

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/.

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

See the regulatory compliance document before connecting the power supply.

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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:

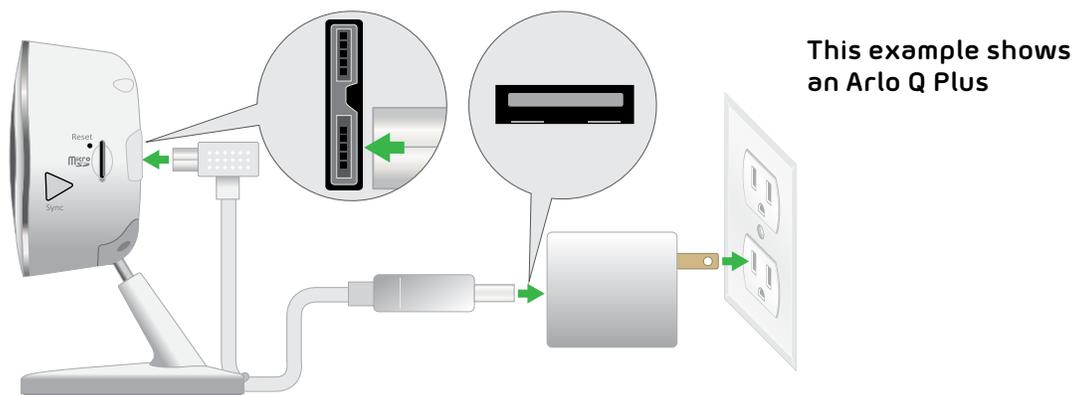
- **WiFi.** Connect the Arlo Q or Arlo Q Plus camera to your router using WiFi and power the camera with the included micro USB cable and power adapter.
- **Arlo Q Plus Power over Ethernet (PoE).** Connect the Arlo Q Plus camera to a PoE switch using the included PoE adapter if you want to power and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

➤ To connect an Arlo Q Plus 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.



Set Up Your System

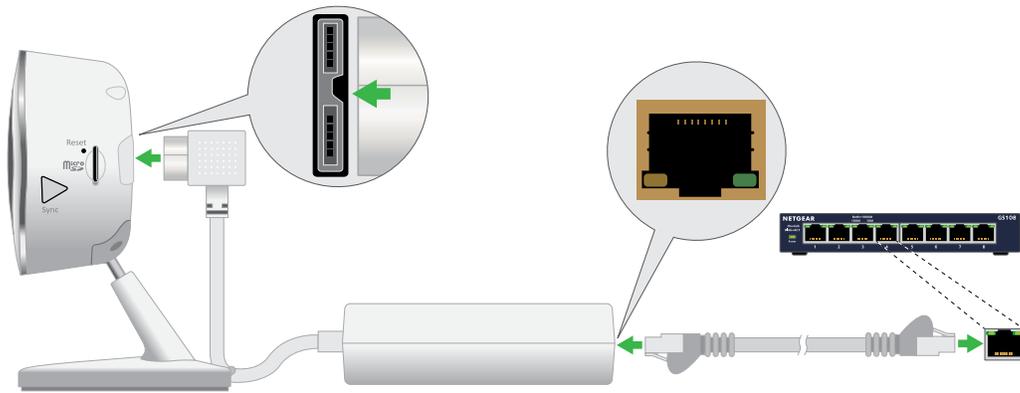
2. Connect the other end of the micro USB cable to the power adapter.
3. Plug the USB adapter into a wall socket and wait for the camera LED to blink amber.
4. Continue installing your camera.

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 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.



