



arlo
Go

Before completing Arlo Go training you must attain the Arlo Pro and Arlo Q certifications.

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

- The Arlo Go camera does not require a base station or WiFi access to connect to the Arlo cloud servers
 - Instead, it uses cellular networks
- Arlo Go is an ideal solution in areas with limited WiFi access
- Arlo Go has a wider body but inherits the design and some features from the Arlo Pro camera, such as:
 - Wire-free
 - Rechargeable battery
 - 110 degree field of view
 - Motion and sound detection
 - Weather Resistant
 - 2-way audio
 - Night vision



Arlo Go Introduction



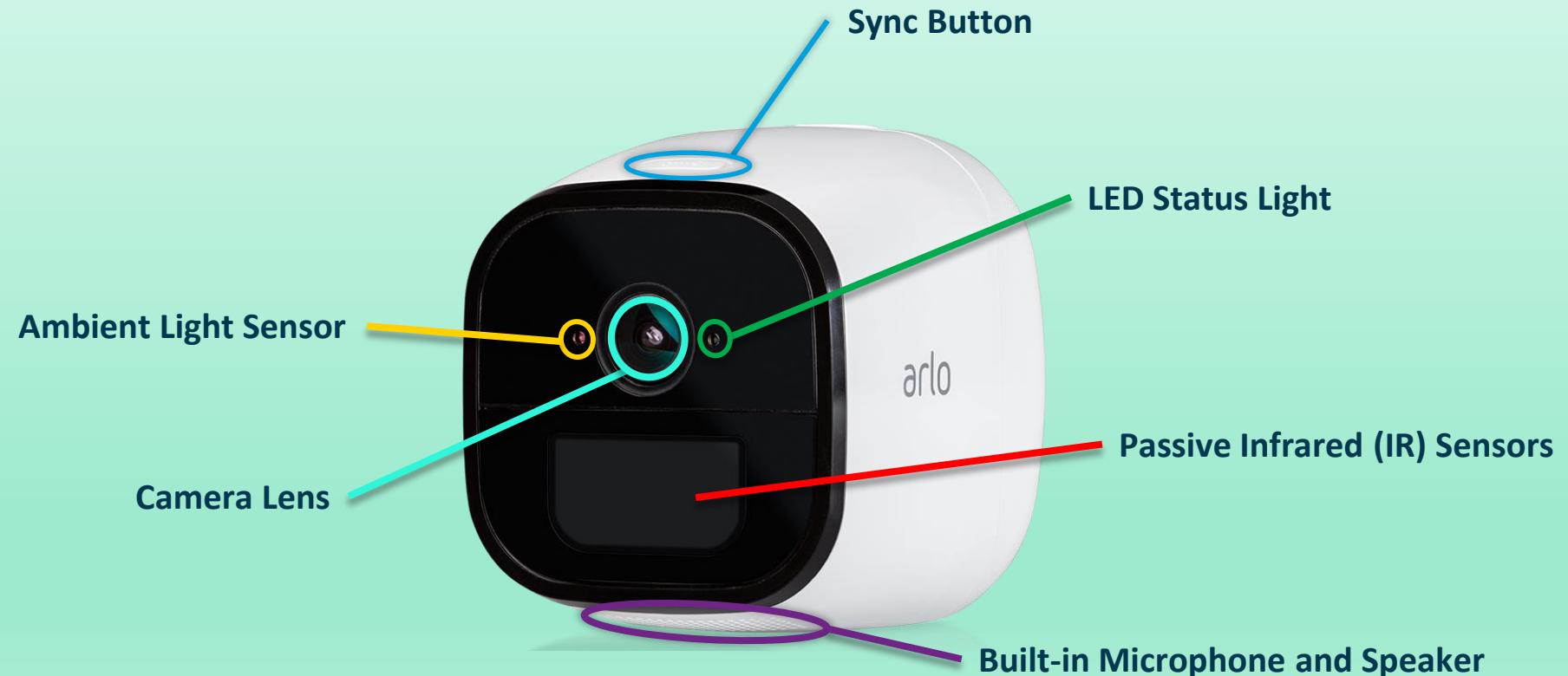
- 100% Wire-Free**
Place it anywhere. No cords or wiring hassles.
- IP65 certified weather-resistant**
Rain or shine, hot or cold, the IP65-certified Arlo Go camera will brave it all.
- Un-tethered Mobile Security**
Arlo Go supports LTE wireless connections and can work anywhere nationwide with LTE coverage.
- HD Quality**
Live stream and watch recordings in more brilliant detail than ever before.
- Rechargeable**
Long lasting, takes the expense out of uninterrupted security.
- Advanced Motion Detection**
Wide-angle PIR motion sensor makes sure no movement will slip through without your notice.
- 2-Way Audio**
Listen in and talk back through the built-in speaker and mic, straight from your smartphone.
- Local Backup Storage**
Built-in SD card slot allows for local backup storage in the event of Internet interruption.
- Night Vision**
Integrated night vision automatically switches on at night to shed light on the smallest wonders.

Arlo Go	
Maximum Video Resolution	720p HD
Power	Rechargeable Battery and AC power
Field of View	110 degrees
Weather Resistant	IP65
Operating Temperature	-4 to 113 degrees Fahrenheit
Wireless	3G / 4G LTE
Detection	Motion and Audio

Arlo Go Introduction



- Arlo Go has a **110 degree** Field of View
- A built-in microphone is used for **sound detection**
- The microphone and speaker also provide **2-way audio** to listen and talk



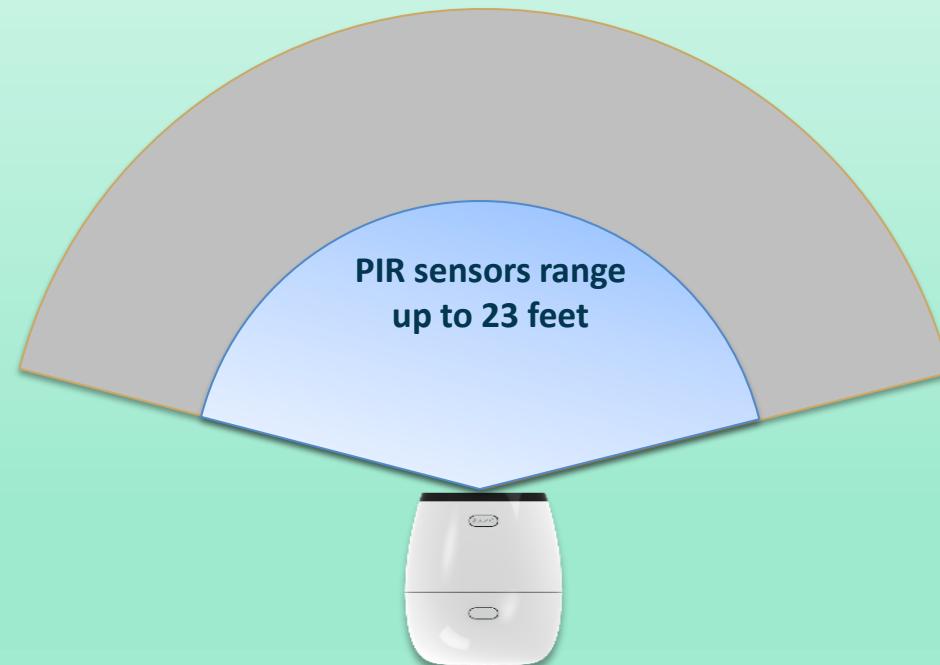
Arlo Go uses eight 850-nanometer LEDs for night vision



- The LEDs are switched on and off with the Ambient Light Sensor and IR Cut-Off Filter
 - The night vision LEDs can illuminate up to **25 feet**

Arlo Go uses two passive IR sensors for motion detection

These sensors have **110 degree field of view** and are able to sense up to **23 feet** away



In the US, Arlo Go service providers include:



- Arlo Go models from different service providers operate on different carrier networks
 - **Arlo Mobile** uses **AT&T's nationwide network**, but the service provider is **Arlo**
 - Arlo Go cameras cannot be transferred between carriers
 - For example, a Verizon Arlo Go camera cannot be used with an Arlo Mobile SIM card or data plan

Service providers added in 2019 include:



 **U.S. Cellular**

VML4030-1USNAS



• T • Mobile •

VML4030-100PAS

- US Cellular and T-Mobile models operate similar to Verizon by using **4G LTE**
- Check <https://www.arlo.com/en-us/products/arlo-go/default.aspx> for availability

Wireless Frequencies:

AT&T and Arlo Mobile support 3G and 4G:

- WCDMA/HSDPA/HSUPA/HSPA+ (3G)
 - Operating Bands: 1/2/4/5/8
- LTE FDD (4G)
 - Operating Bands: 1/2/4/5/12/17

Verizon supports 4G only:

- LTE FDD (4G)
 - Operating Bands: 4/5/13

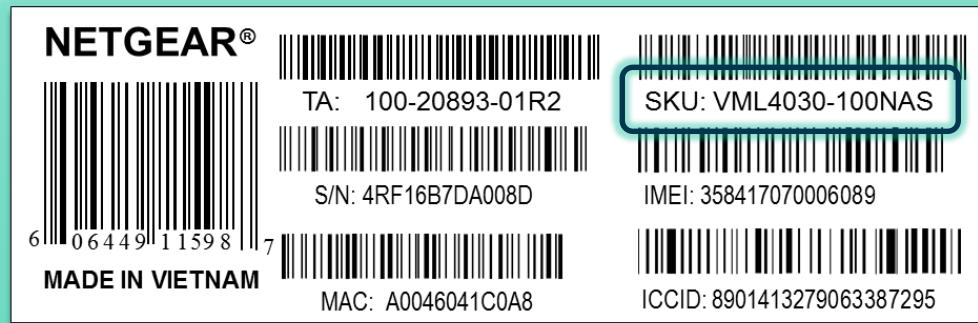
Terminology:

- **WCDMA:** Wide Band Code Division Multiple Access
 - Standard 3G (third generation) mobile network
- **HSDPA:** High Speed Download Packet Access
- **HSUPA:** High Speed Upload Packet Access
- **HSPA+:** Evolved High Speed Packet Access
 - HSPA encompasses both HSDPA and HSUPA
 - HSPA+ is an advanced version of HSPA
 - Provides a bridge between 3G and 4G with speeds comparable to 4G
- **LTE:** Long Term Evolution
 - Standard 4G (fourth generation) mobile network
- **FDD:** Frequency Division Duplex
 - LTE FDD uses a paired spectrum that comes from a migration path of the 3G network
 - LTE TDD (Time Division Duplex) uses an unpaired spectrum that evolved from TD-SCDMA (Time Division Synchronous Code Division Multiple Access)

Arlo Go Introduction



To identify the mobile carrier, check the SKU label on the retail box, or check the label inside the camera battery compartment



SKU	Carrier	Carrier Code
VML4030-100NAS	AT&T	AT
VML4030-1VZNAS	Verizon	VZ
VML4030-200NAS	Arlo Mobile	AM



Arlo Go Introduction



Arlo Go package contents include:

- (1) Camera with SIM card
- (1) Rechargeable battery
- (1) Power adapter and cable
- (1) Black outdoor security mount
- (3) Mounting screws
- (1) Quick start guide
- (1) Window decal



Arlo Go Introduction



The included outdoor mount provides
360 degree swivel and 90 degrees of tilt



Arlo Go Introduction



Arlo Go is powered by a **3660mAh** rechargeable Li-ion battery.

