

Make sure that your night vision setting is on.

Check to see if the LEDs on the front of the camera are on. The red glow indicates that the infrared LEDs are on and active.

Note: The LEDs only glow in the dark.

Note: Arlo Baby's infrared LEDs are much dimmer than the night vision LEDs on other Arlo cameras. Bright infrared LEDs can distract babies and keep them from sleeping, so Arlo Baby's infrared LEDs are almost invisible, but still provide excellent low-light performance.

How do I turn my camera's night vision on and off in my Arlo app?

This article applies to:

ABC1000 , VMC3030 , VMC3040 , VMC3040S , VMC4030 , VMC4030P , VML4030

When night vision 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.

To turn night vision on or off:

- Launch the Arlo app or log in to your Arlo account at my.arlo.com.
- Tap or click Settings > My Devices.
- Tap or click a camera.
- Tap or click Video Settings.
- Move the slider to turn night vision on or off.
- Your settings are saved.

My Arlo Pro or Arlo Pro 2 camera battery isn't charging; what do I do?

This article applies to:

[VMC4030](#) , [VMC4030P](#)

To troubleshoot problems with your Arlo Pro or Arlo Pro2 camera battery:

1. Make sure that you're using the charger that came in the box with your camera or the charging station (sold separately) that's compatible with your Arlo Pro camera to charge your camera's rechargeable battery.

2. Make sure that the power adapter cable is fully inserted into the AC power adapter and your camera.
3. Make sure that the USB port cap is tightly sealed before placing your camera outside.
4. Try removing and reinserting the battery and power adapter cable.
Note: Make sure that you insert the battery in your camera before you plug in the charger.
5. Log in to your Arlo account and make sure that your camera is online and that the charger icon is displaying while you're charging your cameras. If the charger icon isn't displaying, your camera isn't charging and is operating on battery power.
6. Log in to your Arlo account and check whether the following error message is displaying: "The charging source connected to the camera cannot charge your battery. Please use an Arlo power adapter."

If you see this error message, try the following:

- Try charging a different camera with the same power adapter. If the power adapter charges a different camera, the issue is with the original camera that you tried to charge.
 - Try charging your camera with a different Arlo power adapter.
7. Check the LED behavior when your camera is charging.

If the LED quickly blinks amber for three seconds, try the following:

- Wipe any debris off of the battery or camera's contacts.
 - Try using the battery with a different camera. If your battery issue persists with a different camera, you might need to replace your camera.
8. Try resetting your Arlo system to factory default settings.

If you tried the above troubleshooting tips, and you're still having issues with your battery, contact [Arlo customer support](#).