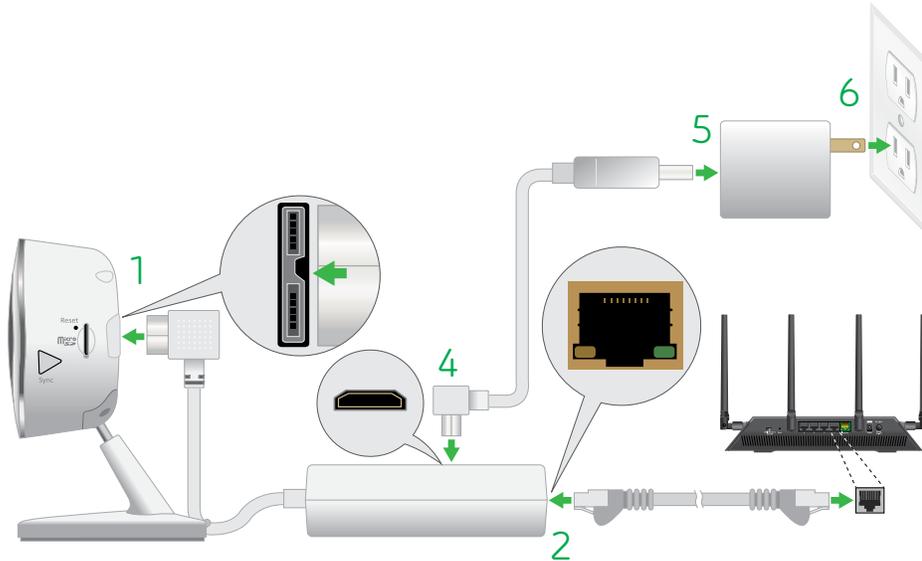
4. Continue installing your camera.

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 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

On mobile devices, use the Arlo app for the best viewing experience. Visit the Apple App Store, the Amazon App Store, or the Google Play Store to download the Arlo app for iOS and Android devices.

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

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

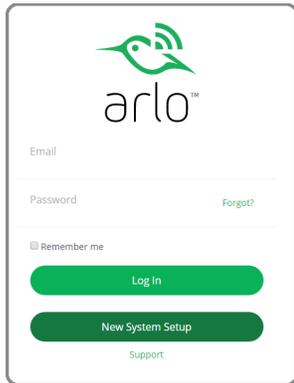
You can also enter arlo.netgear.com in the address bar of a browser.

Set Up Your System

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 45.



3. Click or tap **New System Setup**.

A list of cameras displays.

4. Click or tap 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 camera WiFi connection.** See [Connect an Arlo Q Plus 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. Click or tap **Continue**.
8. Enter the name and password for the WiFi network that you want your camera to connect to.

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

Set Up Your System

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. Click or tap **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. Click or tap **Yes** if you heard a chime sound.

Click or tap **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 53.

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.

You can also enter arlo.netgear.com in the address bar of a browser

The Cameras page displays.

2. Log in to the old Arlo account.

Set Up Your System

3. Click or tap **Settings**.

The Settings page displays.

4. Click or tap **My Devices**.

A list of cameras displays.

5. Click or tap 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. Click or tap **Add Device**.

10. Click or tap 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. Click or tap **Continue**.

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

14. Click or tap **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. Click or tap **Continue**.

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.

Set Up Your System

18. If you hear a chime sound, click or tap **Yes**.
19. If you do not hear a chime sound, click or tap **No** and follow the onscreen instructions.

Arlo Q Camera Position

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

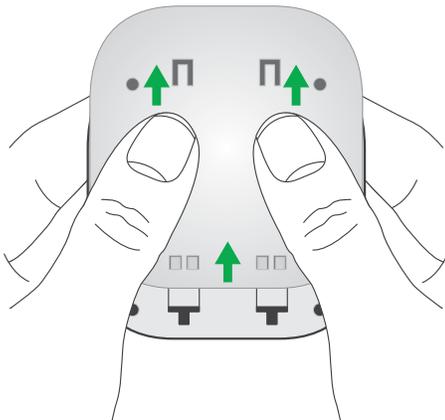
- Avoid positioning the camera in an area that gets a lot of light shining directly into the camera lens.
- You can configure Arlo Q cameras to monitor part of the field view and to detect motion only in the areas that you want monitor.
- Keep active locations in the camera's field of view.
Arlo Q provides 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:

