Arlo Security Hub
User Manual

arlo
Protect and Connect.

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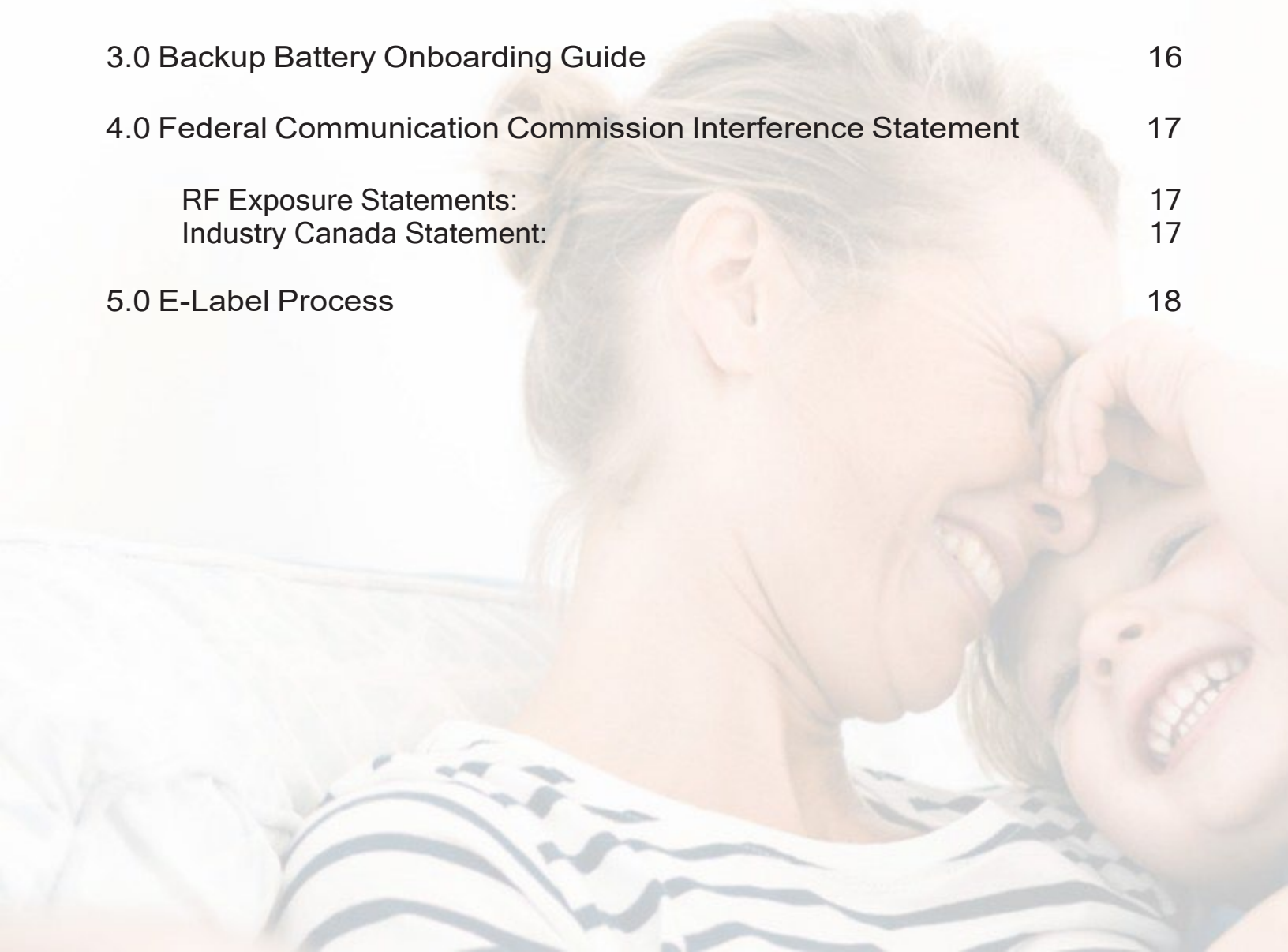
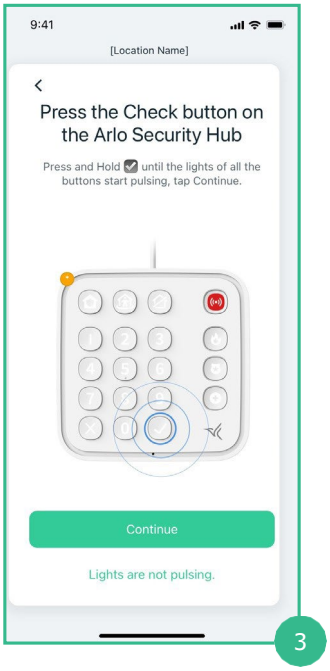
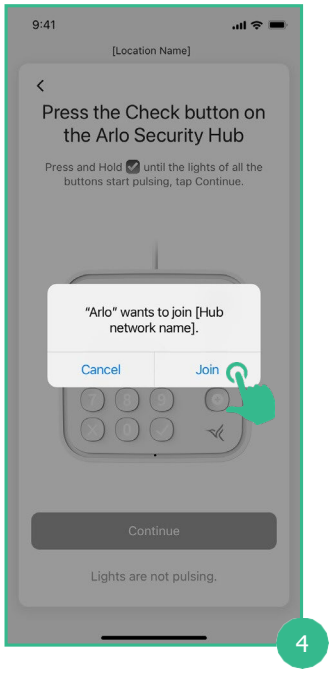


1.0 Security Hub Onboarding Guide

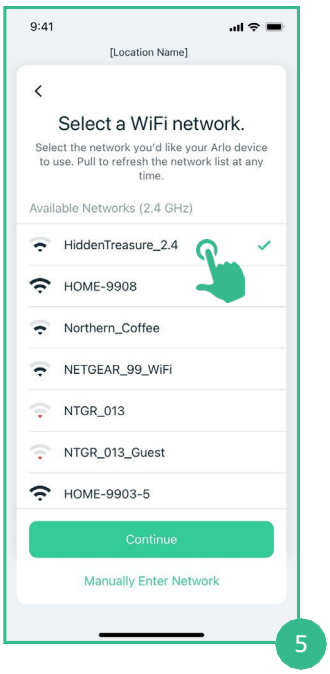


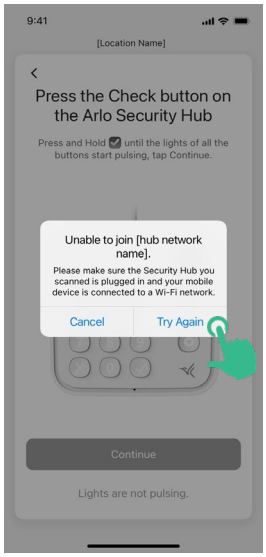


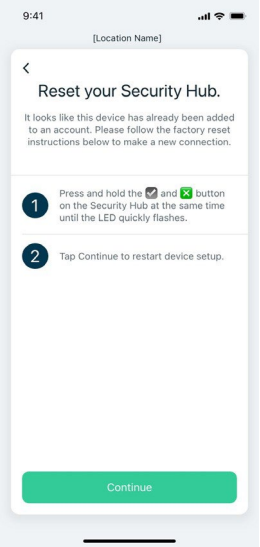
Step 1 On the bottom of the Security Hub, locate and scan the QR code.

Step 2 Wait until only the 'check' button LED flashes before selecting 'Continue'.

Step 3 Press and hold the 'check' button until all LED button lights flash.



