

My Cloud™

User Manual



For use with My Cloud devices on firmware 02.xx.xx



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 e-mail support service at <http://support.wd.com>. 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. E-mail 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://support.wd.com> and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **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.
- **Learning Center** — Start here to get the most out of your personal cloud storage device (<http://mycloud.com/learn>).

Contacting WD Technical Support

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

North America		Asia Pacific	
English	800.ASK.4WDC (800.275.4932)	Australia	1800 429 861
Spanish	800.275.4932	China	800 820 6682 / 400 627 6682
		Hong Kong	+852 3057 9031
		India	1800 419 5591/1800 200 5789
Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)	Indonesia	001 803 852 3993
		Japan	0800 805 7293/ 0120 934 453
		Malaysia	1800 817 477
		New Zealand	0508 555 639
Middle East	+31 880062100	Philippines	1800 1855 0277
Africa	+31 880062100	Singapore	1800 608 6008
		Taiwan	0800 225 593
		Thailand	00 1800 852 5913

* For a list of WD support numbers see <http://support.wdc.com/contact/contact.asp?lang=en>

Registering Your WD Product

Register your WD product to get the latest updates and special offers. You can easily register your device online at <http://register.wd.com> or by using the My Cloud Personal Cloud Storage installer, available on the online Learning Center.

Table of Contents

	WD® Service and Support	ii
	Registering Your WD Product	ii
1	Important User Information.	1
	Important Safety Instructions	1
	Recording Your WD Product Information.	2
2	Product Overview	3
	About the System	3
	About the Learning Center	4
	Package Contents	4
	Requirements	5
	Product Components	6
	LEDs	7
	Pre-installation Instructions	9
	Handling Precautions	9
3	Getting Started	10
	Preparing Your Device for Use	10
	Setting Up Your Device	11
	Accessing Content	17
	Getting to the Public Share	19
4	Backing Up and Retrieving Files.	21
	Synchronizing Your Files and Folders with WD Sync.	21
	Using WD SmartWare Pro (Windows Only)	24
	Using Windows 7 Backup and Restore	25
	Using Windows 8 File History.	25
	Using Apple Time Machine.	26
5	The Dashboard At a Glance	30
	Launching the Dashboard	30
	The Dashboard Home Page	31
	Obtaining Customer Support	38
	Basic Administrative Tasks.	39
6	Managing Users	40
	About Users	40

	Viewing Users	40
	Creating a User	42
	Changing a User's Password	42
	Editing User Settings	43
	Removing a User	43
7	Managing Shares	44
	About Shares	44
	Viewing a List of Shares	44
	Creating a New Share	45
	Making a Share Private	46
	Deleting a Share	47
	Accessing the Contents of a Share Locally	47
8	Accessing Your My Cloud Device Remotely	49
	Enabling Cloud Access for the My Cloud Device	49
	Enabling Cloud Access for a User	49
	Mobilizing Your Files with the My Cloud Mobile App	51
	The Pathway to Your Personal Cloud	52
	Accessing Your Personal Cloud on the Web	52
9	Configuring Settings	54
	General	54
	Network	59
	Media	62
	Utilities	63
	Notifications	67
	Firmware	69
10	Managing Safepoints	71
	About Safepoints	71
	Creating a Safepoint	71
	Updating a Safepoint	76
	Recovering a Safepoint	76
	Deleting a Safepoint	78
11	Playing/Streaming Videos, Photos & Music	79
	Media Servers	79
	Media Storage	80
	Enabling/Disabling DLNA and iTunes	81
	Accessing Your Personal Cloud Using Media Players	83
	Accessing Your Personal Cloud Using iTunes	84

12	Connecting a USB Hard Drive	85
	Overview	85
	Connecting A USB Drive	85
	Mapping A USB Drive (Windows Only).	86
	Creating a Shortcut to the USB Drive (Windows only)	86
13	Appendix A: My Cloud Device URLs and Names.	87
		87
14	Appendix B: Specifications.	88
15	Appendix C: Troubleshooting	90
	First Steps Checklist.	90
	Resetting the My Cloud Device	90
	Specific Problems and Corrective Actions.	91
16	Appendix D: Regulatory and Warranty Information	96
	Regulatory Compliance	96
	Warranty Information (All Regions Except Australia/New Zealand)	97
	Warranty Information (Australia/New Zealand only)	98
17	Index	100

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 device 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 by a qualified technician to 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://support.wd.com>.

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

[About the System](#)
[Features](#)
[About the Learning Center](#)
[Package Contents](#)
[Requirements](#)
[Product Components](#)
[LEDs](#)
[Pre-installation Instructions](#)
[Handling Precautions](#)

About the System

The My Cloud cloud storage system is a high-performance system providing secure wireless access to your media and files from any computer, tablet, or smartphone when it is connected to a wireless router.

Connect this powerful system to your wireless router for shared storage on your home network and accessing your files from within and outside the home. Share files with your Mac and PC, stream media to your DLNA-compatible devices, and access your files remotely with the My Cloud apps and the MyCloud.com web site.

This user manual provides step-by-step installation instructions and other important information about your WD product. For more information and news about this product, visit our website at <http://www.wd.com/>.

Features

Finally, a cloud of your own. Save everything on your storage device and access it from anywhere.

Centralized storage for your family's media collection – Store and organize all your family's photos, videos, music, and important documents in one secure place on your home network.

Access from anywhere – Enjoy your personal cloud no matter where you are from any PC, Mac, tablet, or smartphone. With WD's apps, your personal cloud is always with you.

Automatic file backup for all your computers – Back up of all the files on your PC and Mac computers to your My Cloud device. Get peace of mind knowing that all your files are securely and automatically backed up on your network. For PC users, WD SmartWare™ Pro offers options for backing up your files to multiple devices on your network. Mac users, take advantage of all the features of Apple Time Machine backup software to protect your data.

Directly upload from your mobile devices – Are your mobile devices at maximum capacity? Save valuable space on your tablets and smartphones with easy photo, video and file uploads direct to your personal cloud device.

Connect to Dropbox™ and more – Easily transfer files between your personal cloud, Dropbox, and other public cloud accounts.

Expandable storage with the USB expansion port – Easily expand your storage capacity with the USB 3.0 expansion port. Simply plug-in your USB 3.0 or USB 2.0 external hard drive to instantly add more storage for all your photos, videos, music, and documents.

Fast file transfers for high-performance streaming – Gigabit Ethernet and dual-core processor deliver high-performance media streaming and blazing-fast file transfers. Seamlessly stream your videos, photos and music to your connected DLNA-compatible TV's, media players, and gaming consoles without skipping a beat.

Serve up your music with iTunes® – The My Cloud storage device includes iTunes support so you can centralize your music and video collection and play it on any PC or Mac computer with iTunes.

Password protection for privacy – Your data is always under your control. Protect your personal cloud from unauthorized access with password protection available for every user.

Easy to set up, easy to find on your network – Get up and running in minutes with WD's rich web-based user interface for seamless web-guided setup.

Need help setting up? – We're with you every step of the way. Visit <http://mycloud.com/setup> or contact the WD customer support team to walk you through the installation of the My Cloud device and WD's apps for your computers and mobile devices. Contact information is on page ii of this manual and in the Quick Install Guide.

Add an extra layer of protection for your files – You can automatically make a second copy, or safe point, of your personal cloud on another NAS device or a Windows PC on your LAN, or on a USB device connected to the My Cloud device. With extra protection for all your media, you get peace of mind.

About the Learning Center

WD's online Learning Center (visit <http://mycloud.com/learn>) provides the latest information, instructions, and software to help users get the most out of their personal cloud. This web-based guide offers step-by-step help with setting up remote access, backing up data, monitoring drive status, and more. It's an interactive resource to walk users through installing and using their My Cloud device. The Learning Center allows you to:

- Learn about your new cloud storage product.
- Download the latest software for your product.
- Find in-depth, interactive information on how to explore each of your product's features.
- Update your product whenever new features become available.
- Access an always-available resource online, without a manual or CD.

Package Contents

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

For information on additional accessories for this product, visit:

US	www.wdstore.com
Europe	www.wdstore.eu
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit http://www.support.wdc.com .

Requirements

Operating System

Windows®

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7
- Windows Vista®

Mac OS X®

- El Capitan (Mac OS 10.11)
- Yosemite (Mac OS 10.10)
- Mavericks (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.

Note: Your best experience using the My Cloud device is with Windows 7 and higher.

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

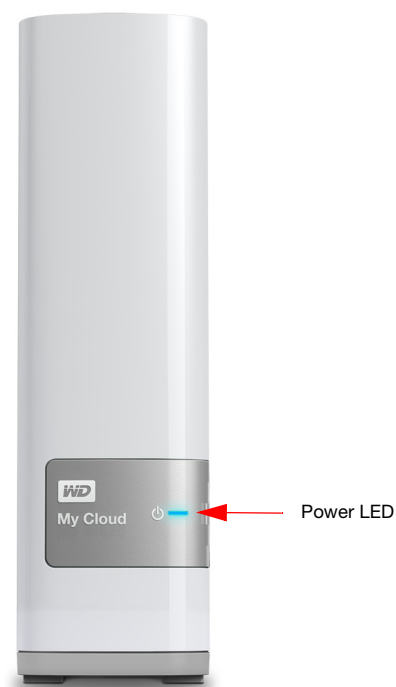
Router/switch (Gigabit is recommended to maximize performance.)

Internet

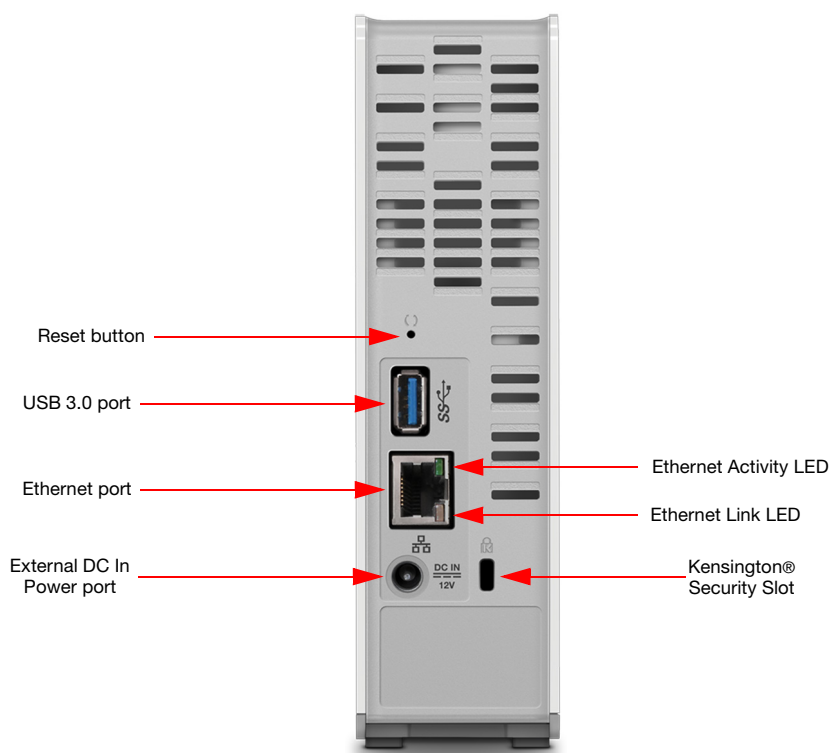
Broadband Internet connection is required for initial setup and software downloads, as well as for remote access and mobile apps.

Product Components

My Cloud Front View



My Cloud Back View



Component	Icon	Description
Gigabit 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 http://www.kensington.com/ for more information.

LEDs

Front Panel LED

The following table describes the front panel (red/white/yellow/blue) LED behavior.

State	Color	Appearance	State Description
Power Off	None		Indicates the device is unplugged.
Powering Up	Blue	Blinking	- Displays when you first apply power to the unit. - Reset pressed.
Initializing	Blue	Blinking	- Device has begun loading the Operating System (OS). - Firmware update in progress.
Ready	Blue	Solid	The OS is now ready.
Standby	Blue	Pulsing	Unit is in HDD standby mode.
Attention	Red	Blinking	The following circumstances trigger this state: - Disk thermal warning threshold exceeded (under or over temp) - Ethernet cable not connected
Fault/action required	Red	Blinking	The following faults trigger this state: - Disk SMART failure - Data volume does not exist - System volume does not exist - System thermal shutdown (75° C)

Back Panel (Network) LEDs

The following table describes the network state and activity LEDs.

Note: Looking at the port, with the LEDs on the bottom, the LED on the top is the Activity LED, and the one on the bottom is the Link LED.

State	LED	Color	State Description
Link down	Link	Off	Cable or device is not plugged in, or other end of link is not operational.
Link up – 100 Mbps	Link	Yellow - Solid	Cable is plugged in, and both ends of the link have successfully established communications. Network negotiated at 100 Mbps.
Link up – 1000 Mbps	Link	Green - Solid	Cable is plugged in, and both ends of the link have successfully established communications. Network negotiated at 1000 Mbps.
Link idle	Activity	Off	No active communication in progress.
Link busy	Activity	Green - Blinking	Active communication is in progress.

Pre-installation Instructions

Before installing the device, select a suitable place for it for maximum efficiency. Place it in a place 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 on the top and bottom of the device, and away from sources of heat
- Secluded from electromagnetic fields from 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. 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 drive.

3

Getting Started

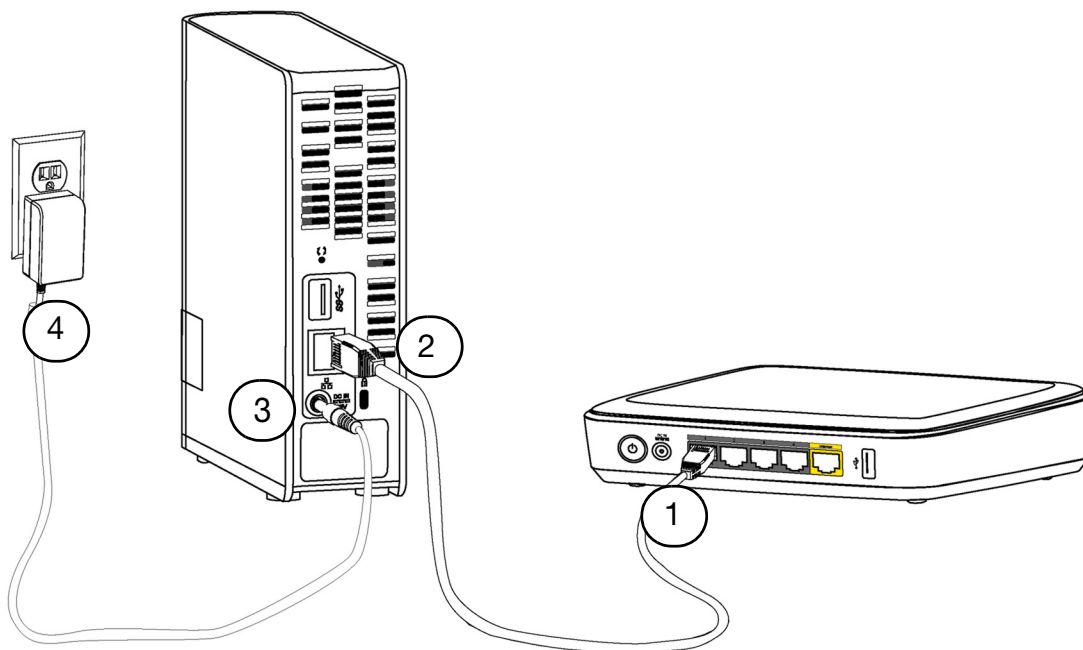
- Preparing Your Device for Use
- Setting Up Your Device
- Getting Started Using the Dashboard
- Accessing Content
- Getting to the Public Share

It's easy to set up the My 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 set up your device from your web browser at: <http://mycloud.com/setup>.

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 My 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.

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

1. Using the provided Ethernet cable, connect one end of the Ethernet cable into a router or network switch port.
2. Connect the other end of the Ethernet cable directly into the Ethernet port located on the back of the device.
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 My Cloud device to finish powering up (less than one minute) 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, you can proceed to set up your device.

Setting Up Your Device

To set up your My Cloud device, continue to Getting Started.

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

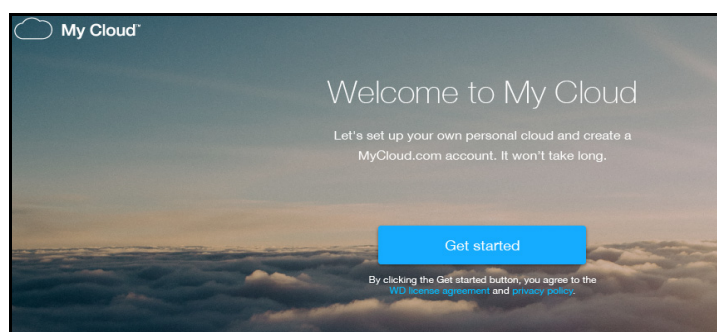
- Configure the device using the My Cloud device's dashboard. (See [“The Dashboard At a Glance” on page 30.](#))
- Back up files using Windows 8 File History, Windows 7 Backup and Restore, or Apple Time Machine. (See “Backing Up and Retrieving Files” on page 21.)

Getting Started

The online setup software walks you through the steps to easily connect your device to your home or small office network. Use the following steps to run the online setup software, discover the device, and get started using it.

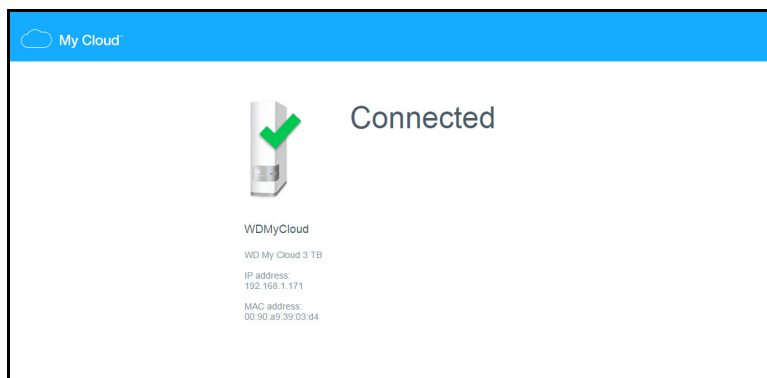
Connecting to the Network and Creating a Personal Cloud

1. Open a web browser and type <http://mycloud.com/setup> to display the welcome page.



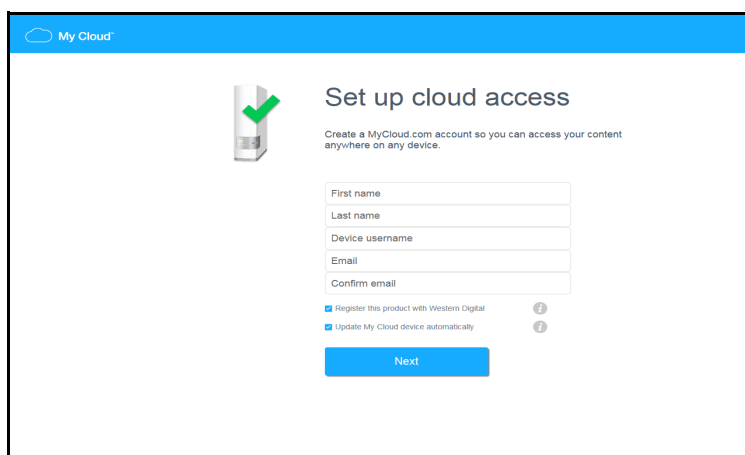
2. On the Welcome page, click **Get Started**.

The setup software begins searching for your My Cloud device. When your device is found, a screen displays showing your device and its IP and MAC addresses.



Note: If your device is not detected, follow the on-screen directions.

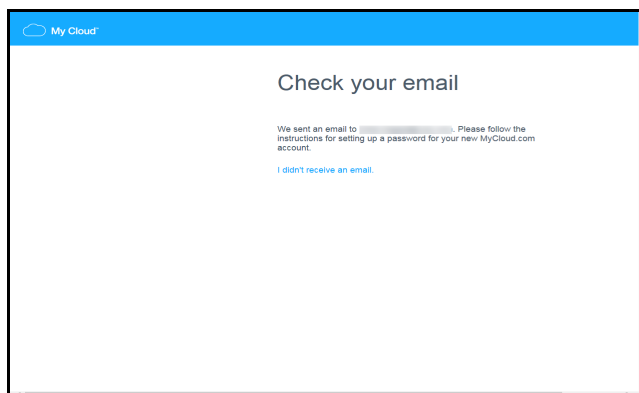
In a few seconds the Set up cloud access screen appears.



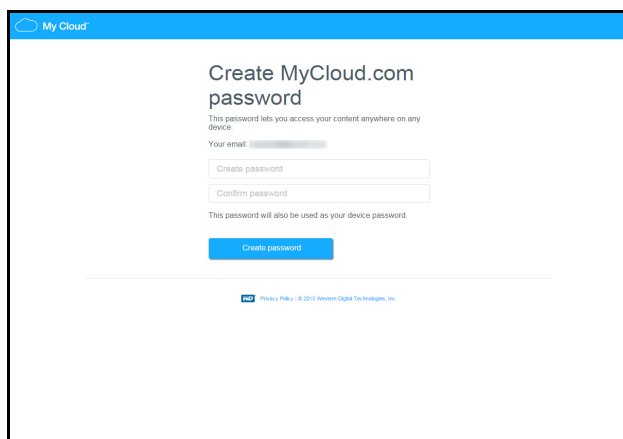
3. Fill in the required information to create your My Cloud.com account and click **Next**.

Note: The My Cloud device creates the administrator user from the information you enter on this page.

After your My Cloud account is created, a message screen displays asking you to check your email.

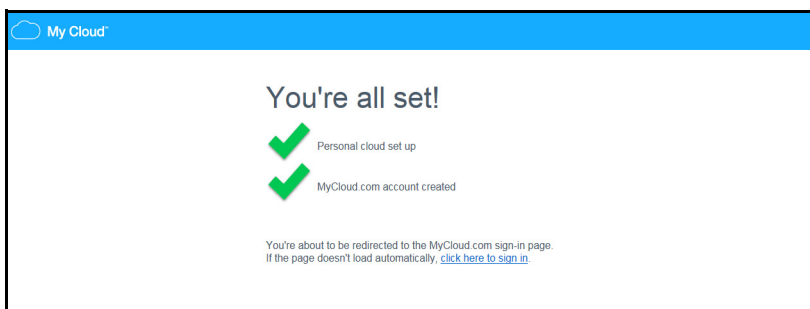


4. Browse to your email service provider web page, open the My Cloud email message and follow the instructions for creating a password for your My Cloud.com account.



