Video Doorbell

2nd Generation

User Manual

- Video Doorbell 2K
- Video Doorbell HD



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1. Get to Know Your Video Doorbell

There are two Arlo Video Doorbells (2nd Generation):

- Video Doorbell 2K (AVD4001)
- Video Doorbell HD (AVD3001)

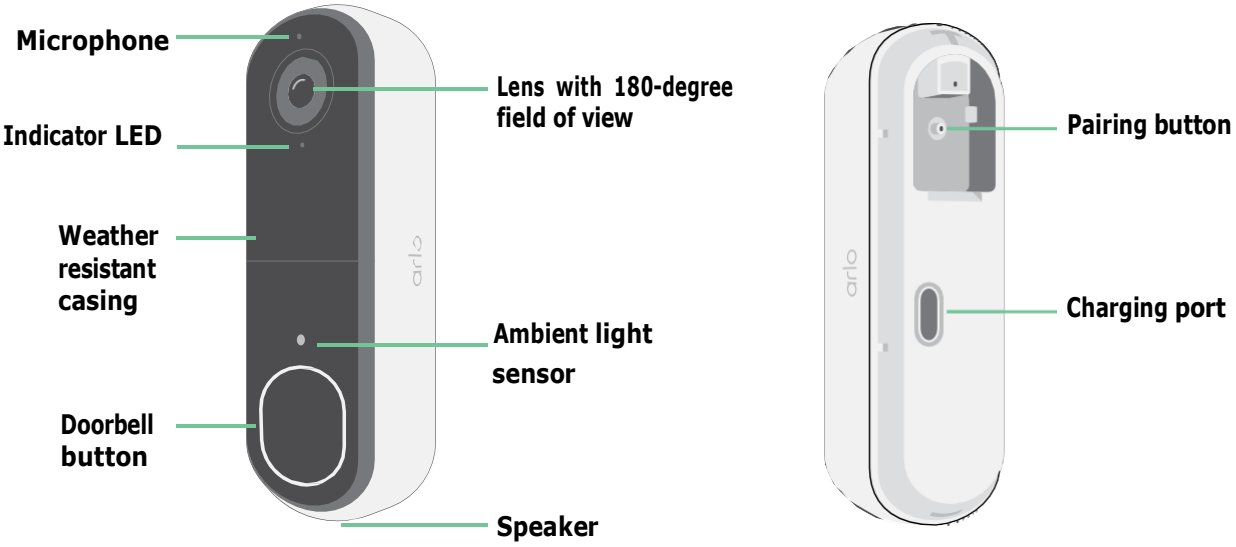
Get the Arlo Secure App

Download the Arlo Secure App. The Arlo Secure App lets you create an Arlo account in the cloud and set up and manage all your Arlo devices. You can either search for it in your phone's app store or scan the QR code below to download or update your Arlo Secure App.



Note: If you already use the Arlo Secure App, make sure that you're using the latest version. To find out if an update is available, go to the app store and search for Arlo Secure.

Meet your Video Doorbell



Features

- **See more at your front door**. See a person from head to toe or a package on the ground with a 180 degree diagonal viewing angle optimized for the front door.
- **Security in the palm of your hand**. Receive notifications when motion is detected and watch live streaming video from your smartphone or tablet.
- **More ways to answer**. See and speak to visitors with clear 2-Way Audio, or respond with pre-recorded quick reply messages when you're busy. Receive a video call when your doorbell is pressed and never miss a visitor.[1]
- **Night Vision**. See who's at your door at night, even without a light on.
- **Notifications that matte**r. Get alerts when your Video Doorbell spots people, vehicles, animals or a package with Arlo Secure.[1]
- **Built-in smart siren**. Trigger your siren automatically, or manually from the Arlo Secure App.
- **Visitor messaging**. Guests can leave you a voice message if you're unable to answer the door, and you can listen remotely at your convenience.
- **Direct to Wi-Fi**. Connects directly to Wi-Fi for simple setup.

1 This Arlo Secure feature may require a paid subscription after the trial period, and some Arlo Secure services may be unavailable in certain regions. For current information on features that need a paid subscription, visit *www.arlo.com/en_gb/support*.

Do more with Arlo

You can add these options:

- **Add more Arlo cameras and devices**. Cover more areas in and around your home by adding cameras, security lights, and more.
- **Upgrade your Arlo subscription**. For more information, visit *What are the available Arlo subscription plans and how much cloud recording is available?*.

2. Get Started

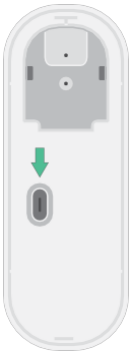
Charge your Video Doorbell indoors if using wirelessly

A USB-C charging cable comes in the box with your Video Doorbell and is for indoor use only. The Video Doorbell includes a partially charged integrated battery that can't be removed.

1. Use the provided release pin to open the back cover of your Video Doorbell.



2. Connect the USB-C charging cable to your Video Doorbell.



3. Connect the other end of the charging cable to a USB charging source such as a USB charging port or an AC power adapter.

   The Video Doorbell LED lights solid blue when the Video Doorbell is fully charged.

Download the Arlo Secure App for installation and setup

The free Arlo Secure App helps you complete setup and guides you through the installation process.

Open the Arlo Secure App and connect to your Wi-Fi network. If you don't have the app, you can download it and create your Arlo account.

Once you set up your Arlo account, you can access it from the Arlo Secure App on a smartphone or tablet, or from a computer using a web browser. If you're using a computer, enter *https://my.arlo.com/#/login* in the address bar of the browser.

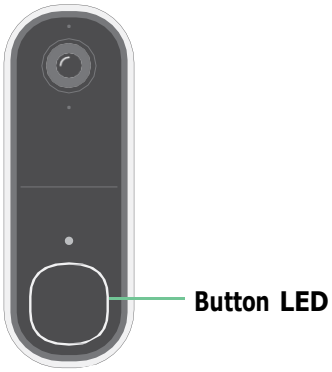
Onboarding your Video Doorbell with the Arlo Secure App

1. Open the Arlo Secure App.
2. Make sure your phone is connected to 2.4 Ghz Wi-Fi network and ensure your phone's Bluetooth is on.
3. Select **Devices** from the bottom bar of your app, tap the **Plus icon** ⊕ at the top of the app, select **Doorbells & Chimes**.
4. Select **Video Doorbell 2nd Generation**.
5. Press the pairing button on your Video Doorbell for 3 seconds.
   When your Video Doorbell is ready to connect, the LED will flash blue.



6. Select a 2.4GHz Wi-Fi network. Enter the Wi-Fi password and wait for it to be verified.
7. Enter a name for your Video Doorbell and select **Continue**.
8. Your Video Doorbell will check for firmware updates.
9. The Arlo Secure App will then guide you through Video Doorbell placement and mounting. Your Video Doorbell is now onboarded!

Video Doorbell LED Behavior



The Indicator LED is on the outside of your doorbell and indicates how the doorbell is operating. This section describes how the Indicator LED works if you didn't change the default LED settings. For information about changing the Indicator LED behavior, see *Control the doorbell button LED on page 23*.

The LED behaviors on your doorbell vary, depending on how you have set it up.

Indicator LED behavior during setup

The LED on the Video Doorbell lights up when the Video Doorbell is powered on. The LED changes color and blinks depending on the Video Doorbell's charge level and to indicate the status of activities such as pairing the Video Doorbell and updating the Video Doorbell firmware.

- **Slow blinking blue**. The Video Doorbell is in the process of pairing to a Wi-Fi network.
- **Fast blinking blue**. The Video Doorbell paired with a Wi-Fi network and connected.
- **Blinking amber**. The Video Doorbell is out of range, a connection error occurred during pairing, or the Video Doorbell battery charge is low (15% or less).
- **Alternating blue and amber**. A firmware update is in process.

