



# My Cloud™ Home & My Cloud™ Home Duo

## Personal Cloud Storage

User Manual



# Accessing Online Support

Visit our product support website at [support.wdc.com](https://support.wdc.com) and choose from these topics:

- **Registration** – Register your WD product to get the latest updates and special offers at: [register.wdc.com](https://register.wdc.com)
- **Downloads** –Download software and updates for your WD product at: [support.wdc.com/downloads](https://support.wdc.com/downloads)
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# 1 About Your My Cloud Home Device

- [Features](#)
- [Kit Contents](#)
- [Requirements](#)
- [Product Description](#)
- [Handling Precautions](#)

Welcome to your My Cloud Home device. Before you get started using your device, please review the following features and descriptions to get better acquainted with your product.

## Features

**One central place to store and organize everything** — My Cloud™ Home storage is home to all your content. With enough space to keep all your photos, videos and files in one place at home, you can organize it your way and access from anywhere with an internet connection.

**Quick and simple setup** — Set up your My Cloud™ Home device quickly. Just plug it into your Wi-Fi router. Then, use your mobile device to visit [MyCloud.com/hello](http://MyCloud.com/hello) to set up your account, and start backing up, accessing and sharing. No computer necessary and no monthly fee required!

**Everything saved twice with Mirror Mode** — My Cloud™ Home Duo devices comes equipped with two hard drives and is set to Mirror Mode (RAID 1)\*, so all your photos, videos and files are stored on one drive and automatically duplicated onto the second drive for extra peace of mind. \* *This feature applies only to a My Cloud Home Duo device, not a My Cloud Home single-drive device.*

**Mobile, on-the-go access** — Use the My Cloud™ Home mobile app, desktop app or [MyCloud.com](http://MyCloud.com) to upload, access and share your favorite memories and stream videos saved on your My Cloud™ Home device.

**Auto backup for photos and videos on your phone** — Automatically back up photos and videos on your phone to the My Cloud™ Home device so you can make room for more.

**USB port to import photos and videos from all your devices** — Quickly import photos and videos from all the different devices scattered around your house, like USB flash drives and external hard drives, using the USB port on the back of the My Cloud™ Home. Keep all your favorite moments, action shots and adventures stored in one central, organized place.

**File search to find content easily** — Quickly find photos, videos, movies and docs using easy-to-use search with the My Cloud™ Home mobile or desktop app, or on [MyCloud.com](http://MyCloud.com).

**Individual, private spaces for each user** — Invite family and friends to create individual accounts. Each invited person can set up their own private space that only they have access to on the device. They can manage, access and share their content as they want.

**Third-party applications to customize your way** — Tailor your My Cloud™ Home device to fit your personal needs and preferences using downloadable services, including

Plex™ Media Server, Dropbox™, Google Drive and more. *Cloud services may be modified and vary by country.*

**Cloud account download to keep everything in one place** — Store everything in one place, even content in your favorite cloud accounts. Photos, videos and files from your cloud accounts are automatically downloaded to your My Cloud™ Home device, including Dropbox™, Box, Google Drive, Facebook and many more.

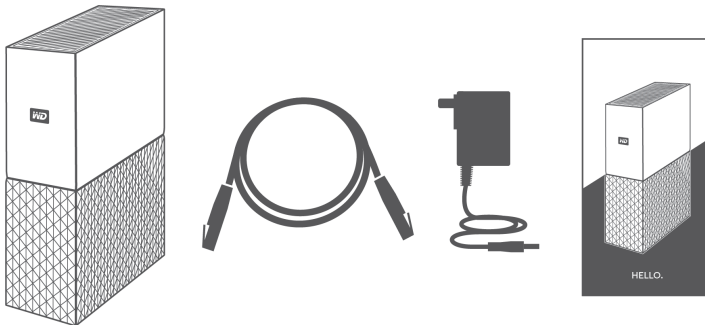
**Auto backup for all PCs and Mac computers at home** — The My Cloud™ Home device has enormous capacity and plugs into your network to wirelessly back up every computer at home to one central place. It works seamlessly with Windows® Backup and Time Machine software.

**Smooth video playback anywhere** — Stream your personal videos anywhere, on any device, using the My Cloud™ Home mobile and desktop app or MyCloud.com.

**Quick and easy sharing** — Collect all your favorite memories and moments in one place. With just a few clicks, share photos, videos, documents or entire folders with friends and family, so nobody misses a thing.

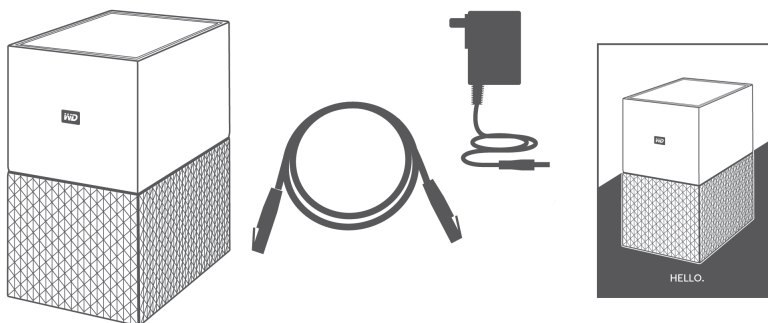
## Kit Contents

The My Cloud Home kit includes the following items:



- My Cloud Home device (a single-drive unit)
- Ethernet Cable
- AC power adapter
- Quick Install Guide

The My Cloud Home Duo kit includes the following items:



- My Cloud Home Duo device (two-bay unit)



- Ethernet Cable
- AC power adapter
- Quick Install Guide

## Requirements

### Desktop and Mobile App Operating System Compatibility

The My Cloud Home desktop app is compatible with the following versions of the Windows and macOS operating systems. The My Cloud Home mobile app is compatible with the following versions of the iOS and Android operating systems.

Table 1.1

Windows®	macOS® / OS X®	iOS®	Android™
Windows 7	OS X Mavericks – 10.9	iOS 9	KitKat – 4.4
Windows 8.x	OS X Yosemite – 10.10	iOS 10	Lollipop – 5.x
Windows 10	OS X El Capitan – 10.11		Marshmallow – 6.0
	macOS Sierra – 10.12		Nougat – 7.x

**When My Cloud Home devices are accessed from a personal computer system via the My Cloud Home desktop app, a 64-bit operating system is required.** Compatibility can vary, depending on hardware configuration and operating system. For highest performance and reliability, always install the latest updates.

### Web Browser Compatibility

The My Cloud Home device can be accessed with an Internet browser. Using the most current, stable combinations of operating system and web browser will provide the best results. At a minimum, use one of the following browser versions applicable to your operating system:

- **Google Chrome™ 50** or later on supported Windows, macOS, Android or iOS operating systems
- **Internet Explorer® 11** (11.0.9600.17843) or later on supported Windows® 7, Windows® 8.1 or Windows® 10 operating systems
- **Microsoft® Edge** (20.10514) or later on the Windows 10 operating system
- **Safari® 9.0** or later on supported OS X and macOS operating systems
- **Firefox® 45** or later on supported Windows, macOS, Android or iOS operating systems
- **Samsung® Default Browser 1.5** or later on Galaxy S4 to Galaxy S7 devices using Android KitKat 4.4 or later.