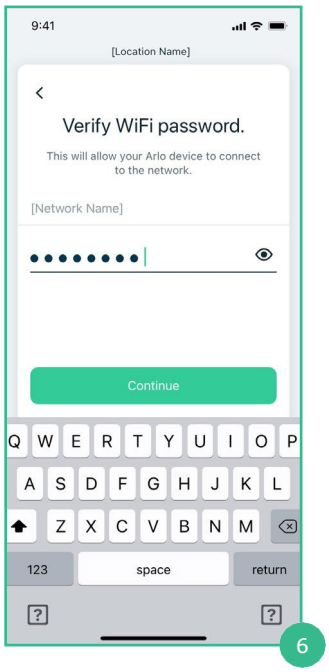


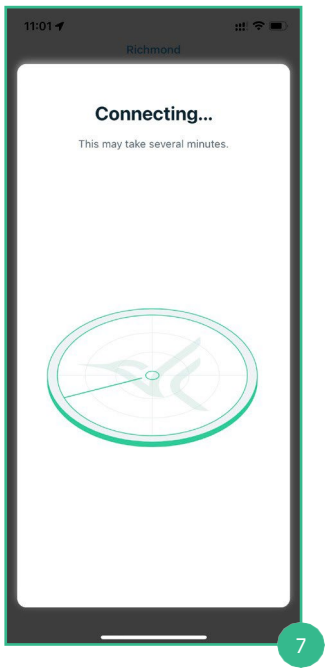


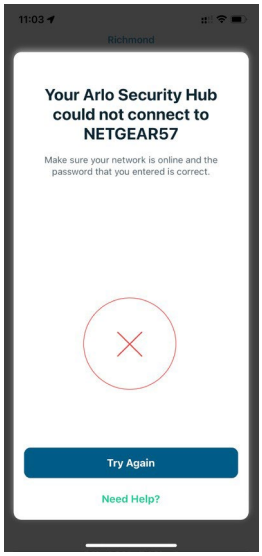
Troubleshooting

From Step 4

If the Security Hub is unable to join the network. Factory reset by simutaneously pressing the 'check' and 'x' button on the Keypad until all LED button lights flash quickly. Continue the setup from Step 1 again.







Troubleshooting

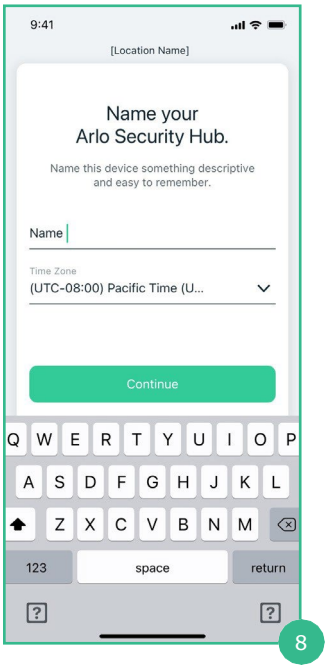
From Step 7

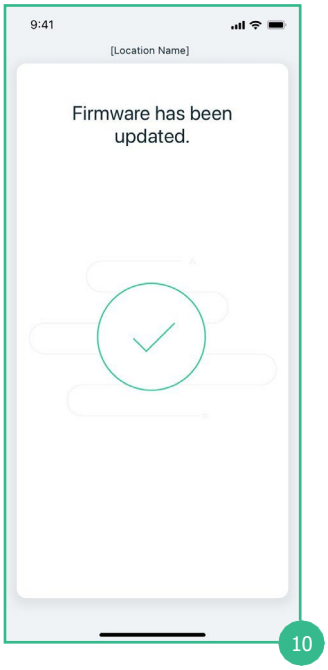
If the Security Hub does not connect to the selected Wi-Fi network, check the status of your Wi-Fi network and select 'Try Again'. If the problem persists, select 'Need Help?'.

Step 6 In the type field, enter the password of the selected Wi-Fi network.

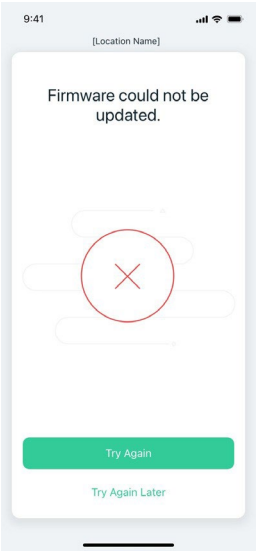
Step 8 Name and ensure the location of the Security Hub is correct.

Step 9 If updates are available, Security Hub will be directed to Step 10 and 11.





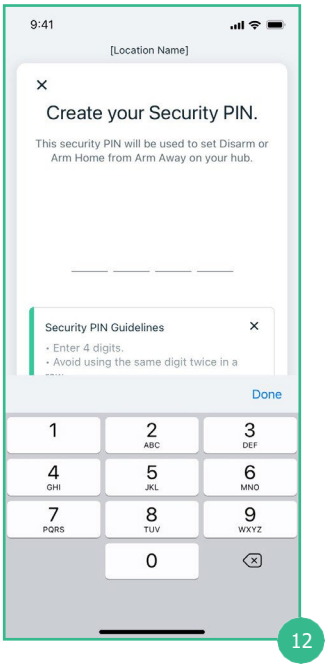
Step 11 The Security Hub has the latest firmware, and setup can be continued.

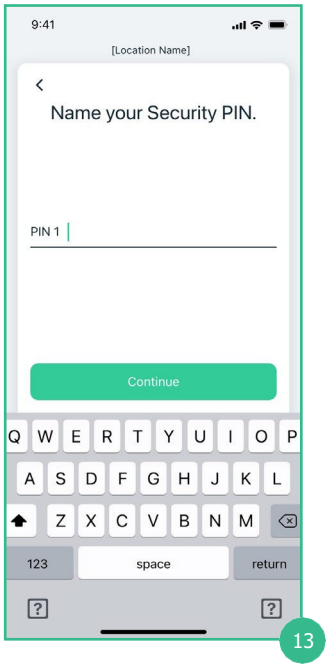


Troubleshooting

From Step 10

If the Security Hub is unable to update the firmware, ensure the Security Hub is plugged in properly and select 'Try Again'.

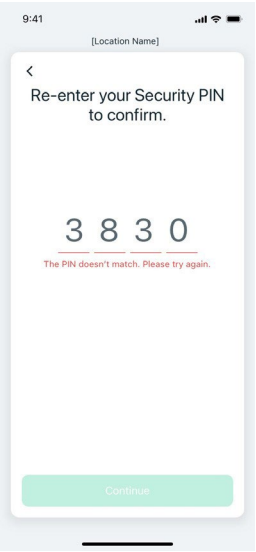




Step 12 Create a memorable Security PIN and enter it into the type field.

Step 13 After PIN is correctly re-entered, give your Security PIN a name.

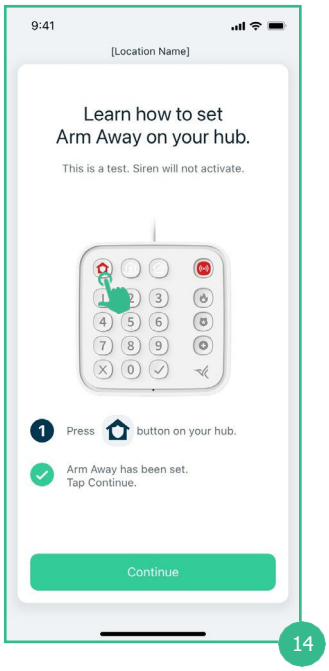
Step 14 S Arm Away by pressing the 'Arm Away' button. Select 'Continue' to

