# Go 2
# WiFi/LTE Security Camera
## User Manual

# Contents

# 1.  Get to Know Your Arlo Go 2 Camera

Arlo Go 2 delivers security you can take anywhere. Connect to LTE or to WiFi, view or record HD video day or night, and protect remote locations with 2-Way Audio or the built-in siren. To access the mobile broadband network, your Go 2 Camera requires an activated SIM card.[1]

Locate your camera with GPS positioning and retrieve locally-stored videos from a micro SD card (sold separately) in the camera, or view live video or recorded cloud clips from your phone with Arlo Secure[2].  Weather resistant to withstand heat, cold, rain or sun, Arlo Go 2 is designed to protect your property, boat or RV, year round.

## Get the Arlo app

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

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

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1 Mobile broadband access requires a compatible SIM card and wireless service plan. Additional restrictions and data charges may apply. Coverage and service are dependent on the carrier.

2 For information about Arlo Secure subscriptions, visit *www.arlo.com/ArloSecure*.

# Meet your Go 2 Camera

Your Go 2 Camera includes these components.

Microphone

Spotlight

Camera lens

Status LED

Light sensor

Screw mount hole

Speaker

Sync button

Weather-resistant
camera housing

SIM card slot

Charging port

Micro SD
card slot

Release button

## Features

- **Connect to LTE or directly to WiFi**. To access the mobile broadband network, your Go 2 Camera requires an activated SIM card.[3]

- **See more at night**. View critical details in color night vision for better identification with an integrated spotlight.

- **See clearer images in HD**. View, capture, and zoom into clear 1080P video.

- **Get the bigger picture**. Keep an eye on more of what matters with a wide 130-degree field of view.

- **Secure local storage**. Look back at what you missed from videos stored on an inserted micro SD card (sold separately) in your camera to access later.

- **2-Way Audio**. Hear and speak to visitors clearly with superior audio quality.

- **Built-in siren**. Trigger your siren remotely or automatically during an event.

- **Locate your camera easily**. Recover or track your camera placement with GPS positioning.[3]

- **Upgrade your Arlo subscription**. For more information, visit *What are the available Arlo subscription plans and how much cloud recording is available?*

## Accessories

Your Go 2 Camera works with these accessories, which are sold separately:

- **Solar Panel Charger**. Connect an Arlo Solar Panel charger to your camera and harvest power from the sun to keep your camera battery charged. See *Solar Panel charging* on page 58.

- **Rechargeable battery**. Keep fully charged spare batteries (sold separately) on hand.

- **Dual Charging Station**. Quickly charges up to two batteries at the same time. For more information, see *Arlo Dual Charging Station* on page 58.

- **Indoor magnetic charging cable and power adapter**. Longer 8 feet (2.44 meters) magnetic charging cable.

- **Outdoor magnetic power cable and power adapter**. A longer outdoor weather-resistant cable 25 feet (7.62 meters) and power adapter can provide AC power your camera.

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3 Mobile broadband access requires a compatible SIM card and wireless service plan. Additional restrictions and data charges may apply. Coverage and service are dependent on the carrier.

# 2.  Get Started

## Mobile network requirements

Arlo Go 2 Cameras use the SIM card inside the camera to connect to the mobile network and access your Arlo account. Arlo Go 2 can also connect over WiFi as other Arlo cameras do. For best results when connecting to the mobile network, Arlo recommends placing your camera in a location where it has at least three bars of mobile signal strength.

## Go 2 can connect via mobile or WiFi

How you connect your Go 2 Camera depends on your location and your security needs. Go 2 is designed to be flexible. You can set up your camera in one spot and use it there, or you can take it with you from place to place, using the available connection methods.

**Note:**  During initial setup, your Go 2 Camera first connects to the mobile network, and then you have the option to also connect it to WiFi or skip the WiFi connection step.

### Connecting Go 2 only to the mobile network works well when:

• Your Go 2 Camera is in a location where WiFi is unavailable or the WiFi signal is weak, such as a cottage, cabin, large property, farm, or marina.

• You travel and want to bring your Go 2 Camera with you in your RV, on road trips, or on hunting trips.

• You plan to use your Go 2 Camera to temporarily monitor different locations for pop-up retail or job sites.

• You want continuous security coverage, even if the power goes out or during an internet service outage.

### Connecting Go 2 to WiFi works well when:

• The WiFi signal is strong at the Go 2 Camera location.

• Your Go 2 Camera  mainly uses WiFi at your home or business, but you want peace of mind

in case of a power or internet service outage. Your Go 2 Camera automatically uses its mobile connection if internet access via WiFi becomes temporarily unavailable. When your WiFi is available again, your Go 2 Camera switches back to its WiFi connection.

Unless you change its settings to specify Cellular Network, your Go 2 Camera prioritizes finding and connecting to a WiFi network. If you want Go 2 to always connect to the mobile network, select **Cellular Network** in the Arlo app. This prevents your Go 2 from constantly attempting to find the WiFi network it connected to before, which can affect battery life. See *Control whether your Go 2 Camera connects to mobile or WiFi on page 19*.

# Install a SIM card into your Go 2 Camera

Your Arlo Go 2 Camera requires an activated SIM card with a mobile data plan to access the mobile network.

For help with your Go 2 mobile service plan, contact the carrier of the SIM card that was provided. If no SIM card was included, visit your local carrier to activate a service plan and receive a SIM card.

To insert a SIM card into your Arlo Go 2 Camera:

1.  Bring the Arlo Go 2 Camera indoors.

    We recommend that you bring your camera indoors before removing its housing to avoid potentially exposing the inside of the camera to water intrusion.

2.  Press the button on the magnetic charging port to release the camera from its housing.

    With a click sound, the camera slides partially out of the housing.

    

3.  Pull the camera until it separates from the housing.

4.  Remove the battery.

5.  Insert the activated SIM card into the camera's SIM card slot.

    Align the SIM card so that the the side of the card with the notch is at the top, as shown.
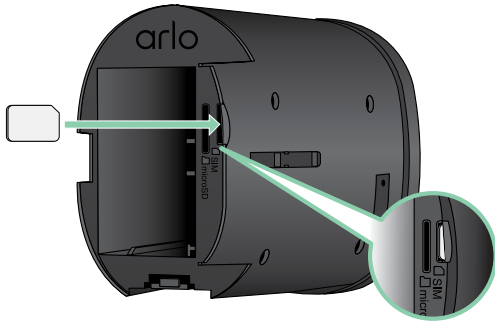


6.  Press the edge of the SIM card until it locks into place and you hear a click.

    **Note:** The SD card slot is located next to the SIM card slot. For information about using an optional SD card, see *Install a micro SD card in your Go 2 Camera on page 52*.

7.  Replace the battery.
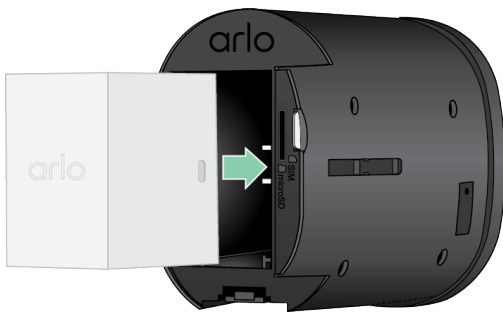


8.  Slide the camera back inside the camera housing until it clicks.

# Use the Arlo app to set up your Go 2 Camera

We recommend that you charge the battery before mounting your camera. The indoor charging cable that came with your camera works with most power adapters.

1.  Download the Arlo app on your smartphone or tablet.



2.  Open the Arlo app.

3.  Tap **Add Device**.

4.  Follow the Arlo app instructions to add your Arlo Go 2 Camera.

    During the setup process, the Arlo app:

    - Detects the activated SIM card in your camera and attempts to access the mobile network associated with the SIM card.

    - Prompts you to scan one or more QR codes displayed in the app with your Go 2 Camera.

    - Discovers your camera and offers you the option to connect to a 2.4 GHz WiFi network. Use this option when the camera is in range of a WiFi network.

    - Guides you through camera positioning.

5.  Place your Arlo Go 2 Camera in a location with good mobile network coverage.

**Note:** If you want your Arlo Go 2 Camera to use only LTE mobile connections after initial setup, you can change its settings so that it doesn't connect to WiFi networks. For more information, see *Control whether your Go 2 Camera connects to mobile or WiFi* on page 19.

# Check the LED

The LED on the camera lights when the camera is powered on. The LED changes color and blinks depending on the camera's charge level and to indicate the camera status.



Status LED

## LED behavior during setup

- **Slow blinking blue**: The camera is attempting to connect to a WiFi network or is in QR scanning mode.

- **Fast blinking blue**: The camera is establishing a WiFi or LTE network connection.

- **Fast blinking amber**: The camera did not connect to the WiFi network or it did not connect to the LTE network.

- **Solid amber**: The camera does not detect an activated SIM card in its SIM card slot.

## LED behavior after setup

- **Solid blue**: The LED lights solid blue when the camera is powered on and then turns off to conserve battery power.

- **Fast blinking blue**: The camera's charging cable is plugged in to a power adapter or the camera is connected to the optional Arlo Solar Panel VMA5600 (sold separately).

