



arlo
Baby

Before completing Arlo Baby training you must attain the Arlo Wire-Free and Arlo Q certifications.

The following training builds upon knowledge attained in the Arlo Wire-Free and Arlo Q modules.

- The Arlo Baby camera **does not require a base station** to connect to the Arlo cloud servers
 - The camera is a standalone product that operates similar to Arlo Q
 - Arlo Baby (ABC1000) is an all-in-one smart baby monitoring camera with:
 - **1080p HD Video**
 - **2-Way Talk**
 - **Rechargeable Battery**
 - **Night Vision**
 - **Motion and Sound Alerts**
 - **Music Player**
 - **Multi-Colored Night Light**
 - **Air Sensors**





High Definition Video

- Crystal clear 1080p HD



Smart Music Player

- Soothing lullabies or white noise to help babies sleep
- Record your voice and manage music playing remotely from a smartphone



Rechargeable Battery

- Move the camera freely around the home for hours at a time with a built-in rechargeable battery



Advanced Night Vision

- See baby's every move, even in total darkness
- Near invisible infrared LED lights ensure baby's sleep is distraction-free



2-Way Talk

- Listen in and talk straight from a smartphone



Multi-Colored Night Light

- Pick from thousands of light colors
- Adjust brightness and warmth; without stepping foot into the baby's room



Motion and Sound Alerts

- With motion and sound alerts, you'll know when baby is active or crying



Air Sensors

- Monitor the baby room temperature, humidity, and air quality
- Get alerted whenever something is not in the desired range

Arlo Baby	
Maximum Video Resolution	1080p HD
Power	Rechargeable Battery and AC power
Adjustable Field of View	90 to 130 degrees
WiFi Range	300 feet line of sight
Wireless Frequency / WiFi Speed	2.4GHz and 5GHz / AC633
Detection	Motion and Audio
Motion Detection	Up to 50 feet

Arlo Baby Introduction



Available Arlo Baby models (as of June 2019)



ABC1000



ABC1000A
(Apple Exclusive)

Arlo Baby Introduction



Arlo Baby (ABC1000) contents include:

- (1) Arlo Baby Camera
- (1) Gray bunny character set
- (1) Power adapter
- (1) Power cable
- (1) Wall mount plate
- (3) Mounting screws
- (1) Window decal
- (1) Quick Start Guide



- Character sets have a convenient design, allowing customers to easily disguise cameras while still having access to connectors and buttons



Arlo Baby Kitten
Character Set
(ABA1000)



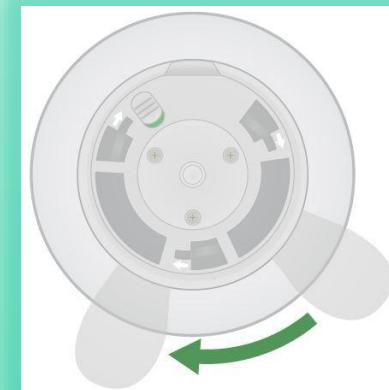
Arlo Baby Puppy
Character Set
(ABA1100)



Arlo Baby Bunny
Character Set
(ABA1300)

To **remove** the character set:

1. Pull the ears up and off the camera.
2. Rotate the feet and pull them off.



To **add** the character set:

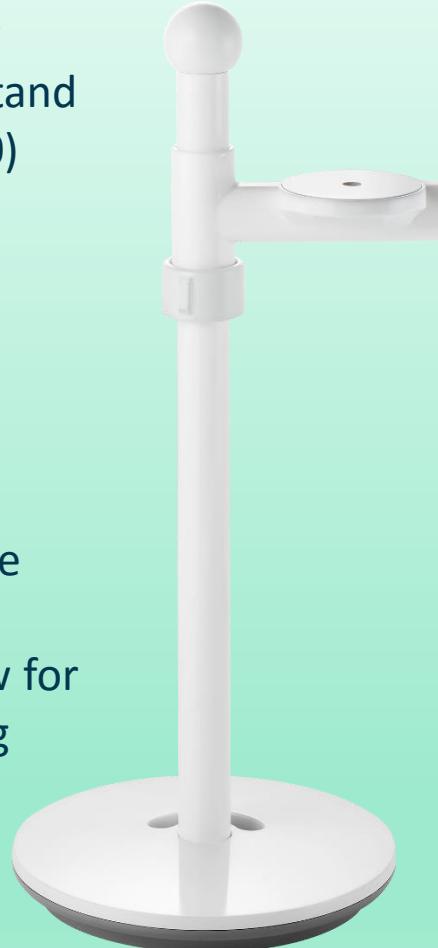
1. Align the ears with the camera lens and press them onto the camera.
2. Align the foot plate with the holes on the bottom of the camera and rotate the foot plate until it clicks into place.





Arlo Baby
Table/Wall Stand
(ABA1500)

The stand's adjustable height and multiple placement options allow for ideal camera viewing

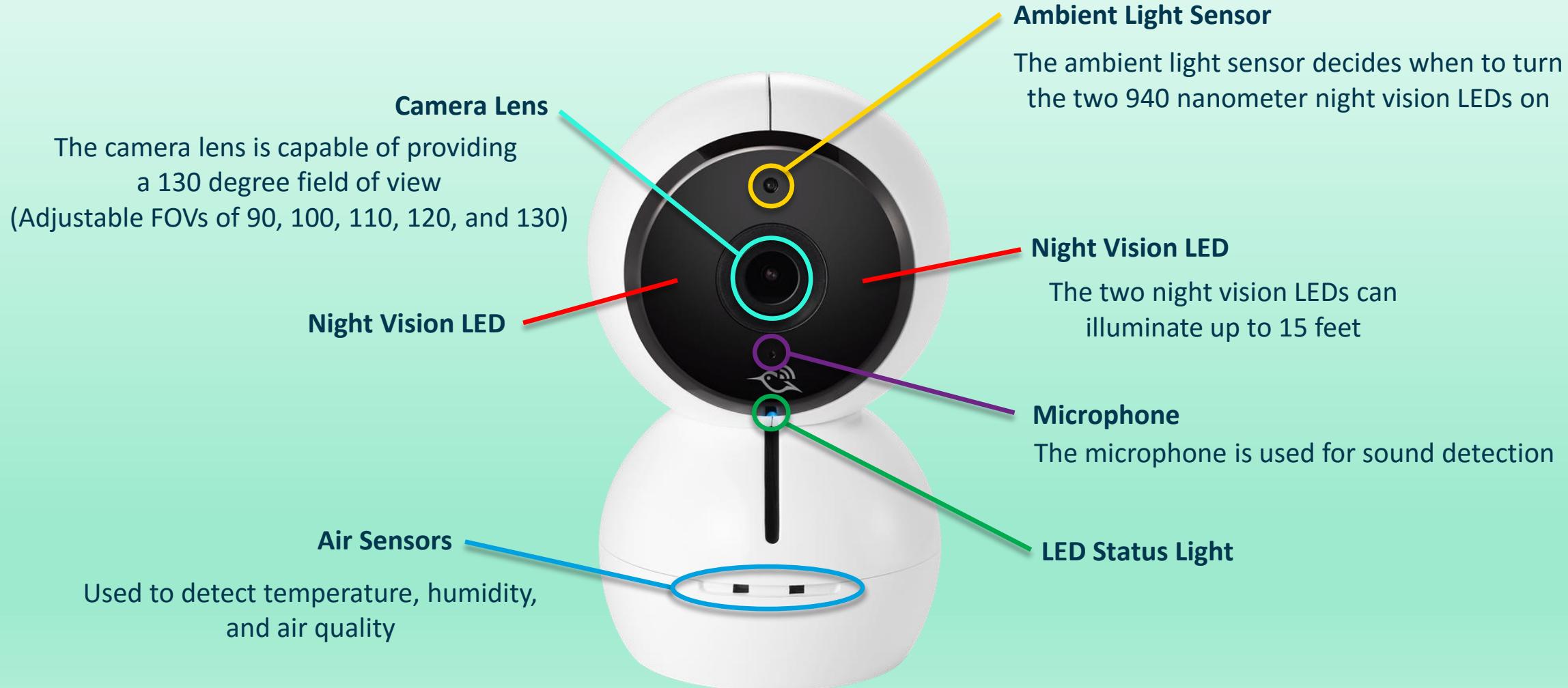


The table/wall stand provides a versatile solution for positioning the camera

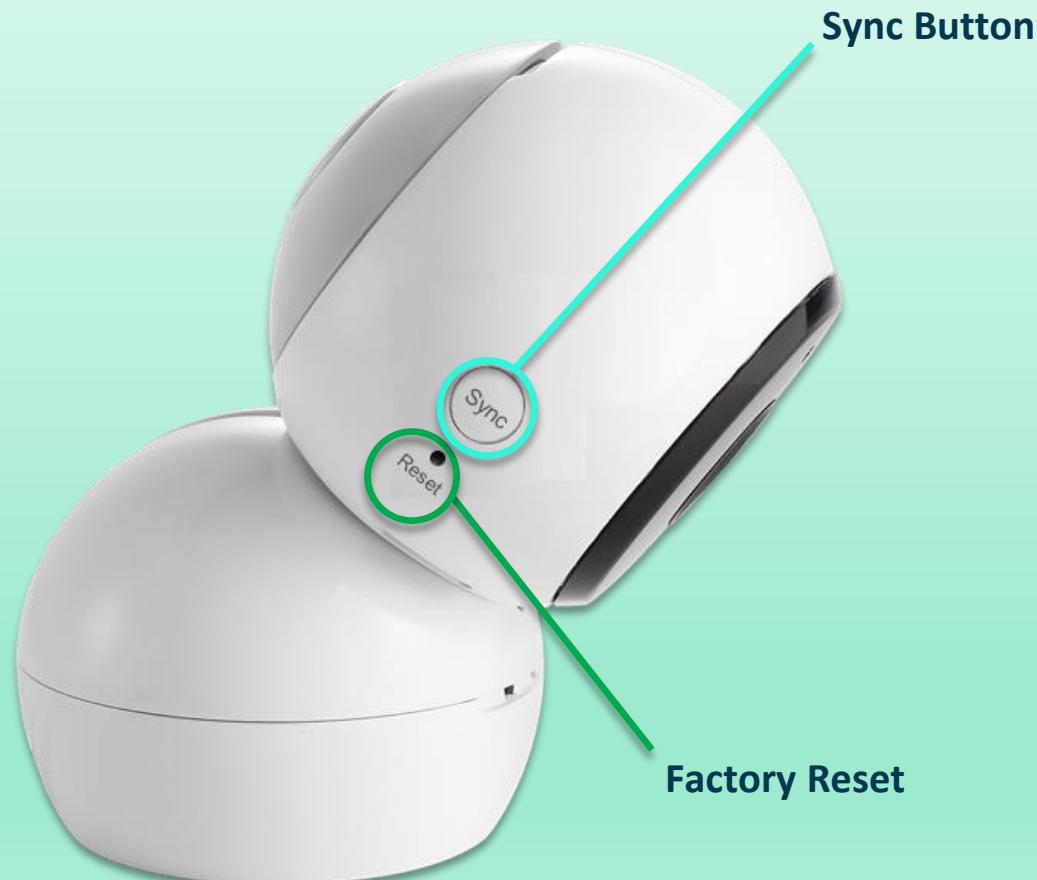


The stand can also be mounted on the wall, allowing the camera to slide in and out from the wall

Arlo Baby Introduction



Arlo Baby Introduction



Sync Button

Factory Reset

Night Light Button
Use the app or the top button
on the right side of the camera
to turn the night light on and off

Music Player Button
Use the app or the bottom
button on the right side of the
camera to play and pause music



Arlo Baby Introduction



Night Light



Speaker



Micro USB
Charging Port



Arlo Baby Introduction



- The Arlo Baby music player comes with a 10 track playlist including a mix of **lullabies, white noises, and nature sounds**
 - The tracks can be played with a timer for a duration of **5 to 180 minutes**
 - Additional tracks can be added from the **Arlo Cloud Library**
 - Unwanted tracks can be deleted from the playlist
 - The order of the playlist can also be edited
- The music player also includes a “**Record your voice**” feature
 - Voice recordings are added to the playlist
- Other music player features include:
 - **Shuffle**
 - The playlist is shuffled until the music player is turned off or when the timer reaches zero
 - **Loop**
 - The loop feature is helpful for playing white noises or nature sounds
 - A single track can be played continuously until the music player is turned off or when the timer reaches zero



- Arlo Baby has air sensors located on the front of the camera that measure **temperature, humidity, and air quality**
 - Do **not** cover or obstruct the inlet holes
 - Live air sensor **data** and air sensor data **history** can be viewed in the app or web client
 - Air sensor **settings** and **alerts** can also be adjusted in the user interface
- 
- The Arlo Baby air quality sensors measure the level of **VOCs** (Volatile Organic Compounds)
 - VOCs are made up of hydrocarbons and can easily become vapors or gases at room temperature
 - VOCs are released from sources like burning fuel, solvents, paints, glues, air freshener, cleaning supplies, or hair spray
 - Arlo Baby **can detect overall changes in air quality** caused by gases such as:
 - Iso-butane
 - Carbon monoxide
 - Hydrogen
 - Ethanol
 - Methane
 - **Note:** While Arlo Baby's air quality sensor can detect carbon monoxide, it is **not** a replacement for a dedicated carbon monoxide or smoke detector

- After Arlo Baby is powered on for the first time, it takes about **24 hours** for the air quality sensor to finish calibrating and establish a “Normal” baseline measurement of the home’s air quality
 - During this time, place the camera in a **well-ventilated area** where it has access to fresh air
- If Arlo Baby suddenly reports an **Abnormal** or **Very Abnormal** reading:
 - Try opening doors or windows to let fresh air in
 - The air quality sensor can react strongly to chemicals found in cleaning products, hair spray, or cooking odors
 - The air quality should go back to normal after a while
 - If the air quality reading remains Abnormal for a long period of time, make sure to **remove products that might contain VOCs** away from Arlo Baby

arlo Baby Setup

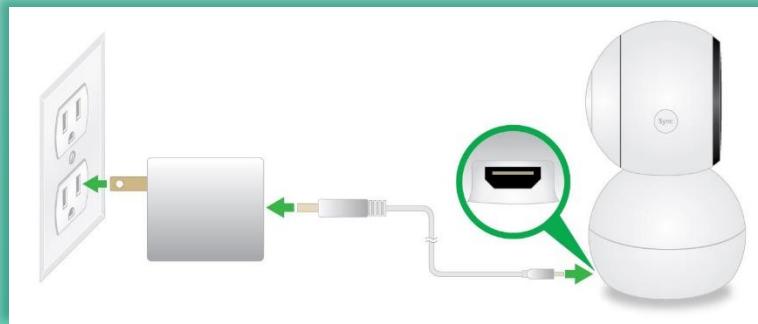


Arlo Baby Setup

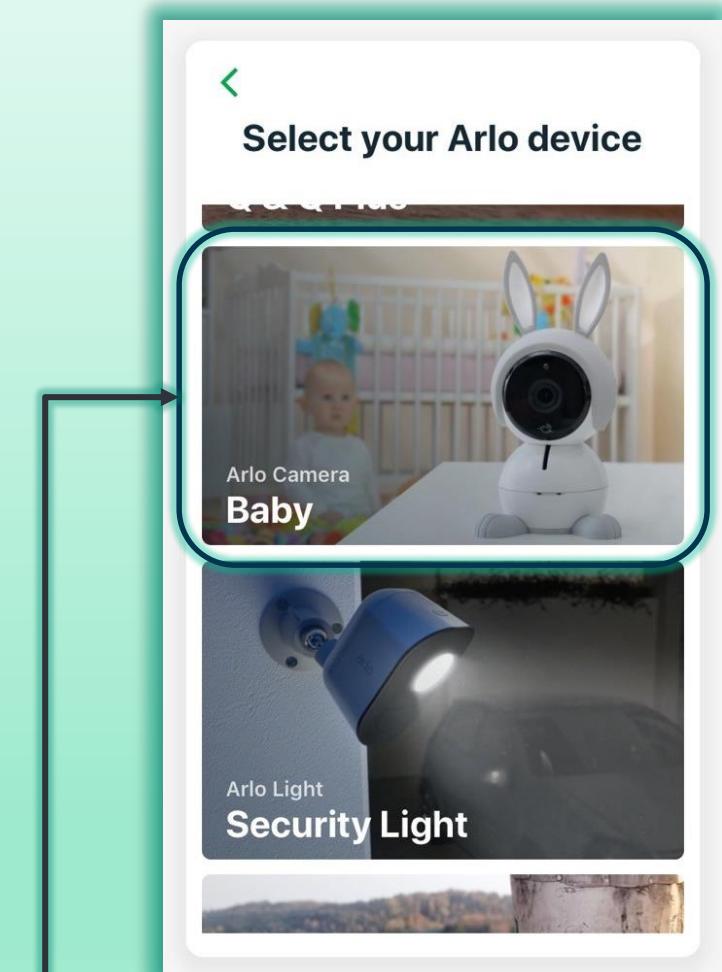
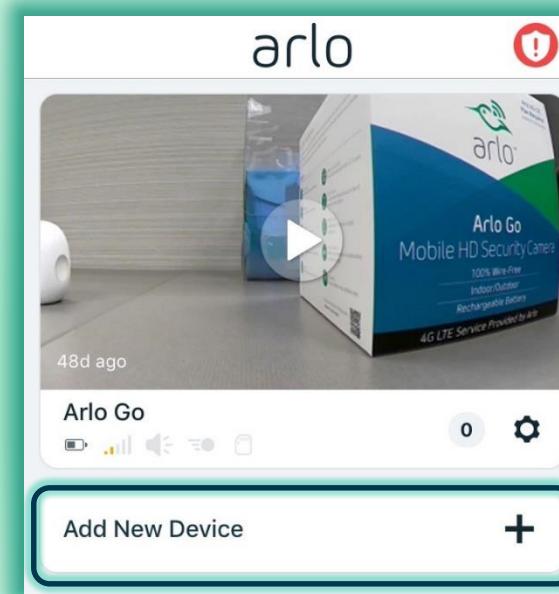