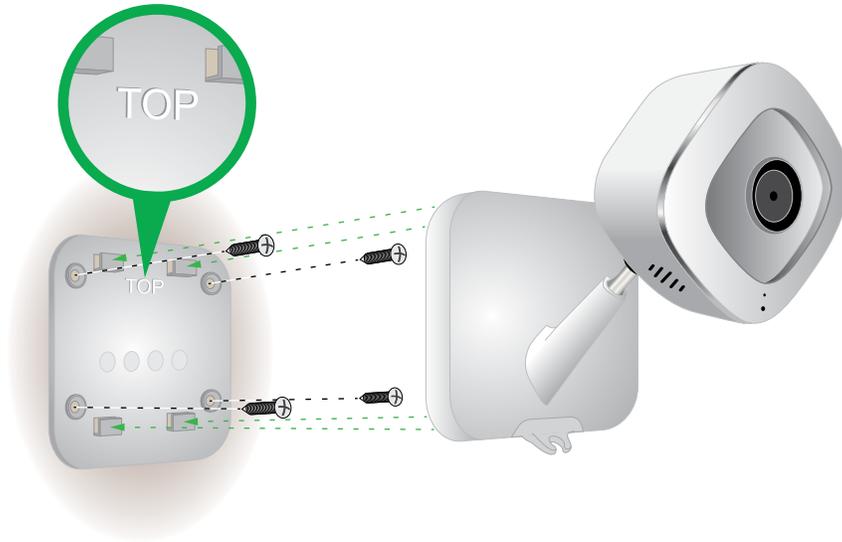
1. Make sure that the mounting plate is separate from the camera base.



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 Camera](#).

Use Arlo With IFTTT

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

To add Arlo to your IFTTT app, visit <https://ifttt.com/channels> and see Security and Monitoring Systems.

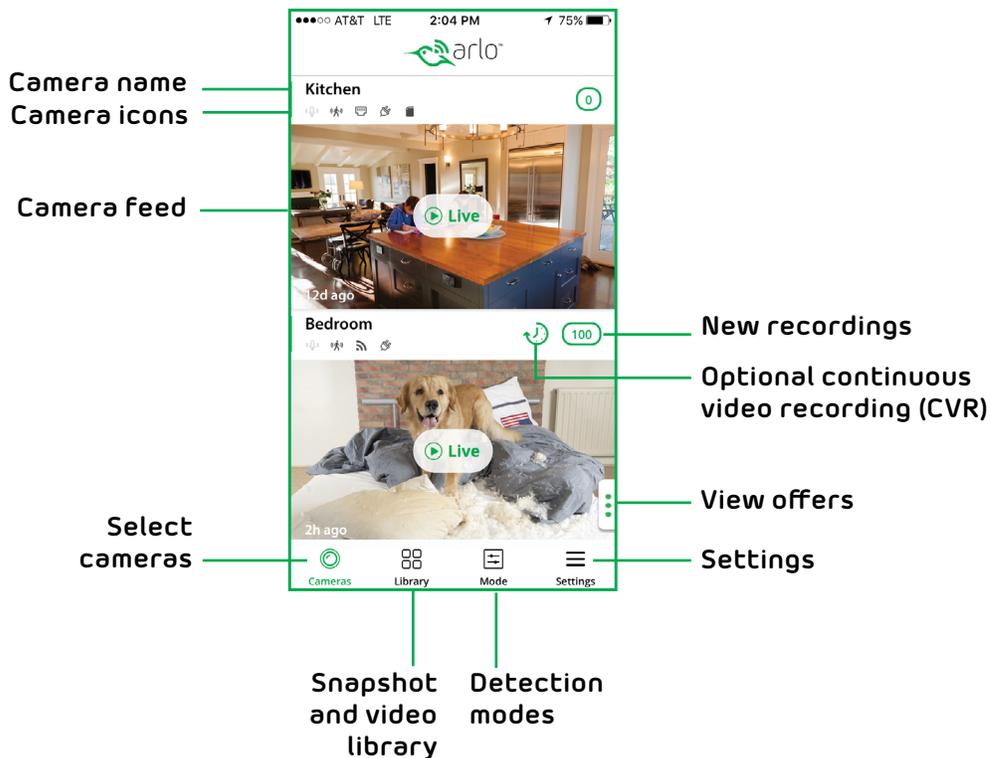
To learn more about Arlo and IFTTT, visit the [NETGEAR Arlo community](#).