- **Single blink or double blink amber every 60 seconds**: The battery charge is low. A single blink every 60 seconds indicates a low battery charge. A double blink indicates a critical battery charge level.

- **Alternating blue and amber**: A firmware update is in progress.

- **Single blink amber, followed by restart**: The camera has been factory reset. For more information, see *Reset using the sync button* on page 71.

# Check your Go 2 Camera's mobile signal strength

1. Open the Arlo app.

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

3. Select your camera.

4. Tap **Connected To > Cellular Settings > Signal Strength**.

If signal strength is consistently less than three bars, consider moving your camera to a location with better signal strength.

# Optimize mobile broadband connectivity for your Go 2 Camera

- Check your service provider's data coverage map for the area in which you want to use your camera.

  Note: Cellular coverage, including LTE coverage, fluctuates based on network traffic and weather conditions. If you place your camera near the edge of a coverage area, your connection weakens or drops whenever the mobile network is carrying a lot of traffic in that area. Heavy rain, thunderstorms, and high humidity can also weaken your mobile broadband connection.

- Check the mobile network signal strength in the location where you want to use your camera after setup.

To view signal strength in the Arlo app after your camera is set up, tap **Settings > My Devices**. Select your camera, and tap **Connected To > Cellular Settings > Signal Strength**.

- Place your camera in an area where it has at least three bars of signal strength. In an area with low signal strength, your camera's battery life is much shorter because your camera spends so much time trying to connect to the network.

- Make sure that your Arlo Go 2 is at least 6.5 feet (2 meters) away from any major electrical equipment, large metal or concrete objects, or other sources of signal interference.

**Note:** For information about roaming, contact your mobile broadband service provider. Some service providers do not allow roaming. In cases where roaming is allowed, it comes with additional charges and often requires additional services from your service provider.

# Mount your Arlo Go 2 Camera

You can mount your Arlo Go 2 Camera on a wall or ceiling. Before you mount your camera, make sure you've found a good location for LTE signal strength and motion detection.

**Note:** You must follow the instructions in the Arlo app when you first install your Go 2 Camera. Do not begin mounting your camera before the Arlo app instructs you to during the installation process.

You need the following items to mount your camera:

- A power drill with a 15/64 inch (6 mm) drill bit

- A Phillips-head screwdriver

- The screw mount that came in the package with your camera

- A pencil (optional)

**Note:** **Mount your camera onto a flat, supportive surface.**
When mounting your camera, select a mounting surface that can support the weight of your camera with the battery installed. Mounting your camera in an unstable location might create a hazardous situation or damage your product, which might not be covered by Arlo's warranty.

To mount your Arlo Go 2 Camera:

1. Place the screw mount on the wall or ceiling where you plan to mount your camera.

2. On the wall or ceiling, mark the location of the three holes from the mount.
   The marks can be used as a guide to drill pilot holes.

3. Remove the screw mount.

4. Use a 15/64 inch (6 mm) drill bit to drill three holes into the wall or ceiling.

5. Place the screw mount back onto the wall or ceiling, and align it with the drilled holes.

6. While holding the wall plate, use a Phillips-head screwdriver to fasten a screw into each hole.
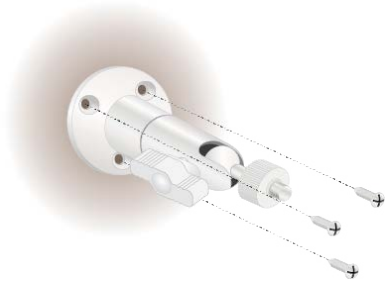


7. Screw your Go 2 Camera clockwise into the screw mount.
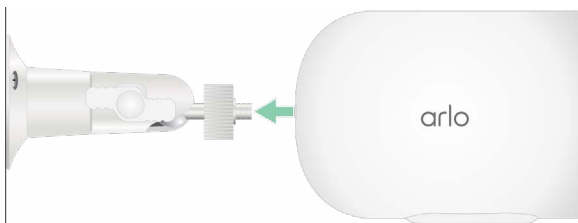


8. Tilt and swivel to adjust the angle of the camera.



9. Twist the thumb screw and the grip clockwise to tighten the camera position.

# Test motion detection

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

1.  Open the Arlo app.

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

3.  Select your camera.

4.  Tap **Device Utilities > Motion Detection Test**.

5.  Move in front of the camera.

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

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

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

7.  Edit the rule for your camera to enter the motion sensitivity level that you want to use. See *Change motion sensitivity* on page 40.

# Position your camera to detect motion in specific areas

You can mount and aim your camera in different ways to optimize the camera's ability to detect motion in specific areas. The lower two-thirds of the camera's field of view is the motion-sensitive part of the image. Aim the camera so that any motion you wish to detect appears within this part of the image.

If you want to monitor motion closer to the camera, such as visitors to your front door,  mount the camera at least 6.5 feet (1.9 meters)  high and aim it so that visitors  appear in the  lower two-thirds of the image.  This angle works well to avoid motion alerts for movement in the top third of the image, such as vehicles driving by.
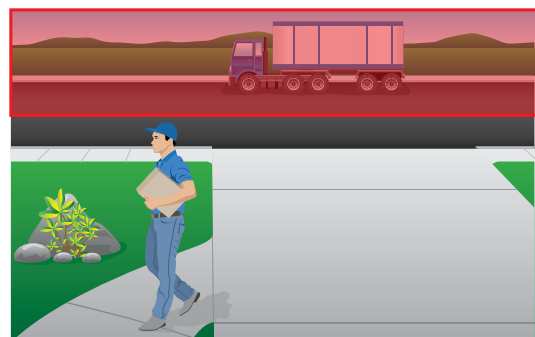
To monitor motion occurring farther away, such as on a lawn, aim the camera higher to frame the area within the lower two-thirds of the image.

It's best to position the camera so that motion is moving from side-to-side across its field of view rather than directly toward or away from the camera. Also, although the camera can detect motion up to 23 feet (7 meters) away, the best area for motion detection is 5 to 20 feet (1.5 to 6 meters) from the camera position.
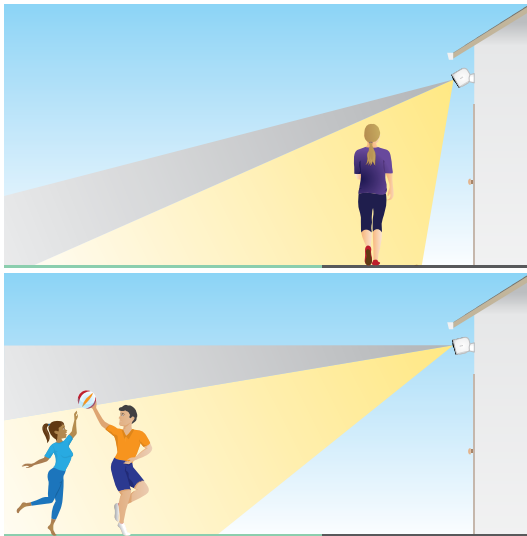


## Use camera positioning to aim your camera

Camera positioning is available only when the camera is not streaming, recording motion, or using the Motion Detection test. During camera positioning, the camera streams video as fast as possible, without buffering. You can aim your camera while watching on your smartphone and make near real-time adjustments to the camera position. This means that you might see lower-quality video while you are positioning your camera.

To position your camera:

1.  Open the Arlo app.

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

3.  Select the camera.

4.  Tap **Device Utilities > Camera Positioning**.

    The camera starts streaming video.  The signal strength bar indicates the WiFi signal that your camera is receiving at its current location.

# Arm your camera to detect motion

When your camera is armed, it detects motion. You can control when your camera is armed using these features:

- Arm or disarm all your Arlo cameras and devices. See *Arm or disarm all your Arlo devices* on page 38.

- Select a mode such as Armed, Disarmed, Schedule, or Geofencing. See *Select a mode* on page 39.

# 3. LTE and WiFi network connections

When you set up your Go 2 Camera, the Arlo app guides you through connecting the camera to the mobile LTE network and, optionally a WiFi network.

## LTE mobile network access

To access the LTE mobile network, your Go 2 Camera requires an activated SIM card inside the Arlo Go 2 Camera. The mobile network service provider that activates the SIM can provide information about your LTE service, coverage areas, and your mobile data plan.



SIM card

Micro SD card slot (optional)
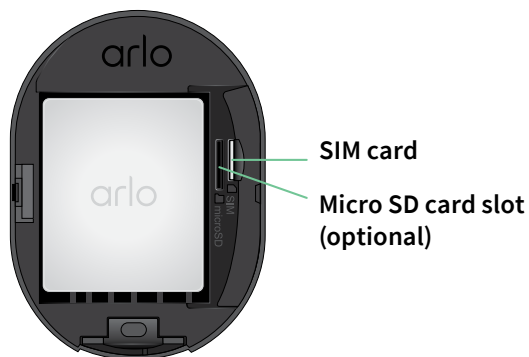
## Turn roaming on or off for your mobile network

For information about the availability of roaming and associated costs, contact the mobile network provider who activated the SIM inside your Go 2 Camera.

