BILL'S HOME TECH
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BILL'S COMPLETE MANUALS

Arlo Cameras

Setting up, watching, and getting the most from your wire-free home security cameras

A plain-English guide for every Arlo owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

Covers the Arlo app & wire-free cameras · facts current November 2026

What's Inside

This is your Arlo camera manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. It's written for Arlo's wire-free, battery-powered home cameras and the free Arlo app that runs them, and because the whole Arlo family works in much the same way, the ideas here fit the Essential, Pro, and Ultra cameras alike. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. If a screen on your phone looks a little different, don't worry — the words you're looking for are still the same.

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PART 1

Getting to Know Your Arlo Cameras

What they are, what they need to work, where to put them, and a friendly tour of the app that runs everything. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've bought an Arlo camera — or a family member set one up for you — it's usually for one simple, good reason: a little more peace of mind. Knowing who's at the door, keeping an eye on the driveway, seeing that a package arrived, checking on things while you're away. That's a wonderful thing for a camera to give you, and this book will help you get every bit of it without the fuss.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this book the way I'd explain it sitting next to you with your phone in hand: slowly, in plain English, with no rushing. When I use a word you don't know, I'll stop and explain it right then.

Cameras feel complicated — they don't have to be

A security camera sounds like serious business, and a few of the settings have important-sounding names. But at heart, an Arlo camera does just a few things: it watches a spot you care about, it lets you look at that spot live from your phone, it saves a short video when something moves, and it buzzes your phone to tell you. Everything else in this book is just making those four things work the way you want.

WHAT THIS DOES FOR YOU

What a camera really gives you

It's not about catching criminals on television. It's the small, daily reassurance: seeing the mail carrier came, watching the grandkids pull in safe, checking the back door from your chair, knowing your home is keeping an eye on itself while you're at the doctor or down in Florida for the winter. Quiet peace of mind — that's the real gift.

And I'm only a phone call away

This book will carry you a long way. But if you get stuck — a camera won't connect, or you can't make the alerts behave — you're never stuck alone. Call me at **(330) 200-8042** and we'll work it out together, with no judgment and no rushing. Now let's get acquainted with your cameras.

— Bill

CHAPTER 2

What Arlo Is & Which Cameras You Have

Arlo is a brand of home security cameras known for one especially handy trait: most of them are **wire-free**. That means they run on a rechargeable battery and talk to your home over Wi-Fi, so there are no cords to run and you can place them almost anywhere — on a porch post, by the garage, over the back deck.

The Arlo camera family

Arlo sells several lines of camera. You don't need to memorize these, but knowing roughly which you have helps you follow along and helps me help you:

Line	What it is
Arlo Essential	The popular, affordable line — indoor and outdoor cameras, and video doorbells. Simple and dependable.
Arlo Pro	A step up, with sharper video, a brighter spotlight, and a louder siren. Common outdoors.
Arlo Ultra	The top line, with the highest-resolution video and the widest view.
Arlo video doorbell	A camera built into a doorbell, so you see and speak with whoever is at the door from your phone.

All of them are run from the same free **Arlo app** on your phone or tablet, and they all work in much the same way. So whatever you own, this book fits.

GOOD TO KNOW

Wire-free vs. plugged-in

Most Arlo cameras are battery-powered and recharge every few months. Some can also be plugged into power with a cable or a small solar panel so you never charge them. And a few indoor models simply plug into an outlet full-time. If yours has a battery, this book's charging advice applies; if it's plugged in, you can happily skip those parts.

Writing down what you own

Jot two things on the inside cover of this book: the camera line you have (Essential, Pro, Ultra, or Doorbell) and how many cameras. If you're not sure of the line, the app will tell you — we'll find it together — or just call me with the model and I'll know in an instant.

Indoor and outdoor — a quick word

Arlo makes both **indoor** cameras (for watching a room, a pet, or a doorway from inside) and weather-sealed **outdoor** cameras. They set up and work the same way in the app; the difference is mainly how rugged they are. An outdoor camera is happy in the rain and snow; an indoor camera should stay inside, behind the glass. If you're watching your porch, use an outdoor model; for the living room or a nursery, an indoor one is simpler and often cheaper.

GOOD TO KNOW

One account holds them all

However many cameras you have, and whatever mix of indoor, outdoor, and doorbell, they all live together under your single Arlo account and in one app. There's no juggling separate logins or apps. Add a camera today and another next year, and they simply join the family on the same screen — which is part of what makes Arlo comfortable to grow into slowly.

CHAPTER 3

What You Need to Make It Work

Before we set anything up, let's gather the handful of things every Arlo camera needs. Having these ready makes setup smooth instead of stop-and-start.

The four essentials

- **Home Wi-Fi** — your wireless internet. Arlo cameras send their video over it, so the camera needs a decent signal wherever you place it.
- **Your Wi-Fi password** — written down and handy. You'll type it once during setup.
- **A smartphone or tablet** — with the free **Arlo** app installed. This is your window into every camera; there's no separate screen to buy.
- **An Arlo account** — a free sign-in (an email and a password) that ties your cameras to you. We'll create it together in Part 2.

GOOD TO KNOW

A word about your Wi-Fi signal

A camera out at the edge of the yard may be too far from your Wi-Fi to get a strong signal, which leads to blurry or dropped video. A good rule: if your phone gets solid Wi-Fi standing where the camera will go, the camera will too. If not, that spot may need a Wi-Fi booster — a common, fixable thing I'm glad to help with.

Do I need a monthly subscription?

This is the question everyone asks, so let's answer it plainly up front: you can use an Arlo camera to **watch live** and get **motion alerts** without paying anything. But on most newer cameras, **saving and replaying the video clips** requires a paid plan called **Arlo Secure**. We'll cover exactly what's free and what's paid in Part 5, so you can decide with open eyes. New cameras usually come with a free trial so you can try the paid features before deciding.

FROM BILL

No surprises on the bill — I'll help you decide

I never want you paying for something you don't need. Before you commit to a subscription, we can look at how you actually use the cameras and whether the plan earns its keep for you. For some folks it's well worth it; for others, free is plenty. That's a five-minute conversation anytime at **(330) 200-8042**.

CHAPTER 4

Where to Place Your Cameras

A camera is only as useful as the view it has. A little thought about placement — height, angle, and what's in frame — makes the difference between helpful footage and a yard full of false alarms. Here's how to place them well.

Good placement habits

- **About 7 to 8 feet high, angled down.** High enough that someone can't easily reach it, angled to catch faces and the path people walk, not just the tops of heads.
- **Point at the approach** — the walkway to the door, the driveway, the gate — where people actually come and go, so you see them arriving.
- **Mind the sun.** A camera staring straight into the rising or setting sun gets washed out. Aim it so the sun is behind or to the side of it when possible.
- **Keep the important area close.** Cameras see nearby things far more clearly than distant ones. The driveway twenty feet away shows faces; a street a hundred feet off shows only shapes.

Avoiding false alarms before they start

Cameras notice motion, and some motion isn't worth a buzz on your phone. You can cut down on nuisance alerts just by aiming thoughtfully:

- Keep **busy streets and sidewalks** out of the main view, or you'll get pinged at every passing car and dog-walker (we'll also trim this with settings in Part 4).
- Watch for **branches, flags, and hanging plants** that sway in the wind right in front of the lens.
- Be aware of **heat and headlights** — car headlights at night and heat shimmer can trigger motion. Angling slightly away from the road helps.