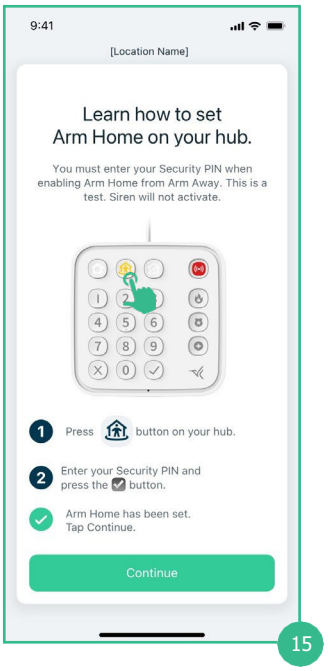


Troubleshooting

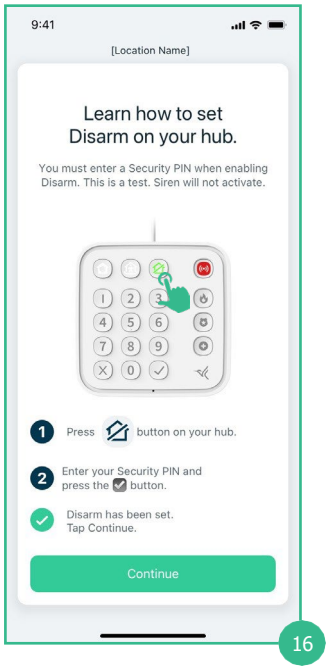
From Step 12

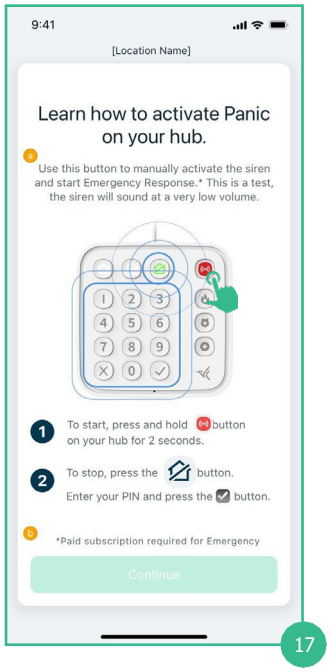
Verify that the Security PIN entered matches the first Security PIN that was entered. Set the Security PIN again from Step 12 if the problem persists.

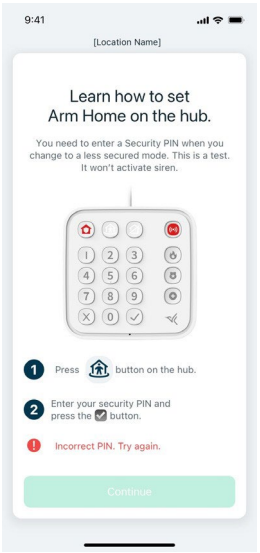




Step 15 Set Arm Home by pressing the 'Arm Home' button and entering the Security







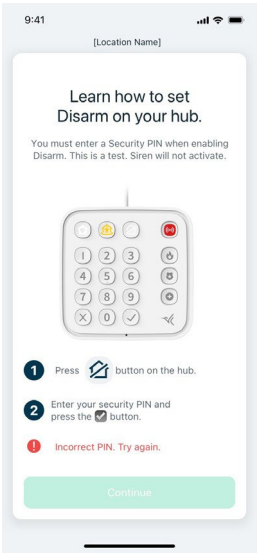
Troubleshooting

From Step 15

If the Security PIN entered is incorrect. Repeat the Step 15 again ensuring the correct Security PIN is entered.

Step 16 Set Disarm by pressing the 'Disarm' button and entering the Security PIN.

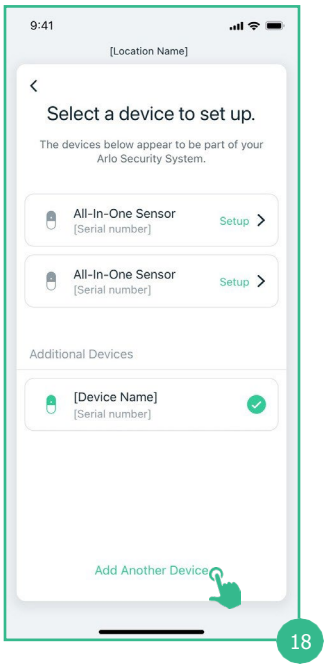
Step 17 Activate Panic by pressing and holding the 'Panic' button. To exit Panic mode press the 'Disarm' button, enter the Security PIN, and press the 'check' button.

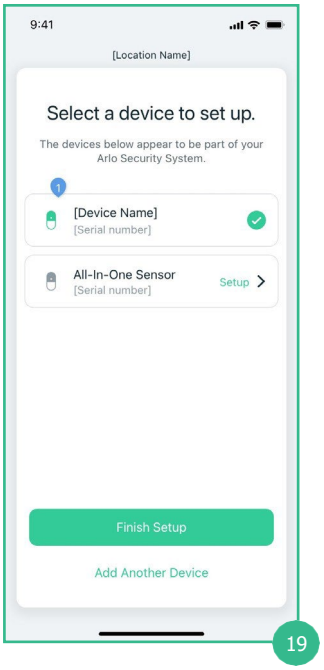


Troubleshooting

From Step 17

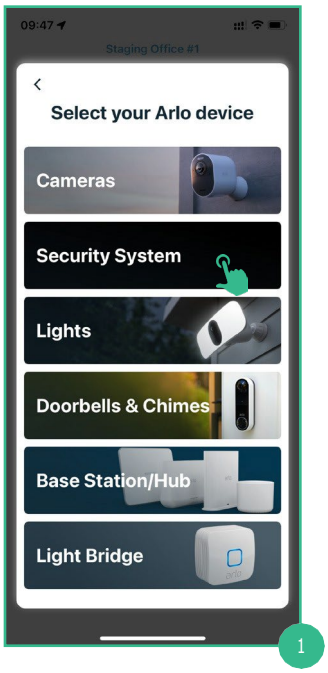
If the Security PIN entered is incorrect. Repeat the Step 17 again ensuring the correct Security PIN is entered.

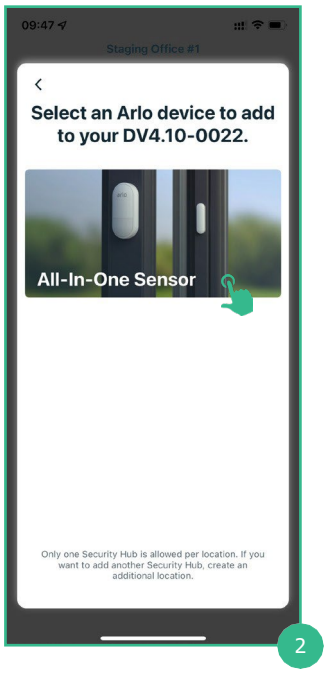


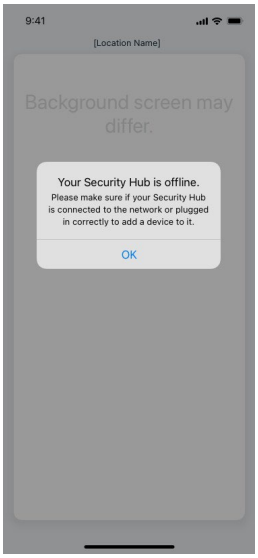


Step 18 If previous Arlo Devices are part of your Security System, they will appear below. New devices can be setup by selecting 'Add Another Device'.

2.0 Sensor Onboarding Guide







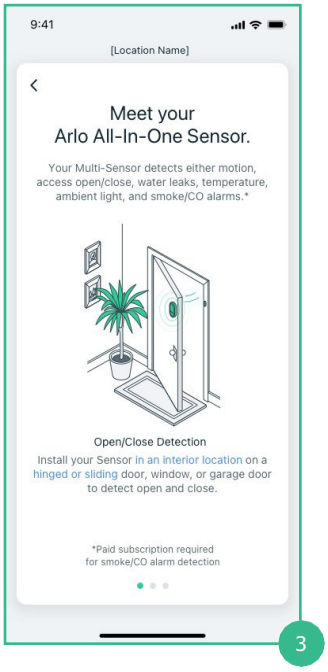
Troubleshooting

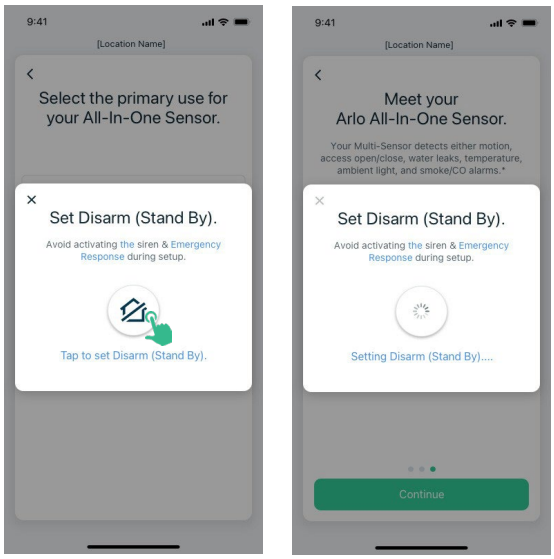
From Step 2

If the Security Hub is offline, check the status of your Wi-Fi network and ensure the hub is plugged in correctly.