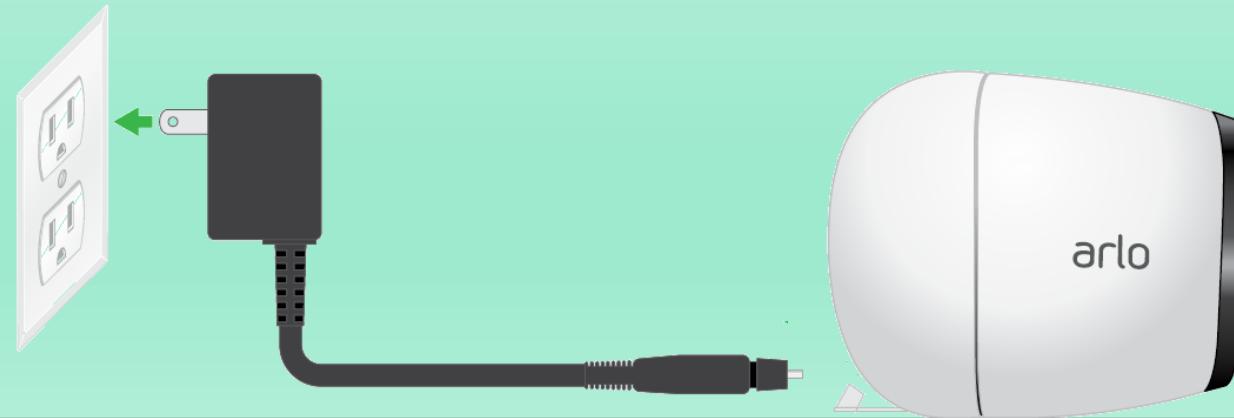


VMA4410



Model No: A-2

- Rating: **7.2V 26.35Wh**
- Capacity: **3660mAh**
- Charging voltage: **8.4V**



The camera batteries are compatible with the same Arlo **Charging Station** used by Arlo Pro.



VMA4400C

- The Arlo Go camera battery can also be charged indoors using the included charging cable
- Use the Outdoor Power Adapter for outdoor charging
- For safety reasons, the Arlo Go battery cannot be charged below **32 degrees Fahrenheit**

Arlo Go Introduction



Arlo Go is compatible with the same **Outdoor Power Adapter (VMA4900)** and **Arlo Solar Panel (VMA4600)** used by Arlo Pro



Arlo Go Introduction



Arlo Go Skins are UV and water resistant, making them ideal for outdoor use to disguise and protect cameras



Set of 2 Skins in Black and Green (**VMA4260**)



Set of 2 Skins in Ghillie and Camouflage (**VMA4250**)

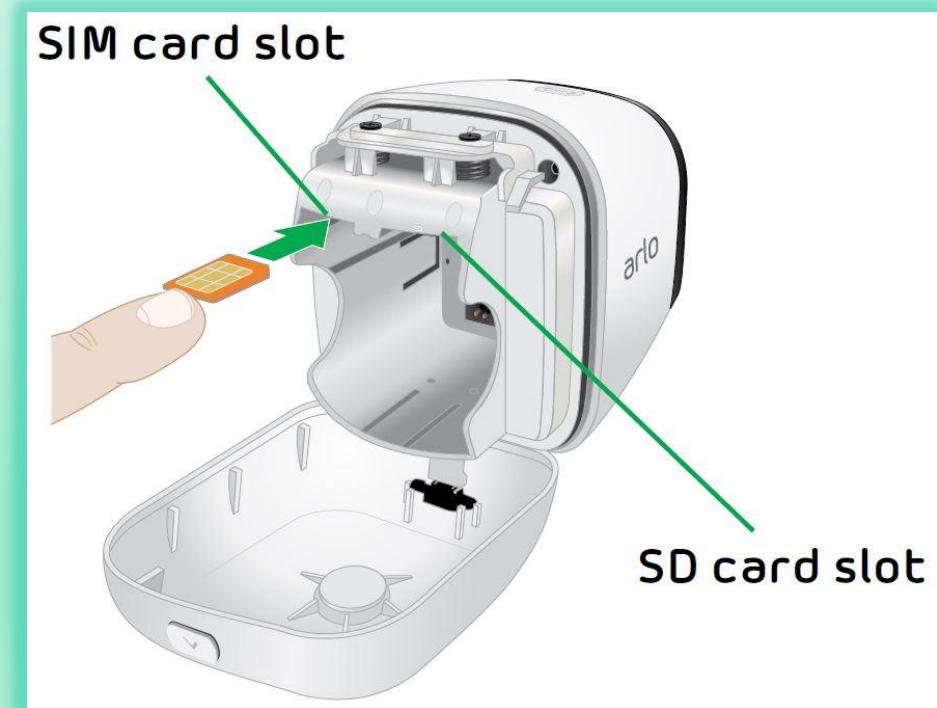


Set of 2 Skins in Camouflage and Black (**VMA4270**)

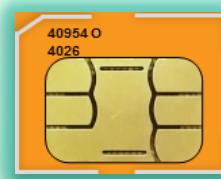
arlo
Go
Setup

- The Arlo Go camera uses the mobile network to send video to the Arlo account in the cloud
 - To do this, Arlo Go uses an activated SIM card installed inside the camera
 - Arlo Go might include a preinstalled SIM card, or it might need to be inserted into the camera by the customer
 - **Make sure the SIM card is activated** by the service provider before it is inserted into the camera

1. Unlock the battery compartment and open the battery door.
2. Align the SIM card with the gold contacts facing up.
3. Insert the SIM card into the SIM card slot.



- The **SIM** (Subscriber Identification Module) card contains the subscriber's account information so the carrier can identify the user



- Without the SIM card, the cell tower (service access point), will not know who the user is and refuse service
- If the SIM card needs to be activated, the customer will need the **ICCID** and **IMEI** numbers:
 - The **ICCID** (Integrated Circuit Card Identifier) is the serial number of the SIM card
 - It is also known as the **SIM Card Number**
 - The **IMEI** (International Mobile Equipment Identity) number is used to **identify mobile devices in the cellular network**
 - Each mobile device has a unique IMEI number

Arlo Go Setup



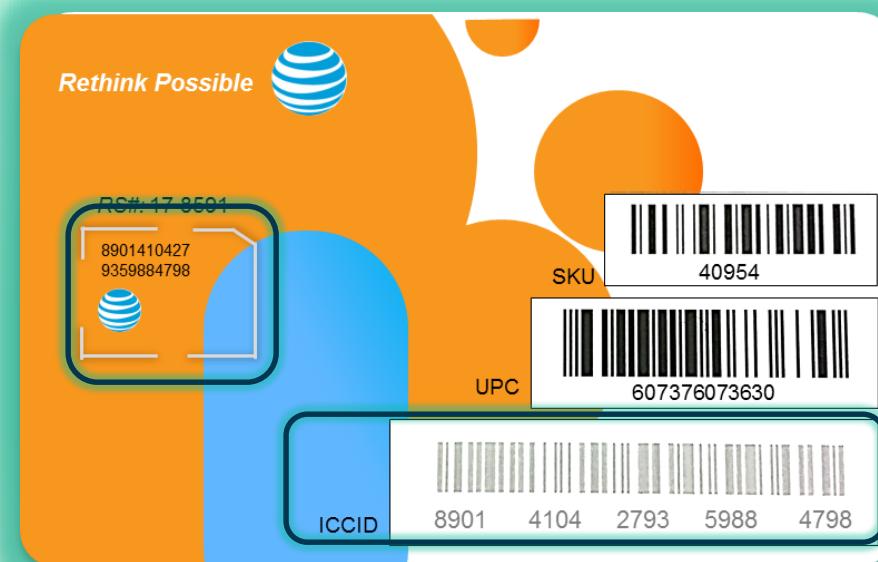
The ICCID and IMEI numbers can be found on the Arlo Go retail box label:



The IMEI number is also printed on the label inside the Arlo Go battery compartment:



The ICCID is also printed on the SIM card:



Insert a microSD card (**SDHC or SDXC, Class 4 or higher; file format FAT32**) to add storage to the camera

- The camera can store up to **32 GB** of video recordings on the card when there is no network connection
 - The microSD card must be installed before turning on the camera

1. Insert the microSD card into the microSD card slot.

The text on the microSD card faces the bottom of the camera.



2. Insert the battery.



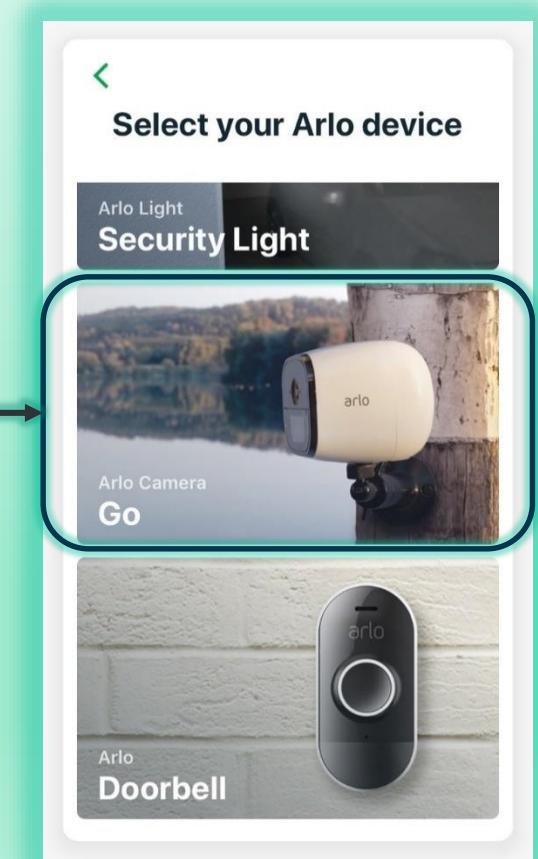
Arlo Go Setup



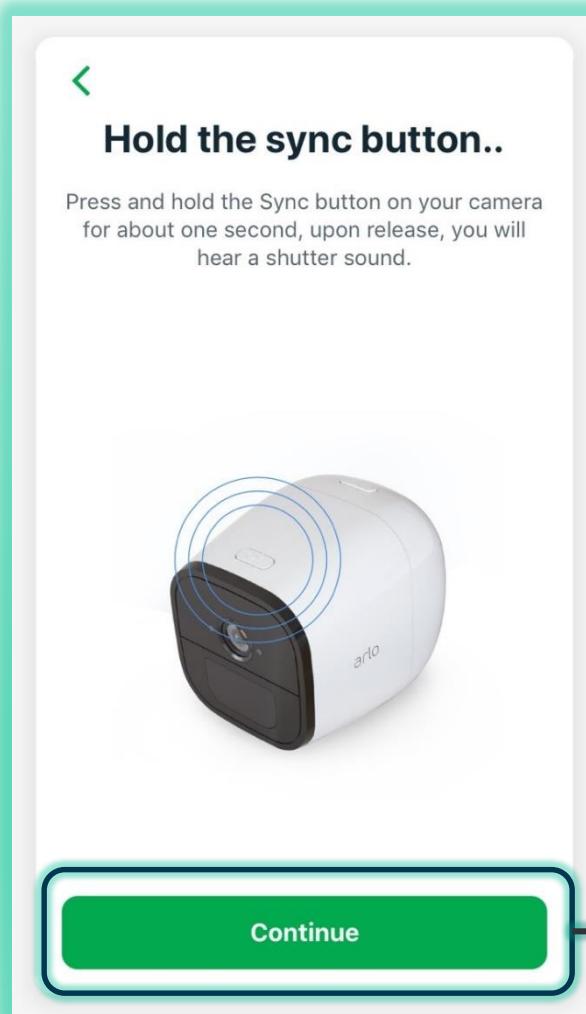
- During setup, the Arlo Go camera **must be connected to the mobile network**

