

**NETGEAR®**



Arlo Q™ and  
Arlo Q Plus™  
User Manual

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## Support

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

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## Compliance

For the current EU Declaration of Conformity, visit [http://support.netgear.com/app/answers/detail/a\\_id/11621/](http://support.netgear.com/app/answers/detail/a_id/11621/).

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

# Contents

- 1. Set Up Your System 6**
  - Connect Your Arlo Q or Arlo Q Plus Camera ..... 6
  - Set Up a New Camera..... 8
  - Add a Camera From Another Arlo Account..... 10
  - Arlo Q Camera Position..... 12
  - Place or Mount Your Arlo Q Camera..... 12
  
- 2. View Your Content 14**
  - View the Camera Image Status..... 14
  - View Camera Feeds..... 15
  - Pan and Zoom Video..... 15
  - Record Clips From Live Video..... 16
  - Take a Snapshot From Live Video..... 16
  - Talk and Listen..... 17
  - Manage Your Cameras and Devices..... 17
  - Cloud Recording..... 19
  - View Recordings and Snapshots..... 20
  - Share and Manage Library Recordings..... 22
  
- 3. Use an SD Card With Arlo Q Plus 25**
  - Insert an SD Card..... 25
  - View the SD Card Status..... 25
  - Safely Eject and Remove an SD Card..... 26
  - View Video Clips on an SD Card..... 27
  - Change the SD Card Overwrite Setting..... 28
  - Format an SD Card..... 28
  - Turn SD Card Recording Off and On..... 29

<b>4.</b>	<b>Personalize Your Camera</b>	<b>30</b>
	Name Your Camera.....	30
	Profile Settings.....	30
	Grant Access to Friends.....	32
<b>5.</b>	<b>Modes, Rules, and Smart Alerts</b>	<b>35</b>
	Select a Mode.....	35
	Change Motion Sensitivity.....	37
	Automatically Stop Recording When Motion Stops	38
	Change Audio Sensitivity.....	38
	Manage Alerts.....	39
	Set Up Geofencing.....	40
	Geofencing With Multiple Mobile Devices.....	42
	Geofencing Accuracy .....	43
	Geofencing First In Last Out.....	43
	Schedule Your Camera Rules.....	44
	Add a Mode.....	46
	Motion Detection Activity Zones.....	48
<b>6.</b>	<b>Settings</b>	<b>50</b>
	Turn the Arlo App Fingerprint ID Login On and Off	50
	Change the Time Zone.....	50
	Status LED.....	51
	Audio Settings.....	53
	Change the WiFi Network.....	55
	View Device Information.....	55
	Restart the Camera.....	56
	Remove a Camera From Your Account.....	56
<b>7.</b>	<b>Manage Your Subscription Plan</b>	<b>58</b>
	Subscription Plans.....	58

Renew Your Service Plan.....	58
Select a Premier or Elite Subscription Plan.....	58
Start or Stop a Continuous Video Recording Plan	59
<b>8. Arlo Connect</b>	<b>60</b>
Use Arlo With IFTTT.....	60
Use Arlo Cameras With SmartThings.....	60
Use Arlo With Stringify.....	60
<b>9. Use SmartThings With Arlo Cameras</b>	<b>62</b>
Prepare Arlo to Work With SmartThings.....	62
Integrate Your Arlo Cameras With the SmartThings App	63
Adjust the Motion Sensitivity Level.....	64
Adjust Push Notifications.....	66
<b>10. Continuous Video Recording</b>	<b>67</b>
View the Timeline.....	67
Navigate Through the Timeline.....	68
View the Timeline Calendar.....	69
<b>11. Troubleshooting</b>	<b>70</b>
Manage Bandwidth for Streaming.....	70
Can't See Video Streams in a Browser.....	70
Not Receiving Push Notifications.....	70

# 1. Set Up Your System

Setting up your Arlo Q camera involves a few simple steps: Get the Arlo app, and then use the app to get an Arlo account and connect your camera to your network. Your Arlo account lets you view videos from any Internet-connected computer or mobile device. You can use the same Arlo app to set up and manage both Arlo Q and Arlo Wire-Free Cameras.

## Connect Your Arlo Q or Arlo Q Plus Camera

You can connect your Arlo Q camera using WiFi. You can connect your Arlo Q Plus camera to the Internet in any of three different ways:

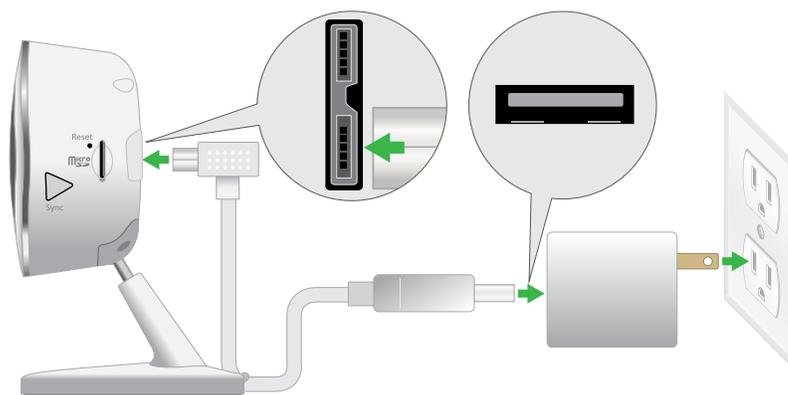
- **WiFi.** Connect the Arlo Q or Arlo Q Plus camera to your router using WiFi and power the camera with the included micro USB cable and power adapter.
- **Arlo Q Plus Power over Ethernet (PoE).** Connect the Arlo Q Plus camera to a PoE switch using the included PoE adapter if you want to power and connect the camera to the Internet with a single cable.
- **Arlo Q Plus Ethernet.** Connect the Arlo Q Plus camera to your router with Ethernet, but power the camera with the included micro USB cable and power adapter.

### Connect an Arlo Q or Arlo Q Plus Camera With WiFi

#### ➤ To connect an Arlo Q or Arlo Q Plus camera with WiFi:

1. Connect the micro USB cable that was included with your camera to the connector on the back of the camera.

For Arlo Q Plus, connect the micro USB cable to the larger half of the port on the back of the camera. See the following diagram.



This example shows an Arlo Q Plus camera

## Set Up Your System

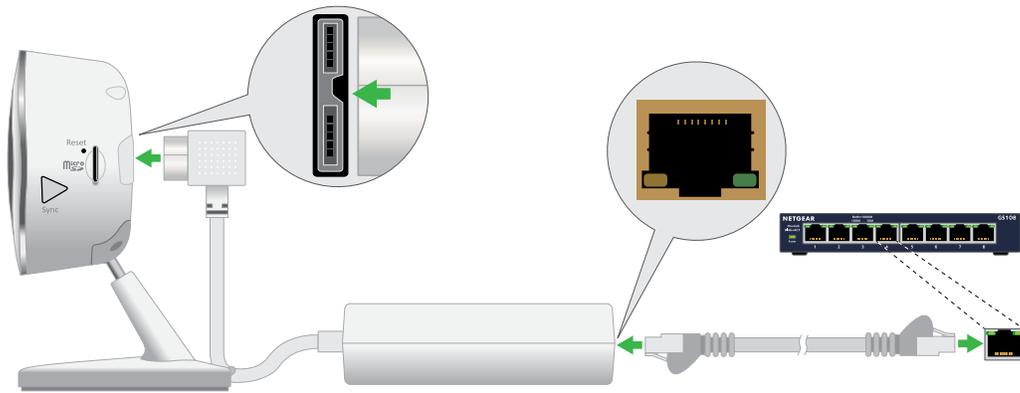
2. Connect the other end of the micro USB cable to the power adapter.
3. Plug the USB adapter into a wall socket and wait for the camera LED to blink amber.
4. Continue installing your camera.

For more information, see [Set Up a New Camera](#) on page 8.

## Connect an Arlo Q Plus Camera With PoE

➤ **To connect an Arlo Q Plus camera with PoE:**

1. Connect the PoE adapter to the camera.
2. Connect your own Ethernet cable to the PoE adapter.
3. Connect the other end of the Ethernet cable to your PoE switch.



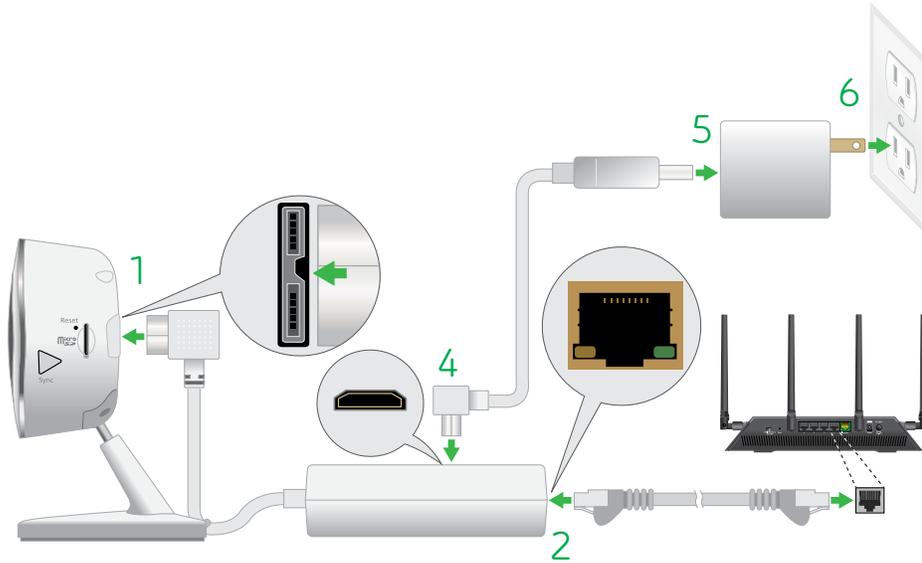
4. Continue installing your camera.