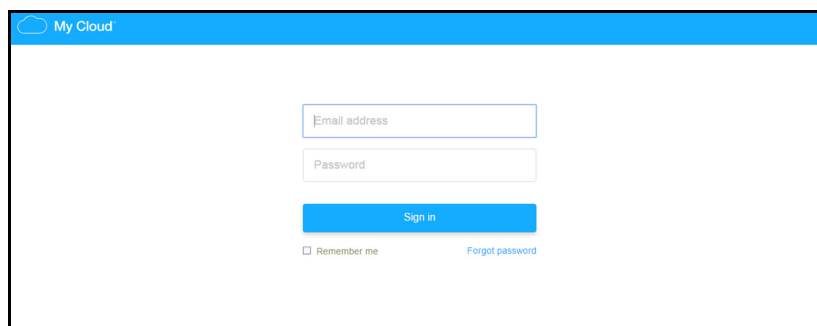
The screenshot shows the 'Create MyCloud.com password' page. At the top is a blue header with the 'My Cloud' logo. The main heading is 'Create MyCloud.com password'. Below it, a subheading states: 'This password lets you access your content anywhere on any device.' There is a text input field for 'Your email:'. Below that are two password input fields labeled 'Create password' and 'Confirm password'. A note below the fields says 'This password will also be used as your device password.' At the bottom is a blue 'Create password' button. A footer link for 'Privacy Policy' is visible at the very bottom.

5. Enter your password, confirm it, and click **Create password**.
When your account has successfully been created, the below message displays.



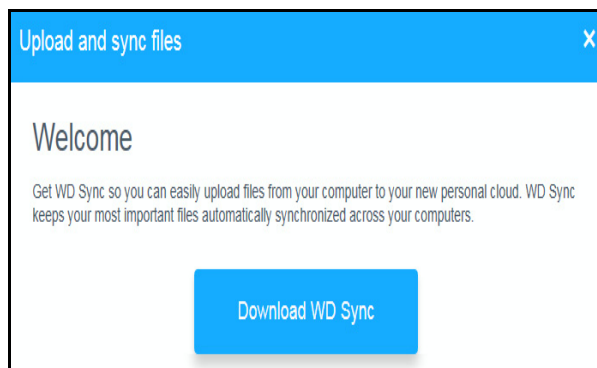
The screenshot shows a confirmation page with the heading 'You're all set!'. It features two green checkmark icons. The first checkmark is next to the text 'Personal cloud set up'. The second checkmark is next to the text 'MyCloud.com account created'. Below the checkmarks, a message states: 'You're about to be redirected to the MyCloud.com sign-in page. If the page doesn't load automatically, [click here to sign in](#).'

Next, you'll be automatically redirected to the MyCloud.com sign-in page shown below.

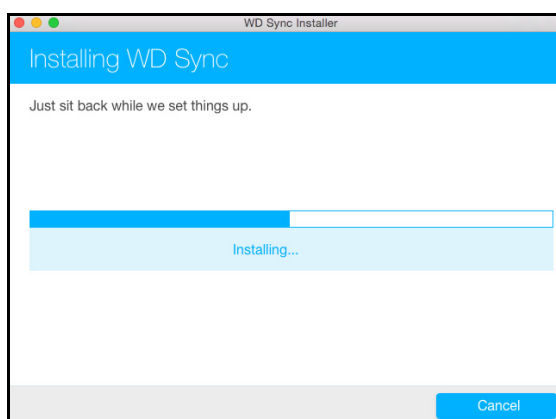


The screenshot shows the My Cloud sign-in page. It has a blue header with the 'My Cloud' logo. The page contains two input fields: 'Email address' and 'Password'. Below these fields is a blue 'Sign in' button. At the bottom, there is a checkbox labeled 'Remember me' and a link for 'Forgot password'.

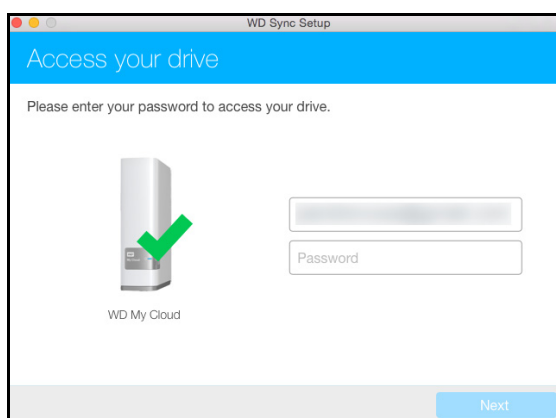
6. Sign in to your account using the My Cloud account password you just created. The following screen appears so you can download the WD Sync™ software.



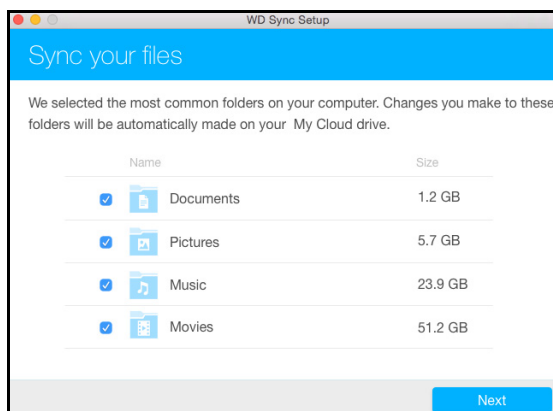
7. On the WD Sync Welcome screen, click **Download WD Sync**. WD Sync begins to install.



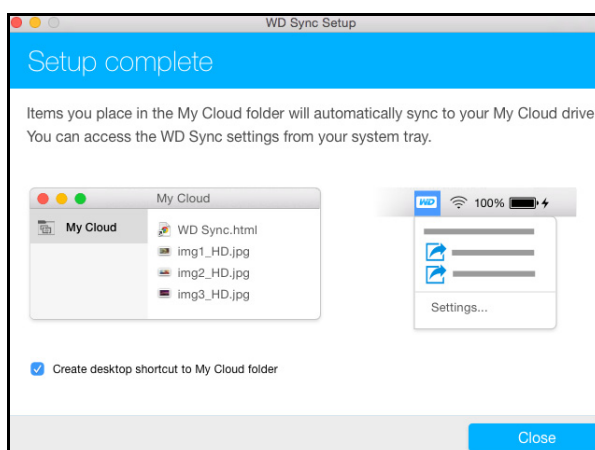
8. When the WD Sync installation has completed, the following screen appears.



9. Enter your password to access your My Cloud drive.



10. Select the folders on your computer that you want to sync with your My Cloud device and click **Next**.



11. WD Sync setup is complete. Click **Close** to exit WD Sync setup.

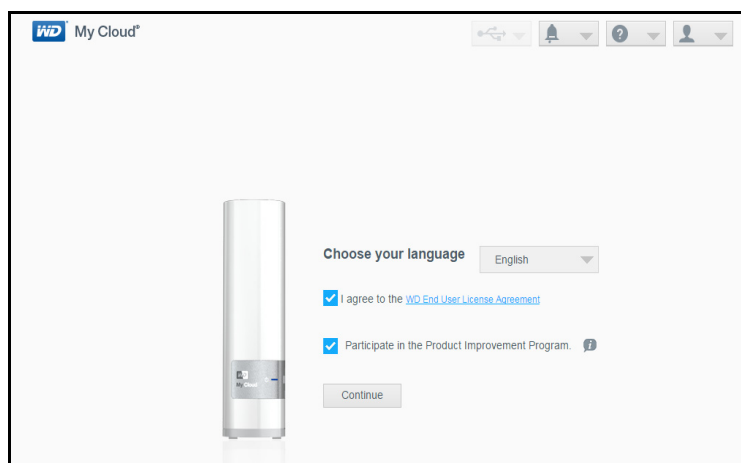
For more information on WD Sync, see “Synchronizing Your Files and Folders with WD Sync” on page 21.

Getting Started Using the Dashboard

Use the following steps to set up your device using your web browser instead of the online setup software. For browser requirements, see “Web Browsers” on page 5.

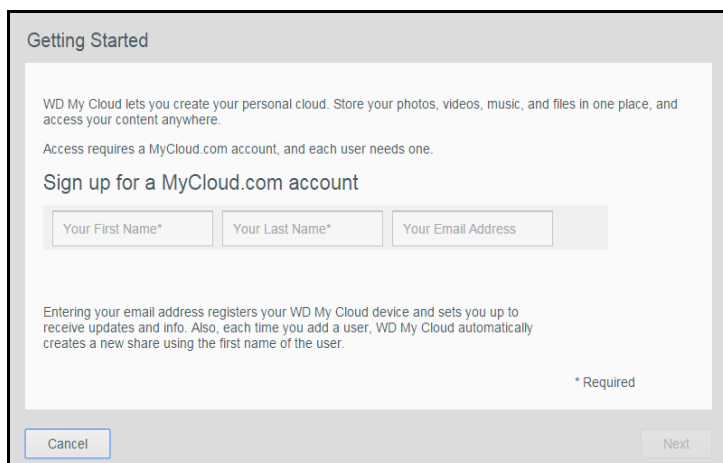
1. Open a browser and enter your device URL. See “Appendix A: My Cloud Device URLs and Names” on page 87. Then click **Enter**.

The Choose your language screen appears:



2. From the drop-down list, select the language you'd like to use for the user interface.
Click the **WD End User License Agreement** link to read the End User License Agreement.
If you agree, let the check box next to the link remain selected. If not, clear the check box.
3. If you want to participate in the **Product Improvement Program**, let the check box remain selected. If not, clear the check box and click **Continue**.

The first Getting Started window appears.

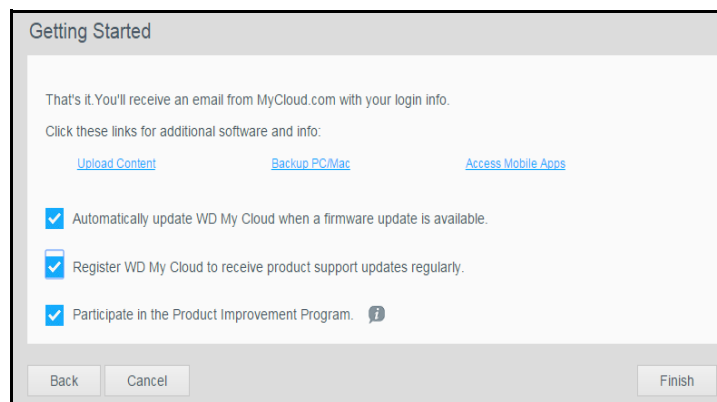


4. At the first Getting Started window, enter your first and last name, and your email address to sign up for your MyCloud.com account. You can also add the name and email address for another user. When finished adding the names and email addresses for users, click **Next**.

Note: If you entered an email address for another user, make sure 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.

Note: The My Cloud app provides free remote access to your My Cloud device. Once you create your account, you can access your device using your mobile devices with Internet access.

The second Getting Started screen appears:



This screen provides the following options:

- To have your device's firmware updated automatically, click the first check box.
- To **register your product**, click the second check box.
- To participate in the Product Improvement Program, click the **third check box**.

The screen also provides three links to important processes:

- **Upload Content:** See "Accessing Content" on page 17.
- **Backup PC/Mac:** See "Backing Up and Retrieving Files" on page 21.
- **Access Mobile Apps:** See "Mobilizing Your Files with the My Cloud Mobile App" on page 51.

5. Click **Finish** to display the My Cloud dashboard. For instructions on using the dashboard, see "The Dashboard Home Page" on page 31.

Accessing Content

The preferred method to access content anywhere is by using MyCloud.com. However if you want to access content over your local network, your My Cloud drive supports Windows- and Mac-based transfers.

The My 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 My Cloud device (see "Preparing Your Device for Use" on page 10), use the following steps to access the contents of your device.

Your operating systems is...	Then...
Windows 8 / Windows 8.1	1. On the Start page, type Computer. 2. Click Computer. 3. In the left pane, click Network. 4. Double-click the My Cloud device (see "Appendix A: My Cloud Device URLs and Names" on page 87 for a list of device names) and locate the device's Public folder. 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.
Windows Vista / Windows 7	1. Click  or Start > Computer > Network > My Cloud device (see "Appendix A: My Cloud Device URLs and Names" on page 87 for a list of device names) and, if required, enter your share credentials. The device's Public and private folders (shares) appear. 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.
Mac OS X	1. In a Finder window, click the My Cloud device (see "Appendix A: My Cloud Device URLs and Names" on page 87 for a list of device names) under the shared items in the side bar. 2. If presented with an authorization page, enter your Username and password or select Guest and click Connect to display the Public share. 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. 4. If you want to create a shared drive icon permanently on your desktop, create an alias. There are two ways to do this: Note: Before creating an alias, click Finder > Preferences > General and make sure Connected Servers is checked. - Click the item you wish to alias (for example, Shared Music), hold down the mouse button, hold down the Cmd and Option 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. - OR - - Right-click the item you want to alias (for example, Shared Music) and click File > Make Alias.

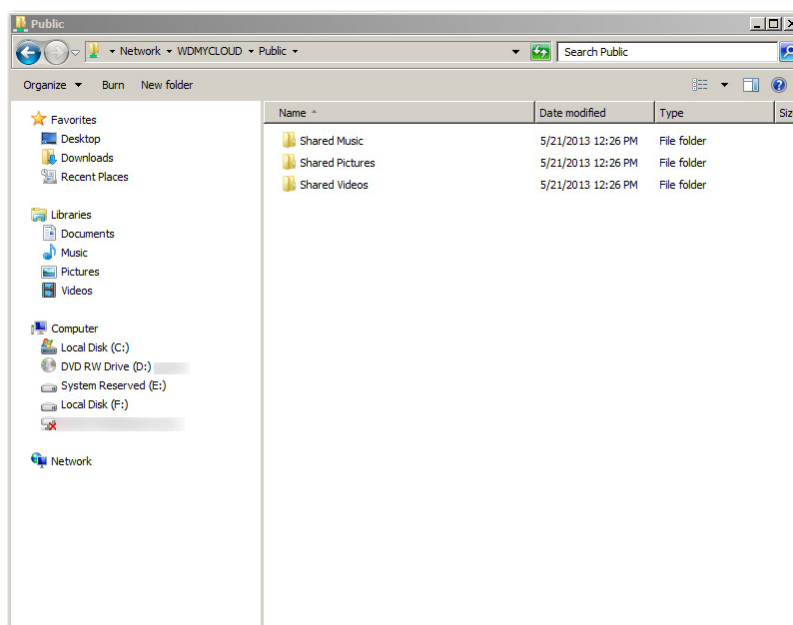
Getting to the Public Share

The My Cloud device's Public share (folder) contains Shared Music, Shared Pictures, and Shared Videos subfolders.

To get to these folders so you can drag and drop files there or access files that have been backed up from your computer or an attached USB drive, follow one of the procedures described below.

Using Windows 8

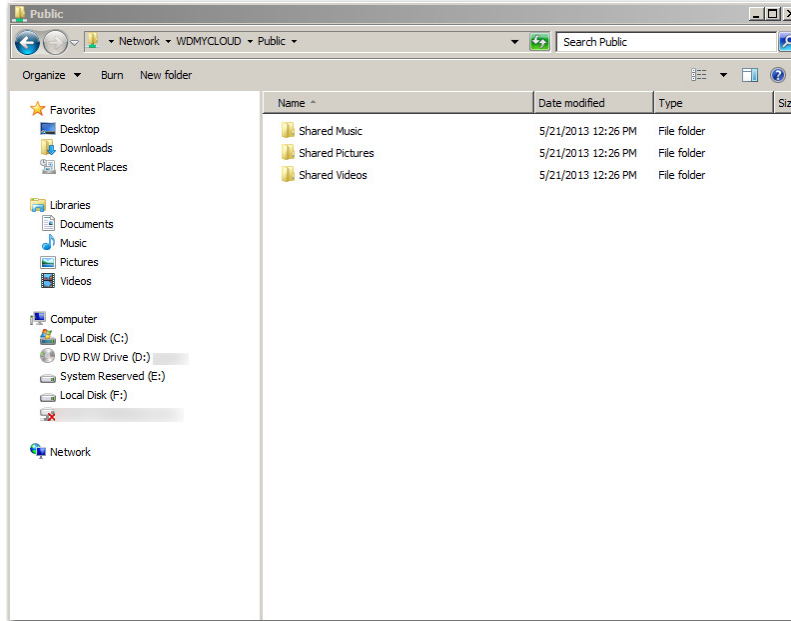
1. Physically connect the device to your network (see "Physically Connecting Your Device" on page 10).
2. On the task bar at the bottom of the screen, click the File Explorer icon .
3. In the left panel, click **Network**.
4. Double-click **WDMYCloud** under Network, and then locate the device's Public folder.



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.

Using Windows XP/Vista/Windows 7

1. Physically connect the device to your network.
2. Click  or **Start > Computer > Network > WDMYCloud**, and locate the device's Public folder.
3. Double-click the Public folder to access the Shared Photos, Shared Videos, and Shared Music subfolders.



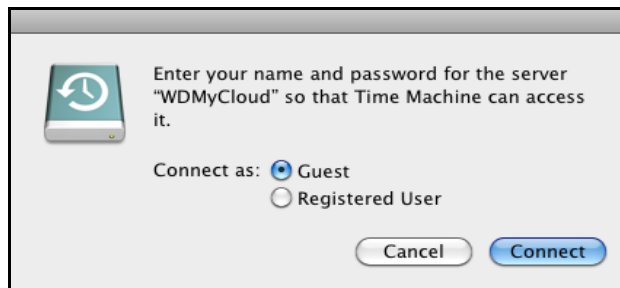
Mapping the Public Folder (Windows)

To map the My Cloud public folder for quick access in the future:

1. In Windows Explorer, under Network, click **WDMYCLOUD**.
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.

Using Mac OS X Snow Leopard/Lion/Mountain Lion

1. In a Finder window, click **WDMYCloud** under the shared items in the side panel.
2. If presented with an authorization page:



3. Select **Guest** and click **Connect** to display the Public folder.

Note: If you've created an account, you can sign in as a registered user.

4

Backing Up and Retrieving Files

[Synchronizing Your Files and Folders with WD Sync](#)
[Using WD SmartWare Pro \(Windows Only\)](#)
[Using Windows 7 Backup and Restore](#)
[Using Windows 8 File History](#)
[Using Apple Time Machine](#)

Synchronizing Your Files and Folders with WD Sync

The WD Sync software is a My Cloud application that automatically creates and maintains exact copies of files and folders on multiple computers in a local or wide area network (LAN or WAN) configuration. File synchronization is accomplished by:

- WD Sync software installed on each computer
- Firmware on your network-attached My Cloud device.

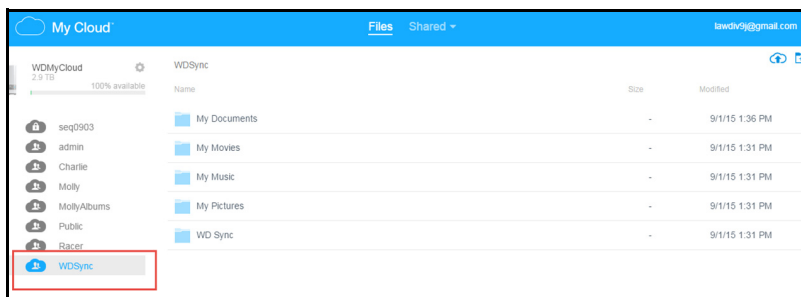
You can use WD Sync to easily upload files from your computer to your new personal cloud (MyCloud.com account) and to keep your most important files automatically synchronized across your computers.

You can download and install WD Sync as follows:

- When you use the My Cloud OS 3 setup software to set up your My Cloud device (This is recommended).
- By downloading it from the WD online Learning Center (visit <http://mycloud.com/learn>).

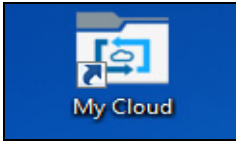
Syncing Files and Folders

After installing the WD Sync software, to sync a file or folder on your computer, use your computer's file management utility to copy and paste or drag and drop it into the WD Sync folder. The WD Sync software automatically copies it first to the WD Sync folder on your My Cloud device and then to any other computers connected to it. After that, the WD Sync software automatically updates any changes to the file, at any location, on the other configured devices.



My Cloud Folder Created on Your Local System Hard Drive

Installing and configuring the WD Sync software on your computer creates a My Cloud folder on your local system hard drive as described below.



For Windows XP

<system drive>\Documents and Settings\<your user name>\My Cloud on Windows XP computers

For Windows 10, Windows 8, Windows7, Windows Vista and Mac Computers

<system drive>\Users\<your user name>\My Cloud on Windows 10, Windows 8, Windows 7, Windows Vista, and Mac computers.

The My Cloud folder on the local system is paired to a folder on your My Cloud device. The path on the device is:

- <network-attached drive>\WDSync\WD Sync for device admin users named admin
- <network-attached drive>\<your user name>\WD Sync for:
 - Device admin users not named admin
 - Device nonadmin users who know and used the admin user password
- <network-attached drive>\Public\WD Sync for all others

Copying Into the My Cloud Folder

When you copy a file or folder into the My Cloud folder on your computer, the WD Sync software automatically copies it to the WD Sync folder on:

- Your My Cloud device
- Any other computer in your network with the WD Sync software installed.

Then, whenever you change or delete a file in the WD Sync folder on any device, the WD Sync software replicates the change on all of the other devices.

WARNING! The WD Sync software is designed for data files. It is neither intended nor suitable for syncing your applications or executable program files.

Operating System Compatibility

The WD Sync software is compatible with the following operating systems:

- Windows
 - Windows Vista
 - Windows 7
 - Windows 8
 - Windows 8.1
 - Windows 10
- Mac
 - OS X 10.7 Lion
 - OS X 10.8 Mountain Lion
 - OS X 10.9 Mavericks
 - OS X 10.10 Yosemite
 - OS X 10.11 El Capitan

Managing Sync Operations

The WD Sync software provides two methods for accessing and managing sync functions:

- The WD Sync View menu
- The WD Sync Setting screen

Displaying the WD Sync View Menu

The WD Sync View menu provides access to all WD Sync software management and control functions. It appears when you click the WD logo icon that is:

- In the system tray portion of the Windows task bar
- At the right side of the Mac menu bar

The WD logo icon looks as shown in the following figure:



For more information on using WD Sync, see the online Help in the WD Sync application on your computer.

Using WD SmartWare Pro (Windows Only)

WD SmartWare software is an easy-to-use tool that gives you the power to:

- **Protect your data automatically**—Automatic, continuous backup instantly makes a copy whenever you add or change a file.
 Note: Automatic backup protection is continuous as long as both your My Cloud device and computer are connected to your network. If you disconnect the device from your network, backup temporarily stops. Once you reconnect, the WD SmartWare software automatically scans your computer for new or changed files and resumes backup protection.
- **See your backup as it happens**—Visual backup organizes your content into categories and shows the progress of your backup.
- **Retrieve lost files effortlessly**—Bring back your valuable data to its original location whether you have lost all your data or just overwritten an important file.
- **Take control**—Customize your backups.

You can download and install the WD SmartWare software from the WD online Learning Center at <http://mycloud.com/learn>

The installation process gives you the choice of installing standard WD SmartWare or WD SmartWare Pro. Pro enables you to back up to non-WD drives, otherwise unsupported WD drives, and the cloud via Dropbox.

Note: WD SmartWare Pro software is a free upgrade, providing you with three licenses for your household.

