Essential Wire-Free Video Doorbell

User Manual

Contents

1. Get to Know Your Doorbell 5
If you choose to wire your doorbell ... 6
Get the Arlo app ... 6
Do more with Arlo ... 7

2. Get Started 8
Charge the battery before installation ... 8
Use the Arlo app for installation and setup ... 9
Tips for optimal WiFi performance ... 9
Connect your mobile device to a 2.4 GHz WiFi network during setup ... 10
Doorbell LED ... 11
Choose a good spot to mount your doorbell ... 12
Mount your doorbell wire-free ... 13
Test motion detection ... 14
Customize your doorbell settings ... 14
Recharge the battery after installation ... 15
Chime options for your doorbell ... 16

3. Arlo Chime 2 18
Meet your Chime 2 ... 18
Do more with your Chime 2 ... 19
Find a good location for your Chime 2 ... 19
Set up your Chime 2 ... 19
Chime 2 LED ... 20
Select a melody for your Chime 2 ... 20
Use silent mode to stop the Chime 2 from ringing ... 21

4. Optional: Connect a wired chime 22
Voltage requirements ... 22
Check the voltage level printed on the doorbell transformer ... 23
Change from wire-free to wired installation ... 24
Hardwire your Essential Wire-Free Video Doorbell ... 24
Battery charging with a hardwired doorbell ... 26

5. Use Your Doorbell 27
Answer your doorbell from your smartphone ... 27
Accept a call from your doorbell ... 27
Respond to a visitor with a Quick Reply ... 28
Play a message from a visitor ... 29
Use silent mode for the doorbell ... 29
Control the doorbell LED ... 30
Change the call settings ... 30

6. View and Record Videos 32
View your doorbell's camera feed ... 33
Record clips from live video ... 33
Take a snapshot from live video ... 34
2-Way Audio ... 34
Change the order of the camera feeds ... 34
Motion detection activity zones ... 35
View recordings and snapshots ... 36
Download recordings ... 37

7. Change Your Settings 39
Two-step verification ... 39
Use face or fingerprint authentication ... 41
Customize your profile ... 42
Change your Arlo password ... 43
Reset a forgotten password ... 43
Grant access to friends ... 44
Change the time zone ... 45
Doorbell settings ... 46
Adjust the flicker setting ... 49
View device information ... 49
Remove a device from your account ... 49
Restart the doorbell from the Arlo app ... 50

8. Modes, Rules, and Alerts 51
Arm or disarm all your Arlo devices ... 51
Modes ... 51

Select a mode ... 52
Mute Notifications ... 52
Rules for modes ... 53
Trigger a Chime 2 when the doorbell is pressed ... 53
Change motion sensitivity ... 54
Automatically stop recording when motion stops ... 54
Manage alerts ... 55
Schedule when your doorbell camera is armed ... 55
Geofencing with multiple mobile devices ... 58
Use your doorbell to trigger another camera to record ... 60

9. Arlo Connect 62

Use Arlo with Amazon Alexa ... 62
Add your doorbell to the Google Assistant app ... 64
Use Arlo with IFTTT ... 64

10. Troubleshooting 65

Scan the QR code during doorbell setup ... 65
Arlo doesn't discover your doorbell during setup ... 66
Remove the doorbell from its mount ... 67
Reset the Video Doorbell ... 67
Optimize your doorbell battery life ... 68
Scan the QR code during Chime 2 setup ... 69
Arlo doesn't discover your Chime 2 during setup ... 70
Your Chime 2 doesn't ring when the Arlo doorbell is pressed ... 70
Reset the Chime 2 ... 71
Can't see video streams in a browser ... 72
Not receiving push notifications ... 73
I can't log in to my Arlo account ... 74
Troubleshoot Arlo Geofencing ... 75

1. Get to Know Your Doorbell

A better way to see the complete picture at your door. Your Arlo Essential Wire-Free Video Doorbell can be powered by a rechargeable battery or hardwired. Connect directly to WiFi for easy setup. When motion is detected, receive notifications and view live video from your phone. See what's at the door, from head to toe or a package on the ground during the day or in low light with night vision, without opening your door. Speak to visitors with two-way audio or use pre-recorded quick reply messages when you're busy.

Microphone

Lens with 180-degree field of view

Ambient light sensor

IR LED for night vision

Weather-resistant casing

Doorbell button

Status LEDs

Speaker

Wiring terminals (optional)

Reset button (pinhole)

Rechargeable battery

If you choose to wire your doorbell

The wire-free Arlo Essential Doorbell comes with a rechargeable battery, which provides power to the doorbell. Wiring is not required for installation. If you want to hardwire your wire-free Essential Video Doorbell, you can.

The voltage must be 8 – 24VAC. If you want to install or upgrade a transformer, contact a licensed electrician or visit *arlo.com* for information about installation services. For more information about optional wiring, see *3. Optional: Connect a wired chime* on page 22.

Get the Arlo app

Download the Arlo app. The Arlo app lets you create an Arlo account in the cloud and set up and manage all your Arlo devices.

Download on the App Store

ANDROID APP ON Google play

Note: If you already use the Arlo 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.

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 two-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.
- **Night Vision**. See who's at your door at night, even without a light on.
- **Multiple powering options.** Install without wires using the rechargeable battery, or hardwire to existing wiring for continuous charging.
- **Notifications that matte**r. Get alerts when your Video Doorbell spots people, vehicles, animals or a package with Arlo Secure[1].

1 Arlo Secure service is not available in certain countries. See *www.arlo.com/ArloSecure* for details.

- **Built-in smart siren**. Trigger your siren automatically, or manually from the Arlo 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 WiFi**. Connects directly to WiFi for simple setup.

Do more with Arlo

You can add these options:

- **Arlo Chime 2**. The Arlo Chime 2 may be included with your Essential Wire-Free Video Doorbell, or sold separately. Your Chime 2 lets you receive instant alerts from your wire-free Essential Video Doorbell and your Arlo cameras. For more information, see *Chapter 3. Arlo Chime 2* on page 18.
- **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 the battery before installation

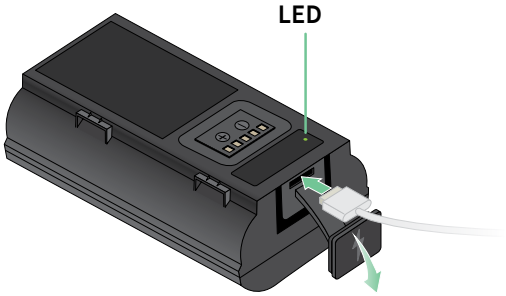
Your Essential Wire-Free Video Doorbell comes with a rechargeable battery. We recommend that you charge the battery to 100% before you install the doorbell. For help with recharging the battery after installation, see *Replace battery/umounting* on page 15.

Warning: Do not leave the doorbell outdoors without the battery installed. Doing so can result in water intrusion into the doorbell.

To charge the battery before installation:

1. Connect the rechargeable battery to the USB charging cable that came in the package.

   The charging cable works with most power adapters.



2. Charge the battery to 100%.

   The battery LED lights red during charging, then turns green when the battery is fully charged.

   Note: If you haven't installed your doorbell yet, we recommend that you wait to insert the battery into the doorbell until you are ready to follow the steps in the Arlo app to install and set up your doorbell.

Use the Arlo app for installation and setup

You must use the Arlo app to install and set up your Essential Wire-Free Video Doorbell. The Arlo app guides you through installation and setup:

1. Create your Arlo account.
   You use the same account to manage all your Arlo devices.

2. Follow the instructions in the Arlo app to install and set up your doorbell.

Once you set up your Arlo account, you can access it by using the Arlo 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.

Tips for optimal WiFi performance

The distance between WiFi devices can affect the WiFi signal:

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

These materials can reduce WiFi signal strength if they are located between WiFi 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

Connect your mobile device to a 2.4 GHz WiFi network during setup

If you're connecting your Essential Wire-Free Video Doorbell directly to your router's WiFi network, it's important to understand that your mobile device must connect to the same WiFi network as the doorbell during setup.

Your doorbell can only connect to a 2.4 GHz WiFi network. Many routers broadcast WiFi networks in both 2.4 GHz and 5 GHz bands, so your phone might connect to the 5 GHz WiFi band. During setup, connect your phone to your 2.4 GHz WiFi network, then connect your Video Doorbell to that same 2.4 GHz WiFi network.

Find your 2.4 GHz WiFi network name and password

Your phone might connect to your 5 GHz WiFi network most of the time. If you're not sure about how to find the 2.4 GHz WiFi network:

- Look on your WiFi router label.
  Many routers have a label that shows the WiFi network name, which is also called an SSID. Your 2.4 GHz network name might have a 2, 2.4, or 2G at the end. Your 5 GHz network name might have a 5 or 5G at the end. If you changed your WiFi settings, then check the place where you saved your custom settings.
- If your WiFi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz, ask your Internet service provider (ISP) or the person who set up your WiFi router.
- If you have a mesh WiFi network, it uses only one WiFi network name for both WiFi bands. The doorbell finds and connects to the 2.4 GHz WiFi band. As long as you connect your phone to the same mesh network, Arlo can discover the doorbell.