TIP

Test the view before you mount it for good

Here's a trick that saves ladders and frustration: set the camera roughly in place first and look at its live view on your phone before you screw the mount down. Walk through the area. See what the camera sees and whether it catches you where you want. Adjust the aim, then mount it for keeps once you're happy. Five minutes of testing beats a week of a bad angle.

Which spots are worth a camera

If you're deciding where to put a limited number of cameras, think about where people actually approach your home and where trouble tends to start. The most useful spots for most homes are, in rough order:

- **The front door** — where visitors, deliveries, and most knock-and-talk scams arrive. A video doorbell shines here.
- **The driveway or garage** — vehicles, comings and goings, and a common target for mischief.
- **The back or side door** — the quiet entrance a would-be intruder prefers because it's out of sight of the street.
- **A main indoor room** — if you want to check on a pet, or keep an eye on things while you're away.

You don't need to cover every inch. Two or three well-placed cameras watching the doors and the drive give most homes excellent peace of mind without turning the place into a fortress.

CHAPTER 5

A Tour of the Arlo App

The **Arlo app** is mission control for every camera you own. It looks busy at first, but you really only use a few corners of it. Let's take a gentle tour so nothing feels unfamiliar when we start tapping.

The main screens you'll use

Screen	What it's for
Devices (or Cameras)	Your home screen in the app: a tile for each camera showing its latest snapshot. Tap one to watch live.
Library (or Feed)	Where your saved video clips live, organized by date. This is where you go to see 'what happened' (needs a plan on most cameras).
Modes	The on/off switches for whether cameras are armed and alerting — like a home alarm's 'arm' and 'disarm.' Covered fully in Part 4.
Settings	The gear icon, where you adjust each camera, your account, and notifications.
Notifications / bell	A running list of recent alerts the cameras have sent you.

Watching a camera live

The everyday move — checking a camera right now — is simple: open the app, find the camera's tile on the **Devices** screen, and tap it (or tap the play button on it). After a moment it connects and shows you a live picture. From there you'll find buttons to talk, sound the siren, turn on the light, and record — we'll meet each of those in Part 3.

TIP

You can't break anything by exploring the app

Tap around freely. Opening a camera's live view, poking into Settings to see what's there, reading the menus — none of it changes anything until you deliberately flip a switch or save a change. The app is a safe place to look around, and looking around is exactly how you get comfortable. Go ahead and explore.

WHAT THIS DOES FOR YOU

One app, your whole home at a glance

Once the app feels familiar, your cameras become genuinely useful: a glance at your phone from the kitchen, the waiting room, or a thousand miles away shows you your front door, your driveway, your back deck — all in one place, any time. That reach is the whole point, and it's closer than you think.

PART 2

Setting Everything Up

Creating your account, adding each camera, mounting and charging, and getting your cameras named and organized so the app makes sense at a glance.

CHAPTER 6

Installing the App & Creating Your Account

Everything starts with the free Arlo app and a free account. Let's get both in place. Take it one step at a time — there's no clock running.

Installing the app

1. On your phone or tablet, open the **App Store** (iPhone/iPad) or the **Play Store** (Android) — the place you get new apps.
2. Tap the search box and type **Arlo**.
3. Look for the official app, published by **Arlo Technologies**, with the blue Arlo logo. Tap **Get** or **Install**.
4. When it finishes, tap to open it.

SCAM ALERT

Install only the real Arlo app

As with any popular product, you'll see look-alike and 'helper' apps in the store. Install only the genuine app made by **Arlo Technologies**. Never install something a pop-up, email, or phone caller tells you to in order to 'fix' your camera — that's how trouble starts. When in doubt, call me first.

Creating your Arlo account

1. The first time you open the app, tap **Create Account** (or **Sign Up**).
2. Enter your **email address** and make a **password**. Pick a password you don't use elsewhere, and write it down somewhere safe at home.
3. Arlo will send a code to your email or phone to confirm it's really you — open your email, find the code, and type it in. This is normal and good: it keeps strangers out of your account.
4. Fill in your name and agree to the terms, and your account is ready.

STAY SAFE

Turn on the extra sign-in protection

Arlo offers (and may require) **two-step verification** — after your password, it sends a quick code to your phone or email to be sure it's you. Say **yes** to this. It's the single best thing you can do to keep anyone else from ever seeing your cameras. A stranger would need both your password *and* your phone, which they won't have.

CHAPTER 7

Adding Your First Camera

With the app and account ready, it's time to introduce a camera to the app — Arlo calls this **adding a device**. The app walks you through it with pictures; here's the shape of it so nothing surprises you.

The steps, in plain terms

1. In the app, tap the **plus sign (+)** or **Add Device**.
2. Choose the kind of device you're adding (camera, doorbell, and so on) from the list, or scan the QR code — a square barcode — on the camera or its box when asked.
3. **Wake the camera up.** If it's new, pull the plastic battery tab or press the power/sync button so it turns on. The app tells you what to look for — usually a small light that blinks.
4. **Let it join your Wi-Fi.** The app asks for your Wi-Fi network and password; enter them carefully. The camera connects to your home internet.
5. **Name the camera** something clear, like 'Front Door' or 'Driveway,' and finish. It now appears as a tile on your Devices screen.

GOOD TO KNOW

Why cameras want the '2.4' Wi-Fi

Many Arlo cameras connect best to the part of your Wi-Fi called **2.4 GHz** — it reaches farther through walls than the faster '5 GHz' part, which matters for a camera out in the yard. If setup asks and you're not sure which network is which, that's a common spot to get a little help; it's quick to sort out and only has to be done once.

Adding more cameras

Every additional camera is added the same way — tap the plus sign and repeat. The app keeps them all together, so once the first one's done, the rest go quickly. Name each one for where it watches, and your Devices screen becomes a tidy map of your home.

CHAPTER 8

SmartHub, Base Stations & Direct Wi-Fi

You may hear about an Arlo **SmartHub** or **base station** — a small box that some Arlo systems use. Let's clear up whether you need one, because it confuses a lot of people.

Two ways Arlo cameras connect

Connection style	What it means
Directly to your Wi-Fi	Most newer Arlo cameras (Essential, and many Pro models) talk straight to your home Wi-Fi with no extra box. Simplest setup.
Through a SmartHub / base station	Some systems (often older or Ultra setups) use a small hub plugged into your internet router. The cameras talk to the hub, and the hub talks to your internet. Can give longer range and local storage.

The app knows which your cameras use and sets it up accordingly — you don't have to decide. If your box came with a hub, you'll plug it in during setup; if it didn't, your cameras connect directly and there's nothing missing.

GOOD TO KNOW

Local storage with a hub

One nice thing a SmartHub or base station can offer is a slot for a **microSD card** (or a USB drive) to save video right there at home, in addition to or instead of the cloud. If keeping recordings without a monthly fee appeals to you and your system supports it, that's worth exploring — call me and we'll see what your setup can do.

CHAPTER 9

Mounting Your Cameras

Once a camera's tested and working, you'll want to mount it firmly where it belongs. Arlo cameras mount a couple of different ways depending on the model, but the ideas are the same.