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 Cameras Page

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



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 in the address bar of a browser.

The Cameras page displays. The icons above each camera feed depend on the rules in the currently selected mode:

View Your Content

 **Motion.** Motion detection is on for this camera.

 **Sound.** Audio detection is on for this camera.

 **WiFi Signal.** The camera is connected with WiFi. This indicates the WiFi signal strength.

 **Arlo Q Plus Power.** This camera is receiving power from an electrical outlet and is not running off battery power.

 **Arlo Q Plus Ethernet.** This camera connection uses Ethernet.

 **Arlo Q Plus SD card.** An SD card is installed in this Arlo Q Plus camera.

2. To view and listen to a live feed, click or tap **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, click or tap the **Pause** icon.

Live Feed Icons

The following table describes the icons on the menu that displays when you click or tap **Live** on the image from the camera.

Icon	Description
	Pause.
	Record video manually.
	Snapshot.
	Brightness.
	Microphone. Start using Talk and Listen
	Speaker. Mute the audio.
	Full screen.

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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Live** in the camera feed image.

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

3. Click or tap **Record Video** .

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

4. To stop recording, click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Live** in the camera feed image.

3. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Live** in the camera feed image.
3. Click or tap **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.

Control the Camera Feed Image

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

Change the Camera Order

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

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

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings**.

The Settings page displays.

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

View Your Content

A list of cameras displays in the order that they display on the Cameras 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. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

4. Click or tap **Video Settings**.

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

6. Resize and position the image box as necessary.

7. Click or tap **Zoom** .

Your settings are saved.

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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

4. Click or tap **Video Settings**.

The Video Settings page displays.

5. Click or tap **Rotate Image**.

6. The camera feed 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.

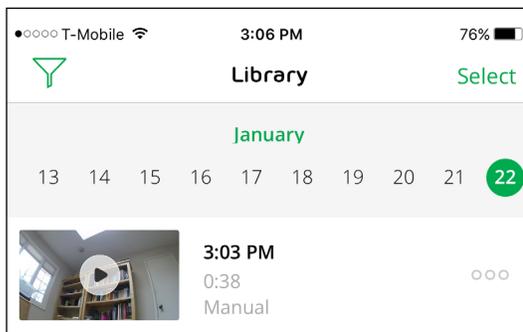
If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap **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. Click or 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.

➤ **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 in the address bar of a browser.

The Cameras page displays.

View Your Content

2. Click or tap **Library**.
3. Click or tap the **Filter** icon  in the upper left corner of the page.

The filter page displays.

4. Click or tap the filtering criteria that you want to use.
5. To remove filtering, click or tap **Reset**.
6. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Library**.
3. Click or tap the **Filter** icon  in the upper left corner of the page.

The Filter page displays.

4. Click or tap **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 Download Clips

➤ To share and download clips from the library:

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

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Library**.

The Library page displays.

3. Click or tap a snapshot or video.

4. Click or tap **Share** .

5. Click or tap the method that you want to use to share the snapshot or video.

The available methods depend on which apps you use on your smartphone or computer.

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 26.

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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

4. In the Storage section, click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

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

The SD Card page displays.

Use an SD Card With Arlo Q Plus

5. Click or tap **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 24.

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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

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

The SD Card page displays.

5. Click or tap **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 23.

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

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

3. Click or tap **Settings > My Devices**.

A list of cameras displays.

4. Click or tap the camera.

The camera settings display.

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

The SD Card page displays.

6. Click or tap **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 23.

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

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

3. Click or tap **Settings > My Devices**.

A list of cameras displays.