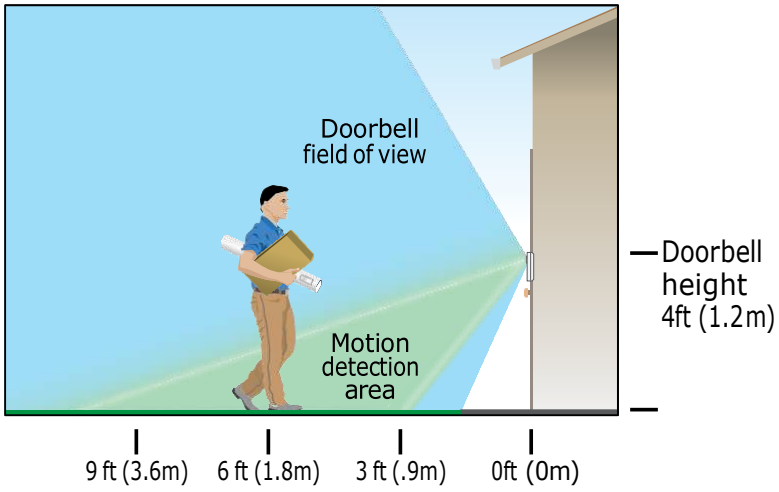
Button LED behavior after setup

- **Slow breathing pattern white**. The doorbell detected motion.
- **Solid white**. The doorbell is connected to a call.
- **Fading white**. The call from the doorbell ended.

Choose a good spot to mount your doorbell

The best location for your doorbell varies by household and outdoor environment.

Place your doorbell with the fullest view of the area leading up to the front entry. This provides the best opportunity to capture motion detection events and video clips that include a person approaching the door. You can use the included angled mounting plate to optimize the angle of your doorbell.



When mounting your doorbell:

- Place the doorbell about 4 feet (1.2 m) above the ground.
- Make sure that nearby walls and other objects do not obstruct the view of your doorbell.
- The lower half of the Video Doorbell's field of view is the motion-sensitive part of the image. The doorbell begins recording when it detects motion in this area.

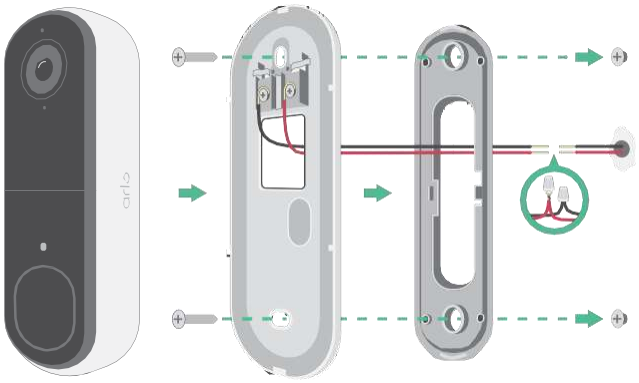
Mount your doorbell wire-free

Note: If you want to hardwire your doorbell, which is optional, see *Hardwire your Video Doorbell 2nd Generation on page 17*.

1. Place the mounting plate on the wall where you want to mount your doorbell, and mark the locations for the two screw holes.
2. Decide whether to use the angled mounting plate to adjust the area your doorbell faces.
3. Use a 6 mm (15/64 inch) drill bit to drill two holes.

4. Align the mounting plate with the two holes in the wall.
5. While holding the mounting plate over the two holes (and the angled mounting plate, if you're using it), use a screwdriver to put a screw into each of the holes.

   If you're mounting the doorbell on drywall, we recommend that you use the provided wall anchors.



6. Place the doorbell on the mounting plate in a down-and-in motion.

   There will be a clicking sound when the doorbell is secured.

Test motion detection

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap **Default Mode Settings** > **Motion Detection Test**.
5. Move in front of the Video Doorbell.

   During this test, the LED blinks amber when motion is detected.

6. Move the slider to adjust the motion sensitivity level as needed.

   This motion sensitivity setting is used during the motion detection test. It is not automatically applied to the Video Doorbell rules used by modes to arm your Video Doorbell. When you are satisfied with a particular motion sensitivity level in the test, note the setting so that you can add it to your rules.

7. Edit the rule for your Video Doorbell to enter the motion sensitivity level that you want to use.

Chime options for your Video Doorbell

The Video Doorbell offers several chime options. To hear a ring when someone presses your doorbell, you can connect the doorbell to an Arlo Chime 2, your home's traditional chime, a smart home voice assistant system, and your mobile device (for SIP video call).

Wire-free chime solutions

You can take advantage of a variety of wire-free options to hear a ring and receive notifications when someone presses your Arlo Video Doorbell.

- Doorbell video phone call.
  Your doorbell is connected to the mobile device you used to set up the doorbell in the Arlo Secure app. Your phone rings when someone presses your doorbell, and you can answer the phone to speak with the person who rang the doorbell. If you have an iOS device, you can assign a contact name and ringtone to the doorbell. For more information, see *Answer your doorbell from your smartphone* on page 20.

3. Wi-Fi Setup and Connections

When you install and set up your doorbell, the Arlo Secure App guides you through the process of connecting the doorbell to your router's 2.4 GHz Wi-Fi network.

Tips for optimal Wi-Fi performance

The distance between Wi-Fi devices can affect the Wi-Fi signal:

- **Maximum recommended distance**. We recommend that you place your Video Doorbell within 300 feet (90 meters) of your Wi-Fi router. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the doorbell and the router.
- **Minimum recommended distance**. To reduce Wi-Fi interference, allow at least 6½ feet (2 meters) between your Arlo Video Doorbell and any Arlo cameras that you install.

These materials can reduce Wi-Fi signal strength if they are located between Wi-Fi devices:

- 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

Change your doorbell's Wi-Fi connection

You can change your doorbell's Wi-Fi to a different 2.4GHz Wi-Fi network.

1. Open the Arlo Secure App and log into the same Arlo account that your doorbell is connected to. Ensure your phone's Bluetooth is turned on.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.

4. Tap on **Connected to**.
5. Select **Change Network**.
6. Follow the on screen directions on how to change your doorbell's Wi-Fi connection.

4. Optional: Connect a wired chime

Wiring is not required for installation. If you want to hardwire your Video Doorbell, you can. Hardwiring your doorbell lets you connect it to your home's existing chime and allows the doorbell to trickle charge when it's not in use.

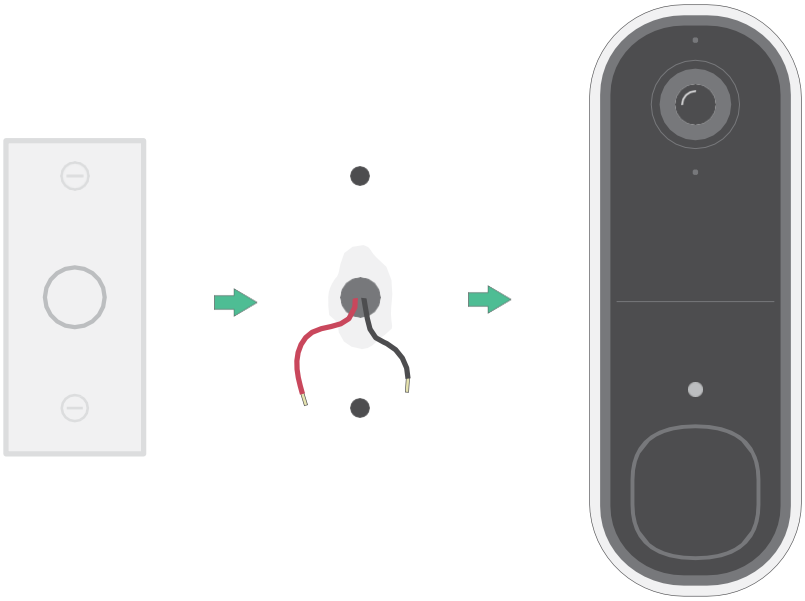
Change from wire-free to wired installation

If you already set up the doorbell wire-free, and now want to hardwire it, you must first remove the doorbell from your Arlo account, then re-add it in the Arlo Secure app and follow the instructions for a wired doorbell.

