Ultra Security Camera (3rd Gen)

User Manual

- Ultra Security Camera (3rd Gen)
- Ultra XL Security Camera (3rd Gen)



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1. Get to Know Your Camera

There are two Arlo Ultra Security Cameras (3rd Gen):

- **Ultra Security Camera 4K (3rd Gen) (VMC5050)**
- **Ultra XL Security Camera 4K (3rd Gen) (VMC5052)**

Get the Arlo Secure App

Download the Arlo Secure App. The Arlo Secure App lets you create an Arlo account in the cloud and set up and manage all your Arlo devices. You can either search for it in your phone's app store or scan the QR code below to download or update your Arlo Secure App.

Download on the App Store

GET IT ON Google Play

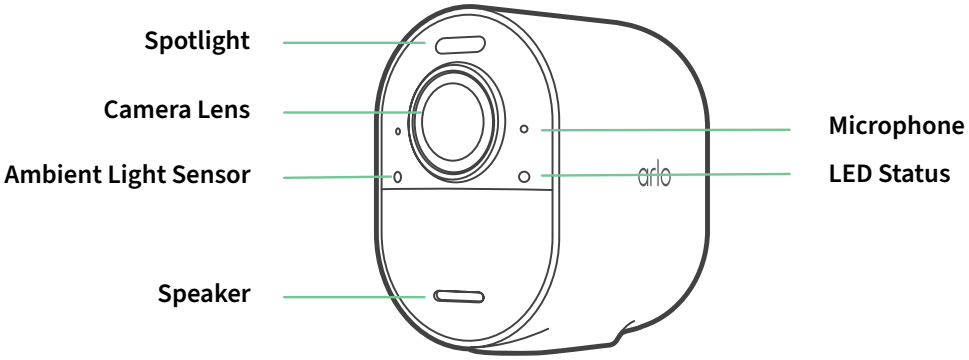
www.arlo.com/install/ultra3

www.arlo.com/install/ultra3xl

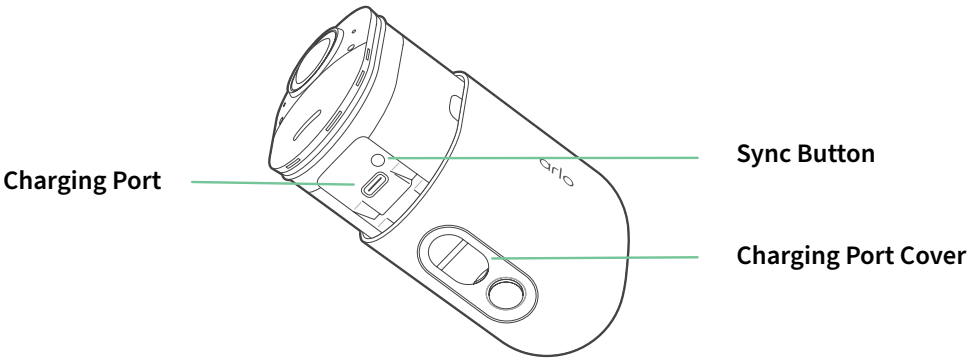
Note: If you already use the Arlo Secure App, make sure that you're using the latest version. To find out if an update is available, go to the app store and search for Arlo Secure.

Meet your Ultra Security Camera (3rd Gen)