The common mounts

- **Magnetic mount** — a little ball or disc screws to the wall, and the camera snaps onto it with a magnet, so you can tilt and aim it by hand. Easy, but mount it high enough that it can't simply be lifted off.
- **Screw-in bracket** — a sturdier bracket that holds the camera at a set angle; better for spots you want tamper-resistant.
- **Doorbell mount** — a video doorbell replaces your existing doorbell button and screws into the same spot.

Mounting tips that save grief

1. Confirm the live view looks right *before* you drill — hold the camera where it'll go and check your phone.
2. On brick, stucco, or hard siding, you'll need the right drill bit and wall anchors; this is a fine job to have a handy neighbor, family member, or me help with if ladders aren't your favorite.
3. Make sure the camera can still be reached to take down for charging (unless it's plugged in or solar-powered).
4. Point it so rain and snow tend to fall past the lens, not straight onto it — a slight downward angle and a bit of eave overhead keep the picture clear.

STAY SAFE

Please be careful on ladders

More than one camera has cost someone a nasty fall. If mounting means a tall ladder or an awkward reach, don't do it alone, and don't do it at all if heights or balance are a concern. There is no shame in asking a family member — or calling me — to handle the up-high part. A camera is not worth a broken hip.

CHAPTER 10

Charging & Battery Basics

If your Arlo cameras run on batteries, a little know-how keeps them watching without surprise dead spots. The good news: charging is simple and infrequent.

How charging works

Depending on the model, you either **bring the whole camera inside** and plug it in with the charging cable for a few hours, or you **pop out the battery** and charge that while a spare keeps the camera running. The app shows each camera's battery level as a little percentage, so you're never guessing.

Making a charge last

- **Fewer, smarter alerts help most.** A camera that records every passing car works hard and drains fast. Trimming the view and sensitivity (Part 4) can dramatically extend battery life.
- **Cold weather shortens batteries** — an Ohio January will mean more frequent charges than July. That's normal, not a fault.
- **Consider a power cable or solar panel** for a camera that's hard to reach or works hard. Plugged in, it never needs charging; a small solar panel keeps it topped up from daylight.

> **TIP**
>
> **Let the app warn you before it dies**
>
> In Settings you can have the app notify you when a camera's battery gets low, so you charge it on your schedule instead of discovering a blank screen. Turn that on, keep a charged spare battery if your model uses them, and you'll never be caught with a camera asleep when you wanted it watching.

A note on battery life numbers

Arlo often quotes how long a battery lasts — but those figures assume light use in mild weather. In the real world, a camera watching a busy spot in an Ohio winter will need charging far more often than one watching a quiet back door in June. Don't be alarmed if yours doesn't match the box; it's not a defect, just the difference between a brochure and a driveway. Let the app's battery reading, not the advertised number, be your guide.

WHAT THIS DOES FOR YOU

Set it up once, enjoy it for months

With sensible placement, trimmed alerts, and the low-battery warning on, most folks charge their Arlo cameras just a few times a year — and never wonder whether they're working. That's the sweet spot: a system that quietly does its job and only asks for you now and then.

PART 3

Using Your Cameras Every Day

Watching live, replaying what happened, handling the alerts, talking through the camera, and the handful of everyday moves you'll actually use.

CHAPTER 11

Watching Live

The thing you'll do most with your cameras is simply look — check the front door, peek at the driveway, see who's in the yard. This is called the **live view**, and it's always a couple of taps away.

Opening a live view

1. Open the Arlo app. You land on your **Devices** screen with a tile for each camera.
2. Tap the camera you want (or the play button on its tile).
3. Wait a few seconds while it wakes and connects — battery cameras sleep to save power, so a short pause is normal.
4. The live picture fills your screen. Turn your phone sideways for a bigger view.

The buttons around the live view

While watching live, a row of buttons gives you quick powers. They vary by model, but you'll usually find:

Button	What it does
Microphone / Talk	Speak through the camera so someone there hears you (two-way talk).
Siren	Sound a loud alarm to scare off trouble or get attention.
Spotlight / Light	Turn on the camera's light (on models that have one).
Record	Manually save a clip of what you're seeing right now.
Snapshot	Grab a still photo of the moment.

TIP

A short wait is the battery being smart

If live view takes a few seconds to appear, that's not a fault — a wire-free camera naps between events to stretch its battery, and has to wake up when you call on it. Plugged-in cameras wake faster. Either way, a brief pause is the camera doing exactly what it should.

Watching more than one camera at once

If you have several cameras, the Devices screen shows them all stacked as tiles, each with its latest snapshot — a quick way to take in the whole house at a glance. Tap any one to open its full live view. There's no need to hunt; your front door, driveway, and back deck are

all right there, one scroll apart.

Zooming in for a closer look

While watching live or replaying a clip, you can usually **pinch** the screen with two fingers — spread them apart to zoom in, pinch them together to zoom back out — to get a closer look at a face, a license plate, or a package. It's the same pinch you may know from looking at photos. The picture gets grainier the more you zoom, so a camera placed close to what matters always beats zooming in on something far away.

GOOD TO KNOW

Live view uses your internet

When you watch a camera, its video travels over the internet to your phone — so if you're out and about on cellular data, a long session of watching uses up some of your data allowance, and a weak signal can make the picture stutter. For everyday checking-in this is nothing to worry about; just know that if the picture is choppy, a weak connection (yours or the camera's) is usually why.

CHAPTER 12

Replaying What Happened

The other half of a camera's value is looking *back*: what set off that alert while you were out? Who came to the door? Saved clips live in the app's **Library** (sometimes called the Feed), sorted by day.

Finding and watching a clip

1. Tap **Library** (or Feed) at the bottom of the app.
2. You'll see thumbnails of recorded events, newest first. Use the calendar or date strip to jump to a particular day.
3. Tap any clip to play it. You can usually tap which camera and what kind of event (person, package, vehicle) to filter the list.
4. From a clip you can **save it to your phone**, **share it** (handy for showing family or police), or **delete it**.

> GOOD TO KNOW
>
> **Saved clips usually need a plan**
>
> Here's the honest catch again: on most newer Arlo cameras, those saved clips in the Library require the **Arlo Secure** subscription. Without a plan you can watch live and get alerts, but you may not be able to replay recorded video. Part 5 lays out exactly what's free and paid so you can choose well. If your Library is empty of recordings, this is usually why.

Saving the clips that matter

When something important is on camera — a package theft, a fender-bender, a visit you want to remember — don't leave it only in the cloud, where it rolls off after a while. Tap the clip and **download it to your phone** so you have your own copy for good. From there you can text it to family or hand it to the police if ever needed.

CHAPTER 13

Notifications & Alerts

When a camera sees motion (or someone presses your doorbell), it can buzz your phone with a **notification** — a little banner that says something's happening. Set up well, these are the heartbeat of your system. Set up poorly, they're a nuisance that has people turning cameras off. Let's get them right.

Making sure alerts reach you

For alerts to arrive, two switches must be on: the camera must be **armed** (Part 4), and your phone must **allow notifications** from the Arlo app. If you're not getting alerts, check your phone's Settings → Notifications → Arlo and make sure they're turned on.

Taming too many alerts

If your phone buzzes constantly, you have too many alerts — and the fix is easy. You can:

- **Narrow what the camera watches** with activity zones, so only your walkway sets it off, not the whole street (Chapter 17).
- **Only alert for people** instead of any motion, so passing cars and swaying branches stay quiet (Chapter 18).
- **Lower the motion sensitivity** a notch (Chapter 17).
- **Use a schedule** so cameras only alert when you want — armed at night, calmer by day (Chapter 15).

