



# WD Cloud™

User Manual



# WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or email support service at <http://www.wdcloud.jp/support>. If the answer is not available or if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <http://register.wd.com>.

## Accessing Online Support

Visit our product support website at <http://www.wdcloud.jp/support> and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **WD Support Portal**—Register your WD products and get support information customized to your needs.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users
- **Online Learning Center**—Start here to get the most out of your WD cloud storage device (<http://www.wdcloud.jp/learn>).

## Contacting WD Technical Support

When contacting WD for support have your WD product serial number, system hardware, and system software versions available.

<b>North America</b>		<b>Europe (toll free)*</b>	00800 ASK4 WDEU (00800 27549338)
English	800.ASK.4WDC (800.272.4932)	<b>Europe</b>	+31 880062100
Spanish	800.832.4778	<b>Middle East</b>	+31 880062100
<b>Mexico</b>	001 8002754932	<b>Africa</b>	+31 880062100
<b>South America</b>		<b>Russia</b>	8 10 8002 335 5011
Chile	1230 020 5871	<b>Asia Pacific</b>	
Colombia	009 800-83247788	Australia	1800 429 861 / 0011 800 2275 4932
Venezuela	+31.880062100	China	800 820 6682 / 400 627 6682
Peru	0800-54003	Hong Kong	3057 9031
Uruguay	00 413 598 3787	India	1800 200 5789 / 1800 419 5591
Argentina	0800 4440839	Indonesia	001 803 852 3993
Brazil	0800 8917630	<b>Japan</b>	<b>0800 805 7293</b>
		Korea	02 2120 3415
		Malaysia	1800 817 477
		New Zealand	0508 555 639 / 00800 2275 4932
		Philippines	1800 1855 0277
		Singapore	1800 608 6008
		Taiwan	0800 225 593
		Thailand	00 1800 852 5913
		Other countries	+86 21 2603 7560

\* Toll free number is available in the following countries: Austria, Belgium, Czech Republic, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Poland, Slovakia, Spain, Sweden, Switzerland, United Kingdom.

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## 1

# Important User Information

[Important Safety Instructions](#)  
[Recording Your WD Product Information](#)

## Important Safety Instructions

This device is designed and manufactured to assure personal safety. Improper use can result in electric shock or fire hazard. The safeguards incorporated into this unit will protect you if you observe the following procedures for installation, use, and servicing.

- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near any liquids.
- Do not place this product on an unstable surface. The product may fall, causing serious damage to the product.
- Do not drop the product.
- Do not block the slots and openings on the top and bottom of the chassis; to ensure proper ventilation and reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. Making sure the drive is standing upright also helps prevent overheating.
- Operate this product only from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not locate this product where persons will walk on the cord.
- If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.
- Never push objects of any kind into this product through the chassis slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power cord or plug is damaged or frayed.
  - If liquid has been spilled on the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment may result in damage and require extensive work to the product by a qualified technician to restore the product to normal condition.
  - If the product has been dropped or the chassis has been damaged.
  - If the product exhibits a distinct change in performance, contact WD Customer Support at <http://www.wdcloud.jp/support>.

## Recording Your WD Product Information

Remember to write down the following WD product information, which is used for setup and technical support. Your WD product information is found on the label on the bottom of the device.

- Serial Number
- Model Number
- Purchase Date
- System and Software Notes

## 2

## Product Overview

[Package Contents](#)  
[Requirements](#)  
[Product Components](#)  
[Pre-installation Instructions](#)  
[Handling Precautions](#)

### Package Contents

- WD Cloud device
- Ethernet cable
- AC power adapter
- Quick Install Guide

For information on additional accessories for this product, visit:

US	<a href="http://www.shopwd.com">www.shopwd.com</a> or <a href="http://www.wdstore.com">www.wdstore.com</a>
Canada	<a href="http://www.shopwd.ca">www.shopwd.ca</a> or <a href="http://www.wdstore.ca">www.wdstore.ca</a>
Europe	<a href="http://www.shopwd.eu">www.shopwd.eu</a> or <a href="http://www.wdstore.eu">www.wdstore.eu</a>
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit <a href="http://www.support.wdc.com">http://www.support.wdc.com</a> and see Knowledge Base Answer ID 1048.

### Requirements

#### Operating System

##### Windows®

- Windows 8.1
- Windows 8
- Windows 7
- Windows Vista®

##### Mac OS X®

- Yosemite (Mac OS 10.10)
- Maverick (Mac OS 10.9)
- Mountain Lion (Mac OS 10.8)
- Lion (Mac OS 10.7)

**Note:** Compatibility may vary depending on your computer's hardware configuration and operating system.

#### Web Browsers

- Internet Explorer 10.0 and later on supported Windows computers.
- Safari 6.0 and later on supported Windows and Mac computers.
- Firefox 29 and later on supported Windows and Mac computers.
- Google Chrome 31 and later on supported Windows and Mac computers.

#### Local Network

- Router/switch (Gigabit is recommended to maximize performance.)

## Internet

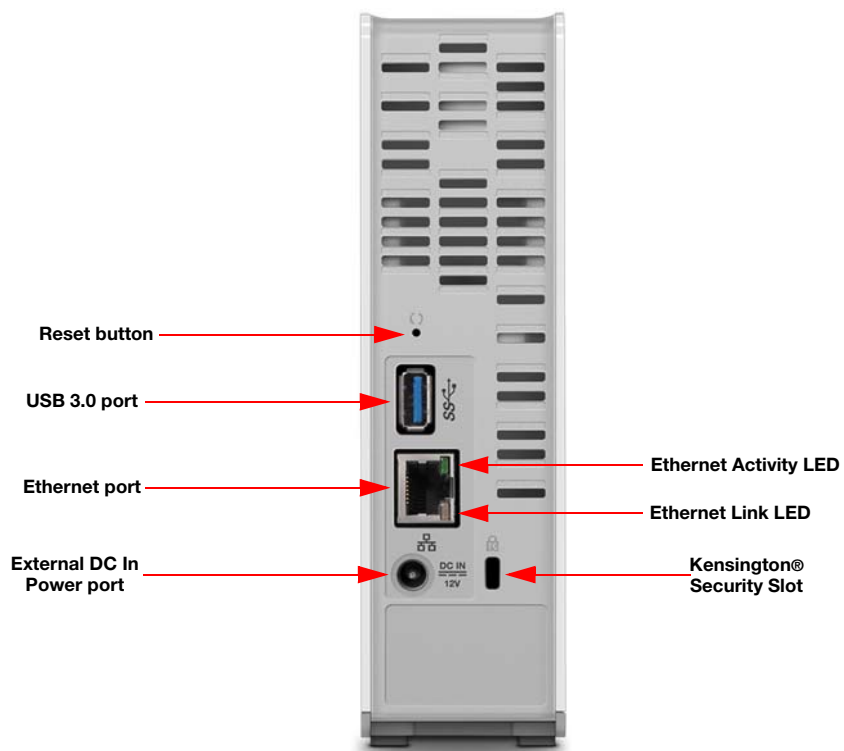
- Broadband Internet connection is required for initial setup and software downloads, as well as for remote access and mobile apps.

## Product Components






### 1-Bay Front View



### 1-Bay Back View





Component	Icon	Description
Ethernet port		Connects the device to a local network.
USB 3.0 port		Connects to a USB hard drive for additional storage.
Reset button		Restores settings such as the Admin user name and password for the device.
Power port		Connects the device to an AC adapter and the power outlet.
Kensington security slot		For device security, the device is equipped with a security slot that supports a standard Kensington security cable. Visit <a href="http://www.kensington.com/">http://www.kensington.com/</a> for more information.

## LEDs

### Front Panel Power LED

The following table describes the front panel power LED behavior.

State	Color	Appearance	State Description
Power Off (DC Jack not connected)	Not lit	N/A	Drive is off.
Standby	Blue	Pulsing	Drive is in standby mode.
Powering Up	Blue	Blinking	Device is powering up or in the process of updating the firmware.
Powered Up	Blue	Solid	Device is in a powered up/Ready state.
Action required	Red	Blinking	A condition, such as a network cable having become unplugged, which requires you to act.

## Back Panel Ethernet (Network) LEDs

The following table describes the network and activity LEDs:

**Note:** Looking at the Ethernet port, the LED on the top right is the Activity LED, and the one on the bottom right is the Link LED.

State	LED	Appearance	State Description
Link down	Link	Off	Cable or device is not plugged in, or other end of link is not operational.
Link up – 10/100 Mbps connection	Link	Yellow	Cable is plugged in, and both ends of the link have successfully established communications. 10/100 Mbps network connection.
Link up – 10/100/1000 Mbps connection	Link	Green	Cable is plugged in, and both ends of the link have successfully established communications. 10/100/1000 Mbps network connection.
Link idle	Activity	Solid	Active communication is not in progress.
Link busy	Activity	Green - Blinks	Active communication is in progress.

## Pre-installation Instructions

Before beginning installation, select a suitable location for your device to obtain maximum efficiency. Place it in a location that is:

- Near a grounded power outlet.
- Clean and dust free.
- On a stable surface free from vibration.
- Well-ventilated, with nothing blocking or covering the slots and openings.
- Away from fields of electrical devices such as air conditioners, radio, and television receivers.

## Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage the device drives. Observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the device.
- Do not move the device while it is powered on.
- Do not use this product as a portable device.

## 3

## Getting Started

[Preparing your Device for Use](#)

[Setting Up your Device](#)

[Getting Started Using a Web Browser](#)

[Accessing Content](#)

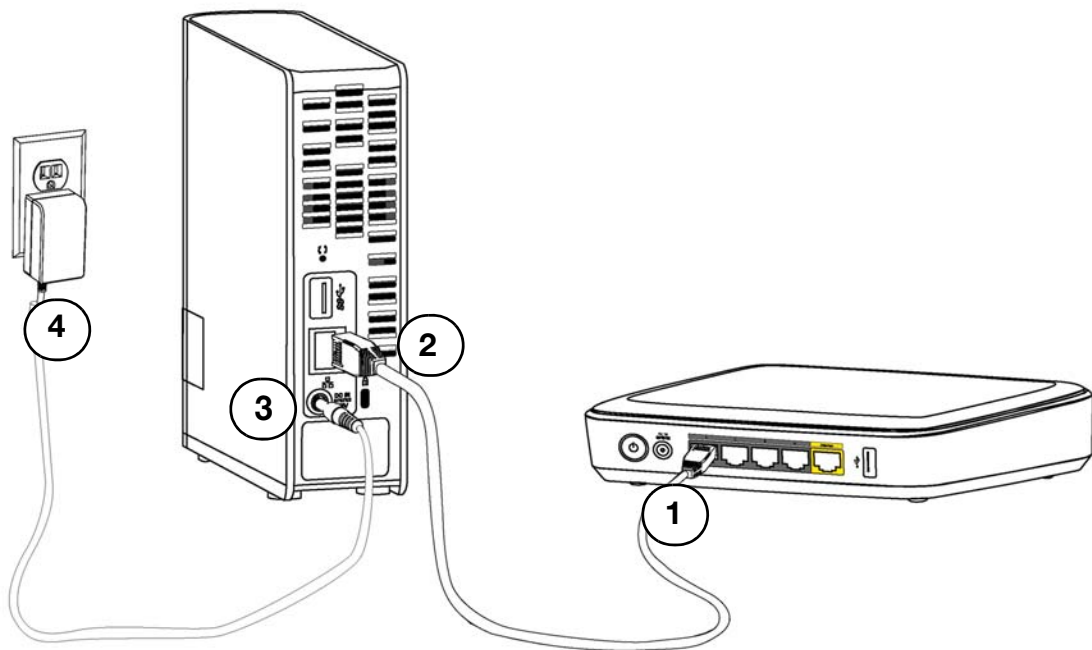
It's easy to set up the WD Cloud device -- just unpack your device, connect it, and wait for the Power LED on the front of your device to turn a solid blue. Then setup your device from your web browser at: <http://www.wdcloud.jp/setup>.

**Note:** For information about safely shutting down and disconnecting the device, see "Logging Out and Shutting Down your Device" on page 27.

### Preparing your Device for Use

There are a few steps you need to take in order to get your device up and running. Follow the steps outlined below to prepare your device for use.

#### Physically Connecting your Device



Follow the steps below to connect the WD Cloud device to a home or small office network.

---

**Important:** To avoid overheating, make sure the device is upright as shown in the illustration above and nothing is blocking or covering the slots and openings on the top and bottom of the device. In the event of overheating, the device will perform a safe shutdown, interrupting all processes currently being performed. If this occurs, data may be lost.

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**Important:** We recommend that you use the enclosed Ethernet cable for optimal performance.

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1. Using the provided Ethernet cable, connect one end of the Ethernet cable to the Ethernet port located on the back of the device.
2. Connect the other end of the Ethernet cable directly into a router or network switch port.
3. Connect one end of the power adapter into the power supply socket on the back of the device.
4. Plug the other end of the power adapter into a power outlet. The unit powers up automatically.

---

**Important:** Wait for the WD Cloud device to finish powering up (approximately two minutes) before configuring it. The device is ready when the power LED stops blinking and turns a solid blue.

---

5. When the power LED on your device turns a solid blue, continue to “Setting Up your Device” on page 8.

## Setting Up your Device

To setup your WD Cloud device, continue to Getting Started Using WD Setup Assistant.

If you chose not to set up the software for your device, you can still:

- Use your WD Cloud device as an external hard drive, dragging and dropping files to and from it. (See [“Accessing Content” on page 13.](#))
- Configure the device using the WD Cloud device’s dashboard. (See [“The Dashboard at a Glance” on page 16.](#))
- Back up files using USB, Remote, Internal, Cloud, and Camera backup. (See [“Backing Up and Retrieving Files” on page 45.](#))

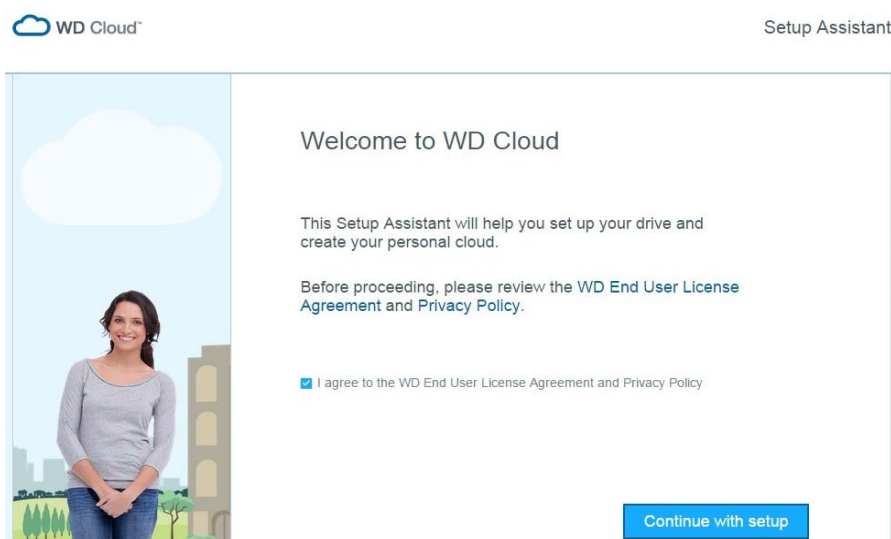
## Getting Started Using WD Setup Assistant

Use the following steps to run the online setup software, discover the device, and get started using it.

After connecting your device:

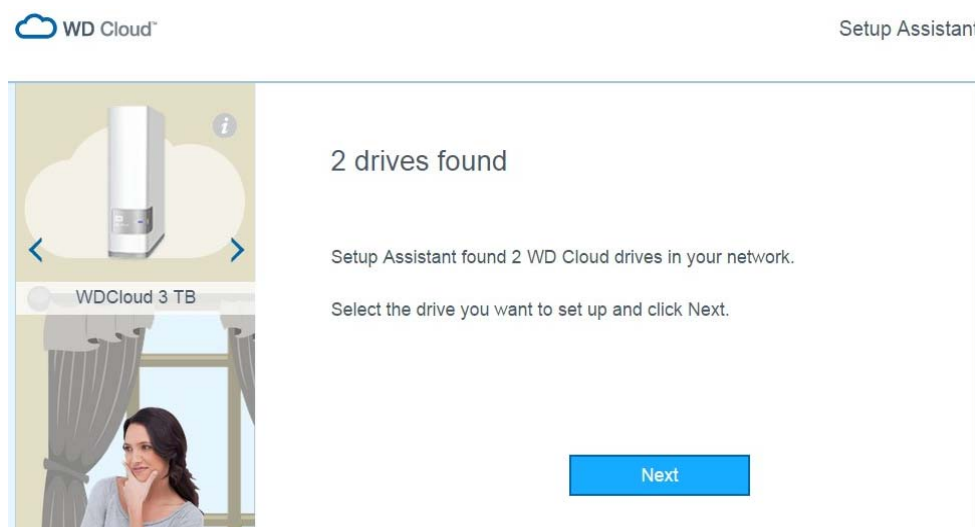
1. Open a web browser. (For browser requirements, see “Web Browsers” on page 3.)

2. In the address field, type <http://www.wdcloud.jp/setup>. to display the Setup Assistant welcome page:




3. Read the agreement, select **I agree to the WD End User License Agreement and Privacy Policy** and click **Continue with setup**.

Setup Assistant begins searching for your device. When your device is found, the below screen appears.



4. Select your WD Cloud device and click **Next**.



### Set up your cloud

Create a new WDCloud.jp account (or add to an existing one). This account makes it easy to share your content and securely access your cloud from outside your home.

First name

Last name

Email address  ?


Confirm email address

☐ Register this product with Western Digital

If this is a new account, you will receive an email with instructions to create your password.

**Next**

5. Fill out the above form to set up your WD Cloud account or add to an existing one, and click **Next**.



### (Optional) Get added security for home access

Create a password to prevent others from accessing your drive from within your home network.

Drive password  ?

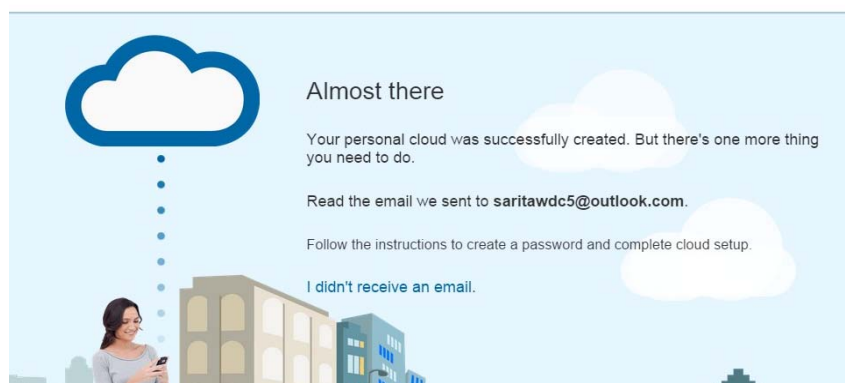
Confirm drive password

Make sure you remember this password. It cannot be retrieved if lost or forgotten.

**No, thanks** **Next**

6. If you want added security for home access to your Dashboard, enter a password on this optional screen, and click **Next**. Otherwise, click **No Thanks**.

**Note:** This will only prevent unauthorized access to your Dashboard. Other users on your home network could still access the public files on your device.



Congratulations! Your WD Cloud was successfully created.

7. To complete your cloud setup, read the email sent to the email address you entered in [step 5](#), and create a password for remote access.

## Getting Started Using a Web Browser

Use the following steps to set up your device using your web browser (for browser requirements, see “Web Browsers” on page 3).

1. Open a browser and enter your device URL (see “Appendix D: WD Cloud Device URLs and Names” on page 95 for a list of device URLs), then click **Enter**.

The Choose your language screen appears:

2. Select the language you'd like to use for the user interface from the drop-down list.
3. Click the WD End User License Agreement link to read the End User License Agreement.

If you agree, click the **I agree** check box, and click **Continue**.

The WD Cloud login screen appears:

4. Click **Login**. You do not need to enter a password because you haven't set one up yet.

Getting Started

Create an administrator password to protect against unauthorized configuration of your WD Cloud system.

User: admin

Password:

Confirm Password:

If you do not wish to create a password now, click **Next** to continue.

Cancel Next

5. Enter a password in both the Password and Confirm Password fields.
  - If you do not wish to create a password at this time, leave both fields blank.
6. Click **Next**. The Setup Cloud Access page appears.

Getting Started

WD Cloud lets you create your personal cloud. Store your photos, videos, music, and files in one place, and access your content anywhere. Access requires a WDCloud.jp login, and each user needs one.

Setup Cloud Access

admin First Name Last Name Email Address

If you do not wish to add other users now, click **Next** to continue.

Back Cancel Next

7. Enter your first name, last name, and email address, then click **Save**. The email address is needed if you want to create an account with remote access capability.
  - If you'd like to enter additional user accounts:
    - Enter the user name, first name, last name, and email address for the new user account, then click **Save**.
 

**Note:** If you entered an email address, ensure that the user checks their email account. They will receive an email with instructions on how to set up and activate a password for cloud access.
    - Continue the above steps for all user accounts you'd like to add.
 

**Note:** The WD Cloud app provides free remote access to your WD Cloud device. Once you create your account, you can access your device using your mobile devices with Internet access and from the WD Cloud desktop app.