To turn roaming on or off for the SIM inside the Arlo Go 2 Camera:

1. Open the Arlo app.

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

3. Select your camera.

4. Tap **Connected To>Cellular Settings**.

5. Tap **Roaming**.

# Specify the mobile network access point name (APN)

In most situations, the access point network (APN) settings are automatically set up and you don't need to enter them for the activated SIM card in your Go 2 Camera. If your mobile network provider instructs you to enter the APN settings, you can use the Arlo app to do so.

To enter APN settings as directed by your mobile network provider:

1.  Open the Arlo app.

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

3.  Select the camera.

4.  Tap **Connected to > Cellular Network > APN Settings**.

# Control whether your Go 2 Camera connects to mobile or WiFi

When you set up your Go 2 Camera, the mobile network connection is handled first. Then you have the option to connect your camera to a 2.4 GHz WiFi network or skip the WiFi connection steps. If you specify a WiFi connection, after you finish setting up your camera, your Arlo Go 2 Camera prioritizes connecting to a WiFi network. If a WiFi network isn't available, then it connects to the mobile network.

During setup (and afterward), you can connect your Arlo Go 2 Camera to either a mobile network, WiFi network, or both:

*   **Mobile**: To access the mobile network, your Go 2 Camera requires an activated SIM card with a mobile data plan. The SIM card must be installed in the Go 2 Camera.

*   **WiFi**: Your camera connects to your WiFi network's 2.4 GHz band when it's available, and uses its LTE connection as standby if the WiFi network goes down. (This is a WAN failover scenario to ensure the camera has internet access.)

If you place your Go 2 Camera in a location where the WiFi network you specified isn't available, turn off the Connected to WiFi Network setting in the Arlo app. (Tap **Settings > My Devices**, and select the camera. Tap **Connected to > WiFi Network**. Then toggle off **Network**.) This disables WiFi in your Go Camera, which conserves your camera's battery life. Constant attempts to connect with WiFi drain the camera battery.

## Change your Go 2 network mode

1.  Open the Arlo app.

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

3.  Select the camera.

4.  Tap **Connected to**.

5.  Select the option you prefer:

    - **WiFi Network**. Toggle Network on and off.

    - **Cellular Network**. Toggle Cellular Data on and off.

# Tips for optimal WiFi performance

The distance between WiFi devices can affect the WiFi signal:

- **Maximum recommended distance**. Check your WiFi router to verify its wireless range. In general, we recommend placing your camera within 300 feet (90 meters) of your WiFi router. The maximum line-of-sight range is reduced by each wall, ceiling, or other major obstruction between the router and the camera.

- **Minimum recommended distance**. To reduce WiFi interference, allow at least 6.5 feet (2 meters) between your camera and any other Arlo cameras that you install.

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

- Unusually thick walls and ceilings
- Brick
- Concrete
- Stone
- Ceramic
- Glass, especially mirrors
- Metal
- Large quantities of water, such as the water in a fish tank or water heater

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

During setup, if you're using a WiFi connection, the smartphone or tablet you're using must connect to the same WiFi network as the Arlo Go 2 Camera.

Many routers broadcast WiFi networks in both 2.4 GHz and 5 GHz bands, so your phone might connect to the 5 GHz WiFi band. During setup, connect your phone to your 2.4 GHz WiFi network, then connect your Go 2 Camera to that same 2.4 GHz WiFi network.

## Find your 2.4 GHz WiFi network name and password

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

- Look on your WiFi router label.
  Many routers have a label that shows the WiFi network name, which is also called an SSID. Your 2.4 GHz network name might have a 2, 2.4, or 2G at the end. Your 5 GHz network name might have a 5 or 5G at the end. If you changed your WiFi settings, then check the place where you saved your custom settings.

- If your WiFi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz, ask your Internet service provider (ISP) or the person who set up your WiFi router.

- If you have a mesh WiFi network, it uses only one WiFi network name for both WiFi bands. The camera finds and connects to the 2.4 GHz WiFi band. As long as you connect your phone to the same mesh network, Arlo can discover the camera.

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

1. Unlock your device and tap **Settings**.

2. Tap **Wi-Fi**, near the top of the list of Settings options.

3. Turn on WiFi by tapping the switch next to Wi-Fi at the top.

   **Note:** WiFi is activated when the switch is green.

4. Select a 2.4 GHz WiFi network.

   This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.

5. If prompted, enter the password for the network.

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

## Connect your Android device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.

2. Tap **Network & Internet > Wi-Fi**.

3. Turn on WiFi by tapping **Use WiFi** at the top.

4. Select a 2.4 GHz WiFi network.

This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.

5.  If prompted, enter the password for the network.
    When you're connected to the WiFi network, the word *Connected* appears under the network name.

# 4.  Access your Arlo account

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

## Two-step verification

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

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

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

- **Push notification**. When someone attempts to log in to your Arlo account on a new device, Arlo sends a push notification to a previously trusted (and currently logged in) iOS or Android device. Tap the push notification on the trusted device to approve or deny the log in.

- **SMS text message**. When someone attempts to log in to your Arlo account, Arlo sends a text message to the phone number that you verified for two-step verification. Enter the security code from the text message to complete the log in.

- **Email**. If you can't access a trusted device with push notifications, or if you can't receive SMS text messages, you can request to have a security code sent to the email associated with your Arlo account.

## Set up two-step verification

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.

4. Tap the switch next to **Enable**.

5. Select your verification method.

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

6. Follow the instructions in the app to complete your two-step verification setup.

## Add a phone number or device to two-step verification

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.

4. To add a phone number, tap **Add SMS Verification** and enter the phone number.

5. To add a trusted device, tap **Add Trusted Device**.

## Remove a phone number or device from two-step verification

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.

4. Tap the trashcan icon next to a phone number or trusted device.

# Use face or fingerprint authentication

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

Your device must meet the following minimum requirements:

* Apple devices:

  iOS version 10.3 or higher

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

A Face ID compatible device (iPhone X, iPad Pro 2018, or newer)

- Android devices:

Android OS version 6.0 or higher

A compatible Android device with fingerprint authentication

## Turn fingerprint authentication on and off for the Arlo app

1. Enable fingerprint authentication on your iPhone or Android device.

2. Open the Arlo app.

3. Tap **Settings**.

4. In the ACCOUNT section, select **Profile > Login Settings**.

5. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

## Turn face authentication on and off for the Arlo app

1. Enable Face ID authentication on your iPhone.

2. Open the Arlo app.

3. Tap **Settings**.

4. In the ACCOUNT section, select **Profile > Login Settings**.

5. Slide the toggle Face ID to the right (on) or left (off).

# Customize your profile

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

## Add a profile picture

1. Open the Arlo app.

2. Tap **Settings**.

3. In the ACCOUNT section, select **Profile > Edit Profile**.

4. Tap the profile picture at the top of the page.

5. Select **Take Photo** or **Choose from Library**.

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

6.  Upload your preferred profile picture.

7.  Tap **Save** at the bottom of the page.

## Edit profile settings

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

1.  Open the Arlo app.

2.  Tap **Settings**.

3.  In the ACCOUNT section, select **Profile > Edit Profile**.

4.  Enter your profile settings.

5.  Tap **Save** at the bottom of the page.

# Change your Arlo password

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

1.  Open the Arlo app.

2.  Tap **Settings**.

3.  In the ACCOUNT section, select **Profile > Login Settings**.

4.  Enter your old password.

5.  Enter a new password and then confirm it.

6.  Tap **Change Password**.
    Your new password is saved.

# Reset a forgotten password

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

1.  Open the Arlo app.

2.  Tap **Forgot Password?**

3.  Enter your email address.

4.  Tap **Send Email**.
    An email is sent from alerts@arlo.com to your verified email address.

5.  Tap the link provided in that email.

6.  Enter a new password.

7.  Tap **Submit**.
    Your password is reset.

# Grant access to friends

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

Friends without access rights can:

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

Friends who are granted access rights can also:

- Play and pause video footage.
- Record video footage.
- Mute the speaker.
- Access and change modes.
- View motion detection statuses.
- Manually record.
- Take snapshots.
- Mark as a favorite, share, download, and delete video footage.
- Use a camera's microphone.