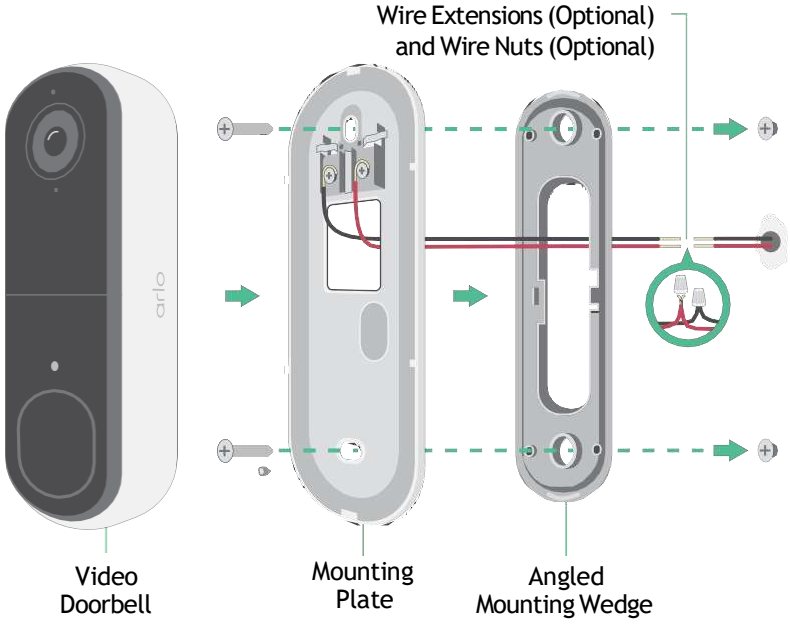
1. Open the Arlo Secure app.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap on your Doorbell.
5. Scroll to the bottom, and tap **Remove Device**.
6. Tap the **Devices** tab.
7. At the upper right corner of the **Devices** tab, tap the **Plus icon** ⊕ .
8. Select **Video Doorbell 2nd Generation**.

Hardwire your Video Doorbell 2nd Generation

This process is optional. The Video Doorbell 2nd Generation is battery operated, but you can hardwire it if you like. Hardwiring your doorbell lets you connect it to your home's existing chime and allows the doorbell to trickle charge when it's not in use.



The equipment is intended to be supplied by approved external power source or ITE product (UL listed/ IEC 62368-1/ IEC 60950-1), whose output is complied with ES1/SELV/PS2/LPS, output rating 8-24Vac, minimum 0.65A, 50/60Hz, ambient temperature 45°C minimum.



Tools

- A Phillips screwdriver is required to install the doorbell (not provided).
- You might also benefit from having a drill, a level, and a ladder (to reach the chime).

Installation overview

You must use the Arlo Secure app for installation and setup. The Arlo Secure app guides you through hardwired installation in this order:

1. Turn off your power at the breaker.

   Warning: Failure to turn off your power might result in serious injury.

2. Follow the instructions in the Arlo Secure App to connect the wires and install your doorbell.
3. Turn on power at the breaker.
4. Check the LED on your doorbell. See *Indicator LED behavior during setup on page 10*.
5. Connect your doorbell to your Wi-Fi.
6. Determine whether to use the flat mounting plate on its own, or combine it with the angled mounting plate to adjust the field of view for your doorbell.

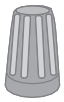
   Installing with an angled mounting plate depends on the position of the doorbell and the walkway to your home. The angled mounting plate lets you install your doorbell so that it is angled toward the left or angled toward the right.

Use the optional wire extensions

Two identical wire extensions and fasteners come in the package with your doorbell.



Wire extension



Fastener

If the existing wires for your doorbell are too short to connect your Arlo doorbell, you can use the wire extensions and fasteners to lengthen the wires.

To connect wire extensions to your Arlo doorbell:

1. Remove the rubber ends from the wire extensions.

2. Attach a wire extension to one of your existing doorbell wires.

   To do this, connect the wire end of the wire extension (not the prong end) to your existing doorbell wire and twist the wires together securely.

3. Attach the second wire extension to the other doorbell wire.

4. Place the fasteners on top of the connected wire ends, and twist the fasteners.

   The fasteners funnel and secure the wires together.

5. Attach the extended wires to the mounting plate.

6. Tuck the wire extensions and the fasteners into the wiring cavity in the wall, behind your doorbell.

   You can use the optional mounting plate to get a better vantage point for the doorbell if it isn't facing straight out at the desired entryway.

7. Place your doorbell onto the mounting plate.

   Ensure that the mounting screws are completely screwed in and flush with the mounting plate so that your Arlo Video Doorbell clips securely into the mounting plate.

You are ready to use the Arlo Secure App to continue the setup process to hardwire your doorbell.

5. Use Your Doorbell

Answer your doorbell from your smartphone

When a visitor presses your Video Doorbell 2nd Generation, your mobile device receives a video call through an Internet connection. You must install the Arlo Secure App on your smartphone and you must be logged in to the Arlo Secure App. The caller displays as the name you gave to your Video Doorbell 2nd Generation. You can accept or decline the call the same way you do for other calls that you receive on your smartphone.

When your smartphone rings, you can do the following:

- Accept the call and speak to your visitor.
- Answer the call with a Quick Reply. Select a recorded message for the doorbell to play for the visitor if you have Arlo Secure.[1]
- Decline the call. If a visitor presses your doorbell and you decline the call or don't answer your smartphone after 20 seconds, your doorbell prompts the visitor to leave a message. If the visitor leaves a message, it is saved as a Doorbell recording in your Arlo feeds.

If you want to receive the call on a different phone, you can log out of the Arlo Secure App on the first smartphone and log into the Arlo Secure App on another smartphone or tablet.

To receive the call on multiple phones, you can create a grant access account (add doorbell to the grant access account) and log in to the Arlo Secure App using the grant account on the other smartphone. (See *Grant access to friends* on page 36.)

1 This Arlo Secure feature may require a paid subscription after the trial period, and some Arlo Secure services may be unavailable in certain regions. For current information on features that need a paid subscription, visit www.arlo.com/en_gb/serviceplans

Accept a call from your doorbell

To accept a call on your smartphone from your Video Doorbell 2nd Generation:

1. When you receive a call from the doorbell, tap **Accept**.
2. If you are prompted to allow Arlo to access the camera, tap **OK**.
   The incoming call page displays.
3. To talk to the visitor, speak into your phone as you normally do.
   You can also tap a button to toggle between hands-free and earpiece mode, play a quick reply message for the visitor, or mute your sound.
4. To toggle between hands-free and earpiece mode, tap the speaker button.
5. To play a quick reply message, tap the message icon and select a message from the list.
6. To mute yourself so that the visitor doesn't hear sound, tap the microphone button.
7. When you're finished, tap **End**.

Respond to a visitor with a Quick Reply

1. When you receive a call from the Video Doorbell 2nd Generation, tap **Accept**.
2. If you're prompted to allow Arlo to access the camera, tap **OK**.
   The incoming call page displays.
3. To play a quick reply message, tap the message icon and select a message from the list.
   The messages are:
   - We will be right there.
   - Leave the package outside.
   - Sorry, I'm not interested.
   - Can I help you?
   - I'm busy right now.

Change the language for Quick Reply messages

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ of your doorbell.
4. Scroll down and tap **Language**.
5. Select a language.

Play a message from a visitor

If a visitor leaves a message after pressing your doorbell, the message is saved in your Arlo feeds.

