** 4K recordings are only available for Ultra cameras.

*** Arlo, Pro, Pro 2, Arlo Q, Q Plus, Arlo Go, and Arlo Baby have 7-day cloud recording and other cameras have 0-day cloud recording.

New Service Plans



Total Price by Number of Cameras

Premier (Multi-camera plan) + Single Camera Plans

# of cameras	Premier
1	\$2.99 (x1 single cam)
2	\$5.98 (x2 single cam)
3	\$8.97 (x3 single cam)
4	\$9.99 (bundle)
5	\$9.99 (bundle)
6	\$11.48 (bundle + x1 single cam)
7	\$12.98 (bundle + x2 single cam)
8	\$14.47 (bundle + x3 single cam)
9	\$15.97 (bundle + x4 single cam)
10	\$17.46 (bundle + x5 single cam)

Elite (Multi-camera plan) + Single Camera Plans

# of cameras	Elite
1	\$4.99 (x1 single cam)
2	\$9.98 (x2 single cam)
3	\$14.97 (x3 single cam)
4	\$14.99 (bundle)
5	\$14.99 (bundle)
6	\$17.48 (bundle + x1 single cam)
7	\$19.98 (bundle + x2 single cam)
8	\$22.47 (bundle + x3 single cam)
9	\$24.97 (bundle + x4 single cam)
10	\$27.46 (bundle + x5 single cam)

When mixing Multi-camera and Single camera plans, the Multi-camera plan is billed at full price and single camera plans are billed at **50% off**.

Customers can only have 1 multi-camera plan at a time, but can mix and match single camera plans on top of the multi-camera plan.

New Service Plans



International Service Pricing

- International prices are adjusted for currency exchange rates and rounded to the nearest consumer price point.

		USA	Canada	Euro	UK	Australia	Denmark	Sweden	Switzerland	Czech Republic
Paid Plan	Term	USD	CAD	EUR	GBP	AUD	DKK	SEK	CHF	CZK
Arlo Smart Premier Multi Camera	Monthly	9.99	13.49	8.99	7.99	14.99	69	95	10.99	235
Arlo Smart Elite Multi Camera	Monthly	14.99	19.99	13.99	12.49	21.99	99	145	15.99	350
Arlo Smart Premier Single Camera	Monthly	2.99	3.99	2.79	2.49	4.49	20	29	2.99	70
Arlo Smart Elite Single Camera	Monthly	4.99	6.49	4.49	3.99	7.49	35	49	4.99	115

Highlight = Change in Price

		Poland	New Zealand	Norway	Hungary	Hong Kong	Japan	South Africa	Singapore
Paid Plan	Term	PLN	NZD	NOK	HUF	HKD	JPY	ZAR	SGD
Arlo Smart Premier Multi Camera	Monthly	39	14.99	89	2960	79	1060	152	13.99
Arlo Smart Elite Multi Camera	Monthly	59	23.99	135	4440	117	1595	229	21.99
Arlo Smart Premier Single Camera	Monthly	12	4.99	27	885	24	320	45	4.49
Arlo Smart Elite Single Camera	Monthly	20	7.99	45	1475	39	530	76	6.99

New Service Plans



The following changes were made to the Arlo Smart subscription plans:

Arlo Smart Premier

- Purchase a multi- or single-camera plan to activate Arlo Smart features and record with up to **2K** video resolution.

Arlo Smart Elite

- Purchase a multi- or single-camera plan to activate Arlo Smart features and record with up to **4K** video resolution.
- 60 day video history reduced to **30** days.

No Subscription

- If customers have a legacy Arlo camera (Arlo Wire-Free, Pro, Pro 2, Go, Q, Q Plus, or Baby), they will continue to have free **7-day rolling cloud recording** on up to **5** legacy cameras.
- Cloud recording for Arlo Ultra, Pro 3, or Video Doorbell will **not** be available **without a Smart subscription**.

Premium Video Recording (PVR)

- PVR has been **removed**.
- Customers no longer need a PVR subscription to record in 2K or 4K video resolution.

Why are we reducing recording duration?

- The Elite plan was reduced to 30 days of storage in exchange for 4K recording.

Why reduce the amount of cameras supported on Smart plans?

- Reduced camera count allows Arlo to offer **higher resolution recording** without increasing subscription price.

New Service Plans – Arlo Smart Premier



With an **Arlo Smart Premier** subscription, customers can record to the Arlo cloud with up to **2K** video resolution.

Video clips are saved to the Arlo library for up to **30 days** after recording.

If a customer has more than 5 cameras, they can add a single-camera plan for each additional camera at half price.

	Number of cameras supported	Maximum Cloud Recording Resolution	Amount of Video History	Person, Vehicle, Animal, and Package Detection	Smoke/CO Alarm Detection	Cloud Activity Zones	Rich Notifications	e911
Arlo Smart Premier Multi Camera	5	2K	30 days	Yes	Yes	Yes	Yes	Yes
Arlo Smart Premier Single Camera	1	2K	30 days	Yes	Yes	Yes	Yes	No

New Service Plans – Arlo Smart Elite



With an **Arlo Smart Elite** subscription, customers can record to the Arlo cloud with up to **4K** video resolution.

Video clips are saved to the Arlo library for up to **30 days** after recording.

If a customer has more than 5 cameras, they can add a single-camera plan for each additional camera at half price.

	Number of cameras supported	Maximum Cloud Recording Resolution	Amount of Video History	Person, Vehicle, Animal, and Package Detection	Smoke/CO Alarm Detection	Cloud Activity Zones	Rich Notifications	e911
Arlo Smart Elite Multi Camera	5	4K	30 days	Yes	Yes	Yes	Yes	Yes
Arlo Smart Elite Single Camera	1	4K	30 days	Yes	Yes	Yes	Yes	No

New Service Plans – No Subscription



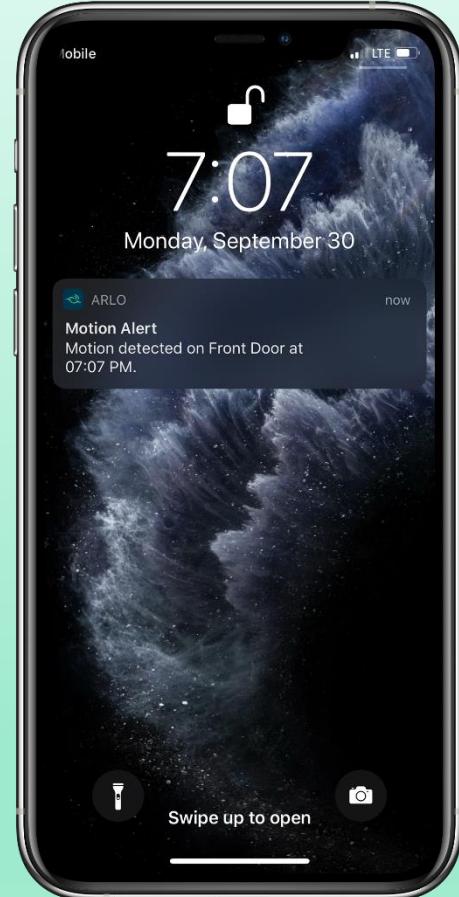
- With **No Subscription** - Arlo Pro, Pro 2, Go, Wire-Free, Q, Q Plus, and Baby will continue to have all the benefits that were included with the purchase of the camera.
 - This includes free rolling **7-day cloud recording**, live streaming, 2-way audio, local storage, and activity zones (Arlo Q, Q+, Baby, and Pro 2 cameras that are **AC powered**) on up to five cameras.
- Arlo Ultra, Pro 3, and Video Doorbell come with a free Arlo Smart trial.
 - When the trial expires, customers have the option to purchase an Arlo Smart subscription.
 - Without an Arlo Smart subscription, customers **can still add up to 5 cameras** to the Arlo account, live stream, and receive standard push notifications.
 - Cloud recording is **NOT** available on Ultra, Pro 3, and Video Doorbell **without an Arlo Smart subscription**.

No Subscription	Number of Cameras Supported	Maximum Cloud Recording Resolution	Person, Vehicle, Animal, and Package Detection	Smoke/CO Alarm Detection	Cloud Activity Zones	Rich Notifications	Live Streaming	e911
Wire-Free, Pro, Pro 2, Go, Q, Q Plus, Baby	5	1080p (depends on Camera)	No	No	Varies	No	Yes	No
Ultra, Pro 3, Video Doorbell	5	N/A	No	No	No	No	Yes	No

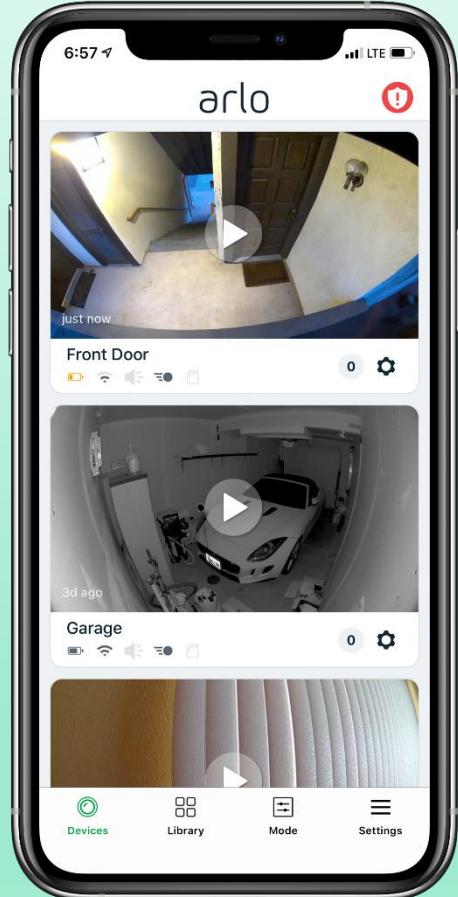
New Service Plans



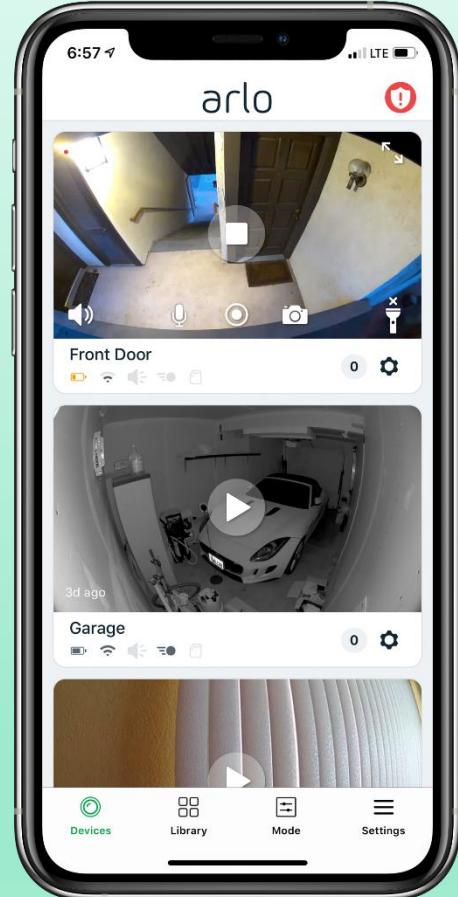
User experience with **No Service Plan** for Ultra and Newer Cameras



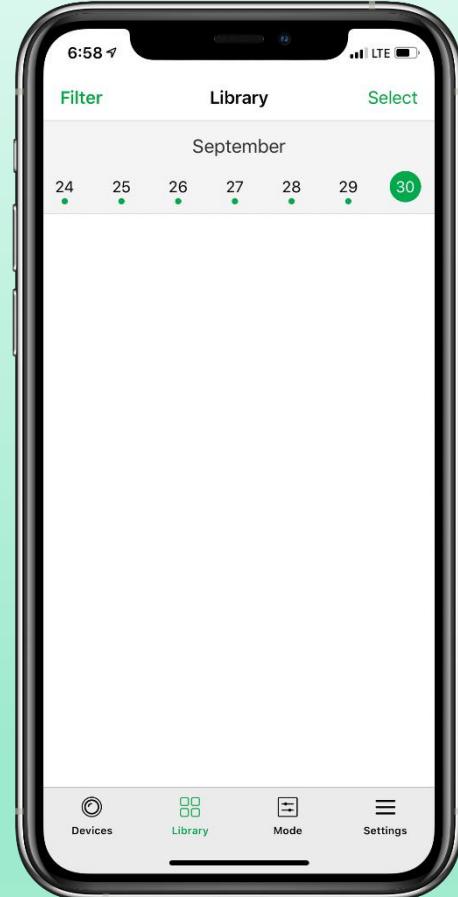
Receive notification when motion is detected



Device page loads with image from last detected motion event



Option to live stream with two-way audio support



Nothing is stored in the library as there are **no cloud recordings**

New Service Plans



Arlo Ultra and Pro 3 features included with **No Subscription**

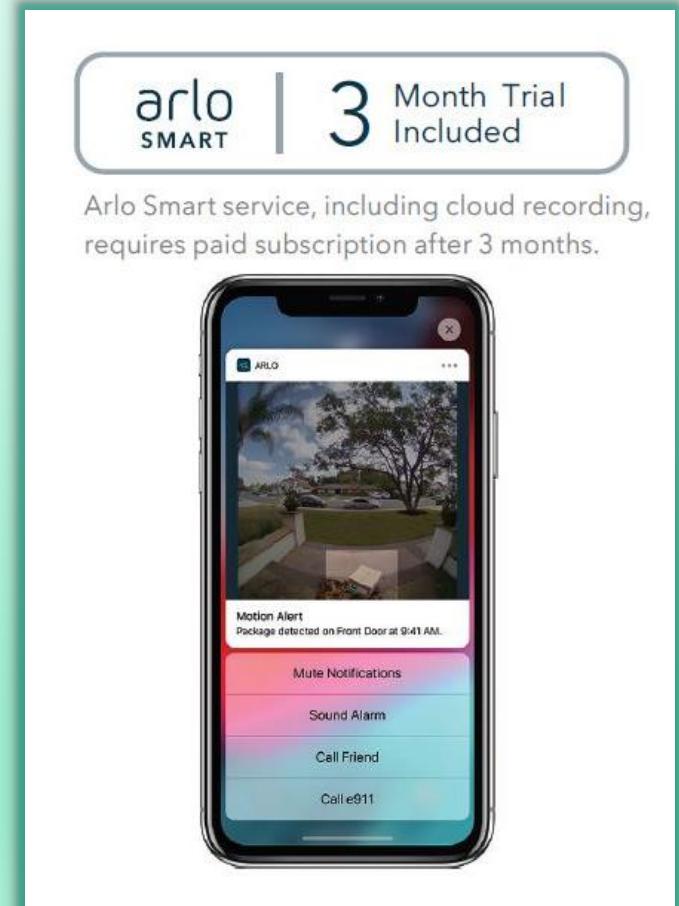
	Cloud Recording	Local Recording	Live Streaming	Two-way Audio	Push Notifications	Alexa, Google and Other Partner Integrations	HomeKit
Arlo Ultra	No	Yes	Yes, up to 4K	Yes	Yes	Yes	Yes
Arlo Pro 3	No	Yes	Yes, up to 2K	Yes	Yes	Yes	Yes

Subscription Plan Comparison for Arlo Ultra and Arlo Pro 3

	Cloud Recording	7 Day Clips	30 Day Clips	60 Day Clips	14 Day CVR	30 Day CVR
Arlo Pro 3 & Arlo Ultra	Arlo Smart Trial included with hardware purchase	-	2K Recording \$2.99/camera or \$9.99 up to 5 cameras 4K Recording (Ultra Only) \$4.99/camera or \$14.99 up to 5 cameras	-	\$9.99 per camera 50% discount for additional cameras	\$19.99 per camera 50% discount for additional cameras

Newer Arlo camera systems such as Arlo Ultra, Arlo Pro 3, and Arlo Video Doorbell come with free trials of Arlo Smart

- In early 2019, Arlo Ultra kits were released with a free 12-month Arlo Smart Premier subscription.
- In September 2019, Arlo Pro 3 cameras were released with a free 3-month trial of Arlo Smart on a per camera basis.
- In late 2019, Arlo Video Doorbell was released with a free 3-month trial of Arlo Smart.
- New Arlo customers are also offered a 1-month free trial of Arlo Smart.
- If the free trials are not renewed to a paid plan when the free trial ends, the cameras will revert to the **No Subscription** tier and lose some of the advanced functionality Arlo Smart provided.



