



# Frequently Asked Questions: Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)

This FAQ applies to the Arlo Essential Outdoor Camera 2K (2nd Generation)

## PRODUCT FEATURES

### **What are the key features of the Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)?**

- Motion Detection Alerts
- Color Night Vision
- Noise-Canceling Audio
- Integrated Spotlight
- Integrated Siren
- Weather Resistant
- Direct to Wi-Fi Connection

### **Can I use the Arlo Essential Outdoor Camera 2K (2nd Generation) indoors and outdoors?**

Yes. The cameras are weather-resistant, wire-free, and outdoor-compatible. They do not require a continuous AC power.

### **What is the Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation) video resolution?**

The camera records and outputs 2K video at a 16:9 aspect ratio.



**How wide is the Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation) viewing angle?**

The camera lens provides a 130° field of view (FOV).

**Does the Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation) have Color Night Vision?**

Yes. The camera includes Color Night Vision to view critical details in low-light conditions.

**What is the difference between Legacy cameras and new cameras?**

Newer cameras typically have higher resolution capabilities and longer battery life.

**Can I use my Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation) to cross-trigger other Arlo cameras?**

Yes. You can set your other Arlo cameras to record when your Arlo Essential Outdoor Camera (2<sup>nd</sup> Generation) detects motion.

For more information, visit: [How do Arlo Routines, Modes, Rules, and Automations work for my Arlo Essential Outdoor Camera \(2<sup>nd</sup> Generation\)?](#)

CONNECTIVITY

**Is the Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation) completely wire-free?**

Yes. The cameras are fully wire-free and powered by an integrated battery.

**What kind of charging cable can I use with my 2<sup>nd</sup> Generation Arlo Essential Outdoor Camera?**

The camera comes with a USB-C charging cable that you can use to charge your camera indoors.



### **What kind of power adapter can I use with the indoor charging cable that came with my camera?**

To charge your Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation), plug the included charging cable into any USB power source. Power sources with higher wattage charge your camera faster, Arlo recommends using at least 5V-2A.

### **What is the minimum upload bandwidth speed required?**

You must have a high-speed Internet connection that can sustain a minimum of 2 Mbps upload per Arlo Essential Outdoor Camera.

For more information, visit: [What are the minimum requirements for installing and using my Arlo system?](#)

### **Do I need an Arlo SmartHub or Base Station to use the Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)?**

No. You can connect the camera directly to your 2.4 GHz Wi-Fi network without the need for an Arlo SmartHub or Base Station.

### **Arlo is currently working on a solution to make 2<sup>nd</sup> Generation Arlo Essential Outdoor Cameras compatible with Arlo SmartHubs and Base Stations in 2024. How do I connect my mobile device to a 2.4 GHz Wi-Fi network to set up my Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)?**

To connect an Arlo camera directly to a Wi-Fi router, you must connect your mobile device to your router's 2.4 GHz band 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 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.

For more information, visit: [How do I connect my mobile device to a 2.4 GHz Wi-Fi network to set up my Arlo camera?](#)



## BATTERY CHARGING

### **Can I remove the battery from my Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)?**

No. The battery in the camera is fully integrated and cannot be removed.

### **How do I charge/recharge my Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)?**

You can charge and recharge the camera with the indoor charging cable that is included with the camera, the Arlo Essential Solar Panel (2<sup>nd</sup> Generation)<sup>1</sup> or the Arlo Essential Outdoor Charging Cable (2<sup>nd</sup> Generation)<sup>1</sup> to keep your camera outdoors with continuous power.

For more information, visit: [How do I charge my Arlo Essential Outdoor Camera \(2<sup>nd</sup> Generation\)?](#)

<sup>1</sup>Sold separately.

### **Where can I purchase a replacement battery?**

You may purchase a replacement battery on hsn.com or arlo.com. To ensure optimal safety and performance, only use genuine Arlo batteries, battery packs, and chargers. Unapproved batteries, battery packs or chargers present a serious risk of battery fire, explosion, battery leakage, and other product hazards. Many 3<sup>rd</sup> party suppliers claim Arlo compatibility yet have not tested or confirmed compatibility and safety.

### **Can I use the Arlo Solar Panel Charger with other brands?**

We recommend using the Arlo Solar Panel with Arlo products only. We can't guarantee compatibility or against any damage occurring when used with non-Arlo products or products that are not included on the compatibility list.



## MOUNTING & ADJUSTING

### **How do I mount and adjust the angle of my Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)?**

The camera comes with an adjustable screw mount that you can use indoors or outdoors. During the setup process in the Arlo Secure App, there are step-by-step instructions on how to mount the camera to a wall. Once the camera is secured to the wall, you can adjust the camera angle by holding the mount while firmly grasping and rotating the camera to achieve the desired angle.

For more information, visit: [How do I mount my Arlo Essential Outdoor Camera to a wall? \(2<sup>nd</sup> Generation\)](#)

### **What should I consider when finding a place to install my Arlo Essential Outdoor Camera 2K (2<sup>nd</sup> Generation)?**

The best placement for your Arlo camera varies by household and environment.

Things to consider when placing your camera:

- Making sure objects are not too close to the camera
- Height and aim of your camera
- Wi-Fi signal strength

For more information, visit: [Arlo Camera Placement Tips](#)

## SUBSCRIPTIONS

### **Is a subscription required for my Essential 2nd Gen camera to work after the 30-day trial ends?**



No. A subscription is not required for your security camera to work after the 30-day trial period. Without a subscription, you will continue to receive notifications when motion is detected, view your camera's live video feed, and two-way talk. If you want to get the most out of your devices, a subscription is required to maintain premium features like 30-Day Video History on the Secure Cloud, Interactive Notifications, Video Object Detection, and more.

Visit <http://www.arlo.com/arlosecure> for a full list of features that require a paid plan.

### **How often will I have to charge my Essential 2<sup>nd</sup> Gen Battery?**

Battery life will vary with settings, use, activity captured, and environment. If your camera constantly detects motion, your battery will need to be charged more frequently. However, you can create Activity Zones or change detection settings to improve battery life.

### **Can I set up cameras using different accounts?**

Yes. You may onboard cameras to different accounts, however, each account will need its own Arlo Secure plan after the trial period.