Step 1 If an Security Hub is not connected, follow the instructions from 1.0 to onboard the Security Hub.

Step 2 Select the All-In-One Sensor and have your Sensor ready.

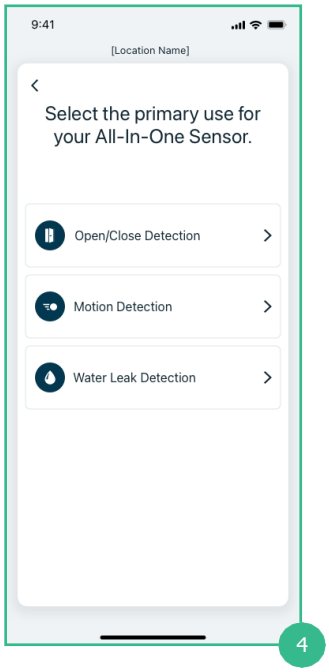




Troubleshooting

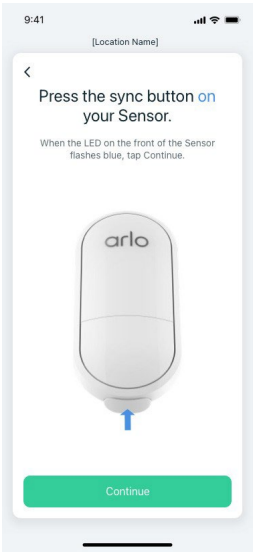
From Step 3

If the Security Hub has not previously been set to disarm. Select the Disarm button and wait until completed.



Step 4 Select one of the following: Open/Close Detection (2.1-2.3), Motion Detection (2.4), or Water Leak Detection (2.5)

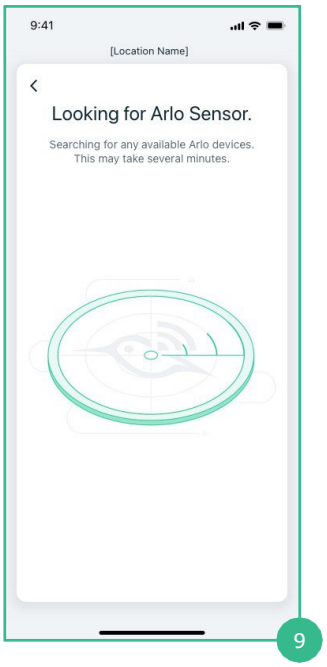
Step 5 Following the arrows in the side of the Sensor, slide off the front cover



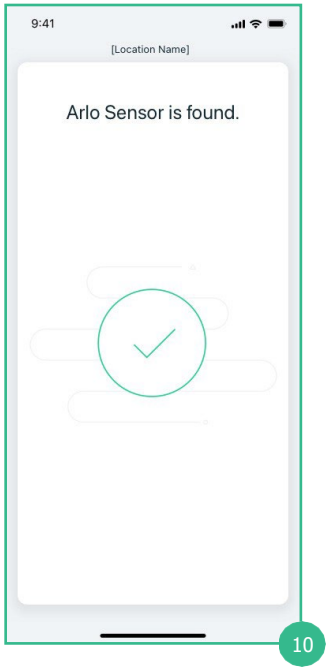
Troubleshooting

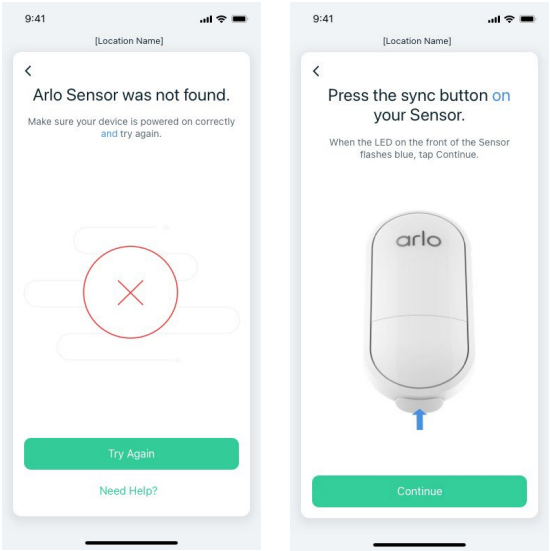
From Step 8

If the blue LED does not flash on the Sensor, select 'The LED isn't flashing blue.' Press the sync button on the bottom of the Sensor, then process 'Continue' to proceed.



Step 8 Wait until the blue LED flashes on the front of the Sensor, then press 'Continue' to proceed.



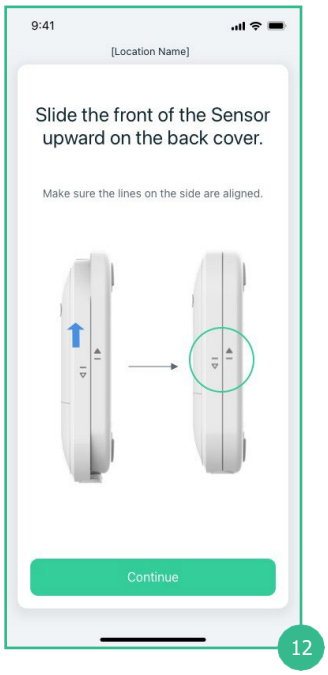


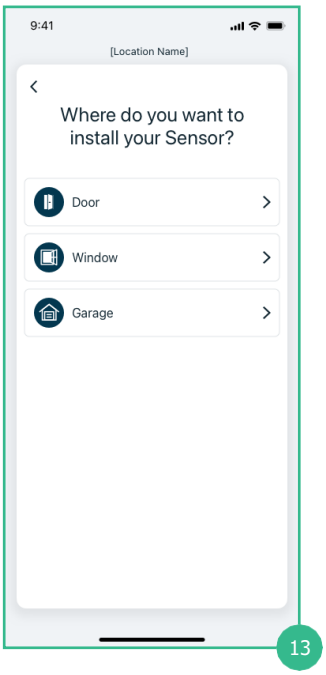
Troubleshooting

From Step 9

If the Security Hub is unable to find the Sensor, select either 'Try Again' or 'Need Help?' and select the sync button on the bottom of the sensor.

Step 10 If done correctly, the Sensor has been found by the Security Hub and the following screen will display.

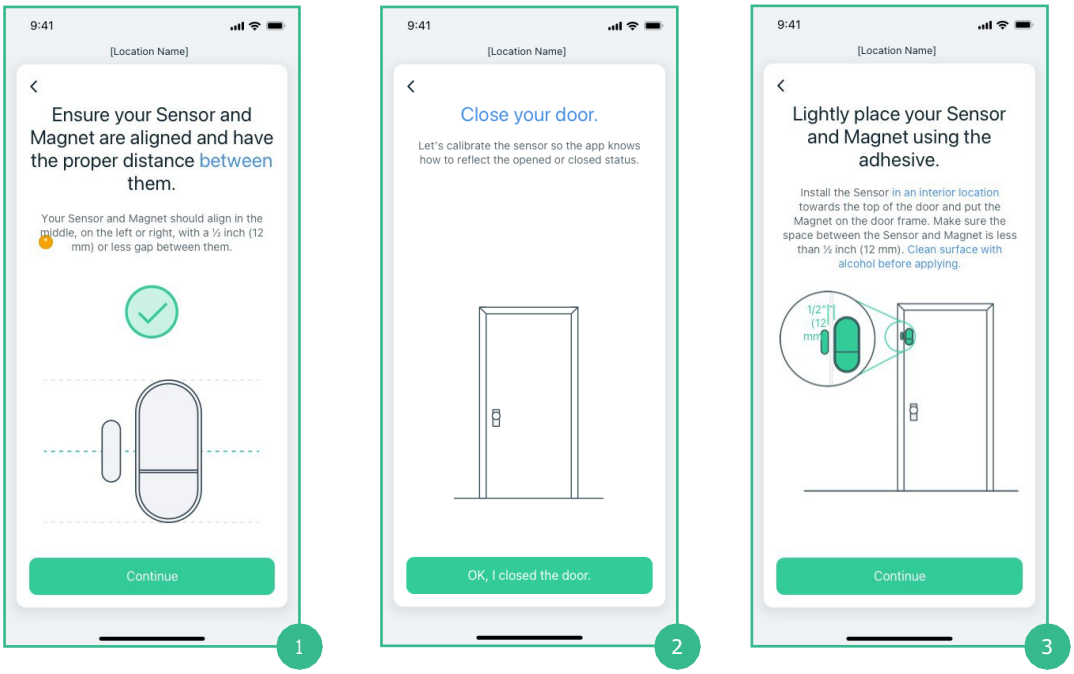




Step 13 Select one of the following: Door (2.1), Window (2.2), or Garage (2.3)

