

arlo

Video Doorbell





## Arlo Video Doorbell



### Know Before They Knock

The Arlo Video Doorbell is designed to capture what traditional video doorbells can't. See a person from head to toe or a package on the ground with a 180° diagonal viewing angle, optimized for the front door. Get the bigger picture of who's there in full HD with vivid detail in bright and dark areas.



## HD Video

Capture vivid detail in bright and dark areas with HDR.



## Motion Detection and Alerts

Receive alerts when motion is detected.



## Video Call

Calls your phone directly so you never miss a visitor.



## Quick Reply Messages

Pre-recorded messages for quick reply.



## Night Vision

See who's at your door at night, even without a light on.



## Weather-Resistant

Designed to withstand heat, cold, rain or sun.



## Built-In Smart Siren

Trigger your siren remotely or automatically during an event.



## 180° Viewing Angle

See a person from head to toe or a package on the ground.



# Arlo Video Doorbell

## Requirements

- High-speed Internet connection with 2.4GHz WiFi
- Wired doorbell and chime with existing electrical wiring
- Voltage between 16V AC and 24V AC, and a 10VA transformer

## Certifications

- FCC, IC, CE

## Dimensions & Weight

- Video Doorbell (Model: AVD1001):
  - 1.77 x 5.11 x 0.98 in (45 x 130 x 25 mm)
  - .25lb (113g)

## What's Inside

- Arlo Video Doorbell
- Power Kit
- Flat Mounting Plate
- Angled Mounting Plate
- Screw Kit
- Release Pin
- Wire Extensions
- Quick Start Guide

## Warranty

- [www.arlo.com/warranty](http://www.arlo.com/warranty)

## Video Doorbell

- Resolution: Up to 1536 x 1536
- Format: H.264
- High Dynamic Range (HDR)
- Field of view: 180° diagonal
- Night Vision
  - Illuminates up to 20 feet
  - Dual 850nm LEDs
- 12x digital zoom
- Audio: Speaker and Microphone
- Frequency: 2.4GHz
- Range: Up to 300 feet line of sight
- Wire-Free motion detection
  - Adjustable up to 16 feet
- Video call, automatic email alerts and push notifications
- Weather-Resistant
  - Operating temperature: -4° F to 113° F (-20° C to 45° C)



## 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

3

Month Trial  
Included

Arlo Smart service, including cloud recording, requires paid subscription after 3 months.



Arlo Smart service not available in certain countries. See [www.Arlo.com/ArloSmart](http://www.Arlo.com/ArloSmart) for details.

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

# Arlo Video Doorbell Introduction



- Arlo's first **video doorbell**, packs high performance into a cost-effective platform
- Arlo Video Doorbell offers a superior user experience, with a wide field of view; allowing customers to clearly see across their entire front entry
- The Arlo Video Doorbell is a **weather resistant, AC wired** doorbell, with visitor messaging, siren, and more
- Arlo Video Doorbell allows the user to be notified when motion is detected
  - The user can also receive a call on a smartphone when the doorbell is pressed
- Arlo Video Doorbell features include:



arlo | VIDEO  
DOORBELL



## HD Video with HDR

Capture more vivid details



## Motion Detection

Get instant phone alerts



## Night Vision

See clearly without a light on



## 180° Viewing Angle

Shows more at your door



## 2-Way Audio

Hear and speak to visitors



## See more at the front door

- Get the bigger picture of who's there and capture vivid detail in bright and dark areas.
- See a person from head to toe or a package on the ground with a 180 degree viewing angle.



## Notifications that matter

- Get alerts when the Video Doorbell spots people, vehicles, animals, or a package with Arlo Smart.
- Includes a 3 month trial of Arlo Smart service, with rolling 30 day cloud recordings.



## Security in the palm of your hand

- Receive notifications when motion is detected and watch live streaming video from your smartphone or tablet.



## Wired Power

- Self install by connecting to the home's existing doorbell wiring, or contact a professional installer for assistance.



## Visitor messaging

- Guests can leave voice messages when the door is not answered. Customers can listen remotely at their convenience.



## More ways to answer

- See and speak to visitors with clear two-way audio, or respond with pre-recorded quick reply messages when busy.



## Night Vision

- See who's at the door at night, even without a light on.



## Built in smart siren

- Trigger the siren remotely or automatically during an event.



## Brave the elements

- Designed to withstand heat, cold, rain or sun.

# Arlo Video Doorbell Introduction



- Specifications:

- 2MP HD with 12x digital zoom; **1536 x 1536** resolution with HDR
- Ultra-wide **180 degree** field of view
- Works **without** an Arlo base station; connects directly to WiFi
- Direct-to-Mobile SIP Audio/Video Call initiated at doorbell press
- Advanced Noise Reduction
- **2-way** Full Duplex conversational audio
- Built-in Tamper Detection and Siren Capability
- Single Motion Detection sensor with instant alerts
- Easy DIY Wired Power, **16VAC – 24VAC**
- Night Vision - high powered Infrared LEDs (850nm) with IR Cut Filter
- **Weather-Resistant IP65-rated**
- Operating Temperature:
  - **-20 to 45 degrees Celsius**
  - **-4 to 113 degrees Fahrenheit**

Model Number:  
**AVD1001**



# Arlo Video Doorbell Introduction



- Product Dimensions:

- mm: 45mm x 130mm x 25mm
- in: 1.77 x 5.11 x 0.98

- Weight (g/lb):

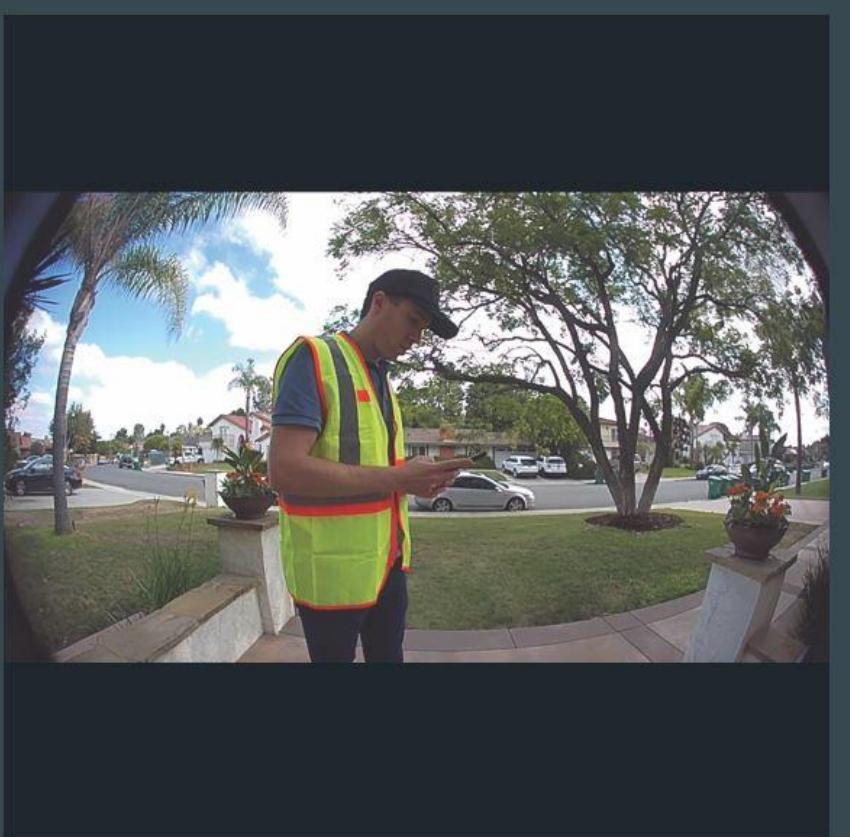
- 113g / 0.25lb



# Arlo Video Doorbell Introduction



Capture a person from head to toe, or a package on the ground,  
with a front door-optimized **180 degree** diagonal viewing angle and  
**1:1 ratio**



**Traditional Video Doorbell**

Reduced Viewing Angle  
16:9 Aspect Ratio



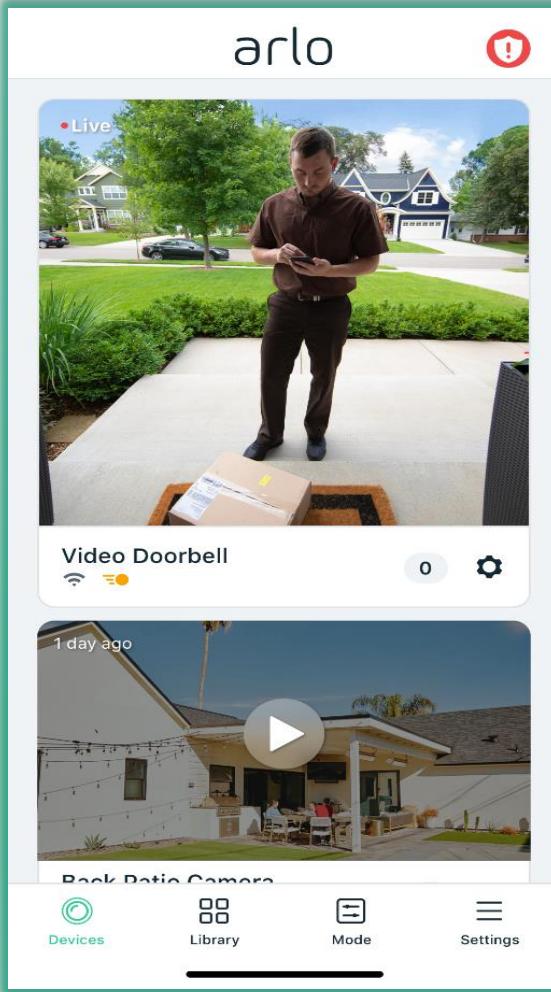
**Arlo Video Doorbell**

180 Degree Viewing Angle  
Front Door Optimized 1:1 Aspect Ratio

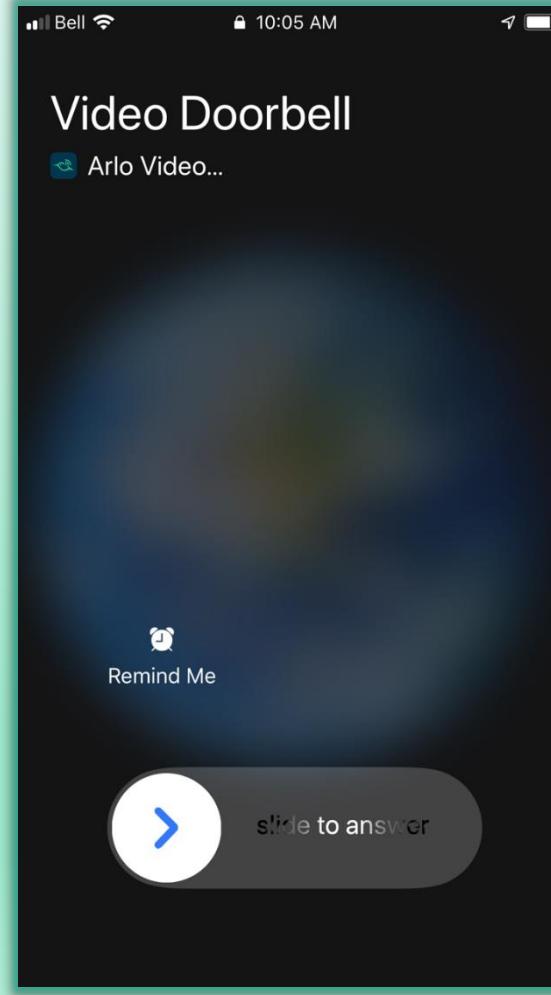
# Arlo Video Doorbell Introduction



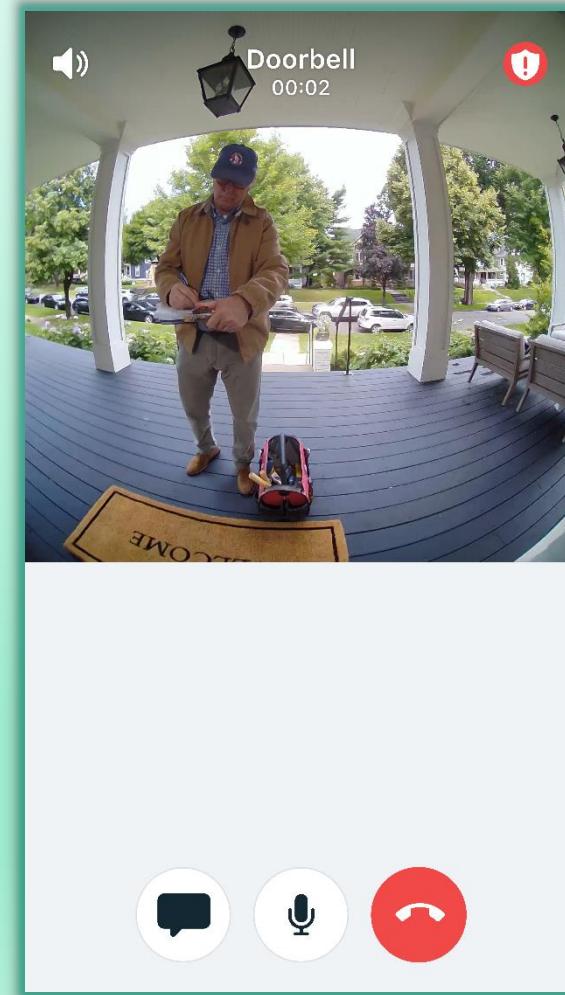
Live Stream and Speak from  
the Device Screen



Instant SIP Call to Multiple  
Mobile Devices



See and Speak to someone at  
the door from anywhere



# Arlo Video Doorbell Introduction

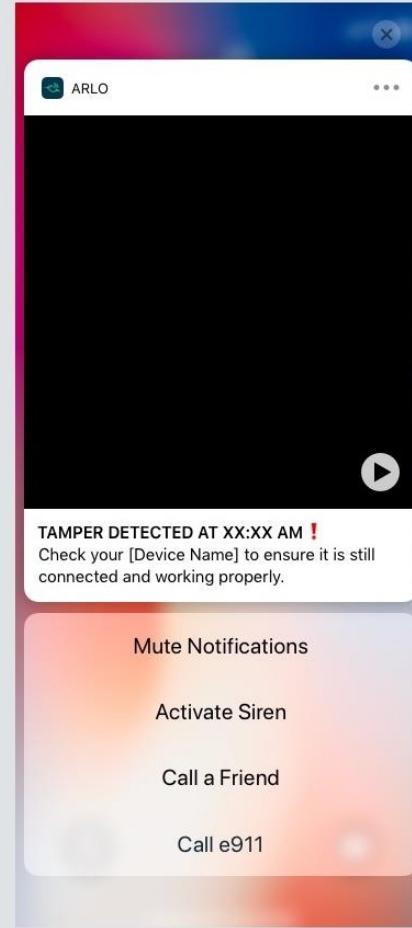


Video Doorbell includes a Tamper Detection feature which is based on the removal of AC power and intended to notify the user if someone forcibly removes the doorbell

6.1.1 Push notification - Tamper detection - no snapshot



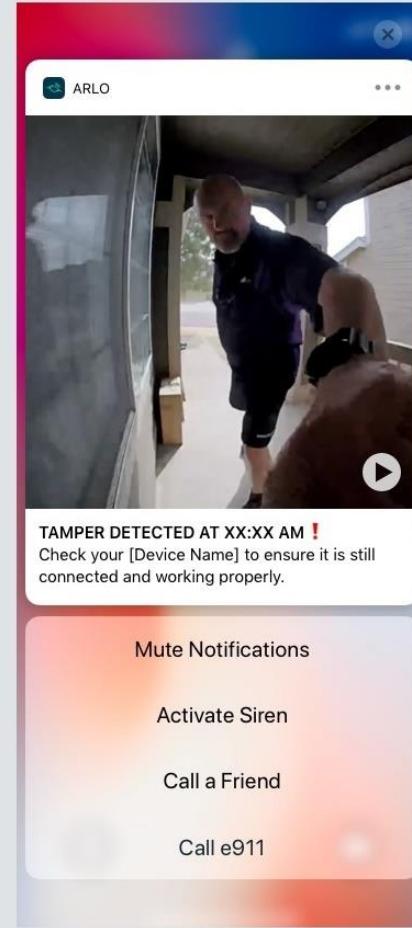
6.1.2Push notification - Tamper detection - no snapshot - with action



6.2.1 Push notification - Tamper detection - with snapshot



6.2.2Push notification - Tamper detection - with snapshot - with action



IMPORTANT:  
Call e911, Call a Friend are  
ONLY available for Arlo Smart  
User or Free Trial User.

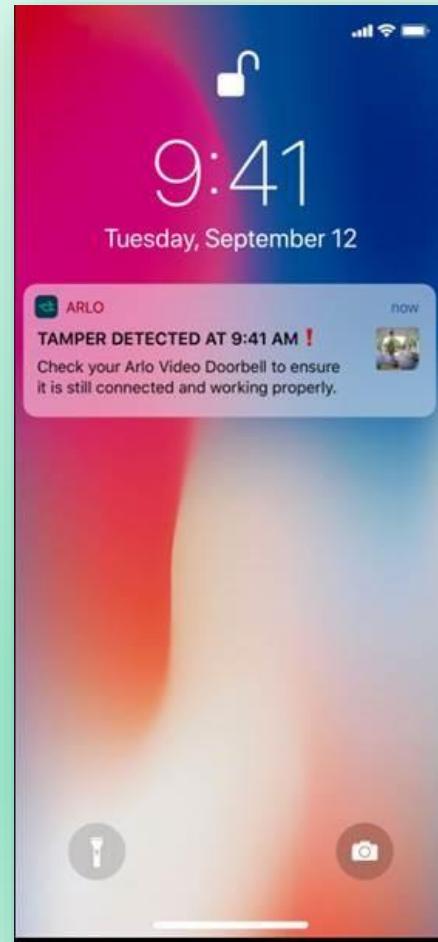
IMPORTANT:  
Call e911, Call a Friend are  
ONLY available for Arlo Smart  
User or Free Trial User.

# Arlo Video Doorbell Introduction

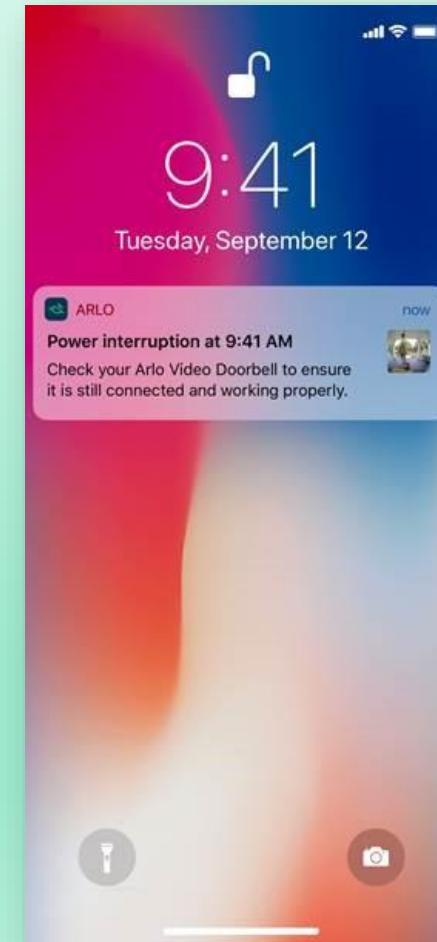


In a future release, **Tamper Detection** will be renamed **Power Interruption**

Tamper Detection



Power Interruption



# Arlo Video Doorbell Introduction



Video Doorbell includes a **3-month trial of Arlo Smart**



## Cloud Recording

30 day video history. (*Video Doorbell supports up to 1536x1536, and is not 2K*)



## Activity Zones

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



## Rich Notifications

View clips on the smartphone lock screen and take immediate action.



## Advanced Detection

Receive alerts when people, packages, vehicles, or animals appear in the camera view.



## Package Detection

See items as they are picked up and 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*)

# Arlo Video Doorbell Introduction



Arlo Doorbell Comparison Audio vs Video	Audio Doorbell 	Video Doorbell 
Resolution	N/A	1536 x 1536, 2MP HD 1:1 Aspect Ratio
Field of View	N/A	180° Diagonal
Power	Battery Powered, 2x AA	Wired, 16VAC - 24VAC
Doorbell Press	SIP HD Video Call	SIP HD Video Call
Wi-Fi Frequency	2.4GHz	2.4GHz
Connects To	Arlo Base-Station / SmartHub	Direct to WiFi

## New Features and Differences from Arlo Audio Doorbell:

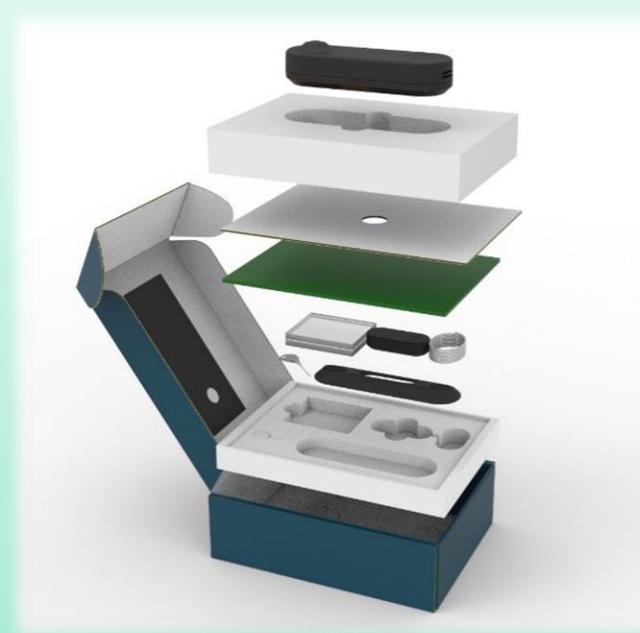
- **Tamper Detection** (Power Interruption)
- **Integrated Siren Tone**
- Video Doorbell is **Armed through Modes**, like a camera
  - (Audio Doorbell was always armed to detect motion and result actions were configured under Motion Settings)
- Voicemail will be off by default, but can be enabled through **Device Settings > Call Settings**
- LED patterns for Motion Detection and Call Accepted can be disabled through **Device Settings > Doorbell LED**
- Cloud recordings and voicemail require an **Arlo Smart** subscription or trial plan
- Video Doorbell **cannot be paired to use another camera** video stream during the SIP video call

# Arlo Video Doorbell Introduction



Competitor Comparison	Ring Pro 	Nest Hello 	Arlo Video Doorbell 
Resolution	1080p	1080p	1536 x 1536 
High Dynamic Range	No	Yes	Yes 
Field of View	160°	160°	180° 
Video Compression	H.264	H.264	H.264
Power	Wired	Wired	Wired
Night Vision	Yes	Yes	Yes
Doorbell Press	Push Notification	Push Notification	SIP HD Video Call 
Wireless	2.4GHz & 5GHz	2.4GHz & 5GHz	2.4GHz
Audio	2-way	2-way	2-way
Smart Siren in Doorbell	No	No	Built in Siren Tone 
Works With	Amazon Alexa	Google Assistant	Amazon Alexa * Google Assistant * Apple HomeKit * 
Price	\$249	\$229	(*Coming Soon) \$149 

# Arlo Video Doorbell Introduction



## Region

US

Canada

APAC

EMEA

Australia

## Part Number

AVD1001-100NAS

AVD1001-100CNS

AVD1001-100APS

AVD1001-100EUS

AVD1001-100AUS

## Box Contents:

- (1) Arlo Video Doorbell
- (1) Flat Mounting Plate
- (1) Angled Mounting Plate
- (1) Power Kit

- (1) Screw Kit
- (1) Security Latch Release Pin
- (1) Set of Wire Extensions
- (1) Quick Start Guide

# Arlo Video Doorbell Introduction



Box Sleeve:



**Wired Video Doorbell**

-  HD Video
-  Motion Detection and Alerts
-  Video Call
-  Night Vision
-  180° Viewing Angle

Peace of mind in the palm of your hand.