My Cloud users will initially download the standard version of WD Smartware, which is then automatically upgraded to the WD SmartWare Pro version. You can choose the WD SmartWare standard version if you prefer.

Launching the WD SmartWare Software After Installation

Use one of the following options for WD SmartWare Software once you have installed it:

- **Windows XP and Windows 7:** From the Start menu, click Programs > WD SmartWare > WD SmartWare.
- **Windows 8 and Windows 10:** From the Start menu, click **WD Smartware**.
- **WD Quick View Icon:** Left- or right-click the WD Quick View  icon in the Windows system tray to display the menu, and then select **WD SmartWare**. (The icon is automatically installed when you download WD SmartWare.)

Info/Online Help Topics

WD SmartWare software provides two kinds of Help:

- **Help icon** — Each WD SmartWare page provides easy access to online help information to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, just click the info/online Help icon in the upper-right corner of any page.
- **Help tab**—This tab on the WD SmartWare pages provides more detailed Help. For information on using the Help tab, see Using Windows 7 Backup and Restore, below.

Please refer to the WD SmartWare online Help for further instructions.

Using Windows 7 Backup and Restore

If you choose not to use WD SmartWare software for backing up files to the My Cloud device, you can use Windows 7 Backup and Restore or Windows 8 File History.

Note: The My Cloud device does not support Windows Vista Backup and Restore. Use WD SmartWare software for backing up files to the My Cloud device.

The Windows Backup features of Windows 7 (Professional and Ultimate versions) enable you to back up media files, documents, email, and other personal files to your My Cloud device. If you lose files or your system crashes, you can easily restore the files to your PC. For more information on Windows Backup, consult Microsoft's documentation.

1. Click  > **Control Panel > System and Security**.
2. Click **Backup and Restore**.
3. Click **Set up Backup** and follow the steps in the wizard.
4. When prompted to select where you want to save your backup, click **Save on a network**.
5. Click the **Browse** button and select the My Cloud device as the backup destination.
6. Select a share where you want the backup to be created and click **OK**.
7. Enter the username and password for the My Cloud device. (See "Creating a User" on page 42.)
8. Make sure the backup destination is correct and click **Next**.
9. When prompted for the content you want to back up, select **Let Windows choose** or select desired content and then click the **Next** button.
10. On the Review your backup settings page, click **Save settings and run backup**.

Using Windows 8 File History

Windows 8 File History automatically backs up media files, documents, email, and other personal files to your My Cloud device. If you lose files or your system crashes, you can easily restore the files to your Windows computer. For more information on Windows 8 File History, consult Microsoft's documentation.

1. In the task bar, click the File Explorer icon .
2. Click **Computer**.
3. In the Ribbon (top of page) click **Computer > Open Control Panel**.
4. Click **System and Security** and then **File History**.
5. On the File History page, ensure that **File History** is **On**.
6. In the left panel, select **Select Drive**. File History detects your My Cloud device and lists it in the **Select a File History drive** list.
7. Click **Add Network Location**. A Select Folder pop-up displays your My Cloud device's name.
8. Double-click the device name.
9. Select a share.
10. Click **Select Folder** and then **OK**.
11. Click **Turn On**.

Using Apple Time Machine

Backing up

The Apple Time Machine is a built-in feature on Mac OS X El Capitan, Yosemite, Mavericks, Mountain Lion, Lion, and Snow Leopard computers that can back up everything on your computer: music, photos, documents, applications, emails, and system files. The My Cloud device can store these backups, so that if your hard drive or operating system should crash, or you lose a file, you can easily restore it to your computer. You can also specify the maximum amount of space you'd like to use on your Time Machine to back up your files.

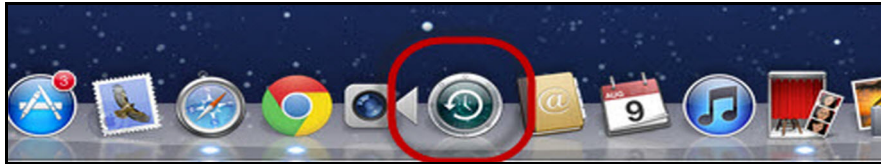
Setting Time Machine

Important: Before setting up Time Machine, on the My Cloud dashboard, click **Settings** to navigate to the **Settings General** page. Check under **Mac Backups** to make sure Time Machine is set to **ON** (default).

To set up Time Machine to back up files to your My Cloud device:

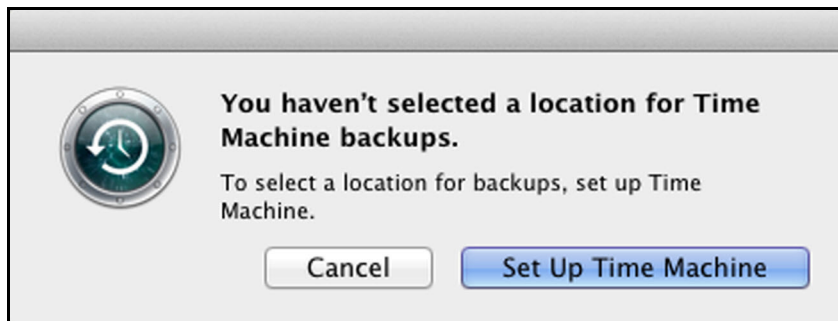
1. Use one of the following methods to open Time Machine:

- Click the Time Machine icon in the Dock:

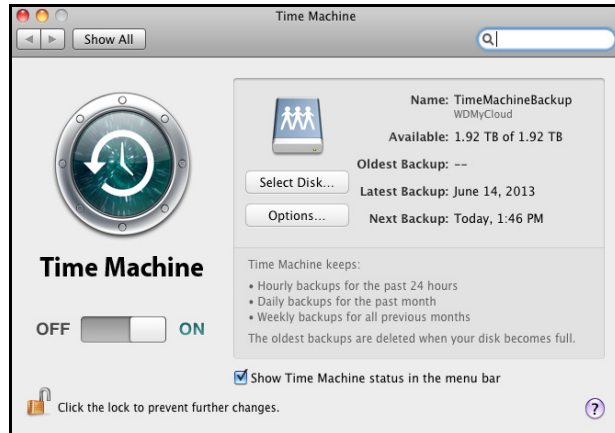


- Click the **Apple menu** > **System Preferences** and select **Time Machine**.
- Click **Go** > **Applications** and select **Time Machine**.

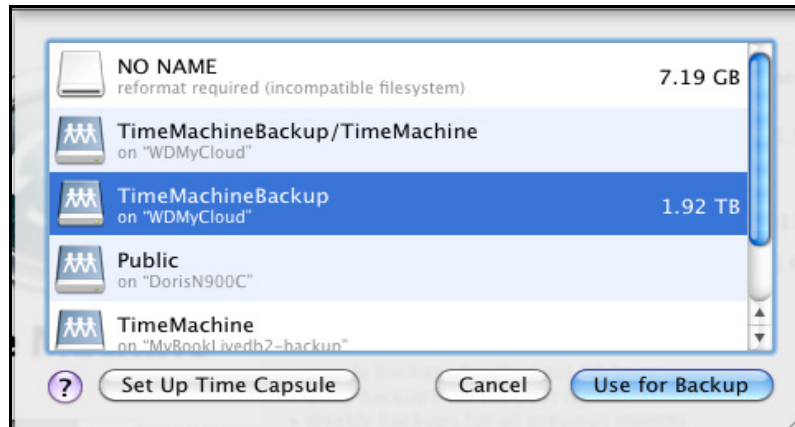
2. When this is your first time creating a backup, the following page displays:



Click **Set Up Time Machine** to display the Time Machine Preferences page:



3. To add a Time Machine drop-down menu icon to the menu bar at the top of the page, select the **Show Time Machine status in the menu bar** check box. This menu enables you to start a backup, enter Time Machine to restore files, or open the Time Machine Preferences page.
4. Slide the **Time Machine** button to **ON** and click **Select Disk**. Select the My Cloud device where you want the backups stored:

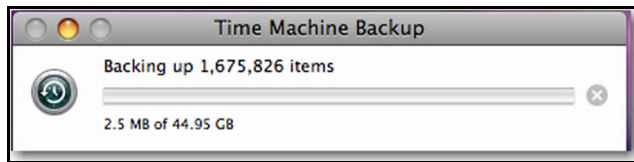


5. Click **Use for Backup**. A page prompts for your user name and password. Select **Guest** and click **Connect**:



The Preferences page redisplay.

Time Machine begins backing up your files. The first backup may take some time, but subsequent backups are faster because Time Machine only backs up new or changed items. A status bar displays the progress of the backup:



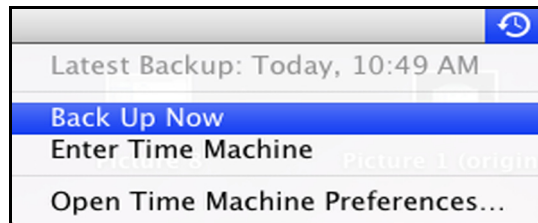
Time Machine backs up your computer every hour and keeps the following backup sets:

- Every hour for 24 hours
- Every day for the past month
- Weekly until the My Cloud device is full.

Note: When a backup is interrupted, for example, when the computer goes into sleep mode, or the My Cloud device is disconnected, the backup will resume automatically once the computer is available.

When you change the name of the My Cloud device, previously set Time Machine backups delay or fail. To fix the problem, resume backing up by re-selecting the device in the Time Machine Preferences page.

To see information such as available capacity and the date and time of the oldest, latest, and next backup, select **Open Time Machine Preferences** on the Time Machine drop-down menu:



Starting a Backup

To start a backup at any time, select **Back Up Now** on the drop-down menu (above).

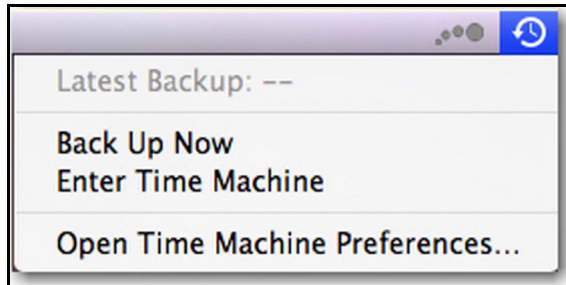
Retrieving Backed-Up Items

You might sometimes want to retrieve files and other items backed up on the My Cloud device. For example, you might have lost a file, or you want to see files from a week ago. You can retrieve individual items, multiple items, shares, or if your system crashes, your entire hard drive.

To retrieve backed-up items to your hard drive:

1. Open the window on your computer where you want the item restored. For example, if you are retrieving a document, open the Documents folder. (If you are restoring an item on your desktop, you do not need to open a window.)

- Click the **Time Machine** icon in the Dock, or select **Enter Time Machine** from the drop-down menu:

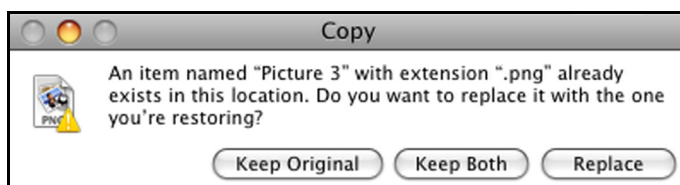


All of your backups display in a cascade, with the most recent in front.

- Click the arrows or the time line on the bottom right of the page to browse through all the backups Time Machine has created:



- Select the item you want to restore, and click the **Restore** button at the bottom right to display the Copy message:



- Click the button for the desired option:
 - Keep Original**—Does not restore the item from the backup drive.
 - Keep Both**—The original item remains and the backed-up item is added to the selected location on your computer.
 - Replace**—The backed-up item replaces the original item.

5

The Dashboard At a Glance

[Launching the Dashboard](#)
[The Dashboard Home Page](#)
[Obtaining Customer Support](#)
[Basic Administrative Tasks](#)

The My Cloud Dashboard home page provides a snapshot of the My Cloud device. You can perform the basic administrative tasks using the home page. For example, you can set up user accounts, restrict access to the files on your My Cloud device, set up folders for storing files, and customize the device to suit your needs.

Launching the Dashboard

Use one of the following methods to launch the dashboard:

You want to launch from . . .	THEN . . .
A browser or Windows Explorer	- For Windows, enter http://the device name (default name: WDMMyCloud) or the IP address as the URL. For a Mac, enter http://the device name.local (example: WDMMyCloud.local) or the IP address as the URL. - Press Enter.
WD Quick View icon	- Left- or right-click the WD Quick View icon. - Select your My Cloud device and then Dashboard.
WD SmartWare	- On the WD SmartWare Home page, select your My Cloud device. - Click the Settings tab to display the Main Settings page. - Click Setup Drive.
Windows 10/Windows 8	- In the task bar, click the File Explorer icon . - In the left panel, click Network. - In the right panel, locate your My Cloud device under Storage. - Double-click the device, or right-click and select View device webpage from the resulting menu.
Windows 7/Windows Vista	- Click  > Computer > Network. - In the right panel, locate your My Cloud device under Storage. - Double-click the device, or right-click and select View device webpage from the resulting menu.
Windows XP	- Click Start > My Network Places. - Locate your My Cloud device. - Double-click the device or right-click and select Invoke.
Mac OS X (shortcut)	- Click Safari  > Bookmark  > Bonjour. - Double-click the My Cloud device on the network.

You want to launch from . . .

THEN . . .

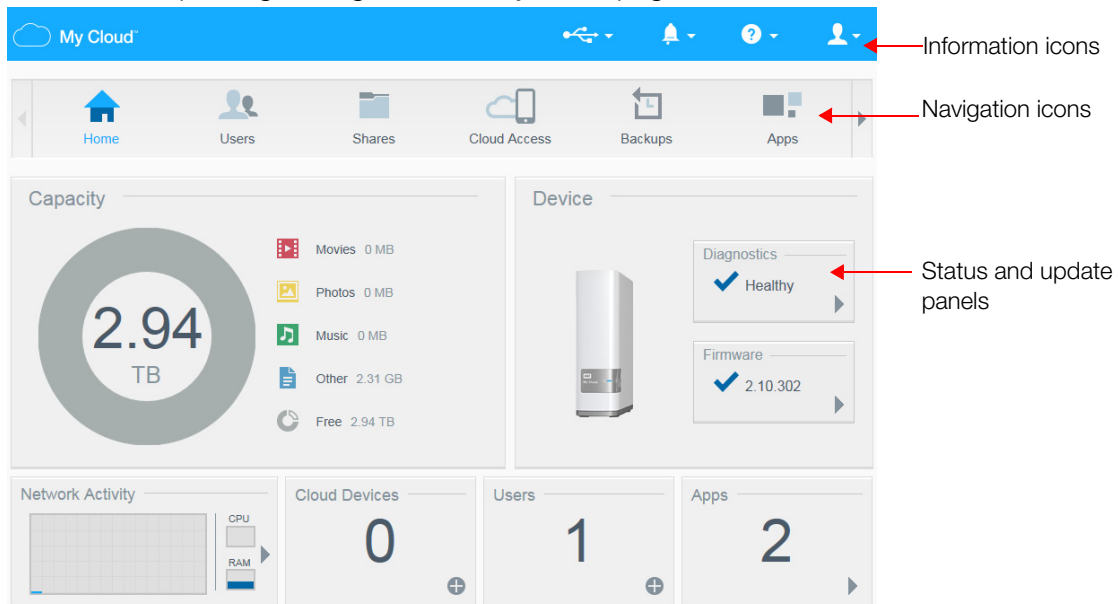
Mobile devices

1. Open a browser.
2. In the Address bar, enter `http:// the device name` (default name: WDMMyCloud) or `http://IP address`.

Note: If the URL fails to display the dashboard, try typing the following URL:
`http://WDMMyCloud.local` (for a Mac).

The Dashboard Home Page

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



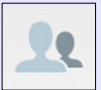
Information Icons

Information icons are at the top right of every page.

Icon	Name	Actions
	USB device on the My Cloud device	Click to display the number of USB devices connected (a hub with multiple devices can be connected to the USB port). Icon is dim if no USB is attached.
	Alert Notifications	Click to display recent alerts about new firmware and network issues.
	Help	Click to access the My Cloud Getting Started wizard, Online Help, Support and About information.
	User	Click to see the user name of the user currently logged into the My Cloud device. You can also shut down, reboot or log out from the My Cloud device.

Navigation Icons

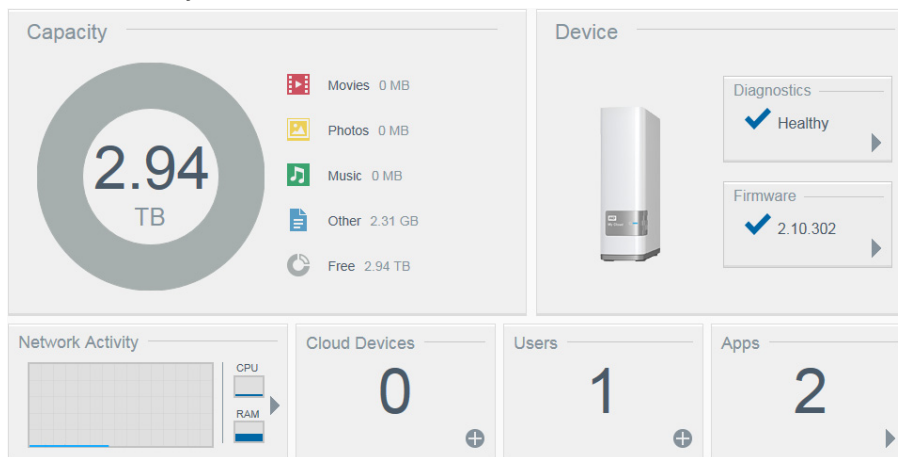
Navigation icons display across the top of every page.

Icon	Name	Actions
	Home	Provides a snapshot of the My Cloud device's status, capacity, current firmware, and the number of user, shares, and connected tablet and mobile devices.
	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, read only, 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 on a USB drive attached to the My Cloud device, to a server on or outside your network, or to another location within your My Cloud system.
	Apps	Launch applications to download files or migrate content.

Icon	Name	Actions
	Settings	Configure advanced settings for your My Cloud device, including: • General device settings. • Network configurations. • Media options. • Device utility tasks. • Notification settings. • Firmware update settings.

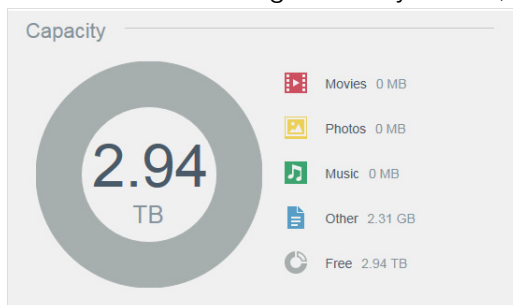
Viewing Drive Status and Making Updates

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



Capacity

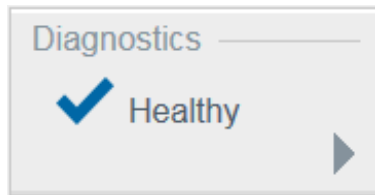
The Capacity panel displays the total amount of free storage left on your My Cloud device and a list of the storage used by videos, photos, music tracks, and other.



Diagnostics

The Diagnosis panel displays the overall health of the system.

1. To see details about the status of system components, click the arrow in the lower right of the Diagnosis panel:

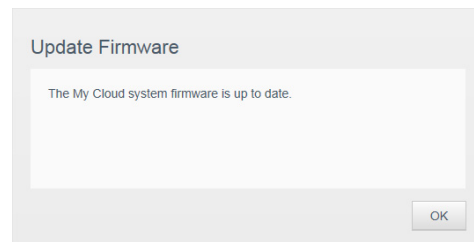


2. To return to the Home page, click OK.

Firmware

The Firmware panel displays the current version of firmware loaded on your My Cloud device.

1. To see whether an updated version of the firmware is available, click the arrow in the lower right of the Firmware panel. To return to the Home page, click OK.

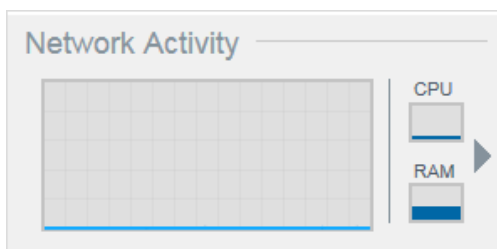


2. If new firmware is available, see “Firmware” on page 69 for information on updating your My Cloud device.

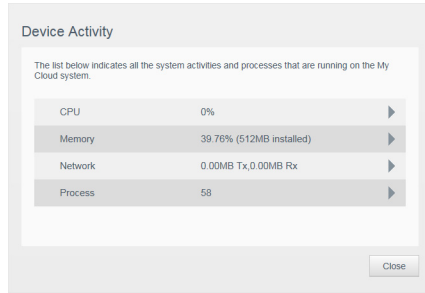
Network Activity

The Network Activity panel displays the system resources used by your My Cloud device.

1. A real-time line graph displays CPU and RAM usage. To see the full list of resources, click the arrow in the lower right of the Network Activity panel..



2. To view more detail about an item, click the arrow at the right of an individual row.



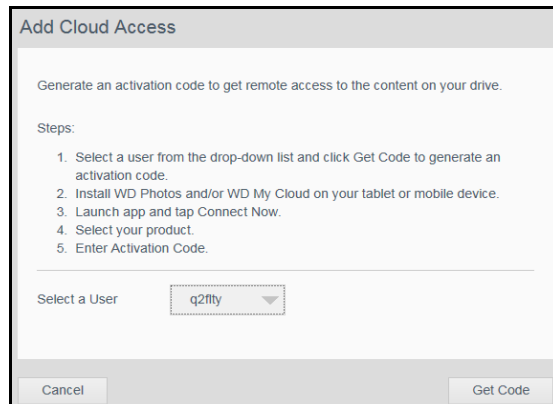
3. To return to the Home Page, click **Close**.

Cloud Devices

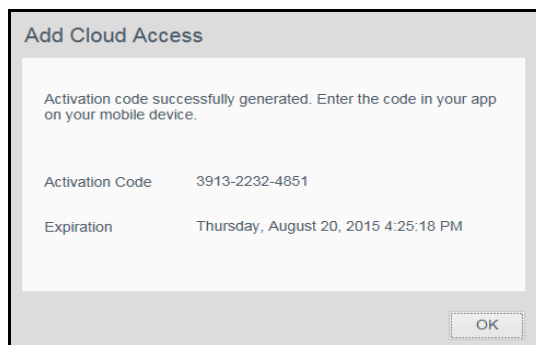
MyCloud.com and the My Cloud mobile app allow you to share content via email, but you can manually pair the My Cloud device and one or more cloud devices using the method described in this section.

The Cloud Devices panel displays the number of cloud devices currently registered to the My Cloud device remotely. It enables you to generate an activation code that you need when setting up a mobile device for cloud access.

1. To add a mobile device, click the plus (+) sign in the lower right of the Cloud Devices panel to display the Add Cloud Access dialog box.



2. To generate an activation code, select a user from the drop-down list and click **Get Code**. The dialog box displays the activation code and the code's expiration date.