1. Open the Arlo Secure App.
2. Tap **Feed > Tap Calendar**.
3. Tap the doorbell recording.

Use silent mode for the doorbell

Silent mode allows you to temporarily disable incoming calls and/or chime rings on your doorbell.

To turn Silent mode features on and off:

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ of your doorbell.
4. Tap **Silent Mode**.
5. Move the Silent Mode slider to enable or disable silent mode.

   When Silent Mode is enabled, all the doorbell-press notifications are disabled by default. If you want your chime to ring or receive a phone call when someone presses your doorbell, you can move the individual sliders to enable each feature. When the toggle is green, the feature is enabled.

6. Depending on your settings and whether you use an optional chime, select which of the following you want to be silent:
   - **Incoming Call**. Your mobile device receives a call when someone presses your Arlo

doorbell.

- **Traditional Chime**. The chime that you wired your Arlo doorbell to rings when someone presses your Arlo doorbell.

Control the doorbell button LED

The Button LED on your Video Doorbell indicates how the doorbell is operating. By default, the doorbell lights white in a slow breathing pattern when motion is detected and lights solid white when a video call is accepted and active. You can toggle these LED patterns on and off.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ of your doorbell.
4. Tap **Button LED**.
5. Tap on or off **Motion Detection** to enable or disable this setting.

   When Breathe LED is enabled, the LED lights up in a slow breathing pattern when motion is detected. When this setting is disabled, the LED remains off when motion is detected.
6. Toggle on or off **Call Accepted** to enable or disable this setting.

   When this setting is enabled, the LED lights solid white when a video call is accepted and active. When this setting is disabled, the LED remains off when a call is accepted.

Change the call settings

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ of your doorbell.
4. Tap **Call Settings**.
5. To turn the speaker on your mobile phone on and off, toggle on or off **Phone Speaker**.
6. To mute the audio on your phone, toggle on or off **Phone Microphone**.
7. To allow a visitor to leave a video message if you don't accept a doorbell call after 20 seconds, or if you decline the call, toggle on **Allow Voicemail**.

Turn the doorbell siren on and off

Your doorbell includes a siren that you can turn on to discourage tampering by an unwanted visitor. With an Arlo Secure plan, you can activate the siren from the push notification sent on motion detection.

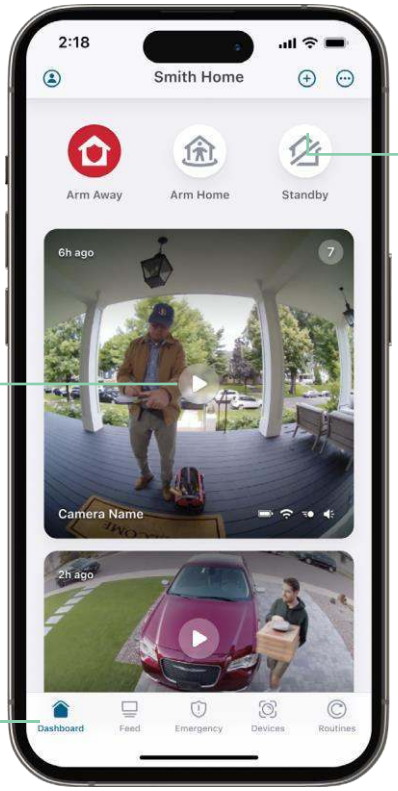
1. Open the Arlo Secure App.
2. Tap **Siren** on the upper right.
3. Tap **Activate Siren**.

   If you have multiple Arlo devices with sirens, you're prompted to select a device.
4. Swipe the **Siren** icon to the right.

   The siren remains active for five minutes or until you turn it off.
5. To turn off the siren, tap the slider at the top of the Devices page.

6. View and Record Videos

When you open the Arlo Secure App, you are presented with your Dashboard.



Arm away, Arm Home, and Standby modes to protect your home

Tap Play to stream the camera feed

Tap a button to go to your Dashboard, Feed, Emergency, Devices, or Routines

Camera icon	Located below each camera feed	Camera feed icon	Tap the camera feed to display these icons
	Battery charge		Play/Stop
	Wi-Fi signal from your Wi-Fi router		Mute the audio
	Audio detection is on		Two-way talk
	Motion detection is on		Record video manually
	View or change the camera settings		

Pan and zoom your video feed

1. Open the Arlo Secure App.
2. Tap **Devices** and then select your video doorbell by tapping on the edge of the video doorbell image.
3. Tap **Play** on the video doorbell feed.
   On a mobile device, use the pinch gesture to zoom, and touch-and-drag to move around the zoomed-in frame.

   On a computer, double-click to zoom. Left-click and hold and drag to move around the zoomed-in frame.

   After zooming in, the image stops and buffers for about five seconds to improve the quality of video. When the buffering stops, your zoomed-in video renders in high quality.

Record clips from live video

1. Open the Arlo Secure App.
2. Tap **Devices** and then select your video doorbell.
3. Tap the outer edge of the video doorbell feed image.
4. Tap **Record** to begin recording.
   This icon turns red to indicate that you are recording the live feed.
5. To stop recording, tap **Record** again.

Take a snapshot from live video

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Select video doorbell.
4. Tap **Snapshot**.
   The snapshot is saved in your feed.

2-Way Audio

The video doorbell includes a microphone that supports 2-Way Audio.

1. Open the Arlo Secure App.

2. Tap **Devices** and then select your video doorbell by tapping the outer edge of the doorbell feed image.
3. Tap the **Microphone** icon .
4. The first time you use 2-Way Audio, allow Arlo to use your phone's microphone.
5. Tap the microphone button.

   2-Way Audio is activated.

   A **Tap to mute** microphone button displays below the video doorbell feed. This button toggles mute on and off.
6. To turn off 2-Way Audio, tap the **x** on the upper-left corner of the page.

Customize your camera feed image

If you use more than just your doorbell and use additional cameras, you can change the order in which the camera feeds display on the Devices page. You can also zoom or rotate the camera feed image 180 degrees.

Change the camera order

1. Open the Arlo Secure App.
2. Tap **Devices**.
3. Tap the **Menu** icon .
4. Tap and drag the camera/device to reorder it.
5. Tap **Done**.

Motion detection activity zones

You can designate zones within the video doorbell view where you want the video doorbell to detect and record motion. An Arlo Secure subscription is required.

Add an activity zone

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon in the upper right corner.
3. Tap the **Device Settings** icon next to your doorbell.
4. Tap **Activity Zones.**

5. Tap the **Plus icon** ⊕.
   An activity zone box displays in the video doorbell feed image.
6. Move the zone to the desired position in the video doorbell feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap the **Edit** icon ✎, enter a name, and click **Rename**.
   If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

Change an activity zone

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap **Activity Zones.**
5. Tap a zone to select it.
6. Move the zone to the desired position in the video doorbell feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap the **Edit** icon ✎, enter a name, and click **Rename**.
   If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

Delete an activity zone

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap **Activity Zones**.
5. Tap a zone to select it.
6. Delete the device.
   On an iOS device, slide the named motion detection zone to the left and tap **Delete**.
   On an Android device, slide the named motion detection zone to the left.

View recordings and snapshots

Your video doorbell stores recordings and snapshots in your feed. You can use the filter and the calender to find and view specific recordings.

Access cloud recordings

Your video doorbell records when it is in an armed mode and detects motion or sound. Your Arlo recordings are sent to your Arlo account in the cloud and stored in your feed. Recordings are encrypted with your user name and password.

You can access your recordings from the Arlo Secure App on your mobile device or by using a web browser to visit *https://my.arlo.com/#/login*. You can download recordings from the cloud and save them.

Use the Feed

You can use the feed to find and view recordings based on the date.

1. Open the Arlo Secure App.
2. Tap **Feed > Tap Calendar**.
3. Select a date.

Use the filter

You can use the filter to find and view recordings based on criteria that you select.