To add Arlo Baby to an existing account:

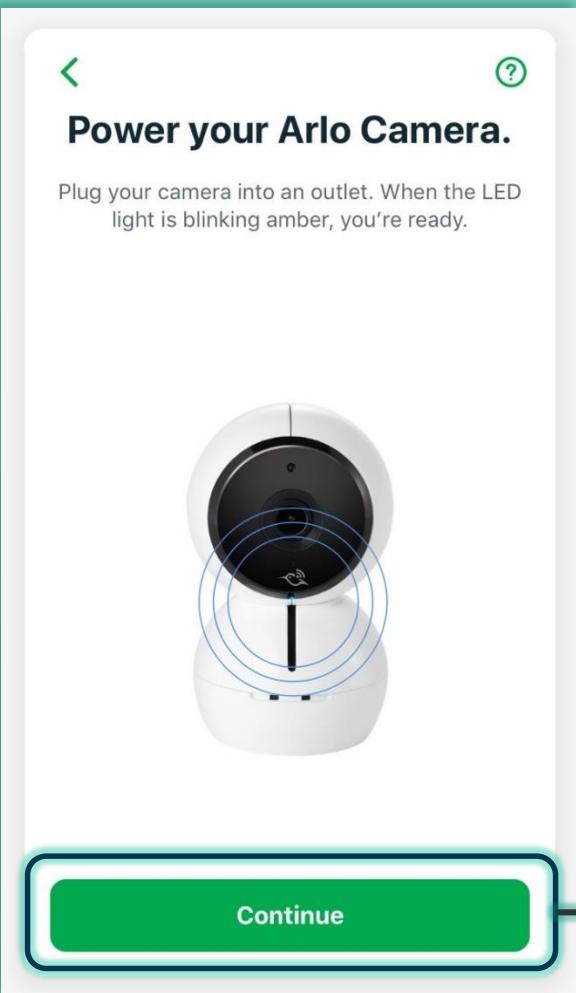
1. Connect the mobile device to the **same WiFi network** the camera will connect to.
2. Plug in the camera.



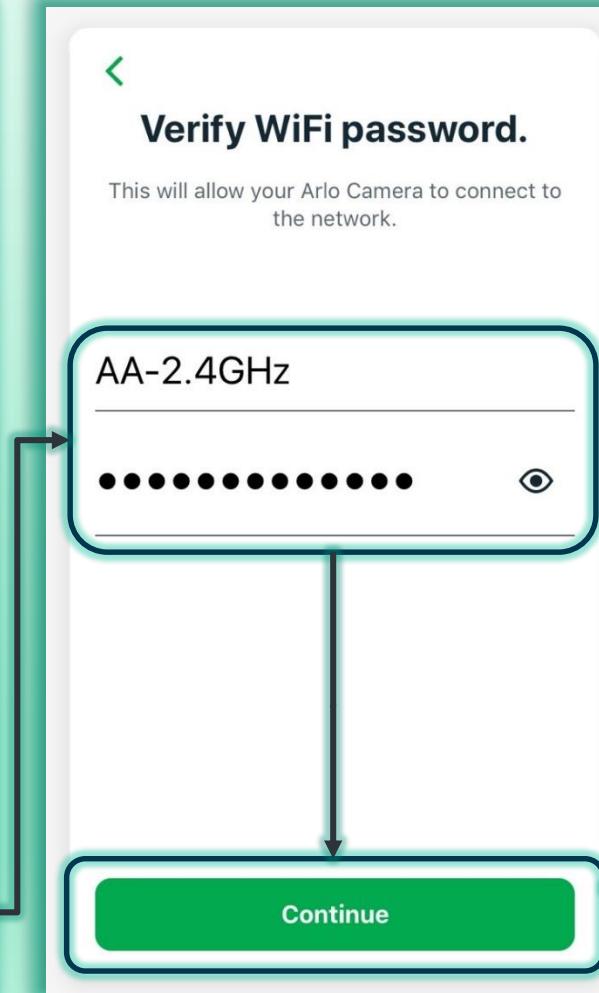
3. Open the Arlo app and tap **Add New Device +**.
4. Select **Arlo Baby**.



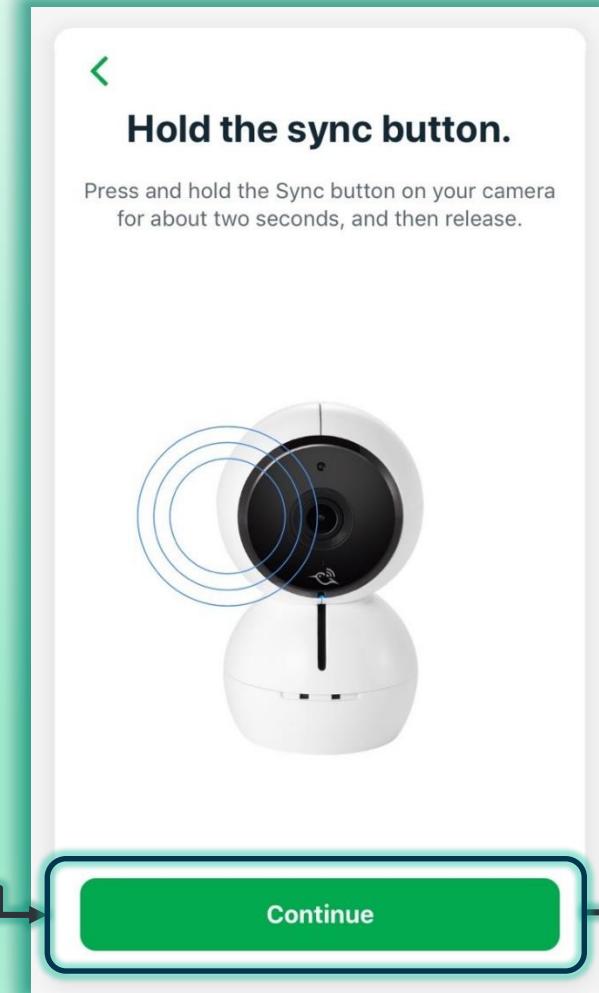
5. Ensure the LED is blinking amber and tap **Continue**.



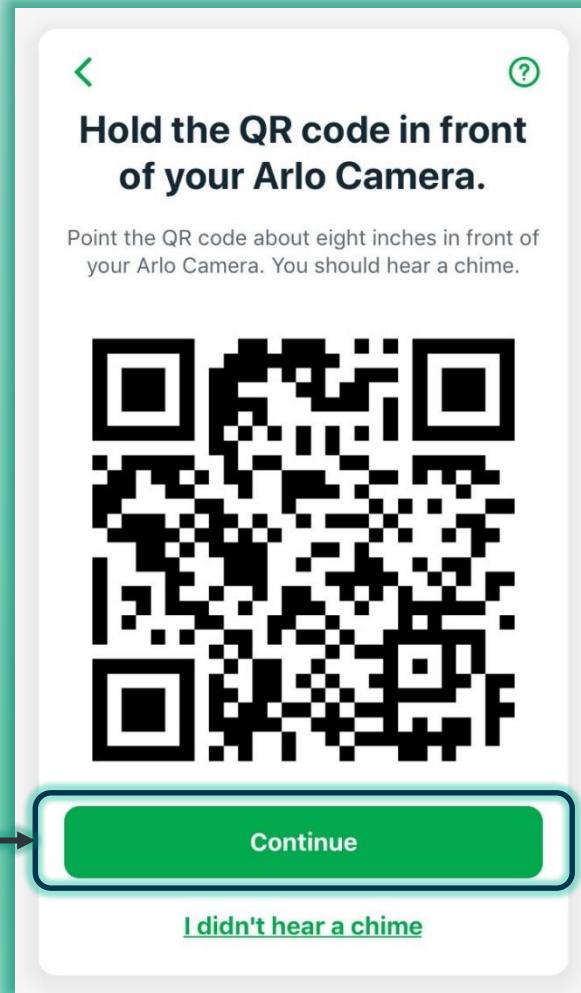
6. Enter **Network Name** and **Password** and tap **Continue**.



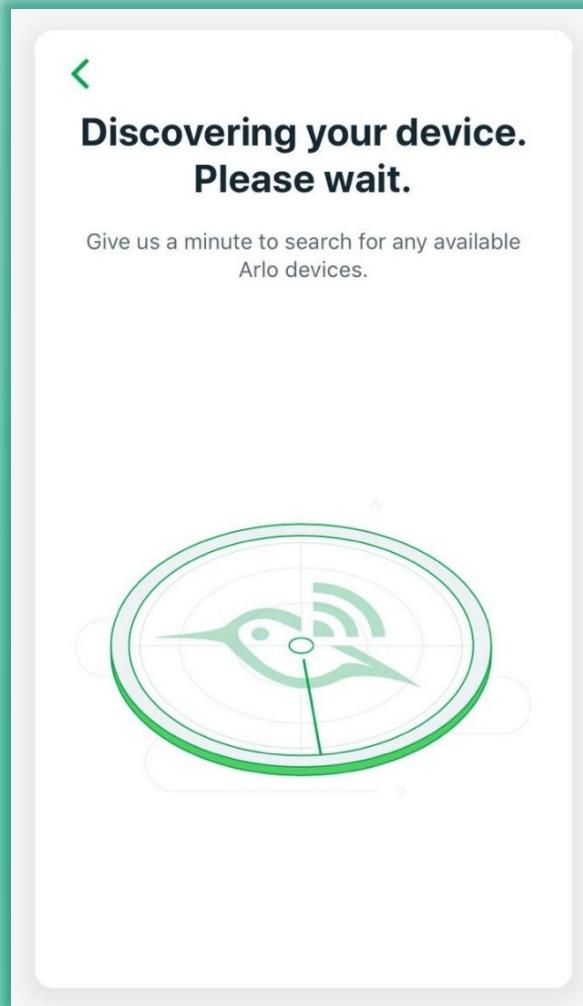
7. Press and hold the **Sync** button for two seconds.



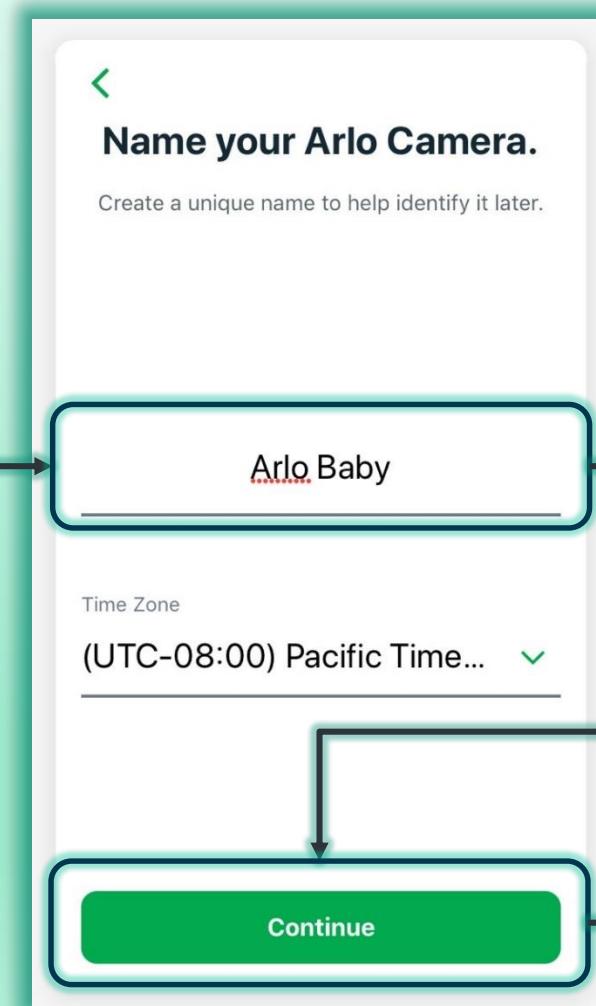
8. Hold the **QR code** 8 inches in front of the camera.



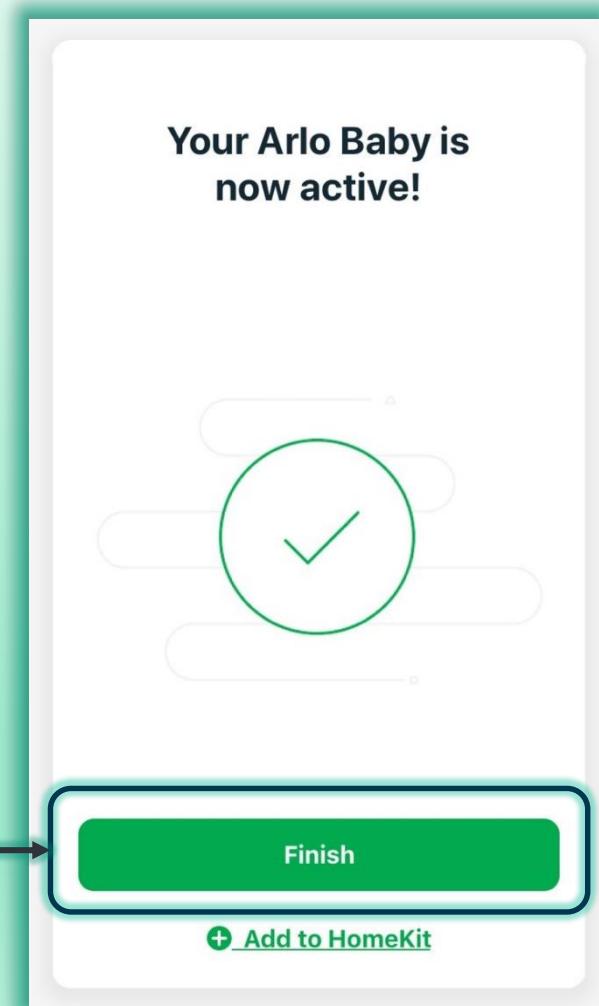
9. Wait for Arlo Baby to be discovered.

