

WD WDBVBZ0240JCH-EESN

WD My Cloud EX2 Ultra 2-Bay NAS User Manual

Model: WDBVBZ0240JCH-EESN

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your WD My Cloud EX2 Ultra 2-Bay NAS. This high-performance network-attached storage solution allows you to centralize your media, automatically sync content across computers, share files and folders, and utilize multiple backup options for a personalized system.



Figure 1: Front view of the WD My Cloud EX2 Ultra NAS. The device is a compact, charcoal-colored rectangular unit with the WD My Cloud EX2 Ultra logo on the front. It features three blue LED indicator lights for power, drive 1 status, and drive 2 status.

2. WHAT'S IN THE BOX

Verify that all components are present in the packaging:

- WD My Cloud EX2 Ultra NAS Device
- Ethernet Cable
- Power Supply
- Quick Install Guide

3. SETUP

3.1 Hardware Installation

1. **Unpack the Device:** Carefully remove the NAS device and all accessories from the packaging.
2. **Connect Ethernet Cable:** Connect one end of the provided Ethernet cable to the Gigabit Ethernet port on the back of the NAS and the other end to an available LAN port on your router or network switch.



Figure 2: Rear view of the WD My Cloud EX2 Ultra NAS. This image displays the back panel of the device, highlighting the two USB

3. **Connect Power Supply:** Plug the power supply into the DC IN 12V port on the back of the NAS, then plug the power adapter into a wall outlet. The device will power on automatically.
4. **Observe Indicator Lights:** The power indicator light on the front will turn blue. The drive indicator lights will also illuminate as the drives initialize.

3.2 Initial Software Configuration

Once the hardware is connected, proceed with the software setup:

1. **Access the Dashboard:** Open a web browser on a computer connected to the same network as the NAS. Type <http://wddmycloudex2ultra/> or the IP address of your NAS into the address bar and press Enter. If the address does not work, use the WD Discovery software to locate your device.
2. **Follow On-Screen Prompts:** The setup wizard will guide you through creating an administrator account, setting up storage configurations (e.g., RAID 1 for data redundancy), and configuring cloud access.
3. **Update Firmware:** It is recommended to check for and install the latest firmware updates through the dashboard to ensure optimal performance and security.

4. OPERATING YOUR WD MY CLOUD EX2 ULTRA

4.1 Accessing Your Files

- **Local Network Access:** Files can be accessed via network shares on your computer. Map network drives for easy access.
- **Remote Access (My Cloud OS):** Use the My Cloud mobile app or the MyCloud.com web portal to access your files from anywhere with an internet connection.

4.2 Data Management

- **File Sharing:** Create users and groups, and assign permissions to specific folders for secure file sharing.
- **Automatic Syncing:** Configure automatic file synchronization across your computers using the WD Sync application.
- **Backup Options:** Utilize various backup features including NAS to NAS backup, USB backup, cloud backup, and PC/Mac backup software integration.

4.3 Advanced Features

- **Media Server:** Enable the built-in Twonky media server or install Plex Media Server to stream content to compatible devices.
- **App Installation:** Expand functionality by installing third-party applications directly from the NAS dashboard.

5. MAINTENANCE

- **Firmware Updates:** Regularly check for and install firmware updates to ensure system stability, security, and access to new features.
- **Drive Health Check:** Periodically monitor the health status of your hard drives through the NAS dashboard. Replace drives if warnings or errors are reported.





Figure 3: Internal view of the WD My Cloud EX2 Ultra NAS. This image shows the top cover lifted, revealing the two drive bays with one hard drive partially inserted, demonstrating the easy access for drive installation or replacement.

- **System Logs:** Review system logs for any unusual activity or errors that may indicate potential issues.
- **Cleanliness:** Keep the device in a well-ventilated area and ensure vents are free from dust accumulation. Do not block the ventilation openings.

6. TROUBLESHOOTING

Problem	Possible Cause	Solution
Device not accessible on network.	Network cable disconnected, incorrect IP address, network conflict.	Check Ethernet cable connection. Restart router and NAS. Verify NAS IP address using WD Discovery or router's DHCP client list.
Slow file transfer speeds.	Network congestion, old Ethernet cable, drive health issues, high CPU usage.	Ensure Gigabit Ethernet connection. Use Cat5e or Cat6 cables. Check drive health in dashboard. Monitor NAS resource usage.
Cannot access files remotely.	My Cloud service not configured, internet connection issues, firewall blocking.	Verify My Cloud service is enabled and configured in the dashboard. Check internet connectivity. Ensure router firewall allows necessary ports.
Drive indicator light is red or flashing.	Drive failure, degraded RAID array.	Check the dashboard for specific drive status and error messages. Replace faulty drive if necessary.

7. SPECIFICATIONS

Model: WDBVBZ0240JCH-EESN

Capacity: 24 TB (as configured)

Processor: High-performance 1.3 GHz dual-core

Memory: 1GB DDR3

Interface: Gigabit Ethernet, USB 3.0

Dimensions (LxWxH): 6.1 x 3.9 x 6.75 inches

Weight: 4.4 pounds

Operating System: My Cloud OS

Power Supply: 12V DC

Color: Charcoal

Hard Drive Interface: USB 3.0 (for external drives)

Compatible Devices: Desktop computers (Mac, PC)

8. WARRANTY AND SUPPORT

For warranty information, technical support, and additional resources, please visit the official WD support website. You can find FAQs, downloads, and contact information for customer service.

WD Support Website: <https://support.wdc.com/>

Please have your product model number (WDBVBZ0240JCH-EESN) and serial number ready when contacting support.