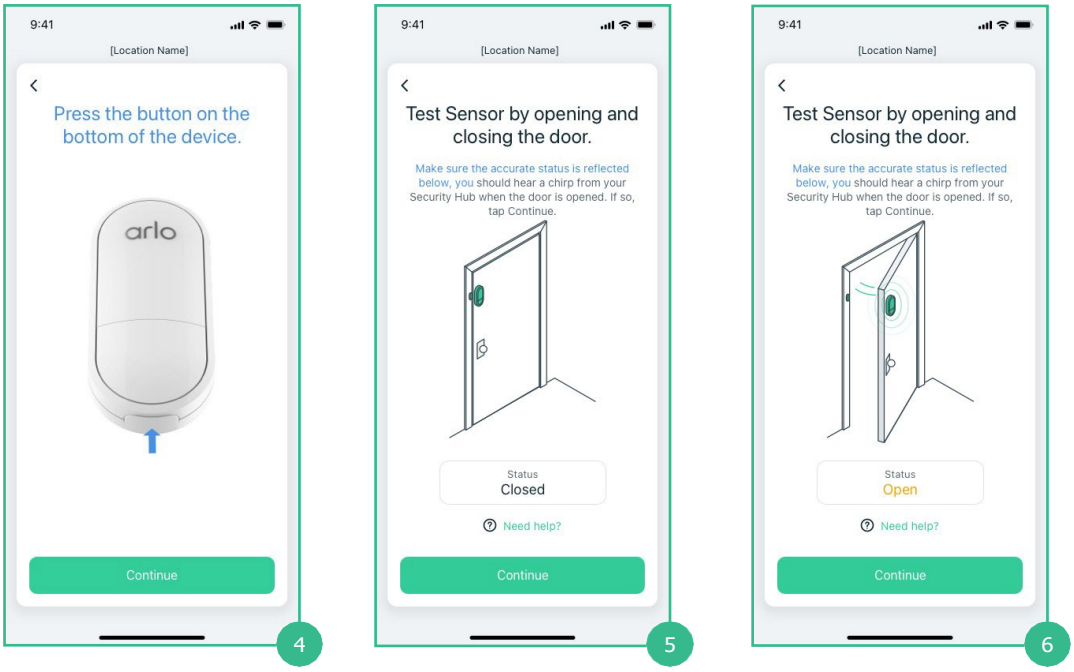
Step 14 Within your Arlo Security Hub package, have the Magnet and blue adhesive ready.

2.1 Sensor Onboarding Guide - Door



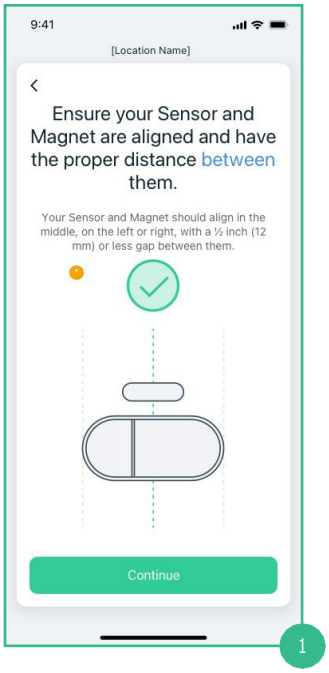
Step 1 Ensure both the Sensor and Magnet are vertical and aligned ½ inch or 12 mm between one another.

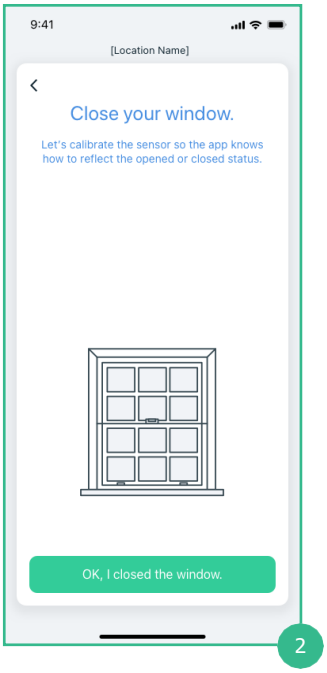
Step 3 With the Sensor and Magnet properly aligned, place onto a door frame.

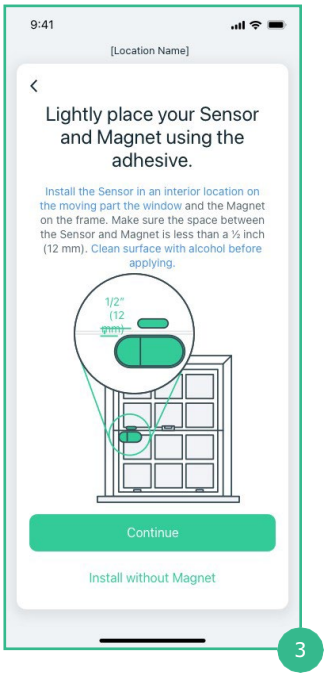


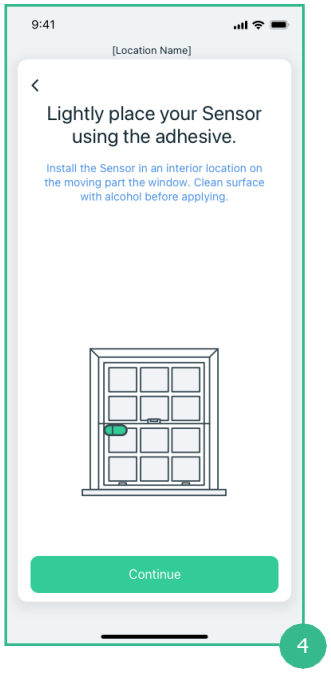
Step 5 & 6 Open and Close the door to verify if the status is accurate. Select 'Continue if it is correct or 'Need help?' if it is incorrect.

