UGREEN DH4300 Plus

UGREEN NAS DH4300 Plus User Manual

Model: DH4300 Plus | Brand: UGREEN

1. Introduction

The UGREEN NAS DH4300 Plus is a powerful 4-bay desktop Network Attached Storage solution designed to centralize and protect your digital data. This diskless unit offers massive storage capacity, a user-friendly application, and advanced features for photo management, media streaming, and secure data control. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your NAS device.



Figure 1.1: UGREEN NAS DH4300 Plus with companion app interface.

2. What's in the Box

Verify that all the following items are included in your package:

- UGREEN NAS DH4300 Plus Unit x 1
- Screws & Screwdriver x 1 (for drive installation)
- User Manual x 1
- Power Adapter (DC12V/6A) x 1
- Ethernet Cable (CAT 7) x 1



Figure 2.1: Package contents of the UGREEN NAS DH4300 Plus.

3. Specifications

Feature	Detail
Brand	UGREEN
Model	DH4300 Plus
Color	Gray
Mounting Type	Tabletop
Assembly Required	No (Disk installation required)
Maximum Capacity	Up to 120TB (disks not included)
Network Port	2.5GbE (312.5 MB/s transfer speed)
Processor	8-Core CPU, 6 TOPS NPU (RK3588C SoC)
RAM	8GB LPDDR4X
Video Output	HDMI (4K support)
USB Ports	USB-C (5Gbps), USB-A (5Gbps)
Cooling	Quiet Hydraulic Fan Cooling
Data Protection	RAID 0/1/5/6/10, JBOD, Basic

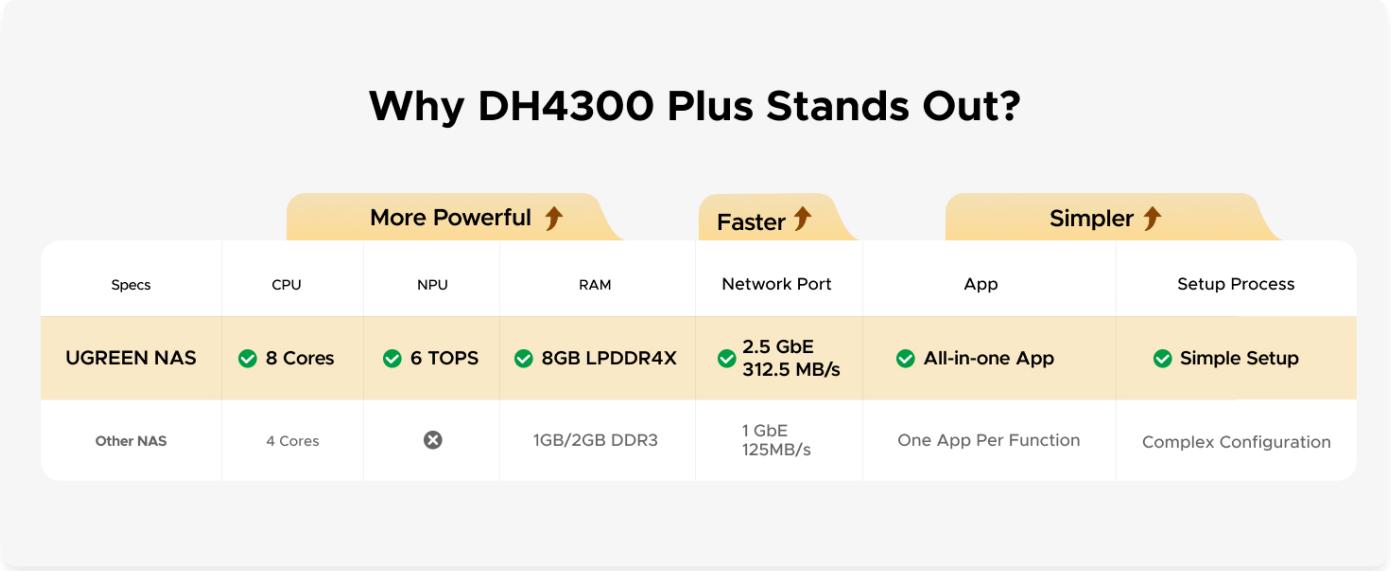


Figure 3.1: Key specifications and performance comparison.