For more information, see [Set Up a New Camera](#) on page 8.

### Connect an Arlo Q Plus Camera With Ethernet

➤ **To connect an Arlo Q Plus camera with Ethernet:**

1. Connect the PoE adapter to the back of your camera.



2. Connect your own Ethernet cable to the PoE adapter.
3. Connect the other end of the Ethernet cable to an Ethernet switch or a router.
4. Connect the included micro USB cable to the side of the PoE adapter.
5. Connect the other end of the micro USB cable to the USB power adapter.
6. Plug the USB adapter into a wall socket.
7. Continue installing your camera.

For more information, see [Set Up a New Camera](#) on page 8.

### Set Up a New Camera

Use the Arlo app and your Arlo account to set up your Arlo Q or Arlo Q Plus camera. If you already set up an Arlo account, you can add the camera to your account.

➤ **To set up a new Arlo Q or Arlo Q Plus camera:**

1. Tap the **Arlo** icon  on your mobile device.

Your mobile device must be connected to the same WiFi network as the Arlo camera.

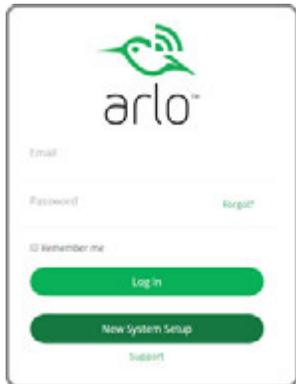
## Set Up Your System

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

If you are using a mobile device with a Touch ID® fingerprint identity sensor, you are prompted to enable Touch ID or skip.

2. To use Touch ID, tap **Enable Touch ID**.

If you tap **Skip**, you can turn on the Arlo app fingerprint ID login later. See [Turn the Arlo App Fingerprint ID Login On and Off](#) on page 48.



3. Tap or click **New to Arlo?**.

A list of cameras displays.

4. Tap or click the camera that you want to set up.

5. Apply power to your camera:

- **Arlo Q camera.** Plug in your Arlo Q camera.
- **Arlo Q Plus or Arlo Q camera WiFi connection.** See [Connect an Arlo Q or Arlo Q Plus Camera With WiFi](#) on page 6.
- **Arlo Q Plus camera PoE connection.** See [Connect an Arlo Q Plus Camera With PoE](#) on page 7.
- **Arlo Q Plus camera Ethernet connection.** See [Connect an Arlo Q Plus Camera With Ethernet](#) on page 8.

6. Wait until the camera LED is blinking amber.

A slow blinking amber LED indicates that the camera is powered on and is ready for setup.

7. Tap or click **Continue**.

8. Enter the name and password for the WiFi network that you want your camera to connect to.

## Set Up Your System

If you use an existing Arlo Wire-free system, do not sync your Arlo Q camera to your base station.

9. Press the **Sync** button on your camera until the blue LED starts blinking.

A slow blinking blue LED indicates that the camera is connecting to a WiFi network. A fast blinking blue LED indicates that the camera is connecting to Arlo servers.

10. Tap or click **Continue**.

11. Hold the QR code 4 to 8 inches (10 to 20 cm) in front of the camera until you hear a chime sound.

12. Tap or click **Yes** if you heard a chime sound.

Tap or click **No** if you did not hear a chime sound.

13. Wait for the app to discover the Arlo Q camera.

If you did not hear a chime sound, try moving the camera closer to or farther away from the QR code. If you hear a buzz sound, try the following remedies:

- Check to ensure that you entered the WiFi network name and password correctly. The WiFi network name and password are case-sensitive.
- Try moving your Arlo Q camera closer to your WiFi router. Do not place your camera farther than 300 feet (91 meters) from your WiFi router.

**Note:** For initial setup, you can place the camera in the same room as your WiFi router, and then move the camera to another location after you finish the setup. During setup, the Arlo Q camera must connect to the same WiFi network that you plan to use later.

14. Choose a service plan.

For more information, see [Subscription Plans](#) on page 56.

Your Arlo account is set up.

## Add a Camera From Another Arlo Account

- **To add a camera from another Arlo account:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

## Set Up Your System

The Devices page displays.

2. Log in to the old Arlo account.
3. Tap or click **Settings**.

The Settings page displays.

4. Tap or click **My Devices**.

A list of cameras displays.

5. Tap or click the camera.

The settings for the camera display.

6. Scroll down and click the **Remove Device** button.

The camera is removed from your account.

7. Log out of the Arlo app.
8. Log in to your current Arlo account.
9. Tap or click **Add Device**.

10. Tap or click the image of the Arlo Q camera.

11. Plug in your camera and wait until the light is blinking amber.

A slow blinking amber LED indicates that the camera is powered on and is ready for setup.

12. Tap or click **Continue**.

13. Enter the name and password for the WiFi network that you want your camera to connect to.

14. Tap or click **Continue**.

15. Press the **Sync** button on your camera until the blue light starts blinking.

A slow blinking blue LED indicates that the camera is connecting to a WiFi network. A fast blinking blue LED indicates that the camera is connecting to Arlo servers.

16. Tap or click **Continue**.

## Set Up Your System

Your monitor or mobile device displays a QR code.

17. Hold your camera in front of your monitor or hold your smartphone or mobile device in front of your camera until you hear a chime sound.
18. If you hear a chime sound, tap or click **Yes**.
19. If you do not hear a chime sound, Tap or click **No** and follow the onscreen instructions.

## Arlo Q Camera Position

When positioning your Arlo Q camera, keep these tips in mind:

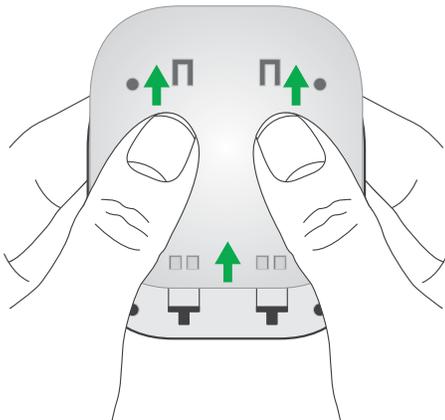
- Avoid positioning the camera in an area that gets a lot of light shining directly into the camera lens.
- You can configure Arlo Q cameras to monitor part of the field view and to detect motion only in the areas that you want monitor.
- Keep active locations in the camera's field of view.  
Arlo Q provides a 130-degree viewing angle. Position your camera so that the space that you want to monitor is within the camera's field of view.
- Aim with the cloud.  
To help with positioning your camera, do a live stream from the Arlo Q camera. Aim the camera while watching the video feed on your Arlo smartphone app to make near-real-time adjustments to the camera's position.

## Place or Mount Your Arlo Q Camera

You can place your Arlo Q camera on a shelf or a flat surface or you can mount it on the wall.

### ➤ To mount your Arlo Q camera on the wall:

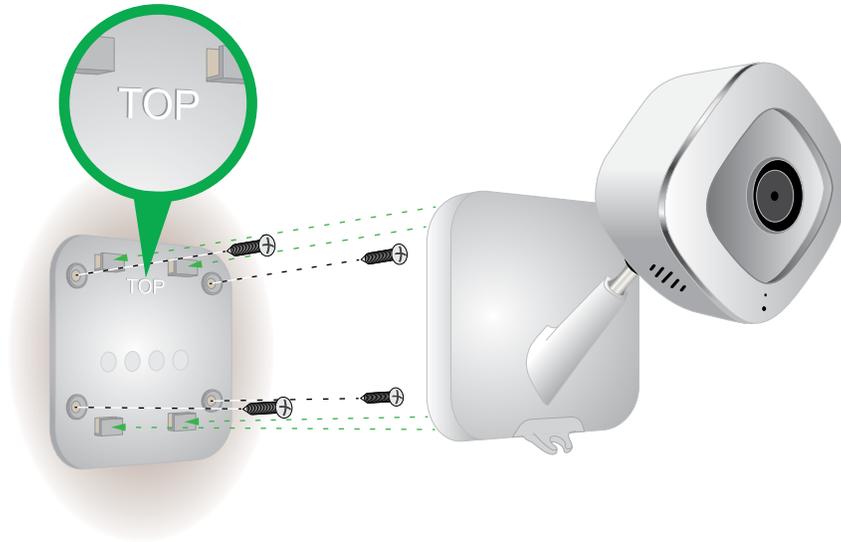
1. Make sure that the mounting plate is separate from the camera base.



## Set Up Your System

2. Place the wall plate and secure it in place with four screws.

**Note:** If you're mounting the camera to drywall, be sure to use the plastic drywall anchors that are provided.



3. Slide the camera into the wall plate.

Arlo Q also comes with a magnetic plate that can attach to any flat steel or iron surface. (Magnets do not stick to aluminum or stainless steel.)

**Caution:** Do not attempt to mount the Arlo Q camera to a half-dome Arlo Wire-free Camera mount. This might result in the camera falling from the mount and being damaged.

