



arlo

Wire-Free
Camera System

Arlo Introduction



- Arlo Wire-Free was the original Arlo security camera system and at the time was simply known as Arlo
- Since that time Arlo has gone on to release the Arlo Smart service (to enhance camera features) as well as several other products:
 - Arlo Q
 - Arlo Q Plus
 - Arlo Pro
 - Arlo Pro 2
 - Arlo Go
 - Arlo Baby
 - Arlo Smart
 - Arlo Security Light
 - Arlo Audio Doorbell and Chime
 - Arlo Ultra



ARLO ULTRA



ARLO PRO 2



ARLO PRO



ARLO



ARLO GO



ARLO Q/Q+



ARLO BABY



ARLO SECURITY
LIGHT



ARLO AUDIO
DOORBELL



ARLO SMART

Arlo wire-free HD security cameras are the perfect solution for both outdoor and indoor security needs



100% wire-free Arlo cameras are **battery powered** and weather resistant:



Arlo Wire-Free (original camera)

- 720p HD



Arlo Pro

- Rechargeable Battery & 720p HD



Arlo Pro 2

- Rechargeable Battery & 1080p HD



Arlo Go

- Rechargeable Battery & 720p HD
- Does not require Wi-Fi
- Uses LTE wireless connections



Arlo Ultra

- Rechargeable Battery & 4K HDR
- Integrated Spotlight with Enhanced Night Vision

Arlo Introduction



Arlo wire-free camera comparisons:



	Arlo Wire-Free	Arlo Pro	Arlo Pro 2	Arlo Go	Arlo Ultra
Power	CR123 or RCR123A Batteries	Rechargeable Battery and AC Power Options			
Video Resolution	720p HD	720p HD	1080p HD	720p HD	4K HD with HDR
Detection	Motion Only	Motion and Audio	Motion and Audio	Motion and Audio	Motion and Audio
Field of View	110 degrees	110 degrees	130 degrees	110 degrees	180 degrees

Arlo Introduction



- Arlo Wire-Free, Arlo Pro, Arlo Pro 2, and Arlo Ultra require the use of a **base station**
 - Note: The Arlo Ultra “base station” is known as SmartHub
- The base station works as a communication hub between the wire-free cameras and Arlo cloud servers and securely connects wire-free cameras to the Internet via WiFi router
- The camera uses a WiFi link to the base station to stream video to the Arlo cloud



Arlo Introduction



- There are four **base station** models and one **SmartHub**
- Two base stations are considered 3rd generation (Arlo Wire-Free) and two are considered 4th generation (Arlo Pro/Pro 2)



VMB3000
Original (Gen 3) Base Station



VMB3500
Gen 3 New Base Station



VMB4000
Gen 4 Base Station



VMB4500
Gen 4 New Base Station



VMB5000
Arlo Ultra SmartHub

Arlo Wire-Free and Arlo Pro/Pro2 cameras are compatible with any base station/SmartHub

Arlo **AC-powered** HD security cameras are indoor security solutions that offer 24/7 recording capability:



Arlo Q

- 1080p HD
- 2-way Audio
- Enhanced Night Vision



Arlo Q Plus

- Power over Ethernet (PoE):
 - Power the camera and connect to the network with a single cable
- Local backup storage with microSD card

Arlo Q cameras do **not** require a base station



Arlo Baby is an all-in-one smart baby monitor with:

- 1080p HD
- 2-way Talk
- Lullaby/Music player
 - Plays lullabies, white noise, music, or your own voice
- Multi-Colored Night Light
 - Thousands of light colors with adjustable brightness and warmth
- Rechargeable Battery
 - Camera can be powered with AC-power or by using a built-in rechargeable battery
- Air Sensors
 - Monitor air conditions including temperature and humidity
- Baby Crying Alert
 - Sound detection that can tell you specifically if it the sound of your baby crying



The **Arlo Audio Doorbell** and **Chime** can be used independently or paired with Arlo Wire-Free, Arlo Pro, and Arlo Pro 2 cameras:



Arlo Audio Doorbell

- Lets you respond to visitors at your door from your mobile phone
- Mobile notifications, remote communications, visitor messaging, and quick response replies
- Wire-free and weather resistant
- Easy do-it-yourself installation and setup
- Works with existing wiring and chimes or the Arlo Chime



Arlo Chime

- Add to any indoor wall outlet to get instant chime alerts when someone presses the Arlo Audio Doorbell
- Wire-free design
- Instant motion and sound alerts from your Arlo Audio Doorbell
- Adjustable volume, silent mode, and a smart siren

Arlo Security Lights are 100% wire-free, smart-controlled, and work by themselves or together with Arlo cameras:



- Weather-Resistant
 - Rechargeable Battery
 - Motion Detection Alerts
 - Bright 400 Lumens LED
 - Multi-Colored LED Light
 - Dusk to Dawn sensor
 - Automatic battery power saving feature in bright surroundings
 - Fully Customizable
 - Flash on/off, change colors, adjust beam width, etc.
 - Works with Amazon Alexa, Google Assistant, IFTTT, and Stringify
-
- Automated interactions between Arlo Security Lights and Arlo cameras can be created
 - For example when your Arlo Security Light detects motion and turns on, Arlo cameras can be set to start recording

Arlo Smart adds intelligence to Arlo cameras so you know what was detected and what is in the video:

- Person Detection
 - With the help of advanced algorithms, Arlo security cameras filter out everyday movement, such as tree branches, and only alerts you when it detects a person
- Animal Detection
 - Specific notifications when your Arlo camera detects an animal
- Vehicle Detection
 - Detects cars, trucks, buses, motorcycles, and bicycles
- Package Detection
 - Alerts you when the Arlo camera sees a package being picked up or dropped off
- Rich Notifications
 - Push notifications and snapshots on the smartphone's lock screen, with the option to turn on the siren, call a friend, or contact emergency services with e911
- e911
 - When you use the e911 feature in the Arlo app, emergency calls reach the correct emergency dispatcher for the address specified in your Arlo app, no matter where you are
- Cloud Activity Zones
 - When using cloud activity zones, your Arlo camera only records and notifies you when it detects motion inside of the activity zone

Arlo Smart

Arlo Smart adds intelligence to your Arlo cameras to give you a more personal and purposeful home security experience.

No Subscription

(formerly known as Basic)

- **7 Days of Cloud Recordings**
(Records when motion/audio detected)
- **Support up to 5 cameras**

FREE

Arlo Smart (Add-On per camera)

- **30 Days of Cloud Recordings**
(Records when motion/audio detected)
- **Support up to 5 cameras**
- Advanced AI detection
- Custom activity zones
- Lock screen notifications

Monthly and Annual Payment Plans

Arlo Smart features are available for Arlo cameras with
Arlo Smart plan subscriptions

Arlo Smart Premier

- **30 Days of Cloud Recordings**
(Records when motion/audio detected)
- **Support up to 10 cameras**
- Advanced AI detection
- Custom activity zones
- Lock screen notifications
- e911 Emergency Call Service (U.S. only)

Monthly and Annual Payment Plans

Arlo Smart Elite

- **60 Days of Cloud Recordings**
(Records when motion/audio detected)
- **Support up to 20 cameras**
- Advanced AI detection
- Custom activity zones
- Lock screen notifications
- e911 Emergency Call Service (U.S. only)

Monthly and Annual Payment Plans

- The Arlo Smart Add-On plan is sold **per camera**.
- The e911 feature is **NOT** available with the Arlo Smart Add-On plan.
- Arlo Smart Premier and Arlo Smart Elite support all Arlo Smart features.



Wire-Free

- Features
- Model Numbers
- Accessories
- Functionality

Arlo Wire-Free Features



- Arlo Wire-Free is the original Arlo security camera system
 - (Internally referred to as Gen 3)
 - Powered by battery
 - Cameras can automatically detect movement, send alerts to your phone and record video to private cloud storage
- Arlo Wire-Free has features such as:
 - High Definition (HD) recording
 - Motion Detection Alerts
 - Night Vision
 - IP65 Certified Weather Resistant



REQUIREMENTS

- High-speed Internet connection—minimum 1 Mbps upstream recommended
- Available port on your router

CERTIFICATIONS

- FCC, IC, CE, UL

DIMENSIONS & WEIGHT

- Base Station:
2.2 x 8.5 x 6.5 in (55 x 215 x 165 mm)
11.3 oz (320 g)
- Camera^{††}:
2.8 x 1.7 x 2.6 in (72 x 44 x 66 mm)
4.3 oz (123 g)
- Magnetic Mount:
2.1 x 2.1 x 0.9 in (54 x 54 x 23 mm)
1.4 oz (40 g)
- Outdoor Mount:
2.3 x 2.3 x 4.8 in (58 x 58 x 122 mm)
4.8 oz (135 g)
- Table/Ceiling Mount:
3.0 x 3.5 in (74 x 90 mm)
5.4 oz (154 g)
- Replaceable Silicone Skins:
2.91 x 1.77 x 2.64 in (74 x 45 x 67 mm)
0.65 oz (18.5 g)

CAMERA

- High Definition video resolution
- H.264 format
- Fixed focus range—2 feet to infinity
- 110° Field of view
- Digital pan & zoom
- Night Vision:
 - 850 nm LEDs; illuminates up to 25 feet
 - IR cut-off filter
- 4 video channels
- Imaging Sensor:
 - Full color
 - CMOS
 - Auto-adaptive white/black balance and exposure
- Battery level indicator
- 3 to 6 month battery life[†]
- Motion Detection adjustable up to 15 feet
- Automatic email alerts and push notifications
- Weatherproof:
 - Operating temperature: 14° to 122° F
(-10° C to 50° C)
 - Waterproof: IP65

BASE STATION

- Wireless:
 - Frequency: 2.4GHz 802.11n
 - Range: 300 feet line of sight
- Fast Ethernet interface port
- Indicator LEDs:
 - Power
 - Internet
 - Camera
 - Smart Home
 - USB
- IP Configuration DHCP
- Internal antenna
- Processor & Memory:
 - 500MHz MIPS 74K processor
 - 128MB flash; 128MB RAM

Arlo Wire-Free Model Numbers



Product	Model Number
Camera	VMC3030
Base Station	VMB3000
Base Station (newer model) Internally referred to as: Gen 3 Low Cost Base Station (LCBS)	VMB3500



VMC3030



VMB3000



VMB3500

Arlo Wire-Free System Model Numbers



Arlo Wire-Free System	Model Number
1-camera system	VMS3130
2-camera system	VMS3230
3-camera system	VMS3330
4-camera system	VMS3430
5-camera system	VMS3530
3-camera system with 1-Arlo Q camera	VMK3200
4-camera system with 2-Arlo Q cameras	VMK3500

Magnetic Camera Mount



Just snap on your Arlo Wire-Free cameras with the magnetic mount. The innovative design provides secure mounting and you can move cameras from one location to another in just a few seconds.

INCLUDES

VMA1300

- (4) Magnetic Camera Mounts for Arlo Wire-Free cameras
- (4) Mounting screws

Outdoor Mount



Easily adjustable mount provides 360 degree swivel and 90 degrees of tilt for the Arlo Wire-Free cameras. It's easy to install and adjust the camera position for indoor, outdoor, wall and ceiling mounting.

INCLUDES

VMA1000

- (1) Outdoor Mount
- (3) Mounting screws
- (1) Quick Start Guide
- (1) Arlo window decal

Table & Ceiling Mount



Use this mount freestanding on a table or secure it to the ceiling with included mounting screws. Simply snap the camera onto the magnetic ball and aim it in any direction you want.

INCLUDES

VMA1100

- (1) Table/Ceiling Mount
- (2) Mounting screws
- (1) Install guide

Replaceable Silicone Skins



Silicone skins for Arlo Wire-Free cameras are UV- and water-resistant, and ideal for outdoor and indoor use. They have a convenient slip-on, slip-off design, and provide access for mounting and battery compartment.

INCLUDES

VMA1200

- Three (3) UV-resistant silicone skins:
 - Black
 - Green
 - Camouflage

Arlo Wire-Free Accessories



- Tenergy Rechargeable RCR123A Batteries are designed for the Arlo Wire-Free camera (VMC3030)
- Tenergy 3.7V 650mAh RCR123A Li-ion rechargeable batteries can be recharged up to 500 times, offering significant savings over using disposable CR123 batteries
- Compatible with the Tenergy 3.7V 650mAh RCR123A Li-ion battery charger



Tenergy Rechargeable Battery Charger

- Works with Tenergy 3.7V 650mAh RCR123A Li-ion rechargeable batteries
- Can charge up to 4 rechargeable batteries independently
- Each battery charging port comes with an independent charging status indicator



How Arlo Wire-Free Works

The cameras are wire-free and powered by battery

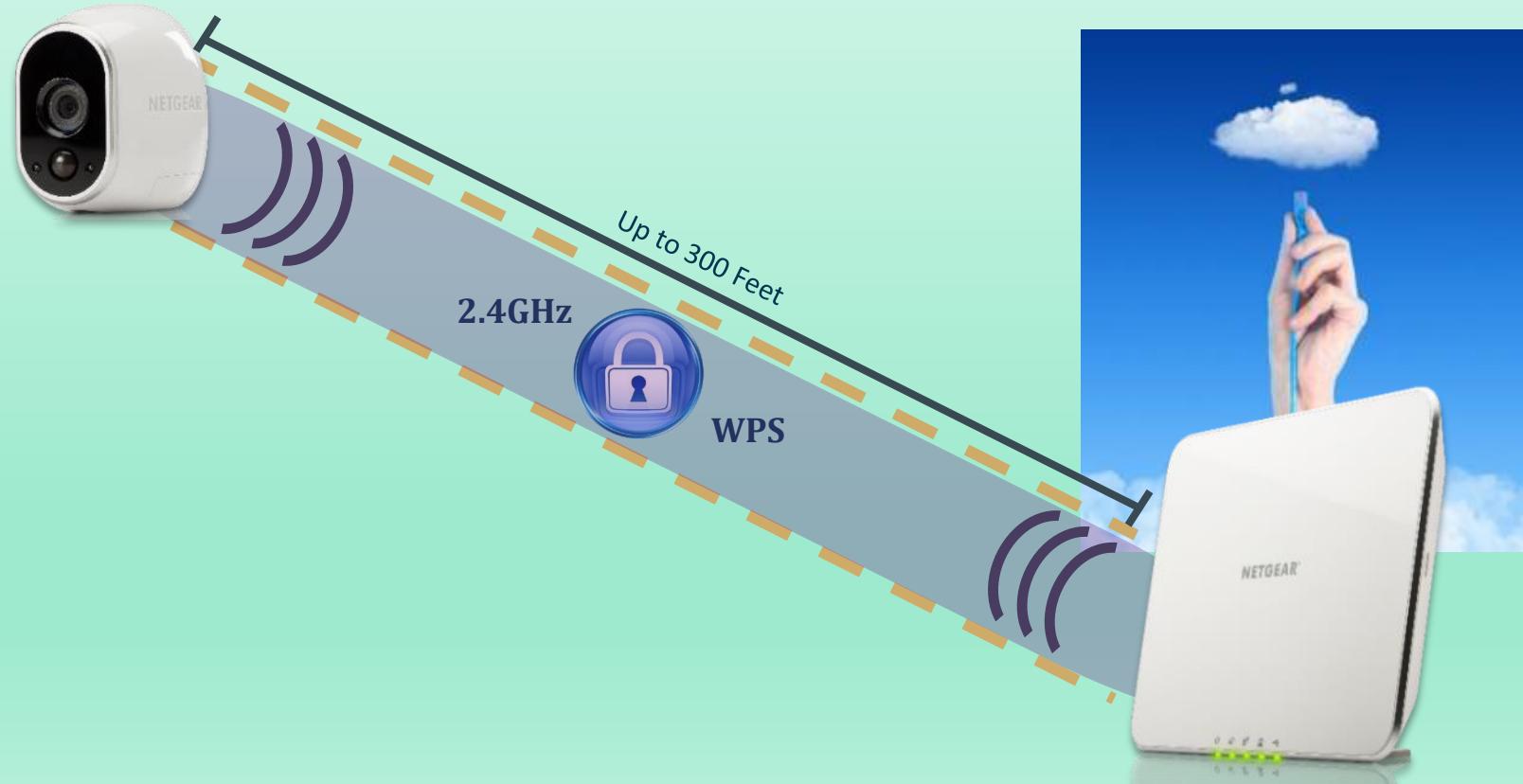
When the camera detects motion, it uses a WiFi link to the base station to stream video to the Arlo account in the cloud



Arlo Wire-Free Functionality



- The Arlo Wire-Free system consists of at least one camera and a base station
- The base station serves as a hub for the cameras and maintains a continuous connection to the Arlo cloud servers
- The cameras connect to the base station using the 2.4GHz band, with a range of 300 feet
 - This connection is secured by the use of WPS encryption
- The cameras transmit footage to the base station. The base station sends that data to the cloud.





Wire-Free Base Station

- Specifications
- Features
- LEDs
- Internet Connection

Arlo Wire-Free Base Station Specifications



- The Arlo wire free base station works as a hub between the cloud servers and the cameras
- Two internal antennas deliver 2.4GHz wireless radio to establish WPS connections with the cameras
- An internet LAN port is used for router connection using an Ethernet cable
- A minimum of 1Mbps upstream internet speed is required
- The base station is not weatherproof and is for indoor use only

Specifications	
IP configuration	DHCP
Antenna	Internal
Wireless Frequency	2.4GHz (802.11b/g/n)
Wireless Speed (Automatic)	150Mbps@20MHz 300Mbps@40MHz
Wireless Range	300 feet line of sight
Processor & Memory	500Mhz MIPS 74K Processor 128MB Flash, 128MB RAM
Operating Temperature	32° to 122° F (0° to 50° C)

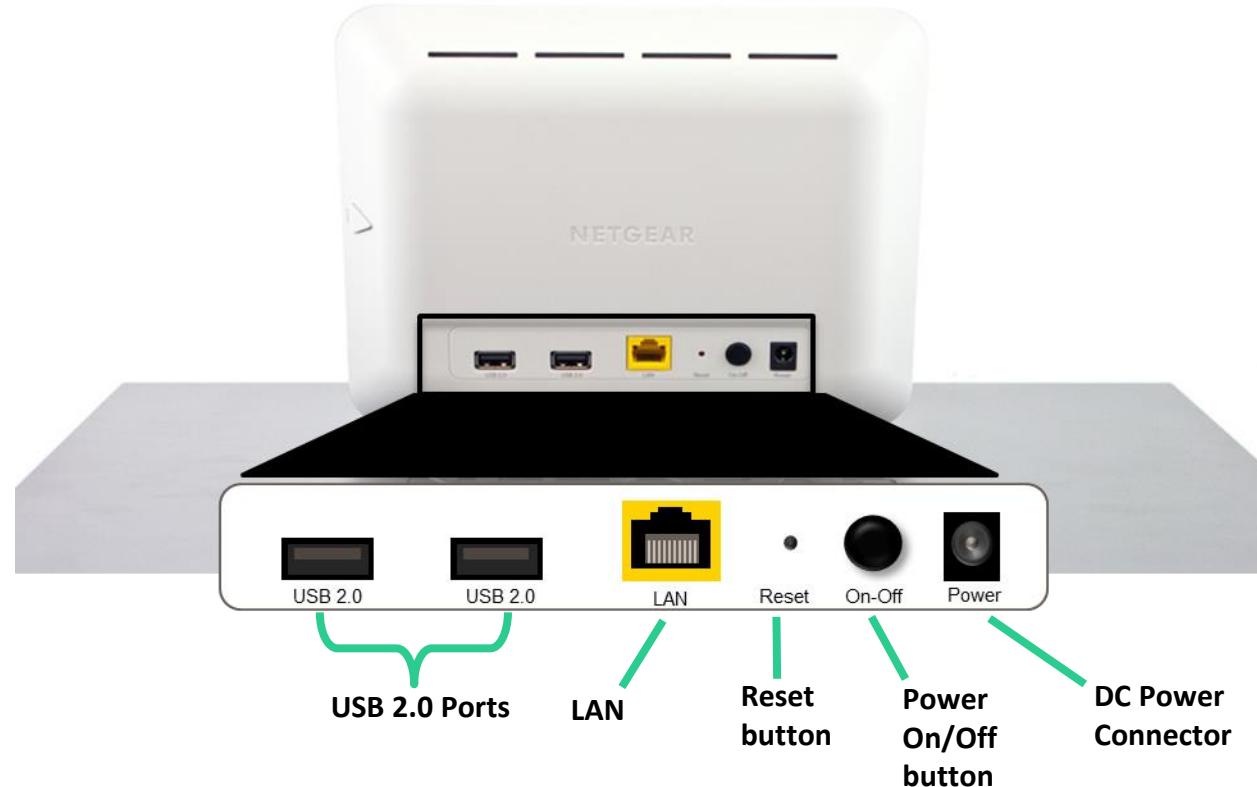


VMB3000

Arlo Wire-Free Base Station



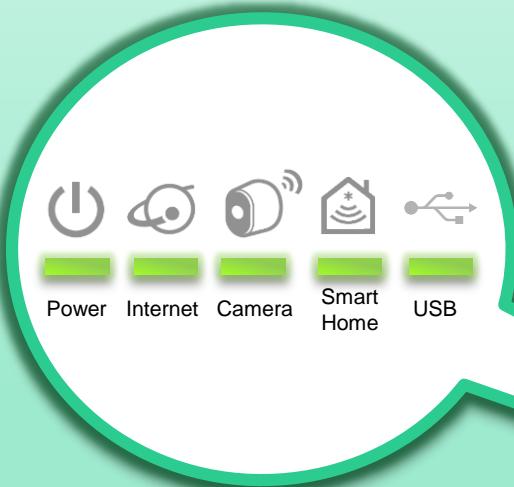
The back of the VMB3000 base station contains the LAN port, Reset button, Power button, Power connector and USB ports



Arlo Wire-Free Base Station LEDs



- The Arlo Wire-Free base station (VMB3000) uses the following LEDs:
 - Power
 - Internet
 - Camera
 - Smart Home (reserved for possible upcoming features)
 - USB



The sync button is located on the right side of the base station

Arlo Wire-Free Base Station LEDs

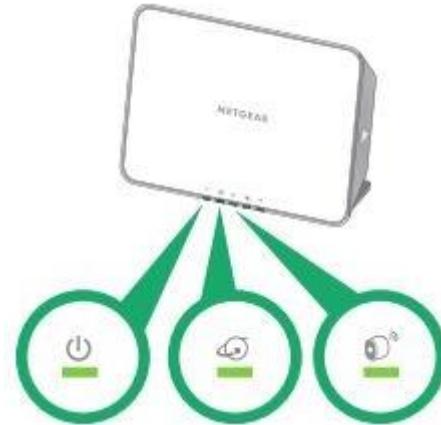


- The VMB3500 Arlo Wire-Free base station uses the following LEDs:
 - Power
 - Internet
 - Camera



The sync button is located on the back of the base station under the LEDs

Arlo Wire-Free Base Station LEDs



Power

Green

The base station is powered on.