## Add a friend

1.  Open the Arlo app.

2.  Tap **Settings**.

3.  Under ACCOUNT, tap **Grant Access**.

4.  Tap **Add** or **+**.

5.  Enter your friend's first name, last name, and email address.

6.  Tap the Arlo devices that you want your friend to access.

7.  To grant access rights to your friend, tap **Allow Access Rights**.

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

8.  Tap **Send Invite**.

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

## Edit a friend's access privileges

1.  Open the Arlo app.

2.  Tap **Settings**.

3.  Under ACCOUNT, tap **Grant Access**.

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

4.  Tap the friend, and tap **Edit**  ✎ .

5.  Tap cameras to select or deselect them.

6.  Tap **Allow Access Rights**.

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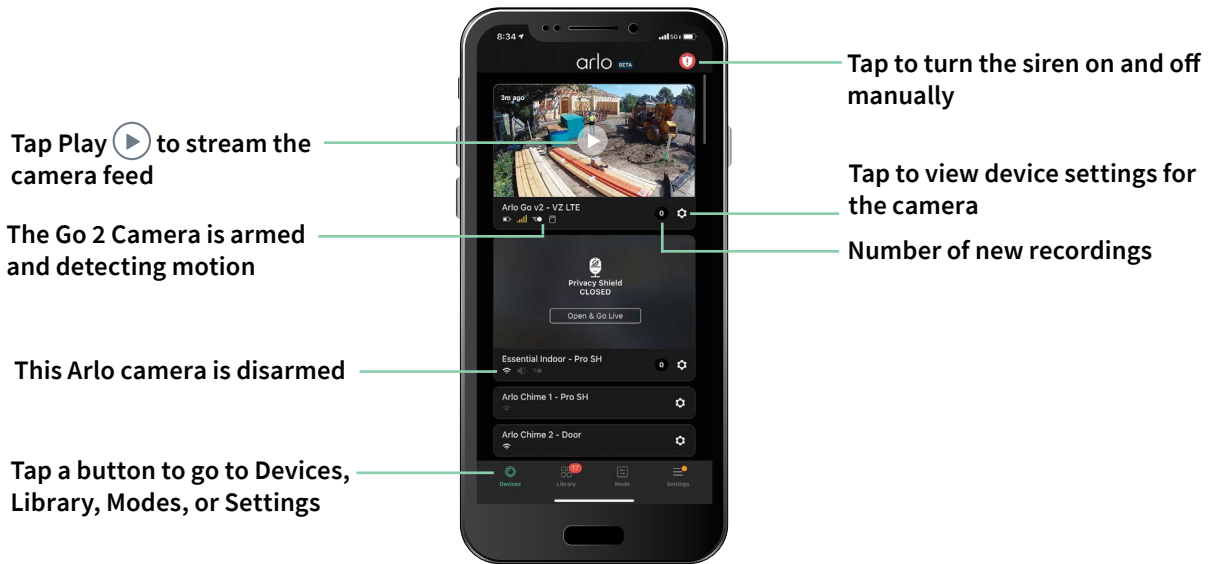
7.  Tap **Done**.

## Delete a friend

1.  Open the Arlo app.

2.  Tap **Settings**.

3.  Under ACCOUNT, tap **Grant Access**.

4.  Select the friend, and tap **Edit** ✎ .

5.  Tap **Delete Friend**.

6.  Tap **Yes**.

# 5.  Use Your Go 2 Camera

When you open the Arlo app, the Devices page displays your camera feeds.

**Tap Play** ▶ **to stream the camera feed**

**The Go 2 Camera is armed and detecting motion**

**Tap to turn the siren on and off manually**

**Tap to view device settings for the camera**

**Number of new recordings**

**This Arlo camera is disarmed**

**Tap a button to go to Devices, Library, Modes, or Settings**

| Camera icon | Located below each camera feed |
|---|---|
| 🔋 | Battery charge |
| 📶 | LTE signal strength |
| 📶 | WiFi signal, if your camera is currently connected via WiFi |
| ⚡● | Motion detection is on |
| ⚙ | View or change the camera settings |

| Camera feed icon | Tap the camera feed to display these icons |
|---|---|
| ▶ ⏹ | Play/Stop |
| 🔊 | Mute the audio |
| 🎤 | 2-Way Audio |
| ⏺ | Record video manually (requires cloud storage) |
| 📷 | Take a snapshot (requires cloud storage) |
| 🔦 | Turn the camera spotlight on and off |

# View your camera feeds

1.  Open the Arlo app.

2.  Tap **Play** ▶ on the camera feed.
    The camera feed updates and camera feed icons display.

3.  To stop viewing and listening to the live feed, tap **Stop** ◻.

## Pan and zoom video

You can pan and zoom your video feed.

1.  Open the Arlo app.

2.  Tap **Play** ▶ on the camera feed.
    On a mobile device, use the pinch gesture to zoom, and touch-and-drag to move around the zoomed-in frame.

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

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

# Record clips from live video

1.  Open the Arlo app.

2.  Tap the camera feed image.

3.  Tap **Record** ⦿ to begin recording.
    This icon turns red to indicate that you are recording the live feed.

4.  To stop recording, tap **Record** ⦿ again.

# Take a snapshot from live video

1.  Open the Arlo app.

2.  Tap the camera feed image.

3.  Tap **Snapshot** 📷.
    The snapshot is saved in your library.

# Turn the camera spotlight on and off manually

When your camera is armed and detects motion at night the spotlight turns on automatically. You can also adjust the spotlight behavior and turn it on and off.

To turn the spotlight on and off from the camera feed:

1.  Open the Arlo app.

2.  Tap the camera feed.

3.  Tap **Spotlight** 🔦 .

4.  To adjust the brightness, tap and hold the icon and adjust the slider.

5.  To turn off the spotlight, tap **Spotlight** 🔦 .

For information about how to customize the spotlight settings, see *Change the Low Light settings* on page 49.

# Customize your camera feed image

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

## Change the camera order

1.  Open the Arlo app.

2.  Tap **Settings**.

3.  Under DEVICE SETTINGS, tap **Device Order**.

4.  If you're using a smartphone or tablet, tap **Edit** at the top of the page.
    A list icon displays.

5.  Tap and hold the list icon and drag each device to the correct position on the list.

6.  Tap **Save**.

## Rotate a camera feed image 180 degrees

1.  Open the Arlo app.

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

3.  Select the camera.

4.  Tap **Video Settings**.

5. Rotate the image.

   If you're using an iOS device, tap **Rotate Image 180°**.

   If you're using an Android device, tap the slider to OFF and then rotate the image.

# Motion detection activity zones

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

## Add an activity zone

1. Open the Arlo app.

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

3. Select the camera.

4. Under VIDEO, tap **Activity Zones**.

5. Tap **+**.
   An activity zone box displays in the camera feed image.

6. Move the zone to the desired position in the camera feed image.

7. To reposition  or resize the zone, tap and hold the zone and move it.

8. To customize the zone name, tap **Edit** 🖉 and enter a name.
   If you're using a web browser, click **>** next to the zone name.

9. Tap **Save**.

## Change an activity zone

1. Open the Arlo app.

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

3. Select the camera.

4. Under VIDEO, tap **Activity Zones**.

5. Tap a zone to select it.

6. Move the zone to the desired position in the camera feed image.

7. To reposition  or resize the zone, tap and hold the zone and move it.

8. To customize the zone name, tap **Edit** ✏ and enter a name.
   If you're using a web browser, click **>** next to the zone name.

9. Tap **Save**.

## Delete an activity zone

1. Open the Arlo app.

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

3. Select the camera.

4. Under VIDEO, tap **Activity Zones**.

5. Tap a zone to select it.

6. Delete the device.
   On an iOS device, slide the motion detection zone to the left and tap **Delete**.
   On an Android device, slide the motion detection zone to the left.

# 2-Way Audio

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

1. Open the Arlo app.

2. Tap the camera feed image.

3. Tap the microphone icon 🎤.

4. The first time you use 2-Way Audio, allow Arlo to use your phone's microphone.

5. Tap the microphone button.
   2-Way Audio is activated.

   A **Tap to mute** microphone button displays  below the camera feed. This button toggles mute on and off.

6. To turn off 2-Way Audio, tap the **x** on the upper-left corner of the page.

# Turn the camera's siren on and off manually

Your camera includes a built-in siren. You can turn this siren on and off manually and you can also set up a rule for an armed mode to specify when the siren turns on if your camera detects motion. For information about  using a rule in a mode, see *Use a rule to activate the camera's siren* on page 41.

To turn the siren on and off manually:

1. Open the Arlo app.

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

3. Tap **Activate Siren**.
   If you have multiple cameras, you are prompted to select one.

4. Swipe the siren icon to the right.
   The camera siren turns on.

5. To turn off the siren, tap the slider at the top of the Devices page.

# View recordings and snapshots

With an Arlo Secure subscription, your camera stores recordings and snapshots in the library. You can use the filter and the calender to find and view specific recordings.

## Access cloud recordings

Cloud recording requires an Arlo Secure subscription. Cameras record when they are in an armed mode and they detect motion or sound. Your Arlo recordings are sent to your Arlo account in the cloud and stored in your library. Recordings are encrypted with your user name and password.

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

## Use the Library

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

1. Open the Arlo app.

2. Tap **Library**.

A green circle indicates the selected day. A green dot below the date indicates each day on which a video clip was recorded.