 Trial Included

-  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.

The Arlo Video Doorbell is designed to capture what traditional video doorbells can't. See a person from head to toe or a package on the ground with a 180° diagonal viewing angle, optimized for the front door. Get the bigger picture of who's there in full HD with vivid detail in bright and dark areas.

---

-  Motion Detection and Alerts Receive alerts when motion is detected.
-  Night Vision See who's at your door at night, even without a light on.
-  Video Call Calls your phone directly so you never miss a visitor.
-  Quick Reply Messages Pre-recorded messages for quick reply.
-  Tamper Detection Siren can be triggered if someone attempts to remove.

**Important Requirements:** Wired doorbell and chime with existing electrical wiring. Voltage between 16V AC and 24V AC, and a 10VA transformer.

---

**What's Inside (Model AVD1001)**

- (1) Arlo Video Doorbell
- (1) Power Kit
- (1) Flat Mounting Plate
- (1) Angled Mounting Plate
- (1) Screw Kit
- (1) Release Pin
- (1) Wire Extensions
- (1) Quick Start Guide

Protect and connect from anywhere.

Receive instant alerts when motion is detected, easily view and share recordings, set smart schedules, and personalize your smart home experience to fit you and your family's lifestyle.\*

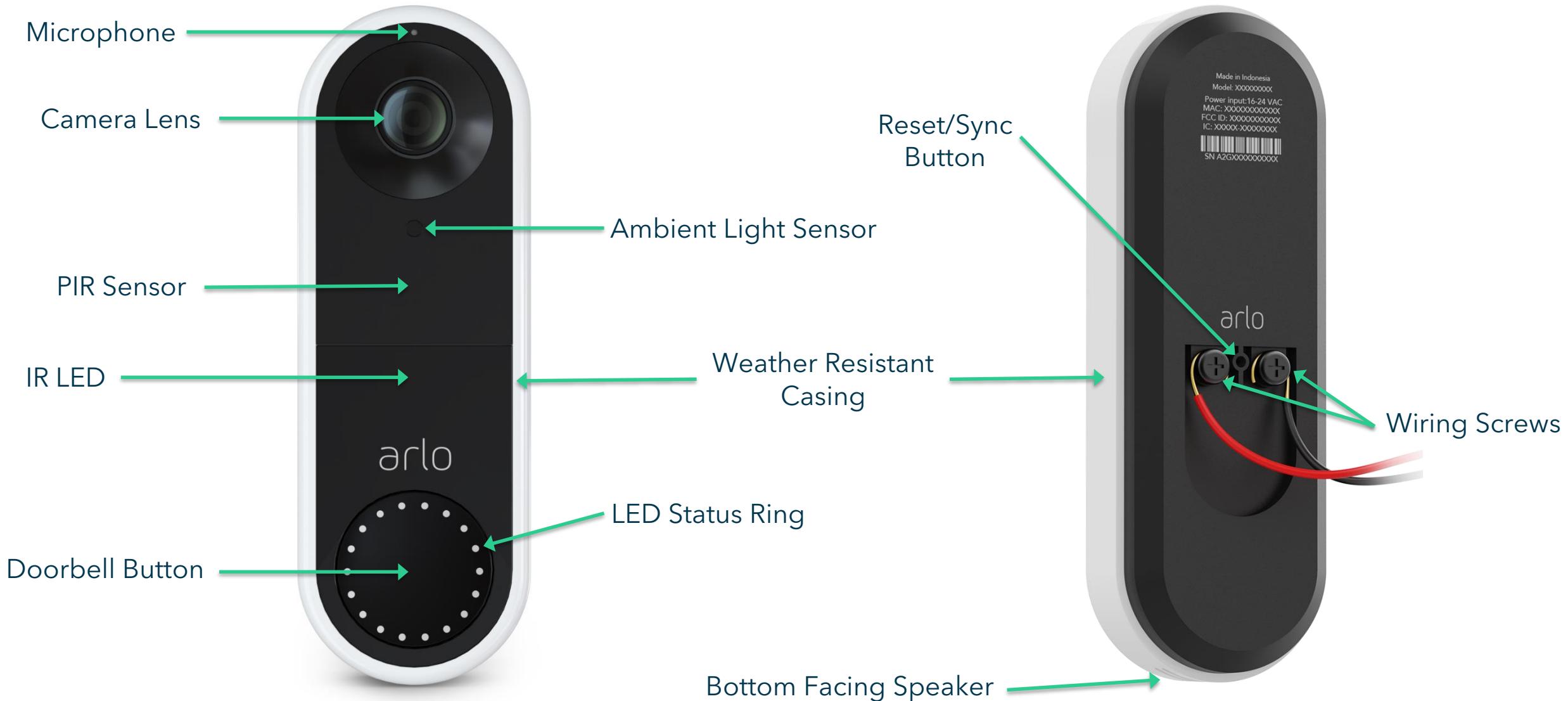
-  Live View
-  Global Access
-  Multi-User Access
-  Expandable System

\*Arlo Smart service, including cloud recording, requires paid subscription after trial period.



# Arlo Video Doorbell Introduction



# Arlo Video Doorbell Introduction



1. **Microphone:** Use the microphone and speaker for a full-duplex two-way conversation.
2. **Lens with 180-Degree Field of View:** Never miss a detail with the camera that can see a person from head to toe or a package on the ground.
3. **Ambient Light Sensor:** The light sensor makes sure the camera image is properly adjusted according to the setting.
4. **Weather-Resistant Casing:** Safely use the Arlo Video Doorbell outdoors with the weather-resistant casing.
5. **Doorbell Button:** Answer a doorbell SIP call or reply with a quick-reply message when someone presses the Arlo Video Doorbell's button.
6. **Status LEDs:** Determine the status of the Arlo Video Doorbell by referring to the LED indicator.
7. **Speaker:** Deter intruders by activating the siren on the integrated speaker.

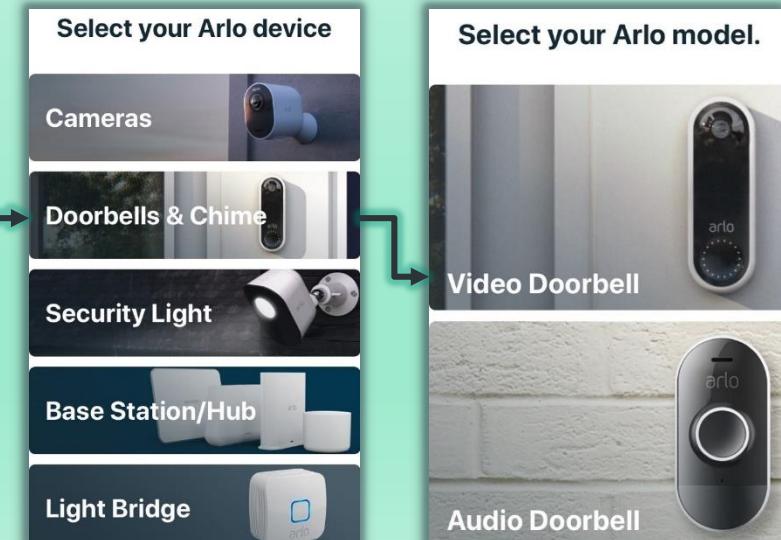


# Video Doorbell Installation

# Arlo Video Doorbell Installation



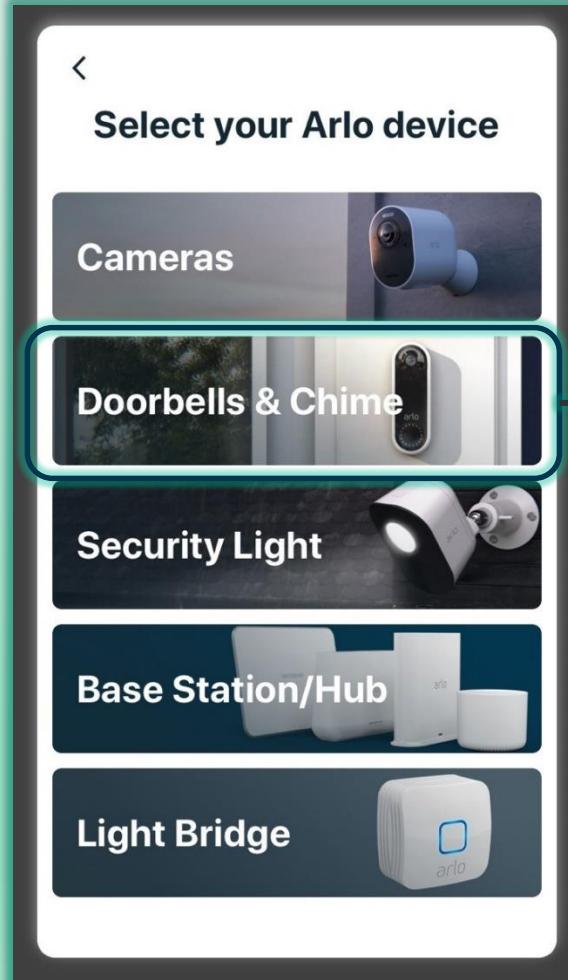
- Arlo Video Doorbell requires a wired installation
  - Connects to the home's **existing doorbell wiring**
  - Requires a **Power Kit** to be attached to the existing chime
- Customers can install the product themselves or contact a professional installer for assistance
  - Installation is fairly straight forward with many resources available to help
    - **Unboxing the Arlo Video Doorbell:** <https://www.youtube.com/watch?v=pdkMVMCWTo8>
    - **How to Install:** <https://www.youtube.com/watch?v=GMogHU9MyPI>
  - For more complicated installs, Arlo customers can contact professional help such as Best Buy Geek Squad or HelloTech
    - <https://www.hellotech.com/tech-support/Video-Doorbell-Installation>
    - <https://www.bestbuy.com/site/smart-home-security-services/smart-home-setup-installation/pcmcat1553538789739.c?id=pcmc&cat1553538789739>
- Requirements:
  - Wired doorbell and chime with existing wiring
  - Voltage between **16V AC** and **24V AC**
  - **10VA** transformer
  - Most **current Arlo app**
    - If **Video Doorbell** is not available as an option during setup, under **Doorbells & Chime**, the customer is using an outdated app



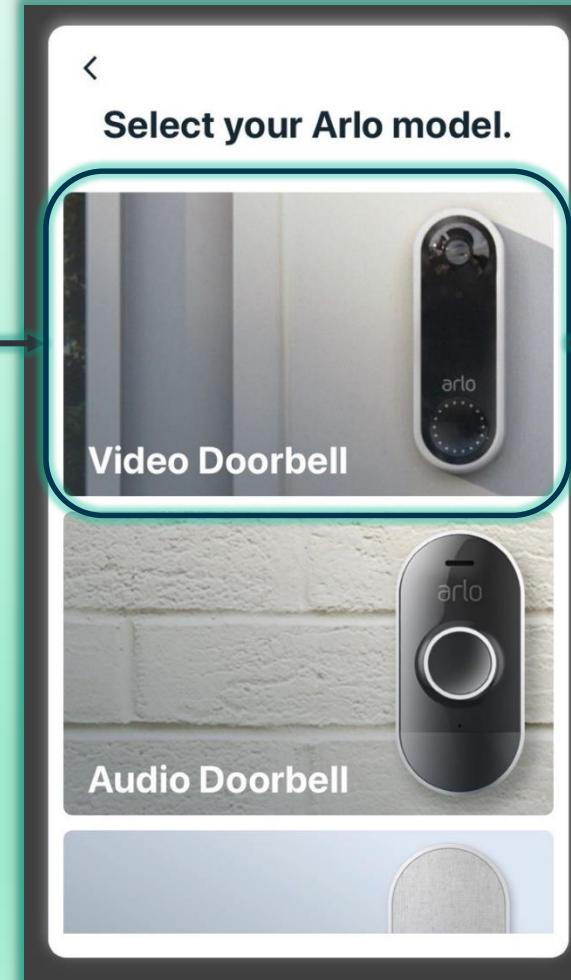
# Arlo Video Doorbell Installation



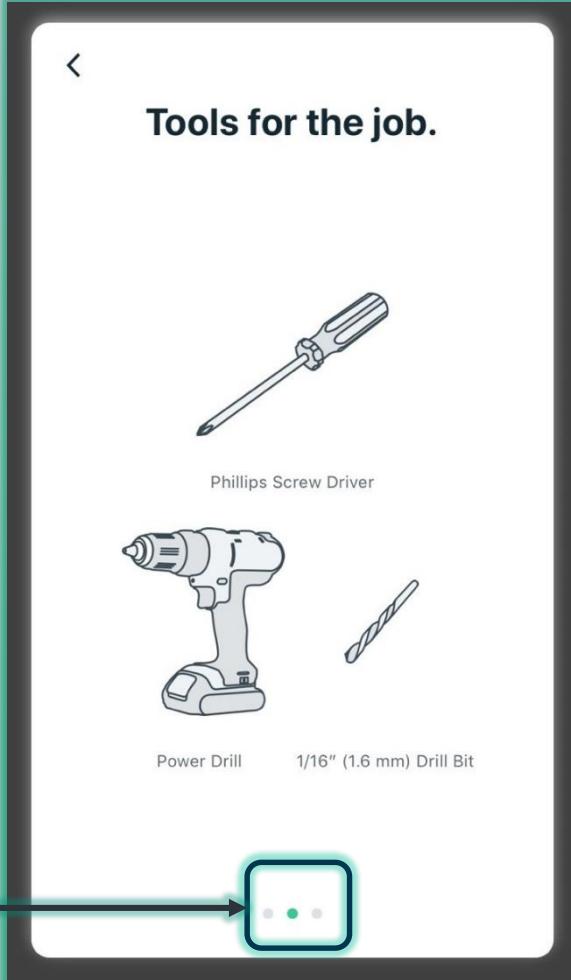
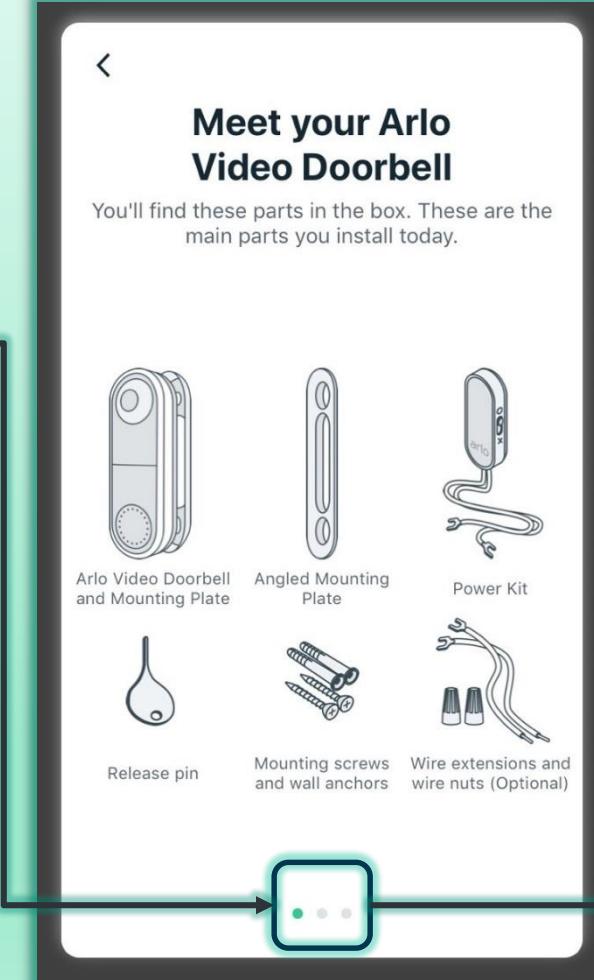
1. In the Arlo app, tap **Add New Device** and select **Doorbells & Chime**.

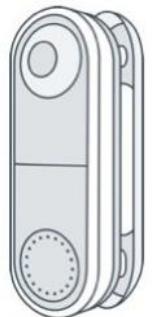


2. Tap **Video Doorbell**.



3. Scroll through the preparation screens to see what is needed.





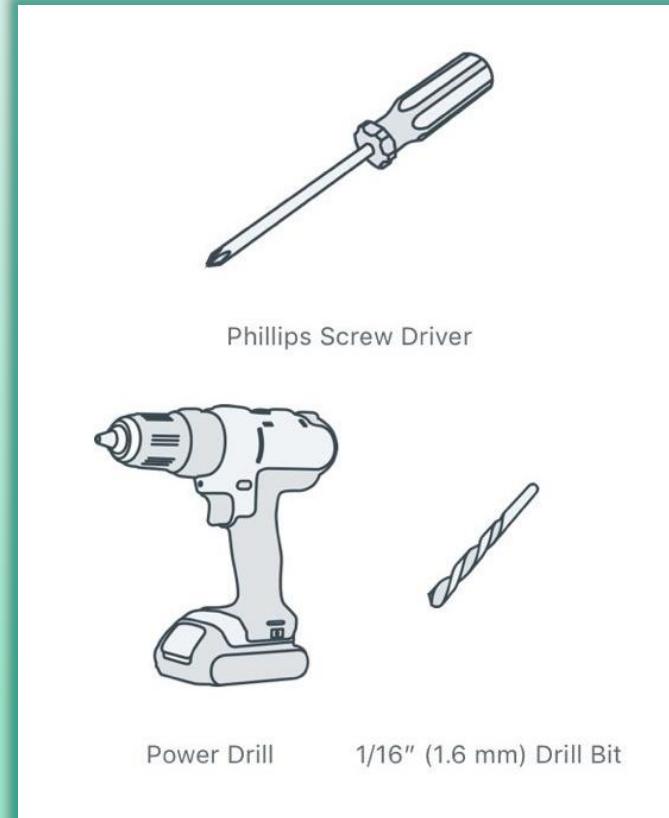
Arlo Video Doorbell  
and Mounting Plate



Release pin

The flat **Mounting Plate** is attached to the doorbell out of the box.

Customers will need to use the **Release pin** to remove the Mounting Plate.



The Phillips Screw Driver is **mandatory**.

- Two sizes of Phillips head screwdrivers are used during installation.
- A large screw driver is used for the **mounting screws** and small screw driver is used for the **wiring screws**.

The Power Drill and Drill Bit are optional.

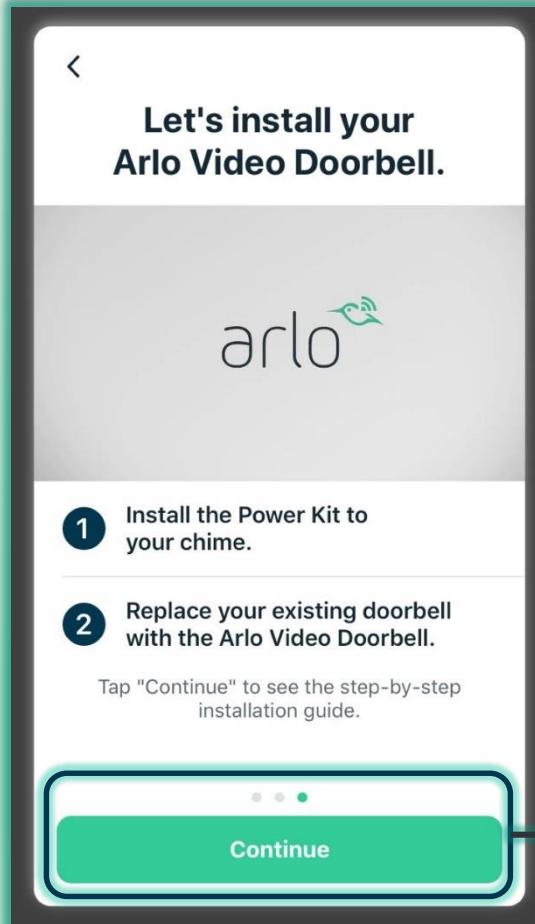
- A **Drill Bit** may be needed for wall anchor installation into drywall, tile, or brick.
- The Screw Drivers, Drill, and Drill Bit are **NOT** included in the box.

A ladder or step-stool may be needed to access the chime in some homes.