Blinking green

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

Amber

The base station is booting.

Off

The base station is powered off.

Internet

Green

The base station is connected to the Internet.

Blinking green

The base station is sending data over the Internet.

Amber

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

Off

The base station is not connected to your router.

Camera

Green

Cameras are connected to the base station.

Blinking green

The base station is attempting to sync with a camera.

Blinking amber

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

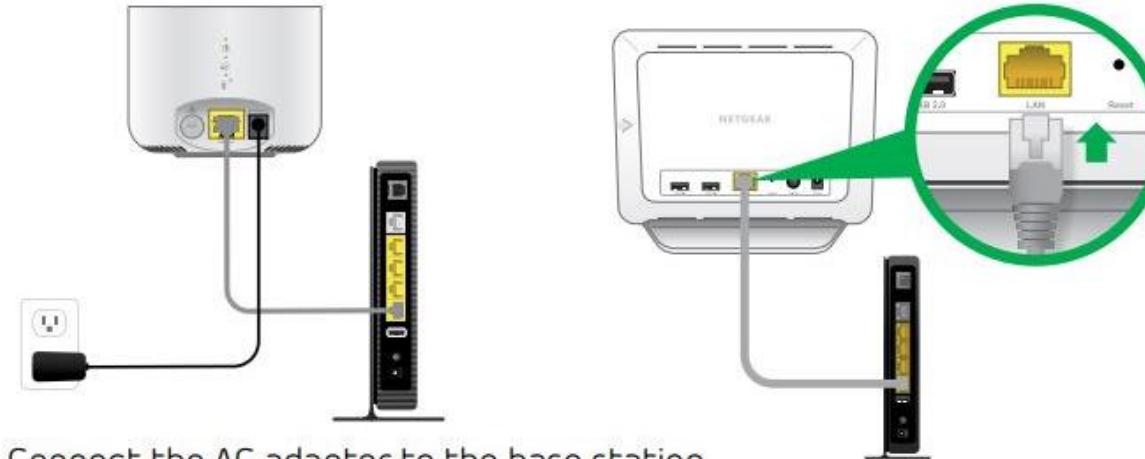
Off

No cameras are detected.

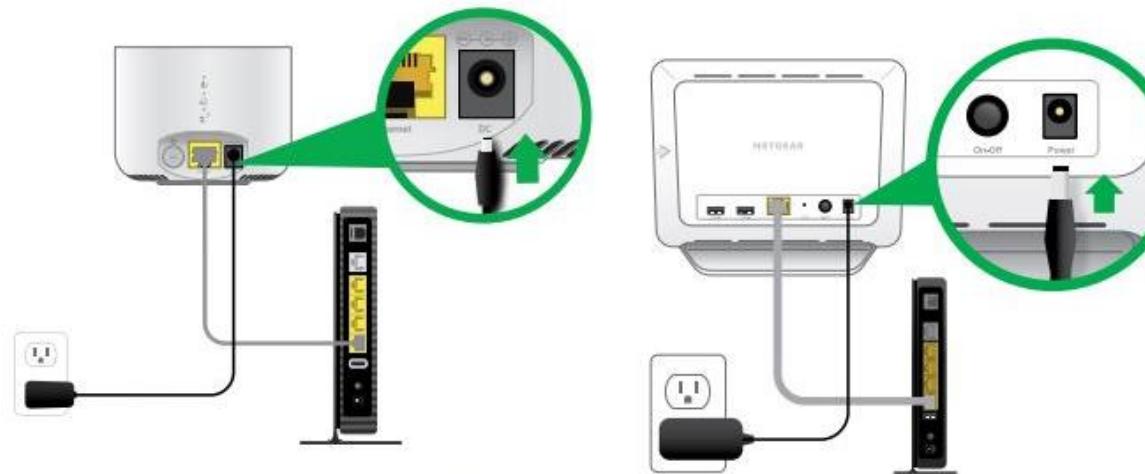
Arlo Wire-Free Base Station Internet Connection



1. Connect the base station to your router using an Ethernet cable.



2. Connect the AC adapter to the base station.

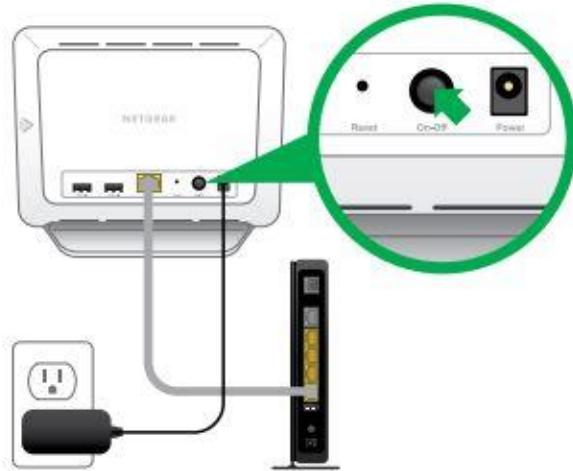


3. Plug the AC adapter into an electrical outlet.

Arlo Wire-Free Base Station Internet Connection



4. If your base station includes an **On-Off** button on the back, press the button.



The Power LED and Internet LED light green in about two minutes.

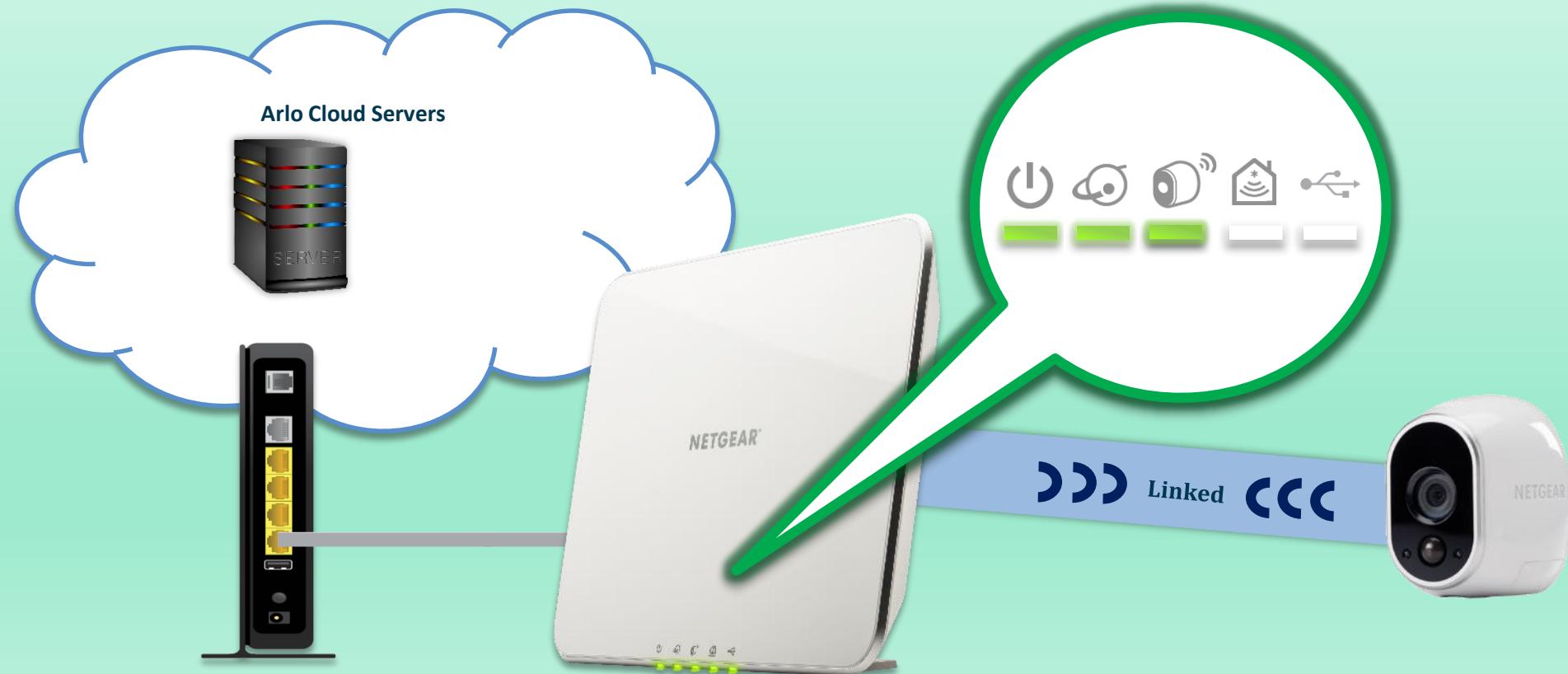


Your base station is set up.

Arlo Wire-Free Base Station



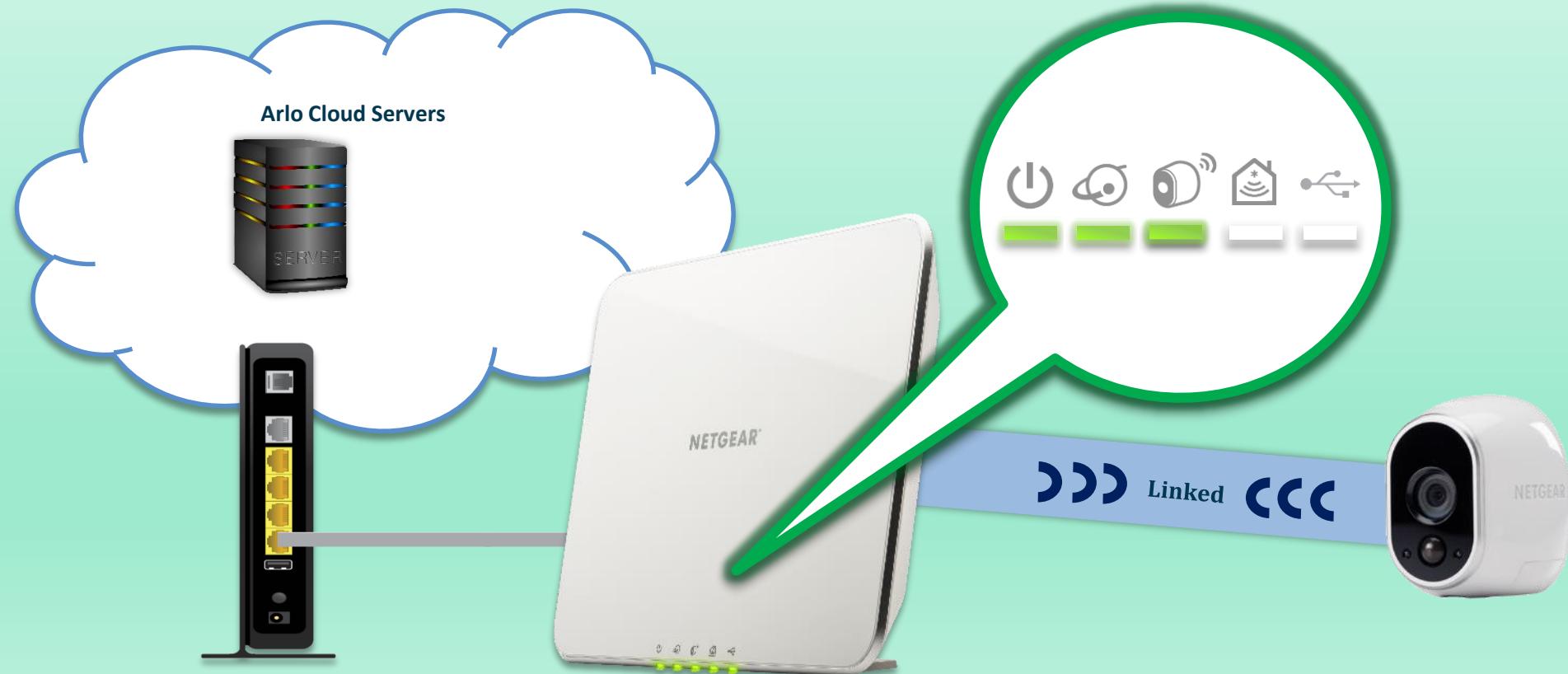
- When the base station boots up, all the lights of the base will turn on green for a second and then turn off
 - The power LED will illuminate solid amber for a moment
- The base station will perform a system check, request IP, attempt to resolve the Arlo cloud server IP addresses, and try to connect to the cloud servers
- If the base station has internet connectivity, the Power LED and Internet LED will become solid green
- It also will be authenticated by the cloud servers if it had already been associated to an Arlo account



Arlo Wire-Free Base Station



- If there is no internet connection, the Internet LED will be OFF or illuminate amber
 - It could be that the internet is out, incorrect ISP DNS settings exist, or there is a temporary cloud outage
 - In some cases it could be a physical failure such as the LAN port of the base station is faulty, the Ethernet cable is faulty, router is faulty, or no Ethernet cable is connected.
 - It could also be other incorrect settings, for example, there is no DHCP server in your network, invalid DNS configuration, etc.
- The camera LED will turn solid green if the base station has cameras synced to it. Otherwise, the camera LED will stay OFF.



- After the base station has powered up, the Internet LED will become solid amber if it is connected to the router, but lost Internet connection



- If the base station is not physically connected to the router, the Internet LED will be OFF





Wire-Free Camera

- Specifications
- Night Vision
- Passive Infrared Sensor
- LEDs
- Batteries
- Field of View
- Sync
- Firmware Updates
- Mounting
- Placement
- Position
- Motion Detection Test
- Position Mode

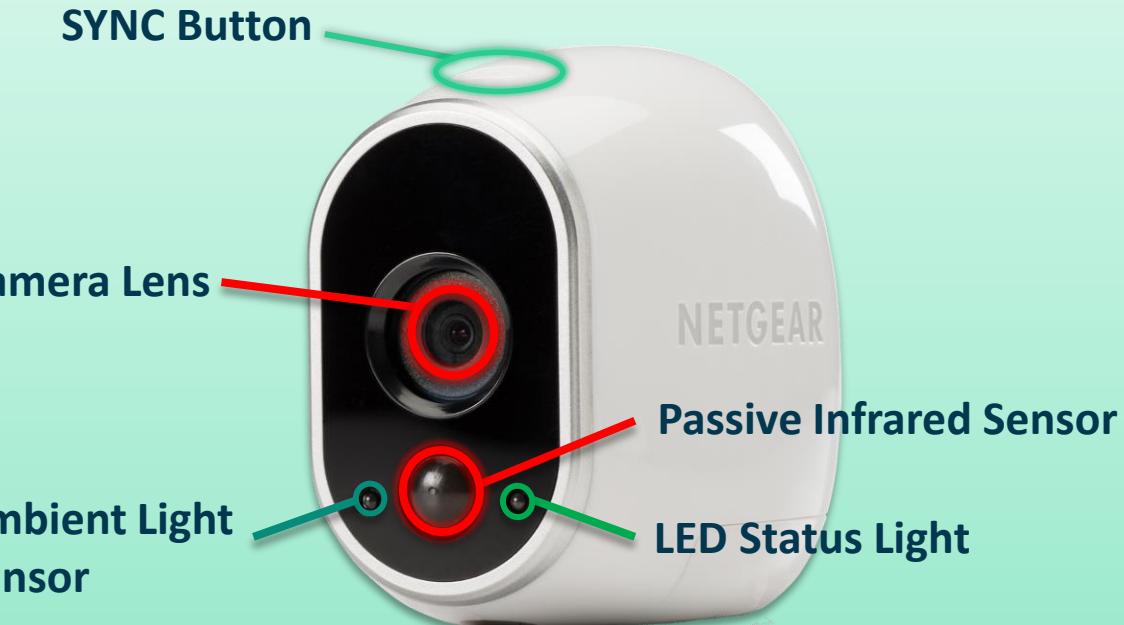
Arlo Wire-Free Camera Specifications



- The first 100% wire-free and fully weatherproof camera of the Arlo family
 - Can be installed indoors or outdoors
 - Uses four Lithium CR123 batteries
 - Night Vision capable
 - High Definition resolution
 - Motion detection capability using a Passive Infrared Sensor



Specifications	
Detection Capability	Motion
Antenna	Internal
Wireless	2.4GHz 802.11b/g/n
Wireless Speed (Automatic)	72Mbps @20MHz 150Mbps @40MHz
Focus Range	Fixed focus (2ft to infinity)
Lens Field of View	110°
Night Vision	850nm LEDs and IR cut-off Filter
Passive IR Sensor Field of View	80°
Video Resolution	Configurable up to 720p
Video Format	mp4 H.264 Codec
Operating Temperature	14° to 122° F (-10° C to 50° C)



12 Night Vision LEDs



Arlo Wire-Free Camera Night Vision



12 Night Vision LEDs

- To improve the performance in a dark environment, the Arlo Wire-Free camera uses 12 - 850 nanometer (nm) near-Infrared (IR) LEDs which are able to illuminate a maximum of **25 feet** (7.62 meters) away
 - This illumination system shines near-IR light on its field of view when activated, so that the optical system in the camera is able to image it
- The night vision LEDs are also controlled by the ambient light sensor
 - If the ambient light is insufficient, the sensor detects additional light is required
 - The camera will turn on the night vision LEDs automatically, and turn them off once recording is done



Ambient Light Sensor

Arlo Wire-Free Camera Passive Infrared Sensor



- The Passive Infrared (PIR) sensor is an electronic sensor that measures the infrared changes radiating from objects in its field of view
- The PIR sensor has a 15 foot sensing range within an 80 degree field of view
- Passive means the PIR sensor does not emit any energy for detection purposes.
 - Instead, it works entirely by detecting the energy given off by other objects, and converting that energy into electricity
- For Arlo cameras, the detected energy is converted to a voltage. If the voltage reaches the threshold of a trigger, the camera will wake up and start to record



**Passive Infrared
Sensor**

Arlo Wire-Free Camera LEDs



The LED on the camera changes color and blinks depending on the battery charge and to indicate the status of activities such as syncing the camera and updating the camera firmware

Camera LED	Color and Action	Meaning
●	Solid blue	The camera is powered on.
● ● ● ● ●	Fast blinking blue for 10 seconds	The camera synced to the base station.
● ●	Solid amber	The camera is booting.
● ● ● ● ●	Blinking amber once per minute	The battery charge is low (15% or less).
● ● ● ● ●	Fast blinking amber	The camera failed to sync to the base station.
● ● ● ● ●	Blinking blue and amber	A firmware update is in progress. DO NOT TURN OFF THE CAMERA.