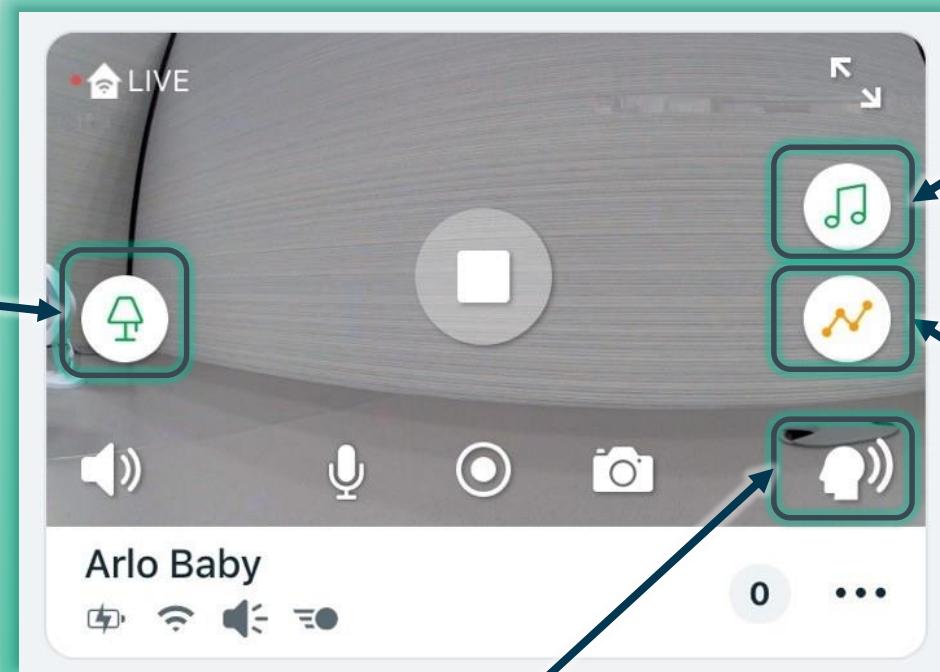


10. Name the camera and tap **Continue**.



11. Tap **Finish**.





Night Light:

- Turn light on/off
- Change light colors
- Set night light timer

Music Player:

- Access music player controls and volume
- Access and edit playlist
- Set music player timer

Air Sensor Information:

- Check
 - Air temperature
 - Humidity level
 - Air quality
- Check Environment Status historical data
- Edit Sensor Settings

Always Listening:

- Turn on/off non-stop audio monitoring
 - This option also allows the user to hear audio from the mobile device lock screen

Note: Other Device screen icons are the same as previously covered in the Arlo Wire-Free, Arlo Pro, Arlo Q, and Arlo Go Training modules

Arlo Baby can be placed on a flat surface or mounted on the wall:

1. Place the wall plate and secure it with the included screws.
2. Align the wall plate with the holes on the base of the camera and rotate the base until it snaps into place.



Arlo Baby's tilt and swivel functions allow you to position the camera so it captures just the right area:

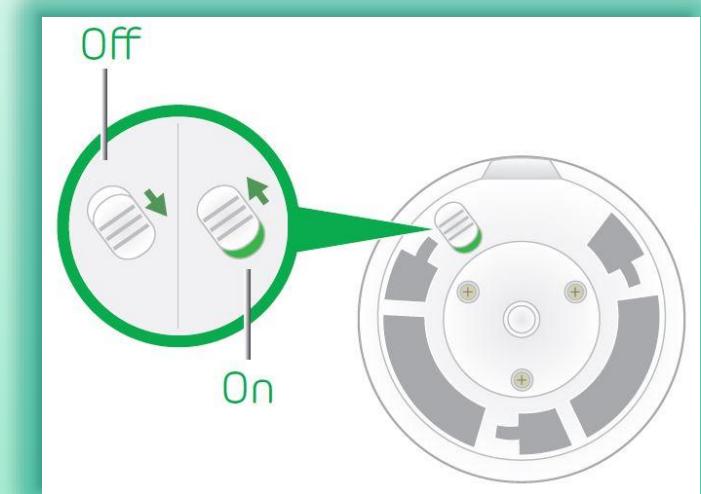


When placing the Arlo Baby camera, keep the following tips in mind:

- Avoid placing the camera in areas that get lots of light shining **directly into the camera lens**
- Infrared lights can reflect off walls and negatively impact video quality
 - Try to aim the camera **away from walls**
- Arlo Baby provides a 110-degree field of view as the default
 - The field of view can be changed to **90, 100, 110, 120 or 130** degrees in the Settings
 - Position the camera so that the space to monitor is within the camera's field of view
- To help with placing the camera, do a live stream from the Arlo Baby camera
 - Aim the camera while watching the video feed on the **Arlo app** to make near-real-time adjustments to the camera's position
- Place the Arlo Baby camera out of reach of children in a location with a clear, unblocked field of view and with a **good signal to the WiFi router**



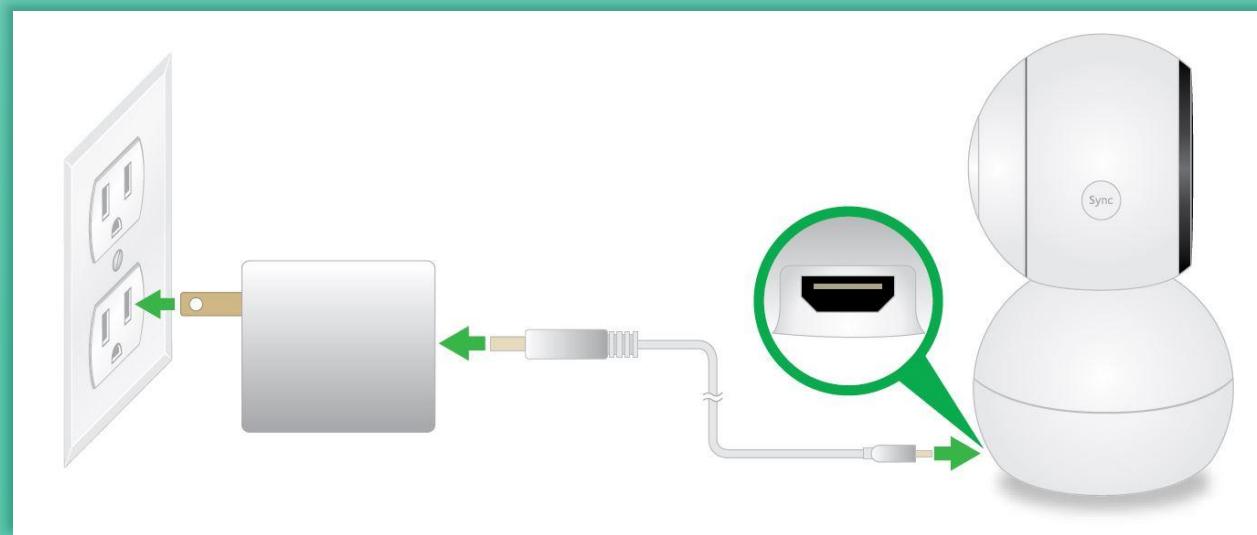
- The Arlo Baby camera includes a **built-in 2440mAh rechargeable battery** and can work for several hours at a time without being plugged in
 - This allows you to place the camera in locations where it cannot be connected to a power outlet for short term use
 - The camera is designed to be continuously powered, so it is recommended to keep the camera plugged in, if possible
- Use the **switch on the bottom of the camera** to power the camera battery off
 - The camera's battery is on when the green color is visible
 - To avoid draining the battery, switch the battery off when Arlo Baby is not in use or being moved to a new location
- The battery switch will **only disconnect the battery**
 - It will not power off the camera if the charging cable is connected
- If the battery is **switched on and has a charge**, the camera will continue working when the power adapter is unplugged
- If the battery charge drops to zero, or is switched off; the camera will shut off immediately **if the power cable is unplugged**
- The Arlo Baby battery is permanently housed inside the base of the camera and can **NOT** be removed



- If the camera LED blinks amber twice every 10 seconds, the battery charge is low

To charge the battery (Use the Arlo Baby power cable and adapter to charge the camera battery):

- **Do not try to power the camera or charge the camera battery with any power adapter other than the one provided with the Arlo Baby camera**
1. Connect the smaller end of the USB power cable to the port on the camera.
 2. Plug the larger end of the USB cable into the power adapter.
 3. Plug the USB power adapter into a wall socket.



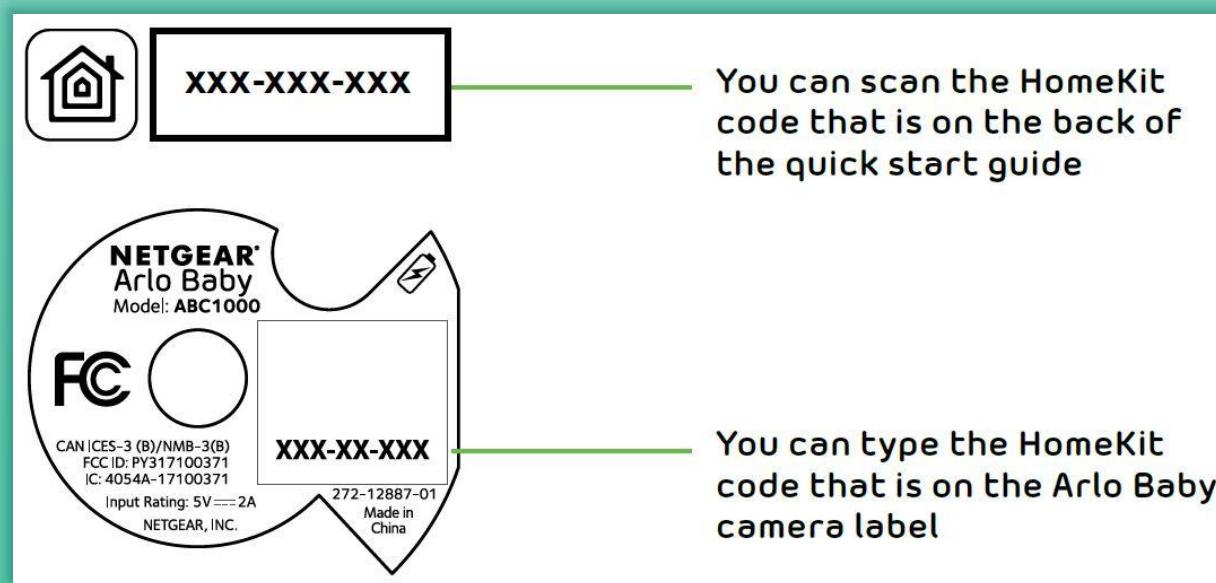
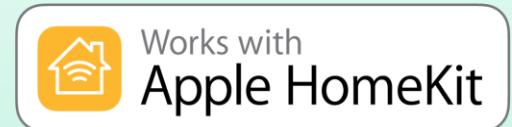
Battery life varies based on settings, usage, and temperature

- The battery's charge percentage displays on the Device Settings screen

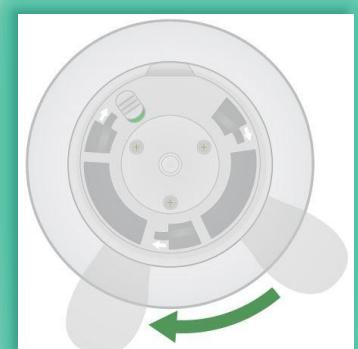
Apple HomeKit technology provides an easy, secure way to control home lights, doors, thermostats, security cameras, and more from iPhone, iPad, or iPod touch.

To add Arlo Baby to 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.



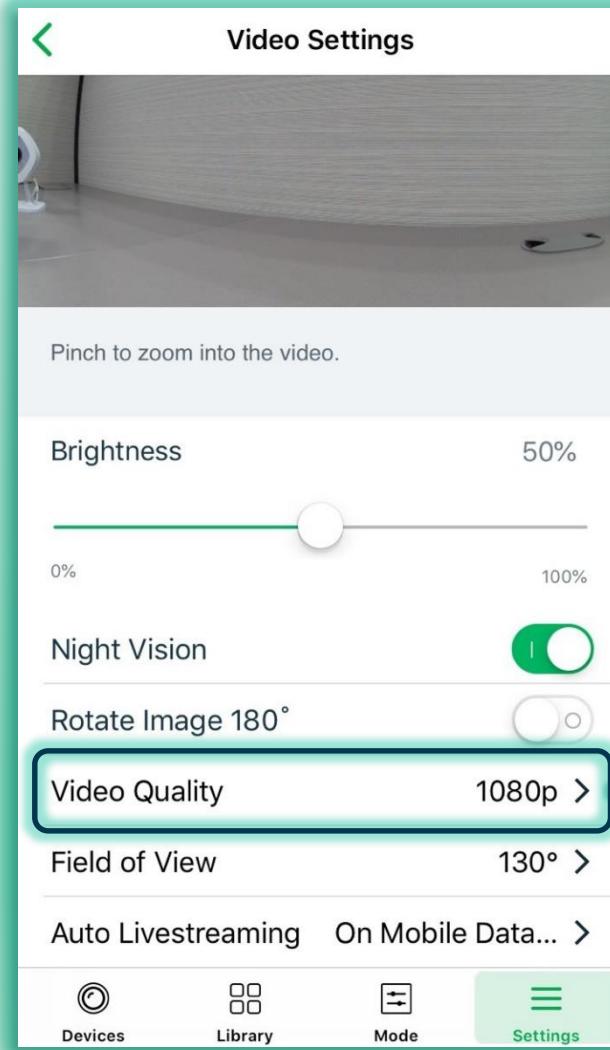
3. Launch the **Apple Home** app. 
4. Tap the **plus sign** at the top of page on the Home tab and then tap **Add Accessory**.
 - The Apple mobile device's camera launches and you are prompted to scan or enter the **HomeKit code**.
5. Scan the **HomeKit code** using the mobile device camera.
 - If there is trouble scanning the code, tap **Don't Have a Code** or **Can't Scan?** and then type the **code**.
6. After your camera is added, do the following to complete the setup process:
 - Rename the camera
 - Assign the camera to a room within HomeKit, or create a new room to place it in
 - Add the camera to Favorites
7. Tap **Done** on the top right.
 - For live video, tap the **Arlo Baby screen shot**.
 - To start using two-way audio, tap the **microphone icon** on the bottom right.
 - When finished, tap **Done** on the top right of the screen.

Note: When using a WiFi connection at home to stream video on the mobile device, you are using local streaming. If you try to use local streaming from the Arlo app and the Home app at the same time, it might cause a streaming error.

arlo
Baby
Settings



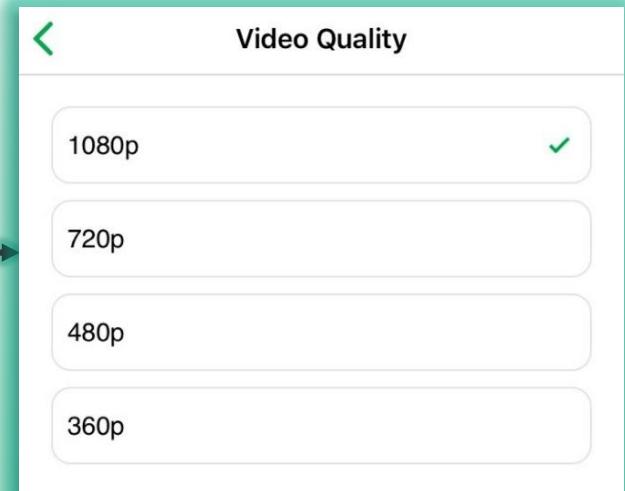
To change the **Video Quality**, go to **Device Settings > Video Settings**.