Connect your iOS (Apple) device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.
2. Tap **Wi-Fi**, near the top of the list of Settings options.
3. Turn on WiFi by tapping the switch next to Wi-Fi at the top.

   Note: WiFi is activated when the switch is green.
4. Select a 2.4 GHz WiFi network.

   This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.
5. If prompted, enter the password for the network.

   When you're connected to the WiFi network, a blue check mark appears to the left of the network name.

Connect your Android device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.
2. Tap **Network & Internet > Wi-Fi**.
3. Turn on WiFi by tapping **Use WiFi** at the top.
4. Select a 2.4 GHz WiFi network.

   This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.
5. If prompted, enter the password for the network.
   When you're connected to the WiFi network, the word *Connected* appears under the network name.

Doorbell LED

The LED is on the outside of your doorbell and indicates how the doorbell is operating. This section describes how the LED works if you didn't change the default LED settings. For information about changing the LED behavior, see *Control the LED* on page 30.

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

LED behavior during setup

- **Off.** The battery is not in the doorbell, or the battery isn't charged. For more information, see *Charge the battery* on page 8.
- **Single white flash**. The battery is correctly inserted in the doorbell.
- **Flashing white**. The doorbell is ready to connect to your WiFi router. After you scan the QR code in the Arlo app, one of the following two behaviors happens:
  - **Rapid flashing white**. The Arlo app discovered your doorbell.
  - **Flashing amber**. The Arlo app did not discover your doorbell. Make sure that both your doorbell and your mobile device are connected to the same 2.4 GHz WiFi network.

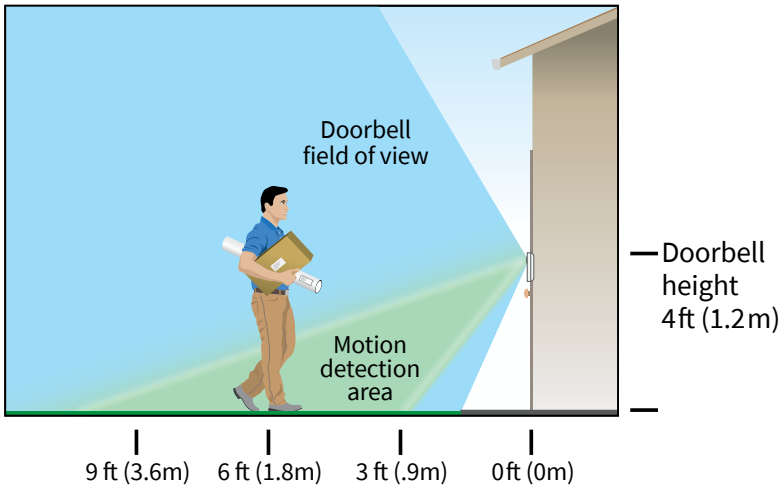
LED behavior after setup

- **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 wedge 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 camera'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 Essential Wire-Free Video Doorbell* on page 24.

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.

Mounting plate **Optional mounting wedge**

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

   When the doorbell is secured, there is a click sound.

Test motion detection

You can use the motion detection test to find the right motion sensitivity setting for your doorbell.

1. Open the Arlo app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Device Utilities > Motion Detection Test**.
4. Move in front of the camera.

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

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

   Note: This motion sensitivity setting is only for use during the motion detection test so that you can identify the setting you want to use.

6. After you find a setting that works well, edit the mode rule to change the sensitivity level to your preferred setting so that it takes effect.

   For more information about how to edit a mode rule, see *Change motion sensitivity* on page 54.

Customize your doorbell settings

You control the rules your doorbell uses to record and alert you by selecting a mode. You can also arm or disarm all your Arlo devices.

The Arlo app comes with four modes:

- Armed
- Disarmed
- Schedule
- Geofencing

You can customize each mode and you can also create custom modes. For information, see Chapter *6. Modes, Rules, and Alerts* on page 51.

Recharge the battery after installation

Warning: Do not leave the doorbell outdoors without the battery installed. Doing so can result in water intrusion into the doorbell.

1. Locate the release pin that came with your Essential Wire-Free Video Doorbell.

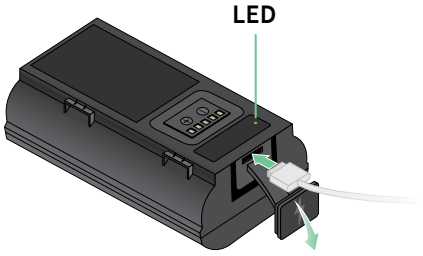
   Alternatively, you can use a paperclip or a similar object.

2. Insert the release pin into the release pinhole at the top of the doorbell mount.

   A click occurs, and the doorbell is released from the mount.

3. Pull the doorbell off the mount in an up-and-out motion.
4. Bring the doorbell indoors.
5. Remove the battery from the doorbell.
6. Connect the battery to the USB charging cable that came in the package.

   The charging cable works with most power adapters.



7. Charge the battery to 100%.

   The battery LED lights red during charging, then turns green when the battery is fully charged.

8. Place the battery back into the doorbell.

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

   When the doorbell is secured, there is a click sound.

Chime options for your doorbell

The Essential Wire-Free 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, your mobile device (for SIP video call), or an Arlo Chime with a compatible Arlo SmartHub or base station.

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 doorbell.

- Doorbell video phone call.
  Your doorbell is connected to the mobile device you used to set up the doorbell in the Arlo 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 27.

- Arlo Chime 2.
  The Arlo Chime 2 may be included with your Essential Wire-Free Video Doorbell, or sold separately. Your Chime 2 lets you receive instant alerts from your Arlo doorbell and your Arlo cameras. For more information, see *Chapter 3. Arlo Chime 2* on page 18.
- Smart home voice assistant systems.
  You can use a home voice assistant system—like Amazon Alexa or Google Assistant—to make an announcement when someone presses your Essential Wire-Free Video Doorbell. Your doorbell is also compatible with Samsung SmartThings and IFTTT. For more information, see *Chapter 9. Arlo Connect* on page 62.
- Arlo Chime, sold separately.
  If you have an Arlo SmartHub or base station, you can use it to add an Arlo Chime to your Arlo account. When an Arlo chime is on your account, you can pair it with your Arlo doorbell. See *Connect an optional Arlo Chime (sold separately)*.

Traditional chime solution

Your Arlo doorbell is fully wire-free, but you can connect it to your existing doorbell wiring (if applicable) to ring your household chime and to continuously charge the doorbell. For more information, see *Chapter 3. Optional: Connect a wired chime* on page 22.

Connect an Arlo Chime (sold separately)

You can connect your Essential Wire-Free Video Doorbell to an Arlo Chime. When a chime is connected, a ring plays when someone presses your video doorbell. This is a useful wire-free solution if you don't already have a mechanical or digital chime to connect to your doorbell.

Note: The Arlo Chime requires connection to an Arlo SmartHub or base station.

To connect an Arlo Chime to your doorbell:

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select your Arlo Essential Video Doorbell.
4. Scroll to the bottom of Device Settings, and tap **Add Chime**.
5. Follow the Arlo app to connect your Arlo Chime.

   When your Arlo Chime is connected to your Arlo Essential Video Doorbell, the chime appears under PAIRED DEVICES on the Device Settings page.

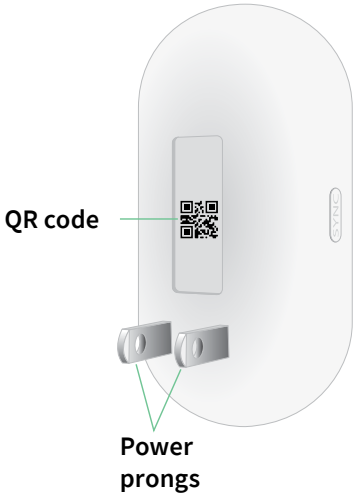
3. Arlo Chime 2

The Arlo Chime 2 is optional. Depending on the product you purchase, the Arlo Chime 2 may be included with your Essential Wire-Free Video Doorbell, or sold separately. The Arlo Chime 2 lets you receive instant alerts from your Arlo doorbell and your Arlo cameras.

Meet your Chime 2

Front view, integrated items and features:

- **Speaker**: The speaker rings or plays a melody when someone presses your doorbell. You can also set up audio alerts or a siren sound to alert you when motion or audio is detected on an Arlo camera.
- **Sync button**: Use the sync button to help set up your Arlo Chime 2, or to factory reset the chime.
- **Status LED**: The LED indicates the status of your Arlo Chime 2.



Rear view, integrated items and features:

- **QR code**: Use the QR code to set up your Arlo Chime 2.
- **Power prongs**: Plug your Arlo Chime 2 into a wall outlet.

Do more with your Chime 2

You can add an unlimited number of Arlo Chime 2 devices to your Arlo account. These devices do not count toward the device limit of an Arlo subscription.

You can pair more than one Arlo doorbell with your Chime 2. For example, if you have two Arlo Essential Video Doorbells (Wired or Wire-Free), you can set both to trigger your Arlo Chime. You can also customize your Arlo doorbell's melody, so you know which doorbell rang.