### Internet Connectivity

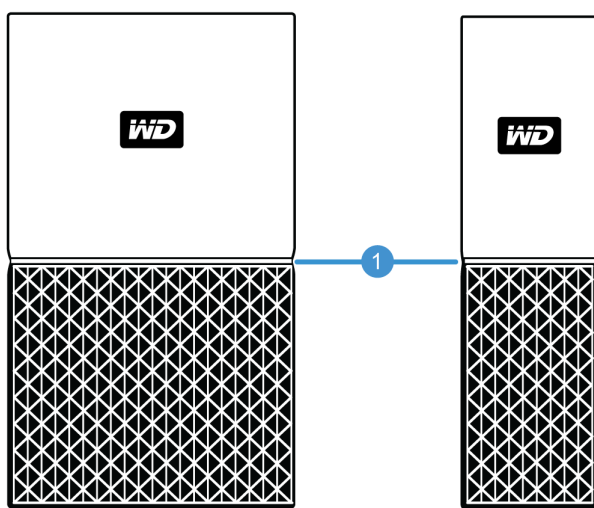
- My Cloud Home devices must be connected to the Internet. They should be connected to an available router through the included Ethernet connection. (This is not a Wi-Fi® device.) Gigabit capability for the router or switch is recommended to maximize performance. The router requires a Broadband

(WAN) Internet connection with an Internet Service Provider (ISP) for initial setup, software downloads and for accessing the device.

## Product Description

- [Front LED](#)
- [Power Button](#)
- [Reset Button](#)
- [USB Port\(s\)](#)
- [Ethernet Port](#)

### Front LED



#### 1. Front LED

The front LED on My Cloud Home devices is a single color, white. It is either on, off or blinks with a certain rhythm to indicate a specific "System Condition". A "System Condition" list is outlined below in Table 1.2.

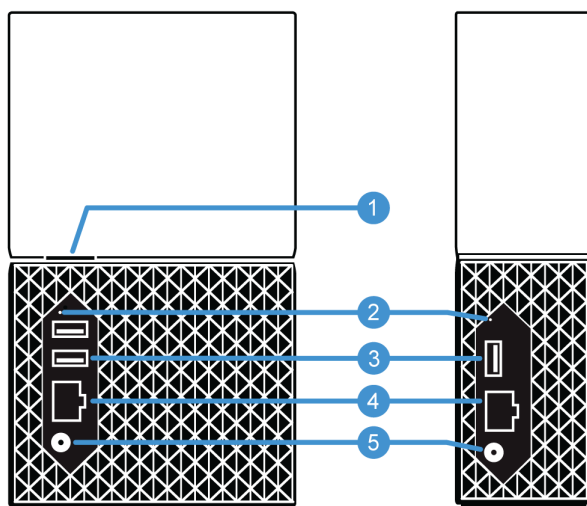
Table 1.2

LED Behavior	System Condition
No LED light illuminated	Power is Off or Disconnected
Solid Light - no blinking	Device is Ready
Solid Light - no blinking	Firmware or Software Update in Progress
Solid Light - no blinking	Data Transfer from a USB connected device
Slow "breathing" rhythm	Powering Up or Initializing
Slow "breathing" rhythm	Reset Button Pressed
Slow "breathing" rhythm	Power Button Pressed - My Cloud Home Duo Only
Slow "breathing" rhythm	Device Shutdown Sequence Activated Through Mobile App
Fast "breathing" rhythm	Device Requires Attention - Device Encountered an Error

LED Behavior	System Condition
Fast "breathing" rhythm	USB Device Connection Error
Fast "breathing" rhythm	Ethernet Connection Not Available
"Heartbeat" rhythm	File System Notification - Check if rebuild is needed - May require <a href="#">WD Support Team</a> .
"Rapid Blinking" rhythm	Image Recovery Mode - Device is rebuilding from an unexpected action; this process will take some time. May require <a href="#">WD Support Team</a> .

**LED Table Note:** Sometimes different 'System Conditions' result in identical "LED Behavior". Therefore, view each "LED Behavior" within the context of your operation.

## Rear Layout



Illustrated above are the various ports, connectors and buttons on the rear of a My Cloud Home Duo device and My Cloud Home device.

1. Power Button
2. Reset Button
3. USB Port(s)
4. Ethernet Port
5. DC Power Connector

## Power Button

My Cloud Home Duo (two-bay device) has a rear-facing power button. My Cloud Home (single-drive device) does not have a power button.

Table 1.3

Power Button Function	Device Operation
Press Once	System will stop all services, clear cache and shut down gracefully.

Power Button Function	Device Operation
Press and Hold for 5 Seconds	When the power button is held for at least five seconds, the system will force a shut down without any consideration for gracefully stopping services or clearing cache.

## Reset Button

On the rear panel of your My Cloud Home device, there is a Reset Button above the USB port(s). This is a tiny recessed button that requires something similar to the pointy end of a paper clip to be pressed.

Table 1.4

Reset Button Function	Device Operation
Press for less than 1 second	During this function the My Cloud Home device will reboot, momentarily making it inaccessible. This process does not delete data.
Press for only 5 seconds	This function will demote the Device Owner to a Device User in order to change ownership of the My Cloud Home device. This does not delete data and each user still has access to their data. However, when this process occurs, all existing users are notified that ownership has been revoked, and each user (or any new user) has the option to take ownership of the device. The first user to take ownership becomes the new Device Owner.
Press for at least 60 seconds	<b>Caution!</b> This process will delete all data, Device Users and the Device Owner. The unit will be reset to factory default settings and will need to be set up using your online My Cloud Account ( <a href="#">My Cloud Home Device Setup</a> ). A new Device Owner will be set when the next person sets up the device through a My Cloud account. Reset has completed once the LED has gone through a period of rapid blinking and returned to a state of solid white.

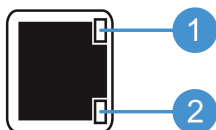
## USB Port(s)

These USB ports are not designed to connect a My Cloud Home device directly to a host computer system.

**My Cloud Home** – This device comes with one USB Type-A port on the back panel that supports USB 3.0.

**My Cloud Home Duo** – This device comes with two USB Type-A ports on the back panel that support USB 3.0.

## Ethernet Port



- 1. Activity LED:** Looking at the Ethernet port, the LED on the top right is the "Activity" LED. It describes the activity happening with your connection by

blinking or staying a solid color. When it is illuminated, the Activity LED is always green in color.

- 2. Link LED:** Looking at the Ethernet port, the LED on the lower right is the "Link" LED. It describes if you have a network connection and at what possible speed, which is measured in megabits per second (Mbps). When illuminated, the Link LED may be amber (100 Mbps) or green (1000 Mbps) in color.

## Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock or vibration. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.
- Do not use this product as a portable drive.
- To allow proper ventilation, do not block any of the drive enclosure's air slots.

## 2

## Getting Started

Getting started involves connecting a My Cloud Home device to a network, configuring software to access a My Cloud Home device and registering your product.

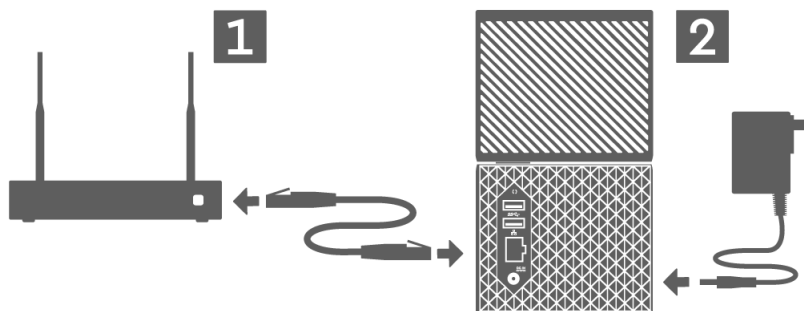
### Connecting a My Cloud Home Device

#### Basic Hardware Connections

**Important:** To avoid overheating, make sure the device is standing in an upright position and nothing is blocking or covering the slots and openings on the top and bottom of the device.