8. Click **Next**. The following screen appears:

9. This screen provides the following options:
- To have your device's firmware updated automatically, click the **Auto Update Firmware** toggle button ☐.
  - To participate in the product improvement program, click the **Product Improvement Program** toggle button ☐.
  - To **Register your Product**, enter your name and email address in the appropriate fields.
10. Click **Next** to continue.


11. For additional software and information, select a link in this screen.
12. Click **Finish** to display the WD Cloud dashboard. For instructions on using the dashboard, see "The Dashboard Home Page" on page 18.

## Accessing Content

The WD Cloud device's Public folder contains Shared Music, Shared Pictures, and Shared Videos subfolders. The existing content of the subfolders are files that you dragged and dropped or files that have been backed up from your computer or an attached USB drive.

**Note:** Any of the folders can hold any file type.

Once you've physically connected your WD Cloud device (see "Preparing your Device for Use" on page 7), use the following steps to access the contents of your device.

If your operating systems is...	Then...
Windows 8 / Windows 8.1	<ol style="list-style-type: none"> <li>1. On the Start page, type <b>Computer</b>.</li> <li>2. Click <b>Computer</b>.</li> <li>3. In the left pane, click <b>Network</b>.</li> <li>4. Double-click the WD Cloud device (see "Appendix D: WD Cloud Device URLs and Names" on page 95 for a list of device names) and locate the device's Public folder.</li> <li>5. Double-click the Public folder to display the Shared Music, Shared Pictures, and Shared Videos subfolders. You can now drag and drop files into (and from) the shared media folders using Windows Explorer.</li> </ol>
Windows Vista / Windows 7	<ol style="list-style-type: none"> <li>1. Click  or <b>Start &gt; Computer &gt; Network &gt; WD Cloud device</b> (see "Appendix D: WD Cloud Device URLs and Names" on page 95 for a list of device names) and, if required, enter your share credentials. The device's Public and private folders (shares) appear.</li> <li>2. Double-click the Public folder to display the Shared Music, Shared Pictures, and Shared Videos subfolders. You can now drag and drop files into (and from) the shared media folders using Windows Explorer.</li> </ol>
Mac OS X (Yosemite, Maverick, Mountain Lion, Lion)	<ol style="list-style-type: none"> <li>1. In a Finder window, click the WD Cloud device (see "Appendix D: WD Cloud Device URLs and Names" on page 95 for a list of device names) under the shared items in the side bar.</li> <li>2. If presented with an authorization page, enter your Username and password or select <b>Guest</b> and click <b>Connect</b> to display the Public share.</li> <li>3. Double-click the Public folder to display the subfolders: Shared Music, Shared Pictures, and Shared Videos. You can now drag and drop files into the shared folders using Finder.</li> <li>4. If you want to create a shared drive icon permanently on your desktop, create an alias. There are two ways to do this: <ul style="list-style-type: none"> <li><b>Note:</b> Before creating an alias, click <b>Finder &gt; Preferences &gt; General</b> and make sure <b>Connected Servers</b> is checked.</li> <li>- Click the item you wish to alias (e.g., Shared Music), hold down the mouse button, hold down the <b>Cmd</b> and <b>Option</b> keys simultaneously, then drag the item to where you'd like to make an alias. Instead of moving the original item, this action creates an alias at the new location.</li> <li>- OR -</li> <li>- Right-click the item you want to alias (e.g., Shared Music) and click <b>File &gt; Make Alias</b>.</li> </ul> </li> </ol>

## Mapping the Public Folder (Windows)

To map the WD Cloud Public folder for quick access in the future:

1. In Windows Explorer, under Network, click the WD Cloud device (see “Appendix D: WD Cloud Device URLs and Names” on page 95 for a list of device names).
2. Right-click the Public folder and select **Map Network Drive** from the menu.
3. Select an available letter from the **Drive** drop-down list.
4. Select the **Reconnect at login** check box.
5. Click **Finish**. Your Public drive is now mapped.

## 4

## The Dashboard at a Glance

[Launching the Dashboard](#)  
[The Dashboard Home Page](#)  
[Information Icons](#)  
[Navigation Icons](#)  
[Viewing Device Status and Making Updates on the Home Page](#)  
[Managing Alerts](#)  
[Obtaining Customer Support](#)  
[Logging Out and Shutting Down your Device](#)  
[Common Tasks](#)

Use the WD Cloud dashboard to configure settings and to manage the device. For example, you can set up user accounts and restrict access to the files on your WD Cloud device, set up folders for storing files, enable remote access, and customize the device to suit your needs.




**Note:** If this is the first time you are opening the dashboard, see “Getting Started Using a Web Browser” on page 11.

### Launching the Dashboard

Use one of the following methods to launch the dashboard.

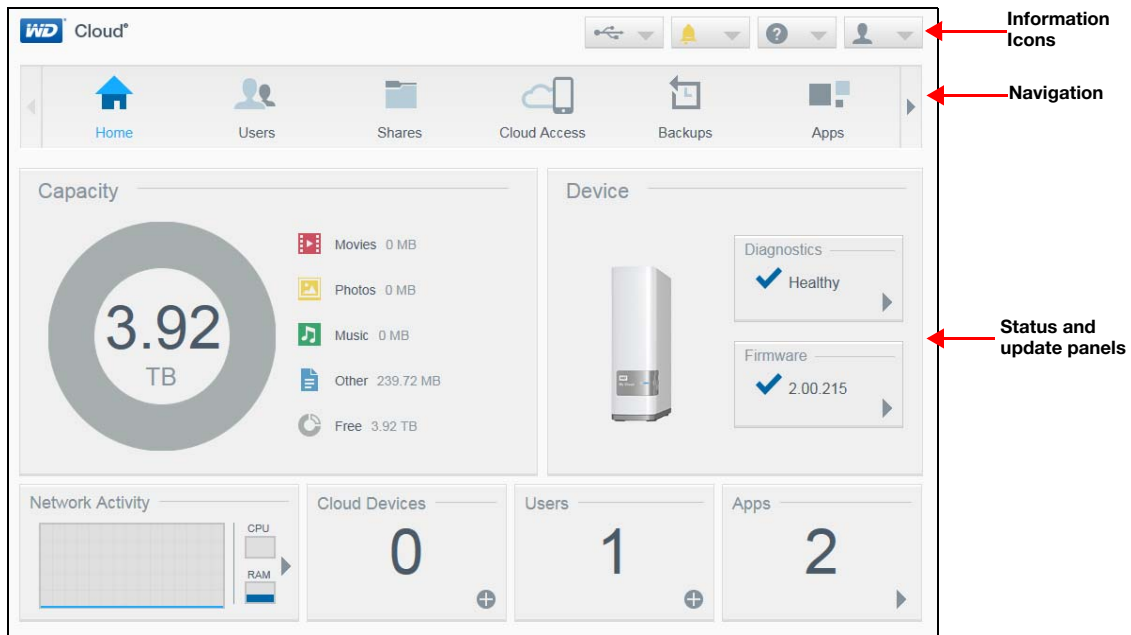
**Note:** WD Quick View™ and WD SmartWare™ are helpful WD apps that you can download from the online Learning Center Downloads page at <http://www.wdcloud.jp/learn>

IF you want to launch from . . .	THEN . . .
Desktop Icon (This icon is installed on your desktop when you use the setup software)	Double-click the dashboard icon to launch the WD Cloud dashboard.
A web browser or Windows Explorer	<p><b>Using Device Name:</b></p> <ol style="list-style-type: none"> <li>Enter the name of your WD Cloud device in the browser's address field (see “Appendix D: WD Cloud Device URLs and Names” on page 95 for a list of device names): <ul style="list-style-type: none"> <li><b>http://&lt;device name&gt;</b> (Windows) (Example: <code>http://WDCloud.jp</code>)</li> <li><b>http://&lt;device name&gt;.local</b> (Mac) (Example: <code>http://wdcloud.local</code>)</li> </ul> </li> <li>Click <b>Go</b>.</li> </ol> <p><b>Using IP Address:</b></p> <ol style="list-style-type: none"> <li>Enter the IP address of your WD Cloud device in the browser's address field: <b>http://&lt;IP Address&gt;</b>. You can find the IP address from your router's user interface.</li> <li>Click <b>Go</b>.</li> </ol>

IF you want to launch from . . .	THEN . . .
Windows 8 / Windows 8.1	<ol style="list-style-type: none"> <li>1. On the Start page, type <b>Computer</b>.</li> <li>2. Click <b>Computer</b>.</li> <li>3. In the left pane, click <b>Network</b>.</li> <li>4. In the right panel, locate your WD Cloud device under Storage.</li> <li>5. Double-click the device, or right-click and select <b>View device webpage</b> from the resulting menu.</li> </ol>
Windows 7/ Windows Vista	<ol style="list-style-type: none"> <li>1. Click  &gt; <b>Computer</b>.</li> <li>2. In the left panel, select <b>Network</b>.</li> <li>3. In the right panel, locate your WD Cloud device under Storage.</li> <li>4. Double-click the device, or right-click and select <b>View device webpage</b> from the resulting menu.</li> </ol>
Mac OS X	<ol style="list-style-type: none"> <li>1. Click the <b>Safari icon</b>  &gt; <b>bookmark icon</b>  &gt; <b>Bonjour</b>.</li> <li>2. Double-click the WD Cloud device on the network.</li> </ol>
Mobile Devices	<p><b>iOS Devices:</b></p> <ol style="list-style-type: none"> <li>1. Open a browser.</li> <li>2. In the Address bar, enter <b>http://&lt;device name&gt;.local</b>.</li> </ol> <p><b>Android Devices:</b></p> <ol style="list-style-type: none"> <li>1. Open a browser.</li> <li>2. In the Address bar, enter <b>http://&lt;device name&gt;</b>.</li> </ol>
WD Quick View icon	<ol style="list-style-type: none"> <li>1. Click the WD Quick View icon.</li> <li>2. Select your WD Cloud device and then <b>Dashboard</b>.</li> </ol>
WD SmartWare	<ol style="list-style-type: none"> <li>1. On the WD SmartWare app, select your WD Cloud device.</li> <li>2. Click the <b>Settings</b> tab to display the Main Settings page.</li> <li>1. Click <b>Setup Drive</b>.</li> </ol>

## The Dashboard Home Page

The WD Cloud Home page has an information icon bar at the top right, a navigation icon bar across the page, and an instant overview of the status of the device's main functions with links for updating settings.



## Information Icons








The Information Icons, at the top of the page, provide quick access to:

- Attached USB device(s)
- Device alerts
- Online Help and Support
- User information

Icon	Name	Actions
	USB device attached to the WD Cloud device	Click to display the USB device(s) connected. The icon is dim if no USB device is attached.
	Alert Notifications	Click to display recent alerts about new firmware and network issues.
	Help	Click to access the WD Cloud Getting Started Wizard, Online Help, Support, and About information.
	User	Click to see the user name of the user currently logged into the WD Cloud device. You can also Shutdown, Reboot, or Logout of the WD Cloud device.

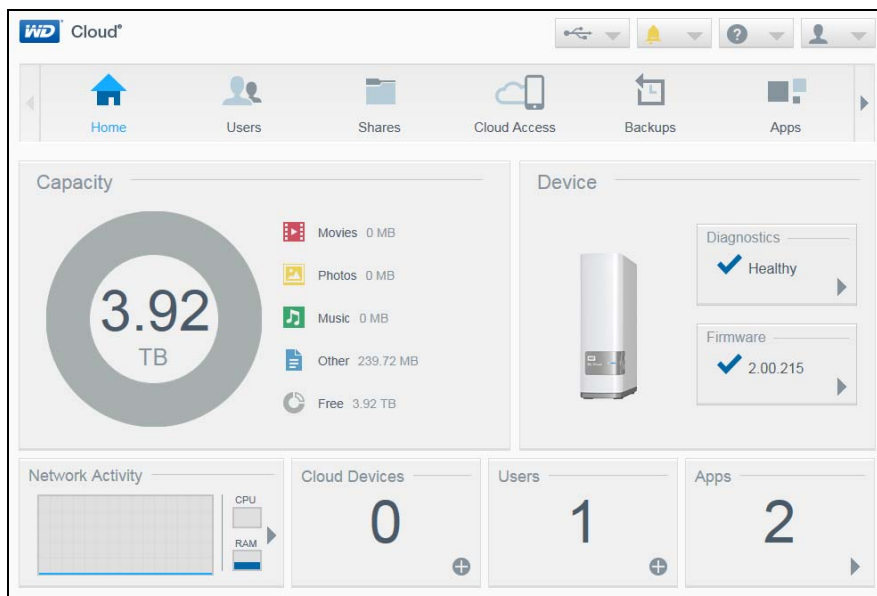
## Navigation Icons

The Navigation Icons provide access to the various features and settings of your WD Cloud device.

Icon	Name	Actions
	Home	An instant overview of the status of the device's main functions and provides links for updating those settings.
	Users	Create, change, and delete user accounts. Grant users full or limited access to particular shares.
	Shares	Create, change, and delete shares and grant specific user accounts full, limited, or no access to particular shares.
	Cloud Access	Set up, change, and remove remote cloud access to particular shares. Monitor remote access status.
	Backups	Create backups to: <ul style="list-style-type: none"> <li>• A USB drive.</li> <li>• Another WD Cloud device on or outside of your network.</li> <li>• Another location on your WD Cloud device.</li> <li>• Your WD Cloud device from a camera.</li> </ul>
	Apps	Add or remove various apps that allow you to use your device more productively.
	Settings	Configure advanced settings for your WD Cloud device, including: <ul style="list-style-type: none"> <li>• General device settings.</li> <li>• Network configurations.</li> <li>• Media options.</li> <li>• Device utility tasks.</li> <li>• Notification settings.</li> <li>• Firmware update settings.</li> </ul>

## Viewing Device Status and Making Updates on the Home Page

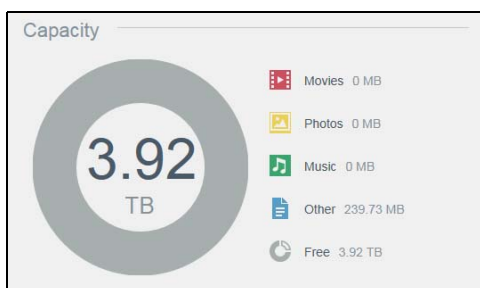
The main body of the Home page shows the status of the device and its functions and provides shortcuts to the most necessary tasks.



### Capacity

The Capacity panel displays the amount of storage remaining on your WD Cloud device and how the storage is allocated.

**Note:** Storage allocation information only appears when the Cloud Services option is ON. See “Cloud Access” on page 63 for steps to enable Cloud Services.



### Device

The Device section identifies the overall health of the system, indicates the current version of your firmware, and informs you when firmware updates are available.

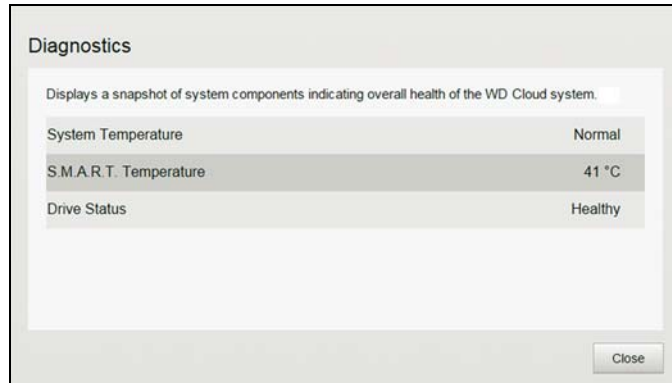




## Diagnostics

The Diagnostics section displays a snapshot of the system's components and identifies the overall health of the WD Cloud device.

1. To see details about the status of system's components, click the arrow in the Diagnostics field.
2. To return to the Home page, click **Close**.



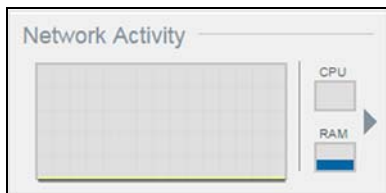
## Firmware

The Firmware section displays the current firmware version loaded on your WD Cloud device. A green check mark indicates that your firmware is up-to-date.

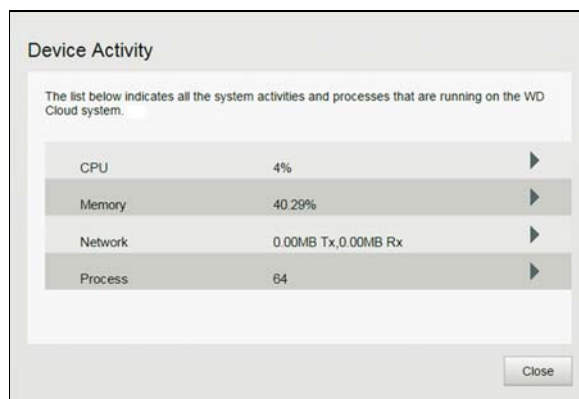
1. To view whether an updated version of the firmware is available, click the arrow to the right of Firmware to display firmware availability.
2. If an update is available, click **Install and Reboot** to update your device.
3. To return to the Home page, click **OK** or **Cancel**.

## Network Activity

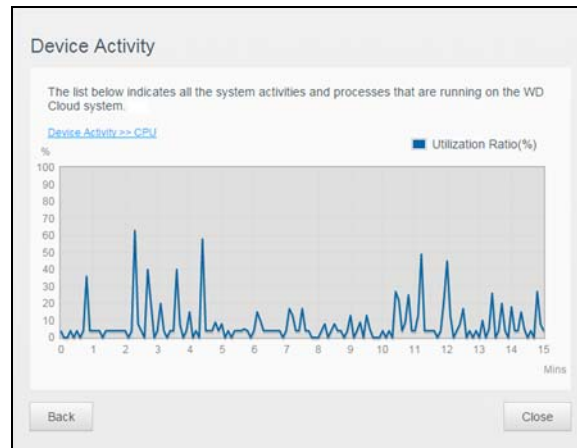
The Network Activity panel displays the system activities and processes that are running on your WD Cloud device. At a glance, you can see the network, CPU, and RAM activity.



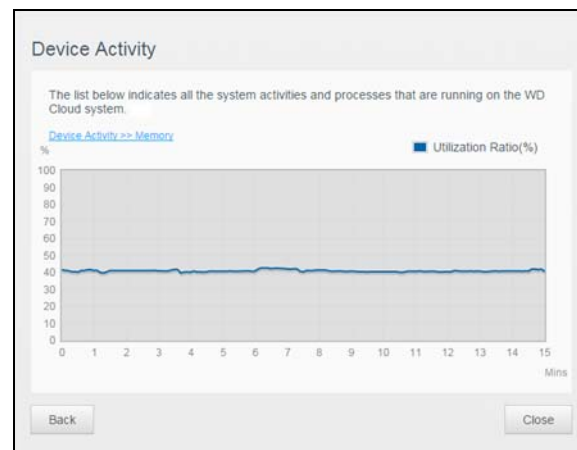
To view a list of all device activities and processes running on your WD Cloud device, click the arrow in the Network Activity area.



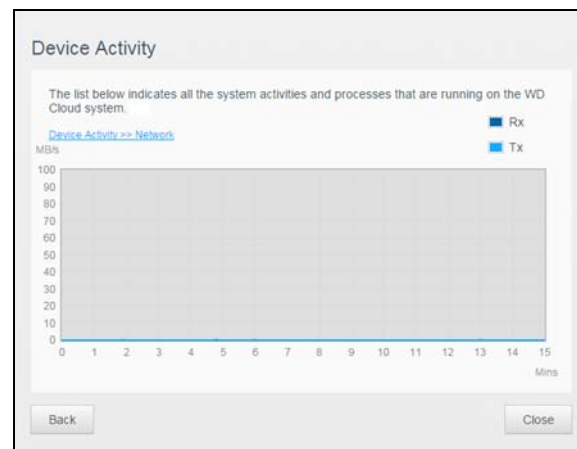
- **CPU:** Click the right arrow to view the CPU activity. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.



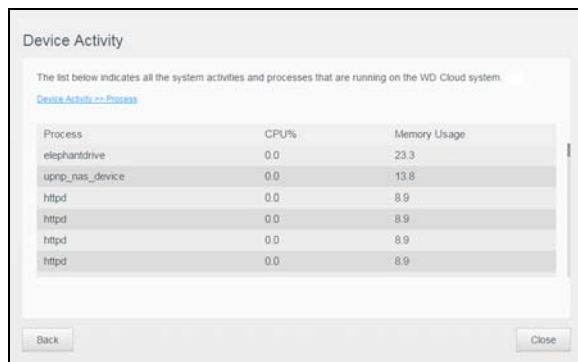
- **Memory:** Click the right arrow to view Memory activity. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.



- **Network:** Click the right arrow to view the network activity. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.



- **Process:** Click the right arrow to view the process information, including the list of active processes and the amount of CPU and Memory usage for each process. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.



The list below indicates all the system activities and processes that are running on the WD Cloud system.