Find a good location for your Chime 2

When placing your Arlo Chime 2:

- Place your chime in a central area in your home. This helps to ensure that you hear the chime from multiple areas of your home.
- Place your chime in a room where you are most often present. If you need to select one of many rooms in your home to place your chime, place the chime wherever you are most likely to be when someone presses your doorbell.
- If possible, use a raised wall outlet. A higher position for your Arlo Chime 2 improves audio and WiFi connectivity.
- Use a vertical wall outlet. Place your chime into an outlet that is vertical along a wall, rather than horizontal like a power strip.
- Use multiple chimes throughout your home. If you have a large home, you might benefit from placing a separate Arlo Chime 2 on each floor or wing of your home.

Set up your Chime 2

Set up your Essential Wire-Free Video Doorbell first, and then set up your Chime 2 to pair with your doorbell.

1. Open the Arlo app.
2. Tap **Add New Device**.
3. Follow the instructions in the Arlo app to install and set up your Chime 2.

   When your Arlo Chime 2 is connected to your Arlo Essential Video Doorbell, the chime appears under PAIRED DEVICES on the Device Settings page in the Arlo app.

Chime 2 LED

The Arlo Chime 2 LED indicates the chime status and activity. When the chime first powers on, the LED lights solid white for a brief period. During regular operation, the LED is off except when the Chime 2 is making a sound.

LED behaviors during setup

- **Fading white**. The chime is in pairing mode, and is ready to be set up.
- **Fast blinking white**. The chime connected to your WiFi network and your Arlo account.
- **Slow blinking amber**. A setup error occurred. See *Arlo doesn't discover your Chime 2 during setup* on page 70.

LED behaviors after setup

- **Alternating flashing white and amber**. A firmware update is in progress. Do not remove, reset, or unplug the chime.
- **Fast blinking white**. The chime completed a factory reset. For information about resetting, your chime, see *Reset the Chime 2* on page 71.
- **Slow blinking white**. The chime is ringing or playing audio.
- **Slow blinking amber**. The chime is offline.

Select a melody for your Chime 2

You can select one of seven melodies to play when someone presses your Arlo doorbell and triggers your Arlo Chime 2. If you have multiple Arlo doorbells associated with one chime, you can set a different melody for each doorbell so that you know which doorbell was pressed.

To select a melody for your Arlo Chime 2:

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select an Arlo doorbell that is paired with your Arlo Chime 2.
4. Tap **Melody > Chime Melody**.
5. Select a melody.

Your settings are saved.

Use silent mode to stop the Chime 2 from ringing

The Chime 2 rings when it's paired to your Essential Video Doorbell and someone presses the doorbell button. To stop the Chime 2 from ringing, select silent mode for the doorbell.

To turn silent mode features on and off:

1. Open the Arlo app.
2. Tap the gear icon next to the doorbell.
3. Tap **Silent Mode**.
4. Adjust the settings.

For more detailed information, see *Turn Silent mode on and off* on page 29.

4. Optional: Connect a wired chime

The Essential Wire-Free Doorbell comes with a rechargeable battery, which provides power to the doorbell. Wiring is not required for installation. If you want to hardwire your Essential Wire-Free 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.

Voltage requirements

If you choose to wire your Essential Wire-Free Video Doorbell, the voltage must be 8 – 24 VAC and a transformer is required.

If your voltage doesn't meet the power requirements, and you need to install or upgrade a transformer, contact a licensed electrician or visit arlo.com for information about installation services.

We recommend that you check the voltage on the transformer that powers your existing doorbell before installing your Essential Wire-Free Video Doorbell. If the transformer's voltage isn't 8 – 24 VAC, you must upgrade your transformer before you use the doorbell.

You can check the voltage level of your doorbell transformer by one of these methods:

- **Use a multimeter to test the voltage.**
  A multimeter is an electronic tool that measures the precise voltage level of your existing doorbell wiring. Using a multimeter gives you the most accurate estimate of your transformer's voltage, and it can be done without finding the transformer. We recommend that you measure at the existing doorbell wiring or at your chime.
- **Check if the voltage is printed on the transformer that provides power to your existing doorbell.**
  The estimated voltage is commonly printed on transformers. This is typically accurate, but it isn't as precise as using a multimeter.

Use a multimeter to check the voltage of a transformer

1. Disconnect your existing doorbell.

   To do this, unmount or unscrew your existing doorbell to expose the wiring or AC terminals on the back.

2. Set your multimeter to AC (the V with a wavy line on top or next to it).
3. Connect the two probes from the multimeter to the wires from your doorbell.
4. Read the voltage level on your multimeter's display to make sure iti's between 8-24 VAC

Check the voltage level printed on the doorbell transformer

A doorbell transformer is a device that steps down your household AC voltage to a lower voltage suitable for powering an electric doorbell.

Sample doorbell transformer

The transformer is typically found:

- In the front closet near your existing doorbell
- Near your house's circuit breaker
- In the basement or attic
- In the garage
- Near your house's furnace
- In the crawl space under your house

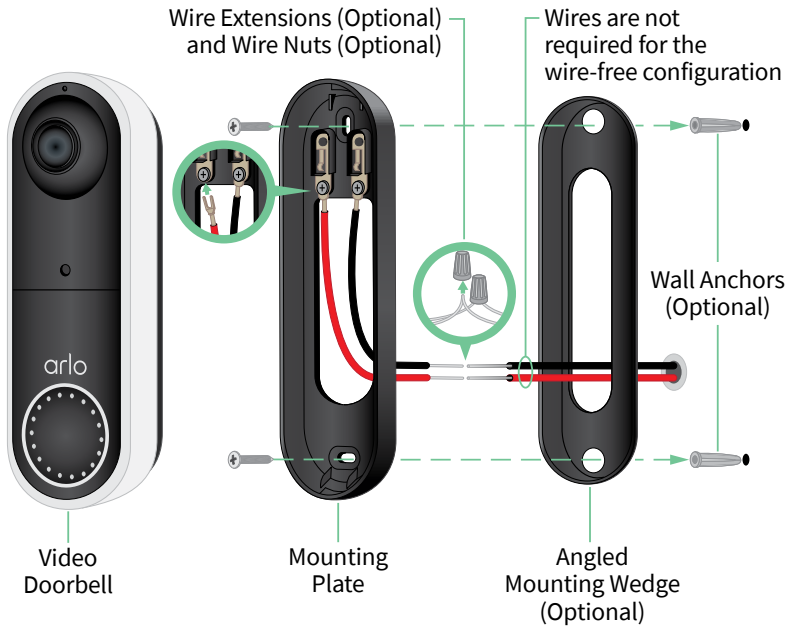
Change from wire-free to wired installation

If you already set up your 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 app and follow the instructions for a wired doorbell.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Scroll to the bottom, and tap **Remove Device**.
4. Tap the **Devices** tab.
5. At the bottom of the Devices tab, tap **Add New Device**.
6. Select your Arlo doorbell.

Hardwire your Essential Wire-Free Video Doorbell

This process is optional. The Essential Wire-Free Video Doorbell 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.



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 app for installation and setup. The Arlo 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.

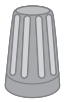
2. Follow the instructions in the Arlo app to connect the wires and install your doorbell.
3. Turn on power at the breaker.
4. Check the LED on your doorbell. See *LED during setup on page 19*.
5. Connect your doorbell to your home network's 2.4 GHz WiFi.
6. Determine whether to use the flat mounting 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 doorbell clips securely into the mounting plate.

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

Battery charging with a hardwired doorbell

The Essential Wire-Free Video Doorbell comes with a rechargeable battery, which provides power to the doorbell. Wiring is not required for installation.

If you choose to hardwire your doorbell to an 8-24VAC transformer, your doorbell draws a small current through the wiring to trickle charge the battery and reduce the need to take it out for recharging. This means that your doorbell always consumes battery power while it is active, and gradually recharges while it is asleep.

For safety and long-term reliability, the doorbell battery starts trickle charging when the battery level drops below 65 percent, then stops charging when it reaches 80 percent. The rate of charging and overall battery level is dependent on usage and weather conditions. Additionally, frequent use of the doorbell can result in complete battery drain because the doorbell battery only charges when not in use. You can use the Arlo app to verify changes in the battery percentage, but you will not see a charging icon when the doorbell is hardwired.

Frequent use of the doorbell can result in complete battery drain because the doorbell battery only charges when not in use. You can choose to bring the battery indoors and charge using the microUSB cable to 100%, if desired.

5. Use Your Doorbell

Answer your doorbell from your smartphone

When a visitor presses your Essential Wire-Free Video Doorbell, your mobile device receives a video call through an Internet connection. You must install the Arlo app on your smartphone and you must be logged in to the Arlo app. The caller displays as the name you gave to your Essential Wire-Free Video Doorbell. 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.
- 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 library.

If you want to receive the call on a different phone, you can log out of the Arlo app on the first smartphone and log into the Arlo 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 app using the grant account on the other smartphone. (See *Grant access to friends* on page 44.)

