

# Arlo Ultra 2 Wireless Security Camera Details

## **Max Video Resolution**

4K

## **Image Sensor**

8 megapixels

## **Video modes**

4K, 2K, 1080p, 720p

## **Video Features**

Auto Track and Zoom, HDR

## **Lens Field of View**

180 degree diagonal

## **Sensor Size**

1/2"

## **Spotlight**

Yes

## **Motion Detection**

Dual Motion Detectors, 150 degree horizontal

## **Night Vision**

High powered Infrared LEDs (850nm) with IR Cut Filter

## **AC Adapter Output**

5V 2A

## **AC Adapter Input**

100-240V AC, 50/60Hz

**Indoor/Outdoor**

Both - outdoor UV and weather-resistant

**Digital Zoom**

12x

**Microphone**

Dual Microphone Array with noise and wind cancellation

**Audio**

Full Duplex 2 way Audio

**Status Lights**

2x LEDs (blue and amber)

**Networking**

802.11 b/g/n, Bluetooth Low Energy 4.2

**Compliant Standards**

128-bit SSL, AED-128, TSL, 2 factor authentication

**Battery Life**

6 months\*

**Charge Time to Full (via camera)**

3.5 hrs

**Charge time to Full (via charger accessory)**

2.9 hrs

**Operating Temperature**

-20 to 45 degree Celsius

**Connectivity**

Wi-Fi Connection. Working broadband connection with at least 2Mbps upload speed

### **microSD card requirements**

Speed class 10, UHS1, V10

### **Min home upload speed**

2-4Mbps; optimized for 2 simultaneous 4k streams

### **Dimensions**

3.5x2x3in (89x52x78.4mm)

### **Regulatory**

FCC, CE, IC, EU RoHS compliant, EU-REACH compliant, EuP1275 compliant, WERCS

## **Compatibility Details :**

\* Not included with Add on Camera.

\*\* Savings vary by product, while supplies last.

<sup>1</sup>HomeKit compatibility for Arlo Ultra 2 Spotlight Camera requires connection to a compatible smarthub or base station. Visit [here](#) for Smart Hub/Base station compatibility.

<sup>2</sup>Renewal of an Arlo Secure subscription is required to maintain Arlo Secure features after the 3-month trial. These features include cloud storage, object detection, activity zones and video history.

<sup>3</sup>Emergency Response feature available for U.S. subscribers only.

## **Troubleshooting**

### How to erase or delete all recordings from an Arlo device

*This article applies to:*

[VMB3000](#) [VMB3010](#) [VMB3500](#) [VMB4000](#) [VMB4500](#) [VMB4540](#) [VMB5000](#) [VMC4040P](#) [AVD1001](#) [FB1001](#) [VMC2030](#) [VMC2020](#) [AVD2001](#) [VMC2032](#) [VMC4041P](#) [VMC4050P](#) [VMC5040](#) [VML2030](#) [VMC2040](#) [VMC3030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#) [VMC4030](#) [VML4030](#) [VMC4030P](#) [AL1101](#) [Arlo Secure](#)

**To erase or delete all recordings from an Arlo device:**

1. Launch the Arlo app or log in to your Arlo account at [arlo.com](https://arlo.com).
2. Tap or click **Settings** > **Privacy** to open the [Arlo Privacy Center](#).
3. Tap or click **Content**.
4. Tap or click **Erase & Reset Arlo Devices**.
  - o **Note:** Only the registered administrative user may use Erase & Reset Arlo Devices. Friends who have been granted access are unable to use Privacy Center to erase or reset devices, even if granted access rights.
5. Tap or click **Reset & Erase** for the device you would like to erase content from.
  - o Tap or click **Reset & Erase All Devices** to erase all devices.
6. In the following prompt, tap or click **Erase** or **Reset & Erase**.
  - o If both Arlo Secure Cloud Recording and Local Recording are enabled, you will be asked which one you would like to erase, or both.
  - o If you tap Reset & Erase, the device will be reset to factory default, and will need to be reinstalled to your account.
  - o **Note:** It is not possible to erase local recordings from the Privacy Center for Arlo Go, Arlo Go 2, Arlo Q, and Arlo Q Plus cameras. You will need to remove the microSD card and delete recordings manually.
7. Tap or click **Erase** or **Reset & Erase**.
  - o **Note:** The action cannot be undone. All videos, images, and cached data will be erased. Locally stored content will be erased if you have chosen that option and the connected storage device allows it. Video recordings may be temporarily interrupted until the erase process is complete.