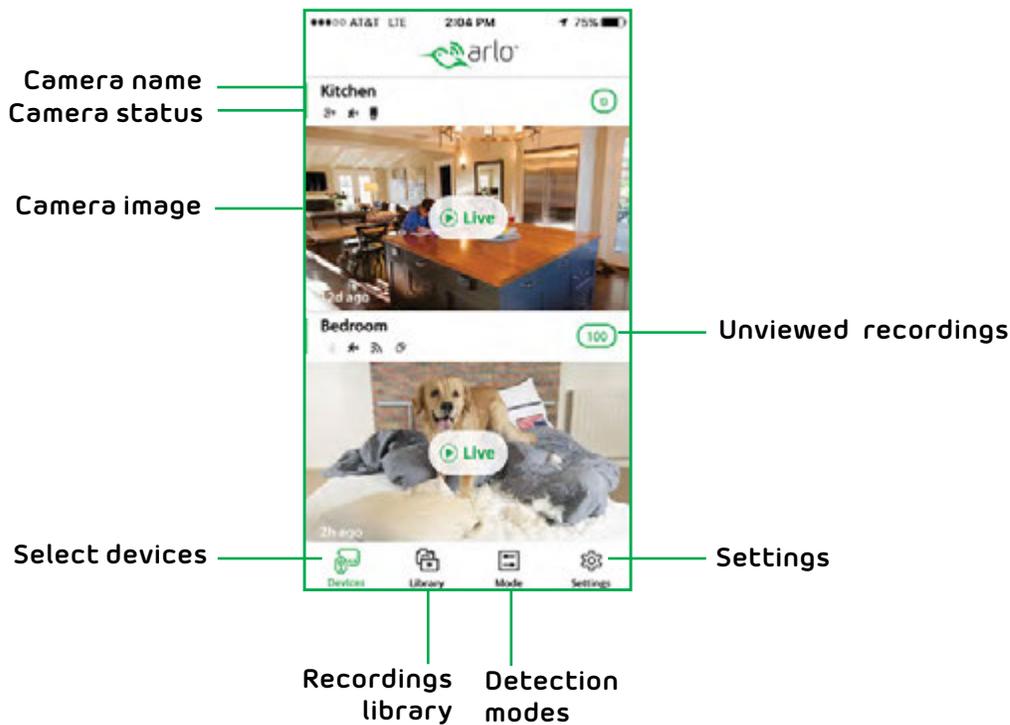
For more information, see the YouTube video How to Install Arlo Q Smart Home Security Cameras <https://www.youtube.com/watch?v=gl-Mk9F0moQ>.

## 2. View Your Content

Videos recorded by your camera are stored in a library. You can view your recordings and snapshots, mark them as favorites, and search using the filter.

### View the Camera Image Status

When you launch the Arlo app, the Devices page displays.



Live Feed Icon	Tap or click Live to display	Camera Status Icon	Display is based on the mode and camera setup
	Pause		Motion detection is on
	Record video manually		Sound detection is on
	Snapshot		WiFi signal
	Brightness		Arlo Q Plus power
	Microphone. Start using Talk and Listen		Arlo Q Plus Ethernet
	Speaker. Mute the audio		Arlo Q Plus SD card
	Full screen.		

# View Camera Feeds

You can view your Arlo Q camera feeds at any time.

### ➤ To view camera feeds:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays. The icons above each camera feed depend on the rules in the currently selected mode and how the camera is connected. For information about these icons, see [View the Devices page](#) on page 14.

2. To view and listen to a live feed, tap or click **Live** on the camera feed image.  
A row of live feed icons displays below the live stream image for the camera.
3. To stop viewing and listening to the live feed, tap or click the **Pause** icon.

# Pan and Zoom Video

You can pan and zoom to focus in on the high-def details of any live or recorded video. Just pinch and drag any image as you do with photos on your smartphone.

### ➤ To pan and zoom video:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Library**.  
The calendar displays on the top of the page.
3. Tap or click any live video or prerecorded video from your Arlo library.
4. To pan and zoom using a mobile device, do the following:
  - To zoom in and out of the video, use the pinch gesture.
  - To move around the zoomed-in frame, touch and drag.

## View Your Content

5. To pan and zoom using a computer, do the following:
  - To zoom in and out, click the **Zoom** icon.
  - To move around in the frame, use your mouse button.

## Record Clips From Live Video

### ➤ To record clips from live video:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Live** in the camera feed image.

The camera feed icons display at the bottom of the camera feed image.

3. Tap or click **Record Video** .

This icon turns red to indicate that you are recording the live feed.

4. To stop recording, tap or click **Record Video** .

## Take a Snapshot From Live Video

### ➤ To take a snapshot from live video:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Live** in the camera feed image.

3. Tap or click **Snapshot** .

The snapshot is saved in your library.

## Talk and Listen

➤ **To talk and listen:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Live** in the camera feed image.
3. Tap or click **Microphone** .

A microphone button displays.

4. Wait for the button to turn bright green.

This can take up to five seconds. When the button is bright green, Talk and Listen is ready.

5. Press and hold or click and hold the **Microphone** button and speak.

## Manage Your Cameras and Devices

If you use more than one camera, you can change the order in which the camera feeds are displayed on the Devices page. You can also zoom, invert, or rotate the camera image.

### Change the Camera Order

➤ **To change the camera order on the Devices page:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.

The Settings page displays.

3. Under System, tap or click **Camera Order**.

## View Your Content

A list of cameras displays in the order that they display on the Devices page.

4. If you are using a smartphone or tablet, tap **Edit** at the top of the page.

A list icon displays.

5. Tap and hold or right-click the list icon and drag the camera to the correct position on the list.
6. Tap or click **Done**.

Your settings are saved.

## Zoom a Camera Image

To zoom a camera image:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. Tap or click **Video Settings**.

5. Under Activity Zones, tap or click **Zoom** .

6. Resize and position the image box as necessary.

7. Tap or click **Zoom** .

Your settings are saved.

**Note:** To zoom an image temporarily while a camera is streaming, pinch the camera screen on your mobile device.

## Rotate a Camera Feed

You can invert the video feed image.

➤ **To rotate the video display:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. Tap or click **Video Settings**.

The Video Settings page displays.

5. Tap or click **Rotate Image**.

The camera image is inverted.

## Cloud Recording

With cloud recording, everything the Arlo Q cameras record is sent to the cloud for secure storage in your library. You can access these recordings from anywhere you are using a mobile device, or on a Windows or Mac computer. All recordings are encrypted with the user name and password you that create. No one else can access your recordings.

We provide free cloud storage for the life of the Arlo Q cameras. We store a rolling 7 days of recordings that are created when the Arlo Q camera detects motion or sound. You can pay to store recordings in the cloud for the last 14 days or 30 days. You can download recordings and save them to your mobile device or computer for long-term storage.

## View Recordings and Snapshots

Your Arlo Q camera stores recordings and snapshots in the library. You can use the filter and the calendar to find and view specific recordings.

### Use the Library

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

➤ **To use the library:**

1. Tap the **Arlo** icon  on your mobile device.

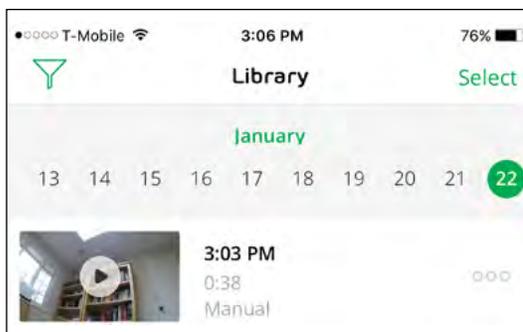
If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Library**.

The calendar displays on the top of the page.

3. If it is more than one month since you started recording, use the arrows on either side of the month to select a month to view.



Days on which a video clip was recorded are indicated with a green circle.

4. Tap or click 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.

➤ **To use the filter to view your library:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Library**.
3. Tap or click the **Filter** icon  in the upper left corner of the page.

The filter page displays.

4. Tap or click the filtering criteria that you want to use.
5. To remove filtering, tap or click **Reset**.
6. Tap or click **Done**.

The **Filter** icon  becomes solid green to show that you are using filtering. Recordings that match your filter selections display. Dates with recordings are highlighted in dark green.

### Turn Off the Filter

The **Filter** icon  on the Library page is solid green when you are using filtering. When filtering is used, only the recordings in your library that match your filter criteria display. You can turn off filtering.

➤ **To turn off filtering for your library:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Library**.

## View Your Content

3. Tap or click the **Filter** icon  in the upper left corner of the page.  
The Filter page displays.
4. Tap or click **Reset** at the bottom of the page.  
Filtering is turned off. The **Filter** icon  becomes an outline to show that filtering is not in use.

## Share and Manage Library Recordings

You can download recordings, mark them as favorites, share, and donate them.

### Download Recordings

➤ **To download a clip from the library:**

1. Tap the **Arlo** icon  on your mobile device.  
You can also enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Library**.  
The Library page displays.
3. Tap or click a snapshot or video.
4. Tap or click .
5. Tap or click **OK** to confirm.  
The file you selected is downloaded.

### Add a Recording to Your Favorites

➤ **To add a recording to your favorites:**

1. Tap the **Arlo** icon  on your mobile device.  
You can also enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Library**.  
The Library page displays.

## View Your Content

3. Tap or click a snapshot or video.
4. Tap or click .

## Share Recordings

### ➤ To share a recording:

1. Tap the **Arlo** icon  on your mobile device.  
You can also enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Library**.  
The Library page displays.
3. Tap or click a snapshot or video.
4. Tap or click .
5. Share the file.