Accept a call from your doorbell

To accept a call on your smartphone from your Essential Wire-Free Video Doorbell:

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 Essential Wire-Free Video Doorbell, 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 app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Scroll down and tap **Language**.
4. 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 library.

1. Open the Arlo app.
2. Tap **Library**.
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 app.
2. Tap the gear icon next to the doorbell.
3. Tap **Silent Mode**.
4. 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.

5. 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.
   - **Arlo Chime 2 or Arlo Chime**. If you have an optional Arlo Chime 2 or Chime (sold separately), you can select it.
   - **Traditional Chime**. The chime that you wired your Arlo doorbell to rings when someone presses your Arlo doorbell.

Note: When Silent Mode is enabled, third-party smart home assistants—such as Amazon Alexa and Google Assistant—are disabled for your doorbell.

Control the doorbell LED

The 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.

To change the settings for the Status LEDs:

1. Open the Arlo app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Doorbell LED**.
4. Tap **Breathe LED on Motion Detection** to enable or disable this setting.

   When Breathe LED is enabled, the LED lights in a slow breathing pattern when motion is detected. When this setting is disabled, the LED remains off when motion is detected.

5. Tap **LED on 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 app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Scroll down and tap **Call Settings**.
4. To turn the speaker on your mobile phone on and off, tap **Speaker**.
5. To mute the audio on your mobile phone, tap **Mute**.
6. 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, tap **Leave your message**.

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 app.
2. Tap **Siren** on the upper right.

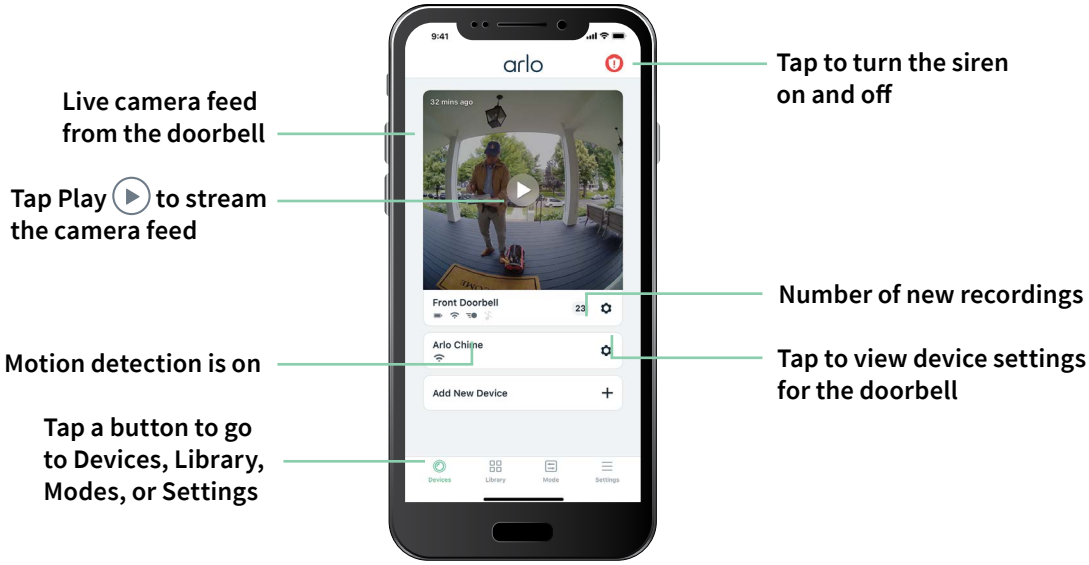
3. Tap **Activate Siren**.
   If you have multiple Arlo devices with sirens, you're prompted to select a device.

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 app, the Devices page displays your doorbell's camera feed.



Camera icon	Located below each camera feed
	Battery charge
	WiFi connection
	Motion detection is on
	Silent mode
	View or change the settings

Camera feed icon	Tap the camera feed to display these icons
	Play/Stop
	Mute the audio
	2-way Audio
	Record video manually
	Take a snapshot

View your doorbell's camera feed

1. Open the Arlo app.
2. Tap **Play** on the camera feed.
   The camera feed updates and camera feed icons display.
3. To stop viewing the live feed, tap **Stop**.

Pan and zoom video

You can pan and zoom to focus in on the high-definition details of any live or recorded video. Just pinch and drag any image as you do with photos on your smartphone. You can also pinch and zoom in live feed, or use pinch and zoom to adjust your field of view from the Video Settings.

1. Open the Arlo app.
2. Tap **Library**.
3. Tap any live video or prerecorded video from your Arlo library.
   A full screen view displays.
4. To pan and zoom using a mobile device:
   - Pinch to zoom in and out of the video.
   - Touch and drag to move around the zoomed-in frame.
5. To pan and zoom using a computer:
   - Click the **Zoom** icon.
   - Use your mouse to move around the frame.

Record clips from live video

This feature requires an Arlo Secure subscription.

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap **Record** to begin recording.
   This icon turns red to indicate that you're recording the live feed.
4. To stop recording, tap **Record** again.

Take a snapshot from live video

This feature requires an Arlo Secure subscription.

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap **Snapshot** .
   The snapshot is saved in your library.

2-Way Audio

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

1. Open the Arlo app.
2. Tap the camera 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.
   Two-way audio automatically opens, allowing you to use 2-Way Audio.

Change the order of the camera feeds

If you use more than one camera, you can change the order in which the camera feeds display on the Devices page.

1. Open the Arlo app.
2. Tap **Settings**.
3. Under SYSTEM, tap **Device Order**.
4. If you're using a smartphone or tablet, tap **Edit** at the top of the page.
   A list icon displays.
5. Tap and hold the list icon and drag each device to the correct position on the list.
6. Tap **Save**.

Motion detection activity zones

With an Arlo Secure subscription, you can designate zones within the doorbell camera view where you want the camera to detect and record motion.

Add an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the doorbell.
4. Under VIDEO, tap **Activity Zones**.
5. Tap **+**.
   An activity zone box displays in the camera feed image.
6. Move the zone to the desired position in the camera feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap **Edit** and enter a name.
   If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

Change an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the doorbell.
4. Under VIDEO, tap **Activity Zones**.
5. Tap a zone to select it.
6. Move the zone to the desired position in the camera feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap **Edit** and enter a name.
   If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

Delete an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the doorbell.
4. Under VIDEO, tap **Activity Zones**.
5. Tap a zone to select it.
6. Delete the device.
   On an iOS device, slide the motion detection zone to the left and tap **Delete**.
   On an Android device, slide the motion detection zone to the left.

View recordings and snapshots

With an Arlo Secure plan, your recordings and snapshots are stored in your Arlo library. You can use the filter and the calender to find and view specific recordings.

Access cloud recordings

Your Essential Wire-Free Video Doorbell records when it is in an armed mode and detects motion. Your Arlo recordings are sent to your Arlo account in the cloud and stored in your library. Recordings are encrypted with your user name and password.

You can access your recordings from the Arlo 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 Library

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

1. Open the Arlo app.
2. Tap **Library**.
   A green circle indicates the selected day. A green dot below the date indicates each day on which a video clip was recorded.
3. Tap a highlighted date.
   Recordings from that date display below the calendar.

Use the filter

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

1. Open the Arlo app.
2. Tap **Library**.
3. Tap **Filter** in the upper left corner of the page.
4. Tap the filtering criteria that you want to use.
5. Tap **Done**.

Turn off the filter

1. Open the Arlo app.
2. Tap **Library**.
3. Tap **Filter** in the upper left corner of the page.
4. Tap **Reset**.
5. Tap **Done**.

Download recordings

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Download**.
5. Tap **OK** to confirm.

Make a recording a favorite

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Favorite**.

Share recordings

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Share**.
5. Share the file.

Donate recordings for research

You can donate video or snapshot files to Arlo to use for research and development of Arlo products.

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Donate**.
5. Tap **OK** to confirm.

Delete recordings

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Delete**.
5. Tap **OK** to confirm.

7. Change Your Settings

Once you set up your Arlo account, you can access it by using the Arlo 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 **Settings > Profile > Login 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 the Arlo app

Before you set up two-step verification, make sure you can log in to the email that you're using for your Arlo account. Email is your backup two-step verification option.

To enable two-step verification from your mobile device:

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.
4. Tap the switch next to **Enable**.
5. Select **Push Notification** and/or **SMS Text Message** as your verification method.

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

6. Follow the instructions in the app to complete your two-step verification setup.
   Two-step verification is enabled for your 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 app to enable push notification verification.

Add a phone number or device to two-step verification

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.
4. To add a phone number, tap **Add SMS Verification** and enter the phone number.
5. To add a trusted device, tap **Add Trusted Device**.

Remove a phone number or device from two-step verification

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.
4. Tap the trashcan icon next to a phone number or trusted device.

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 app

1. Enable fingerprint authentication on your iPhone or Android device.
2. Open the Arlo app.
3. Tap **Settings**.

4. In the ACCOUNT section, select **Profile > Login Settings**.
5. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

Turn face authentication on and off for the Arlo app

1. Enable Face ID authentication on your iPhone.
2. Open the Arlo app.
3. Tap **Settings**.
4. In the ACCOUNT section, select **Profile > Login Settings**.
5. 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 app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Edit Profile**.
4. Tap the profile picture at the top of the page.
5. Select **Take Photo** or **Choose from Library**.