[Device Activity >> Process](#)

Process	CPU%	Memory Usage
elephantdrive	0.0	23.3
upnp_nas_device	0.0	13.8
httpd	0.0	8.9
httpd	0.0	8.9
httpd	0.0	8.9
httpd	0.0	8.9

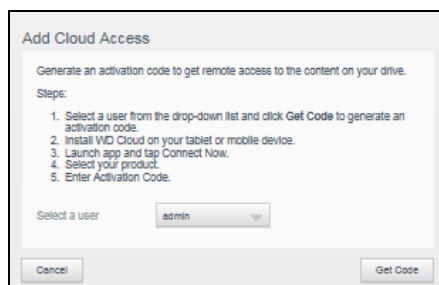
Back Close

## Cloud Devices

The Cloud Devices panel displays the number of cloud and smart devices currently accessing the WD Cloud device remotely.



1. To add cloud access for a user, click the plus sign (+) in the lower right of the panel.



**Add Cloud Access**

Generate an activation code to get remote access to the content on your drive.

Steps:

1. Select a user from the drop-down list and click **Get Code** to generate an activation code.
2. Install WD Cloud on your tablet or mobile device.
3. Launch app and tap Connect Now.
4. Select your product.
5. Enter Activation Code.

Select a user: admin

Cancel Get Code

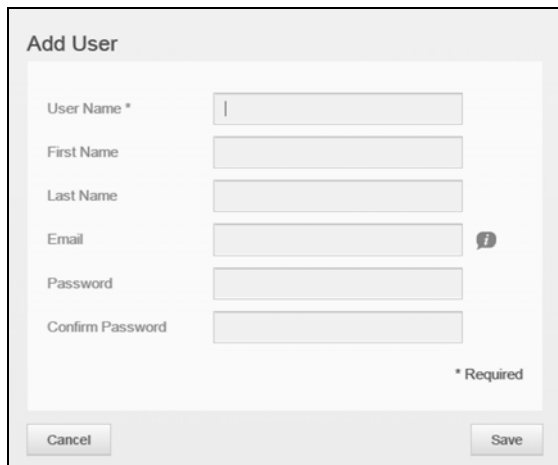
2. Select a user and click **Get Code** to generate an activation code.
3. Follow the page instructions to connect your tablet or mobile device to the WD Cloud device.

## Users

The Users panel displays the number of users currently set up to use the WD Cloud device.



1. To add a user, click the plus (+) sign in the lower right of the panel.



The 'Add User' form contains the following fields and controls:

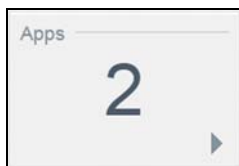
- User Name \***: A text input field with an asterisk indicating it is required.
- First Name**: A text input field.
- Last Name**: A text input field.
- Email**: A text input field with an information icon (i) to its right.
- Password**: A text input field.
- Confirm Password**: A text input field.
- \* Required**: A note at the bottom right of the form.
- Buttons**: 'Cancel' and 'Save' buttons at the bottom.

**Note:** When you enter the email address on the Add User screen, a new cloud access account is created. Once created, the new user receives an email with instructions on how to set up and activate a password for cloud access.

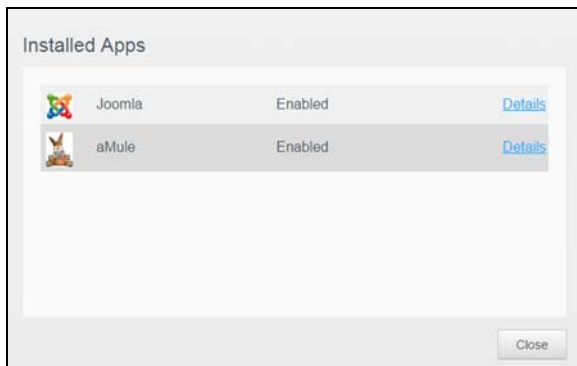
2. Enter the required information and click **Save**.

## Apps

The Apps panel displays the apps currently installed on your WD Cloud device.



1. To view the installed apps, click the arrow in the lower right of the panel.






**Note:** To install an app, see “Managing Apps on WD Cloud” on page 52.

2. Click **Details** next to the app to view app details. Click **Back** to return to the Installed Apps screen.
3. To return to the Home page, click **Close**.

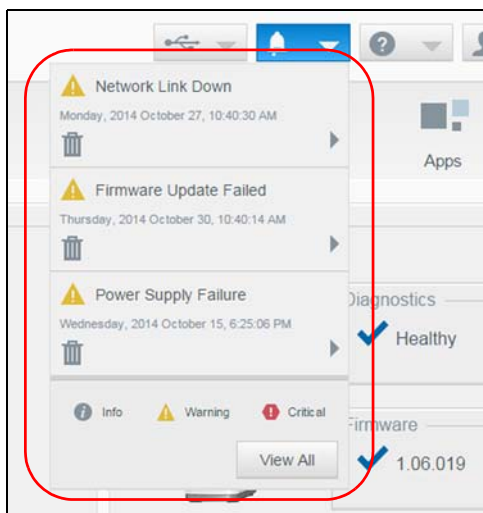
## Managing Alerts

Alerts display system messages containing pertinent information about the status of your WD Cloud device. Three types of alerts appear on the upper right of the dashboard.

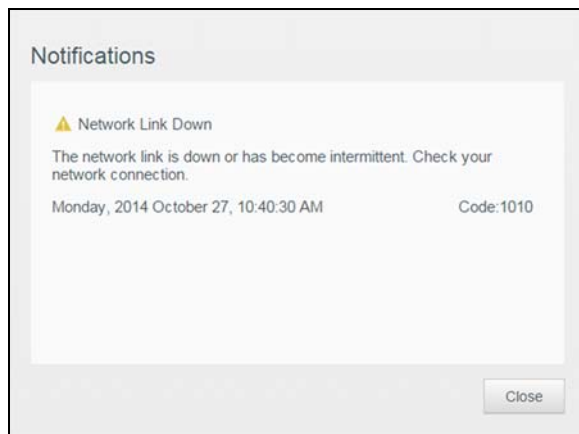
Alert Icon	Type of Alert	Description
	Informational	Informational alerts keep you updated on non-vital system information. Example: Reboot Required
	Warning	Warnings present a condition that might cause a problem in the future. Example: Network Disconnected
	Critical	This alert presents an error or problem that has occurred, usually a system failure. Example: Drive Overheating

### Viewing Alert Details

1. Click the Alert icon in the upper right corner of the screen.
2. From the Alert list, click the arrow next to the alert you'd like to view, or click **View All** to review details for all of your alerts.



- To view alert details, click the arrow next to the alert.



- To close the alert message, click **Close**.

## Dismissing an Alert

1. Click the Alert icon in the upper right corner of the screen.
2. Select the delete icon next to the alert you'd like to dismiss.
3. To dismiss all alerts, click **View All**, then **Dismiss All**.

## Obtaining Customer Support

To open the Support page:

1. Click the **Help** icon on any page to display the Help menu.
2. Click **Support** to display the following page:

**Support**

**Request Automated Support**

Selecting Automated Customer Support generates and attaches a comprehensive diagnostic report to your support request, including your system's serial number, MAC address, and other status information. Your request is then routed to a team of experts to assist you as quickly and efficiently as possible.

To include your report with your support request, select the Attach my system's diagnostic report and request option; then click Request Support.

To submit a support request without attaching a system diagnostic report, please submit a request through our standard support page.

☐ Attach my system's diagnostic report and request support

[Request support](#) [Privacy Policy](#)

---

**Create and Save System Report**

Create a system report and save it to your drive to identify and resolve network issues.

[Create and Save](#)

---

**Product Improvement Program**

Participating won't affect your system's performance, but it will help us improve our products. Your system will periodically send its serial number to WD, along with basic system information.

- You'll be helping drive future updates to our products
- It will enable our Support team to help you more efficiently
- You can stop participating at any time

Product Improvement Participation [ON](#) [|||](#)

---

**Support Resources**

[Product Documentation](#)  
[FAQs](#)  
[Forums](#)  
[Contacts](#)

[OK](#)

If a problem occurs with the WD Cloud device, WD Technical Support needs information about your device to troubleshoot and determine the best solution. There are two ways to get your device information and request support:

- Run a system report and send it to WD automatically.
- Create a system report manually and send it to WD.

The Support page is also where you can help improve WD products by participating in the Product Improvement Program.

## Requesting Automated Support

In the Request Automated Customer Support section:

1. Click the **Privacy Policy** link to review WD's privacy policy.
2. Click the **Attach my device's diagnostic report and request support** check box.
3. Click the **Request Support** button.

## Creating and Saving a System Report

1. In the Create and Save System Report section, click **Create and Save**. This saves the file to your computer.
2. If desired, email the report to WD Technical Support.

## Product Improvement Program

Participating in WD's Product Improvement Program helps us improve our products. Use the following steps to participate in the Product Improvement Program.

1. In the Product Improvement Program area, review the information on the screen.
2. Click the toggle button to turn on the Product Improvement Program.

## Obtaining Other Support

The Support Resources section contains links to additional resources.

- To obtain the most recently updated user manual, click the **Product Documentation** link.
- To see answers to frequently asked questions and instructions, click the **FAQs** link.
- To discuss your WD Cloud device with other users, click the **Forum** link.
- To see WD phone numbers and other contact information, click the **Contacts** link.

## Logging Out and Shutting Down your Device

### Shutting down the Device

Use the following steps to safely shut down your WD Cloud device.

1. Click the User icon in the upper right corner of the screen.
2. Click **Shutdown**.
3. Review the confirmation message, then click **OK**. Your WD Cloud safely shuts down.

### Rebooting the Device

1. Click the User icon in the upper right corner of the screen.
2. Click **Reboot**.
3. Review the confirmation message, then click **OK**. Your WD Cloud safely reboots.

### Logging Off of your Device

1. Click the User icon in the upper right corner of the screen.
2. Click **Logout**. Your WD Cloud logs you out of the device.

## Common Tasks

The next few chapters step you through the procedures for configuring and using the WD Cloud device. The following table provides shortcuts to instructions for some common tasks.

How do I ...	See ...
Set up the device on my network	page 8
Use media servers	page 54
Enable DLNA (Digital Living Network Alliance) and iTunes	page 56
Shut down or reboot the WD Cloud device	page 27 & 76
Update firmware	page 80
Access content from the device (public and private shares)	page 13
Add users	page 29
Create shares	page 37
Upload and back up content to the device	page 45
Back up the device	page 45
Enable or disable remote access for you and people you want to share with	page 41
Download WD mobile apps	page 42



## 5

# Managing Users and Groups

[About Users](#)  
[About Groups](#)

## About Users

The Administrator, normally the device owner, is the person in charge of setting up the device. As the WD Cloud device owner, you have a special user account (admin) that provides you with admin privileges. With these privileges, you can set up and configure the device to your specific needs and add other users to your personal cloud. You also have the power to determine exactly what users can access on the device.

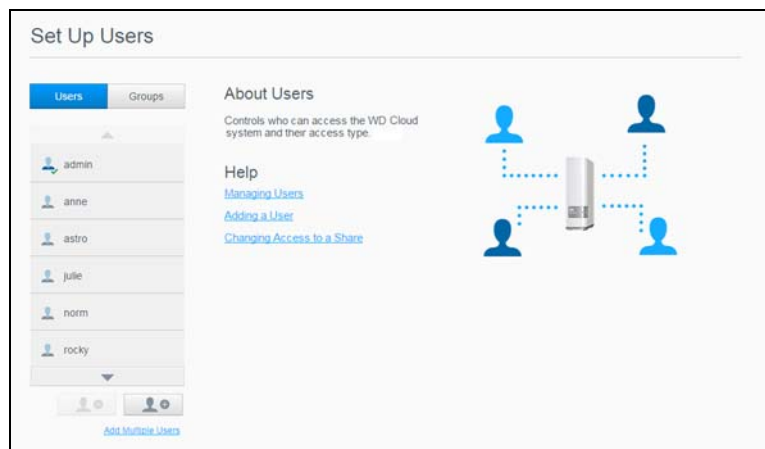
As a default, admin user name does not have a password. You can create one at anytime (see “Updating a User Password” on page 32).

**Note:** Only one individual at a time can use the Admin logon ID to log into the web browser app. Because of this, ensure that you log out of the WD Cloud device web browser app when you are not using it. This allows other users authorized to use the Admin logon ID to access the web browser app. See “Energy Saver” on page 64 to automatically log out of the app after a set amount of time.

The Users screen displays a list of the current users and allows the Administrator to view user details, create new users, create groups, and grant a user access to existing shares and groups.

## Viewing Users

1. On the Navigation bar, click **Users** to display the Set Up Users screen.



2. To view user details, click a user name in the left pane. The user’s profile and share access information appear. A user can have read only, read/write, or no access to a share. See “About Shares” on page 37 for additional information on shares.

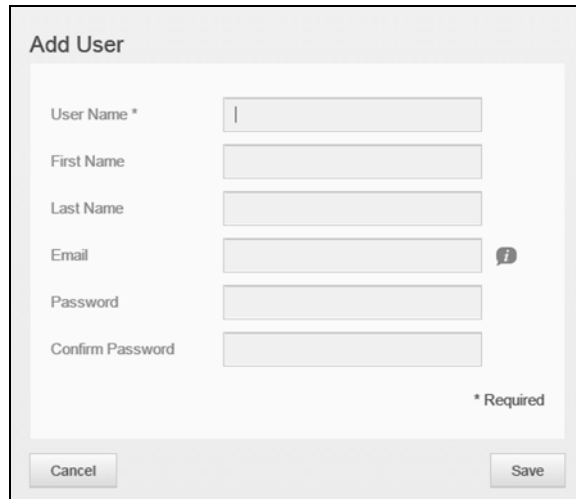
**Note:** The shares in the Share Access section that don’t require access permission are grayed out. Once you make a share private, the share appears in the list and you can edit it. (See “Editing Share Settings” on page 38.)

## Adding a Single User

The Admin adds user accounts and sets the parameters of the shares that a user can access. Use the following steps to add a single user account.

**Note:** You can add up to 512 users to your device.

1. To add a user, click the **Add User** icon in the lower left side of the screen.
2. Enter the user information on the screen, then click **Save**.



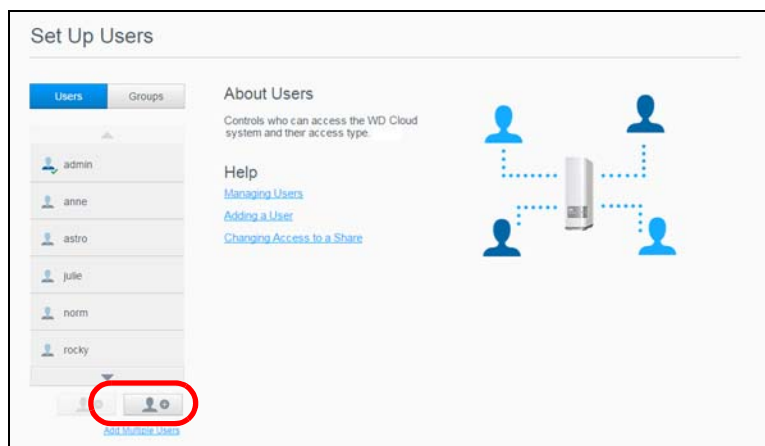
The new user account is created and appears on the screen.

- When you enter the email address on the Add User screen, a new cloud access account is created. Once created, the new user receives an email with instructions on how to set up and activate a password for cloud access.

## Adding Multiple Users

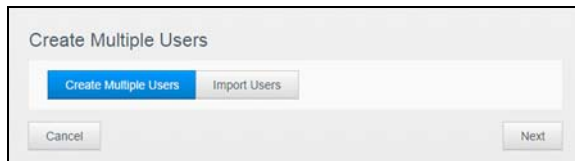
Use the following steps to add multiple user accounts.

1. To add multiple users, click **Add Multiple Users** in the lower left side of the screen.



2. Select an option, then click **Next**.
  - **Create Multiple Users:** Allows you to enter users manually. See “Creating Multiple Users” on page 31.

- **Import Users:** Allows you to import a list of users into the device. Continue to “Import Multiple Users” on page 31.



## Creating Multiple Users

1. Enter the following information on the Create Multiple Users screen, then click **Next**:
  - **User Name Prefix:** Enter a prefix for your user name. This will be added to the Account Prefix to create the User Name (Example: HR).
  - **Account Prefix:** Enter a numeric account prefix. This will be added to the User Name Prefix to create the User Name (Example: 143).
  - **Number of Users:** Enter the number of user accounts you'd like to create. The maximum number you can add appears to the right.
  - **Password:** Enter a password for the user accounts.
  - **Confirm Password:** Confirm the password for the user accounts.
  - **Overwrite Duplicate Accounts** (optional): Select this check box to overwrite any existing duplicate accounts on your device.
2. To assign the new users to a group, click the check box next to a group, then click **Next**.
3. Enter the Quota Amount or leave the values blank for unlimited space, then click **Next**. (See “User Quotas” on page 32.)
4. Your new user accounts appear on screen. Click **Save** to save them to your device.

## Import Multiple Users

1. Click **Download** to download a .txt file identifying the format you'll need to set up your user import file.
2. Create and save your import file. For details on how to create and format your user import file, see “Appendix E: Creating a User Import File” on page 96.
3. Click **Import User List** and select the import file you created.
4. Click **Next**.
5. Select the group(s) you'd like the new user accounts to have access to, then click **Next**.
6. Click **Save**. Your new user accounts save to your personal cloud.

## Editing User Settings

1. On the Set Up Users screen, select the user whose information you want to edit. The User Profile and Share Access panels display.
2. Modify the required and optional settings, as desired.
3. Assign an access level for private shares in the Share Access area. (See “Making a Share Private” on page 39 for information on creating a private share.)

## Updating a User Password

When viewing details about a user, the Admin can add or change the user's password (no password is the default setting).

Use the following steps to update a user password.

1. On the Set Up Users screen, select a user from the list in the left pane.
2. In the User Profile area, click the toggle button if no password has been previously created, then continue to Step 4 below.
3. Click **Configure** to the right of the toggle button if you'd like to edit an existing password.
4. Enter the new password in both the Password and Confirm Password fields.

5. Click **Save**.

## Assigning a User to a Group

Use the following steps to assign a user account to a user group. See “About Groups” on page 34 for information about User Groups.

1. On the Set Up Users screen, select a user from the left pane.
2. In the Group Membership field, click **Configure**.
3. Select the check box next to the group you'd like the user to join, then click **Save**.

## User Quotas

A quota determines the amount of disk space allocated to the user on the WD Cloud device. Provided below are the rules for assigning user quotas and the steps to assign a quota to a user account.

### Quota Rules

Assigning user quotas allows you to better control the disk space allocated to a user or a group. There are various rules dictating which quota takes precedence over another.

**Note:** If user permissions and group permissions differ, the most restrictive permission takes precedence.

- A User quota must be less than or equal to the group quota (e.g., if your group has a 20 GB quota and you try to set the user quota to 30 GB quota, you will be prompted to reduce your user quota to be equal to or less than the group quota).
- If the user quota is not set, the group quota is assigned to the user.

- When a user quota is set prior to the user joining a group and a group is assigned:
  - If the user quota is more than the group quota, the individual user's quota is automatically reduced to the group quota amount.
  - If the user quota is less than or equal to the group quota, the individual user quota remains unchanged.

### Assigning User Quotas

1. On the Set Up Users screen, select a user from the left pane.
2. In the Quotas field, click **Configure**.
3. Enter the amount of space to assign to the user on the WD Cloud device.
  - To assign unlimited space, leave the Quota Amount field blank.

4. Click **Save**.

### Removing a User

Use the following steps to delete users from the WD Cloud device.

**Note:** The Admin account cannot be deleted.

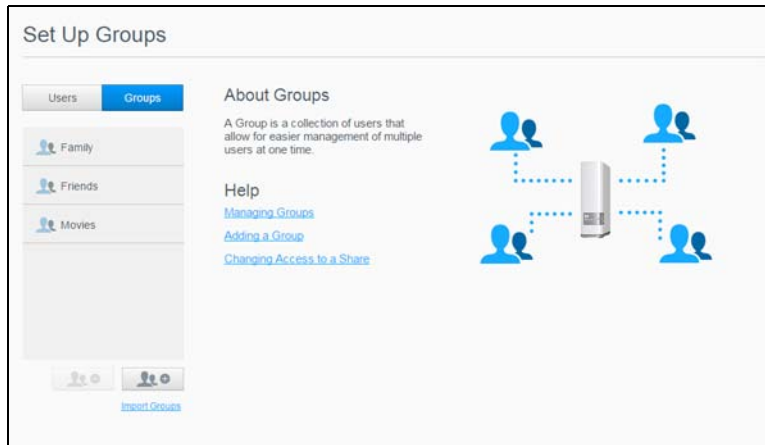
1. On the Set Up Users screen, in the left pane, select the user you'd like to delete.
2. Click the **Remove User** icon.
3. In response to the confirmation message, click **OK**. The user account is removed from the device and no longer appears in the user account list.

## About Groups

A group allows easier management of multiple users. The permissions and privileges you assign to group accounts determine the actions that can be taken by that group.

## Viewing Groups

1. On the Navigation bar, click **Users** to display the Set Up User screen.
2. Click **Groups**.



3. To view group details, click a group name on the left pane. The group profile appears.

## Adding a Group

1. To add a group, click the **Add Group** icon on the lower left side of the Set Up Groups screen.
2. Enter a Group Name.
3. Click the check box next to the users you'd like to add to your new group, then click **Save**.