## Donate Recordings for Research

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

### ➤ To donate a recording:

1. Tap the **Arlo** icon  on your mobile device.  
You can also enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Library**.  
The Library page displays.
3. Tap or click a snapshot or video.
4. Tap or click .
5. Tap or click **OK** to confirm.  
The file is sent to NETGEAR Arlo.

## Delete Recordings

➤ **To delete a recording:**

1. Tap the **Arlo** icon  on your mobile device.

You can also enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Library**.

The Library page displays.

3. Tap or click a snapshot or video.

4. Tap or click  .

5. Tap or click **OK** to confirm.

The file is deleted.

## 3. Use an SD Card With Arlo Q Plus

All recordings are stored to the cloud, but with an Arlo Q Plus camera, you can use an SD card as a backup location to store recordings. Simply insert an SD card and the camera automatically enables all the settings for you. The SD card cannot be used on its own as a substitute for cloud recording.

If you put an SD card in the camera, the camera records to both the cloud and the SD card for motion-triggered and audio-triggered recordings (not CVR). If the camera is powered on, but the Internet goes down, the camera continues to record to the SD card.

We support microSD cards, class 10 or higher, with up to 128 GB capacity, file format FAT32.

The Arlo app notifies you if the SD card format is incorrect, if the SD card is full, and so on. The camera can reformat the card for you. See [Format an SD Card](#) on page 28.

### Insert an SD Card

➤ **To insert an SD card in an Arlo Q Plus camera:**

1. Insert the SD card into the SD card slot on the camera.



2. Press the edge of the card until it is completely seated in the slot.

### View the SD Card Status

The Arlo app notifies you if the SD card is getting full or if the SD card is not the correct format. You can also use the Arlo app to view the SD card status.

### ➤ To view the status of of the SD card for a camera:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. In the Storage section, tap or click **SD Card**.

The SD Card Status shows whether the SD card is ready, needs to be formatted, or is full.

## Safely Eject and Remove an SD Card

**Note:** Cards must be safely ejected so that recordings do not occur as you are removing the card. Removing the card while it is in use can cause the card to become corrupted.

### ➤ To safely eject an SD card:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. In the Storage section, tap or click **SD Card**.

The SD Card page displays.

## Use an SD Card With Arlo Q Plus

5. Tap or click **Safely Eject SD Card**.

The settings on the page dim to show that the SD card is ejected. The camera stops recording onto the SD card. The SD card can now be safely removed.

6. To release the SD card, press the edge of the card to push it into the slot.



The SD card ejects.

## View Video Clips on an SD Card

Video clips on the SD cards do not display in the Arlo app, but you can use a Windows or Mac computer to view the clips.

- **To view video clips on an SD card:**

1. Safely eject the SD card.



For more information, see [Safely Eject and Remove an SD Card](#) on page 26.

2. Insert the SD card into the adapter that came in the package with the SD card.
3. Insert the SD card adapter into the SD card slot on a Windows computer or a Mac computer.

## Change the SD Card Overwrite Setting

By default, if the SD card fills up, the oldest recording is erased to make room for new recordings. You can change this setting if you want.

➤ **To change the SD card overwrite setting:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. In the Storage section, tap or click **SD Card**.

The SD Card page displays.

5. Tap or click **Automatic Overwrite**.

The setting changes.

## Format an SD Card

We support MicroSD cards, class 10 or higher, with up to 128 GB capacity, file format FAT32.

The Arlo app displays a pop-up message to let you know if it is necessary to format the SD card. The camera can format the SD card.

➤ **To format an SD card:**

1. Insert the SD card into the SD slot on the Arlo Q Plus camera.

For more information, see [Insert an SD Card](#) on page 25.

2. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

3. Tap or click **Settings > My Devices**.

A list of cameras displays.

4. Tap or click the camera.

The camera settings display.

5. In the Storage section, tap or click **SD Card**.

The SD Card page displays.

6. Tap or click **Format SD Card**.

The SD card is formatted.

## Turn SD Card Recording Off and On

- **To turn SD card recording off and on:**

1. Insert the SD card into the SD slot on the Arlo Q Plus camera.

For more information, see *Insert an SD Card* on page 25.

2. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

3. Tap or click **Settings > My Devices**.

A list of cameras displays.

4. Tap or click the camera.

The camera settings display.

5. In the Storage section, tap or click **SD Card**.

The SD Card page displays.

6. Tap or click **SD Card Reording**.

SD card recording toggles off and on.

## 4. Personalize Your Camera

You can customize Arlo Q settings such as the camera name to make it easier to manage. You can grant access to friends and set up cloud recording.

### Name Your Camera

You can easily customize your Arlo Q camera by renaming it.

➤ **To rename your Arlo Q camera:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. In the **Name** field, delete the current name and enter a new name that reminds you of the camera's location, such as Garage or Front Door.

Camera names are limited to 32 characters.

5. Tap or click **Save**.

Your settings are saved.

### Profile Settings

When you use New Setup, the email address and password that you enter are saved as your profile. You can change the password and the user name. In the mobile app, you are automatically logged in when you launch the Arlo app, but you can turn Auto Login off and on.

## Change Your Password and User Name

➤ **To change your password and user name:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.

The Settings page displays.

3. Under Account, tap or click **Profile**.

The Profile page displays.

4. If you are using a smartphone, tap **Edit** at the top of the page.

The Profile page displays.

5. Type the new entries in the password and name fields.

6. Tap or click **Done**.

Your settings are saved.

## Turn Auto Login On or Off for a Smartphone

When Auto Login is turned on, launching the Arlo app on your smartphone automatically logs you in with the email address and password that you used the last time you logged in.

➤ **To turn Auto Login on or off on your smartphone:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.

The Settings page displays.

3. Under Account, tap or click **Profile**.

The Profile page displays.

4. Tap **Auto Login**.

Your settings are saved.

## 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.

### Add a Friend

- **To add a friend to your Arlo Account:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.

The Settings page displays.

3. Under Account, tap or click **Grant Access**.

4. Tap or click **Add** or the **+** symbol.

5. Enter the first name, last name, and email address of the person that you want to add as a friend.

6. Tap or click the cameras that you want the friend to be able to access.

7. Tap or click **Send Invite**.

An email is sent inviting the friend to create an Arlo account. This friend's name is displayed with the status Pending. When a friend accepts your invitation, the status changes to Accepted.

## Edit a Friend's Access Privileges

➤ **To edit a friend's access privileges:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.
3. Under Account, tap or click **Grant Access**.

A list of your friends displays with the status of their accounts.

4. Tap or click the friend, and tap or click **Edit** .

The Edit page displays.

5. Tap or click cameras to select or deselect them.
6. Tap or click **Allow Access Rights**.

Selecting **Allow Access Rights** allows this friend to change your account and camera settings.

7. Tap or click **Done**.

Your settings are saved.

## Delete a Friend

➤ **To delete a friend's privileges:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.
3. Under Account, tap or click **Grant Access**.

A list of your friends displays with the status of their accounts.

## Personalize Your Camera

4. Select the friend, and tap or click **Edit**  .

The Edit page displays.

5. Tap or click **Delete Friend**.

6. Tap or click **Yes**.

The friend is deleted.

## 5. Modes, Rules, and Smart Alerts

Modes let you use rules to set and control automated actions. With modes, Arlo Q can be on the lookout for you, even when you are not using the Arlo app.

Arlo Q comes with the following modes:



**Armed.** Detection is on for this camera.



**Disarmed.** Detection is off for this camera.



**Schedule.** Manage detection based on a schedule.



**Geofencing.** You can use geofencing to arm, disarm, or resume a schedule mode when you arrive at or leave a given location based on your mobile device.

If you add new modes or you use the SmartThings app to manage your Arlo cameras, the new modes are listed in the Arlo app when you tap or click .

You can customize the Armed and Schedule modes and you can add new modes. You might want to create a mode in which some motion sensors and cameras are active but others are not. For example, when you are sleeping, you might want your exterior cameras to be active, but your interior cameras to be inactive.

**Note:** You can create different modes for the same camera, but the camera can use only one mode at a time.

### Select a Mode

You can turn modes on and off manually or set modes to activate according to a schedule. Use the following methods when you are not using a schedule to control a mode or to override an existing schedule. You must use at least one mode. The Arlo Q camera is always in a mode, even if that mode is set to do nothing.

#### Use the Arlo App Menus to Select a Mode

➤ **To select a mode for a camera:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

## Modes, Rules, and Smart Alerts

The Devices page displays.

2. Tap or click **Mode**.

A list of cameras displays.

3. Tap or click the Arlo Q camera.

The Mode page displays.

4. Tap or click a mode to activate it.

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

When you view the Devices page, the icons that display at the top of the camera feed are based on the currently selected mode:

 **Motion.** Motion detection is on.

 **Sound.** Audio detection is on.

### Use the 3D Touch Shortcut to Select a Mode

If you are using a mobile device that supports the 3D Touch feature, you can use 3D Touch to quickly select a mode.

#### ➤ To use 3D Touch to select a mode for a camera:

1. Tap and hold the **Arlo** icon  on your mobile device.

A menu displays listing the default mode selections: Armed, Disarmed, Scheduled, and Geofencing.

2. Tap a mode in the menu to activate the mode.

The Mode page displays with the activated mode selected. The mode stays active until you change it.