- This requires using a version of the camera that is **compatible with an activated mobile service plan**
 - Additional restrictions and data charges might apply
 - Coverage and service are not available everywhere
- After the camera is added to an Arlo account, it can be placed anywhere in the mobile network coverage area

- Place the Arlo Go camera in a location with **good cellular network coverage**.
- If your mobile network provider requires SIM card activation, **make sure the SIM card is activated and inserted in the Arlo Go camera**.
- Make sure the **Arlo Go (3660mAh) battery** is installed.
- Open the Arlo app and tap **Add New Device +**.
- Select **Arlo Go**. ——————



6. Press the camera **Sync** button for one second.
A camera shutter/click sound will be heard.
7. Tap **Continue**.

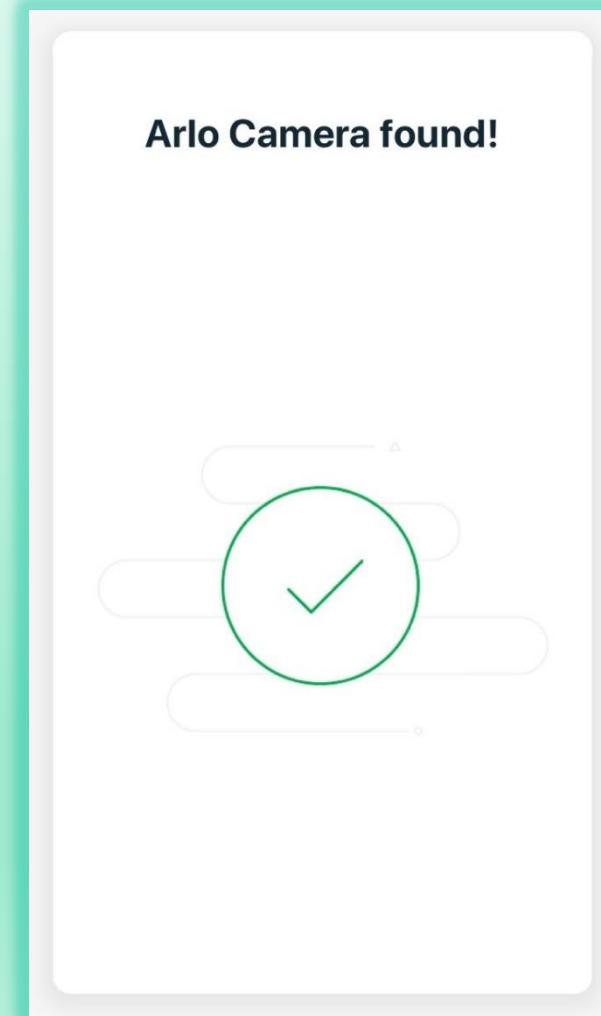


- The QR code page displays.
8. Hold the QR code **4 to 8 inches** in front of the camera until you hear a **chime** sound.
9. Tap **Continue** if you hear the chime sound.

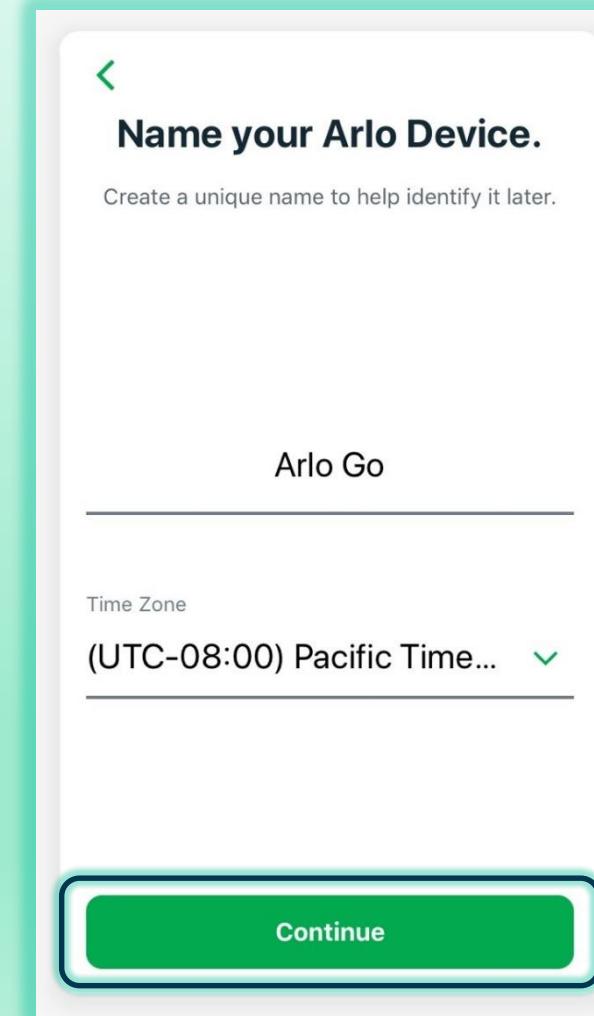
If the camera makes a **buzz sound** or the **camera LED blinks amber**, the camera is not connected to the mobile network. In this case the user will need to verify SIM card activation or edit the APN information (depending on screen prompts).



10. After a successful QR code scan,
Arlo will discover the device.



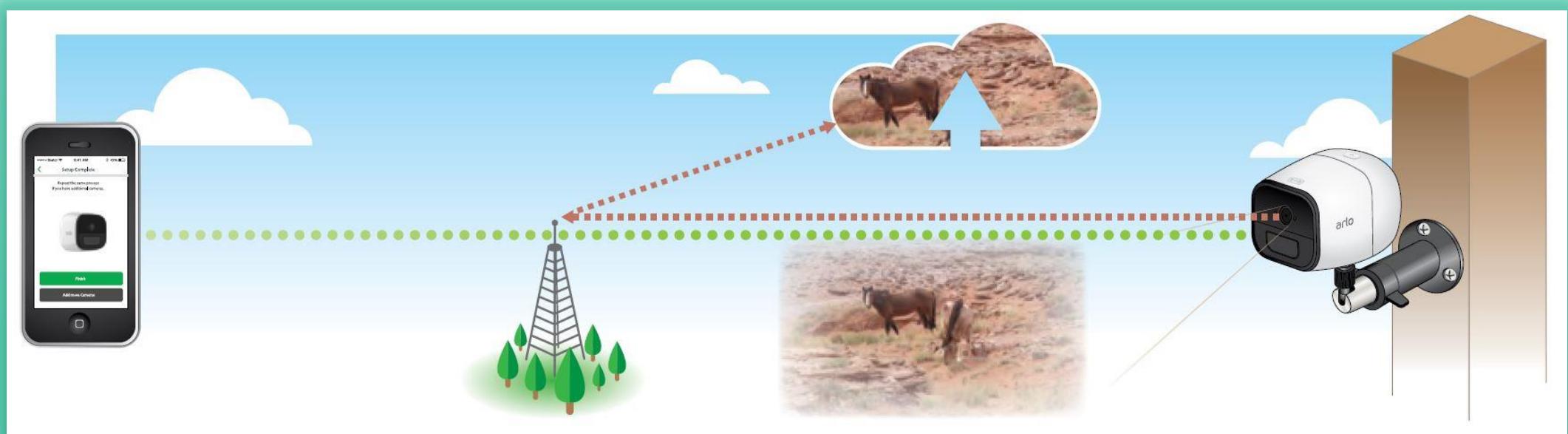
11. Name the camera and select the proper time zone.
12. Tap **Continue**. The camera is added to the Arlo account.



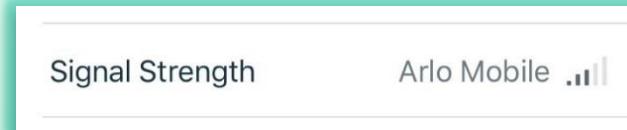
Arlo Go Setup



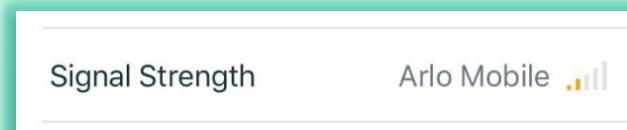
- The Arlo Go camera is designed to connect to the cellular network
- During setup, the Arlo app uses the **cellular network** to find the camera so it can be added to the Arlo account
- After setup, the Arlo Go camera **uses the cellular network to send recordings to the cloud**



- For best results, place the Arlo Go camera in a location where the Arlo app displays at least **three bars** of mobile network signal strength



- If the Arlo Go camera is in an area with consistently low signal strength (**two bars or less**), it might experience the following problems:



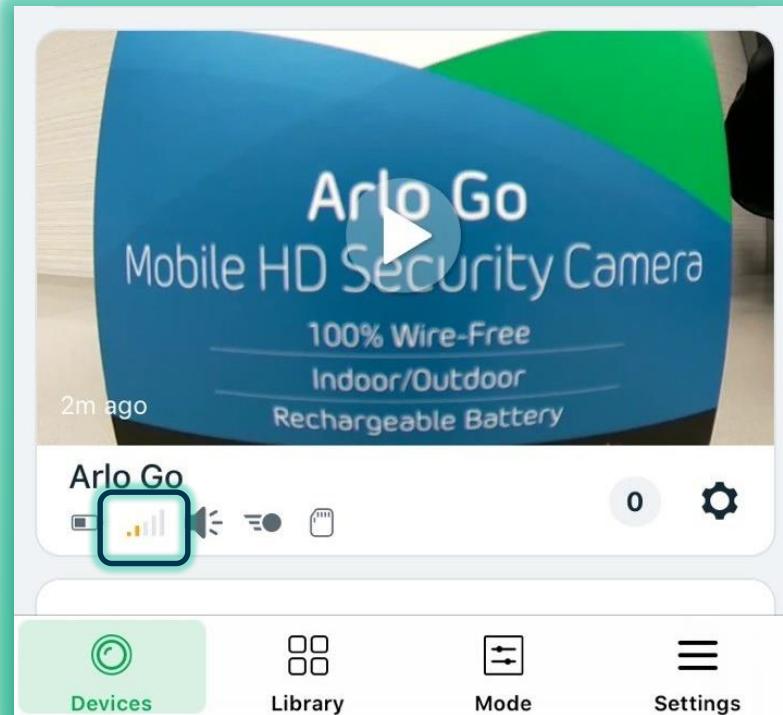
- Intermittently unable to live stream, or the video stream fluctuates
- Unable to immediately watch recorded videos
- Delayed notifications
- The battery depletes more quickly than usual (because the camera spends a lot of time attempting to reconnect to the network)

To optimize mobile network connectivity for the Arlo Go camera:

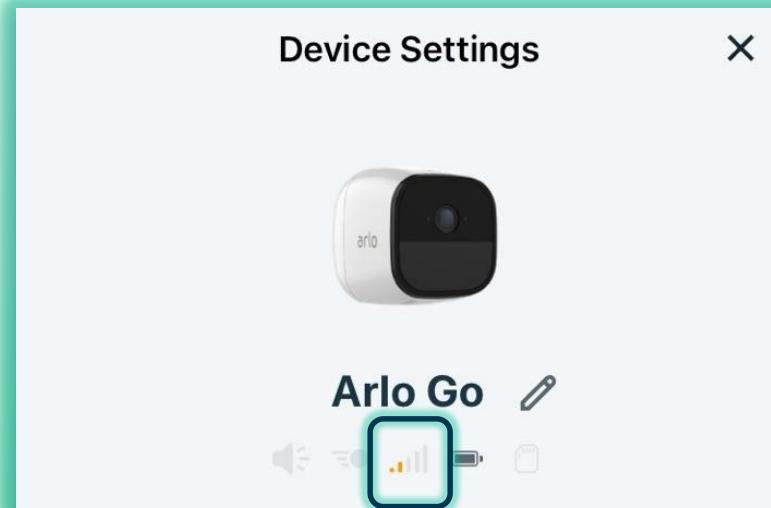
1. Check the mobile network coverage map for the area in which the camera will be used.
 - Cellular coverage fluctuates based on **network traffic** and **weather conditions**
 - If the camera is placed near the edge of a coverage area, the connection weakens or drops whenever the mobile network is carrying a lot of traffic in that area
 - Heavy rain, thunderstorms, and high humidity can also weaken Arlo Go's mobile network connection
2. Check the mobile network signal strength in the area where Arlo Go will be used.
 - The easiest way to do this is to go to the area and **check the signal strength on an mobile phone that uses the same mobile network service**
 - If the signal strength is good enough, set up Arlo Go and then look at the camera's signal strength in the app

Signal strength can be checked in **three different areas** within the **Arlo mobile app**:

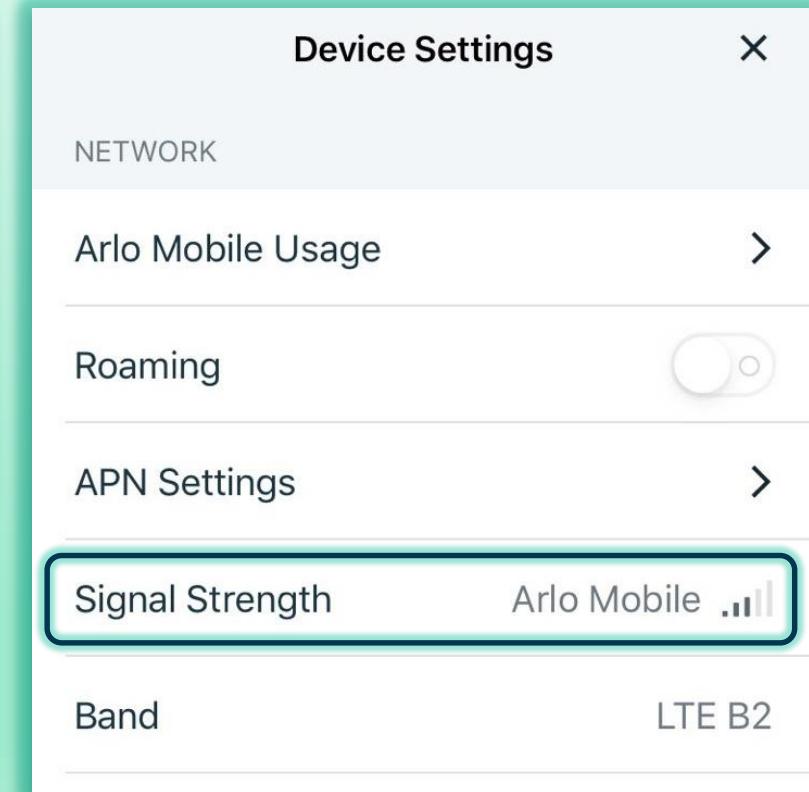
Devices Screen



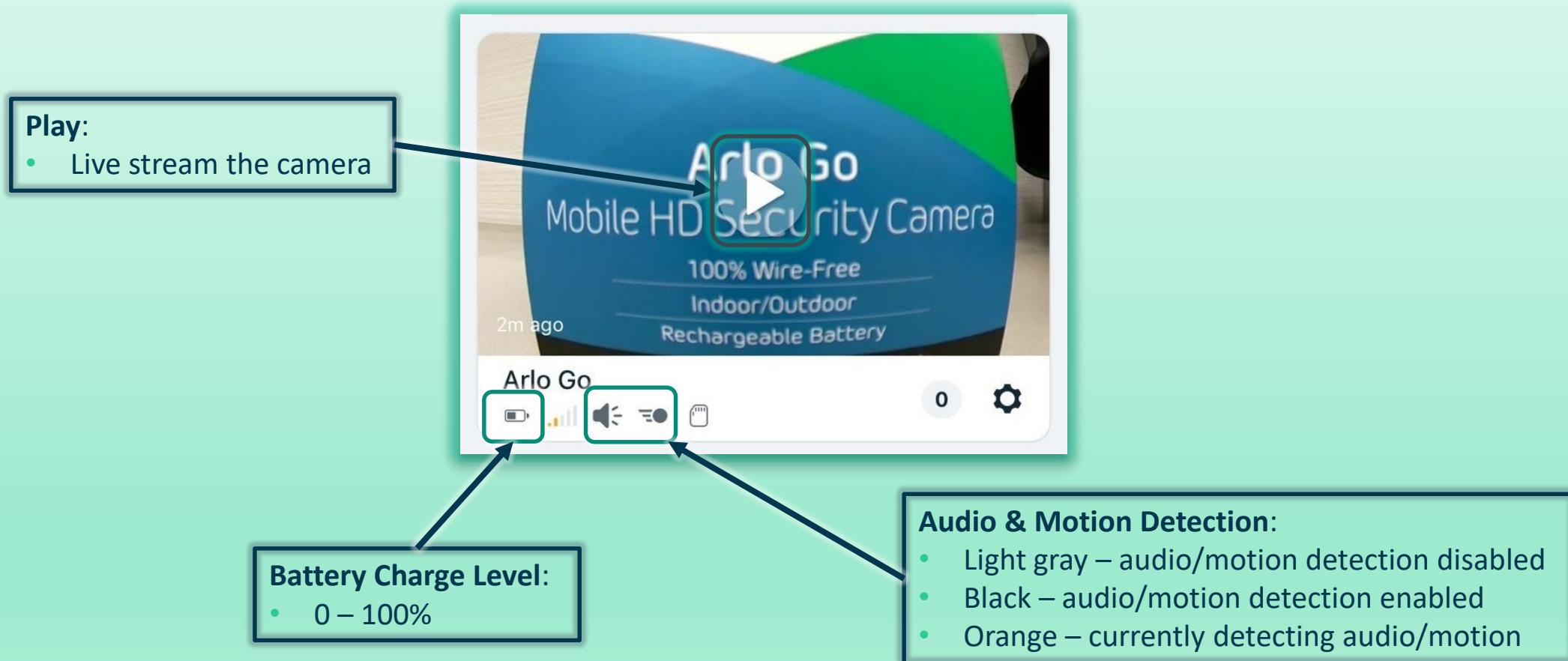
Device Settings



Device Settings – NETWORK



The other Device screen icons are the same as seen on Arlo Wire-Free, Arlo Pro, and Arlo Q



Record:

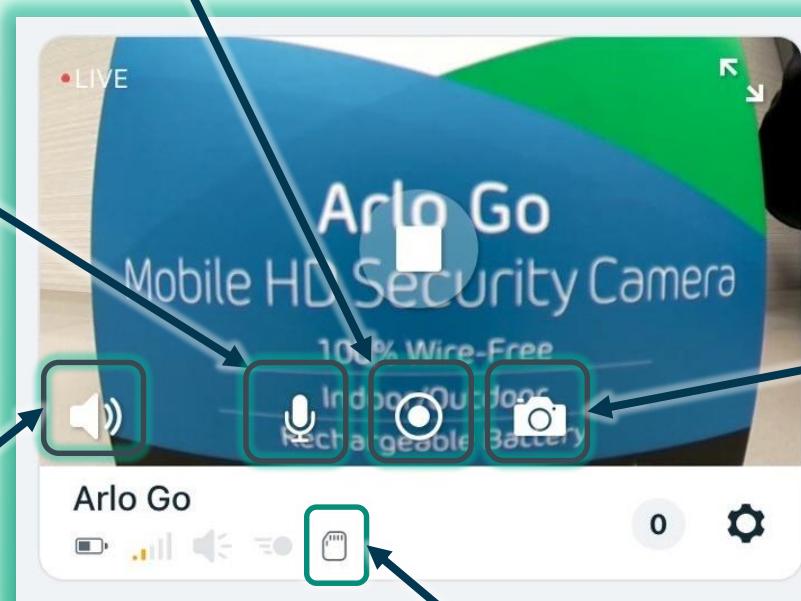
- Manually record the live feed

Microphone:

- Push to talk

Speaker Volume:

- Turn camera live feed sound on/off



Snapshot:

- Take a picture of the live feed

Micro SD Card:

- Light gray – SD card not connected
- Black – SD card connected
- Orange – SD card storage is almost full

Arlo Go Camera LEDs



Slow blinking amber
Mobile network coverage is not available.