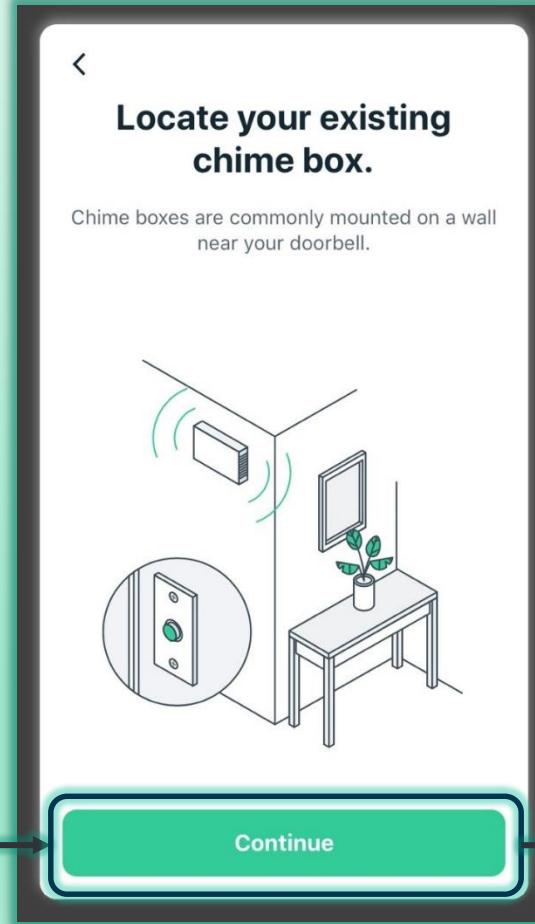
# Arlo Video Doorbell Installation



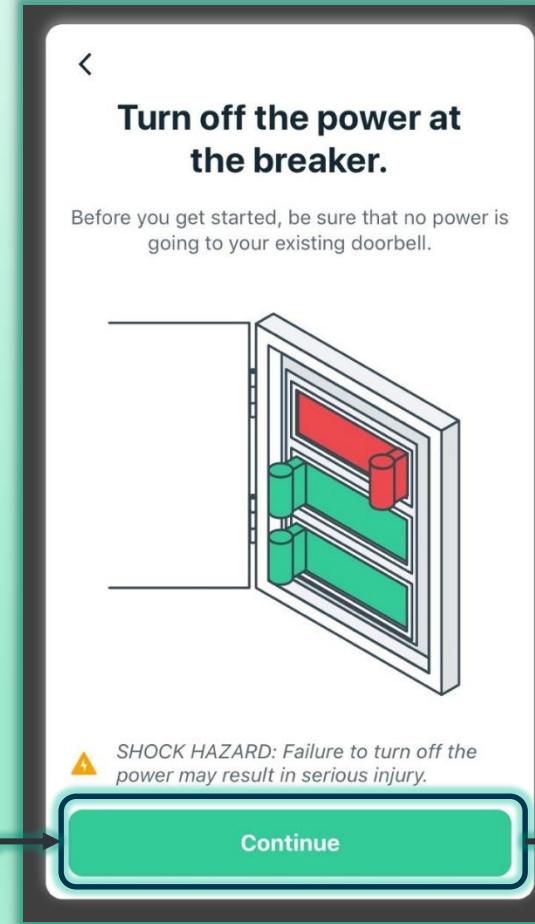
4. Watch the in-app install video and tap **Continue**.



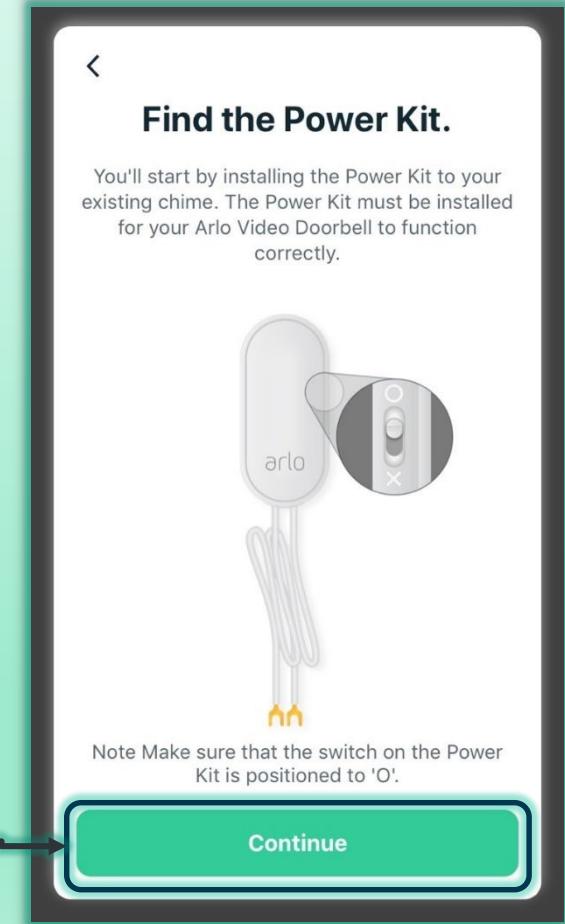
5. Locate the chime box and tap **Continue**.



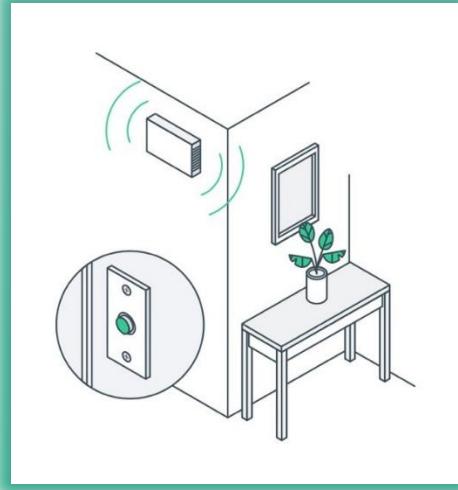
6. Turn power off at the circuit breaker and tap **Continue**.



7. Find the Power Kit and tap **Continue**.



# Arlo Video Doorbell Installation

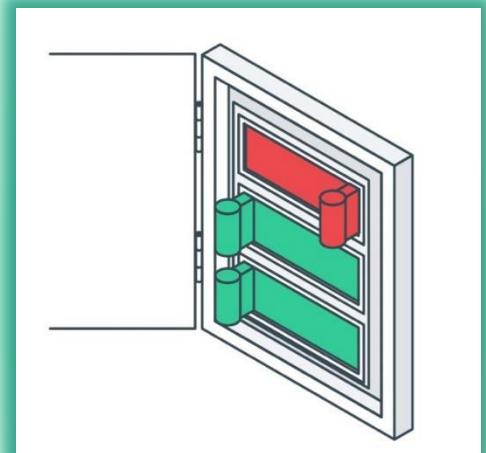


Before turning off power, customers should know where their existing mechanical or digital chime is located.

An easy suggestion is for the customer to press their doorbell and follow the sound made by the chime.

Customers must turn off their power before installing the Power Kit and Arlo Video Doorbell.

During installation, they will be interacting with low-voltage wiring, but any unintentional shorting of the wires could damage their transformer or chime.





The **Power Kit must be installed** on the existing mechanical or digital chime wiring to ensure reliable operation of both the Arlo Video Doorbell and the existing chime.

- When someone presses the doorbell, the Power Kit allows the existing chime to work as expected.
- Installation of the Power Kit will ensure that the chime does not unexpectedly buzz or trigger during normal operation of the Arlo Video Doorbell.

The Power Kit switch should be in the **O** position, for **normal operation**.

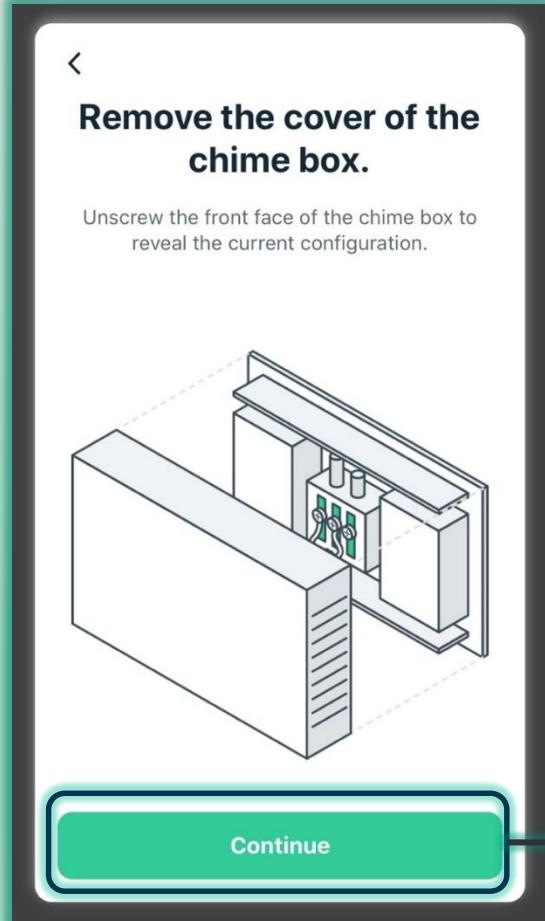
The Power Kit also has a switch to enable “Bypass Mode”, marked by an **X**.

- When in Bypass mode, the traditional doorbell chime is **no longer electrically connected** to the doorbell and will not ring.
- This mode should be used in situations where the mechanical chime rings or buzzes when the Arlo Video Doorbell is operating.
- Placing the Power Kit into bypass mode may improve the voltage supplied to the Arlo Video Doorbell and result in more reliable operation in some cases.

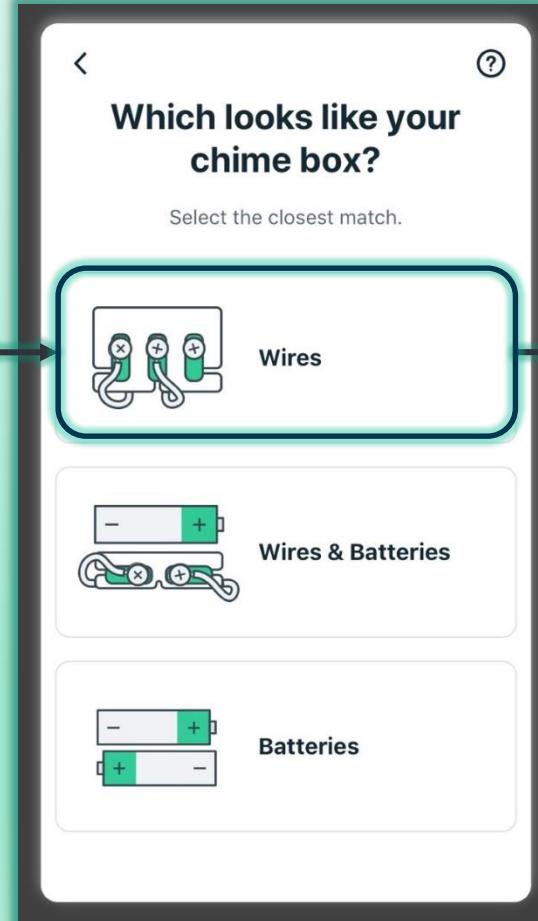
# Arlo Video Doorbell Installation



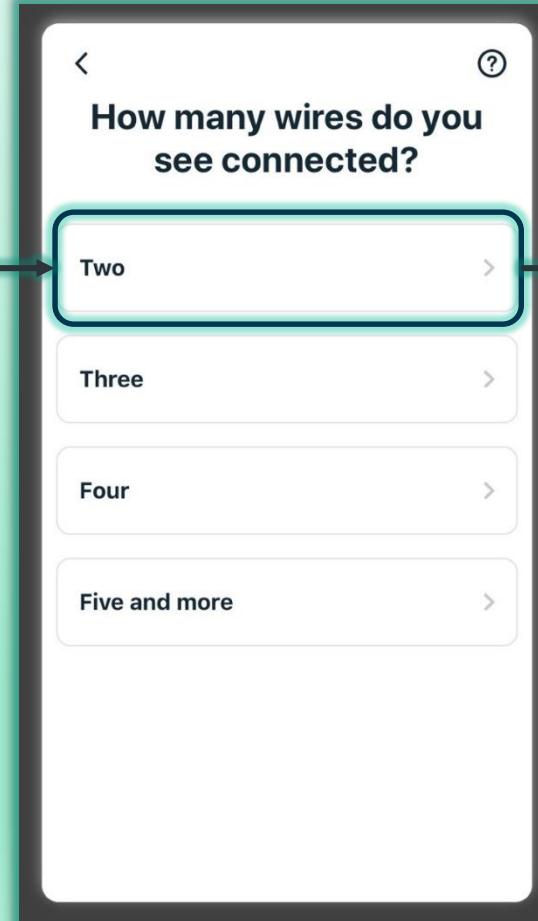
8. Remove the Chime Box Cover and tap **Continue**.



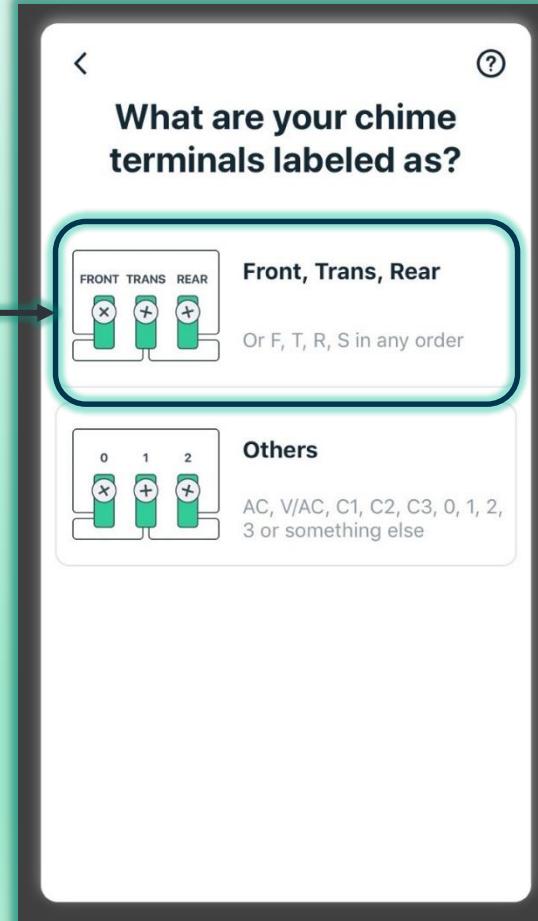
9. Select the option that matches the chime setup.



10. Select how many wires are connected to the chime.



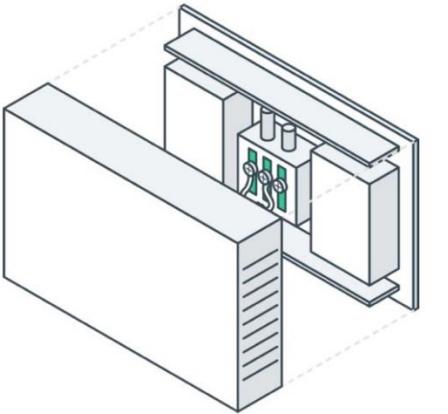
11. Select the labeling that matches the chime.



# Arlo Video Doorbell Installation



Most chime box covers do not use screws and will pop off with minimal force



Arlo Video Doorbell does not currently support Wireless chimes

The Arlo app will walk customers through the installation process for Two, Three, and Four wire chimes

## How many wires do you see connected?

Two

Three

Four

Five and more

You need a doorbell expert.

Some doorbells are pretty complex. To ensure proper install, we recommend finding a professional to help.

[Find a professional](#)

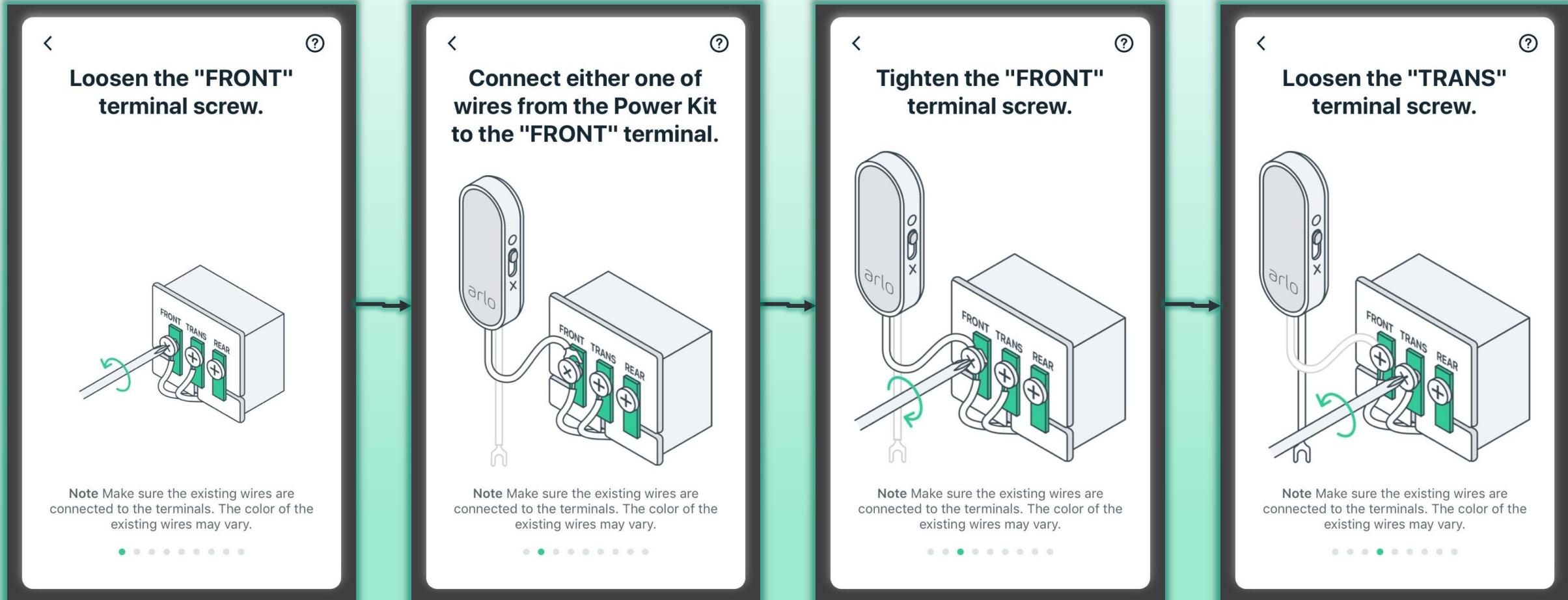
[I've installed the Power Kit.](#)

More complicated chimes (five or more wires) may require a professional installation

# Arlo Video Doorbell Installation

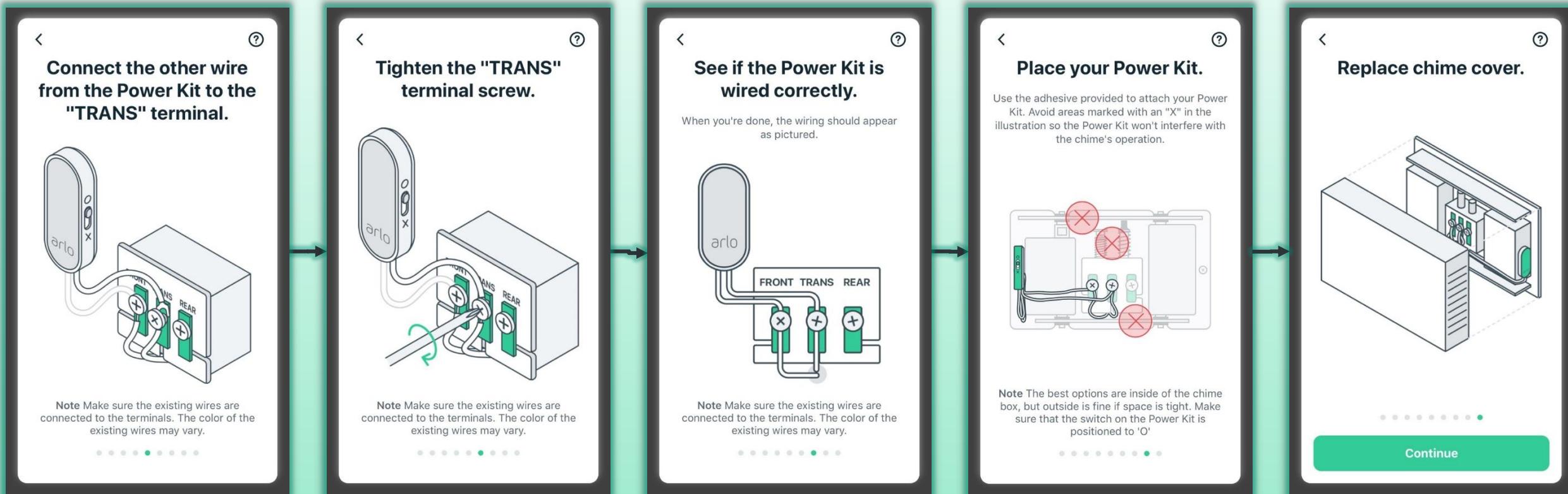


12. After selecting the labeling that looks like the Chime in the home, follow the on-screen directions for connecting the Power Kit.



- Chimes and wiring can vary, but the key point is the Power Kit **needs to be installed** at the chime.
- There may be scenarios with multiple doorbells or multiple chimes in a home. The customer will **need one Power Kit per chime**.
- If needed, replacement Power Kits will be made available to Customer Support to send to customers.

# Arlo Video Doorbell Installation



- When positioning the Power Kit, make sure the wires stay connected to the terminals and do not interfere with the chime.
- The Power Kit has an adhesive on the back for mounting.
  - Customers only need to peel off the plastic backing.
    - **Note:** The adhesive is very strong.
- Customers need to confirm that the chime cover will fit over top of the desired Power Kit mounting spot **BEFORE** mounting with adhesive.

## 13. Replace the existing doorbell with the Arlo Video Doorbell.

< Now it's time to set up your Arlo Video Doorbell.

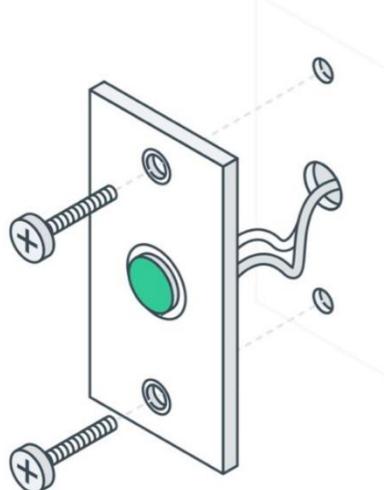
Install the Power Kit to your chime.

**2** Replace your existing doorbell with the Arlo Video Doorbell.

Tap "Continue" to see the step-by-step installation guide.

**Continue**

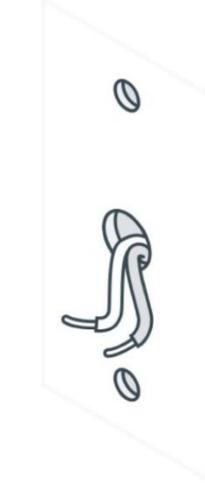
< Remove your old doorbell from the wall.