3.  Tap a highlighted date.
    Recordings from that date display below the calendar.

## Use the filter

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

1.  Open the Arlo app.

2.  Tap **Library**.

3.  Tap **Filter** in the upper left corner of the page.

4.  Tap the filtering criteria that you want to use.

5.  Tap **Done**.

## Turn off the filter

1.  Open the Arlo app.

2.  Tap **Library**.

3.  Tap **Filter** in the upper left corner of the page.

4.  Tap **Reset**.

5.  Tap **Done**.

## Download recordings

1.  Open the Arlo app.

2.  Tap **Library**.

3.  Tap a recording.

4.  Tap **Download**.

5.  Tap **OK** to confirm.

## Make a recording a favorite

1.  Open the Arlo app.

2.  Tap **Library**.

3.  Tap a recording.

4.  Tap **Favorite**.

## Share recordings

1.  Open the Arlo app.

2.  Tap **Library**.

3.  Tap a recording.

4.  Tap **Share**.

5.  Share the file.

## Donate recordings for research

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

1.  Open the Arlo app.

2.  Tap **Library**.

3.  Tap a recording.

4.  Tap **Donate**.

5.  Tap **OK** to confirm.

## Delete recordings

1.  Open the Arlo app.

2.  Tap **Library**.

3.  Tap a recording.

4.  Tap **Delete**.

5.  Tap **OK** to confirm.

# 6.  Modes, Rules, and Alerts

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

## Arm or disarm all your Arlo devices

You can arm or disarm all your Arlo devices simultaneously. Doing this deactivates other modes, such as Schedule, Geofencing, and Custom modes for all your Arlo devices. To return a device to another mode, select the device and then select a mode.

To arm or disarm all your Arlo devices:

1.   Open the Arlo app.

2.   Tap **Modes**.

3.   Tap **Arm All Devices** or **Disarm All Devices**.

## Modes

Arlo modes give you control over how your Arlo cameras respond to motion. For example, you probably don't want to receive an alert about motion in your yard in the daytime when you're gardening. You might want to turn on a different mode when you're away on vacation. Modes let you tell your cameras to respond differently at different times.

The Arlo app comes with these 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 arm, disarm, or resume a schedule mode when you arrive at, or leave, a given location based on your mobile device location.

You can customize the Armed and Schedule modes and you can add new modes. You might want to create a mode in which some cameras are active but others aren't. For example, when you're sleeping, you might want to arm your outdoor camera and disarm your indoor camera. You can create different modes for the same camera, but the camera can only use one mode at a time.

# Select a mode

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

1.  Open the Arlo app.

2.  Tap **Mode**.

3.  Select your camera.
    A list of modes displays.

4.  Tap a mode to activate it.
    The mode turns on immediately. The mode stays active until you change it.

# Mute Notifications

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

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

To mute notifications:

1.  Open the Arlo app.

2.  Tap **Settings > Mute Notifications**.

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

To unmute notifications

1.  Open the Arlo app.

2.  Tap **Settings > Mute Notifications > Unmute**.
    The Mute Notifications status changes to Off.

# Rules for modes

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

- **Trigger device**. The trigger device is the camera that detects motion. You can adjust the motion sensitivity to minimize false alarms.

- **Action device**. The action device responds to motion detection on the trigger device. For example, you might want your backyard camera or your driveway camera to trigger your door camera to start recording video. You decide what action each camera takes when motion is detected.

- **Notifications**. When a trigger is detected, the Arlo can send you push notifications, email alerts, or both. You can also send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

# Change motion sensitivity

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

1. Open the Arlo app.

2. Tap **Mode**.

3. Select your camera.
   A list of modes displays.

4. Tap **Edit** ✐ next to the mode.

5. Tap **Edit** ✐ next to the rule.

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

7. Move the slider to adjust the sensitivity level for motion detection for this camera.
   If you used a mobile device to specify the settings, your settings are saved.

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

# Control whether the spotlight turns on when motion is detected

Your Go 2 Camera includes an integrated spotlight. This spotlight is set to automatically turn on when your camera detects motion at night. The spotlight improves video quality  and allows your camera to record video in color at night rather than in traditional black-and-

white. You can turn the spotlight on and off and you can adjust the spotlight behavior and brightness.

**Note:** You can manually turn the spotlight on and off at any time from the camera feed by tapping **Spotlight** . You can also use the Low Light settings to control whether the spotlight comes on automatically when your camera detects motion at night.  For information about Low Light settings, see *Change the Low Light settings* on page 49.

# Use a rule to activate the camera's siren

1.  Open the Arlo app.

2.  Tap **Mode**.

3.  Tap the camera.
    A list of modes displays.

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

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

6.  Under Then do the following, tap **Activate Siren** and then tap **Edit**  .
    The Siren Settings page displays.

7.  Specify the Siren Duration and the Siren Loudness.

# Manage alerts

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

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

1.  Open the Arlo app.

2.  Tap **Mode**.

3.  Tap the camera.
    A list of modes displays.

4.  Tap **Edit**  next to the mode.
    **Note:** The Disarmed mode does not send alerts.

5.  Under Alert, tap **Push Notification** to turn alerts on and off for your mobile device.

6.  Under Alert, tap **Email Alerts** to turn email notifications on and off.

7.  To specify an email address, tap **Edit** ✏️ next to Email Alerts and enter the email address.

# Schedule when your camera is armed

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

To schedule when your camera responds to motion triggers:

1.  Open the Arlo app.

2.  Tap **Mode**.

3.  Tap the camera.
    A list of modes displays.

4.  Tap **Schedule** 🕐.

5.  Tap **Edit** ✏️ next to Schedule.

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

7.  Set the days and times for your new schedule.

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

8.  Tap **Done**.

## Edit a schedule

1.  Open the Arlo app.

2.  Tap **Mode**.

3.  Tap the camera.
    A list of modes displays.

4.  Tap **Schedule** 🕐.

5.  Tap **Edit** ✏️ next to Schedule.

6.  Tap a green box.

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

# Set up Arlo Geofencing

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

## Geofencing accuracy

For accuracy, geofencing uses a combination of GPS, cellular data, and WiFi data of your mobile device.

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

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

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

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

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

## Prepare your mobile device for geofencing

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

2. Enable WiFi.

3. Download the Arlo app and log in on each mobile device that you plan to enable for geofencing.

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

Android devices
- Location permission = On
- Location services = On
- Battery saver = Off
- Data limit = Off

- Airplane mode = Off

- Push notifications = Enabled

*iOS (Apple) devices*

- Share my location = On

- Location services = Always

- Airplane mode = Off

- Push notifications = Enabled

- Background App Refresh = Enabled

- Cellular Data = Enabled

- Push notifications = Enabled

# Set up geofencing for the first time and set up modes

1.  Open the Arlo app.

2.  Tap **Mode**.

3.  Tap the camera.
    A list of modes displays.

4.  Tap **Geofencing** ⊙ .

5.  Allow the Arlo app to use your mobile device's location.
    Geofencing works only if Arlo can locate your mobile device. The Location Address page displays your current address.

6.  To change the radius setting, tap **Radius** and select a radius size.
    Radius sizes are **Small**, **Medium**, and **Large** (approximately 150 meters, 250 meters, and 500 meters, respectively).

7.  Tap **Device Location** and enter a name for your location.

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

9.  Tap **Home Mode** and select a mode.
    Your camera uses this mode when your mobile device is within the radius of your camera's location. Most people select Disarmed while they're home.

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

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

11. Tap **Save**.

For troubleshooting tips, see *Troubleshoot Arlo Geofencing* on page 68.

# Geofencing with multiple mobile devices

Arlo Geofencing works with multiple mobile devices.

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

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

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

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

Make sure that these conditions are met:

*   Your Arlo devices are online.
*   Geofencing is enabled.
*   Your friends' and family's mobile devices are added to your account.

    For information about adding devices, see *Enable or disable geofencing for friends' mobile devices on page 46.*
*   (Required when your friend wants to participate in geofencing.) Your friend is logged in to the Arlo app on his or her mobile device and the GPS or location service is enabled on your friend's mobile device.

## Enable or disable geofencing for friends' mobile devices

1. Open the Arlo app.

2. Tap **Mode**.

3. Tap the camera.
   A list of modes displays.

4. Tap **Edit** ✏ next to Geofencing.

5. Tap **Enabled Devices**.
   A list of mobile devices displays. A check mark appears next to the device name when geofencing is enabled.

6. Tap one or more mobile devices.
   The device location displays as either In Zone, Out of Zone, or Unavailable (if there's an issue contacting that device).

7. To disable geofencing, tap the mobile device again.
   The check mark disappears when geofencing is disabled.

For more information, see *Set up Arlo Geofencing on page 43*.

# Custom modes

You can add modes in addition to the modes that come with the Arlo app and give the new modes custom names, such as Vacation. You can create one rule for each mode. You can create multiple rules within the same mode, so that each camera performs different actions and sends different alerts. You can also use Schedule mode to activate modes automatically at different times of the day or week. (See *Schedule when your camera is armed* on page 42.

## Add a mode

1. Open the Arlo app.

2. Tap **Mode**.

3. Tap the camera.
   A list of modes displays.

4. Tap **Add a Mode**.

5. Enter the mode name and tap **Next**.

6.  Select the trigger device and tap **Next**.

    This is the camera that detects motion.

7.  Enter the trigger device settings for the **When motion is detected** section and then tap **Next**.

8.  Use the slider to set the motion sensitivity for the trigger device and tap **Next**.

    Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.

9.  Select an action device and tap **Next**.

    This is the Arlo device that performs an action when the trigger device detects motion. You can select the same Arlo device you're using as a trigger or a different Arlo device.