4. Click or tap the camera.

The camera settings display.

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

The SD Card page displays.

6. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap 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. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings**.

The Settings page displays.

3. Under Account, click or tap **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. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

Personalize Your Camera

2. Click or tap **Settings**.
The Settings page displays.
3. Under Account, click or tap **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 in the address bar of a browser.
The Cameras page displays.
2. Click or tap **Settings**.
The Settings page displays.
3. Under Account, click or tap **Grant Access**.
4. Click or tap **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. Click or tap the cameras that you want the friend to be able to access.
7. Click or tap **Send Invite**.

Personalize Your Camera

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 in the address bar of a browser.

The Cameras page displays.

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

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

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

The Edit page displays.

5. Click or tap cameras to select or deselect them.
6. Click or tap **Allow Access Rights**.

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

7. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

Personalize Your Camera

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

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

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

The Edit page displays.

5. Click or tap **Delete Friend**.

6. Click or tap **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, the **Custom Mode** icon  displays

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 method 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.

➤ 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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Mode**.

A list of cameras displays.

3. Click or tap the Arlo Q camera.

The Mode page displays.

4. Click or tap 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 Cameras 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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Mode**.

A list of cameras displays.

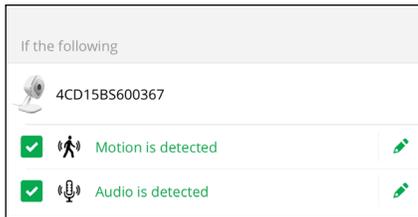
3. Click or tap the Arlo Q camera.

The Mode page displays.

4. Click or tap **Edit**  next to the mode.

The Edit Rule page displays.

5. Click or tap **Edit**  next to the rule that you want to edit.



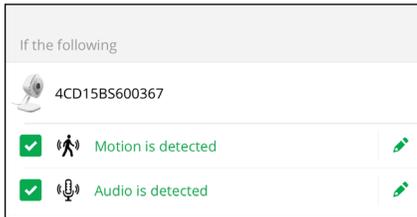
6. Under If the following, click or tap **Edit**  next to Motion is detected.
The Motion detection settings page displays.
7. Move the slider to adjust the sensitivity level for motion detection for this camera.
If you used a mobile device to specify the settings, your settings are saved.
8. If you used a browser to specify the settings, click **Save**.
Your settings are saved.

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 in the address bar of a browser.
The Cameras page displays.
2. Click or tap **Mode**.
A list of cameras displays.
3. Click or tap the Arlo Q camera.
A list of modes displays.
4. Click or tap **Edit**  next to Armed.
The Edit Rule page displays.

5. Click or tap **Edit**  next to the rule.



6. Under If the following, click or tap **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 in the address bar of a browser.
The Cameras page displays.
2. Click or tap **Mode**.
A list of cameras displays.
3. Click or tap the Arlo Q camera.
A list of modes displays.
4. Click or tap **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**, click or tap **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, click or tap **Edit** next to Email Alerts and enter the email address.

Set Up Geofencing

You can use geofencing to arm, disarm or resume a schedule mode when you arrive at or leave a given location. To set up geofencing, you must use your mobile device and you must allow the Arlo app to use your location.

➤ To set up geofencing:

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

The **Cameras** page displays.

2. Tap **Mode**.

A list of cameras displays.

3. Click or tap the camera.

A list of available modes displays.

4. Tap **Geofencing**.

A message displays stating that Arlo would like to use your location. To implement geofencing, Arlo must use your location.

5. Tap **OK**.

The **Location Address** page displays.

6. Enter the address for your location.

The **Location Name** page displays.

Modes, Rules, and Smart Alerts

7. Enter a name for your location.

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.

8. Tap the mode for the camera to use when you are away.

Typically the away mode is Armed or a custom mode that you created with an armed setting.

If you set up two or more mobile devices with the Arlo app, you are prompted to select the device to use for geofencing.