Follow these three basic steps for connecting your device:

1. Using the provided Ethernet cable, connect one end of the cable directly into a port on your router and the other end of the Ethernet cable into the Ethernet port on the My Cloud Home device.
2. Connect one end of the power adapter into the power supply socket on the back of the device and the other end of the power adapter into a power outlet.



3. The unit will automatically power on. Continue with the next section, "Software Set Up."

### Software Set Up

The initial setup process for any My Cloud Home device requires an Internet browser and Internet access as outlined in the [Requirements](#) section. Begin with the following steps:

1. Access the Internet and go to [mycloud.com/hello](http://mycloud.com/hello)
2. Create a My Cloud account or login with an existing My Cloud account at [mycloud.com/hello](http://mycloud.com/hello). An email confirmation is sent when a My Cloud account is created.
3. Allow the My Cloud website to find your My Cloud Home device.
4. If the My Cloud Home device is automatically detected, Press the **Connect** button that is associated with your My Cloud Home device.

- A picture of the My Cloud Home device and its corresponding Security Code should be displayed. This Security Code is noted on the Quick Install Guide and on the barcode label on the bottom of the unit.

---

**Note:** If your My Cloud Home device is not automatically detected, follow these 4 steps:

1. Press the **Enter Your Device Code** option noted below the Desktop App and Mobile App options.
  2. Enter the Security Code from the Quick Install Guide that came with the My Cloud Home device. The Security Code is also on the barcode label on the bottom of the unit.
  3. After entering the security code, Press **Search**.
  4. The **One More Thing** dialog box opens, Press **Continue**.
- 
5. The **All Done** page now opens with the following options:
    - Download the My Cloud Home mobile app from either the Apple® App Store<sup>SM</sup> or Google Play® store.
    - Download the My Cloud Home Desktop App.
    - To continue using the MyCloud.com Web App.

Now that the initial setup is done, the My Cloud Home device can be accessed and configured using three different My Cloud tools:

- **My Cloud Home Mobile App** – provides robust access and product management on Android and iOS platforms.
- **MyCloud.com Web App** – provides quick access via an Internet browser on different operating systems and does not require software installation.
- **My Cloud Home Desktop App** – provides quick and basic folder access through a Windows or Mac personal computer.

## My Cloud Home Mobile App

Follow these steps to download and begin using the My Cloud Home mobile app:

1. The **All Done** page now opens with the option to get the My Cloud Home mobile app from either the Apple® App Store<sup>SM</sup> or Google Play® store. Select which store is appropriate for your device.
2. Once installed, tap the **My Cloud** icon (illustrated below) created on your mobile device.



3. When launching the App on a mobile device, the **Welcome To My Cloud** page will launch. This page provides the options to **Get Started** or **Sign In**.
  - a. If the My Cloud Home mobile app is not 'Signed In', use your My Cloud Account Username and Password to 'Sign In'.
  - b. If the My Cloud mobile app is still 'Signed In' from previous use, the My Cloud mobile app will bypass the **Sign In** page and go directly to the **Files** screen.
4. Content accessibility is now available through the My Cloud Home mobile app.

## MyCloud.com Web App

Follow these steps to access a My Cloud Home device with the MyCloud.com web app:

1. When presented with the option to download the Desktop App or Mobile App, to continue using the web app, Click **My Cloud Online** listed below these other options.
2. Your My Cloud Account is the MyCloud.com web app. Content accessibility is now available through the web app.

## My Cloud Home Desktop App

The My Cloud Home desktop app is a process that installs the WD Discovery software. A My Cloud Home device is then accessed through the WD Discovery software. This process requires access to the Internet and a 64-bit Operating System for the personal computer (Reference Table 1.1). Follow these steps:

1. On the **All Done** page, select the My Cloud Home **Desktop App** option.
2. This will download the **WD Discovery** software, which is used to install the My Cloud Home desktop app.
3. Install and setup the WD Discovery software with your My Cloud account information.
4. From the WD Discovery menu, Click on **Apps**.
5. Click the **My Cloud** app option. This will begin the My Cloud Home desktop installation in conjunction with the WD Discovery software.
6. When prompted, enter your My Cloud account information.
7. This will create a desktop icon. Use this icon to access the My Cloud Home device.
8. When accessing and navigating the contents of a My Cloud Home device detected in the WD Discovery software, Windows® will use Windows Explorer and macOS® will use Finder®.

## Registering Your Device

Register your My Cloud Home device to get the latest updates and special offers. You can easily register your drive by visiting us online at: [register.wdc.com](https://register.wdc.com).



## 3

## Backup, Sync & Add Content

- [Backup – Mobile Device Camera](#)
- [Backup – USB Device](#)
- [Sync Desktop Content](#)
- [Sync My Cloud Home Content](#)
- [Sync Online Cloud Content](#)
- [Add Content – In-Real-Time](#)
- [Add Content – Drag-and-Drop](#)
- [Apple Time Machine Backup](#)
- [Microsoft Windows Backup](#)

### Backup – Mobile Device Camera

The Camera Backup feature is a function of the My Cloud Home mobile app, and is not available with the My Cloud Home desktop app or MyCloud.com web app. This feature is enabled when setting-up the My Cloud Home mobile app or can be setup manually.

#### Auto Camera Backup

To manually setup Auto Camera Backup for the iOS or Android operating system, follow these steps:

1. Tap the **Activity** icon on the bottom menu bar.
2. Next, Tap the **Photo Backup** function.
3. The **Backup** screen will display.
  - a. If the Slider Button is slid to the right-hand position, this feature is already enabled, and there are no further steps to follow.
  - b. If the Slider Button is slid to the left-hand position, this feature is not enabled. Continue with the next step to enable this feature.
4. Tap the **Auto Camera Backup** Slider Button so that it is slid to the right-hand position.
5. Tap the **Use Cellular Data** Slider Button if you want to use your data plan for the backup process.
  - a. By default, the backup process uses only a Wi-Fi connection.
6. Tap the **Background Uploading** Slider Button to allow the My Cloud Home mobile app to backup content in the background.
7. The backup process will automatically begin.
8. Tap the mobile device's Home button to view the progress of the Auto Camera Backup.
  - a. Find the **My Cloud Home** mobile app icon.
  - b. The icon will show a red blurb with a numerical value that may be increasing or decreasing. When the number is increasing, the backup function is finding camera pictures. When the number is decreasing, the pictures are being copied to the My Cloud Home device.
 

**Note:** The speed at which the red blurb counts is dependent on the size of the file(s) that are being copied, the speed of the mobile device and the speed of the Internet connection.
  - c. If there is no red blurb with the My Cloud Home mobile app icon, then there are no files currently being copied – the process has either just started and needs to find your pictures, or the process has completed.

## Backup – USB Device

The contents of a USB storage device can be backed-up to a My Cloud Home device. This backup feature is only available through the My Cloud Home mobile app.

**USB Connectivity Note:** Although My Cloud Home Duo has two USB ports, only one USB attached device will be accessible for data transfer.

### My Cloud Home Mobile App

After connecting a USB storage device, the My Cloud Home mobile app will display a message that the device is connected. The My Cloud Home desktop app and the MyCloud.com web app will not prompt for this action. To perform this mobile app process, follow these steps:

1. Tap the **Activity** icon on the bottom menu bar.
2. Tap the **USB Device Found** function.
3. When prompted with the Copy USB Files dialog box, Tap the **COPY ALL FILES** button.
  - a. To end this process now, Tap the large X in the upper left corner of the **Copy USB Files** dialog box.
4. After agreeing to the USB copy process, the **Copying from...** dialog box will open.
  - a. This dialog box will show the progress of the copy process. To close the dialog box, Tap the **OK** button. The copy process will continue in the background.
  - b. To re-open the copy process dialog box, Tap on the **Home** icon on the bottom menu bar.
  - c. On the Home screen, Tap the option **USB device plugged in**. This will open the **Copying from...** dialog box to show the current USB copy progress.
5. When the copy process is done, the contents will be in a new folder with the date the contents were copied.
6. The contents of the USB copy can be viewed through the **Files** or **Photos** menu options on the bottom menu bar.