When you view the Devices page, the icons that display at the top of the camera feed are based on the currently selected mode:

 **Motion.** Motion detection is on.

 **Sound.** Audio detection is on.

## Change Motion Sensitivity

You can easily change the sensitivity level for Arlo Q cameras.

➤ **To change the sensitivity level for a camera:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Mode**.

A list of cameras displays.

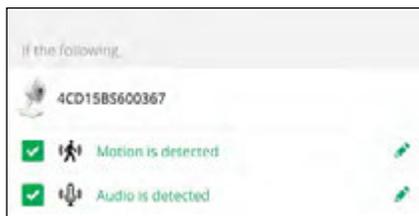
3. Tap or click the Arlo Q camera.

The Mode page displays.

4. Tap or click **Edit**  next to the mode.

The Edit Rule page displays.

5. Tap or click **Edit**  next to the rule that you want to edit.



6. Under If the following, tap or click **Edit**  next to Motion is detected.

The Motion detection settings page displays.

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**.

Your settings are saved.

## Automatically Stop Recording When Motion Stops

➤ To automatically stop recording when motion stops:

1. Tap the **Arlo** icon  on your mobile device.  
You can also enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Mode**.
3. Tap or click the device whose mode you want to edit.  
If you use only one device, it is preselected.
4. Tap the pencil icon or click **Edit** next to the mode that you want to edit.
5. Under Then do the following, tap the pencil icon or click **Edit** next to **Record video**.
6. Select **Record until activity stops (up to 300 sec)**.

## Change Audio Sensitivity

➤ To change audio sensitivity for a camera:

1. Tap the **Arlo** icon  on your mobile device.  
If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Mode**.  
A list of cameras displays.
3. Tap or click the Arlo Q camera.  
A list of modes displays.
4. Tap or click **Edit**  next to Armed.  
The Edit Rule page displays.

5. Tap or click **Edit**  next to the rule.



6. Under If the following, tap or click **Edit**  next to Audio is detected.
7. Move the slider to the desired level of audio detection.  
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**.  
Your settings are saved.

## 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 get the Arlo app.

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

### ➤ To change the alert settings for a camera:

1. Tap the **Arlo** icon  on your mobile device.  
If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Mode**.  
A list of cameras displays.
3. Tap or click the Arlo Q camera.  
A list of modes displays.
4. Tap or click **Edit**  next to Armed or your custom mode.  
The Edit Rule page displays.

5. Under **If the following**, specify the motion detection and audio detection settings.
6. Under **Then do the following**, specify the settings for Arlo Q to respond to motion or sound detection by recording video or taking a snapshot.  
The selections are **Record video**, **Take snapshot**, or **Do nothing**.
7. Under **Alert**, tap or click **Push Notification** to turn alerts on and off for your mobile device.
8. For email notifications, make sure that the **Email Alerts** check box is selected.
9. To specify an email address, tap or click **Edit** next to Email Alerts and enter the email address.

## Set Up Geofencing

Geofencing is a virtual fence that helps you discover when something or someone enters or exits a predefined zone. You can use Arlo geofencing to arm, disarm, or resume schedule modes, when your mobile device is in zone or out of zone.

To set up geofencing, you must use your mobile device and you must allow the Arlo app to use your location.

### Configure Your Mobile Device

➤ **To configure your mobile device for more accurate geofencing:**

1. Enable GPS or location services so that Arlo can locate your device.
2. Enable WiFi.

### Set Up Geofencing for the First Time and Set Up Modes

➤ **To set up geofencing for the first time and set up modes:**

1. Tap the **Arlo** icon  on your mobile device.

The Devices page displays.

2. Tap **Mode**.

A list of cameras displays.

3. Tap or click the camera.

A list of available modes displays.

## Modes, Rules, and Smart Alerts

4. Tap **Geofencing**.

The Arlo Would Like to Use your Location prompt displays.

5. Tap **Allow**.

Geofencing works only if Arlo can locate your mobile device. The Location Address page displays your current address.

6. To change the address, tap the **Address** field, type the address for your location, and then tap **Next**.

The geofence radius displays as Medium.

7. To change your radius setting, tap the **radius** icon, select a radius size, and tap **Next**.

Radius size options are **Small**, **Medium**, or **Large** (approximately 150 meters, 250 meters, and 500 meters, respectively).

8. Enter a name for your location and tap **Next**.

The Away Mode page displays a list of available modes. The away mode is the detection mode used by the camera when you are away from the location that you specified.

9. Select an away mode and tap **Next**.

Note: When your mobile device is out of zone, the Arlo device defaults to the away mode. Most people select Armed or Custom Mode while they are away.

10. Select a home mode and tap **Next**.

Note: When your mobile device is in zone, the Arlo device defaults to the home mode. Most people select Disarmed or Custom Mode while they are home.

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

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

12. Tap **Save**.

## Geofencing With Multiple Mobile Devices

If you want multiple mobile devices to participate in your Arlo geofencing, ensure that the required conditions are met, and then follow the steps to enable or disable geofencing for the devices.

Ensure that these conditions are met:

- Your Arlo devices are online.
- Your geofencing feature is enabled.
- Your friend's mobile device is added to your account.

For more information about adding devices, see [Enable or Disable Geofencing for Friends' Mobile Devices](#) on page 42.

- (Required when your friend wants to participate in geofencing) Your friend is logged in to the Arlo App on his or her mobile device.
- (Required when your friend wants to participate in geofencing) The GPS or location service enabled on your friend's mobile device.

### Enable or Disable Geofencing for Friends' Mobile Devices

➤ **To enable or disable geofencing for your friends' mobile devices:**

1. Tap the **Arlo** icon  on your mobile device.  
The Devices page displays.
2. Tap **Mode**.  
A list of cameras displays.
3. Tap or click the camera.  
A list of available modes displays.
4. Tap the **Geofencing edit** icon.  
The Geofencing editing page displays.
5. Tap **Enabled Devices**.  
The Enabled Device page displays a list of geofencing-enabled mobile devices.
6. Tap the mobile devices that you want to enable for geofencing.  
A check mark appears next to the device name when geofencing is enabled.

## Modes, Rules, and Smart Alerts

Note: The device location displays as either In Zone or Out of Zone.

7. (Optional) To disable geofencing, tap the mobile device again.

The check mark disappears when geofencing disabled.

For more information, see [Set Up Geofencing](#) on page 40.

## Geofencing Accuracy

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

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

Note: If you live in a skyscraper, geofencing might not work reliably due to GPS inaccuracies. Using the Large radius setting might help.

- In more rural areas, where cell towers and WiFi routers are sparse, geofencing accuracy can reach several hundred meters.

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

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

## Geofencing First In Last Out

Arlo cameras use the first in, last out principal within the geofencing feature. First in, last out allows you to come and go without worrying about arming and disarming your Arlo cameras. For example, if your roommate leaves the house before you, your Arlo cameras remain disarmed because you are still in the house or geofence. After you leave the house and both devices are outside the geofence, your Arlo cameras are armed.

For more information about managing multiple devices, see [Geofencing With Multiple Mobile Devices](#) on page 42.

## Schedule Your Camera Rules

You can set a schedule to activate and deactivate cameras automatically. Schedules recur weekly. For example, the schedule for Tuesday is repeated every Tuesday as long as the schedule is turned on. Arlo is preconfigured with the following schedule:

- **Monday through Friday, 8:00 a.m. to 5:00 p.m.** All motion sensors are on.
- **All other times.** All motion sensors are off.

### Add a Schedule

➤ **To add a schedule for a camera:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Mode**.

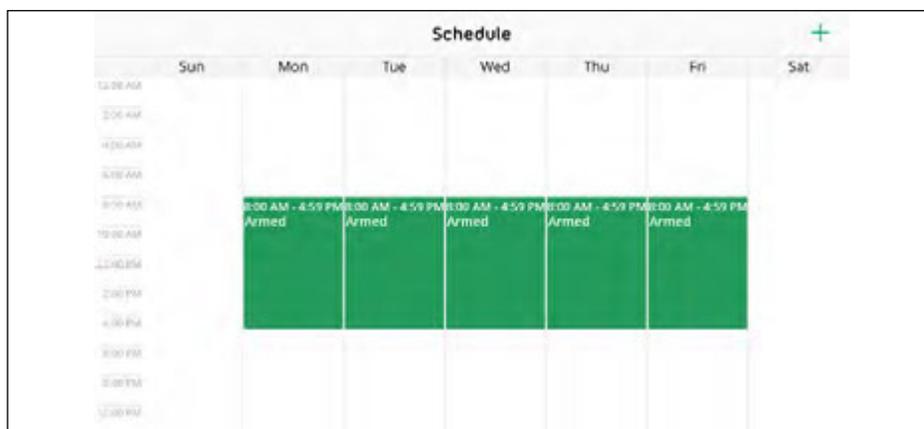
A list of cameras displays.

3. Tap or click the Arlo Q camera.

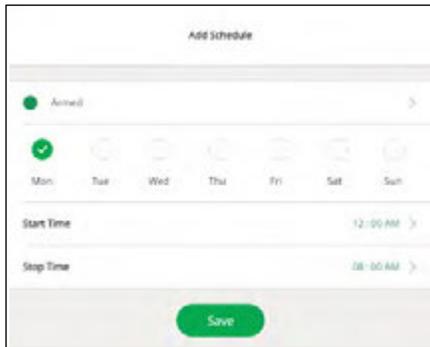
A list of available modes displays.