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

6. Upload your preferred profile picture.
7. Tap **Save** at the bottom of the page.

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 app.
2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Edit Profile**.
4. Enter your profile settings.
5. Tap **Save** at the bottom of the page.

Change your Arlo password

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

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings**.
4. Enter your old password.
5. Enter a new password and then confirm it.
6. Tap **Change Password**.
   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 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; record video clips; view, share, mark as favorite, and delete clips from your library; and take snapshots. Friends are granted limited access to some of the settings and features of your Arlo account. You can select which cameras friends can see and what administrative rights are available to them.

Friends without access rights can:

- Play and view library 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 app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.
4. Tap **Add** or **+**.
5. Enter your friend's first name, last name, and email address.
6. Tap the Arlo devices that you want your friend to access.

7. To grant access rights to your friend, tap **Allow Access Rights**.
   Selecting **Allow Access Rights** allows this friend to change your account and camera settings.

8. 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 app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.
   A list of your friends displays with the status of their accounts.
4. Tap the friend, and tap **Edit** .
5. Tap cameras to select or deselect them.
6. Tap **Allow Access Rights**.
   Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
7. Tap **Done**.

Delete a friend

1. Open the Arlo app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.
4. Select the friend, and tap **Edit** .
5. Tap **Delete Friend**.
6. Tap **Yes**.

Change the time zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.

3. Tap the Essential Wire-Free Video Doorbell.
4. Tap **Time Zone**.
5. Tap a time zone.
   If you're using a mobile device, your settings are saved.
6. If you're using a computer, click **Save**.

Doorbell settings

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

- Tap **Settings > My Devices** and select the doorbell.
- Tap the **gear** icon below the doorbell's camera feed.

Change the doorbell name

1. Open the Arlo app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Edit** next to the doorbell name.
4. Enter a new name.
   Names are limited to 32 characters.
5. Tap **Save**.

Change the type of traditional chime the doorbell triggers

You can set your Essential Wire-Free 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 app and you selected battery (not wired), then you'll need to remove your doorbell from the Arlo 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 app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Traditional Chime**.

4. 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 app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Video Settings**.
4. Move the slider to increase or decrease the video brightness.

Change the video quality

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

1. Open the Arlo app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Video Settings > Video Quality**.
4. Tap to select **1536sq**, **1080sq**, or **720sq**.

Turn night vision on and off

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

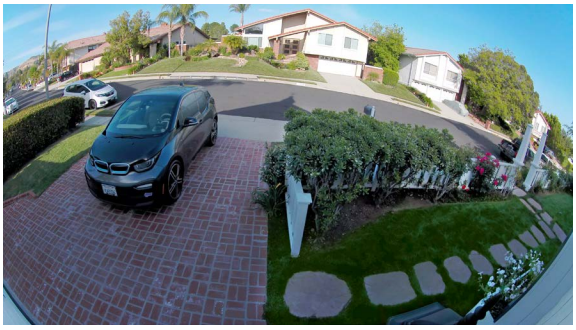
1. Open the Arlo app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Video Settings**.
4. Tap **Night Vision**.
5. If you're using an Android device, tap the slider.

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 doorbell's camera detects an image that would benefit from HDR, it automatically applies HDR unless you use the Arlo app to disable Auto HDR.

With Auto HDR



Without Auto HDR

To turn Auto HDR on or off:

1. Open the Arlo app.
2. Tap the gear icon next to your doorbell.
3. Tap **Video Settings**.
4. Tap **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 30.

To change the audio settings:

1. Open the Arlo app.

2. Tap the gear icon next to the doorbell.
3. If you're using a mobile device, tap **Audio Settings**.
4. 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 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 app.
2. Tap the gear icon next to the Essential Wire-Free Video Doorbell.
3. Tap **Flicker Adjustment**.
4. Tap a setting.

View device information

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the device.
4. Tap **Device Info**.

Remove a device from your account

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the device.
4. Scroll down and tap **Remove Device**.

Restart the doorbell from the Arlo app

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the doorbell.
4. Scroll down to the bottom of the page and tap **Restart**.

8. Modes, Rules, and Alerts

You can arm or disarm Arlo devices that detect motion or audio, either individually or all at the same time. You can also can set up a schedule to automatically arm each device. Your doorbell always detects motion. When it is armed, it alerts you when motion is detected, and can be set up to ring a chime.

Arm or disarm all your Arlo devices

Arming or disarming all devices deactivates other modes, such as Schedule, Geofencing, and Custom modes. To return a device to another mode, select the device and then select a mode.

To arm or disarm all your Arlo devices:

1. Open the Arlo app.
2. Tap **Modes**.
3. Tap **Arm All Devices** or **Disarm All Devices**.

Modes

Arlo modes give you control over how your doorbell responds with recordings and alerts when it detects motion. Modes let you tell your doorbell and other Arlo devices to respond differently at different times.

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

Armed. The doorbell records and sends alerts, and can trigger a chime to ring when triggered, depending on your rule settings.

Disarmed. Pressing the doorbell button still works as usual, but the doorbell camera doesn't record or send alerts when motion is detected.

Schedule. Manage recordings and alerts based on a schedule.

Geofencing. Arm, disarm, or resume a schedule mode when you arrive at or leave a given location based on your mobile device location.

You can customize the Armed and Schedule modes and you can add new modes. When you're sleeping, you might want the doorbell to record, but not send you alerts. Then during the daytime, the doorbell could both record and notify you when motion is detected. You can create different modes for the same doorbell or camera, but each Arlo device can only use one mode at a time.

Select a mode

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the doorbell.

   A list of modes displays.
4. 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 want to be disturbed. You can mute notifications from the Arlo app. If you use Arlo Secure, you can also activate Mute Notifications directly from push notifications.

To mute notifications:

1. Open the Arlo app.
2. Tap **Settings > Mute Notifications**.
3. Select the length of time to mute notifications.

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

To unmute notifications

1. Open the Arlo app.
2. Tap **Settings > Mute Notifications > Unmute**.

   The Mute Notifications status changes to Off.

Rules for modes

Each mode uses one or more rules. You can set these options.

- **Trigger device**. If your doorbell is your only Arlo device, it is the trigger device that detects motion. If you use additional Arlo cameras or devices, you can create rules where one Arlo device triggers another. For example, if the someone presses the doorbell at night, an Arlo Security Light turns on. In this example, the doorbell is the trigger device.
- **Action device**. If your doorbell is your only Arlo device, it's the action device. The action device performs an action in response to the trigger device. For example, you might want your driveway camera to trigger your doorbell camera to start recording video. Or you might want your Chime 2 to alert you when your Arlo Security Light detects motion. You decide what action each camera takes.
- **Notifications**. When a trigger is detected, the Arlo app 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 your Arlo doorbell or camera is triggered.

Trigger a Chime 2 when the doorbell is pressed

Depending on the product you purchase, the Arlo Chime 2 may be included with your Arlo Essential Wire-Free Video Doorbell, or sold separately. The Arlo Chime 2 lets you receive instant alerts from your Arlo doorbell and your Arlo cameras.

During setup, you pair your Chime 2 with your Essential Video Doorbell. This means your Chime 2 will ring when someone presses your doorbell button. (You don't have to set up a mode for that.) You can view the paired devices on the Device Settings page for the Chime 2 (Pair Doorbell) or the Device Settings page for the Doorbell (Pair Chime).

Mode rules are only used when setting up the Chime 2 as an action device to play a sound or siren in response to a trigger, such as motion or audio from a doorbell or camera.

Set up a rule to use the Chime 2 as a siren

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your doorbell or the Arlo device that you want to use to trigger a siren.

   A list of modes displays.
4. Tap **Edit** next to the mode that you want to edit.
5. Tap **Edit** next to the rule.

6. Tap **Add Device**.
7. Select your Chime 2 on the Action Device page, and tap **Save**.
8. Select **Activate Siren**.

Change motion sensitivity

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Essential Wire-Free Video Doorbell.
4. Tap **Edit** next to the mode.
5. Tap **Edit** next to the rule.
6. Under If the following, tap **Edit** next to **Motion is detected**.
7. Move the slider to adjust the sensitivity level for motion detection for this camera.

   If you used a mobile device to specify the settings, your settings are saved.
8. If you used a browser to specify the settings, click **Save**.

Automatically stop recording when motion stops

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Essential Wire-Free Video Doorbell.
4. Tap **Edit** next to the mode.
5. Under Then do the following, tap **Edit** next to Record video.
6. Select **Record until activity stops (up to 300 sec)**.

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 app on your phone.

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Essential Wire-Free Video Doorbell.
4. Tap **Edit** next to the mode.

   Note: The Disarmed mode doesn't send alerts.
5. Under Alert, tap **Push Notification** to turn alerts on and off for your mobile device.
6. Under Alert, tap **Email Alerts** to turn email notifications on and off.
7. To specify an email address, tap **Edit** next to Email Alerts and enter the email address.