## Sync Online Cloud Content

The Social and Cloud Import is a process that syncs the contents from a cloud service, such as Dropbox™, Google Drive™ or OneDrive® onto a My Cloud Home device. Social and Cloud Import works in conjunction with the MyCloud.com web app. Before you begin this process you must already have an account with the cloud service that you want to synchronize to the My Cloud Home device.

To enable and configure Social and Cloud Import on a personal computer, follow these steps:

1. Access mycloud.com and sign-in to your My Cloud account.
2. On the left menu, Click the **SERVICES** option.
3. Under the Services section, Click the **Enable** button for the **Social and Cloud Import** option. Then Click the **I AGREE** button for the Terms of Service.
4. Click the **Configure** button for Social and Cloud Import. This will redirect to the **Social and Cloud Import** page.

5. Click the slider button to the right of the corresponding service to synchronize. This will redirect you to the login page for the service you have chosen.
6. After you login to the service you have chosen Click **Allow** to continue.
7. Once the sync has completed, under the **Files** section of your My Cloud account, a folder will appear with the name of the service selected, such as Dropbox, Google Drive or OneDrive.
  - a. This folder will contain a copy of the files and folders from the selected service.

## Sync Desktop Content

You can sync content from a Windows or macOS / OS X system to a My Cloud Home device with the Desktop Sync feature. This is a folder sync. Once the My Cloud Home desktop app installation process is completed, follow these instructions:

1. From within the operating system, Right-Click a folder and select the option **Sync to My Cloud**.
2. This will create the **WD Sync** folder on the My Cloud Home device. Inside this folder will be the folder chosen during Step 1.
3. Any content added or modified to this folder will automatically sync to the My Cloud Home device through the My Cloud Home Desktop App.
4. To stop the Desktop Sync process, Right-Click the folder and select the option **Unsync**.

---

**Note:** If more than one folder have the same name on the My Cloud Home device, a number will be added to the name to differentiate it from the other folders. For example: Test and Test(1).

---

## Sync My Cloud Home Content

This feature allows content currently saved on a My Cloud Home device to be made available on Windows or macOS / OS X system for editing, adding or deleting. This feature is implemented at the folder level and automatically syncs any changes. Follow these steps to use this feature:

1. Access the content on a My Cloud Home device through the My Cloud Home Desktop App. This is typically made available through the My Cloud Home icon created on the systems desktop environment.
2. Right-Click a folder and select the **Make Available Offline** option.
3. If one has not already been created, a new folder will appear on your desktop with the name **WD Sync**.
4. Inside the WD Sync folder will appear the folder you selected for the Make Available Offline process.
5. You can now add, delete or modify content in this folder.

---

**Note:** Any changes made to content within the desktop folder will automatically change the content on the My Cloud Home device when it is connected to the system.

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## Add Content – In-Real-Time

Through the My Cloud Home mobile app, content can be added to the My Cloud Home device in real time. Follow these simple steps:

1. Tap the **Actions** option on the bottom menu.
2. Tap the **Add** option.
3. Tap **Upload photos or videos** to add existing content, or Tap **Take a photo** to add new pictures.

## Add Content – Drag-and-Drop

The drag-and-drop process can be performed with the MyCloud.com web app or My Cloud Home desktop app.

### MyCloud.com Web App

The drag-and-drop process for the MyCloud.com web app is a function of the personal computer operating system and Internet browser. Follow these basic steps to perform this function:

1. Through the MyCloud.com web app, navigate to the location within the **Files** section that is to be the file or folder destination for the drag-and-drop process.
2. Navigate to the location on the personal computer where the source file or folder is located for the drag-and-drop process.
  - a. For Microsoft Windows use File Explorer, for macOS use Finder.
3. Click on the file or folder to drag-and-drop, and hold down the mouse button.
4. Drag the selected file or folder to the destination selected within the My Cloud.com web app and let go of the mouse button.
5. The selected file or folder should copy or move to the chosen destination.

### Desktop App

The My Cloud Home desktop app uses the functionality within Windows Explorer and macOS Finder to search, move and view files. Therefore, the the drag-and-drop process is a function of the Graphical User Interface (GUI) of Windows and macOS. These are the basic steps to perform the drag-and-drop function:

1. Access the My Cloud Home device through the My Cloud Home desktop app (My Cloud Home desktop icon or WD Discovery).
2. Access the location on your Windows or macOS / OS X system that will be included in this copy process.
3. Click on the file or folder to drag-and-drop, and hold down the mouse button.
4. Drag the file or folder to the new location and let go of the mouse button.
5. Your file or folder should copy or move to the chosen destination.

## Apple® Time Machine® Backup

Time Machine is the built-in backup feature of your Mac. Use the following instructions from Apple for using this tool:

- [HT 201250](#) | Use Time Machine to backup or restore your Mac

.....

## Microsoft® Windows® Backup

The step-by-step instructions for the Windows back up and restore process varies based on the version of the Windows operating system you have installed. Use the following Microsoft Article to access these instructions:

- [Article ID: 17127](#) | Back up and restore your PC

.....

## 4

## Search & Viewing Content

### Searching Content

Through the My Cloud Home mobile app and MyCloud.com web app, content can be accessed through the search feature. The search feature is highlighted with a magnifying glass symbol.

1. Press the **Files** icon.
2. Press the **magnifying glass** icon.
  - With the My Cloud Home mobile app, Tap **Actions** from the bottom menu, then Tap **Search**.
  - With the MyCloud.com web app, select the **Search** field from the menu at the top of the browser window.
3. Next, enter the letters, numbers or words you want to search.

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Example: You may have a file that includes a name or numbers. Some camera systems number each picture. You can enter part of those numbers to search for the file. For a photo with the file name "IMG\_0002.PNG" you can simply type "0002" to search for it.

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4. After typing in the search phrase, the My Cloud Home mobile app will automatically search; the MyCloud.com web app will require that you Click the Enter key or Press the magnifying glass icon to execute the search.
5. Select the file you want to view.

### Content Viewing Options

**My Cloud Home Mobile App:** The content on your My Cloud Home device can be browsed or accessed through the **Files** and **Photos** menu options.


**MyCloud.com Web App:** The content on your My Cloud Home device can be browsed or accessed through the **Files** and **Photos** menu options.

**My Cloud Home Desktop App:** The My Cloud Home desktop app uses the functionality within Windows Explorer and macOS Finder to view files. Access the My Cloud Home device through the My Cloud Home desktop icon or the WD Discovery software and use these operating system tools based on the instructions from the software vendor.

## Deleting Content


### My Cloud Home Mobile App

Use the following steps to delete a file or folder from a My Cloud Home device through the My Cloud Home mobile app.

1. In the My Cloud Home mobile app each file and folder has a three-dot icon (  ) to the right. This three-dot icon represents a collapsed menu.
2. Tap the three-dot icon to expand the menu.
3. When the menu expands, a list of options displays, including the **Delete** icon.
4. To delete the corresponding file or folder, Tap the **Delete** icon.
5. A confirmation box will open up, asking to confirm the choice to delete a file or folder. Select either the **Cancel** or **Delete** option.

### MyCloud.com Web App

Use the following steps to delete a file or folder from a My Cloud Home device through the MyCloud.com web app.