?

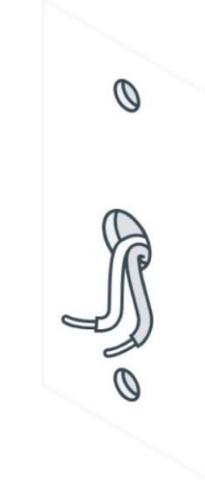
< Disconnect the wires, and make sure they don't fall into the wall.

You can use tape to keep the wires outside the wall.



?

< Continue



?

< Disconnect the wires, and make sure they don't fall into the wall.

You can use tape to keep the wires outside the wall.



?

< Continue

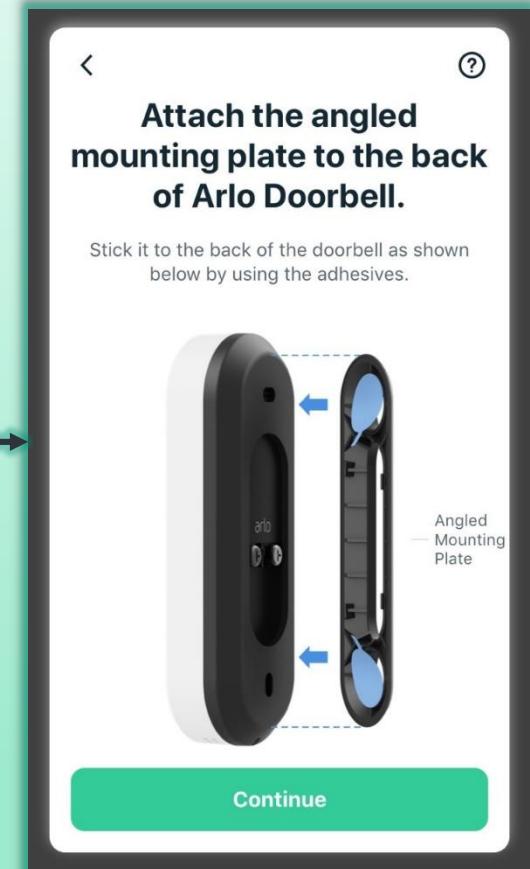
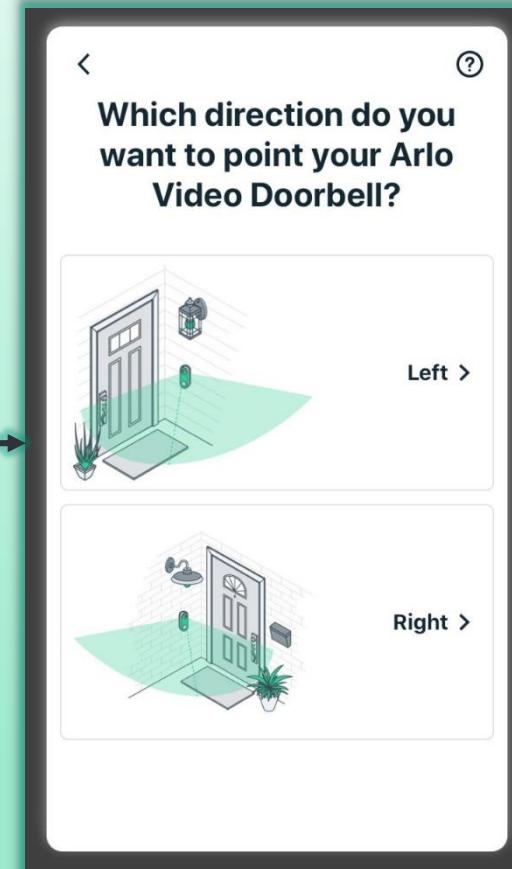
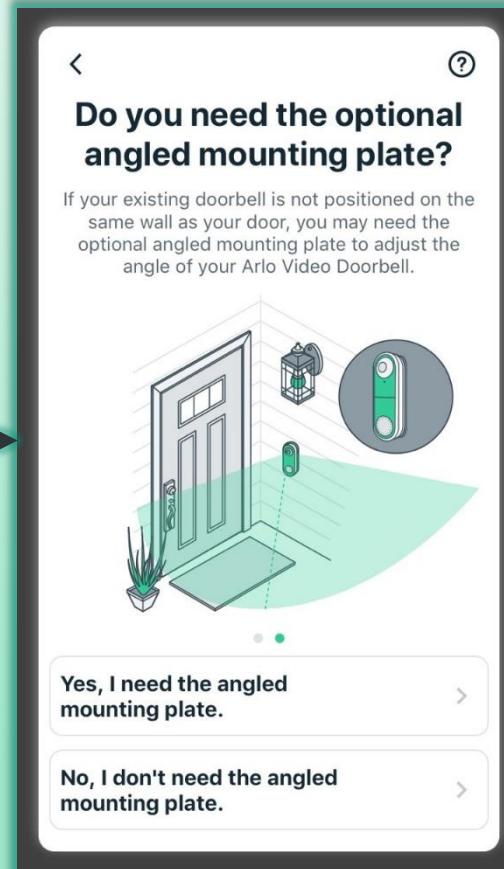
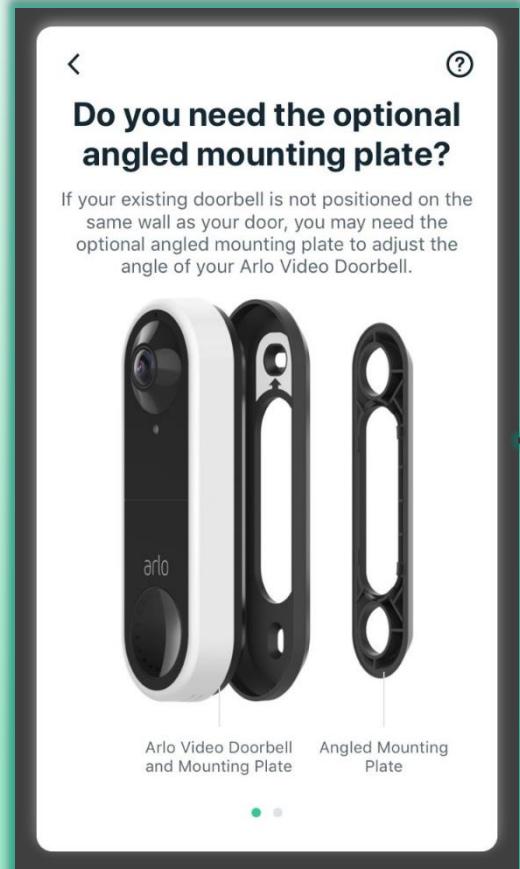


- BEFORE removing the existing doorbell, **confirm there is no power** by pressing the doorbell and making sure the chime doesn't sound.
- If the doorbell wires are not long enough, wire extensions and wire nuts are provided in the Video Doorbell box.

# Arlo Video Doorbell Installation



## 14. Determine the need for the angled mounting plate and install if needed.

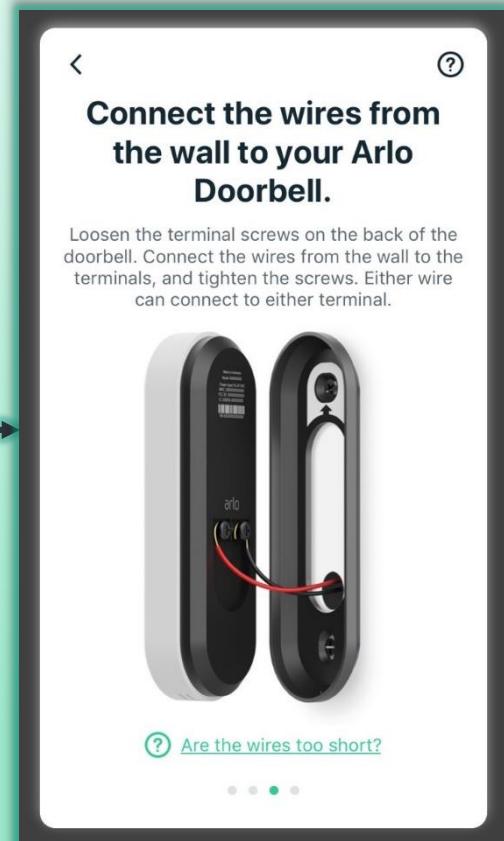
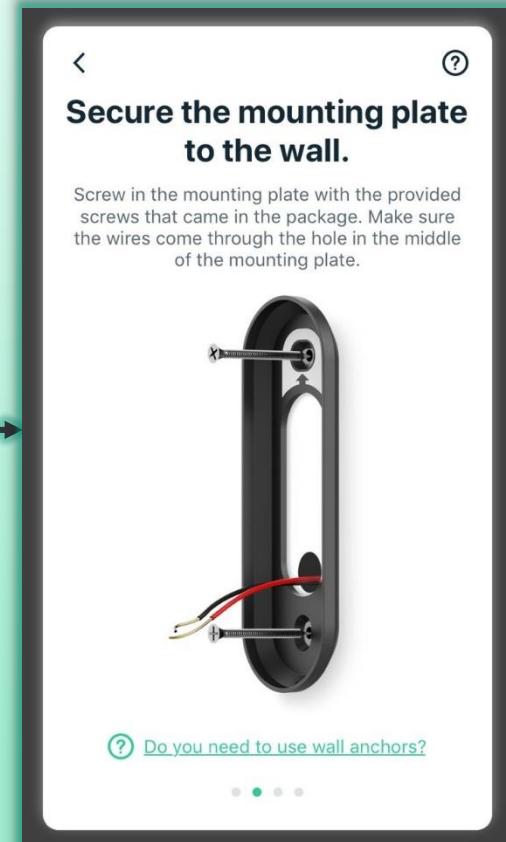
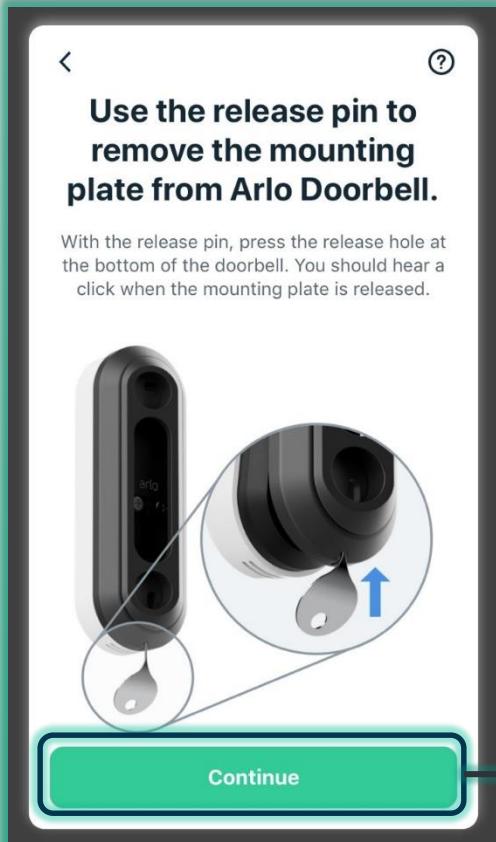


- The Flat Mounting Plate has an arrow to indicate which side is up. The small hole for the Security Latch Release Pin must be at the bottom.
- The Angled Mounting plate can point the doorbell left or right, by flipping the wedge upside down.
- The Angled Mounting plate has adhesives in order to stick to the Flat Mounting Plate.

# Arlo Video Doorbell Installation



15. Remove the flat mounting plate from the Video Doorbell and secure the mounting plate to the wall.

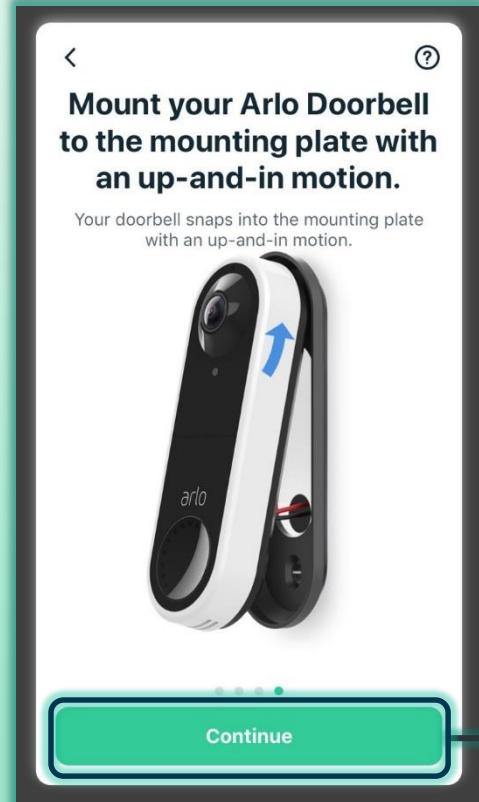


- Use the Release Pin provided to release the Flat Mounting Plate from the Video Doorbell.
- The Release Pin should be kept in a safe place for future use, in case the doorbell is removed or needs to be physically reset.
- The printed arrow should be visible to the customer when mounting, with the flat back of the plate against the wall.
- An extra mounting screw is provided in the box for a total of 3-mounting screws.

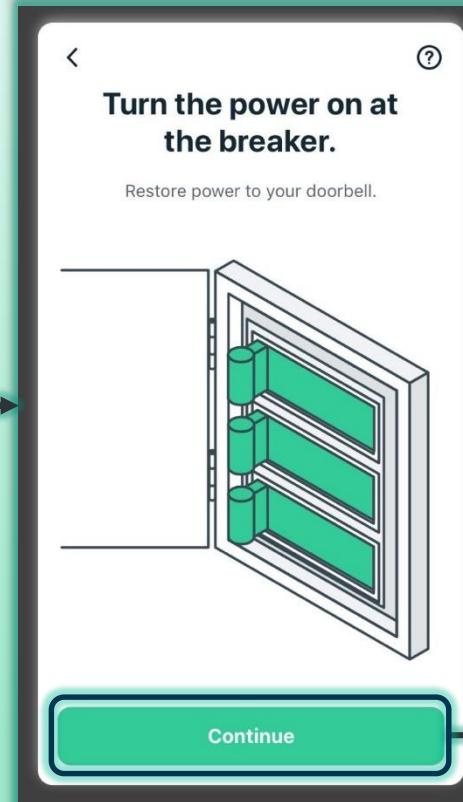
# Arlo Video Doorbell Installation



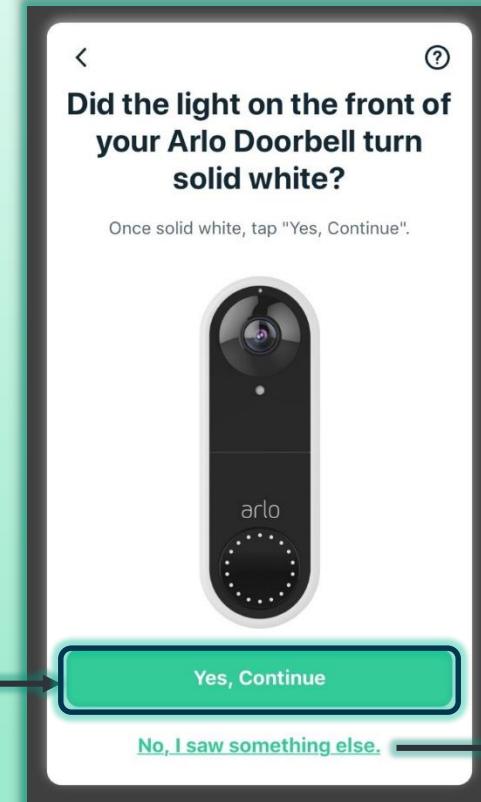
## 17. Mount the Video Doorbell to the mounting plate.



## 18. Turn the circuit breaker power ON.



## 19. Check for a solid white LED and click Yes, Continue.



"No, I saw something else" will direct the customer to a KB article explaining the states and suggested troubleshooting actions



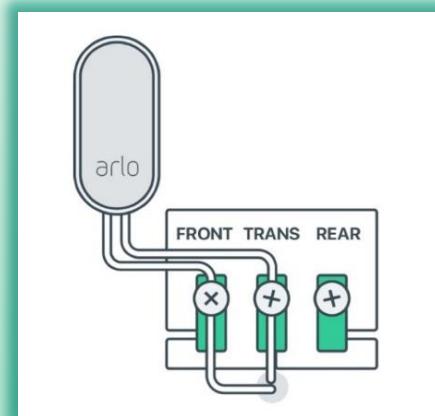
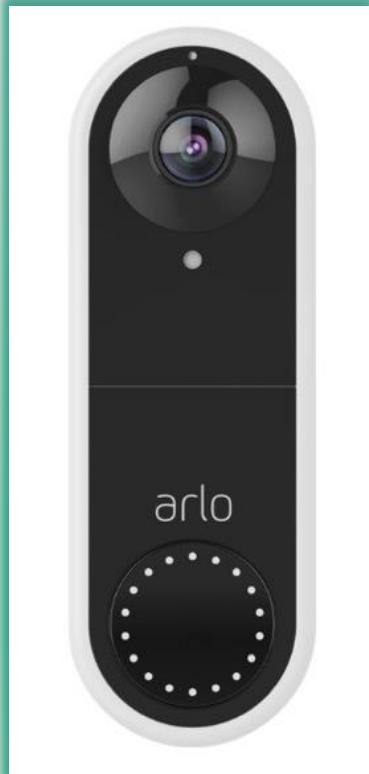
- A "click" should be heard when mounting the Doorbell to the mounting plate with a tight seal around the device and mounting plate.
- If the doorbell is not clicking into the mounting plate properly, check to ensure the mounting screws are **fully inserted and flush against the plate.**

# Arlo Video Doorbell Installation



When power is turned back on, the Doorbell will take **15 seconds** to boot.

Afterwards, LED ring should be **Solid White**.



If the Chime buzzes or rings when power is turned on, turn the breaker **off** and check the **wiring** at both the Power Kit and the Doorbell to ensure no wire shorts are occurring.

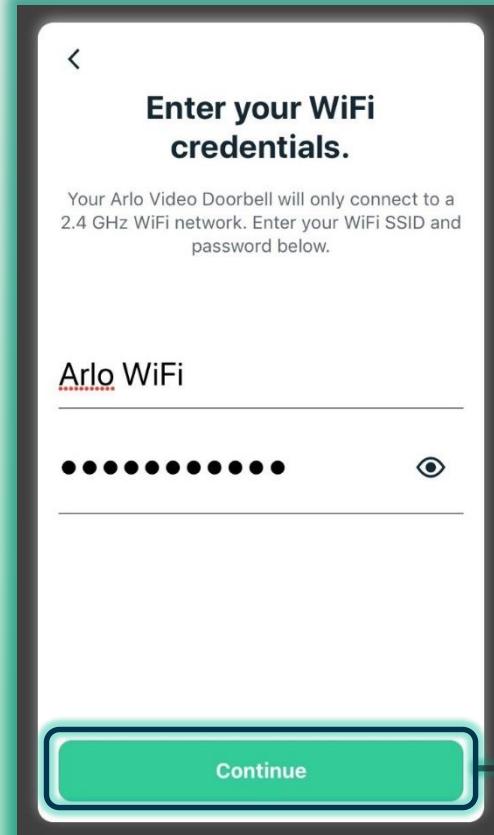
If the Chime continues to buzz, place the Power Kit into **Bypass Mode ( X )** and try again.



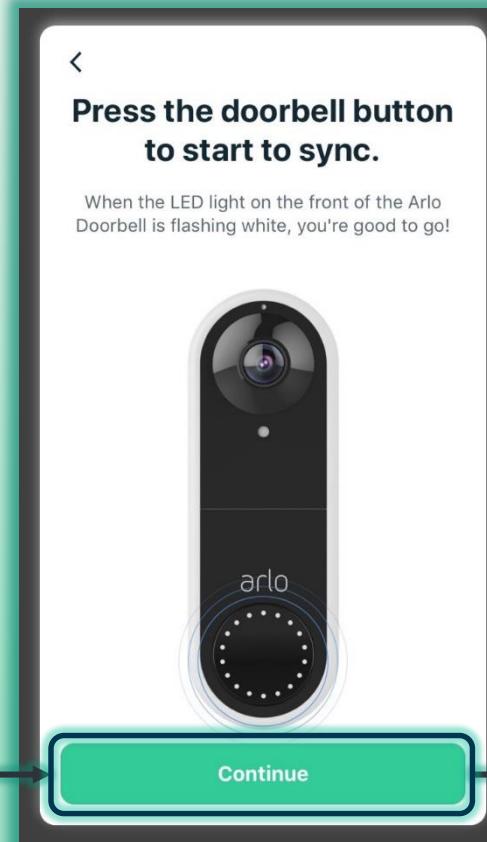
# Arlo Video Doorbell Installation



20. Enter the WiFi credentials for a **2.4 GHz** network.

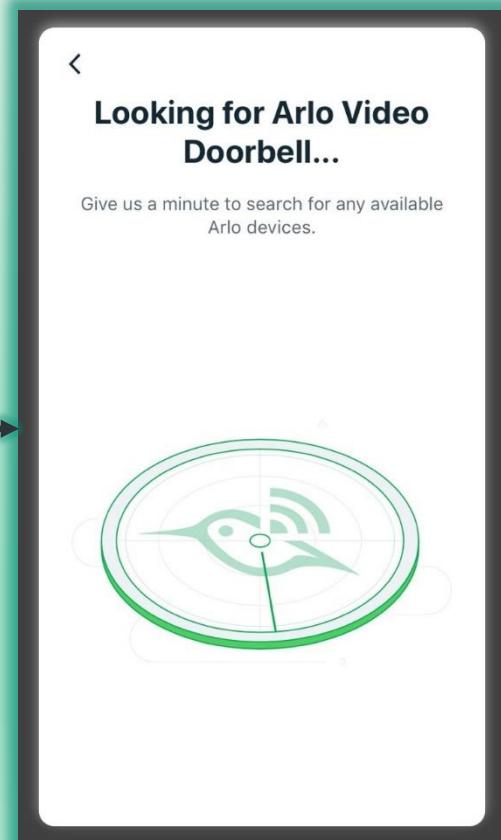
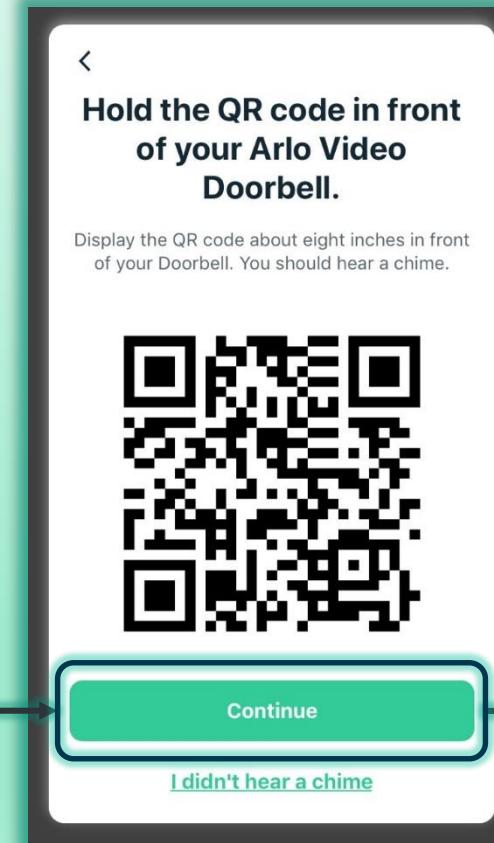


21. Press the **doorbell button** to begin the sync process.



22. Hold the QR code about **8 inches** from the doorbell camera.

Listen for a chime sound and tap **Continue**.

