

## Arlo VMB5000-100NAS

# Arlo Ultra SmartHub Instruction Manual

Model: VMB5000-100NAS

Brand: Arlo

### PRODUCT OVERVIEW

The Arlo Ultra SmartHub (Model VMB5000-100NAS) is a certified accessory designed to securely connect your compatible Arlo cameras, video doorbells, and floodlights to the Internet via your home router. It provides long-range connectivity, optimizes battery life for your cameras, and offers a dedicated camera network to minimize interference with your main Wi-Fi. A key feature is its support for local storage, allowing continuous recording even during internet outages.

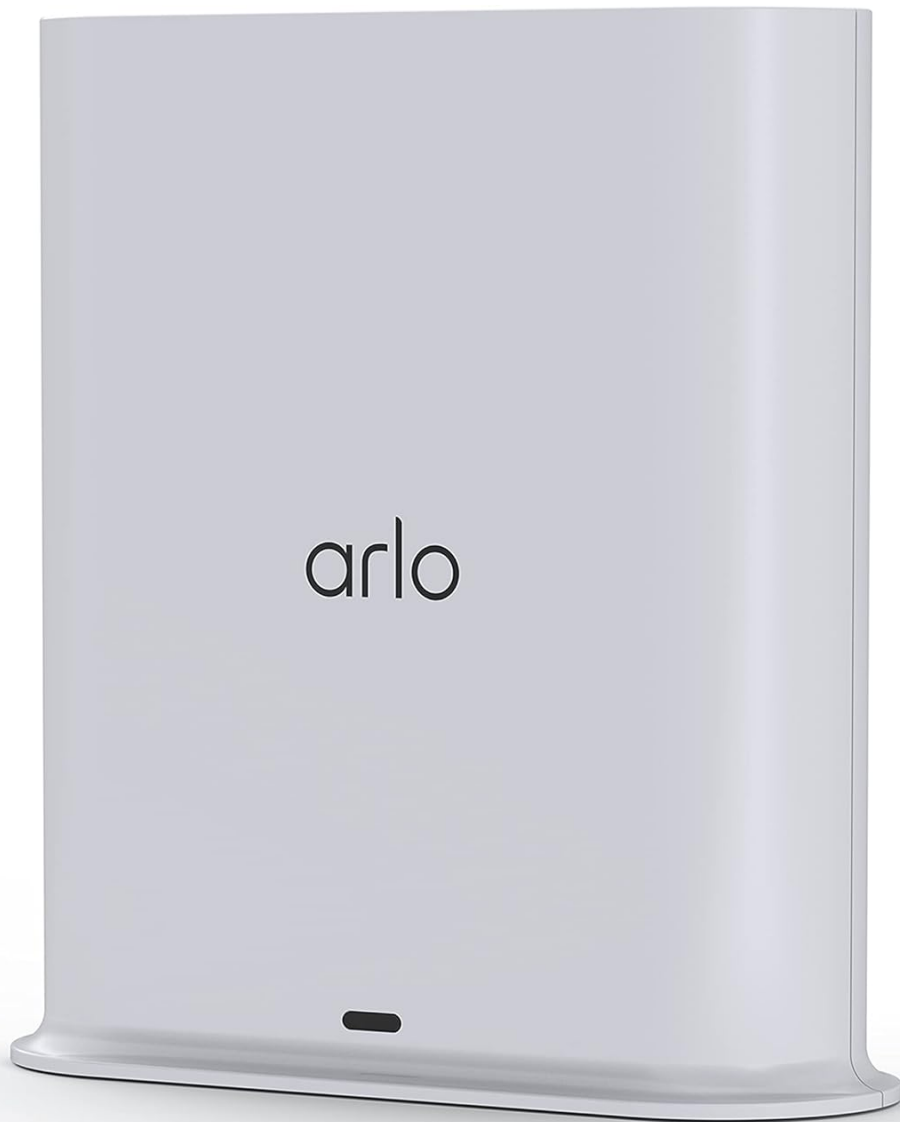


Image: Front view of the Arlo Ultra SmartHub, a white rectangular device with the 'arlo' logo.

## WHAT'S IN THE BOX

Your Arlo Ultra SmartHub package includes the following components:

- **(1) Arlo SmartHub (VMB5000-100NAS)**
- **(1) Power Adapter**
- **(1) Ethernet Cable**
- **(1) Quick Start Guide**
- **(1) Window Decal**



Image: Contents of the Arlo SmartHub box, including the hub, power adapter, Ethernet cable, and documentation.

## SETUP AND INSTALLATION

Follow these steps to set up your Arlo Ultra SmartHub:

1. **Connect Power and Ethernet:** Connect the provided power adapter to the SmartHub and plug it into a power outlet. Connect one end of the Ethernet cable to the SmartHub's Ethernet port and the other end to an available Ethernet port on your home router or switch.