TIP

A good alert is a rare alert

The goal isn't to be told about every leaf — it's to be told about the things that matter. When your phone only buzzes for something real, you actually pay attention to it. Spend a little time in Part 4 trimming your alerts down, and your cameras go from 'annoying' to 'invaluable.'

What an alert looks like

When a camera has something to tell you, a **banner** slides onto your phone's screen — often with a little snapshot of what it saw — and your phone may chime or buzz. **Tap the banner** and the app opens straight to that camera, so you can see what's happening in a single move. If you miss the banner, the alerts also gather in the app's notification list (the

little bell), so nothing is lost — you can scroll back through the day whenever you like.

Quiet hours and 'do not disturb'

If you don't want your phone lighting up in the middle of the night, your phone's own **Do Not Disturb** or **sleep** setting can quiet the chimes during set hours while the cameras keep right on recording. The events still wait for you in the morning. That way you get your rest and your coverage both — a nice balance many folks appreciate once they know it's there.

CHAPTER 14

Two-Way Talk, the Siren & the Spotlight

Your cameras don't just watch — many can speak, shine, and sound off. These turn a camera from a silent witness into something you can act through, right from your phone.

Two-way talk

Most Arlo cameras and doorbells have a speaker and microphone, so you can **talk with whoever's there** from anywhere. Tap the microphone button in live view, wait for it to connect, then speak — they hear you, and you hear them. Tell the delivery driver where to leave the box, greet a visitor while you're out, or let a prowler know they're seen.

The siren

Many models have a loud **siren** you can trigger by hand from the app, or set to blare automatically when the camera detects something while armed. It's startlingly loud — good for scaring off an unwanted visitor or drawing a neighbor's attention — so test it once, briefly, so you know what to expect.

The spotlight

Cameras with a built-in **spotlight** can light up the area at night — handy for a clearer color picture after dark, and a deterrent in its own right (a light that snaps on tells a prowler they've been noticed). You can have it come on automatically with motion, or flip it on yourself from live view.

WHAT THIS DOES FOR YOU

A camera you can reach through

Watching is useful; acting is powerful. Being able to say 'please leave that by the side door,' to flip on a light, or to sound a siren — from your chair or from a thousand miles away — turns your cameras into a real presence at home even when you're not there. That's genuine peace of mind, not just a recording.

PART 4

The Smart Settings That Make It Yours

Modes and schedules, geofencing, activity zones, and smart detection — the knobs that decide when your cameras watch, what they notice, and when they leave you be.

CHAPTER 15

Modes: Armed, Disarmed & Schedules

Modes are the master switch for your whole system — they decide whether your cameras are actively watching and alerting, much like arming and disarming a burglar alarm. Understanding modes is the key to a system that helps instead of nags.

The basic modes

Mode	What it does
Armed	Cameras are on watch — they detect motion, record, and alert you. Your 'I'm away' or 'it's night' setting.
Disarmed	Cameras stop alerting and recording on motion. You can still watch live. Your 'I'm home and don't want to be pinged' setting.
Schedule	Automatically arms and disarms by time and day — armed overnight, disarmed during the day, for example.
Geofencing	Automatically arms when your phone leaves home and disarms when you return (Chapter 16).

Switching modes

1. Tap **Modes** in the app.
2. Choose the camera or group of cameras.
3. Tap the mode you want — **Armed**, **Disarmed**, **Schedule**, and so on.

Building a simple schedule

A schedule is wonderfully set-and-forget. Many folks arm the outdoor cameras overnight and disarm them during the active day, so they're not pinged by their own comings and goings. In **Modes** → **Schedule**, you draw the times on a weekly grid: tap to add an 'armed' stretch, say 10 p.m. to 6 a.m., and the system handles it every day without you lifting a finger.

> **TIP**
>
> **Disarm when you're puttering in the yard**
>
> Spending the afternoon gardening or washing the car? Flip the relevant cameras to **Disarmed** so your own movements don't fill your phone with alerts — then arm them again (or let the schedule do it) when you head in. It's the easy way to keep the system from crying wolf.

CHAPTER 16

Geofencing: Arm and Disarm by Itself

Geofencing is a clever feature with an odd name. It simply means your cameras can arm themselves when you leave home and disarm when you come back — using your phone's location to know whether you're there. No more remembering to arm the system on your way out.

How it works, plainly

You draw a circle around your home (the app does most of this). When your phone — and therefore you — crosses out of that circle, Arlo switches to Armed. When you cross back in, it switches to Disarmed. It's like a thoughtful housekeeper who arms the cameras behind you and relaxes them when you're home.

Setting it up

1. In **Modes**, choose **Geofencing**.
2. Allow the app to use your location **'Always'** when asked — it needs this to notice when you come and go. (Arlo uses it only for arming your cameras.)
3. Confirm your home location and the size of the circle.
4. Pick what happens when you're **away** (usually Armed) and when you're **home** (usually Disarmed).

> GOOD TO KNOW
>
> **Whose phone counts?**
>
> If more than one person lives there, geofencing can watch several phones, so the cameras only arm when *everyone* has left and disarm when *anyone* returns. That keeps the system from arming while your spouse is still home. Adding each person's phone is a one-time setup we can do together.

When geofencing isn't quite right for you

Geofencing is clever, but it isn't for everyone. It leans on your phone being with you and its location turned on, so if you often leave your phone at home, share one phone, or simply prefer not to have an app tracking your comings and goings, a plain **schedule** (Chapter 15) may suit you better. There's no wrong choice — some folks love the hands-free magic of geofencing, others prefer the predictability of 'armed every night from ten to six.' Use whichever leaves you more comfortable.

TIP

You can always arm by hand

Whatever automatic setup you use, you can still override it any time with a tap in **Modes** — arm everything before a trip, or disarm while the family's over for Sunday dinner. The schedules and geofencing are there to save you effort, not to take away your control. You're always the one in charge.

CHAPTER 17

Activity Zones & Motion Sensitivity

These two settings are your best tools for getting alerts about what matters and silence about what doesn't. A few minutes here fixes the great majority of 'too many alerts' complaints.

Activity zones — telling the camera where to look

An **activity zone** is a box you draw on the camera's view to say 'only pay attention to *this* part.' Draw it around your walkway and porch, and the camera ignores the busy sidewalk and street beyond. It's the single most effective way to cut nuisance alerts.

1. Open the camera's **Settings**, then **Activity Zones**.
2. Drag the corners of the box to cover the area you care about (your yard, your drive) and leave out the street and neighbor's property.
3. Save. From now on, motion outside the zone won't pester you.

Motion sensitivity — the dial

Sensitivity is a slider from low to high. Higher catches the smallest movement (and more false alarms); lower waits for something bigger, like a person or car. If you're getting pinged by shadows and leaves, nudge it down a few notches and test. If it's missing real events, nudge it up. A little trial and error finds your home's sweet spot.

> TIP
> **Adjust one thing, then watch for a day**
> When tuning alerts, change just one setting — shrink the zone, or lower sensitivity — then live with it for a day before changing more. That way you learn what each knob does and zero in on the right balance, instead of changing everything at once and not knowing what helped.