Blinking amber and purple
The SD card type is invalid.



Blinking amber and blue
The camera is receiving a firmware upgrade.

● **Solid amber**

No SIM card is inserted or the SIM card is damaged.



Fast blinking amber
The camera connected to the cellular network but it cannot connect to the cloud.

For more information, visit <http://tinyurl.com/h8csb5a> or scan this QR code:



Very slow blinking blue

The camera is powering on.



Slow blinking blue
The camera is ready to scan the QR code.



Fast blinking blue
The camera is connected to the cloud.



Blinking blue and purple
The camera is connecting to the network and the cloud.



Go

Mobile Service Plans

Arlo Go with Arlo Mobile (VML4030-200NAS) comes pre-activated with 15 minutes worth of recording time.

When the 15 minute data allowance is used up, pick one of the three monthly service options:

- **15 minutes**
- **120 minutes**
- **225 minutes**

15 Minutes per Month	120 Minutes per Month	225 Minutes per Month
\$3⁹⁹ per month billed annually \$4.99 per month	\$18³⁹ per month billed annually \$22.99 per month	\$26³⁹ per month billed annually \$32.99 per month
<ul style="list-style-type: none">✓ 1 x 30-second video clip a day OR✓ 30 x 30-second video clips a month	<ul style="list-style-type: none">✓ 8 x 30-second video clips a day OR✓ 240 x 30-second video clips a month	<ul style="list-style-type: none">✓ 15 x 30-second video clips a day OR✓ 450 x 30-second video clips a month

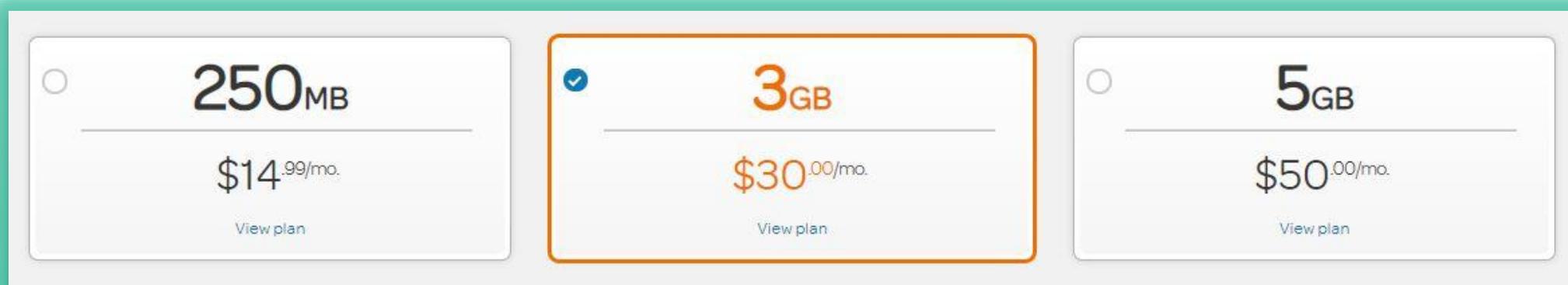
- Prices are subject to change

Refer to **Arlo Mobile** for current pricing:

<https://www.arlo.com/en-us/products/arlo-go/arlo-mobile.aspx>

Arlo Go with AT&T service (VML4030-100NAS) currently has three data plan choices:

- **250MB**
- **3GB**
- **5GB**



- Prices are subject to change

Refer to **AT&T > DataConnect** for current pricing:

<https://www.att.com/shop/wireless/plans/planconfigurator.html>

Arlo Go with Verizon service (VML4030-1VZNAS) currently has two data plan choices:

- **Unlimited**
- **1GB**

unlimited[✓]	1GB data only
\$80 /line per month	\$15 /line per month

Plus taxes & fees.

Plus taxes & fees.

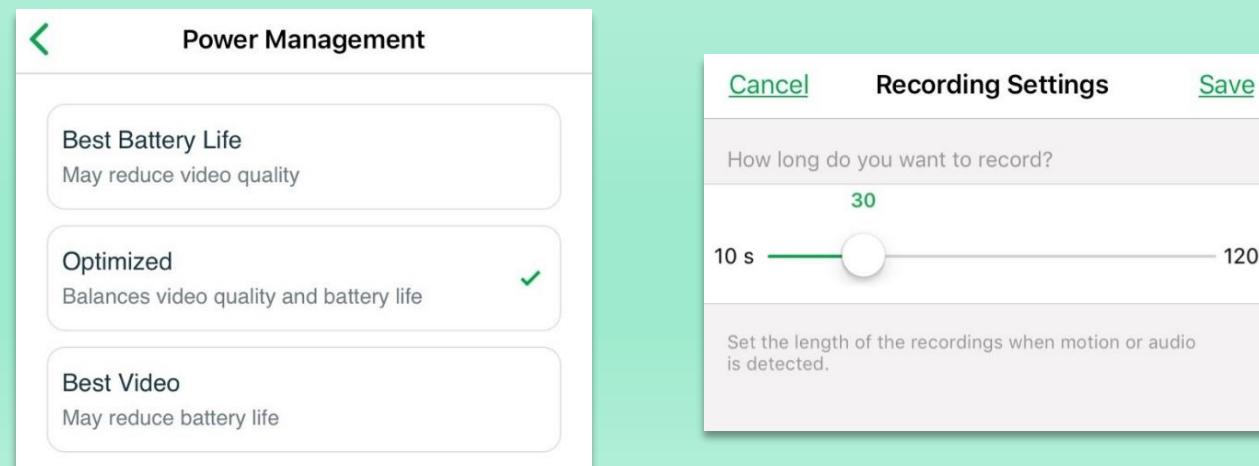
- Prices are subject to change

Refer to **Verizon Wireless** for current pricing:

<https://www.verizonwireless.com/connected-devices/arlo-go/?sku=sku3220059>

- To estimate data usage, determine the quality and length of the video recordings
 - Any increase in **video recording length** or **quality** will increase the data usage
 - The following table displays the average data usage for a 30-second video:

Video Setting (Power Management)	Data Usage (30 second video)
Best Battery Life	1.125 MB
Optimized	1.875 MB
Best Video	2.625 MB



The image contains two screenshots of the Arlo Go mobile application. The left screenshot shows the 'Power Management' settings screen. It has three options: 'Best Battery Life' (described as 'May reduce video quality'), 'Optimized' (described as 'Balances video quality and battery life' and is selected, indicated by a green checkmark), and 'Best Video' (described as 'May reduce battery life'). The right screenshot shows the 'Recording Settings' screen. It asks 'How long do you want to record?' with a slider set at 30 seconds. Below the slider, it says 'Set the length of the recordings when motion or audio is detected.' At the top of the right screenshot, there are 'Cancel', 'Recording Settings', and 'Save' buttons.

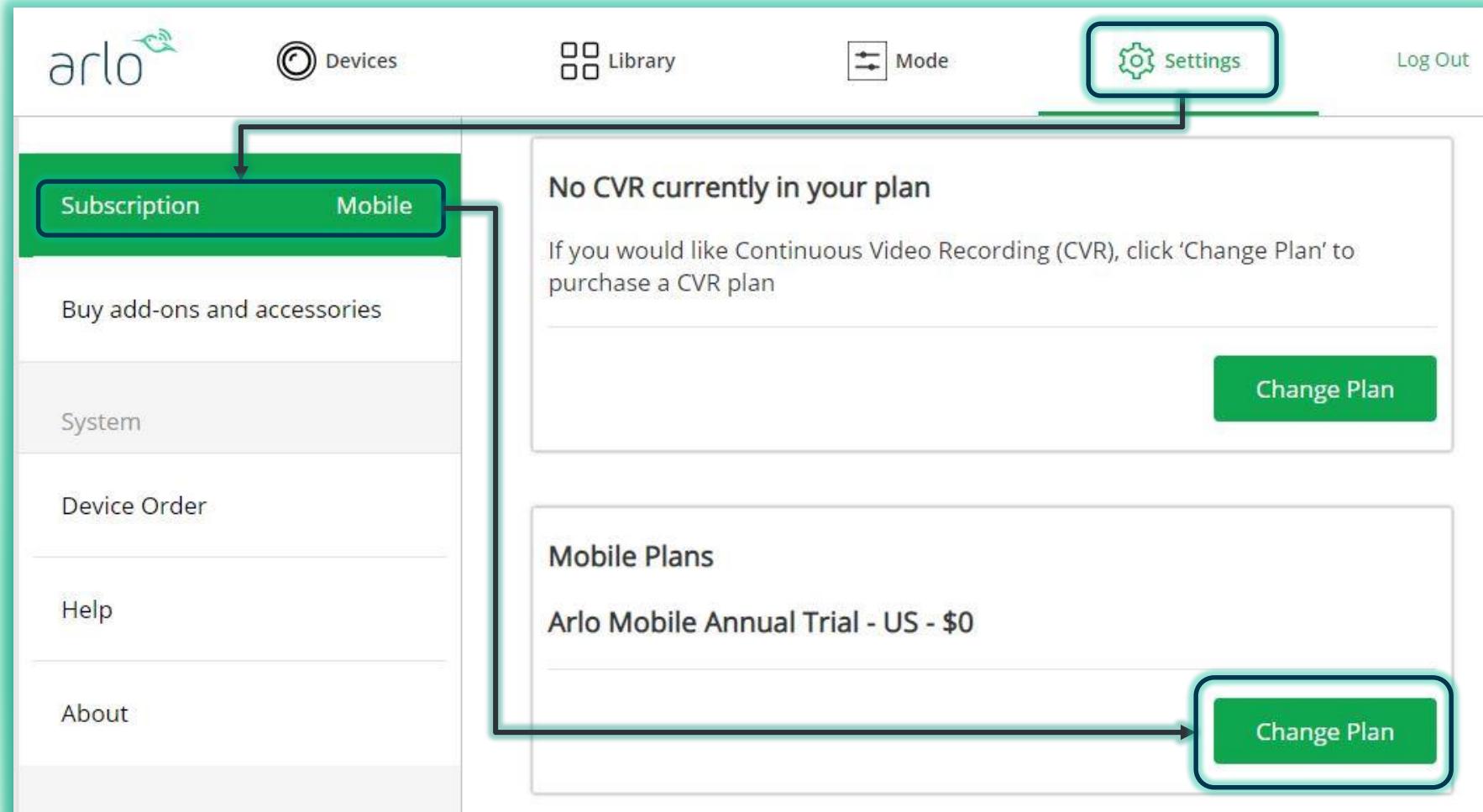
Arlo Go Mobile Service Plans



	AT&T	Verizon	Arlo Mobile
SKU	VML4030-100NAS	VML4030-1VZNAS	VML4030-200NAS
Carrier	AT&T	Verizon Wireless	Arlo Mobile (AT&T)
Carrier Code	AT	VZ	AM
Network	3G and 4G LTE	4G LTE	3G and 4G LTE
Frequency	WCDMA/HSDPA/HSUPA/HSPA+ <ul style="list-style-type: none"> • Operating bands: 1/2/4/5/8 LTE FDD <ul style="list-style-type: none"> • Operating bands: 1/2/4/5/12/17 	LTE FDD <ul style="list-style-type: none"> • Operating bands: 4/5/13 	WCDMA/HSDPA/HSUPA/HSPA+ <ul style="list-style-type: none"> • Operating bands: 1/2/4/5/8 LTE FDD <ul style="list-style-type: none"> • Operating bands: 1/2/4/5/12/17
SIM Card	Deactivated (call AT&T to activate)	Activated	Activated
Service	Purchase from AT&T	Purchase from Verizon	15 min free trial; Purchase from Arlo
Service Plans	250MB, 3GB, or 5GB	Unlimited or 1GB	15 mins, 120 mins, or 255 mins
Out of Data	Camera remains online but an overage fee is charged	Camera remains online but an overage fee is charged	Camera goes offline and the SIM card is deactivated
Roaming	Yes with possible extra fees	No	No

