Arlo AVD4001

Arlo Video Doorbell 2K (2nd Generation) Instruction Manual

Model: AVD4001

Introduction   What's in the Box   Setup   Operation   Maintenance   Troubleshooting   Specifications   Warranty & Support

1. INTRODUCTION

The Arlo Video Doorbell 2K (2nd Generation) is a comprehensive home security device designed to monitor your front door with advanced features. It offers flexible installation options, functioning either wirelessly with its rechargeable battery or wired to existing doorbell wiring for continuous power. This device provides crystal-clear 2K video resolution, a wide 180-degree field of view for head-to-toe coverage, and enhanced night vision capabilities. With two-way audio, you can communicate with visitors remotely, and smart alerts for people, packages, and vehicles keep you informed. The integrated siren adds an extra layer of security, allowing you to deter unwanted guests. Manage all features and settings conveniently through the Arlo Secure App.
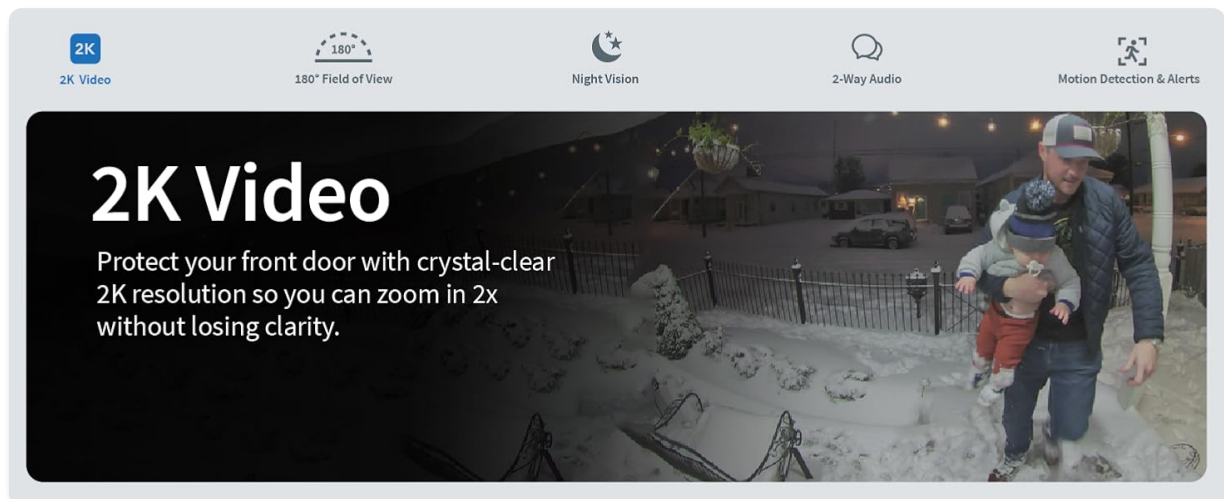

Image: Arlo Video Doorbell 2K (2nd Generation) highlighting key features like 2K video, 180-degree field of view, night vision, 2-way audio, motion detection, and wired/wireless installation.

2. WHAT'S IN THE BOX

Upon unboxing your Arlo Video Doorbell 2K (2nd Generation), you should find the following components:

- 1x Arlo Video Doorbell

- Charging Cable

- 1x Wire Extension Kit

- 1x Mounting Plate

- 1x Angled Bracket

Your browser does not support the video tag.

Video: An official Arlo video showcasing the Arlo Video Doorbell (2nd Generation) and its features.

3. SETUP

Before installation, ensure your Arlo Video Doorbell is fully charged using the provided USB charging cable. Download the Arlo Secure App from your device's app store to guide you through the setup process. The app will provide step-by-step instructions for both wired and wireless installations.

3.1. Wireless Setup

For wireless installation, simply charge the doorbell, connect it to your home Wi-Fi network via the Arlo Secure App, and then secure the mounting plate to your desired location. The doorbell attaches to this plate.

Included	Plus Plan	Premium Plan
No Cost.	Single Camera starting at $7.99 per month.	Unlimited Cameras at $24.99 per month.
✔ 2-Way Audio	⊕ All No Cost Features	⊕ All No Cost Features
✔ Motion Detection & Alerts	✔ 60-Day Video History	⊕ All Plus Plan Features
✔ Remote Siren Activation	✔ Person & Vehicle Recognition	✔ 24/7 Professional Monitoring
	✔ Package & Animal Detection	✔ 24/7 Emergency Response
	✔ Smart Activity & Privacy Zones	✔ Cellular & Battery Backup
	✔ Custom Detection	✔ Arlo Safe Plan
	✔ Fire Detection	✔ Home Insurance Discount
	✔ Advanced Audio Detection - Scream, Dog Bark, Glass Break	

Requires an Arlo Secure paid subscription after the trial period, and some Arlo Secure services may be unavailable for select products and in certain regions. For current information on features that need a paid subscription, visit arlo.com/arlosecure.