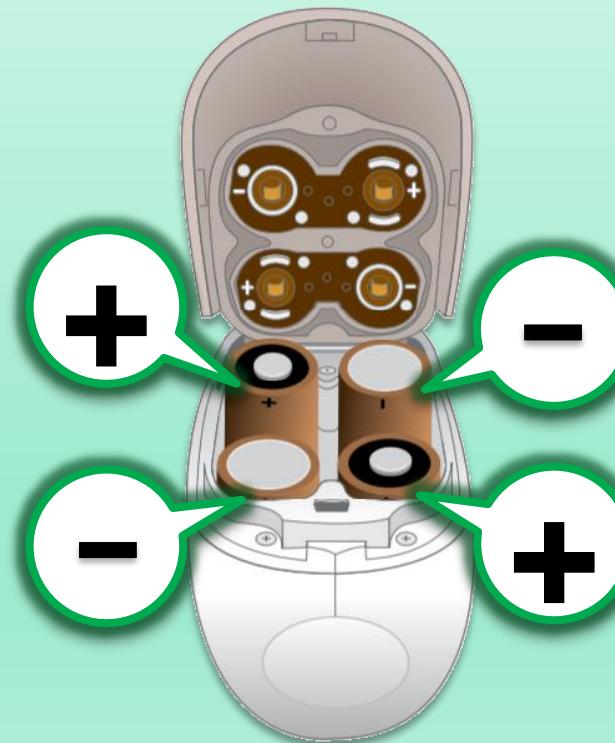


Arlo Wire-Free Camera Batteries



- The Arlo Wire-Free cameras are battery powered and are not intended for continuous recording
- Batteries can last 3 to 6 months depending on settings and environment
- Setting the camera to record longer videos or placing the camera in a low light environment will reduce the battery life
- Arlo Wire-Free cameras come with **non-rechargeable** batteries. **Rechargeable** batteries can be bought separately.

Move the latch lock to the left in order to slide the battery door open



The LED on the camera will light solid blue and then off to indicate the batteries are fully inserted



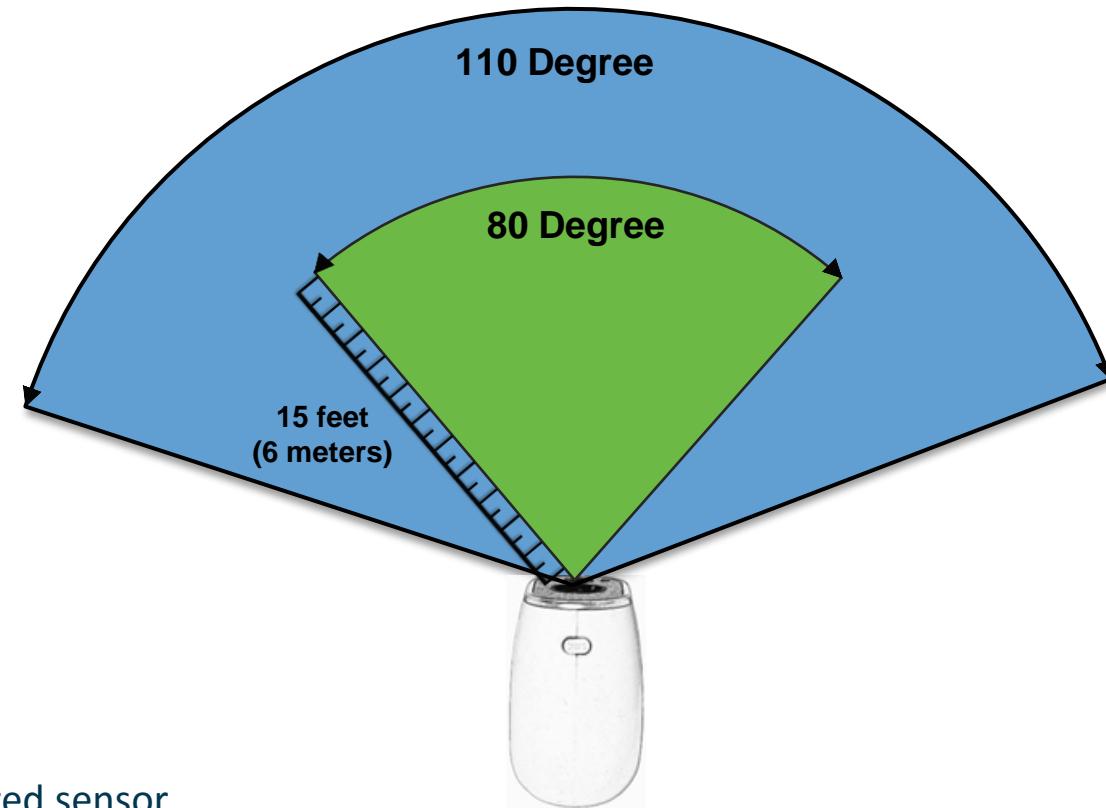
- To maximize battery life:
 - Use high quality batteries
 - Use the Optimized or Best Battery Life power setting
 - Configure cameras to record shorter videos
 - Position the camera closer to the base station (maximum distance of 300 feet)
 - Maintain a good distance away from WiFi routers
- Environmental factors that can shorten battery life:
 - Placing cameras in temperatures below 32 degrees Fahrenheit (0 degrees Celsius)
 - Placing your cameras in low-light areas that require infrared sensors to work harder



Arlo Wire-Free Camera Field of View



The Arlo Wire-Free camera lens has a 110 degree field of view



The Arlo Wire-Free passive infrared sensor has a 80 degree field of view, and can sense heat signatures up to 15 feet away

To sync an Arlo Wire-Free camera with the base station:

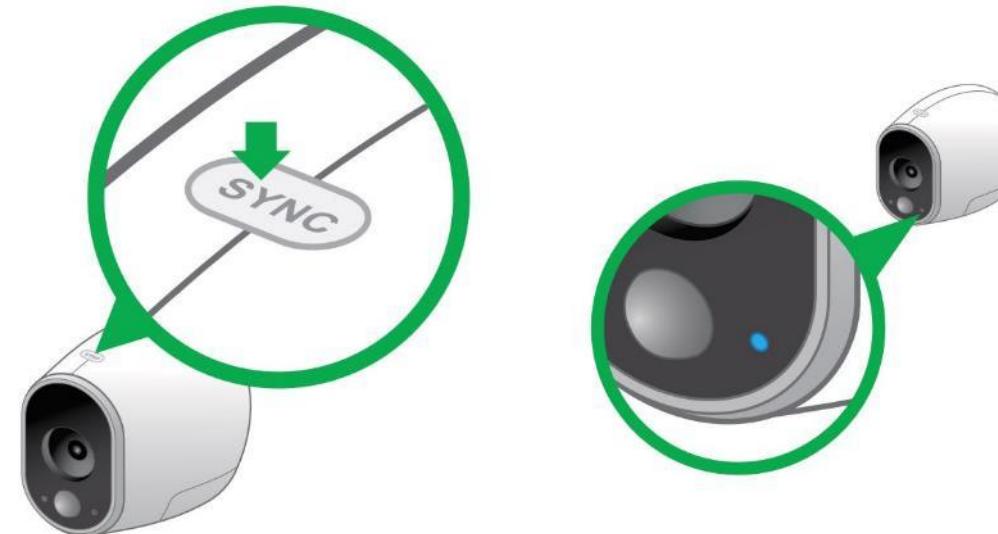
1. Place the camera within **one to three feet** of the base station.
2. Press the **Sync** button on the base station for **two seconds**.

The base station sync status LED blinks green.



3. Press the **Sync** button on the camera for two seconds.

The camera LED blinks blue slowly and then blinks fast when the sync is finished.



Note: If the LED blinks amber, the sync was not successful.
Repeat the sync process

Arlo Wire-Free Camera Firmware Updates

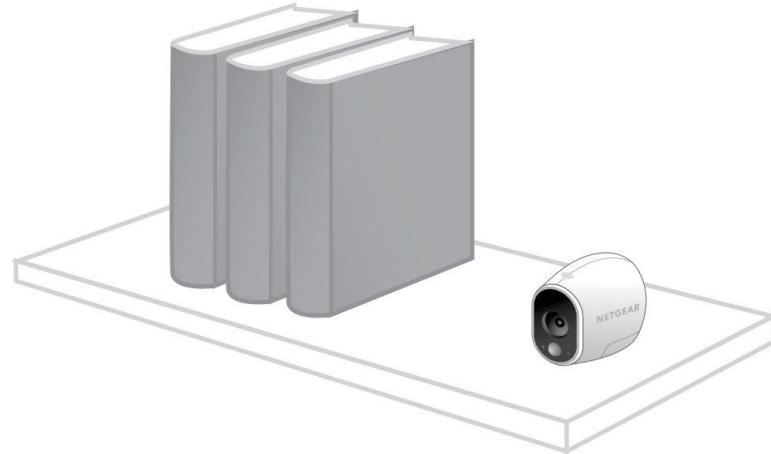


- A firmware update might start after you sync a camera to the base station
- If a firmware update is in progress, the LED on the camera blinks alternating blue and amber
 - After this, the LED is off for one to two minutes while the camera installs the firmware
 - This update happens automatically
 - Important: Do **not** open the battery door while an Arlo camera is updating and installing firmware
- After the camera firmware update completes, the camera syncs to the base station again and the LED blinks blue rapidly
- Firmware updates can also be done manually in the Arlo app
 - Tap **Settings > My Devices > Arlo Wire-Free Camera > Device Info > Firmware**
 - If new firmware is available, tap **Update**
 - If there is no new firmware available the user will see a message stating: **No updates available.**

Arlo Wire-Free Camera Mounting

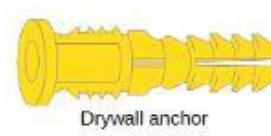
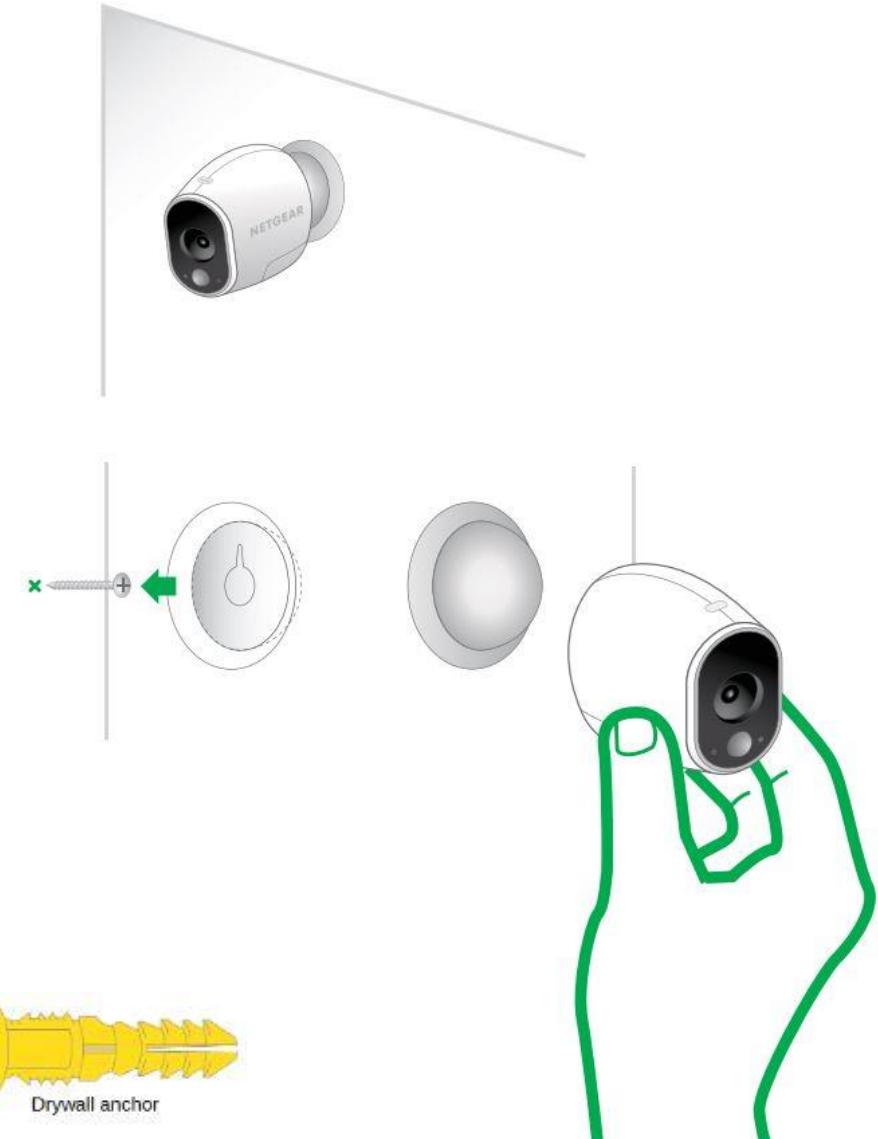


- Cameras can be placed on a shelf or other flat surface...



...or they can be mounted on a wall

- To mount the camera on a wall:
 - Fasten the mounting screw into the wall, and hang the magnetic mount from the screw
 - If the camera is mounted on drywall, use the plastic drywall anchors that are provided



Arlo Wire-Free Camera Placement



Arlo Wire-Free cameras should be placed in a location with a clear, unblocked field of view and with a good Wi-Fi signal to the base station

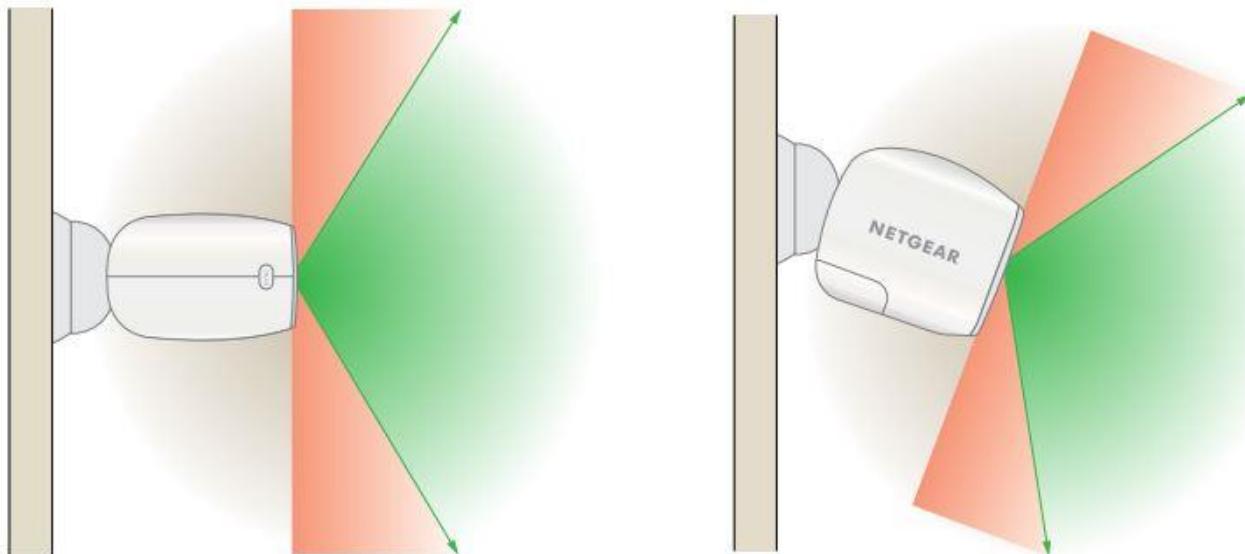
It's important to keep distance in mind when placing Arlo cameras:

- Place cameras a **maximum of 300 feet** (90 meters) from the base station.
- The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and base station.
 - The following materials reduce signal strength the most:
 - Unusually thick walls and ceilings
 - Brick
 - Concrete
 - Stone
 - Ceramic
 - Glass, especially mirrors
 - Metal
 - Large quantities of water, such as the water in a fish tank or water heater
- Check the Camera LED on the base station
- If it's blinking amber, the base station detects a low data rate, a sign that a camera is too far from the base station

Arlo Wire-Free Camera Position



- Arlo Wire-Free cameras should be positioned to optimize the field of view
- The Arlo Wire-Free camera has a 110-degree field of view
- In the following images, the green areas show the camera's field of view, both horizontally and vertically:



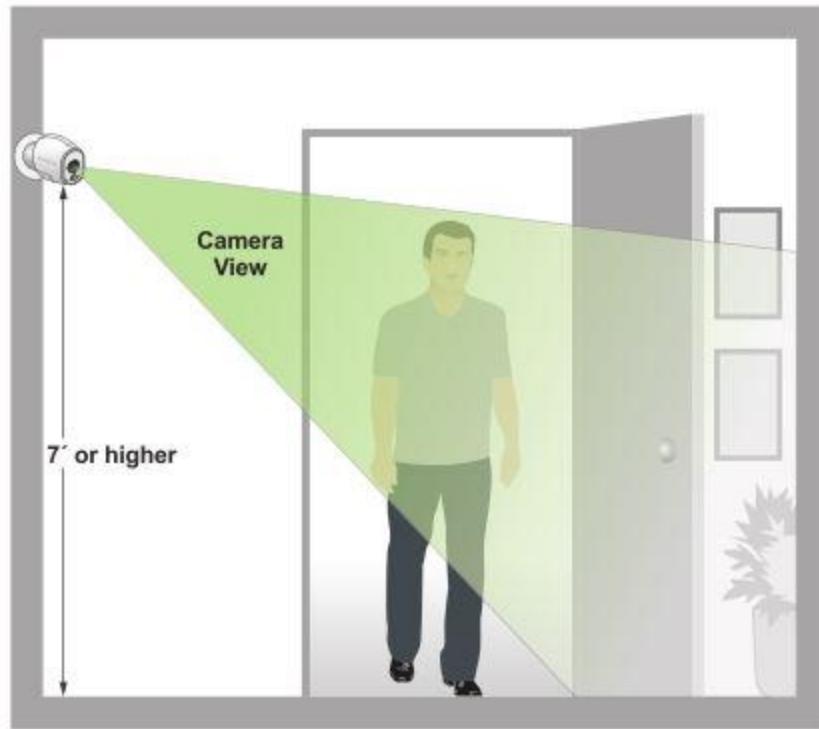
- Position the camera so that the space that you want to monitor is within the camera's field of view



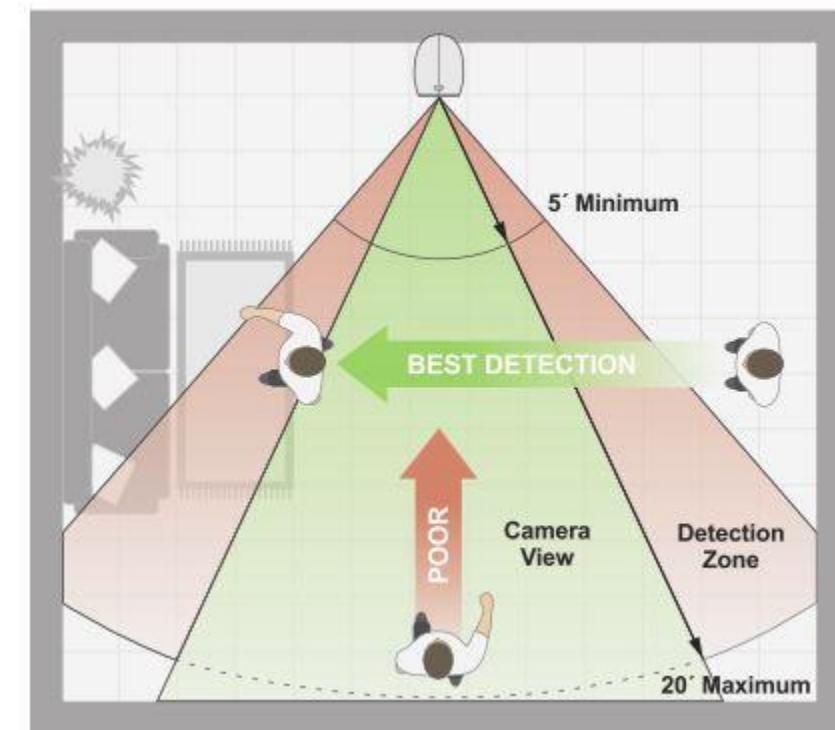
Arlo Wire-Free Camera Position



- Mount the Arlo Wire-Free camera at least **7 feet** above the ground and aim it slightly downward for the best motion sensor performance