2.2 Sensor Onboarding Guide - Window



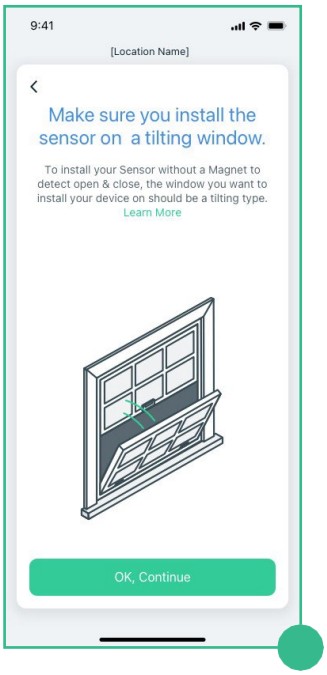


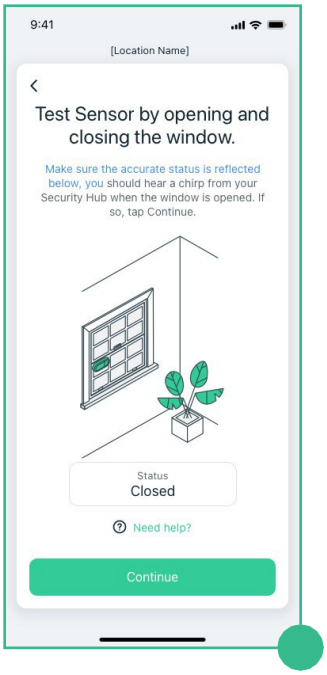


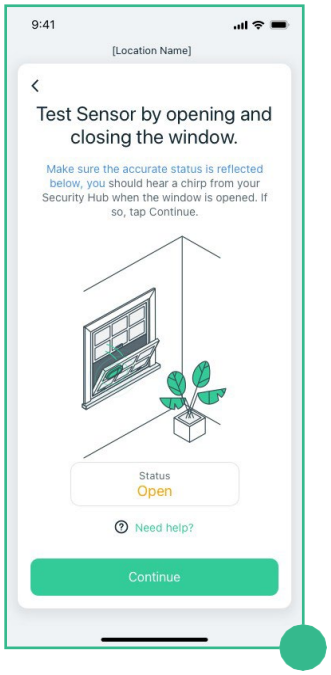


Step 1 Ensure both the Sensor and Magnet are vertical and aligned ½ inch or 12 mm between one another.

Step 3 & 4 Place the Sensor (and Magnet) on the frame of a tilting window.

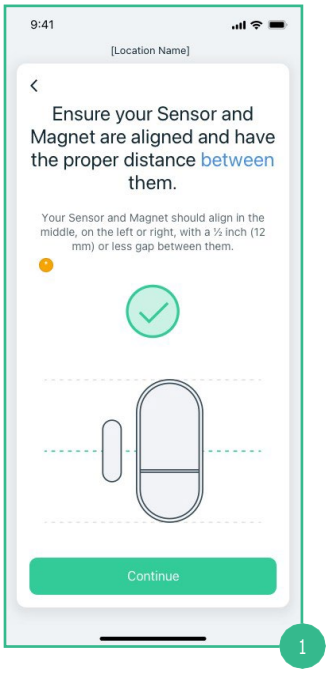


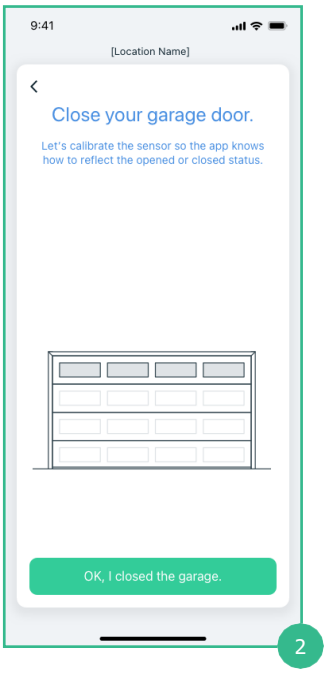


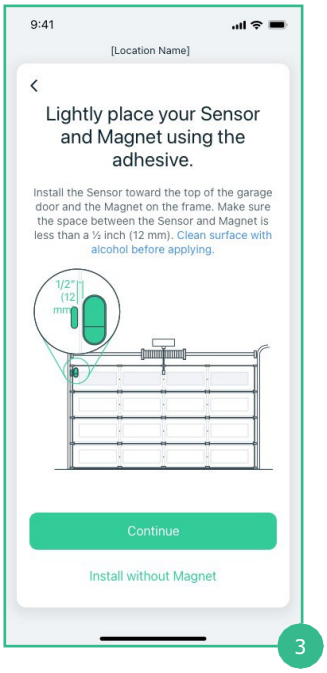


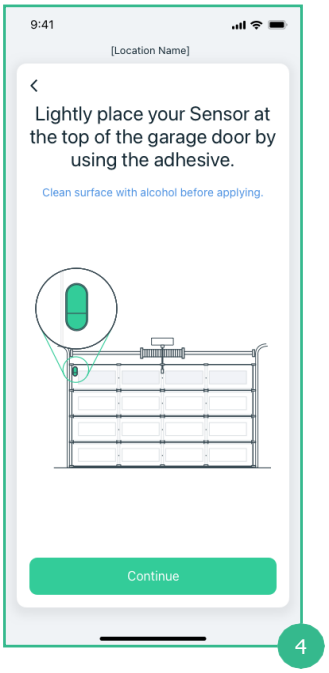
Step 7 & 8 Open and Close the window to verify if the status is accurate. Select 'Continue if it is correct or 'Need help?' if it is incorrect.

2.3 Sensor Onboarding Guide - Garage



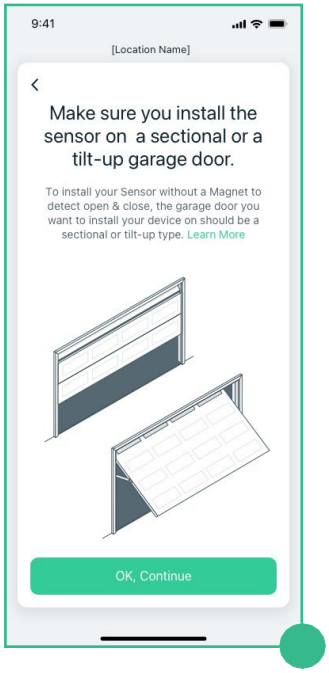


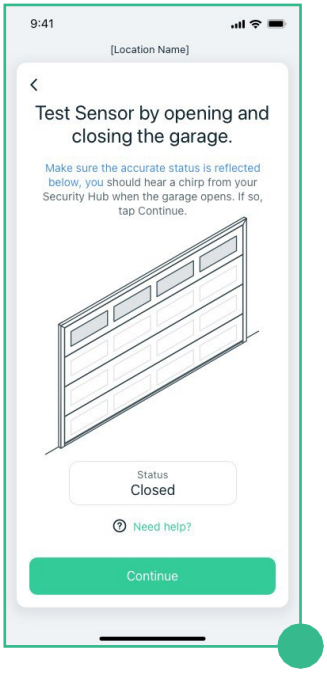


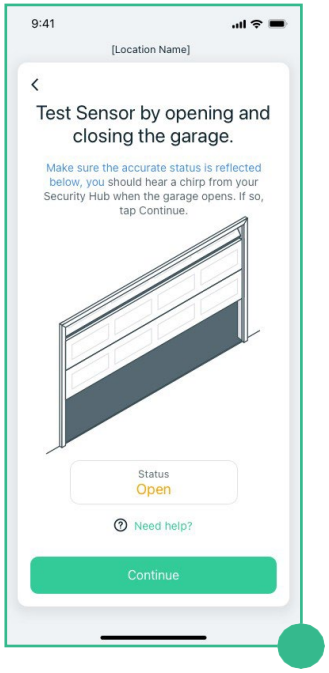


Step 1 Ensure both the Sensor and Magnet are vertical and aligned ½ inch or 12 mm between one another.

Step 3 & 4 Place the Sensor (and Magnet) on the frame of a garage.