Tap Video Quality

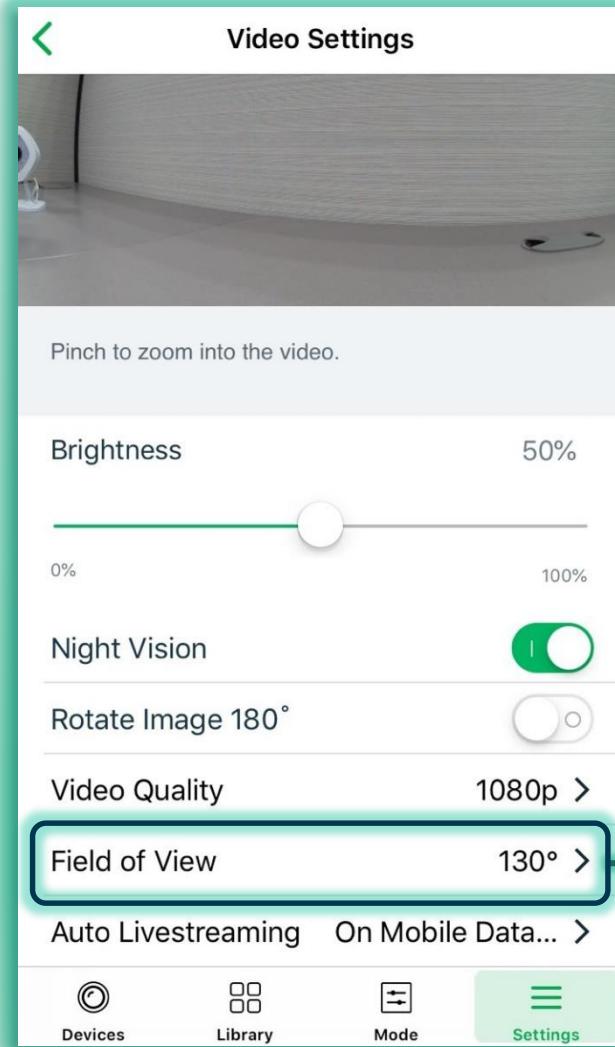
Select between four options:

- **1080p**
- **720p**
- **480p**
- **360p**



- Decreasing the resolution of Arlo Baby videos reduces the required WiFi bandwidth

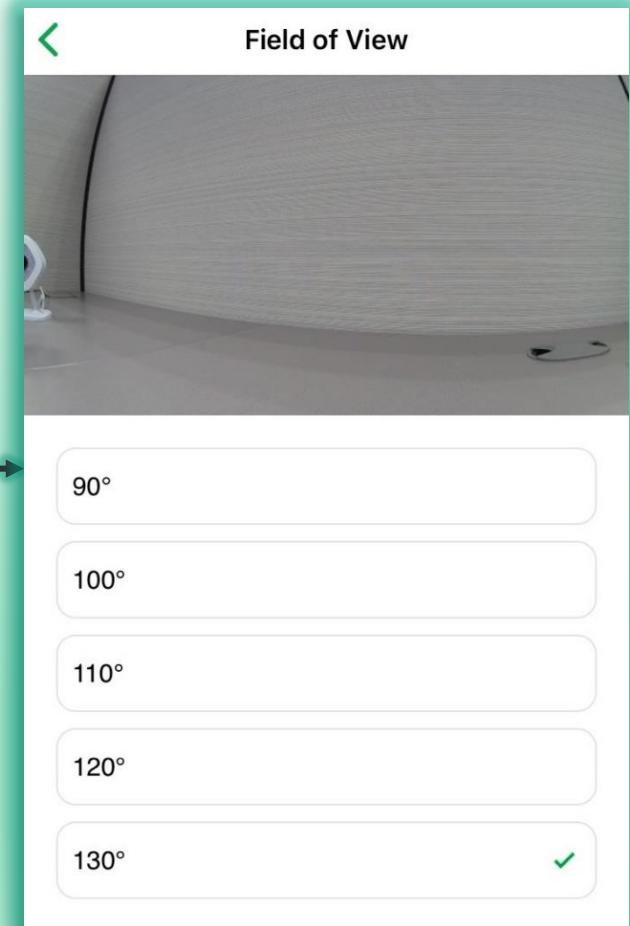
To change the **Field of View**, go to **Device Settings > Video Settings**.



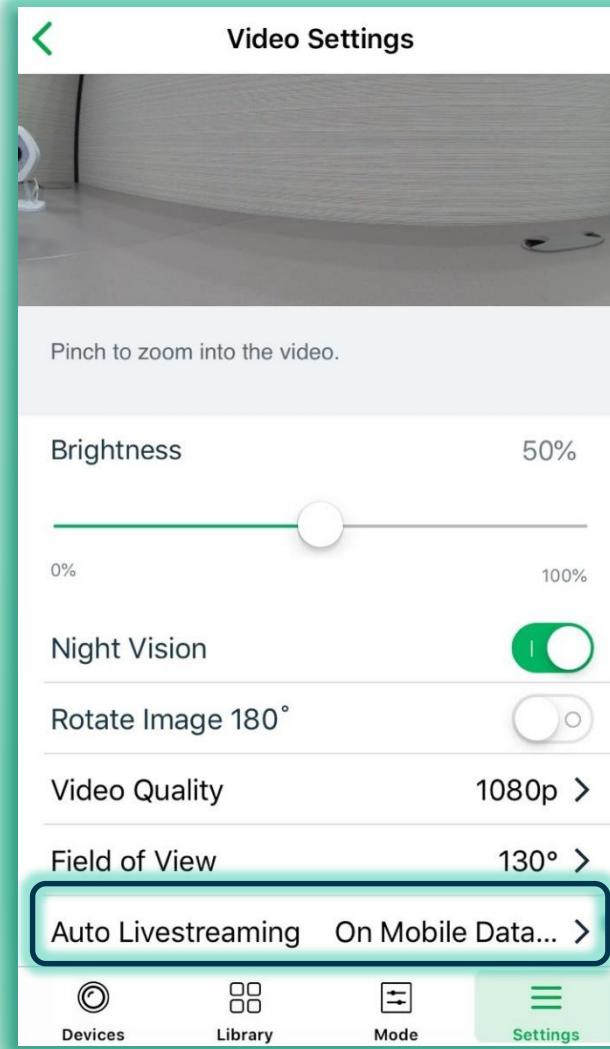
Select between five options:

- **90 degrees**
- **100 degrees**
- **110 degrees**
- **120 degrees**
- **130 degrees**

- The default FOV is **110 degrees**



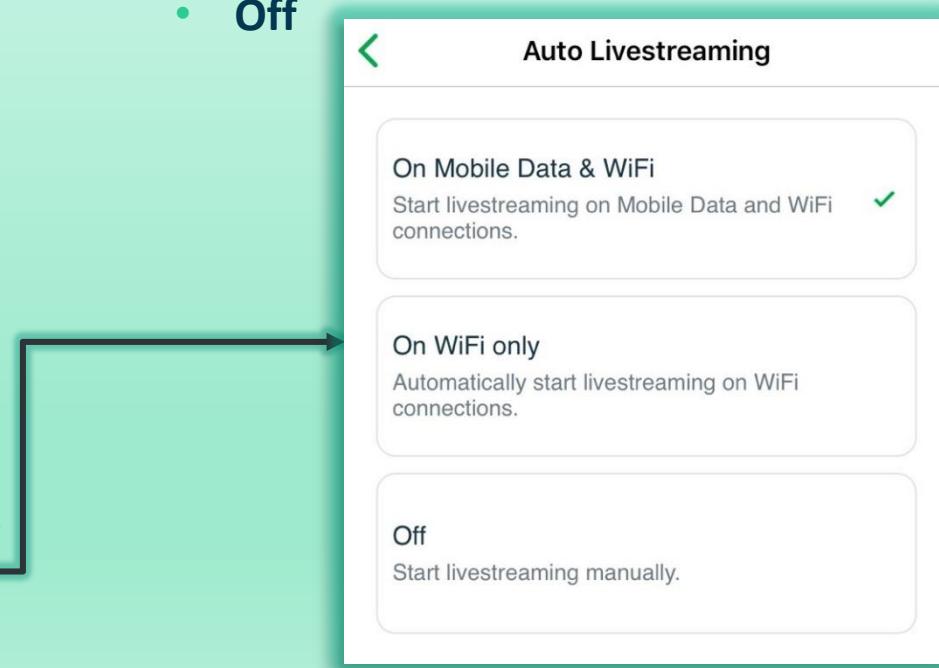
To change the **Auto Livestreaming** options, go to **Device Settings > Video Settings**.



Tap Auto Livestreaming

Select between three options:

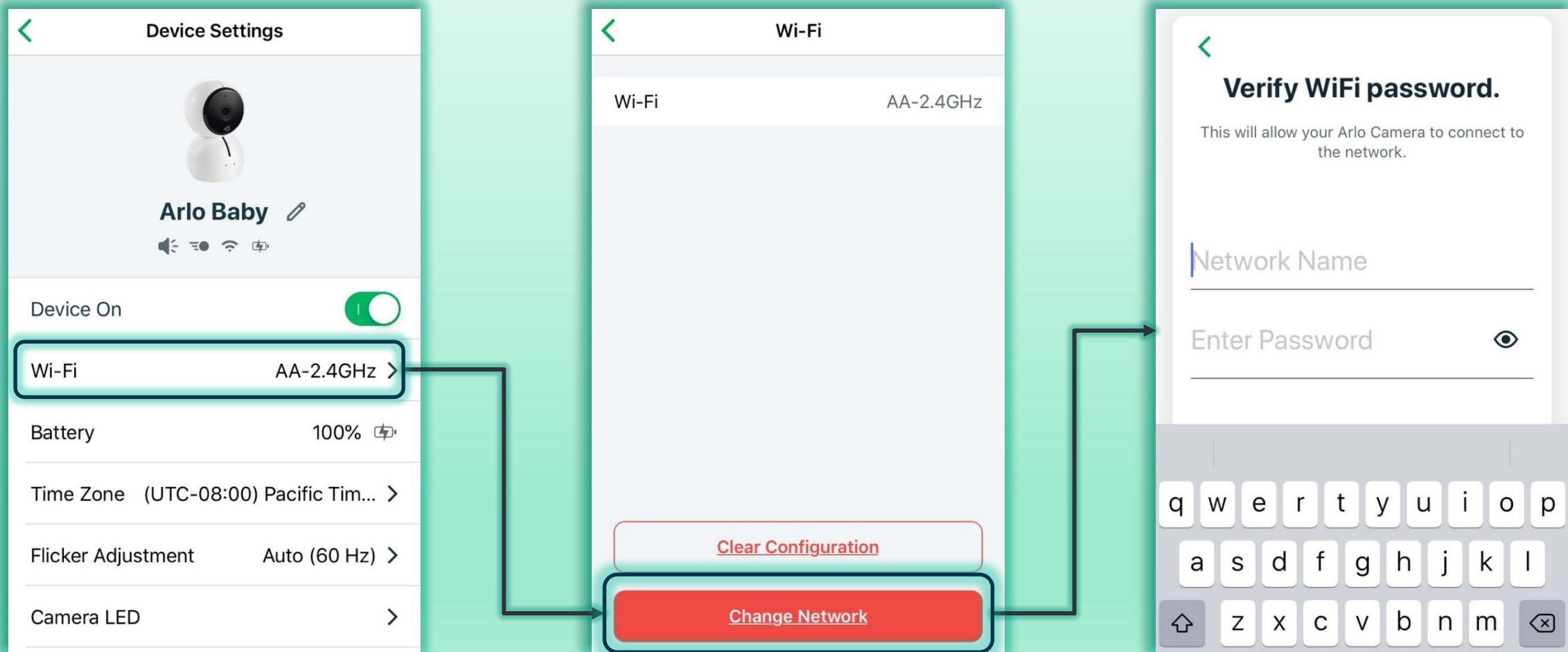
- **On Mobile Data & WiFi**
- **On WiFi only**
- **Off**



Arlo Baby WiFi Settings



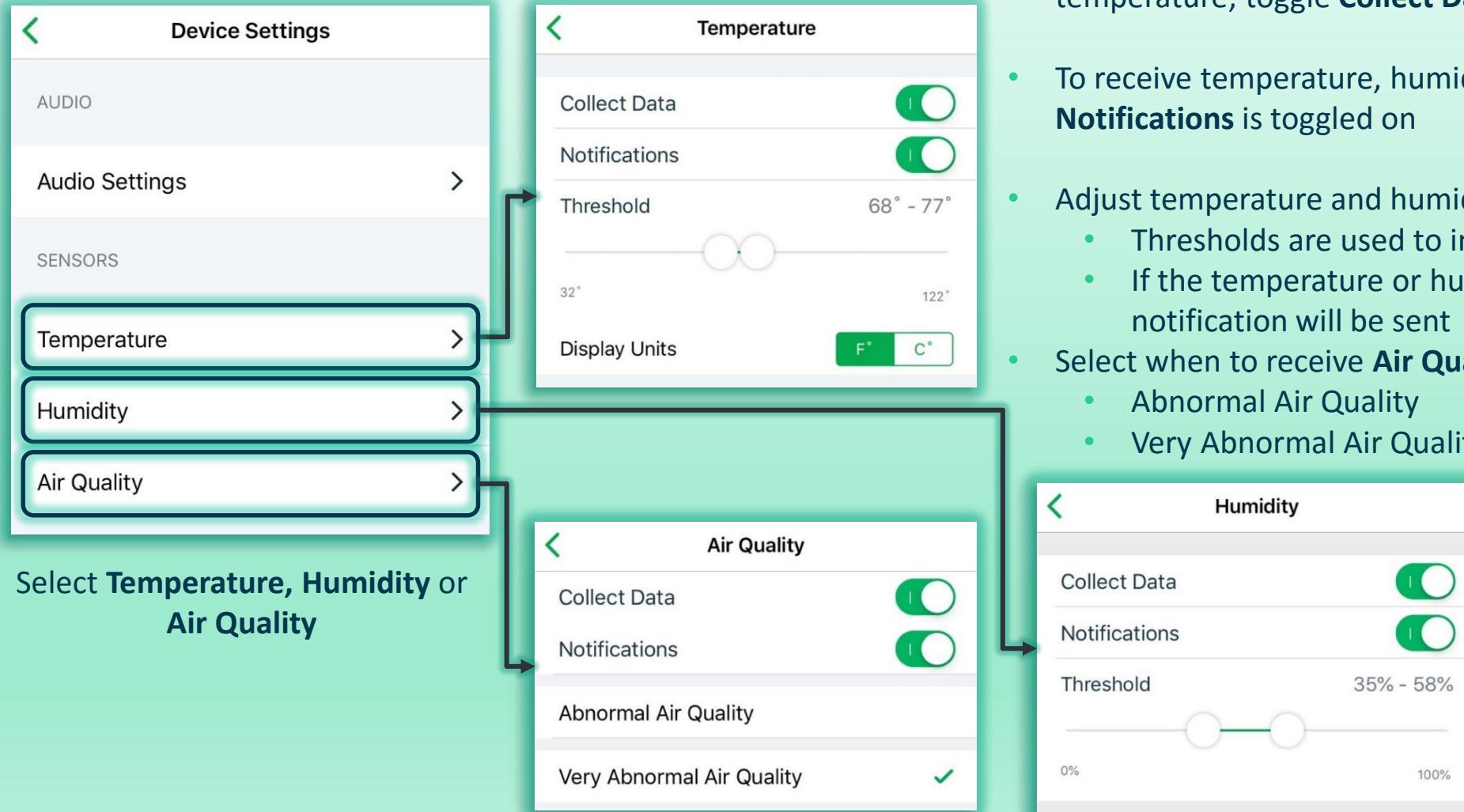
To change the WiFi network, go to **Device Settings > Wi-Fi > Change Network**.



Arlo Baby Air Sensor Settings



To change the Air Sensor options, go to **Device Settings** and scroll down to **SENSORS**.