- Ensure that side-to-side traffic crosses Arlo's field of view. Arlo's motion sensor is much more sensitive to side-to-side movement across its field of view than to movement directly toward or away from the camera. The best area for motion detection is **5 feet to 20 feet** from the camera position

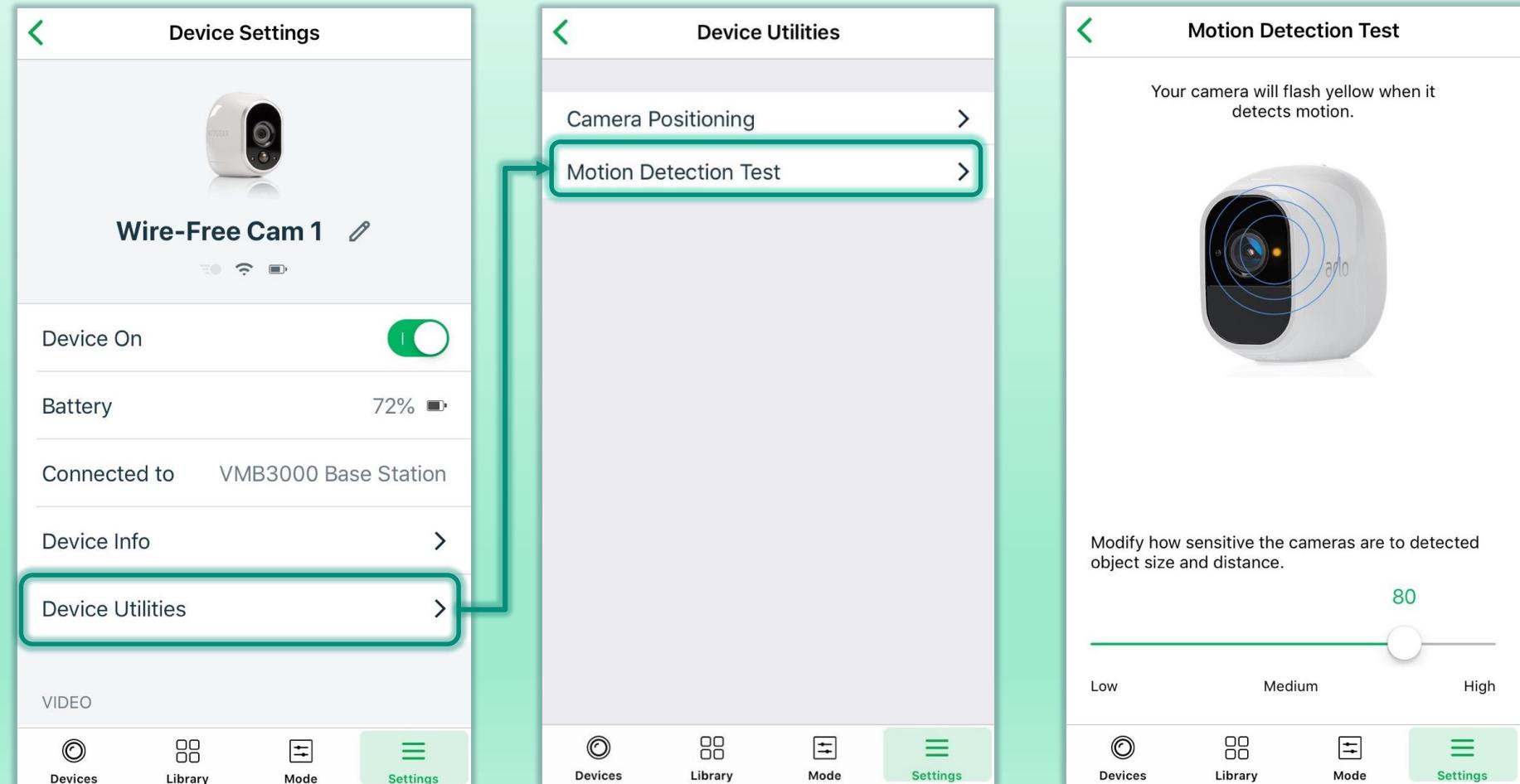


Arlo Wire-Free Camera Motion Detection Test



- Use Motion Detection Test to verify if motion can be detected in a camera's current placement
- The camera's LED blinks amber when motion is detected

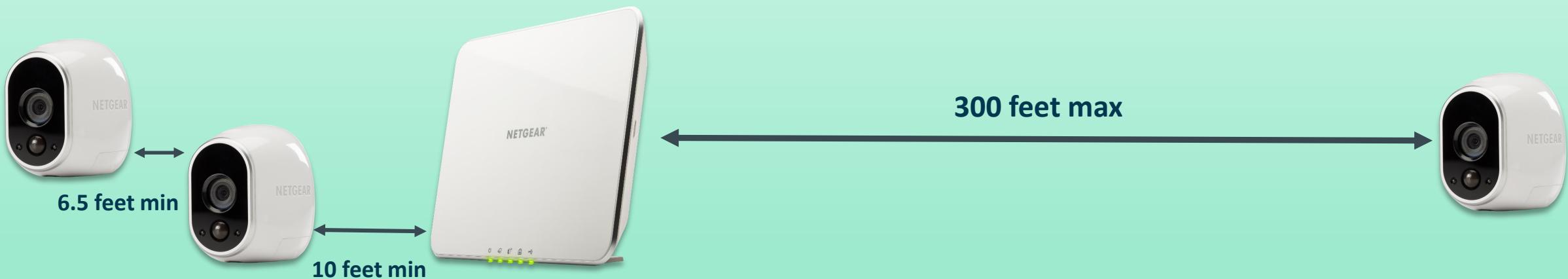
Open the Arlo App and tap **Settings > My Devices > Arlo Wire-Free Camera > Device Utilities > Motion Detection Test**



Arlo Wire-Free Camera Position



- Remember the maximum distance the camera can be placed from the base station is **300 feet**
 - In most installations that type of distance will be difficult for the cameras to operate due to metal objects, walls, ceilings, etc. between the camera and base station
- To prevent wireless signal interference between the devices, the cameras should be placed at a minimum **10 feet** from the base station, and allow at least **6.5 feet** between cameras



- Do not place the base station or cameras near cordless telephones, microwaves, or WiFi-enabled devices

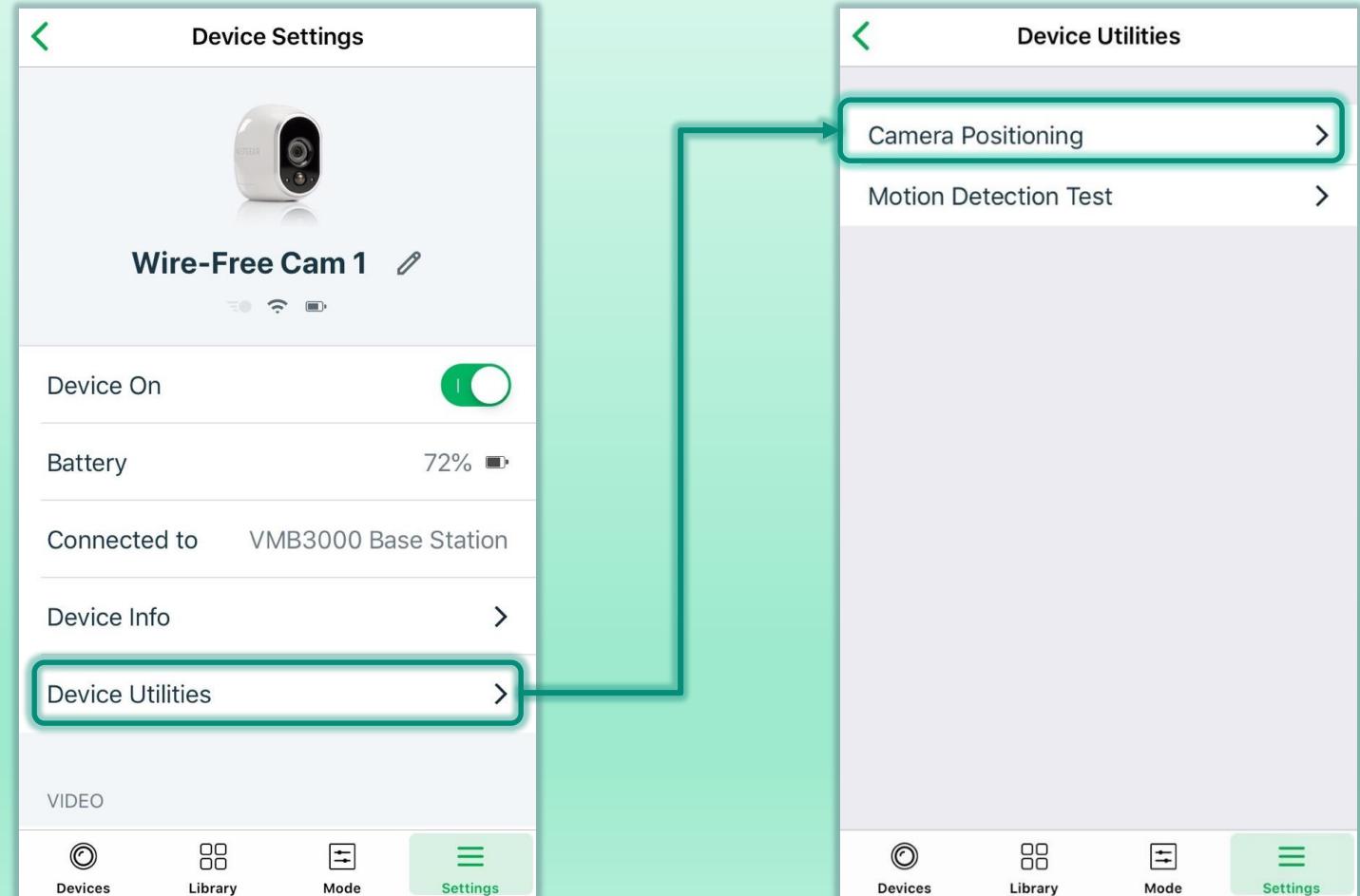
Arlo Wire-Free Camera Position Mode



Position mode allows you to aim the camera while watching a live video feed on the Arlo app to make adjustments to the camera's position

- Position mode sends video to the cloud as quickly as possible allowing you to make real-time adjustments without delay
- Position mode is only available when the camera is not streaming, recording motion, or in a motion detection mode

Open the Arlo App and tap **Settings > My Devices > Arlo Wire-Free Camera > Device Utilities > Camera Positioning**





App

- App Navigation
- Camera Icons
- Library
- Device Settings
- Modes and Rules
- Schedule
- Geofencing

Arlo App Navigation



At the bottom of the Arlo app, there are four options:



Devices:

- The main default screen which displays all of your Arlo cameras/devices
- Allows you to live stream cameras and get a quick overview of the status of everything in your account

Library:

- A filterable list of all snapshots and videos captured by all of the Arlo cameras on your account displayed by day
- Content can be Favorited, Shared, Donated, Downloaded, or Deleted

Mode:

- Allows you to Arm/Disarm motion detection, set rules for what the cameras should do when motion is detected, create schedules for the cameras, and set up Geofencing

Settings:

- Options include Device Settings for all Arlo devices, Account information, Subscription plan information, Arlo Smart settings, Device Order, Help, and App version information

Arlo Wire-Free Camera Icons



The Devices screen displays when the Arlo app is launched. You will see several icons on the Arlo camera feed view:

Battery Charge Level:

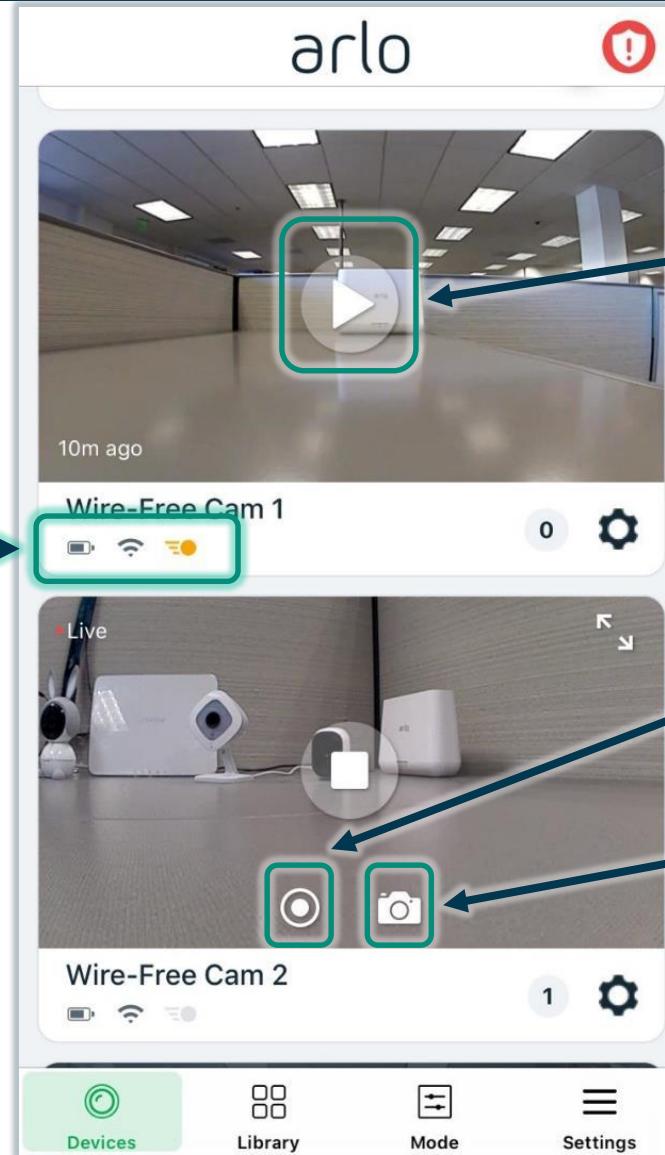
- Shows an estimate of the camera battery charge

Wi-Fi Signal Strength:

- Shows the signal strength for the Wi-Fi connection between the base station and camera

Motion Detection:

- Light gray - motion detection is disabled
- Black - motion detection is enabled
- Orange - camera is currently detecting motion



Play:

- Live stream the camera

After pressing Play, tap the streaming screen for:

Record:

- Manually record the live feed

Snapshot:

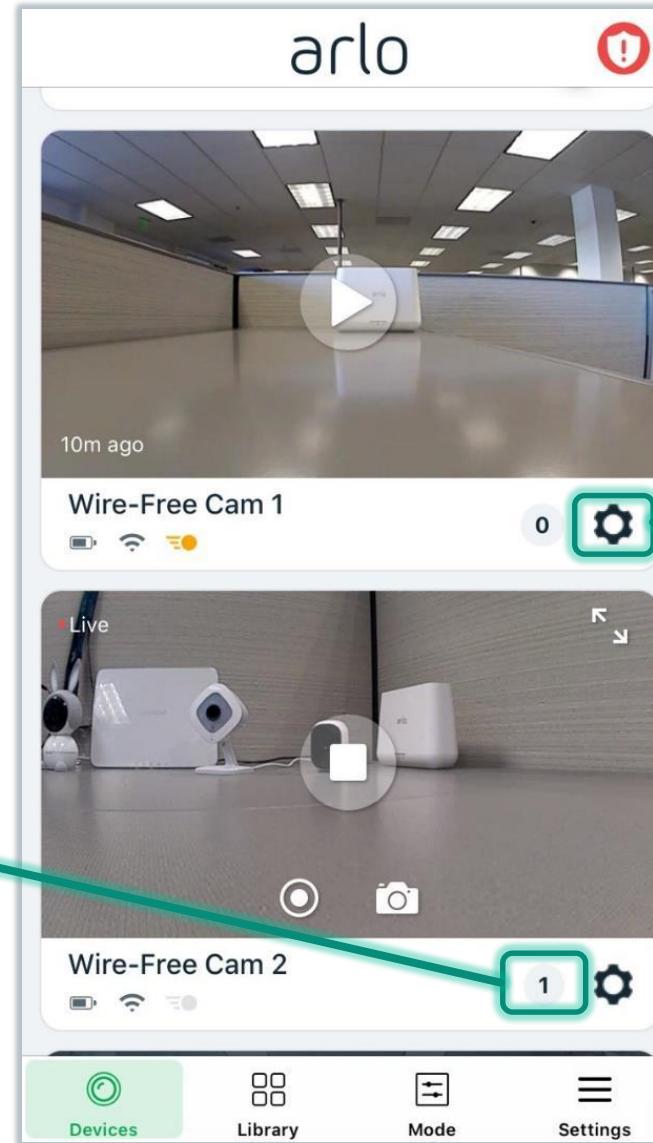
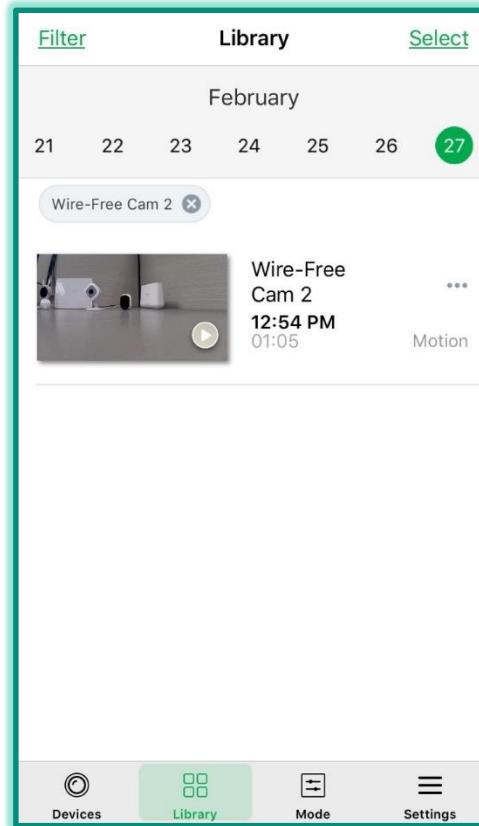
- Take a picture of the live feed

Arlo Wire-Free Camera Icons



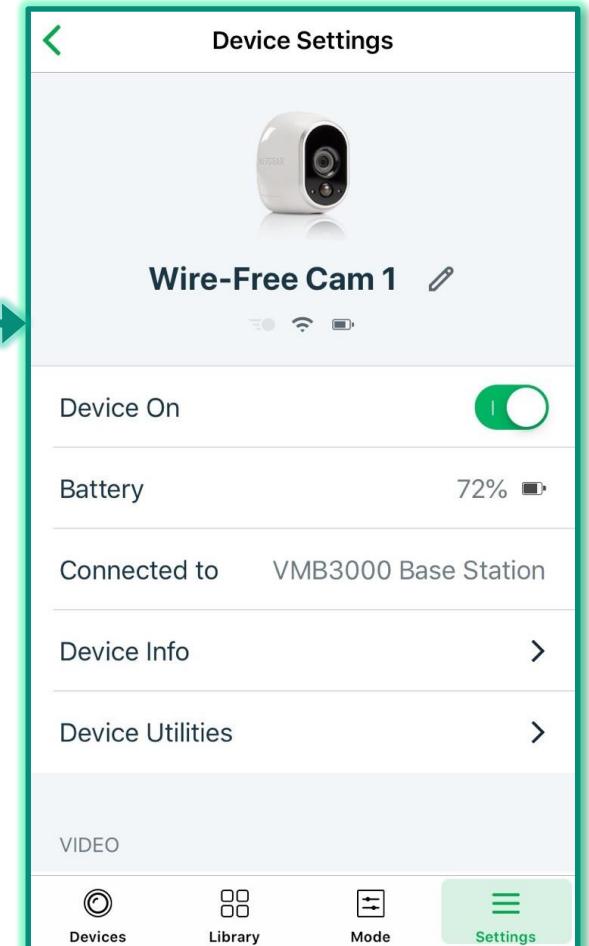
New Recordings counter/indicator:

- Tapping the new recordings counter will take you to the **Library** where you can view videos and snapshots for that specific camera



Device Settings:

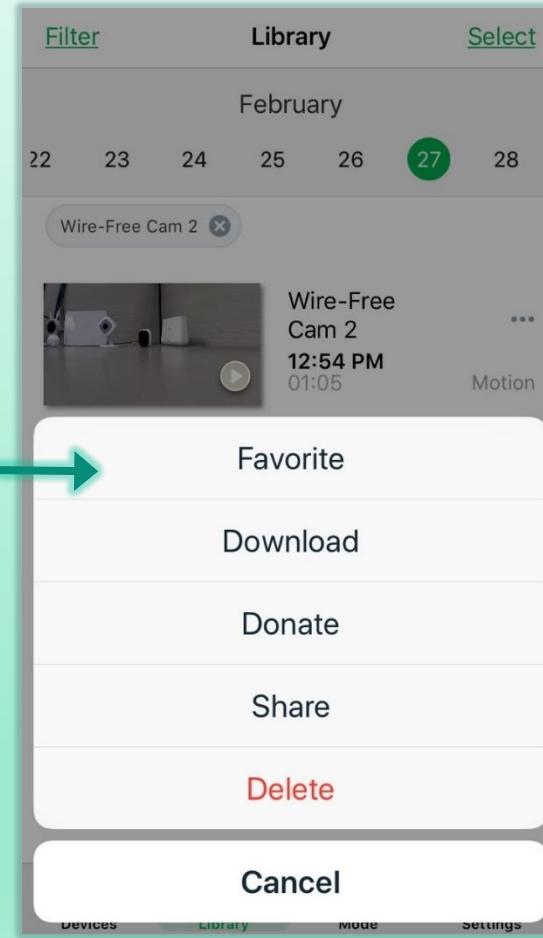
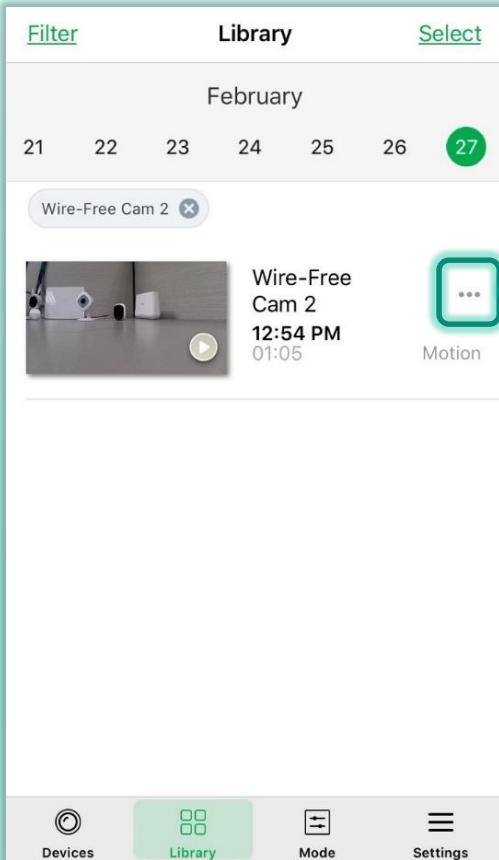
- Tapping the gear icon will take you to the **Device Settings** screen



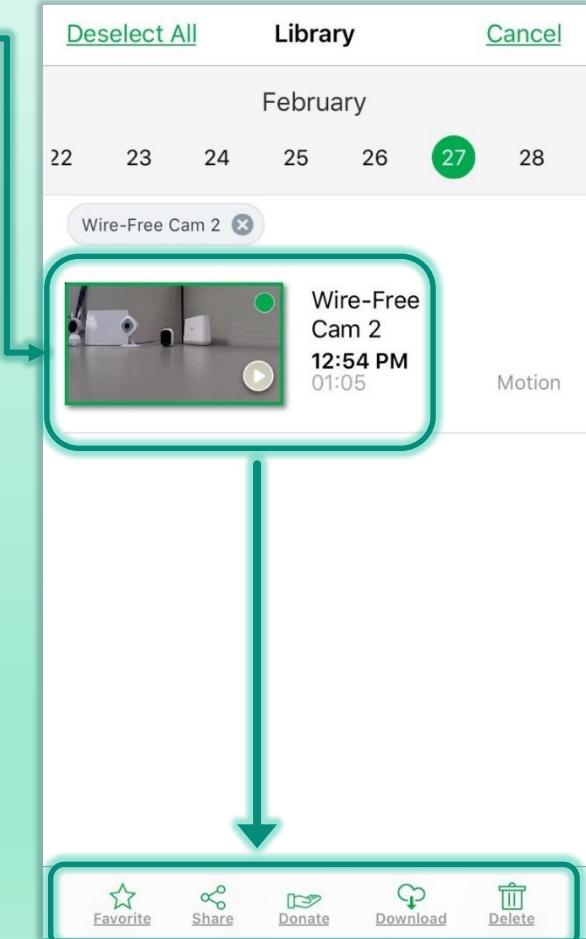
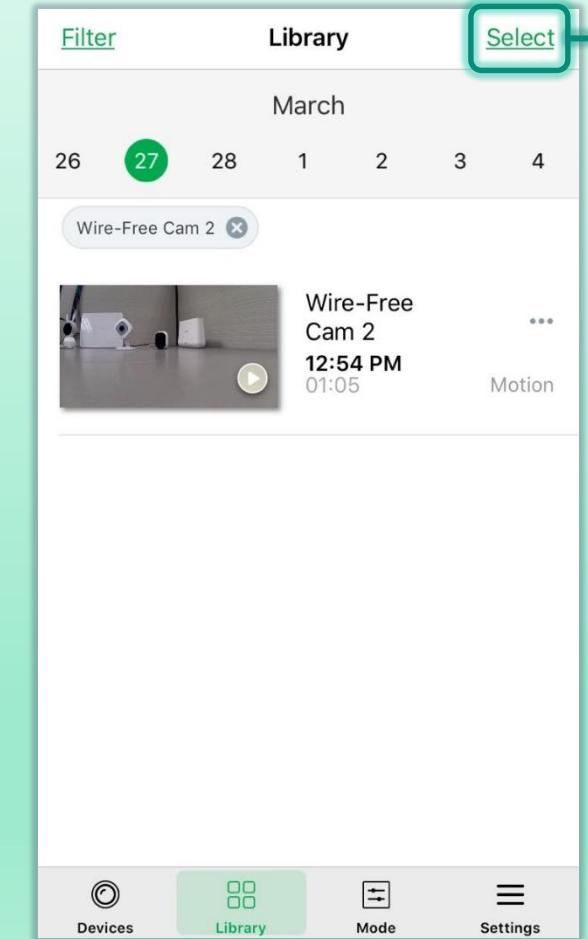
Library



- Tapping the ... icon in the Library allows you to select **Favorite, Download, Donate, Share, or Delete**



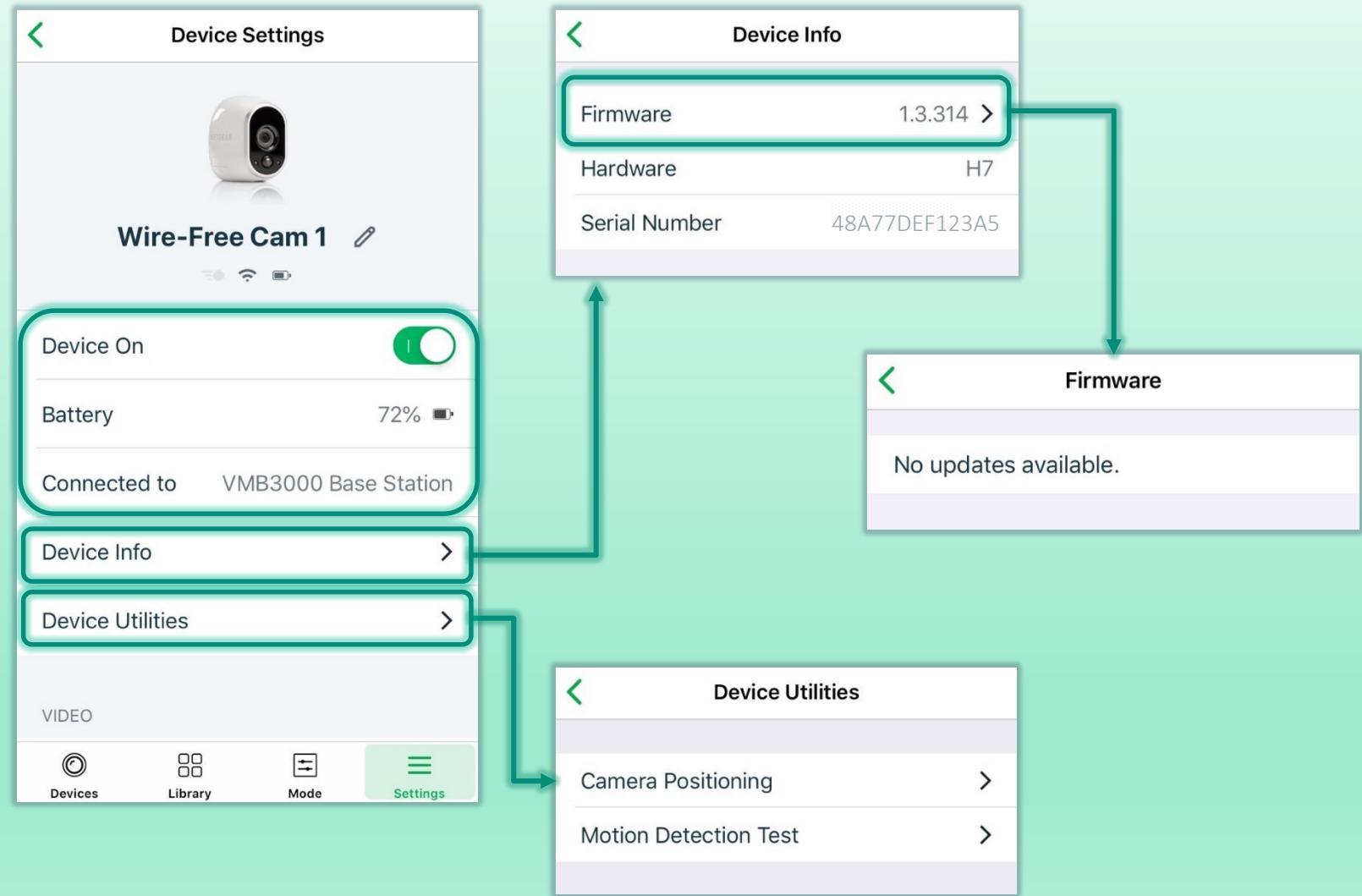
- Tapping **Select** and one of the videos in the library will also give you the same options



Device Settings



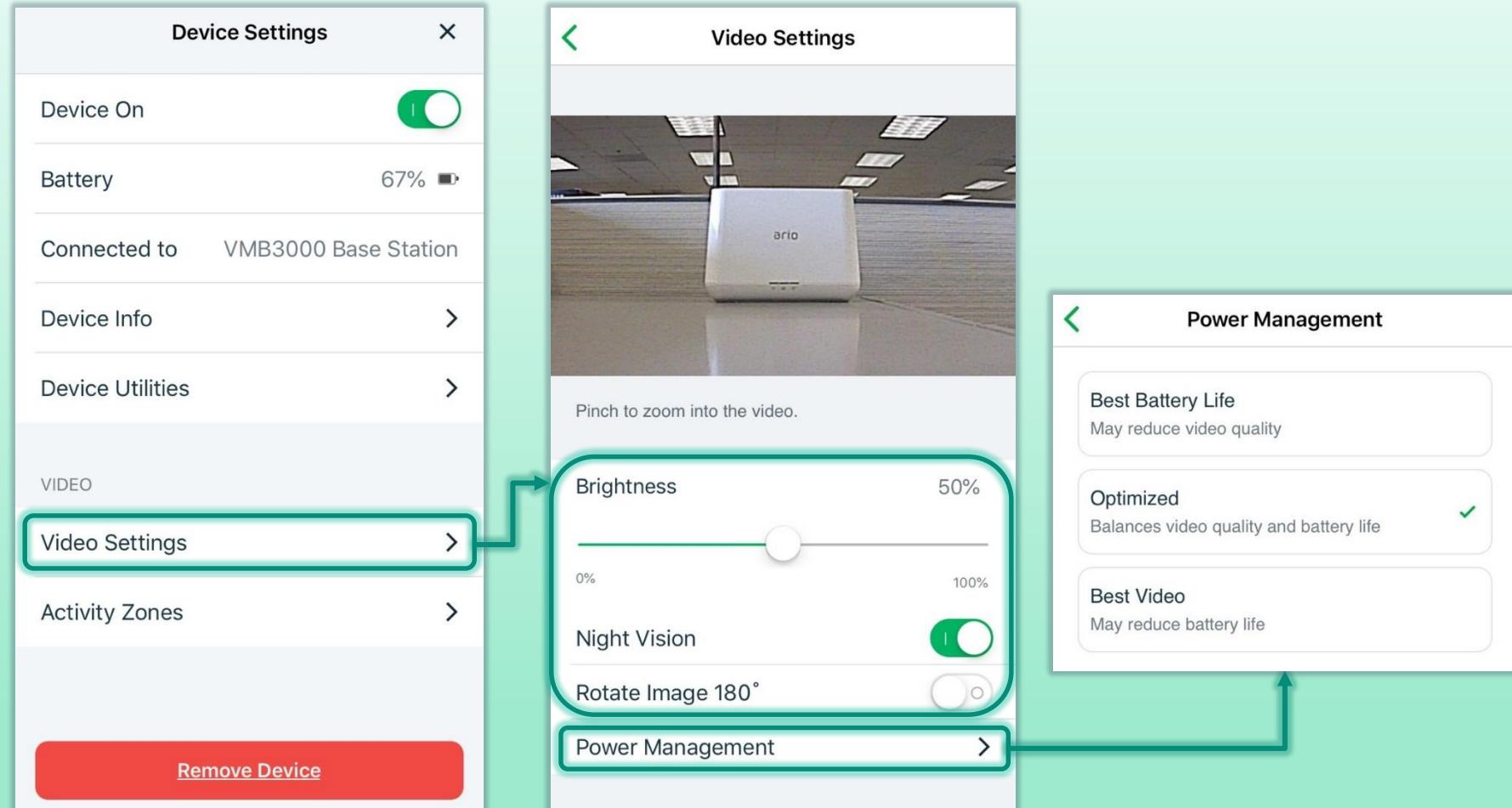
- The Device Settings screen allows you to:
 - Turn the **Device On** or Off
 - View **Battery** percentage
 - See what base station the camera is **Connected to**
- View **Device Info**
 - Firmware** version (and update firmware)
 - Hardware** version
 - Serial Number**
- View **Device Utilities**
 - Camera Positioning**
 - Motion Detection Test**



Device Settings



- The Device Settings screen gives you the ability to change:
- **Video Settings:**
 - Brightness 0-100%
 - Night Vision On/Off
 - Rotate Image 180 degrees On/Off
- **Power Management:**
 - **Best Battery Life**
 - Saves most power but reduces video quality
 - **Optimized**
 - Balance of battery life and video quality
 - **Best Video**
 - Reduces battery life but gives the best video quality



Device Settings



- Device Settings gives access to:
 - **Activity Zones**
 - Highlight areas in your camera's view where you want to receive or ignore motion alerts
 - **Remove Device**
 - Deactivate and remove a camera from your Arlo account

The image displays three screenshots of the Arlo mobile application interface:

- Device Settings Screen:** Shows basic device status: Device On (on), Battery (67%), Connected to VMB3000 Base Station, Device Info, Device Utilities, VIDEO, Video Settings, Activity Zones (highlighted with a green border), and Remove Device (highlighted with a red border).
- Activity Zones Screen:** Displays a live video feed of a camera view with four circular markers defining a rectangular area. Below the video, a descriptive text reads: "Highlight areas in your camera's view where you want to receive or ignore motion and sound alerts." A box labeled "Zone 1" is shown with a green edit icon.
- Device Removal Confirmation Screen:** A confirmation dialog box asking, "Are you sure you want to deactivate your Arlo device: Wire-Free Cam 1?" with "No" and "Yes" buttons.

- **Modes and Rules** let you tell the Arlo system what to do in different situations
 - For example, you can set your Arlo system to record a 30-second video when the motion sensor is activated on a specific camera and alert you by email
- **Modes** lets you tell your Arlo cameras to respond differently at different times
 - For example, You might want to turn on a different mode when you're away on vacation than when you're just out at the store for an hour
 - You can create your own custom modes, but Arlo Wire-Free comes with the following modes:



Armed: Motion detection on



Disarmed: Motion detection off



Schedule: Manage motion detection based on a weekly/daily schedule

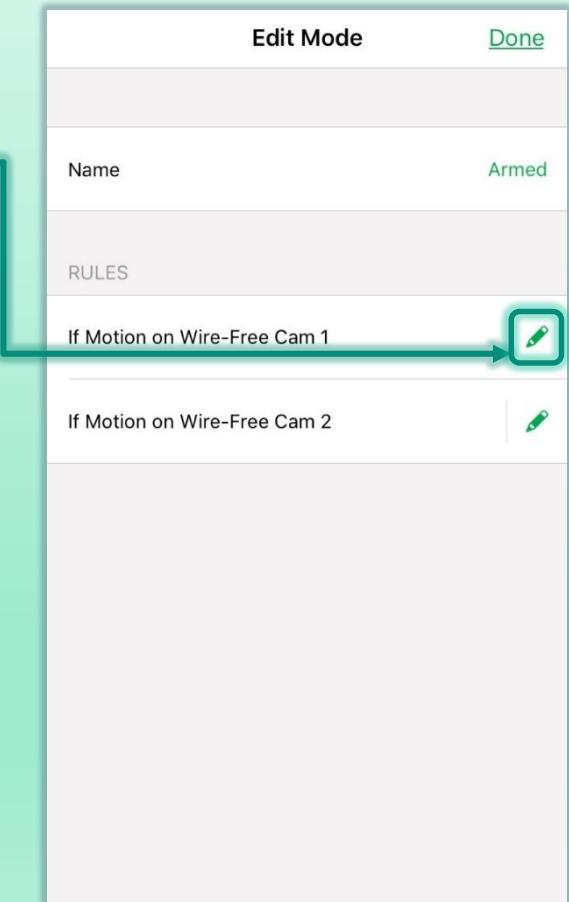
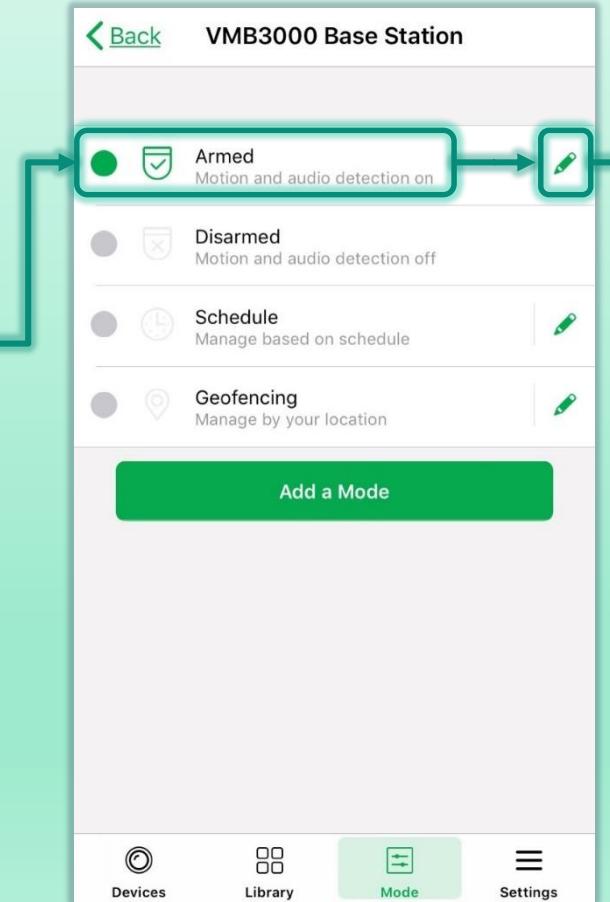
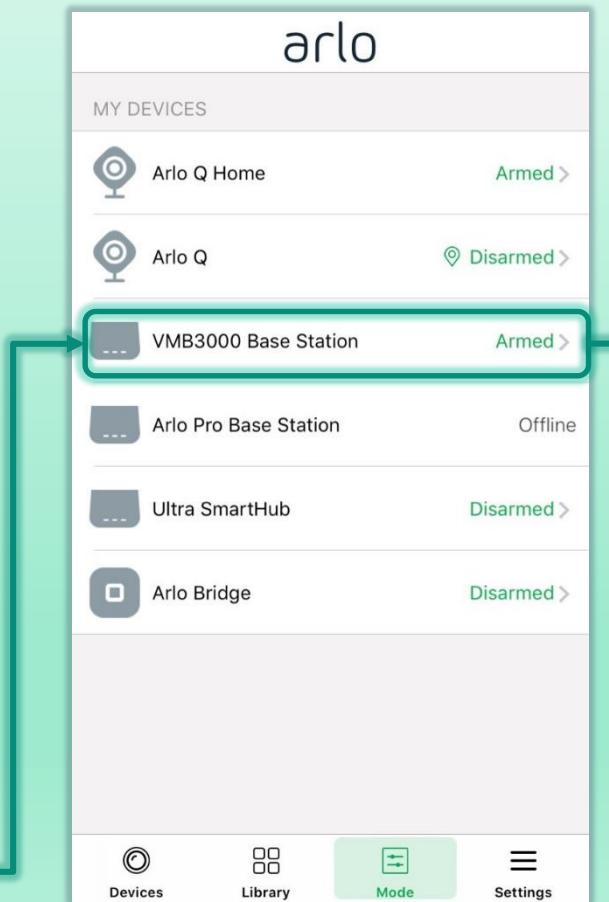
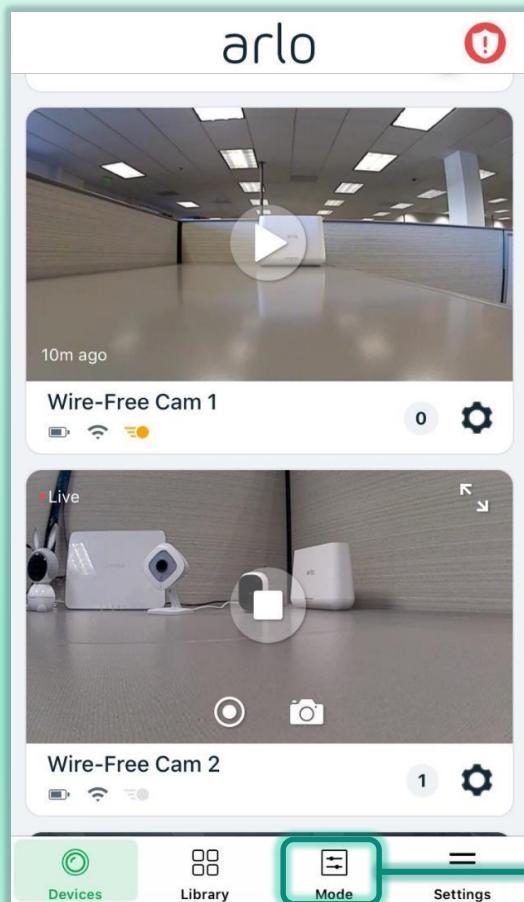