A worked example

Say your driveway camera buzzes every time a car passes on the road beyond. Here's the orderly fix: first, draw an **activity zone** around just your driveway and leave the road out — that alone solves most of it. Still getting the odd ping from headlights at night? Set the camera to alert for **people and vehicles in the zone** only, and nudge **sensitivity** down a notch. Live with that for a day. Nine times out of ten, you'll have gone from a dozen nuisance

alerts a day to just the handful that actually matter — someone in your driveway. That's the whole art of it, and it's well within your reach.

CHAPTER 18

Smart Detection: People, Packages & Vehicles

Newer Arlo cameras can tell *what* they're seeing — a person, a vehicle, an animal, a package at the door. This is called **smart detection**, and it lets you ask the camera to bother you only for the things you care about.

What it can recognize

It can spot…	Meaning
Person	A human being in view — usually the alert you most want.
Vehicle	A car or truck, say in the driveway.
Animal	A pet or critter — often something you'd rather *not* be alerted about.
Package	A delivery left at your door (on supported cameras and doorbells).

Alerting only for what matters

In the camera's notification settings you can tick which of these send you an alert. A popular setup: alert for **people** and **packages**, but stay quiet for animals and (during the day) vehicles. That turns a camera that cried wolf at every squirrel into one that only speaks up when a person's at your door.

GOOD TO KNOW

Smart detection usually needs a plan

Like saved clips, the fancier **smart detection** (telling people from animals from packages) generally comes with the **Arlo Secure** subscription. Basic motion alerts work without it, but the ability to say 'only tell me about people' is part of the paid features. We'll weigh whether that's worth it for you in the next part.

CHAPTER 19

Night Vision & Seeing Clearly After Dark

A security camera earns much of its keep at night, so it's worth understanding how yours sees in the dark and how to get the clearest picture.

Two kinds of night vision

- **Black-and-white (infrared) night vision** — the camera uses an invisible infrared light to see in total darkness, showing a clear black-and-white picture. This works on every Arlo camera and needs no outside light.
- **Color night vision** — cameras with a **spotlight** can switch the light on when they detect something, giving you a full-color nighttime picture, which makes clothing and cars far easier to identify.

Getting the best night picture

- Keep the lens clean — a smudge or spiderweb scatters the infrared light into a foggy glare.
- Avoid aiming straight at a bright porch light, which washes out everything around it.
- If your camera has a spotlight, turning on automatic color night vision gives you far more useful footage than black-and-white alone.

HEADS UP

Spiders love camera lights

Here's an odd but real nuisance: the warmth and infrared glow of a camera attract spiders and bugs at night, and a web across the lens causes blurry footage and false motion alerts. If a camera suddenly starts seeing 'motion' every night, check for a web. A gentle wipe of the lens and housing clears it right up.

WHAT THIS DOES FOR YOU

Watching over your home around the clock

With night vision tuned and the lens clear, your cameras keep their watch through the darkest hours — exactly when you most want eyes on the driveway and doors. You can sleep a little easier knowing that if something stirs in the night, you'll have a clear picture of it waiting for you.

PART 5

Getting More From Your Cameras

Video doorbells, watching on a smart speaker or TV, reading the lights, weathering the seasons, expanding your system, and keeping an eye on home while you travel.

CHAPTER 20

Video Doorbells in Depth

If one of your Arlo devices is a **video doorbell**, it deserves a chapter of its own, because it does something special: it turns your front door into a two-way window you can answer from anywhere. Whether you're in the back garden or across the country, you can see and speak with whoever's at the door.

What the doorbell does

- **Rings your phone** when someone presses the button — you can answer right there, like a video call from your doorstep.
- **Watches the door** for motion even when no one rings, so you see a lingering visitor or a delivery.
- **Talks both ways** — tell the delivery driver where to leave the box, or let a salesman know you're not interested, without opening the door.
- **Spots packages** at the door on supported models, so you know a delivery arrived.

Answering the door from your phone

1. When the doorbell rings, your phone shows a notification and the live view of your door.
2. Tap to **answer**, then tap the microphone to talk. Speak normally — the visitor hears you and you hear them.
3. When you're done, end the call. You never had to be home, or even get up.

WHAT THIS DOES FOR YOU

Never open the door to a stranger again

For anyone who lives alone, or feels uneasy answering an unexpected knock, a video doorbell is a quiet revolution. You can see and speak with whoever's there from a safe distance — or from miles away — and decide whether to open the door at all. That's real safety and real independence, in one small device.

STAY SAFE

A great tool against doorstep scams

Door-to-door pressure and 'I'm here to inspect your roof/furnace' schemes target older homeowners. With a video doorbell you can talk without opening up, record the encounter, and never feel cornered. If someone at your door is pushy or makes you uneasy, you don't have to engage — and you'll have a recording if you ever need it.

Pre-recorded 'quick replies'

Some Arlo doorbells can play a friendly **pre-recorded message** when you can't answer — something like 'We can't come to the door right now, please leave any package.' It's a handy way to handle a delivery when you're busy, asleep, or would rather not speak live. You pick the message in the doorbell's settings, and it plays at the tap of a button (or automatically) so the visitor isn't left standing in silence.

If your doorbell replaces a wired one

A wired Arlo doorbell takes the place of your old doorbell button and can ring your existing in-home chime, so you still hear the familiar 'ding-dong' as well as the alert on your phone. Swapping it in involves a little low-voltage wiring — gentle work, but if electrical connections aren't your cup of tea, it's a perfect small job to have a family member or me handle. Once it's in, it behaves just like the battery kind in the app.

CHAPTER 21

Watching on a Smart Speaker, Display or TV

Your phone isn't the only place you can see your cameras. If you have an **Amazon Echo Show**, a **Google Nest Hub**, a **Fire TV**, or a Chromecast, you can put a camera's view up on a bigger screen with your voice — wonderful for keeping an eye on the front door from your chair.

Connecting Arlo to Alexa or Google

The one-time setup links your Arlo account to your Amazon or Google account. In the Alexa app (or Google Home app), you add the **Arlo** skill or service, sign in with your Arlo account, and let it find your cameras. After that, your voice does the rest.

The magic words

Device	Say…
Amazon Echo Show / Fire TV	"Alexa, show the Front Door camera."
Google Nest Hub / TV	"Hey Google, show the Driveway on the TV."
To stop	"Alexa, stop" or "Hey Google, stop."

TIP

A kitchen display that shows your door

Setting an Echo Show or Nest Hub on the kitchen counter and saying 'show the front door' is one of the homiest uses of all this technology — a glance up from the dishes tells you who's arriving. It's especially handy if getting to your phone quickly is a bother. Once it's linked, it just works, hands-free.

CHAPTER 22

Watching on a Computer

Prefer a bigger screen, or don't always have your phone to hand? You can also view your Arlo cameras on a computer through a web browser — the program you use to visit websites.

Signing in on the web

1. On your computer, open your web browser (Chrome, Edge, Safari, or Firefox).
2. Go to **my.arlo.com** (type it in the address bar at the top).
3. Sign in with the **same Arlo email and password** you use on your phone, and complete the two-step code if asked.
4. Your cameras appear on screen, much like in the app — click one to watch live, and visit the Library to review clips.

> **GOOD TO KNOW**
>
> **Same account, every screen**
>
> Your Arlo account is the key that works on every device — your phone, a tablet, a computer, a family member you've granted access to. Sign in anywhere with the same email and password (plus your two-step code) and you see the same cameras. That's why keeping that one account secure matters so much.