Image: Steps for wireless installation of the Arlo Video Doorbell, including charging, app connection, and mounting.

3.2. Wired Setup

If you have existing doorbell wiring, you can opt for a wired installation for continuous power. This involves disconnecting your old doorbell, connecting the Arlo doorbell to the existing wires using the wire extension kit, and then mounting it. The Arlo Secure App will walk you through the electrical connections and mounting.
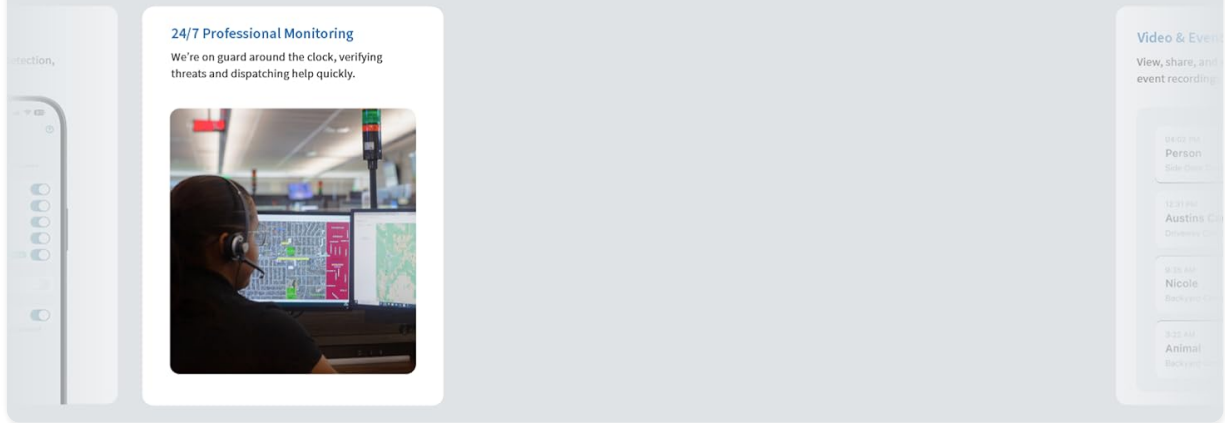
Image: Steps for wired installation of the Arlo Video Doorbell, detailing electrical connections and mounting.

4. OPERATION

The Arlo Video Doorbell is designed for intuitive operation through the Arlo Secure App, providing real-time monitoring and control.

4.1. Key Features

- **2K Video Resolution:** Capture clear and detailed footage of your doorstep.
- **180-Degree Field of View:** See visitors from head to toe and packages on the ground with an expansive diagonal viewing angle.
- **Night Vision:** Monitor your property effectively even in low-light conditions with advanced night vision.
- **2-Way Audio:** Communicate directly with visitors through the doorbell via your smartphone or tablet.
- **Motion Detection & Alerts:** Receive instant notifications on your smart device when motion is detected, with customizable activity zones.
- **Remote Siren Activation:** Trigger a built-in siren remotely from the app to deter intruders.

Image: Demonstrates the 2K video quality of the Arlo Video Doorbell, showing clear details even in challenging conditions.
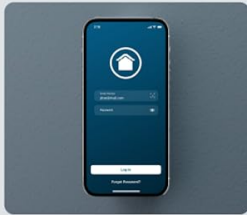

Image: Illustrates the wide 180-degree field of view, ensuring comprehensive coverage of your doorstep.

Wired setup.

Step 1: Download.
Download the Arlo Secure app and turn off the power to your existing doorbell.

Step 2: Disconnect.
Disconnect the wires of your exhisting doorbell from the wall and then connect them to the back of the Arlo doorbell.

Step 3: Secure.
Drill the mounting plate to the wall, then connect the doorbell to the mounted plate.

Step 4: Connect.
Turn the power back on and connect your doorbell to Wi-Fi to complete setup.

Image: Shows the effectiveness of night vision, providing clear surveillance in dark conditions.
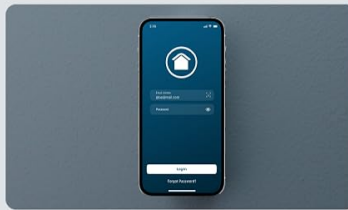
Wireless setup.

Step 1: Charge.
When LED lights are solid blue the Video Doorbell is fully charged.

Step 2: Connect.
Download the Arlo Secure app and follow the onboarding instructions.

Step 3: Secure.
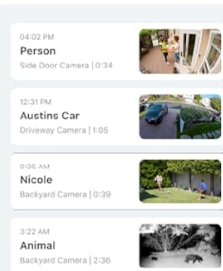Drill and secure the mounting plate to the wall, then connect the doorbell to the mounted plate.