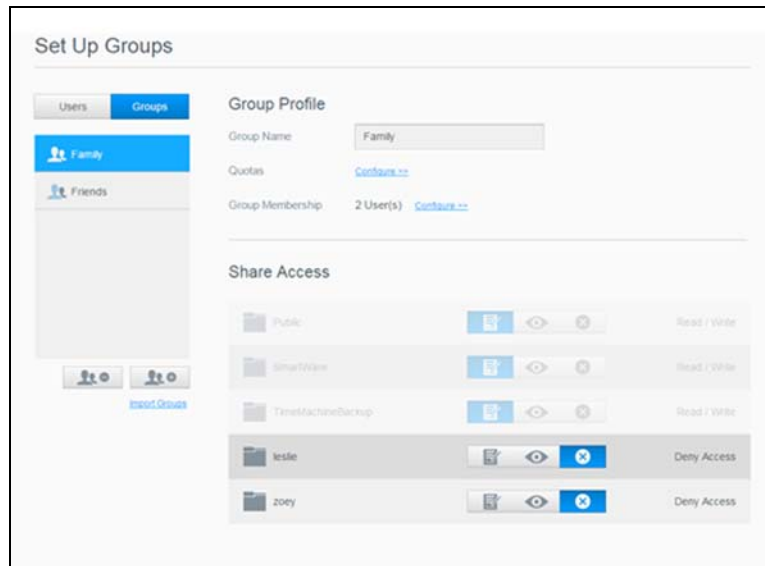
## Editing Group Settings

1. On the Set Up Groups screen, select the group whose information you'd like to edit. The Group Profile and Share Access panel appears.
2. Modify the required and optional settings as desired. To update the group's access to shares, see "Assigning Share Access to Groups" on page 35.

## Assigning Share Access to Groups

Once a group account is created, you can assign access to the various shares on your WD Cloud device using the following steps.

1. On the Set Up Groups screen, select the group for which you'd like to assign a share.



**Note:** A share must first be made private on the Shares screen. All public shares are grayed out. See “About Shares” on page 37 for additional information.

2. In the Share Access area, click one of the following option icons to indicate the type of access to the share:
  - **Read/Write Access:** Select this option to provide the group account with read/write access to the selected share. The group members can view and update the share.
  - **Read Only Access:** Select this option to provide the group account with read only access to the selected share. The group member can view the share but can't update it.
  - **Deny Access:** The group has no access to this share.

The group is updated with your share access selection.

## Assigning Quotas to a Group

Use the following steps to assign a quota to a Group. A quota determines the amount of space assigned to the user on the WD Cloud device. (See “User Quotas” on page 32 for information on quotas.)

1. On the Set Up Groups screen, select the group from the left pane.
2. In the Quotas field, click **Configure**.
3. Enter the amount of space you'd like to assign to the group on the WD Cloud device. To assign unlimited space, leave the Quota Amount field(s) blank.
4. Click **Save**.

## Removing a Group

Use the following steps to delete a group from the WD Cloud device.

**Note:** User accounts are returned to their individual settings when a group to which they belonged is deleted.

1. On the Set Up Group screen, select the group you'd like to delete in the left pane.
2. Click the **Remove Group** icon.
3. In response to the confirmation message, click **OK**. The Group account is removed from the device and no longer appears in the Group account list.



## 6

# Managing Shares

## About Shares

### About Shares

A share is an area on the WD Cloud device for storing files (similar to a folder or directory).

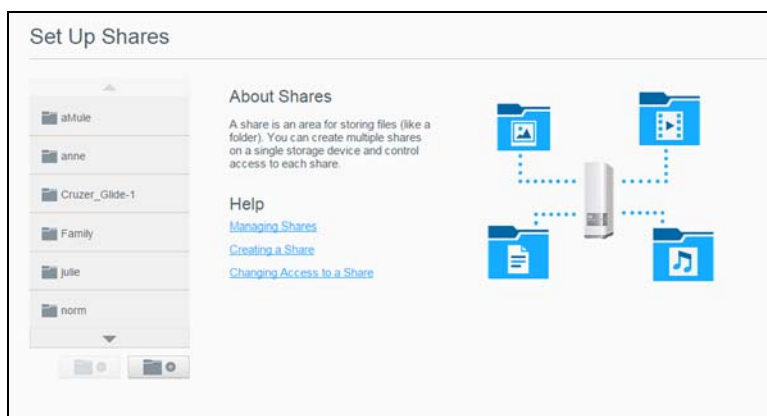
A share can be public so that all users can access the contents, or private to limit access to selected users. The **Shares** icon on the Navigation bar displays a list of shares on the WD Cloud device and enables the Admin to manage shares and user access.

### Viewing a List of Shares

Click the **Shares** icon on the Navigation bar to display a list of shares on the WD Cloud device. For each share name, the description, media serving, and public access status display.

Use the following steps to view a list of shares.

1. On the Navigation bar, click **Shares** to display the About Shares page.



2. Click a share to display its profile and share access information.

The screenshot shows the 'Set Up Shares' interface. On the left is a sidebar with a list of shares: aMule, anne, Cruiser\_Gide-1, Family, jule (highlighted in blue), and norm. Below the list are two folder icons. The main area is divided into three sections:

- Share Profile:** Contains fields for 'Share Name' (jule), 'Share Description' (empty), and several toggle switches: 'Public' (OFF), 'Recycle Bin' (OFF), 'Media Serving' (OFF), and 'Oplocks' (ON). The 'Usage' is listed as 8.0K.
- Share Access:** Contains three toggle switches: 'FTP Access' (OFF), 'WebDAV Access' (OFF), and 'NFS Access' (OFF).
- User Access:** A table listing users and their access status. All users have 'Deny Access'.

User	Access Status
admin	Deny Access
anne	Deny Access
astro	Deny Access
jule	Deny Access
norm	Deny Access
rocky	Deny Access
zoey	Deny Access

**Note:** You can only configure permissions if a share is private. Public shares always have read/write access and are grayed out.

## Creating a New Share

You can create a share and designate it as public or private. For example, if the share contains financial information, you might want to make that share private. Or, if there are photos you would like a friend to see, you can make the share public for that friend.

1. Click the **Shares** icon on the Navigation bar to display the Set Up Shares screen.
2. Click the **Add Share** icon.
3. Enter the Share Name and Share Description (optional), then click **Save**.

## Editing Share Settings

1. On the Set Up Shares screen, select the share you'd like to edit. The Share Profile panel appears.
2. Modify the fields you'd like to edit as desired.

## Making a Share Private

If you decide there is a reason to limit access to a public share, use the following steps to convert it to a private share.

1. On the Set Up Shares screen, select the share you'd like to make private.
2. In the Share Profile area, click the **Public** toggle button to OFF.
3. For each user listed in the **User Access** section, select the level of access by clicking the appropriate icon for the share (e.g., read/write, read only, or no access).

## Deleting a Share

**WARNING!** Deleting a share erases all files and folders on that share.



1. On the Set Up Shares screen, select the share you would like to delete.
2. Click the **Delete Share** icon in the left panel.
3. In response to the confirmation message, click **OK**.

## Accessing the Contents of a Share Locally

**Note:** For information on accessing the contents of a share remotely, see "Accessing Your Cloud Remotely" on page 41.

For a private share, the user must have:

- A user name and password assigned to the share name.
- Read-only or full access to the share.

IF you want to open a share using . . .	THEN . . .
Windows 8 / Windows 8.1	<ol style="list-style-type: none"> <li>1. In the task bar, click the <b>File Explorer</b> icon .</li> <li>2. In the left panel, select <b>Network</b> and double-click the WD Cloud device name (see "Appendix D: WD Cloud Device URLs and Names" on page 95 for a list of device names).</li> <li>3. Double-click a public or private share on your device.</li> </ol>
Windows Vista/Windows 7	<ol style="list-style-type: none"> <li>1. Click  or <b>Start &gt; Computer</b>.</li> <li>2. In the left panel, select <b>Network</b>.</li> <li>3. Click the WD Cloud device name (see "Appendix D: WD Cloud Device URLs and Names" on page 95 for a list of device names).</li> <li>4. Double-click the public or private shares on your device.</li> </ol>
Mac OS X	<ol style="list-style-type: none"> <li>1. Open a Finder window and locate your WD Cloud device under the Shared heading in the side bar. <ul style="list-style-type: none"> <li>▪ If presented with an authorization page, either enter your user name and password or select <b>Guest</b>, then click <b>Connect</b>.</li> </ul> </li> <li>2. Click the device to display the public or private shares on your device.</li> </ol>

IF you want to open a share using . . .	THEN . . .
WD Quick View	The WD Quick View app is a Windows application that allows you to perform WD Cloud functions quickly. WD Quick View is automatically installed when you install WD Smartware.

## 7

# Accessing Your Cloud Remotely

[Enabling Cloud Access for the WD Cloud Device](#)  
[Configuring Cloud Access for a User](#)  
[Access Your Files with iOS and Android Mobile Apps](#)

This chapter explains how to set up the WD Cloud device for remote access and describes some of the ways you can take advantage of its many capabilities.

## Enabling Cloud Access for the WD Cloud Device

Before you can use your WD Cloud device remotely, the device must be enabled for cloud access. To verify that your WD Cloud device is enabled for remote access and to check the status of its remote connection(s), see “Cloud Access” on page 63.

There are 3 ways to enable the cloud for your smart devices:

- **Discovery on your Local Area Network (LAN):** If you are on your LAN, cloud access software will automatically discover and list your device. Once discovered, you can complete the steps necessary to connect to the cloud.
- **Email:** If you include an email address when you add a new user to your WD Cloud device, the new user will receive an email with instructions on setting up and activating a password for cloud access (see “WDCloud Access” on page 41).
- **Activation Code:** If you or your users are not on your LAN, you can generate an Activation Code to provide access to the cloud (see “Cloud Device Access” on page 42),

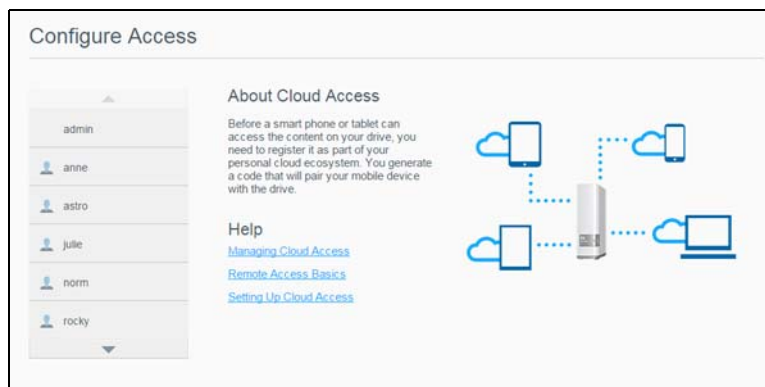
## Configuring Cloud Access for a User

Once you’ve enabled cloud access on the WD Cloud device, use the following steps to give remote access capability to your device users.

### WDCloud Access

Use the following steps to set-up access to WDCloud.

1. On the Navigation bar, click the **Cloud Access** icon.



2. In the left pane, select the user you’d like to configure for WDCloud access.
3. In the WDCloud.jp Login for <user name> area, click **Sign Up**.
4. On the Update WDCloud Login dialog, enter the user’s email address. This email address is used to send the user confirmation information and instructions on setting up and activating a password for cloud access.

5. Click **Save**.

## Cloud Device Access

Use the following steps to generate an activation code for a user's mobile device(s) and WD Cloud Desktop app.

---

**Important:** Codes are valid for 48 hours from the time of the request and can be used only once.

---

1. On the Navigation bar, click the **Cloud Access** icon.
2. In the left pane, select the user you'd like to configure for cloud device access.
3. In the Cloud devices for <user name> area, click **Get Code**.  
You'll need to generate one code for each mobile device and app you want to activate. You also need a code to activate WD Cloud for desktop app. A dialog box displays the user's activation code and its expiration date and time.

**Note:** Make sure to write down the access codes you generate.

4. Click **OK**. The Cloud devices for <user name> area displays your generated code and its expiration date. Once you use the code(s), this area displays the cloud devices to which the user now has access.

## Access Your Files with iOS and Android Mobile Apps

The WD Cloud mobile app allows you to access all of the content on your WD Cloud from any device.

### WD Cloud Mobile App

Save valuable space on your mobile devices with easy photo and video uploads directly to your personal cloud, then securely access and share your memories.

The WD Cloud mobile app also allows you to easily transfer files between your personal cloud, Dropbox™, and other public cloud accounts.

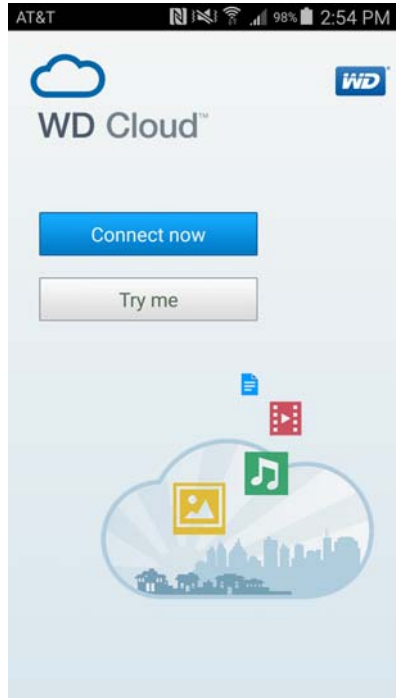
For features and instructions, see the Help, Guide Me page, and Quick Tips within the [WD Cloud mobile app](#).


### Requirements

- WD Cloud with the most recent firmware, connected to the Internet.
- Access to cloud services requires the WD Cloud app and an active Dropbox™, Google Drive™, or OneDrive™ account.
- A Smart device running one of the following operating systems:
  - iOS iPhone or iPad running versions 7.0 or later software.
  - Android smartphone or tablet running versions 4.0 or later software.

## Installing the WD Cloud Mobile App

1. Download the WD Cloud mobile app from the Apple App Store, Google Play store, or Amazon App store for Android, and install it on your mobile device.
2. Launch the app.
3. Review the Western Digital End User License Agreement, then click **Accept**.
4. Tap **Connect Now**.

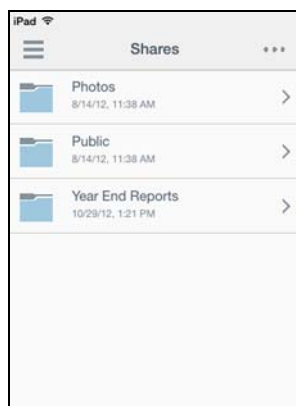


5. Select one of the following WD Cloud device connection options:
  - **Cloud Sign in:** Tap  and sign into your device using your WD Cloud or other public cloud accounts.
  - **Add Manually:** If the mobile device is not on the same LAN or Wi-Fi network as the WD Cloud device:
    - In the Add Manually section, tap WD Device.
    - Enter the activation code generated on your WD Cloud and tap **Activate**. (For information on obtaining an activation code, see “Configuring Cloud Access for a User” on page 41.)



**Note:** You must generate one code for each device you want to activate. Codes are valid for 48 hours from the time of request and can be used one time only.

6. Tap your device to display its share(s):



7. Tap a share to display its subfolders.
8. Tap a subfolder to display a list of files.
9. Tap a file to access it.

**Note:** For more features and instructions, see the app's online Guide Me page, Help, FAQs, and tips, or go to <http://www.wdcloud.jp/apps>.  
If you have problems installing the app, go to <http://www.wdcloud.jp/support>.



## 8

# Backing Up and Retrieving Files

- About Backups
- Managing a USB Device and USB Backups
- Remote Backups
- Internal Backups
- Viewing Backup Details
- Modifying a Backup Job
- Deleting a Backup Job
- Camera Backups

## About Backups

There are various ways to back up your data on the WD Cloud device. These include:

- **USB Backup**—Allows you to back up your WD Cloud device data to a USB device or to backup your USB device data to your WD Cloud device.
- **Remote Backup**—Allows you to back up WD Cloud device data to another WD Cloud device.
- **Internal Backup**—Allows you to back up data from one share to another on your WD Cloud device.
- **Camera Backup**—Allows you to backup your camera to the WD Cloud device.

## Managing a USB Device and USB Backups

When you attach a USB drive to the WD Cloud device, you turn the USB drive into a shared network drive. Once connected, the USB drive has the following capabilities:

- When you connect an external USB drive such as a My Passport™, a memory stick, or a camera to the WD Cloud device, you can access it with Windows Explorer or Mac Finder.
- The USB drive can serve as a target for backups.
- You now have the option of mapping the drive as a user share drive.
- If a WD external drive has been locked, when it is attached to the WD Cloud device, it maintains that security. Using the Dashboard, you can unlock or re-lock it as desired.

## Connecting a USB Drives

Connect a USB hard drive to a USB port on your WD Cloud device for additional storage and backup capabilities. The USB drive appears as a share on the WD Cloud dashboard. You can view details of the USB drive at anytime by clicking the USB icon at the top of the page.

The WD Cloud device supports the following formats for externally attached USB drives:

- FAT32
- NTFS (read and write capability)
- HFS+J

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**WARNING!** Mounting or ejecting a USB drive while performing an NFS or AFP file transfer will interrupt the file transfer process.

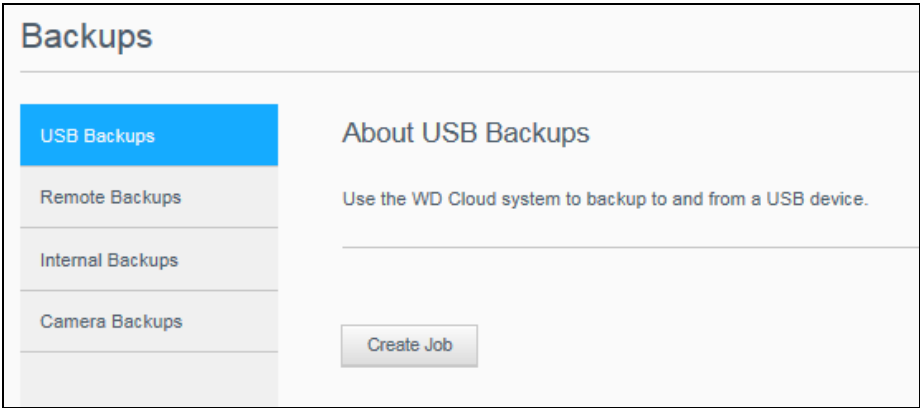
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## Creating a USB Backup

Use the following steps to back up your data on your WD Cloud device to a USB device or to backup your USB device data to your WD Cloud device.

**Note:** This information is applicable only for the USB ports on the back of your WD Cloud device.

1. On the Navigation bar, click **Backups** to display the Backups screen.



2. Click **USB Backups**, if not already selected.
3. Click **Create Job**.
4. Enter the following information to create a USB backup job:

Job Name	Enter a Job Name for your backup.
Direction	Indicate the direction of your backup from the drop-down menu. Options include: <ul style="list-style-type: none"><li>• <b>USB to NAS:</b> Backs up the data on your USB device to the WD Cloud device.</li><li>• <b>NAS to USB:</b> Backs up the data on your WD Cloud device to a USB device.</li></ul>
Source Folder	Click <b>Browse</b> and select the folder you'd like to back up.
Destination Folder	Click <b>Browse</b> and select the destination folder for your backup.
Backup Type	Indicate the type of backup you'd like to perform. <ul style="list-style-type: none"><li>• Copy</li><li>• Synchronize</li></ul>
Auto Start When Connected	This option automatically starts the job when the device is connected. Click the toggle button to turn the option on or off.

5. Click **Create**.
6. In the USB Backup Jobs area, click the **Start Backup** icon to begin your backup. The progress of the backup appears in the USB Backup Jobs area.

## Remote Backups

This option allows you to back up your WD Cloud device to another WD Cloud device.

Before you proceed with a remote backup, ensure the following:

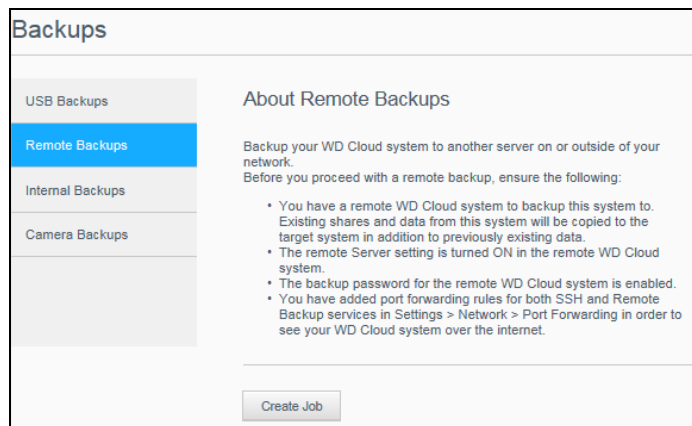
- You have a remote WD Cloud device to back up this device to. Existing shares and data from this device will be copied to the target device in addition to previously existing data.
- The remote Server setting is turned ON in the remote WD Cloud device.
- The backup password for the remote WD Cloud device is enabled.
- You have enabled port forwarding to see the remote WD Cloud device over the Internet.

For additional information on remote backups, see Knowledge Base Answer ID 11807.

## Creating a Remote Backup

Use the following steps to back up your WD Cloud to a remote device.