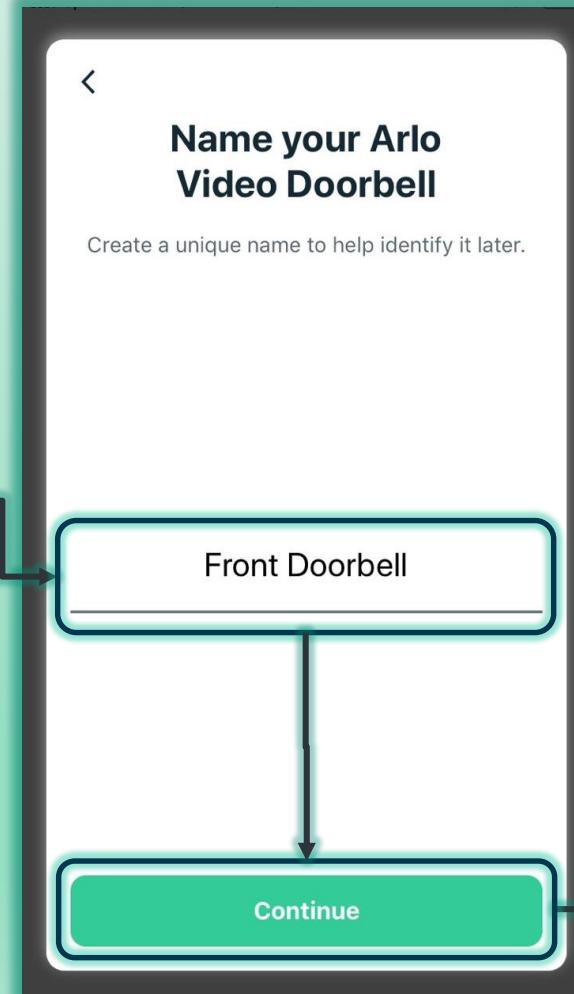
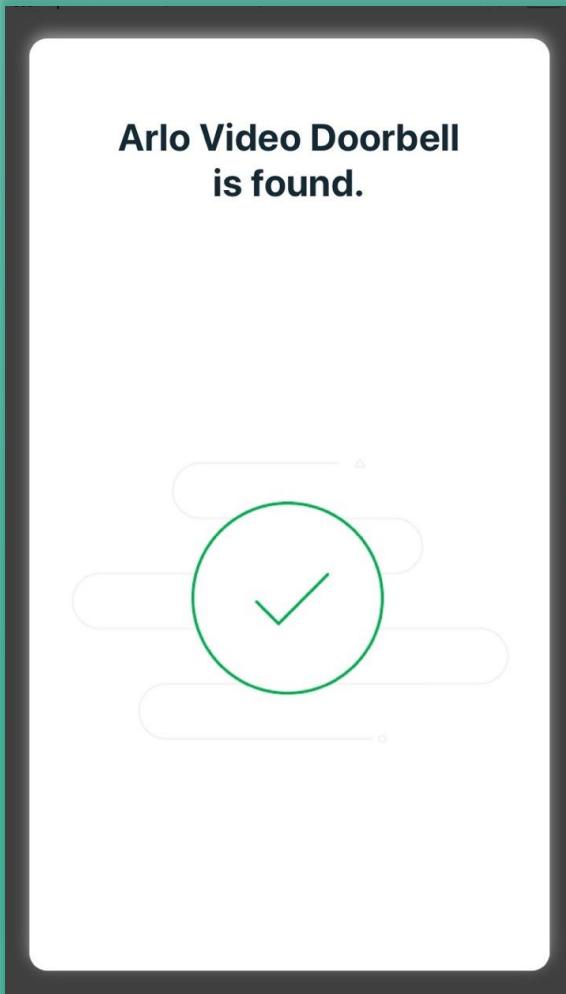


- Video Doorbell requires a **2.4 GHz WiFi network**.
- The mobile phone needs to be **connected to the same network**.
- The experience is very similar to Arlo Q and Arlo Baby.

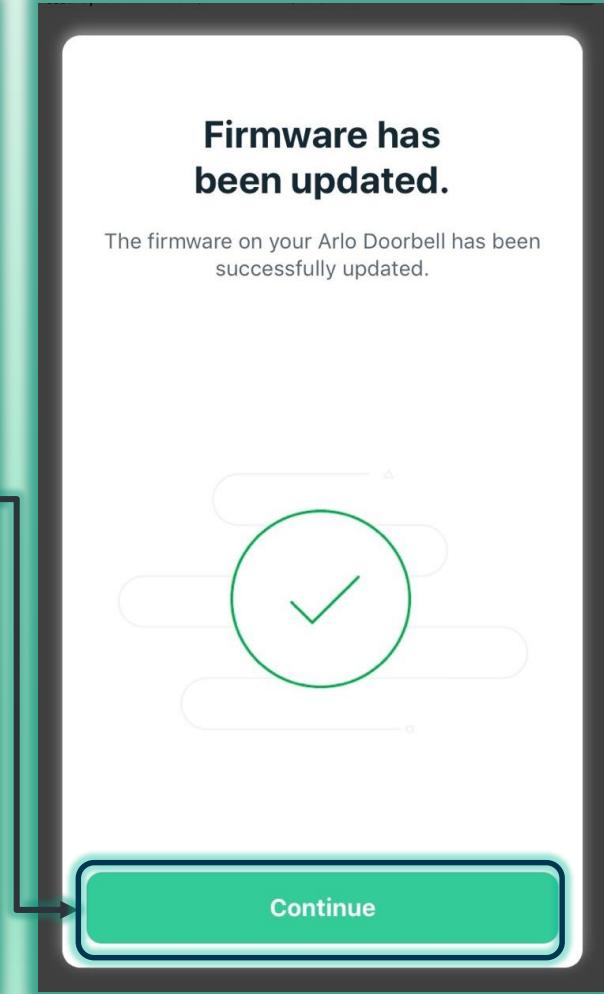
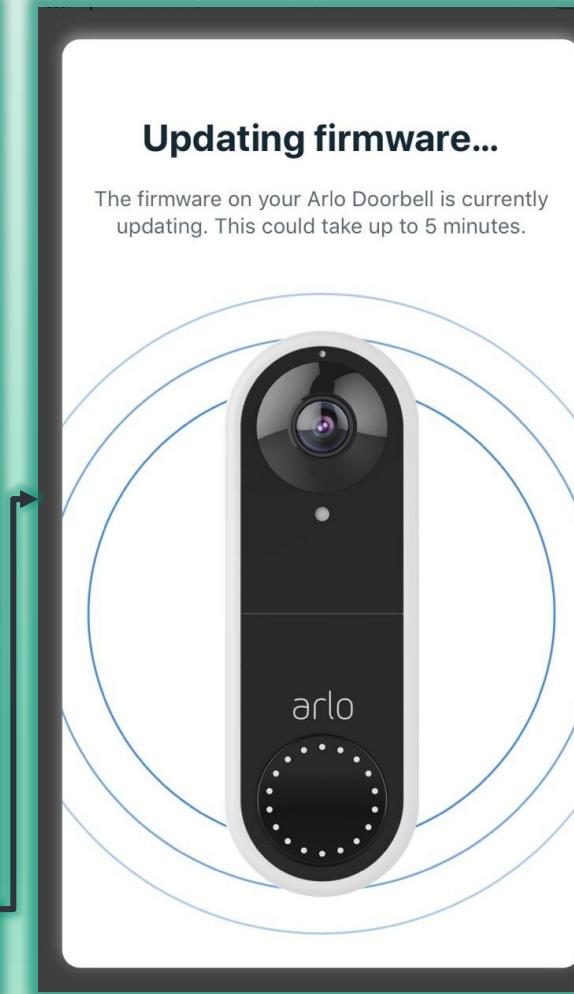
# Arlo Video Doorbell Installation



23. Name the Doorbell and tap **Continue**.

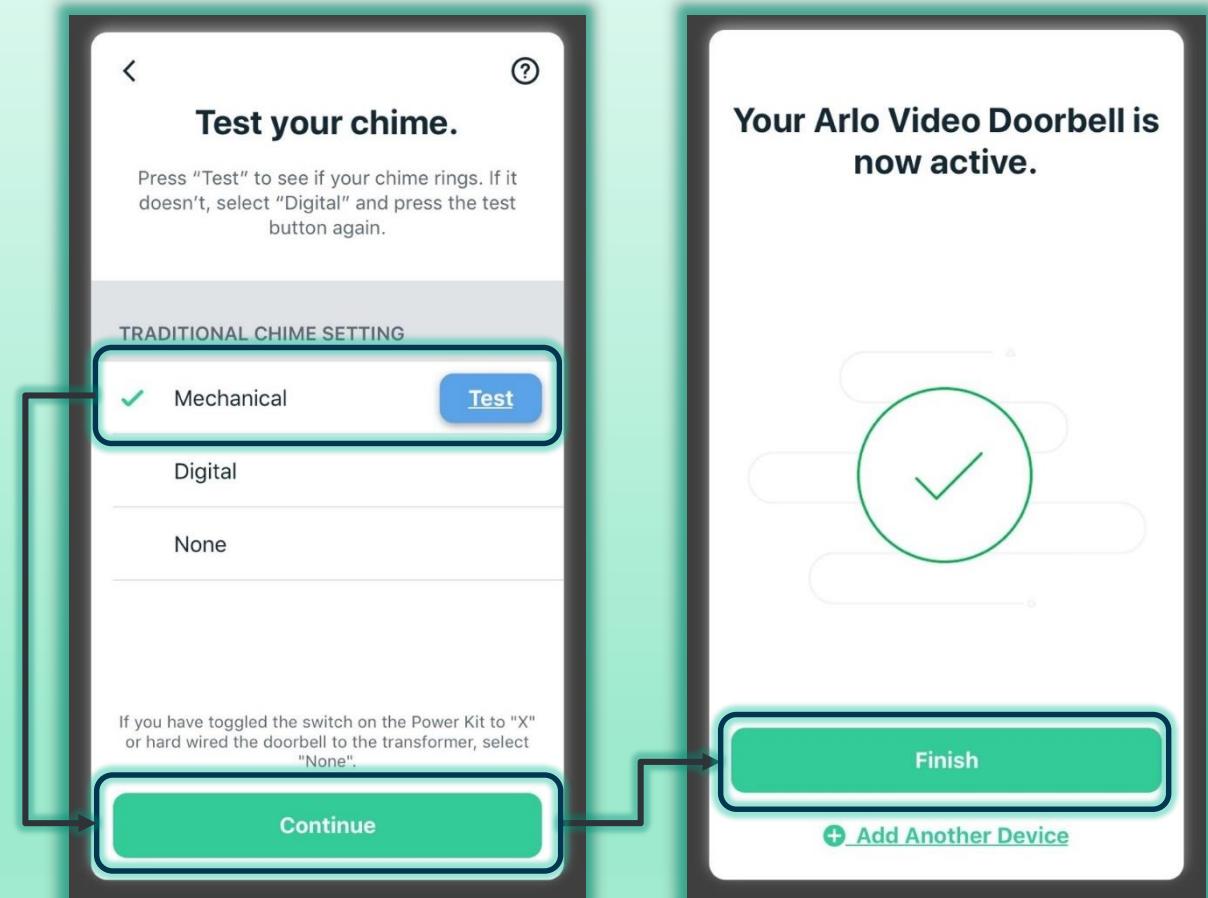


24. Wait for the Firmware Update (up to 5 minutes).



## 25. Select the applicable Chime and tap **Test**.

- The mechanical chime activates the pins for 350ms, to produce the traditional “ding-dong” tone.
  - For many Digital Chimes, this will be too short to play the melody.
- The digital chime will default to 4-second activation of the pins.
- If a chime is not connected, or the Power Kit is set to Bypass, then “**None**” should be selected.
- Note: Activating the doorbell chime, means closing the circuit.





# Video Doorbell Settings

# LED Settings



The LED ring around the doorbell button on the Arlo Video Doorbell is set to turn on in a specific pattern when motion is detected or when accepting a doorbell call.

- Customers can use the Arlo app to change these settings, so the LED ring does not turn on when motion is detected or when they accept a call.
- Go to **Device Settings** and tap **Doorbell LED**
- Breathe LED on Motion Detection**
  - When this is activated, the LED on the Arlo Video Doorbell fades on and off when motion is detected.
- LED on Call Accepted**
  - When this is activated, the LED on the Arlo Video Doorbell turns on when a doorbell call is accepted.

**Device Settings**

Front Doorbell

3-Month Trial Active  
Trial ends February 22, 2020

Device On

Connected to NETGEAR77 >

Time Zone (UTC-08:00) Pacific Tim... >

Flicker Adjustment Auto (60 Hz) >

Doorbell LED >

Devices Library Mode Settings

**Doorbell LED**

Breathe LED on Motion Detecti...

LED on Call Accepted

# Flicker Adjustment

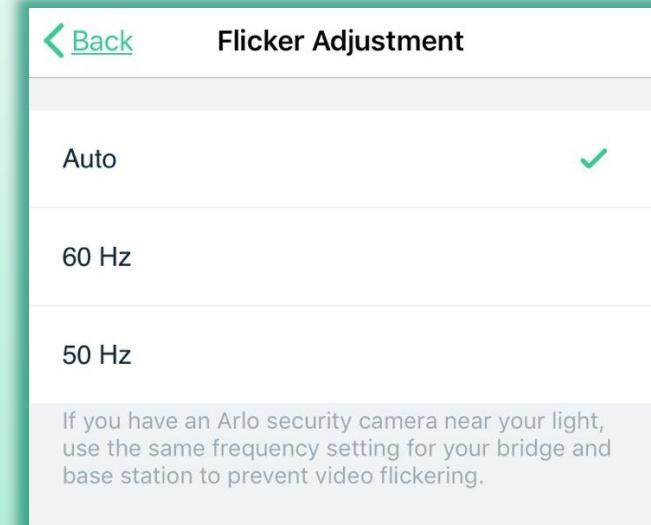
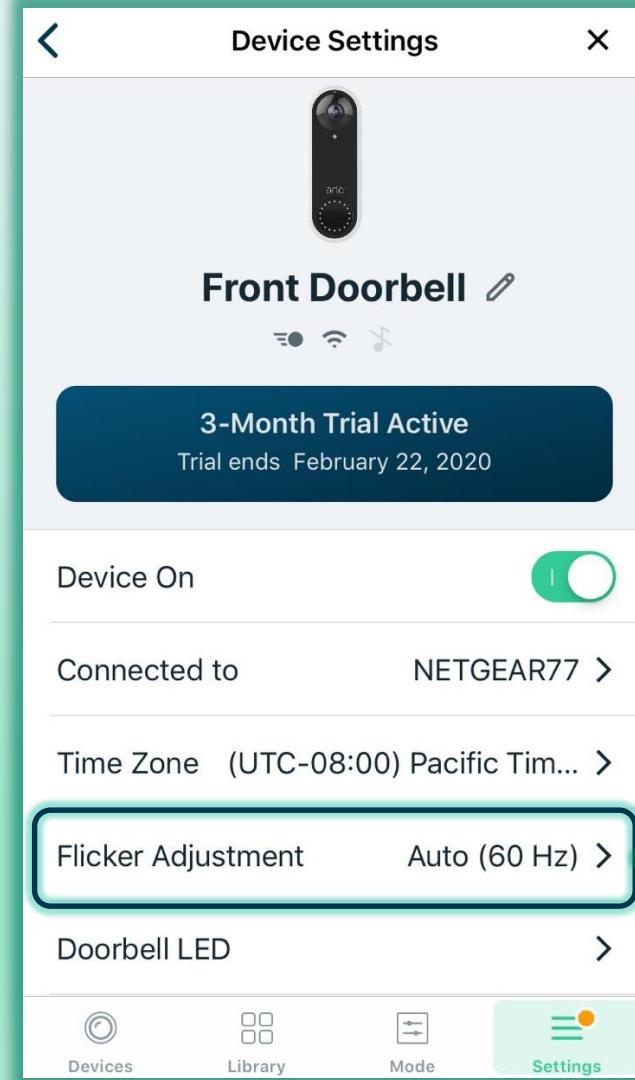


If there is flickering or black bands in the video footage, try changing the flicker adjustment settings.

The flicker effect occurs when a nearby light's frequency is close to the same, but not the exact same, frequency as the Arlo device.

To eliminate this effect, change the frequency to the same frequency of the light that is causing the flickering.

- Go to **Device Settings** and tap **Flicker Adjustment**
- **Auto**
  - Tap for the flicker adjustment setting to be determined by location
- **60 Hz**
  - Tap if the nearby light frequency is 60 Hz.
  - 60 Hz is the standard in North America.
- **50 Hz**
  - Tap if the nearby light frequency is 50 Hz.
  - 50 Hz is the standard outside of North America.



# Chime Settings



Customers can set the Arlo Video Doorbell to trigger a mechanical, digital, or no chime when someone presses the doorbell button.

Before changing the chime settings in the Arlo app, wire the Arlo Video Doorbell and Power Kit to the correct chime configuration.

- Go to **Device Settings** and tap **Traditional Chime**
  - **Mechanical**
    - Tap if connected to a mechanical chime
  - **Digital**
    - Tap if connected to a digital chime
  - **None**
    - Tap if the chime is not used or bypassed

The screenshot shows the Arlo app's Device Settings interface for a "Front Doorbell". The main screen displays basic device information like signal strength and battery level, along with a "3-Month Trial Active" banner. Below this, there are several settings: "Device On" (switched on), "Connected to" (NETGEAR77), "Time Zone" (UTC-08:00 Pacific Time), "Flicker Adjustment" (Auto (60 Hz)), and "Doorbell LED". The "Traditional Chime" section is highlighted with a green border and shows "Mechanical" selected. A callout bubble provides instructions: "If you have toggled the switch on the Power Kit to \"X\" or hard wired the doorbell to the transformer, select \"None\"." The "Settings" tab at the bottom is also highlighted with a green border.

Device Settings

Front Doorbell

3-Month Trial Active  
Trial ends February 22, 2020

Device On

Connected to NETGEAR77 >

Time Zone (UTC-08:00) Pacific Tim... >

Flicker Adjustment Auto (60 Hz) >

Doorbell LED >

Traditional Chime Mechanical >

Back Traditional Chime

Mechanical

Digital

None

If you have toggled the switch on the Power Kit to "X" or hard wired the doorbell to the transformer, select "None".

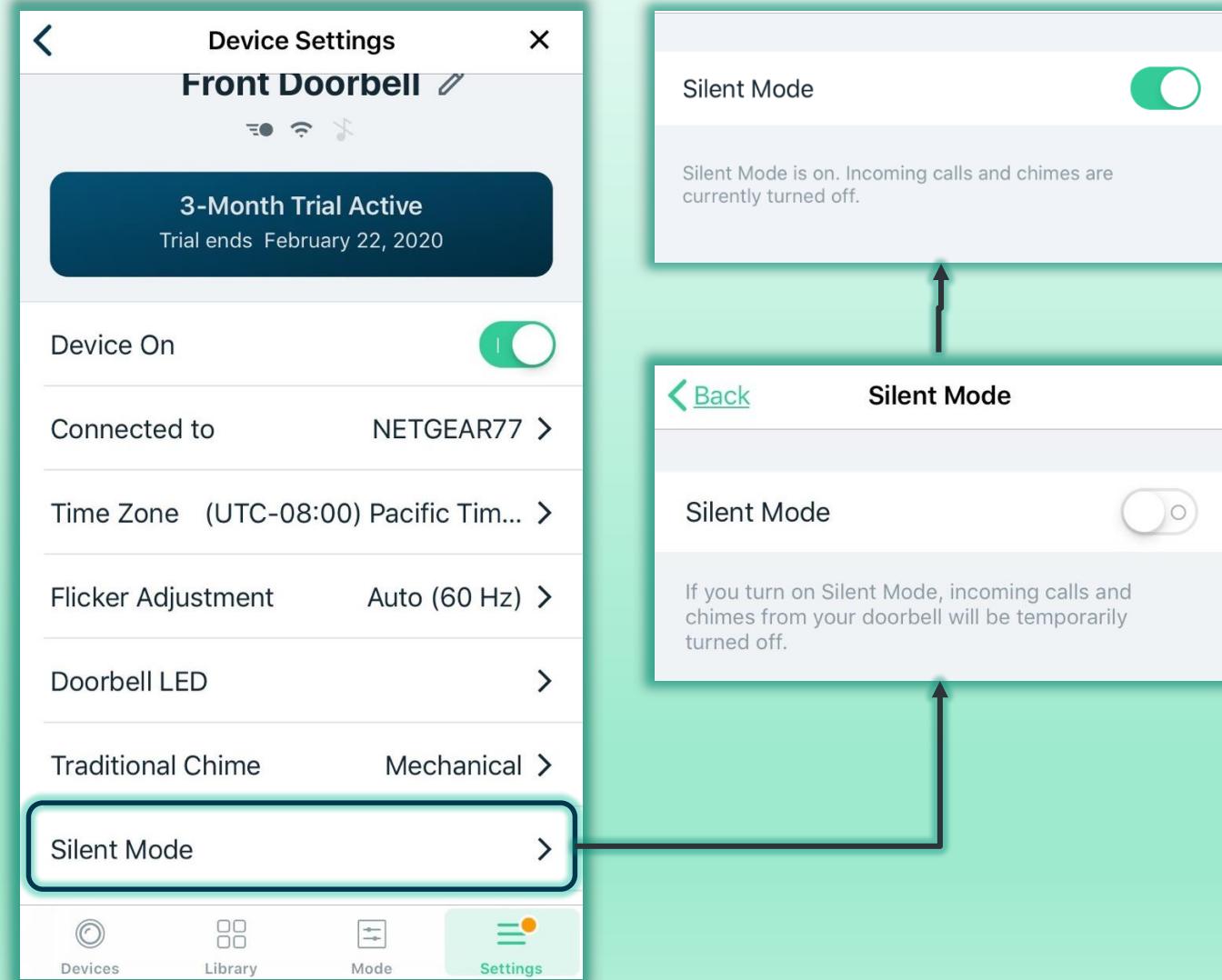
Devices Library Mode Settings

# Silent Mode



If Silent Mode is turned on, incoming calls and chimes from the Arlo Video Doorbell will be temporarily turned off.