4. Setup Guide

4.1 Installing Hard Drives

The UGREEN NAS DH4300 Plus is a diskless unit, meaning hard drives are not included and must be purchased separately. It supports up to four hard drives for a total capacity of 120TB. Follow these steps to install your drives:

1. Ensure the NAS is powered off and disconnected from the power source.
2. Gently remove the magnetic cover from the front of the NAS unit.
3. Slide each hard drive into an available bay until it clicks into place. Ensure the drive is securely seated.
4. Use the provided screws and screwdriver to secure the drives if necessary, depending on your drive type.
5. Replace the magnetic cover.

4.2 Initial Connection and Network Setup

Once the hard drives are installed, connect the NAS to your network and power it on:

1. Connect one end of the provided Ethernet cable to the 2.5GbE LAN port on the back of the NAS and the other end to your router or network switch.
2. Connect the power adapter to the DC 12V port on the NAS and plug it into a power outlet.
3. Press the power button to turn on the NAS. Wait for the system to boot up.
4. Download the UGREEN NAS application on your smartphone (iOS/Android) or access the web interface from your computer.
5. For quick setup, use the NFC feature by tapping your NFC-enabled smartphone near the NFC icon on the NAS unit. This will guide you through the initial setup process, including disk initialization and user account creation.

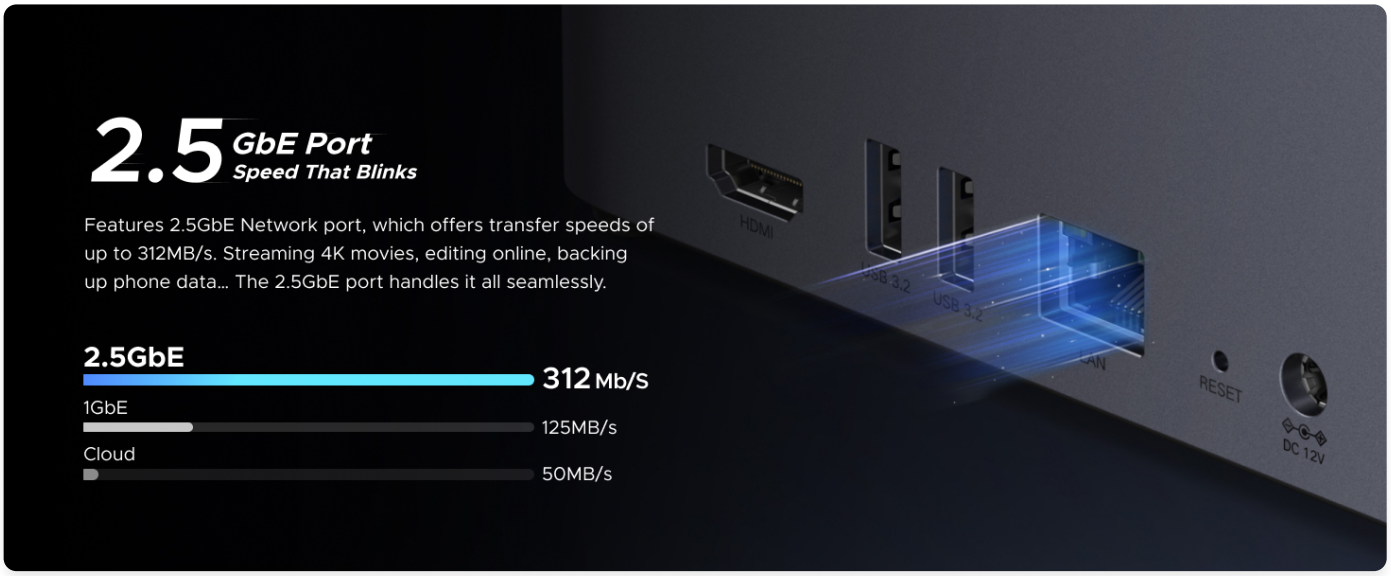


Figure 4.1: Rear ports of the UGREEN NAS DH4300 Plus, including the 2.5GbE LAN port.



Figure 4.2: Initial device recognition and setup via the UGREEN NAS app.