Geofencing: Whenever your GPS-enabled mobile phone is more than a certain distance from the location you choose, your Arlo system switches modes

Modes and Rules



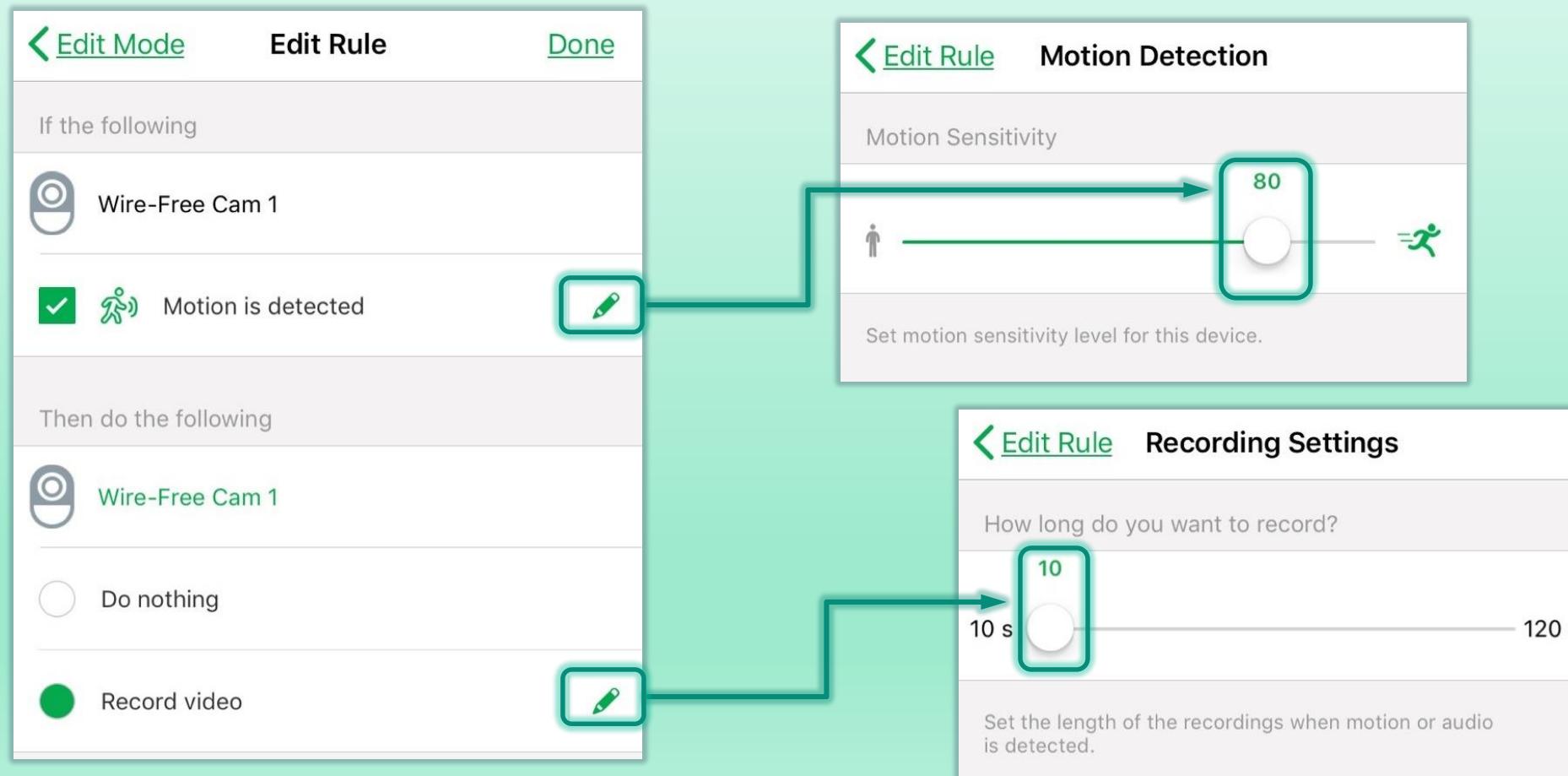
- **Rules:** Each mode consists of one or more rules that provide detailed instructions for the Arlo system.
 - To set up Modes and Rules: tap **Mode** > **Arlo Wire-Free Base Station** > **Armed**
 - Tap the pencil icon next to the Armed mode and then the pencil icon for the camera you want to edit the rule for



Modes and Rules



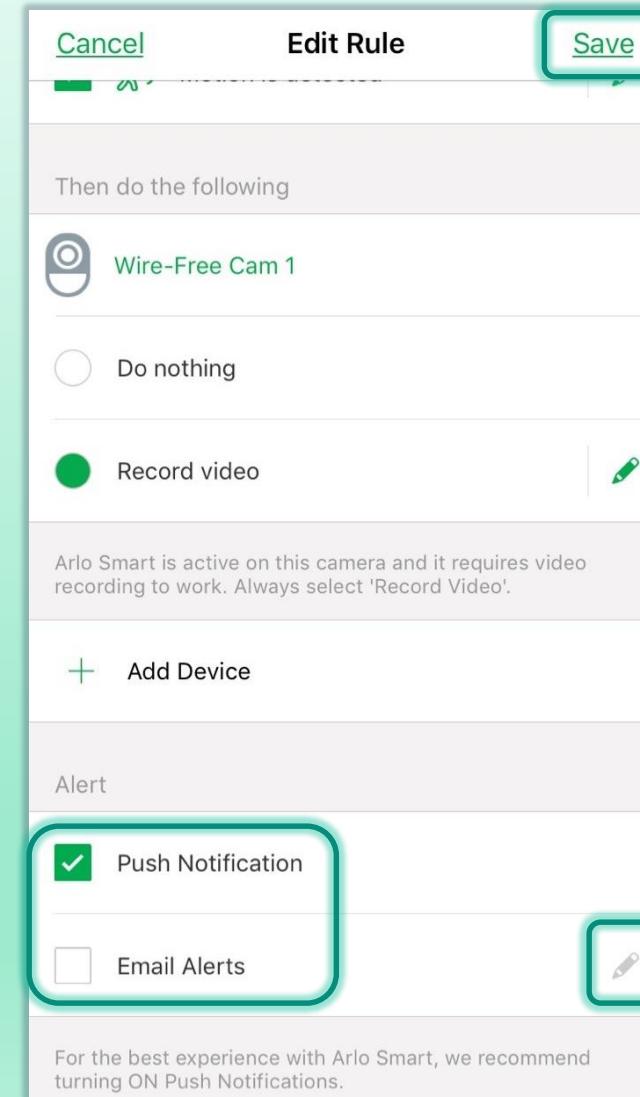
- Each Rule is based on If the following... Then do the following...
 - Under **If the following**, tap the pencil icon next to **Motion is detected** to adjust the Motion Sensitivity
 - Under **Then do the following**, tap the pencil icon next to **Record video** to adjust the recording length



Modes and Rules



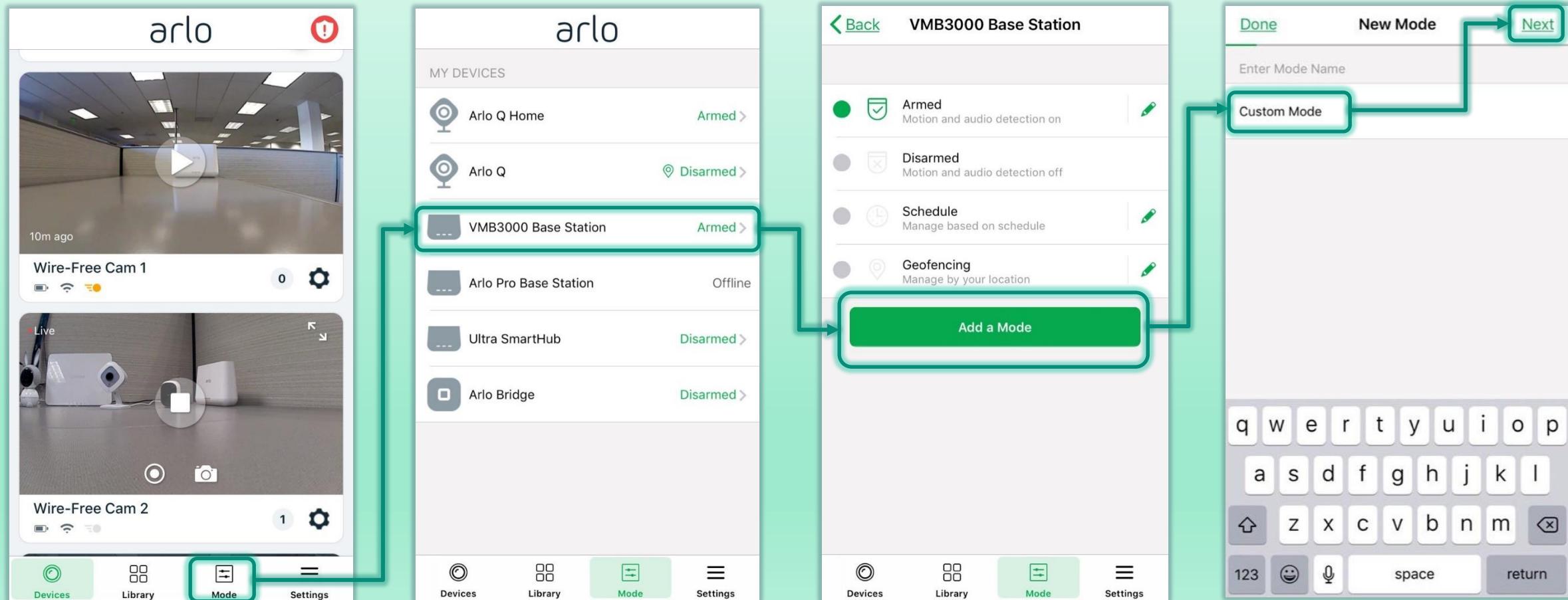
- After adjusting Recording Settings and Motion Sensitivity be sure to select an **Alert** choice:
 - **Push Notification**
 - **Email Alerts**
 - Or both
- Tap the pencil icon next to Email Alerts to enter email addresses
- Tap **Save** after the Rule settings are set up



Modes and Rules



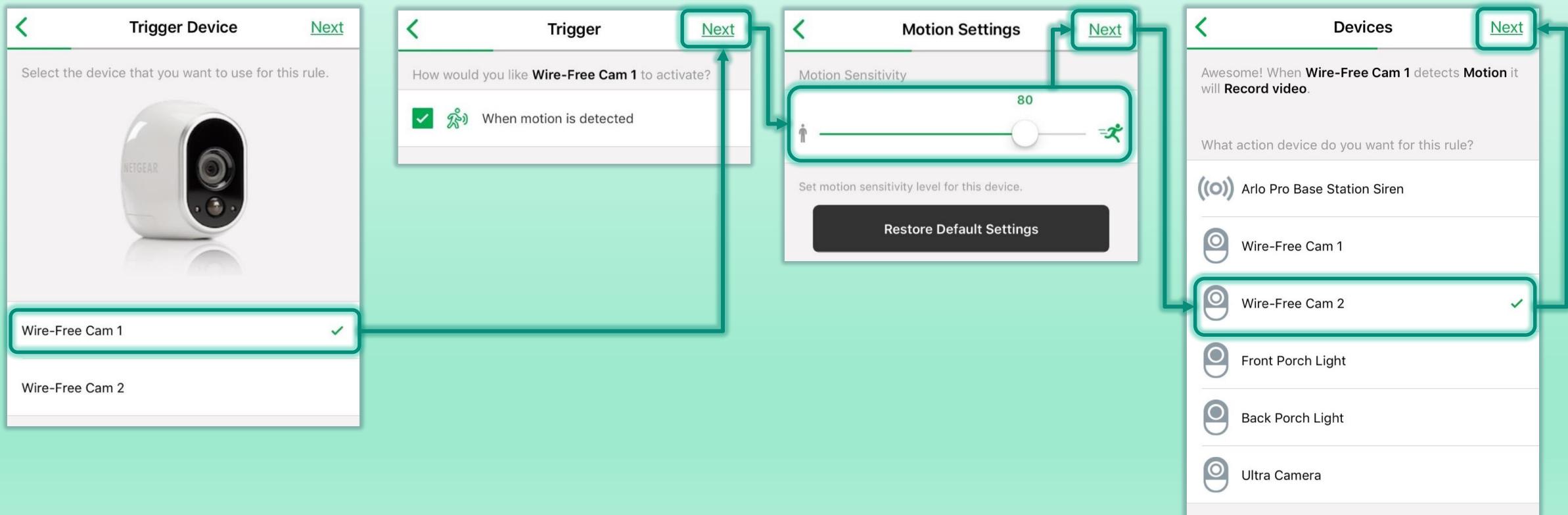
- You can also create Custom modes to create scenarios unique to a specific installation such as *cross-recording*
 - Tap **Mode** > **Arlo Wire-Free Base Station** > **Add a Mode**
 - Enter **Mode Name** and tap **Next**



Modes and Rules



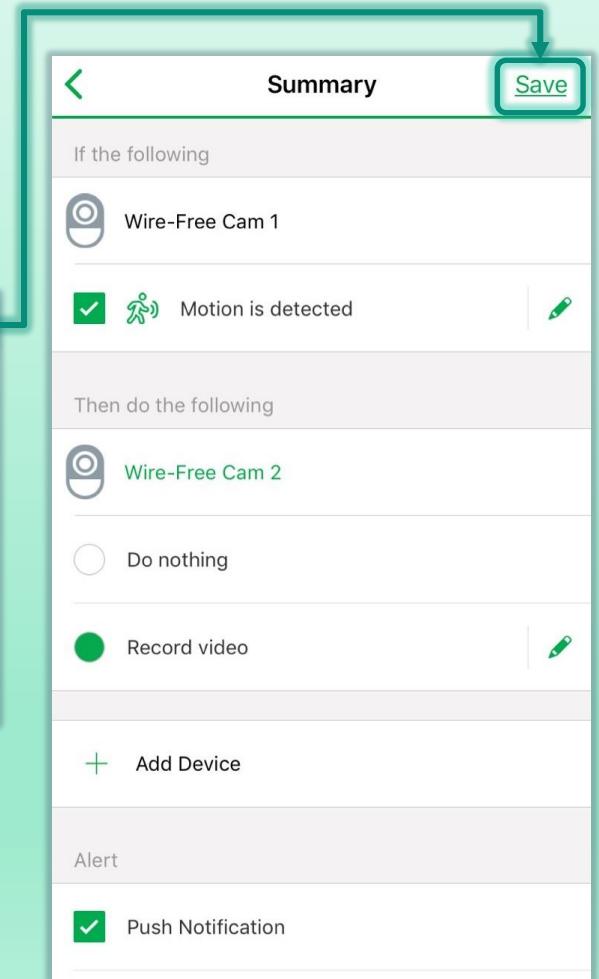
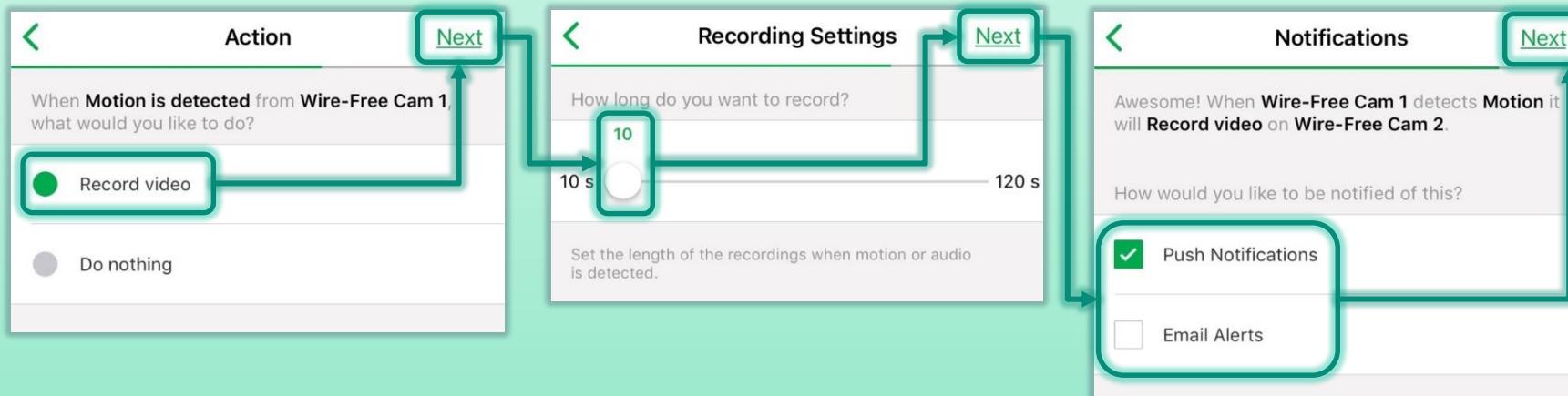
3. Select the device (Trigger Device) you want to use for the custom rule and tap **Next**
4. Ensure **When motion is detected** is selected and tap **Next**
5. Adjust **Motion Sensitivity** and tap **Next**
6. Select the action device for the rule and tap **Next** (in this example Cam 2 will record when Cam 1 detects motion)



Modes and Rules



7. Select **Record video** for the *Action* and tap **Next**
8. Adjust the recording length and tap **Next**
9. Select **Push Notifications**, **Email Alerts**, or both and tap **Next**
10. Review the settings (*if motion is detected on Cam 1, then record video on Cam 2*) and tap **Save**