1. On the Navigation bar, click **Backups** to display the Backups screen.
2. Click **Remote Backups**.



3. Click **Create Job**.

4. Enter the following information to create a Remote backup job:

Job Name	Enter a Job Name for your backup.
Remote Server	Select the type of remote server. <ul style="list-style-type: none"> <li>• NAS Server</li> <li>• WD Cloud</li> </ul>
Remote IP Address	Enter the IP address of the remote location. (Example: 192.168.1.16)
Password	Enter the password for the remote backup server.
SSH User Name	SSH user name is set to SSHD by default and cannot be changed.
SSH Password	Enter the SSH password for the remote device.
Source Folder	Click <b>Browse</b> and select the folder you'd like to back up.
Destination Folder	Click <b>Browse</b> and select the destination folder for your backup.
Backup Type	Indicate the type of backup you'd like to perform. <ul style="list-style-type: none"> <li>• Copy</li> <li>• Synchronize</li> </ul>
Recurrence	If you'd like to use the Recurrence feature: <ol style="list-style-type: none"> <li>1. Click the toggle button to enable the Recurring Backup feature.</li> <li>2. Select the frequency of the backup: Daily, Weekly, Monthly.</li> <li>3. Select a time (hour, AM/PM) from the drop-down menu.</li> </ol>

4. Click **Create**.
5. In the USB Backup Jobs area, click the **Start Backup** icon to begin your backup. The progress of the backup appears in the USB Backup Jobs area.

## Recovering a Remote Backup

Use the following steps to recover the data you saved on your remote server. This process recovers the data you saved on the remote server to your local server.

1. On the Remote Backup screen, under Remote Backup Jobs, click the **Recover** icon next to the job you'd like to view.
2. On the Recover screen, click **OK**. Your data recovery begins.

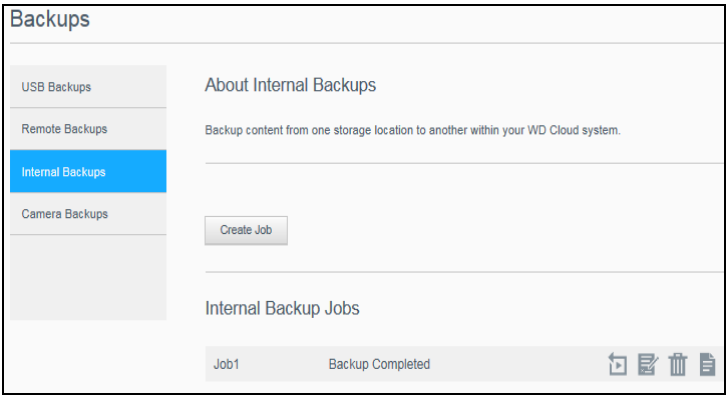
## Internal Backups

Internal backups allow you to make backups of the existing content from one storage location to another on your WD Cloud device.

### Creating an Internal Backup

Use the following steps to back up your WD Cloud internally.

1. On the Navigation bar, click **Backups** to display the Backups screen.
2. Click **Internal Backups**, if not already selected.



3. Click **Create Job**.
4. Enter the following information to create an Internal backup job:

Job Name	Enter a Job Name for your internal backup.
Source Folder	Click <b>Browse</b> and select the folder you'd like to back up.
Destination Folder	Click <b>Browse</b> and select the destination folder for your backup.
Backup Type	Indicate the type of backup you'd like to perform. <ul style="list-style-type: none"><li>• Copy</li><li>• Incremental</li></ul>
Recurring Backup	If you'd like to use the Recurring Backup feature: <ol style="list-style-type: none"><li>1. Click the toggle button to enable the Recurring Backup feature.</li><li>2. Select the frequency of the backup: Daily, Weekly, Monthly.</li><li>3. Select a time (hour, AM/PM) from the drop-down menu.</li></ol>

4. Click **Create**. Your job appears in the Internal Backup Queue and will begin backing up at the indicated time.

### Initiating an Immediate Internal Backup

- On the Internal Backups screen, under Internal Backup Queue, select the job you'd like to modify, then click the **Begin Now** button. The internal backup begins.

## Viewing Backup Details

Use the following steps to view the details of a USB, Remote, and Internal Backup job.

1. On the Internal Backups screen, select either USB, Remote, or Internal Backups, if not already selected.
2. In the Backup Job/Backup Queue section, select the job you'd like to view, then click the **Job Details** icon.
3. Review the details of your Backup job, then click **Close**.

## Modifying a Backup Job

Use the following steps to modify a USB, Remote, or Internal Backup job.

1. On the Internal Backups screen, select either USB, Remote, or Internal Backups, if not already selected.
2. In the Backup job/Backup Queue section, select the job you'd like to modify, then click the **Modify Job** icon.
3. On the Modify dialog, make the necessary changes to your job, then click **Save**.

## Deleting a Backup Job

Use the following steps to delete a USB, Remote, or Internal Backup job.

1. On the Internal Backups screen, select either USB, Remote, or Internal Backups, if not already selected.
2. In the Backup job/Backup Queue, select the job you'd like to delete, then click the **Delete Job** icon.
3. In response to the confirmation message, click **OK**. The selected Backup job is now deleted and removed from the Backup Jobs list.

## Camera Backups

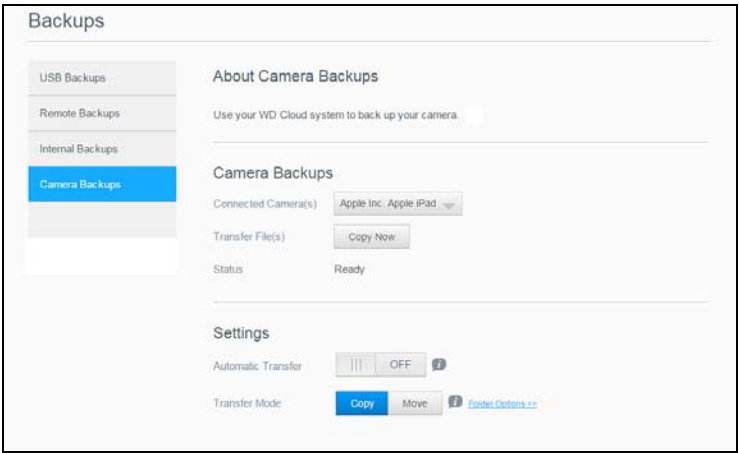
Camera backups allow you to backup the data on your camera to the WD Cloud device. Once downloaded, users can navigate to the location where the camera data was saved to access the data, if they have access to that share.

## Creating a Camera Backup

Use the following steps to back up your camera to the WD Cloud device.

1. Ensure that your camera is connected to your WD Cloud device.
2. On the Navigation bar, click **Backups** to display the Backups screen.

3. Click **Camera Backups**, if not already selected.



4. Ensure that the Connected Camera(s) area identifies your camera.
5. In the Settings area, enter the following information to backup the data on your camera:

Automatic Transfer	Click the toggle button to automatically transfer data from your camera to the WD Cloud device.
Transfer Mode	Select how you'd like the camera data to be transferred. Options are: <ul style="list-style-type: none"><li>• <b>Copy:</b> Copies the information from your camera to the WD Cloud device. This will leave the original data on your camera.</li><li>• <b>Move:</b> Moves the files on your camera to the WD Cloud device, removing the files from your camera.</li></ul>
Folder Options	Select this option to identify a destination for the transferred camera files. <ol style="list-style-type: none"><li>1. On the Camera Folder Options screen:<ul style="list-style-type: none"><li>- <b>Transfer Folder:</b> Click <b>Browse</b> to enter the location on your device where you'd like to transfer your data, then click <b>OK</b>.</li><li>- <b>Folder Name:</b> Select a Folder Name type from the pull-down menu.<ul style="list-style-type: none"><li>- If you select Custom Folder Name, enter a folder name in the Enter Folder Name field.</li></ul></li></ul></li><li>2. Click <b>Save</b>.</li></ol>

3. In the Transfer File(s) field, click **Copy/Move Now** to begin the file transfer, if Automatic Transfer is off.
4. Once complete, the Status field indicates that the backup is complete for the connected device and the day, date, and time of the completed download.

## 9

# Managing Apps on WD Cloud

[About Apps](#)  
[Managing Apps](#)

## About Apps

Apps are small, self-contained programs used to enhance the existing functions of your device or service. The WD Cloud device provides various apps that allow you to use your device more productively.

**Note:** WD recommends that you fully understand the nature of any app before you install it on your device.

**Note:** Obtain support for each app through the individual vendor.

WD Cloud comes with various apps pre-installed.

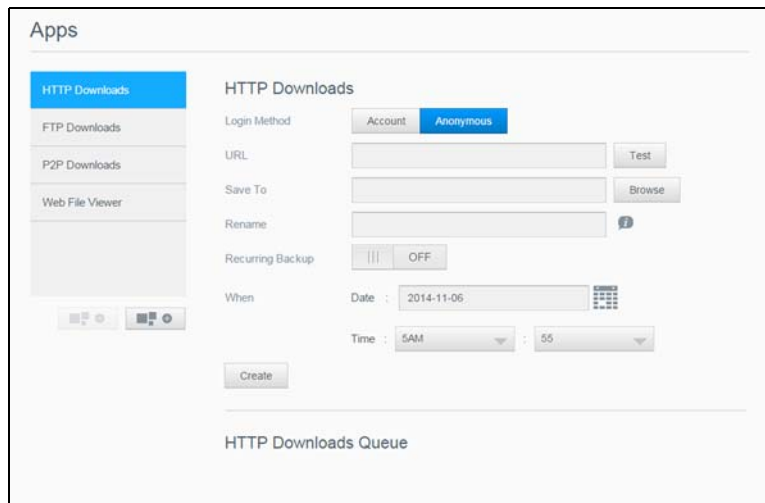
## Managing Apps

The Apps screen displays a list of the currently installed apps. From this screen, you can use your installed apps, add new apps, or remove apps you no longer want to use.

**Note:** You cannot remove pre-installed apps.

## Viewing Apps

1. On the Navigation bar, click **Apps** to display the Apps screen.



2. To select an app, click the name of the app in the left pane. The app appears in the right pane.



## Adding an App

Use the following steps to add an app to your WD Cloud device.

1. On the Navigation bar, click **Apps** to display the Apps screen.
2. Click the **Add an App** icon in the lower left side of the screen.  
The first time you add an app, the Terms of Service screen appears. Read and accept the agreement.
3. For details about the app, click **Details**. Close the Details screen.
4. Place a check next to the app(s) you'd like to add to your device, then click **Install**. The selected apps are added to your device.

## Manually Adding an App

If you have an app you'd like to add that is not listed on the Add an App screen, use the following steps to manually add that app to your WD Cloud device.

**Note:** WD recommends that you fully understand the nature of any app before you install it on your device.

1. On the Navigation bar, click **Apps** to display the Apps screen.
2. Click the **Add an App** icon on the lower left side of the screen.
3. Click the **To install an app manually, click [here](#)** link.
4. Navigate to the app you'd like to install on your device.
5. Select the app you'd like to install, then click **Open**.  
The selected app installs and is added to your device.

## Deleting an App

Use the following steps to delete an app from your WD Cloud device.

**Note:** You cannot delete pre-installed apps.

1. On the Navigation bar, click **Apps** to display the Apps screen.
2. From the Apps list in the left pane, select the app that you'd like to delete from the device.
3. Click the **Remove an App** icon on the lower left side of the screen.
4. In response to the confirmation message, click **OK**. The app is removed from the device and no longer appears in the user account list.

## Updating an App

Use the following steps to update an app that you've added to your WD Cloud device.

1. On the Navigation bar, click **Apps** to display the Apps screen.
2. If there is an update for one of the apps you've added to your device, an Updates available link appears at the top right of the screen.
3. Click the **Updates Available** link to display the Updates Available screen.
4. Select the app you'd like to update from the list and click **Update**.
  - If you'd like to view the details of the update, click **Details**.
  - Click **Back** to return to the Update screen.

## 10

# Playing/Streaming Videos, Photos, & Music

[Media Servers](#)[Media Storage](#)[Enabling DLNA and iTunes](#)[Accessing Your WD Cloud Device Using Media Players](#)[Accessing Your WD Cloud Device Using iTunes](#)

## Media Servers

The WD Cloud device is designed to serve as your home's media server. It enables you to stream photos, music, and videos to your DLNA-compatible devices and music to your iTunes-compatible devices.

Both DLNA-compatible and iTunes-compatible devices search for media stored in any Public share that has media serving enabled. By default, DLNA Media is disabled. Once you enable it on the Settings > Media Server page, media serving for the Public share is also automatically enabled. For all other shares, media serving remains off.

If you do not want DLNA to display specific media files, place them in a private share that is set to disable media sharing. (See “Editing Share Settings” on page 38.)

## Media Server Overview

The WD Cloud device uses TwonkyMedia as its DLNA media server. It streams your music, photos, and videos to compatible devices in your home. Playing media on a compatible device is easy.




The media server searches for all the media stored in the Public share on the WD Cloud device connected to your home network. After enabling media serving for the device (see “Enabling DLNA and iTunes” on page 56), you can just transfer your multimedia content to the Public share on your WD Cloud device, and you are ready to stream and view content on your home entertainment center, game consoles (such as Xbox 360® or PlayStation® 3), WD TV Live™ media player, or DLNA® 1.5 digital media adapters), and other PC computers on your home or office network. Visit <http://www.dlna.org> for further information on DLNA.

## iTunes Overview

You or anyone connected to the WD Cloud device can use iTunes to play stored music files. iTunes creates a virtual music library on the device and treats it as an iTunes repository, making it possible to stream music files from the WD Cloud device to Windows or Mac computers running iTunes.

iTunes scans any shares that have the Media Serving setting enabled, including the Public share by default.

## Media Types Supported

		
Audio files	Video files	Image Files
3GP	3GP	BMP
AAC	ASF	JPEG
AC3	AVI	PNG
AIF	DivX	TIF
ASF	DV	
FLAC	DVR-MS	
LPCM	FLV	
M4A	M1V	
M4B	M2TS	
MP1	M4P	
MP2	M4V	
MP3	MKV	
MP4	MOV	
MPA	MP1	
OGG	MP4	
WAV	MPE	
WMA	MPEG1	
	MPEG2	
	MPEG4	
	MPG	
	MTS	
	QT	
	QTI	
	QTIF	
	RM	
	SPTS	
	TS	
	VDR	
	VOB	
	WMV	
	Xvid	

**Note:** Some devices may not support playback of all these files. Please refer to your device's user manual to see which formats are supported.

## Media Types Supported by iTunes

**Note:** iTunes 10.4 or later only supports music files. See Knowledge Base Answer ID 8412 for additional information on iTunes-supported versions.

The iTunes Media Server supports the following file extensions: FLAC, M4A, MP3, MP4A, and WAV.

**Note:** Some devices may not support playback of all these files. Please refer to your device's user manual to see which formats are supported.

## Media Storage

You can access and store media content on the WD Cloud device by means of network shares.

The device comes preconfigured with the Public network share, which contains the following folders for media storage:

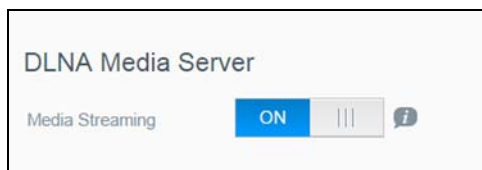
- **Shared Music**—Stores music files you want to share with other users.
- **Shared Pictures**—Stores image files you want to share with other users.
- **Shared Videos**—Stores video files you want to share with other users.

**Note:** You will notice that the Public share's Shared Music and Shared Pictures shares contain mirrored and uploaded subfolders. These folders are needed by Twonky 7.2. You can now upload all media types to the uploaded subfolder from a DLNA client with "upload" capability.

Go to the Twonky configuration site (NAS\_IP:9000) to aggregate content from all NAS devices with DLNA capability on your network to the mirrored folder. Uploading and mirroring are best left to expert users, as these features are not supported by WD customer support.

## Enabling DLNA and iTunes

The Media page of the Settings Screen allows you to enable or disable the DLNA and iTunes media servers. Media server utilities for rescanning the NAS or fully rebuilding the DLNA database are also on the Media page.



## Enabling DLNA

1. On the Navigation bar, click **Settings** and in the left panel click **Media**.
2. In the DLNA Media Server area, Media Streaming field, click the toggle button to **ON**.

**Note:** Media Streaming is OFF by default. The media server must be enabled before you can provide media serving for a share. (See "Creating a New Share" on page 38 for instructions on how to enable media serving on a share.)

## Enabling iTunes

1. On the Navigation bar, click **Settings** and then click **Media** in the left panel.



1. In the iTunes area, iTunes field, click the toggle button to enable iTunes (if not already enabled).

**Note:** iTunes is ON by default. To disable it, click the toggle button to OFF.

2. Click **Advanced Options** to display additional options for iTunes.
  - If iTunes is OFF, this field does not display on your screen.
3. If you'd like to use a password when accessing your WD Cloud device on iTunes:
  - Click the toggle button to **ON**.
  - Enter a password.
4. For Auto Refresh, select the frequency of the media refresh for iTunes from the drop-down menu.
5. Click **Save** to save your settings.

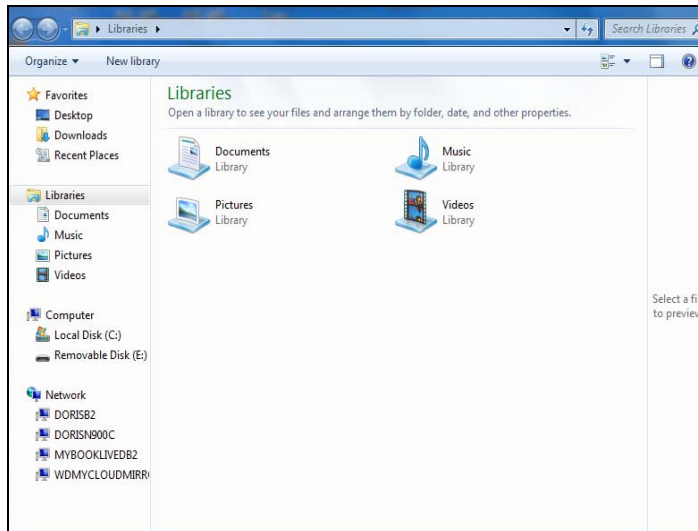
## Refreshing iTunes

Use the following steps to refresh the iTunes directory. This allows iTunes to pick up any new media.

1. On the Navigation bar, click **Settings** and then click **Media** in the left panel.
2. In the iTunes Database field, click **Refresh**.

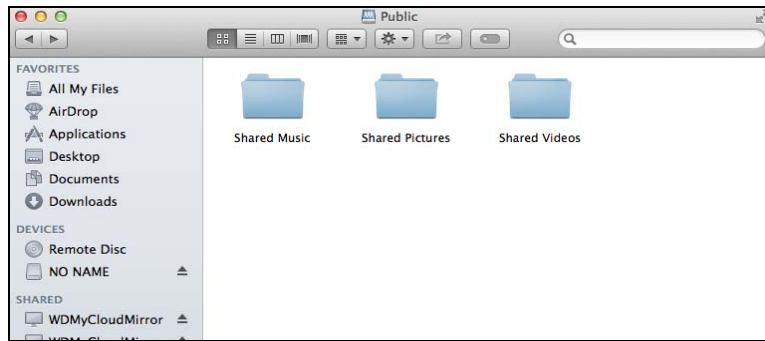
## Adding Media Content to the Folders

1. Open **Windows Explorer** or **Mac Finder**.



Windows Explorer

2. Navigate to the Shared Music folder on your WD Cloud device, then copy your music files to the Shared Music folder.

**Mac Finder**

3. Follow the same process to place your videos and pictures into their respective Shared Pictures and Shared Video folders.

## Accessing Your WD Cloud Device Using Media Players

Now that you have copied your files to one of the Shared folders, you can use a variety of media players to stream media. The following types are supported:

- WD TV Live Media Players
- Windows Media Player 11 (comes with Windows Vista)
- Windows Media Player 12 (comes with Windows 7 and Windows 8)
- Xbox 360
- PlayStation 3
- Other media players:
  - BluRay Players
  - Network Connected TVs
  - Digital Picture Frames
  - Network Music Player
- DLNA Devices

**Note:** For specific information on using and updating the media player, go to the appropriate support site.

## WD Media Players

You can connect the various WD TV and WD Media Players to your home network for access to media content stored in a network drive such as the WD Cloud device. For details on using a WD Media Player to access files on your device, see Knowledge Base Answer ID 9769 or refer to your WD Media Player User Guide.

## Other Media Players

Following are general steps for setting up devices such as digital picture frames, Blu Ray players, network-connected TVs, and digital media adapters.

1. Make sure that your WD Cloud device is connected to your home's local network and is powered on.
2. Follow the user instructions provided with your media player to proceed through any initial setup or installation of drivers.
3. Using the navigation feature on your player, scan and detect your WD Cloud device on your network.
4. Depending on the player, you may need to access a Settings/Network Setup page in the user interface to establish connection so that your player can link to your WD Cloud device. Please refer to your player's user guide for specific instructions.

## DLNA Devices

See specific DLNA media device user manuals for instructions on connecting a DLNA device to your local area network so you can access content on the WD Cloud device. Go to <http://www.dlna.org> for a list of DLNA-certified devices and for further information.

## Accessing Your WD Cloud Device Using iTunes

You or anyone connected to the WD Cloud device can use iTunes to play stored music files. This service creates a virtual music library on the device and treats it as an iTunes repository, making it possible to stream music files from the WD Cloud device to Windows or Mac computers running iTunes. For a list of supported media types, See "Media Types Supported" on page 55.