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap the **Menu** icon • • • in the upper right corner of the page.
4. Tap **Filter Type**.
5. Select or Deselect each Filter Type or Deselect/Select All.
6. Tap **Done**.

Turn off the filter

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap the **Menu** icon ••• in the upper right corner of the page.
4. Tap **Reset**.
5. Tap **Done**.

Download recordings

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap a recording.
4. Tap the **Menu** icon ••• in the upper right corner of the page.
5. Tap **Download**.
6. Tap **OK** to confirm.

Make a recording a favorite

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap the **Menu** icon ••• in the upper right corner of the page.
4. Tap **Favorite**.

Share recordings

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap the **Menu** icon ••• in the upper right corner of the page.
4. Tap **Share**.
5. Share the file.

Delete recordings

1. Open the Arlo Secure App.
2. Tap **Feed**.
3. Tap a recording.
4. Tap the **Menu** icon • • • in the upper right corner of the page.
5. Tap **Delete**.
6. Tap **OK** to confirm.

7. Change Your Settings

Once you set up your Arlo account, you can access it by using the Arlo Secure App on a smartphone or tablet, or from a computer using a web browser. If you're using a computer, enter *https://my.arlo.com/#/login* in the address bar of the browser.

Two-step verification

Two-step verification helps protect your account by adding another layer of security when you log in to your Arlo account. Arlo will verify your identity anytime you sign in with a new device. You can have up to five different two-step verification methods, in addition to the email address associated with your Arlo account.

You must enable two-step verification enabled to access your Arlo account. This is to protect your data and add an extra layer of security to your Arlo account. Before you set up two-step verification, make sure that you can log in to the email address associated with your Arlo account. Your account email is always used as a backup option to log in to your account.

Note: If you're a Friend on someone's Arlo account, and the account owner sets up two-step verification, you don't have to use two-step verification to log in. Likewise, if you set up two-step verification as a Friend on an Arlo account, the account owner isn't affected.

How two-step verification works

To sign in with two-step verification, you must first enter your email address and password. Then, you must verify your identity with a security code (delivered by SMS text message or email) or confirmation from an already trusted device. Requiring two pieces of information helps to prevent any unwanted log in, even if someone has your Arlo account password.

- **Trusted device**. You can trust a device on your Arlo account so that you never have to verify your log in with a push notification or text message. The device shows up under the list of trusted devices in **Profile > Profile Settings > Two-Step Verification**.
- **Push notification**. When someone attempts to log in to your Arlo account on a new device, Arlo sends a push notification to a previously trusted (and currently logged in) iOS or Android device. Tap the push notification on the trusted device to approve or deny the log in.

- **SMS text message**. When someone attempts to log in to your Arlo account, Arlo sends a text message to the phone number that you verified for two-step verification. Enter the security code from the text message to complete the log in.
- **Email**. If you can't access a trusted device with push notifications, or if you can't receive SMS text messages, you can request a security code to be sent to the email associated with your Arlo account.

Set up two-step verification from a computer

To enable two-step verification from your desktop:

1. Log in to my.arlo.com.
2. Click **Settings > Profile > Two-Step Verification**.
3. Click the switch next to **Enable**.
4. Click **Add SMS Verification** as your verification method.

   Note: Note: Your Arlo account email is an automatic back-up option.

5. Follow the instructions to complete your two-step verification setup.
   Two-step verification is enabled for your account.

Note: Push notification verification cannot be enabled on my.arlo.com. You must use the Arlo Secure App to enable push notification verification.

Set up two-step verification from the Arlo Secure App

1. Open the Arlo Secure App.
2. Tap **Profile** and click on your name.
3. Tap **Two-Step Verification**.
4. Tap the **Plus icon** ⊕ in the upper right hand corner.
5. Select the type of verification method you'd like to add.
6. Verify the credentials with the one-time pairing code.

Use face or fingerprint authentication

You can use Touch ID® or Face ID® with a compatible Apple device. With a compatible Android device, you can use fingerprint authentication.

Your device must meet the following minimum requirements:

- Apple devices:

  iOS version 10.3 or higher

  A Touch ID compatible device (iPhone 5s, iPad Air 2, or newer)

  A Face ID compatible device (iPhone X, iPad Pro 2018, or newer)
- Android devices:

  Android OS version 6.0 or higher

  A compatible Android device with fingerprint authentication

Turn fingerprint authentication on and off for the Arlo Secure App

1. Enable fingerprint authentication on your iPhone or Android device.
2. Open the Arlo Secure App.
3. Tap **Profile** and click on your name.**s**.
4. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

Turn face authentication on and off for the Arlo Secure App

1. Enable Face ID authentication on your iPhone.
2. Open the Arlo Secure App.
3. Tap **Profile** and click on your name.
4. Slide the toggle Face ID to the right (on) or left (off).

Customize your profile

You can enter your name, add a profile photo and home address, and opt-in or opt-out of Arlo news and support updates.

Add a profile picture

1. Open the Arlo Secure App.
2. Tap **Profile** and click on your name.
3. Tap the profile picture at the top of the page.
4. Select **Take Photo** or **Choose from Feed**.

   Note: If you already have a profile picture, you can also select **Remove Current Photo**.
5. Upload your preferred profile picture.

Edit profile settings

You can enter your name, add a profile photo and home address, and opt-in or opt-out of Arlo news and support updates.

1. Open the Arlo Secure App.
2. Tap **Profile** and click on your name.
3. Edit your profile settings.
4. Tap **Save** at the upper right corner of the page.

Change your Arlo password

You can change your password in the Arlo Secure App or by logging in to *my.arlo.com*.

1. Open the Arlo Secure App.
2. Tap **Profile** and click on your name.
3. Tap **Settings** > **Change Password**.
4. Enter your old password.
5. Enter a new password and then confirm it.
6. Tap **Save**.

   Your new password is saved.

Reset a forgotten password

If you forgot your Arlo password, you can reset it with a verified email address.

1. Open the Arlo Secure App.
2. Tap **Forgot Password?**.
3. Enter your email address.
4. Tap **Send Email**.
   An email is sent from alerts@arlo.com to your verified email address.
5. Tap the link provided in that email.
6. Enter a new password.
7. Tap **Submit**.
   Your password is reset.

Grant access to friends

You can add friends to your Arlo account. Friends can view live streams from your cameras/ video doorbell; record video clips; view, share, mark as favorite, and delete clips from your feed; and take snapshots. Friends are granted limited access to some of the settings and features of your Arlo account. You can select which devices friends can see and what administrative rights are available to them.

Friends without access rights can:

- Play and view feed content.
- View live footage.
- Zoom and drag video footage.
- Control brightness.
- Enter full-screen view.

Friends who are granted access rights can also:

- Play and pause video footage.
- Record video footage.
- Mute the speaker.
- Access and change modes.
- View motion detection statuses.

- Manually record.
- Take snapshots.
- Mark as a favorite, share, download, and delete video footage.
- Use a camera's microphone.

Add a friend

1. Open the Arlo Secure App.
2. Tap your **Profile**.
3. Tap **People** and then tap the **Plus icon** .
4. Enter your friend's first name, last name, and email address.
5. Tap the Arlo devices that you want your friend to access.
6. To grant access rights to your friend, tap **Allow Access Rights** and/or **Audio and Video Doorbell Calls**.
   Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
   Selecting **Audio and Video Doorbell Calls** allows them to access your Audio and Video Doorbell Calls.
7. Tap **Send Invite**.
   An email message is sent inviting your friend to create an Arlo account. This friend's name is displayed with the status Pending. When the friend accepts your invitation, the status changes to Accepted.

Edit a friend's access privileges

1. Open the Arlo Secure App.
2. Tap **Profile** and then tap **People**.
3. Select the friend.
4. Tap a device to select or deselect them.
5. Tap **Allow Access Rights** and/or **Audio and Video Doorbell Calls**.
   Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
   Selecting **Audio and Video Doorbell Calls** allows them to access your Audio and Video Doorbell Calls.

