

# How do I connect my mobile device to a 2.4 GHz Wi-Fi network to set up my Arlo camera?

This article applies to:

[FLW2001](#) [AVD4001](#) [AVD3001](#) [AVD2001](#) [AVD1001](#) [AC2001](#) [SH1001](#) [FB1001](#) [VMC4041P](#) [VMC4050P](#) [VMC4060P](#) [VMC2020](#) [VMC2040](#) [VMC2030](#) [VMC2032](#) [VMC3060](#) [VMC2060](#) [VMC3050](#) [VMC2050](#) [VMC3052](#) [VMC2052](#) [VML2030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#)

If you want to connect an Arlo camera directly to a Wi-Fi router (without an Arlo SmartHub or Arlo Base Station), you must connect your mobile device to 2.4 GHz Wi-Fi during the setup process. Many routers broadcast Wi-Fi networks in both 2.4 GHz and 5 GHz bands.

- Your Arlo device directly connects to a 2.4 GHz Wi-Fi network.
- This means that you must first connect your mobile device to your 2.4 GHz Wi-Fi network, then connect your Arlo device to that **same** 2.4 GHz Wi-Fi network during the setup process in the Arlo Secure App.

Arlo Pro 5S can operate on 2.4 GHz or 5 GHz, but only after installation has been completed on the 2.4 GHz band.

- If the 2.4 GHz and 5 GHz Wi-Fi bands have the same SSID and password, the camera will connect to both networks during installation.
- If they are different, you can configure the network connection after installation.
- For more information, visit: [How does the Arlo Pro 5S Camera use 5 GHz Wi-Fi networks?](#)

Arlo Video Doorbells, Arlo Essential Series Cameras, Arlo Pro 4, Arlo Pro 5S, Arlo Pro 3 Floodlight Camera, Arlo Q, Arlo Q Plus, and Arlo Baby can connect directly to a 2.4 GHz Wi-Fi network.

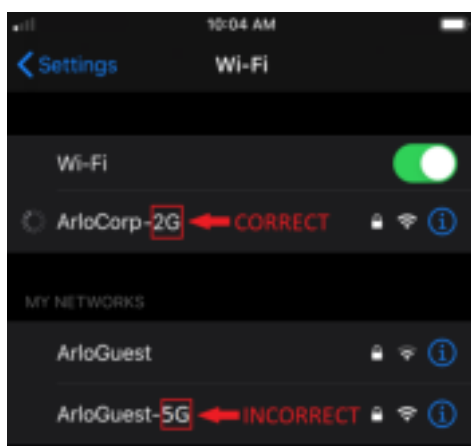
- To check for potential issues with your Wi-Fi network, visit: [How do I use the Arlo Wi-Fi Troubleshooting Tool to diagnose issues with my network or installation?](#)

## Find your 2.4 GHz Wi-Fi network

When connecting your mobile device and Arlo device to a Wi-Fi network, ensure that you select the SSID that indicates it is a 2.4 GHz network. This is typically indicated by a 2, 2.4, or 2G at the end of the SSID.

If you have both 2.4 GHz and 5 GHz Wi-Fi networks:

- Your **2.4 GHz** network name or SSID might have a 2, 2.4, or 2G at the end.
- Your **5 GHz** network name or SSID might have a 5 or 5G at the end.



Some Wi-Fi routers have only one Wi-Fi network name that is used for both 2.4 GHz and 5 GHz Wi-Fi bands.

- If you are having trouble connecting and your Wi-Fi network name doesn't indicate whether it's 2.4 GHz or 5 GHz, read the [Troubleshooting](#) section in this article.

## Connect to your 2.4 GHz network

To connect your iOS (Apple) device to a 2.4 GHz network:

1. Open the **Settings** app for your iOS device.
2. Tap **Wi-Fi**.
3. Tap the **Wi-Fi** switch to the on position.  
**Note:** Wi-Fi is enabled when the Wi-Fi button is green.
4. Select a **2.4 GHz** Wi-Fi network.  
This is commonly indicated by a 2, 2.4, or 2G at the end of the network name or SSID.
5. If prompted, enter the password for the network.  
When you are connected to the Wi-Fi network, a **blue checkmark** appears to the left of the network name.

To connect your Android device to a 2.4 GHz network:

1. Open the **Settings** app for your Android device.
2. Tap **Connections**.
3. Tap **Wi-Fi**.
4. To see available networks, tap the **Wi-Fi** switch to On.

5. Select a 2.4 GHz Wi-Fi network.

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

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

When your device is connected to the Wi-Fi network, the word **Connected** appears under the network name.

## Troubleshooting

### If your Wi-Fi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz:

- Try opening your router settings, and look for a 2.4 GHz Wi-Fi network that your mobile device can connect to. If you need help with this, contact your router manufacturer.
- Contact your Internet Service Provider (ISP), and ask for help connecting your mobile device to a 2.4 GHz Wi-Fi network.

### If your router uses the same Wi-Fi network name or SSID for both 2.4 GHz and 5 GHz Wi-Fi bands:

- Routers can use the same network name or SSID to broadcast both 2.4 GHz and 5 GHz Wi-Fi networks.
- If your mobile device is connected to a mesh network, your Arlo device will not be able to connect to the 5 GHz band, so it will automatically connect to the 2.4 GHz band.
- **For networks that have the same SSID for 2.4/5 GHz:**
  - Try temporarily disabling 5 GHz in the router settings.
- **For Mesh systems:**
  - If you are having difficulty connecting, try temporarily turning off the access points, and connect the camera to the main router first.
  - Once installation is complete, power on the access points again.
- Band Steering automatically connects your devices to the best available Wi-Fi frequency in your home.
  - Most Wi-Fi modems come with two frequencies (2.4 GHz and 5 GHz) and ask you to choose between them when connecting a device to your home network.
  - Disable Band Steering prior to installing your Arlo device.
  - Upon successful installation and setup, you can re-enable Band Steering.

**Note:** Contact your router manufacturer for specific Band Steering instructions.

### If your Arlo device still is not found during setup:

- Ensure that you entered the correct SSID and password in the Arlo Secure App during the setup process.

**Note:** The SSID is case-sensitive. Ensure that it is EXACTLY correct when you enter it in the Arlo Secure App.
- Ensure that your mobile device is NOT connected to a VPN.
- Ensure that **auto-join** settings are turned off on your mobile device.
- Ensure that Wi-Fi Assist and Adaptive Wi-Fi features are turned off on your mobile device.

Wi-Fi Assist and Adaptive Wi-Fi features use cellular data when your Wi-Fi connection is poor. This can interfere with the Arlo device setup process.

- To turn off Wi-Fi Assist on iOS, visit: <https://support.apple.com/en-ca/HT205296>
- To turn off Adaptive Wi-Fi on Android, visit: <https://www.verizon.com/support/knowledge-base-237485/>
- Visit [Arlo Support](#) to speak with an expert.

Last Updated:04/16/2024 | Article ID: 000062370