Arlo will continue to offer the **Advanced, Professional, and Enterprise** Business plans

Advanced

Up to **16 cameras** and **14 days** of video playback.

\$12.99/mo



Enable Arlo Smart for individual cameras.



Enhanced Notifications



Activity Zones



Advanced object & smoke/CO Alarm detection



Package Detection

\$2.99/mo Per Camera

Professional

Up to **24 cameras** and **30 days** of video playback.

\$24.99/mo



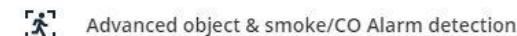
Enable Arlo Smart for individual cameras.



Enhanced Notifications



Activity Zones



Advanced object & smoke/CO Alarm detection



Package Detection

\$2.99/mo Per Camera

Enterprise

Up to **40 cameras** and **60 days** of video playback.

\$49.99/mo



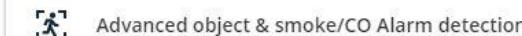
Enable Arlo Smart for individual cameras.



Enhanced Notifications



Activity Zones



Advanced object & smoke/CO Alarm detection



Package Detection

\$2.99/mo Per Camera

CVR (Continuous Video Recording) plans for 24/7 monitoring (per camera) remain unchanged

CVR allows **Arlo Q, Arlo Q Plus, Arlo Baby, Arlo Pro 2, Arlo Pro 3, and Arlo Ultra**, to record 24/7 non-stop to the cloud

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

Does my Arlo camera still have free 7-day rolling cloud recording?

- If you have a legacy Arlo camera (Arlo Wire-Free, Pro, Pro 2, Go, Q, Q Plus, or Baby), your camera will continue to have the same free 7-day rolling cloud recording that was included with your purchase.

Can I keep my existing legacy Arlo Smart plan?

- Yes, you can keep your existing legacy Arlo Smart plan.
- However, if you cancel or make changes to your plan, you are not able to return to the legacy plan.

Do I have to switch to a new Arlo Smart plan?

- No, you can keep your existing legacy Arlo Smart Plan.
- If you want to switch plans, you can purchase a new Arlo Smart plan.
- When you make changes to your plan, you can't return to your legacy plan.

Can I make changes to my legacy Arlo Smart plan?

- No, if you want to make changes to your Arlo Smart plan, you must purchase a new Arlo Smart plan.

If I bought a new Arlo Smart plan, can I repurchase my legacy Arlo Smart plan?

- No, once you buy a new Arlo Smart plan, you can't purchase the old legacy Arlo Smart plans.

If I cancel my Arlo Smart plan, do I still get free 7-day rolling cloud recording?

- If you cancel your Arlo Smart plan and you have a legacy Arlo camera (Arlo Wire-Free, Pro, Pro 2, Go, Q, Q Plus, or Baby), you continue to have free 7-day rolling cloud recording that was included with the purchase of your camera.

If I only use legacy Arlo cameras, do I have to purchase an Arlo Smart plan?

- No, if you have a legacy Arlo camera (Arlo Wire-Free, Pro, Pro 2, Go, Q, Q Plus, or Baby), you continue to have free 7-day rolling cloud recording that was included with the purchase of your camera.
- If you want benefits like advanced object detection, longer video history, cloud activity zones, and more, then you can purchase an Arlo Smart subscription.

Can I combine new Arlo Smart plans?

- With the new Arlo Smart plans, you can mix and match single and multi-camera plans, so you can enable some cameras to record in up to 4K video resolution, while others record in up to 2K video resolution.

Can I combine legacy Arlo Smart plans with new Arlo Smart plans?

- No, if you would like to add a new Arlo Smart plan, you can't continue to use your legacy Arlo Smart plan.

Can I purchase more than one multi-camera Arlo Smart plan?

- No, you can only have one multi-camera plan.
- If you would like to add more than five cameras to your plan, you must purchase a single-camera plan for each additional camera.

Why do I have to purchase a plan for all of my legacy Arlo cameras if I add 1 camera to the original 5 cameras on my account?

- The 7-day free cloud plan supports up to 5 cameras.
- If you have more than 5 cameras on your account, you must purchase a plan that supports all 6+ cameras.
- If you decide to cancel your paid plan, you will still have the option of using the 7-day free cloud plan for up to 5 of your legacy Arlo cameras (Arlo Wire-Free, Pro, Pro 2, Go, Q, Q Plus, or Baby).

I have both legacy and new Arlo cameras; what Arlo Smart plan do I need to purchase?

- If you have both legacy (Wire-Free, Pro, Pro 2, Go, Q Plus, Q, or Baby) and new (Ultra, Pro 3, and Video Doorbell) cameras, you can purchase an Arlo Smart Premier or Elite subscription plan.
- If you have fewer than 5 legacy cameras, you can choose to purchase a single-camera subscription for your Arlo Ultra, Pro 3, or Video Doorbell.

I have more than 5 Arlo cameras; what Arlo Smart plan should I purchase?

- If you have more than 5 Arlo cameras, then you can purchase a single-camera Arlo Smart Premier or Elite plan for your additional camera(s).
- If you purchase a single-camera plan with a multi-camera plan, each single-camera plan purchase is half off the original price.

If I have an annual legacy Arlo Smart plan, will I be able to keep my plan?

- Yes, you can keep your existing annual Arlo Smart plan.
- However, if you cancel or make changes to your plan, you are not able to return to the legacy plan.

If I choose to keep my legacy Arlo Smart plan, do I need to manually renew it, or will it automatically renew?

- We will automatically renew your plan, unless there is an issue with the credit card that you provided.

What happened to the premium video recording (PVR) add on?

- The premium video recording (PVR) add on was removed for a more flexible and customizable experience.
- Arlo Smart plans now include 2K or 4K recording capabilities.

Did the continuous video recording (CVR) plan change?

- No, you can still purchase a CVR plan to record 24/7 for 14 or 30 days. CVR plans offer up to 1080p recording.

What business plan options does Arlo provide?

- Arlo business plans record up to 1080p on 16 to 40 cameras.

arlo
Smart
Settings



Subscription Settings



- For more details on the Subscription go to **Settings > Subscription**

The diagram illustrates the navigation path from the main Settings menu to the Subscription settings page. A blue arrow points from the 'Subscription' option in the main menu to the detailed Subscription settings page.

Settings

ACCOUNT

Profile >

Grant Access 0 >

Subscription > (highlighted with a green box)

ARLO SMART

Smart Notifications New Set up >

Package Detection Set up >

e911 New Set up >

Call a Friend New Set up >

Devices Library Mode **Settings**

Subscription

3 MONTH TRIAL

Front Doorbell Trial ends 02/22/2020

Current Subscription and Plan

Arlo Smart Premier Single Camera Trial

- Enhanced Notifications
- Activity Zones
- Person Detection
- e911 (Available in US only)

Cameras

Supported 6

Connected 1

Devices Library Mode **Settings**

Subscription Settings



Arlo Smart subscription plans can be purchased and/or changed from the **My Arlo Web Client** and **Android app** (not available on the iOS app)

- In the Web Client, click **Settings > Subscription > Subscribe Now**
- Select a plan and click **Continue**

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Devices Library Mode Settings Log Out

Device Settings

My Devices

Shared Devices

Account

Profile

Grant Access (0)

Subscription

Buy add-ons and accessories

Subscription

3-Month Trial
Trial ends Jan 07, 2020 **Manage**

Arlo Smart
You don't have any Arlo Smart plans yet.

Subscribe to Arlo Smart and Expand your security.

Up to 4K Cloud Recording with 30 Days of Video History
Person, Vehicle, Animal, and Package Detection
Custom Activity Zones
e911 Emergency Call Service (US Only)
and more.

Subscribe Now

arlo

Select an Arlo Smart Multi-cam plan.

Multi-camera plans support up to 5 cameras. If you have less than 4 cameras, check out Single Camera plans

Single Camera Plans

Plan	Description	Price	Cameras
Premier Multi-camera	\$9.99 /mo Up to 5 Cameras Up to 2K Video Recording, 30 Days of Video History Person, Vehicle, and Animal Detection Package Detection e911 Emergency Call Service (US Only)	\$9.99 /mo	Up to 5 Cameras
Elite Multi-camera	\$14.99 /mo Up to 5 Cameras Up to 4K Video Recording, 30 Days of Video History Person, Vehicle, and Animal Detection Package Detection e911 Emergency Call Service (US Only)	\$14.99 /mo	Up to 5 Cameras

Tax is not included.

Continue

Subscription Settings



- Review the subscription and click **Continue**

The screenshot shows the Arlo app's subscription review screen. At the top is the Arlo logo. Below it, the heading "Review your subscription." is displayed. Underneath, there are two sections: "Arlo Smart Premier Multi Camera \$9.99/mo" and "New Monthly Charge \$9.99/mo". A large green "Continue" button is centered at the bottom.

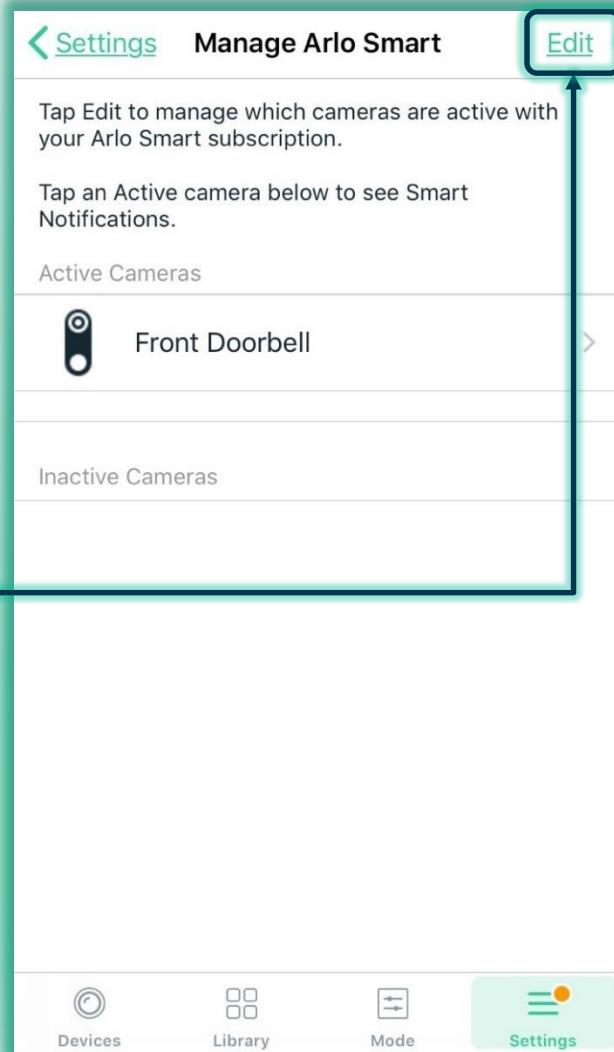
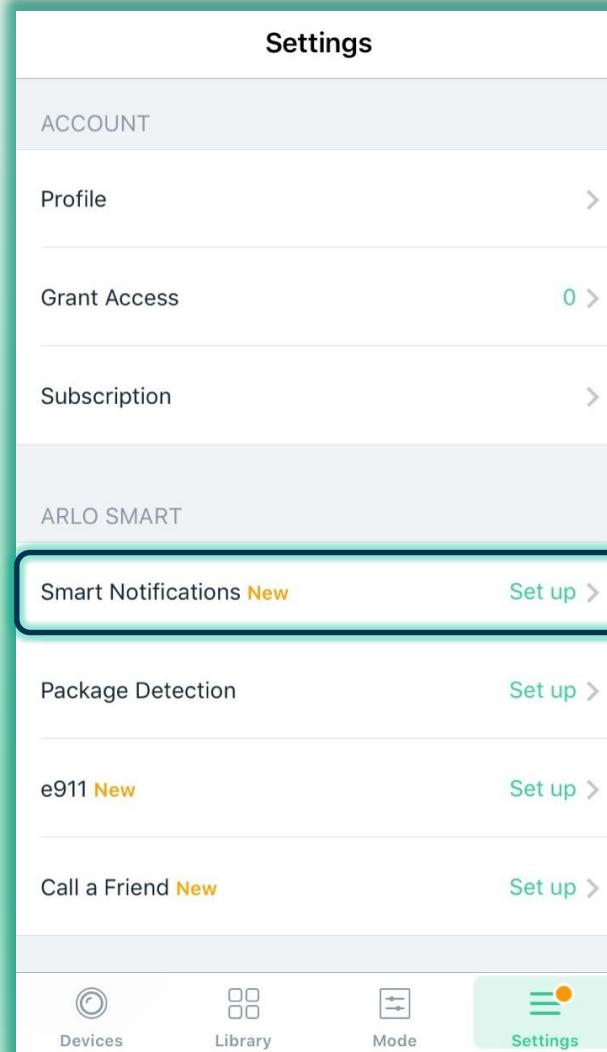
- Agree to the **Terms of Service** and click **Confirm Payment**

The screenshot shows the payment confirmation screen. At the top, the heading "Confirm your payment." is displayed. Below it is a "Payment Information" section with fields for "Credit Card Number" (ending in 0947) and "Expiration Date". There is also a "Enter a Promo Code" field. In the center, an "Order Summary" table shows "Total Before Tax" and "Today's Total" both as \$9.99. A note states: "This will be charged to your credit card ending in 0947. Your next payment total will be \$9.99/mo. Your plan automatically renews until canceled. Cancel anytime. [Privacy Policy](#)". At the bottom, a checkbox labeled "I agree with Arlo [Terms of Service](#)" is checked, and a large green "Confirm Payment" button is centered.