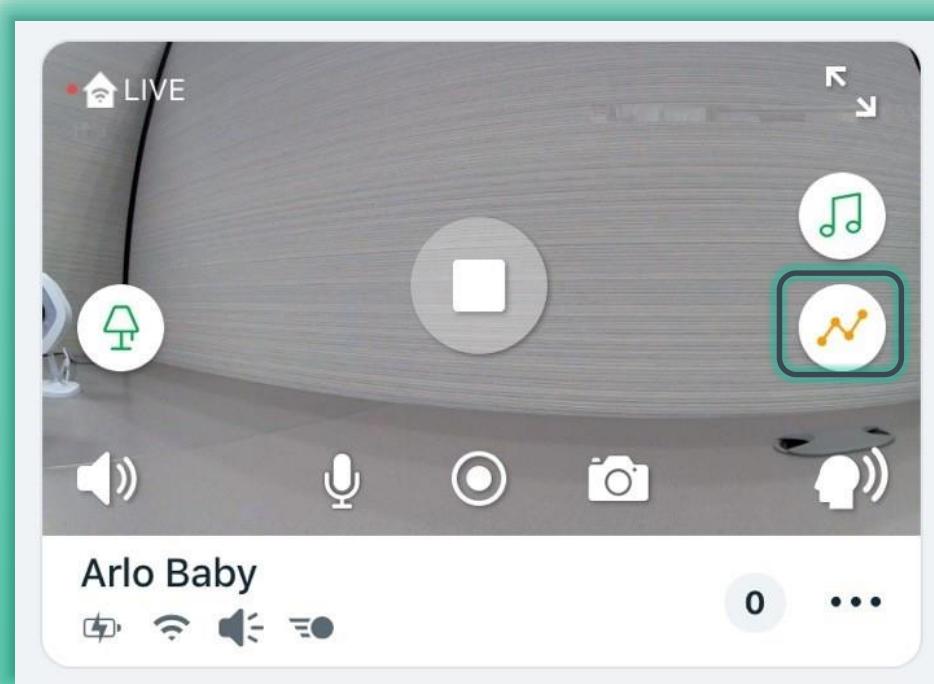


- To track the history of air quality conditions, humidity, or temperature; toggle **Collect Data** on
- To receive temperature, humidity, or air quality alerts, ensure **Notifications** is toggled on
- Adjust temperature and humidity **thresholds** to the desired levels
 - Thresholds are used to indicate whether the level is normal
 - If the temperature or humidity exceeds the set range, a notification will be sent
- Select when to receive **Air Quality alerts**:
 - Abnormal Air Quality
 - Very Abnormal Air Quality

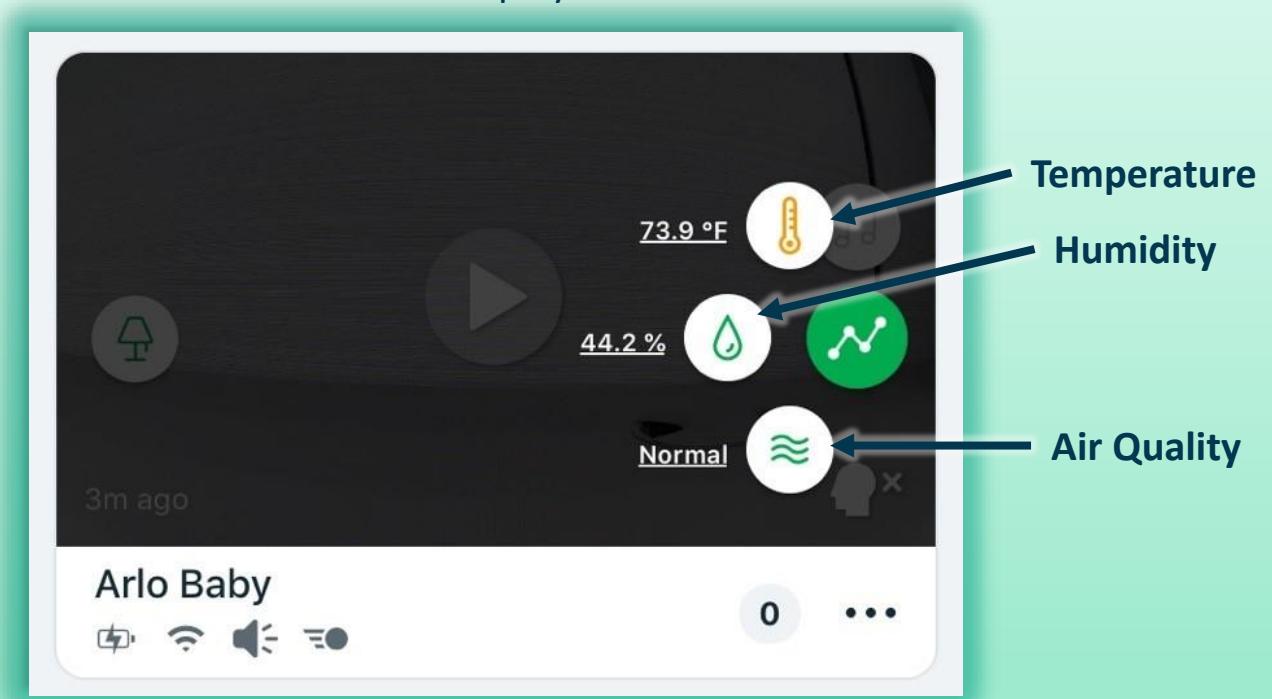
Arlo Baby Air Sensor Settings



To view Air Sensor data, tap the **Air Sensor icon** on the Devices screen.



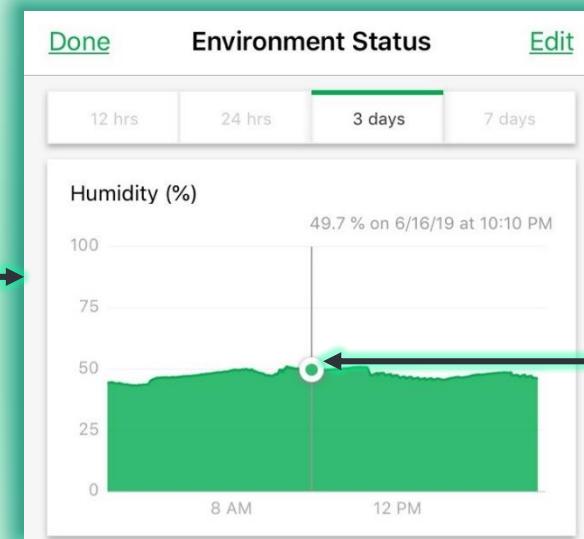
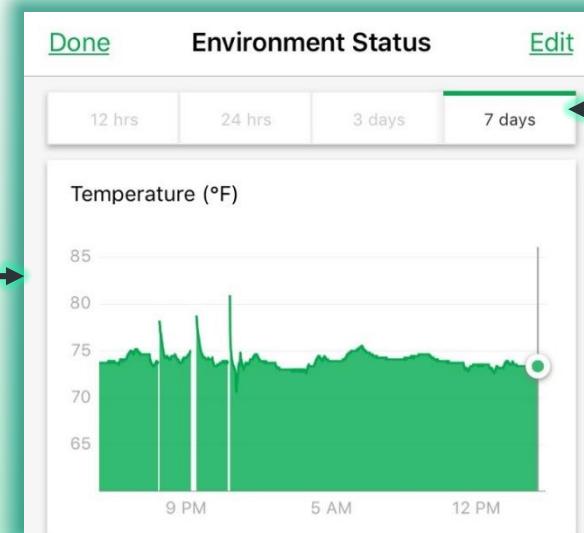
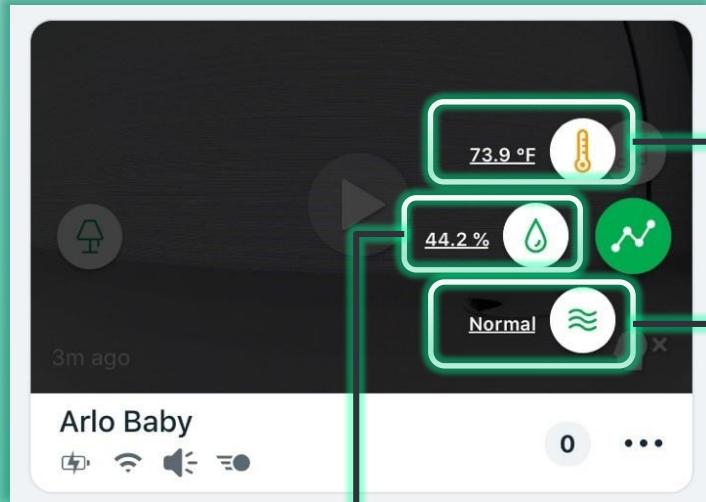
Temperature, Humidity, and Air Quality will display.



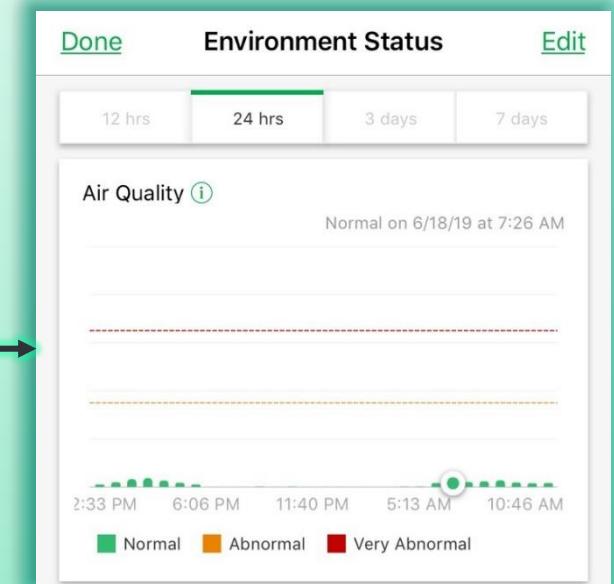
Arlo Baby Air Sensor Settings



To view **Environment Status** historical data, tap the **Temperature, Humidity, or Air Quality** icon



Select between **12 hrs, 24 hrs, 3 days, 7 days**, to see the historical data for a specific time period

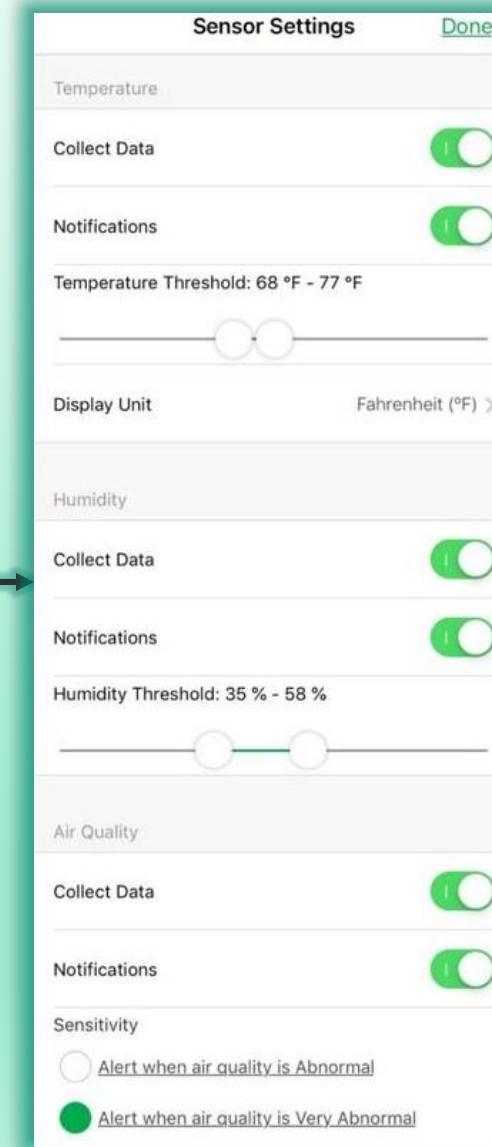
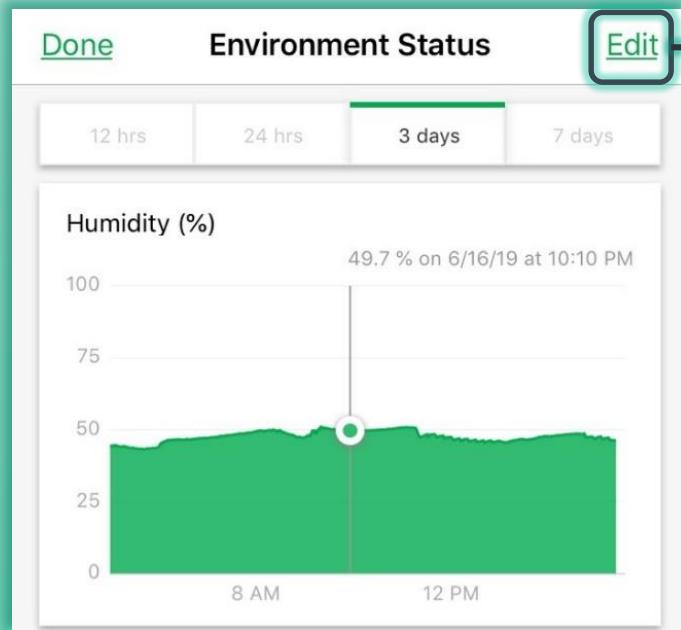


Adjust the sliders to view environment data for a specific day and time

Arlo Baby Air Sensor Settings



Tap **Edit** from any of the Environment Status screens to access **Sensor Settings**

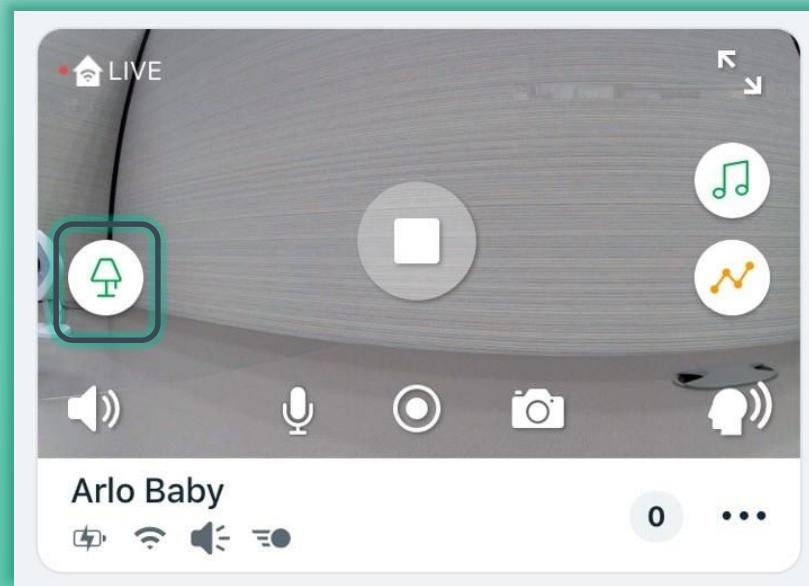


Sensor Settings has the same options found under Device Settings > SENSORS but with all three environment categories on one screen

Arlo Baby Night Light Settings



To view Night Light settings, tap the **Night Light** icon on the Devices screen.



Night Light On/Off, Color, and Timer will display.