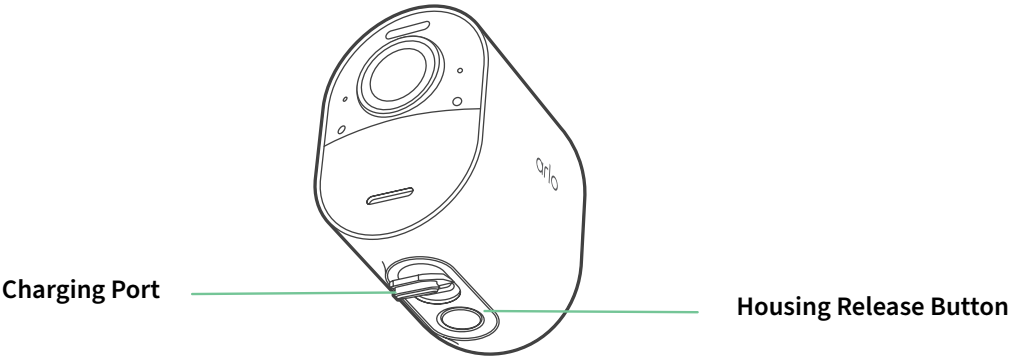
Front View



Pairing View



Bottom View



Features

- **4K video with HDR.** Zoom in on objects and see clearer details and colours in 2K HDR.
- **180 degree field of view.** Keep an eye on more of what matters with a wider field of view.
- **Colour night vision.** See what's lurking with colour night vision or black and white.
- **Motion activated spotlight.** Enhance your night vision with your camera's integrated spotlight to see in colour, any time of day or night.
- **Use with Arlo SmartHub.** Adds security and helps regulate Wi-Fi traffic while improving battery life and compatibility with local storage.
- **Easy setup and install.** Onboard quickly and easily to your SmartHub. Attach and adjust your camera with the adjustable mount.
- **Dual band Wi-Fi.** Connect using either 2.4 GHz or 5 GHz Wi-Fi with your SmartHub for seamless connection including automatically recognizing and switching to the strongest band when necessary.
- **USB-C connector.** Experience more compatibility with Arlo accessories that use a USB-C 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 conversations without distractions.
- **Auto Zoom and Tracking.** Camera tracks and zooms in on moving objects so you don't lose sight of threats.
- **Built-in siren.** Siren can be triggered remotely or set to activate automatically to help deter unwanted activity.
- **Removable Battery.** A swappable rechargeable battery eliminates wiring hassles for DIY installation anywhere around your home and is easy to recharge or swap out for a fully charged one.
- **Built to endure any environment.** Camera is designed to be withstand heat, cold, rain, or sun, making it suitable for both indoor and outdoor use.
- **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.

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.

If you don't have the app, 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:

Ultra Security Camera (3rd Gen): *www.arlo.com/install/ultra3*

Ultra XL Security Camera (3rd Gen): *www.arlo.com/install/ultra3xl*

Navigate to **Devices**, tap the **plus** icon in the upper right, select **Cameras**, **Ultra Series**, and **Ultra Security Camera (3rd Gen)**.

Insert the battery

The Ultra Security Camera (3rd Gen) consists of two parts. The camera body is where you insert the battery. The housing protects the camera and battery.

The battery comes partially charged. We recommend that you fully charge the battery before using your camera.

To insert the battery:

1. Press the housing release button and remove the camera housing from the camera body.



2. Align the battery and insert it into the battery compartment.
   The battery only inserts one way.
   The LED on the camera blinks blue when the battery is inserted.



Ensure your Arlo SmartHub is set up and online

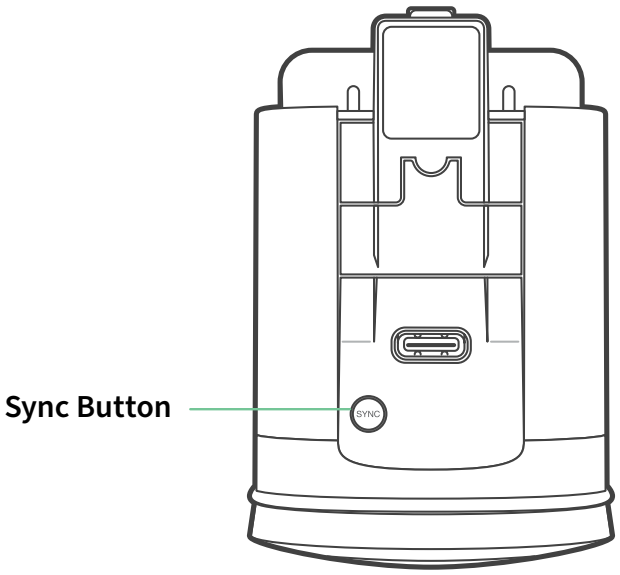
The Ultra Security Camera (3rd Gen) **requires** an Ultra SmartHub (VMB5000) or Pro SmartHub (VMB4540) to operate. If your SmartHub is not installed and online before installing, the Arlo Secure App will walk you through adding your SmartHub.

If you have multiple SmartHubs, the app will prompt you to select one for pairing your camera. Select the SmartHub located closest to where you plan to install the camera.

Pairing your Ultra Security Camera (3rd Gen)

Your Ultra Security Camera (3rd Gen) and your SmartHub will automatically attempt to pair.

If your camera's LED indicator is not blinking blue, or if pairing is unsuccessful, you may be prompted to press the Sync button. Press the **Sync** button on the bottom of your camera for three (3) seconds until the LED begins blinking Blue.



Tips for optimal performance

The distance between your Ultra Security Camera and your SmartHub affect the signal:

- **Maximum recommended distance**. Place your camera within 300 feet (90 meters) of your SmartHub. The maximum line-of-sight range of 300 feet is reduced by each wall, ceiling, or other major obstruction between the camera and the SmartHub.
- **Minimum recommended distance**. To reduce interference, allow at least 6½ feet (2 meters) between your camera and any other Arlo cameras that you install.

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

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

Slide the housing onto your camera

Slide the camera housing onto the camera. Press the camera into the housing until you hear a click sound.



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 range of your SmartHub. Check the signal strength in the Arlo Secure App.

Choose a place that provides a clear view of the area you want to monitor and ensures motion is detected in the image. For expanded coverage, mount your camera on a corner to maximize your field of view.

Install the camera in a location with an unobstructed view and minimal blind spots.