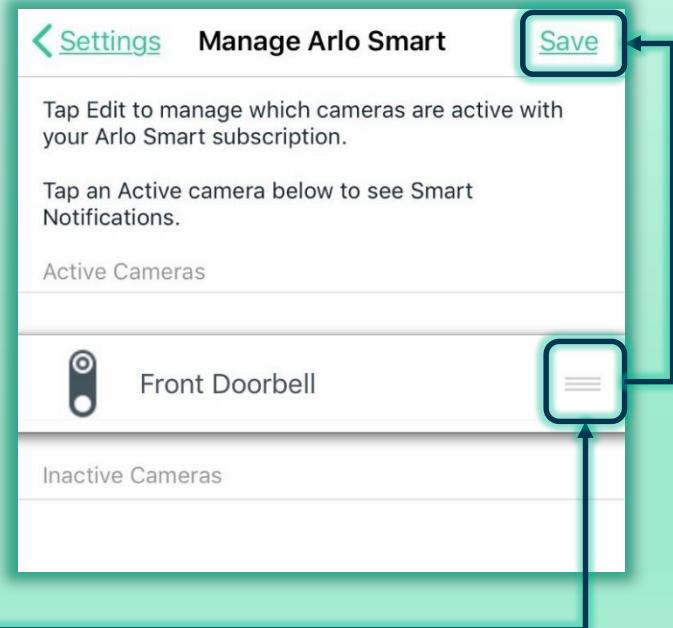
Smart Notification Settings



- To set up Smart Notifications settings, go to **Settings > Smart Notifications**



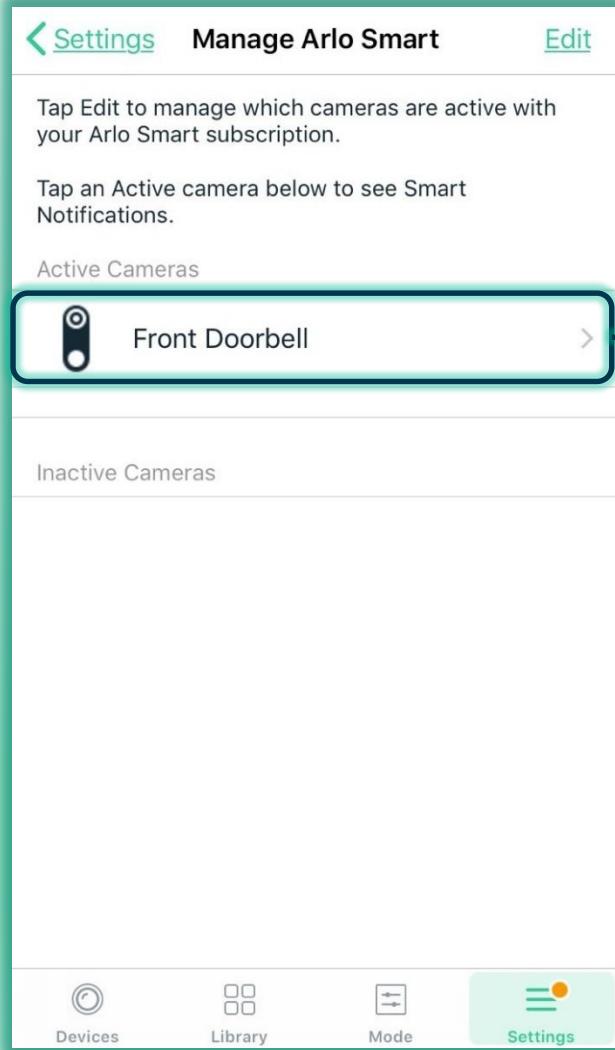
To manage which cameras use Arlo Smart:
Tap Edit
Then drag and drop the camera
Tap Save



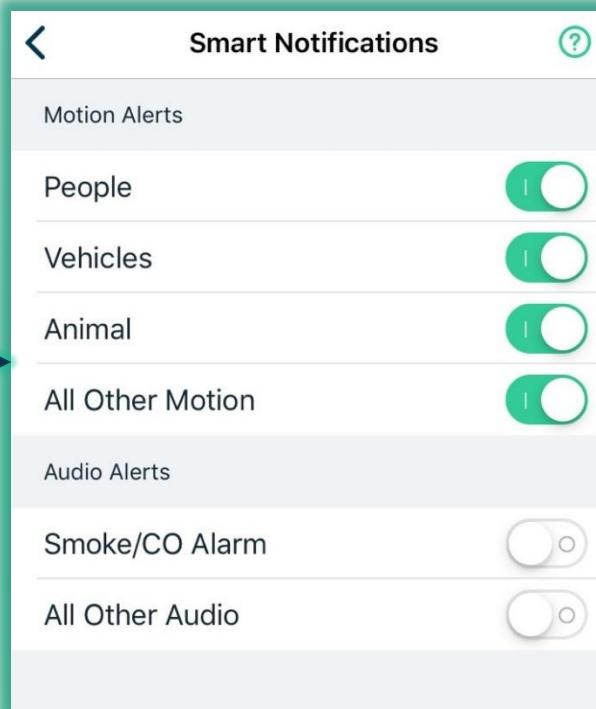
Smart Notification Settings



- Tap an Active Camera to see Smart Notification settings



Toggle the desired alerts on/off:
Motion Alerts (People, Vehicles, Animal, All Other Motion) and/or
Audio Alerts (Smoke/CO Alarm, All Other Audio)



By enabling specific enhanced notifications, Arlo Smart will intelligently give the user a more personal and purposeful home security experience.

Arlo cameras will continue to record videos to the library, but the user will only receive push notifications based on the selections made here.

Example:
Select **People** and unselect **Other** to only be notified when people are detected.

Smart Notification Settings



Motion Alert Settings

Person Detection

Know who's coming and going. Arlo can tell the difference between people and other objects.



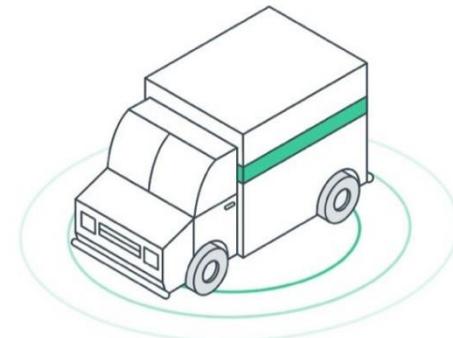
Animal Detection

Keep an eye on your pets, or when another trespasses on your property. Arlo can detect large and domesticated animals.



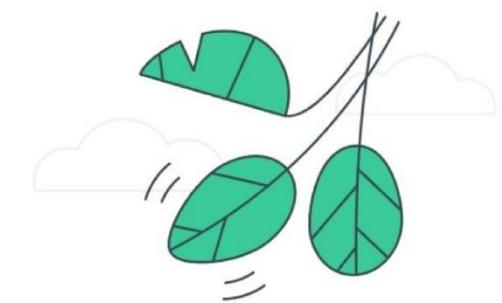
Vehicle Detection

Monitor your driveway or ignore vehicles driving down the street. Arlo can detect cars, trucks, and buses.



All Other Motion

When motion is detected within Arlo's line of sight, Arlo will notify you. If this setting is turned off, Arlo will only notify you of other important object types.



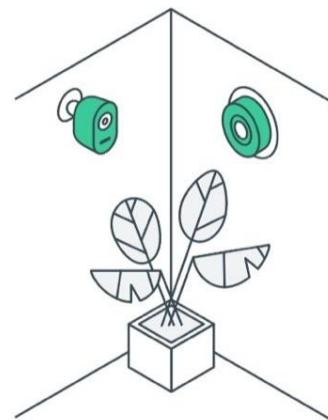
Smart Notification Settings



Audio Alert Settings

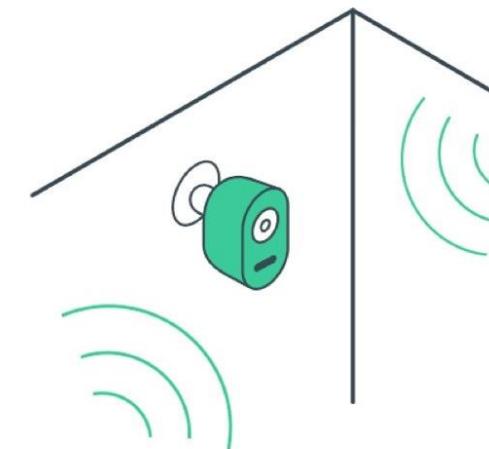
Alarm Detection

When your smoke or carbon monoxide detector goes off in your house, Arlo will notify you.

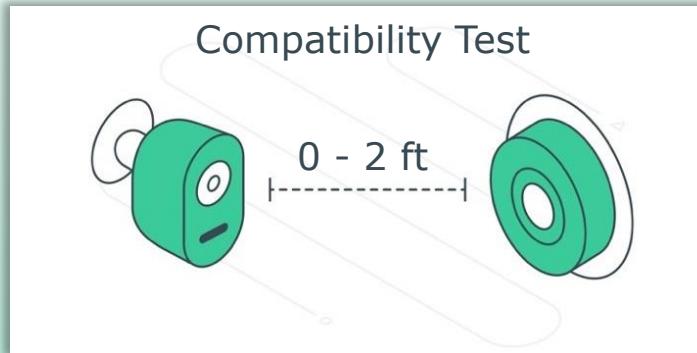


All Other Audio

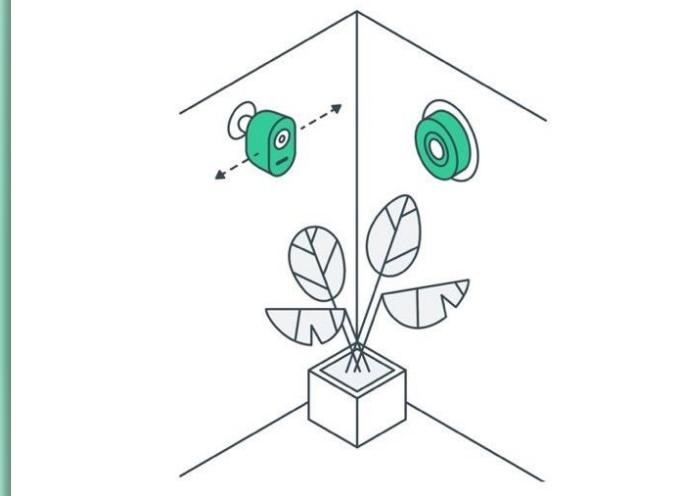
Arlo will notify you when other noises are detected within its range. If All Other Audio is toggled off and Alarm is on, Arlo will only notify you when an alarm is detected.



Alarm Detection Set Up



Arlo detects industry standard T3 and T4 smoke/CO alarm patterns. If your alarm is compatible with the feature, you can also test Arlo's range beyond 2 feet.



In order to use the Alarm Detection feature, the camera must be located in the **same room** as the smoke/CO detector.

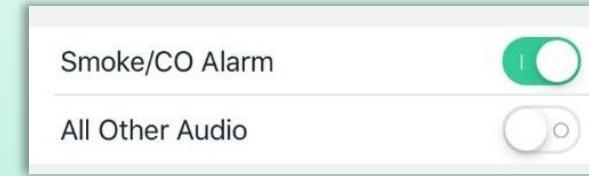
- Make sure the Arlo camera used is capable of alarm detection (**Pro, Pro 2, Pro 3, or Ultra**).
- Make sure the camera is in an **Armed Mode** for **Audio Detection**.
- Ensure the room the camera is in doesn't generate echoes and doesn't have sounds that are louder than the alarm.
- Ensure the alarm emits a **T3** or **T4** alarm pattern.
 - **Smoke detectors** with industry-standard **T3** alarms:
 - **Three** intermittent beeps, followed by a period of silence.
 - **Carbon monoxide (CO)** detectors with industry-standard **T4** alarms:
 - **Four** intermittent beeps, followed by a period of silence.
- Place the camera within **2 feet** of the alarm **to test compatibility** with the feature.
- If the compatibility test is successful, and the user wants to test the **range** (beyond 2 feet), they should position the camera where they would want it permanently.

Alarm Detection Set Up



To confirm the smoke/CO detector is compatible with Arlo Smart Alarm Detection and to test the range of the Arlo camera:

- Enable the Smoke/CO Smart Notification:
 - Go to **Settings > Smart Notifications** and select an *Active Camera*
 - Toggle **Smoke/CO Alarm** to *On* and *disable All Other Audio*
- Make sure there is no motion in the Arlo camera's field of view while the alarm test is conducted.
 - If there is motion in the camera's field of view while conducting the test, it may not be clear if the alarm was detected.
- Activate the alarm on the smoke/CO detector for **30 seconds** using the test button.
 - If the alarm cannot automatically sound for 30 seconds using the test button, then the user cannot accurately test the range of the camera.
 - If the test button on the smoke/CO detector does not emit a continuous T3 or T4 pattern for at least 30 seconds when using the test button, but instead emits a different sound (such as a single beep), then the user cannot accurately test the compatibility of the alarm.
 - Refer to the instructions that came with the alarm to determine if it emits the industry-standard T3 or T4 pattern.