- Go to **Device Settings** and tap **Silent Mode**
  - Toggle the switch to **On** (green) to turn Silent Mode on



# Audio Settings

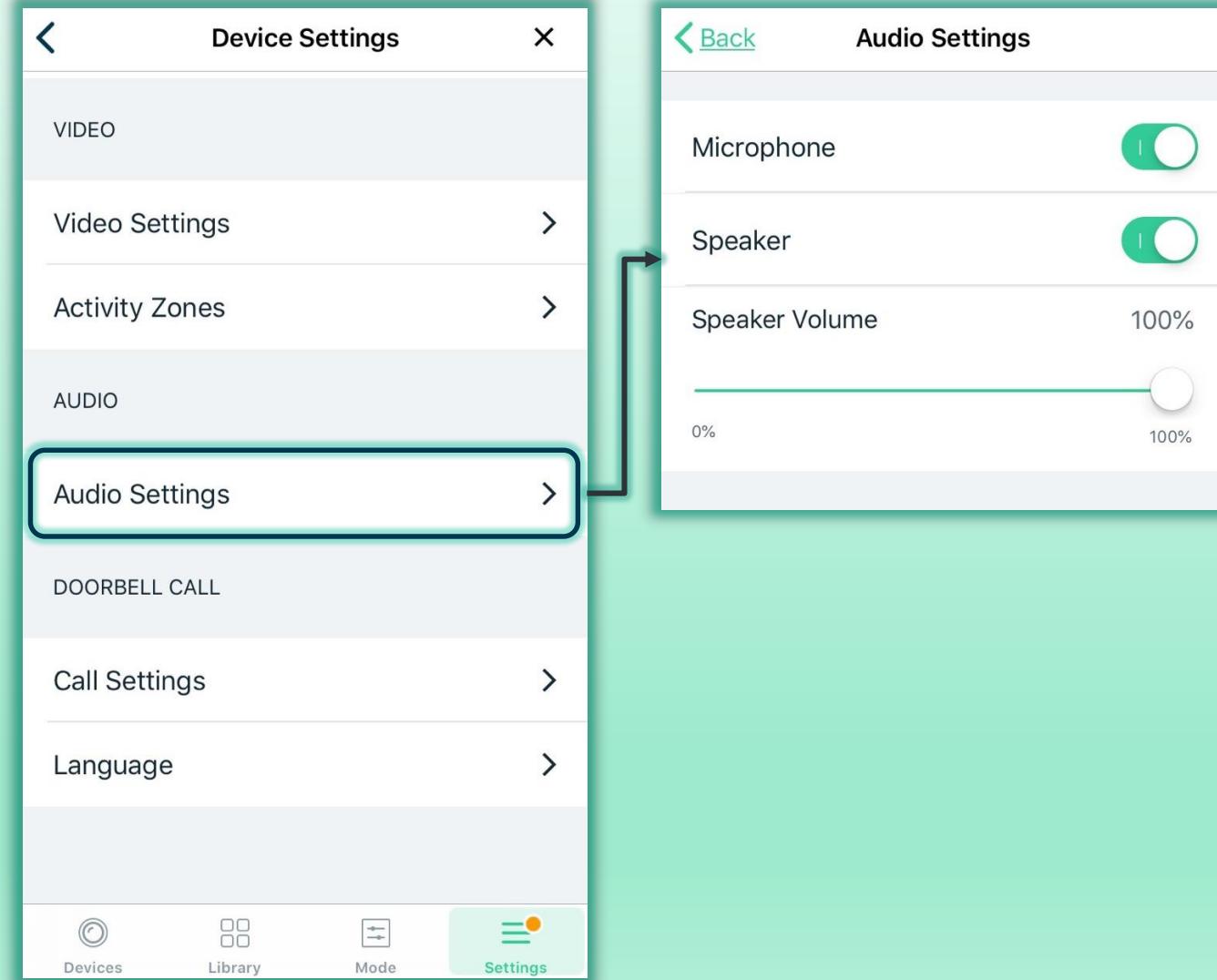


Use the Arlo app to adjust microphone, speaker, and speaker volume settings on the Arlo Video Doorbell.

These settings configure whether the microphone and speaker are enabled for live streaming and motion recording.

Controls for the speaker and microphone settings of the mobile device during a doorbell call can be configured in the Call Settings screen.

- Go to **Device Settings** and tap **Audio Settings**
  - **Microphone**
    - Tap to toggle the microphone on or off
  - **Speaker**
    - Tap to toggle the speaker on or off
  - **Speaker Volume**
    - Move the slider left or right to decrease or increase the speaker volume



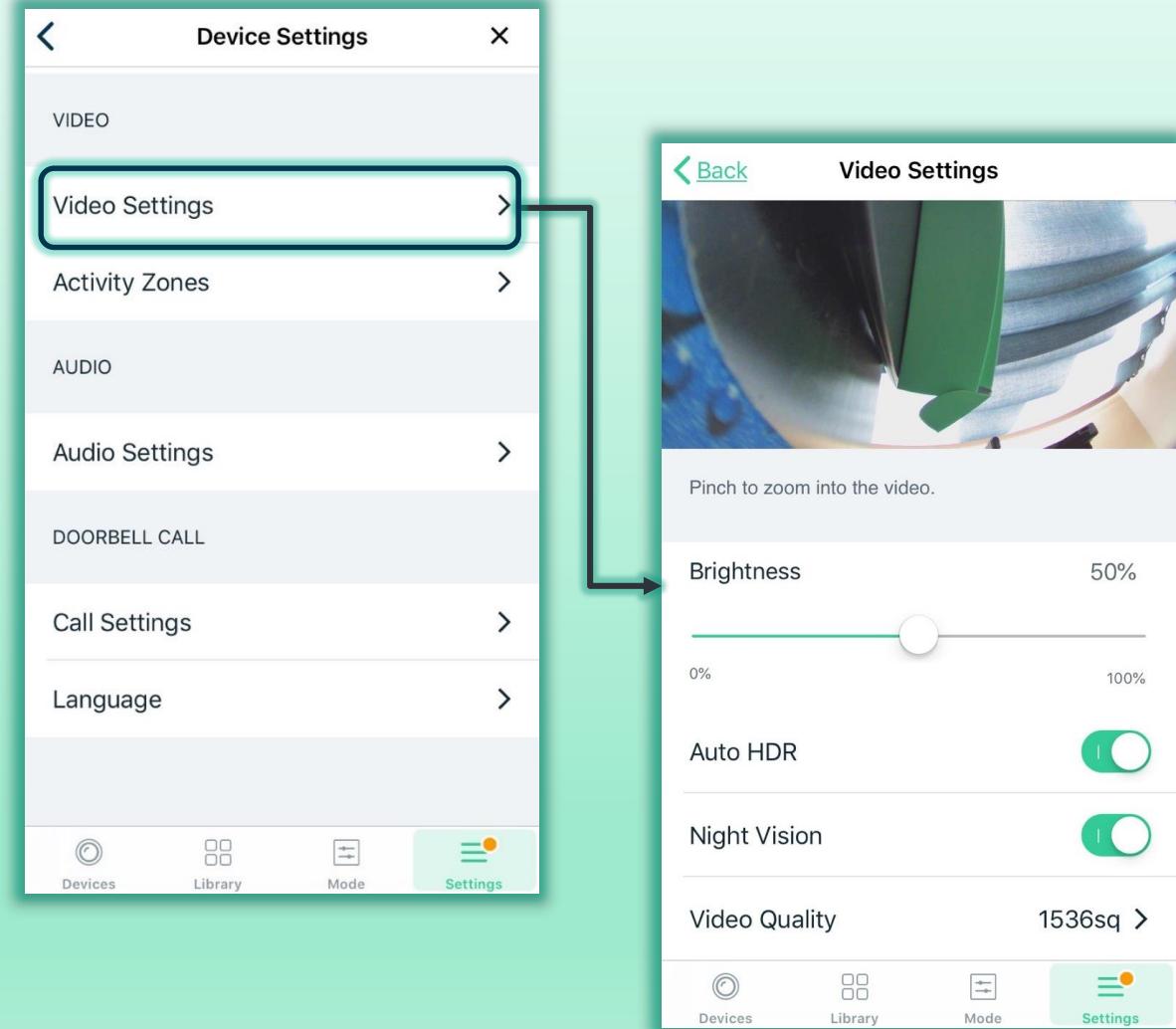
# Video Settings



Use the Arlo app to adjust brightness, Auto HDR, Night Vision, and Video Quality.

Changes to these settings take effect on the next video stream or motion recording, after the change was made.

- Go to **Device Settings** and tap **Video Settings**
- **Brightness**
  - Move the slider left or right to increase or decrease the video brightness
- **Auto HDR**
  - Tap to toggle automatic high dynamic range (HDR) on and off
  - HDR improves image quality in high-contrast settings, such as scenes with both dark and bright areas.
  - Auto HDR is turned on by default. When auto HDR is on, the Video Doorbell determines when to activate HDR.
- **Night Vision**
  - Tap to toggle night vision on and off
  - When night vision is on, the doorbell camera automatically turns on infrared (IR) LEDs to record in low-light conditions
  - It is recommended to leave night vision turned on unless the camera is facing reflective surfaces, such as windows

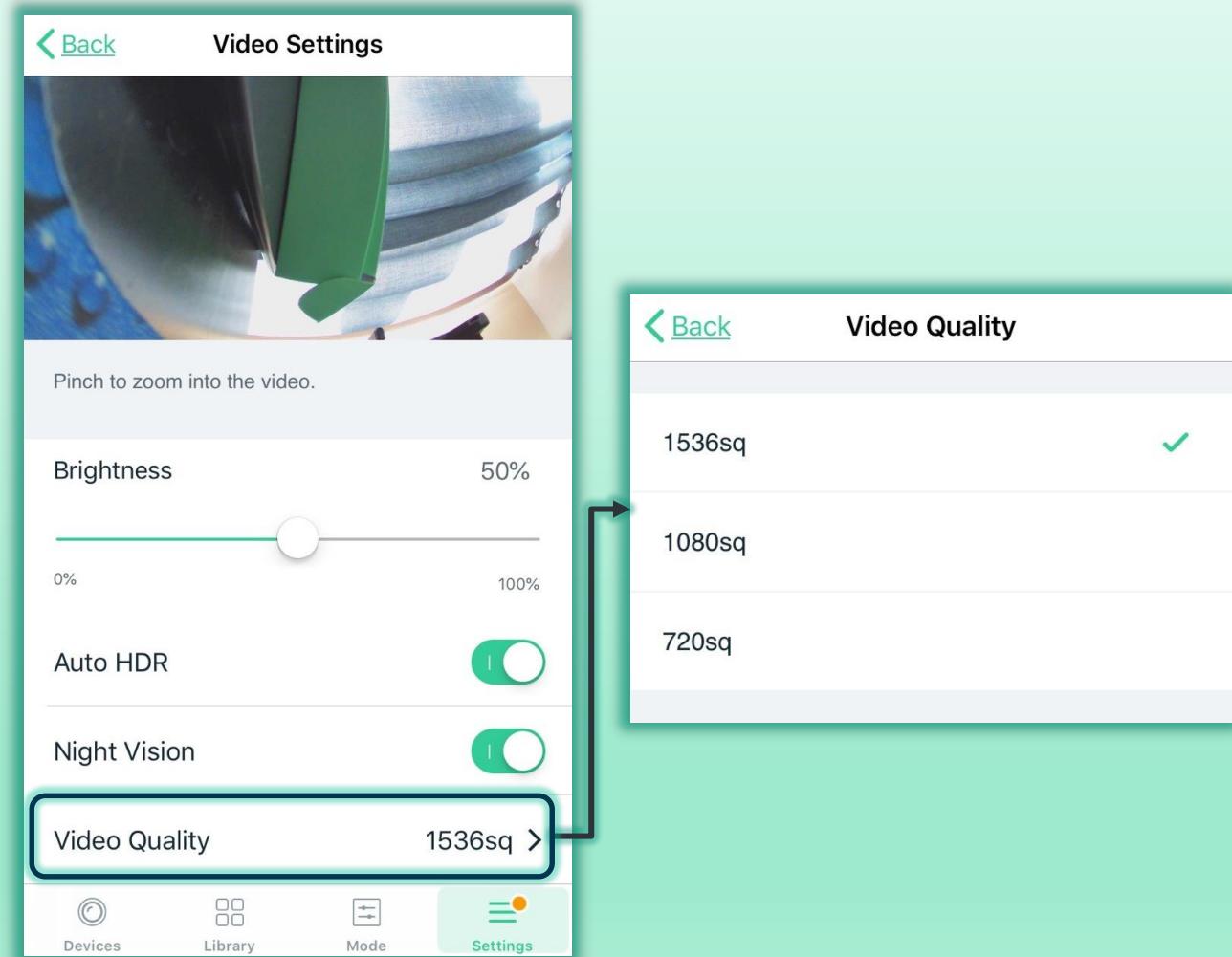


# Video Settings



- **Video Quality**

- Tap to change the doorbell camera resolution to one of the following options:
  - 1536sq (1536 x 1536)
  - 1080sq (1080 x 1080)
  - 720sq (720 x 720)
- Higher video quality uses more Internet bandwidth
- For the best experience with Video Doorbell, a minimum upload speed of 2 Mbps is recommended

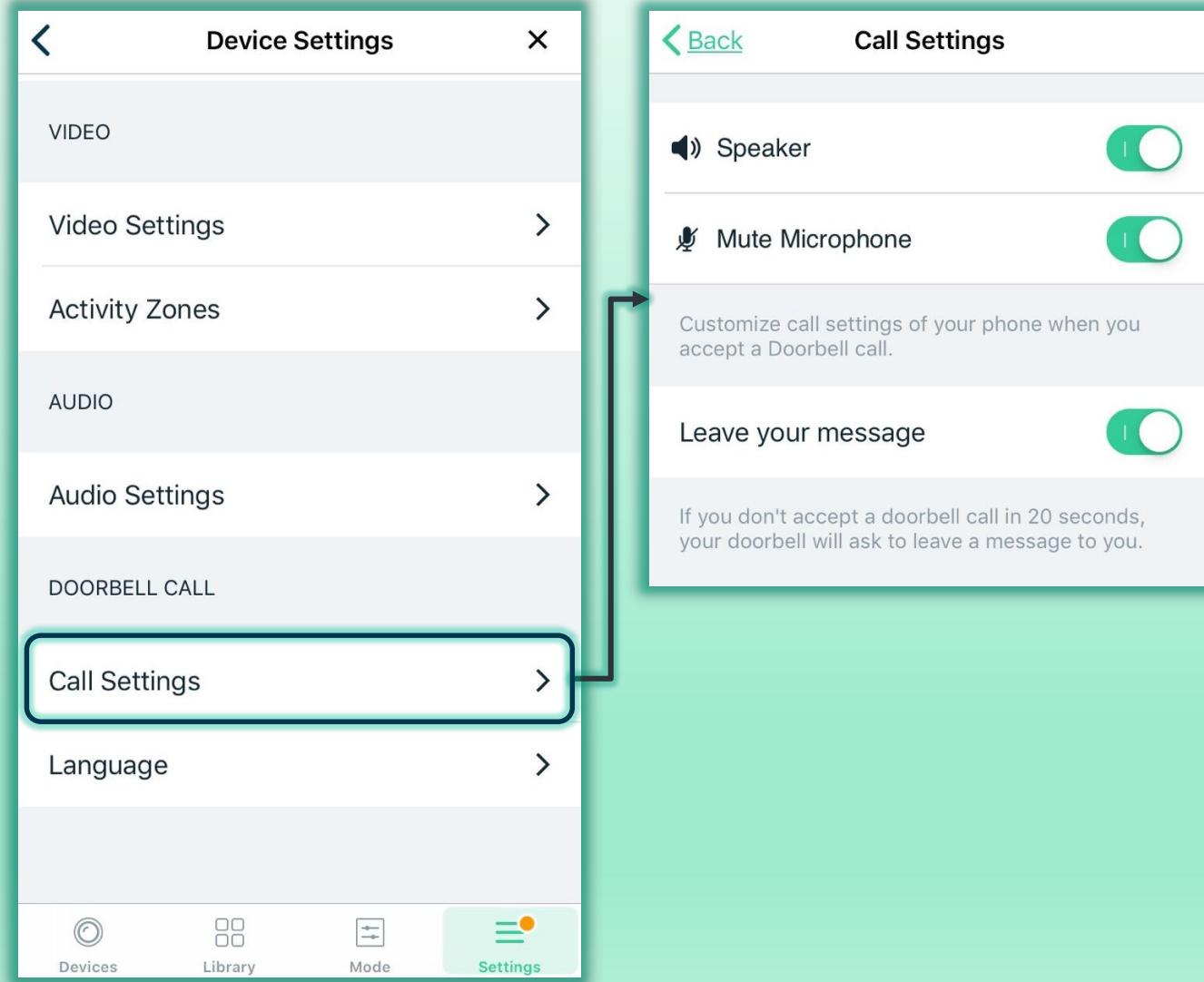


# Call Settings

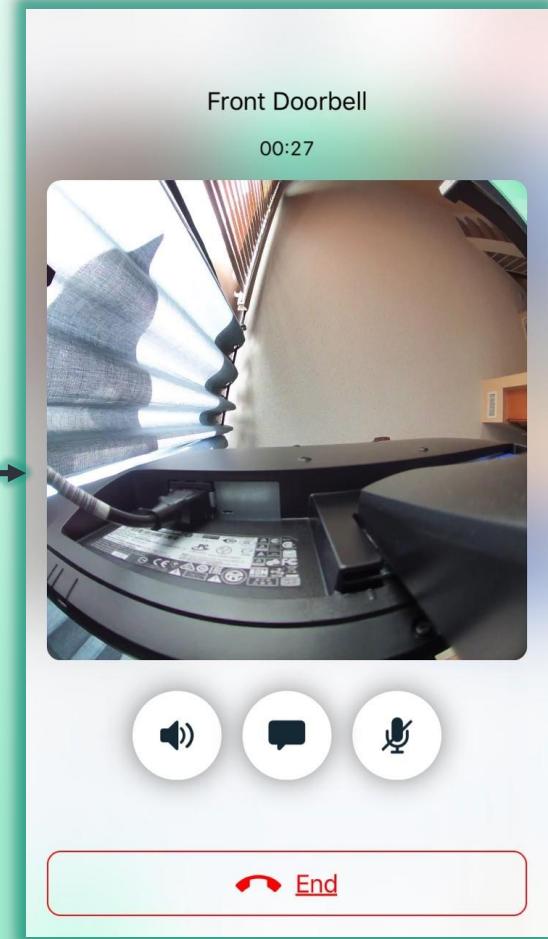
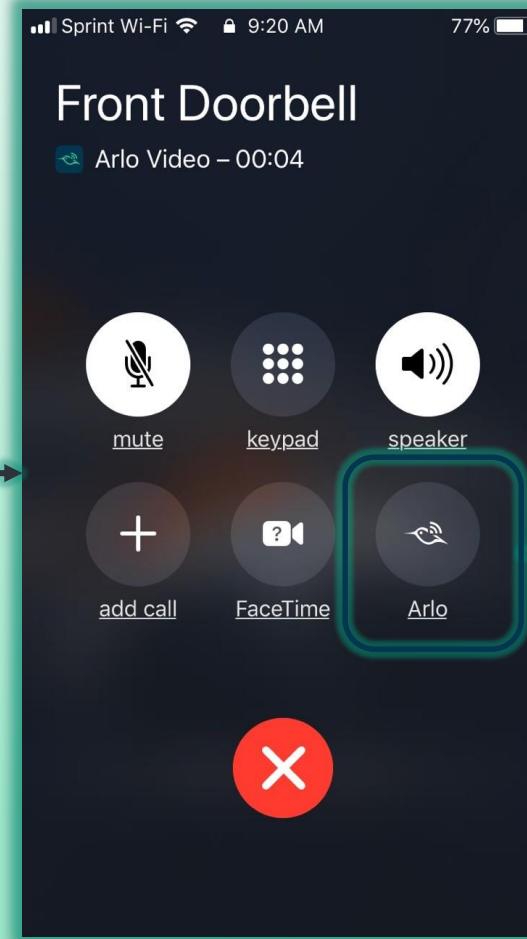
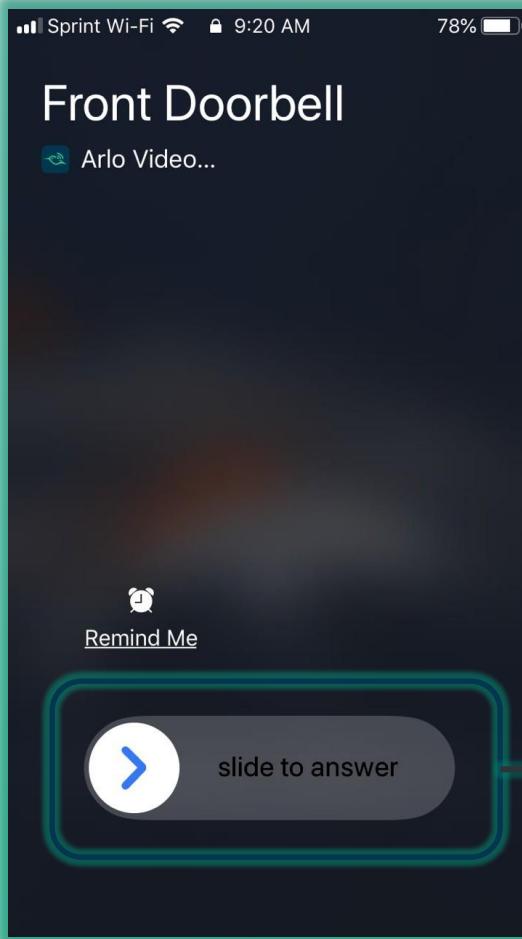


Controls for the speaker and microphone settings of the mobile device during a doorbell call can be configured on the Call Settings screen.