Delete a friend

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Tap **People**.
4. Select the friend
5. Tap **Remove**.
6. Tap **Yes**.

Change the time zone

1. Open the Arlo Secure App.
2. Tap **Profile**.
3. Select **Home > Time Zone**.
4. Tap a time zone.
   If you're using a computer, click **Save**.

Doorbell settings

You can view or change the settings for the doorbell using either of these methods:

- Tap **Devices** and select the doorbell by tapping on the outer edge of the video doorbell feed image. Tap the **Device Settings** icon on the top right corner of the screen.
- Tap the **Menu** icon ••• or the **Device Settings** icon below the camera feed.

Change the doorbell name

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon next to your doorbell.
4. Tap your doorbell.
5. Tap Edit next to **Video Doorbell**. Enter a new name that reminds you of the video doorbell's location, such as Garage or Front Door.
   Device names are limited to 32 characters.
6. Tap **Save**.

Change the type of traditional chime the doorbell triggers

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

Note: If you already added your doorbell in the Arlo Secure App and you selected battery (not wired), then you'll need to remove your doorbell from the Arlo Secure App and re-add it selecting wired in order to change the chime setting.

To change the type of chime that your doorbell triggers when the doorbell is setup as wired:

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon next to your doorbell.
4. Tap **Chime Settings**
5. Tap **Traditional Chime**.
6. Select Mechanical, Digital, or None.

- **Mechanical**. Mechanical chimes make a traditional *ding-dong* sound when rung.
- **Digital**. Digital or electronic chimes have a speaker and can play a melody or *ding-dong* when rung.
- **None**. Use this setting if you're bypassing the doorbell chime or are installing to a transformer, without any chime connected.

Change the brightness of the video

This change takes effect on the next video stream or motion recording.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap **Video Settings**.
5. Under **Video Brightness**, Use the slider to adjust the video brightness

Change the video quality

This change takes effect on the next video stream or motion recording.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap **Video Settings**.
5. Tap **Video Resolution** then Tap to select:
   2K: **1944x1944**, **1536x1536**, or **1080x1080**
   FHD: **1536x1536**, **1080x1080**, **720x720**

Adjust the flicker setting

The combination of certain artificial light sources and the Video Doorbell's camera shutter speed might cause flickering or dark lines in recorded video. The default setting is Auto (60 Hz), but you can change this setting to 50 Hz.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.

4. Tap **Video Settings** > **Flicker Adjustment**.
5. Tap a setting.

Turn night vision on and off

When night vision is enabled, the video doorbell automatically turns on the infrared (IR) LED to record in low-light conditions. We recommend that you turn off night vision if the video doorbell is facing reflective surfaces, such as windows. This change takes effect on the next video stream or motion recording.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Select **Night Vision**.

Tap **Night Vision**.
If you're using an Android device, tap the slider.

Turn Auto HDR on and off

High Dynamic Range (HDR) is a software method of adjusting high-contrast video or photo images that include areas of bright highlight and deep shadow. Without HDR, some images with bright areas can appear washed out, while dark areas can appear black, without detail. HDR makes it possible to see detail in both the highlights and shadows.

Your doorbell comes with an Auto HDR feature that is enabled by default. When your video doorbell's camera detects an image that would benefit from HDR, it automatically applies HDR unless you use the Arlo Secure App to disable Auto HDR.



With Auto HDR



Without Auto HDR

To turn Auto HDR on or off:

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap **Video Settings > Auto HDR**.
   If you're using an Android device, tap the slider.

Change the audio settings

You can adjust the settings to turn the microphone on and off and adjust the speaker. These settings take effect whether or not the microphone and speaker are enabled for live-streaming and motion recording.

Note: Controls for the speaker and microphone settings of your mobile phone during a doorbell video call are set up within Call Settings. See *Change the call settings* on page 23.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap **Audio Settings**.
5. Adjust the settings:
   - **Microphone** toggle turns the microphone off and on.
   - **Speaker** toggle and volume. To turn the speaker on and off, tap **Speaker**. To change the speaker volume, move the **Speaker Volume** slider.

Adjust recording length

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Select **Default Mode Settings**.
5. Under **Recording Length**, select **Record until activity stops** (up to 5 min) or **Record for a fixed length**.
   If you select **Record for a fixed length**, set the length of recordings (10 seconds to 2 mins).

View device information

You can view the firmware version, hardware version, and the serial number.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap on your doorbell.

Remove a device from your account

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap on your doorbell.
5. Select **Remove Device**.

Restart the doorbell from the Arlo Secure App

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Tap on your doorbell.
5. Scroll down to the bottom of the page and tap **Restart**.

8. Routines, Modes, Automations, and Alerts

You can arm or disarm your Arlo video doorbell and devices. When your video doorbell is armed, it detects motion and sound. Modes and automations let you tell your Arlo system what to do automatically in different situations. For example, you can set your Arlo system to record a video when it detects motion and send you an email alert.

Arm or disarm all your Arlo devices

1. Open the Arlo Secure App.
2. Tap **Routines** and then tap **Modes**.
3. Tap **Arm Away**, **Standby,** or **Arm Home**.

Modes

Arlo modes give you control over how your devices respond to motion or sound. For example, you might want to turn on a different mode when you're on vacation. Modes let you tell your Arlo devices to respond differently at different times.

You can create your own modes, but the Arlo Secure App comes with these modes:

- **Arm away**. Protect your home inside and out when you're away.
- **Arm Home**. Stay protected when at home by keeping certain devices armed.
- **Standby**. Disarm your devices and keep specific ones armed.

You can customize which devices are active during specific modes. For example, when you're sleeping, you might want to arm your outdoor camera and disarm your indoor camera.

Select a mode

You can select a mode or set modes to activate according to a schedule.

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Tap **Modes**.
4. Select your video doorbell.

   A list of modes displays.
5. Tap a mode to activate it.

   The mode that you selected turns on immediately. The mode stays active until you change it.

Mute Notifications

Mute Notifications temporarily silences push notifications to your mobile device, while videos continue to be recorded. This is great for a party when you don't need to be notified of friends in your backyard.

You can mute notifications from the Arlo Secure App. If you use Arlo Secure, you can also activate Mute Notifications directly from push notifications.

To mute notifications:

1. Open the Arlo Secure App.
2. Tap your Profile **> Notifications**.
3. Select the length of time to mute notifications.

   A message displays confirming that you are muting notifications. The Mute Notification status shows the amount of remaining time until notifications resume.

To unmute notifications

1. Open the Arlo Secure App.
2. Tap your Profile **> Notifications > Unmute**.

   The Mute Notifications status changes to Off.

Rules for modes

Each mode uses one or more rules to control your Arlo system. You can set these options.

- **Trigger device**. The trigger device is the camera that detects motion or sound. You can adjust the motion and sound sensitivity to minimize false alarms.
- **Action device**. The action device responds to motion or sound detection on the trigger device. For example, you might want your backyard camera or your driveway camera to trigger your door camera to start recording video. You decide what action each camera takes when motion or sound is detected.
- **Notifications**. When a trigger is detected, the Arlo can send you push notifications, email alerts, or both. You can also send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

Change motion sensitivity

You can edit a rule to change the motion sensitivity level for your video doorbell.

1. Open the Arlo Secure App.
2. Tap **Devices** and then tap the **Menu** icon ••• in the upper right corner.
3. Tap the **Device Settings** icon ⚙ next to your doorbell.
4. Select **Default Mode Settings**.
5. Under **Motion Detection**, move the slider to adjust the sensitivity level for motion detection for this video doorbell.
6. If you used a browser to specify the settings, click **Save**.

Manage alerts

Arlo can push notifications to your smartphone, send you email alerts, or do both. To receive Arlo notifications on your phone, you must install the Arlo Secure App on your phone.