Schedule when your doorbell camera is armed

You can set a schedule to specify the days and times during the week when your doorbell's camera records in response 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 camera responds to motion triggers:

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your doorbell.

   A list of modes displays.
4. Tap **Schedule**.
5. Tap **Edit** next to Schedule.
6. Tap **Add** or **+**.
7. Set the days and times for your new schedule.

Note: To add an overnight schedule such as 8:00 p.m. to 6:00 a.m., you need to add two separate schedules. First, add 8:00 p.m. to 11:59 p.m., then add 12:00 a.m. to 6:00 a.m.

8. Tap **Done**.

Edit a schedule

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your doorbell.

   A list of modes displays.
4. Tap **Schedule** .
5. Tap **Edit** next to Schedule.
6. Tap a green box.
7. Change the start and stop times and tap **Save**.

Set up Arlo Geofencing

Geofencing is a virtual fence around a location called a zone. You can use Arlo Geofencing to arm, disarm, or resume schedule modes when your mobile device is in zone or out of zone. To set up geofencing, you must use your mobile device and allow the Arlo app to use your location.

Geofencing accuracy

For accuracy, geofencing uses a combination of GPS, cellular data, and WiFi data. The local environment affects geofencing:

- In urban environments, where the cell towers and WiFi routers are more dense, geofencing accuracy can reach 100–200 meters.

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

To improve geofencing accuracy, make sure that your mobile device meets these conditions:

- WiFi is turned on.
- GPS or location services are turned on.

Prepare your mobile device for geofencing

1. Enable GPS or location services so that Arlo can locate your device.
2. Enable WiFi.
3. Download the Arlo app and log in on each mobile device that you plan to enable for geofencing.

For Arlo Geofencing to work on your device, you must adjust the settings on your Android or iOS mobile device as follows:

Android devices

- Location permission = On
- Location services = On
- Battery saver = Off
- Data limit = Off
- Airplane mode = Off

iOS (Apple) devices

- Share my location = On
- Location services = Always
- Airplane mode = Off

Set up geofencing for the first time and set up modes

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Essential Wire-Free Video Doorbell.
4. Tap **Geofencing** .
5. Allow the Arlo app to use your mobile device's location.

   Geofencing works only if Arlo can locate your mobile device. The Location Address page displays your current address.
6. To change the radius setting, tap **Radius** and select a radius size.

   Radius sizes are **Small**, **Medium**, and **Large** (approximately 150 meters, 250 meters, and 500 meters, respectively).
7. Tap **Device Location** and enter a name for your location.

8. Tap **Away Mode** and select a mode.

   Your camera uses the Away mode when your mobile device is outside the radius of your camera's location. Most people select Armed, Schedule, or Custom Mode so that the camera detects motion while they're gone.

9. Tap **Home Mode** and select a mode.

   Your camera uses this mode when your mobile device is within the radius of your camera's location. Most people select Disarmed while they're home.

   If you use more than one enabled mobile device, you might be asked to select an Arlo device to connect it to.

10. To select the preferred mobile device, tap the device and then tap **Next**.

11. Tap **Save**.

For troubleshooting tips, see *Troubleshoot Arlo Geofencing* on page 75.

Geofencing with multiple mobile devices

Arlo Geofencing works with multiple mobile devices.

Arlo uses the first-in, last-out principal to manage households where more than one person uses geofencing. If everyone leaves home with their mobile devices, this triggers an *away* state. Since no one is inside the geofence, your cameras are armed. When the first person comes home (first in), their mobile device is now inside the geofence, triggering the *home* state and your cameras are disarmed. If one person leaves, but another is still home, the cameras stay disarmed in the *home* state until the last person leaves (last out).

We recommend that you enable geofencing only for the mobile device that each person carries every day. For example, if you use a smartphone and a tablet, and you take your phone when you leave, set your phone as an enabled device in your Geofencing settings. Don't set your tablet as an enabled device, because Away mode won't be triggered when you go out and leave your tablet home.

The Geofencing mode only changes from Home to Away when all enabled mobile devices are outside the Device Location in your Geofencing settings.

To review which mobile devices participate in geofencing, open the Arlo app and check the Enabled Devices page in Geofencing settings (in the Modes section of the Arlo app). Remove any devices that you don't want to trigger Home/Away mode changes.

Make sure that these conditions are met:

- Your Arlo devices are online.
- Geofencing is enabled.

- Your friends' and family's mobile devices are added to your account.

  For information about adding devices, see *Enable or disable geofencing for friends' mobile devices* on page 59.
- (Required when your friend wants to participate in geofencing) Your friend is logged in to the Arlo app on his or her mobile device and the GPS or location service is enabled on your friend's mobile device.

Enable or disable geofencing for friends' mobile devices

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Essential Wire-Free Video Doorbell.
4. Tap **Edit** next to Geofencing.
5. Tap **Enabled Devices**.

   A list of mobile devices displays. A check mark appears next to the device name when geofencing is enabled.
6. Tap one or more mobile devices.

   The device location displays as either In Zone, Out of Zone, or Unavailable (if there's an issue contacting that device).
7. To disable geofencing, tap the mobile device again.

   The check mark disappears when geofencing is disabled.

For more information, see *Set up Arlo Geofencing* on page 56.

Custom modes

You can add modes in addition to the modes that come with the Arlo app and give the new modes custom names, such as Vacation. You can create one rule for each mode.

You can create multiple rules within the same mode so that each camera performs different actions and sends different alerts. You can also use Schedule mode to activate modes automatically at different times of the day or week. (See *Schedule your rules* on page 43.)

Add a mode

1. Open the Arlo app.
2. Tap **Mode**.
3. Tap the Essential Wire-Free Video Doorbell.
4. Tap **Add a Mode**.
5. Enter the mode name and tap **Next**.
6. Select the trigger device and tap **Next**.

   This is the doorbell that detects motion.
7. Enter the trigger device settings for the **When motion is detected** and tap **Next**.
8. Use the slider to set the motion sensitivity for the trigger device and tap **Next**.

   Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.
9. Set the audio sensitivity for the trigger device and tap **Next**.
10. Select an action device and tap **Next**.

    This is the Arlo device that performs an action when the trigger device detects motion or sound. You can select the same Arlo device you're using as a trigger or a different Arlo device.
11. Select an action and tap **Next**.

    You can select **Record video**,or **Do nothing**.

    If you're using a computer web browser, you can also specify the recording time setting.
12. Select the notifications for Arlo to send when motion or audio is detected and then tap **Next**.
13. Review your settings and tap **Save**.

Use your doorbell to trigger another camera to record

You can set up a rule so that your Video Doorbell triggers an Arlo camera to start recording when the doorbell detects motion. For example, you can trigger an Arlo wire-free camera overlooking your front entry to record, even if the camera doesn't detect motion. You can trigger an indoor Arlo camera to record, to ensure no one enters your home.

1. Open the Arlo app.

2. Tap the Essential Wire-Free Video Doorbell.
3. Tap the menu on the upper-right corner of the page to open it.
4. Tap **Motion settings**.
5. To receive alerts when your doorbell detects motion, tap **Motion Triggered Alerts**.
6. Tap **Add Device**.
7. Tap Camera and then tap **Next**.
8. Tap **Record video** and then tap **Next.**

   For the recording settings, you can choose one of these options:

   - Record until activity stops (up to 300 sec)
   - Record for a fixed length of time (then use the slider to select the number of seconds from 10 to 120.)
9. Tap **Next**

   The Motion Settings page shows your settings in Then do the following.
10. Tap **Done**.

9. Arlo Connect

Some partner devices require that the Essential Wire-Free Video Doorbell be set to 1080p/720p resolution to see video stream on assistant devices with a screen as they do not support the default Essential Wire-Free Video Doorbell resolution, which is 1536 x 1536. For information about setting the video quality for the Essential Wire-Free Video Doorbell, see *Change the video quality* on page 47.

Use Arlo with Amazon Alexa

With the Arlo Skill and Alexa, you can access your Arlo devices using voice commands and view a live camera feed on your Echo Show, Fire TV, or Fire tablet. Alexa can also notify you when motion is detected by your Arlo cameras.

To use the Arlo Skill, you need a connected Essential Wire-Free Video Doorbell and one of these Amazon devices:

- Echo Show
- Echo Spot
- Echo Dot
- Echo, Echo Plus
- Fire tablets (7th generation or newer)
- Fire TV (all generations)
- Fire TV stick (second generation only)
- Fire TV Edition smart TVs

Note: Some Alexa devices require that your Essential Wire-Free Video Doorbell be set to 1080p/720p resolution to see video stream as they do not support the default Essential Wire-Free Video Doorbell resolution, which is 1536 x 1536. For information about setting the video quality, see *Change the video quality* on page 47.

Enable the Arlo Skill

Make sure that your Essential Wire-Free Video Doorbell is powered on and connected to the cloud.

Enable the Arlo skill in one of these ways:

- Ask Amazon Alexa “Alexa, enable Arlo skill” to receive instructions in your Alexa app to link your Arlo account with your Alexa account.
- In the Alexa app, search for the Arlo Skill and select **Enable Skill** to link your Arlo account with your Alexa account.