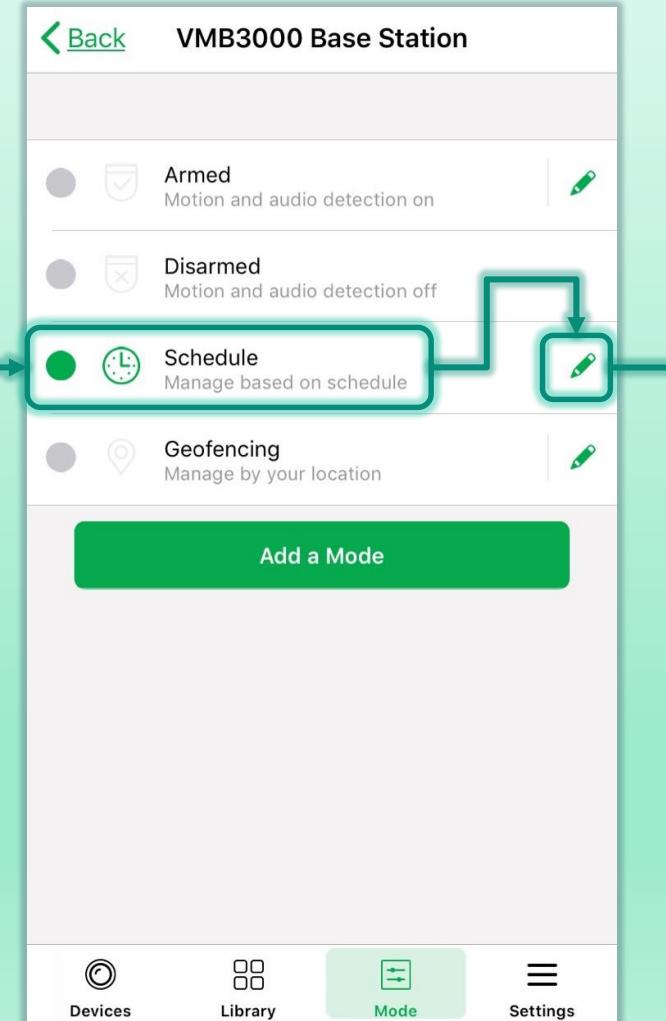
Schedule



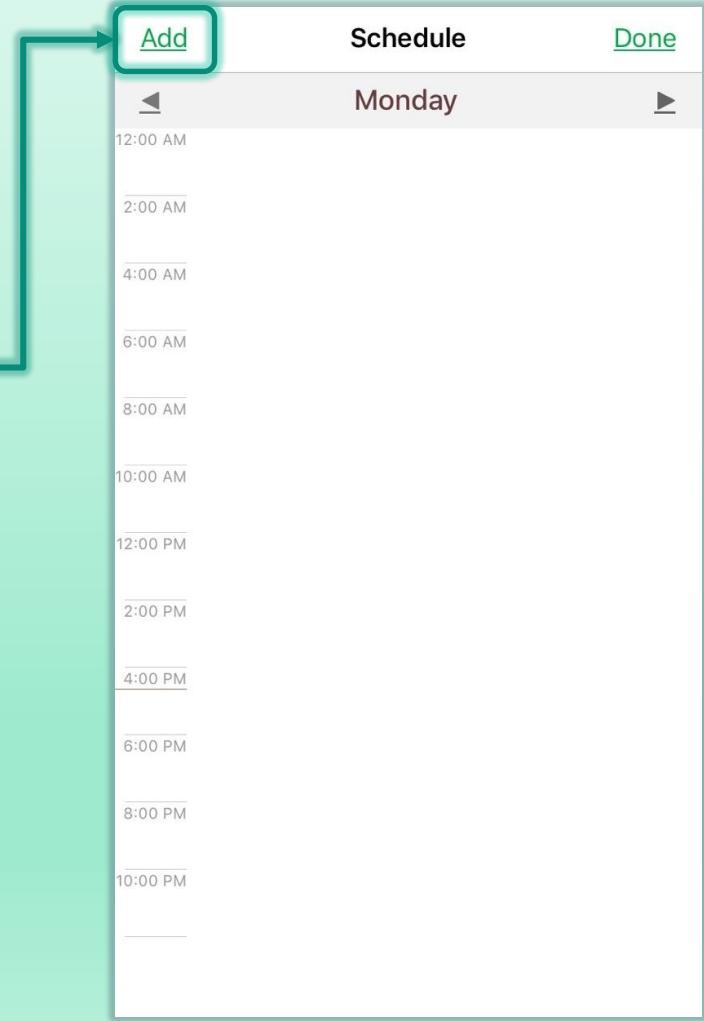
- Set a schedule to activate and deactivate motion detection on the cameras automatically.
- Schedules recur weekly.
 - For example, the schedule for Monday is repeated every Monday as long as the schedule is turned on.
- To create a schedule:
 1. Tap Mode > Arlo Wire-Free Base Station



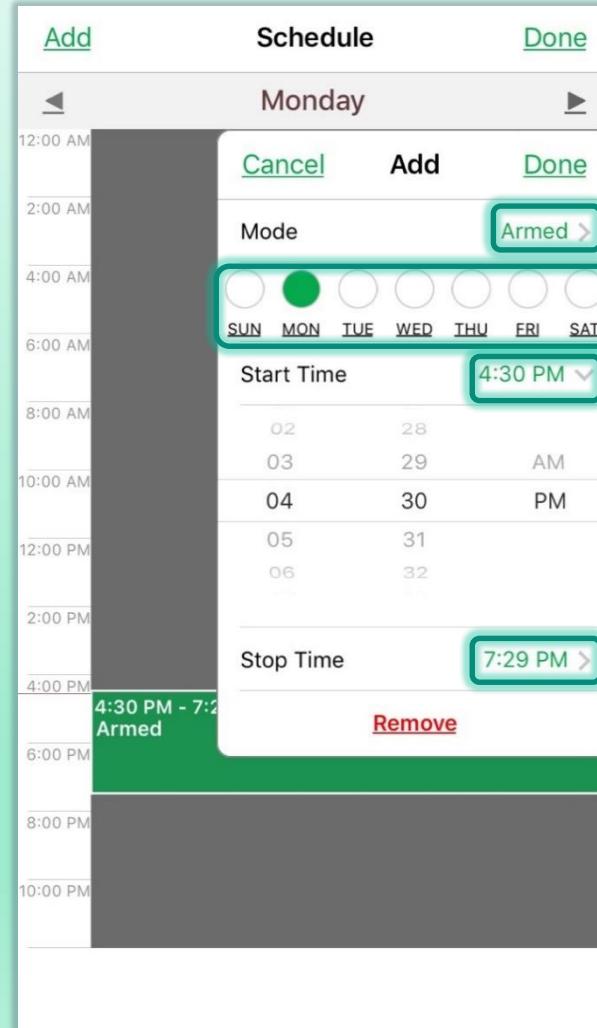
2. Select Schedule and tap the pencil icon to edit the schedule



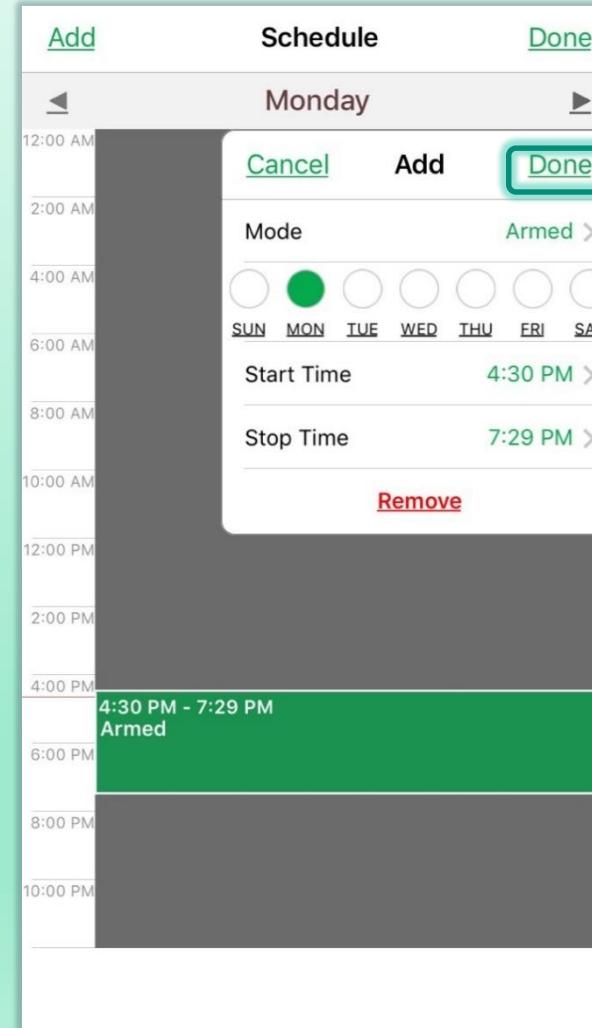
3. Tap Add



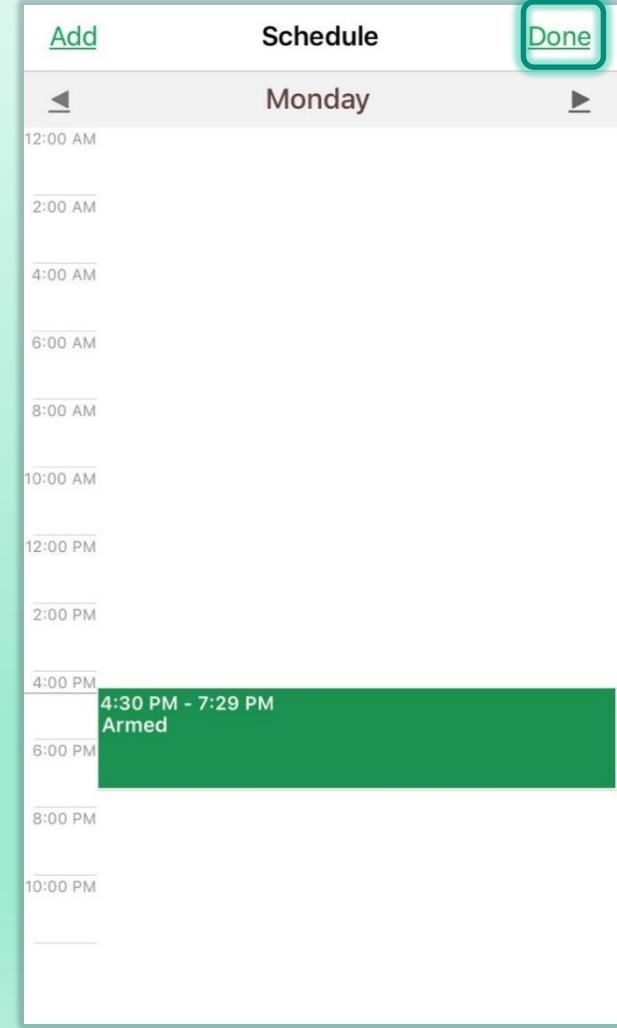
4. Set the Mode, days, and times.



5. Tap Done.



6. Tap Done to exit the Schedule.



Geofencing



- A geofence is a virtual fence that helps to discover when something or someone enters or exits a predefined zone.
- You can use Arlo geofencing to arm, disarm, or resume schedule modes when your mobile device is in zone or out of zone.
- To set up geofencing, you must use your mobile device and you must allow the Arlo app to use your location.
- To improve geofencing accuracy, make sure the mobile device meets these conditions:
 - WiFi is turned on
 - GPS or location services are turned on
- For accuracy, geofencing uses a combination of GPS, cellular data, and WiFi data.
- In urban environments, where the cell towers and WiFi routers are more dense, geofencing accuracy can reach 100–200 meters.

Note: If you live in a skyscraper, geofencing might not work reliably due to GPS inaccuracies.
Using the Large radius setting might help.
- In more rural areas, where cell towers and WiFi routers are sparse, geofencing accuracy can reach several hundred meters.

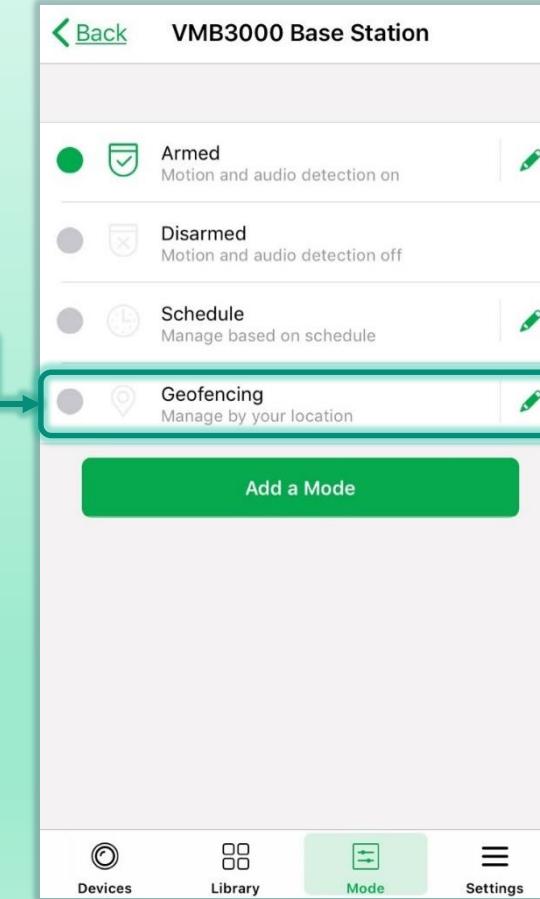
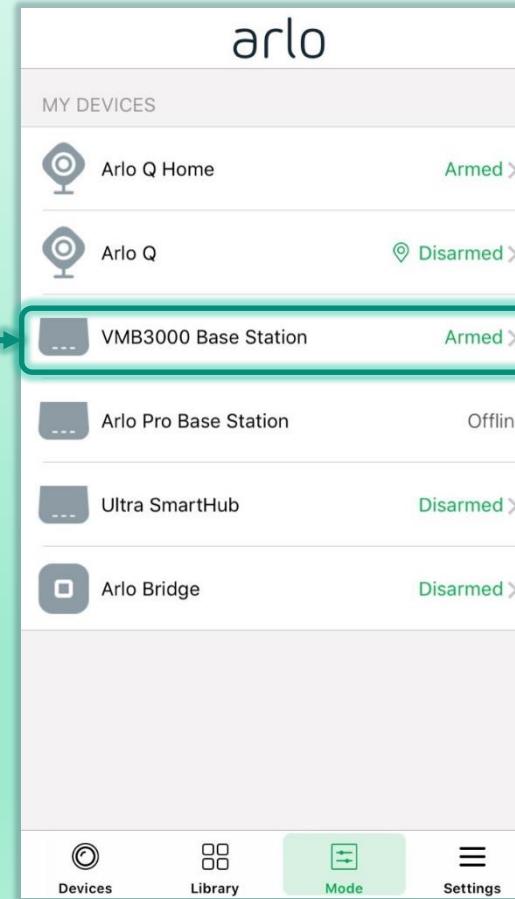
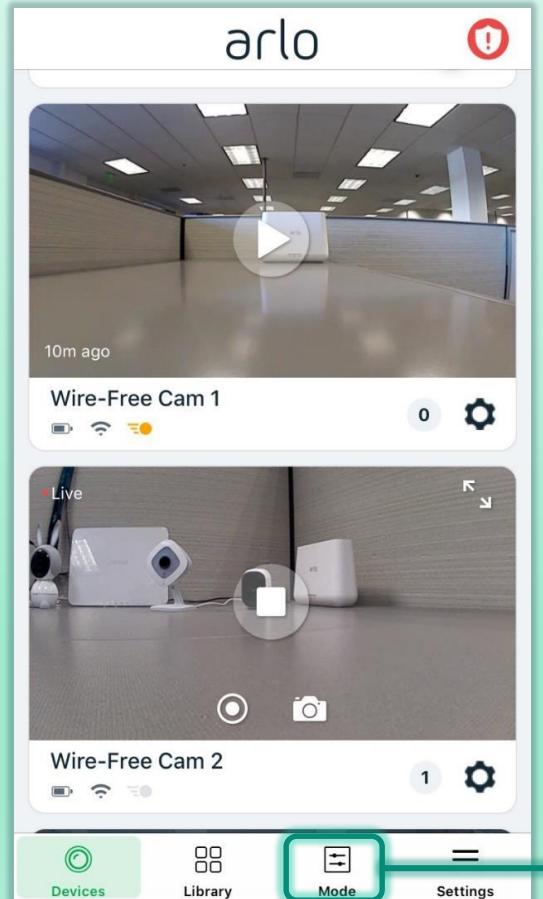


Geofencing

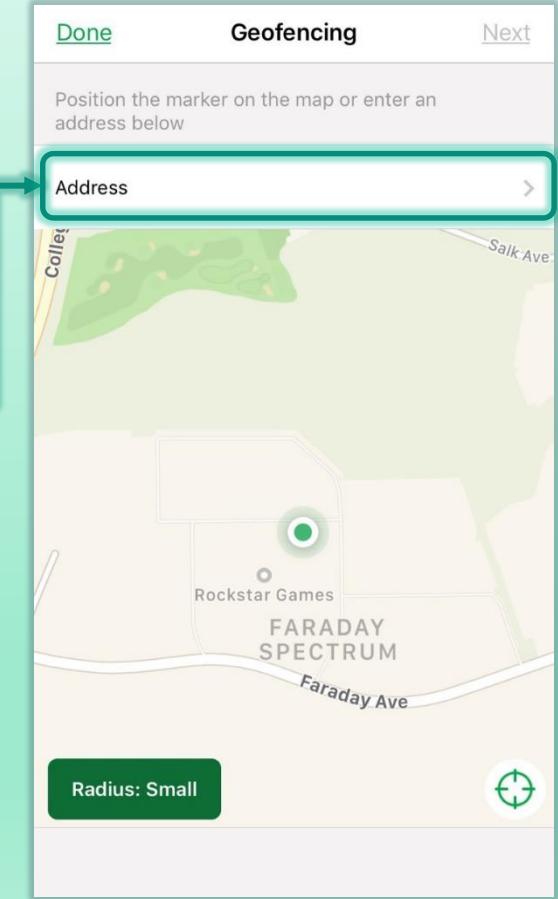


- To set up Geofencing:

1. Tap Mode > Arlo Wire-Free Base Station > Geofencing



2. Tap Address



Geofencing



3. Enter the address and tap **Next**

Location Address

Enter an accurate location address below

Enter your address here

Next

4. Name the location and tap **Next**

Name Location

Let's give this Location a name down below

Arlo

Next

5. Set the Away Mode and tap **Next**

Away Mode

Set mode for when you are **away** from Arlo

Armed

Motion and audio detection on

Disarmed

Motion and audio detection off

Schedule

Manage based on schedule

Next

6. Set the Home Mode and tap **Next**

Home Mode

Set mode for when you are **at** Arlo

Armed

Motion and audio detection on

Disarmed

Motion and audio detection off

Schedule

Manage based on schedule

Next

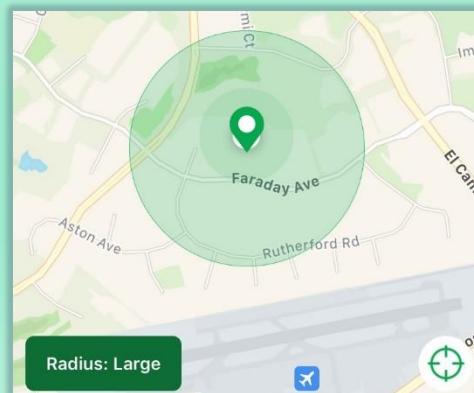
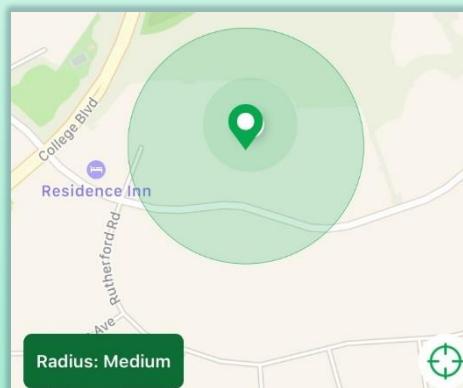
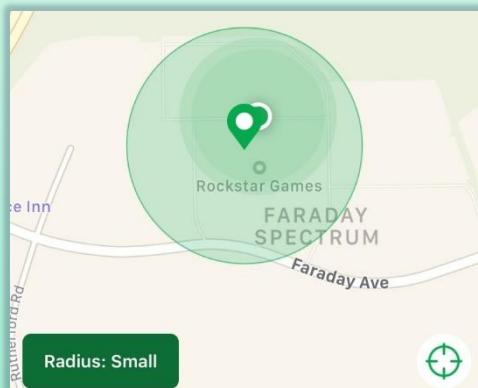
Geofencing



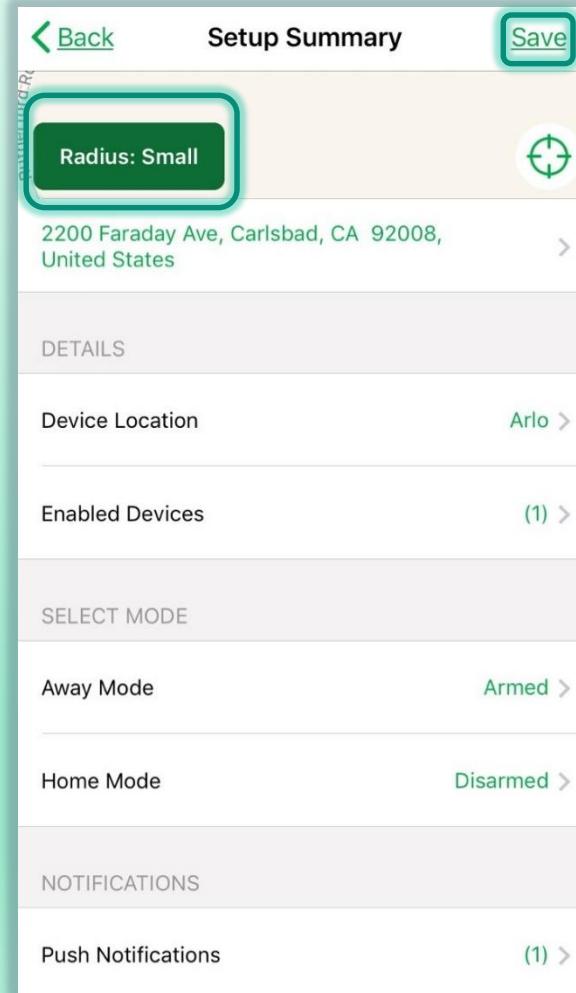
7. Review the **Setup Summary** and **Radius**.

