Essential Security Camera (3rd Gen)(Battery)

User Manual

- Essential Security Camera 2K/HD (3rd Gen) (Battery)
- Essential XL Security Camera 2K/HD (3rd Gen) (Battery)



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1. Get to Know your Essential Security Camera (3rd Gen)

There are four Arlo Essential Security Cameras (3rd Gen):

- **Essential Security Camera HD (3rd Gen) (VMC2080)**
- **Essential XL Security Camera HD (3rd Gen) (VMC2082)**
- **Essential Security Camera 2K (3rd Gen) (VMC3080)**
- **Essential XL Security Camera 2K (3rd Gen) (VMC3082)**

Get the Arlo Secure App

Download the Arlo Secure App to create an Arlo account. The Arlo Secure App enables you to set up and manage all your Arlo devices. Search for it in your phone's app store or scan the QR code below to download.

Download on the App Store

GET IT ON Google Play

www.arlo.com/install/e3security

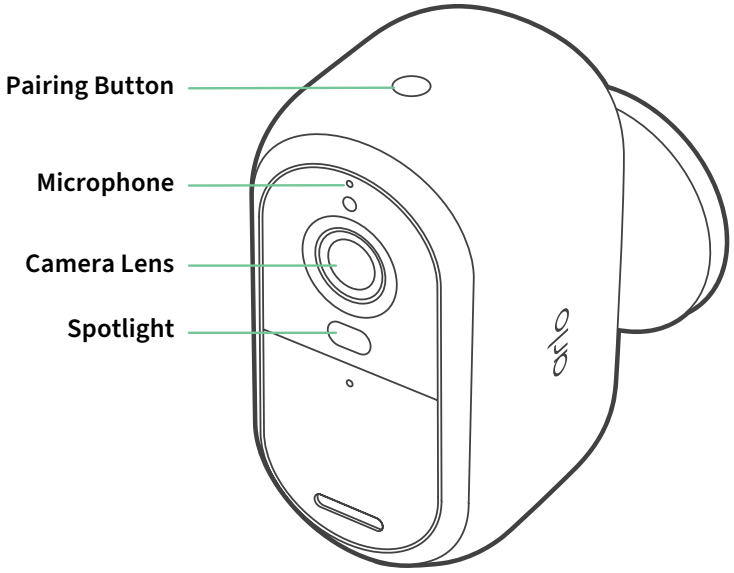
www.arlo.com/install/e3xlsecurity

Note: If you already use the Arlo Secure App, make sure you are using the latest version. To find out if an update is available, search for Arlo Secure in the App Store or scan the QR code above.

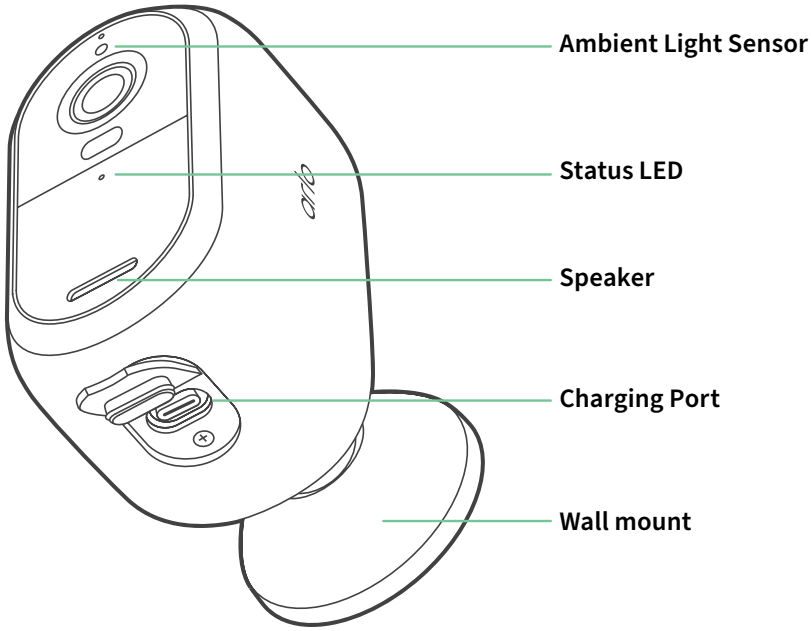
Essential Security Camera (3rd Gen)

Your camera includes an integrated battery that can't be removed. Charge your camera with the provided charging cable until the LED turns solid blue.