Use the Arlo Skill

After you enable the Arlo Alexa Skill, you can try using these commands:

- “Alexa, show me <camera name>.” Start streaming a camera live.
- “Alexa, stop.” Stop an activity and return to your device’s home screen.
- “Alexa, hide <camera name>.” Stop streaming from a camera and return to your device’s home screen.
- “Alexa, go home.” Return to your device’s home screen.
- “Alexa, show the last motion detected by my <camera name>.”
  To use this command, your Arlo subscription must include viewing past video clips for your camera.

Set up Alexa to notify you when your doorbell detects motion

You can use either of these methods:

- In the Smart Home section of the Alexa app, turn on Announcements for your Arlo camera.
- Create an Alexa Routine from the Alexa app main menu.

Add your doorbell to the Google Assistant app

To use your doorbell with Google Assistant, you need:

- A Google Home Hub, a Chromecast device, a TV with Chromecast, or a media player with Chromecast
- The Google Assistant app on your mobile device. This app is included with most Android devices, but you can also download it from the Apple App Store on iOS devices.
- Some Google devices require that your Essential Wire-Free Video Doorbell be set to 1080p/720p resolution as they do not support the default video resolution, which is 1536 x 1536. For information about setting the video quality, see *Change the video quality* on page 47.

To connect your Arlo cameras to the Google Assistant app:

1. If you plan to use a voice-enabled speaker with the Google Assistant, set up that device.
2. Open the Google Assistant app to the home page.
3. Tap the **+** icon.
4. Tap **Set up Device > Have something already set up?**.
5. Select the Arlo icon from the list of device options.
   You can search for Arlo or scroll down to find Arlo on the list of devices.
6. Sign in with your Arlo account.
   Your camera is added to Google Assistant.
7. To test your camera, say “Hey Google, show [name of room where camera is placed] on [name of Google device].”
8. To end the stream, say “Hey Google, stop [name of Chromecast device].”

For more information, see Google Assistant Help: Control smart home devices.

Use Arlo with IFTTT

You can use the Arlo app with IFTTT (If This Then That), a free cloud-based service that connects smart home devices and applications.

To add Arlo to your IFTTT app, visit *ifttt.com/arlo*.

To learn more about Arlo and IFTTT, visit *arlo.com/community*.

10. Troubleshooting

Scan the QR code during doorbell setup

During setup, your doorbell's camera must scan a QR code from the Arlo app when you're adding the doorbell to your 2.4 GHz WiFi network. If your doorbell doesn't emit a chime sound after scanning the QR code, then the QR code was not successfully scanned.

If your doorbell didn't scan the QR code:

- Scan the QR code in an evenly lit area.
  Avoid scanning the QR code in a low light area.
- Move your phone closer to the doorbell's camera lens.
  Position your phone about four inches (10 cm) from the doorbell lens and slowly move it closer. You can also try different angles.
- Increase the brightness on your phone.
  Turn up the brightness on your phone to the highest level. On an iPhone, also select **Light** (not Dark) under **Settings > Display & Brightness**.
- If your phone is small, consider using the Arlo app on a tablet to set up your doorbell.
- If the infrared (IR) LED on the doorbell is lit red while you are scanning the QR code, cover the LED with your thumb. The IR LED can interfere with scanning the QR code.

- Clean the doorbell's camera lens.
  Use a lint-free cloth to remove any smudges.

Arlo doesn’t discover your doorbell during setup

After your doorbell scans the QR code in the Arlo app during setup, the Arlo app attempts to discover your Essential Wire-Free Video Doorbell on the same WiFi network that your phone is connected to. Since the doorbell connects to 2.4 GHz WiFi networks, during setup you must connect your phone to the same 2.4 GHz WiFi network.

If the Arlo app doesn’t discover your doorbell during the setup process:

1. Check the doorbell LED to see what went wrong.

   If the doorbell LED flashes amber for 10 seconds, the doorbell can’t connect to the WiFi network. Make sure that you enter the correct WiFi settings for your 2.4 GHz WiFi network. The WiFi network name (SSID) and WiFi password are both case sensitive. MyWiFiPassword is not the same as mywifipassword.

2. Check your phone’s WiFi connection.

   During setup, your phone must connect to the same 2.4 GHz WiFi network as your doorbell.

   Many WiFi routers broadcast in both the 2.4 GHz and 5 GHz WiFi bands. Your home network might include two WiFi networks, or even three if you have a guest network.

   - In your phone’s WiFi settings, look for your WiFi network name that ends in 2, 2.4, or 2G and connect to that network. For more information, see *Connect your mobile device to a 2.4 GHz WiFi network during setup* on page 10.
   - Your phone might automatically connect to cellular data. To keep this from happening, make sure that Wi-Fi Assist and Adaptive Wi-Fi features are off on your mobile device. These features allow mobile phones to automatically switch between WiFi and cellular network Internet access.
   - If you use a VPN or WiFi extender, disconnect it during the WiFi setup process.

3. Check your WiFi router’s Internet connection.

   After your doorbell connect to the same WiFi network as your phone, the Arlo app needs to access your Arlo account in the cloud in order to add your doorbell to your Arlo account.

If the Arlo app still can’t discover your doorbell, visit Arlo Support *www.arlo.com/en-us/support/*.

Remove the doorbell from its mount

1. Locate the release pin that came with your Essential Wire-Free Video Doorbell. Alternatively, you can use a paperclip or a similar object.
2. Insert the release pin into the release pinhole at the top of the doorbell mount.

   A click occurs, and the doorbell is released from the mount.

3. Pull the doorbell off the mount in an up-and-out motion.

Reset the Video Doorbell

Resetting your Video Doorbell returns it to default settings. Your doorbell is also removed from your Arlo account when you reset it. This means that you must use the Arlo app to add and set up your Video Doorbell after a reset.

1. Locate the release pin that came with your Essential Wire-Free Video Doorbell. Alternatively, you can use a paperclip or a similar object.
2. Insert the release pin into the release pinhole at the top of the doorbell mount.

   A click occurs, and the doorbell is released from the mount.

3. Pull the doorbell off the mount in an up-and-out motion.

4. Use a paperclip or the release pin to press and hold the reset button on the back of the doorbell for about 10 seconds.

When the doorbell resets, the LED on the front of the doorbell flashes white.

5. To add the doorbell to your Arlo account and set it up, open the Arlo app and tap **Add New Device**.

Optimize your doorbell battery life

Your Essential 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 the battery before installation* on page 8.
- **Place the doorbell in an area with good WiFi coverage.** In the Arlo app, you can check the WiFi Signal Strength icon for your doorbell. See *Tips for optimal WiFi performance* on page 9.
- **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 12.

  Note: Activity zones help filter out notifications and recordings for motion events that occur outside of your zone(s). They do not reduce your camera's battery power consumption, since your camera still continuously monitors for motion events within your activity zone(s). For more information, visit What are activity zones and how do I create them?.

- **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 22*.

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 54. 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 doorbell camera is armed* on page 55.
- **Long livestreams and motion or audio recordings.** Your Essential Wire-Free Video Doorbell uses battery power while it is recording or streaming video. 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, visit How do I adjust Arlo video recording length?.
- **Connection to a WiFi extender or mesh WiFi network.** Some WiFi extenders or mesh satellites might cause more power consumption on your doorbell.

  If you are using a WiFi router with an extender, try to connect your doorbell to the router's WiFi network. For help reconfiguring your network connection, see the instructions for your WiFi router or your WiFi extender.

  If you are using a mesh WiFi network with a WiFi router and one or more satellites, try moving your WiFi 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 WiFi router.

Scan the QR code during Chime 2 setup

The Arlo Chime 2 is optional. Depending on the product you purchase, an Arlo Chime 2 may be included with your Essential Wire-Free Video Doorbell, or sold separately.

When you use the Arlo app to set up your Chime 2, you're prompted to use your mobile device to scan the QR code located on the chime. If the Arlo app doesn't read this QR code, try the following:

- Move your mobile device closer or further from the QR code.
  Your mobile device might need to be a certain distance from the QR code to properly focus.
  - Slowly move the phone camera closer to and farther away from the QR code to enable the camera to focus better. Some smartphones might not be able to auto-focus.
  - Try scanning the QR code at a different angle.
- Scan the QR code in an evenly lit area.
  Avoid scanning the QR code in the dark or directly under a bright light. Bright lighting can cause reflect off the Arlo device and inhibit your mobile device camera from seeing the entire QR code.

- Try setting up your Arlo device with a different mobile device.
  For example, if you tried using a tablet to set up your Arlo device, try using a smartphone instead.
- Take a picture of the QR code, and scan the picture of the QR code.
  If a different smartphone or tablet doesn't work, take a clear picture of the QR code, and enlarge the picture on your screen. Then scan the picture with the device that you are using to set up the device.
- Clean the camera lens on your mobile device.
  The camera lens might have debris or a smudge on it, hindering its ability to scan the QR code. Try using a lint-free cloth to remove anything that might prevent the camera from scanning the QR code.
- If your QR code is scratched, damaged, or unreadable, contact Arlo Support.
  Once your account and product are verified, Arlo Support experts can send an email to provide an undamaged version of the damaged QR code on your chime.