The radius of the geofencing zone can be changed between:

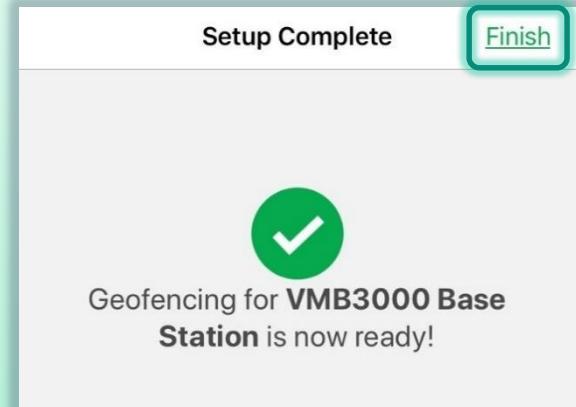
- **Small** (150 meters)
- **Medium** (250 meters)
- **Large** (500 meters)



8. Tap **Save**



9. Tap **Finish**





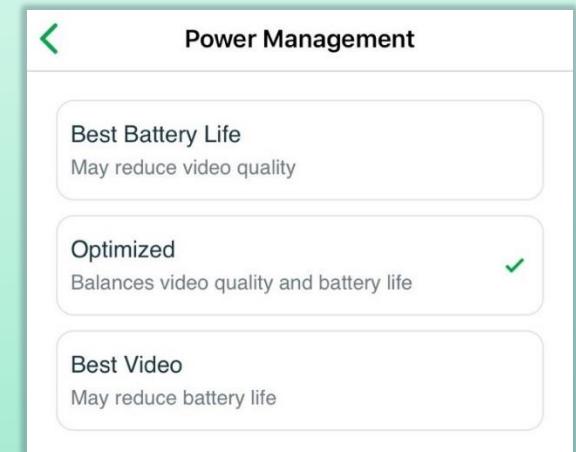
Wire-Free Troubleshooting

The following information covers troubleshooting for common problems Arlo Wire-Free customers may encounter such as:

- Short battery life
- Unable to stream video
- Base station offline
- Poor signal strength
- Camera will not sync
- Camera not detecting motion

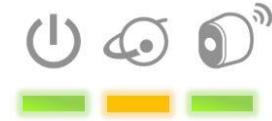
- Cold temperatures can affect any battery's capacity, due to the chemistry of batteries
 - This means that if you install an Arlo camera outside in cold temperatures, you might notice a shorter battery life for the camera, or a faster than expected drop in the displayed battery capacity
 - Move the camera to a warmer location to improve performance
 - The camera can operate at **as low as 14 degrees** Fahrenheit but batteries tend to lose capacity at a faster rate when used below **32 degrees** Fahrenheit
 - When cameras report low battery power in cold weather, bring the camera inside to room temperature and power cycle the camera by opening and closing the battery door
- Other environmental conditions can also affect battery life such as over using the camera in the dark
 - Try using the camera in a **more well-lit area** to improve battery life
- Cameras positioned farther away from the base station use more battery power than cameras positioned close to the base station
 - Position the base station so that it is central to all of the cameras
 - The maximum line-of-sight range is **300 feet** but that distance is reduced by each wall or obstruction between the base station and camera
 - Try to keep the cameras **closer to the base station** to improve battery life and overall performance

- Expected Arlo camera battery life is three to six months with normal usage and can be extended for optimal usage by following certain tips:
 - Install the latest version of firmware for the base station and cameras
 - Select the **Best Battery Life** setting in the Power Management settings
 - This setting trades video quality for improved battery life
 - For best video quality, select the **Best Video** setting
 - This setting reduces battery life but provides the highest quality images
 - To balance the battery life and video quality, select the **Optimized** setting
 - Adjust the position the camera so that it does not pick up unwanted motion triggers
 - Reduce the Motion Sensitivity in the camera settings
 - Avoid using Arlo in a noisy WiFi environment



- To troubleshoot problems with the video stream:
 - Make sure that the browser isn't blocking Adobe Flash plug-in
 - Make sure the latest version of **Adobe Flash** is installed
 - Make sure that ports **443** and **80** are open on the router
 - Arlo uses these ports for streaming
 - Some antivirus applications, particularly those with firewalls will block these ports
 - Temporarily disabling antivirus or moving Arlo to the firewall's DMZ might help
 - Minimize the number of networks, WiFi devices, and transmitted frequencies near the base station and cameras
 - Avoid placing your base station or cameras near **cordless phones** or **microwaves**
 - Avoid placing your base station or cameras near WiFi-enabled devices to prevent signal interference between your Arlo devices and other WiFi devices
 - Place cameras at least **10 feet** from the base station, and allow at least **6½ feet** between cameras
 - Make sure cameras are no farther than **300 feet** from the base station but preferably much closer
 - Change or recharge low batteries
 - Low batteries can cause the camera stream to be intermittent

- For base station offline issues, first determine whether the base station is online or offline:
 - Check the Internet LED on the front of the base station
 - If the Internet LED is **solid green**, the base station **is connected** to the Internet
 - If the Internet LED is **amber**, the base station **is not connected** to the Internet
 - If video streams can be viewed from each Arlo Wire-Free camera, the base station is connected to the Internet
 - If there is an error message (such as **Base Station Offline**) instead of video feed, the base station is not connected to the Internet



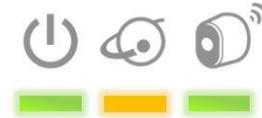
To troubleshoot the base station Internet connection:

1. Check the **Ethernet cable**.
 - Make sure that it is securely connected to the back of the base station and to the router
 - Also make sure to use the Ethernet cable that came with the system
2. Check the **power adapter**.
 - Make sure that the power adapter is securely connected to the back of the base station and securely plugged into an outlet
3. Try to connect to the Internet from another device that is connected directly to the router.
 - Be sure to try an Ethernet-connected device, not a device that is connected using WiFi
 - Make sure WiFi is off and that you can browse the Internet from this device

To troubleshoot the base station Internet connection, continued...

4. Power cycle the base station.

- Unplug the power adapter from the outlet, wait one minute, and reconnect the power adapter to the outlet
- The base station takes one to two minutes to start
- When the Power LED and Internet LED light solid green, your base station is connected to the Internet
- If the Internet LED is amber, continue troubleshooting



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

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

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

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

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

To troubleshoot the base station Internet connection, continued...

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

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

- **To perform a factory reset on your base station:**

- a. Use a pen or a straightened paper clip to press and hold the **Reset** button on the back of the base station for about 10 seconds
- b. When the base station reset completes, the LEDs on the front of the base station **blink amber**.
- c. When the LEDs stop blinking amber, the base station reboots and the base station is removed from the Arlo account
- d. When the Power and Internet LEDs both light **solid green**, log into the Arlo account and re-add the base station
- e. Resync the cameras to the base station





- If the Arlo camera signal with the base station is weak, recording delays might occur when motion is detected
- To test whether the camera signal is strong enough, check the Camera LED on the base station
 - If it is **blinking amber**, the base station is detecting a low data rate, which means the camera is placed too far from the base station
- Follow these tips to increase signal strength:
 - Position the base station so that it is **central to all of the cameras**
 - Position the camera a **maximum of 300 feet** from the base station
 - Due to obstructions such as walls, ceilings, glass, water, etc., the cameras will typically need to be much closer to the base station to maintain a good signal strength
 - Mount the cameras **away from devices such as cordless phone bases, baby monitors, and microwave ovens**
 - Do not place the Arlo system near multiple WiFi routers
 - Other **WiFi-enabled devices can interfere with Arlo's wireless signal**



Camera Will Not Sync



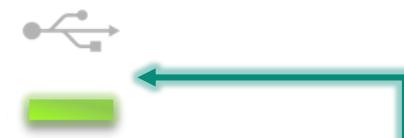
- There are many reasons why a camera may not sync to the base station.

Try the following troubleshooting tips:

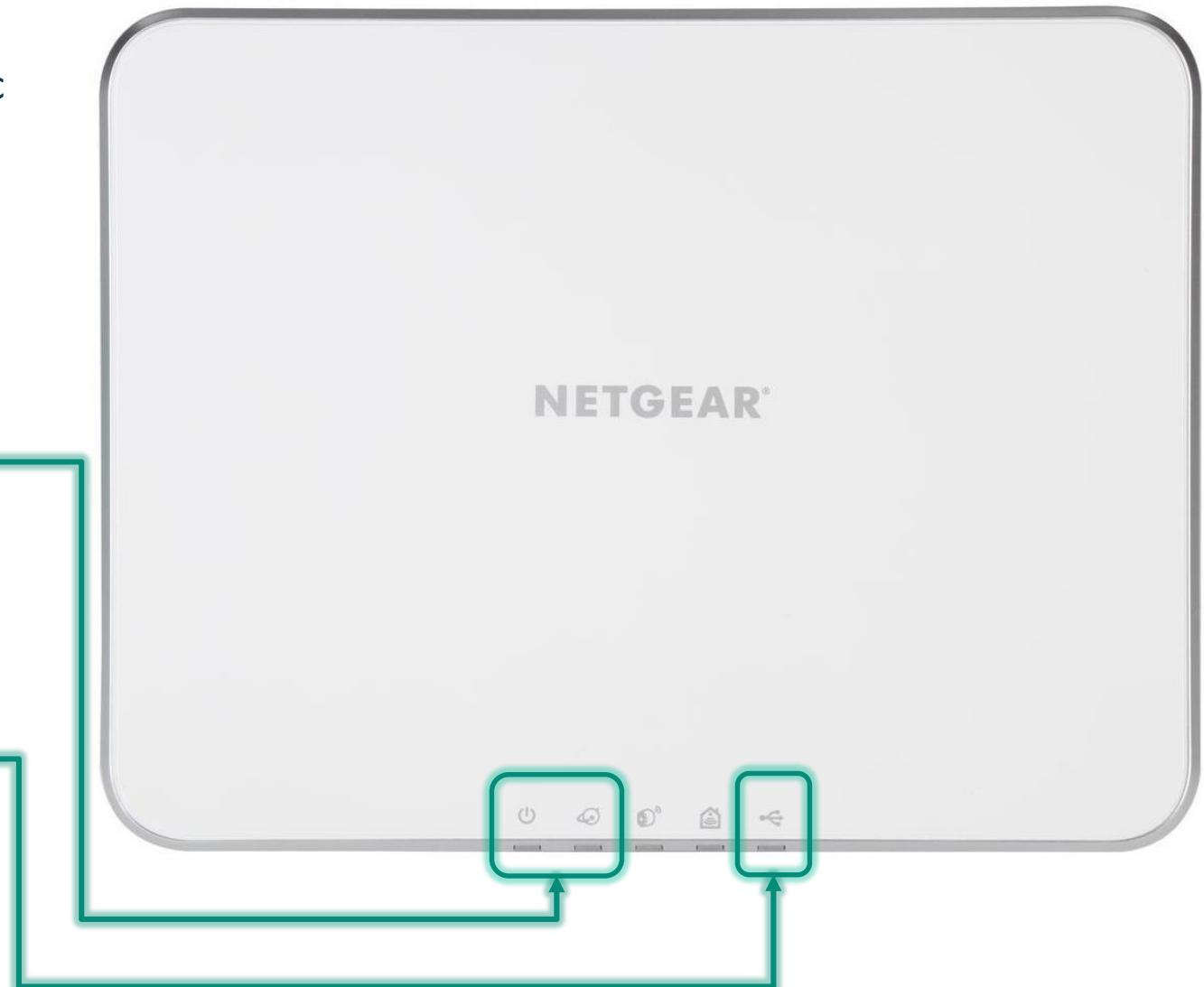
- If the base station **Power** or **Internet** LED is not green or all cameras are showing offline, it is possibly a base station issue



- If the base station **USB** LED is blinking, the sync button was likely pressed for longer than 10 seconds



- **Wait 10 minutes or power cycle the base station**, and press the sync buttons for a shorter duration; typically **2 seconds**



Camera Will Not Sync ⚠



- Open and close the battery door. Observe the camera LED behavior.
 - **No LED:** Batteries are dead, not installed correctly, or there is an issue with the battery contacts
 - **Blue LED blinks:** Batteries are good
 - **Amber LED blinks:** Batteries need to be replaced or recharged
- The camera might be too far from the base station
 - When syncing a camera to the base station, place the camera within **one to three feet** of the base station
 - Point the camera away from any possible motion detection before pressing the sync button
- Keep the camera and base station as far away from other WiFi devices as possible
 - WiFi interference from other devices can cause the sync to fail
- Try logging out of the Arlo account and log back in
 - In some cases the camera may have synced to an unclaimed base station and not displayed on the Devices screen



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

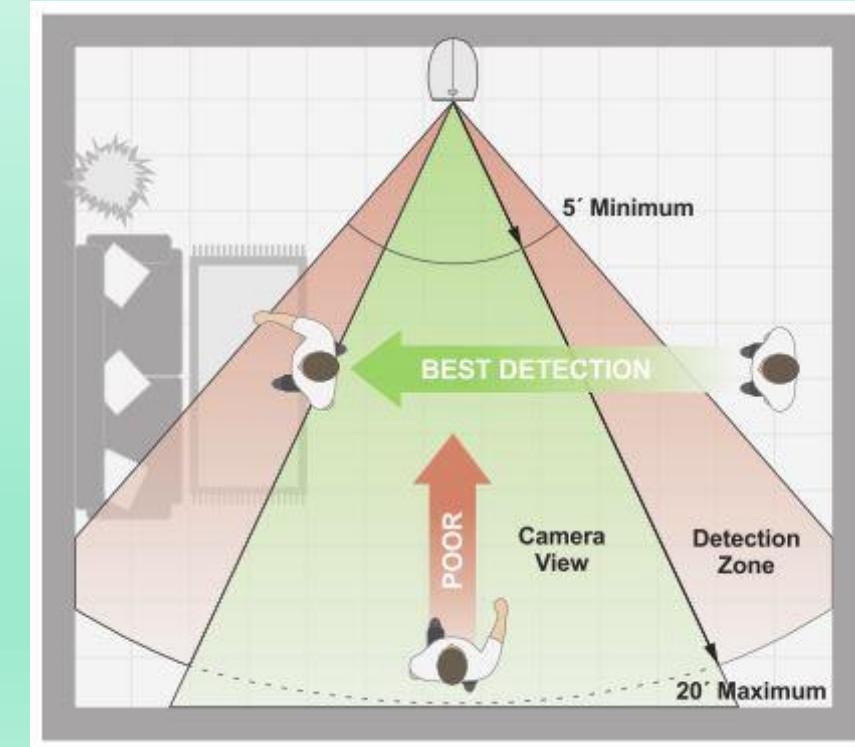
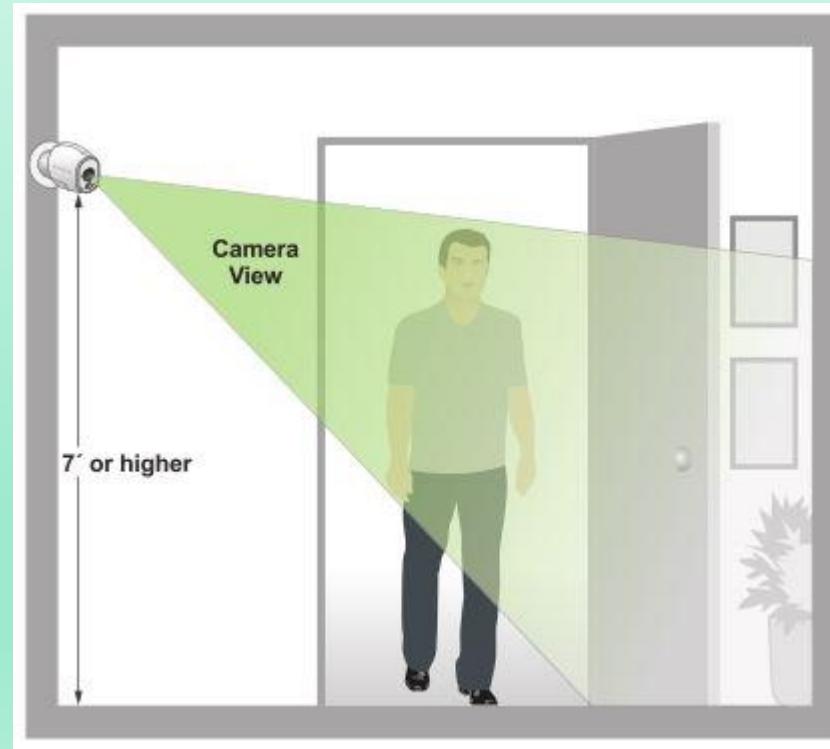
- Device status: **Offline or Online**
- Ensure the **Device On** is toggled in the Device Settings
- Try **Motion Detection Test** to see if the camera responds when triggered
- Check the Mode settings
 - Ensure the Rule settings are correct: ***Motion is detected, Record video***
 - Do not set the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

Camera Not Detecting Motion



To optimize motion detection:

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



Troubleshooting Information



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

Troubleshooting Information



- For more details on Arlo Wire-Free troubleshooting refer to the External and Internal Knowledge Base
- The Internal Knowledge Base in Salesforce contains valuable information for Arlo experts in order to more thoroughly assist customers
 - See the following articles for more details:
 - [How to troubleshoot Arlo Wire-Free camera won't sync issues \(INTERNAL\)](#)
 - [Arlo base station shows offline in CS diag tool but Power and Internet LEDs are green \(INTERNAL\)](#)
 - [How to troubleshoot Arlo base station appearing deactivated in the CS Diag tool \(INTERNAL\)](#)
 - [How to scan for open ports when the Arlo base station is offline \(INTERNAL\)](#)
 - [Arlo base station offline troubleshooting checklist \(INTERNAL\)](#)
 - [Arlo camera won't sync troubleshooting checklist \(INTERNAL\)](#)
 - [Arlo base station offline \(L1 and L2 tasks\) \(INTERNAL\)](#)
 - [Arlo Wire-Free camera offline troubleshooting flowchart \(INTERNAL\)](#)
 - [Arlo base station offline troubleshooting flowchart \(INTERNAL\)](#)
 - [Arlo L1 Case Escalation Requirements \(INTERNAL\)](#)
 - [Arlo Wire-Free camera red tint issue \(INTERNAL\)](#)
 - [Arlo camera rapid battery drain \(INTERNAL\)](#)
 - [Arlo base station reclaim process \(INTERNAL\)](#)
 - [Arlo motion detection troubleshooting guidelines \(INTERNAL\)](#)

END

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Wire-Free