Situate your camera at least 4-6 feet (1.3-2m) above the ground, your camera has the best motion detection range and field of view at this height.

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 to the area you want to protect
- Good signal strength

The Arlo Secure App will show you how strong the signal 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 SmartHub, or your SmartHub closer to your camera. If you have more than one SmartHub, consider pairing to the other SmartHub.

Mount your Ultra Security Camera (3rd Gen)

Once you have decided the location for your device, the Arlo Secure App will walk you through the steps to mount your camera on the wall. Your Ultra Security Camera may come with a Magnetic Mount or a Short Mount. Select the mount type that matches your in-box contents.

Magnetic Mount

1. Choose a location on the wall or ceiling where you would like to place the camera.
2. If you are using a wall anchor, drill a pilot hole with a 15/64 (size B, 6mm) drill bit. Then, insert the wall anchor into the pre-drilled hole.
3. Drive the screw and stopper into your desired location.
4. Slide the magnetic mount onto the screw and stopper. The mount clicks into place.
5. Place your camera on the magnetic mount. The magnet will hold the camera in place.
6. Hold the mount while firmly grasping and rotating the camera to achieve the desired angle.

Short mount

1. Using the mount as a guide, mark pilot hole locations with a pencil.
2. Drill pilot holes using the pencil marks as a guide.
   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. Use the provided screws to secure the mount to the wall.
4. Rotate your camera clockwise until it’s securely threaded onto the mount.
5. Adjust the locking knob as needed to ensure a firm grip.
6. Tilt or rotate your camera to the preferred angle.
7. Tighten the adjustment joint to secure your camera’s position.

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:

- Thumbnails and animated previews for you to view the event without opening the app
- To look back at past events with cloud recording and video feed
- Smarter notifications with AI recognition for known people, vehicles, and deliveries
- Activity Zones reduce unwanted notifications by limiting motion detection to focused areas

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

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 SmartHub and Arlo does not discover your camera, here are some things to check to identify and correct the problem.

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

- Make sure your SmartHub is powered on and shows as online. Your SmartHub should have a solid blue LED.
- Ensure your SmartHub is located at least 6 feet (2 meters) away from Wi-Fi devices such as routers or modems.
- Make sure that you 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 number, check the box that your camera came in.
- Ensure the LED indicator is blinking blue on your camera during pairing. If the camera LED is not blinking, press the Sync button for three (3) seconds until the Blue LED begins blinking. If your camera does not blink at all, charge the battery for at least 30 minutes and try again.
- Confirm your camera is within the signal range of your SmartHub. During set up, we recommend placing your camera within 10-15 feet (3-4.5 meters) of your SmartHub. After the camera is set up and connected, you can move the camera any place within range of your SmartHub.

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 your account. Continue to viewing 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. This means that you must follow the Arlo Secure App set up process to use your camera after a factory reset.

1. Press the housing release button and remove the camera from the camera housing.
2. Press and hold the Sync button for about 10 seconds, until the camera LED begins blinking amber; then let go.
3. Ensure that the camera LED blinks amber three times.

   Make sure to let go of the Sync button when the camera LED begins blinking amber. If you hold the Sync button too long, you must restart the factory reset process until the camera LED blinks amber three times after you let go of the Sync 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.

We recommend that you place your camera and SmartHub at least 6 feet (2 meters) away from your other Wi-Fi devices such as routers or modems. Allow at least 6 feet (2 meters) between each camera or Arlo camera to prevent Wi-Fi signals between the devices from interfering with each other.

Out of range

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

Look in the Arlo Secure App to make sure that your camera displays three or four bars of signal strength in the area where you intend to install it. While the camera can work when signal strength is at one or two bars, it may go out of range intermittently due to fluctuations in the environment.

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.

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're interested in. 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 4K streams

You might experience connectivity issues if you're running multiple 4K 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 3 Mbps 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 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 SmartHub.
- **Fast blinking blue**. The camera paired with a SmartHub and connected.
- **Blinking amber**. During pairing, a connection error occurred. After pairing, the camera is out of range or the camera battery is low.
- **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*

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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 app or log in to my.arlo.com.
2. From the Devices screen, open the **Device Settings** page for your Ario product.
   a. On iOS and web browser, tap the **Settings** icon next to your Arlo device.
   b. On Android, tap the menu icon next to your Arlo device, then tap **Device Settings**.
3. Tap or click **Device Info** > **Regulatory**.

FCC ID: 2APLE18300434 IC:23815-18300434 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/.

NCC

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。

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。
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

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

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.

Industry Canada:

Caution:
1) The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
2) For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;
3) For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate; and

Avertissement:
1) Le dispositif fonctionnant dans la bande 5150-5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
2) 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.;
3) 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."

Industry Canada statement:

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:

1) This device may not cause interference, and 2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie 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'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, meme 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)

Resolução 680

Declaração de advertência

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.