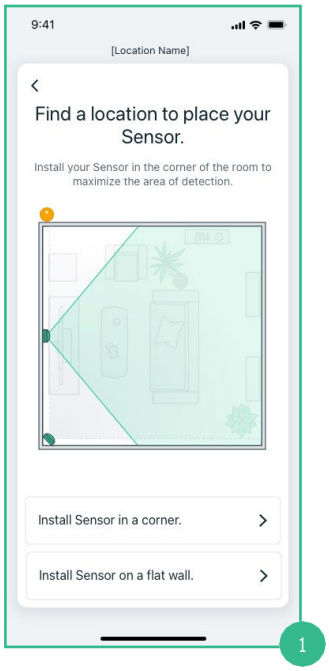


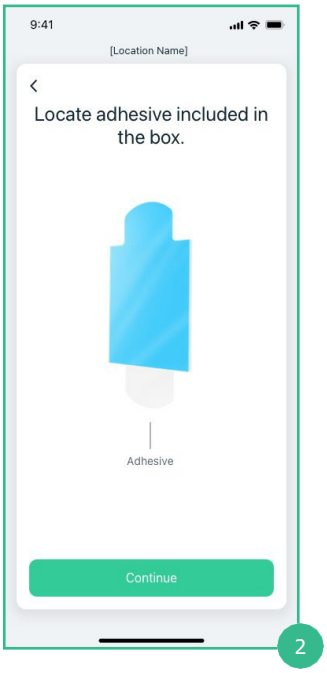


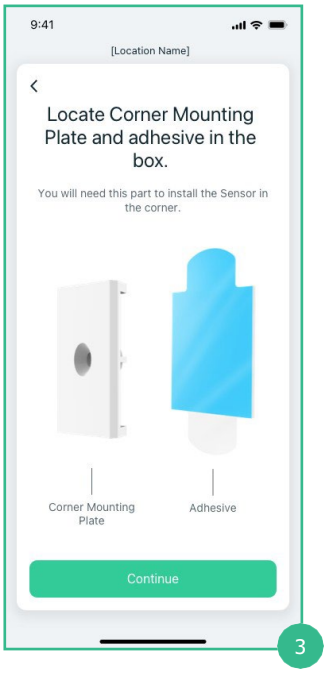


Step 7 & 8 Open and Close the window to verify if the status is accurate. Select 'Continue if it is correct or 'Need help?' if it is incorrect.

2.4 Sensor Onboarding Guide - Motion

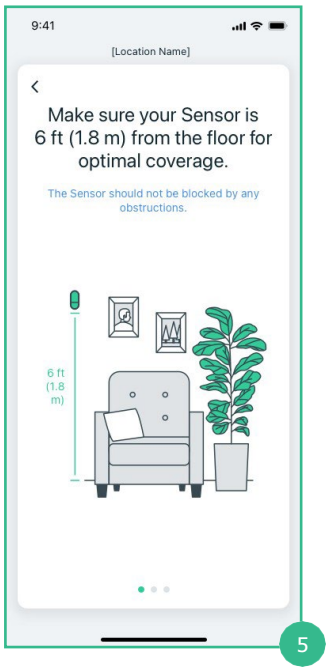


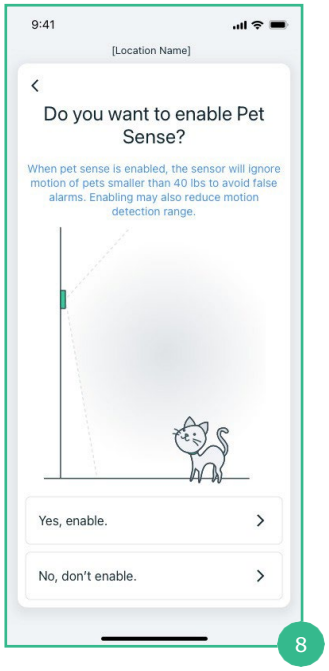




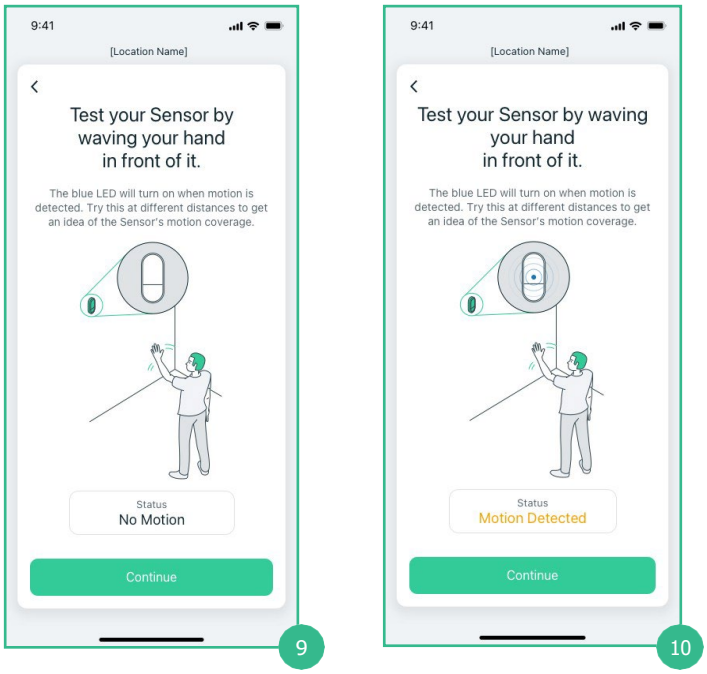
Step 1 Find an location for the Sensor to be placed.

Step 2-4 Obtain the adhesive (and Corner Mounting Plate) to install the Sensor.



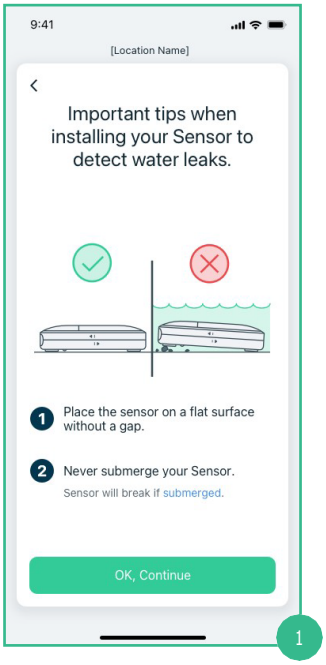


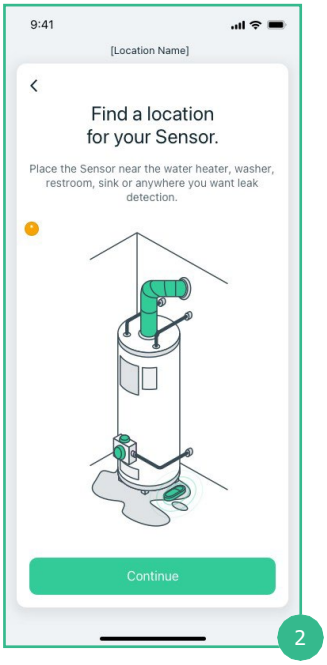
Step 6 Press the sync button on the bottom of the Sensor, then select 'Continue' to proceed.



Step 9 & 10 Wave your hand at the Sensor to verify if the status is accurate. Select 'Continue if it is correct.

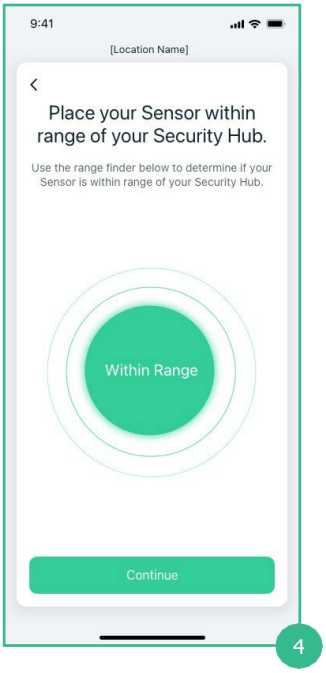
2.5 Sensor Onboarding Guide - Water Leak

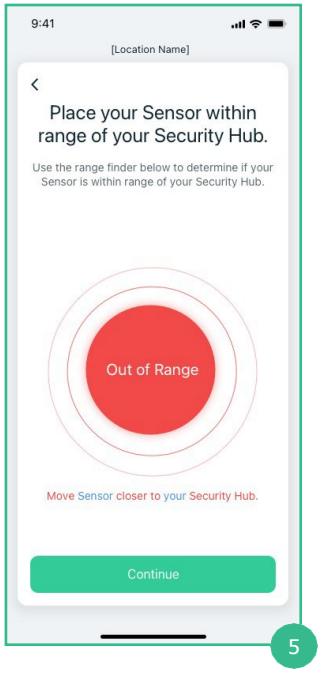




Step 2 Determine a location for the Sensor to detect water leaks.