4. Tap or click **Schedule** .

5. Tap or click **Edit**  next to Schedule.



6. Tap or click **+ Add**.



7. Set the days and times and then tap or click **Save**.  
The schedule is saved.
8. To edit the schedule, tap or click the schedule.
9. Change the start and stop times and tap or click **Save**.

### Edit a Schedule

➤ **To edit a schedule:**

1. Tap the **Arlo** icon  on your mobile device.

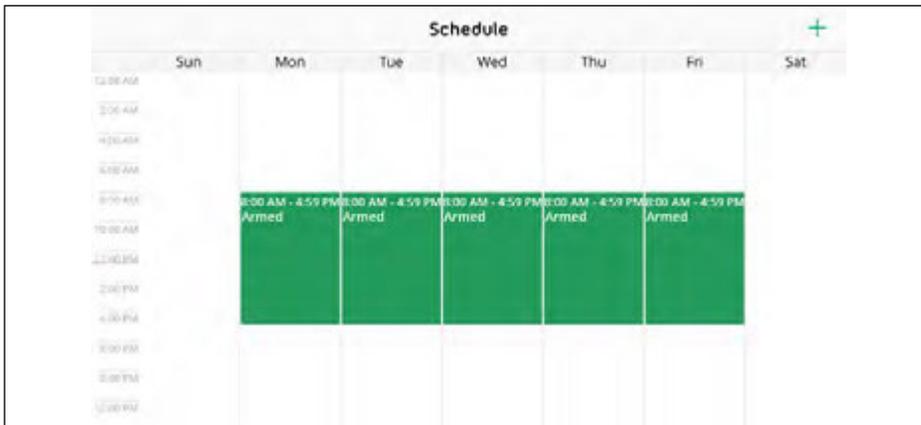
If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

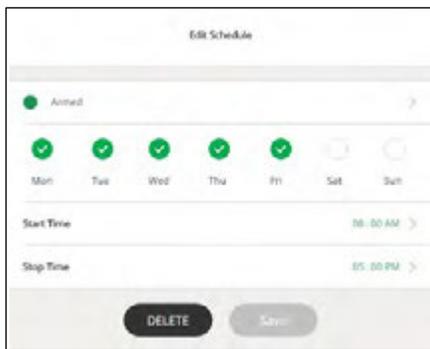
2. Tap or click **Mode**.  
A list of cameras displays.
3. Tap or click the Arlo Q camera.  
A list of available modes displays.
4. Tap or click **Schedule** .

## Modes, Rules, and Smart Alerts

5. Tap or click **Edit**  next to Schedule.



6. Tap or click the schedule.



7. Change the start and stop times and tap or click **Save**.

The schedule is saved.

## Add a Mode

You can add new modes to tell your Arlo Q camera what to do in certain situations. For example, you can set your Arlo Q camera to record videos when the motion sensor is activated and to alert you with an email message.

You can use the rules you create within modes and schedules to customize your Arlo Q camera. With Arlo Q cameras, you can create one rule for each mode.

### ➤ To add a mode for a camera:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

## Modes, Rules, and Smart Alerts

The Devices page displays.

2. Tap or click **Mode**.

A list of cameras displays.

3. Tap or click the camera.

4. Tap or click **Add a Mode**.

The New Mode page displays.

5. Enter a name for the mode and tap or click **Next**.

The Trigger Device page displays.

6. Tap or click **When motion is detected** and **When audio is detected** and then tap or click **Next**.

The Motion Settings page displays.

7. Set the motion sensitivity and the motion detection zones.

You can use the sliders to adjust the sensitivity of the motion sensor:

- Raise the sensitivity percentage to increase the number of videos that Arlo captures.
- Lower the sensitivity percentage to decrease the number of videos that Arlo captures.
- To specify motion detection zones, tap or click the zone.

8. Tap or click **Next**.

The Audio Settings page displays.

9. Set the audio sensitivity and tap or click **Next**.

The Motion Settings page displays.

10. When prompted, specify what you want the camera to do when motion or audio is detected and tap or click **Next**.

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

11. When prompted, specify if you want to be notified with alerts when motion or audio is detected.

If you are using a computer web browser, you can also specify the recording time setting.

12. Tap or click **Next**.

The Summary page displays.

13. Review your settings and tap or click **Save**.

Your settings are saved.

## Motion Detection Activity Zones

You can identify zones within the camera view where you want the Arlo Q camera to detect motion. These zones are called activity zones. You can also select which activity zone or zones detect motion.

### Create an Activity Zone

- **To create an activity zone:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Video Settings**.

The Video Settings page displays.

5. At the bottom of the page, tap or click **Create New Zone**.

An activity zone box displays in the camera feed image.

6. Move the box to the desired activity zone.

You can resize the box using the corner arrows.

7. Tap or click **Save**.

Your settings are saved.

### Select an Activity Zone for a Rule

- **To select the activity zone where you want motion to be detected:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Mode**.

A list of cameras displays.

3. Tap or click the Arlo Q camera.

A list of modes displays.

4. Tap or click the **Edit** icon  next to the mode.

The Edit Rule page displays.

5. Under If the following, tap or click **Edit**  next to Motion is detected.

The Motion Detection page displays.

6. Under Motion Detection Zones, tap or click the zone where you want the Arlo Q camera to detect motion.

If you used a mobile device to specify the settings, your settings are saved.

7. If you used a browser to specify the settings, click **Save**.

Your settings are saved.

## 6. Settings

You can customize the Arlo Q settings.

### Turn the Arlo App Fingerprint ID Login On and Off

The Arlo app supports Touch ID fingerprint identity sensors. If you are using a mobile device with this feature, you can turn the Arlo app Touch ID login on and off.

➤ **To turn the Arlo app Touch ID login on and off:**

1. Tap the **Arlo** icon  on your mobile device.  
The Devices page displays.
2. Tap **Settings**.  
The Settings page displays.
3. Tap **Profile**.  
The Profile page displays.
4. Tap **Log in with Touch ID**.  
Tapping this button turns Log in with Touch ID on and off.

### Change the Time Zone

➤ **To change the time zone:**

1. Tap the **Arlo** icon  on your mobile device.  
If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Settings > My Devices**.  
A list of cameras displays.
3. Tap or click the camera.  
The camera settings display.

## Settings

4. Tap or click **Time Zone**.

The Time Zone page displays.

5. Tap or click a time zone.

6. Tap or click **Done**.

If you are using a mobile device, your settings are saved.

7. If you are using a computer, click **Save**.

Your settings are saved.

## Status LED

The status LED on the Arlo Q lights in different colors. You can turn off the status LED. The Arlo Q status LED is color coded.



**Solid amber**  
The camera is booting.



**Solid blue**  
The camera is powered on and is connected to Arlo servers.



**Solid purple**  
The camera is connected to a WiFi network. However, it is not connected to the Internet.



**Slow blinking amber**  
The camera is powered on and is ready for setup.



**Slow blinking blue**  
The camera is connecting to a WiFi network.



**Blinking purple**  
The camera is too far away from the router.



**Fast blinking amber**  
The camera is not connected to a WiFi network yet.



**Fast blinking blue**  
The camera is connecting to Arlo servers.



**Blinking blue/amber**  
A firmware update is in progress. DO NOT TURN OFF THE CAMERA.

**Off**

The camera is powered off.

## Turn Off the Status Light

- **To turn off the status light:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

## Settings

2. Tap or click **Settings > My Devices**.  
A list of cameras displays.
3. Tap or click the camera.  
The camera settings display.
4. Tap or click **Status Light**.  
If you are using a mobile device, your settings are saved.
5. If you are using a computer, click **Save**.  
Your settings are saved.

## Change the Video Resolution

The default video resolution is 720P. You can change this setting to a higher or lower resolution. Decreasing the resolution of Arlo Q videos reduces the required WiFi bandwidth.

### ➤ To change the video resolution:

1. Tap the **Arlo** icon  on your mobile device.  
If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.  
The Devices page displays.
2. Tap or click **Settings > My Devices**.  
A list of cameras displays.
3. Tap or click the camera.  
The camera settings display.
4. If you are using the Arlo App on a mobile device, tap **Video Settings**.  
The Video Settings page displays.
5. Tap or click **Video Resolution**.  
The Video Resolution page displays.
6. Tap or click a setting.

## Settings

7. Tap or click **Done**.

If you are using a mobile device, your settings are saved.

8. If you are using a computer, click **Save**.

Your settings are saved.

## Turn Night Vision On and Off

When night vision is enabled, the camera automatically turns on infrared (IR) LEDs to record in low light conditions. We recommend that you turn off night vision if the Arlo Q camera is facing reflective surfaces, such as windows.

### ➤ To turn night vision on and off:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Video Settings**.

The Video Settings page displays.

5. Tap or click **Night Vision**.

Your settings are saved.

## Audio Settings

### Turn the Microphone Off and On

#### ➤ To turn the microphone off and on:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a

## Settings

browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Audio Settings**.

The Audio Settings page displays.

5. Tap or click **Microphone**.

Your settings are saved.

## Change the Speaker Settings

You can turn the speaker off and on and you can control the volume on your camera settings.

### ➤ To change the speaker setting:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. If you are using the Arlo App on a mobile device, tap **Audio Settings**.

The Audio Settings page displays.

5. To turn the speaker off and on, tap or click **Speaker**.

6. To change the speaker volume, move the **Speaker Volume** slider.

Your settings are saved.

## Change the WiFi Network

### ➤ To change the WiFi network that Arlo connects to:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. Tap or click **SSID**.

The Connect Network page displays.