5. Operating Your UGREEN NAS

5.1 User-Friendly App and Multi-Device Access

The UGREEN NAS is managed through an intuitive, all-in-one application accessible across various platforms, including Windows, macOS, Android, iOS, web browsers, and smart TVs. This allows for seamless file management and access from any of your devices.

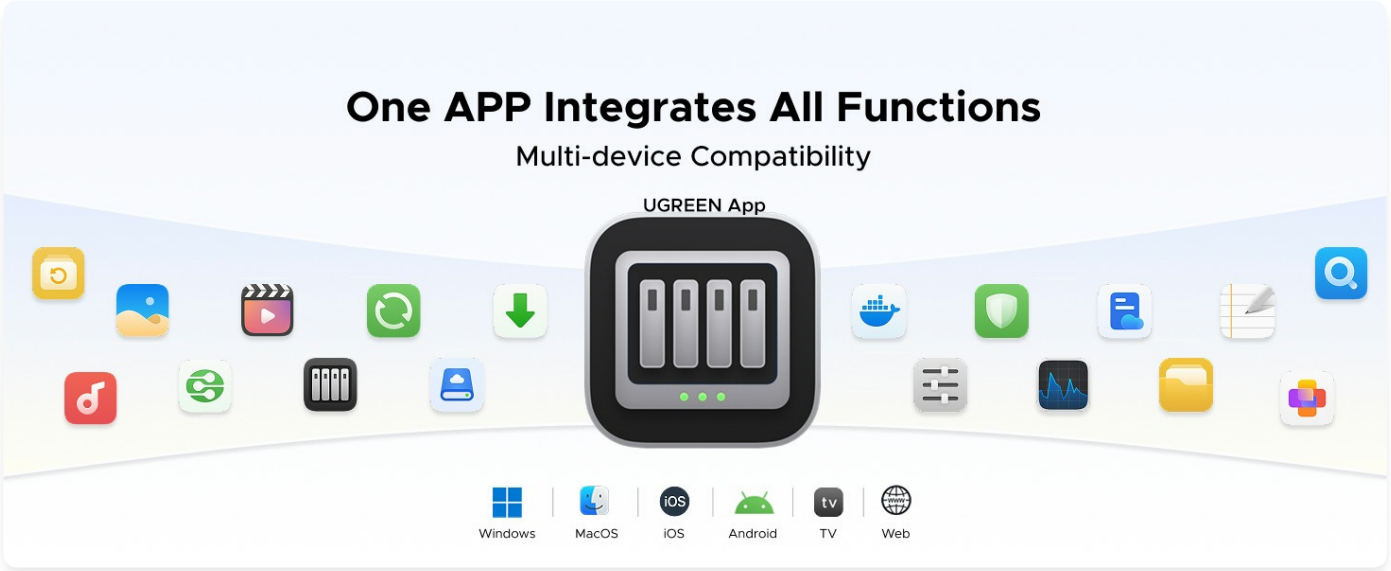


Figure 5.1: The UGREEN NAS app integrates all functions across multiple devices.

5.2 Data Management and Backup

The NAS provides a secure and private solution for storing and backing up your data. It supports automatic backups and offers a massive capacity of up to 120TB, allowing you to store millions of files, photos, and videos without worrying about space.

- **Real-time Photo Backups:** Automatically back up photos from your mobile devices.
- **AI Album Recognition & Classification:** Intelligently manage your photo library with semantic search, custom learning, and recognition of people, objects, and pets. It can also identify and remove duplicate photos.
- **Cost-Effective Storage:** A one-time purchase eliminates recurring cloud storage fees, offering significant long-term savings.



Figure 5.2: AI-powered photo album management within the UGREEN NAS app.