Note: If you log out of the Arlo Secure App on your smartphone or mobile device, you will stop receiving push notifications.

1. Open the Arlo Secure App.
2. Tap your **Profile** on the top left corner.
3. Select **Notifications**.

4. Select the duration of time to turn off notification.

   Note: The Disarmed mode does not send alerts.

Select duration of time to turn off notifications.

Schedule when your video doorbell is armed

You can set a schedule to specify the days and times during the week when your video doorbell is set to respond to motion triggers. Schedules recur weekly. For example, the schedule for Tuesday repeats every Tuesday as long as the schedule is turned on.

To schedule when your video doorbell responds to motion triggers:

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Tap the **Plus icon** ⊕ on the top right hand corner and then tap **Add Schedule**.
4. Specify your time.
5. Select your device and tap Save.
6. Tap **Add Action** then **Change Mode**.
7. Select **Arm Away**, **Arm Home**, or **Standby**.
8. Tap **Save**.

Edit a schedule

1. Open the Arlo Secure App.
2. Tap **Routines**.
3. Select **Automations**.

Tap on the schedule you want to modify.

9. Troubleshooting

Arlo doesn’t discover your doorbell during setup

If you’re trying to set up and connect your Arlo doorbell directly to your Wi-Fi router and Arlo doesn’t discover your doorbell, here are some things to check to identify and correct the problem.

When you’re using the Arlo Secure App to add your doorbell, check the following:

- Make sure that you select the correct doorbell model after you tap the **Plus icon** ⊕ in Devices tab in the Arlo Secure App. The Arlo Secure App only tries to discover the Arlo device that you select.

  To find your doorbell’s model number, check the box that your doorbell came in.
- You’re entering the correct Wi-Fi network SSID (network name) and password. The network SSID and password are case-sensitive and must be exactly correct.
- Your mobile device and Arlo doorbell are within the Wi-Fi signal range of your Wi-Fi router. During setup, we recommend placing your doorbell within 10-15 feet (3-4.5 meters) of your Wi-Fi router. After the doorbell is set up and connected, you can move the doorbell any place within range of your Wi-Fi router. For more information, see *Tips for optimal Wi-Fi performance on page 14*.
- Check the doorbell LED. When you press the pairing button during setup, the LED blinks blue for two minutes while the doorbell is being discovered and then blinks blue fast when it connects to your Wi-Fi network. If the video doorbell doesn’t connect to your Wi-Fi network within two minutes, it times out and the LED stops blinking. If the doorbell times out, press the pairing button again. Make sure that the LED blinks blue during the entire connection process. See *Video Doorbell LED Behavior on page 10*.

Use Bypass mode for the Power Kit

If your wired Arlo Video Doorbell 2nd Generation isn't working as expected, even though the voltage level of your doorbell transformer is 16-24 VAC, you might need to activate Bypass mode on your Power Kit.

When Bypass mode is turned on, your wired Arlo Video Doorbell isn't electrically connected to your doorbell chime. This prevents your doorbell chime from ringing when you use your doorbell.

We recommend that you turn on Bypass mode if:

- Your doorbell chime rings or buzzes at unexpected times, while your wired Arlo Video Doorbell is operating.
- The LED on your wired Arlo Video Doorbell is amber during initial setup.

To activate Bypass mode on your Arlo Power Kit:

1. Turn off your power at the breaker.
2. Remove the cover from your doorbell chime.
3. Locate the Arlo Power Kit that is attached to your Doorbell Chime.
4. Move the switch on your Arlo Power Kit to Bypass Mode.
5. Turn your power back on at the breaker.
6. Turn off the traditional chime setting in the Arlo Secure App.

   Your Arlo Power Kit now bypasses your doorbell chime. Your doorbell chime will not ring when someone presses your Video Doorbell.

   If your wired Arlo Video Doorbell still doesn't function correctly after activating Bypass mode, you might need to consult an electrician to confirm the voltage and available power.

The chime doesn't ring when I press the wired doorbell

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

If your wired Arlo Video Doorbell doesn't ring:

- Make sure that the Power Kit is correctly wired to your existing chime. For more

information, see Install the Power Kit in your chime box on page 83

- Make sure that Bypass mode is disabled on the Power Kit. For more information, see Use Bypass mode for the Power Kit on page 73.
- Make sure that your wired Arlo Video Doorbell is powered on and wired correctly. For more information, see Video Doorbell LED doesn't light on page 74.
- Check the chime setting in the Arlo Secure App. For your chime to ring, the chime setting in the Arlo Secure App must be set to Mechanical or Digital, depending on the type of doorbell chime you have. See *Change the type of traditional chime the doorbell triggers* on page 39.
- Check if Silent mode is turned on in the Arlo Secure App. See *Use silent mode for the doorbell* on page 22.
- Check if the Arlo Secure App is warning that your doorbell temperature is too high. If your wired Arlo Video Doorbell is heated to 149°F–185°F (65°C–85°C), the Arlo Secure App disables your chime, but continues to operate.
- If your doorbell is heated to above 185°F (85°C) the doorbell stops functioning until it cools down. If your doorbell still doesn't ring, visit www.arlo.com/en_gb/support to speak with an expert.

LED doesn't light when your doorbell is wired

During installation, if the LED is off for more than a minute, your doorbell isn't receiving power. For information about the LED behaviors, see Video Doorbell LED on page 15.

To troubleshoot your wired Arlo Video Doorbell when the LED is off, make sure that:

- Power is available to your home.
- The power breaker for your home is on.
- The Power Kit is correctly wired to your doorbell chime.
- Your wired Arlo Video Doorbell is wired correctly. The voltage of your doorbell transformer is between 16-24V AC.

If you have checked all these troubleshooting options, and the doorbell LED is still off, consult an electrician to confirm whether your home is compatible with your device.

Power interruption notification for wired doorbell

The push notification *Power interruption at [TIME]* means your doorbell is not currently receiving any voltage or its wires have been disconnected, but your home's Wi-Fi and Internet connection are still working.

If you have an Arlo Smart subscription, you can tap the notification to activate an alarm, call a friend, or call e911. When the power returns to your doorbell, wait about 10 minutes for the doorbell to come back online. I

If your wired Arlo Video Doorbell remains in this state longer than 20 minutes after power is restored, try restarting your doorbell from within the Arlo Secure App.

Optimize your wireless doorbell battery life

Your Video Doorbell battery life is affected by frequent video recordings and its local environment.
Follow these tips and guidelines to improve your doorbell's battery life. •

- Charge the doorbell to 100% before the first use. See *Charge your Video Doorbell indoors if using wirelessly on page 8*.
- Place the doorbell in an area with good Wi-Fi coverage. In the Arlo Secure App, you can check the Wi-Fi Signal Strength icon for your doorbell. See *Tips for optimal Wi-Fi performance* on page 14.
- Don't focus your doorbell on an area with high traffic. To avoid unwanted notifications, keep your doorbell's field of view (FOV) away from areas where you don't want to detect motion, such as a busy street. You can use the included angled mounting wedge to adjust the orientation of your doorbell. For more information, see *Choose a good spot to mount your doorbell* on page 11.

Note: Activity zones help filter out notifications and recordings for motion events that occur outside of your zone(s). They do not reduce your video doorbell's battery power consumption, since your video doorbell still continuously monitors for motion events within your activity zone(s). See *Motion detection activity zones* on page 27.

- Hardwire your doorbell. You can hardwire your doorbell, which continuously trickle charges the battery when the doorbell isn't in use. See *4. Optional: Connect a wired chime on page 16*.

The following factors reduce your doorbell battery life:

- **Frequent motion and audio recordings.** When your doorbell is armed, every time it

detects motion or audio, it uses battery power to record the event. If you want fewer motion alerts and recordings, reduce the doorbell's motion sensitivity. For more information, see *Change motion sensitivity* on page 46. You can also set a schedule for your doorbell so that it only records video at certain times of the day. For more information, see *Schedule when your video doorbell is armed on page 47*.

