

DRAFT



# Essential Camera

## VMC2020 and VMC2032

### User Manual



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# 1. Get Started

## Use the Arlo app for installation and setup

You must use the Arlo app to install and set up your camera. The Arlo app guides you through setup:

1. Create your Arlo account.  
You use the same account to manage all your Arlo devices.
2. Connect your camera to WiFi to add it to your Arlo account in the cloud.



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

After installation, you can use the Arlo app to view your camera feed, customize alerts and notifications, create schedules for your cameras, and more.

## Charge your camera

A USB charging cable came in the box with your camera. This cable is for indoor use only.

1. Connect the USB charging cable to your camera.
2. Connect the other end of the USB charging cable to an AC power adapter (sold separately) and plug the adapter into an electrical outlet.

The

camera

LED

light

solid

blue

when

the

camera

is

fully

charged.



The camera LED light is solid blue when the camera is fully charged.

# The Camera LED

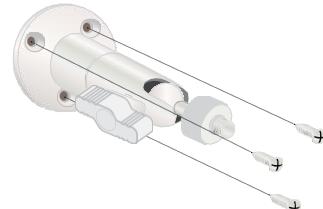
The LED on the camera lights when the camera is powered on. The LED changes color and blinks depending on the camera's charge level and to indicate the status of activities such as pairing the camera and updating the camera firmware.

- **Slow blinking blue.** The camera is in the process of pairing to a WiFi network.
- **Fast blinking blue.** The camera paired with a WiFi network.
- **Blinking amber.** The camera is out of range, a connection error occurred during pairing, or the camera battery charge is low (15% or less).
- **Alternating blue and amber.** The camera failed to pair with the WiFi network, or a firmware update is in process, or a reset is in process.

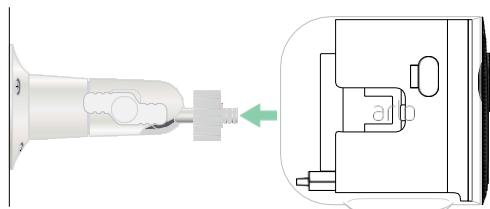
# Wall mount your camera

Your camera comes with a mount and a screw kit.

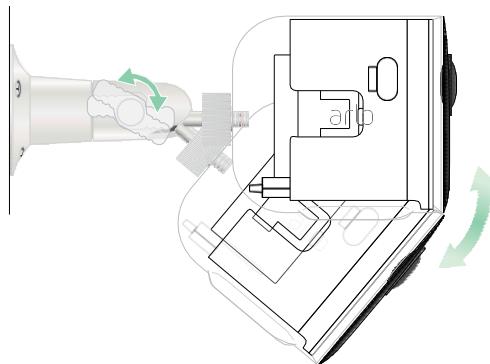
1. Place the mount and secure it with screws.  
If you're mounting the camera on drywall, use the drywall anchors we provide.



2. Attach the camera to the mount.



3. Tilt and swivel to adjust the camera angle.



# Your Camera's field of view

The field of view is the area in which the camera can detect motion. You can set the field of view to Full (X degrees), Wide (Y degrees), or Super Wide (Z degrees).

Arlo automatically corrects the image to reduce the fisheye effect for each field of view setting. The Full setting completely eliminates the fisheye effect.

## Change the field of view

You can set the field of view to Full (110 degrees), Wide (125 degrees), or Super wide (160 degrees).

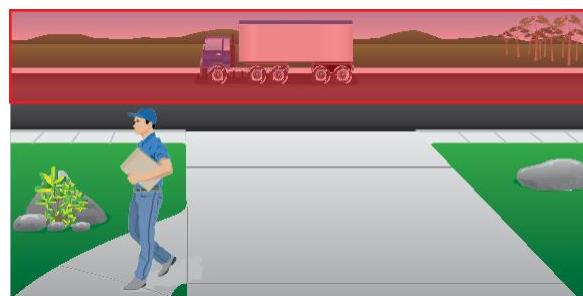
1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Video Settings > Video Mode**.
5. Tap a field of view to automatically apply it to your camera.

## Position your camera to detect motion in specific areas

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

If you want to monitor motion closer to the camera, such as visitors to your front door, mount the camera at least 6.5 feet (1.9 meters) high\* and aim it so that visitors appear in the lower two-thirds of the image.