9. If prompted, tap the device to use for geofencing.

The Home Mode page displays a list of available modes. The home mode is the detection mode used by the camera when you are at the location that you specified.

10. Tap the mode for the camera to use when you are home.

Typically the home mode is Disarmed.

11. A summary screen displays your geofencing settings.

12. Tap **Done**.

A message displays telling you that setup is complete.

13. Tap **Finish**.

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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Mode**.

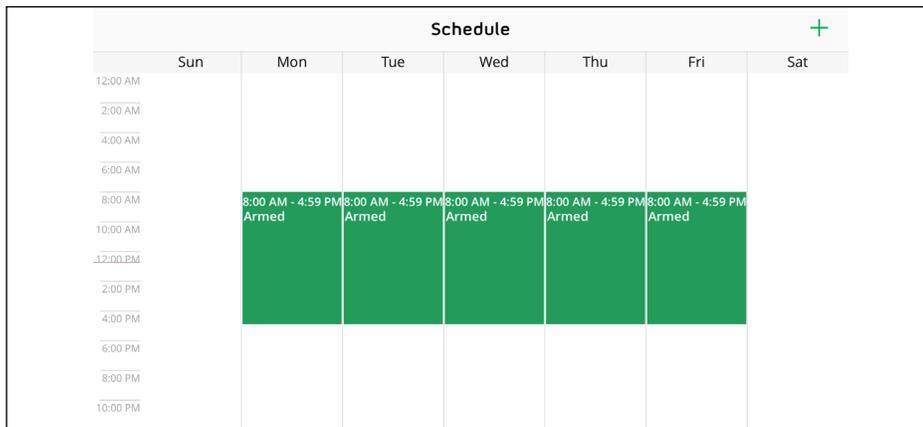
A list of cameras displays.

3. Click or tap the Arlo Q camera.

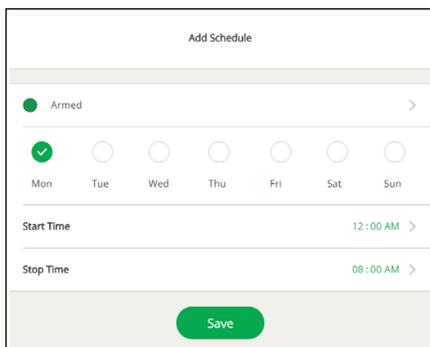
A list of available modes displays.

4. Click or tap **Schedule** .

5. Click or tap **Edit**  next to Schedule.



6. Click or tap **+ Add**.



Modes, Rules, and Smart Alerts

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

Edit a Schedule

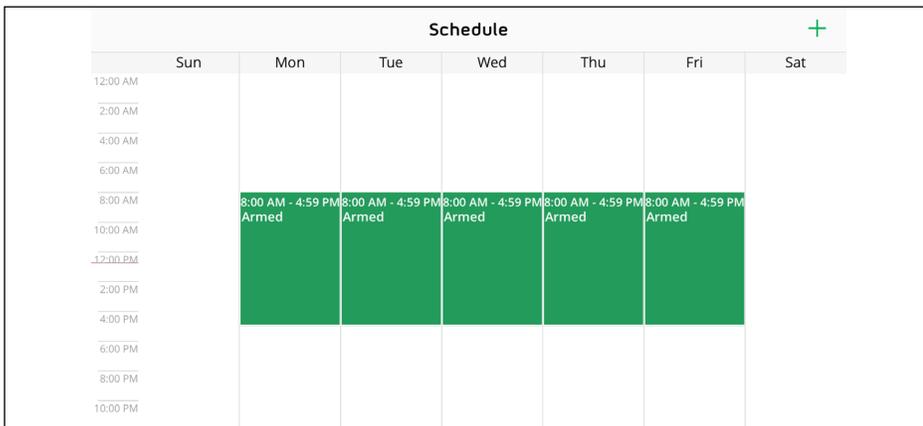
➤ **To edit a schedule:**

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

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

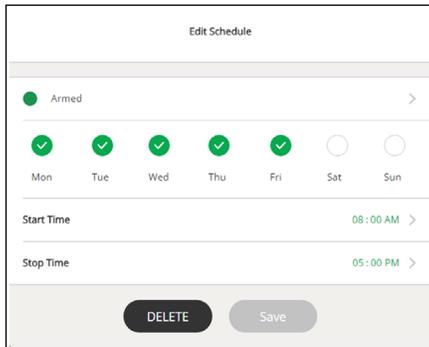
The Cameras page displays.