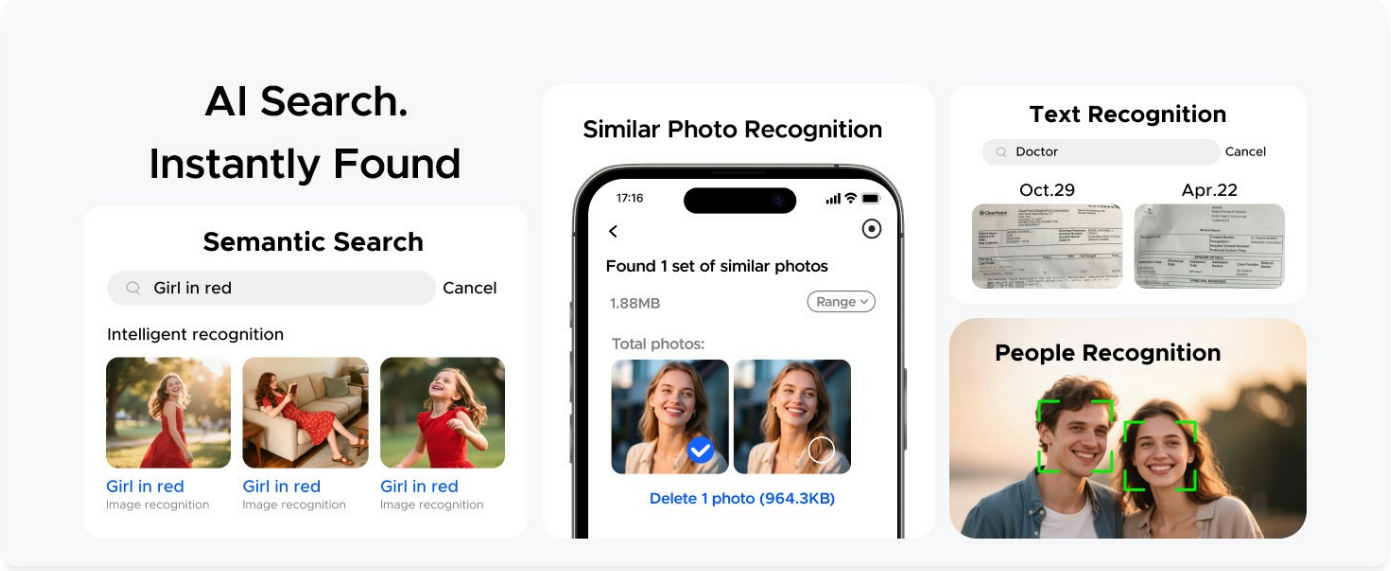


Figure 5.3: Advanced AI search features for quick photo retrieval.

5.3 Media Streaming and Home Theater

Transform your NAS into a personal media hub. With its ARM octa-core chip and HDMI 2.0 interface, the DH4300 Plus supports seamless 4K video playback, HDR, and Dolby Vision, providing a cinematic visual experience at home.

- **Private Video Library:** Organize your movie collection with precise recognition of covers, ratings, and cast without manual setup.
- **Stream Without Limits:** Watch 4K content directly through the HDMI interface, app, or DLNA.