To change an Arlo Mobile plan use the Android app or Arlo web client (my.arlo.com):

1. Go to **Settings > Subscription > Mobile Plans > Change Plan**



Note:
When the Arlo Go camera with Arlo Mobile runs out of data, the **SIM card will be deactivated** and the **camera will be offline**

The camera cannot be used until a new mobile plan subscription is purchased

Mobile Plans

Purchase Minutes for Arlo Go

Arlo Go supports 3G/4G-LTE wireless connections, and can work anywhere nationwide with LTE coverage. Tap on a plan for more information.

Arlo Go
Arlo Mobile Annual Trial - US

Edit Plan

Continue

2. Click/tap **Edit Plan**.
3. Select **15 minutes, 120 minutes, or 225 minutes**.

Note:
Arlo Mobile plans are based on the Best Video Setting and 30 second video clips. Lowering the settings will allow for more recordings.

4. Click/tap **Continue**.

Arlo Go
120 minutes - Annual

FREE TRIAL \$4.99 value
(30 triggers/mo based on 30 second clips)**

15 minutes* of Video **\$ 49 /yr** + tax
(30 triggers/mo based on 30 second clips)**

120 minutes* of Video **\$ 229 /yr** + tax
Most Popular!
(240 triggers/mo based on 30 second clips)**

225 minutes* of Video **\$ 329 /yr** + tax
(450 triggers/mo based on 30 second clips)**

Cancel my existing plan

*Based on Best Video Setting (720p, 100kbps to 1000kbps).
**Default setting is Optimized setting (360p, 50kbps to 500kbps).
*Based on Best Video Setting (720p, 100kbps to 1000kbps).
**Default setting is Optimized setting (360p, 50kbps to 500kbps).

Unused minutes/data from the Arlo Go Mobile plan expire at the end of the monthly billing period. Applicable plan charge is not refundable and not exchangeable, and any unused services of your Arlo Go Mobile plan are forfeited if you cancel or downgrade your plan.

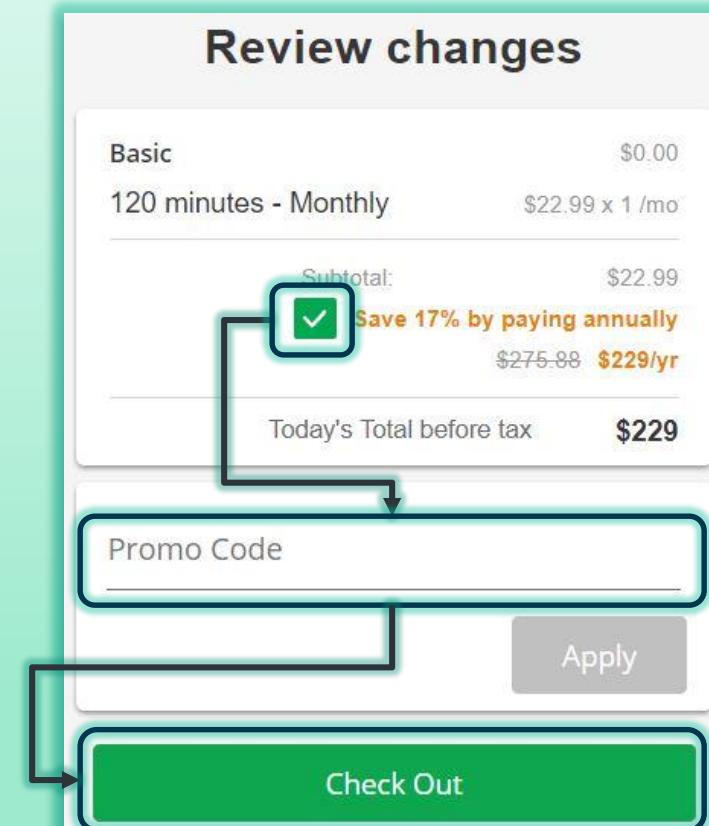
Edit Plan

Continue

5. Select the **checkbox** to pay **annually** or deselect to pay **monthly**.
6. Enter a **Promo Code** if applicable.
7. Click/tap **Check Out**.

Note:

To change mobile plans for other Arlo Go cameras, contact the service provider (AT&T, Verizon Wireless, etc.) directly.

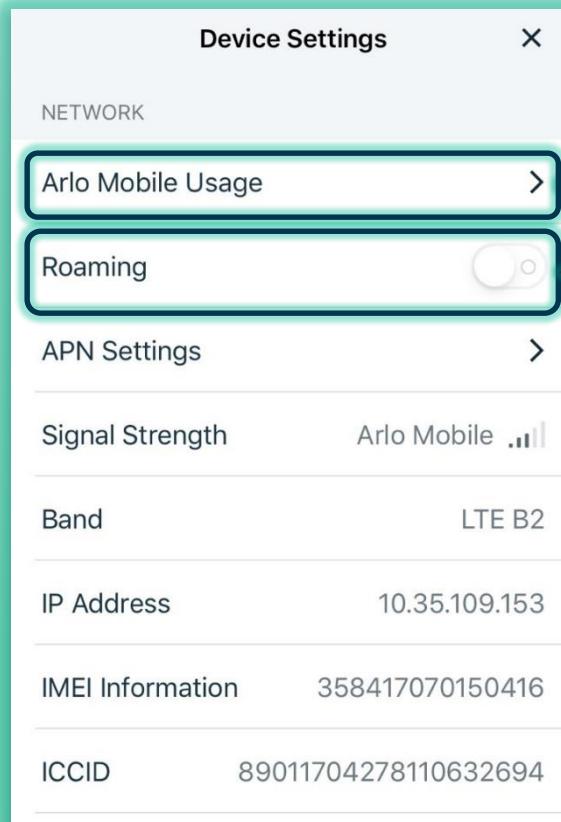


arlo
Go
Settings

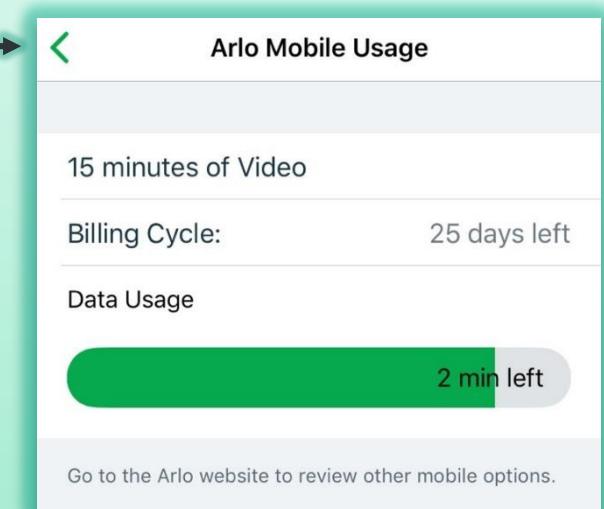
Arlo Go Network Settings



- Go to Device **Settings** and scroll down to the **NETWORK** section for important Arlo Go details
 - The **Arlo Mobile** camera (VML4030-200NAS) is used in this example
 - Settings may vary between various models with different carriers



Tap **Arlo Mobile Usage** to get details on the carrier plan, billing cycle, and data usage