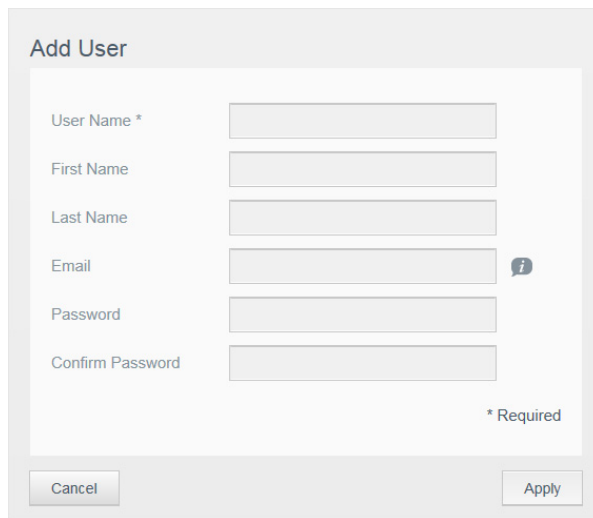


3. Click **OK**.
4. Follow the steps listed on the first Add Cloud Access dialog box to connect your tablet or mobile device to the My Cloud device.

Users

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

1. To add a user, click the plus (+) sign in the lower right of the panel. The Add User dialog box displays:



The 'Add User' dialog box contains the following fields and controls:

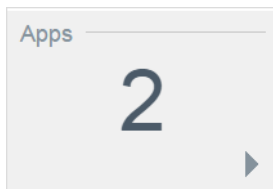
- User Name ***: Text input field with an asterisk indicating it is required.
- First Name**: Text input field.
- Last Name**: Text input field.
- Email**: Text input field with an information icon (i) to its right.
- Password**: Text input field.
- Confirm Password**: Text input field.
- * Required**: Text label at the bottom right of the form area.
- Buttons**: 'Cancel' button on the bottom left and 'Apply' button on the bottom right.

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

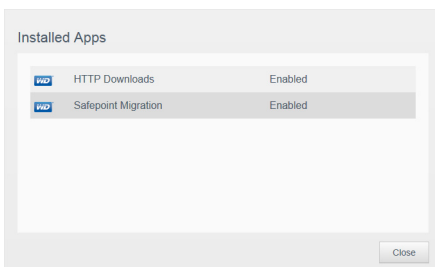
Apps

The Apps panel displays the number of applications that have are installed on the My Cloud device.

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



2. The Installed Apps list will appear. The “Enabled” status indicates the application is available.

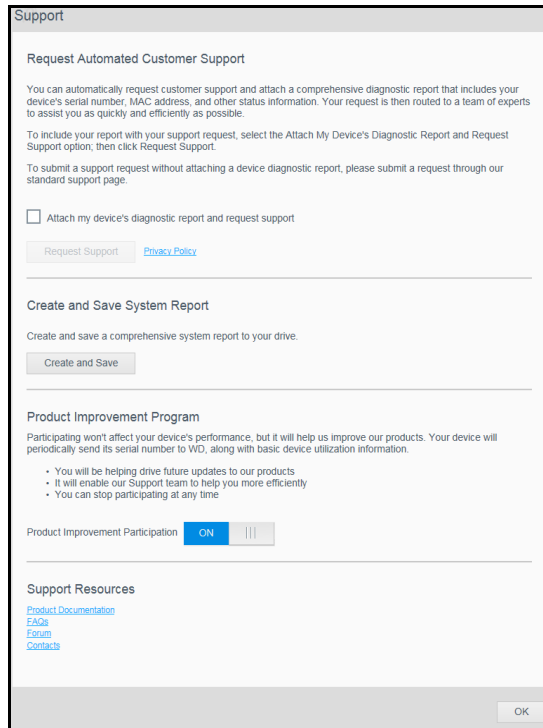


3. Click **Close**.

Obtaining Customer Support

To open the Support page:

1. Click the **Help** icon  at the top right of each page to display the Help menu.
2. Click **Support** to display the following page:



Support

Request Automated Customer Support

You can automatically request customer support and attach a comprehensive diagnostic report that includes your device'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 Device's Diagnostic Report and Request Support option; then click Request Support.

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

☐ Attach my device's diagnostic report and request support

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

Create and Save System Report

Create and save a comprehensive system report to your drive.

[Create and Save](#)

Product Improvement Program

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

- You will 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](#)
[Forum](#)
[Contacts](#)

[OK](#)

If a problem occurs with the My Cloud device, WD Customer Support will need information about your device to troubleshoot and determine the best solution. There are two ways in which you can get your device info and request support:

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

Requesting Automatic Support

Note: To use this feature, make sure to disable any pop-up blockers.

In the Request Automated Customer Support section:

1. Click the **Attach my device's diagnostic report and request support** check box if you want to send a diagnostic report and request automated support.

Note: You must click this checkbox to activate the **Request Support** button.

2. If you want to review WD's privacy policy, click the **Privacy Policy** link.
3. Click **Request Support** to display the WD Support web page.
4. Complete and send the request.

Creating and Saving a System Report

In the Create and Save System Report section:

1. Click **Create and Save**.
2. Save the report to your computer.
3. If desired, email the report to WD Customer Support.

Obtaining Other Support

In the Support Resources section are 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 My Cloud device with other users, click the **Forum** link.
- To see WD phone numbers and other contact information, click the **Contacts** link.

Basic Administrative Tasks

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

How do I ...	See ...
Set up the device on my network	page 11
Access content from the device (public and private shares)	page 17
Upload and back up content to the device	page 21
Create users	page 42
Create shares	page 45
Download WD mobile apps	page 51
Enable or disable remote access for you and people you want to share with	page 56
Enable DLNA and iTunes	page 62
Shut down or reboot the My Cloud device	page 63
Update firmware	page 69
Create and recover safepoints to back up the device	page 71

6

Managing Users

[About Users](#)
[Viewing Users](#)
[Creating a User](#)
[Changing a User's Password](#)
[Editing User Settings](#)
[Removing a User](#)

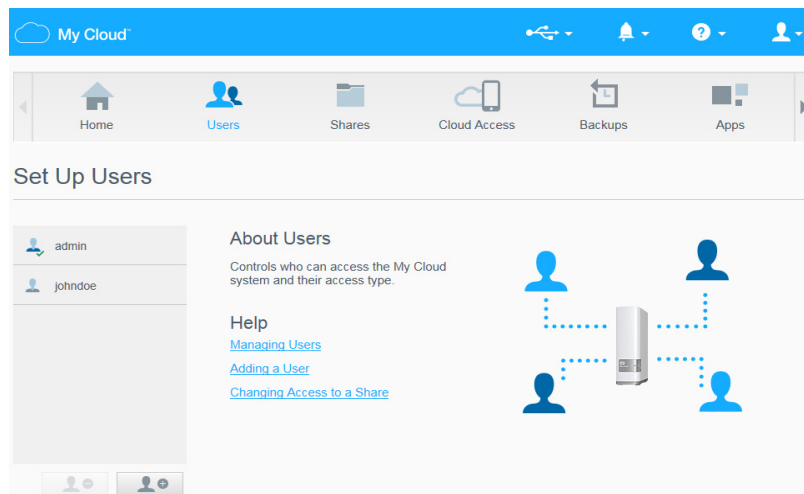
About Users

As the My Cloud device owner (admin), you have a special user account (admin) that gives you administrative privileges. These privileges enable you to set up and configure the device to your specific needs, as well as give other people access to your personal cloud. You have the power to determine exactly what other users can access. As a default, the admin user name does not have a password. You can add one at any time.

Selecting the **Users** icon displays a list of current users and enables the admin account to view user details, create new users, create shares, and grant users access to existing shares.

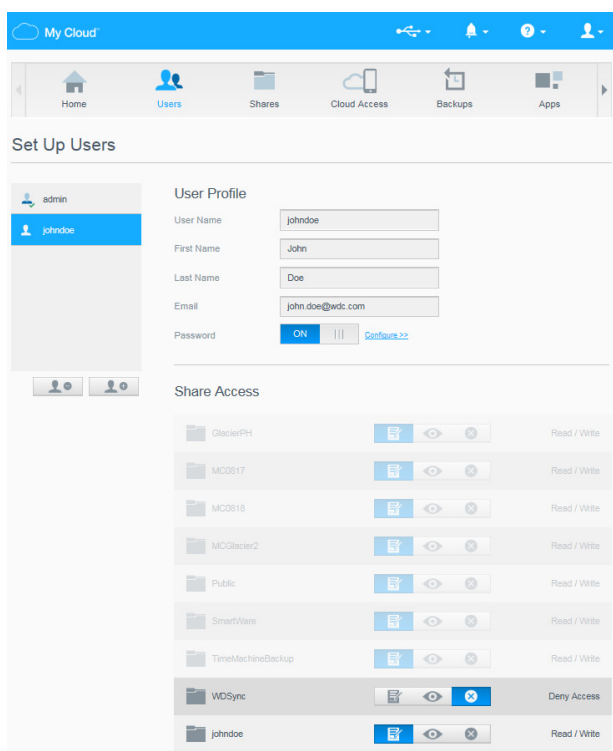
Viewing Users

1. On the navigation bar, click **Users** to display the Set Up Users page. You'll see a description of the page and some Help topics.



Only the admin is listed in the Set Up Users pane. Once you create more users, they are listed as well.

Note: If you entered your name when you created your personal cloud, your name rather than “admin” is listed first. The admin account has a check mark beside its name.



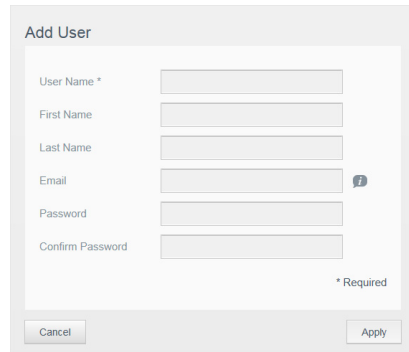
- To view user details, click a user name on the left. The user's profile and share access information display. Initially, all the shares are Public and inaccessible, meaning they cannot be changed on the Add a User page.

Note: For information about changing share access, see “Making a Share Private” on page 46.

Creating a User

The administrator creates users and may limit their access to shares.

1. Click the **Add User** icon (below the list of users) to display the Add User dialog box.



The 'Add User' dialog box contains the following fields: User Name *, First Name, Last Name, Email, Password, and Confirm Password. A small blue speech bubble icon is next to the Email field. A '* Required' label is at the bottom right. 'Cancel' and 'Apply' buttons are at the bottom.

2. Enter the user's first name, last name, and email address (optional). The first name becomes the user name. If you do not enter an email address, the user will not receive an email confirming MyCloud.com access and instructions.
3. To prevent others from accessing the user's private share, you may enter a password for the user.
4. Click **Save**. The Set Up Users page displays a profile of the new user, who is listed on the left.

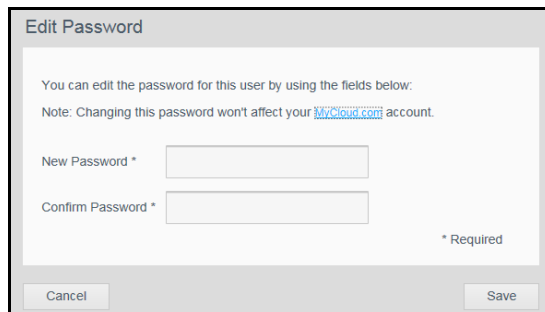
Note: To assign a private share for the user, see "Making a Share Private" on page 46..

Important: Make sure to inform the user of the name and password, which is needed to access private shares on the LAN.

Changing a User's Password

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

1. On the Set Up Users page, select the user from the list on the left.
2. Click the **Configure** link to the right of the **Password** button to display the Edit Password dialog box:



The 'Edit Password' dialog box contains the following text and fields: 'You can edit the password for this user by using the fields below.'; 'Note: Changing this password won't affect your [MyCloud.com](#) account.'; 'New Password *' field; 'Confirm Password *' field; and '* Required' label. 'Cancel' and 'Save' buttons are at the bottom.

3. Enter the new password in both the **New Password** and **Confirm Password** fields.
4. Click **Save**.

Editing User Settings

1. On the Set Up Users page, select the user. The User Profile and Share Access panels display.
2. Modify the settings as desired and click **Save**.

Note: If you change the user's share access level, the change is saved automatically.

Removing a User

You can delete all users except the administrator.

1. On the Set Up Users page, select the user.
2. Click the **Remove User** icon , and in response to the confirmation message, click **OK**.

7

Managing Shares

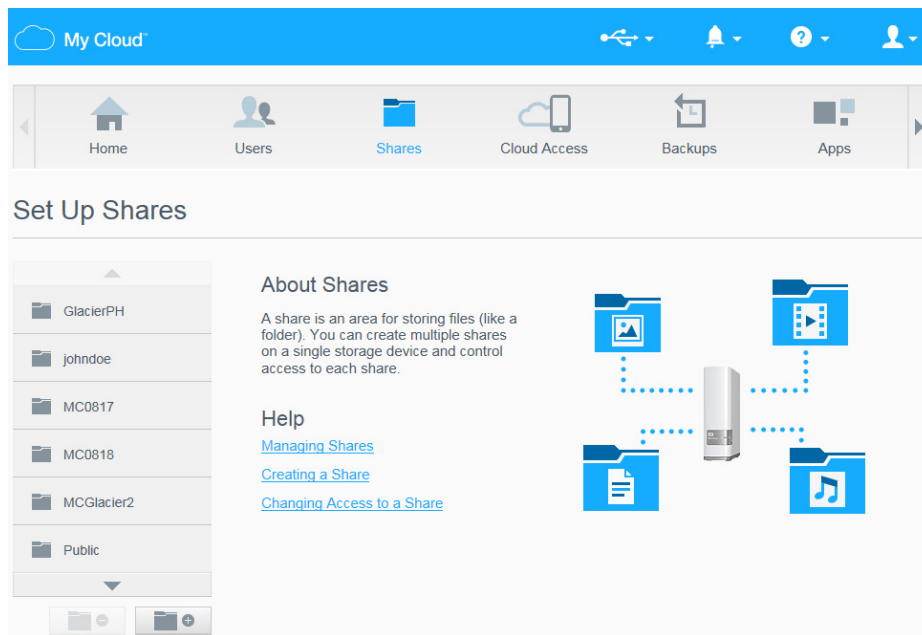
[Managing Shares](#)
[Viewing a List of Shares](#)
[Creating a New Share](#)
[Making a Share Private](#)
[Deleting a Share](#)
[Accessing the Contents of a Share Locally](#)

About Shares

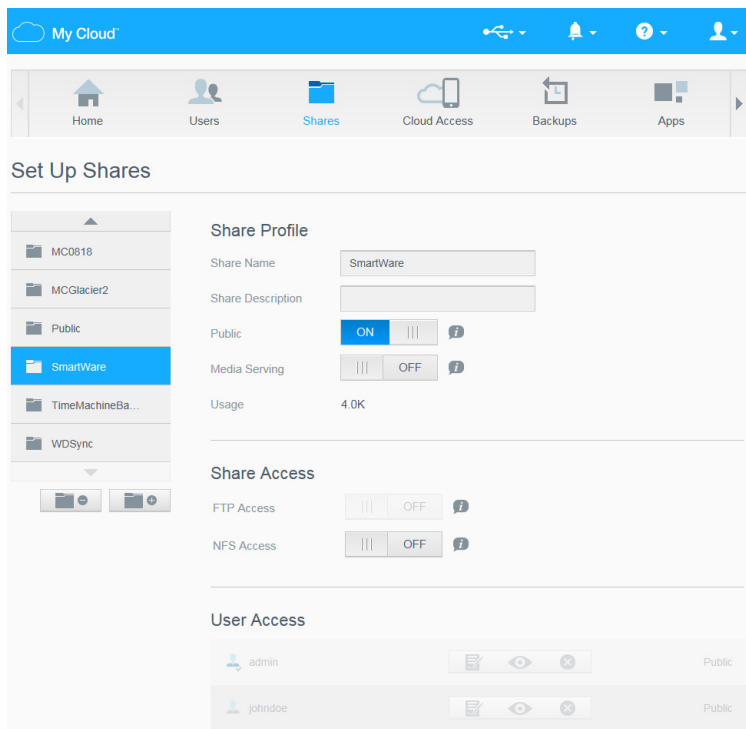
A share is an area on the My Cloud device for storing files. A share can be public so that all users can access the contents, or private to limit access to selected users. The **Shares** icon on the navigation panel displays a list of shares on the My Cloud device and enables the administrator to manage shares and user access.

Viewing a List of Shares

1. Click the **Shares** icon on the navigation bar to display a list of shares on the My Cloud device. For each share name, the description and the media serving and access status display. Included in the list as shares are (WD) SmartWare backup, TimeMachine Backup, and shares on a USB device connected directly to the My Cloud expansion port. The first time you access the page, it displays an explanation, a graphic description, and links to pertinent Help topics.



- Click a share to display its profile and user access information. The user access list is inaccessible when **Public Access** is **ON**; you can change the user's access to the share when **Public Access** is **OFF**.



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 may want to make the share private. Or, if there are photos you would like a friend to see, you can make the share public to that friend.

- Click the **Shares** icon on the navigation bar to display the About Shares page.
- Click the **Add a Share** icon.

Add Share

Share Name

Share Description

Cancel

Apply

- Complete the settings, as follows:

Share Name	Assign a name to the share. (Names must be case sensitive and contain 1-32 alphanumeric characters but no spaces.)
Share Description (optional)	Enter a brief description of the share to remind yourself of what it contains. Share descriptions must begin with an alphanumeric value and can contain up to 256 characters.
Media Serving (optional)	If you want to stream media stored in this share to other devices, switch Media Serving to ON . (Default is OFF .)

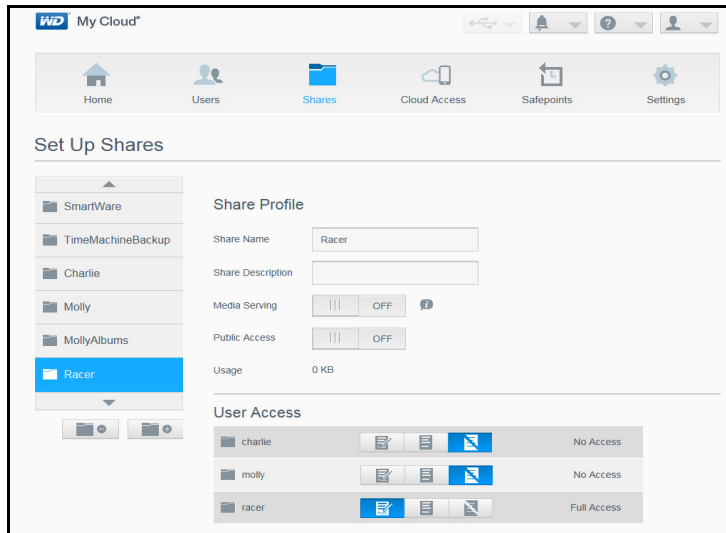
- Click **Save**. The About Shares window returns. It now lists the new share, showing its profile and user access information.
- If desired, change the share's access level by clicking the appropriate icon for the share:

	Read/Write
	Read Only
	Deny Access

Making a Share Private

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

- Select the share.



- On the About Shares page, switch the **Public Access** button to **OFF**.
- For each user listed in the **User Access** section, select the level of access by clicking the appropriate icon for the share (Read/Write , Read Only , or Deny Access ).

Deleting a Share

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

1. Select the share in the list of shares on the About Shares page.
2. Click the Delete Share icon .
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 My Cloud Device Remotely” on page 49.

Several options are available for opening a My Cloud share. 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

When you want to open a share using . . .	THEN . . .
WD Quick View icon in the system tray (Windows)	1. Left- or right-click the WD Quick View icon  to display the main menu. 2. Click the My Cloud device name, and then click Open. The shares display in Windows Explorer. 3. For a private share, if prompted for a user name and password, enter those associated with your user account. 4. For a private share, if the user's name and password are the same as for logging into the computer, a user name and password are not required.
WD Quick View in the menu bar (Mac OS X)	1. Click the WD Quick View icon in the menu bar and move the cursor over the name of your My Cloud device to display the submenu. 2. Select Open on the WD Quick View submenu. The shares display in a second submenu. 3. Select the desired share. 4. For a private share, if prompted for a user name and password, enter those associated with your user account (see “Creating a User” on page 42). 5. For a Public share, if prompted for a user name and password, select Guest.
Windows 10/Windows 8	1. In the task bar, click the File Explorer icon . 2. In the left panel, select Network, and double-click WDMYCloud. 3. Double-click a Public or private share on your device.
Windows Vista/Windows 7/Windows XP	1. Click  or Start > Computer. 2. In the left panel, select Network 3. Click WDMYCloud. 4. Double-click the Public or private shares on your device.

When you want to open a share using . . .	THEN . . .
Mac OS X	1. Open a Finder window and locate your My Cloud device under the Shared heading in the side bar. If presented with an authorization page, select Guest, and then click Connect. 2. Click the device to display the Public share and any private shares to which you have access.

8

Accessing Your My Cloud Device Remotely

[Enabling Cloud Access for the My Cloud Device](#)

[Enabling Cloud Access for a User](#)

[Mobilizing Your Files with the My Cloud Mobile App](#)

[The Pathway to Your Personal Cloud](#)

[Accessing Your Personal Cloud on the Web](#)

A personal cloud is your content, at home, secure and under your control. Unlike public clouds, a personal cloud allows you to keep all your content in one safe place on your home network. Share files, stream media, and access your content anywhere, from the web and from mobile devices. No monthly fees. No mysterious location for your data. Keep your videos, music, photos, and files safe at home and always with you.

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

Enabling Cloud Access for the My Cloud Device

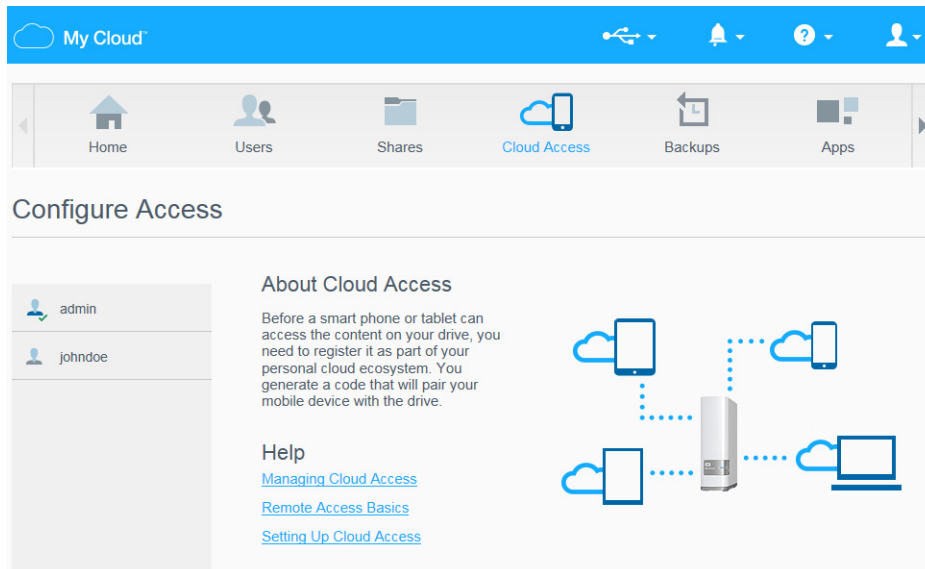
To enable the My Cloud device for remote access and to check the status of its remote connection(s), see “Cloud Access” on page 56.

