

Dear Leo, Welcome!

Thank you for contacting Arlo Support, my name is Stephen and I will be assisting you today.

Arlo Support

I wanted to follow up on case 42128155

I was in a chat yesterday and it was cut off

Thank you for providing the case number let me check that for you.

Arlo Support • 10:17 AM

Actually it looks like another case was JUST created: 42129156

I can't see from here what is in there

10:17 AM

Yes, this will be your new case number 42129156 for any future references related to the current issue.

10:18 AM

So what other info do you need? I'm basically trying to figure out if the kind of lag I'm seeing is normal.

10:22 AM

Thank you for staying connected.

I have gigabit internet and an orbi router

so generally UL/DL speed is not a problem

10:22 AM

I have reviewed your previous contact and I have checked you have the latency problem on your Arlo Pro 3 camera and Arlo video doorbell.

Arlo Support • 10:23 AM

Pro 4 and Video Doorbell

Wired Video Doorbell

I am sorry for the confusion.

10:24 AM

I will help you with your concern, may I know how many seconds are you having the delay?

Arlo Support • 10:25 AM

let me test right now

10:28 AM

last night i wrote it in the chat, but forgot.

10:28 AM

Okay, please let me know the delay duration.

Arlo Support • 10:29 AM

today's a bit better than yesterday. Both are about 4-5 seconds delayed

10:31 AM

This, of course, makes it hard to carry on a conversation and use the audio features

May I know the network upload and download speed?

Arlo Support • 10:32 AM

sure. let me go to each camera and get a reading

10:34 AM

Okay, thank you.

Arlo Support • 10:35 AM

127 mbps down, 82.3 up

10:37 AM

Okay, could you please let me know how many devices you have connected to your home network and if you have any extenders please let me know the number of the device you have connected to the extender?

Arlo Support • 10:39 AM

i have one orbi RDR50 and 2 Satellites that make up the mesh network

10:40 AM

Another netgear product

10:41 AM

Arlo Support • 10:47 AM

Do you mean the Arlo Router? There isn't one. Just the Orbi Mesh router, which has been set up to avoid collisions. I live in a home that is far away from neighbors

10:49 AM

I'm at around -32 signal

10:50 AM

I am sorry to confuse you, please open the Orbi Mesh router setting to change the channel, or you can check with your service provider to help you to change the settings and device hooked up for the on the router settings?

Arlo Support • 10:52 AM

I know how to change the channel on the orbi router. What I'm telling you is that I've already set it to avoid collisions with other networks, if that's your suggesting. Or is there a specific channel you think works better with arlo for some reason? Typically you change the channel to avoid collision and as you can see from the numbers posted above, I don't seem to have a problem there.

10:53 AM

You can change the channel to which you have set up the least devices to reduce the traffic on wifi.

Arlo Support • 10:55 AM

Huh? If I change the channel on the router, it changes the channel for ALL devices on that router. You conversation with a 3-4 second delay? Imagine if that was your experience on zoom or webex teams...not really great, right?

11:00 AM

If you have all the required wifi signal and the distance from the router is reduced you can expect a minimum delay of fewer than 3 seconds.

what else can I do

11:07 AM

As of now, you are getting a delay of about 1-2 seconds which seems to be the usual delay time, and if the delay duration increase you can contact us and we will assist you further according to the scenario.

Arlo Support • 11:10 AM

No, I am getting a delay of 4-5 seconds at best

But it seems like maybe you don't have any suggestions.

11:12 AM

Please not to worry I will assist you with that.

11:13 AM

May I know if you have tried using the cellular data on your mobile and check if the delay is reduced?

Arlo Support • 11:14 AM

So use the app on LTE vs wifi?

Yes, please try the LTE.

11:15 AM

Are we still connected?

11:17 AM

Could you please confirm that you are available to continue? If there is no response within the next 3 minutes, I am supposed to disconnect the session from my end.

Arlo Support

Same lag: 4-5 second

11:18 AM

Let me check that, please wait.

11:19 AM

Thank you for staying connected.

11:21 AM

May I know the distance between the Arlo device to your Orbi Mesh router?

Arlo Support

10-15 feet or so I'd guess

11:22 AM

again, the download/upload at the device is VERY fast

May I know which channel number you have selected on your wifi setting?

Arlo Support • 11:24 AM

11

When I used netspot to look at other SSIDs that might be in their area, it doesn't find any. I am fairly remote

11:25 AM

Okay, thank you for confirming.

11:26 AM

I will check on this with my internal team and you will get an update from us in the email.

Arlo Support • 11:27 AM

okayu

thanks

Is there anything else I could assist you with?

11:27 AM

Are we still connected?

11:30 AM

Could you please confirm that you are available to continue? If there is no response within the next 3 minutes, I am supposed to disconnect the session from my end.

11:30 AM

Since there was no response from your end I am closing this session. If your issue persists please feel free to contact us back to assist you further. Use this 42129156 case number for the reference or you can visit [Support.arlo.com](https://support.arlo.com) for further support on online Chat (24*7) support- visit <http://www.arlo.com/en-US/support/contact.aspx> and click on "Start Chat".

Arlo Support • 11:33 AM

Chat Ended by Agent