WD WDBCTL0020HWT-NESN

WD My Cloud Personal Network Attached Storage - User Manual

Model: WDBCTL0020HWT-NESN

PRODUCT OVERVIEW

The WD My Cloud Personal Network Attached Storage (NAS) device provides centralized, whole-home storage for your digital content. It allows you to save everything in one place and access it from anywhere with blazing-fast performance, without recurring monthly fees. This device is designed to store, organize, and back up your photos, videos, music, and important documents securely on your home network.

Key features include:

- Centralized, whole-home storage
- Mobile and remote web access
- Backs up PC and Mac computers
- Photo and video backup for smartphones and tablets
- Sync software to keep content up-to-date across all your computers and creates a common place for friends and family to share photos
- Compatible with Windows 10, Windows 8, Windows 7, Mac OS X El Capitan, Yosemite, Mavericks, or Mountain Lion operating systems
- Requires DLNA/UPnP devices for streaming and a router with Internet connection

Figure 1: Front view of the WD My Cloud Personal NAS device.

WHAT'S IN THE BOX

Upon unboxing your WD My Cloud device, ensure all the following components are present:

- My Cloud Home or My Cloud Home Duo (2 drives) *-Note: This model is a single drive My Cloud.*

- Ethernet Cable
- Power Supply and Cable
- Quick Install Guide

SETUP GUIDE

1. Physical Connection

Connect the WD My Cloud device to your network and power source.

1. Connect one end of the provided Ethernet cable to the Ethernet port on the back of the My Cloud device.
2. Connect the other end of the Ethernet cable to an available LAN port on your router.
3. Connect the power supply cable to the DC IN 12V port on the back of the My Cloud device.
4. Plug the power adapter into a wall outlet. The device will power on automatically.

Figure 2: Rear view of the WD My Cloud device showing Ethernet and power ports.

2. Initial Software Setup

Once connected, the device's LED indicator on the front will turn solid blue, indicating it's ready for setup.

1. Open a web browser on a computer connected to the same network as your My Cloud device.
2. Navigate to http://wdmycloud.local or http://mycloud.com/setup.
3. Follow the on-screen instructions to download and install the necessary WD software (WD SmartWare Pro for PC, Apple Time Machine for Mac).
4. Create a user account and password for your personal cloud.
5. Configure shared folders and user permissions as needed. By default, folders may be set to public access; it is recommended to adjust these settings for security.

OPERATING YOUR WD MY CLOUD

Local Network Access

Once set up, your My Cloud device will appear as a network drive on your PC or Mac. You can drag and drop files, create new folders, and manage your data just like any other local drive.

Remote Access (Personal Cloud)

The primary advantage of My Cloud is its ability to provide remote access to your files from anywhere with an internet connection. This is achieved through WD's free apps for PC, Mac, iOS, and Android devices.

- **Desktop Access:** Use the WD My Cloud desktop application to access and sync files. Files can be edited locally and automatically synced back to the My Cloud device.
- **Mobile Access:** Download the My Cloud mobile app from iTunes (iOS) or Google Play (Android). This app allows

you to upload photos and videos directly from your mobile device, freeing up space, and access your stored content.

- **Web Access:** Access your files through a web browser by logging into your WD My Cloud account.

Figure 3: The WD My Cloud device enables access from various devices including PCs, Macs, tablets, and smartphones.

Media Streaming

The My Cloud device supports DLNA/UPnP for streaming media to compatible devices on your network, such as smart TVs, game consoles (PlayStation, Xbox), and media players. Ensure the media serving option is enabled for relevant folders in the device's settings.

Expanding Storage

You can expand the storage capacity of your My Cloud by attaching a compatible USB 3.0 hard drive directly to the USB expansion port on the device's back. This external drive can then be accessed through the My Cloud interface.

MAINTENANCE AND BACKUP

Automatic File Backup

The My Cloud device facilitates automatic file backups for all PC and Mac computers in your home. Utilize WD SmartWare Pro for PC users or Apple Time Machine for Mac users to ensure your data is securely and automatically backed up on your network.

SafePoints (Device Backup)

SafePoints allow you to create a snapshot of the entire My Cloud disk, which can be saved to an external USB drive attached to the My Cloud or to another storage location on your network. This feature is crucial for disaster recovery, enabling you to restore your data if the primary drive encounters an issue.

1. Attach a compatible USB drive to the USB 3.0 port on the My Cloud device.
2. Access the My Cloud dashboard via your web browser.
3. Navigate to the SafePoints section.
4. Follow the wizard to select the backup destination, name the snapshot, and set a schedule for automatic backups.

TROUBLESHOOTING

Connectivity Issues

- **Device Not Visible:** Ensure the Ethernet cable is securely connected to both the My Cloud and your router. Check the LED indicator on the front of the device; a solid blue light indicates proper connection.
- **No Remote Access:** Verify your router has an active internet connection. Ensure the My Cloud device is properly registered with your WD My Cloud account and that the necessary ports are open on your router (if manual configuration is required).

Performance Slowdown

- **Slow Transfers:** Ensure your network is operating at Gigabit Ethernet speeds. Check your router and network cables for compatibility. Large file transfers or multiple simultaneous users can impact performance.
- **Device Unresponsive:** Occasionally, the unit may slow down and require a restart. Disconnect the power cable, wait 30 seconds, and then reconnect it.

Data Management

- **Access Permissions:** If you cannot access certain folders, check the user permissions in the My Cloud dashboard. By default, folders might be public; disabling public sharing allows for granular control over user access.
- **Redundant Files:** If using sync applications, ensure proper configuration to avoid creating duplicate files, especially with multiple devices syncing simultaneously.

SPECIFICATIONS

Feature	Detail
Brand	WD
Model Number	WDBCTL0020HWT-NESN
Digital Storage Capacity	2 TB (2000 GB)
Hard Disk Interface	Ethernet
Connectivity Technology	USB (for expansion)
Hardware Platform	PC, Mac
Operating System Compatibility	Windows 10, Windows 8, Windows 7, Mac OS X v10.9/ v10.8 / v10.7 / v10.6.6~v10.6.8
Item Weight	2.12 pounds

Product Dimensions (LxWxH)	8.3 x 7 x 5.6 inches
Color	White
USB Ports	1 (USB 3.0)

WARRANTY AND SUPPORT

For detailed warranty information, please refer to the official Western Digital website or the documentation included with your product. Support resources, including FAQs, software downloads, and contact information, are typically available on the manufacturer's website.

Legal Disclaimer: NO RETURN IF RETAIL PACKAGING OPENED.