Front View

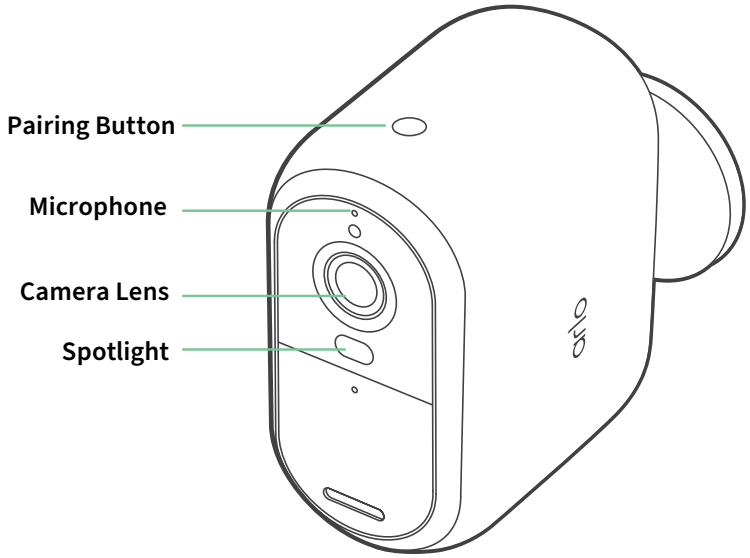


Bottom View

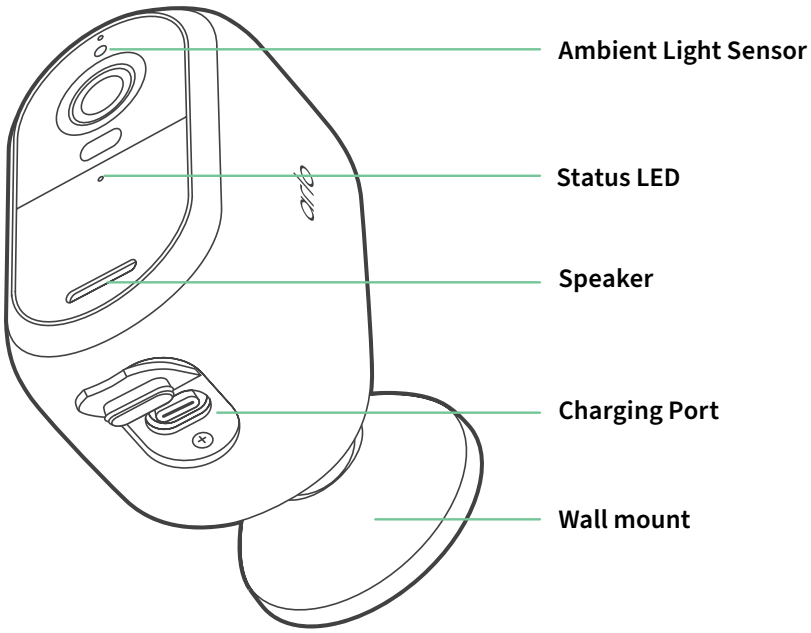


Essential XL Security Camera (3rd Gen)

Front view



Bottom view



Features

- **Wide field of view**. 130° viewing angle lets you see more and eliminates blind spots.
- **Capture every detail perfectly**. Record high-resolution 2K/ HD video for clear, crisp imagery in any lighting condition.
- **Night vision**. Monitor your surroundings, even in complete darkness, using your device's high-powered Infrared LEDs.
- **Built to endure any environment.** Camera is designed to withstand heat, cold, rain, or sun, making it suitable for both indoor and outdoor use.
- **Dual band Wi-Fi**. Connect to either 2.4 GHz or 5 GHz Wi-Fi for seamless connection.
- **Full duplex 2-Way audio**. Listen and speak clearly through your camera's integrated speaker and microphone, enjoy advanced noise reduction and echo cancellation to ensure seamless conversation without distractions.
- **Motion activated spotlight**. Enhance your night vision with your camera's integrated spotlight to see in colour, any time of day or night.
- **Built-in siren.** Siren can be triggered remotely or set to activate automatically to help deter unwanted activity.
- **Military-grade encryption**. Feel secure knowing every Arlo camera comes with our industry-leading privacy pledge.
- **Security in the palm of your hand**. Watch live streams or recorded video anytime, anywhere with the Arlo Secure App.
- **Receive alerts when motion is detected**. Smart, real-time notifications are sent directly to your phone, keeping you informed the moment activity is detected.
- **Take action faster**. Get AI-powered notifications from your camera, one-tap access to take action, and secure cloud video storage with Arlo Secure.[1]