Arlo doesn't discover your Chime 2 during setup

If the Arlo app cannot discover your Chime 2, check the following:

1. An internet connection is available. Check the status of the internet on your WiFi router. If your router isn't connected to the internet, contact your internet service provider (ISP) or router manufacturer.
2. You are typing the correct WiFi network SSID (network name) and password. The network SSID and password are case-sensitive and must be EXACTLY correct. You can tap the password eye icon to view your password before submitting.
3. Your mobile device and Chime 2 are not too far away from your WiFi router. We recommend placing your Chime 2 about 10-15 feet (3-4.5 meters) away from your WiFi router during the setup process. When your Chime 2 is set up and connected, you can move it to an indoor location within range of your WiFi router.

Your Chime 2 doesn't ring when the Arlo doorbell is pressed

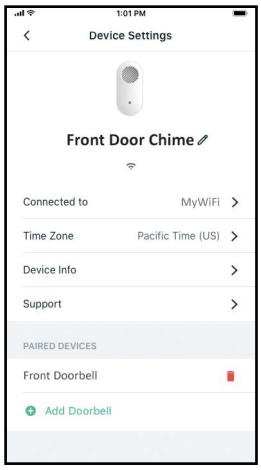
Your Chime 2 might not ring because your Essential Video Doorbell is in silent mode, the Chime 2 isn't paired with your doorbell, or due to internet connection issues or power problems.

If your Arlo Chime 2 isn't ringing, check the following:

- Is your doorbell in silent mode?
  To view or change the silent mode setting for your doorbell, tap the gear icon next to the

doorbell and then tap **Silent Mode**.

- Is your Chime 2 paired to your Essential Video Doorbell ?
  To check, open the Arlo app and tap the gear icon next to your Chime 2. On the Device Settings page, see if your doorbell appears under PAIRED DEVICES.



- Are your Arlo Chime 2 and the Essential Video Doorbell connected to internet?
  To check, open the Arlo app and tap the Settings icon next to your Arlo device. The app indicates whether the device is offline.
- Is your Arlo Chime 2 receiving power?
  The Chime 2 must be plugged in to an indoor power outlet that supplies continuous power AC power.

If your Arlo Chime 2 still doesn't ring, reset it and add it back to your Arlo account. For more information, see the following section, *Reset the Chime 2*.

If you are still unable to get Arlo Chime 2 to ring, visit *www.arlo.com/en-us/support/* for assistance.

Reset the Chime 2

Your Arlo Chime 2 must be plugged in to a wall outlet during the reset process . Resetting your Chime 2 returns it to its factory default settings and disables the device. This means that you must use the Arlo app to set up your Chime 2 again after a reset.

1. Plug your Chime 2 into a wall outlet.
2. Press and hold the **Sync** button on the side of your Chime 2 for 10 seconds, until the LED starts flashing.

   The LED flashes white when the reset process begins.
3. Let go of the **Sync** button when the LED starts flashing.

4. Open the Arlo app and remove the Chime 2:
   a. Tap the settings icon next to your Chime 2.
   b. Scroll to the bottom of the Device Settings page, and tap **Remove Device**.
   c. Close the Device Settings page.
5. Tap **Add New Device** on the Devices page.
6. Follow the instructions in the Arlo app to set up your Chime 2.

   When your Chime 2 is connected to your Arlo Essential Video Doorbell, the chime appears under PAIRED DEVICES on the Device Settings page in the Arlo app.

Can’t see video streams in a browser

The Arlo web client uses the Adobe Flash plug-in to display your camera streams in a browser. Make sure that your browser isn’t blocking the plug-in and that you’re using the latest version of Adobe Flash.

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. Also see the following sections WiFi signal interference and Out of range.

WiFi signal interference

Environments with multiple WiFi networks, WiFi devices, or frequencies can cause signal interference with your Arlo system. Minimize the number of networks, WiFi devices, and transmitted frequencies in the area where you place your WiFi router and cameras.

We recommend that you allow at least 6½ feet (2 meters) between your Essential Wire-Free Video Doorbell and any Arlo cameras that you install to prevent WiFi signals between the devices from interfering with each other.

Out of range

Make sure that your doorbell is within range of your WiFi router. The range might be reduced if metal objects or thick walls and ceilings are between your router and the doorbell.

Not receiving push notifications

You must be logged in to the Arlo 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 rules for armed modes

Check the rules in your modes. Make sure that push notification is enabled in the Armed mode or in a custom mode if you created one.

1. Open the Arlo app.
2. Tap the **Mode** button.
3. Select the Essential Wire-Free Video Doorbell.

   A list of modes displays.
4. Tap **Edit** next to Armed.
5. Tap **Edit** next to the rule.
6. Under Alert, make sure that the **Push Notification** check box is selected.
7. If you made changes, tap **Save**.

Check the Arlo app notification settings on an iOS device

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications might be disabled on your iOS device.

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

Check the Arlo app notification settings on an Android device

Make sure that you allow the Arlo app to receive push notifications. The Arlo app push notifications might be disabled on your Android device.

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

If you said no to push notifications at installation

When you install the Arlo app for the first time, to receive alerts, you must select **Allow** when asked if you want Arlo to send you push notifications. For iOS apps, after you respond to this alert, it isn't presented again unless the device is restored to factory settings or the app is uninstalled for at least a day.

If you said no on an iOS device, uninstall the app, wait for a day, and then reinstall it, and allow notifications. If you don't want to wait a day before you reinstall the app, you can use the system clock on your device to simulate a day. Set the system clock forward a day or more, turn your device off, and then turn the device back on. After you reinstall the app, return the system clock to the correct setting.

I can't log in to my Arlo account

If you can't sign in to your Arlo account in the Arlo app or Arlo web portal, select the scenario that applies to you. Follow the instructions to regain access to your account and/or Arlo cameras.

- **Forgot your password?** You can use the email address associated with your Arlo account to reset your Arlo account password. See *Reset a forgotten password* on page 43.
- **Forgot the email address for your Arlo account?** You'll have to create a new Arlo account, reset your Arlo cameras, then set up the cameras on the new account.
- **Can't access your trusted device or phone number?** If you can't access your trusted device to verify a log in, or if you can't receive SMS text messages, you can request to have a security code sent to the email associated with your Arlo account. The email associated with your Arlo account is always available as a backup login option,
- **Lost access to ALL two-step verification options and can't verify your account log in?** You'll have to create a new Arlo account, reset your Arlo cameras, then set up the cameras on the new account.

Note: The email associated with your Arlo account is always used as a backup option to recover your account. Make sure that you have access to your email account, and that the email account is safe and secure.

Troubleshoot Arlo Geofencing

Note: Selecting **Modes** > **Arm All Devices** or **Disarm All Devices** deactivates Geofencing mode. To activate Geofencing mode, tap **Modes**, select your Arlo device, and then select **Geofencing**.

Each Arlo user has a unique setup environment. These are the most common geofencing issues:

- Your mobile device isn't sharing its location information with Arlo. See *Prepare your mobile device for geofencing* on page 57.
- Away mode isn't triggered when you leave because an extra mobile device that's enabled for geofencing is still in the Device Location. See *Geofencing with multiple mobile devices* on page 58.
- Geofencing stopped working because the location sharing settings for a mobile device changed. See *Prepare your mobile device for geofencing* on page 57.
- A task-killing app is interfering with Arlo Geofencing. A task-killing app, such as Shutapp or Doze, can disable Arlo Geofencing. To use Arlo Geofencing, disable any apps that suppress the Arlo app.
- Geofencing for your mobile device on your friend's Arlo account isn't working.

  If you're a friend on someone else's Arlo account, your mobile device can only change Home/Away modes if the Arlo account owner does the following:

  - Turn on the Allow Access Rights setting. See *Grant access to friends* on page 44.
  - Set your device as an Enabled Device in Geofencing settings. See *Enable or disable geofencing for friends' mobile devices* on page 59.

Still experiencing issues with geofencing? Contact Arlo Customer Support.

Support

For product updates and web support, visit *http://www.arlo.com/en-us/support/*.

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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, visit *www.arlo.com/about/regulatory/*.

See the regulatory compliance document before connecting the power supply.

FCC ID: 2APLE18300411	FCC ID: 2APLE18300389
IC: 23815-18300411	IC: 23815-18300389
CAN ICES-3 (B) / NMB-3 (B)	CAN ICES-003(B)/NMB-003(B)

Federal Communication Commission Interference Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

RF exposure statements

This Transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body or nearby persons.

Industry Canada statement:

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:

1) This device may not cause interference, and

2) This device must accept any interference, including interference that may cause undesired

operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) l'appareil ne doit pas produire de brouillage;

2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

Innovation, Science and Economic Development Canada Statement:

This digital apparatus complies with CAN ICES-3 (B) / NMB-3 (B).

Énoncé d'Innovation, Sciences et Développement économique Canada

Ce périphérique numérique est conforme à la norme CAN ICES-3(B)/NMB-3 (B).

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

Déclaration d’exposition aux radiations:

Cet équipement est conforme aux limites d’exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.