2. Click or tap **Mode**.
A list of cameras displays.
3. Click or tap the Arlo Q camera.
A list of available modes displays.
4. Click or tap **Schedule** .
5. Click or tap **Edit**  next to Schedule.



	Sun	Mon	Tue	Wed	Thu	Fri	Sat
12:00 AM							
2:00 AM							
4:00 AM							
6:00 AM							
8:00 AM		8:00 AM - 4:59 PM Armed					
10:00 AM							
12:00 PM							
2:00 PM							
4:00 PM							
6:00 PM							
8:00 PM							
10:00 PM							

6. Click or tap the schedule.



7. Change the start and stop times and click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Mode**.

A list of cameras displays.

3. Click or tap the camera.

4. Click or tap **Add a Mode**.

The New Mode page displays.

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

The Trigger Device page displays.

Modes, Rules, and Smart Alerts

6. Click or tap **When motion is detected** and **When audio is detected** and then click or tap **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, click or tap the zone.

8. Click or Tap **Next**.

The Audio Settings page displays.

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

The Motion Settings page displays.

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

The Summary page displays.

13. Review your settings and click or tap **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 in the address bar of a browser.
The Cameras page displays.
2. Click or tap **Settings > My Devices**.
A list of cameras displays.
3. Click or tap 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, click or tap **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. Click or tap **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.

Modes, Rules, and Smart Alerts

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Mode**.

A list of cameras displays.

3. Click or tap the Arlo Q camera.

A list of modes displays.

4. Click or tap the **Edit** icon  next to the mode.

The Edit Rule page displays.

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

The Motion Detection page displays.

6. Under Motion Detection Zones, click or tap 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 Cameras 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 in the address bar of a browser.
The Cameras page displays.
2. Click or tap **Settings > My Devices**.
A list of cameras displays.
3. Click or tap the camera.
The camera settings display.

Settings

4. Click or tap **Time Zone**.

The Time Zone page displays.

5. Click or tap a time zone.

6. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

Settings

2. Click or tap **Settings > My Devices**.
A list of cameras displays.
3. Click or tap the camera.
The camera settings display.
4. Click or tap **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.

Video Settings

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 in the address bar of a browser.
The Cameras page displays.
2. Click or tap **Settings > My Devices**.
A list of cameras displays.
3. Click or tap 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. Click or tap **Video Resolution**.
The Video Resolution page displays.

Settings

6. Click or tap a setting.

7. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap 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. Click or tap **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.

Settings

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap 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. Click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap 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, click or tap **Speaker**.

Settings

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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

4. Click or tap **SSID**.

The Connect Network page displays.

5. Enter the WiFi network name and password.

6. Click or tap **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.

Settings

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap 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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

4. Scroll down and click or tap **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.

Settings

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings > My Devices**.

A list of cameras displays.

3. Click or tap the camera.

The camera settings display.

4. Scroll down and click or tap **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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap **Settings**.

The Settings page displays.

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

The Subscription page displays.

Manage Your Subscription Plan

4. Click or tap **Change Subscription**.

The Subscription Plan page displays.

5. To change to a Premier or Elite plan, click or tap **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 in the address bar of a browser.

The Cameras page displays.

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

The Subscription page displays.

4. Click or tap **Change Subscription**.

The Subscription Plan page displays.

5. Click or tap **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. 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 54.