- The following outcomes are possible if the alarm generates a **continuous T3 or T4 alarm pattern** for at least **30 seconds** while pressing the test button:
 - The user **receives an Audio Alert push notification** on their mobile device that says "**Arlo detected a Smoke/CO alarm**" and they see a video clip in the Library, labeled '**Smoke/CO alarm**'.
 - This means that the camera is within range of the alarm, and the alarm **is compatible** with the Alarm Detection feature.
 - The user does **not** receive an Audio Alert push notification, **but sees a clip in the Library labeled audio** as a result of the test.
 - This means the camera is within range of the smoke/CO detector, **but it did not recognize the pattern** as a smoke/CO alarm.
 - This might mean that your smoke/CO detector **did not emit a continuous T3 or T4 alarm pattern**, there is **too much echo or background noise in the room**, or the **alarm is not compatible** with the Alarm Detection feature.
 - Perform the test again to confirm this.
 - The user does **not** receive an Audio Alert push notification, and there **is not a clip in the Library labeled audio**.
 - This means the camera is **not close enough to the alarm** to detect it.
 - Move the Arlo camera closer to the alarm and perform the test again.

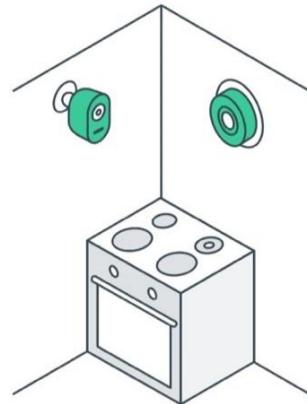
Alarm Detection Set Up



Aim the camera toward the area of highest interest in order to capture smoke or CO alarm notifications

Alarm Audio Detection

We suggest positioning your camera so you can investigate areas of interest if you get an alarm notification.

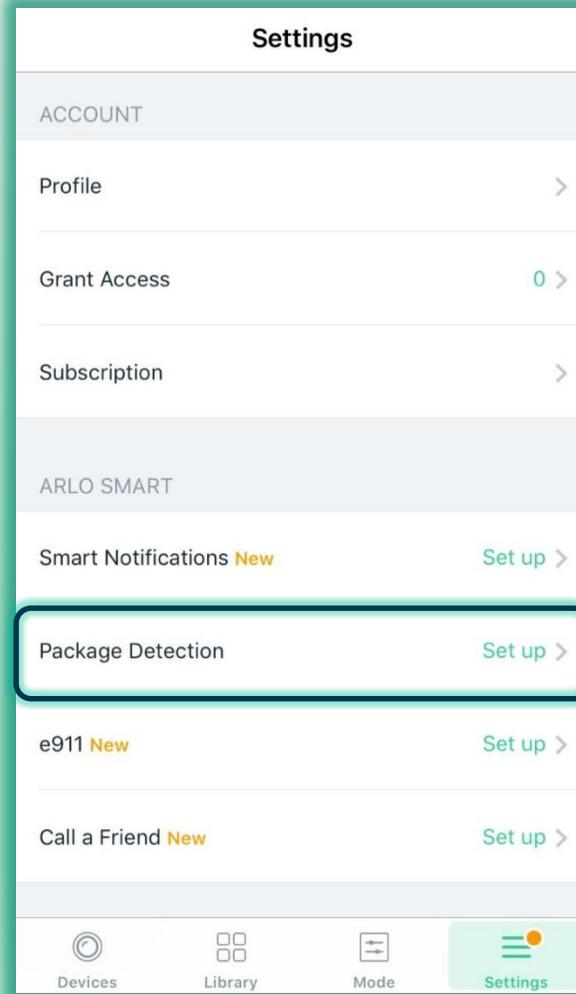


Package Detection Set Up

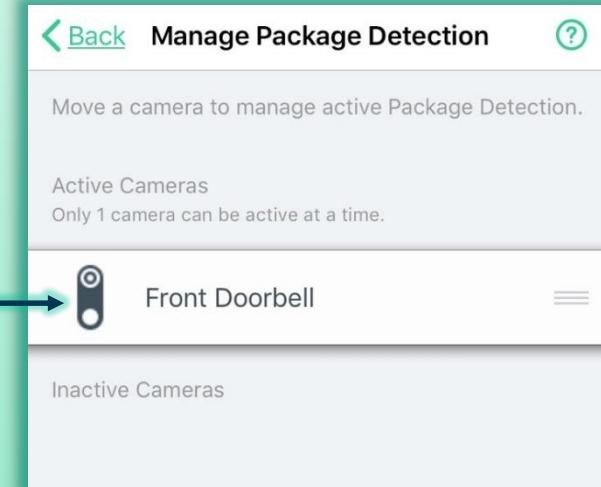


The Package Detection feature can only be enabled on **one Arlo camera** per Arlo account

Go to **Settings > Package Detection**



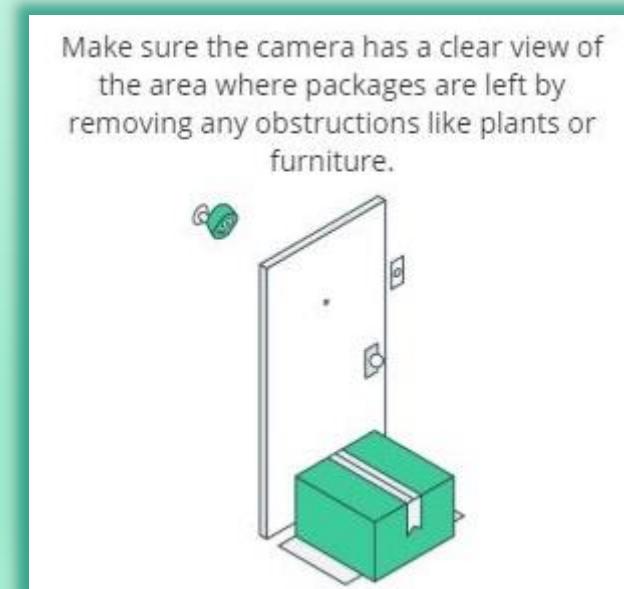
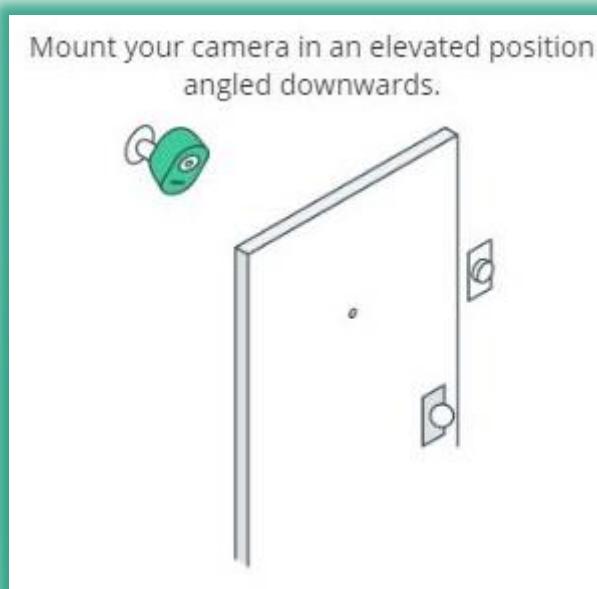
On the Manage Package Detection screen, drag one of the Inactive cameras up to the **Active Cameras** section.



Package Detection Set Up



- Arlo cameras should be mounted in an elevated position (approximately **10 feet** up) and angled downwards.
- The camera should have a view of the walkway leading up to the door and/or the area where packages are left.
 - The best views first see people when they are at least **20 feet** away from the door.
- To ensure the camera has a clear view of the area where packages are left, remove obstructions like plants or furniture.



Activity Zones Set Up



Activity Zones can work **without AC power** when subscribed to an **Arlo Smart** subscription.

When using activity zones, Arlo only notifies the user when it detects motion inside the defined zone(s).

To setup Activity Zones,
go to **Device Settings** >
Activity Zones

The diagram illustrates the process of setting up Activity Zones. It shows two screens: 'Device Settings' and 'Activity Zones'. A blue arrow points from the 'Activity Zones' button in the 'Device Settings' screen to the 'Activity Zones' screen. The 'Activity Zones' screen displays a camera feed with a purple rectangular overlay representing a defined activity zone. Below the feed, the text reads: 'Highlight areas in your camera's view where you want to receive motion alerts.' At the bottom of the screen, there is a card for 'Zone 1' showing a preview of the zone and a edit icon.

Device Settings

3-Month Trial Active
Trial ends January 07, 2020

Device On

Battery 52%

Connected to Arlo Pro 3 SmartHub

Camera LED

Device Info

Device Utilities

VIDEO

Video Settings

Activity Zones

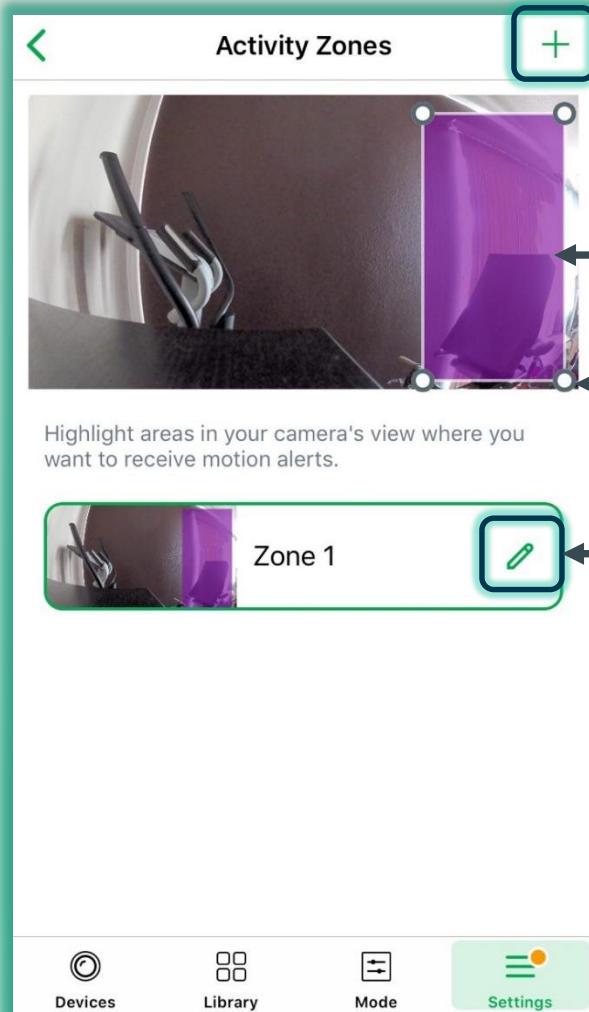
Activity Zones

Highlight areas in your camera's view where you want to receive motion alerts.

Zone 1

Devices Library Mode Settings

Activity Zones Set Up



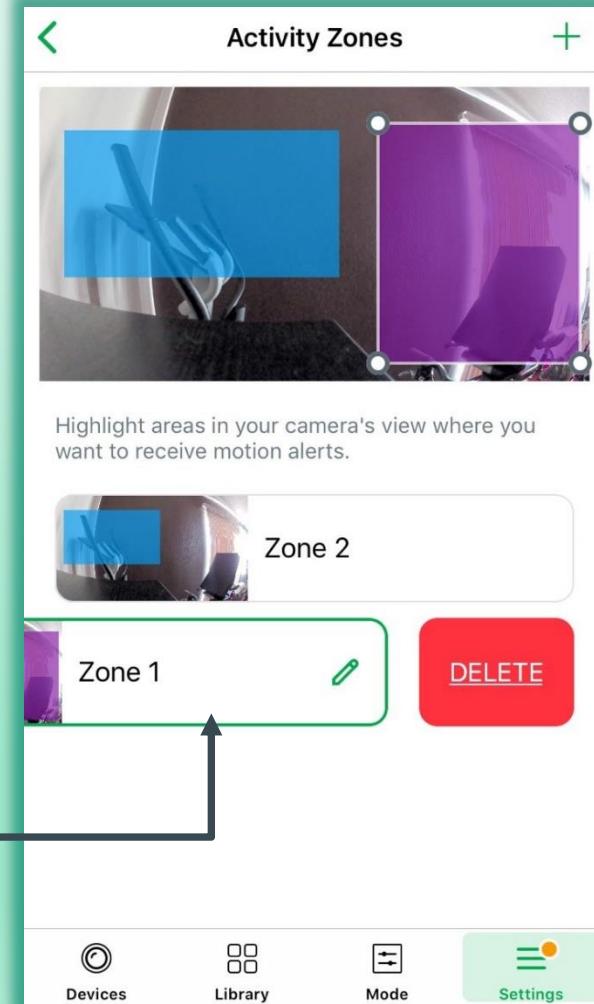
Tap to add Zone

Drag the box to move the Zone

Drag the corners to resize the Zone

Tap to change the name of the Zone

Swipe left and tap DELETE to remove the Zone



e911 Set Up



The e911 feature is only available on Premier and Elite **multi-camera** Smart plans in the US.