Enabling Cloud Access for a User

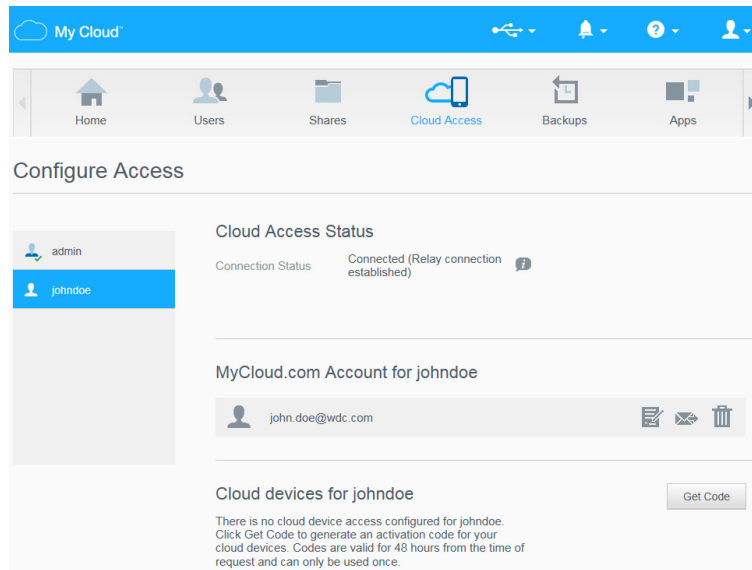
You can assign the user remote access rights to the My Cloud device via the MyCloud.com account and from mobile devices.

1. On the navigation bar, click **Cloud Access** to display the Configure Access page. The admin’s name has a check mark beside it to differentiate it from other users.

Note: The first time you access it, the screen provides some helpful information and links.



2. Select the user.



To give the user access to the MyCloud.com account:

1. If the user already has a MyCloud.com login, you can update and/or resend it to the user by clicking the appropriate icon in the **MyCloud.com account for [username]** section of the Configure Access page.

Note: You can also delete it.

2. If the user does not have a MyCloud.com login:
 - a. Click **Sign Up** to display the Sign Up for MyCloud.com Account dialog box.

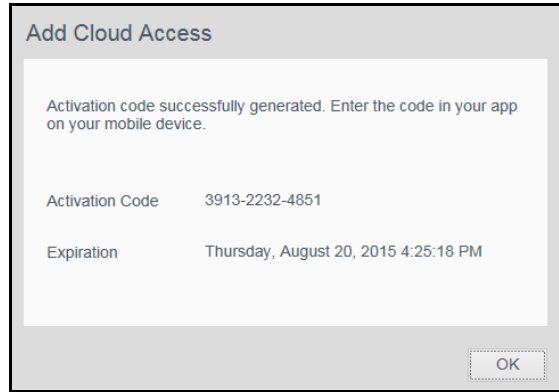
- b. Enter the user's name and email address and click **Save**.
 - c. In response to the confirmation message, click **OK**. The user receives the email and must follow its instructions.

To generate an activation code for a user's mobile device(s):

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

1. Click **Get Code**. You must generate one code for each app you want to activate. A dialog box displays the user's activation code and its expiration date and time.

Note: Make sure to write down the access codes.



2. Click **OK**.
3. The Configure Access page displays the cloud devices for which the user now has access, along with the activation code and expiration date of each. The device is labeled New Unregistered Device for now.

Mobilizing Your Files with the My Cloud Mobile App

The My Cloud mobile app brings your files to your fingertips on your iOS and Android mobile devices. This mobile app is available for download from various online stores.

Requirements include:

- My Cloud device connected to the Internet
- Your MyCloud.com email address and password or a mobile device access code generated by your My Cloud device

About My Cloud Mobile App

You are always connected to your personal cloud. Save valuable space on your iOS or Android devices with easy photo and video uploads directly to your personal cloud, and then securely access and share your memories from anywhere. Have a public cloud account? Conveniently expand your personal cloud with full access to your Dropbox and other cloud accounts.

You can download the My Cloud mobile app from the Google Play store or the Apple App store.

For more information about the My Cloud mobile app, go to the online Learning Center at <http://mycloud.com/learn>.

The Pathway to Your Personal Cloud

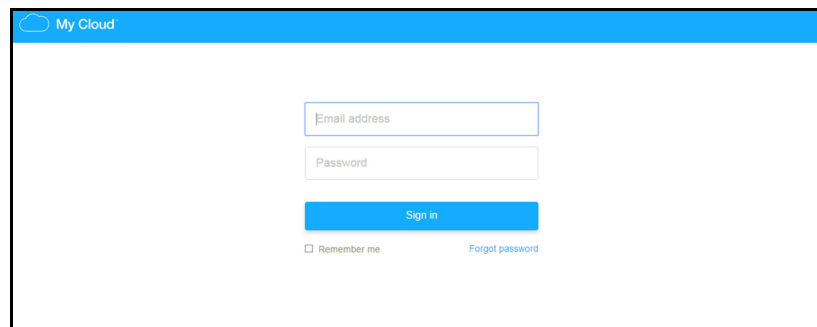
If you can access the Internet from a computer, you can securely access your media and files anywhere in the world. My Cloud.com and the My Cloud mobile app provide free remote access to your My Cloud personal cloud. Once you log in, the My Cloud device displays your remote folders that are available on your Mac or Windows computer.

Accessing Your Personal Cloud on the Web

Note: My Cloud access is not compatible with 64-bit Windows XP.

First-Time Users

1. After a user account is created, the new user receives an email with instructions for creating a password for the MyCloud.com account.
2. Follow the instructions in the email. The My Cloud Sign in page displays.



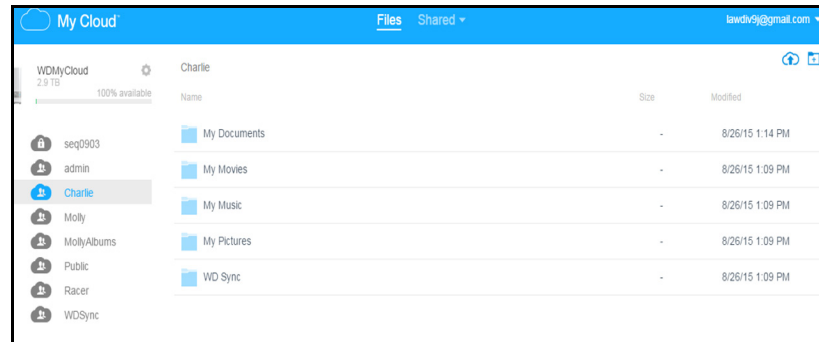
3. Enter the email address associated with the user and a password for MyCloud.com, and then click **Sign in**. The password must be between 8 and 30 characters and contain two of the following: a number (0-9), an uppercase letter (A-Z), or a special character (!@#\$%^&*).
4. The MyCloud.com account page opens. Continue to “Using Your Personal Cloud (MyCloud.com)” on page 53.

Returning Users

1. In a browser, sign in to <http://www.mycloud.com> using the password you created for your MyCloud.com account. The account page opens.
2. Continue to “Using Your Personal Cloud (MyCloud.com)” on page 53.

Using Your Personal Cloud (MyCloud.com)

After you sign in to your MyCloud.com account, the users, files and folders in your account display on the page. A picture of your My Cloud device and its available capacity also display.



You can now manage your account as follows:

- Create new users
- Create folders
- Upload files
- Copy files and folders
- Move files and folders
- Rename files and folders
- Delete files and folders
- Download files and folders
- Share files and folders

Sharing Your Files Remotely

You can easily share files remotely with a family member or friend. When the user is created, an email is sent that provides a link to MyCloud.com and some instructions. The user creates a password and logs in. Only the shares to which the user has access and the Public share display.

If the person is not already a user of the My Cloud device, create a new user, including a password and email address (see "Creating a User" on page 42).

9

Configuring Settings

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

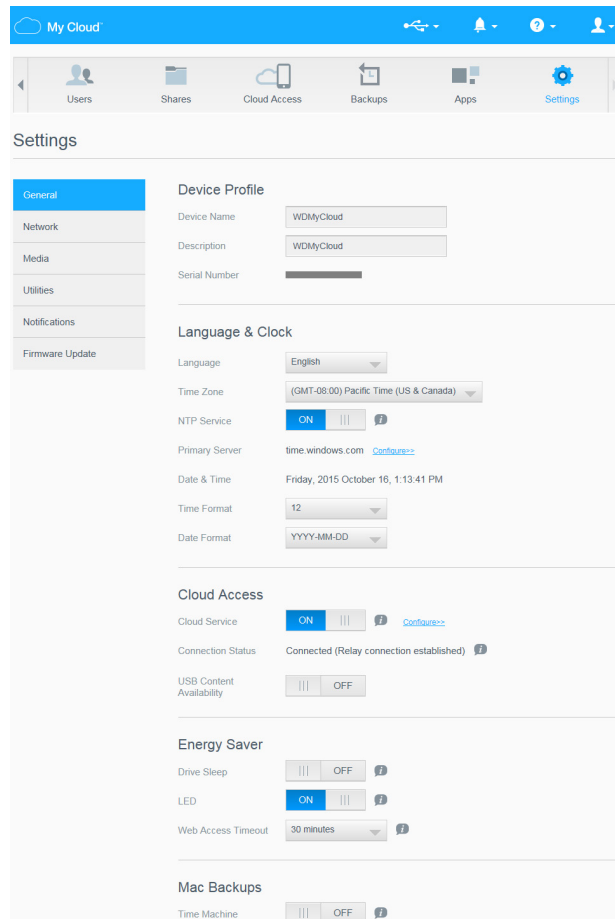
The Settings option on the navigation bar enables the administrator to view and customize the My Cloud device's system, network, media, utilities, notifications, and firmware settings.

General

Use the General page to view and modify the device name and description, select the language in which the user interface should display, enable or disable cloud access, set energy usage settings, and enable or disable Time Machine backups.

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

1. On the navigation bar, click **Settings**, and then click **General** in the left pane. The General page displays:



Device Profile

Device Profile

Device Name

WDMycloud

Description

WD My Cloud

Serial Number

2. 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.
Device Description	The default description is WD My Cloud. If desired, enter a different description.
Serial Number	Displays the WD-assigned number that identifies the specific unit.

3. If you made any changes, click **Save** (appears below the section).

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

Language and Clock

In this section of the General page, you can change the language displayed in the My 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.

Language & Clock

Language

English

Time Zone

(GMT-08:00) Pacific Time (US & Canada)

NTP Service

ON

Primary Server

time.windows.com

Configure>>

Date & Time

Monday, 2015 October 19, 7:36:34 AM

Time Format

12

Date Format

YYYY-MM-DD

1. View or modify the following settings:

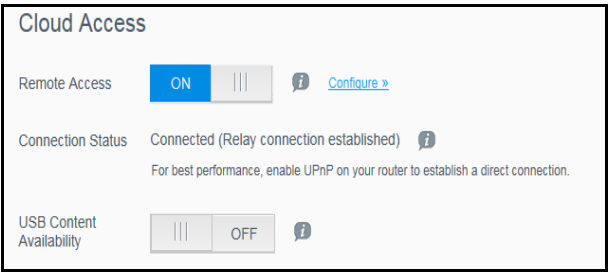
Language	From the drop-down list, select the language in which you want the My Cloud web pages to display. The default language is English.
Time Zone	From the drop-down list, select the time zone where your device is located.

NTP Service	Leave NTP (network time protocol) Service ON to automatically synchronize your device to update the time and date. A page displays current NTP servers, and you can add another NTP server if you choose. If you turn NTP Service to OFF , click the Configure link that displays, enter the current date and time, and click Save .
Primary Server	If you want to change to another primary NTP server, click Add User NTP , and then enter the URL address of the new primary server.
Date & Time	The date and time display. They are synchronized to the NTP server by default.

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

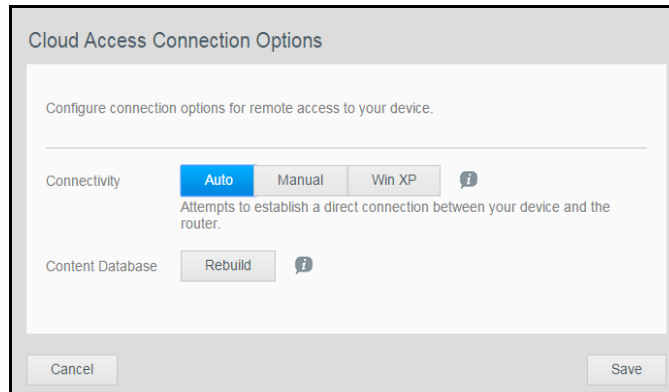
Cloud Access

If you are an administrator, you can turn cloud access on or off for the My Cloud device, controlling whether computers and mobile devices can access the content on it.



1. Toggle the **Remote Access** switch to enable (**ON**) or disable (**OFF**) remote access to the My Cloud device.
Note: For information about turning on cloud access for a single device or user, see “Mobilizing Your Files with the My Cloud Mobile App” on page 51.
2. **Connection Status** displays information about the status of the remote access connection to the My Cloud device.
3. Toggle the **USB Content Availability** switch to enable (**ON**) or disable (**OFF**) remote access of your USB content plugged into the My Cloud device.

4. Click the **Configure** link to change the type of connection.



By default, the My Cloud device automatically establishes a direct connection between your mobile devices and router.

5. To change the connection type:
 - a. To make a manual connection, click **Manual**. **External Port 1 (HTTP)** and **External Port 2 (HTTPS)** numbers display. You can change these port numbers.
 - b. If you are using the Win XP operating system, click **Win XP**. The My Cloud device attempts to establish a compatible direct or relay connection

Note: If remote access is enabled through a relay connection (the Connection Status says **Connected (Relay)**), you can improve performance by enabling port forwarding on your My Cloud device.

For more information about connection options, see “Mobilizing Your Files with the My Cloud Mobile App” on page 51.

6. For troubleshooting purposes only, when database corruption is suspected, click **Rebuild**.

Important: Rebuilding will take a considerable amount of time.

7. Click **Save**.

Checking Cloud Access Status

At any time, you can check whether:

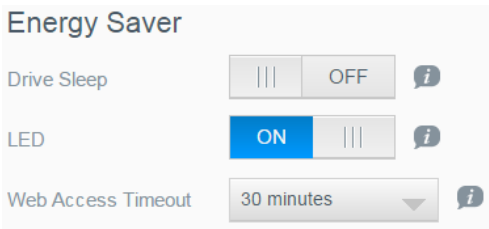
- The My Cloud device is configured for remote access
- A remote access to your cloud is enabled through a direct or relayed connection
- A particular mobile device for a certain user is currently enabled to access your cloud remotely

To check cloud access status:

1. On the navigation bar, click **Cloud Access**.
2. In the left pane, click a user name.

Energy Saver

You can save power use by the My Cloud device.



View or change the following settings:

Drive Sleep	If this function is enabled, the hard drive goes into standby mode to save power after a designated period of inactivity. Drive Sleep is enabled by default.
LED	Turns the device's LED on or off.

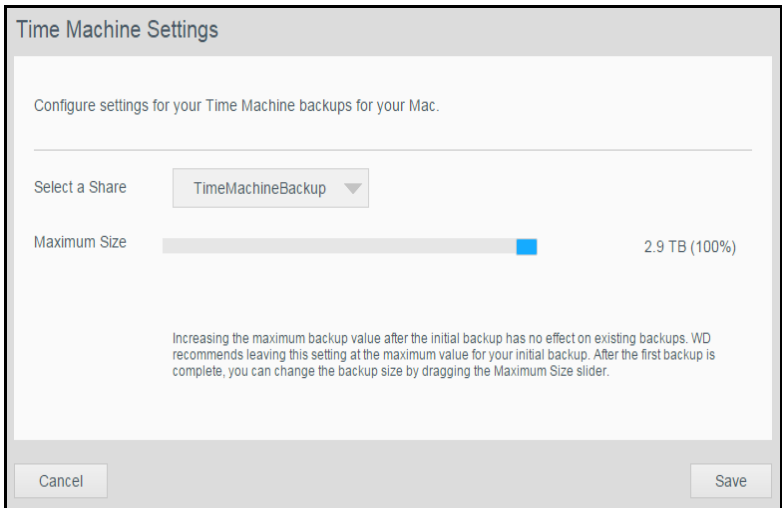
Mac Backups

This section of the General page enables or disables Time Machine backups of Mac computers. You can also configure Time Machine Settings.



To configure backup settings:

1. With the **Time Machine** switch **ON**, click the **Configure** link to display the Time Machine Settings dialog box:



2. From the **Select a Share** drop-down list, select to back up all of the data on the Mac, or select a specific share to back up.
3. Use the slider to indicate the **Maximum Size** of the backup. **Leave the slider at the maximum value** (quota) for your first backup (see on-screen note). After that, move the slider to a smaller quota to avoid filling up the entire drive with backups.

4. Click **Save**.

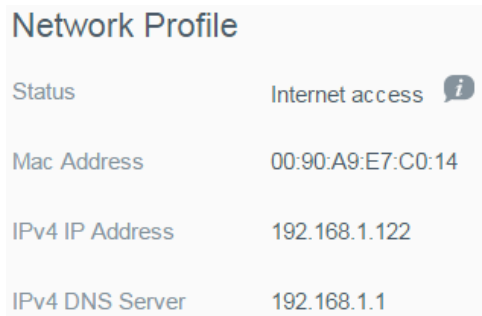
Important: Once your Time Machine begins to back up your files to a selected share, we recommend that you continue to back up to that same share. Switching shares generates a new backup file which will not contain your previously saved information.

Network

The **Network** page displays the device’s MAC and IP addresses. You can set network options such as network mode, enable FTP protocol for secure file transfer, and create a work group.

Network Profile

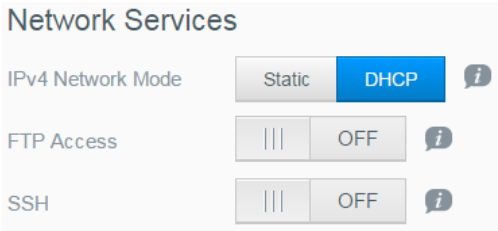
On the navigation bar, click **Settings**, and then click **Network** in the left panel.



The Network Profile section displays the following information:

Status	The current status of Internet connectivity for network functions such as NTP, firmware update checks, and remote access connections.
MAC Address	Uniquely identifies the device.
IPv4 IP Address	Identifies the device’s current IPv4 address.
IPv4 DNS Server	Identifies the device’s current IPv4 DNS server.

Network Services



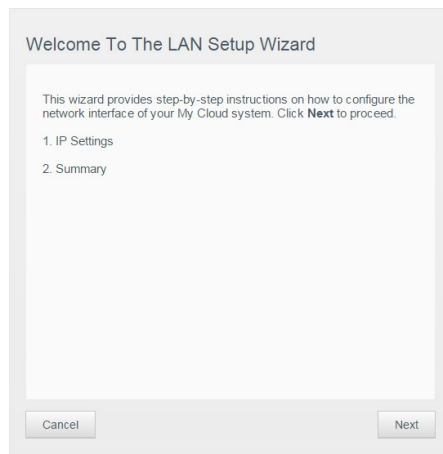
Review or update the following:

Network Mode	Select the method of assigning the device’s unique IP address: • DHCP Client (default) causes the My Cloud device to obtain an IP address and associated settings automatically from the local DHCP server. • Static IP lets you set an IP address manually. You will be prompted for IP Address, Netmask, Gateway, and DNS Server. (If you don’t know this information, check your router’s settings.) For details on changing the network mode, see “Changing Network Mode from DHCP to Static:” on page 61.
FTP Access	File Transfer Protocol enables the transfer of data from one computer to another through a network. FTP is disabled by default. Note: An FTP requires a username and password. Anonymous FTPs are not allowed. You must create a new user for the FTP function to work. See “Creating a User” on page 42 for information on creating a username and password.
SSH	Important: Enable SSH only if you are very familiar with it. Click ON to securely access your personal cloud and perform command-line operations via the Secured Shell (SSH) protocol. SSH is disabled by default.

Changing Network Mode from DHCP to Static:

Note: If you switch from Static Mode to DHCP, you may need to re-discover the device on your network.

1. For the **Network Mode** option, click **Static**. The LAN Setup Wizard dialog box displays:



2. Click **Next** to display the Static Network Mode dialog box and continue with the change:

3. In the Step 1: LAN IP Settings dialog box, enter at least an **IP Address** and a **Netmask**. (If you don't know this information, check your router's settings.)

Note: If you do not enter Gateway and DNS Server(s), you will lose connection to the LAN.

4. Click **Next**.

Step 2: Summary

This completes the wizard. Click **Back** to review your settings. Click **Apply** to save the settings.

Mode	Static IP
IP Address	192.168.1.122
Gateway IP Address	192.168.1.1
Subnet Mask	255.255.255.0
DNS Server	192.168.1.1

Back Cancel Apply

5. In the Step 2: Summary box, click **Apply**.

Windows Services (Workgroup)

A workgroup is a name you assign to each member of a group of computer network devices in a network environment. The devices that have the same workgroup name can easily exchange information through the network. A workgroup does not require a central server.

Windows Services

Workgroup: WORKGROUP ⓘ

Local Master Browser: OFF ⓘ

Max SMB Protocol: SMB 2 ⓘ

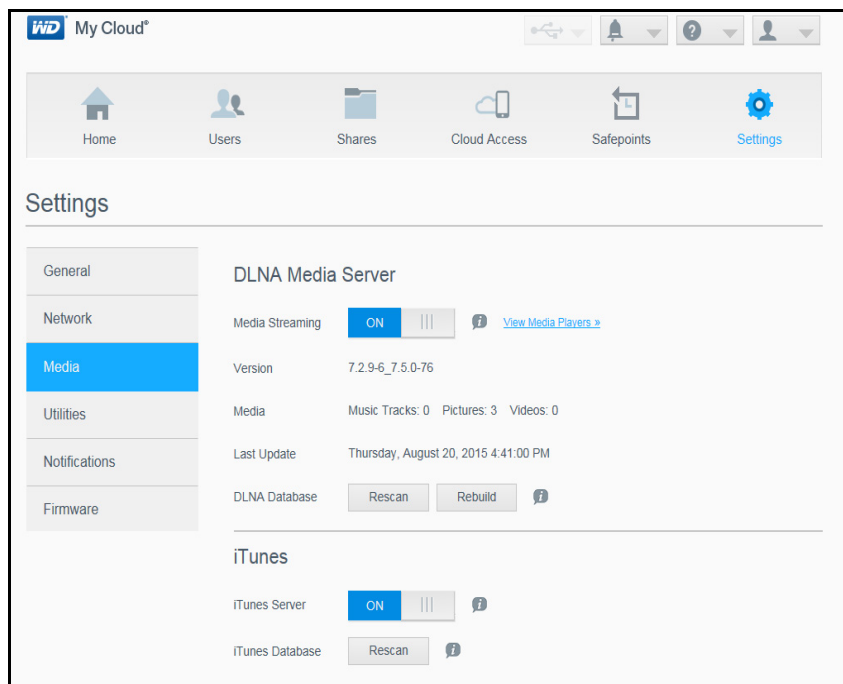
To name or rename a workgroup:

1. Enter a name for the workgroup (no spaces allowed).
2. Click **Apply**.
3. Each time you add a device to your network, you can assign it this workgroup name.