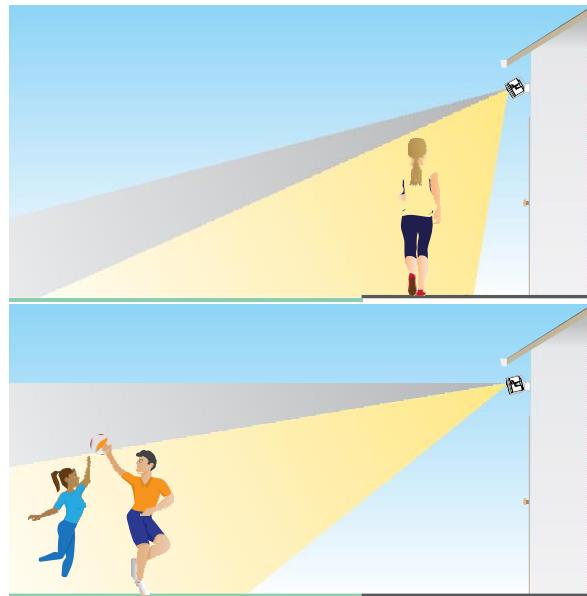
This angle works well to avoid motion alerts for movement in the top third of the image, such as vehicles driving by.



\*At 6.5 feet (2 meters) or higher, we recommend using the Arlo Outdoor Mount.

To monitor motion occurring farther away, such as children playing on a lawn, aim the camera higher to frame the area within the lower two-thirds of the image.

It's best to position the camera so that motion is moving from side-to-side across its field of view rather than directly toward or away from the camera. Also, though the camera can detect motion up to 25 feet (7.6 meters) away, the best area for motion detection is 5 to 20 feet (1.5 to 6 meters) from the camera position.



## Use camera positioning to aim your camera

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

To position your camera:

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Device Utilities > Camera Positioning**.

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

## Test motion detection

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.

3. Select the camera.
4. Tap **Device Utilities > Motion Detection Test**.
5. Move in front of the camera.  
During this test, the camera LED blinks amber when motion is detected.
6. Move the slider to adjust the motion sensitivity level as needed.
7. Edit the rule for your camera to enter the motion sensitivity level that you want to use. See [Change motion sensitivity](#) on page 23.

## Arm your camera to detect motion

You control when your camera detects motion and the rules it uses to record and alert you by selecting a mode. The Arlo app comes with four modes: Armed, Disarmed, Schedule, and Geofencing. You can customize each mode and you can also create custom modes. For information about how to do this, see Chapter 5, [Modes, Rules, and Alerts](#) on page 21.

## 2. WiFi Setup and Connections

When you install and set up your camera, the Arlo app guides you through the process of connecting the camera to your router's 2.4 GHz WiFi network or to an optional Arlo SmartHub or base station.

### WiFi connection options

When you install your camera you can connect it directly to your router's 2.4 GHz WiFi band, or you can connect the camera with WiFi to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000.

An Arlo SmartHub or base station isn't included in the package with your camera. They are sold separately. Using your camera with a SmartHub or base station gives you access to these additional features:

- Use local storage on an SD card in a VMB5000 SmartHub or on a USB storage device connected to the SmartHub VMB4540 or base station VMB4500 or VMB4000.
- Use remote access for SmartHubs VMB5000 and VMB4540.

After you install and set up your camera, you can move its WiFi connection from your router to a SmartHub or base station. You can also move your camera's WiFi connection from a SmartHub or base station and connect it directly to your router's 2.4 GHz WiFi band. To do this, you must remove the device from your account and reinstall through the Arlo app, selecting the appropriate option to move back and forth.

### Tips for optimal WiFi performance

The distance between WiFi devices can affect the WiFi signal:

- **Maximum recommended distance.** We recommend that you place your WiFi router within 300 feet (90 meters) from the camera. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and the router.
- **Minimum recommended distance.** To reduce WiFi interference, allow at least 6½ feet (2 meters) between your camera and any Arlo cameras that you install.

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

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

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

If you're connecting your camera directly to your router's WiFi network, it's important to understand that your mobile device must connect to the same WiFi network as the camera during setup.

Your camera can only connect to a 2.4 GHz WiFi network. Many routers broadcast WiFi networks in both 2.4 GHz and 5 GHz bands, so your phone might connect to the 5 GHz WiFi band. During setup, connect your phone to your 2.4 GHz WiFi network, then connect your camera to that same 2.4 GHz WiFi network.