1. Through the MyCloud.com web app, navigate to and select the file or folder that you choose to delete
2. After selecting the file or folder to delete, Press the **Delete** icon with a trash can illustrated on it.
  - a. **Note:** When using a browser with Microsoft Windows or macOS, the **Delete** icon can be accessed through the icon-menu in the upper right-hand corner of the browser window, or by Right-Clicking the folder or file.
  - b. **Note:** When using a browser with Android or iOS, the **Delete** icon is accessed by Selecting the three-dot icon (  ) to the right of the file or folder.
3. A confirmation dialog box opens with two options: **Delete** and **Close**.
  - a. Tap or Click **Delete** to delete the selected file or folder.
  - b. Tap or Click **Close** to end the process without deleting the selected file or folder.
4. If the option to delete was performed, a small box will briefly appear in the lower left-hand corner of the browser window confirming the file or folder was deleted.

## 6

## Sharing Content

My Cloud Home devices allow for sharing or unsharing a file or folder with other users through the following applications:

- [My Cloud Home Mobile App](#)
- [MyCloud.com Web App](#)
- [My Cloud Home Desktop App](#)

### Mobile App

#### Share Content - Mobile App

A file or folder can be shared through the My Cloud Home mobile app by following these steps:

1. Through the My Cloud Home mobile app, navigate to the file or folder that you choose to share.
2. To the right of the content that you choose to share, are three dots ( **...** ). These three dots represent a collapsed menu. Tap the dots to expand this menu.
3. On the expanded menu Tap the **Share** icon.
4. Your mobile device will open a menu of apps that you can use to share content.
  - a. The apps listed under this menu are specific to the operating system on your mobile device and the installed apps. This may include an email client, social media apps and other apps for sharing content.
5. From the menu of apps that is presented, select a method to share your content.
6. Follow the instructions for the app selected to share content. These instructions are not part of the My Cloud Home mobile app.

#### Delete Share - Mobile App

A share created for a file or folder can be deleted through the Mobile App without deleting the file or folder by following these steps:

1. To the right of a shared file or folder are three dots ( **...** ). These three dots represent a collapsed menu. Tap the dots to expand this menu.
2. On the expanded menu Tap the **Delete Shared Link** icon.
3. A pop-up box will verify if you want to "Turn Link Sharing Off" for this file or folder. Tap **Turn Off**.
4. The file or folder selected is no longer shared.

### Web App

#### Share Content - Web App

A file or folder can be shared through the MyCloud.com web app by following these steps:



1. Through the MyCloud.com web app, navigate to and select the file or folder that you choose to share.
2. Press the **Share Link** icon.
  - a. **Note:** When using a browser with Microsoft Windows or macOS, the **Share Link** icon can be accessed through the icon-menu in the upper right-hand corner of the browser window, or by Right-Clicking the folder or file.
  - b. **Note:** When using a browser with Android or iOS, the **Share Link** icon is accessed by Selecting the three-dot menu to the right of the file or folder.
3. This will open the **Share Link** dialog box. Press the **Copy** icon.
4. If the option to share was performed, a small box will briefly appear in the lower left-hand corner of the browser window confirming the link was copied to your Operating System Clipboard.
5. Go to your email client and paste the link into the body of an email.
6. Send the email to the user with whom you will share the item. Instructions for using your email client are not part of the MyCloud.com web app.

## Delete Share - Web App

A share created for a file or folder can be deleted through the Web App without deleting the file or folder by following these steps:

1. Through the MyCloud.com web app, navigate to and select the file or folder that you choose to stop sharing.
2. Press the **Delete Share Link** icon.
  - a. **Note:** When using a browser with Microsoft Windows or macOS, the **Delete Share Link** icon can be accessed through the icon-menu in the upper right-hand corner of the browser window, or by Right-Clicking the folder or file.
  - b. **Note:** When using a browser with Android or iOS, the **Delete Share Link** icon is accessed by Selecting the three-dot menu to the right of the file or folder.
3. The Share Link is now deleted and the file or folder selected is no longer shared.

## Desktop App

### Share Content - Desktop App

A file or folder can be shared through the Desktop App by following these steps:

1. Access the My Cloud Home device through the My Cloud Home desktop app (My Cloud Home desktop icon or WD Discovery).
2. Right-Click the file or folder to share. This will open a small drop down menu. Click the option **Create Share Link**.
3. This will open a dialog box that displays the link to the file or folder that will be shared. Click the **Copy** button. This will copy the link to the Operating System's Clipboard.
4. Click the **Close** option on the dialog box.
5. Open the tool that will be used to send a user the link. For example, an email application can be used.
  - a. If email is used, paste the link that was saved to the Clipboard into the body of the email and send it. Instructions for using your email client are not part of the My Cloud Home desktop app.

6. Once the recipient receives the link, they will be given access to the shared file or folder through their My Cloud Account at mycloud.com.

## Delete Share - Desktop App

A share created for a file or folder can be deleted through the Desktop App without deleting the file or folder by following these steps:

1. Right-Click a shared file or folder. This will open a small drop down menu. Click the option **Delete Share Link**.
2. The file or folder selected is no longer shared.

## 7

## Invite or Remove a User

You can invite or remove a User to the My Cloud Home device. Once someone is invited, they will set up their own My Cloud account to access the device. The Device Owner will receive confirmation through email that a new Device User has joined the device.

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**Note:** These processes can only be done through the My Cloud Home mobile app.

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### Invite a User - Mobile App

To invite a user to the My Cloud Home device, follow these steps:

1. Open the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Tap the **Users** option.
5. Under **DEVICE USERS**, Tap the **Invite user...** option.
6. This will open the **Invite Your Friends** screen.
7. Enter the users email address on the **Add emails** section and then Tap the **SEND INVITES** button.
8. Once the invitee receives the invitation by email, they will be prompted to create a My Cloud account.

### Remove a User - Mobile App

To remove a user from the My Cloud Home device, follow these steps:

1. Open the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Tap **Users** and then the name of the User to be removed.
5. Tap **Remove User....** This will open a confirmation dialog box. Tap **Yes, Remove**.
6. The User is now removed from the My Cloud Home device.

## 8

## Device Settings

You can alter the Device Settings for a My Cloud Home device through the following two applications:

- [My Cloud Home Mobile App](#)
- [MyCloud.com Web App](#)

### My Cloud Home Mobile App

- [Modifying Device Name](#)
- [Firmware Version](#)
- [Reboot Device](#)
- [Erase All Data & All Users](#)
- [Remote Shut Down](#)

#### Modifying Device Name

A My Cloud Home device selects a default name for itself. The name can be modified by following these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. After the Device page opens, Tap the **Name** option.
  - a. This will place a blinking cursor at the end of the the device name.
5. Modify the My Cloud Home device name.
6. After modifying the device name, Tap the back arrow (<) at the top of the Device page. This will open the Settings page.
7. Your new device name should now be visible under the section **Current Device**.

#### Firmware Version

To view the firmware version of the My Cloud Home device, follow these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. The **Firmware version** is listed with a series of numbers that may appear similar to: 4.0.1-613.
5. You have successfully viewed the firmware version for your My Cloud Home device.

#### Reboot Device

To reboot a My Cloud Home device through the My Cloud Home mobile app, follow these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Go to the bottom of the Device Settings.

5. Toward the bottom of the Device Settings list is the option **Reboot**. Tap this option to remotely reboot the My Cloud Home device.
6. Your mobile device will prompt you if you want to reboot the My Cloud Home device. Select the option to reboot.
7. The My Cloud Home device will now reboot. This process may take a few minutes.