5. Enter the WiFi network name and password.

6. Tap or click **Continue**.

7. Follow the prompts to connect your Arlo Q camera to the WiFi network.

If you are using a mobile device, your settings are saved.

8. If you are using a computer, click **Save**.

Your settings are saved.

## View Device Information

### ➤ To view device information:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

## Settings

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. Scroll down to the Version heading and view the firmware version, hardware version, and the serial number.

## Restart the Camera

- **To restart the camera:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. Scroll down and tap or click **Restart**.

The camera restarts.

## Remove a Camera From Your Account

- **To remove a camera from your account:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

## Settings

The Devices page displays.

2. Tap or click **Settings > My Devices**.

A list of cameras displays.

3. Tap or click the camera.

The camera settings display.

4. Scroll down and tap or click **Remove Device**.

The camera is removed from your account and its settings are deleted.

## 7. Manage Your Subscription Plan

Every Arlo Q camera includes free Basic service that offers basic features and functionality. When activating your Arlo Q camera, you can choose between the Basic, Premier, and Elite service plans.

### Subscription Plans

Upgrading to a paid service level gives you the ability to expand your Arlo Q camera to suit your specific needs. Depending on your service level, you can add cameras or cloud storage and share recordings with friends and family. For information about service plans, visit <http://bit.ly/1AQGR9k>.

You can upgrade a Basic or Premier subscription at any time. When you upgrade from a paid subscription to a higher service level, the system calculates any unused portion of the current term and deducts that prorated amount from the total cost of the upgrade. You can also select a Continuous Video Recording (CVR) plan.

### Renew Your Service Plan

Monthly plans automatically renew each month until you upgrade to an annual plan or cancel, effective the next billing cycle. Annual plans autorenew by default but can be configured to expire at the end of the current annual term.

### Select a Premier or Elite Subscription Plan

➤ **To select a Premier or Elite subscription plan:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.

The Settings page displays.

3. Under Account, tap or click **Subscription**.

The Subscription page displays.

## Manage Your Subscription Plan

4. Tap or click **Change Subscription**.

The Subscription Plan page displays.

5. To change to a Premier or Elite plan, tap or click **SELECT**.
6. Follow the onscreen instructions to change your subscription.

After your payment is processed, your service level information is updated on the Subscription page.

## Start or Stop a Continuous Video Recording Plan

Continuous video recording, or CVR, is an optional feature available on Arlo Q cameras. CVR records all the action 24/7 so that you can rewind any camera to any minute of any day and catch anything that you missed.

- **To start or stop a CVR subscription plan:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Settings**.
3. Under Account, tap or click **Subscription**.

The Subscription page displays.

4. Tap or click **Change Subscription**.
5. Tap or click **No changes? Continue**.

The Continuous Video Recording (CVR) plan page displays.

6. Follow the onscreen instructions.

An email message is sent to you to confirm the service level update, the effective date, and any prorated refund amount for any unused portion of the current term.

## 8. Arlo Connect

Arlo Connect is a simple way to integrate Arlo devices into other smart home platforms using standard and secure cloud integration.

### 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](https://ifttt.com/arlo).

To learn more about Arlo and IFTTT, visit [arlo.com/community](https://arlo.com/community).

### Use Arlo Cameras With SmartThings

You can integrate your Arlo cameras into the SmartThings app, so all your smart devices work together. For example, if your Arlo camera detects motion, SmartThings can tell your Aeon Labs Siren to trigger your alarm. For more information, see [Chapter 9. Use SmartThings With Arlo Cameras](#) on page 62.

### Use Arlo With Stringify

Stringify is an iOS app that transforms the way you connect your life by bringing your physical and digital things together. Integrating your Arlo cameras into the Stringify app allows them to connect and interact with more than 600 smart home products and digital services. Stringify connects your smart products and services using flows that you can download, modify, or create using the Stringify app on your iOS device.

Motion, audio, or low battery notifications from Arlo cameras can be triggers for Stringify flows, or Stringify flows can instruct Arlo cameras to arm, disarm, and record video clips.

#### Add Arlo Cameras to the Stringify App

Stringify is compatible with Arlo Wire-Free, Arlo Pro Wire-Free, Arlo Q, and Arlo Q Plus cameras. Your camera must be in Armed mode or in a custom mode to detect motion or audio and report it to Stringify.

You can also create custom modes to detect motion or audio or both, but not record a video clip. This can be useful for advanced flows when you want to use the Arlo camera as a detection device, but not capture video unless other conditions in the flow are met. For more information about creating custom modes, see [Add a Mode](#) on page 46.

## Arlo Connect

In advanced Stringify flows, you can use the same Arlo camera twice in the same flow. For example, if your Arlo front door camera detects motion, it's after 5 p.m., and you're away from home, you can tell Stringify to trigger a 20-second recording from your Arlo front door camera and a 40-second recording from your Arlo driveway camera.

### ➤ To add Arlo cameras to the Stringify app and use them in a flow:

1. Install the Arlo app, create an account, and complete the setup process.
2. Download the Stringify app from the App Store.
3. To create a free Stringify account, from the main screen of the Stringify app, select Things and tap **New** at the top right of the screen.
4. Scroll down to Netgear Arlo Cameras and tap the **Arlo** icon.
5. Tap **Connect** and log in with your Arlo user name and password.
6. Accept the terms and conditions.

A list of discovered cameras displays. Your Arlo cameras are now connected to your Stringify account.

7. Tap **Done** to return to the previous menu.
8. From the main screen, tap **Flows > Create**.
9. Tap the **+** button to add devices, including Arlo cameras, to your flow.
10. Drag from one icon to another to connect your Things.

To download pictured flows directly to the Stringify app, visit

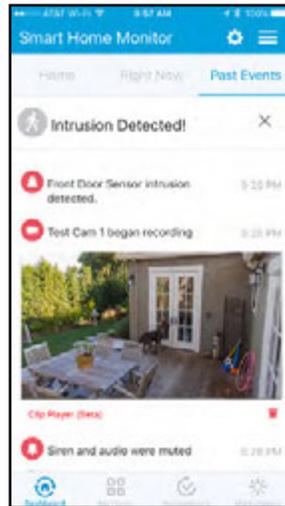
<https://community.netgear.com/t5/Arlo-Knowledge-Base/What-is-Stringify-and-how-do-I-use-it-with-my-Arlo-cameras/t5-p/1160647>

11. Tap each item in your flow to set its trigger or action.
12. Give your flow a name and tap **Enable Flow** when finished.

Visit [stringify.com](https://stringify.com) for more information about how to create flows and for premade example flows that include Arlo cameras.

## 9. Use SmartThings With Arlo Cameras

With Samsung SmartThings, you can integrate your Arlo cameras into the SmartThings app, so all your smart devices can work together. For example, if your Arlo camera detects motion, SmartThings tells your Aeon Labs Siren to trigger your alarm.



Arlo camera feed integrated into the SmartThings app

After you integrate your Arlo Wire-Free Cameras into the SmartThings app, you must use the SmartThings app to configure your modes and rules. If you try to edit your modes and rules in the Arlo app, you will disarm the SmartThings mode. You can continue to use the Arlo app to view the library.

**Note:** After syncing your Arlo cameras with the SmartThings app, a SmartThings mode displays in your Arlo app. Your Arlo system must remain in the SmartThings mode for your system to work correctly with the SmartThings app. All mode configuration must be done in the SmartThings app. If you choose to no longer use the SmartThings app, delete the SmartThings mode in your Arlo app, and delete the Arlo cameras from the things menu in the SmartThings mobile app.

### Prepare Arlo to Work With SmartThings

#### Use Arlo Camera Names That Are Easy to Recognize

Before integrating your cameras with the SmartThings app, make sure that the names of your cameras are easy to understand. If you choose not to rename your cameras, the camera's serial number becomes the camera's name in the SmartThings app.

For information about how to change the camera names, see [Name Your Camera](#) on page 28

## Disarm Your Cameras

When you integrate your Arlo Wire-Free cameras with SmartThings, a new SmartThings mode is created in the Arlo app. Because SmartThings manages your Arlo cameras, they must be in Disarmed mode before you can begin the integration setup. You cannot use Schedule mode or Geofencing mode at the same time as SmartThings mode. You must also disable any IFTTT recipes that change the Arlo system mode.

### ➤ To disarm your cameras:

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Mode**.

A list of cameras displays.

3. Tap or click the camera.

The Mode page displays.

4. Tap **Disarmed**.

5. Exit the Arlo app.

## Integrate Your Arlo Cameras With the SmartThings App

### To integrate your Arlo cameras into the SmartThings app:

1. Make sure that your cameras are disarmed in the Arlo app.

See [Disarm Your Cameras](#) on page 63.

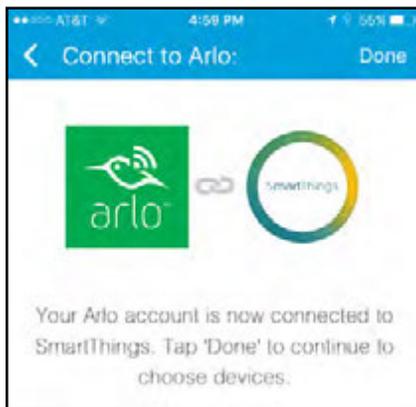
2. Launch the SmartThings mobile app.

3. If you do not own a SmartThings account, visit <https://support.smartthings.com/hc/en-us/articles/205380634-Setting-up-an-account-the-Hub-and-Things> to create an account.