A tablet makes a lovely camera screen

If you have a tablet (an iPad or an Android tablet), installing the Arlo app on it gives you a bigger, easier-to-see window on your cameras than a phone. Some folks keep an old tablet propped on the kitchen counter or by their chair, signed into Arlo, as a sort of home 'monitor' they can glance at any time. It's a gentle, no-cost way to put your cameras somewhere you'll actually look, without buying any special equipment.

CHAPTER 23

Reading the Lights & Sounds

Your cameras and any hub communicate with little blinking lights, and knowing what a few of them mean turns a moment of worry into a quick 'ah, that's all it is.' You don't need to memorize these — just know where to look them up.

Common camera light signals

Light	Generally means
Slow blinking blue	Usually ready to set up / pairing mode — waiting to be added.
Blinking amber / orange	Often a problem connecting, or a low battery — give it attention.
Steady or quick blue flash	Typically connected and working, or confirming a successful setup.
No light at all	Camera is asleep (normal for battery cameras) or fully out of charge.

Colors and patterns vary a little by model, so when in doubt, the app itself will usually tell you a camera's status in plain words on its tile — 'ready,' 'offline,' 'low battery' — which is the surest guide of all.

TIP

The app's status beats guessing at lights

Rather than puzzle over a blinking light, open the app and look at the camera's tile — it states the status in words. If it says 'offline,' work the Chapter 33 checklist; if 'low battery,' charge it. Let the app do the translating for you.

CHAPTER 24

Weather, Winter & the Great Outdoors

Arlo's outdoor cameras are built to live outside through the seasons, but an Ohio year throws a lot at them. A little understanding keeps them clear and charged from January slush to August sun.

Cold weather and batteries

Cold is hard on batteries — in a deep freeze, a camera that lasts three months in summer might need charging monthly. That's normal, not a defect. If winter charging is a nuisance, a plugged-in power cable or a solar panel keeps an outdoor camera topped up without you hauling it down a ladder in the snow.

Rain, snow & glare

- Mount cameras under an **eave or small overhang** where you can, so rain and snow fall past the lens rather than onto it.
- After a storm, a quick **wipe of the lens** clears water spots and clinging snow that blur the picture.
- Low winter sun sitting right in the camera's view washes it out; a slight re-aim away from the horizon helps.
- **Heat shimmer and bright snow glare** can cause false motion; trimming sensitivity (Chapter 17) settles it.

HEADS UP

Snow, leaves, and spiders — the three false-alarm seasons

Falling snow, blowing autumn leaves, and summer spider webs across the lens are the three classic causes of a camera suddenly 'seeing' motion that isn't a visitor. When alerts spike with the weather, suspect one of these before you suspect the camera — a wipe of the lens and a small sensitivity trim usually restores the peace.

CHAPTER 25

Expanding Your System

Once you're comfortable with a camera or two, you may want more coverage — the back door, the garage, a side gate. The beauty of Arlo is that your system grows a camera at a time, all run from the same app and account.

Adding more cameras

A new camera is added exactly as your first was (Chapter 7): tap the plus sign, wake the camera, join it to Wi-Fi, and name it. It joins your existing cameras on the same Devices screen. There's no limit most homes ever reach, though every camera does lean on your Wi-Fi, so coverage out at the edges of a property sometimes wants a Wi-Fi booster.

Accessories worth knowing about

Accessory	What it gives you
Solar panel	A small panel that charges an outdoor camera from daylight — no more hauling it down to charge. Wonderful for hard-to-reach spots.
Power cable	A weatherproof cable to run a camera on constant power where an outlet is near.
Spare batteries	A charged spare lets you swap in seconds and charge the empty one indoors (on models with removable batteries).
SmartHub / base station	Can extend range and, with a memory card, store video locally (Chapter 8).

FROM BILL

Plan the coverage before you buy more

Before adding cameras, it's worth a few minutes to think about *what* you most want to see and whether your Wi-Fi reaches there. A thoughtful plan beats buying three cameras and finding two can't get a signal. I'm glad to help you map it out so every camera you buy earns its place — call me at **(330) 200-8042**.

CHAPTER 26

Keeping an Eye on Home While You Travel

For snowbirds, frequent travelers, and anyone who leaves home for a stretch, cameras come into their own. With a little setup before you go, you can check on your house from anywhere with a cell signal or Wi-Fi.

Before you leave

- **Charge every battery** fully, or switch key cameras to a power cable or solar panel so they never die while you're gone.
- **Arm the cameras** — set them to Armed, or a Schedule, or turn on Geofencing so they arm when you drive away.
- **Grant a trusted neighbor or family member access** (Chapter 29) so someone nearby can check too, and act if needed.
- **Test your alerts** — make sure a notification actually reaches your phone, so you'll know if something stirs.

While you're away

Check in whenever you like with a glance at the app. If a camera alerts you to something, you can watch live, speak through it, sound the siren, and — crucially — call a neighbor or the authorities with real information instead of worry. Many a winter-in-Florida household has caught a frozen-pipe flood, a storm's damage, or a well-meaning neighbor at the door, all from a thousand miles away.

WHAT THIS DOES FOR YOU

Peace of mind that travels with you

The whole point of a camera, for a traveler, is that your home no longer disappears behind you when you lock the door. You carry a window to it in your pocket. That lets you relax and enjoy the trip, knowing a glance at your phone will show you all's well — and tell you quickly if it isn't, while there's still time to act.

CHAPTER 27

When Footage Matters: Saving & Sharing Evidence

Now and then a camera catches something that matters — a theft, an accident, a hit-and-run in front of the house, a suspicious visitor. Knowing how to preserve and share that footage turns your camera into genuine help when it counts.

Saving the clip for good

1. Find the clip in your **Library** as soon as you can — cloud recordings don't last forever.
2. **Download it to your phone** so you have a permanent copy that won't roll off.
3. Note the **date and time** (the app records these), which police and insurers will want.

Sharing it safely

- **To family:** text or email the saved clip, or share a link from the app.
- **To police or an insurer:** provide the downloaded clip with the date and time; they'll tell you the best way to hand it over.
- **Think twice before posting publicly.** Putting a clip of a person on social media or a neighborhood app can backfire and may identify the wrong person — when in doubt, share it with the authorities, not the whole internet.

STAY SAFE

Let the professionals handle the person

If your camera catches a crime in progress or a genuinely worrying stranger, your job is to stay safe and get a good recording — not to confront anyone. Don't go outside to challenge a prowler. Watch, record, call the police, and let them handle it. The footage is powerful precisely *because* you stayed safely out of it.

PART 6

Subscriptions, Sharing & Staying Private

What Arlo Secure costs you and gives you, how to let family help watch, and how to keep your cameras — and your neighbors — private and secure.

CHAPTER 28

Arlo Secure: What's Free & What's Paid

Let's settle the subscription question once and for all, honestly and completely, so you can decide what's right for you. Arlo's paid plan is called **Arlo Secure**, and whether you need it depends entirely on how you want to use your cameras.

What you get without paying

- **Live view** — watch any camera in real time, any time.
- **Basic motion notifications** — a buzz on your phone when a camera sees movement.
- **Two-way talk, siren, and manual recording** while you're watching live.