## Erase All Data & All Users

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**Warning!** Performing this function will delete all data, users and the owner on your My Cloud Home device. The unit will be reset to factory default and will need to be setup using your online My Cloud Account. ([My Cloud Home Setup](#))

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To perform this function on your My Cloud Home device from the My Cloud Home mobile app:

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Tap the **Erase All Data & All Users** option. This will open a confirmation dialog box. Tap **Yes, proceed** if you choose to continue with this process. Otherwise Tap **Cancel** to end this process.
5. This will open a challenge page with a unique confirmation code. Follow the on-screen instructions and enter the code provided on this page.
6. This will open the page confirming that this process will delete all data, user and owner content. Tap the **Factory Reset** button to continue.
7. The My Cloud Home device will take several minutes to go through the factory reset process. During this process, the My Cloud Home mobile app redirects you to the My Cloud sign in page to set up the My Cloud Home device. Follow the [My Cloud Home setup process](#).

## Remote Shut Down

**Note:** Once the My Cloud Home device is shut down, it is no longer accessible and the content on the device is not accessible until it is restarted. The My Cloud Home device cannot be restarted remotely.

To shut down the My Cloud Home device through the My Cloud Home mobile app, follow these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **CURRENT DEVICE**.
4. Go to the bottom of the Device Settings.
5. At the bottom of the Device Settings list Tap the option **Shut Down Device** to remotely shut down the My Cloud Home device.
6. The My Cloud Home device will shut down and its contents will not be available until it is powered back on. To power on the My Cloud Home device, follow these steps:
  - a. **My Cloud Home:** Unplug, wait 5 seconds, then plug-in the power connector on the back of the unit.
  - b. **My Cloud Home Duo:** Press the power button on the back of the unit.

## MyCloud.com Web App

- [Modifying Device Name](#)
- [Firmware Version](#)
- [Users](#)
- [Device Configuration](#)
- [Reboot Configuration](#)
- [Remote Shut Down](#)
- [Erase All Data & All Users](#)

### Modifying Device Name

A My Cloud Home device selects a default name for itself. The name can be modified by following these steps:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section, this will open information specific to this My Cloud Home device, such as Name, Space Used and Firmware Version.
3. Select the **Name** option. This will allow you to edit the name and this will expand the field to include a check mark (✓) or an X.
  - a. This will place a blinking cursor at the end of the the device name or highlight the entire device name.
4. Edit either name and then select the check mark (✓) to save or the X to cancel.

### Firmware Version

To view the firmware version of the My Cloud Home device, follow these steps:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section, this will open information specific to this My Cloud Home device, such as Name, Space Used and Firmware Version.
3. Note the row **Firmware Version** and the sequence of numbers to the right of the row – this is the current firmware version. This cannot be manually updated through the MyCloud.com web app, since the automatic firmware update feature manages this process.

### Users

Through the MyCloud.com web app, you can view all Users connected to the My Cloud Home device. However, you cannot use this to invite a user.

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the Settings option. This will open the Settings window.
2. Click on the **CURRENT DEVICE** section.
3. Click the **Users** option.
4. This will display a list of all Users for this device.
5. Select the **X** icon to close the Settings window.

## Device Configuration

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**Warning!** Altering the Device Configuration or disk configuration will delete all data, users and the owner on your My Cloud Home device. The unit will be reset to factory default and will need to be setup using your online My Cloud Account. ([My Cloud Home Device Setup](#))

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To modify the disk configuration for a My Cloud Home Duo, follow these steps:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the Settings option. This will open the Settings window.
2. Click on the **CURRENT DEVICE** section.
3. Click **Device Configuration**. This will display the current disk configuration and an option to change the disk configuration.
4. Click the disk configuration of choice you want to use.
  - a. See the [Managing Storage](#) section for more details on available disk configurations.
5. After making a selection to change the disk configuration, a prompt will request that a Factory Reset must be done. To continue with this process, Click the **Factory Reset** button.
6. As confirmation that you want to continue with this process, a confirmation code box appears. Enter the provided confirmation code in the required fields. Then Click the **Confirm** button.
7. A set of instructions will appear. Read the instructions, then Click the **Factory Reset** button.
8. This will begin the Factory Reset process and change the disk configuration. The MyCloud.com web app will exit you out of your My Cloud Account. Follow the [My Cloud Home setup process](#).

## Reboot Device

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section.
3. Select the **Reboot Device** option. This will open the Reboot Device menu.
4. Select the **Reboot Device** button.
5. The notification "Please wait, rebooting in progress..." will appear. This notification will disappear when the process has completed.

## Remote Shut Down

**Note:** Once the My Cloud Home device is shut down, it is no longer accessible and the content on the device is not accessible until it is restarted. The My Cloud Home device cannot be restarted remotely.

To shut down the My Cloud Home device through the MyCloud.com web app, follow these steps:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Click the **CURRENT DEVICE** section.
3. Select the **Shutdown Device** option. This will open the Shutdown Device menu.

4. Select the **Shutdown Device** button.

## Erase All Data & All Users

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**Warning!** Performing this function will delete all data, users and the owner on your My Cloud Home device. The unit will be reset to factory default and will need to be setup using your online My Cloud Account. ([My Cloud Home Device Setup](#))

---

To perform this function on your My Cloud Home device from the MyCloud.com web app, follow these steps:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the Settings option. This will open the Settings window.
2. Click on the **CURRENT DEVICE** section.
3. Click the **Erase All Data & All Users** option.
4. As confirmation that you want to continue with this process, a confirmation code box appears. Enter the provided confirmation code in the required fields. Then Click the **Confirm** button.
5. A set of instructions will appear. Read the instructions, then Click the **Factory Reset** button.
6. This will begin the Factory Reset process. The MyCloud.com web app will log you out of your account. Follow the [My Cloud Home setup process](#).



## 9

## Personal Settings

You can alter Personal Settings for your My Cloud Account and My Cloud Home device through the following two applications:

- [My Cloud Home Mobile App](#)
- [MyCloud.com Web App](#)

### My Cloud Home Mobile App

- [Edit Profile Picture](#)
- [Edit My Cloud Account Name](#)
- [Change My Cloud Account Password](#)
- [Set Passcode](#)

#### Edit Profile Picture

This process will affect the Profile Picture as seen through the My Cloud Home mobile app and MyCloud.com web app.

To add or edit the Profile Picture for a My Cloud Home account through the My Cloud Home mobile app, follow these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **ACCOUNT** at the top of the More page.
4. This opens your My Cloud account information page.
5. Tap the word **Change** under your Profile Abbreviation.
  - a. A Profile Abbreviation of the name on your My Cloud account is used by default until it is modified to an image.
6. Select one of the three following choices: **Take Photo**, **Choose Photo** or **Cancel**.
  - a. The **Take Photo** option allows you to take a photograph for use as a Profile Picture.
  - b. The **Choose Photo** option allows you to choose a picture from your device's album collection for use as a Profile Picture.
  - c. The **Cancel** option cancels the process and redirects back to the Settings page.
7. After selecting the picture to use as your Profile Picture, use your device's built-in process to complete the task. This would include the option to resize the picture and to finalize the selection.
8. Your new Profile Picture should now be visible.

#### Edit My Cloud Account Name

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of your bottom menu bar.
3. Tap the name listed under **ACCOUNT** at the top of the More page.
4. This opens your My Cloud account information page.

5. The My Cloud account name is separated into the first name and last name. Tap either one edit.
6. When completed, Tap the back icon ( < ) at the top of the Account information page.

## Change My Cloud Account Password

**Caution!** Changing the password for a My Cloud account will affect the login password for the My Cloud Home mobile app, My Cloud Home desktop app and the MyCloud.com web app. This process is not the same as the [Set Passcode](#) feature in the My Cloud Home mobile app.