1 This Arlo Secure feature may require a paid subscription after the trial period, and some Arlo Secure services may be unavailable in certain regions. For current information on features that need a paid subscription, visit *arlo.com/en_gb/serviceplans*

2. Get Started

Use the Arlo Secure App for set up

The free Arlo Secure App helps you complete set up and guides you through the installation process.

Open the Arlo Secure App and connect to your Wi-Fi network. If you don't have the app, **scan the QR Code above**, or you can download it from your phone's app store and create your Arlo account. Once you set up your Arlo account, you can access it from the Arlo Secure App on a smartphone or tablet.

Make sure you are upgraded to the latest version of the Arlo Secure App to utilize the newest features, functions, and enhanced security experience for your device.

If you are unable to scan the QR Code, do the following in the Arlo Secure App:

- **Essential Security Camera 2K/HD (3rd Gen) (VMC2080):** *www.arlo.com/install/e3security*
- **Essential XL Security Camera 2K/HD (3rd Gen) (VMC2082):** *www.arlo.com/install/e3xlsecurity*

Select **Devices**, and tap the **plus** icon in the upper right corner. Choose **Cameras**, **Essential Series**, select **Battery Cameras,** and **Security Camera (3rd Gen)**.

Check that the camera has a pairing button on top

Check that your camera's **pairing** button is located on top of the device. This ensures you are installing the correct Essential camera model.

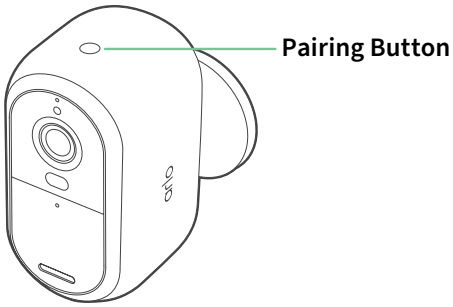
Enable Bluetooth

Bluetooth must be enabled to find and connect to available Arlo devices.

1. Find where the Arlo Secure App permissions are located in your phone's Settings App.
2. Ensure Bluetooth access is enabled.
3. If Bluetooth access is not enabled for the Arlo Secure App, activate it now.

Press the pairing button to sync your camera

To begin Bluetooth sync, look for the pairing button on top of your camera and hold it for up to three seconds, until the LED is flashing blue. You can use the pairing button for different purposes, depending on whether your camera is shut down or in normal operating mode. Ensure your phone's Bluetooth is enabled so the Arlo Secure App can locate your new device.



The Arlo Secure App should detect your camera automatically, follow the instructions in the Arlo Secure App to wake and install the camera. When the camera is shut down, pressing the pairing button does the following:

- **Press and hold the pairing button for 3 seconds.** The camera wakes and the LED flashes blue for two minutes. Follow the instructions in the Arlo Secure App to add your camera to your Arlo account.
- **Quick press.** No change. The camera remains shut down.

If the LED doesn't flash, no matter how long you press the pairing button, the camera battery is likely at 0% charge. Charge your camera for thirty minutes and try pressing the pairing button again.

Wi-Fi Set Up and Connection

During installation, the Arlo Secure App guides you to connect your camera to your Wi-Fi network. Your camera supports both 2.4GHz and 5GHz Wi-Fi. If your router has band steering, it can automatically direct the camera to the most suitable band.

Tips for optimal Wi-Fi performance

The distance between Wi-Fi devices can affect the Wi-Fi signal:

- **Maximum recommended distance**. We recommend that you place your camera within 300 feet (90 meters) of your Wi-Fi router. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and the router.