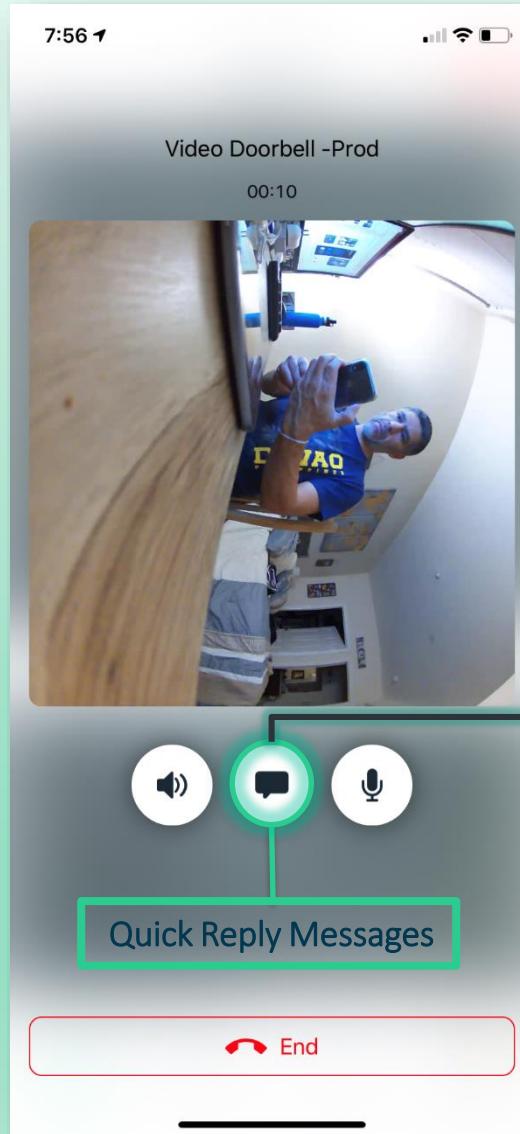
- Go to Device Settings and tap **Call Settings**
  - **Speaker**
    - Tap to toggle the mobile device speaker on or off for doorbell calls
  - **Mute Microphone**
    - Tap to toggle the mute the microphone
  - **Leave your message**
    - If the doorbell call is not accepted within 20 seconds, the doorbell will ask to leave a message



# User Interface – Incoming Doorbell Call

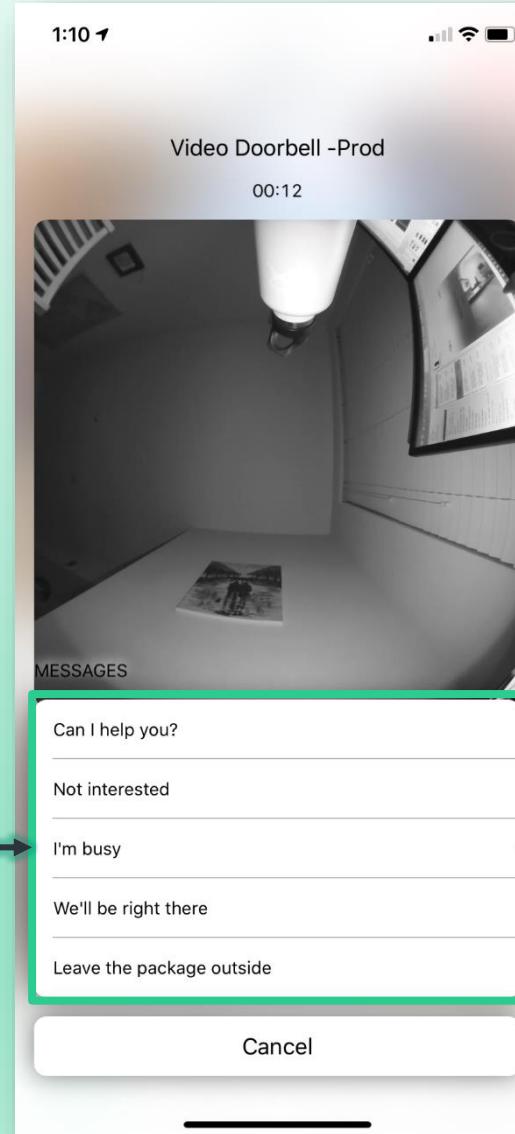


# User Interface – Quick Reply Messages

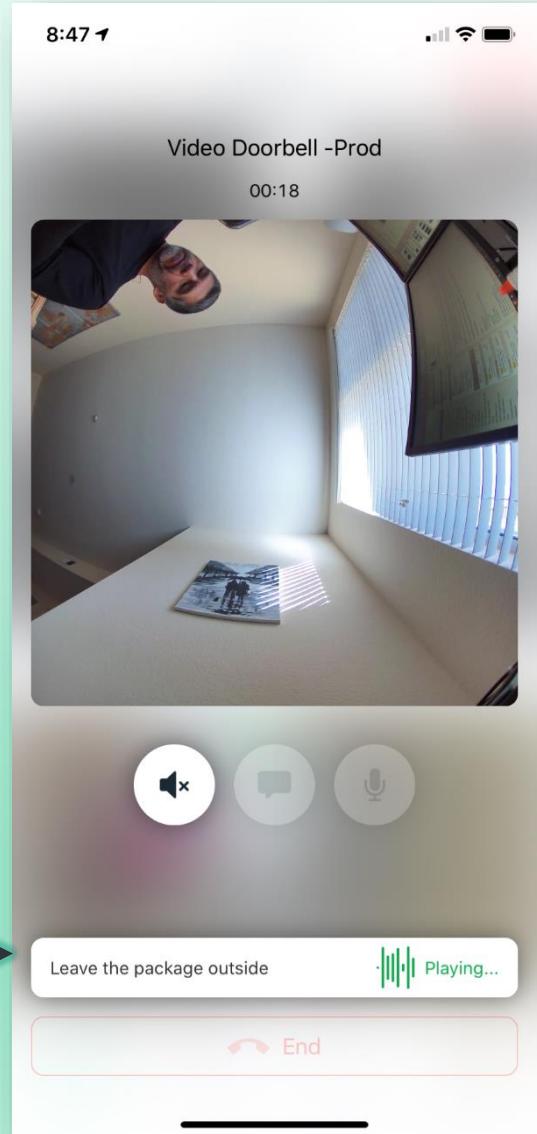


Tap the  
Quick Reply  
Messages  
icon

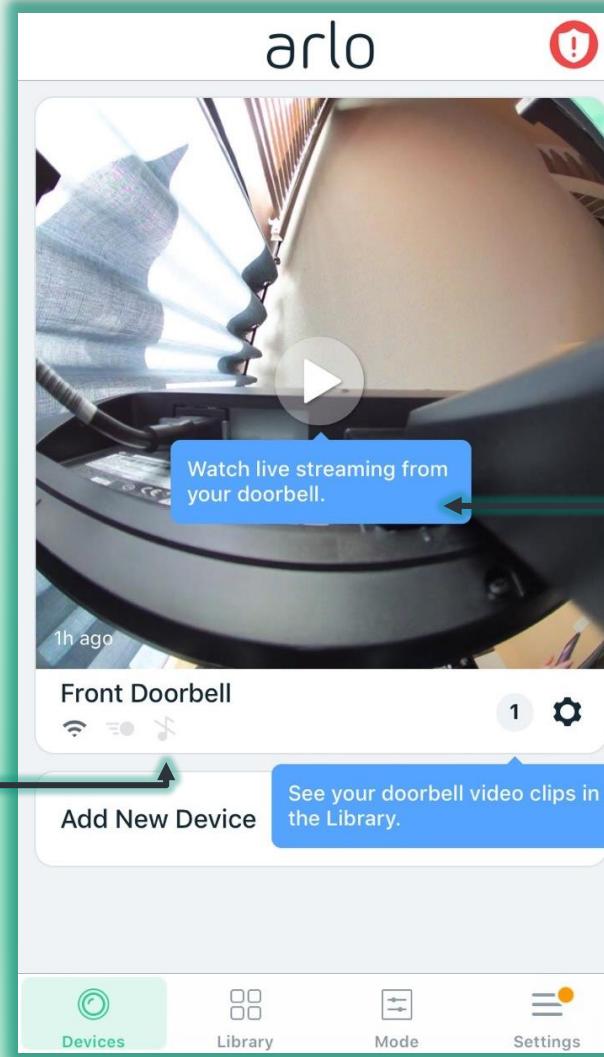
Select the  
desired  
message



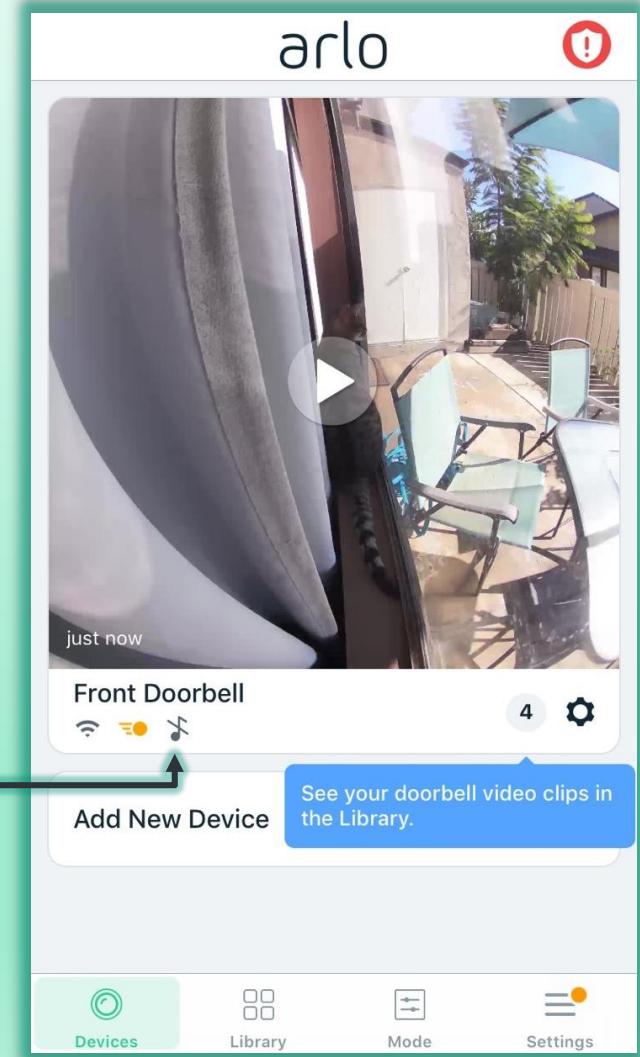
Message  
plays  
through  
Doorbell  
speaker



# User Interface – Devices Screen



Silent Mode  
ON





Video Doorbell  
LED Behavior

# Arlo Video Doorbell LED Behaviors



## White LED – Normal/Good State

Note:

To view LED animations,  
hover over the images and  
click play  
(Not available in PDF version)

Solid White  
**“Powered On”**



Slow Flashing  
White  
**“Processing”**  
Pattern: On-Off  
Cycle: 1 second



Fast Flashing  
White  
**“Successful”**  
Pattern: On-Off  
Cycle: 0.3 second



# Arlo Video Doorbell LED Behaviors



## Amber LED – Error State

Note:

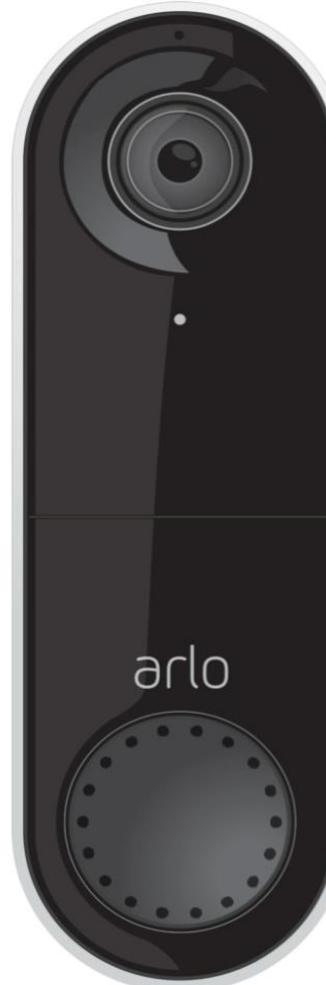
To view LED animations,  
hover over the images and  
click play

(Not available in PDF version)

Solid Amber  
**“Not Enough Power”**



Slow Flashing Amber  
**“Something Went Wrong”**  
Pattern: On-Off  
Cycle: 1 second



## LED during Setup – Unclaimed Device



- **Off**

- The doorbell is not receiving power.
  - Check the circuit breaker in the home and ensure it is on.
  - Check the wiring to the doorbell and make sure it is secured.



- **Solid White**

- The doorbell is powered on and ready for setup.



- **Solid Amber**

- The doorbell is not receiving enough power.
  - Try activating bypass mode on the Power Kit.
  - Consult an electrician or replace the transformer and chime with one that provides 16-24 VAC.

- **Flashing Amber**

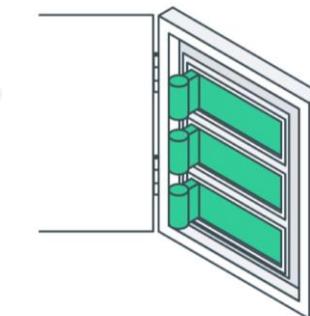
- A WiFi error occurred, or the doorbell didn't detect the QR code on the Arlo app.
  - Ensure the correct 2.4GHz WiFi network is selected with the correct SSID and password.

- **Alternating Amber and White**

- The battery voltage or operating temperature is too low.
  - Wait up to approximately 15 minutes for the doorbell to charge and/or warm up.

**Turn the power on at the breaker.**

Restore power to your doorbell.



## LED during Setup – Unclaimed Device



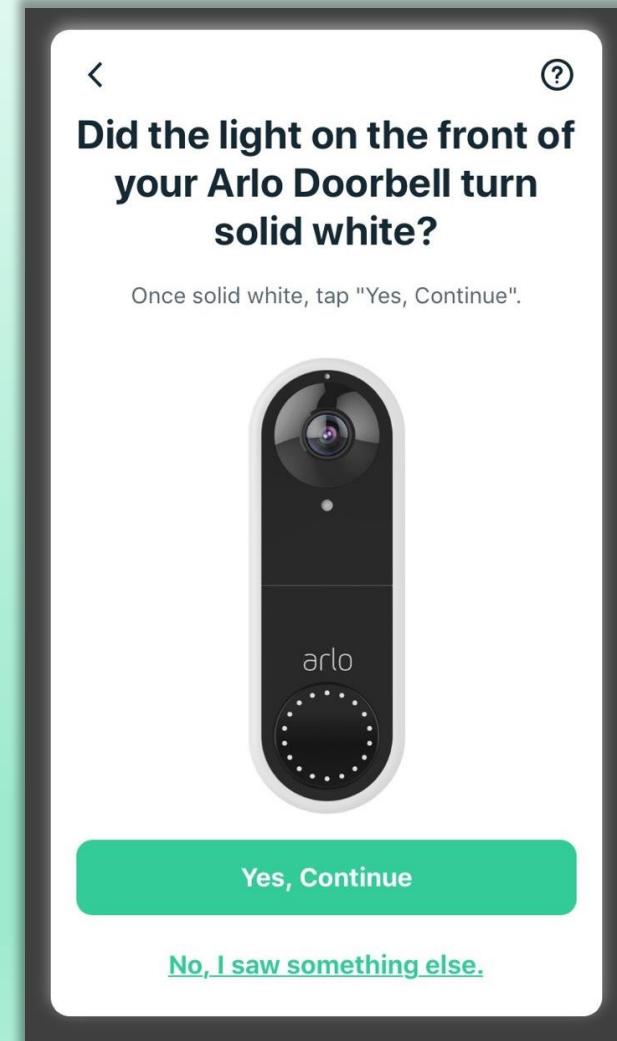
- **Solid White**

- Voltage Level is between 16V and 24V AC.



- **Solid Amber**

- Voltage level is lower than 16V or higher than 24V AC.



Did the light on the front of your Arlo Doorbell turn solid white?

Once solid white, tap "Yes, Continue".



Yes, Continue

[No, I saw something else.](#)

# Arlo Video Doorbell LED Behaviors

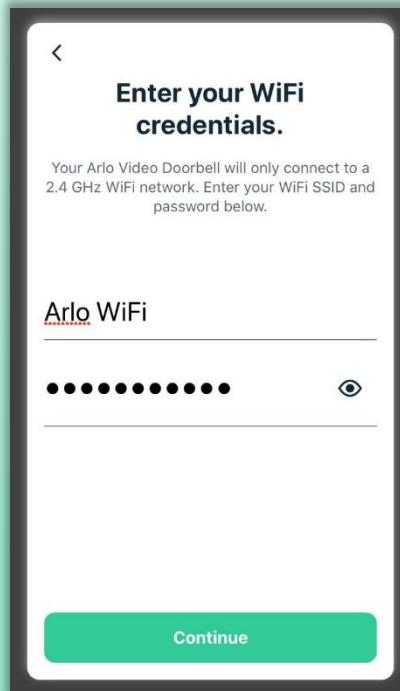


## LED during Setup – Unclaimed Device



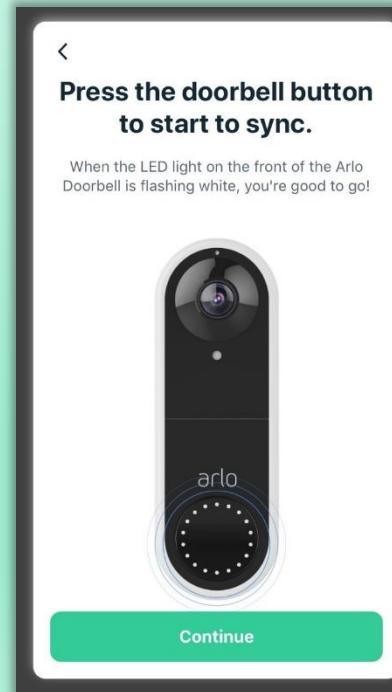
### Solid White

- At Enter WiFi credentials screen

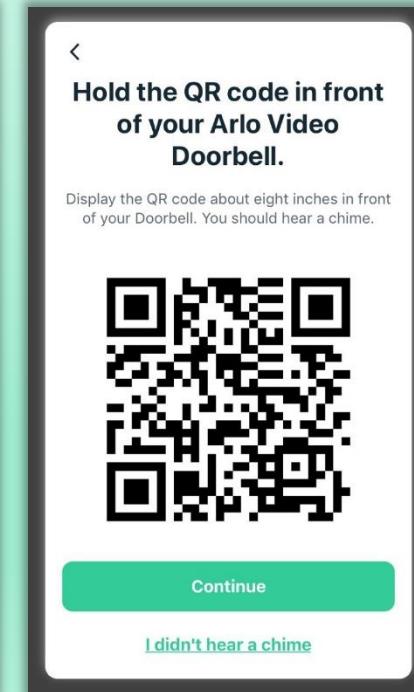


### Slow Flashing White at the following screens:

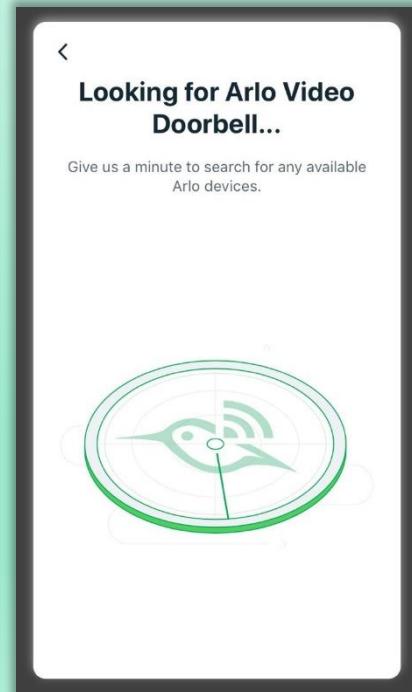
- Connecting to WiFi/Sync



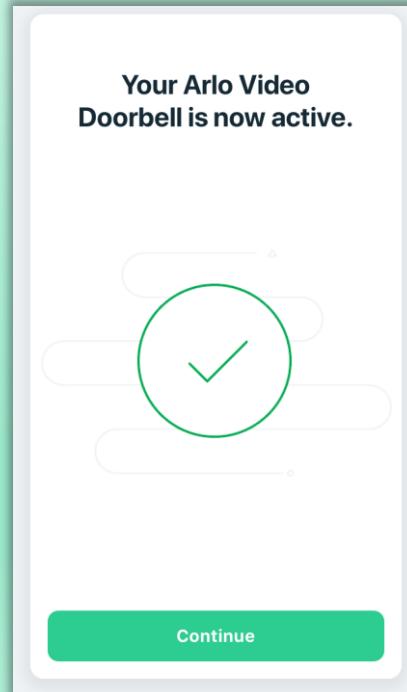
- Scan QR Code



- Searching for Video Doorbell



- Successful Onboarding



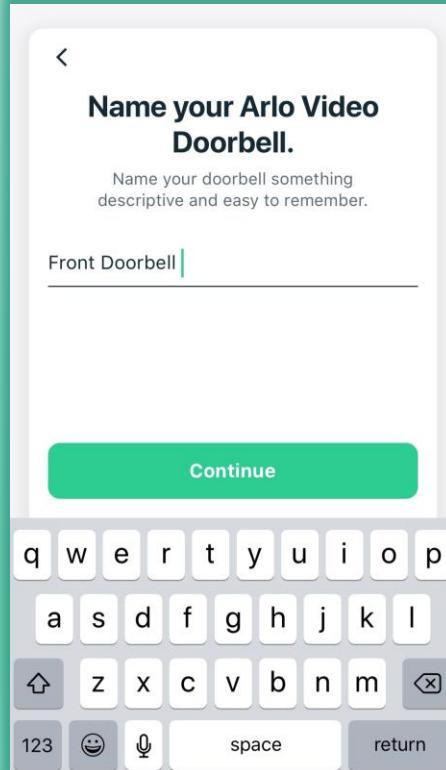
## LED during Setup – QR Code Scan



### Fast Flashing White

for 3 seconds, then off

- When Arlo is claiming the doorbell to the back end



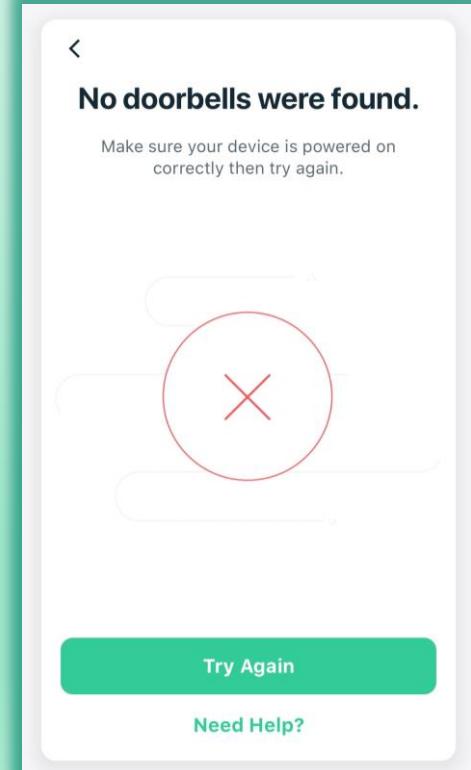
### Flashing Amber – Searching Failure

- QR code scan failure or WiFi connection failure
  - If no Chime tone was heard, then retry QR code scan
  - If Chime was heard, confirm:
    - WiFi available
    - 2.4GHz WiFi
    - WiFi credentials