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. Tap the name listed under **ACCOUNT** at the top of the More page.
4. This opens your My Cloud account information page.
5. Tap the **Change Password** option. This will open the Change Password feature.
6. Enter the new password in the **New** and **Confirm** fields.
7. If the passwords entered into the two fields match, Tap the **Change Password** button.
  - a. If the passwords entered into the two fields do not match, the Change Password button will not be visible.
8. The My Cloud account password has successfully been changed.

## Set Passcode

The Set Passcode feature only access to the My Cloud Home mobile app. This does not change the login password used for accessing your My Cloud account. To set a passcode follow these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **Settings** icon on the right side of the bottom menu bar.
3. The **Set Passcode** option is listed under the section **SECURITY**. This option uses a slider button.
4. Tap the slider button to enable or disable the **Set Passcode** feature.
5. When enabled, this feature prompts you to enter a 4-digit passcode or uses the home-button fingerprint authentication process for your mobile device.
  - a. The 4-digit passcode chosen will become the passcode for accessing the My Cloud Home mobile app.
6. When disabling this feature, a prompt to enter the 4-digit passcode or use of the home-button fingerprint authentication process is required as confirmation.

## MyCloud.com Web App

- [Edit Profile Picture](#)
- [Edit My Cloud Account Name](#)
- [Change My Cloud Account Password](#)

## Edit Profile Picture

This process will affect the Profile Picture as seen through the My Cloud Home mobile app and MyCloud.com web app.

To add or edit the Profile Picture for a My Cloud Home account through the MyCloud.com web app, follow these steps:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Under the **PERSONAL SETTINGS** section, your Profile Abbreviation or the Profile Picture currently being used will display.
  - a. A Profile Abbreviation of the My Cloud account name is used by default until it is modified to an image.
3. Select the pencil icon that overlaps the Profile Abbreviation or Profile Picture.
4. A file explorer window from the operating system will open. Navigate to the image file that will be used as the new Profile Picture.
  - a. **Note:** The image file must be less than 30KB in size.
5. Select the image file.
6. After making the selection, the file explorer window will close, and the new image will be visible as the Profile Picture within the MyCloud.com web app and the My Cloud Home mobile app.
7. Select the **X** icon to close the Settings window.

## Edit My Cloud Account Name

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Under the **PERSONAL SETTINGS** section, the My Cloud account name is separated into two fields: **First Name** and **Last Name**.
3. Select either the current **First Name** or **Last Name**. This will expand the field to include a check mark (✓) or an **X**.
4. Edit either name and then select the check mark (✓) to save or the **X** to cancel.
5. Select the **X** icon to close the Settings window.

## Change My Cloud Account Password

**Caution!** Changing the password for a My Cloud account will affect the login password for the My Cloud Home mobile app, My Cloud Home desktop app and the MyCloud.com web app. This process is *not* the same as the [Set Passcode](#) feature in the My Cloud Home mobile app.

To change the password for your My Cloud account, follow these steps:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Settings** option. This will open the Settings window.
2. Under the **PERSONAL SETTINGS** section, My Cloud account information will display. Select the **Change Password** option.
3. Under the Change Password section, enter the new password in the **New** field and **Confirm** field. Then Select the **Change Password** button.
4. The My Cloud account password has been updated.
5. Select the **X** icon to close the Settings window.

## 10

## Managing Services

Extra services are made available for My Cloud Home devices. To access these services, use the My Cloud Home mobile app or MyCloud.com web app.

### My Cloud Home Mobile App:

1. Access the My Cloud Home mobile app.
2. Tap the **More** icon on the right side of the bottom menu bar.
3. Under the SERVICES section, Tap **Manage Services**. This will list the available services you can enable and configure.
4. Tap the service you want to enable, then Tap the **ENABLE** button. This will begin the installation process for this service. Follow the on-screen prompts to continue.

### MyCloud.com Web App:

1. Through the MyCloud.com web app, navigate to the menu on the left side of the browser page and select the **Services** option. This will open the Services menu.
2. Select the **ENABLE** button next to the service you want to install. This will begin the installation process for this service. Follow the on-screen prompts to continue.

## Additional Features & Functions

- [Remove a Device Owner](#)
- [App Permissions](#)
- [Managing Storage](#)
- [RMA - Replacing a Drive](#)

### Remove a Device Owner

The removal of a Device Owner can only be done through the [Reset Button](#) on the device – this cannot be done through software.

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**Caution!** When a Device Owner is removed, the first user to re-setup the My Cloud Home device will become the new Device Owner.

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1. Press and hold the Reset button for a minimum of 5 seconds.
2. This function will demote the Device Owner to a Device User.
3. This does not delete data and each user still has access to their content.
4. All existing Device Users are notified that ownership has been revoked.
5. All existing Device Users and any new user now has the option to take ownership of the device by going through the [software setup process](#).
6. The first user to take ownership becomes the new Device Owner.

### App Permissions

By default, the My Cloud Home mobile app enables access to the following features of your mobile device:

- **iOS:** Photos, Notifications, Background App Refresh and Cellular Data.
- **Android:** Camera, Contacts, Location, Phone, Storage and Notifications.

**Important Note:** By default Cellular Data is **not** used for transferring content. The My Cloud Home mobile app uses a Wi-Fi® connection for this purpose.

To access these settings, follow these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **More** icon on the right side of the bottom menu bar. Then Tap the **Settings** icon.
3. Under the **APP SETTINGS** section, Tap the option **Manage Settings**.
4. This will open the My Cloud Home mobile app permissions section of the operating system specific to your mobile device. Follow the directions from the operating system to change these settings.

### Managing Storage

The My Cloud Home Duo device allows for disk configuration changes through the MyCloud.com web app - this functionality is not available through the Mobile App or Desktop App.

---

**Caution!** Any change to the disk configuration will erase all data on the device.

---

- **My Cloud Home device** does not support any special disk configurations.
- **My Cloud Home Duo device** supports the following disk configurations for data storage:

Table 11.1

Supported Storage Mode	1 Disk	2 Disks
Max Capacity (JBOD)	Yes	Yes
Mirror (RAID 1)	No	Yes (Default Setup)

**My Cloud Home – Disk Errors:** If you receive an email from the My Cloud Team or your mobile device displays a message stating "Disk errors were detected on your disk" this means that the device needs to be replaced. Use the instructions from [Answer ID 8](#) noted in our FAQ to get a replacement unit.

**My Cloud Home Duo – Disk Errors:** If you receive an email from the My Cloud Team or your mobile device displays a message stating "Disk errors were detected on your disk" this means that one of the drives in your My Cloud Home Duo device may need to be replaced. Use the following steps for the replacement process.

- The error message will indicate which drive is the problem, Disk1 or Disk2.
- Use the following section "RMA - Replacing a Drive" to remove the drive in question.
- The drives are numbered. After removing the top lid, the enclosure has a number embossed into the ledge. When looking at the unit from the front of the device, Disk 1 is on the left and Disk 2 is on the right.
- Use the instructions from [Answer ID 8](#) noted in our FAQ for the RMA or replacement process.