**Note:** Privacy Center feature availability varies by region.

## How do I factory reset and re-sync my Arlo camera?

*This article applies to:*

[VMC4040P](#) [FB1001](#) [VMC2030](#) [VMC2020](#) [VMC2032](#) [VMC4041P](#) [VMC4050P](#) [VMC5040](#) [VML2030](#) [VMC4030](#) [VMC4030P](#)

Factory resetting your Arlo wire-free camera returns it to default settings and removes the camera from your account. This means that you must follow the Arlo app setup process to use your camera after a factory reset.

## Factory reset a camera from your Arlo account

**To factory reset your camera while it is connected to the cloud:**

1. Launch the Arlo app or log in to your Arlo account at [my.arlo.com](https://my.arlo.com).
2. Tap or click **Settings** > **My Devices** and select the camera you want to reset.
3. Tap or click **Remove Device**.
4. Tap or click **Yes** to confirm that you want to remove the camera from your account.
5. Return to the **Devices** page.
6. Tap **Add New Device**.

7. Select **Cameras**.
8. Follow the prompts to reconnect your camera to your WiFi network, Base Station, or SmartHub.

## Factory reset an Arlo camera with the sync button

**To factory reset your camera if it is offline or does not have battery power:**

1. Unmount your camera and find the **sync** button. The location of the sync button varies for different camera models:

**Pro 3, Pro 4, Floodlight, Ultra and Go 2 models:**

Release the camera from the camera housing to access the sync button. Example:



**Essential Wire-Free, Pro, Pro2, and other models:**

Find the sync button on the camera housing. Examples:



2. For **Pro and Pro 2**: Press and hold the **sync** button for about 15 seconds, until the camera LED begins blinking blue, then let go.

For **Essential Wire-Free**: Press and hold the **sync** button for about 15 seconds, until the camera LED begins blinking blue, then let go. Ensure that the camera LED blinks amber three times.

**Note:** If you accidentally hold the sync button too long, return to step 1.

3. Launch the Arlo app or log in to [my.arlo.com](https://my.arlo.com).
4. Tap or click **Settings** > **My Devices** and select the camera you just reset.
5. Tap or click **Remove Device**.
6. Tap or click **Yes** to confirm.
7. Return to the **Devices** page and tap or click **Add New Device**.
8. Select **Cameras**.
9. Follow the prompts to connect the camera to your WiFi network, base station, or SmartHub.
10. If needed, insert the camera back into its camera housing until it clicks back into place.

## Why do I hear a clicking sound on my Arlo camera?

*This article applies to:*

[VMC4040P](#) [AVD1001](#) [FB1001](#) [VMC2030](#) [VMC2020](#) [AVD2001](#) [VMC2032](#) [VMC4041P](#) [VMC4050](#)  
[P](#) [VMC5040](#) [VML2030](#) [VMC2040](#) [VMC3030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#) [VMC4030](#) [VML4](#)  
[030](#) [VMC4030P](#)

It is normal to hear an audible clicking sound on your Arlo camera. The clicking sound comes from the internal infrared filter changing positions.

This happens when:

- The camera is first powered on

- The camera sleeps in night mode and wakes in day mode
- The camera sleeps in day mode and wakes in night mode
- The camera firmware updates

It is possible to hear the click approximately two times a day:

- When the camera first wakes in the morning, it will transition from night to day mode
- When the camera first wakes at night, it will transition from day to night mode

## How to troubleshoot Arlo camera battery charging issues when using a magnetic charging cable

*This article applies to:*

[VMC4040P](#) [FB1001](#) [VMC4041P](#) [VMC4050P](#) [VMC5040](#) [VML2030](#)

This article covers troubleshooting for cameras that use the 8-ft. Indoor Magnetic Charging Cable (VMA5000C and VMA5001C) and the 25-ft. Outdoor Magnetic Charging Cable (VMA5600C and VMA5601C). The charging cable that was included with your camera is for **indoor use only**. If you wish to charge your camera outside, you must use the weather-resistant outdoor cable.

**Warning:** If the magnetic charging cable is damaged, do not use the cable to charge the camera. Replacement charging cables can be purchased on [Arlo.com](https://www.arlo.com).

