



Frequently Asked Questions: Arlo Essential Outdoor Camera HD XL (2nd Generation)

This FAQ applies to the new Arlo Essential Outdoor Camera HD XL (2nd Generation).

What are the key features of the Arlo Essential Outdoor Camera HD XL (2nd Generation)?

- 4X Battery Life for Extended Security
- 130° Field of View
- Color Night Vision
- 2-Way Audio
- Integrated Spotlight
- Indoor & Outdoor Use
- Arlo Secure Plan Trial included

Is the Arlo Essential Outdoor Camera HD XL (2nd Generation) completely wire-free?

Yes. The cameras are fully wire-free and powered with an integrated battery. However, you can use the Arlo Essential Solar Panel (2nd Generation) and Arlo Essential Outdoor Charging Cable (2nd Generation) to charge your camera.

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.



Can I remove the battery in my Arlo Essential Outdoor Camera HD XL (2nd Generation)?

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

What kind of charging cable can I use with my 2nd 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 HD (2nd 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.

Can I use the Arlo Essential Outdoor Camera HD XL (2nd Generation) indoors and outdoors?

Yes. The camera is an outdoor camera but can also be used indoors. It does not require a continuous AC power connection.

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 HD XL (2nd 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 2nd 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 HD XL (2nd Generation)?

To connect an Arlo camera directly to a Wi-Fi router, you must first connect your mobile device to your router's 2.4 GHz band. Please follow the steps below, then connect your Arlo device to that **same** 2.4 GHz Wi-Fi network during the setup process in the Arlo Secure App.

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.

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?](#)



How do I mount and adjust the angle of my Arlo Essential Outdoor Camera HD XL (2nd 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? \(2nd Generation\)](#)

What should I consider when finding a place to install my Arlo Essential Outdoor Camera HD XL (2nd 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](#)

What is the Arlo Essential Outdoor Camera HD XL (2nd Generation) video resolution?

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

How wide is the Arlo Essential Outdoor Camera HD XL (2nd Generation) viewing angle?

The camera lens provides a 130° Field of View (FOV).



Does the Arlo Essential Outdoor Camera HD XL (2nd Generation) have Color Night Vision?

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

Can I use my Arlo Essential Outdoor Camera HD XL (2nd Generation) to cross-trigger other Arlo cameras?

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

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

How often will I have to charge my Essential 2nd 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.

What is the difference between Legacy cameras and new cameras?

Newer cameras typically have higher resolution capabilities and longer 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.

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 3rd party suppliers claim Arlo compatibility yet have not actually tested or confirmed compatibility and safety.



For any further questions, please call our dedicated HSN customer service hotline:

833-984-4357

Open Daily 6:00AM – 6:00PM PST