10. Select an action such as **Record video** and tap **Next**.

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

11. Select the notifications for Arlo to send when motion is detected and then tap **Next**.

12. Review your settings and tap **Save**.

# 7.  Change Your Settings

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

## Camera settings

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

* Tap **Settings > My Devices** and select the camera
* Tap the **Menu** icon ••• or the **Device Settings** icon ⚙ below the camera feed.

### Change the camera name

1.  Open the Arlo app.

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

3.  Tap the camera.

4.  Tap **Edit** ✎ next to the camera name.

5.  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.

6.  Tap **Save**.

### Turn off the camera LED

The LED on the camera lights in different colors. (See *Check the LED* on page 11.) You can turn off this LED.

1.  Open the Arlo app.

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

3.  Tap the camera.

4.  Tap **Camera LED**.

5.  Tap **Battery Fully Charged Indicator** to turn the LED off and on.
    If you're using a mobile device, your settings are saved.

6.  If you're using a computer, click **Save**.

## Change the time zone

1.  Open the Arlo app.

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

3.  Tap the camera.

4.  Tap **Time Zone**.

5.  Tap a time zone.
    If you're using a mobile device, your settings are saved.

6.  If you're using a computer, click **Save**.

# Video Settings

## Change the video quality and battery usage

You can set the video resolution as Best Video, Optimized, or Best Battery Life. Using the Best Battery Life setting reduces the WiFi bandwidth that is required.

1.  Open the Arlo app.

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

3.  Tap the camera.

4.  Tap **Video Settings > Power Management**.

5.  Tap to select **Best Video**, **Optimized**, or **Best Battery Life**.

## Change the Low Light settings

The Go 2 Camera includes an integrated spotlight. This spotlight is set to automatically turn on when your camera detects motion at night. The spotlight improves video quality  and allows your camera to record video in color at night rather than in traditional black and white. You can turn the spotlight on and off and you can adjust the spotlight behavior and brightness.

**Note:**  You can manually turn the spotlight on and off at any time from the camera feed by tapping **Spotlight** ⊤. You can also use the Low Light settings to control whether the spotlight comes on automatically when your camera detects motion at night.

To change the low light settings for the spotlight:

1. Open the Arlo app.

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

3. Tap camera.

4. Tap **Video Settings > Low Light Settings**.

5. Adjust the settings to customize your spotlight:
    - **Spotlight**. Toggle the spotlight on and off. When the Spotlight setting is set to the On position, the spotlight automatically turns on when your Arlo camera detects motion at night.

    - **Color**. Toggle color video recording at night on and off.

    - **Behavior**. Select the spotlight behavior that you prefer: **Constant**, **Flash**, or **Pulsate**.

    - **Brightness**. Use the slider to adjust the brightness level

    - **Night Vision**. Toggle Night Vision on and off.

# Adjust the audio settings

You can adjust the settings to turn the microphone off and on, and adjust the speaker.

1. Open the Arlo app.

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

3. Tap the camera.

4. If you're using a mobile device, tap **Audio Settings**.

5. Adjust the settings:
    - **Microphone** toggle turns the microphone off and on.

    - **Speaker** toggle and volume. To turn the speaker off and on, tap **Speaker**. To change the speaker volume, move the **Speaker Volume** slider.

# Adjust the flicker setting

The combination of certain artificial light sources and the camera shutter speed might cause flickering in the recorded video. The default setting is Auto, but you can change the flicker adjustment.

1. Open the Arlo app.

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

3. Select the camera.

4. Tap **Flicker Adjustment**.

5. Tap a setting.

# Restart the camera from the Arlo app

1. Open the Arlo app.

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

3. Select the camera.

4. Scroll down to the bottom of the page and tap **Restart**.

# View device information

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

1. Open the Arlo app.

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

3. Tap the device.

4. Tap **Device Info**.

# Remove a device from your account

1. Open the Arlo app.

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

3. Tap the camera.

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

# 8.  SD Card Storage

You can insert a micro SD card (sold separately) into the micro SD card slot in your Go 2 Camera and store your Arlo recordings either in the cloud or on the SD card. If your camera isn't connected to the internet, recordings continue to be saved on the micro SD card. Your Arlo app notifies you when the SD card is low on storage space or is full.

## Micro SD card format

Your Go 2 Camera accepts SD, SDHC (UHS-I), or SDXC (UHS-I) micro SD cards, Speed Class 10, UH1 or U3, with capacity up to 2 TB.

If your micro SD card isn't formatted, or is formatted with an incompatible file system, you can use your Arlo app to format the micro SD card. See *Format a micro SD card* on page 54.

## Install a micro SD card in your Go 2 Camera

1.  Bring the Arlo Go 2 Camera indoors.

    We recommend that you bring your camera indoors before removing its housing to avoid potentially exposing the inside of the camera to water intrusion.

2.  Press the release button to release the camera from its housing.

    With a click sound, the camera slides partially out of the housing.



3.  Pull the camera until it separates from the housing.

4. Insert the micro SD card into the micro SD card slot.

   Press the edge of the SD card until it's completely seated in the slot.



   **Note:** The SIM card slot is located next to the micro SD card slot.

5. Slide the camera back inside the camera housing until it clicks.

# View the SD card status

1. Open the Arlo app.

2. Tap your Go 2 Camera.

3. Check the SD card icon ⬜. When a micro SD card is installed, this icon is amber ⬜.

4. To view more information about the micro SD card status, under LOCAL STORAGE, tap **Storage Settings**.

   The SD Card Status displays GOOD or indicates if the SD card needs to be formatted, or is full. The Arlo app also notifies you if  the card needs to be formatted or is full.

# View available SD card storage

The Arlo app notifies you if the SD card is getting full, but you can also view the available storage.

1. Open the Arlo app.

2. Tap your Go 2 Camera.

   The **Available Storage** field displays the amount of storage available on the SD card.

# Turn SD card recording off and on

1. Open the Arlo app.

2. Tap your Go 2 Camera.

3. Tap **Storage Settings > SD Card Recording**.
   SD card recording toggles off and on.

# Change the SD card Overwrite setting

By default, if the SD card fills up, the oldest Arlo recording is erased to make room for new recordings. Files on the SD card that aren't in the Arlo folder aren't deleted to make room for Arlo recordings. You can change the setting so that no Arlo recordings are automatically erased.

1. Open the Arlo app.

2. Tap your Go 2 Camera.

3. Tap **Storage Settings > SD Card Recording**.

4. Tap **Overwrite Automatically**.
   The overwrite setting toggles off and on.

# Format a micro SD card

The Arlo app displays a message to let you know if you need to format the SD card. The Go 2 Camera can format the SD card.

1. Open the Arlo app.

2. Tap your Go 2 Camera.

3. Tap **Storage Settings > SD Card Recording**.

4. Tap the red **Format SD Card** button.

# Remove a micro SD card

It's important to safely eject the micro SD card.

If you remove an SD card while information is being recorded on it, the SD card might become permanently unusable or the files on the card might be corrupted.

1. Open the Arlo app.

2. Tap your Go 2 Camera.

3. Tap **Storage Settings > SD Card Recording**.

4. Tap **Safely Eject SD Card**.

5. Wait for the *Unmounting SD Card* progress message to close.

6. Bring the Arlo Go 2 Camera indoors.
   We recommend that you bring your camera indoors before removing its housing to avoid potentially exposing the inside of the camera to water intrusion.

7. Press the release button to release the camera from its housing.
   With a click sound, the camera slides partially out of the housing.



8. Pull the camera until it separates from the housing.

9. Remove the SD card by pressing in on the edge of the card until it ejects.
   Arlo SD card recording is disabled until you install an SD card.

# View videos on a micro SD card

To view Arlo videos saved on a micro SD card, you must remove the micro SD card from your Go 2 Camera and use a micro SD card reader. (See *Remove a micro SD card* on page 55.)

The micro SD card reader can be part of your computer or a memory card reader with a USB or micro USB connector. If you purchase an SD card reader, make sure that you choose one that can read micro SD cards.

1. Safely remove the micro SD card.

   For more information, see *Remove a micro SD card* on page 55.

2. Insert the micro SD card into the slot in your card reader.

3. Wait for the micro SD card to appear in the list of available drives on your computer, and then open the drive folder to view the files on your micro SD card.

4. Open the Arlo folder.

   Recorded videos are saved in this folder in MP4 format. Video files are named according to this system: camera serial number_video number_date_video clip tag. Dates are in the format YYYYMMDD.

Note: If you're unable to play MP4 files on your computer, update your media player software to the latest version and try again. You can also download a free universal multimedia player, such as VLC.

# 9. Arlo Rechargeable Battery

Your camera comes with an Arlo Rechargeable Battery. The battery is partially charged and can be fully charged indoors using the charging cable that came in the package or by using other Arlo accessories, which are sold separately.

## Insert the camera battery

1. Bring the Arlo Go 2 Camera indoors.

2. Press the button on the magnetic charging port to release the camera from its housing. With a click sound, the camera slides partially out of the housing.

3. Pull the camera until it separates from the housing.



4. Align the battery and insert it into the battery compartment.
   The battery only inserts one way.

   The LED on the camera blinks blue.

5. Insert the camera into the camera housing until it clicks into place.

# Charge your camera battery indoors

You can charge the battery without removing it from the camera.