## Find your 2.4 GHz WiFi network name and password

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

- Look on your WiFi router label.  
Many routers have a label that shows the WiFi network name, which is also called an SSID. Your 2.4 GHz network name might have a 2, 2.4, or 2G at the end. Your 5 GHz network name might have a 5 or 5G at the end. If you changed your WiFi settings, then check the place where you saved your custom settings.
- If your WiFi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz, ask your Internet service provider (ISP) or the person who set up your WiFi router.
- If you have a mesh WiFi network, it uses only one WiFi network name for both WiFi bands. The camera finds and connects to the 2.4 GHz WiFi band. As long as you connect your phone to the same mesh network, Arlo can discover the camera.

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

1. Unlock your device and tap **Settings**.
2. Tap **Wi-Fi**, near the top of the list of Settings options.
3. Turn on WiFi by tapping the switch next to Wi-Fi at the top.  
**Note:** WiFi is activated when the switch is green.
4. Select a 2.4 GHz WiFi network.  
This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.
5. If prompted, enter the password for the network.  
When you're connected to the WiFi network, a blue check mark appears to the left of the network name.

## Connect your Android device to a 2.4 GHz network

1. Unlock your device and tap **Settings**.
2. Tap **Network & Internet > Wi-Fi**.
3. Turn on WiFi by tapping **Use WiFi** at the top.
4. Select a 2.4 GHz WiFi network.  
This is commonly indicated by a 2, 2.4, or 2G at the end of the network name.
5. If prompted, enter the password for the network.  
When you're connected to the WiFi network, the word *Connected* appears under the network name.

## Move your camera's WiFi connection to a SmartHub or base station

You can change your camera's WiFi connection from your router to an Arlo SmartHub VMB5000 or VMB4540, or an Arlo base station VMB4500 or VMB4000. When your camera is connected to an Arlo SmartHub or base station, you can use the camera to trigger an Arlo Chime or other cameras.

To add a SmartHub or base station and connect your camera:

1. Open the Arlo app.
2. Add the SmartHub or base station to the same Arlo account that your camera was originally connected to.

If you're using an Arlo Smart trial associated with this account, doing this keeps the Arlo Smart trial active so you don't lose it.

3. Follow the Arlo app instructions to set up your SmartHub or base station and connect it to the Internet.
4. Tap **Settings > My Devices**.
5. Select your camera.
6. ~~Scroll down and tap Remove Device.~~  
Your device is reset and removed from your account.
7. From My Devices, tap **Add New Device > Camera > Essential Camera**.
8. Follow the Arlo app instructions to add the camera.
9. When the Arlo app detects your SmartHub or base station, follow the instructions to connect your camera to your SmartHub or base station.

## Move your camera's WiFi connection to a direct router connection

You can change your camera's WiFi connection from a VMB5000, VMB4540, VMB4500, or VMB4000 SmartHub or base station, and connect the camera directly to your router's 2.4 GHz WiFi network.

**Note:** When you connect your camera directly to your router, you can't use the camera to trigger an Arlo Chime or other cameras, and you can't store Arlo recordings to a local storage device in a SmartHub or base station.

To move your camera's WiFi connection directly to your router:

1. Open the Arlo app and log into the same Arlo account that your camera is connected to.  
If you are using an Arlo Smart trial associated with this account, doing this keeps the trial active so you don't lose it.
2. Make sure that your mobile device is connected to your router's 2.4 GHz WiFi network.  
For more information, see *Connect your mobile device to a 2.4 GHz WiFi network during setup* on page 73.
3. Tap **Settings > My Devices**.
4. Select your camera.

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

Your device is reset and removed from your account.

6. From My Devices, tap **Add New Device > Camera > Essential Camera**.

7. Follow the Arlo app instructions to connect your camera directly to a 2.4 GHz WiFi network.

## 3. Camera Basics

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



Camera icon	Located below each camera feed	Camera feed icon	Tap the camera feed to display these icons
	Battery charge		Play/Stop
	WiFi signal from the SmartHub		Mute the audio
	Motion detection is on		Talk and Listen
	View or change the camera settings		Record video manually
			Take a snapshot
			Turn the camera on and off.

## View your camera feeds

1. Open the Arlo app.
2. Tap **Play**  on the camera feed.  
The camera feed updates and camera feed icons display.
3. To stop viewing and listening to the live feed, tap **Stop** .