- **Minimum recommended distance**. To reduce Wi-Fi interference, allow at least 6½ feet (2 meters) between your camera and any Arlo cameras that you install.

These materials can reduce Wi-Fi signal strength if they are located between Wi-Fi devices:

- Unusually thick walls and ceilings
- Brick
- Concrete
- Stone
- Ceramic
- Glass, especially mirrors
- Metal
- Large quantities of water, such as the water in a fish tank or water heater.

Find a good location for your camera

Select a location for your camera with a clear vantage point to fully optimize the wide field of view. Choose a location where the camera is within Wi-Fi range. You can check the Wi-Fi signal strength in the Arlo Secure App.

Position your camera to detect motion in specific areas

Place your camera in a location that provides a clear view of the area you want to monitor and ensures motion is detected in non-shadowed areas of the image. For expanded coverage, mount your camera in a corner to maximize your field of view. Choose a spot that is within strong Wi-Fi range to ensure consistent performance.

When placing your camera indoors, utilize tables, shelves, walls, and ceilings to achieve the best angle and coverage.

When placing your camera outdoors, install the camera in a location with an unobstructed view and minimal blind spots.

Avoid a placement that positions your camera directly facing windows, mirrors, or reflective surfaces where the glare from the sun could interfere with the camera's performance.

Note: The motion sensor is most effective when movement occurs across its field of view, rather than directly toward or away from the camera.

Test your camera placement

Hold the camera where you intend to mount it and check for two critical things:

- Clear line of sight
- Good Wi-Fi signal

The Arlo Secure App will show you how strong the Wi-Fi is for your camera, make sure your camera placement meets these requirements before you begin the installation process. If the connection strength is weak, try moving your camera closer to your router.

Mount your Arlo Essential Security Camera (3rd Gen)

Once you have reviewed your desired placement in the Arlo Secure App and determined your camera is in the proper location, you may proceed with installing your device.

1. Using the mounting bracket as a guide, mark pilot hole locations with a pencil.
2. Drill pilot holes using the pencil marks for guidance.

   If you are using wall anchors, drill the pilot holes with a 15/64 (size B, 6mm) drill bit. Then, insert the wall anchors into the pre-drilled holes.
3. With the arrow pointing up, align the mounting bracket with the pre-drilled holes.
4. Use the provided screws to secure the mounting bracket to the wall.
5. Align the arrow on the mount with the arrow on the mounting bracket.
6. Slide the camera onto the mounting bracket to lock it in place. Test to make sure it feels secure.
7. Hold the mount while firmly grasping and rotating the camera to achieve the desired angle.

Charge your camera indoors

Your camera ships partially charged for safe transportation. Use the provided USB-C cable and charge the camera until it's front status LED turns blue. This cable is for indoor use only.

To charge your camera:

1. Open the cover for the USB-C charging port on your camera.
2. Connect the USB-C charging cable to your camera.
3. Connect the other end of the charging cable to a USB charging source such as a USB charging port or an AC power adapter. Charge your camera until the LED is solid blue.
4. Remove the USB-C charging cable from your camera and close the cover of the charging port.

Set up your free trial of Arlo Secure

Arlo Secure is a subscription-based service that enhances everything about your Arlo security system with AI-powered intelligence. You get:

- Smarter notifications with AI recognition for known people, vehicles, and deliveries – which include a convenient thumbnail to preview the event,
- To look back at past events with cloud recording in video history,
- Customizable Activity and Privacy zones.

Arlo Secure is free to try, follow the easy set up process in the Arlo Secure App.

Using Spotlight features

The built-in spotlight enhances visibility by capturing full-colour video footage, even in low-light or nighttime conditions. Use the Arlo Secure App to customize your spotlight's settings to suit your personal preferences including, adjusting the brightness level, and configuring how and when the spotlight should activate. The Arlo Secure App also enables you to manually turn the spotlight on and off while live streaming providing instant illumination whenever needed.

3. Troubleshooting

Arlo does not discover your camera during set up

If you are trying to set up and connect your Arlo camera directly to your Wi-Fi router and Arlo does not discover your camera, here are some things to check to identify and correct the problem.