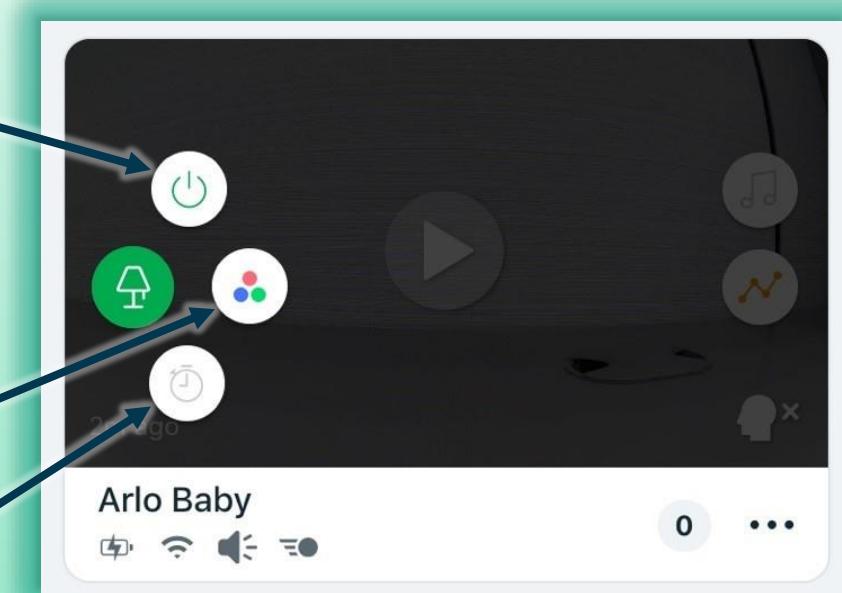
Night Light On/Off



Night Light Color



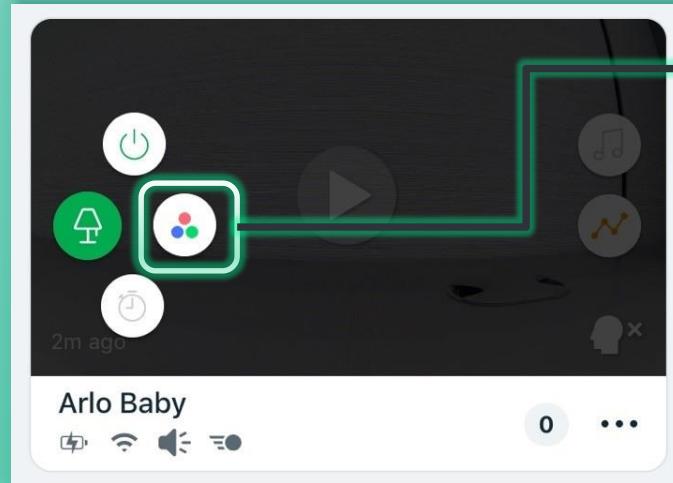
Night Light Timer



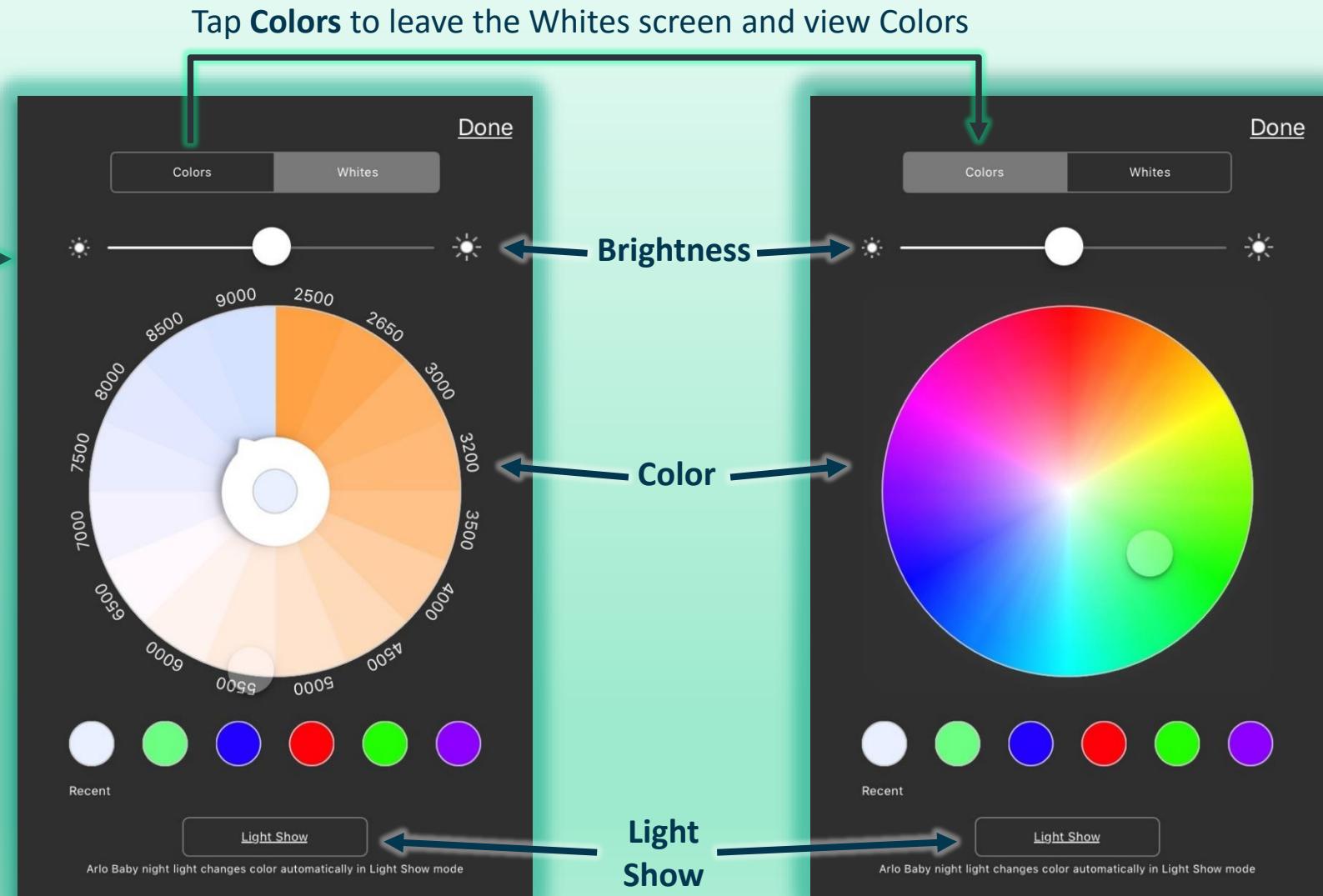
Arlo Baby Night Light Settings



To view Night Light Color settings, tap the **Night Light Color icon** on the Devices screen.



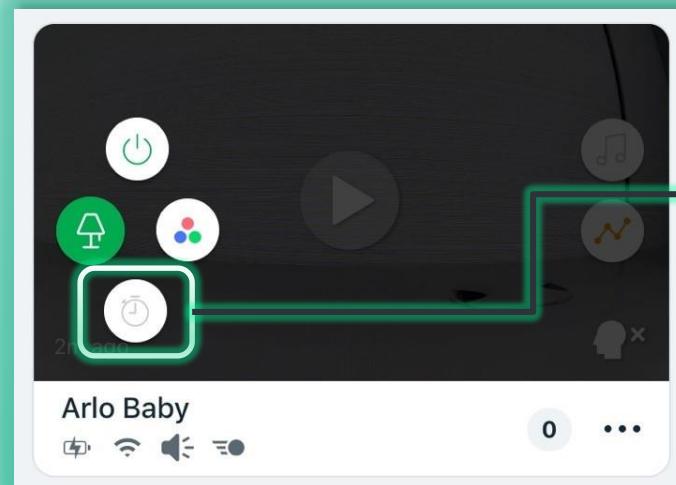
The multi-colored night light has a **Whites** and **Colors** option with each offering **brightness adjustments**, **color picker**, and **automatic Light Show**



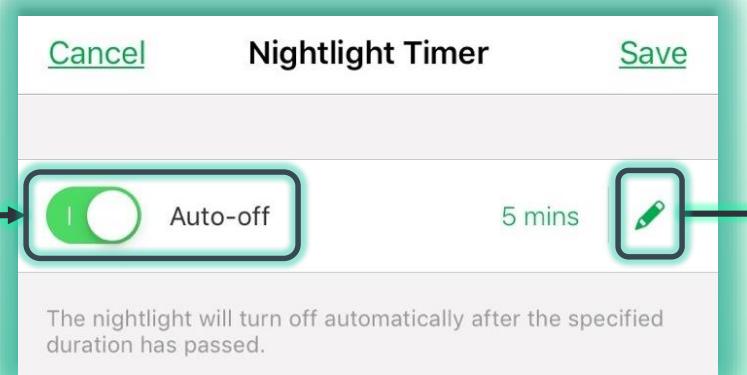
Arlo Baby Night Light Settings



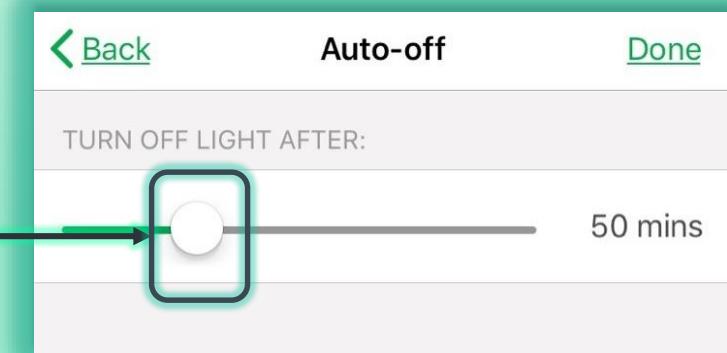
To set the Night Light Timer, tap the **Timer icon** on the Devices screen.



Tap **Auto-off** to turn the timer on



Tap the **Edit icon** to set the timer duration

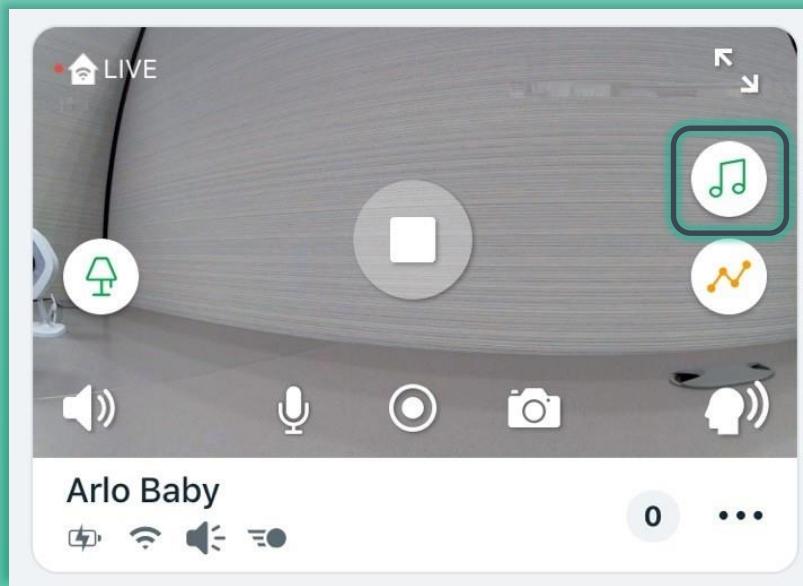


Drag the **slider** to the desired amount of minutes and tap **Done**.