View the Timeline

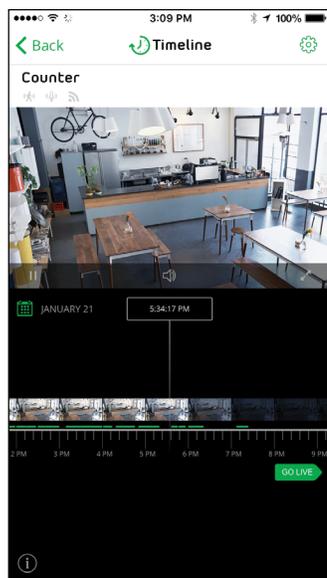
➤ **To view the timeline:**

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

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap the **Timeline** icon  above the camera feed.



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

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

Navigate Through the Timeline

➤ To navigate through the timeline:

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

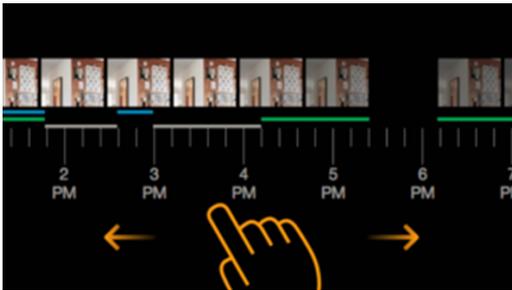
If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap the **Timeline** icon  above the camera feed.

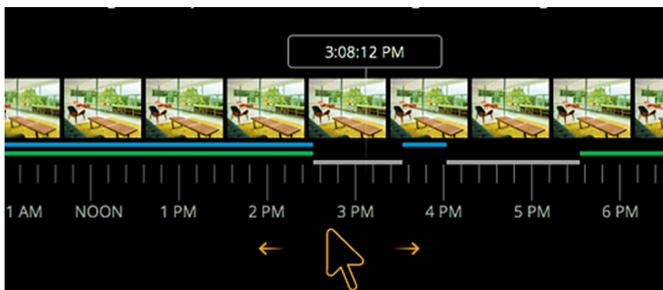
The Timeline page displays.

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

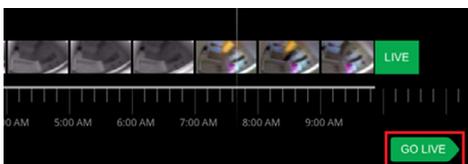


- To go back in time, drag the timeline to the right (either 14 or 30 days back, depending on your CVR plan).
- To move toward more recent recordings, drag the timeline to the left.

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, click or tap 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.

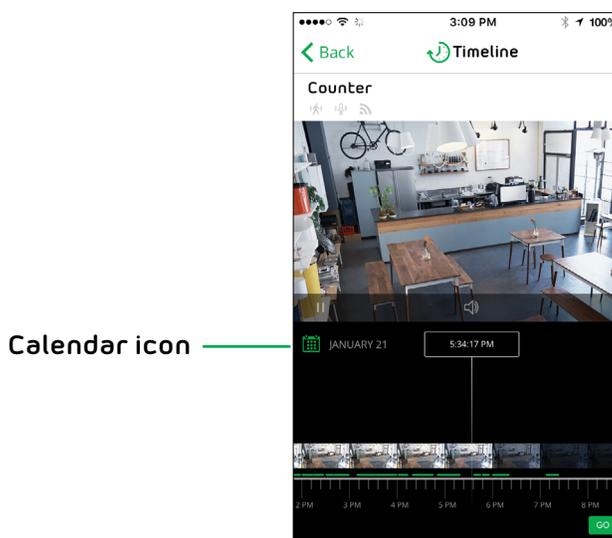
➤ **To view the timeline calendar:**

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

If you are using a computer, enter arlo.netgear.com in the address bar of a browser.

The Cameras page displays.

2. Click or tap the **Timeline** icon  above the camera feed.



Calendar icon

3. Click or tap 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.

9. 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 47.

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 in the address bar of a browser.

The Cameras page displays.

2. Click or tap the **Mode** button.

A list of cameras displays.

3. Select the Arlo Q camera.

A list of modes displays.

4. Click or tap 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.