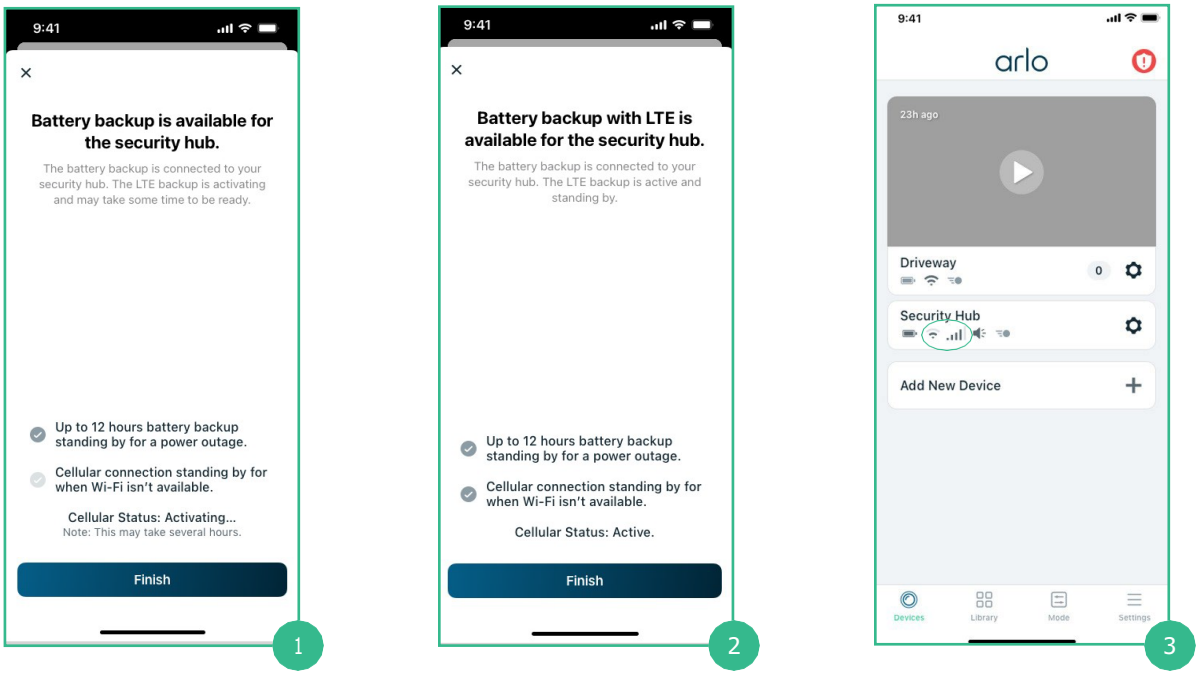
Step 3 Press the sync button on the bottom of the Sensor.





Step 4 & 5 The circle will appear green if the Sensor is within an acceptable range of the Security Hub. If the circle is red, move the Sensor closer to the Security Hub.

3.0 Backup Battery Onboarding Guide



Step 1 Once the Backup Battery has been connected to the Security Hub, wait for the LTE backup to activate.

Step 3 If done correctly, the Devices page will display both Wi-Fi and LTE strength.

4.0 Federal Communication Commission Interference Statement

Model Number: MS1001 & LBB1001 & SH1001

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.

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 co-located 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 (Only for MS1001 & SH1001) :

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 cownditions suivantes (Uniquement pour MS1001 & SH1001) :

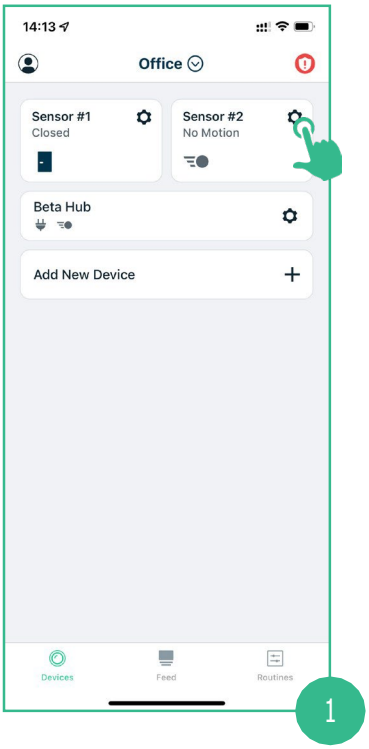
1) l'appareil ne doit pas produire de brouillage;
2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.

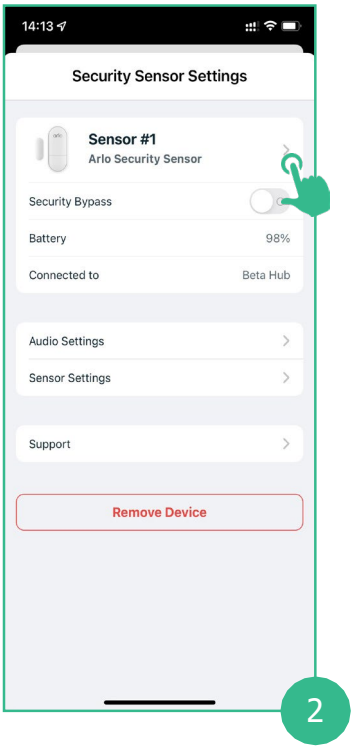
Radiation Exposure Statement:
This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

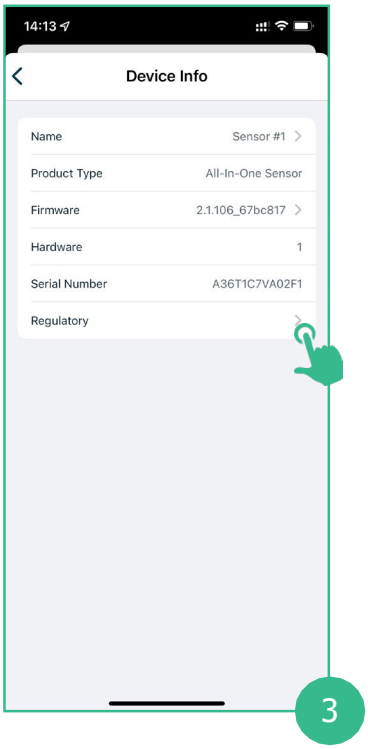
Déclaration d'exposition aux radiations:
Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

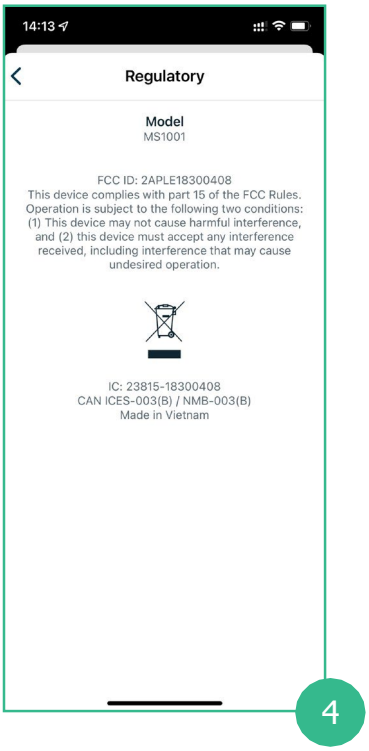
5.0 E-Label Process

The MS1001 (Arlo Sensor connects to a companion device, SH1001 (Arlo Hub) via the Arlo App running on any Android phone and/or iPhone. The Sensor's FCC ID can be retrieved from these steps:









Step 1:
Launch the Arlo App. From the Devices Screen, tap the Settings icon next to the Sensor.

Step 2:
Select the right-side drop down menu for the Sensor for Device Info.

Step 3:
Select Regulatory

The Sensor operates as a client to the Hub in a client/master network such that the Sensor can not initiate a transmission without receives an enabling signal from the Hub.

The Hub recognizes the Sensor services and its FCC ID to present to the Arlo App running on the mobile phone.

The Sensor must connect to the Hub by Arlo App to access the FCC ID and the operation can not rely on or require any other non-local server to operate.