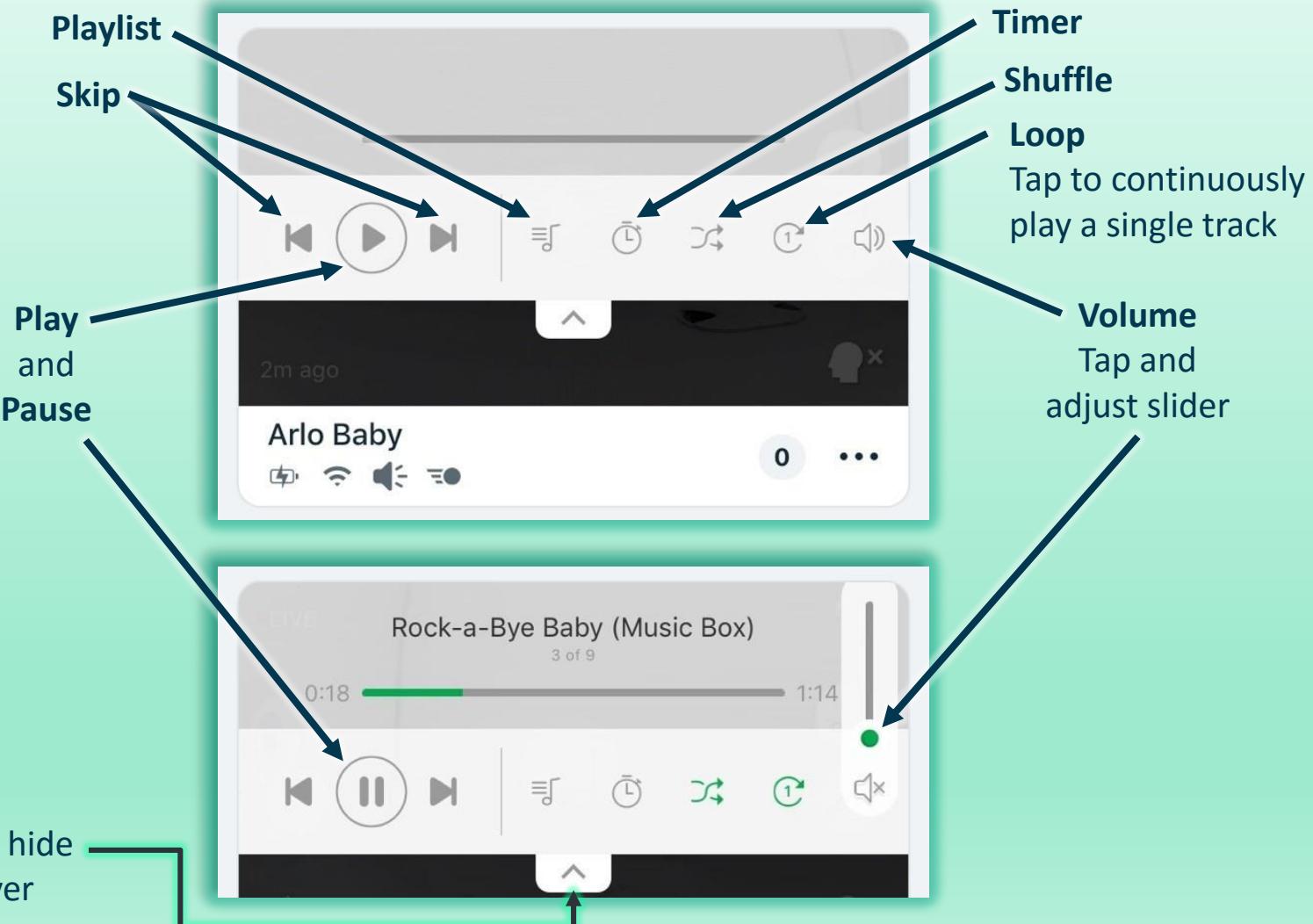
Arlo Baby Music Player Settings



To view the Music Player, tap the **Music Player** icon on the Devices screen



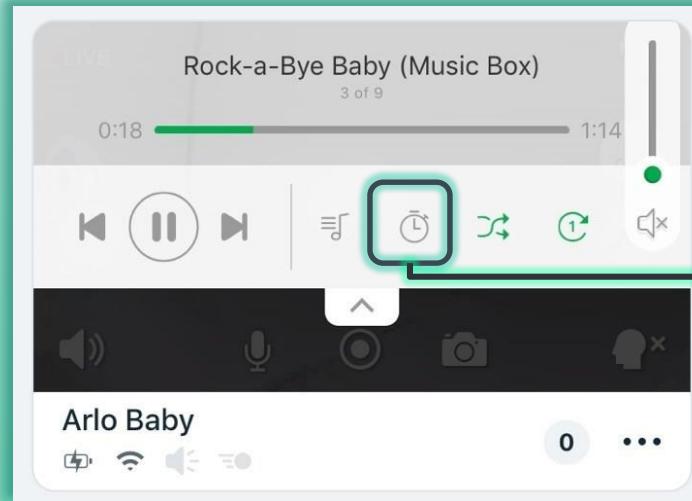
The **Music Player** displays



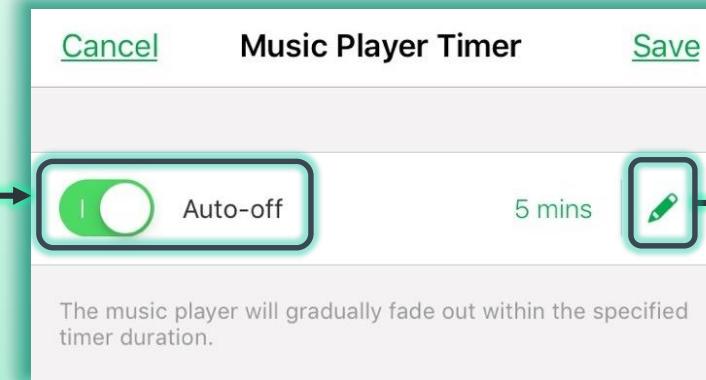
Arlo Baby Music Player Settings



To set the Music Timer, tap the **Timer** icon

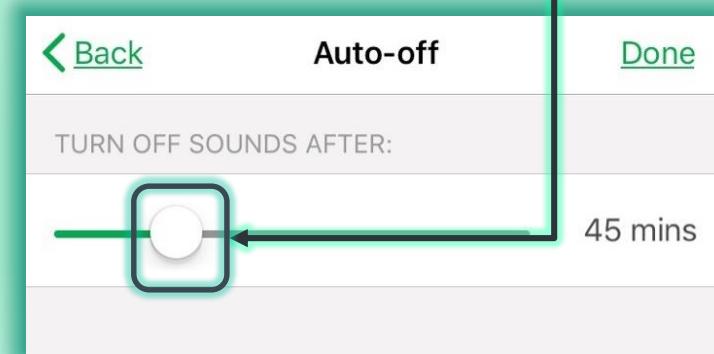


Tap **Auto-off** to turn the timer on



Tap the **Edit** icon to set the timer duration

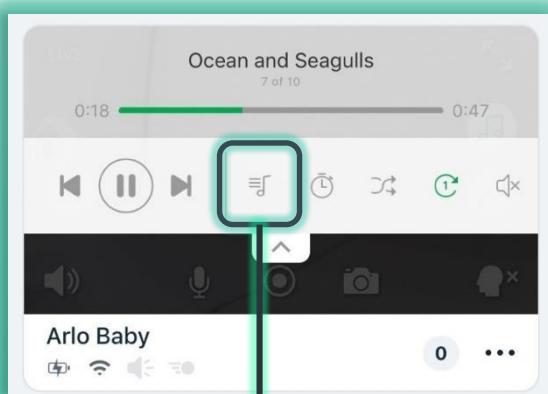
Drag the **slider** to the desired amount of minutes and tap **Done**.



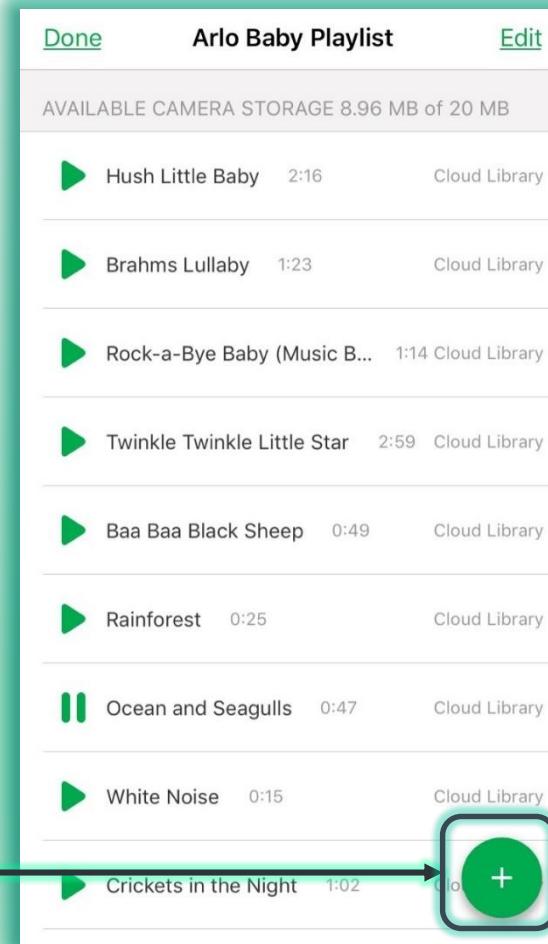
Arlo Baby Music Player Settings



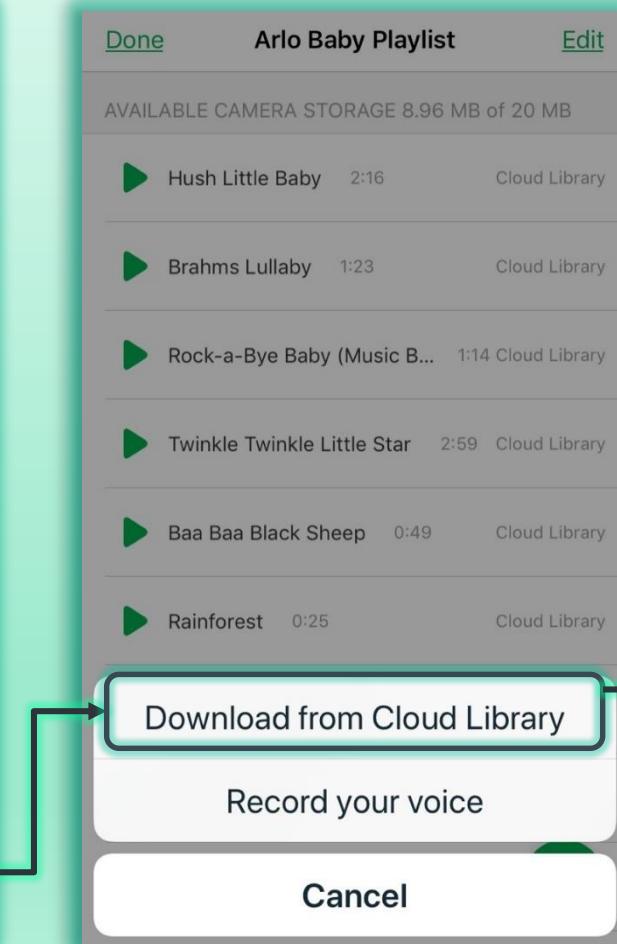
To add new files to the playlist,
tap the **Playlist icon**



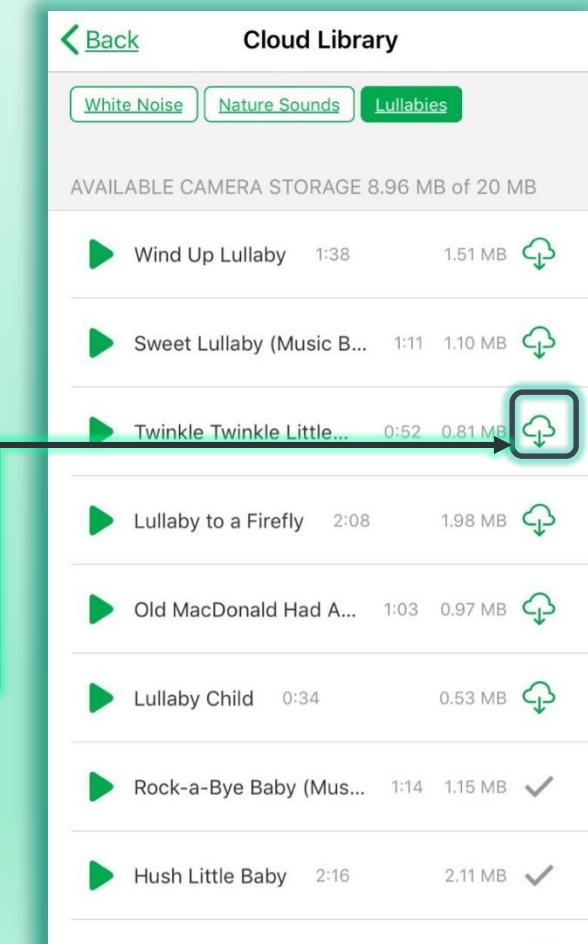
Tap +



Tap Download from Cloud Library



Tap the **Cloud icon**.
The file will download
to the playlist.



Arlo Baby Music Player Settings



Files can also be filtered in the Cloud Library

Cloud Library

White Noise Nature Sounds Lullabies

AVAILABLE CAMERA STORAGE 8.96 MB of 20 MB

Track	Length	Size	Action
Wind Up Lullaby	1:38	1.51 MB	Cloud
Sweet Lullaby (Music B...)	1:11	1.10 MB	Cloud
Twinkle Twinkle Little...	0:52	0.81 MB	Cloud
Lullaby to a Firefly	2:08	1.98 MB	Cloud
Old MacDonald Had A...	1:03	0.97 MB	Cloud
Lullaby Child	0:34	0.53 MB	Cloud
Rock-a-Bye Baby (Mus...)	1:14	1.15 MB	Cloud
Hush Little Baby	2:16	2.11 MB	Cloud

Tap **White Noise, Nature Sounds, and/or Lullabies** to filter track types.

In this example the Cloud Library is filtered to only display Lullabies.

The playlist can be used to play and pause tracks

Done Arlo Baby Playlist Edit

AVAILABLE CAMERA STORAGE 8.96 MB of 20 MB

Track	Length	Size	Action
Hush Little Baby	2:16		Cloud Library
Brahms Lullaby	1:23		Cloud Library
Rock-a-Bye Baby (Music B...)	1:14		Cloud Library
Twinkle Twinkle Little Star	2:59		Cloud Library
Baa Baa Black Sheep	0:49		Cloud Library
Rainforest	0:25		Cloud Library
Ocean and Seagulls	0:47		Cloud Library
White Noise	0:15		Cloud Library
Crickets in the Night	1:02		Cloud Library

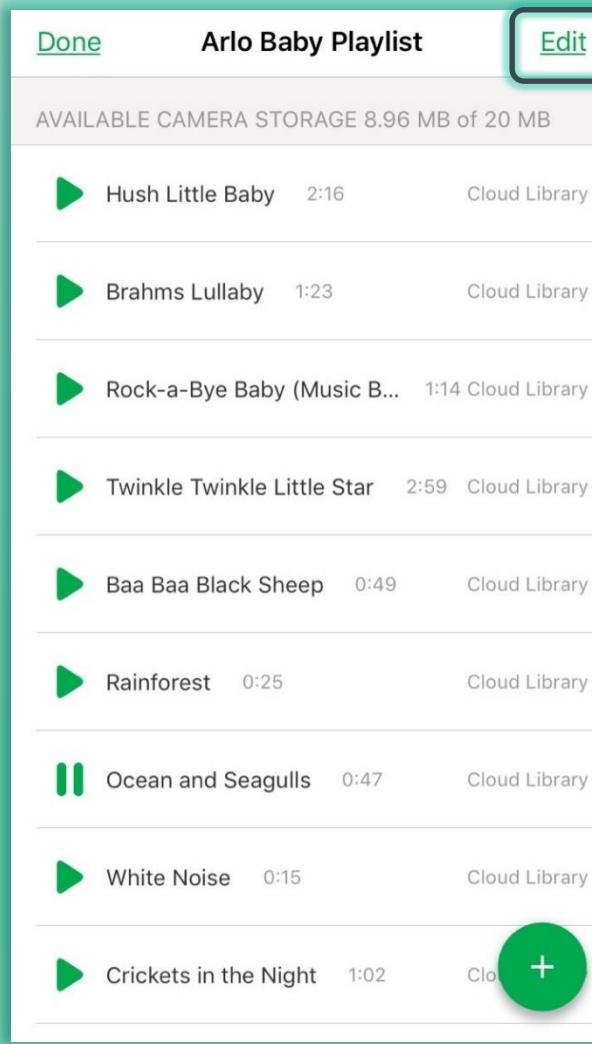
Tap the **Play/Pause** icons to play or pause a track from the playlist

The checkmark indicates the track is already on the playlist

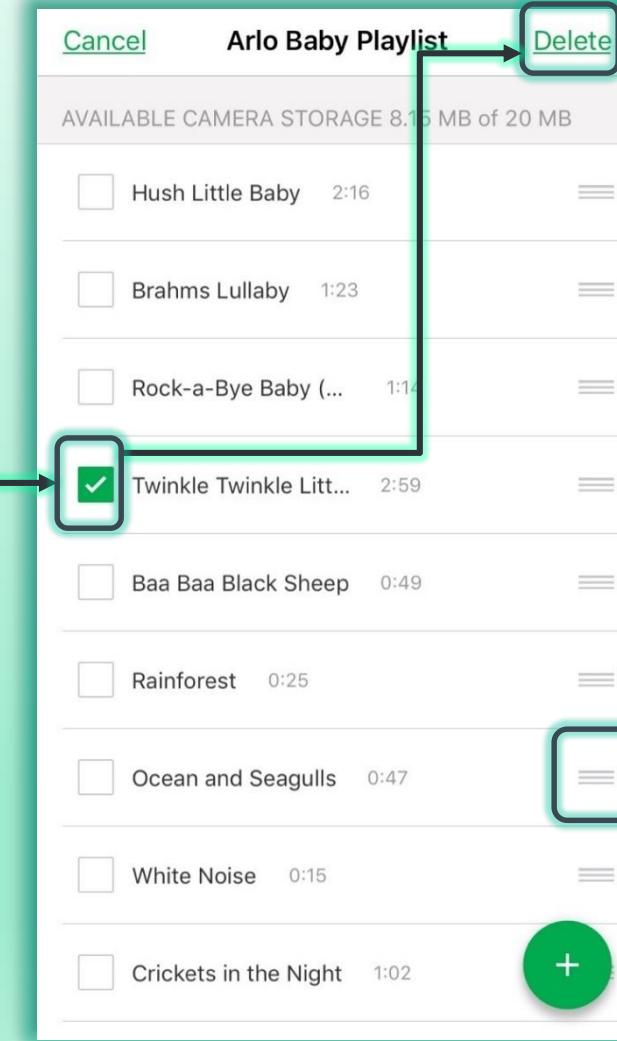
Arlo Baby Music Player Settings



Tap **Edit** to delete files from the playlist or change the playlist order



Select the file to be deleted
and tap **Delete**



Drag and drop
the file to change
the playlist order

Arlo Baby Music Player Settings



To record your voice, tap +

Done Arlo Baby Playlist Edit

AVAILABLE CAMERA STORAGE 8.96 MB of 20 MB

Hush Little Baby	2:16	Cloud Library
Brahms Lullaby	1:23	Cloud Library
Rock-a-Bye Baby (Music B...	1:14	Cloud Library
Twinkle Twinkle Little Star	2:59	Cloud Library
Baa Baa Black Sheep	0:49	Cloud Library
Rainforest	0:25	Cloud Library
Ocean and Seagulls	0:47	Cloud Library
White Noise	0:15	Cloud Library
Crickets in the Night	1:02	Cloud Library

Tap Record your voice

Done Arlo Baby Playlist Edit

AVAILABLE CAMERA STORAGE 8.96 MB of 20 MB

Hush Little Baby	2:16	Cloud Library
Brahms Lullaby	1:23	Cloud Library
Rock-a-Bye Baby (Music B...	1:14	Cloud Library
Twinkle Twinkle Little Star	2:59	Cloud Library
Baa Baa Black Sheep	0:49	Cloud Library
Rainforest	0:25	Cloud Library

Download from Cloud Library

Record your voice

Cancel

Tap Record

Back Sound Recorder

00:00

A large red dot is inside a white circle with a black outline.