## Pan and zoom video

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

1. Open the Arlo app.
2. Tap **Library**.
3. Tap any live video or prerecorded video from your Arlo library.  
A full screen view displays.
4. To pan and zoom using a mobile device:
  - Pinch to zoom in and out of the video.
  - Touch and drag to move around the zoomed-in frame.
5. To pan and zoom using a computer:
  - Click the **Zoom** icon.
  - Use your mouse to move around the frame.

## Foresight

When plugged in using the indoor or outdoor magnetic charging cable, your camera records continuously, but discards the video after three seconds if no motion is detected. This is called Foresight and it means that your motion-triggered video recordings start before any motion happens; you don't miss a thing.

To record and view video with foresight:

1. Plug in your camera.
2. Make sure the camera is using a motion-detection mode such as Armed.

## Record clips from live video

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap **Record**  to begin recording.  
This icon turns red to indicate that you are recording the live feed.
4. To stop recording, tap **Record**  again.

**Note:** Manual recording is not possible when you are using Local Live Streaming.

## Take a snapshot from live video

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap **Snapshot** .  
The snapshot is saved in your library.

## Talk and Listen

The camera includes a microphone that allows you to talk and listen.

1. Open the Arlo app.
2. Tap the camera feed image.
3. Tap the microphone icon .
4. The first time you use Talk and Listen, allow Arlo to use your phone's microphone.
5. Tap the microphone button.  
Two-way audio automatically opens, allowing you to use Talk and Listen.

## Turn the camera on and off

You can use your camera at night for better video quality. When your camera is armed and detects motion at night the turns on automatically. You can also adjust the behavior and turn it on and off.

## Turn the on and off from the camera feed

1. Open the Arlo app.
2. Tap the camera feed.
3. Tap .
4. To adjust the brightness, tap and hold the icon and adjust the slider.
5. To turn off the, tap .

For information about how to customize the settings, see *Customize the camera settings* on page 39.

## Turn the camera siren on and off

1. Open the Arlo app.
2. Tap **Siren**  on the upper right.
3. Tap **Activate Siren**.  
If you have multiple cameras, you are prompted to select one.
4. Swipe the siren icon to the right.  
The camera siren turns on.
5. To turn off the siren, tap the slider at the top of the Devices page.

## Customize your camera feed image

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

### Change the camera order

1. Open the Arlo app.
2. Tap **Settings**.
3. Under SYSTEM, tap **Device Order**.
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 the list icon and drag each device to the correct position on the list.

6. Tap **Save**.

## Rotate a camera feed image 180 degrees

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Tap **Video Settings**.
5. Rotate the image.

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

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

## Motion detection activity zones

You can designate zones within the camera view where you want the camera to detect and record motion.

### Add an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Under VIDEO, tap **Activity Zones**.
5. Tap **+**.  
An activity zone box displays in the camera feed image.
6. Move the zone to the desired position in the camera feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap **Edit**  and enter a name.  
If you're using a web browser, click **>** next to the zone name.
9. Tap **Save**.

## Change an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Under VIDEO, tap **Activity Zones**.
5. Tap a zone to select it.
6. Move the zone to the desired position in the camera feed image.
7. To reposition the zone, tap and hold the zone and move it.
8. To customize the zone name, tap **Edit**  and enter a name.  
If you're using a web browser, click > next to the zone name.
9. Tap **Save**.

## Delete an activity zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Select the camera.
4. Under VIDEO, tap **Activity Zones**.
5. Tap a zone to select it.
6. Delete the device.  
On an iOS device, slide the motion detection zone to the left and tap **Delete**.  
On an Android device, slide the motion detection zone to the left.

## View recordings and snapshots

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

## Access cloud recordings

Cameras record when they are in an armed mode and they detect motion or sound. Your Arlo recordings are sent to your Arlo account in the cloud and stored in your library. Recordings are encrypted with your username and password.

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

## Use the Library

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

1. Open the Arlo app.

2. Tap **Library**.

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

3. Tap a highlighted date.

Recordings from that date display below the calendar.

## Use the filter

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

1. Open the Arlo app.

2. Tap **Library**.

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

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

5. Tap **Done**.

## Turn off the filter

1. Open the Arlo app.

2. Tap **Library**.

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

4. Tap **Reset**.

5. Tap **Done**.

## Download recordings

1. Open the Arlo app.

2. Tap **Library**.
3. Tap a recording.
4. Tap **Download**.
5. Tap **OK** to confirm.

## Make a recording a favorite

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Favorite**.

## Share recordings

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Share**.
5. Share the file.