If you are having problems charging an Arlo Pro 3, Arlo Pro 3 Floodlight, Arlo Pro 4, Arlo Ultra, Arlo Ultra 2, or Arlo Go 2 battery with a magnetic charging cable, try the following:

1. Make sure the battery is correctly installed in the camera and the contacts are free from dirt and debris.
2. Remove and reinstall the battery to ensure a proper connection with the metal contacts inside the camera.
3. Ensure you are using the correct type of AC power adapter with the Indoor Magnetic Charging Cable.

**Note:** The preferred AC power adapter should have an output of 5.0V and 2.0A. Using lower rated power adapters may not be sufficient enough to properly charge the camera in a timely manner.

**Note:** The Arlo Pro 3 Floodlight operates in a reduced mode when connected to the Indoor Magnetic Charging Cable. For more information, see [Why is my Arlo Pro 3 Floodlight Camera not working while it is charging?](#)

4. Check the magnetic charging cable connection between the camera and power adapter and make sure it fits securely into the power adapter and properly snaps into place on the bottom of the camera.

**Note:** The camera LED will flash blue for three seconds when the charging cable is properly connected. A battery charging icon will also display for your camera in the Arlo app. For more details, see [What do my Arlo camera's battery level icons and notifications mean?](#)

5. If the camera is not charging, try plugging the AC power adapter into a different power outlet.
6. If the camera is still not charging, try using a different magnetic charging cable from another Arlo camera.
7. If the above steps do not resolve the issue, ensure the metal contacts of the charging cable are free from dirt and debris to ensure a secure connection.

## Why am I not receiving Arlo notifications on my Android device?

*This article applies to:*

[VMB3000](#) [VMB3010](#) [VMB3500](#) [VMB4000](#) [VMB4500](#) [VMB4540](#) [VMB5000](#) [AVD1001](#) [AAD1001](#)  
[AC1001](#) [VMC5040](#) [VMC3030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#) [VMC4030](#) [VML4030](#) [VMC4030](#)  
[P](#) [AL1101](#) [Arlo Secure](#)

To ensure that you receive mobile notifications:

- Make sure you are logged in to the Arlo app to receive push notifications.
- Check if you have the latest version of the Arlo app.
- Enable push notifications for the Arlo app on your Android device.  
For more information about enabling push notifications, visit [How do I enable or disable push notifications on my Android device?](#).
- Check your app settings, Mute Notification should be set to Off. To turn off:
  - Launch the Arlo app.
  - Tap **Settings**.
  - Tap **Mute Notifications**.
  - Tap **Unmute**. visit [How do I enable and disable Arlo push notifications on my iOS device?](#) or [How do I enable or disable push notifications on my Android device?](#).
- Enable Push Notifications in your Arlo device's modes and rules.  
For more information about setting up notifications, see [How do I set up notifications or alerts?](#).
- Make sure your device is not on Power Saving mode.
- Make sure your device is not in Do Not Disturb.

If you still have problems receiving Android notifications, visit [Arlo Support](#) to speak with an expert.

## Why am I not receiving Arlo notifications on my iOS device?

*This article applies to:*

[AVD1001](#) [AAD1001](#) [AC1001](#) [VMC5040](#) [VMC3030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#) [VMC4030](#)  
[VML4030](#) [VMC4030P](#) [Arlo Secure](#)

**To ensure that you receive mobile notifications:**

- Make sure your Arlo app is up to date.  
If you are logged out, you do not receive notifications on your device.
- Check if you have the latest version of the Arlo app.  
Update the Arlo app to the newest version to continue receiving push notifications.
- Enable notifications for the Arlo app on your iOS device.  
For more information about enabling push notifications, visit [How do I enable and disable Arlo push notifications on my iOS device?](#).
- Enable push notifications in your Arlo app and make sure that the **Mute Notification** is *Off* in Settings. To turn Off:
  - Launch the Arlo app.
  - Tap **Settings**.
  - Tap **Mute Notifications**.
  - Tap **Unmute**.
 For more information about setting up notifications, visit [How do I set up notifications or alerts?](#) and [How to Mute Arlo Notifications?](#).
- Make sure your device is in Do Not Disturb or Focus mode.
- Make sure your device is not on Low Power mode.
- Check if you have enabled Scheduled Summary on your iOS device.