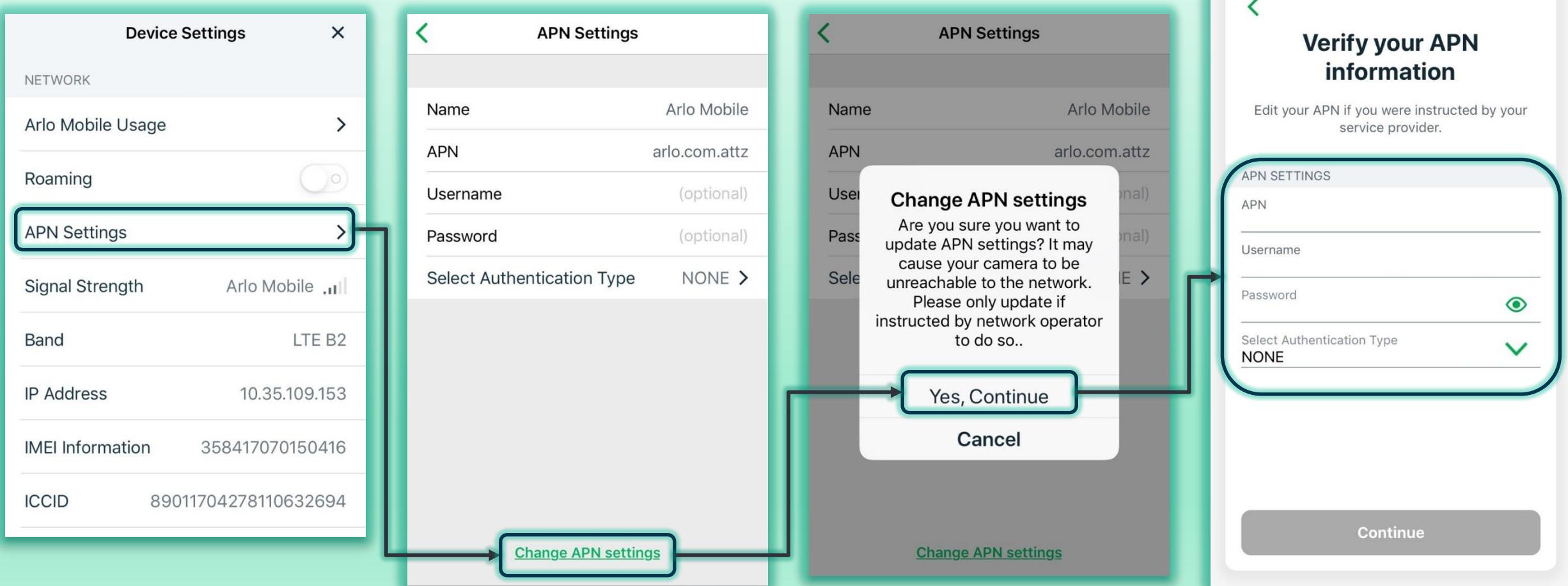


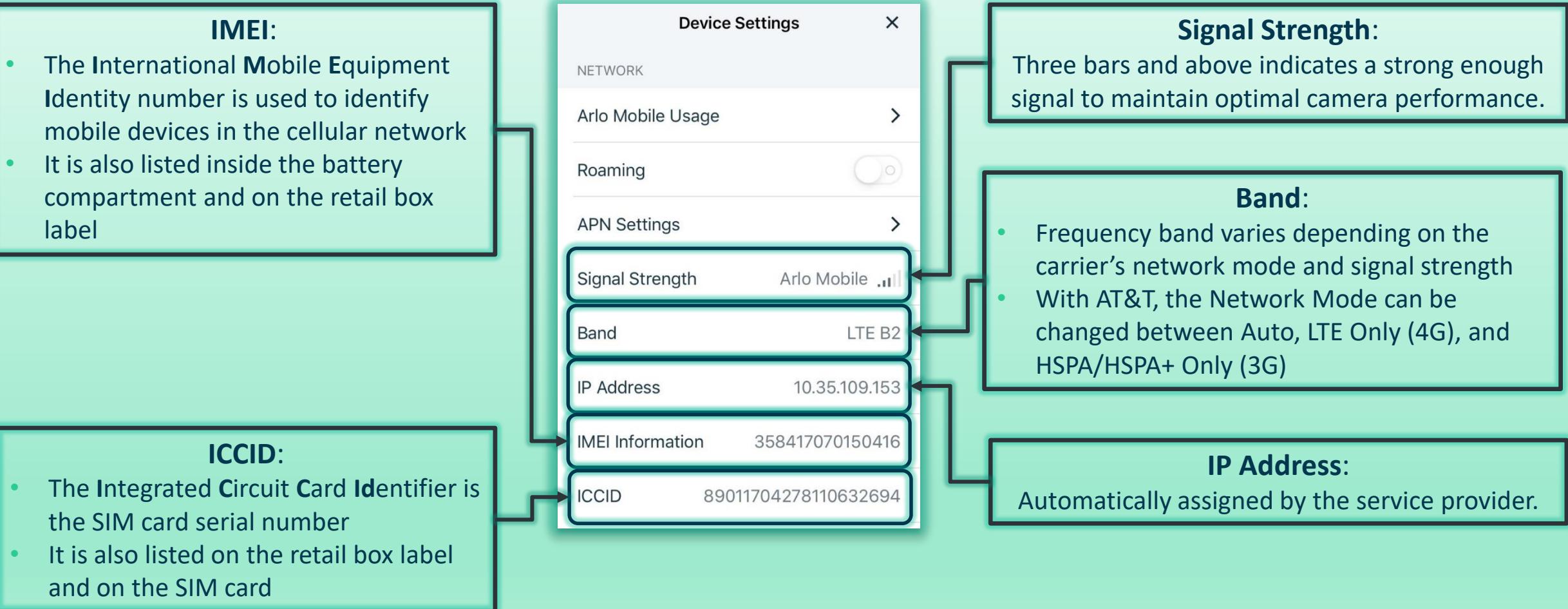
Roaming On/Off (Roaming can only be turned on with the AT&T camera):
With roaming disabled the camera will go offline when it is outside of the mobile coverage area.
Enabling roaming will keep the camera connected when it is outside the mobile carrier range but may incur extra costs.
It should remain off unless roaming is absolutely necessary.

Arlo Go Network Settings



- APN (Access Point Name) is an identifier used by the camera to establish a connection to the carrier's data network
- If instructed to do so by the service provider, tap **APN Settings > Change APN Settings** to change the APN name, Username, Password, and Authentication type





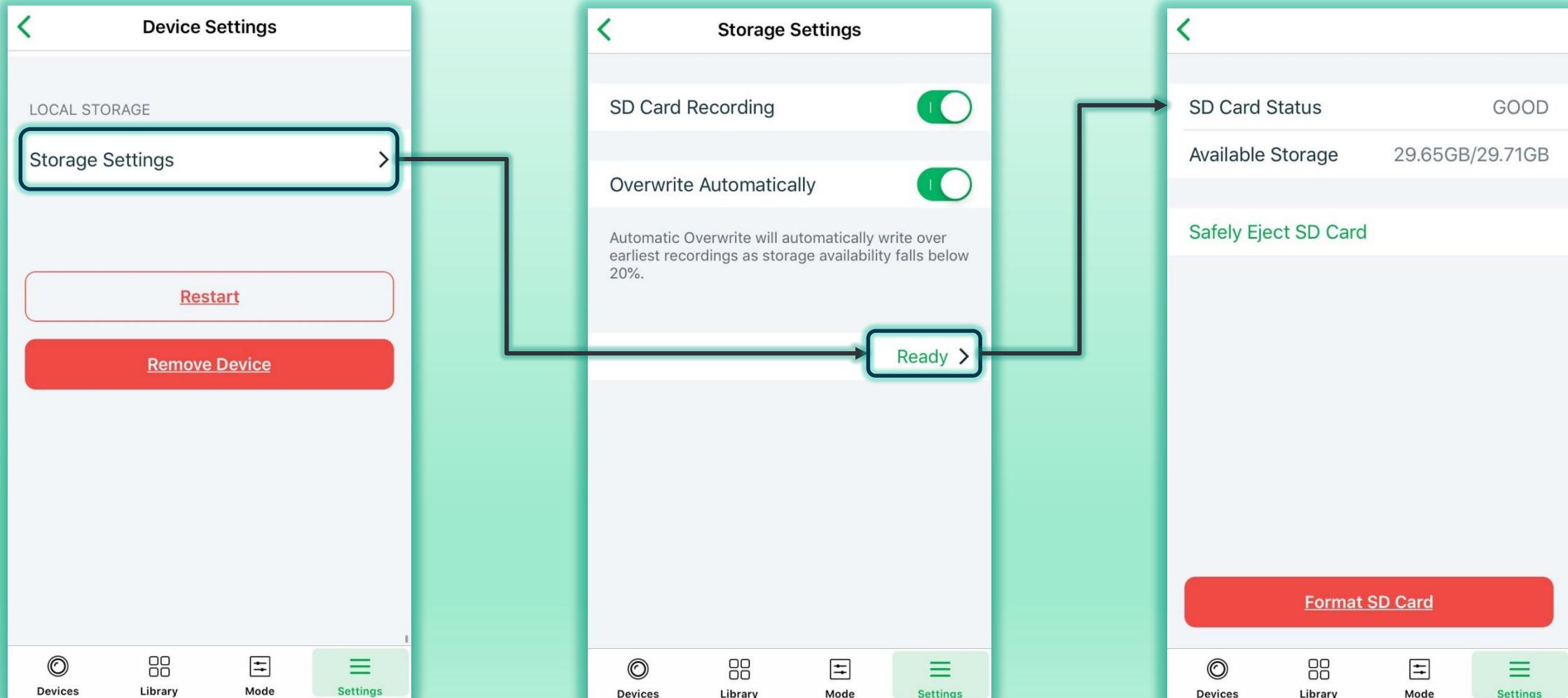
- Siren settings for Arlo Go are the same as Arlo Pro but the siren uses the camera speaker instead of a base station
 - The siren can be **deactivated** in the app, web client, or by pressing the **SYNC** button on the camera



Arlo Go Local Storage



Local storage settings for Arlo Go are similar to Arlo Q Plus and accessed in the **Device Settings**





Go

Troubleshooting

Motion Detection



- The following factors can affect Arlo Go camera motion detection:

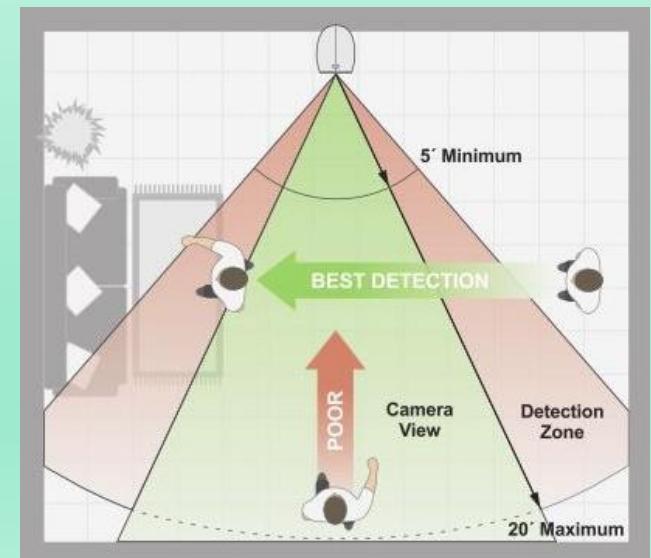
- Battery level:**

- If the camera battery level falls below **26%** (yellow icon), recording delays might occur when the camera detects motion
- If the battery icon is **yellow or red**, recharge the Arlo Go camera battery or insert a fully charged battery

	76% - 100%
	51% - 75%
	26% - 50%
	1% - 25%
	0%

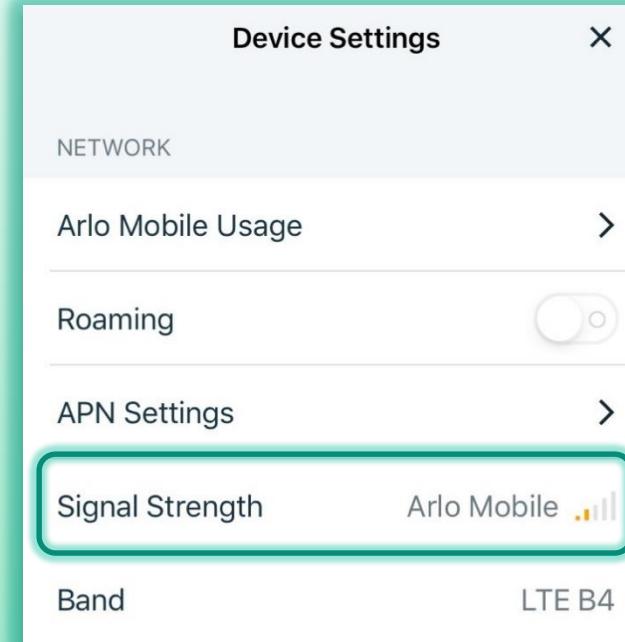
- Camera position:**

- Mount the Arlo Go camera at least **7 feet** above the ground, angle it slightly downward, and place it within **10 to 15 feet** of where motion is expected
- Make sure that side-to-side traffic crosses the camera field of view
- The motion sensors are **more sensitive to side-to-side movement** across the field of view than to movement directly toward or away from the camera
- The best area for motion detection is **5 to 20 feet** from the camera