## Donate recordings for research

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

1. Open the Arlo app.
2. Tap **Library**.
3. Tap a recording.
4. Tap **Donate**.
5. Tap **OK** to confirm.

## Delete recordings

1. Open the Arlo app.
2. Tap **Library**.

3. Tap a recording.
4. Tap **Delete**.
5. Tap **OK** to confirm.

## 4. Modes, Rules, and Alerts

Modes and rules let you tell your Arlo camera what to do in different situations. For example, you can set your camera to record a video when it detects motion and send you an email alert.

### Modes

Arlo modes let you tell your Arlo cameras to respond differently at different times.

You can create your own modes, but the Arlo app comes with these modes:

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

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

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

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

You can customize the Armed and Schedule modes and you can add new modes. You can create different modes for the same camera, but the camera can only use one mode at a time.

### Select a mode

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.  
A list of modes displays.
4. Tap a mode to activate it.  
The mode that you selected turns on immediately. The mode stays active until you change it.

## Mute Notifications

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

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

To mute notifications:

1. Open the Arlo app.
2. Tap **Settings > Mute Notifications**.
3. Select the length of time to mute notifications.

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

To unmute notifications

1. Open the Arlo app.
2. Tap **Settings > Mute Notifications > Unmute**.  
The Mute Notifications status changes to Off.

## Rules for modes

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

- **Trigger device.** The trigger device is the camera that detects motion or sound. You can adjust the motion and sound sensitivity to minimize false alarms.
- **Action device.** The action device responds to motion or sound detection on the trigger device. For example, you might want your backyard camera or your driveway camera to trigger your door camera to start recording video. You decide what action each camera takes when motion or sound is detected.
- **Notifications.** When a trigger is detected, the Arlo can send you push notifications, email alerts, or both. You can also send email alerts to friends, family members, pet sitters, or anyone who might need to respond when a camera is triggered.

## Change motion sensitivity

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.
4. Tap **Edit**  next to the mode.
5. Tap **Edit**  next to the rule.
6. Under If the following, tap **Edit**  next to **Motion is detected**.
7. Move the slider to adjust the sensitivity level for motion detection for this camera.  
If you used a mobile device to specify the settings, your settings are saved.
8. If you used a browser to specify the settings, click **Save**.

## Automatically stop recording when motion stops

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.
4. Tap **Edit**  next to the mode.
5. Under Then do the following, tap **Edit**  next to Record video.
6. Select **Record until activity stops (upto 300 sec)**.

## Control whether the turns on when motion is detected at night

Unless you changed its settings, your camera automatically turns on its when it detects motion at night. Your camera detects motion when it's in Armed mode or another mode that uses a rule for detecting motion. When the turns on at night, it allows your Arlo camera to record video in color.

**Note:** You can also turn the on and off from the camera feed. (See *Turn the camera on and off* on page 15.)

To control whether the turns on when motion is detected, you can change the low- light settings for your camera.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Low Light Settings**.
5. Tap to toggle the setting off and on.

## Manage alerts

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

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.
4. Tap **Edit**  next to the mode.

**Note:** The Disarmed mode does not send alerts.

5. Under Alert, tap **Push Notification** to turn alerts on and off for your mobile device.
6. Under Alert, tap **Email Alerts** to turn email notifications on and off.
7. To specify an email address, tap **Edit**  next to Email Alerts and enter the email address.

## Schedule your camera rules

You can set a schedule to arm and disarm cameras automatically. Schedules recur weekly. For example, the schedule for Tuesday repeats every Tuesday as long as the schedule is turned on. Your cameras are automatically set with this 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

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.
4. Tap **Schedule** .
5. Tap **Edit**  next to Schedule.
6. Tap **+Add**.
7. Set the days and times for your new schedule.

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

8. Tap **Done**.

## Edit a schedule

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.
4. Tap **Schedule** .
5. Tap **Edit**  next to Schedule.
6. Tap a green box.
7. Change the start and stop times and tap **Save**.

## Set up Arlo Geofencing

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

## Geofencing accuracy

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

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

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

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

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

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

## Prepare your mobile device for geofencing

1. Enable GPS or location services so that Arlo can locate your device.
2. Enable WiFi.
3. Download the Arlo app and log in on each mobile device that you plan to enable for geofencing.

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

### Android devices

- Location permission = On
- Location services = On
- Battery saver = Off
- Data limit = Off
- Airplane mode = Off

### iOS (Apple) devices

- Share my location = On
- Location services = Always
- Airplane mode = Off

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

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.