4. Log in to your SmartThings app.

5. Tap **Marketplace > Cameras > Netgear Arlo**.

6. Tap **Connect Now**.
7. Tap **Connect to Arlo**.
8. Enter your Arlo login credentials
9. On the bottom of the page, accept the Privacy Policy.
10. Tap **Done** at the upper-right corner.
11. Tap **Connect to Arlo Cameras** and select the cameras that you want to sync with the SmartThings app.



12. Tap **Done > Next > Done**.
13. Tap **My Home > Things**.
14. To change your camera's settings, tap the settings icon.

**Note:** Repeat this step for each camera that you synced with your SmartThings app.

Your Arlo Wire-Free Cameras are in the SmartThings  mode in your Arlo app.

For more information about integrating your Arlo cameras into the SmartThings app, visit <https://support.smarththings.com/hc/en-us/articles/209529506-Netgear-Arlo-Wire-Free-Camera>.

## Adjust the Motion Sensitivity Level

When you integrate Arlo into the SmartThings app, the motion sensitivity for each camera is set to a default of 80. If your camera works more effectively at a different setting, you can use the Arlo app to change it.

➤ **To adjust the motion sensitivity level:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click **Mode**.

A list of cameras displays.

3. Tap or click the camera.

The Mode page displays.

4. If you are not sure what motion sensitivity level you have been using, tap or click **Edit**  next to Armed mode.

The Edit Rule page displays.

5. Tap or click **Edit**  next to the rule that you want to edit.

6. Under If the following, tap or click **Edit**  next to Motion is detected.

The Motion detection settings page displays.

7. Note the motion sensitivity setting, but do not select Armed mode.

8. Return to the Mode page.

9. Tap or click **Edit**  next to SmartThings mode.

The Edit Rule page displays.

10. Tap or click **Edit**  next to the rule that you want to edit.

11. Under If the following, tap or click **Edit**  next to Motion is detected.

The Motion detection settings page displays.

12. Set the motion sensitivity level to match the setting that you viewed in Step 7.

## Adjust Push Notifications

When you integrate Arlo with SmartThings, the Arlo app sends push notifications to the SmartThings app. Then the SmartThings app sends you notifications about Arlo and your other smart things. If you still receive push notifications from Arlo, on your smartphone, use your smartphone settings to turn off the Arlo notifications. Email notifications are not needed.

# 10. Continuous Video Recording

Continuous video recording, or CVR, is an optional feature available on Arlo Q cameras. CVR records all the action 24/7 so that you can rewind any camera to any minute of any day and catch anything that you missed. CVR captures everything in the background, and you can access any time by tapping or clicking the **Timeline** icon  above the camera feed.

Arlo Q records CVR in addition to recordings that the camera records because of rules. This feature is available when you purchase an optional CVR plan. For information about how to sign up for a CVR plan, see [Start or Stop a Continuous Video Recording Plan](#) on page 57.

## View the Timeline

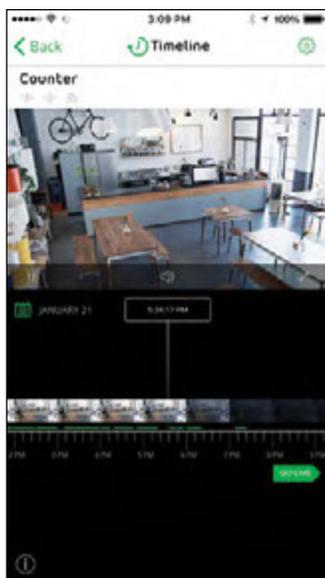
➤ **To view the timeline:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click the **Timeline** icon  above the camera feed.



Green lines indicate motion recordings and blue lines indicate sound recordings.

3. To return to the Devices page, tap or click the **Back** button.

## Navigate Through the Timeline

➤ To navigate through the timeline:

1. Tap the **Arlo** icon  on your mobile device.

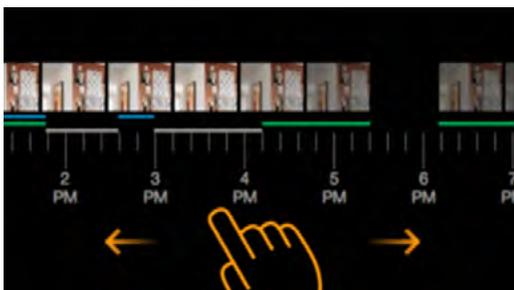
If you are using a computer, enter [arlo.netgear.com](http://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click the **Timeline** icon  above the camera feed.

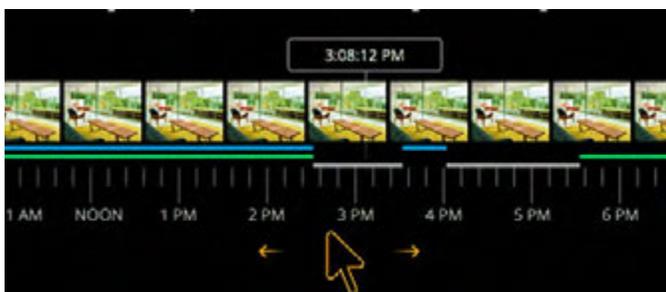
The Timeline page displays.

3. Click and hold or tap and hold the timeline.
4. On a smartphone or mobile device, drag the timeline.



- To go back in time, drag the timeline to the right (either 14 or 30 days back, depending on your CVR plan).
- To move toward more recent recordings, drag the timeline to the left.

5. If you are using a browser, click to navigate to a specific time or click and drag to scroll through the timeline.



6. To return to the live feed, tap or click the **Live** button at the bottom.



# View the Timeline Calendar

As the camera records CVR content, it notes when motion or sound was detected during the continuous recording. For these indicators to display in the timeline, a mode configured with motion or sound triggers must be armed. For information about modes, see *Select a Mode* on page 33.

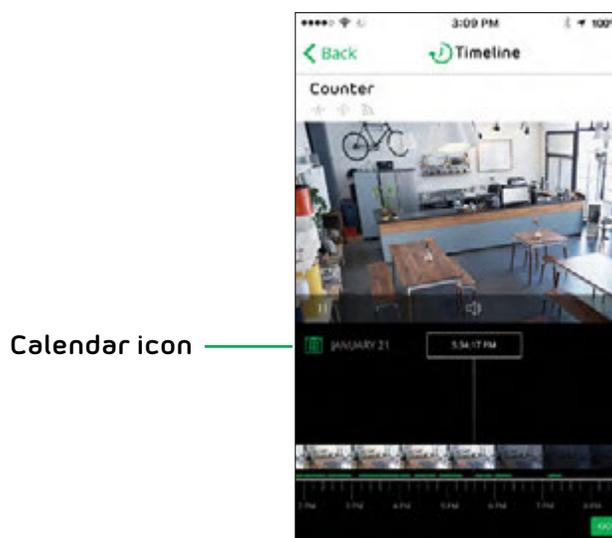
➤ **To view the timeline calendar:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click the **Timeline** icon  above the camera feed.



3. Tap or click the **Calendar** icon.

The calendar displays small green dots to indicate dates with CVR recordings. A large green dot indicates the current date.

4. To see a more detailed view of the timeline, do one of the following:
  - On a smartphone or mobile device, pinch and zoom. To go to landscape mode, rotate your device or tap the **Enlarge** icon.
  - If you are using a browser on a computer, click **24 hr**, **1 hr**, or **5 min** to change your timeline detail.
5. To hide the timeline, tap the **TIMELINE** button.
6. To display the timeline, tap the **TIMELINE** button again.

# 11. Troubleshooting

## Manage Bandwidth for Streaming

The bandwidth used by Arlo Q cameras depends on the resolution setting for the camera. Maximum bandwidth usage when streaming is as follows:

- **1080P.** 1500 kbps
- **720P.** 700 kbps
- **480P.** 300 kbps
- **360P.** 200 kbps
- **240P.** 100 kbps

If a camera detects low bandwidth, the Arlo system automatically reduces the setting of the video stream to accommodate the lower bandwidth.

The bandwidth values are for each individual camera. To learn how much bandwidth your Arlo system uses, multiply the number of cameras that are streaming video at the same time by the bandwidth for the video quality setting.

For information about setting the resolution for your Arlo Q camera, see [Change the Video Resolution](#) on page 50.

## 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 is not blocking the plug-in and that you are using the latest version of Adobe Flash.

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

## 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.

If you did all of the following and are still not getting Arlo Q alerts, contact NETGEAR support.

### Check the Rules Settings 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.

➤ **To check push notification when you use an Armed mode:**

1. Tap the **Arlo** icon  on your mobile device.

If you are using a computer, enter [arlo.netgear.com](https://arlo.netgear.com) in the address bar of a browser.

The Devices page displays.

2. Tap or click the **Mode** button.

A list of cameras displays.

3. Select the Arlo Q camera.

A list of modes displays.

4. Tap or click the **Edit** icon  next to Armed.

The Edit Rule page displays.

5. Under Alert, make sure that the **Push Notification** check box is selected.

6. Save your changes.

### Check the Arlo App Settings on an iOS Device

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

➤ **To allow Arlo push notifications on iOS devices:**

1. Tap the **Settings** icon for your iOS device.

2. Tap **Notifications > Arlo**.

The Arlo notification settings display.

3. Make sure that **Allow Notification** is selected.

### Check the Arlo App Settings on an Android Device

➤ **To allow Arlo push notifications on Android devices:**

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

### 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 is not presented again unless the device is restored 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 do not 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.