Go to **Settings > e911**

Settings

ACCOUNT

Profile >

Grant Access 0 >

Subscription >

ARLO SMART

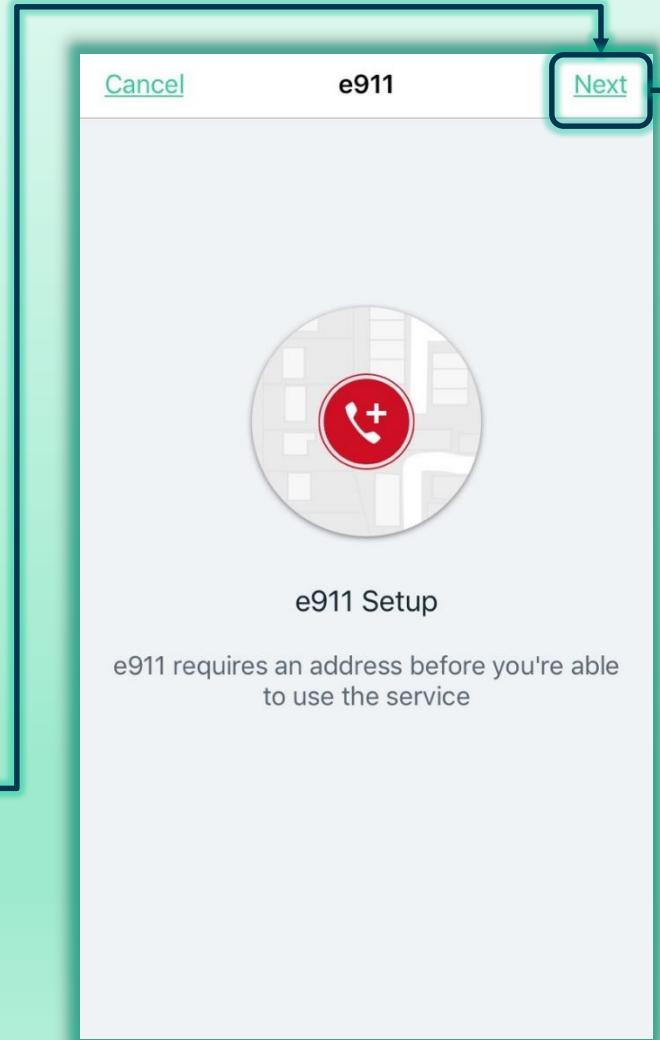
Smart Notifications New Set up >

Package Detection Set up >

e911 New Set up >

Call a Friend New Set up >

Devices Library Mode Settings



Enter the address where emergency responders should go and tap **Next**

e911 Add Address Next

It's important to get you help in an emergency situation, please add an accurate address.

Location (Ex. Home, Office)*

Address 1*

Address 2

City*

State* Zip Code*

Country United States

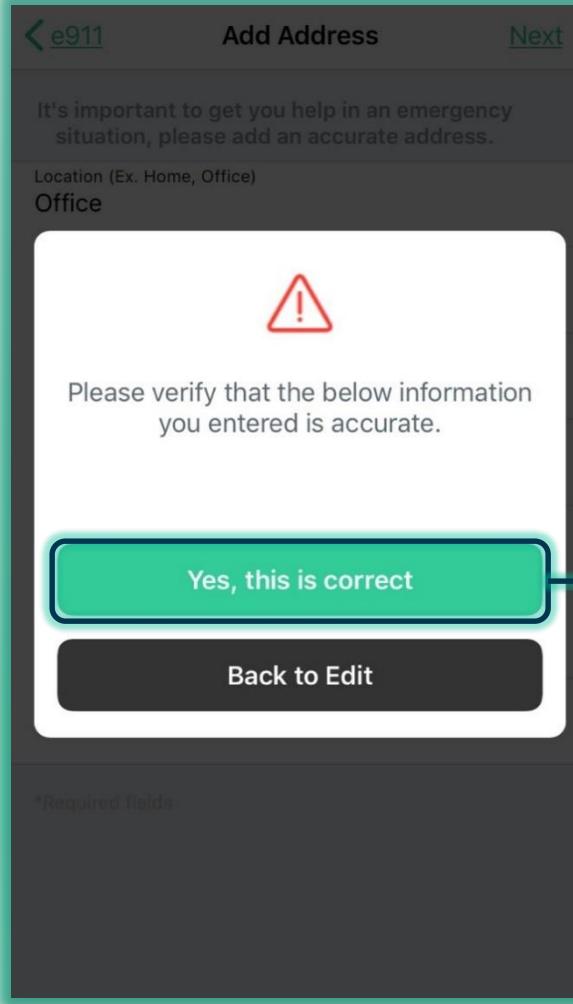
Phone* +1(123)4567890

*Required fields

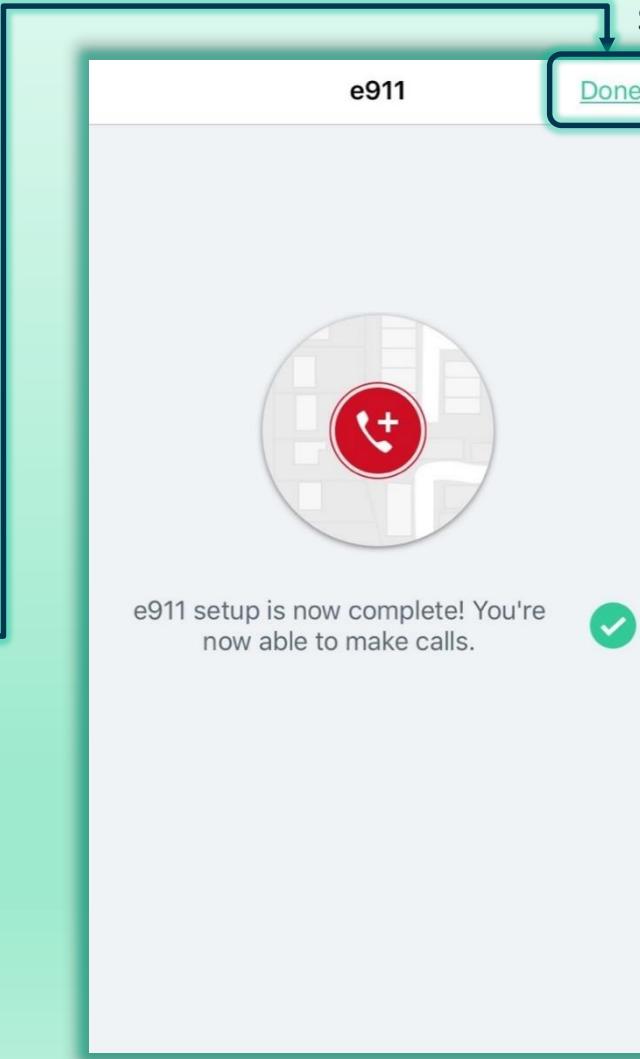
e911 Set Up



Verify the address and tap
Yes, this is correct



Tap **Done** to complete the
setup.



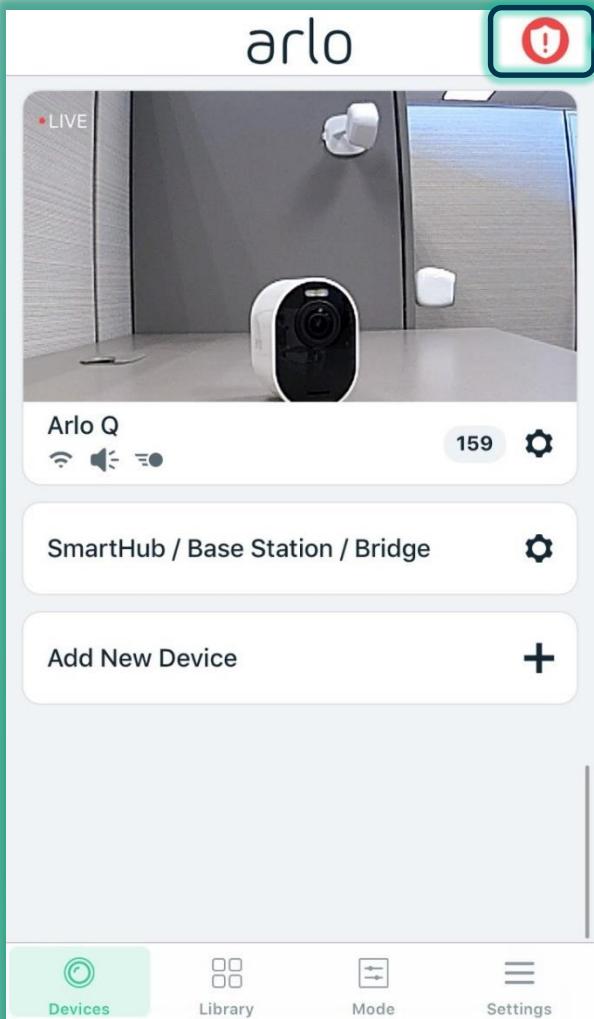
- Once the emergency address has been set up, it can not be removed.
 - It can only be edited.
- The e911 feature only supports **one address per Arlo account**.
- For example, if the user sets up Arlo cameras in two different locations, like work and home, they can only use **one** of those addresses for e911.
- If they want both locations to be protected by the e911 feature, they must create **two** Arlo accounts with **two** separate Arlo Smart subscriptions.

e911

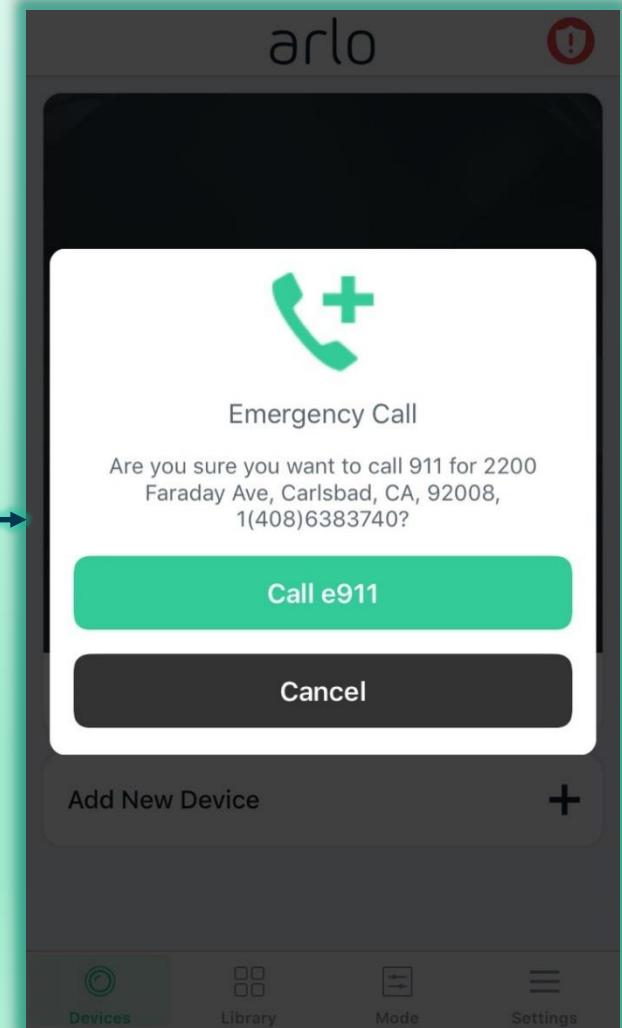
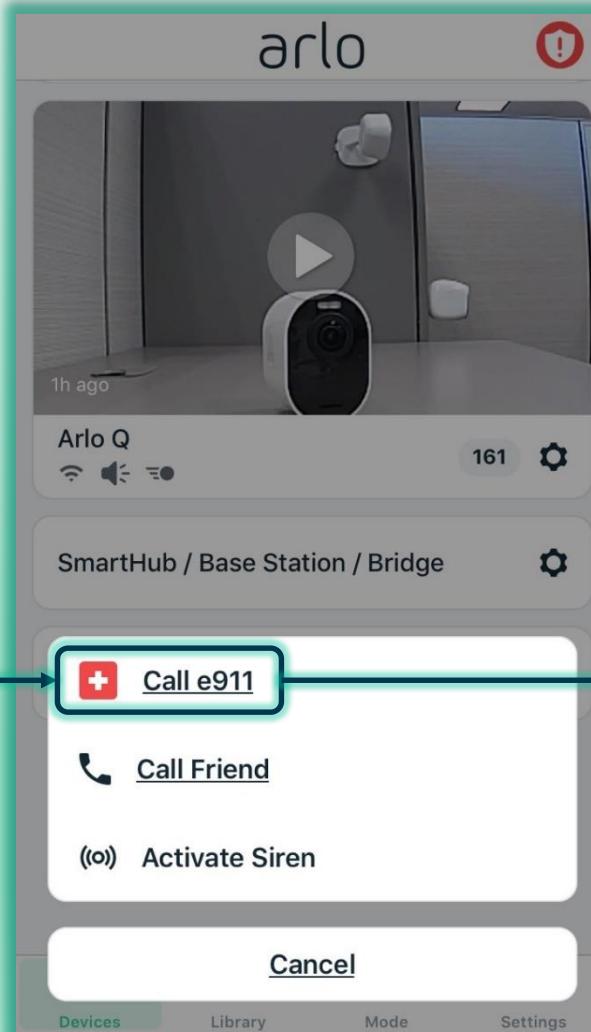


e911 can be used from the lock screen or from within the app.

In the app, tap the emergency icon



e911 calls are ONLY for TRUE emergencies! Do not call e911 unless needed.

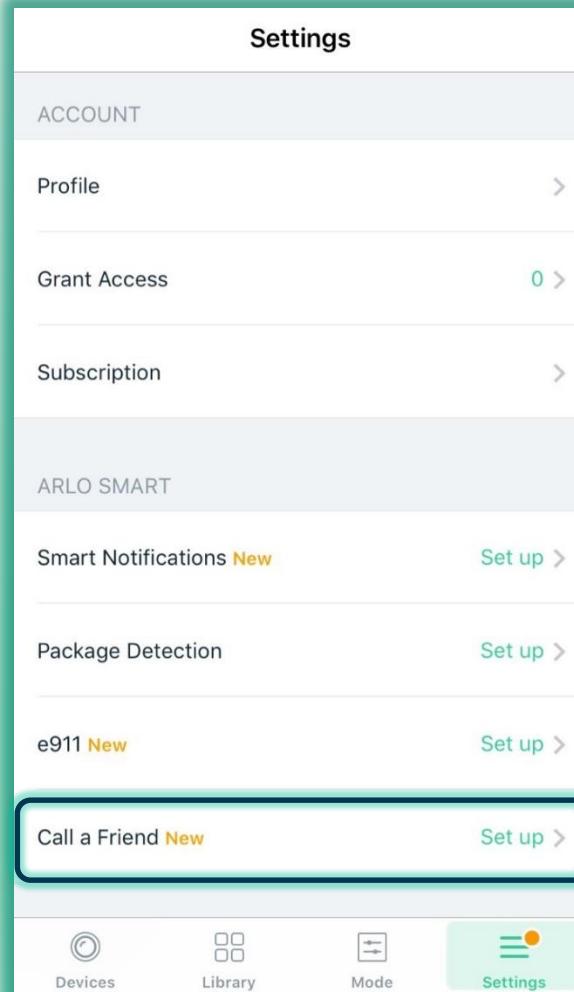


Call a Friend Set Up

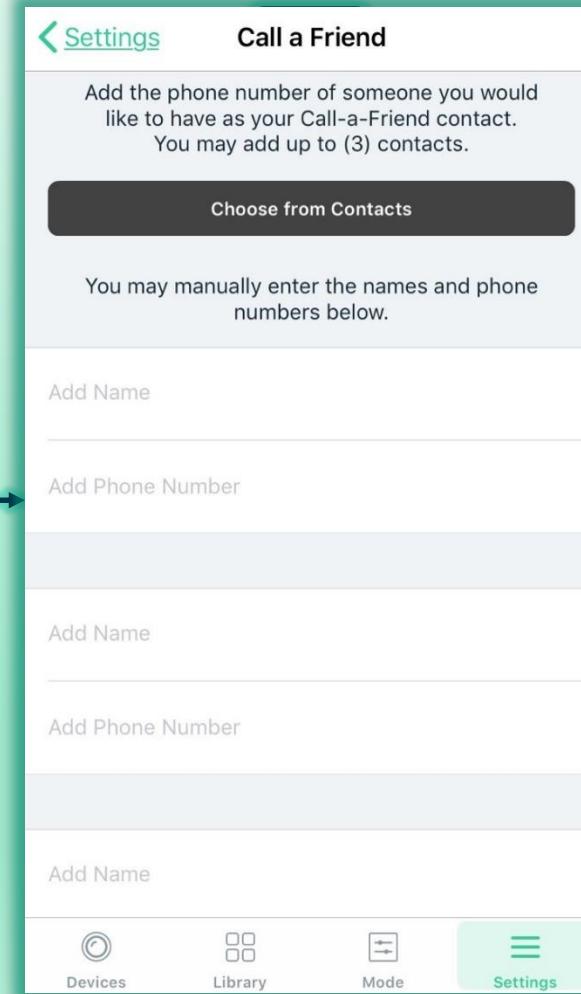


Call a Friend allows you to quickly call a contact from the Arlo app.