When you are using the Arlo Secure App to add your camera, check the following:

- Bluetooth is enabled and remains enabled during set up.
- Select the correct camera model when adding a device in the Arlo Secure App. The Arlo Secure App only tries to discover the Arlo device that you select.

  To find your camera's model, check the box that your camera came in.
- You enter the correct Wi-Fi network SSID (network name) and password. The network SSID and password are case-sensitive and must be exactly correct.
- Your mobile device and Arlo camera are within the Wi-Fi signal range of your Wi-Fi router. During set up, Arlo recommends placing your camera within 10-15 feet (3-4.5 meters) of your Wi-Fi router. After the camera is set up and connected, you can move the camera any place within range of your Wi-Fi router.

Camera loses connection during set up

Ensure your camera and smartphone remain nearby during the setup. When connecting to Wi-Fi, try moving your camera closer to your router to establish a stronger connection, or choose a different network.

Note: Signal strength is reduced by walls, ceilings, or other obstructions between the camera and router.

Device is already claimed

If the device has already been claimed while trying to install it, the Arlo Secure App will let you know the device is already added to you account. Continue to view the mounting instructions, or start over by factory resetting the device. If the device is claimed, but not appearing as an available device on your Arlo Secure App, proceed with resetting your device.

Reset the camera to its factory settings

This process returns the camera to its default settings and removes it from your Arlo account. You must follow the Arlo Secure App set up process to use your camera after a factory reset.

1. Press and hold the pairing button for about 15 seconds, until the camera LED begins blinking amber, then let go.
2. Ensure that the camera LED blinks amber three times. Make sure to let go of the pairing button when the camera LED begins blinking amber. If you hold the pairing button too long, you must restart the factory reset process until the camera LED blinks amber three times after you let go of the pairing button.

After a factory reset, the camera still appears in the Arlo Secure App, but it is disabled.

Add multiple devices

You are able to set up multiple devices during a single Arlo Secure App session.

1. After setting up a device in the Arlo Secure App, you will be prompted to either end the set up process or set up another device.
2. Choose to set up another device. Available devices that are powered on, nearby, and discoverable will be shown in the Arlo Secure App.

Camera live streaming issues

If you are experiencing issues with live streaming or video quality, check the following.

Wi-Fi signal interference

Environments with multiple Wi-Fi networks, Wi-Fi devices, or frequencies can cause signal interference. If possible, minimize the number of networks, Wi-Fi devices, and transmitted frequencies in the area where you place your camera. For help with adjusting Wi-Fi settings such as the channel for your router, check the instructions that came with your router or contact your Internet service provider (ISP) if they installed your router.

Out of range

Make sure that your camera is close enough to receive a strong Wi-Fi signal. The range of your router's Wi-Fi signal can vary depending on the router model and conditions in your local environment.

Make sure that your cameras display three or four bars of signal strength in the area where you intend to install them. The camera can work when signal strength is at one or two bars, but might go out of range intermittently due to fluctuations in the environment.

Low battery

A low battery can cause the camera to stream intermittently. It is time to recharge the battery or change it when the battery level is down to two bars on the Arlo Secure App **Devices** page.

Not receiving push notification alerts

You must be logged in to the Arlo Secure App to receive Arlo alerts on your smartphone or mobile device. Arlo registers your device for push notification when you log in. If you used the logout option instead of simply exiting the app, you must log back in to the app. You will receive Arlo alerts even if your device is sleeping.

Check your SMS settings

If you didn't receive an SMS text message with a verification code, check your phone number and make sure that SMS message an notifications are enabled.

If you change your phone number, your verification codes will still be sent to your old number, unless you update the phone number in the Arlo Secure App.

To make sure SMS text messages and notifications are enabled:

- Turn off Do Not Disturb mode on your device to make sure that you are alerted when you receive a text message.
- Check your phone and phone carrier settings to ensure that you can send and receive text messages.

Check your email settings

Check your email's spam folder. Your email settings might filter Arlo messages into your spam folder. If Arlo messages are filtered into your spam folder, adjust your email settings.

Reduce push notification alerts

If you have an Arlo Secure plan, you can easily adjust activity and privacy zones for your camera, so you only get alerts for the areas you want. Just select zones in your camera's **Device** settings.

To mute alerts temporarily, long-press on an incoming alert and select mute notifications right from your phone's lock screen.