1. Snap the magnetic indoor charging cable onto the Go 2 Camera's charging port.
   The  charging cable works with most AC power adapters.



2. Connect an AC power adapter to the charging cable and plug it in.

# Solar Panel charging

You can use the Arlo Solar Panel VMA5600 (sold separately) to connect your camera to continuous power. The solar panel uses direct sunlight to keep your battery charged. The solar panel is weather-resistant and comes with an 8-foot magnetic power cable and adjustable mount.
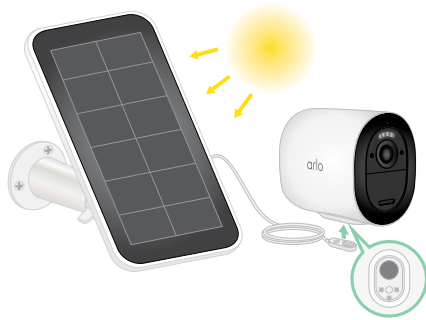


# Arlo Dual Charging Station

You can purchase spare Arlo rechargeable batteries and an Arlo Dual Charging Station (sold separately) to charge one or two Arlo rechargeable batteries.
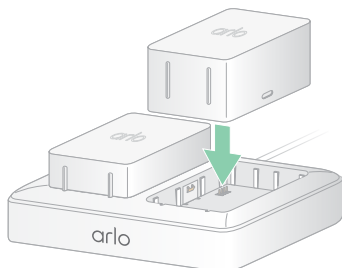
# Safe handling and usage guidelines for removable and rechargeable batteries

Batteries can EXPLODE, CATCH FIRE, and/or CAUSE BURNS if disassembled, punctured, cut, crushed, short circuited, incinerated, recharged (disposable cells), or exposed to water, fire, or high temperatures

To ensure optimal safety and performance:

- **Only use Arlo batteries.** If you are unsure whether a replacement battery or charger is compatible, contact Arlo.

- **DO NOT** use this battery for anything other than its intended purpose.

- **DO NOT** use a battery if its case appears damaged, swollen, or compromised. Examples include, but are not limited to, leaking, odors, dents, corrosion, rust, cracks, swelling, melting, and scratches.

- **DO NOT** disassemble, crush, puncture, short external contacts, or dispose of in fire or water.

- **DO NOT** expose the battery to fire or temperatures greater than 60°C (140°F). Do not place the battery next to areas that may become hot. Examples include, but are not limited to, on or near a space heater, cooking surface, cooking appliance, iron, radiator, or fireplace.

- **DO NOT** get the battery or the Arlo device wet. Even though they might dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.

- **DO NOT** place the battery in a pocket, purse, or other receptacle containing metal objects, such as keys, jewelry, or tools.

- **DO NOT** store the battery with hazardous or combustible material. Store in a cool, dry, ventilated area.

- **ALWAYS** keep the battery away from children.

- **DO NOT** load the battery backwards. **MAKE SURE** the battery compartment is empty and free of any moisture or loose debris before inserting the battery.

- **AVOID** dropping the battery or the Arlo device. Dropping it, especially on a hard surface, might cause damage to the battery or the Arlo device. If you suspect damage to the battery or the Arlo device, replace it.

- **ALWAYS** follow the directions in the Quick Start Guide and/or written in the Arlo Product User Manual.

- **ALWAYS** follow local waste and recycling laws and guidelines to dispose of used batteries.

# Optimize your camera's battery life

Arlo battery-powered cameras are not intended for continuous recording. The battery life of your Arlo camera varies depending on usage.

**Note:** Cold temperatures can affect any battery's capacity because of its chemistry. This means that if you install your camera outside in cold temperatures, you might notice a shorter battery duration, or a faster-than-expected drop in the displayed battery capacity.

Use these tips to maximize your camera's battery life:

- Make sure that your camera's firmware is up to date. For more information, see *Firmware updates* on page 66.

- When you're using your Go 2 Camera with a mobile connection, Arlo recommends placing your camera in a location with at least three bars of mobile signal strength. You can check the mobile signal strength from the Arlo app.

- If you're using a WiFi connection, select a location for your camera with a strong WiFi signal. You can check the strength of the WiFi signal from the Arlo app.

- Your Arlo camera lets you choose the quality level of the video it records. Cameras set to high-quality video recording use more battery power than cameras set to low-quality video recording.

- Fine-tune the position of your camera.
  Angle the camera so that it only detects motion in areas of interest. This helps reduce unwanted recordings and triggers from motion that occur in the background.

- Set a schedule for your camera.
  If you don't need your camera to activate during all hours of the day, you can set it to wake up and use battery power only during the hours when you need it. See *Schedule when your camera is armed* on page 42.

# 10.Arlo Connect

## Use Arlo with Amazon Alexa

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

To use the Arlo Skill, you need a connected camera and one of these Amazon devices:

- Echo Show

- Echo Spot

- Echo Dot

- Echo, Echo Plus

- Fire tablets (7th generation or newer)

- Fire TV (all generations)

- Fire TV stick (second generation only)

- Fire TV Edition smart TVs

## Enable the Arlo Skill

Make sure that your camera is powered on and connected to the cloud.

Enable the Arlo skill in one of these ways:

- Tell Amazon Alexa, "Alexa, enable Arlo skill" to receive instructions in your Alexa app to link your Arlo account with your Alexa account.

- In the Alexa app, search for the Arlo Skill and select **Enable Skill** to link your Arlo account with your Alexa account.

## Use the Arlo Skill

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

- "Alexa, show me <camera name>." Start streaming a camera live.

- "Alexa, stop." Stop an activity and return to your device's home screen.

- "Alexa, hide <camera name>." Stop streaming from a camera and return to your device's home screen.

- "Alexa, go home." Return to your device's home screen.

- "Alexa, show the last motion detected by my <camera name>." To use this command, your Arlo subscription must include viewing past video clips for your camera.

## Set up Alexa to notify you when the camera detects motion

You can use either of these methods:

- In the Smart Home section of the Alexa app, turn on Announcements for your Arlo camera.

- Create an Alexa Routine from the Alexa app main menu.

# Add your camera to the Google Assistant app

To use your camera with Google Assistant, you need:

- A Google Home Hub, a Chromecast device, a TV with Chromecast, or a media player with Chromecast

- The Google Assistant app on your mobile device. This app is included with most Android devices, but you can also download it from the Apple App Store on iOS devices.

To connect your Arlo cameras to the Google Assistant app:

1. If you plan to use a voice-enabled speaker with the Google Assistant, set up that device.

2. Open the Google Assistant app to the home page.

3. Tap the **+** icon.

4. Tap **Set up Device > Have something already set up?**.

5. Select the Arlo icon from the list of device options.
   You can search for Arlo or scroll down to find Arlo on the list of devices.

6. Sign in with your Arlo account.
   Your camera is added to Google Assistant.

7. To test your camera, say "Hey Google, show [name of room where camera is placed] on [name of Google device]."

8. To end the stream, say "Hey Google, stop [name of Chromecast device]."

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

# Use Arlo with IFTTT

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

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

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

# 11. Troubleshooting

## Scan a QR code during setup

During setup, the camera must scan a QR code from the Arlo app when you're setting up the LTE connection or adding the camera to your 2.4GHz WiFi network. If your camera doesn't emit a chime sound after scanning the QR code, then the QR code wasn't successfully scanned.

If your camera didn't scan the QR code:

- Move your mobile device farther from, or closer to, the camera lens.
  Position your mobile device about 6 in. (15 cm) from the camera lens, and slowly move it closer. If that doesn't work, try moving your mobile device farther away. You can also try different angles.

- Decrease or increase the brightness on your mobile device.
  Your mobile device's brightness might be too high or too low for your camera to scan the QR code.

  If you're in a low-light area, try setting the brightness on your mobile device to the 50 percent level.

  If you're in a bright area, try raising the brightness on your mobile device to the highest level.

- Disable Dark Mode if you're using an iOS device.
  In your iOS Settings, scroll down to find and select **Display & Brightness**. Choose **Light mode** under the Appearance options.

- Scan the QR code in an evenly lit area.
  Avoid scanning the QR code in the dark or in direct sunlight. If you are installing outside at night, turn on porch lights. If your camera is exposed to direct sunlight during installation, provide some shade.

- Check your mobile device's camera permissions.
  On your Android or iOS device, ensure that the Arlo app has access to the phone's camera in device settings.

- Try using a mobile device with a larger screen such as a tablet or iPad, if available.

- Clean the camera lens.

The camera lens might have debris or a smudge on it, hindering its ability to scan the QR code. Try using a lint-free cloth to remove anything that might prevent the camera from scanning the QR code.

- Factory reset your Arlo camera.
If you tried every other solution on this list, and your camera still doesn't scan the QR code, you can try factory resetting your Go 2 Camera. See *Reset the camera* on page 71.

# Arlo doesn't discover your camera during setup

If you're using the Arlo app to add your camera and it doesn't discover your camera, check the following:

## Discovery using an LTE connection

- An activated SIM card is inserted in your Go 2 Camera.

- Your camera is in range of your mobile network.