**Note:** iTunes 10.4 or later only supports music files. See Knowledge Base Answer ID 8412 for additional information on iTunes supported versions.

**Note:** iTunes scans any shares that have the Media Serving setting enabled, including the Public share by default.

You can drag and drop media files into the corresponding folders in the Public share (e.g., music files into the WDCloud/Public/Shared Music default share).

## Streaming Media in iTunes

iTunes is enabled by default in the dashboard. See "Enabling iTunes" on page 57 for more information on configuring iTunes.

1. Launch iTunes on your computer.
2. Click **WDCloud** under the Shared section of the left pane. If you have copied music to the /Public/Shared Music folder or a video to /Public/Shared Videos, and it is in a format supported by iTunes, it is listed in the right pane.
3. Double-click a media file you'd like to play.

## 11

# Configuring Settings

[General](#)  
[Network](#)  
[Media](#)  
[Utilities](#)  
[Notifications](#)  
[Firmware Update](#)

The Settings option on the Navigation bar allows the Administrator to view and customize the WD Cloud device's system, network, media, utilities, notifications, and firmware settings. This chapter explains how to configure the various settings for your WD Cloud device.

## General

On the General page you can:

- View and modify the device name and description.
- Select the language in which the web pages should display.
- Set the date, time, and time zone for the device.
- Enable cloud access for your device.
- Set energy saving options.
- Enable and configure Time Machine backups for your Mac.
- Enable various services for your device.
- Manage camera settings.

---

**WARNING!** Renaming the WD Cloud device forces all the network computers to remap their shared network resources. Change the device name only when necessary.

---



## Accessing the General Screen

On the Navigation bar, click **Settings**. The General page appears.

### Settings

General

Network

Media

Utilities

Notifications

Firmware Update

#### Device Profile

Device Name

WDCloud

Description

Personal Cloud Storage

Serial Number

WCC4E5HV39CD

---

#### Language & Clock

Language

English

Time Zone

(GMT+09:00) Osaka, Sapporo, Tokyo

NTP Service

ON

Primary Server

time.windows.com

Configure\*\*

Date & Time

Wednesday, 2015 July 15, 5:18:41 AM

Time Format

12

Date Format

YYYY-MM-DD

---

#### Cloud Access

Cloud Service

ON

Connection Status

Ready

Cloud access is now available from your device.

USB Content Availability

OFF

---

#### Energy Saver

Drive Sleep

ON

LED

ON

Web Access Timeout

5 minutes

---

#### Mac Backups

Time Machine

ON

---

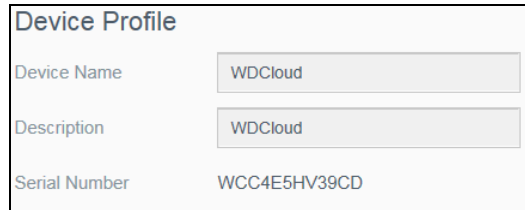
#### Services

Recycle Bin

Clear

Configure\*\*

## Device Profile



The screenshot shows a 'Device Profile' form with three input fields. The 'Device Name' field contains 'WDCloud'. The 'Description' field also contains 'WDCloud'. The 'Serial Number' field is pre-filled with 'WCC4E5HV39CD'.

1. In the Device Profile section of the General page, view or modify the following settings:

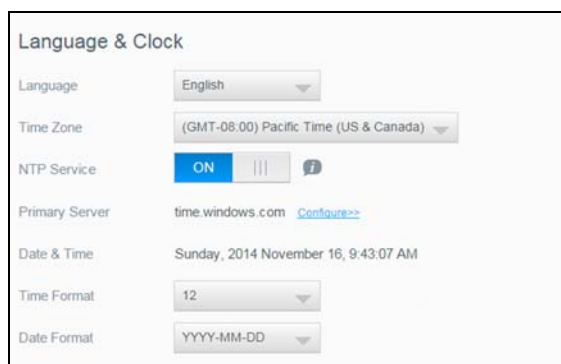
Device Name	Enter a unique name for your device to identify it on the network. The device name can be up to 15 characters long and cannot include special characters (e.g., @, #, \$ etc.).
Description	The default description is WDCloud<model# >. If desired, enter a different description for your device. The device description can be up to 32 characters long and cannot include special characters (e.g., @, #, \$ etc.).
Serial Number	Displays the WD-assigned number that identifies the specific unit. This field cannot be updated.

2. If you made any changes, click **Save** (appears next to the updated field once a change is made).

**Note:** Throughout the WD Cloud dashboard, the **Save** and **Cancel** buttons display only if you make changes.

## Language and Clock

In this section of the General screen, you can change the language that appears in the WD Cloud device's interface and set the date and time. The date and time are synchronized to the NTP (Network Time Protocol) server by default. You have the option of setting the date and time manually or allowing the NTP to access the Internet and automatically set the time. If you are not connected to the Internet, you must enter the date and time manually.



The screenshot shows the 'Language & Clock' settings page. It includes a dropdown for 'Language' set to 'English', a dropdown for 'Time Zone' set to '(GMT-08:00) Pacific Time (US & Canada)', a toggle for 'NTP Service' set to 'ON', a 'Primary Server' field with 'time.windows.com' and a 'Configure' link, a 'Date & Time' field showing 'Sunday, 2014 November 16, 9:43:07 AM', a dropdown for 'Time Format' set to '12', and a dropdown for 'Date Format' set to 'YYYY-MM-DD'.

1. In the Language & Clock section, you can view or modify the following settings:

Language	From the drop-down list, select the language you'd like to display on your WD Cloud device web pages. The default language is English.
----------	--

Time Zone	From the drop-down list, select the time zone where your device is located.
NTP Service	Enable or disable the Network Time Protocol (NTP) service, which automatically synchronizes your device to update the time and date.
Primary Server	Change the primary server used for your NTP service. <ul style="list-style-type: none"> <li>To change the primary server used for your NTP service, click <b>Configure</b>,</li> <li>Click <b>Add User NTP</b> and enter the URL address of the new primary server.</li> <li>Click <b>Save</b>.</li> </ul>
Date & Time	Displays the device date and time. This information is synchronized to the NTP server by default.
Time Format	From the drop-down list, select <b>12</b> (12-hour clock) or <b>24</b> (24-hour clock).
Date Format	From the drop-down list, select the date format you'd like to use to display the date on your device.

- Click **Save** for each change you make.

## Cloud Access

Use the following steps to turn cloud access on or off for all users (i.e., control whether computers and mobile devices can access the content on the WD Cloud device).

**Note:** This action turns on cloud access for the entire device. To turn on access for an individual user, see “Configuring Cloud Access for a User” on page 41.



- Scroll down to the Cloud Access area of the General screen.
- In the Cloud Service field, ensure that the toggle button is set to ON. The Connection Status changes to Connected (Port forwarding connection established).
- Click **Configure** to change the type of connection you use for your cloud access. On the Cloud Access Connection Options screen, there are three access options:
  - **Auto:** Auto uses UPnP (Universal Plug and Play) to attempt to open ports on your router. If successful, a direct connection is established between your device and your apps.
  - **Manual:** Establishes a connection through the two selected ports. If either port is unavailable, a relay connection is established. A manual router configuration is required for this option. See Knowledge Base Answer ID 8526 for information on how to set up your router for manual setup.

- **Win XP:** Establishes a connection through ports 80 and 443. If these ports are unavailable, a relay connection is established. This option is required if you are using Windows XP.

**Note:** By default, the WD Cloud device automatically establishes a direct connection between your mobile devices and router.

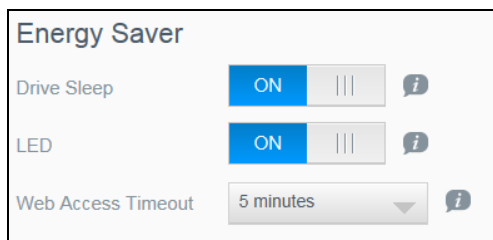
4. In the Content Database field, click Rebuild, to rebuild your WDCloud database.

**Note:** Only perform this option to troubleshoot if you suspect database corruption.

5. Click **Save**. The Connection Status field indicates that your device is connected.

## Energy Saver

The Energy Saver fields allow you to reduce the energy required to run your WD Cloud device. Use the following information to configure the energy saving options on your WD Cloud device.



View or change the following settings:

Drive Sleep	Enabling this function allows the hard drives to go into standby mode to save power after a designated period of inactivity. Drive Sleep is enabled to sleep after approximately 10 minutes by default. <ul style="list-style-type: none"> <li>• To enable/disable Drive Sleep, click the toggle button.</li> </ul>
LED	Enabling this function allows the device LEDs to go into standby mode to save power. LED is enabled by default. <ul style="list-style-type: none"> <li>• To enable/disable LED, click the toggle button.</li> </ul>
Web Access Timeout	Automatically logs you out of the system after a designated amount of time. <ul style="list-style-type: none"> <li>• From the Web Access Timeout drop-down menu, select an amount of time you'd like to use for your system timeout. The system updates automatically.</li> </ul>

## Mac Backups

This section of the General screen enables or disables Time Machine backups of Mac computers.



**Important:** You must set a password for your Admin account in order to restore your Time Machine backups.

**To configure backup settings:**

1. In the Mac Backups area, click the toggle button to enable Time Machine backups, if not previously enabled.
2. Click the **Configure** link to display the Time Machine Settings dialog.
3. From the **Select a Share** drop-down list, select a share you'd like to use to back up your Mac data.
4. In the Maximum Size field, move the slider to indicate the maximum value you'd like to use for your backup.

**Note:** Increasing the maximum backup value after the initial backup has no effect on existing backups. WD recommends leaving this setting at the maximum value for your initial backup. After the first backup is complete, you can change the backup size by dragging the Maximum Size slider.

5. Click **Save**.

---

**Important:** Once Time Machine begins to back up your files to a selected share, we recommend that you continue to back up to that share. Switching shares generates a new backup file which will not contain your previously saved information.

---

## Services

This section of the General screen enables or disables the Recycle service available on your WD Cloud device.



### Clearing your Recycle Bin

Use the following steps to clear your device's Recycle Bin.

Automatically Clear Recycle Bin:

1. In the Services > Recycle Bin area, click **Configure**.
2. In the Auto clear Recycle Bin field, click the toggle button to turn on the Auto clear function.
3. In the File retention time field, enter the number of days you'd like to retain your data before it is cleared.
4. Click **Save**.

Manually Clear Recycle Bin:

- To manually clear the Recycle Bin on your device, click **Clear**.

# Network

The **Network** screen displays the device’s MAC and IP addresses and allows you to set network options such as FTP access, remote servers, and workgroups.

### Network Profile

Status	Internet access
Mac Address	00:90:A9:F8:8C:15
IPv4 IP Address	192.168.1.108
IPv4 DNS Server	192.168.1.1

### Network Services

IPv4 Network Mode	<div>Static <b>DHCP</b> </div>
FTP Access	<div> OFF </div>
SSH	<div> OFF </div>

### Network UPS

Slave Mode	<div> OFF </div>
------------	------------------

### Windows Services

Workgroup	<div>WORKGROUP </div>
Local Master Browser	<div> OFF </div>
Max SMB Protocol	<div>SMB 2 </div>

### Remote Server

Remote Server	<div> OFF </div>
---------------	------------------

### Port Forwarding

No port forwarding service(s) has been added to your WD Cloud device.


Add

[Learn More](#)

## Network Profile

The Network Profile section of the Network screen displays network information for the WD Cloud device.

### Network Profile

Status	Internet access 
Mac Address	00:90:A9:F8:8C:15
IPv4 IP Address	192.168.1.106
IPv4 DNS Server	192.168.1.1






The Network Profile section displays the following information:

Status	The current status of Internet connectivity.
MAC Address	The Media Access Control (MAC) address for this device.
IPv4 IP Address	The IP version 4 address for this device.
IPv4 DNS Server	The IP version 4 DNS server address for this device.

## Network Services

The Network Services section of the Network screen allows you to enable or disable the services available on your WD Cloud device.

### Network Services

IPv4 Network Mode	<div>Static <b>DHCP</b> </div>
FTP Access	<div> OFF </div>
SSH	<div> OFF </div>

You can review or update the following fields:

IPv4 Network Mode	<p>By default, the network mode is set to DHCP, which means the WD Cloud device automatically gets the IP address and other settings from your network.</p> <ol style="list-style-type: none"> <li>Select the method of assigning the device's unique IPv4 address: <ul style="list-style-type: none"> <li><b>Static:</b> Static IP address allows you have the same IP address every time you connect. You will be prompted for IP Address, Subnet mask, Gateway IP address, and DNS Server. (If you don't know this information, please check your router settings.)</li> <li><b>DHCP:</b> DHCP Client causes the WD Cloud device to obtain an IP address and associated settings automatically from the local DHCP server.</li> </ul> </li> </ol> <p><i>Note:</i> When configuring Static or DHCP, record your Subnet mask, Gateway IP address, and DNS Server in a safe location for future reference. This information will not be displayed once it is entered into the WD Cloud server.</p> <ol style="list-style-type: none"> <li>Complete the LAN Setup Wizard to setup your network mode.</li> </ol>
FTP Access	<p>File Transfer Protocol (FTP) enables the transfer of data from one computer to another through a network.</p> <p>To enable FTP Access:</p> <ol style="list-style-type: none"> <li>Click the toggle button to <b>ON</b>.</li> <li>Click <b>Configure</b>.</li> <li>On the FTP Settings screen, enter the following information: <ul style="list-style-type: none"> <li><b>Maximum Users:</b> From the drop-down menu, select the maximum number of users you'd like to have FTP access.</li> <li><b>Idle Time:</b> Enter the amount of time, in minutes, you'd like the FTP to be idle before it times out.</li> <li><b>Port:</b> Enter the port to be used for FTP access.</li> <li><b>Flow Control:</b> Select either <b>Unlimited</b> or <b>Customize</b>. If you select Customize, enter a Flow Control value.</li> </ul> </li> <li>Click <b>Next</b>.</li> <li>In the <b>Passive Mode</b> field, select either <b>Default</b> or <b>Customize</b>. If you select Customize, enter Passive Mode values.</li> <li>Select the check box if you'd like to report external IP in PASV (Passive) mode, then click <b>Next</b>.</li> <li>Enter the following information: <ul style="list-style-type: none"> <li><b>Client Language:</b> Select the client language from the drop-down menu.</li> <li><b>TLS:</b> Select the Transport Layer Security (TLS) check box next to either Implicit TLS or Explicit TLS connections, if applicable.</li> <li><b>FXP:</b> To enable File eXchange Protocol (FXP), click the toggle button to <b>ON</b>.</li> </ul> </li> <li>Click <b>Next</b>.</li> <li>Enter any IP addresses that you'd like to block from FTP access. then select either <b>Permanent</b> or <b>Temporary</b> from the drop-down menu. Click <b>Save</b> to save your entries.</li> <li>Click <b>Finish</b>.</li> </ol>



---

SSH

Select this option to securely access your WD Cloud device and perform command-line operations via the Secured Shell (SSH) protocol. SSH is disabled by default.

1. To enable/disable SSH, click the toggle button.
2. Check “I accept” to indicate that you’ve read the warning shown below.

**WARNING! Please note that modifying or attempting to modify this device outside the normal operation of the product voids your WD warranty.**

3. Enter a new password (twice for validation).
4. Click **Next**.

*Note:* The SSH user name is set to **sshd** by default and cannot be changed.

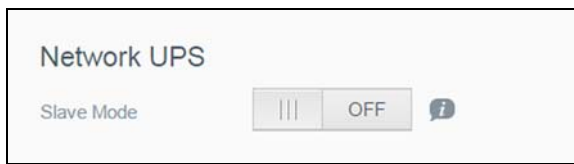
---

## Network UPS

An Uninterruptible Power Supply (UPS) is a device that works off of a battery and keeps devices that are connected to the UPS port running, for at least a short time, if the main power source goes out. When a WD Cloud device is connected via UPS to the network drive, the drive will automatically shut down when the UPS is drained to a specified percentage.

Communication with the WD Cloud device is done using a master/slave protocol in which the master device controls the slave devices.

When the UPS is connected to the WD Cloud device by USB, the device automatically becomes a UPS Network Master. Other WD Cloud devices that are connected to that UPS can be pointed to the IP address of the UPS Master. If the UPS is discharged to the specified percentage, all of the WD Cloud slave drives will automatically shut down properly.

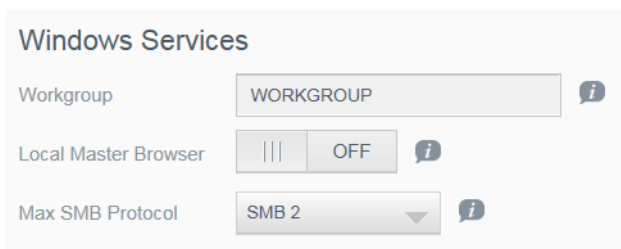


### To set up Network UPS:

1. Click the Slave Mode toggle button to **ON**. The Network UPS Slave mode screen appears.
2. Enter the IP address of the UPS master. An “in progress” screen appears and when the setting is updated, the Network screen appears with Network UPS Slave set to OFF.

## Windows Services

The Windows Services section of the Network screen allows you to configure Window Services applications on your WD Cloud device.



### Workgroup

The Workgroup feature allows devices in the same workgroup to access one another. This option is only available for Windows operating systems. Each time you add a device to your network, assign it the same workgroup name to enable access.

1. In the Workgroup file, enter the name of the workgroup for your network.
2. Click **Save**.

## Local Master Browser

The Local Master Browser feature allows you to collect and record resource and/or service information across multiple subnets.

- To enable/disable the Local Master Browser, click the toggle button.

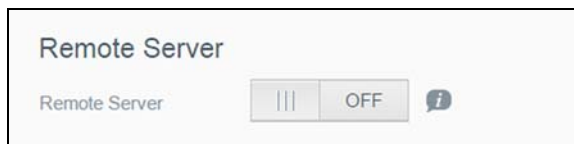
## Max SMB Protocol

The Max SMB Protocol feature allows you to select the maximum Server Message Block (SMB) protocol you'd like to use for your device.

- Select the Max SMB Protocol from the pull-down menu.

## Remote Server

The Remote Server section of the Network screen allows you to enable your WD Cloud device to act as a remote server, allowing you to back up shares from another WD Cloud on the local LAN or WAN.



**Note:** To see your WD Cloud device over the Internet, ensure that you've added port forwarding rules for both SSH and Remote Backup services. (See "Network Services" on page 67.)

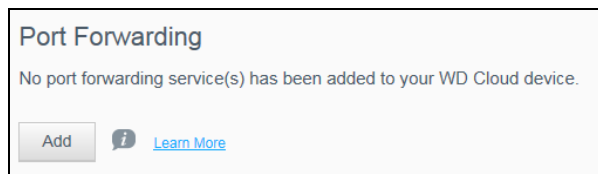
### To enable Remote Server:

1. Click the toggle button to **ON**.
2. Click **Configure**. The Remote Server screen appears.
3. In the Password field, enter a password to be used to access remote backups for this device to a remote server.
4. Click **Save**.

## Port Forwarding

The Port Forwarding section of the Network screen allows you to manage your connections to particular services by assigning default or custom port numbers.

For additional information on Port Forwarding, see Knowledge Base Answer ID 10649.



### Adding Port Forwarding Services

1. Click **Add** to add port forwarding service(s) to your WD Cloud device.
2. On the Port Forwarding Settings screen, click either **Select the default service scan** or **Customize a port forwarding service**, and then click **Next**.
  - If you selected Select the default service scan: Choose the default service scan you'd like to use for port forwarding, and then click **Save**.

- If you selected Customize a port forwarding service, complete the following fields:
  - **Service:** Enter a service for your port forwarding.
  - **Protocol:** Select a protocol from the drop-down menu.
  - **External Port:** Enter an external port number for your port forwarding.
  - **Internal Port:** Enter the internal port number for your port forwarding.
  - Click **Finish**.

### Modifying Port Forwarding Services

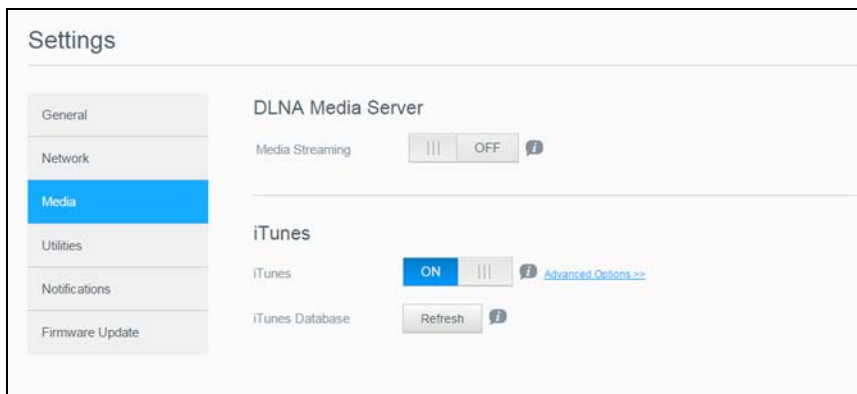
1. Click **Details** next to the port forwarding service you'd like to modify.
2. Make all necessary changes, and then click **Finish**.