To set this feature up, go to **Settings > Call a Friend**



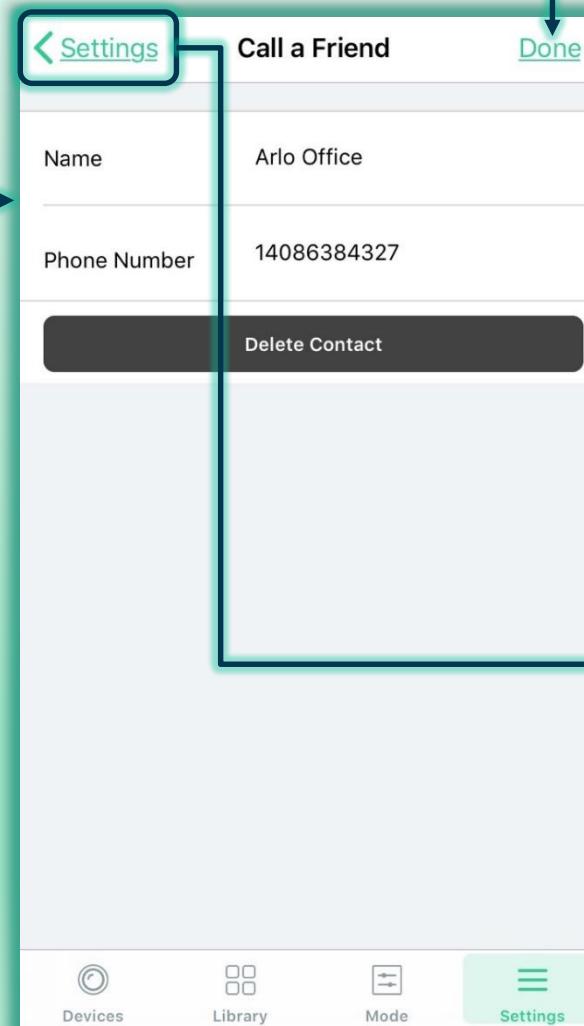
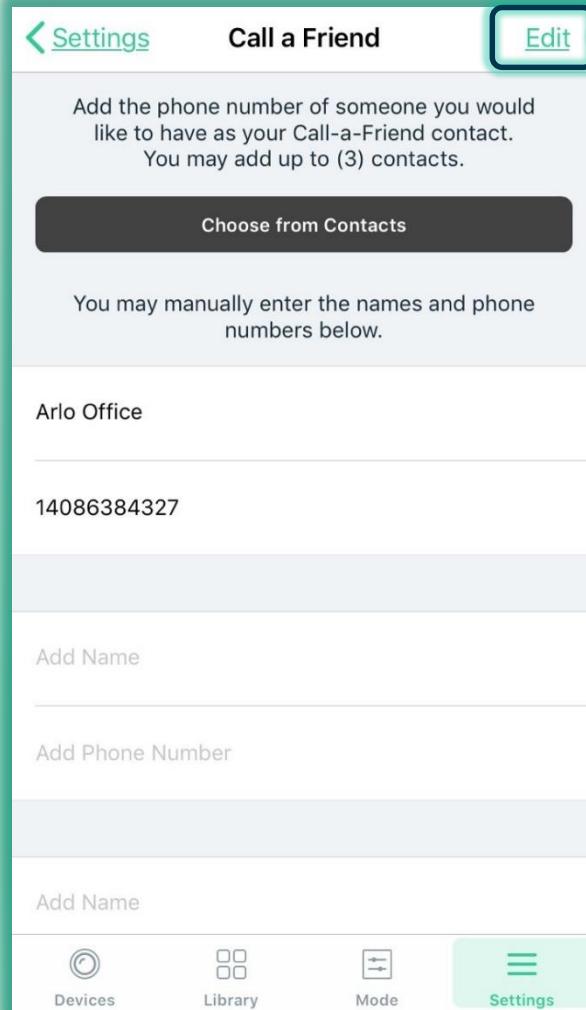
Tap **Choose from Contacts** or manually enter up to 3 names and phone numbers.



Call a Friend Set Up



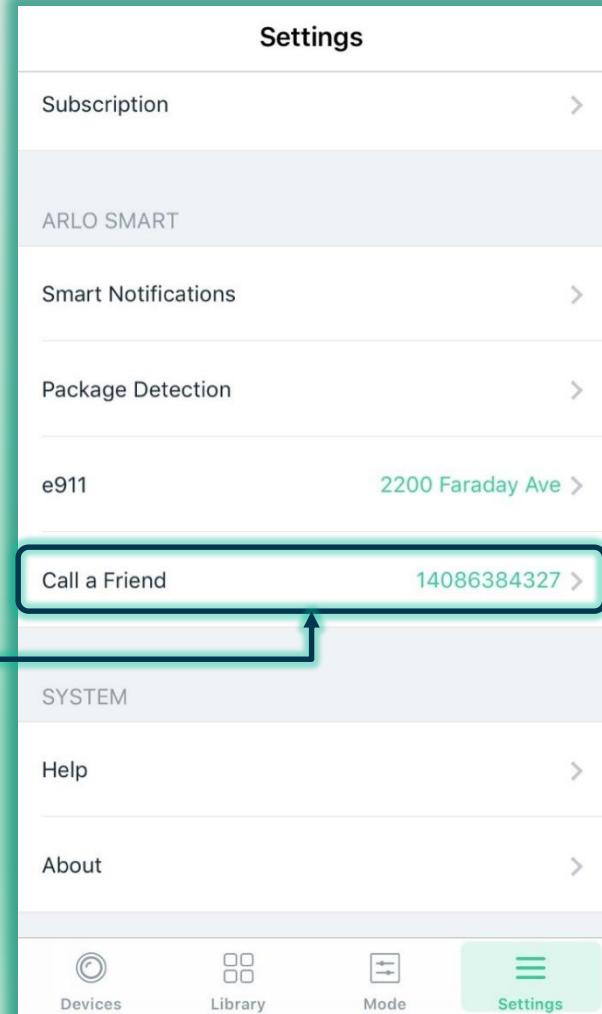
After entering the contacts, tap **Edit** to review the contact list and delete any unwanted contacts as needed.



If changes were made, tap **Done** to return to previous screen.

Tap **Settings** to return to the Settings menu.

The first contact entered will display next to Call a Friend.

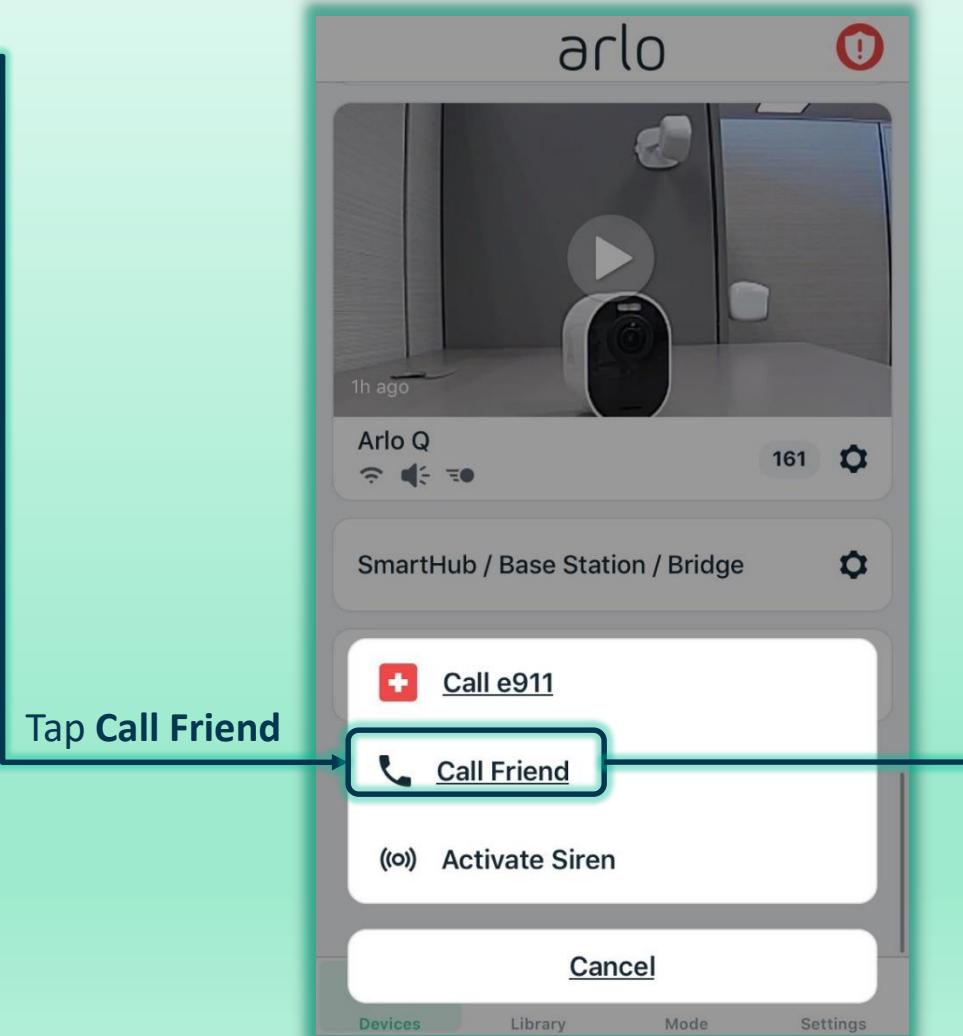
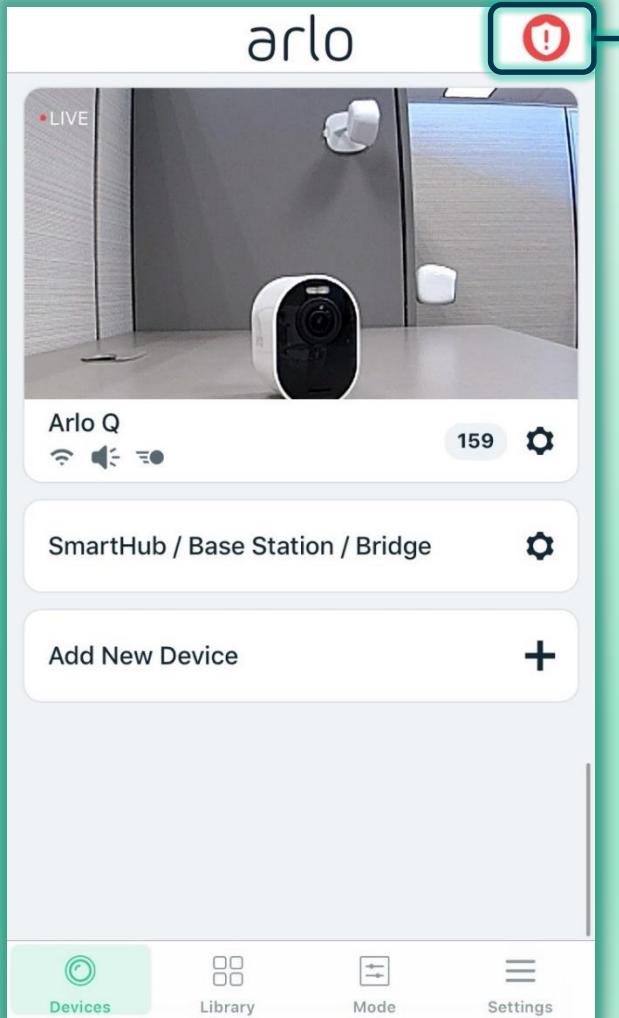


Call a Friend

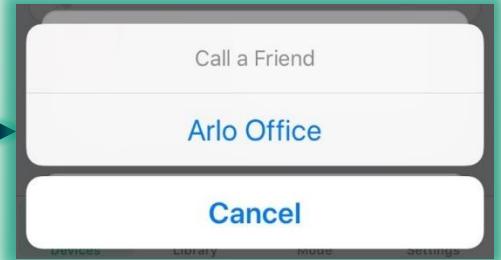


Call a Friend can be used within the app or from the lock screen

In the app, tap the emergency icon



Choose a contact to call



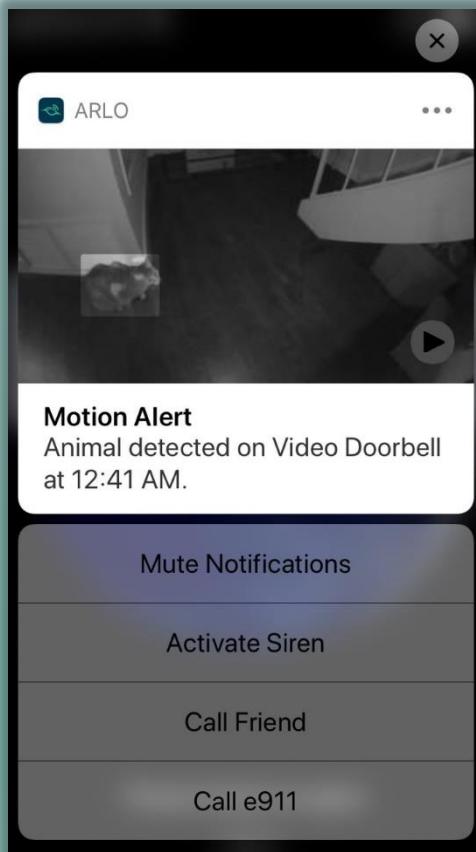
Rich Notifications



With rich notifications, users receive an alert without logging into the app.