4. Tap **Geofencing** .

5. Allow the Arlo app to use your mobile device's location.

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

6. To change the radius setting, tap **Radius** and select a radius size.

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

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

8. Tap **Away Mode** and select a mode.

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

9. Tap **Home Mode** and select a mode.

Your camera uses this mode when your mobile device is within the radius of your camera's location. Most people select Disarmed while they're home.

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

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

11. Tap **Save**.

For troubleshooting tips, see *Troubleshoot Arlo Geofencing on page 43*.

## Geofencing with multiple mobile devices

Arlo Geofencing works with multiple mobile devices.

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

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

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

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

Make sure that these conditions are met:

- Your Arlo devices are online.
- Geofencing is enabled.
- Your friends' and family's mobile devices are added to your account.  
For information about adding devices, see *Enable or disable geofencing for friends' mobile devices on page 30*.
- (Required when your friend wants to participate in geofencing) Your friend is logged in to the Arlo app on his or her mobile device and the GPS or location service is enabled on your friend's mobile device.

## Enable or disable geofencing for friends' mobile devices

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.
4. Tap **Edit**  next to Geofencing.
5. Tap **Enabled Devices**.  
A list of mobile devices displays. A checkmark appears next to the device name when geofencing is enabled.
6. Tap one or more mobile devices.  
The device location displays as either In Zone, Out of Zone, or Unavailable (if there's an issue contacting that device).
7. To disable geofencing, tap the mobile device again.  
The check mark disappears when geofencing is disabled.

For more information, see *Setup Arlo Geofencing on page 27*.

## Custom modes

You can add modes in addition to the modes that come with the Arlo app and give the new modes custom names, such as Vacation. You can create one rule for each mode. You can create multiple rules within the same mode so that each camera performs different actions and sends different alerts. You can also use Schedule mode to activate modes automatically at different times of the day or week. (See *Schedule your camera rules* on page 26.)

### Add a mode

1. Open the Arlo app.
2. Tap **Mode**.
3. Select your camera.
4. Tap **Add a Mode**.
5. Enter the mode name and tap **Next**.
6. Select the trigger device and tap **Next**.  
This is the camera that detects motion and/or sound.
7. Enter the trigger device settings for the **When motion is detected** section and then tap **Next**.
8. Use the slider to set the motion sensitivity for the trigger device and tap **Next**.  
Higher motion sensitivity settings usually trigger your camera to capture videos more frequently.
9. Select an action device and tap **Next**.  
This is the Arlo device that performs an action when the trigger device detects motion or sound. You can select the same Arlo device you're using as a trigger or a different Arlo device.
10. Select an action such as **Record video** and tap **Next**.  
If you're using a computer web browser, you can also specify the recording time setting.
11. Select the notifications for Arlo to send when motion is detected and then tap **Next**.

Review your settings and tap **Save**.

## 5. Change Your Settings

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

### Two-step verification

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

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

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

- **Push notification.** When someone attempts to log in to your Arlo account on a new device, Arlo sends a push notification to a previously trusted (and currently logged in) iOS or Android device. Tap the push notification on the trusted device to approve or deny the log in.
- **SMS text message.** When someone attempts to log in to your Arlo account, Arlo sends a text message to the phone number that you verified for two-step verification. Enter the security code from the text message to complete the log in.
- **Email.** If you can't access a trusted device with push notifications, or if you can't receive SMS text messages, you can request to have a security code sent to the email associated with your Arlo account.

## Set up two-step verification

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.
4. Tap the switch next to **Enable**.
5. Select your verification method.  
**Note:** Your Arlo account email is an automatic back-up option.
6. Follow the instructions in the app to complete your two-step verification setup.

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

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.
4. To add a phone number, tap **Add SMS Verification** and enter the phone number.
5. To add a trusted device, tap **Add Trusted Device**.

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

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings > Two-Step Verification**.
4. Tap the trashcan icon next to a phone number or trusted device.

## Use face or fingerprint authentication

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

Your device must meet the following minimum requirements:

- Apple devices:
  - iOS version 10.3 or higher
  - A Touch ID compatible device (iPhone 5s, iPad Air 2, or newer)

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

- Android devices:

Android OS version 6.0 or higher

A compatible Android device with fingerprint authentication

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

1. Enable fingerprint authentication on your iPhone or Android device.
2. Open the Arlo app.
3. Tap **Settings**.
4. In the ACCOUNT section, select **Profile > Login Settings**.
5. Slide the toggle for fingerprint or Touch ID to the right (on) or left (off).