### Slow Flashing White

- If there is a failure with the connection to backend, the doorbell LED will continue to slowly flash white and continue searching



# Arlo Video Doorbell LED Behaviors

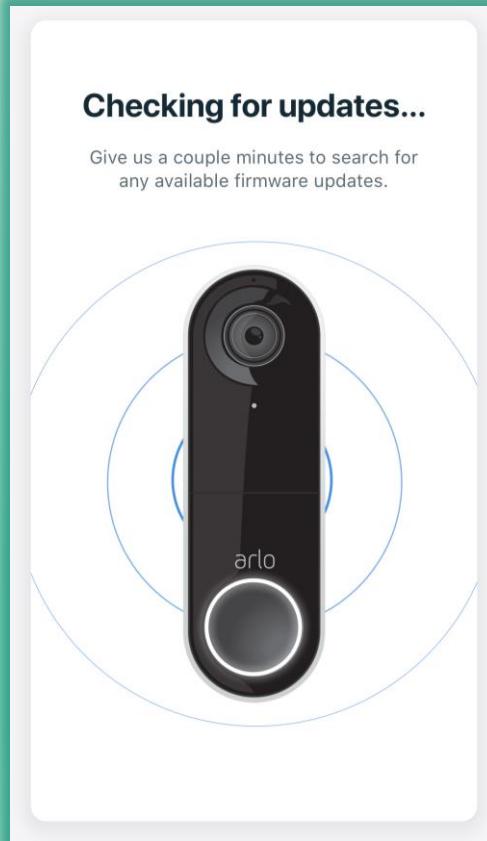


## LED during Setup – Firmware Update

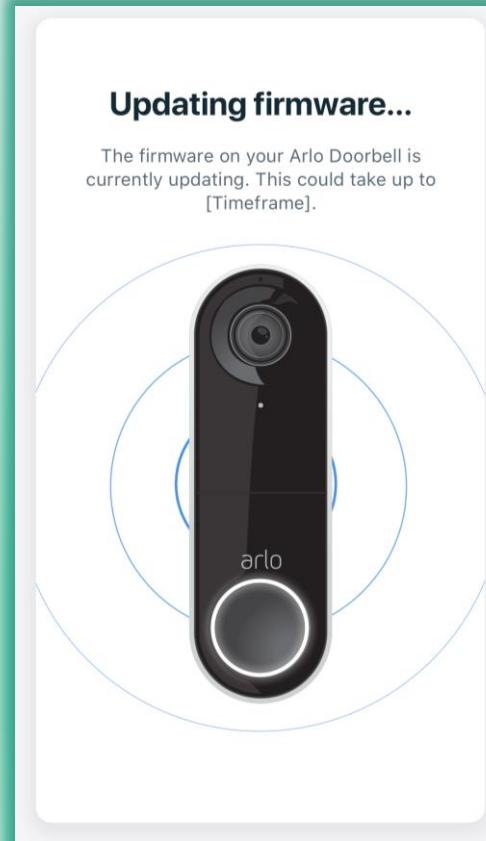


**OFF** during all firmware phases including:

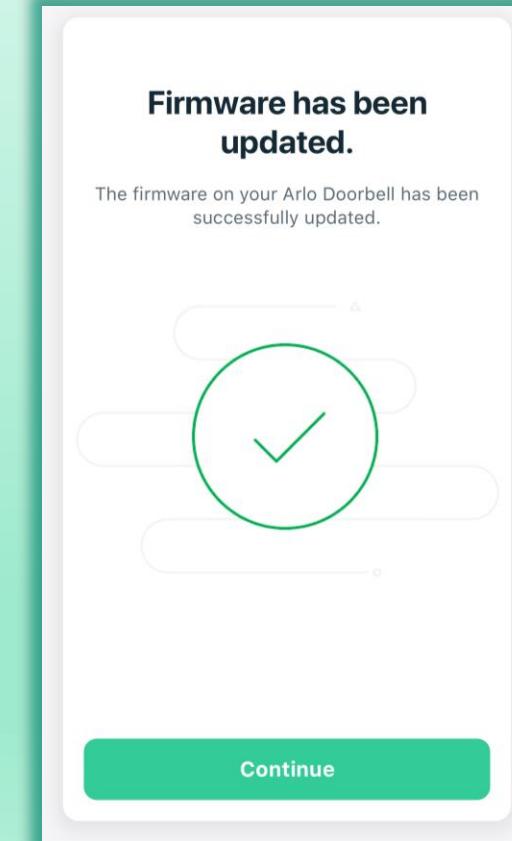
### Checking for updates



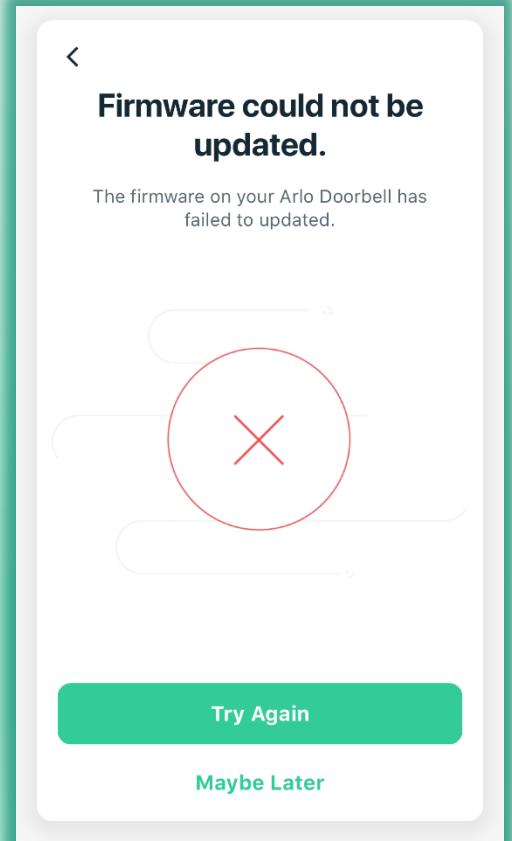
### Updating firmware



**Firmware has been updated**  
(may flash white when doorbell reboots)



### Firmware fails to update



# Arlo Video Doorbell LED Behaviors



## LED during Video Doorbell Operation



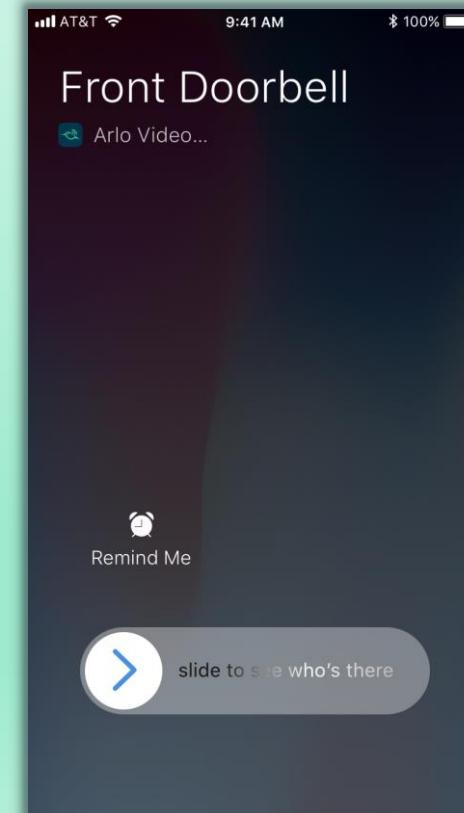
### Motion Detection

White fades in,  
“Breathes” white until motion is no longer detected  
Note: This behavior can be disabled in Settings



### Doorbell Button Press

Solid White on button press.  
Fast Flashing White for 5 seconds after the button is released and then Solid White



# Arlo Video Doorbell LED Behaviors



## LED during Video Doorbell Operation



**Call is Connected**

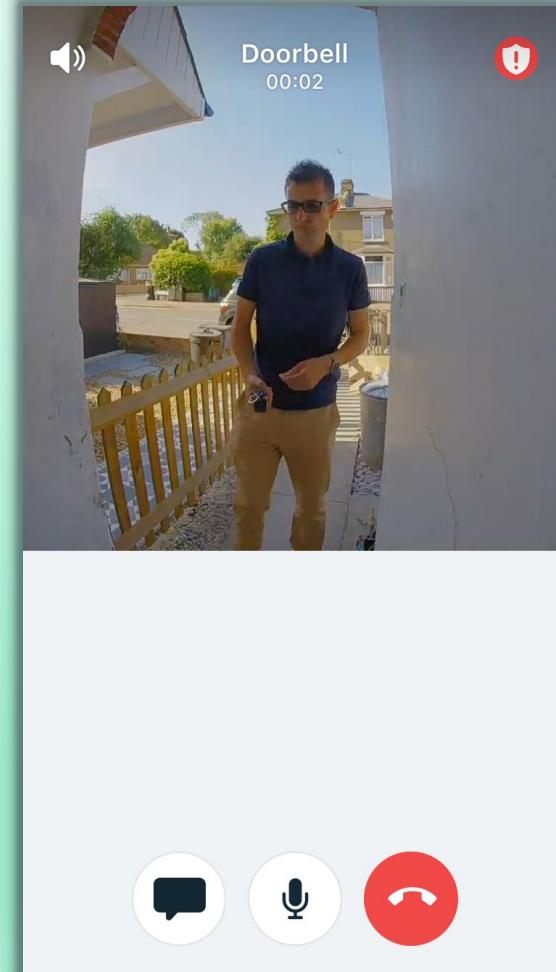
Solid **White**

Note: This behavior can be disabled in Settings



**Call Ended**

LED OFF





# Video Doorbell Troubleshooting

# Common Onboarding Issues



- **LED off**

## ***No power to the unit***

- ✓ Have the customer confirm the power is turned back **ON** at the circuit breaker
- ✓ Have the customer confirm the wiring on the back of the doorbell is still connected after mounting

- **Solid Amber LED**

## ***Voltage is below 16VAC (permanent state)***

- ✓ Check voltage, if possible (may need to contact an electrician)
- ✓ Confirm voltage listed on chime / transformer, if safe to do so
  - ✓ Customer will not be able to proceed with onboarding at this point
  - ✓ Customer should contact electrician to replace in-home transformer

- **Alternating White and Amber LED**

## ***The battery voltage or operating temperature is too low (temporary state)***

- ✓ Wait up to 15 minutes for the doorbell to charge / warm up
- ✓ Customer should wait and leave doorbell as-is, connected to power
  - ✓ In approximately 15 minutes, LED will transition to solid white and be ready for onboarding

- Cannot Scan QR Code

***No chime/audio tone is heard; LED flashes **Amber** for 10 seconds***

- ✓ Try disabling Dark Mode in iOS
- ✓ Try increasing the mobile device screen **brightness**
- ✓ Try removing the mobile device screen protector if applicable
- ✓ Try placing the mobile screen approximately 4 inches from the doorbell and slowly moving away

- Cannot Connect to WiFi

***LED flashes **Amber** for 10 seconds***

- ✓ Confirm the customer is entering credentials for a **2.4GHz WiFi network**
- ✓ Confirm the customer is using the correct **WiFi SSID** and **password**
- ✓ Confirm the router is configured to **broadcast the SSID**

- Cannot Discover Doorbell

***Device discovery fails in app; the doorbell continues to flash **White*****

- ✓ Confirm the mobile phone is connected to **same 2.4GHz WiFi network** as the Video Doorbell
- ✓ Confirm the WiFi network has Internet access

## • Device Restart

- When the doorbell is on-boarded and online; tap **Device Settings > Restart**
- On the doorbell, press and hold the front **doorbell button** \*AND\* press and hold the **reset button** on the back for **10+ seconds**
  - The LED ring will flash white briefly two times when the reset starts
  - Doorbell will need approximately **15 seconds** to reboot
  - This reset is hardware controlled and can be used when software is in a “stuck” or “unknown” state

## • Remove Device

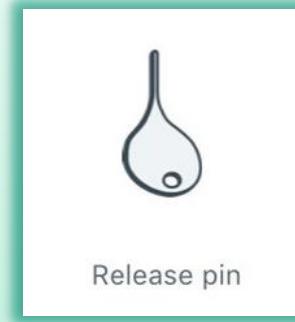
- When the doorbell is on-boarded and online; tap **Device Settings > Remove Device**
- Press and hold the **reset button** on the back for about **15 seconds**
  - The LED ring will flash white quickly when the factory reset starts
  - Doorbell will need approximately **15 seconds** to reboot
  - This reset is software controlled so the timing is not as exact as the hardware reset

# Factory Reset



1. Find the release pin that came with the Arlo Video Doorbell.

Note: A straightened paperclip or something similar can also be used.



Release pin

2. Press and hold the **reset button** on the back of the doorbell for about 15 seconds.

The LED ring flashes white when it successfully begins the reset process.  
The doorbell will need approximately 15 seconds to reboot.

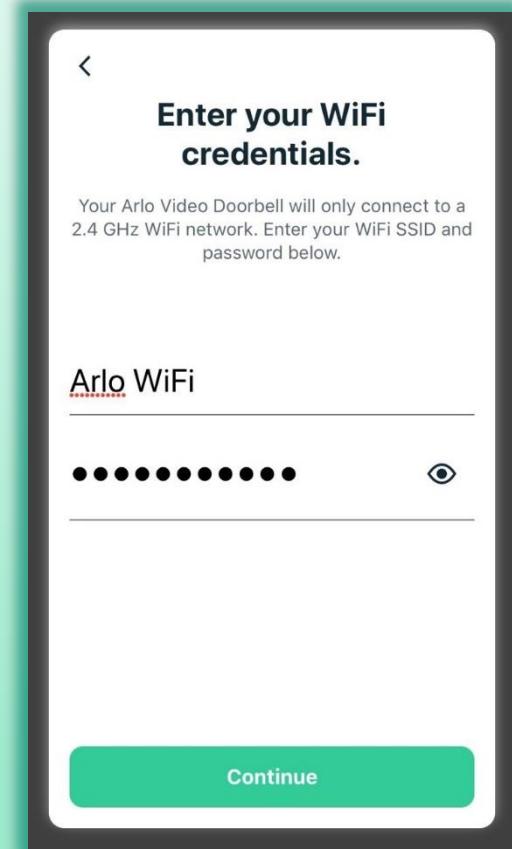


# Video Doorbell Not Found During Setup



If the Arlo Video Doorbell was NOT discovered during the setup process:

- Make sure the customer is attempting to connect to a **2.4GHz WiFi network**.
  - 5GHz networks will not work for Video Doorbell.
- Make sure the customer is entering the correct network **SSID** and **password**.
- Check the **Internet connection**.
- Make sure the mobile device is connected to the **same 2.4GHz WiFi network**.



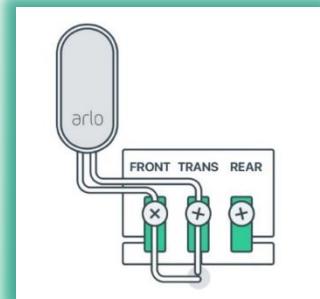
# Chime Does Not Ring



If the existing chime doesn't ring when someone presses the Arlo Video Doorbell button, the Video Doorbell or Power Kit might **not be wired correctly**, or the **temperature** of your Arlo Video Doorbell **might be too high**.

If the Arlo Video Doorbell doesn't ring, follow these troubleshooting options:

- Make sure the Power Kit is correctly wired to the existing chime.
  - It is possible one of the wires became disconnected when replacing the chime cover.
  - Make sure **bypass mode is disabled on the Power Kit**, with the switch configured in the “O” position.
- Make sure the Arlo Video Doorbell is **powered on** and **wired correctly**.
- Make sure the **Traditional Chime setting** is not set to **None** in the Arlo app.
  - The chime setting in the Arlo app should be set to **Mechanical** or **Digital**, depending on the type of doorbell chime installed.
- Make sure **Silent Mode** is not enabled in the Arlo app.
- Check to see if the Arlo app has a warning that the doorbell **temperature is too high**.

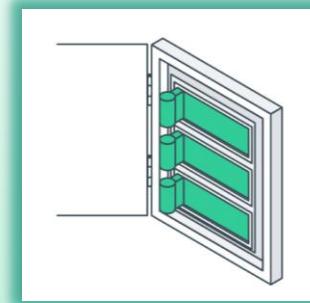


# Video Doorbell LED Off

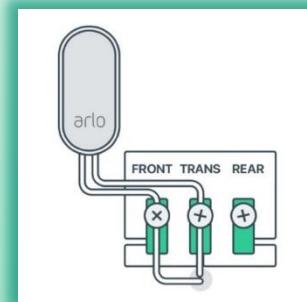


To troubleshoot the Arlo Video Doorbell when the LED is off:

- Make sure **power is available** to the home.
  - Make sure the circuit breakers for the home and doorbell are **ON**.



- Make sure the Arlo **Power Kit** is correctly wired to the doorbell chime.



- Make sure the Arlo **Video Doorbell** is wired correctly.



- Make sure the doorbell transformer voltage is between **16-24V AC**.
- If the doorbell LED is still off, consult an electrician to confirm whether the home is compatible with Arlo Video Doorbell.

# Transformer Voltage



- The Arlo Video Doorbell requires a voltage between **16-24V AC**.
- If the doorbell transformer does not have a voltage between 16-24V AC, the transformer must be upgraded before using the Arlo Video Doorbell.
  - Try using the Arlo app to **install the Arlo Video Doorbell** to see if it works with the doorbell transformer.
  - Check to see if the voltage is printed on the existing doorbell transformer.
    - The estimated voltage is commonly printed on doorbell transformers.
    - This is typically accurate, but it is not as precise as measuring with a multimeter.
  - Use a **multimeter** to test the voltage.
  - Using a multimeter gives you the **most accurate** estimate of the doorbell transformer voltage, and it can be done without finding the doorbell transformer.
    - Disconnect the **existing doorbell** from the wiring.
      - Make sure the wires from the doorbell do **NOT** fall inside the wall.
    - Set the multimeter to **AC**.
      - Connect the two probes from the multimeter to the **wires for the doorbell**.
    - Read the **voltage** level on the multimeter display.
      - If the voltage level is between **16-24V AC**,  
the Arlo Video Doorbell **can be used** with the current doorbell transformer.

**Disconnect the wires, and make sure they don't fall into the wall.**

You can use tape to keep the wires outside the wall.



# Not Receiving Call on Mobile Device



If a customer is not receiving Doorbell calls on their mobile device:

1. Make sure the customer's mobile phone is **connected to the Internet**.
2. Make sure the customer is **logged into the Arlo app**.
3. Make sure the customer has **granted appropriate permissions on the mobile device**.

For iOS:

- Navigate to phone **Settings**
- Scroll down to **Privacy**
- Select **Microphone and Camera**
- Ensure that the Arlo app has **permissions enabled**

For Android:

- Navigate to phone **Settings**
- Select **Apps**
- Scroll down to **Arlo**
- Ensure that the Arlo app has **Microphone and Phone** permissions granted

4. Ensure no one else is **logged into the same Arlo account**.

- For more details on Arlo Video Doorbell, refer to the following Knowledge Base articles:
  - How do I enable **Bypass Mode** on my Arlo Video Doorbell?
  - How do I measure the **voltage** of my doorbell transformer?
  - How do I install the **Power Kit** for my Arlo Video Doorbell?
  - How do I install my **Arlo Video Doorbell**?
  - How do I use the **angled mounting wedge** that came with my Arlo Video Doorbell?
  - How do I use the **wire extensions** that came with my Arlo doorbell?
  - How do I use the **wall anchors** that came with my Arlo Video Doorbell?
  - How do I change the type of **chime** that my Arlo Video Doorbell triggers?
  - How do I change the **LED settings** on my Arlo Video Doorbell?
  - How do I reset my Arlo Video Doorbell?
  - How do I adjust the **audio settings** on my Arlo Video Doorbell?
  - How do I adjust the **video settings** on my Arlo Video Doorbell?
  - How do I receive incoming calls on my smartphone from the Arlo Doorbell?
  - How do I change the **WiFi network** that my Arlo Video Doorbell is connected to?
  - What do the **LED behaviors** on my Arlo Video Doorbell mean?
  - My Arlo Video Doorbell **wasn't found during setup**; what do I do?
  - My existing **chime does not ring** when I press my Arlo Video Doorbell; what do I do?
  - The **LED** on my doorbell is **off**; what do I do?
  - My Arlo Video Doorbell is **disabled**; what do I do?
  - Where can I find **professional help** to install my Arlo Video Doorbell?
  - Arlo Video Doorbell **FAQs (INTERNAL)**

END

arlo  
Video Doorbell