Rich notifications allow Arlo users to see alerts from the lock screen that include images of what caused the camera to record.

From the lock screen, users can activate the siren, call a friend, or call e911.



- **Activate Siren** will only appear when the camera is associated to a **Base Station with siren** functionality or when using other Arlo products **with sirens** such as Arlo Ultra cameras.
- **Call Friend** will be shown only if it has been set up.
 - Call Friend is only available on **phones with the Arlo app**.
 - It is not available on iPads/tablets or from the Arlo web client.
 - **Cellular service is required** to use Call a Friend.
 - The Arlo app will check the availability of the cellular service and only offers this feature if the user has cellular service.
- **Call e911** will appear only if it has been set up.
 - The user must subscribe to an **Arlo Smart Multi-Camera** plan to get e911.
- **Mute Notifications** will open the Arlo app and allow the user to select from a list of options.
- iOS users have the option to **play** video from the notification screen.

Rich Notifications



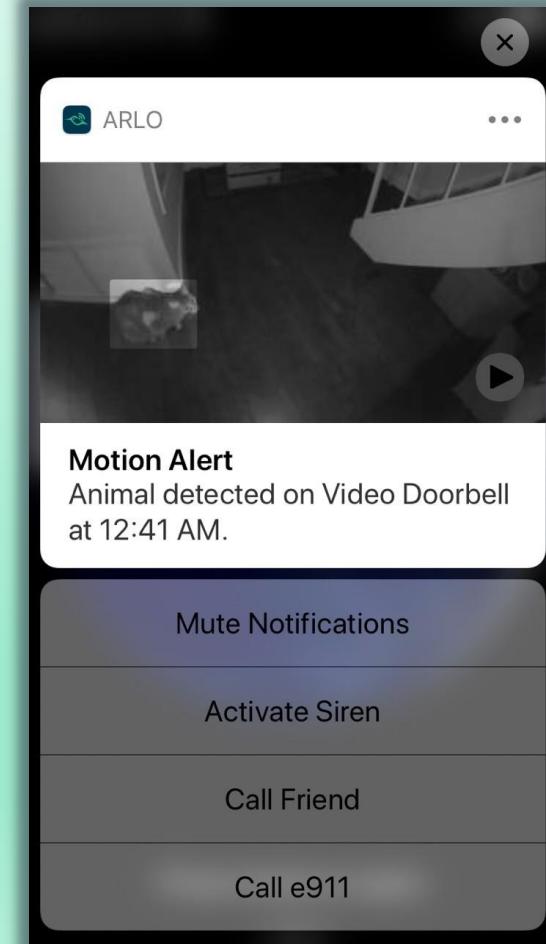
From the lock screen, **swipe** the notification (swipe left on iOS or swipe down on Android)



Tap **View**



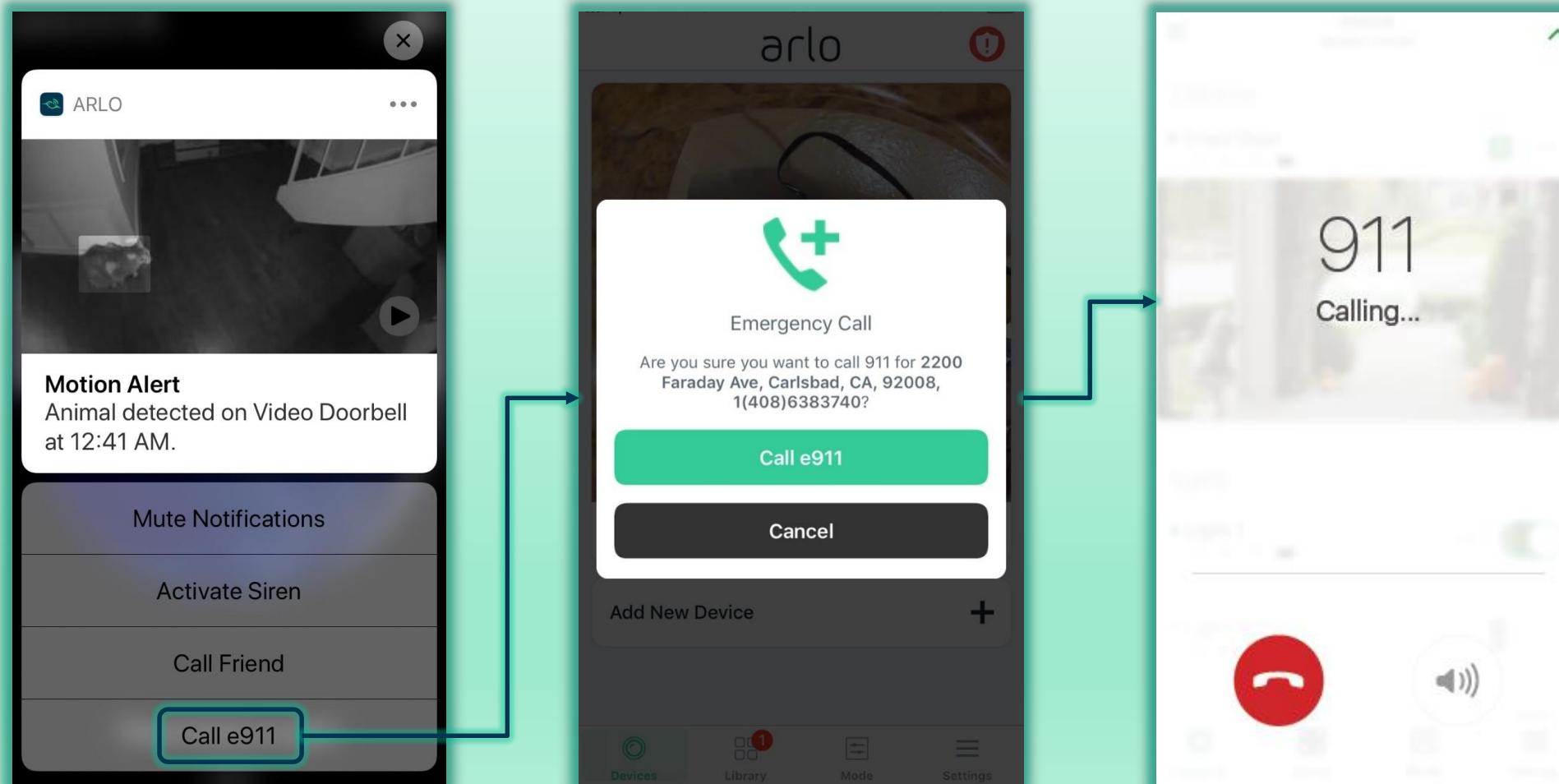
A large thumbnail and available call to action options will display



Rich Notifications - e911



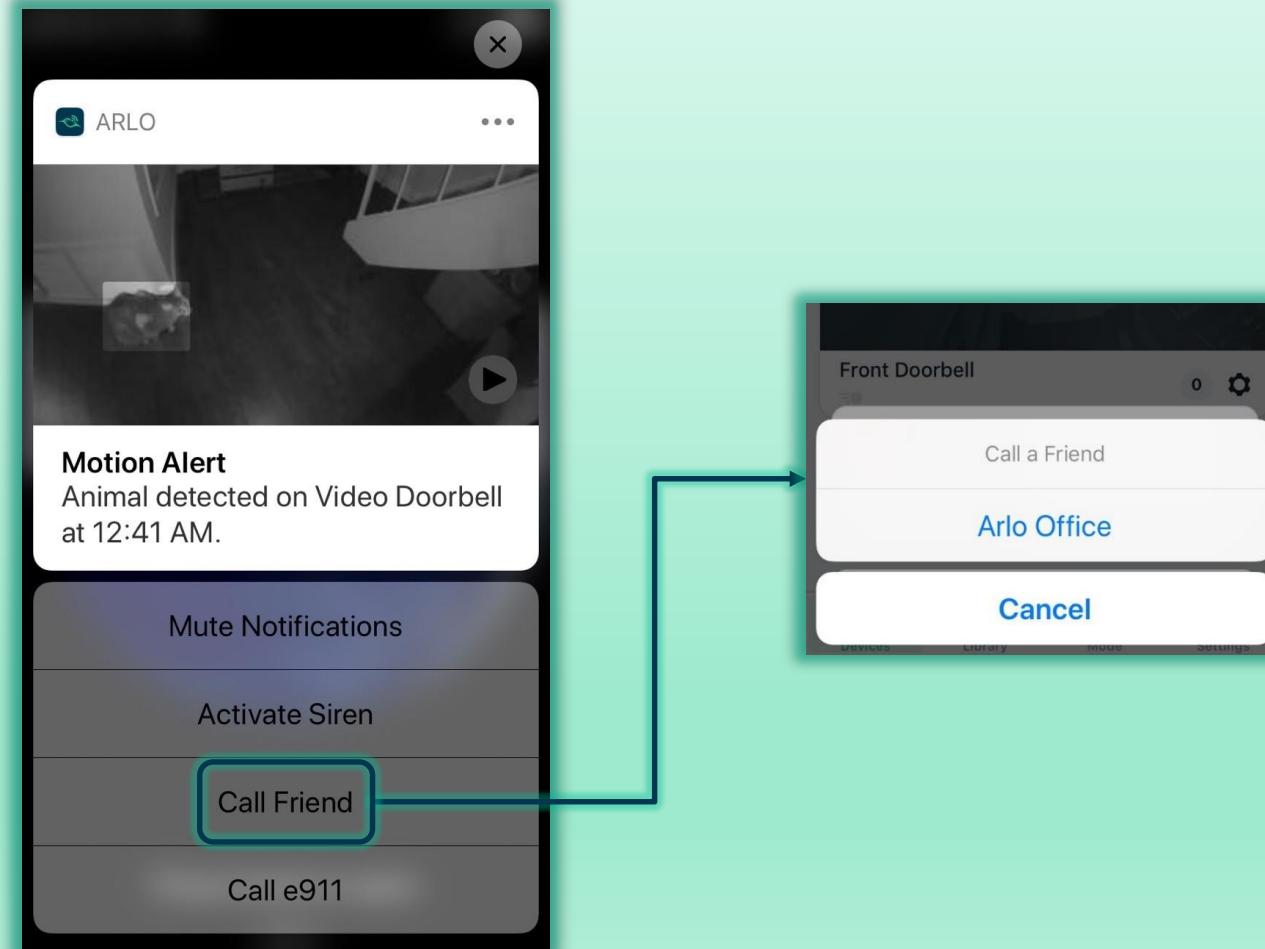
Selecting **Call e911** from the rich notifications display, will launch the Arlo app.
Arlo will ask to confirm the address before dialing 911.



Rich Notifications – Call a Friend



Selecting **Call Friend** from the rich notifications display, will launch the Arlo app.
The Call a Friend list will display in the app.

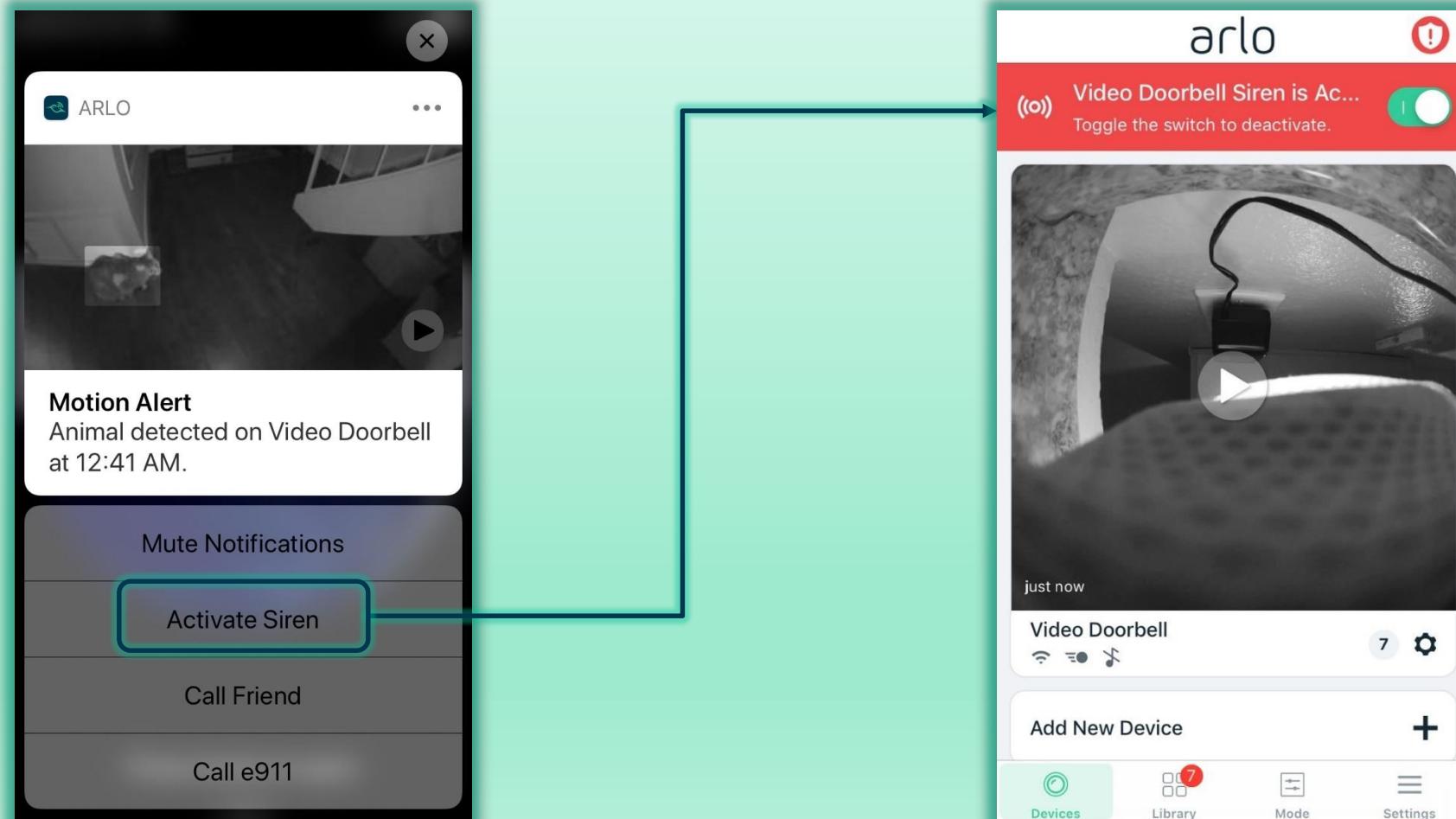


Rich Notifications – Activate Siren



Selecting **Activate Siren** from the rich notifications display, will launch the Arlo app and then immediately sound the siren without further prompts from the user.