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

1. Enable Face ID authentication on your iPhone.
2. Open the Arlo app.
3. Tap **Settings**.
4. In the ACCOUNT section, select **Profile > Login Settings**.
5. Slide the toggle Face ID to the right (on) or left (off).

## Customize your profile

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

### Add a profile picture

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Edit Profile**.
4. Tap the profile picture at the top of the page.
5. Select **Take Photo** or **Choose from Library**.

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

6. Upload your preferred profile picture.
7. Tap **Save** at the bottom of the page.

## Edit profile settings

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

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Edit Profile**.
4. Enter your profile settings.
5. Tap **Save** at the bottom of the page.

## Change your Arlo password

You can change your password in the Arlo app or by logging in to [my.arlo.com](http://my.arlo.com).

1. Open the Arlo app.
2. Tap **Settings**.
3. In the ACCOUNT section, select **Profile > Login Settings**.
4. Enter your old password.
5. Enter a new password and then confirm it.
6. Tap **Change Password**.

Your new password is saved.

## Reset a forgotten password

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

1. Open the Arlo app.
2. Tap **Forgot Password?**.
3. Enter your email address.
4. Tap **Send Email**.

An email is sent from [alerts@arlo.com](mailto:alerts@arlo.com) to your verified email address.

5. Tap the link provided in that email.

6. Enter a new password.

7. Tap **Submit**.

Your password is reset.

## Grant access to friends

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

Friends without access rights can:

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

Friends who are granted access rights can also:

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

## Add a friend

1. Open the Arlo app.

2. Tap **Settings**.

3. Under ACCOUNT, tap **Grant Access**.
4. Tap **Add or +**.
5. Enter your friend's firstname, lastname, and email address.
6. Tap the Arlo devices that you want your friend to access.
7. To grant access rights to your friend, tap **Allow Access Rights**.  
Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
8. Tap **Send Invite**.  
An email message is sent inviting your friend to create an Arlo account. This friend's name is displayed with the status Pending. When the friend accepts your invitation, the status changes to Accepted.

## Edit a friend's access privileges

1. Open the Arlo app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.  
A list of your friends displays with the status of their accounts.
4. Tap the friend, and tap **Edit** .
5. Tap cameras to select or deselect them.
6. Tap **Allow Access Rights**.  
Selecting **Allow Access Rights** allows this friend to change your account and camera settings.
7. Tap **Done**.

## Delete a friend

1. Open the Arlo app.
2. Tap **Settings**.
3. Under ACCOUNT, tap **Grant Access**.
4. Select the friend, and tap **Edit** .
5. Tap **Delete Friend**.

6. Tap **Yes**.

## Change the time zone

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **TimeZone**.
5. Tap a time zone.  
If you're using a mobile device, your settings are saved.
6. If you're using a computer, click **Save**.

## Camera settings

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

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

## Change the camera name

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Edit**  next to the camera name.
5. Enter a new name that reminds you of the camera's location, such as Garage or Front Door.  
Camera names are limited to 32 characters.
6. Tap **Save**.

## Turn on Auto Zoom and Tracking

1. Open the Arlo app.
2. Tap **Settings > My Devices**.

3. Tap the camera.
4. Tap **Video Settings**.
5. Tap **Auto Zoom and Tracking**.

## Turn off the camera LED

The LED on the camera lights in different colors. (See *The Camera LED* on page 5.) You can turn off this LED.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Camera LED**.
5. Tap **Battery Fully Charged Indicator** to turn the LED off and on.  
If you're using a mobile device, your settings are saved.
6. If you're using a computer, click **Save**.

## Change the video quality and battery usage

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Power Management**.
5. Tap to select **Best Battery Life**, **Optimized**, or **Best Video**.

## Turn enhanced color night vision off and on

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Low Light Settings**.

5. Tap **Color**.

The Color setting toggles on and off.

## Turn nightvision on and off

When nightvision 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 camera is facing reflective surfaces, such as windows.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Low Light Settings**.
5. Tap **Night Vision**.
6. If you're using an Android device, tap the slider.

## Turn Auto HDR on and off

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings**.
5. Tap **Auto HDR**.  
If you're using an Android device, tap the slider.

## Change the camera audio settings

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. If you're using a mobile device, tap **Audio Settings**.

## 5. Adjust the settings:

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

# Customize the camera settings

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

## Turn the on and off

You can turn the on and off at any time from the camera feed by tapping . See [Turn the on and off from the camera feed](#) on page 15.