Media

On the Media page, 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 **Settings**, and then click **Media** in the left panel.



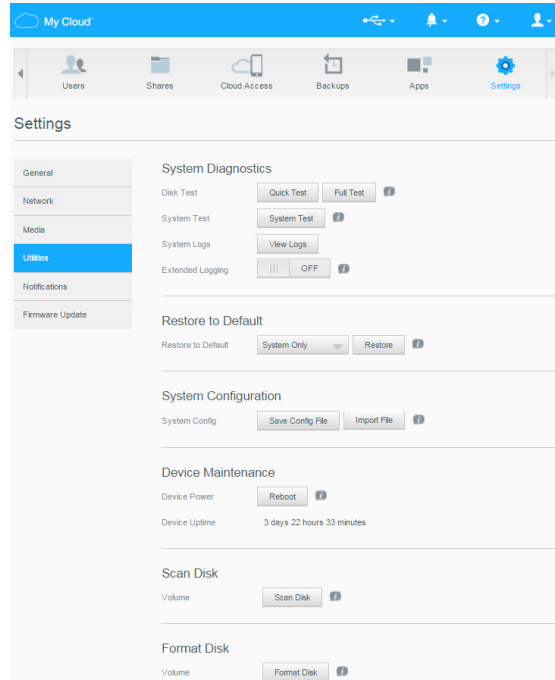
Note: DLNA and iTunes only works on your network.

2. For instructions on entering media settings on this page and then displaying or streaming media, see “Playing/Streaming Videos, Photos, & Music” on page 112.

Utilities

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

1. On the Navigation Bar, click **Settings**, and then click **Utilities** in the left panel.



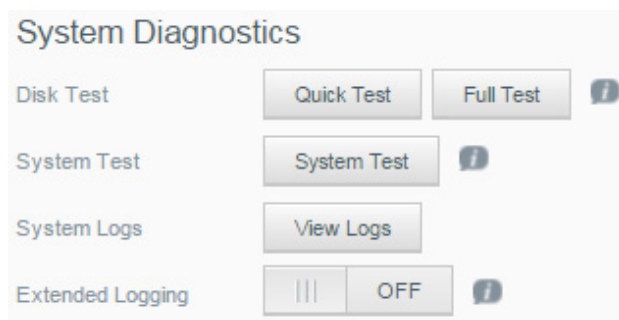
2. Carry out the functions on each section of the page as described below.

System Diagnostics

Run diagnostic tests if you are having problems with your device. The short test checks the device for major performance problems. The result of a short drive test is a pass or fail evaluation of the drive's condition. The short drive test can take several minutes to complete.

The more comprehensive drive diagnostic is the full test. It methodically tests each and every sector of your drive. You will be informed of the condition of the drive once the test is performed. The full drive test will takes several hours to complete, depending on the size and data configuration of your drive.

To run a test:



1. In the Disk Test, click **Quick Test** or **Full Test**. A progress bar displays, indicating test progress and whether the drive passed or failed the test.

2. In the System Test, click **System Test**. A progress bar displays, indicating test progress and whether the drive passed or failed the test.
3. If the drive passed the test, click **OK** to return to the Utilities page. If the drive fails the test, click the Support icon in the upper right to get assistance.
4. Click **System Logs** to view information, warning, and critical logs for the device.
5. Toggle **Extended Logging** to turn ON/OFF the capture of extended logs in the system diagnostic report.

System Factory Restore

Note: For information about using the Reset button to return the password and network mode to factory settings, see “Resetting the My Cloud Device” on page 90.

In this section of the Utilities page, the administrator can choose a system only, a quick, or a full factory restore.

Important: You might want to export and save the device's current configuration before restoring factory default settings so that you can import it afterwards. Note that importing a configuration in this case does not restore shares or users.

If you want to restore the complete contents of a My Cloud device, including user settings, backups, and data, use the safepoint feature described in “About Safepoints” on page 71. A restore disrupts service to users currently accessing your cloud.

WARNING! Do not unplug your My Cloud device while a restore is in progress.

As an administrator, you can restore the My Cloud device to its original, default settings, as well as wipe out all data securely. Three restore operations are available:

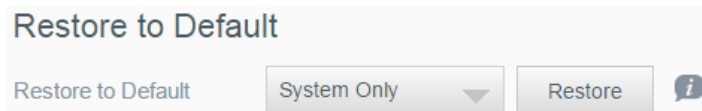
System Only: Changes all settings back to the factory default values, makes private shares public, and returns the administrator password to none. Your content remains untouched and intact.

Note: You can also do a system restore physically. See “Resetting the My Cloud Device” on page 90.

Quick Restore: Reverts all settings to their factory default values, deletes data in shares and sets the shares back to factory defaults, resets the My Cloud system, and erases the drive. It takes several minutes.

Full Restore: Reverts all settings to their default values and permanently overwrites or erases all user data and shares. It could take several hours for the process to complete.

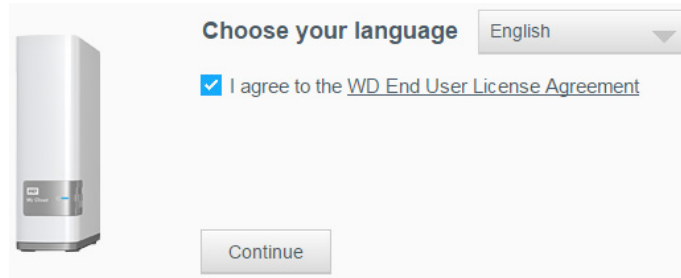
To restore the My Cloud device:



WARNING! Interrupting the factory restore process may damage the My Cloud device. Wait until after the reboot to use the device again.

1. In the **Restore to Default** section, click the desired type of restore: **System Only**, **Quick Restore** or **Full Restore**.

2. When asked to confirm the action, click **OK**.
3. When the progress bar displays, if you selected **Full Restore** in step 1, but you change your mind, click **Switch to Quick** to start a Quick Restore from the beginning.
4. At the end of the restore, the “Factory Restore Successful” message displays, and the system reboots. A setup dialog box displays. Follow the wizard’s instructions.



Device Maintenance: Reboot and Logout

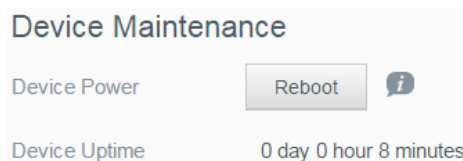
Important: Before rebooting or logging out, make sure that there are no file transfers in progress. Check the LED on the front of the device to make sure it is not blinking. Blinking indicates that the unit is processing information (for example, backing up or transferring files).

WARNING! Do not unplug the device during reboot or shutdown.

You can safely reboot and shut down your My Cloud device using three methods.

- Device Maintenance section of the Utilities page (discussed below)
- WD Quick View icon (see “Utilities” on page 64).
- By selecting Reboot from the User menu on the dashboard. See “Information Icons” on page 32.

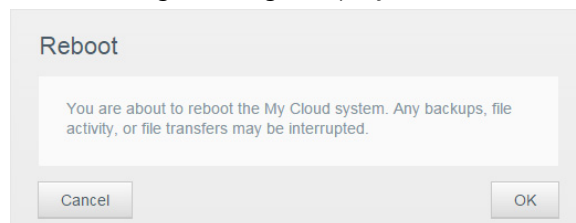
If you are unable to shut down by these methods, see “I am having trouble shutting down the My Cloud Device.” on page 94.



To reboot your device:

1. On the Utilities page, in the Device Maintenance section, click **Reboot**.

The following message displays:



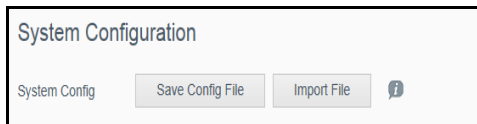
2. If the device is not processing information, or it is but you choose to proceed, click the OK button.

The device shuts down and then restarts. Wait until the LED is solid blue before resuming work with the My Cloud device.

To log out of the device:

1. Click Logout.
2. The login screen will appear.

Import/Export Current Configuration



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 "About Safepoints" on page 71.

To save the current configuration:

1. Click **Save Config File**.
2. Browse to the location where you want to save the file and click **Save**.

To replace the current configuration:

1. Click **Import File**.
2. Browse to locate the replacement file, select it, and click **Open**.
3. Click **Open**, and when the Import Configuration File dialog displays, click **OK**.
The My Cloud device reboots.

Notifications

The My Cloud device provides notifications about various events, including whether a firmware update is available, a firmware installation was successful, capacity was exceeded, and so on. The notification may concern system conditions, such as over temperature, or hard drive, volume, and network status. Notifications display in a pop-up panel and are available by email, depending on how your device is configured. Notifications are categorized according to severity:

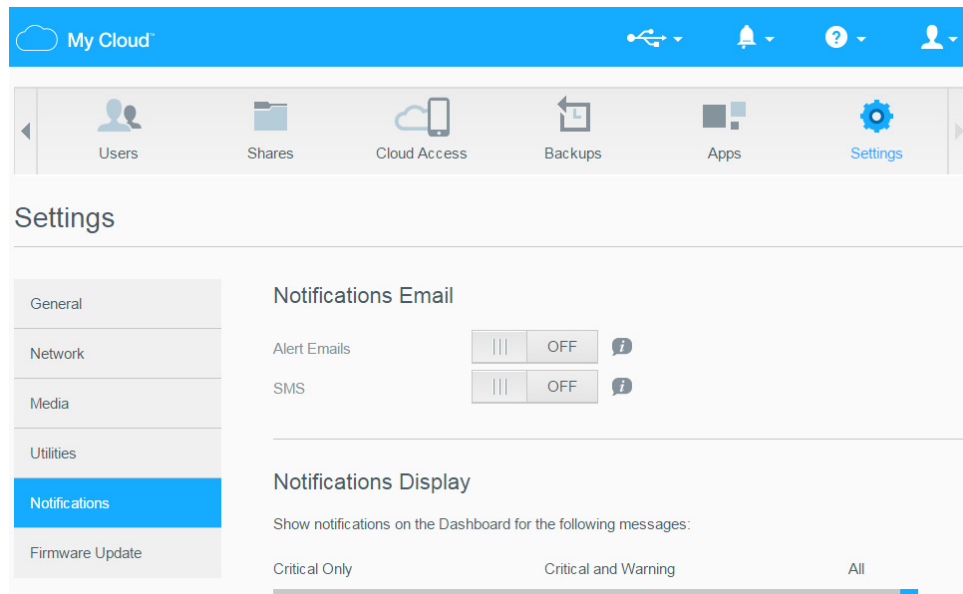
- **Critical:** Problems that need to be addressed immediately.
- **Warning:** Problems that you need to be aware of; however, they are not as severe as critical ones.
- **Info:** Informative details.

The Notification Emails section of the page enables you to set up email addresses for up to five users who will receive notifications. These alerts help the administrator manage and detect events or errors.

As an administrator, you can configure:

- Event categories you want to be notified of by email
- Event categories you want to display in the web interface

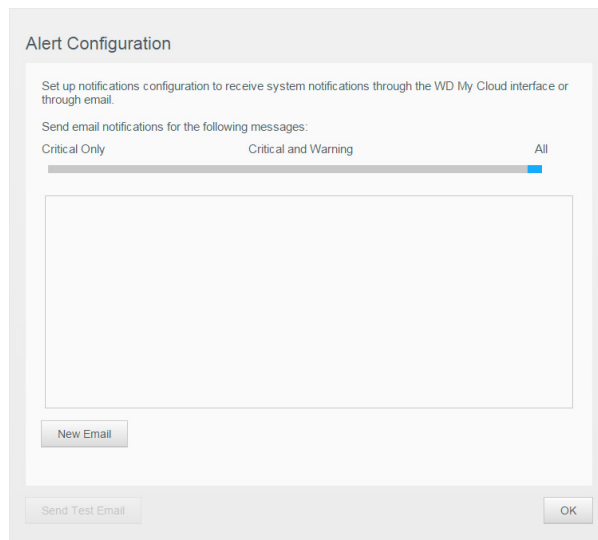
In the Navigation bar, click **Settings** and then click **Notifications** in the left panel.



To configure notifications by email:

You can send notifications to up to five recipients.

1. In the Notifications Email section, toggle **Alert Emails** to **ON**. The Alert Configuration dialog box displays.



The image shows a dialog box titled "Alert Configuration". Inside, there is a text area with the instruction: "Set up notifications configuration to receive system notifications through the WD My Cloud interface or through email." Below this, it says "Send email notifications for the following messages:". There is a slider control with three positions: "Critical Only", "Critical and Warning", and "All". The slider is currently positioned at "All". Below the slider is a large empty rectangular box for adding email addresses. At the bottom left of the dialog is a "New Email" button, and at the bottom right are "Send Test Email" and "OK" buttons.

2. Move the slider to choose the severity of notifications to email.
3. Click **New Email**.
4. Enter the email address of a recipient, and then click **Save**.
5. (Optional) Add up to five email addresses by repeating steps 3 and 4 as needed.
6. (Optional) To delete an email address, click the trash can icon to its right.
7. Click **OK**.

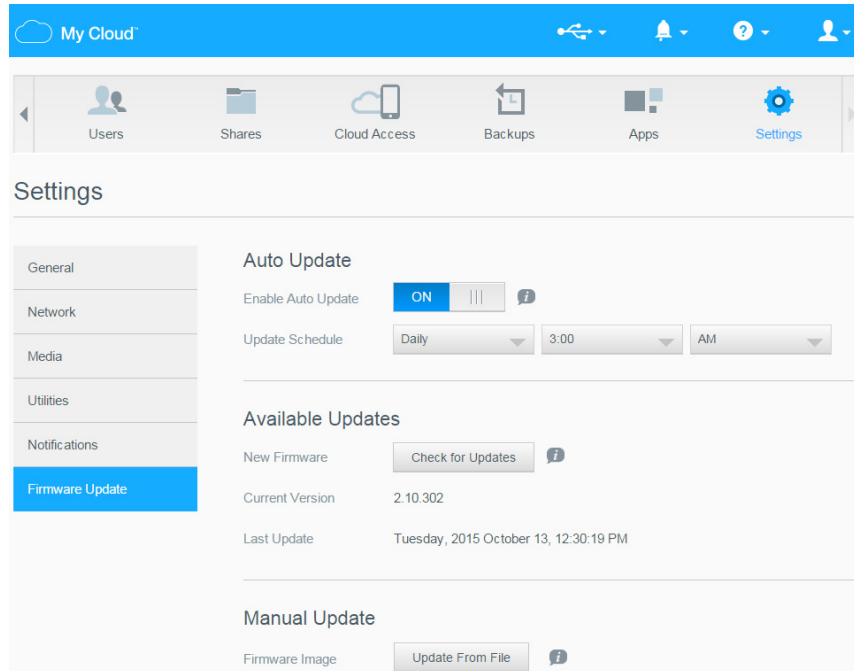
To configure the severity of notifications that display in the web interface:

1. In the Notifications Display section, move the slider to choose the severity of notifications to display.

Firmware

The Firmware page enables you to set up the device to update the My Cloud firmware automatically or to manually check for an update file. The current version number and the date of last update of the My Cloud firmware display.

On the Navigation bar, click **Settings**, and then click **Firmware Update** on the left panel.

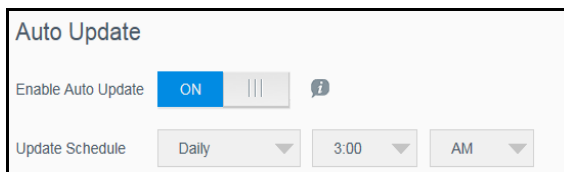


Auto Update

You can schedule the My Cloud device to conveniently check for available software updates and install them automatically. This is the easiest way of ensuring the My Cloud firmware is current.

Note: After a firmware update installs, the My Cloud device reboots. Since a reboot will affect users' ability to access the cloud, you should schedule the updates to occur at times when the likelihood of users accessing the cloud are minimal.

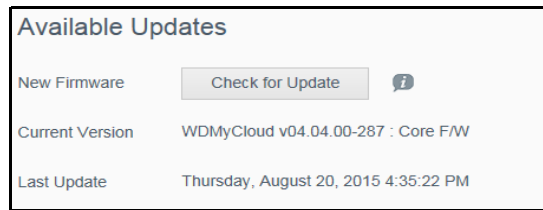
To update My Cloud firmware automatically:



1. Toggle **Enable Auto Update** to **ON**.
2. From the drop-down lists, specify the frequency (e.g., daily) and time at which the device should look for an update on the WD website, and if one is available, to automatically install it and reboot.
3. Click **Save**.

Manually Checking for Updates

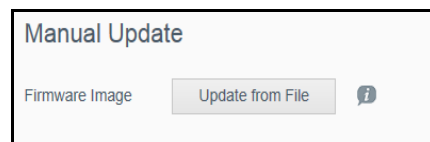
1. In the Available Updates section, click **Check for Update**. (The button will be labeled **Update Now** if new firmware is found.)



A New Firmware Available message displays to let you know whether new firmware is available. If it is not available, click **OK**. If new firmware is available, click **Install and Reboot**.

Manually Installing an Update

1. Go to the WD Tech Support Downloads page at <http://support.wd.com/product/download.asp>.
2. If a later version of My Cloud firmware than your current version is available, select the My Cloud and click the **Current Firmware** link to go to the product update page.
3. Click the **Download** button.
4. Download the firmware file and save it to your desktop.
5. Unzip the zip file to access the .deb file.
6. If not already on the Firmware page, on the dashboard Navigation bar, click **Settings**, and then click **Firmware** on the left panel.
7. In the Manual Update section of the Firmware page, click **Update from File**.



8. Select the .deb file and click **Open**.

A message prompts for confirmation that you want to update now.

9. Click **Install and Reboot**. A progress bar displays. When the process is complete, the My Cloud device reboots.

10

Managing Backups

- [About Backups](#)
- [Creating a USB Backup](#)
- [Creating a Remote Backup](#)
- [Creating a Internal Backup](#)
- [Updating a Backup](#)
- [Recovering a Backup](#)
- [Deleting a Backup](#)

About Backups

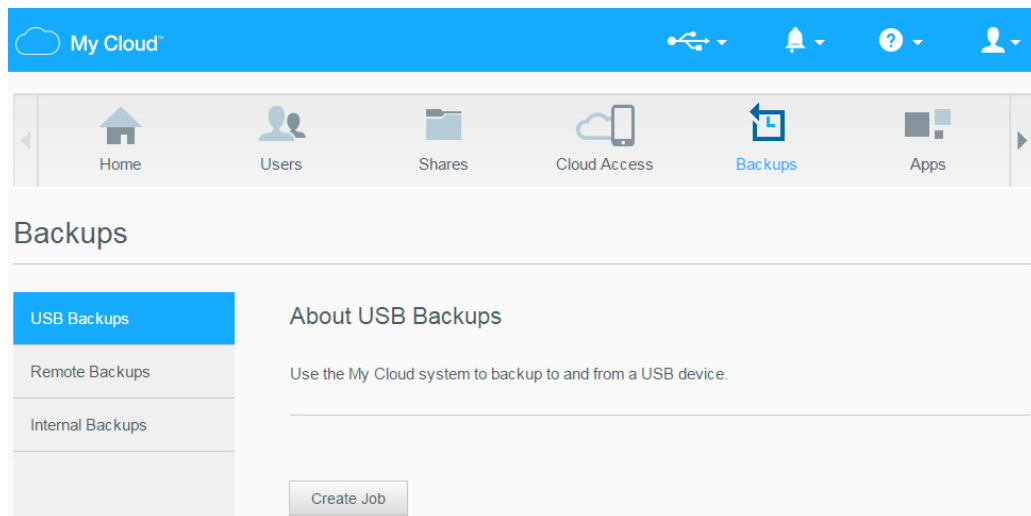
You can create a complete backup or snapshot of your My Cloud device and save it to an another server on or outside your home network, to a USB drive attached to the USB expansion port, or to another storage location within your My Cloud system.

Backups can be created or run on a schedule you define. They include a record of users, data, and shares on your device; any backups created using WD SmartWare, Apple Time Machine, Windows 7 Backup, or Windows 8 File History, and any associated device configuration details. Creating a backup ensures that you can easily recover your data from a specific point in time to a new My Cloud device in the unlikely event that your My Cloud device fails.

Creating a USB Backup

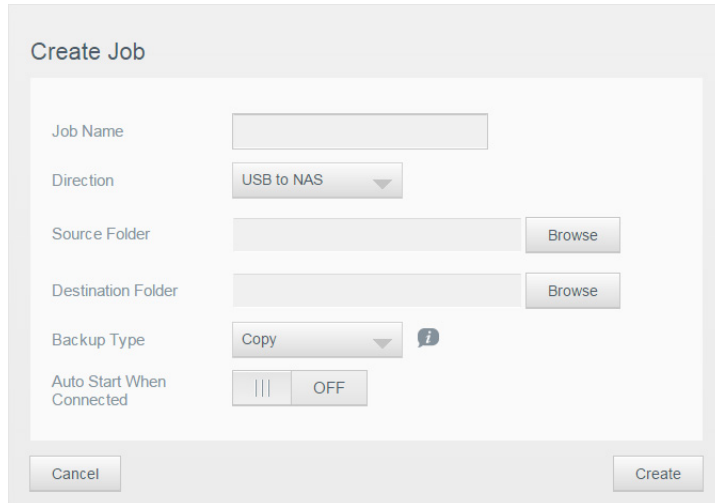
To create a USB backup for your My Cloud device:

1. On the navigation bar, click **Backups** to display the Backup page:



2. Click USB Backups from the list of backup options.

3. Click **Create Job** to display the job options.



The 'Create Job' dialog box contains the following fields and controls:

- Job Name:** A text input field.
- Direction:** A dropdown menu currently set to 'USB to NAS'.
- Source Folder:** A text input field with a 'Browse' button to its right.
- Destination Folder:** A text input field with a 'Browse' button to its right.
- Backup Type:** A dropdown menu currently set to 'Copy', with an information icon (i) to its right.
- Auto Start When Connected:** A toggle switch currently in the 'OFF' position.
- Buttons:** 'Cancel' and 'Create' buttons at the bottom.