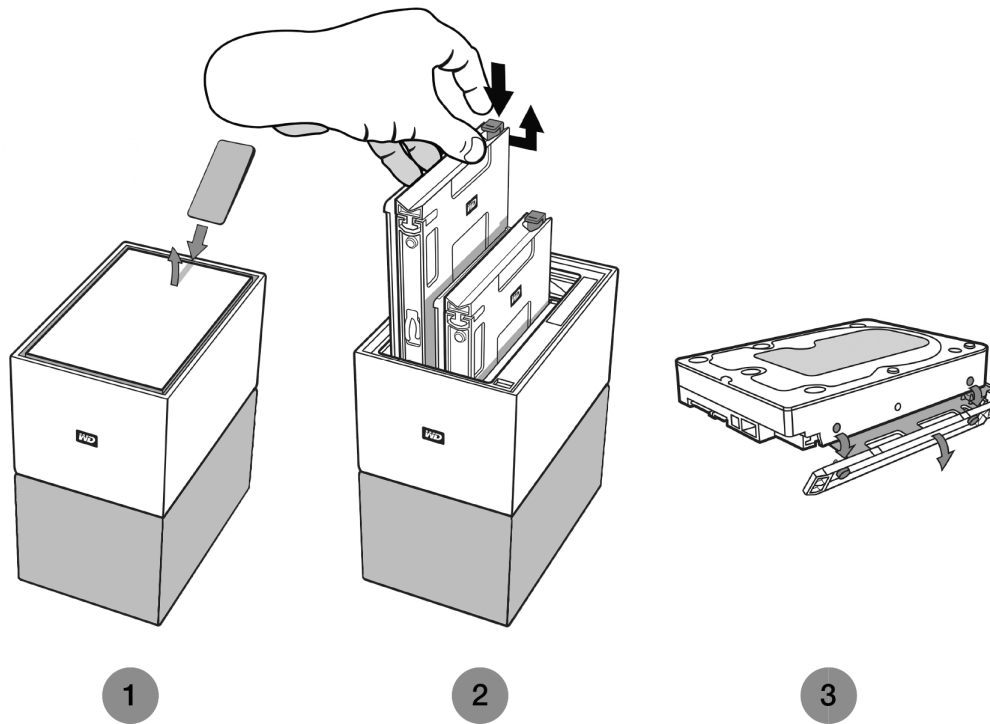
## RMA - Replacing a Drive

**My Cloud Home device** is not a user serviceable device. No drives can be added or removed from the device. If it is faulty, it must be returned to WD as a complete unit.

**My Cloud Home Duo device** is a user serviceable device for RMA purposes only – you have the option to replace the drives in the device with a replacement from WD. If the entire device is faulty, it can be returned to WD as a complete unit. **The unit must be powered off when removing a drive for RMA. The My Cloud Home Duo device does not support hot-swap capability.**

## Removing

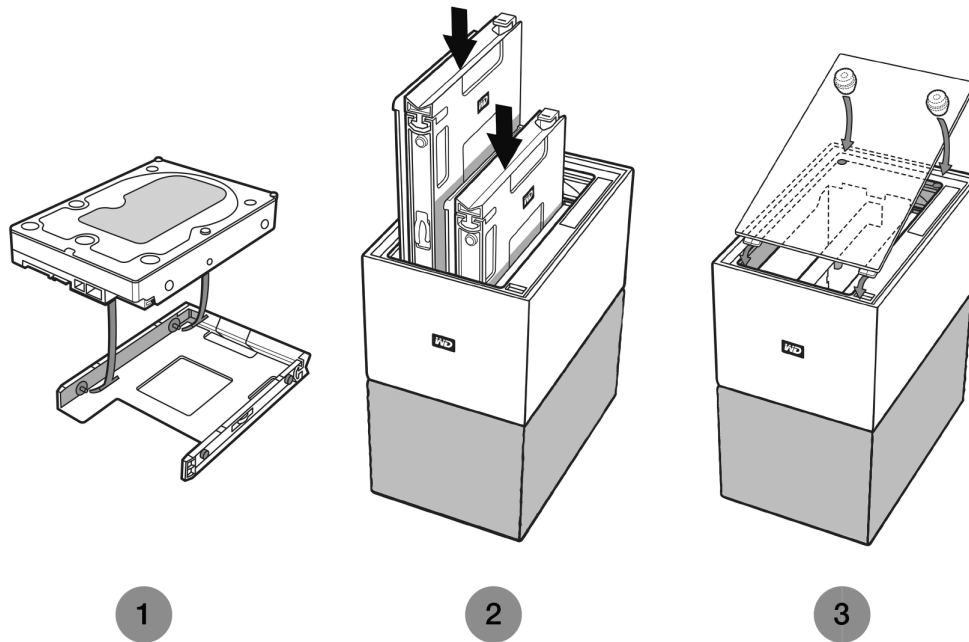
If your My Cloud Home Duo device still contains the drive you want to replace, you must first remove it before you can insert the new one.



1. As is illustrated above, reveal the hard drives by opening the top lid from the rear edge.
2. Each hard drive is latched in place by an attached tray and the tray has a plastic latch on one end.
  - Gently press down on the plastic latch with your index finger so that it unlatches from the metal frame of the device.
  - While gently pressing down on the plastic latch, grab the plastic tray with your fingertips and gently pull. The tray and hard drive should easily lift up or slide out.
3. Once the hard drive and tray combination are completely removed from the unit, remove the plastic tray from the hard drive.
  - The tray is attached to the hard drive with four pins.
  - As is illustrated above, gently flex the tray so that the pins come out of the sides of the hard drive. Remove and save the tray. **Do not** return a hard drive to WD with the tray. The tray will not be returned to you.

## Adding

Before adding a hard drive to your My Cloud Home Duo device, make sure there is no hard drive in the slot where it will be installed. If you need to first remove a hard drive, follow the instructions above.



1. Attach to your hard drive, the plastic tray that was included and designed for the My Cloud Home Duo device.
  - This plastic hard drive tray fits on the underside or circuit board side of the hard drive.
  - The end of the tray that is closed and has the latch, must be on the side of the hard drive with the narrow serial number barcode label.
  - As is illustrated above, gently flex the plastic tray so that the tiny pins on the insides of the tray go into the four holes on the sides of the hard drive. Make sure the pins remain firmly connected to the tray.
2. Once the tray is attached, slide the drive into the My Cloud Home Duo device.
  - **Orientation Note:** The tray should slide in easily. Do not force it. The side of the hard drive with the SATA connector and power connector, must point down into the unit. The side of the hard drive with the small serial number barcode label must face up. The latch must be on the side of the tray that is closest to the rear panel of the unit.
  - The drive is completely inserted once the plastic latch connects or latches into the metal chassis of the unit.
3. Re-attach the top cover of the My Cloud Home Duo device.
  - Note that one end has curved hinges that go in first – then press down on the other side of the lid until it is flush with the top of the My Cloud Home Duo unit.



All WD Knowledge Base references listed below can be viewed at: [support.wdc.com/knowledgebase](https://support.wdc.com/knowledgebase). Enter the below listed Answer ID in the search field. You can also Click on the Answer ID listed below for a direct link.

## How to get an RMA to replace a defective product, or obtain a power supply or USB cable for a WD product

**Answer ID 8** | This answer explains how to create an RMA (Return Merchandise Authorization) to replace a defective product with Western Digital, or obtain a power supply or interface cable for a WD product.

# Compliance and Warranty Information

## Regulatory Compliance

### FCC Class B Information

Operation of this device is subject to the following conditions:

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

This device 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 device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. 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 dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

### ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003(B) 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, UL 60950-1: Sûreté d'équipement de technologie de l'information.

### 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 (2014/30/EU), the Low Voltage Directive (2014/35/EU), ErP Directive (2009/125/EC), and

RoHS Directive (2011/65/Eu). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

## Power Mode

My Cloud Home devices act as a small scale server. As such, they do not support standby mode. The off-mode power consumption is <0.5 watts when the unit is turned off.

## Environmental Compliance (China)



## Warranty Information

### 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.wdc.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.wdc.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.wdc.com>.

### 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, 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. 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)

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.

## 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.wdc.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.wdc.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.wdc.com>.

## 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.wdc.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 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.

## GNU General Public License ("GPL")

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License ("LGPL") (collectively, "GPL Software") and not Western Digital's End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from <http://support.wdc.com> or obtained on CD for a nominal charge from <http://support.wdc.com> or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at <http://www.gnu.org>, and may also be found at <http://support.wdc.com>.

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