What the paid plan adds

- **Saved video clips** — recordings of events kept in the cloud (often up to 30 days) so you can replay what happened. On most newer cameras this is the big one you're paying for.
- **Smart detection** — telling people from animals from packages, so you can alert only for what matters.
- **Activity zones** on some models, richer notifications, and extras like emergency features on higher tiers.

GOOD TO KNOW

Prices and tiers change — check before you commit

Arlo offers a few tiers (for a single camera, for all your cameras, and higher plans with professional monitoring), and the prices change from time to time. Rather than quote a figure that may be out of date, I'll say this: it's a modest monthly cost, there's usually a free trial with new cameras, and you should check the current price right in the app before subscribing. If you'd like a second opinion on which tier fits, just call.

Deciding what's right for you

A fair way to choose: if your cameras are mostly for **checking in live** — glancing at the door, watching the yard, talking to visitors — the free features may be all you need. If you want a **record of what happened** while you were away, and smart alerts that only ping you for people, the subscription earns its keep. Many folks start free, use the trial, and decide from there.

FROM BILL

I'll never push a subscription you don't need

My honest counsel: try the free trial, notice whether you actually reach for the saved recordings and smart alerts, and only pay if they prove their worth to you. There's no wrong answer — just the one that fits how you live. Call me at **(330) 200-8042** and we'll sort it out in a few minutes, with no sales pitch.

Managing or cancelling a plan

Your subscription is handled right in the Arlo app, under **Settings** and a **Subscription** or **Services** heading. There you can see what plan you're on, what it costs, when it renews, and change or cancel it. It's worth glancing at once a year to be sure you're on the plan that still fits — and to catch any price change before it surprises you on the card.

Local storage as an alternative

Remember from Chapter 8 that some Arlo systems with a SmartHub or base station can save video to a **memory card** right at home, without a monthly fee. It's not an option on every model, and it lacks some of the cloud's conveniences (like getting to your clips from anywhere), but for folks who'd rather not pay a subscription and have a system that supports it, it's worth asking about. I'm glad to tell you whether your particular setup can do it.

GOOD TO KNOW

Free will always get you live view and alerts

Whatever you decide about paying, hold on to this reassurance: the core safety value of your cameras — seeing live what's happening and being told when something moves — never costs a penny. A subscription adds a recorded history and smarter alerts, which many love, but you are never left without eyes on your home just because you chose not to pay.

CHAPTER 29

Sharing Access with Family

You may want someone else — a spouse, an adult child, a trusted neighbor — to be able to see your cameras too, whether to share the watching or to help if you're ever away or unwell. Arlo makes this easy and safe with **grant access**.

Letting someone see your cameras

1. In the app's **Settings**, look for **Grant Access** (sometimes under a 'Friends' or 'Family' heading).
2. Enter the person's email address and give their access a name.
3. Choose what they can do — just **view**, or also **control** settings and modes.
4. They'll get an email inviting them; once they accept (and make their own free Arlo account), your shared cameras appear in their app.

STAY SAFE

Share with people, not passwords

The right way to let family help is **Grant Access**, which gives them their own safe sign-in — never by handing out your Arlo password. That way you can see who has access, limit what they can do, and remove them later with a tap if things change. Your password stays yours alone.

A thoughtful step for peace of mind

Granting a trusted family member view access is a kindness to your future self. If you're ever traveling, in the hospital, or just want another set of eyes, someone you trust can check on your home without you having to do a thing. It's worth setting up before you need it.

CHAPTER 30

Privacy & Being a Good Neighbor

Cameras bring responsibilities along with their benefits. A little thoughtfulness keeps you on the right side of both your neighbors and the law, and keeps your own footage private.

Pointing your cameras considerately

- **Aim at your own property** — your yard, your doors, your driveway. It's fine for a bit of the street or sidewalk to be in view, but avoid pointing a camera squarely into a neighbor's windows or private yard.
- **Mind audio.** Two-way talk and recording can capture conversations; be aware that recording audio of others has stricter rules in some places than video does.
- **A friendly heads-up** to close neighbors that you've put up cameras is good manners and often appreciated — many will ask you to share footage if something happens to them, too.

Keeping your own footage private

Your recordings are yours. Keep your Arlo account locked down with a strong password and the two-step verification from Chapter 6, be careful about who you grant access to, and think before posting camera clips publicly online — once a video of a person is out on the internet, you can't fully call it back.

GOOD TO KNOW

Cameras and the law

Rules about home cameras — especially recording audio, and filming shared spaces — vary by state and situation. In general, cameras watching your own property are on solid ground. If you have a specific worry (a shared driveway, a rental, a dispute with a neighbor), that's a question for someone who knows your local rules; I can point you in the right direction, but I'm not a lawyer.

CHAPTER 31

Keeping Your Account Secure

Your cameras are only as private as the account that controls them. The good news is that a few simple habits make that account very hard for anyone else to get into.

- **Use a strong, unique password** for your Arlo account — not one you use anywhere else, and not something a stranger could guess. Write it down somewhere safe at home.
- **Turn on two-step verification** (Chapter 6) so a password alone can't get anyone in.
- **Never share your login** — use Grant Access for family instead (Chapter 29).
- **Ignore 'Arlo support' that contacts you first.** Real Arlo won't call or email out of the blue asking for your password or to install something.

SCAM ALERT

The 'your camera was hacked' scare call

A nasty scam preys on camera owners: a caller or email claims your camera's been 'hacked' and you must pay, share your password, or let them into your computer to fix it. It's a lie designed to frighten you. Real camera security comes from a strong password and two-step verification — not from a stranger who contacted you. Hang up or delete it, and call me at **(330) 200-8042** if you want to be sure. I'd far rather take that call than help clean up afterward.

PART 7

Care, Troubleshooting & When to Call Bill

Keeping your cameras healthy, fixing the handful of problems that actually come up, and knowing — honestly — when a call will save you an afternoon.

CHAPTER 32

Keeping Your Cameras Healthy

Arlo cameras ask very little of you, but a few easy habits keep them watching reliably for years through Ohio's heat, cold, and everything in between.

- **Wipe the lens now and then** with a soft, dry cloth — dust, pollen, rain spots, and spider webs are the usual causes of a blurry picture or phantom motion alerts.
- **Keep an eye on battery levels** in the app, and charge before they hit empty. Cold weather means more frequent charges.
- **Let the app update** when it offers, and allow camera firmware updates — these fix bugs and keep everything talking smoothly.
- **Check the mounts** a couple of times a year; weather and wind can loosen a bracket over time.
- **Glance at your cameras' status** occasionally — the app shows if one's offline or low, so you catch a sleeping camera before you needed it.

TIP

A monthly two-minute check-up

Once a month, open the app and give each camera a quick live look and a glance at its battery. That tiny habit means you'll never discover — at the worst moment — that a camera's been dead or offline for weeks. Two minutes keeps your whole system honest.

Keeping the app and account tidy

A little housekeeping in the app pays off too. Every so often, delete old saved clips you no longer need so your Library stays easy to search. Check that the people you've granted access to are still folks you want seeing your cameras, and remove anyone who shouldn't be there (an old house-sitter, say). And make sure the email on your account is one you still use, so password resets and alerts can always reach you. None of this takes long, and it keeps your system genuinely yours.

GOOD TO KNOW

Updates are friends, not nuisances

When the app or a camera offers an update, it's easy to put off — but these updates fix problems, patch security holes, and often add handy features at no cost. Letting them install (a good time is while the camera's charging) is one of the simplest ways to keep everything running smoothly and safely. Say yes to updates.