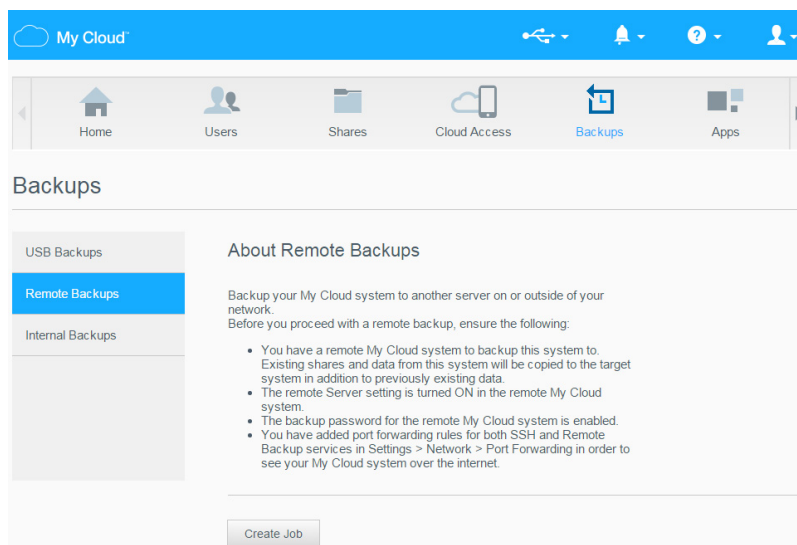
4. Enter the job details.
5. Click **Create**. The new job will appear in the list of USB backup jobs.

Note: The time it takes to create a backup varies based on the speed of your network and the number and size of files you have stored on your My Cloud device. For a given amount of total data, fewer larger files replicate quicker than many smaller files. Other factors such as what processes are running on the My Cloud device and on the speed and availability of your USB device have an effect on how long it takes.

Creating a Remote Backup

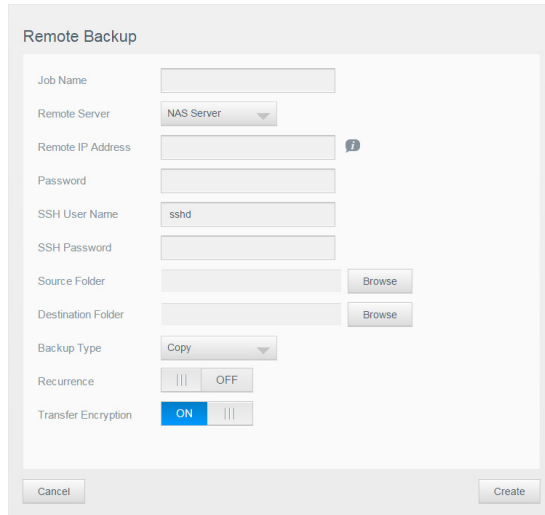
To create a remote backup for your My Cloud device:

1. On the navigation bar, click **Backups** to display the Backup page:



2. Click **Remote Backups** from the list of backup options.

3. Click **Create Job** to display the job options.



The 'Remote Backup' dialog box contains the following fields and controls:

- Job Name:** A text input field.
- Remote Server:** A dropdown menu with 'NAS Server' selected.
- Remote IP Address:** A text input field with a help icon.
- Password:** A text input field.
- SSH User Name:** A text input field with 'sshd' entered.
- SSH Password:** A text input field.
- Source Folder:** A text input field with a 'Browse' button.
- Destination Folder:** A text input field with a 'Browse' button.
- Backup Type:** A dropdown menu with 'Copy' selected.
- Recurrence:** A button with three vertical bars and an 'OFF' button.
- Transfer Encryption:** A blue 'ON' button and a button with three vertical bars.
- Buttons:** 'Cancel' and 'Create' buttons at the bottom.

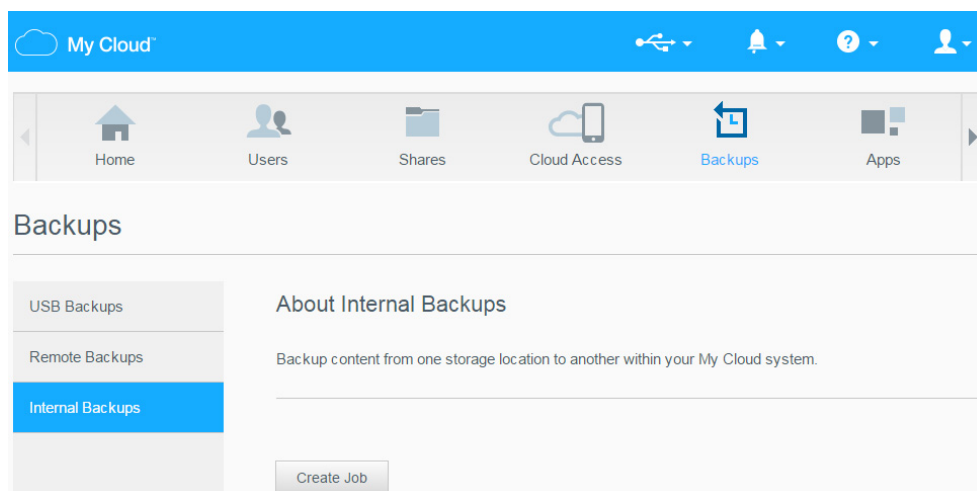
4. Enter the job details.
5. Click **Create**. The new job will appear in the list of remote backup jobs.

Note: The time it takes to create a backup varies based on the speed of your network and the number and size of files you have stored on your My Cloud device. For a given amount of total data, fewer larger files replicate quicker than many smaller files. Other factors such as what processes are running on the My Cloud device and on the speed and availability of the remote server have an effect on how long it takes.

Creating a Internal Backup

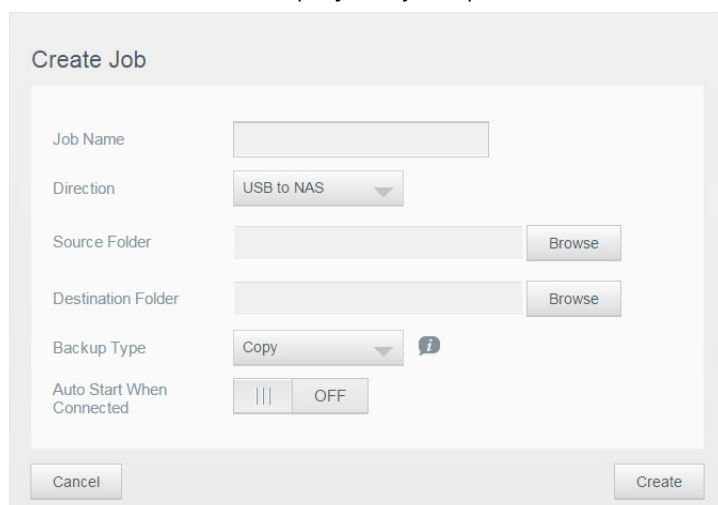
To create a internal backup for your My Cloud device:

1. On the navigation bar, click **Backups** to display the Backup page:



2. Click **Internal Backups** from the list of backup options.

3. Click **Create Job** to display the job options.



The 'Create Job' dialog box is a light gray window with a title bar. It contains several input fields and buttons. At the top, the title 'Create Job' is displayed. Below it, there are six rows of controls: 'Job Name' with a text input field; 'Direction' with a dropdown menu showing 'USB to NAS'; 'Source Folder' with a text input field and a 'Browse' button; 'Destination Folder' with a text input field and a 'Browse' button; 'Backup Type' with a dropdown menu showing 'Copy' and an information icon; and 'Auto Start When Connected' with a toggle switch currently set to 'OFF'. At the bottom of the dialog, there are two buttons: 'Cancel' on the left and 'Create' on the right.

4. Enter the job details.
5. Click **Create**. The new job will appear in the list of internal backup jobs.

Note: The time it takes to create a backup varies based on the speed of your network and the number and size of files you have stored on your My Cloud device. For a given amount of total data, fewer larger files replicate quicker than many smaller files. Other factors such as what processes are running on the My Cloud device have an effect on how long it takes.

Updating a Backup

There are two ways to update a backup:

- Automatically - you set the frequency, date, and time when the update occurs
- Manually

To update a backup automatically:

1. On the Navigation bar, click **Backups** to display the Backups page.
2. In the left pane, select the type of backup you want to update.
3. Click **Modify Job** to display the Modify Job dialog box.

4. Change the job details, and then click **Save**.

To update a backup manually:

1. On the Navigation bar, click **Backups** to display the Backup page.
2. In the left pane, select the type of backup you want to update.
3. In the list of backup jobs, click **Start Backup** next to the desired job. An updating message displays.

Important: Changes made to data while backup operations are in progress are not guaranteed to be backed up immediately.

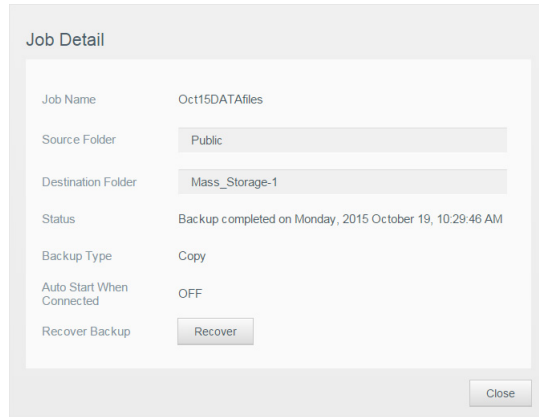
Recovering a Backup

The Recover section enables you to restore your data from a backup to a factory-fresh My Cloud device.

Important: Make sure the replacement My Cloud device is new or is in factory fresh state. (See “System Factory Restore” on page 65.) The capacity of the replacement device must be the same or larger than the backup you created.

1. Open the dashboard of a factory fresh unit.
2. In the left pane, select the type of backup you want to use as the basis for the recovery.

3. Click **Job Detail** at the right of the desired backup job. A Job Detail dialog box will open.



The Job Detail dialog box displays the following information:

Job Name	Oct15DATAfiles
Source Folder	Public
Destination Folder	Mass_Storage-1
Status	Backup completed on Monday, 2015 October 19, 10:29:46 AM
Backup Type	Copy
Auto Start When Connected	OFF
Recover Backup	Recover

4. Click **Recover**.
5. At the Backup Recovery confirmation dialog box, click **OK**.

Deleting a Backup

1. On the navigation bar, select **Backups** to display the Backup page.
2. In the left pane, select the type of backup you want to delete.
3. Click **Delete Job** at the right of the desired backup job. A warning dialog box will open.

Playing/Streaming Videos, Photos & Music

[Media Servers](#)

[Media Storage](#)

[Enabling/Disabling DLNA and iTunes](#)

[Accessing Your Personal Cloud Using Media Players](#)

[Accessing Your Personal Cloud Using iTunes](#)

Media Servers

The My 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 or private share that has media serving enabled. When the My Cloud device is new, only the Public share defaults to DLNA on. WD SmartWare, Time Machine, and new shares default to DLNA 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 “Making a Share Private” on page 46.) Both the DLNA and iTunes servers are pre-set, so you can just transfer your multimedia content to the Public share on your My Cloud device, and you are ready to stream and view content on your home entertainment center, game consoles (for example, Xbox 360 or PlayStation 3), WD TV Live HD media player, DLNA 1.5 Digital Media players, and other PCs on your home network. Visit <http://www.dlna.org> for further information on DLNA.

TwonkyMedia Overview

The My 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 TwonkyMedia server searches for all the media stored in the Public share on the My Cloud device connected to your home network. The server is pre-set, so you can just transfer your multimedia content to the Public share on your My Cloud device, and you are ready to stream and view content on your home entertainment center, game consoles (for example, Xbox 360 or PlayStation 3), WD TV HD Live media player, or DLNA 1.5 Digital Media Adapters), and other PCs on your home network. Visit <http://www.twonkymedia.com> for further information about TwonkyMedia.

iTunes Overview

You or anyone connected to the My 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 My 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 by DLNA

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

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.

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 My Cloud device by means of network shares. Shares, similar to folders or directories, are areas set up to organize media and

access them from your network. Shares can be shared with everyone (public) or with selected users on your network (private).

The device comes pre-configured with the Public network share, which contains the following subfolders 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

These folders are for your convenience; you can put any supported media file in any share.

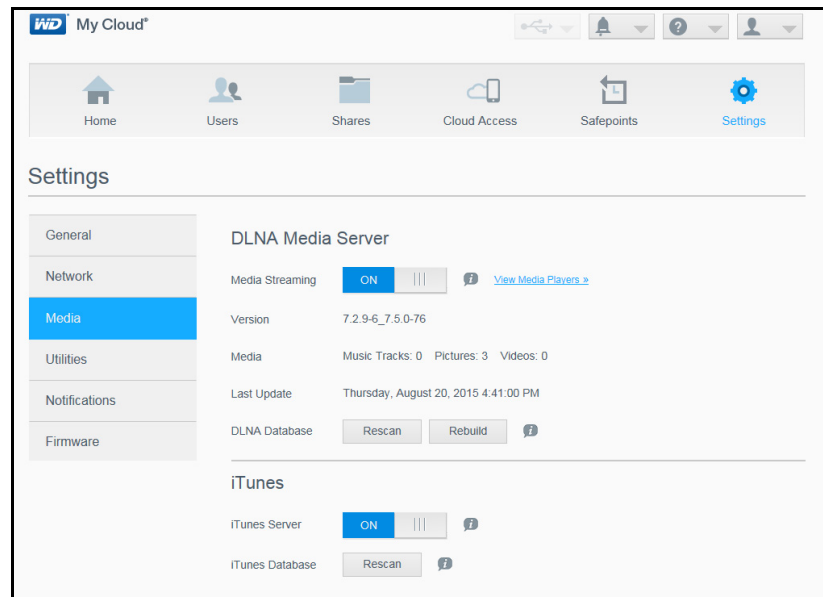
Note: You will notice that the Public share's Shared Music and Shared Pictures shares contain mirrored and uploaded subfolders. These folders are needed by Twonky 7.2. You can now upload all media types to the uploaded subfolder from a DLNA client with "upload" capability.

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/Disabling DLNA and iTunes

The Media page on the My Cloud dashboard allows you to enable or disable the DLNA and iTunes media servers. Media server utilities for re-scanning the NAS or fully rebuilding the DLNA database are also on the Media page.

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

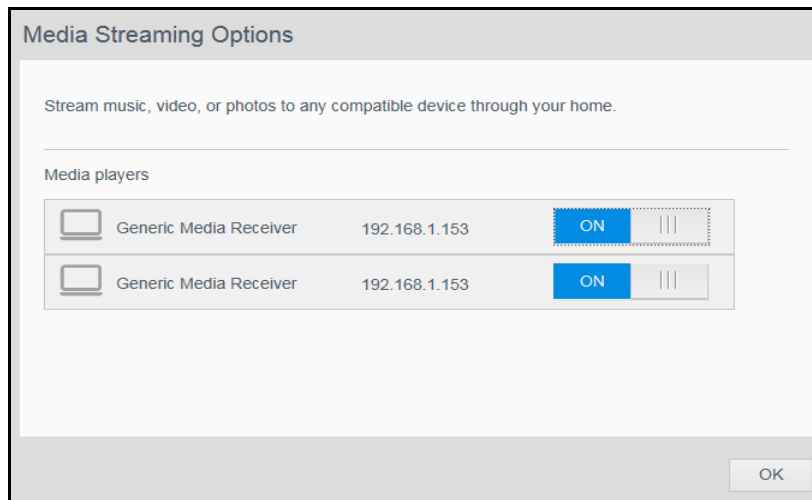


To view all players on the LAN and enable or disable streaming to them:

1. **Media Streaming** is ON for all shares by default. To disable streaming to all shares, switch it to OFF.

You can view the status information, including the version of the DLNA software, the date and time your settings were updated, and the number of music tracks, pictures, and videos that were streamed.

2. To view a list of your media players/receivers on your home network, click the **View Media Players** link. The Media Streaming Options dialog box displays.



3. To block or unblock access for a DLNA device on the Media Streaming Options dialog box, find the device whose access you want to change and toggle the switch as appropriate:
 - **ON:** Allows access (default)
 - **OFF:** Denies access
4. Click **OK** to return to the Media page.
5. If you encounter a mismatch in the amount of My Cloud content accessible or viewable by a DLNA device, you can click one of the following:

Note: Re-scanning and rebuilding take place automatically. You only need to use the buttons if you are having a problem. Only the file types listed on page page 80 are supported and will be counted.

Important: Use caution when completing this procedure. Rebuilding the DLNA server database could take a considerable amount of time, depending on the number and size of the files involved.

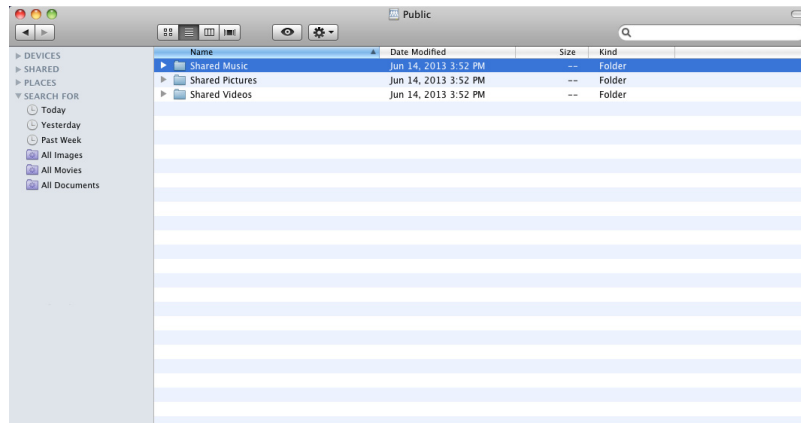
- **Rescan:** The My Cloud device searches for changes made to your media libraries. Try this first.
- **Rebuild:** The My Cloud device rebuilds the DLNA database from scratch.

To enable or disable iTunes:

1. To enable iTunes to access your music files through your iTunes player, click the **iTunes Server** toggle switch as appropriate:
 - **ON:** Allows access (default setting)
 - **OFF:** Denies access
2. Click **Rescan** to update your media files. When the “iTunes rescan has been initiated” message displays, click **OK**.

Adding Media Content to the Folders

1. Open Windows Explorer or Mac Finder:



2. Copy your music files to the Shared Music folder.
3. Follow the same process to place your videos and pictures into their respective Pictures and Video folders.

Note: You can put media files in any public and private shares to which you have access.

Accessing Your Personal Cloud Using Media Players

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

- Windows Media Player 11 (comes with Windows Vista)
- Windows Media Player 12 (comes with Windows 7 and Windows 8)
- WD TV Live/Live Plus HD Media Players
- XBox 360
- PlayStation 3
- Other DLNA-compatible media players:
 - Blu Ray players
 - Network-connected TVs
 - Digital picture frames
 - Network music player

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 Media Players to your home network for access to media content stored in a network drive such as the My Cloud device. For details on using a WD Media Player to access files on your My Cloud device, 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 My 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 My Cloud device on your network.
4. Depending on the player you have, 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 My Cloud device. Please refer to your player's user guide for specific instructions.

DLNA Devices

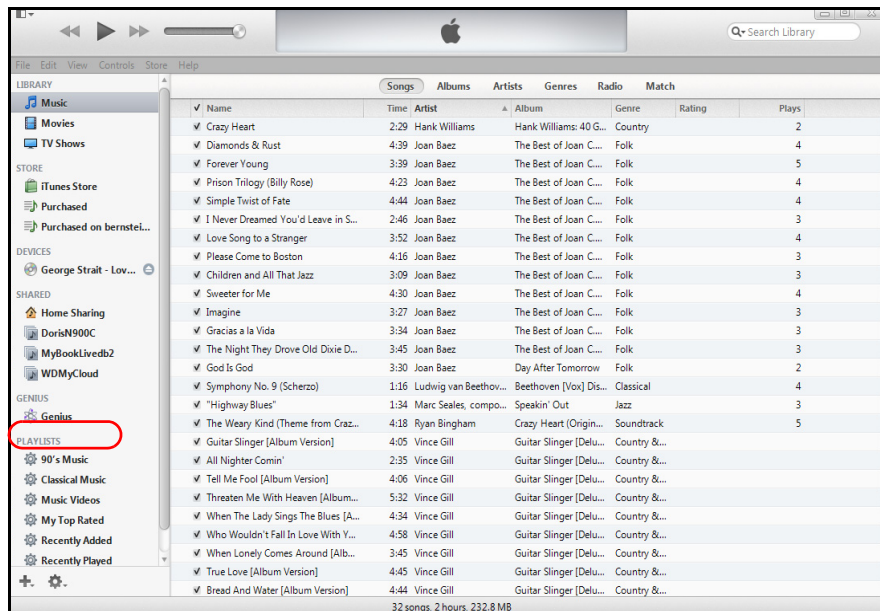
See specific DLNA media device user manuals for instructions on connecting a DLNA device to your local area network so you can access content on the My Cloud device. Go to <http://www.dlna.org> for a list of DLNA-certified devices and for further information.

Accessing Your Personal Cloud Using iTunes

Streaming Media in iTunes

iTunes is enabled by default in the dashboard. See "Media" on page 62 for more information.

1. Launch iTunes on your computer.
2. Click **WDMMyCloud** 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 should be listed in the right pane.



3. Double-click a media file to play it.

12

Connecting a USB Hard Drive

[Overview](#)

[Connecting a USB Drive](#)

[Mapping a USB Drive \(Windows Only\)](#)

[Creating a Shortcut to the USB Drive \(Windows only\)](#)

Overview

When you attach a USB drive to the My Cloud device's USB 3.0 expansion port, it becomes a network drive. Now the USB drive has the following capabilities:

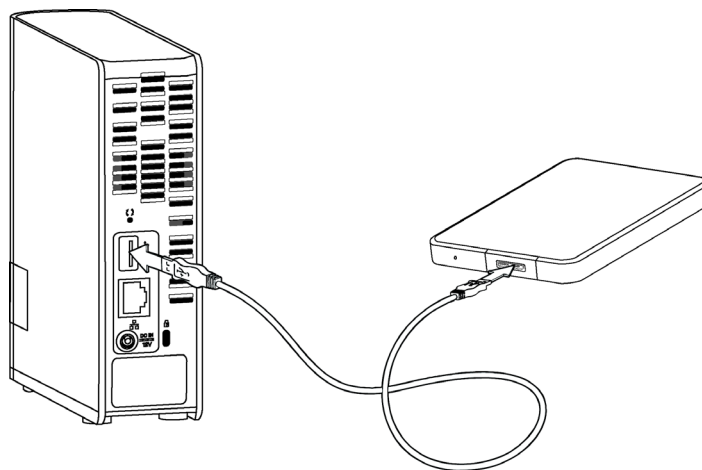
- When you connect an external USB drive such as a My Passport™, a memory stick, or a camera to the My Cloud device, you can access it with Windows Explorer or Mac Finder.
- The USB drive can serve as a target for backups in WD SmartWare, Windows, or Time Machine.
- You can map the drive as a user share drive (Windows) or an alias (Mac).
- If a WD external drive has been locked, when it is attached to the My Cloud device, it maintains that security and can be unlocked or relocked using the Dashboard.
- You can attach a powered USB hub to the external USB port and attach up to seven USB devices to the hub.