Image: Rear view of the Arlo Ultra SmartHub showing the Sync button, USB port, Ethernet port, Power input, and Reset button.

2. **Download Arlo App:** Download the Arlo app from the Google Play Store or Apple App Store.
3. **Follow In-App Instructions:** Open the Arlo app and follow the on-screen instructions to add your SmartHub and connect your Arlo cameras.
4. **Local Storage Setup (Optional):** To enable local storage, insert a compatible USB flash drive (sold separately) into the USB port on the back of the SmartHub. Configure local recording settings within the Arlo app.



Image: Bottom view of the Arlo Ultra SmartHub, highlighting the hidden USB port for local storage.

## OPERATING THE SMARTHUB

The Arlo SmartHub operates as the central communication point for your Arlo cameras. It creates a dedicated, secure network for your cameras, reducing strain on your home Wi-Fi and potentially extending camera battery life.

- **Dedicated Camera Network:** The SmartHub establishes a separate wireless network for your Arlo devices, ensuring stable and interference-free communication.
- **Local Storage:** With a connected USB flash drive, the SmartHub provides local backup of video recordings, ensuring footage is saved even if your internet connection is interrupted. This feature enhances security by providing an on-site record of events.
- **Extended Range:** The SmartHub can extend the wireless range for your Arlo cameras, allowing for more flexible placement options around your property.



Image: Diagram illustrating the Arlo SmartHub's central role in connecting various Arlo cameras and devices throughout a home, showing signal coverage.

## MAINTENANCE

To ensure optimal performance and longevity of your Arlo Ultra SmartHub, consider the following maintenance tips:

- **Placement:** Position the SmartHub in a central location within your home, away from large metal objects, thick walls, or other sources of interference that could obstruct wireless signals.
- **Cleaning:** Gently wipe the exterior of the SmartHub with a soft, dry cloth to remove dust. Avoid using liquid cleaners or abrasive materials.
- **Firmware Updates:** Regularly check for and install firmware updates through the Arlo app. Updates often include performance improvements, new features, and security enhancements.
- **Power Cycle:** If you experience connectivity issues, try power cycling the SmartHub by unplugging it from the power outlet for 10-15 seconds and then plugging it back in.

## TROUBLESHOOTING

If you encounter issues with your Arlo Ultra SmartHub, refer to the following common troubleshooting steps:

Issue	Solution
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Issue	Solution
SmartHub Offline	<ul style="list-style-type: none"> <li>◦ Ensure the power adapter is securely connected and the power outlet is functional.</li> <li>◦ Verify the Ethernet cable is properly connected to both the SmartHub and your router.</li> <li>◦ Power cycle the SmartHub and your router.</li> <li>◦ Check your internet connection.</li> </ul>
Cameras Not Connecting to SmartHub	<ul style="list-style-type: none"> <li>◦ Ensure cameras are within range of the SmartHub.</li> <li>◦ Perform a sync process for each camera with the SmartHub (press the Sync button on the SmartHub, then on the camera).</li> <li>◦ Check camera battery levels.</li> <li>◦ Restart both the SmartHub and the cameras.</li> </ul>
Local Storage Not Working	<ul style="list-style-type: none"> <li>◦ Ensure a compatible USB flash drive (Class 10 or higher recommended) is inserted correctly into the USB port.</li> <li>◦ Format the USB drive via the Arlo app settings if it's a new drive or experiencing issues.</li> <li>◦ Verify local storage settings are enabled in the Arlo app.</li> </ul>

## SPECIFICATIONS

Feature	Detail
Model	VMB5000-100NAS
Dimensions (L x W x H)	4.78 x 5.88 x 2.94 inches (121.4 x 149.4 x 74.7 mm)
Weight	1.15 pounds (521.6 g)
Connectivity Protocol	Wi-Fi (2.4GHz), Zigbee, Z-Wave, ArloRF
Power Source	Wired (Power Adapter)
Compatible Devices	Arlo Ultra 2, Ultra, Pro 5S 2K, Pro 4, Pro 3, Pro 2, Pro, Essential, Video Doorbells, Floodlight Cameras
Operating Temperature	32°F to 122°F (0°C to 50°C)
Special Features	Local Recording, Smart Siren

## WARRANTY AND SUPPORT

The Arlo Ultra SmartHub comes with a limited hardware warranty. For detailed warranty information, please visit the official Arlo website.

For quick answers, how-to videos, troubleshooting tips, and additional support resources, please visit the Arlo support page: [www.arlo.com/support](https://www.arlo.com/support).

A comprehensive User Guide (PDF) is also available for download: [Download User Guide](#).

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For the latest information, visit [www.arlo.com](https://www.arlo.com).