



Getting Started With the Arlo Recurring Revenue Program

Thank you for your interest in partnering with NETGEAR Arlo and for participating in the RMR program. The steps below will help you get started.

Step 1: Do you have a relationship with COPS Monitoring already?

You must start a relationship with COPS Monitoring as well. COPS Monitoring is one of the largest central stations in the US and is administering the Arlo RMR program. You do NOT have to move your monitoring business over to COPS. They have streamlined their application/contract to revolve solely around Arlo. Once you have a COPS account set up, note your account number and other details as you will link your COPS account to your Arlo account in the Arlo Dealer Portal.

Step 2: Do you have a relationship with one of these security distributors already?

These are the only authorized NETGEAR Arlo Security Distributors and you will need to have an account with one of them.

- SS&SI
- TriEd (your branch may not have stock, request that they order it in for you)
- Wave Electronics

Step 3: Partner Portal Registration

Go to <http://partners.arlo.com> and register your company on the Arlo Dealer portal. Once you submit the application, a NETGEAR employee will follow up with you shortly to verify your COPS and Distribution account info. You will have to take a quick 20 minute training that is designed for dealers that have no experience with the Arlo product. There is a simple quiz at the end. When you pass the quiz, you can print out your certificate. **DO NOT CLOSE THE WINDOW YET.** You must save the test results by clicking the large "X" at the bottom of the page. That will record the test results to your account. Failure to do so, means you have to retake the quiz.

Step 4: Purchase hardware from one of the three distributors

- Brown Box Pro – Only product that can be used with RMR – One SKU for the Arlo Pro Base Station, and one SKU for the Arlo Pro wire-free camera. This product is for your new customer installs.
- Gray Box Pro – If you are in a national program, like Moni, and are not allowed to make RMR from third party solutions, you can still sell Arlo with the Gray Box solution. Two SKU's like the Brown Box, but it's the retail plan offerings, so you only make money on the sale of the hardware like a retailer does.

Step 5: Set up the Arlo System at your client's site

You will need to have your client's mobile device (phone or tablet) or a PC to set it up. The device must be on the same network as the base station. Download the Arlo App to their mobile device or go to the Arlo website on their PC.

<http://arlo.netgear.com>. Set up a new Arlo Account and follow the on screen instructions. The Base Station must be installed first. Make a note of the email address you used to create the Arlo account for your client. If this is a Gray Box sale, you are finished. If this is a Brown Box sale, you go to Step 6.

Step 6: Open up the Arlo Dealer Portal on your mobile device <http://activatearlo.netgear.com>

Add the client to your Arlo Dealer Portal account. You will need their first and last names, the exact email address you used to create their account, and their address. Save the info. Click on Manage Plans. Select the plan you sold the client from the drop down menu. Save the info. Your Arlo Dealer Portal Account is now linked to the client's Arlo account. Your client's Arlo account will not show the Service Subscription plans like they would see if they bought a retail product.

Quick Tips:

- Sync each of the cameras to the base station before placing the cameras.
- Use the client's mobile device as an installation tool. You can see the wireless signal between the base station and camera so you know how far out you can place the cameras AND the camera view.
- When placing each camera, name the camera right after you place it in the Settings tab.
- Do a motion test on each camera to adjust the sensitivity if needed.