Connecting a USB Drive

Connect a USB hard drive to the USB port on the rear of your My Cloud device for additional storage. The USB drive appears as a share on the My Cloud dashboard. (See “Managing Shares” on page 44.)

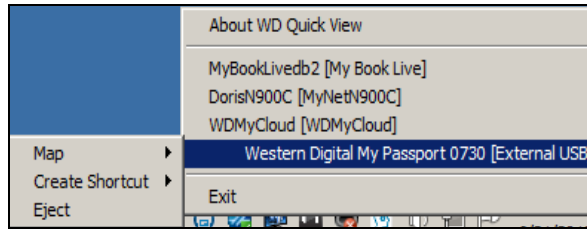
The My Cloud device supports the following formats for externally attached USB drives:

- FAT32
- NTFS (read and write capability)
- HFS+J
- Ext2, Ext3/Ext4
- XFS

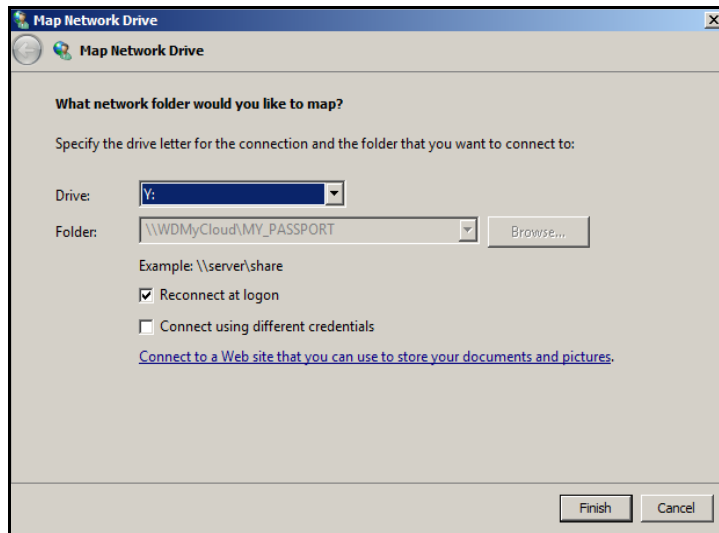


Mapping a USB Drive (Windows Only)

1. Right- or left-click the WD Quick View icon  in the system tray to display a menu.
2. Move the pointer over or click to select your USB drive and display a submenu:



3. Select **Map** [USB name] on the WD Quick View submenu. The Map Network Drive dialog box displays:



4. Select the desired letter from the **Drive** drop-down list.
5. Click the **Finish** button.

Note: When Windows attempts to reconnect a Mapped Network Drive after a restart, the “Unable to reconnect mapped network drives” error may appear. This can occur if the username and password of the My Cloud drive do not match the current Window's username and password information.

During the automatic reconnection process, Windows may attempt to send the current Windows username and password instead of the My Cloud device username and password specified during setup. Attempting to open the mapped network drive prompts a new login window. Enter the My Cloud device username and password to reconnect the share, allowing it to be accessible again (until the next reboot). For more information on this problem, see Knowledge Base Answer ID 6745.

Creating a Shortcut to the USB Drive (Windows only)

Select **Create Shortcut** on the WD Quick View submenu for your USB Drive. An icon representing the USB drive displays on the desktop.

Appendix A: My 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 My Cloud	http://wdmycloud	http://wdmycloud.local
Renamed Device	http://<new device name>	http://<new device name>.local

Device Name

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

Device Name	Window / Mac Name
WD My Cloud	wdmycloud

Appendix B: Specifications

Ethernet	High performance (100/1000) Gigabit Ethernet connection
Internal hard drive	WD 3.5-inch SATA hard drive
Supported protocols	CIFS/SMB, NFS, FTP, AFP
I/O ports Data transfer rate	Gigabit Ethernet (RJ-45) port USB 3.0 up to 5 Gb/s USB 2.0 up to 480 Mb/s <i>*A USB 3.0 host and USB 3.0 certified cable are required to obtain USB 3.0 performance.</i>
Compatibility <i>Note: Compatibility may vary depending on user's hardware configuration and operating system.</i>	Operating systems: • Windows 10 • Windows 8.1 and earlier • Windows 7 • Windows Vista • Mac OS X El Capitan • Mac OS X Yosemite • Mac OS X Mavericks • Mac OS X Mountain Lion • Mac OS X Lion Browsers: • Internet Explorer 10.0 and later on supported Windows computers • Safari 6.0 and later on supported Mac computers • Firefox 29 and later on supported Windows and Mac computers • Google Chrome 31 and later on supported Windows and Mac computers DLNA®/UPnP® devices for streaming Internet connection
Physical dimensions	
Width	1.9 in (49 mm)
Length	5.5 in (139.3 mm)
Height	6.7 in (170.6 mm)
Weight	2 TB 2.11 lb (0.96 kg) 3 TB 2.11 lb (0.96 kg) 4 TB 2.25 lb (1.02 kg) 6 TB 2.27 lb (1.03 kg)
Power supply	Input voltage: 100V to 240V AC Input frequency: 47 to 63 Hz Output voltage: 12V DC, 1.5A Power supply: 18W

Temperature	Operating temperature: 5°C to 35°C (41°F to 95 °F) Non-operating temperature: -20°C to 65°C (-4°F to 149 °F)
RoHs compliant	Yes

Appendix C: Troubleshooting

[First Steps Checklist](#)
[Resetting the My Cloud Device](#)
[Specific Problems and Corrective Actions](#)

First Steps Checklist

- Are all cables correctly connected and secured?
- Is the WD provided power adapter plugged directly into a wall outlet and the device?
 - This helps rule out power issues if the wrong adapter is used.
 - If a surge protector or extension cord is being used, please plug the device's power cord directly into a wall outlet.
- Is the status indicator solid blue? If not, see "Resetting the My Cloud Device," below.
- For any issue related to function, first ensure that you are using the latest firmware for the My Cloud device. See "Firmware" on page 70 for update instructions.

Resetting the My Cloud Device

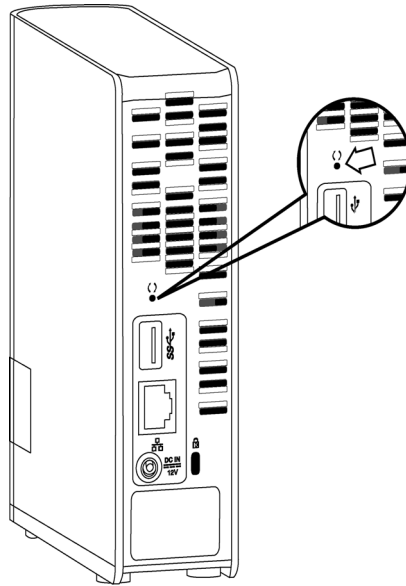
Resetting with Power On

If you have set a password or a static IP address on the My Cloud dashboard and have forgotten it, pressing the reset button while the device is powered up resets the password to the default value of none and to default IP settings. The default IP setting is DHCP. Resetting does not erase your files.

Follow the instructions below to reset the device using the reset button:

WARNING! Do not move the unit while it is turned on. If you do not have access to the back of the unit, unplug the device from the power source, turn the device around so you do have access, and then plug the device in again.

1. With the device powered on, insert a paper clip or narrow-tipped pen into the reset button slot on the back of the unit:
2. Press and hold down the reset button for four seconds. The device will reboot (this may take up to three minutes).



Resetting with Power Off

At the same time as you plug power into the My Cloud device, press the **Reset** button and hold for about 40 seconds. The device undergoes a system restore and powers on.

Specific Problems and Corrective Actions

The following contains specific problems that may arise during the use of the My Cloud device. Possible solutions are listed for each problem.

LEDs do not light up.

- Make sure the power cord is connected correctly.
- Make sure that the wall outlet has power. Test it by plugging in another device.

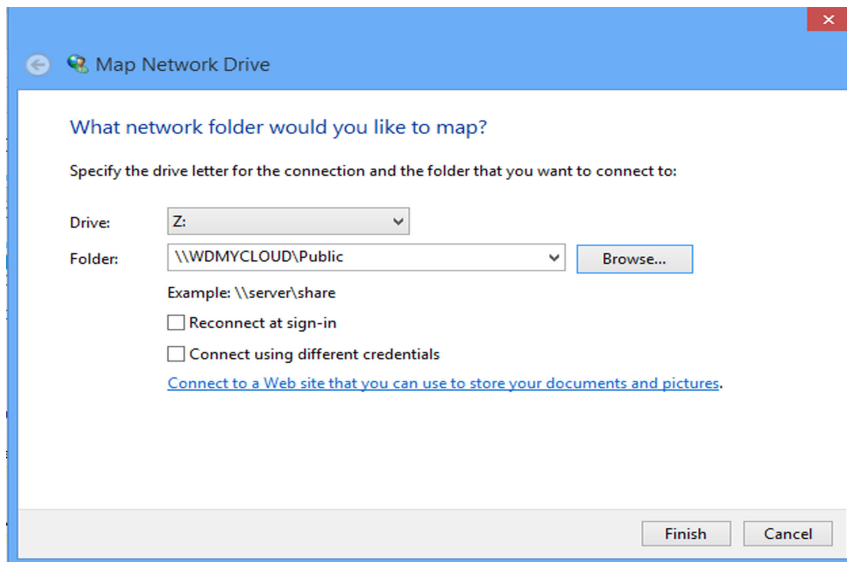
The My Cloud Device's front panel light is red and the unit's Network Adapter LEDs do not light.

1. Confirm the network cable is properly connected to the My Cloud device and the network switch or router.
2. Make sure the network switch or router has power.
3. Use a different network cable and port on the network switch or router. Temporarily swapping the My Cloud device's cable port with a working network device may identify any failing cables and ports.

My router has failed. How do you manually map the drive letter?

1. Power down the device.
2. Connect the device directly to the computer's Ethernet port.
3. Power up the device. Wait until the LED turns blue before proceeding.
4. For Windows XP and Windows 7, on the Start menu:
 - a. Click **(My) Computer**.
 - b. Click **My Network Places** (Windows XP) or **Network** (Windows Vista/Windows 7).
 - c. Select **wdmycloud**.
 - d. On the Tools menu, click **Map Network Drive**.
5. For Windows 8 and Windows 10, click the **File Explorer** icon , and in the ribbon (top of page), click **Computer > Map Network Drive**.
6. Select **wdmycloud**.
7. Leave the drive set to the default letter.
8. In the **Folder** box, type the following path: `\\device name\public`.

Note: The default device name is WDMYCloud.



9. Click **Finish**.
10. Go back to the opening window of (My) Computer to view the Public folder of your device under Network Drives.

Setup or WD SmartWare is unable to detect a My Cloud device.

If Setup or WD SmartWare is unable to detect a My Cloud device, then certain network protocols may be blocked on the network or the computer. In those cases, the My Cloud device is available through a direct IP or network name connection. For example, you can open the My Cloud dashboard using `http://<device IP address>/` or `http://wdmycloud/`.

- If the computer is on a wireless network, connect using an Ethernet cable and try again.
- Temporarily disable any computer firewalls or security software and retry.
- Check your local router for any firewalls or security software. If present, please check your router documentation on temporarily disabling the software or configuring the software to allow UPnP or UDP traffic.

Important: Disabling your firewalls or security software may leave you vulnerable to security threats on your computer. Remember to restore your firewall/security settings after you perform the above steps.

I am unable to play music, videos and/or view pictures through my digital media adapter.

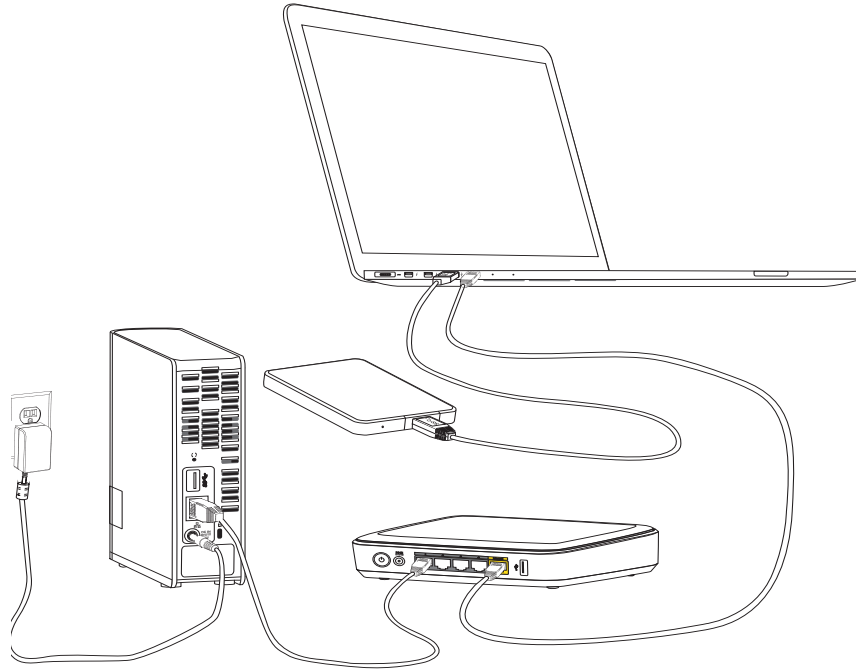
- There are many kinds of file formats for pictures, videos and music; your particular digital media adapter may not support a format to play or display it. Depending on the digital media adapter device that you have (for example, Xbox 360 or PlayStation 3), you may need to update your device to support the media format that you want to play. Refer to your digital media adapter's user manual for further information.
- Make sure the share containing your media content is enabled to serve that type of media. See "Creating a New Share" on page 45.
- Try re-encoding the media file.
- Test the media file on a PC/MAC running a different media server to help determine if the file is not corrupted, plays on a other media players, etc.

I am having trouble shutting down the My Cloud Device.

If you are unable to shut down the device using the My Cloud dashboard or the WD Quick View icon:

1. Double-check every computer on the network to ensure no files are open or transfers are in progress.
2. Check the following:
 - If the LED is solid blue (indicating the device is idle) or pulsing blue (indicating the device is on standby), the device is ready to shut down.
 - If the LED is pulsing blue, the firmware is being updated. **Do not allow power to be lost to your device as this could corrupt the firmware in the device and cause data loss.** Loss of power may also cause the device to become inaccessible.
 - If the LED is any other color, wait for it to turn blue. If it does not turn blue, consult "Front Panel LED" on page 7.
3. Disconnect the power cable (if steps 1-3 do not resolve the issue).
4. Wait 30 seconds.
5. Reconnect the Ethernet cable and power cord, and then power on the device.

I need to migrate a large amount of data (50 GB or more) from a USB external drive to my My Cloud device.



1. Connect the USB drive to your computer for optimal performance.
2. Connect your computer and the My Cloud device directly to your router with a wired Ethernet connection.
3. Copy your data from your external USB drive (or your computer) to your My Cloud device.

Network performance optimization guidelines for data migration:

- Data transfer over a wireless connection between your computer and the My Cloud device will generally result in slower data transfer performance.
- A wired connection between your computer and your router is recommended.
- Using a Gigabit router for optimum performance is recommended.
- For wireless data transfer, it is recommended that you move the wireless computer into the same room as your wireless router.
- Data transfer speeds through a wireless connection will be higher if your router and computer are connected using Wi-Fi 802.11n or 802.11ac

Appendix D: Regulatory and Warranty Information

[Regulatory Compliance](#)

[Warranty Information \(All Regions Except Australia/New Zealand\)](#)

[Warranty Information \(Australia/New Zealand only\)](#)

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 norme NMB-003 du 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.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1 : Sûreté d'équipement 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

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe or can be found at <http://www.wdc.com/products/EUDOC>.

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)	이 기기는 가정용(B 급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다

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

Warranty Information (All Regions Except Australia/New Zealand)

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at <http://support.wd.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wd.com>. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 2 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com>), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product.

The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Information (Australia/New Zealand only)

For consumers purchasing products in Australia and New Zealand, please refer to this warranty information.

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 2 years in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com>), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALLY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS. SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UP AND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. 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 e-mail support service at <http://support.wd.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at <http://support.wd.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wd.com>.

Western Digital Technologies, Inc.
3355 Michelson Drive, Suite 100
Irvine, California 92612
Phone: 949-672-7000
E-mail: support@wd.com

Index

A

Accessing

- personal cloud on the web 52
- your personal cloud remotely 49

accessing

- content 17

Accessories 9

accessories 4

Alerts

- dashboard icons 32

Apple Time Machine 26

B

Backing up

- Apple Time Machine 25
- Windows 7 Backup and Restore 25
- Windows 8 File History 25

box contents 4

C

Capacity 33

China RoHS 97

Cloud access

- accessing your cloud remotely 49
- enabling for all users 56
- status 57

Cloud devices, adding 35

Compliance

- regulatory 96
- safety 96

connecting

- My Cloud device 10

Content scan 37

Customer Support 38

D

dashboard

- getting started with the 16

Dashboard Home page 31

Device Name 87

Device set up 10

Device URL 87

Diagnosis 34

Disconnecting safely 94

DLNA devices 84

Drive configurations, saving and importing 66

Drive status 33

E

Enabling cloud access

- for a user 49
- for the device 49

Energy saver 58

Environmental compliance (China) 97

F

Failed router, troubleshooting 92

Features 3

Firmware updates 34

G

Getting Started

- with dashboard 16

getting started

- with the dashboard 16

H

h 97

höchste 97

How do I? 39

http

- //mycloud.com/setup 10

I

ICES/NMB-003 compliance 96

Icons

- information 32
- navigation 32

Important

- use enclosed Ethernet cable provided 10

Installing

- WD SmartWare software 24

internet requirements 5

iTunes

- media types supported 80
- streaming media 84

L

LAN

- configuration 59
- requirements 5

Language settings 55

Launching

- WD SmartWare 24

LEDs

- back panel 8
- Back Panel LEDs 8
- Front Panel LED 7

- Log files, sending to Customer Support 39
- Log out option on dashboard User menu 32
- M**
- Mac**
 - Apple Time Machine 25
 - creating an alias for shared drive 18
 - enabling backup 58
- Making a share private 46
- Managing
 - users and shares 40
- Mapping
 - Public share 20
 - USB drive 86
- mapping public folders 20
- Media**
 - enabling streaming 62
- Media players
 - accessing My Cloud 83
 - media types 80
- Media servers
 - overview 79
 - settings 81
- Media setting, DLNA and iTunes 62
- Media streaming in iTunes 84
- Mobilizing your files, overview 51
- My Cloud**
 - accessing contents of shares locally 47
 - changing user password 42
 - configuration settings 66
 - creating a share 45
 - deleting a share 47
 - factory restore 64
 - managing users 40
 - media server settings 81
 - notifications 67
 - private shares 42
 - safepoints 71
 - user settings 40
- My Cloud account 13
 - creating 12
- My Cloud Dashboard, launching 30
- My Cloud folder 22
- My Cloud mobile app
 - overview 52
- My Cloud.com
 - account 49, 52
 - login 50
- MyCloud.com, accessing 52
- N**
- Navigating through the system 32
- Network services settings 60
- Network settings 59
- Notifications, types 67
- O**
- Obtaining service 97
- Online Help for WD SmartWare 24
- Online Learning Center 4
- operating system compatibility 5
- P**
- Package contents 4
- Password, changing 42
- Password, changing 42
- Personal cloud
 - accessing on the web 52
- Precautions 9
- Pre-installation requirements 9
- preparing your device 10
- Private share
 - creating for a user 42
 - making public 46
- product components
 - 1-bay back view 6
 - 1-bay front view 6
- Product registration ii
- Product warranty 97, 98
- public folders
 - mapping 20
- Public share
 - accessing with Mac OS X /Snow Leopard/Lion/Mountain Lion 20
 - accessing with Windows 8 19
 - accessing with Windows Vista/Windows 7 20
 - converting from a private share 46
- public share
 - opening with a Mac OS 18
 - opening with Windows OS 18
- R**
- Reboot option from dashboard User menu 32
- Reboot option on dashboard Utilities page 63
- Rebooting safely 65
- Registration
 - online ii
- Regulatory compliance 96
- Remote access 49

Remote access for sharing files 53
 Resetting the My Cloud device 90
 Restoring to factory defaults 64
 RoHS 97

S

Safepoint

creating 71
 deleting 78
 managing 71
 recovering 76
 updating 76

Safety

compliance 96
 instructions 1

Scanning content 37

Service, obtaining 97

Settings

configuration 54
 general 54
 media 62
 network services 60
 system diagnostics 63
 utilities 63
 workgroup 62

Share 36

accessing contents locally 47
 changing from Public to private 46
 creating 45
 deleting 47
 settings 40
 user name and password 42

shared drive

creating a Mac alias for 18

shares

viewing content 17

Sharing files remotely 53

Shortcut

to a USB drive 86

Shutdown option from dashboard User menu 32

Shutdown option on dashboard Utilities page 63

Shutting down safely

troubleshooting 94
 using dashboard 65

Specifications 88

Streaming

media in iTunes 84

Support resources 39

System diagnostics 63

T

Time settings 55

Troubleshooting 90

can't shut down 94
 cannot play media through digital media adapter 94
 checklist 90
 drive not connecting to network 91
 failed router 92
 LEDs don't light up 91
 manually mapping the drive letter 92
 resetting the system 90
 Setup or WD SmartWare cannot detect my drive 93

TwonkyMedia 79

U

USB hard drive

connect and manage 85
 creating a shortcut (Windows Only) 86
 creating shortcut to 86
 mapping 86

User

creating 42
 creating private share for 42
 enabling cloud access for 49
 password 42
 settings 40
 viewing list of 40

Users 36

Using Mac OS X 18

Utilities 63

V

viewing

device share content 17

W

Warning

deleting a share 47
 do not move drive 90
 interrupting the factory restore 64
 unplugging drive during reboot or shutdown 64, 65

Warranty information

all regions except Australia/New Zealand 97
 Australia/New Zealand 98

WD media players 83

- WD SmartWare
 - installing 24
 - launching 24
 - online Help 24
 - overview 24
- WD Sync
 - downloading 21
 - operating system compatibility 23
 - overview 21
- WD Sync folder 21
- Web browser compatibility 5
- Windows
 - mapping a public folder 20
- Windows 7 Backup and Restore 25
- Windows 8 File History 25
- Workgroup setting 62

Information furnished by WD is believed to be accurate and reliable; however, no responsibility is assumed by WD for its use nor for any infringement of patents or other rights of third parties which may result from its use. No license is granted by implication or otherwise under any patent or patent rights of WD. WD reserves the right to change specifications at any time without notice.

Western Digital, WD, the WD logo, My Cloud and My Passport are registered trademarks and WD SmartWare and WD Sync are trademarks of Western Digital Technologies, Inc. in the U.S. and/or other countries. Other marks may be mentioned herein that belong to other companies.

© 2015 Western Digital Technologies, Inc. All rights reserved.

Western Digital
3355 Michelson Drive, Suite 100
Irvine, California 92612 U.S.A.

4779-705147-A00 Oct 2015