Optimize multiple 2K streams

You might experience connectivity issues if you're running multiple 2K live streams on your Arlo Secure App. To optimize connectivity, check your network environment and adjust your camera settings as needed.

Make sure your average bandwidth speed is at least 2Mbps per camera.

Note: To check your Internet speed, visit *www.speedtest.net*. The result of the Internet speed test might change, depending on varying amounts of traffic. For accurate results, run the speed test several times.

LED Indicators

The LED on the camera lights up when the camera is powered on. The LED changes colour and blinks depending on the camera's charge level and to indicate the status of activities such as pairing the camera and updating the camera firmware.

- **Slow blinking blue**. The camera is in the process of pairing to a Wi-Fi network.
- **Fast blinking blue**. The camera paired with a Wi-Fi network and connected.
- **Blinking amber**. The camera is out of range, a connection error occurred during pairing, or the camera battery charge is low (15% or less).
- **Alternating blue and amber**. A firmware update is in process.
- **Solid red**. The camera is paired with Apple HomeKit and streaming.

Support

For in-app product support, visit the Support Center. In the Arlo Secure App, tap **Profile**, then **Support Center**.

For product updates and web support, visit *arlo.com/en_gb/support*

Arlo Technologies, Inc.
5770 Fleet St. Suite 200
Carlsbad, CA 92008 USA

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Environmental Information

The minimum to maximum operational temp -20C to +45C. There is IP65 water intrusion protection.

Compliance

For regulatory compliance information including the EU Declaration of Conformity and where to find e-label information for US FCC, Industry Canada, & NCC, visit *arlo.com/en_gb/about-us/regulatory*

Some Arlo products have a regulatory e-label that you can access in the Arlo app or web portal. This is because a printed regulatory label does not fit all of the regulatory information on the Arlo product label.

To find the regulatory e-label for your Arlo product:
1. Launch the Arlo Secure App or log in to my.arlo.com.
2. From the Devices screen, open the **Device Settings** page for your Ario product.
3. On iOS and web browser, tap the **Settings** icon next to your Arlo device.
4. On Android, tap the menu icon next to your Arlo device, then tap **Device Settings**.
5. Tap or click **Device Info** > **Regulatory**.

FCC ID: 2APLE18300436 IC: 23815-18300436 CAN ICES (B)/ NMB (B)

Note: If the Arlo Secure App does not show a Regulatory sub-menu for your Arlo product, then the product does not have a regulatory e-label, and you can find all regulatory information on the physical label located either at the base, inside the battery compartment, or near the power input port of the Arlo product.

For additional compliance information on Arlo products, visit *https://www.arlo.com/en-us/about/regulatory/*.

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。 VCCI ー B

取得審驗證明之低功率射頻器材, 非經核准, 公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時, 應立即停用, 並改善至無干擾時方得繼續使用。前述合法通信, 指依電信管理法規定作業之無線電通信。低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。
應避免影響附近雷達系統之操作。
高增益指向性天線只得應用於固定式點對點系統。
為避免本器材影像畫面遭偷窺或擷取, 本器材使用者應先修改預設密碼, 並定期更新密碼

Federal Communication Commission Interference Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

RF exposure statements:

This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body or nearby persons.

Industry Canada statement:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux

CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1)L'appareil ne doit pas produire de brouillage;

2)L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Innovation, Science and Economic Development Canada Statement:

This digital apparatus complies with CAN ICES (B)/ NMB (B).

Énoncé d'Innovation, Sciences et Développement économique Canada:

Ce périphérique numérique est conforme à la norme CAN ICES (B)/ NMB (B)

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d’exposition aux radiations:

Cet équipement est conforme aux limites d’exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Avertissement:

1) Le gain maximal d’antenne permis pour les dispositifs avec antenne(s) amovible(s) utilisant les bandes 5250-5350 MHz et 5470-5725 MHz doit se conformer à la imitation P.I.R.E.;

2) Le gain maximal d’antenne permis pour les dispositifs avec antenne(s) amovible(s) utilisant la bande 5725-5850 MHz doit se conformer à la limitation P.I.R.E spécifiée pour l’exploitation point à point et non point à point, selon le cas.”