## Why am I not receiving Arlo notifications on my iOS device?

*This article applies to:*

[AVD1001](#) [AAD1001](#) [AC1001](#) [VMC5040](#) [VMC3030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#) [VMC4030](#)  
[VML4030](#) [VMC4030P](#) [Arlo Secure](#)

### To ensure that you receive mobile notifications:

- Make sure your Arlo app is up to date.  
If you are logged out, you do not receive notifications on your device.
- Check if you have the latest version of the Arlo app.  
Update the Arlo app to the newest version to continue receiving push notifications.
- Enable notifications for the Arlo app on your iOS device.  
For more information about enabling push notifications, visit [How do I enable and disable Arlo push notifications on my iOS device?](#).
- Enable push notifications in your Arlo app and make sure that the **Mute Notification** is *Off* in Settings. To turn Off:
  - Launch the Arlo app.
  - Tap **Settings**.
  - Tap **Mute Notifications**.
  - Tap **Unmute**.
 For more information about setting up notifications, visit [How do I set up notifications or alerts?](#) and [How to Mute Arlo Notifications?](#).
- Make sure your device is in Do Not Disturb or Focus mode.
- Make sure your device is not on Low Power mode.
- Check if you have enabled Scheduled Summary on your iOS device.

## Why is my Arlo wire-free camera not streaming?

*This article applies to:*

[VMB3000](#) [VMB3010](#) [VMB3500](#) [VMB4000](#) [VMB4500](#) [VMB4540](#) [VMB5000](#) [VMC4040P](#) [FB1001](#)  
[VMC2030](#) [VMC2020](#) [AVD2001](#) [VMC2032](#) [VMC4041P](#) [VMC4050P](#) [VMC5040](#) [VML2030](#) [VMC2040](#) [VMC3030](#) [VMC3040](#) [VMC3040S](#) [ABC1000](#) [VMC4030](#) [VMC4030P](#)

If your Arlo camera is not streaming, possible issues may include:

### **Signal Interference**

Environments with multiple Wi-Fi networks, wireless devices, or frequencies can cause signal interference with your Arlo system. Minimize the number of networks, wireless devices, and transmitted frequencies in the area where you place your Base Station or SmartHub and cameras.

Follow these guidelines to prevent Wi-Fi signals between the devices from interfering with each other:

- Place your camera at least 10 feet (3 meters) from the SmartHub or Base Station, and allow at least 6½ feet (2 meters) between cameras.
- Your Base Station or SmartHub should be 3 feet (1 meter) away from the router.

### **Camera out of Range**

Make sure that your Arlo wire-free camera is no further than 300 feet (90 meters) from the SmartHub or base station. The range might be less if metal objects or thick walls and ceilings are between a camera and the Base Station or Smart Hub.

Make sure that your cameras have three or four bars of signal strength in the area where you intend to install them. The cameras can work when signal strength is at one or two bars, but streaming and battery performance might be affected.

### **Outdated Arlo app and camera firmware not updated**

Make sure that the firmware of both the camera and the Arlo app is updated. Firmware updates are necessary to install to improve and optimize performance.

### **Low internet bandwidth**

Check your internet speed. Your internet can slow down if the network is congested or there are too many devices connected, this can also cause difficulties in streaming. For more information, see “[What are the minimum requirements for installing and using my Arlo system?](#)”.

## How do I turn my Arlo camera's Battery Fully Charged LED on or off?

*This article applies to:*

[VMC4040P](#) [AVD1001](#) [VMC2030](#) [VMC2020](#) [AVD2001](#) [VMC2032](#) [VMC4041P](#) [VMC4050P](#) [VMC5040](#) [VML2030](#) [VMC2040](#) [VML4030](#)

By default, your Arlo camera's LED shows the status of the camera. If you do not want the LED to show that the battery is fully charged, you can change your camera's setting using the following instructions.

### **To turn your Arlo camera's Battery Fully Charged LED on or off:**

1. Launch the Arlo app or log in to your Arlo account at [my.arlo.com](https://my.arlo.com).
2. Tap or click the **Settings** icon **for the camera you want to work with**.
3. Tap or click the camera **LED** section.
4. Switch your camera LEDs on or off.

For more information, see the following: <https://www.arlo.com/en-us/support/products/arlo-ultra.html>

- [What is the magnetic charger that came with my Arlo camera?](#)
- [How do I charge my Arlo Pro 3 Floodlight Camera?](#)
- [How do I change the battery in my Arlo Ultra, Arlo Pro 3, or Arlo Pro 4 camera?](#)
- [How do I change the battery in my Arlo Pro 3 Floodlight Camera?](#)
- [How do I insert the battery in my Arlo Go 2 camera?](#)
- [How to troubleshoot Arlo Solar Panel charging issues](#)
- [How can I extend my Arlo camera's battery life?](#)