### Deleting Port Forwarding Services

1. Click **Details** next to the port forwarding service you'd like to delete.
2. Click **Delete**. Your Port Forwarding service is deleted and removed from the Port Forwarding list.

## Media

On the Media screen, you can enter DLNA (Digital Living Network Alliance) media server and iTunes media player settings, so that you can enjoy media in every room in your house.



1. On the Navigation bar, click the **Settings** icon, then click **Media** in the left panel.

**Note:** DLNA and iTunes only work on your local network.

For instructions on entering media settings on this page and then displaying or streaming media, see “Playing/Streaming Videos, Photos, & Music” on page 54.

## Utilities

On the Utilities page, you can test the WD Cloud device and get diagnostic information, restore the device to factory defaults, reboot or shut down the device, and import a configuration file.

To access the Utilities screen, click the **Settings** icon and then click **Utilities** in the left pane.

The screenshot displays the 'Utilities' section of the WD Cloud interface. On the left is a vertical navigation menu with the following items: General, Network, Media, Utilities (highlighted in blue), Notifications, and Firmware Update. The main content area is divided into several sections:

- System Diagnostics**: Includes 'Disk Test' with 'Quick Test' and 'Full Test' buttons; 'System Test' with a 'System Test' button; 'System Logs' with a 'View Logs' button; and 'Extended Logging' with a toggle switch set to 'OFF'.
- Restore to Default**: Features a 'Restore to Default' label, a dropdown menu currently showing 'System Only', and a 'Restore' button.
- System Configuration**: Contains a 'System Config' label and buttons for 'Save Config File' and 'Import File'.
- Device Maintenance**: Shows 'Device Power' with 'Shut Down' and 'Reboot' buttons, and 'Device Uptime' displaying '1 day 1 hour 37 minutes'.
- Scan Disk**: Includes a 'Volume' label and a 'Scan Disk' button.
- Format Disk**: Includes a 'Volume' label and a 'Format Disk' button.

Information icons (i) are present next to the 'Full Test', 'System Test', 'Extended Logging', 'Restore', 'Import File', 'Reboot', 'Scan Disk', and 'Format Disk' buttons.

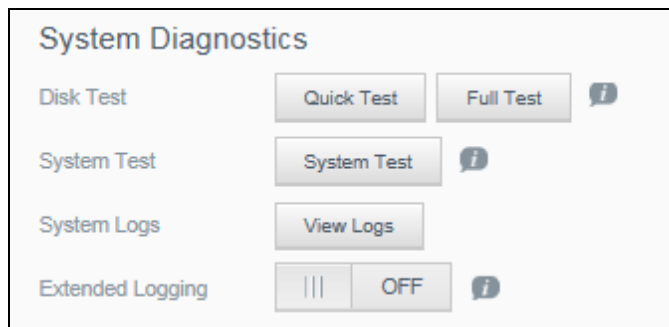
## System Diagnostics

Run system diagnostic tests if you are having problems with your device. You can also view your system logs, and enable extended logging for your diagnostics.

### Diagnostic Tests

There are three types of diagnostic tests:

- **Quick Test:** The quick test checks the hard drives for major performance problems. The result of a quick test is a pass or fail evaluation of the hard drive's condition. The quick test can take several minutes to complete.
- **Full Test:** The full test is a more comprehensive drive diagnostic. It methodically tests each and every sector of the hard drives. You will be informed of the condition of the hard drive once the test is performed. The full test may take hours to complete, depending on the size and data configuration of the hard drives.
- **System Test:** The system test reviews the health of your device hardware (hard drives, fan, system clock, and device temperature).



Running a Diagnostic Test:

1. On the Utilities page, click **Quick Test**, **Full Test**, or **System Test**. A progress bar appears, indicating test progress and whether the device passed or failed the test.
2. Review the test results and click **Close**.
  - If the device fails the test, click Help icon at the top of the page, then click **Support** to get assistance.

### Viewing System Logs

System logs provide a list of the events occurring on your device. Use the following steps to view your system logs.

1. In the Diagnostics area, click **View Logs**.
2. On the View Logs dialog, review the device log entries. To customize the log:
  - Select the Log Level from the pull-down menu.
  - Select Filter By option from the pull-down menu.
  - To clear the log, click **Clear**.
3. Once you've reviewed the log, click **Close**.

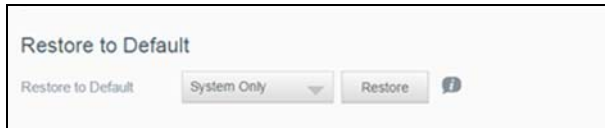
### Extended Logging

To capture extended logs in your diagnostics. Ensure that there are no backups, file activity, or file transfers being performed prior to extending your logging capability.

- Click the toggle button to turn on extended logging, then click **OK**.

## Restore to Default

The Restore to Default area allows the Administrator to perform a restore on the WD Cloud device.



Perform one of the following options to restore your system:

- **System Only:** Reverts system settings to the original factory default values, but retains user data and shares.
- **Quick Restore:** Reverts all settings to the factory default values, erases all user data and shares, and retains default shares. Quick Restore creates a new file table on the device, but does not fully overwrite or erase the drive, so data recovery programs can be used to restore user data and shares.
- **Full Restore:** Reverts all settings to their default values, deletes all user data and shares permanently, and retains default shares. Data recovery programs cannot be used to restore data; all user data and shares, with the exception of the default shares, are permanently deleted.

---

**Important:** Before doing a factory restore or a system update, you may choose to save your device's current configuration. At a later time, you can import a previously saved configuration. Keep in mind that importing a configuration after restoring factory defaults does not restore shares or users. See ““Saving a Configuration File” on page 75,” to create or restore a configuration file.

---

**Note:** To erase all of the data on your device, see “Format Disk” on page 77.

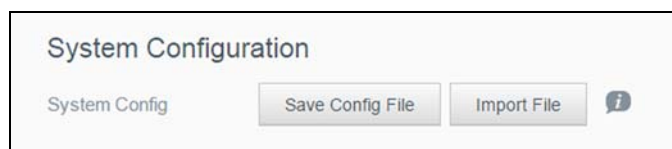
## Restoring your System

Use the following steps to restore your system to one of the three available options.

1. In the Restore to Default area, click either **System Only**, **Quick Restore**, or **Full Restore**.
2. Click **Restore**.
3. Review the confirmation message and click **OK**. The device reboots. Don't unplug the device during this rebooting process. Once the reboot is complete, launch the dashboard.

## System Configuration

The system configuration area allows you to save a configuration file or import an existing configuration file. This is useful if you perform a system restore and want to maintain your current configurations.



## Saving a Configuration File

Use the following steps to save a configuration file.

- In the System Configuration area, click **Save Config File**. The configuration file saves to your desktop.

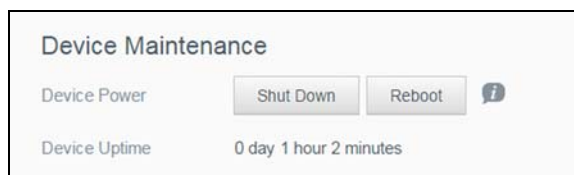
## Importing a Configuration File

Use the following steps to save a configuration file.

1. In the System Configuration area, click **Import File**.
2. Navigate to the location of your saved configuration file and select it. The configuration file is loaded. The device reboots. Don't unplug the device during this rebooting process. Once the reboot is complete, launch the dashboard.

## Device Maintenance

The Device Maintenance area allows you to shut down and reboot your WD Cloud device. This area also displays the amount of time the device has been up and running.



### Shutting down the Device

Use the following steps to safely shut down your WD Cloud device.

1. In the Device Maintenance area, click **Shutdown**.
2. Review the confirmation message and then click **OK**. Your WD Cloud safely shuts down.

### Rebooting the Device

1. In the Device Maintenance area, click **Reboot**.
2. Review the confirmation message and then click **OK**. Your WD Cloud safely reboots.

### Viewing Device Uptime

The Device Uptime area displays the amount of time your device has been up and running.

## Scan Disk

The Scan Disk area allows you to scan your device's hard disks for any errors.



### Scanning Your Disk

Use the following steps to run a disk scan on your WD Cloud device.

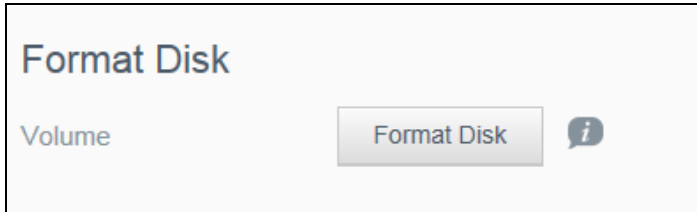
1. In the Scan Disk area, select the volume you'd like to scan from the drop-down menu.
2. Click **Scan Disk**.



3. Review the confirmation message and click **OK**. Your WD Cloud is scanned for disk errors.

## Format Disk

The Format Disk area allows you to format your device's hard disk(s).



### Formatting Your Disk

---

**WARNING!** The Format Disk option erases all of the user data and shares permanently, retaining default shares. Data recovery programs cannot be used to restore data; all user data and shares are permanently deleted.

**Formatting your disk will take several hours to complete.**

---

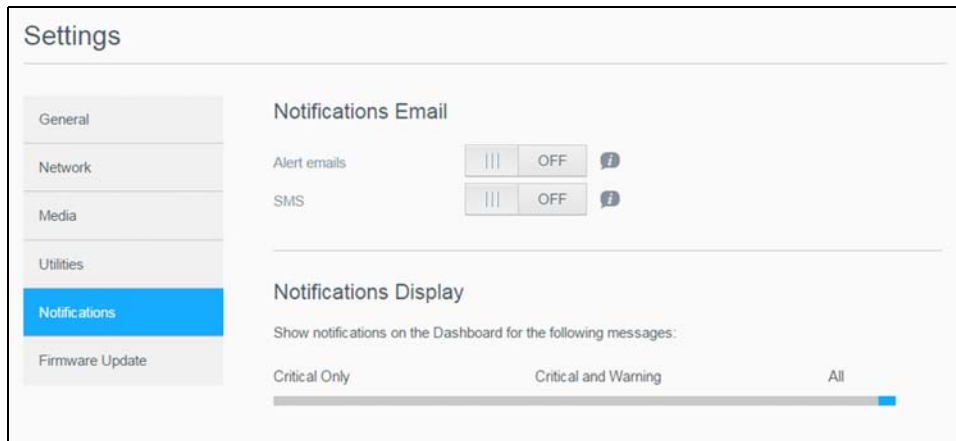
Use the following steps to format the disks on your WD Cloud device.

1. Click **Format Disk**.
2. Review the confirmation message, select the check box, and click **OK**. Your WD Cloud begins formatting.

## Notifications

The WD Cloud device provides notifications about various events, such as firmware updates, the success of firmware installations, and system shutdowns. Notifications display in the Alert area at the top of the screen and are also available by email, depending on how your device is configured (for additional information on Alerts, see “Managing Alerts” on page 25).

The Notification page allows you to set up email addresses for up to five users who will receive notifications, set up SMS alert messages for mobile devices, and set the level of alert for which you will be notified.



### Notifications Email

The Notification Email area allows you to set up email alerts and SMS notifications for specified users.



### Enabling Email Alerts

1. On the Navigation bar, click the **Settings** icon and click **Notifications** on the left pane.
2. To enable Alert emails, click the toggle button to **ON**.
3. Click **Configure**.
4. On the Alert Notification screen, use the slider bar to select the level of alerts you'd like to receive by email:
  - **Critical Only**: Send only critical alerts to the specified email address.
  - **Critical and Warning**: Send both critical and warning alerts to the specified email address.
  - **All**: Send all alerts (Informational, Critical, Warning) to the specified email address.
5. Click **New Email**.
6. Enter the email address where you'd like to receive alert emails and click **Save**.
7. Repeat Steps 5 - 6 to enter up to 5 email addresses.
8. Click **Send Test Email** to validate the email addresses you entered.

9. Click **OK** and then check your email for a validation email.

## Enabling SMS Notifications

**Note:** Check with your SMS service provider to obtain their requirements for sending SMS messages. Certain carriers may require you to send SMS/text messages by email.

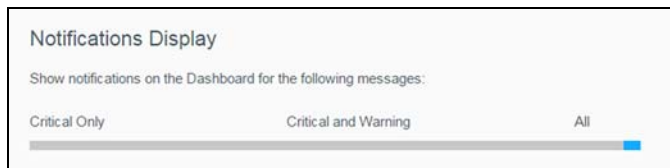
1. On the Navigation bar, click the **Settings** icon and click **Notifications** from the left pane.
2. To enable SMS, click the toggle button to **ON**.
3. Click **Configure**.
4. On the SMS Settings screen, enter the name of your SMS provider.
5. Enter the SMS URL with the message content set to be "Hello world."

**Note:** This SMS URL is used only for setup. No SMS message will be sent after setup is completed. Obtain the URL format requirements from your SMS service provider. They should contain the following parameters: username, password, destination phone, and message content.

6. Click **Next**.
7. Select the corresponding category for each SMS parameter from the drop-down menu.
8. Click **Finish**. Your SMS notification is now set up.

## Notification Display

The Notification Display allows you to select the type of notifications that are sent to you.

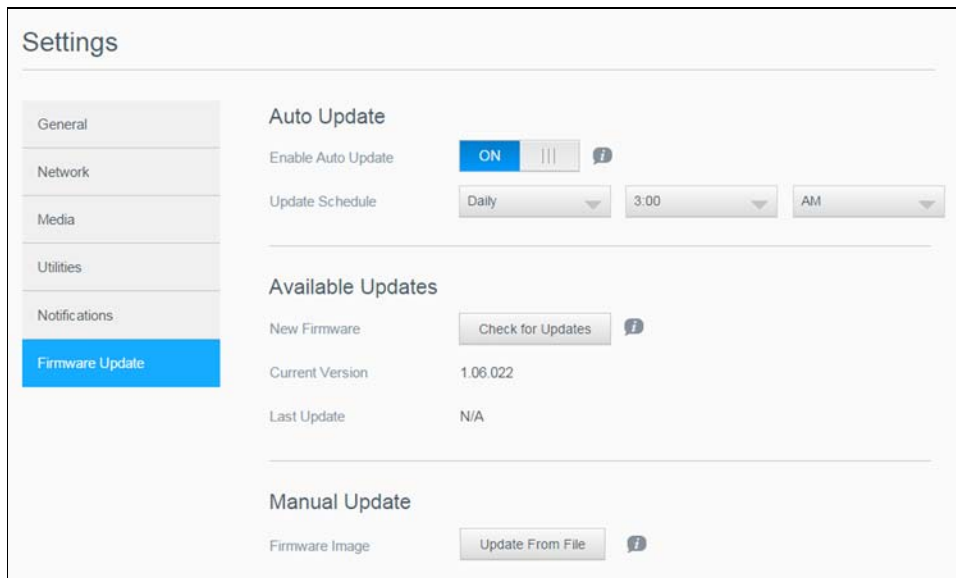


1. On the Notification Display screen, using the slider bar, select the level of notifications you'd like to view:
  - **Critical Only:** Send only critical alerts.
  - **Critical and Warning:** Send both critical and warning alerts.
  - **All:** Send all alerts (Informational, Critical, Warning).

The system automatically updates with your selection.

## Firmware Update

The Firmware Update page allows you to set up the device to update the WD Cloud firmware automatically or to manually check for an update file. The current version number and the date of last update of the firmware also display on this screen.



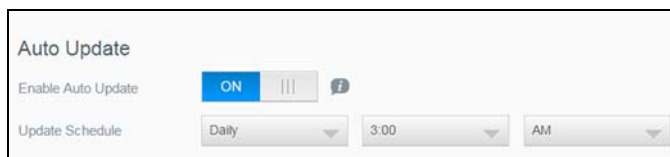
The screenshot shows the 'Settings' page with a sidebar on the left containing links for General, Network, Media, Utilities, Notifications, and Firmware Update (which is highlighted in blue). The main content area is titled 'Firmware Update' and is divided into three sections. The 'Auto Update' section includes a toggle for 'Enable Auto Update' set to 'ON', and an 'Update Schedule' section with dropdown menus for 'Daily', '3:00', and 'AM'. The 'Available Updates' section shows a 'Check for Updates' button, 'Current Version' as '1.06.022', and 'Last Update' as 'N/A'. The 'Manual Update' section includes a 'Firmware Image' label and an 'Update From File' button.

### Auto Update

Auto Update allows you to schedule your WD Cloud device to conveniently check for available software updates and install them automatically. This is the easiest way of ensuring the WD Cloud firmware is current.

**Note:** After a firmware update installs, the WD Cloud device may reboot. Since a reboot affects users' ability to access the cloud, schedule the updates to occur at times when the likelihood of users accessing the cloud are minimal.

**Note:** If you enable Auto Update, you are asked to manually reboot your system when the update is completed.



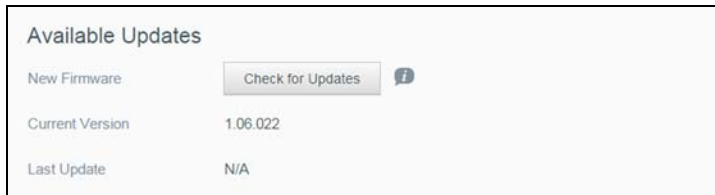
This close-up shows the 'Auto Update' section of the settings. It features a toggle for 'Enable Auto Update' set to 'ON', and an 'Update Schedule' section with dropdown menus for 'Daily', '3:00', and 'AM'.

### Updating Firmware Automatically

1. To enable Auto Update, click the toggle button to **ON**.
2. In the Update Schedule field, from the drop-down lists, specify the frequency (e.g., daily) and the time at which the device should look for an update on the WD website.
3. Click **Save**. Once saved, your device will check for firmware updates at the specified time and day. If an update is available, it will automatically install and prompt you for a reboot.

## Available Updates

You can check for available updates at any time in the Available Updates area. This area also displays the current version of the firmware and indicates when the last firmware update was made.

A screenshot of the 'Available Updates' interface. It features a title bar 'Available Updates' at the top. Below it, there is a 'New Firmware' label, a 'Check for Updates' button, and an information icon. Underneath, it shows 'Current Version' as '1.06.022' and 'Last Update' as 'N/A'.

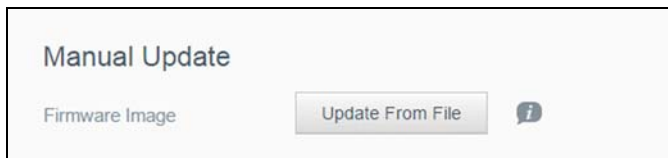
### Checking for Updates

1. In the New Firmware field, click **Check for Updates**.
2. Review the Update Firmware screen and click **OK**.
  - If an update is available, click **Install and Reboot**.

## Manual Update

Follow this procedure to perform a manual update.

**Note:** Ensure that you've downloaded the firmware file you need to install on your device from the WD Tech Support Downloads page at <http://support.wd.com/product/download.asp>.

A screenshot of the 'Manual Update' interface. It has a title bar 'Manual Update'. Below it, there is a 'Firmware Image' label, an 'Update From File' button, and an information icon.

### Manually Installing an Update

1. In the Manual Update section, click **Update From File**.
2. Navigate to the firmware update file and click **Open**.
3. Review the confirmation message and click **OK**.

The update installs on your device. When the update is complete, your WD Cloud device reboots.

## 13

# Regulatory Information

## Regulatory Compliance

## Regulatory Compliance

### Federal Communications Commission (FCC) Class B Information

Operation of this device is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC Requirements, Part 15

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 manufacturer's instruction manual, may cause interference with 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, you are 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 the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the retailer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void the user's authority to operate the equipment.

### ICES/NMB-003 Compliance

Cet appareil DE la classe B est conforme à la norm NMB-003 de Canada.

This device complies with Canadian ICES-003 Class B.

### Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuver pour els Etas-Units et el Canada. CAN/CSA-C22.2 No. 60950-1: Secret equipment DE technologie de l'information.

This product is intended to be supplied by a listed limited power source, double insulated, or direct plug-in power unit marked "Class 2."

### CE Compliance for Europe

Verified to comply with EN55022 for RF emission; EN-55024 for Generic Immunity, as applicable; and EN-60950 for Safety.

### GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779. Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

## KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기는 가정용(B 급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다

Class B Device Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

Korean KCC certification ID: MSIP-REM-WDT-D8C

## VCCI Statement

この装置は、クラスB情報技術装置です。この装置は、家庭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-B

## Environmental Compliance (China)

部件编号	铅 (Pb)	Mercury (Hg)	Cadmium (Cd)	六价铬 (Cr (VI))	多溴联苯(PBB)	多溴联苯醚(PBDE)
PCBA	X	○	○	○	○	○
适配器主体	X	○	○	○	○	○
电缆	○	○	○	○	○	○
螺丝	○	○	○	○	○	○
脚垫	○	○	○	○	○	○
金属	○	○	○	○	○	○
塑料	○	○	○	○	○	○
木箱	○	○	○	○	○	○
标签	○	○	○	○	○	○

○：表示元件构成同种材料不含有杂质或所含杂质符合 SJ/T 11363-2006 规范所规定的最大允许掺杂范围。

X：表示元件所含物质超出 SJ/T 11363-2006 规范

## 14

## Appendices

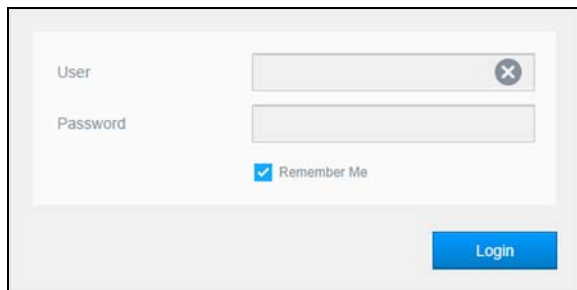
- [Appendix A: WD Cloud Quick User Guide](#)
- [Appendix B: Safe Mode Firmware Update Procedures](#)
- [Appendix C: WD Cloud Action Icons](#)
- [Appendix D: WD Cloud Device URLs and Names](#)
- [Appendix E: Creating a User Import File](#)

### Appendix A: WD Cloud Quick User Guide

This guide is primarily for WD Cloud users, rather than the administrator.