## Discovery using a WiFi connection

- You're connecting your Go 2 Camera and your mobile device to the same 2.4 GHz WiFi network. When connecting via WiFi, your Go 2 connects only to a 2.4 GHz band network (not a 5 GHz band WiFi network). For more information, see *Connect your mobile device to a 2.4 GHz WiFi network during setup* on page 20.

- You typed the correct WiFi network SSID (network name) and password. The network SSID and password are case-sensitive and must be exactly correct. You can tap the **password eye** icon to view your password before submitting.

- Your mobile device and Go 2 Camera are within the WiFi signal range of your WiFi router. If you want to use a WiFi connection during setup, we recommend placing your Go 2 Camera within 10-15 feet (3-4.5 meters) of your WiFi router. After your camera is set up, you can move it anyplace within range of your LTE network or WiFi network.

- Check the camera LED. When you press the **sync** button during setup, the LED blinks blue for two minutes while the camera is being discovered and then blinks blue fast when it connects to your WiFi network. If the camera doesn't connect to your WiFi network within two minutes, it times out and the LED stops blinking. The Arlo app might prompt you to connect to an LTE mobile network if your Go 2 Camera does not connect via WiFi.

- You hear a chime noise, which indicates your camera successfully scanned the QR code. If you don't hear a chime noise and need help with scanning the QR code, see *Scan a QR code during setup* on page 64.

# Firmware updates

Your Go 2 Camera updates its firmware automatically as new firmware is released. You can also manually check for new firmware, and if it's available, update your camera.

## Automatic firmware updates

If your Go 2 Camera is connected to only the LTE network (not WiFi), then the Go 2 firmware updates use cellular data to download. Minor firmware updates, which occur roughly once every three months, use about 14 MB of data. Larger updates, which usually happen about once a year, can be as large as 65 MB.

Arlo Go 2 firmware updates happen automatically as long as the cameras are connected to the LTE network or WiFi, are powered on, and have at least 15 percent battery. If a firmware update is released while your camera is turned off or disconnected or while the battery is low, the firmware update happens automatically within 24 hours after you turn the camera back on, if it is connected to the network, and the battery is not low.

Automatic updates happen between 3:00 a.m. and 5:00 a.m. to minimize camera downtime during the day. If the firmware update is a major one, you cannot view your camera live until the firmware is updated, but motion and sound detection still work and your camera still records based on the currently selected mode. To view your camera live, you can wait until the update happens automatically between 3:00 a.m. and 5:00 a.m., or you can update manually. For more information about updating your firmware manually, see *Update the Go 2 Camera firmware manually* on page 67.

If a firmware update is in progress, the LED on the camera blinks alternating blue and amber. After this, the camera's LED turns off for one to two minutes while the camera installs the firmware. After the camera firmware update finishes, the camera connects to the network again and the LED blinks blue rapidly.

**WARNING: Do not release the camera from its housing or remove the battery while your Arlo camera is updating and installing firmware. Wait until the camera is viewable from your Devices feed.**

 If you turned off your Arlo Go 2 Camera's LED in the camera settings, the LED does not blink to show that a firmware update is in progress. While the LED is turned off, always make sure that you can view your camera live from the Arlo app or a web browser before interrupting power to the camera. If you remove the battery or otherwise interrupt power while a firmware update is in progress, your camera might become unusable.

## Update the Go 2 Camera firmware manually

1. Open the Arlo app.

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

3. Select the camera that you want to update.

4. Tap **Device Info > Firmware > Update**.

**WARNING: Do not release the camera from its housing or remove the battery while your Arlo camera is updating and installing firmware. Wait until the firmware update is complete.**

If you turned off your Arlo Go 2 Camera's LED in the camera settings, the LED does not blink to show that a firmware update is in progress. While the LED is turned off, always make sure that you can view your camera live from the Arlo app or a web browser before interrupting power to the camera. If you remove the battery or otherwise interrupt power while a firmware update is in progress, your camera might become unusable.

The camera's LED blinks amber and blue while the firmware is downloading and installing. After the firmware is installed, the camera restarts and the LED is off. When the LED lights again and the pattern stops changing, your camera is available to stream.

# Go 2 Camera is offline

If your Go 2 Camera was working before and now is offline, try to identify where the problem is coming from.

- Check the Status LED on your Go 2 Camera. See *Check the LED* on page 11.

- Verify whether your Go 2 Camera is set up for LTE only or LTE/WiFi. Arlo Go 2 is designed to work with either LTE or WiFi connectivity. For more information, see *Control whether your Go 2 Camera connects to mobile or WiFi on page 19*.

    If your camera is set up for LTE only, make sure the mobile broadband account for the SIM in your Go 2 Camera is still active. If your camera is set up for LTE/WiFi, make sure that either your WiFi network is in range and available or the cellular coverage is available.

- To troubleshoot a mobile broadband connection, see *Optimize mobile broadband connectivity for your Go 2 Camera on page 12*.

# Troubleshoot Arlo Geofencing

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

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

* Your mobile device isn't sharing its location information with Arlo. See *Prepare your mobile device for geofencing* on page 43.

* Away mode isn't triggered when you leave because an extra mobile device that's enabled for geofencing is still in the Device Location. See *Geofencing with multiple mobile devices* on page 45.

* Geofencing stopped working because the location sharing settings for a mobile device changed. See *Prepare your mobile device for geofencing* on page 43.

* A task-killing app, such as Shutapp or Doze, can disable Arlo Geofencing. To use Arlo Geofencing, disable any apps that suppress the Arlo app.

* Geofencing for your mobile device on your friend's Arlo account isn't working.

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

    * Turn on the Allow Access Rights setting. See *Grant access to friends* on page 27.

    * Set your device as an Enabled Device in Geofencing settings. See *Enable or disable geofencing for friends' mobile devices* on page 46.

 Still experiencing issues with geofencing? Contact Arlo Customer Support.

# Can't see video streams

A low battery can cause the camera to stream intermittently. If the battery's charge level is 25 percent, the Arlo app displays a notification message. At 15 percent, the app sends you an email and a push notification.

See the following sections for help troubleshooting network connections.

## Troubleshoot streaming with an LTE only connection

Your Arlo Go 2 Camera requires an activated SIM card with a mobile data plan to access the mobile network.

For best results when connecting to the mobile network, Arlo recommends placing your camera in a location where it has at least three bars of mobile signal strength. To check the signal strength in the Arlo app, tap **Settings > My Devices** and select your camera. Then tap **Connected To > Cellular Settings > Signal Strength**.

If signal strength is consistently less than three bars, consider moving your camera to a location with better signal strength. For more information, see *Optimize mobile broadband connectivity for your Go 2 Camera on page 12*.

## Troubleshoot streaming with a WiFi connection

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

### WiFi signal interference

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

We recommend that you place your camera at least 1 to 3 feet (30 to 100 cm) from your router. Allow at least 6.5 feet (2 meters) between each camera to prevent WiFi signals between the devices from interfering with each other.

### WiFi range

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

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

## Not receiving push notifications

You must be logged in to the Arlo 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 exiting the app, you must log back in to the app. You receive Arlo alerts even if your device is sleeping.

# Check the rules for armed modes

Check the rules in your modes. Make sure that push notification is enabled in the mode you're using.

1. Open the Arlo app.

2. Tap the **Mode** button.

3. Select your camera.
   A list of modes displays.

4. Tap **Edit** ✐ next to Armed.

5. Tap **Edit** ✐ next to the rule.

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

7. If you made changes, tap **Save**.

# Check the Arlo app notification settings on an iOS device

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

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

2. Tap **Notifications > Arlo**.

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

# Check the Arlo app notification settings on an Android 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.

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

2. Tap **Application Manager > Arlo**.

3. Make sure that the **Show Notifications** setting is selected.

# Reset the camera

Factory resetting your Arlo Go 2 Camera returns it to default settings and removes the camera from your account. This means that you must follow the Arlo app setup process to use your camera after a factory reset.

## Reset using the sync button

1. Bring the Arlo Go 2 Camera indoors.

   We recommend that you bring your camera indoors before removing its housing to avoid potentially exposing the inside of the camera to water intrusion.

2. Press the release button on the bottom next to the magnetic charging port to release the camera from its housing.

   With a click sound, the camera slides partially out of the housing.



   sync button

   releasebutton

3. Pull the camera until you see the **sync** button.

4. Press and hold the **sync** button on the camera for about 15 seconds, until the camera LED begins blinking amber, then let go.

   Note:  Make sure to let go of the **sync** button when the camera LED begins blinking amber. If you hold the **sync** button too long, then you must restart the factory reset process until the camera LED blinks amber three times after letting go of the **sync** button.

5. Insert the camera back into its camera housing until it clicks into place.

## Reset from the Arlo app

To reset your Arlo Go 2 Camera while it is connected to the cloud:

1.  Open the Arlo app.

2.  Tap **Settings > My Devices** and select the camera.

3.  Tap **Remove Device**.

4.  Tap **Yes** to confirm that you want to remove the Arlo Go 2 Camera from your account.

# Support

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

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# Compliance

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

See the regulatory compliance document before connecting the power supply.