You can also control whether the comes on automatically when your camera detects motion at night.

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Tap **Video Settings > Low Light Settings**.
5. Tap .

The setting toggles off and on. When the setting is set to the On position, the automatically turns on when your Arlo camera detects motion at night.

## Adjust the flicker setting

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.

4. Tap **Flicker Adjustment**.
5. Tap a setting.

## View device information

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

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the device.
4. Tap **Device Info**.

## Remove a device from your account

1. Open the Arlo app.
2. Tap **Settings > My Devices**.
3. Tap the camera.
4. Scroll down and tap **Remove Device**.

## 6. Troubleshooting

### Troubleshoot Arlo Geofencing

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

- Your mobile device isn't sharing its location information with Arlo. See [Prepare your mobile device for geofencing](#) on page 27.
- Away mode isn't triggered when you leave because an extra mobile device that's enabled for geofencing is still in the Device Location. See [Geofencing with multiple mobile devices](#) on page 29.
- Geofencing stopped working because the location sharing settings for a mobile device changed. See [Prepare your mobile device for geofencing](#) on page 27.
- A task-killing app is interfering with Arlo Geofencing. A task-killing app, such as Shutapp or Doze, can disable Arlo Geofencing. To use Arlo Geofencing, disable any apps that suppress the Arlo app.
- Geofencing for your mobile device on your friend's Arlo account isn't working.  
If you're a friend on someone else's Arlo account, your mobile device can only change Home/Away modes if the Arlo account owner does the following:
  - Turn on the Allow Access Rights setting. See [Grant access to friends](#) on page 34.
  - Set your device as an Enabled Device in Geofencing settings. See [Enable or disable geofencing for friends' mobile devices](#) on page 44.

Still experiencing issues with geofencing? Contact Arlo Customer Support.

### 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 isn't blocking the plug-in and that you're using the latest version of Adobe Flash.

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

To troubleshoot problems with the video stream, check for the conditions in these sections: [WiFi signal interference](#) on page 44, [Out of range](#) on page 44 and [Low battery](#) on page 44.

## WiFi signal interference

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

We recommend that you place your camera at least 1 to 3 feet (30 to 100 centimeters) from your router or optional Arlo SmartHub or base station (sold separately) if you use one. Allow at least 6½ feet (2 meters) between each camera or Arlo device to prevent WiFi signals between the devices from interfering with each other.

## Out of range

Make sure that your camera is close enough to receive a strong WiFi signal. The range of your router's WiFi signal can vary depending on the router model and conditions in your local environment. If you pair your camera to an optional Arlo SmartHub or base station, we recommend that you place the camera no farther than 300 feet (90 meters) from the SmartHub or base station. The range might be less if metal objects or thick walls and ceilings are between a camera and the SmartHub or base station.

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

## Low battery

A low battery can cause the camera to stream intermittently. It's time to recharge the battery when the battery level is down to two bars on the Arlo app Devices page.

## 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.

## Check the rules 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.

1. Open the Arlo app.
2. Tap the **Mode** button.
3. Select the camera.  
A list of modes displays.
4. Tap **Edit**  next to Armed.
5. Tap **Edit**  next to the rule.
6. Under Alert, make sure that the **Push Notification** check box is selected.
7. If you made changes, tap **Save**.

## Check the Arlo app notification settings on an iOS device

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

1. Tap the **Settings** icon for your iOS device.
2. Tap **Notifications > Arlo**.
3. Make sure that **Allow Notification** is selected.

## Check the Arlo app notification settings on an Android device

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

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

## 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 isn't presented again unless the device is restored to factory settings 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 don't 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.

## Support

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

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## Compliance

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

See the regulatory compliance document before connecting the power supply.

FCC ID : 2APLE18300409

IC ID: 23815-18300409

CAN ICES-3(B)/NMB-3(B)

## Federal Communication Commission Interference Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

## RF exposure statements

This Transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body or nearby persons.

## Industry Canada statement:

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:

- 1) This device may not cause interference, and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

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

## Innovation, Science and Economic Development Canada Statement:

This digital apparatus complies with CAN ICES-3(B).

Énoncé d'Innovation, Sciences et Développement économique Canada

Ce périphérique numérique est conforme à la norme CAN ICES-3(B)/NMB-3 (B).

## Radiation Exposure Statement:

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

## Déclaration d'exposition aux radiations:

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