- **Signal strength:**

- If the camera connection to the mobile network is weak (two bars and below), **recording delays might occur when motion is detected**

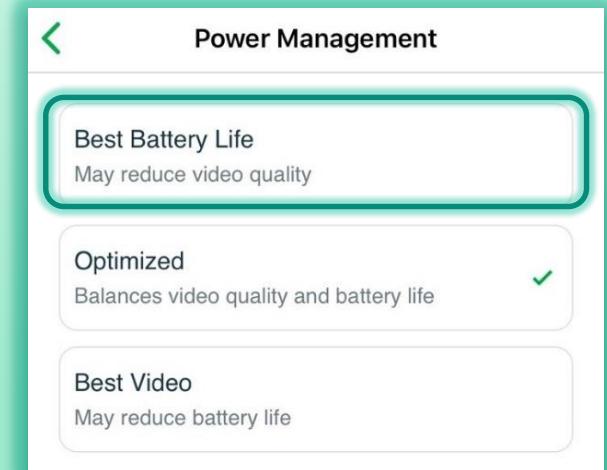


- If the camera normally shows three or more bars of mobile network signal strength, **bad weather or heavy mobile network usage** might be weakening the camera's mobile connection
 - Wait 30 to 60 minutes and check again to see if coverage improves
 - If coverage is consistently bad for two or more days, **move the camera to a location with better signal strength**

The following factors can reduce battery life:

- **Frequent motion triggering**
 - Use the Schedule to minimize motion detection during unnecessary times
 - Arlo Smart can also be used to filter out unwanted motion triggers
- **Long video recordings**
 - Set video recordings to a shorter length when possible
 - Avoid live streaming the camera for long periods of time
- **Low mobile network signal strength**
 - The camera operates best at three bars of signal strength
- **Temperatures below freezing (32 degrees Fahrenheit)**
 - When possible move the camera to a warmer temperature
- **Low lighting**
 - Try to use the camera in an area with sufficient lighting but also avoid placing the camera in an area where light will shine directly into the camera lens

Set the Power Management setting to **Best Battery Life**



If Arlo Go is not streaming on a mobile device:

1. Check the network signal strength using your mobile device and camera.
 - If the camera LED is **amber** and **blinks rapidly**, the camera is in a mobile network coverage area but can not connect to the Arlo cloud
 - If the camera LED is **amber** and **blinks slowly**, the camera is outside of the mobile network coverage area
 - Move the camera to an area with better mobile network coverage
 - Make sure the camera signal strength is at least three bars
 - Low signal strength can cause the camera to stream intermittently
2. Keep the Arlo Go camera at least **6½ feet** away from:
 - WiFi enabled devices
 - Major electrical equipment
 - Large metal or concrete objects
 - Other sources of signal interference
3. Make sure the Arlo Go battery is not low.
 - A low battery can cause the camera to stream intermittently



Fast blinking amber

The camera connected to the cellular network but it cannot connect to the cloud.



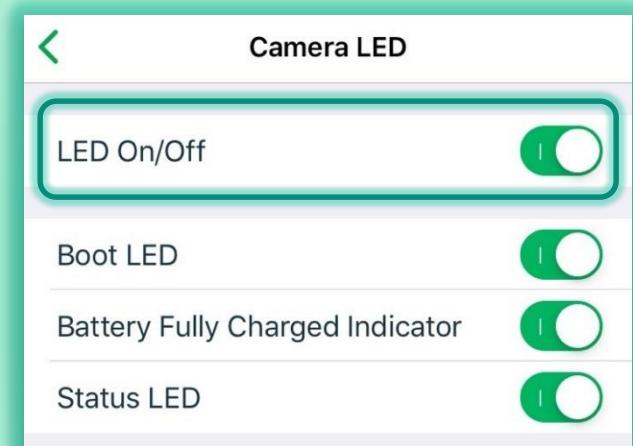
Slow blinking amber

Mobile network coverage is not available.

To troubleshoot Arlo Go camera offline:

1. Remove the camera battery and unplug the camera (if applicable).
2. Reinstall the battery and watch the camera LED behavior.
 - If the LED does not illuminate, make sure the battery is charged and installed correctly
 - If the battery is low or completely depleted, plug the camera into AC power or insert a fully charged battery
3. Note the LED behavior after the camera is done restarting:
 - If the LED **slowly blinks blue**, the camera is restarting
 - Wait 20 to 30 seconds
 - If the LED **rapidly blinks blue**, the camera is connected to the cloud
 - If the LED **rapidly blinks amber**, the camera is connected to the cellular network, but it cannot connect to the cloud
 - If the LED **blinks blue and purple**, the camera is connecting to the network and the cloud
 - If the camera is still offline after these LED behaviors stop, log out of the Arlo account and log back in

- If the LED illuminates **solid amber**, the SIM card is not inserted or the SIM card is damaged
 - Open the battery compartment and make sure the SIM card is installed
 - If the SIM card is damaged, contact the mobile service provider
- If the LED **blinks amber**, mobile network coverage is not available
 - Move the camera to an area with mobile network coverage
- If the LED **blinks blue and amber**, the camera is receiving a firmware update
 - Do not open the battery compartment or unplug the camera until the update is complete
 - Wait for the LED to turn off for several seconds
 - It will then turn back on again and slowly blink blue for 20 to 30 seconds
- If the LED blinks blue slowly during the startup process and then shows a different color briefly before it turns off, the **LED might be turned off** in the camera settings
 - In the Arlo app, go to **Device Settings > Camera LED**
- If the camera is still offline and the LED behavior was missed before it turned off, repeat the previous steps and pay close attention to the LED



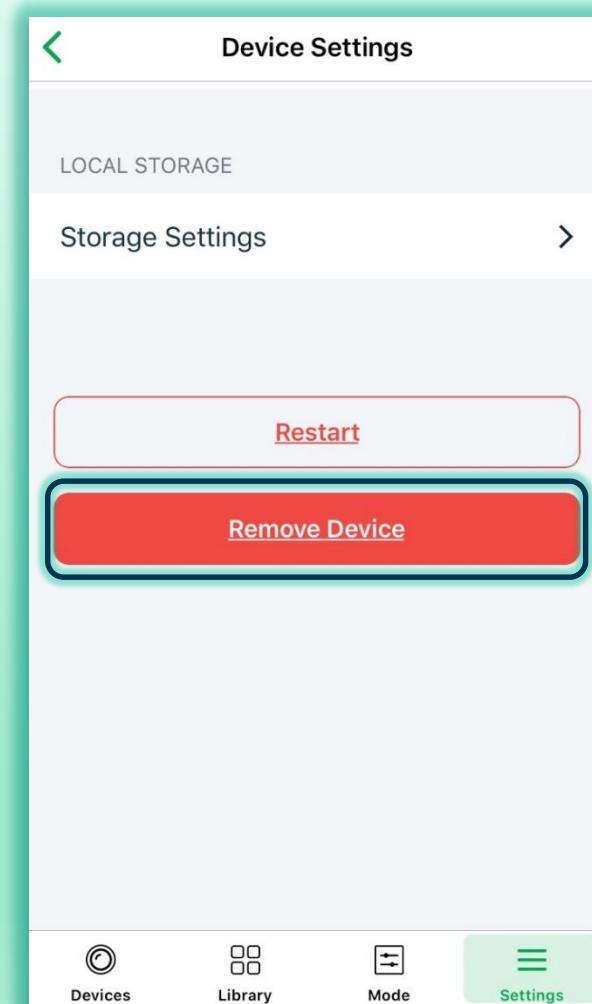
Factory Reset



- Resetting the camera to the factory settings erases the current settings and removes the camera feed from the Arlo app
 - **WARNING:** If the Arlo Mobile plan is used and the Arlo Go camera is factory reset or removed from the account, all prepaid Arlo Mobile service for that monthly billing period is forfeited
- If the Arlo Go camera is not in network coverage or is not connected to the cloud, a QR code must be scanned to reset the camera
- To continue using the Arlo Go camera after a factory reset, a new setup process must be completed

To reset the Arlo Go camera while it is *connected to the cloud*:

1. Go to **Device Settings** in the Arlo app.
2. Scroll to the bottom of the page.
3. Tap **Remove Device**.
4. Follow the onscreen instructions.



Factory Reset



To reset the Arlo Go camera when it is *NOT connected to the cloud*:

1. Press and release the **SYNC** button on the top of the camera.



You will hear a click sound.

2. Hold the camera about **8 inches** in front of the following **QR code** until a chime is heard:



The camera is reset to factory default settings.

- When assisting customers with Arlo Go cases it is important to gather details about the network and usage
 - Ask customers the following to properly troubleshoot camera issues:
 - What service provider is used?
 - What data plan is used?
 - How many bars of signal strength?
 - What is the quality of the mobile network coverage for the area where the camera is used?
 - Is the camera plugged in or using battery only?
 - What network settings are used?
 - What are the APN settings and have they been changed?

Troubleshooting Information



- For more details on Arlo Go refer to the following articles in the External and Internal Knowledge Bases:
 - My Arlo Go camera is **offline**; how can I troubleshoot it?
 - How can I **optimize mobile connectivity** for my Arlo Go camera?
 - How many bars of **mobile signal strength** does Arlo Go need and how do I check it?
 - How can I **extend** my Arlo camera's **battery life**?
 - What do I do if the **batteries** in my Arlo cameras are **reporting low power in cold weather**?
 - What **batteries** can I use with my Arlo Pro or **Arlo Go camera**?
 - How to **collect defective** Arlo Pro and **Arlo Go batteries** from the customer (**INTERNAL**)
 - What **Arlo Mobile service plans** are available?
 - How do I **cancel** my **Arlo Mobile service plan** and what kind of refund do I receive?
 - How do I **add more minutes** to my **Arlo Mobile service plan**?
 - How do I **activate** my Arlo Go camera's **Arlo Mobile SIM card**?
 - How do I **enable** or **disable local storage** of Arlo Go video recordings on an SD card?
 - Arlo L1 Case **Escalation Requirements** (**INTERNAL**)
 - Arlo **Firmware Versions and Release Notes** (**INTERNAL**)
 - How do I **optimize motion detection** for my Arlo camera?
 - Arlo **motion detection troubleshooting** guidelines (**INTERNAL**)

Troubleshooting Information



Additional troubleshooting information can be found using the links below:



AT&T:

- <https://www.att.com/devicehowto/index.html#!/?make=Netgear&model=NetgearVML4030>
- <http://outage.report/us/att>



Verizon:

- <https://www.verizonwireless.com/support/netgear-arlo-go/>
- <https://outage.report/us/verizon-wireless>



Arlo:

- https://www.arlo.com/en-us/support/#support_arlo_go
- <https://status.arlo.com/>

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