#### Logging into WD Cloud

1. Enter the name of your WD Cloud device (default name: wdcloud) in the browser's address field:
  - **http://<device name>** (Windows) (Example: http://wdcloud)
  - **http://<device name>.local** (Mac) (Example: http://wdcloud.local)
2. Click **Go**.
3. On the WD Cloud Login page, enter your User name and Password (the default is no password).

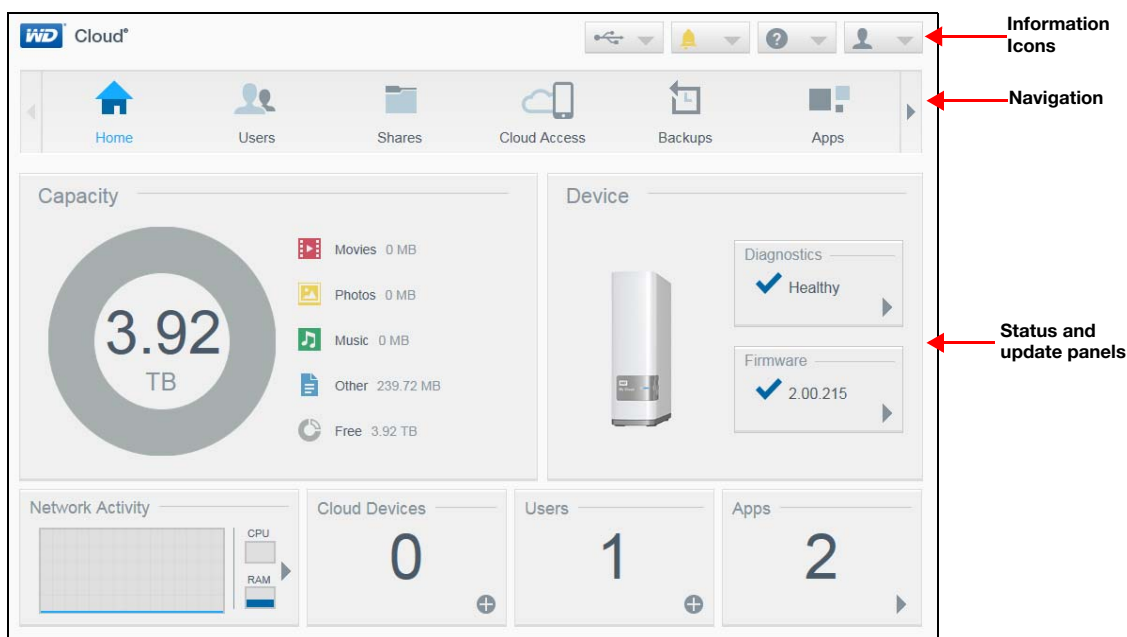
A screenshot of the WD Cloud login interface. It features two input fields: 'User' and 'Password'. The 'User' field has a small 'X' icon in its top right corner. Below the 'Password' field is a checkbox labeled 'Remember Me' which is checked. At the bottom right of the form is a blue button labeled 'Login'.

4. Click **Login**. The WD Cloud dashboard home page appears.



## The Dashboard Home Page





The WD Cloud Home page has an information bar at the top right, a navigation icon bar across the page, an instant overview of the status of the device's main functions and links for updating settings.



### Information Icons








The Information Icons, at the top of the page, provide quick access to:

- Attached USB device(s)
- Device alerts
- Online Help and Support
- User information

Icon	Name	Actions
	USB device attached to the WD Cloud device	Click to display the USB device(s) connected. The icon is dim if no USB device is attached.
	Alert Notifications	Click to display recent alerts about new firmware and network issues.
	Help	Click to access the WD Cloud Getting Started Wizard, Online Help, Support, and About information.
	User	Click to see the user name of the user currently logged into the WD Cloud device. You can also Shutdown, Reboot, or Logout of the WD Cloud device.

## Navigation Icons

The Navigation Icons provide access to the various features and settings of your WD Cloud device.

Icon	Name	Actions
	Home	An instant overview of the status of the device's main functions and provides links for updating those settings.
	Users	Create, change, and delete user accounts. Grant users full or limited access to particular shares.
	Shares	Create, change, and delete shares and grant specific user accounts full, limited, or no access to particular shares.
	Cloud Access	Set up, change, and remove remote cloud access to particular shares. Monitor remote access status.
	Backups	Create backups to: <ul style="list-style-type: none"> <li>• A USB drive</li> <li>• Another WD Cloud device on or outside of your network</li> <li>• Another location on your WD Cloud device</li> <li>• Your WD Cloud device from a camera</li> </ul>
	Apps	Add or remove various apps that allow you to use your device more productively.
	Settings	Configure advanced settings for your WD Cloud device, including: <ul style="list-style-type: none"> <li>• General device settings</li> <li>• Network configurations</li> <li>• Media options</li> <li>• Device utility tasks</li> <li>• Notification settings</li> <li>• Firmware update settings</li> </ul>

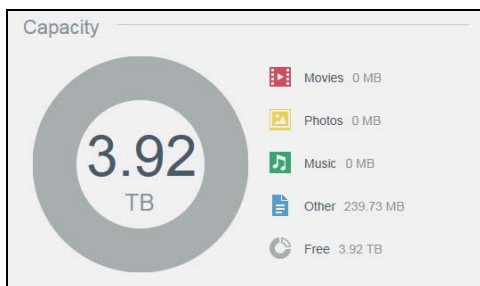
## Viewing the Home Page

The Home page shows the status of the device and its functions, and provides shortcuts to the most necessary tasks.

## Capacity

The Capacity panel displays the amount of storage remaining on your WD Cloud device and how the storage is allocated.

**Note:** Storage allocation information only appears when the Cloud Services option is ON. See “Cloud Access” on page 63 for steps to enable Cloud Services.



## Device

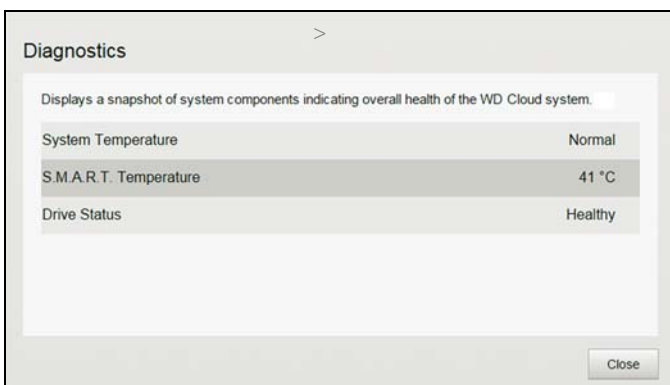
The Device section identifies the overall health of the system, indicates the current version of your firmware, and informs you when firmware updates are available.



## Diagnostics

The Diagnostics section displays a snapshot of the system's components and identifies the overall health of the WD Cloud device.

1. To see details about the status of system's components, click the arrow in the Diagnostics field.
2. To return to the Home page, click **Close**.



## Firmware

The Firmware section displays the current firmware version loaded on your WD Cloud device. A green check mark indicates that your firmware is up-to-date.

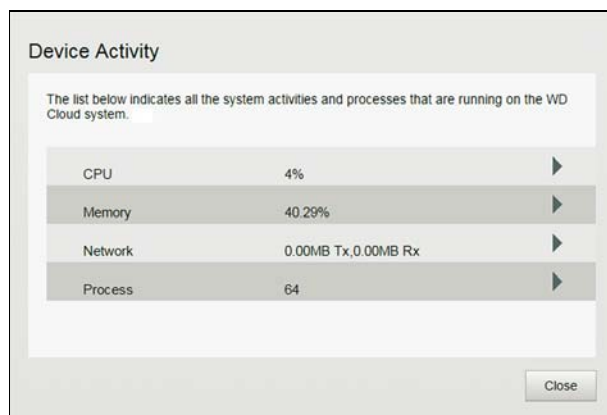
1. To view whether an updated version of the firmware is available, click the arrow to the right of Firmware to display firmware availability.
2. If an update is available, click **Install and Reboot** to update your device.
3. To return to the Home page, click **OK** or **Cancel**.

## Network Activity

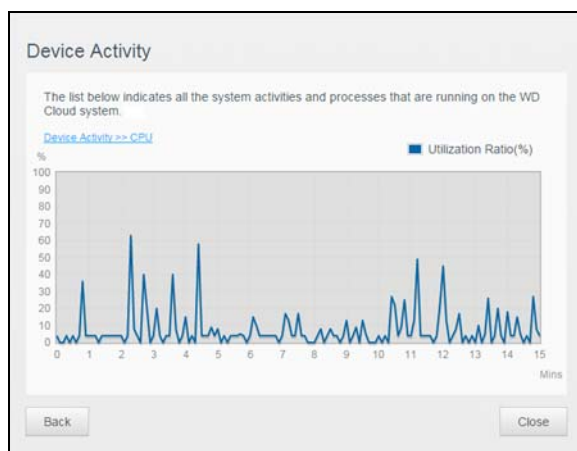
The Network Activity panel displays the system activities and processes that are running on your WD Cloud device. At a glance, you can see the network, CPU, and RAM activity.



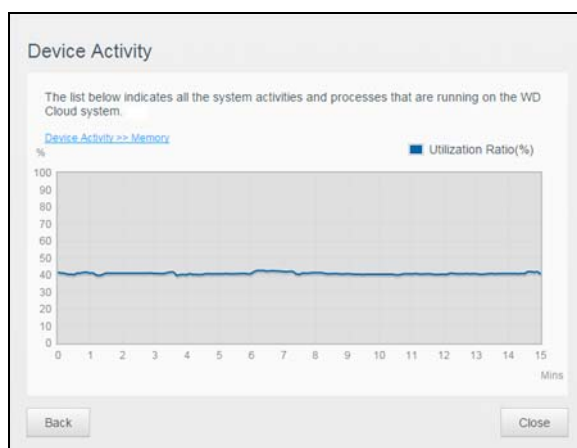
To view a list of all device activities and processes running on your WD Cloud device, click the arrow in the Network Activity area.



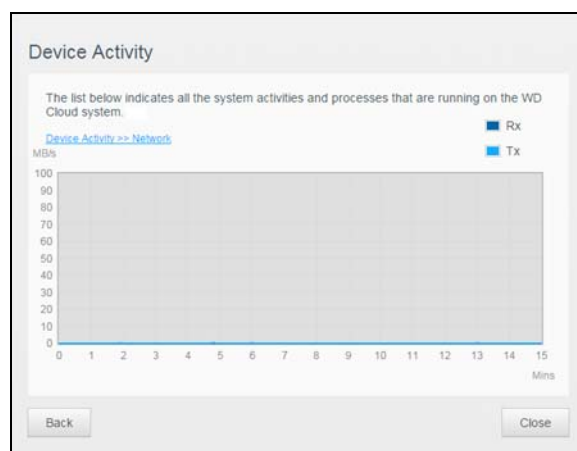
- **CPU:** Click the right arrow to view the CPU activity. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.



- **Memory:** Click the right arrow to view Memory activity. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.



- **Network:** Click the right arrow to view the network activity. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.



- **Process:** Click the right arrow to view the process information, including the list of active processes and the amount of CPU and Memory usage for each process. Click **Back** to return to the Device Activity pane. Click **Close** to return to the Home page.

The screenshot shows the 'Device Activity' window with the 'Process' tab selected. It displays a table of active processes with their CPU% and Memory Usage. The window includes 'Back' and 'Close' buttons at the bottom.

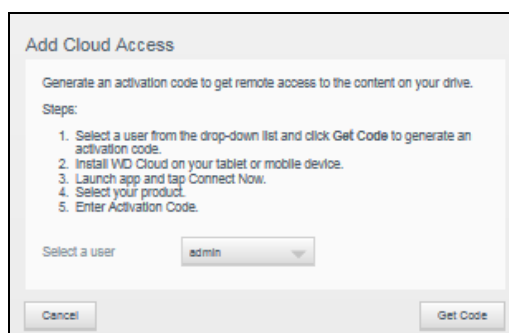
Process	CPU%	Memory Usage
elephantdrive	0.0	23.3
upnp_nas_device	0.0	13.8
httpd	0.0	8.9
httpd	0.0	8.9
httpd	0.0	8.9
httpd	0.0	8.9

## Cloud Devices

The Cloud Devices panel displays the number of cloud and smart devices currently accessing the WD Cloud device remotely.



1. To add cloud access for a user, click the plus sign (+) in the lower right of the panel.



2. Select a user and click **Get Code** to generate an activation code.
3. Follow the page instructions to connect your tablet or mobile device to the WD Cloud device.

## Users

The Users panel displays the number of users currently set up to use the WD Cloud device.



1. To add a user, click the plus (+) sign in the lower right of the panel.

 A dialog box titled "Add User" with a light gray background. It contains several input fields:
 

- "User Name \*" with an asterisk indicating it is required.
- "First Name"
- "Last Name"
- "Email" with an information icon (i) to its right.
- "Password"
- "Confirm Password"

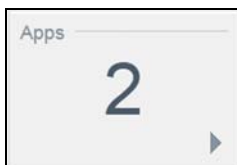
 At the bottom right, there is a note "\* Required". At the bottom left, there is a "Cancel" button, and at the bottom right, there is a "Save" button.

**Note:** When you enter the email address on the Add User screen, a new cloud access account is created. Once created, the new user receives an email with instructions on how to set up and activate a password for cloud access.

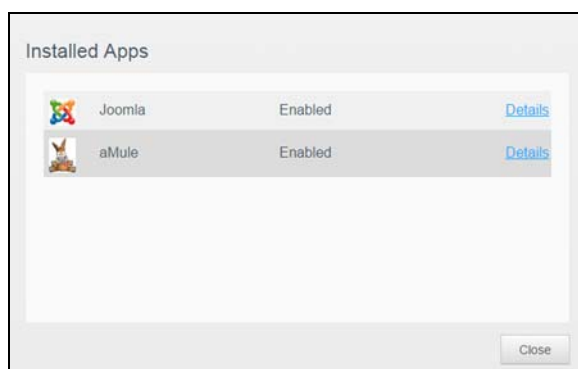
2. Enter the required information and click **Save**.

## Apps

The Apps panel displays the apps currently installed on your WD Cloud device.



1. To view the installed apps, click the arrow in the lower right of the panel.



**Note:** To install an app, see “Managing Apps on WD Cloud” on page 52.

2. Click **Details** next to the app to view app details. Click **Back** to return to the Installed Apps screen.
3. To return to the Home page, click **Close**.

## Appendix B: Safe Mode Firmware Update Procedures

If you see the following screen, use the steps outlined below to recover your server from safe mode.

**Note:** Before performing these steps, download WD Cloud firmware from the WD support website (<http://www.wdcloud.jp/support>) and save it to a location to which you can browse from your computer. Make sure to unzip the firmware file.













1. Log on to your router's DHCP LAN/Device Client Table to obtain the IP address for your device.









#	IP Address	MAC Address	Device Name	Lease Time
1	192.168.6.111	70:73:cb:c1:d4:8b	server	6 Day(s) 13 Hr(s) 48 Min(s) 12 Sec(s)
2	192.168.6.101	00:90:a9:37:dc:1f	WDCloud	2 Day(s) 7 Hr(s) 58 Min(s) 11 Sec(s)
3	192.168.6.146	a4:1f:72:6e:15:fa	test-PC	5 Day(s) 14 Hr(s) 17 Min(s) 10 Sec(s)
4	192.168.6.128	00:90:a9:66:57:9c	WDMYCloudMirror	6 Day(s) 23 Hr(s) 59 Min(s) 52 Sec(s)
5	192.168.6.116	00:90:a9:66:57:90	WDMYCloudMirror	4 Day(s) 1 Hr(s) 23 Min(s) 47 Sec(s)
6	192.168.6.112	40:6c:8f:0c:f6:23	server	3 Day(s) 18 Hr(s) 33 Min(s) 54 Sec(s)
7	192.168.6.132	00:90:a9:66:57:0a	WDMYCloudMirror	3 Day(s) 22 Hr(s) 24 Min(s) 47 Sec(s)
8	192.168.6.120	00:90:a9:66:57:30	WDMYCloudMirror	5 Day(s) 18 Hr(s) 59 Min(s) 38 Sec(s)

2. Type the device IP address in a browser window. The Safe Mode UI appears.
3. Browse to the location where you saved the downloaded firmware.
4. Click **Apply** to load the firmware.
5. On the dialog box, click **OK**. The device reboots.
6. Once your reboot is completed, ensure that you clear your browser's cache. Check your browser's help to determine the best way to clear the cache.
7. Once your device has completed the reboot, we recommend that you do a system restore ("Restore to Default" on page 75).



## Appendix C: WD Cloud Action Icons

Icon	Button Name	Actions
	Add App	Select this option to add an app to your WD Cloud device.
	Add Group	Select this option to open the Add a Group dialog and add a group to your device.
	Add Shares	Select this option to open the Add Share dialog and add a share to your device.
	Add User	Select this option to open the Add User dialog and add a user to your device.
	Cloud Access	Set up, change, and remove remote cloud access to particular shares. Monitor remote access status.
	Delete	Select this to delete an alert.
	Delete Job	Select this option to delete the selected job.
	Delete Shares	Select this option to delete a share. <b>WARNING! Deleting a share erases all files and folders on that share.</b>
	Job Detail	Select this option to view the job.
	Job Detail	Select this option to view the details of the backup job.
	Modify Job	Select this option to modify a backup job.
	WD Cloud Dashboard Desktop Icon	Click this icon to open the WD Cloud Dashboard.

Icon	Button Name	Actions
	Read Only Access	Provides the user/group account with read only access to the selected share. The user/group member can view the share but can't update it.
	Read/Write Access	Provides a user or group account with read/write access to the selected share. The user/group members can view and update the share.
	Recover	Select this option to recover a remote backup.
	Remove an App	Select this option to delete an app from your WD Cloud device.
	Remove Group	Select this option to remove a group from your device
	Remove User	Select this option to remove a user from your device.
	Start Backup	Select this option to start a device backup.
	Toggle	Allows you to turn a feature on or off.

## Appendix D: WD Cloud Device URLs and Names

### Device URL

Use the device URL to access your device from a web browser.

**Note:** If you change your device name at any time, the URL also changes to the new name.

If your device name is...	Your Windows URL is...	Your Mac URL is...
WD Cloud	<a href="http://wdcloud">http://wdcloud</a>	<a href="http://wdcloud.local">http://wdcloud.local</a>
Renamed Device	<a href="http://&lt;new device name&gt;">http://&lt;new device name&gt;</a>	<a href="http://&lt;new device name&gt;.local">http://&lt;new device name&gt;.local</a>

### Device Name

The device name appears in the Mac Finder and Windows Explorer.

Device Name	Window / Mac Name
WD Cloud	wdcloud

## Appendix E: Creating a User Import File

The User Import file is designed to quickly enter multiple users into your device. Provided below is the file format used to import your user information and examples of how each field works. See “Adding Multiple Users” on page 30 for steps on how to create multiple users with your User Import file.

### User Import File format

Use the following format when entering your data into the User Import file.

- username/password/group/rw/ro/deny:quota

All fields are required. If you would like to leave a field blank, leave a space between the forward slashes (/) for that field.

### Field Definitions

Provided below is a list of user import file fields, their definitions and an data example.

Required Fields	Definition	Example
username	User Name. Enter the name for your new user.	Joe Jones
password	User Password: Enter a password for your new user.	password
group	Group Name: Enter the name of the group to which you would like to add the new user.  <b>Note:</b> The Group must exist before you can add a user to it. See “Adding a Group” on page 34 to create a new group.	Family
rw	Read/Write Shares: Enter the shares you would like the user to view and update. If you would like to provide Read/Write access to more than one share, separate the share names with an “:.”	Public
ro	Read Only Shares: Enter the shares you would like the user to view only. If you would like to provide Read Only access to more than one share, separate the share names with an “:.”	TimeMachineBackup
deny	Deny Access: Enter those shares to which the user will have no access.	financial;jill_video
quota	Quota Amount (TB:GB:MB): Enter the quota amount for the new user. To assign unlimited space, leave this field blank.	0:0:0:0

## Sample User Import File

---

```
Joe/password/test/Public:SmartWare:TimeMachineBackup/Public:SmartWare:TimeMachineBackup/Test/0:0:0:0/  
Anne/yellow!/anne///0:0:0:0/  
Donald///SmartWare///0:0:0:0/  
Zoey/blue!807/////0:0:0:0/  
Astra/////anne/0:0:0:2/
```

---

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