- **Long livestreams and motion or audio recordings.** If possible, try to avoid frequent and lengthy livestreams of your doorbell. Additionally, you can reduce the length of each motion and audio recording. For more information, see *Adjust recording length* on page 42.
- **Connection to a Wi-Fi extender or mesh Wi-Fi network.** Some Wi-Fi extenders or mesh satellites might cause more power consumption on your doorbell. If you are using a Wi-Fi router with an extender, try to connect your doorbell to the router's Wi-Fi network. For help reconfiguring your network connection, see the instructions for your Wi-Fi router or your Wi-Fi extender. If you are using a mesh Wi-Fi network with a Wi-Fi router and one or more satellites, try moving your Wi-Fi router closer to your doorbell, so that the doorbell connects to the router instead of a satellite. For help reconfiguring your network, see the instructions for your Wi-Fi router.

Can't see video streams in a browser

Your router might be blocking the ports to which Arlo sends data. To make sure that Arlo can stay connected, you must keep ports 443 and 80 open on your router.

To troubleshoot problems with the video stream, check for the conditions in these sections: *Wi-Fi signal interference* on page 52, *Out of range* on page 52.

Wi-Fi signal interference

Environments with multiple Wi-Fi networks, Wi-Fi devices, or frequencies can cause signal interference. If possible, minimize the number of networks, Wi-Fi devices, and transmitted frequencies in the area where you place your doorbell. For help with adjusting Wi-Fi settings such as the channel for your router, check the instructions that came with your router or contact your internet service provider (ISP) if they installed your router.

Out of range

Make sure that your video doorbell is close enough to receive a strong Wi-Fi signal. The range of your router's Wi-Fi signal can vary depending on the router model and conditions in your local environment.

Make sure that your doorbell displays three or four bars of signal strength in the area where you intend to install it. The camera can work when signal strength is at one or two bars, but might go out of range intermittently due to fluctuations in the environment.

Not receiving push notifications

You must be logged in to the Arlo Secure App to receive Arlo alerts on your smartphone or mobile device. Arlo registers your device for push notification when you log in. If you used the logout option instead of simply exiting the app, you must log back in to the app. You receive Arlo alerts even if your device is sleeping.

Check the Arlo Secure App notification settings on an iOS device

Make sure that you allow the Arlo Secure App to receive push notifications. The Arlo Secure App push notifications can be disabled on iOS and Android devices.

1. Tap the **Settings** icon for your iOS device.
2. Tap **Notifications > Arlo**.
3. Make sure that **Allow Notification** is selected.

Check the Arlo Secure App notification settings on an Android device

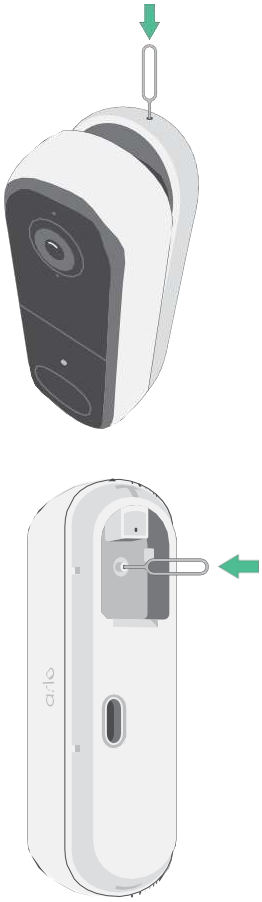
Make sure that you allow the Arlo Secure App to receive push notifications. The Arlo Secure App push notifications can be disabled on iOS and Android devices.

1. Tap the **Settings** icon for your Android device.
2. Tap **Application Manager > Arlo**.
3. Make sure that the **Show Notifications** setting is selected.

Use the pairing button to reset the doorbell

The pairing button is in the back of your doorbell.

Use the provided release pin to open the back cover of your Video Doorbell.



You can use the pairing button for either of these types of resets:

- Reset your doorbell to its factory settings. See *Reset the doorbell to its factory settings on page 55.*
- Power cycle and reset your doorbell to its factory settings. See *Power cycle and reset the doorbell to its factory settings on page 55*.

Note: The pairing button is also used to wake the doorbell when it is shut down and to pair the doorbell with a Wi-Fi network. We recommend that you follow the instructions in the Arlo Secure App to wake and pair your doorbell.

Reset the doorbell to its factory settings

This process returns the video doorbell to its default settings and removes it from your Arlo account. This means that you must follow the Arlo Secure App setup process to use your doorbell after a factory reset.

1. Press and hold the pairing button for about 15 seconds, until the doorbell Indicator LED begins blinking amber, then let go.
2. Ensure that the doorbell Indicator LED blinks amber three times.

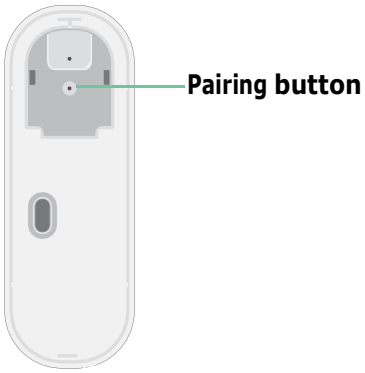
   Make sure to let go of the pairing button when the doorbell Indicator LED begins blinking amber. If you hold the pairing button too long, you must restart the factory reset process until the doorbell Indicator LED blinks amber three times after you let go of the pairing button.

   After a factory reset, the doorbell still appears in the Arlo Secure App, but it is disabled.
3. To remove the doorbell from the Arlo Secure App, tap **Devices**, select your doorbell, tap **Settings**, scroll down, and tap **Remove Device**.
4. To add the doorbell back to your Arlo account, tap the **Plus icon** ⊕ in the upper right corner on the Devices page and follow the prompts to connect your doorbell to your Wi-Fi network and set it up.

Power cycle and reset the doorbell to its factory settings

This process performs a hardware reset, which factory resets, power cycles, and shuts down the doorbell. To continue using your doorbell, you must wake the doorbell and re-add it to your Arlo account.

1. Press and hold the pairing button for about 20–30 seconds.



2. The doorbell Indicator LED lights solid blue for 2 seconds, then blinks amber 3 times.



3. Continue holding the pairing button through all the LED behaviors, until you have held it for 20–30 seconds.
   The doorbell returns to its factory settings and shuts down.

Support

For product updates and web support, visit *https://www.arlo.com/en_gb/support*.

Arlo Technologies, Inc.
2200 Faraday Ave. Suite 150
Carlsbad, CA 92008 USA

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Compliance

The regulatory marking is located at the bottom of the unit.

For regulatory compliance information including the EU Declaration of Conformity and where to find e-label information for Compliance Taiwan NCC, US FCC & Industry Canada, visit *www.arlo.com/about/regulatory/*.

See the regulatory compliance document before connecting the power supply.

NCC Warning

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為避免本器材影像畫面遭偷窺或擷取，本器材使用者應先修改預設密碼，並定期更新密碼。

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。 VCCI－B

To find the regulatory e-label for your Arlo product:

1. Launch the Arlo app or log in to my.arlo.com.

2. From the Devices screen, open the **Device Settings** page for your Arlo product.

    A. On iOS and web browser, tap the **Settings** icon next to your Arlo device.

    B. On Android, tap the menu icon next to your Arlo device, then tap **Device Settings**.

3. Tap or click **Device Info** > **Regulatory**.

Note: If the Arlo app does not show a Regulatory sub-menu for your Arlo product, then the product does not have a regulatory e-label, and you can find all regulatory information on the physical label located either at the base, inside the battery compartment, or near the power input port of the Arlo product.

FCC ID: 2APLE18300424
IC: 23815-18300424
CAN ICES-003(B)/NMB-003(B)