Image: Depicts the two-way audio feature, enabling seamless communication with visitors.
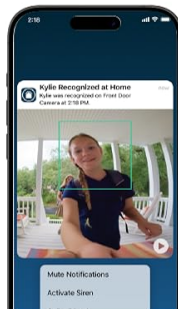
Unlock premium features with Arlo Secure Subscriptions.

Video & Event History
View, share, and save 60 days of video and event recordings from anywhere.
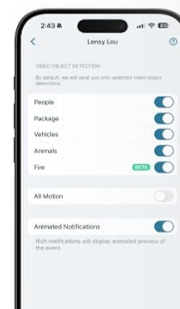
04:02 PM
Person
Side Door Camera | 0:34

12:31 PM
Austins Car
Driveway Camera | 1:05

0:06 AM
Nicole
Backyard Camera | 0:39

3:22 AM
Animal
Backyard Camera | 2:36

Person & Vehicle Recognition
Personalize your security to recognize familiar people and vehicles.

Arlo Intelligence
Person, Vehicle, and Custom Detection, powered by AI.

24/7 Profe
We're on gua
threats and th

Image: Illustrates motion detection and alerts, showing how the app notifies users of activity at their door.

5. MAINTENANCE

5.1. Battery Charging

If using the wireless option, the Arlo Video Doorbell is powered by a rechargeable battery. The Arlo Secure App will notify you when the battery level is low. To charge, detach the doorbell from its mounting plate and connect it to the provided USB charging cable. Ensure the doorbell is fully charged before reattaching it.

5.2. Cleaning

To maintain optimal performance, periodically clean the camera lens and the doorbell's exterior. Use a soft, damp cloth to gently wipe away dust and debris. Avoid using harsh chemicals or abrasive materials that could damage the device.

5.3. All-Weather Performance

The Arlo Video Doorbell is designed with an IP65 weather-resistant rating, ensuring reliable operation in various outdoor conditions, including rain, snow, and extreme temperatures. While built to withstand the elements, regular checks for any obstructions or excessive build-up on the lens are recommended.

6. TROUBLESHOOTING

If you encounter issues with your Arlo Video Doorbell, consider the following common troubleshooting steps:

- **No Power/Not Charging:** Ensure the USB charging cable is properly connected and the power source is active. For wired installations, verify the electrical connections are secure.
- **Connectivity Issues:** Check your Wi-Fi network strength. The doorbell requires a 2.4GHz Wi-Fi connection. If you have a dual-band router, ensure it's connected to the 2.4GHz band. Restarting your router and the doorbell may resolve connection problems.
- **Poor Video Quality:** Ensure the camera lens is clean and free from obstructions. Check your Wi-Fi signal strength, as a weak signal can affect video streaming quality.
- **Delayed Notifications:** Verify your smartphone's notification settings for the Arlo Secure App. A stable Wi-Fi connection is crucial for timely alerts.
- **Two-Way Audio Problems:** Check the microphone and speaker settings within the Arlo Secure App. Ensure there are no physical obstructions blocking the microphone or speaker on the doorbell.

For more detailed assistance, refer to the Arlo Secure App's help section or visit the Arlo support website.

7. SPECIFICATIONS

Model Number	AVD4001
Indoor/Outdoor Usage	Outdoor
Power Source	Battery Powered (4730 mAh), Wired Option
Connectivity Protocol	Wi-Fi (2.4GHz)
Video Capture Resolution	2K (1944 Pixels)
Viewing Angle	180 Degrees
Night Vision Range	20 Feet
Water Resistance Level	IP65
Item Dimensions (L x W x H)	1.85 x 1.85 x 1.45 inches
Item Weight	7.2 ounces
Special Features	2-Way Audio, Motion Sensor, Night Vision, Weather Proof

8. WARRANTY AND SUPPORT

8.1. Arlo Secure Plan

The Arlo Video Doorbell includes a trial period for the Arlo Secure Plan. This plan unlocks premium features such as 60-day video cloud storage, personalized alerts for person and vehicle recognition, package detection, and more. A paid subscription is required after the trial period to continue accessing these advanced features. For current information on features that require a paid subscription, please visit arlo.com/arlosecure.

8.2. Protection Plans

Additional protection plans are available for purchase to extend coverage beyond the standard warranty:

- 2-Year Protection Plan: $4.99
- 3-Year Protection Plan: $6.99
- Complete Protect: One plan covers all eligible past and future purchases for $16.99/month.

8.3. Customer Support

Arlo offers expert support through the Arlo Secure App and its community forums. 24/7 chat support is available via the app or website. Please note that product use and support are primarily for the United States region.