CHAPTER 33

When a Camera Goes Offline

The most common camera hiccup is one going **offline** — the app can't reach it. It's almost never a broken camera, and the fixes are quick. Here's the orderly checklist.

The five-minute checklist

1. **Check the battery.** A dead battery is the number-one cause. Charge it and see if it comes back.
2. **Check your internet.** If your Wi-Fi is down, every camera goes offline. Make sure other things in the house can get online.
3. **Restart your Wi-Fi.** Unplug the router/modem for 30 seconds, plug it back in, wait two minutes. This alone fixes many offline cameras.
4. **Consider the signal.** A camera far from the router may be dropping off when the signal weakens. If one particular camera keeps going offline, weak Wi-Fi at that spot is the likely culprit.
5. **Restart the camera** (or its SmartHub) — power it off and on, or press its sync/reset button as the app suggests, then let it reconnect.

> TIP
>
> **If it's always the same camera, it's usually signal**
>
> When one specific camera keeps dropping offline while the others are fine, the problem is almost always a weak Wi-Fi signal reaching that spot — not the camera itself. The cure is better Wi-Fi out there: a mesh point or extender, or moving the camera a bit closer. That's a common, very fixable thing — call me and we'll sort the signal out.

Improving Wi-Fi out at the edges

Homes are full of Wi-Fi 'dead zones' — the far corner of the yard, the detached garage, the back fence — where the signal from your router simply doesn't reach well. Cameras out there struggle. The usual answers are a **Wi-Fi extender** (a small plug-in that rebroadcasts your signal farther out) or a **mesh** system (a set of units that blanket the whole property in even coverage). If you have one stubborn camera that's forever dropping off, strengthening the Wi-Fi where it lives usually ends the trouble for good. It's one of the most common fixes I set up for folks, and it quietly improves everything else on their network too.

CHAPTER 34

Too Many (or Too Few) Alerts

Alert troubles come in two flavors, and both are easily cured with the settings you met in Part 4. Here's the quick diagnosis.

Getting too many alerts

- **Shrink the activity zone** to your own property, cutting out the street (Chapter 17).
- **Alert only for people** (and packages), not all motion (Chapter 18).
- **Lower the sensitivity** a few notches and test (Chapter 17).
- **Check for a spider web or swaying branch** in front of the lens.

Not getting alerts you want

- **Is the camera armed?** A disarmed camera won't alert (Chapter 15). Check your mode and schedule.
- **Are notifications allowed?** Check your phone's Settings → Notifications → Arlo.
- **Is sensitivity too low,** or the activity zone too small, so it's missing real events? Nudge them up.
- **Is the camera online and charged?** An offline or dead camera can't tell you anything (Chapter 33).

WHAT THIS DOES FOR YOU

Alerts that you actually trust

When you've tuned things so your phone only buzzes for what matters — and buzzes reliably when it does — your cameras stop being background noise and become a system you believe. That trust is what makes the whole thing worth having.

CHAPTER 35

Common Problems & Quick Fixes

A quick reference for the camera troubles you're most likely to meet:

What you see	What to try
Camera won't connect during setup	Move closer to the router for setup; make sure you're on the 2.4 GHz Wi-Fi; recharge the camera; try again (Chapters 7-8).
Live view is slow to load	Normal for battery cameras waking up; a weak signal makes it worse (Chapters 11, 33).
Blurry or foggy picture	Clean the lens; check for a spider web, rain spots, or a smudge (Chapters 19, 32).
Camera keeps going offline	Usually weak Wi-Fi at that spot, or a low battery (Chapter 33).
Too many motion alerts	Shrink the zone, alert for people only, lower sensitivity (Chapters 17-18).
No alerts at all	Camera disarmed, notifications off, or camera offline (Chapters 15, 34).
Library has no recordings	Most newer cameras need an Arlo Secure plan to save clips (Chapter 28).
Battery drains fast	Too many recordings, cold weather, or high sensitivity; trim alerts or add a power cable (Chapters 10, 17).

TIP

Most camera troubles are battery, signal, or settings

Notice the pattern: nearly every Arlo problem comes back to one of three things — a low battery, a weak Wi-Fi signal, or a setting that needs adjusting. When something's off, check those three in order and you'll solve the great majority yourself, calmly, in a few minutes.

CHAPTER 36

When to Call Bill

This book is meant to make you confident and independent with your cameras, and most days it will. But you should never feel you have to wrestle alone with something frustrating. Calling for help is a smart move, not a failure — here's when it makes good sense.

Good reasons to call

- A new camera that simply won't connect to your Wi-Fi, no matter what you try.
- A camera that keeps going offline — often a Wi-Fi signal problem worth solving properly with a booster or mesh point.
- Mounting cameras up high where a ladder is involved and you'd rather not do it alone.
- Deciding whether the Arlo Secure subscription is worth it for how you actually use your cameras.
- Setting up the thoughtful extras: geofencing across the household's phones, granting a far-away child access to check on your home, or tuning alerts so they're finally just right.
- Any time a pop-up, email, or caller is pressuring or frightening you about your cameras — stop and call me instead.

SCAM ALERT

Real help never cold-calls or demands remote access

No legitimate camera company will call you out of the blue, claim your camera was hacked, demand payment, or insist on remote access to your computer or phone. Those are scams aimed at older folks. If anyone pressures you like that, hang up or close the window and call me at **(330) 200-8042**. I'd much rather take a two-minute 'is this real?' call than help undo a scam later.

How to reach me

I'm Bill, and I help folks right here in **Portage County, Ohio** with exactly this kind of thing. Call or text **(330) 200-8042**, or book a visit online at **billshometech.com/book**. If you call the main line and reach my assistant **Sophie**, she can answer simple questions and get you on my schedule — she's there to help. With 30+ years of professional experience, there's very little about a home camera setup I haven't seen, and no question too small to ask.

— Bill

CHAPTER 37

Your Everyday Arlo Cheat-Sheet

Fold the corner of this page and keep it handy. It's the whole book boiled down to the moves you'll reach for most.

Everyday moves

I want to…	Do this
Watch a camera live	Open the app → tap the camera's tile.
See what happened	Tap Library (Feed) → pick the day → tap a clip.
Save an important clip	Open the clip → Download to phone.
Talk to someone there	In live view → tap the microphone → speak.
Arm / disarm	Tap Modes → choose Armed or Disarmed.
Stop daytime alerts	Disarm, or set a Schedule / Geofencing (Chapters 15-16).
Fewer false alarms	Shrink the Activity Zone; alert for People only (Chapters 17-18).
Let family watch	Settings → Grant Access → enter their email (Chapter 29).
Camera offline	Check battery, check Wi-Fi, restart router, restart camera (Chapter 33).

The three things to check when something's wrong

1. **Battery** — is the camera charged? (The top cause of trouble.)
2. **Signal** — is the Wi-Fi reaching that spot well?
3. **Settings** — is it armed, with notifications on and sensible zones?

Write these down and keep them here

Keep handy	Fill in
My Arlo camera line	_____
My Arlo account email	_____
My Wi-Fi network name	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

You've got this

Your cameras are there to give you peace of mind, not to add worry. Keep this book nearby, check the three things when something acts up, and remember I'm one phone call away for the rest. You can't break anything by exploring, and you're not alone. — Bill, (330) 200-8042