Tap Stop

Back Sound Recorder

REC

00:15

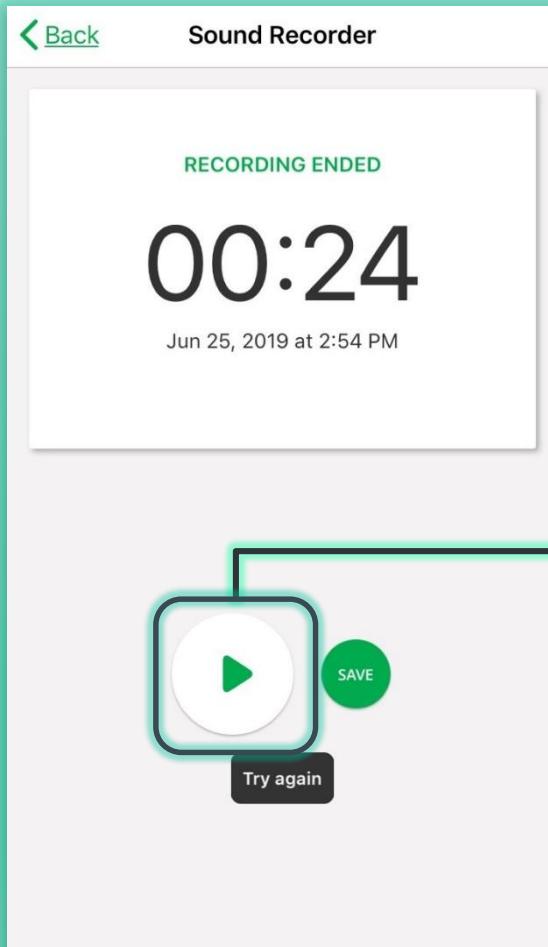
53 mins recording time remaining

Two circular buttons are shown: a white one with a black double-dot symbol and a smaller one with a black square symbol. A black arrow points from the "Record your voice" button in the previous screen to the red dot in this screen.

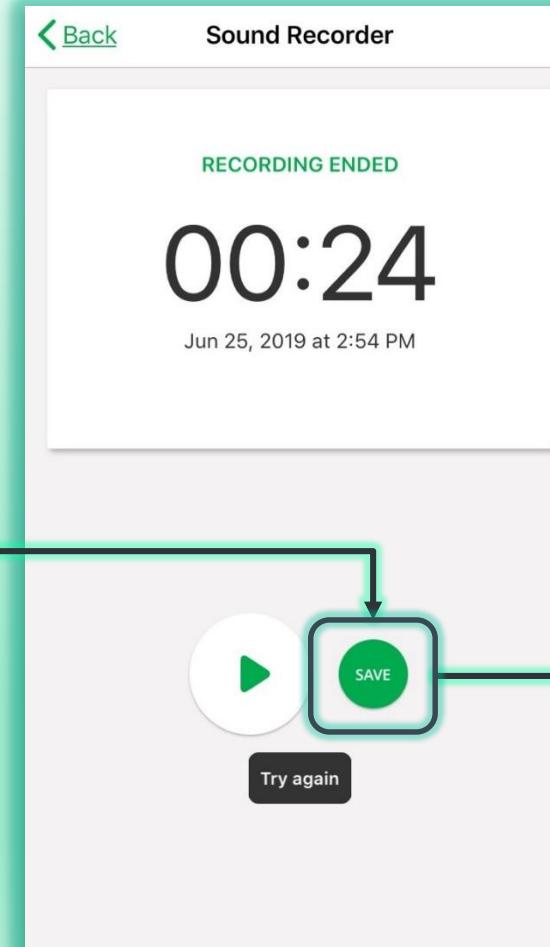
Arlo Baby Music Player Settings



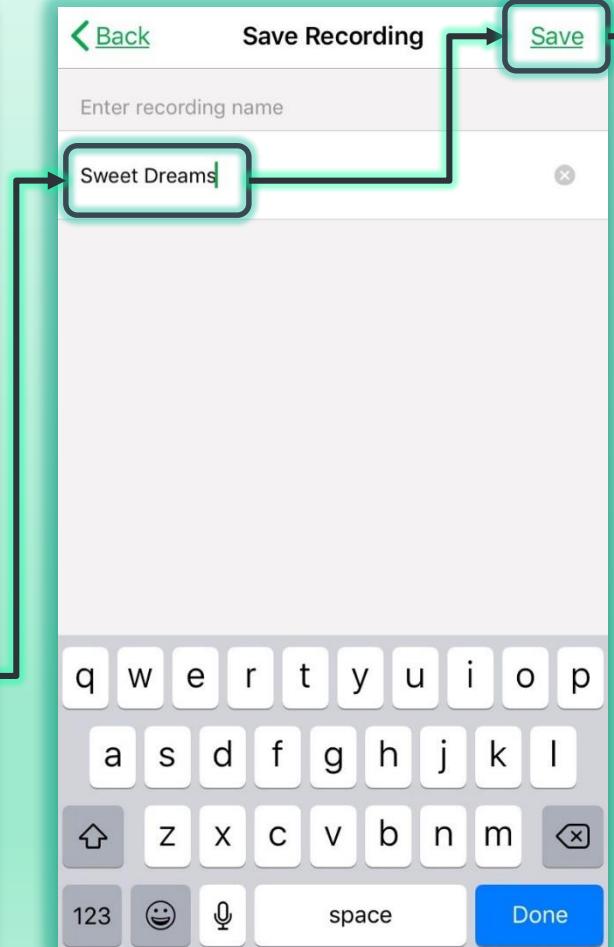
Tap **Play** to review the recording



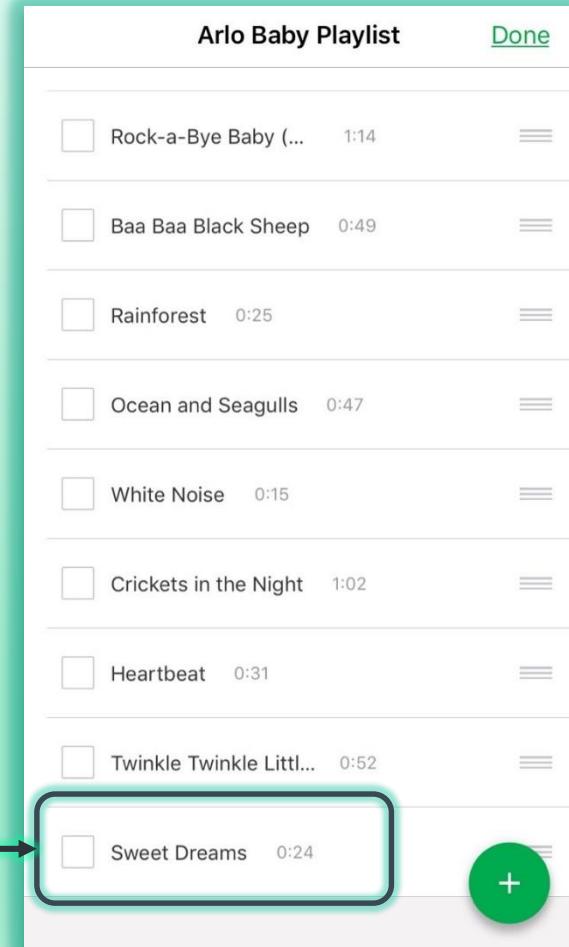
Tap **Save**



Enter the recording **name** and tap **Save**



The recording is added to the playlist



arlo
Baby
Troubleshooting



Camera LED Guide

- **Solid amber**

The camera is booting.

- **Double blink amber every 10 seconds**

The battery charge is low.

- **Fast blinking amber**

The camera is not connected to a WiFi network.

- **Solid blue**

The camera powered on and is connected to the Internet.

- **Slow blinking blue**

The camera is attempting to connect to the Internet

- **Fast blinking blue for three seconds**

The camera was just connected to a charger.

- **Solid purple**

The camera is connected to a WiFi network. However, it is not connected to the Internet.

- **Blinking purple**

The camera is too far away from the router.

- **Blinking blue and amber**

A firmware update is in progress.
DO NOT TURN OFF THE CAMERA.

Off. The camera is powered off or the battery has less than 10% charge.

If Arlo Baby is experiencing problems with video stream:

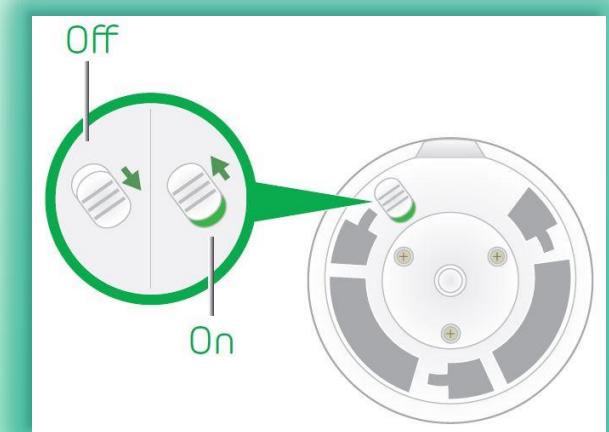
1. Check the WiFi signal strength.
 - If the camera LED is **blinking purple**, the camera is too far away from the router
 - Wireless range also varies depending on environmental factors, physical obstructions, construction materials, and wireless interference
2. Keep the Arlo Baby camera at least **6½ feet** away from:
 - WiFi enabled devices
 - Major electrical equipment
 - Large metal or concrete objects
 - Other sources of signal interference
3. Make sure the Arlo Baby **battery is not low**.
 - A low battery can cause the camera to stream intermittently
4. To minimize video lag, connect the mobile device to the **same WiFi network** as the one Arlo Baby is connected to.
 - This will enable local streaming and reduce latency

How to reduce video streaming lag or delays:

- When viewing Arlo Baby video on a mobile device that is on the same WiFi network as Arlo Baby, the video stream is sent to the viewing device right away, so the user can view video from your camera with only a small delay.
 - This is called **local streaming**.
- When viewing Arlo Baby video that is **not on the same WiFi network** as Arlo Baby, the video stream is sent to the Arlo cloud first and then to the viewing device, **which can cause delays** because of latency.
 - If the mobile device is on an LTE network instead of a WiFi network, delays will be experienced when streaming Arlo Baby video on the device.
- To reduce delays when streaming video at home, make sure to view Arlo Baby video on a mobile device that is connected to the **same WiFi network** as the Arlo Baby camera.
 - **Note:** Some routers have a secure network and guest network. Make sure the mobile device and the Arlo Baby camera are connected to the **secure network**. For security reasons, **local streaming will not work while connected to a guest network**.
- Local streaming can still be used while the mobile device is connected to a **different WiFi band** than Arlo Baby
 - For example, if Arlo Baby is connected to a 2.4GHz network and the mobile device is connected to a 5 GHz network local streaming will work as long as they are **connected to the same WiFi router or access point**.

- If Arlo Baby was recently moved to a new location and the user is suddenly receiving more alerts than usual, a **recalibration of the air sensors** is needed so that they adjust to the new location:
 1. Unplug Arlo Baby's power adapter.
 2. If Arlo Baby's LED is still on, **turn off battery power** using the switch on the bottom of the camera.
 3. Place Arlo Baby in a location with clean air.
 4. Plug Arlo Baby back in or turn battery power back on.
 5. Leave Arlo Baby powered on in the area with clean air for **two to four hours**.
 6. Move your Arlo Baby back to the location where it will normally be used.
 7. Plug Arlo Baby back in or turn battery power back on.

Arlo Baby's sensors recalibrate over the next **24 hours**.



- How to troubleshoot Arlo Baby camera night vision issues for customers:
 1. Make sure the night vision setting is **on**.
 2. Check to see if the LEDs on the front of the camera are on.
 - A red glow indicates the infrared LEDs are on and active.
 3. Note the **network setup**.
 4. Make sure the customer is using the most **current firmware version**.
 5. Change the location of the camera.
 6. Remove any **light sources** that may be shining into the front of the camera.
 7. If the problem persists, escalate the case to L2/L3.

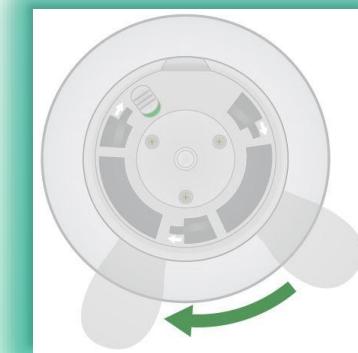


Power Cycle



Power cycling Arlo Baby can help fix minor technical problems such as connection issues or a frozen video screen:

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**.

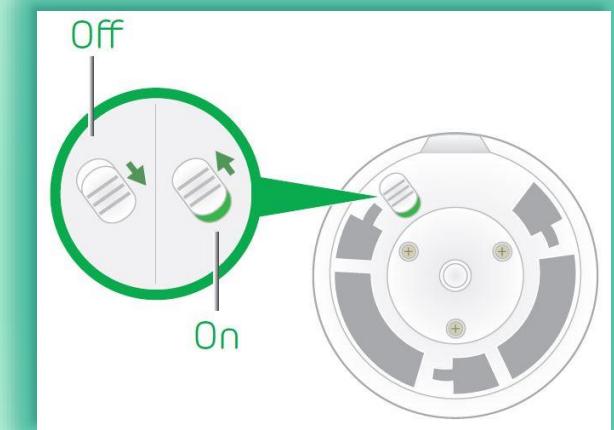


The battery is turned off when no green is visible near the battery switch.

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.



- Resetting the camera to the factory settings erases the current settings and disconnects the camera's WiFi connection

To factory reset the Arlo Baby camera:

- Use a paperclip to press and hold the **Reset** button for ten seconds.
- Release the **Reset** button.
 - Arlo Baby returns to its factory settings and restarts.

Note:

- Customers who return Arlo Baby cameras should always **factory reset the device before sending it back to the point of purchase**.
- Customers who buy refurbished units should also **factory reset the device to ensure previous connections and settings are cleared from the device**.



Troubleshooting Information



- When assisting customers with Arlo Baby connectivity issues, ask for the following information:
 - Are you using the Home App to view your Baby camera?
 - Do you switch between the Arlo App and Home App when viewing your Baby camera?
 - Do you have one user use the Home App and another user use the Arlo App to concurrently view your Baby camera on separate mobile devices?
 - Is viewing shared to one or more friend users concurrently viewing the Baby camera on separate mobile devices?
 - Are you streaming your Baby camera locally?
 - Have you checked that the SSID on your mobile device is the same as the SSID associated to your Baby camera in the Settings?
 - What is the distance between your Baby camera and the router it is connected to?
 - How many closed doors or walls exist between the camera and router?
 - What is the make and model of the router?
 - What is the make and OS version of the mobile device?

Troubleshooting Information



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

- My Arlo Baby camera **appears offline**, but the **LED is solid blue**; what do I do?
- My Arlo Baby is **not connected to the Internet** and the **LED is solid purple**; what do I do?
- My Arlo Baby has a **poor WiFi connection** and the **LED is blinking purple**; what do I do?
- Why is Arlo Baby's LED **blinking blue** when Arlo Baby is **already connected to the Internet**?
- Arlo says that my Arlo Baby **camera is busy**; what do I do?
- How do I set up a new Arlo Baby camera with **HomeKit**?
- I already added my Arlo Baby camera to the **Apple Home app**, but Arlo can't discover the camera; what do I do?
- Why has my Arlo Baby camera **stopped responding** in the Home app?
- My Arlo Baby **video stream is pixelated**; what do I do?
- What do I do if Arlo Baby camera **video is too dim** while using night vision?
- How do I enable or disable the **Always Listening** feature on Arlo Baby?
- How do I view Arlo Baby's **air sensor data** or history?
- How do I enable or disable email and **push notifications** for Arlo Baby?
- How can I record my voice or **rename a recorded sound** on Arlo Baby?
- Arlo L1 Case **Escalation Requirements** (INTERNAL)
- Arlo **Firmware Release Notes** (INTERNAL)
- Arlo Baby features in **Apple HomeKit** (INTERNAL)
- How to troubleshoot Arlo Baby camera **latency issues** (INTERNAL)
- How to troubleshoot Arlo Baby camera network **connectivity issues** (INTERNAL)

END

arlo
Baby