An option to deactivate the siren displays at the top of the Devices screen.

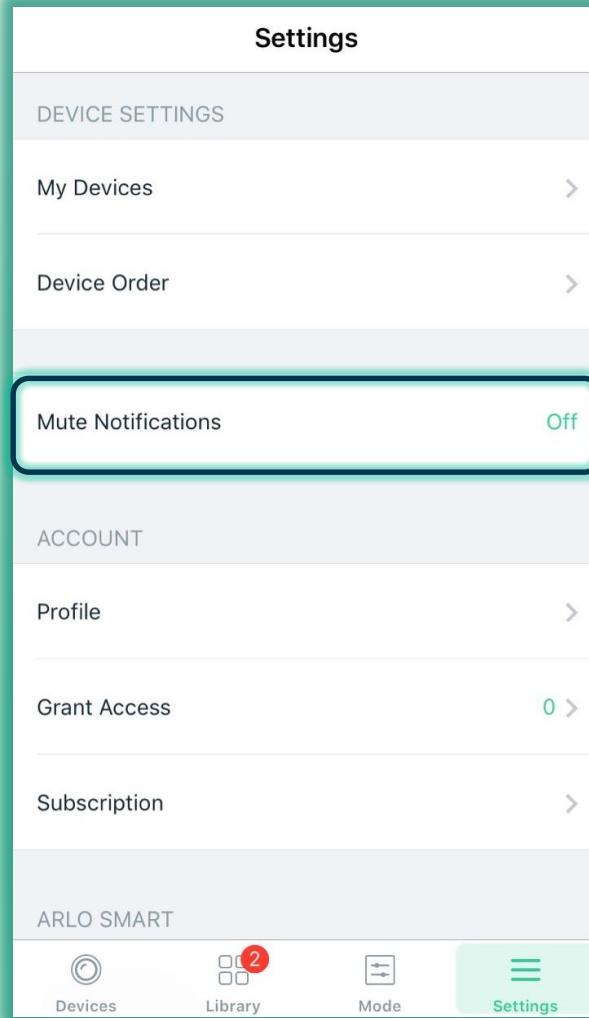


Mute Notifications



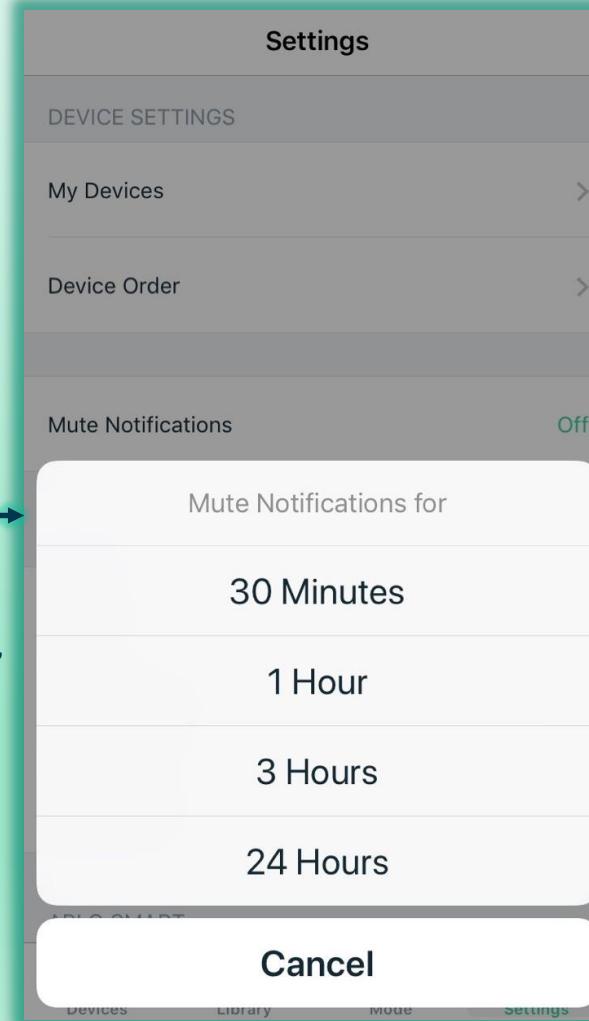
Arlo users have the option to Mute Notifications for specified periods of time.

This allows the user to quickly turn off unwanted notifications without adjusting Mode settings in the Arlo app or settings on mobile device.



Go to **Settings > Mute Notifications**

Select:
30 Minutes,
1 Hour,
3 Hours, or
24 Hours



Selecting **Mute Notifications** from the Rich Notification will open the same options in the Arlo app





Smart
Troubleshooting

If customers are experiencing difficulty signing up for Arlo Smart, check the following:

- Make sure they are attempting to sign up for Arlo Smart in the Arlo **Web Client** at my.arlo.com or with the **Android App**
 - Customers cannot sign up for Arlo Smart or change their account information in the **iOS** version of the Arlo app
- Ensure the customer is in a **country** where Arlo Smart is available
 - For a list of countries where Arlo Smart is supported, visit [Where is Arlo Smart available?](#).
- To use Arlo Smart, customers must use the most **current version** of the Arlo app.
 - They must also add **at least one camera** to the Arlo account with their Arlo Smart subscription.
- Arlo Smart can only be purchased by the **owner** of an Arlo account.
 - Friends on an Arlo account cannot purchase Arlo Smart, even if they have admin access.



If Alarm Detection is not working as expected, check the following:

- Make sure the Arlo camera is **two feet** or less from the smoke or carbon monoxide alarm and retest compatibility
- Ensure the customer's alarm emits the industry standard **T3** or **T4** pattern
- Make sure there are **no echoes** in the room where the camera and alarm are placed
- Make sure the customer has a **compatible Arlo camera** which supports the Alarm Detection feature
 - Alarm Detection is operational for:
 - **Arlo Pro**
 - **Arlo Pro 2**
 - **Arlo Pro 3**
 - **Arlo Ultra**



Package Detection – Troubleshooting



If Package Detection is not working as expected, check the following:

- Package detection is not meant for every type of mail delivery.
 - It is only meant to work with **boxes** of different sizes and shapes.
 - It is **not** designed to detect envelopes.
 - Make sure the customer is using the package detection feature to detect packages the size of a **shoe box or larger**.
- Make sure the customer has **enabled** the package detection feature for **one Arlo camera** on their account.
 - Go to Settings > **Package Detection**
 - On the Manage Package Detection screen, drag one of the Inactive cameras up to the **Active Cameras** section
- Arlo cameras must have a **clear view** of the package to detect it.
 - Make sure there are no objects blocking the view of the area where packages are expected to be delivered.
- Make sure the Arlo camera is mounted about **10 feet** high.



Animal Detection – Troubleshooting



If Animal Detection is not working as expected, check the following:

- Arlo Smart can detect animals up to **25 feet away**.
 - Make sure the customer is not attempting or expecting detection from a further distance.
- Arlo cameras need a **clear view** to detect an animal.
 - Ensure objects are not blocking the view of the area where animals are expected to be seen.
- Arlo Smart will not detect specific pets or animals.
 - Arlo Smart will send alerts for any animal, and **does not differentiate pets from other animals**.
- Arlo Smart will not detect small rodents or insects.
 - If smaller animals such as birds are far away from the device, it may also overlook them.
 - Animal detection is best used for detecting larger animals or smaller animals when they are **close to the camera**.
 - To get notifications for small rodents and insects, toggle **All Other Motion** on in the smart notifications settings screen.



If Vehicle Detection is not working as expected, check the following:

- Arlo Smart can detect vehicles up to **100 feet** away, depending on their size.
 - For example, the Arlo camera will have an easier time detecting a truck that's 100 feet away compared to a small car.
 - Make sure the customer is not attempting or expecting detection from a further distance.
- Make sure the vehicle's **head lights** are not aimed directly at the Arlo camera,
 - Arlo Smart might not detect the vehicle.
- Arlo Smart must have a **clear view** of the vehicle to detect it.
 - Make sure trees or other objects are not obstructing views of the area where vehicles are expected to be detected.
- Arlo Smart Vehicle Detection detects vehicles moving up to **20 miles per hour** (mph).
 - If a vehicle is moving faster than 20 mph, the Arlo camera might not be able to detect it.



Knowledge Base Articles and Web Pages for Arlo Smart Subscription Plans



- For more details on Arlo Smart Subscription plans, refer to the following Knowledge Base articles and web pages:
 - [Arlo Smart Landing Page](#)
 - [What is Arlo Smart and how can I benefit from it?](#)
 - [How do I subscribe to Arlo Smart?](#)
 - [What are the available Arlo subscription plans and how much cloud recording is available?](#)
 - [Where is Arlo Smart available?](#)
 - [What changed in the Arlo Smart subscription plans?](#)
 - [New Arlo Smart subscription plans FAQ](#)
 - [Why can't I sign up for Arlo Smart?](#)
 - [How do I record in 4K or 2K on my Arlo camera?](#)
 - [What is included with the Arlo Smart 1-year trial?](#)
 - [What options will I have when the Arlo Smart 1-year trial ends?](#)
 - [What is included in the Arlo Smart 3-month trial?](#)
 - [What options will I have when the Arlo Smart 3-month trial plan ends?](#)
 - [How do I change or cancel my Arlo subscription plan?](#)
 - [How do I cancel my Arlo Smart 3-month trial?](#)
 - [Arlo for Business Landing Page](#)
 - [What Arlo business subscription plans are available?](#)



[How many cameras does Arlo support if I don't have an Arlo Smart subscription?](#)

[What is continuous video recording \(CVR\) and how do I use it?](#)

External Knowledge Base Articles for Arlo Smart Features



- For more details on Arlo Smart features, refer to the following Knowledge Base articles:

- [What key features are available with Arlo Smart?](#)

- [What are the Arlo Smart advanced object detection features?](#)



- [How does the Arlo Smart person detection feature work?](#)

- [How do I enable the Arlo Smart person detection feature?](#)

- [Arlo Smart Animal and Vehicle Detection](#)

- [What is the Arlo Smart animal detection feature?](#)

- [What types of animals can the Arlo Smart animal detection feature detect?](#)

- [How close do animals need to be for the Arlo Smart animal detection feature to work?](#)

- [Does my Arlo camera need a clear view to detect an animal?](#)

- [Does the Arlo Smart animal detection feature work during the day and at night?](#)

- [What is the Arlo Smart vehicle detection feature?](#)

- [What types of vehicles can the Arlo Smart vehicle detection feature detect?](#)

- [Does Arlo detect fast moving vehicles?](#)

- [Does my Arlo camera need a clear view to detect a vehicle?](#)

- [What's the range of the Arlo Smart vehicle detection feature; how close do vehicles have to be to Arlo?](#)

- [Does the Arlo Smart vehicle detection feature work during the day and at night?](#)



External Knowledge Base Articles for Arlo Smart Features



- For more details on Arlo Smart features, refer to the following Knowledge Base articles:

- **Arlo Smart Package Detection**



- [Can I enable the Arlo Smart package detection feature on more than one Arlo camera?](#)
 - [Does the Arlo Smart package detection feature detect envelopes?](#)
 - [Where should I place my Arlo camera for the package detection feature to work best?](#)
 - [Will I be notified when my Arlo camera detects a package?](#)



- [What is the Arlo Smart rich notification feature?](#)
 - [I'm not receiving notifications now that I have Arlo Smart; what do I do?](#)



- [What is the Arlo Smart e911 feature and how does it work?](#)
 - [How do I set up the Arlo Smart e911 feature?](#)



- [What is the Arlo Smart cloud activity zone feature?](#)
 - [What are activity zones and how do I create them?](#)
 - [How do I set up the Arlo Smart Cloud Activity Zones?](#)
 - [How do I create activity zones with my Arlo Ultra camera?](#)



- [What is the Arlo Smart Alarm Detection feature?](#)
 - [What types of alarms does Arlo Smart Alarm Detection recognize?](#)
 - [How do I test my Arlo device with my smoke and carbon monoxide detectors?](#)
 - [Where should I mount my Arlo camera to detect alarms?](#)
 - [Why isn't my Arlo camera detecting my alarm?](#)
 - [How do I know if my smoke or carbon monoxide detector emits a T3 or T4 alarm pattern?](#)

Internal Knowledge Base Articles and Case Tagging



- Internal Knowledge Base articles:
 - [**Alarm Detection Call Handler \(INTERNAL\)**](#)
 - [**Unable to obtain Ultra Premier Bundle Call Handler \(INTERNAL\)**](#)
 - [**Arlo Pro 3 Unable to Activate 3-month Free Trial Call Handler \(INTERNAL\)**](#)
 - [**What happens when a camera with an Arlo Smart Add-on plan is removed from the account? \(INTERNAL\)**](#)
 - [**Arlo Firmware Release Notes \(INTERNAL\)**](#)

New Disposition Tagging for New Service Plans

Case Type: Support

Case Sub-Type: Subscription

Problem: Transactional

Symptoms:

- Issue with Premier Single Camera plan
- Issue with Premier Multi Camera plan
- Issue with Elite Single Camera plan
- Issue with Elite Multi Camera plan
- Multi Camera plan disappeared from account
- Single Camera plan disappeared from account

END

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