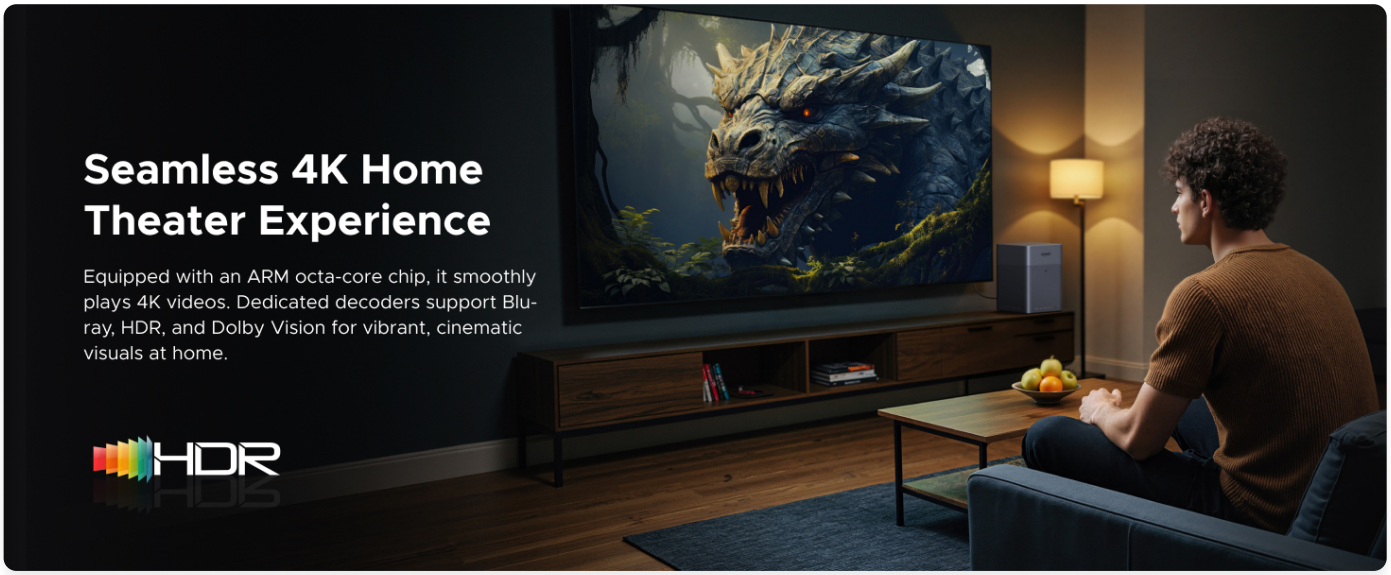


Figure 5.4: Enjoy a seamless 4K home theater experience.

5.4 Privacy and Data Security

Your data remains under your control with the UGREEN NAS. It stores data locally on your private hard drives, ensuring no third-party access. The device is certified by TRUSTe and holds the ETSI EN 303 645 certification mark for NAS products by TÜV SÜD Group, emphasizing its commitment to data privacy.

- **Permission Controls:** Set up private folders and spaces for individual users or family members.
- **2FA Identity Verification:** Enhance security with two-factor authentication for login.
- **RAID Data Protection:** Supports various RAID modes (0/1/5/6/10), JBOD, and Basic for reliable local storage and data recovery in case of drive failure.

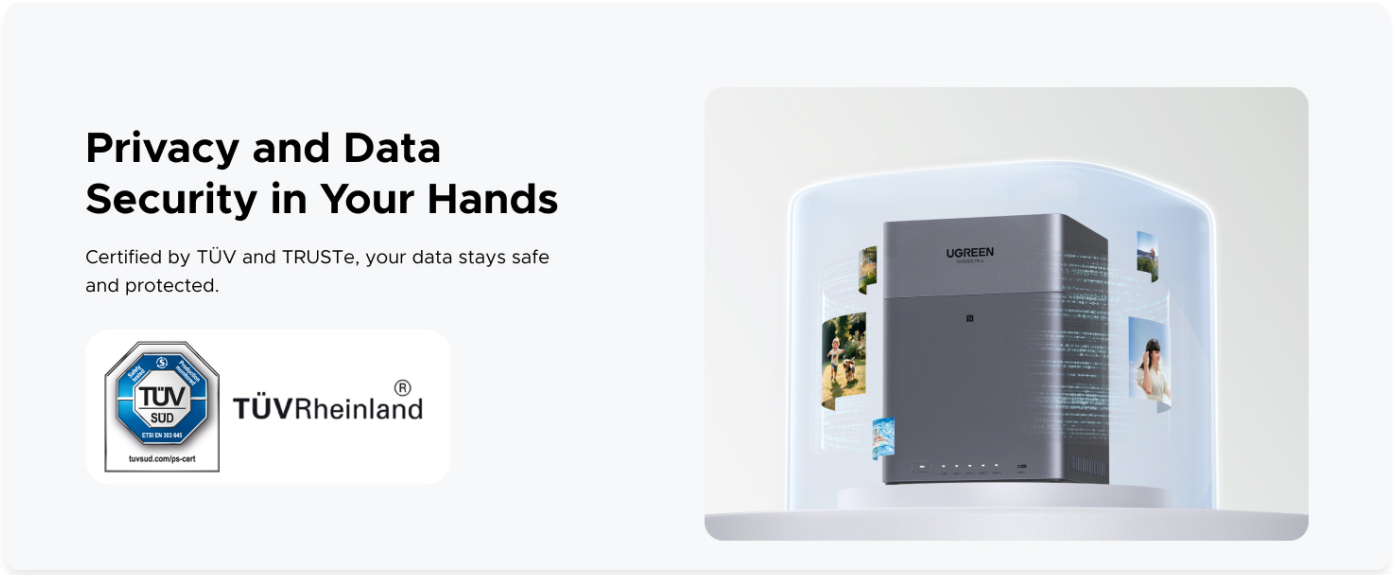


Figure 5.5: Privacy and data security certifications.

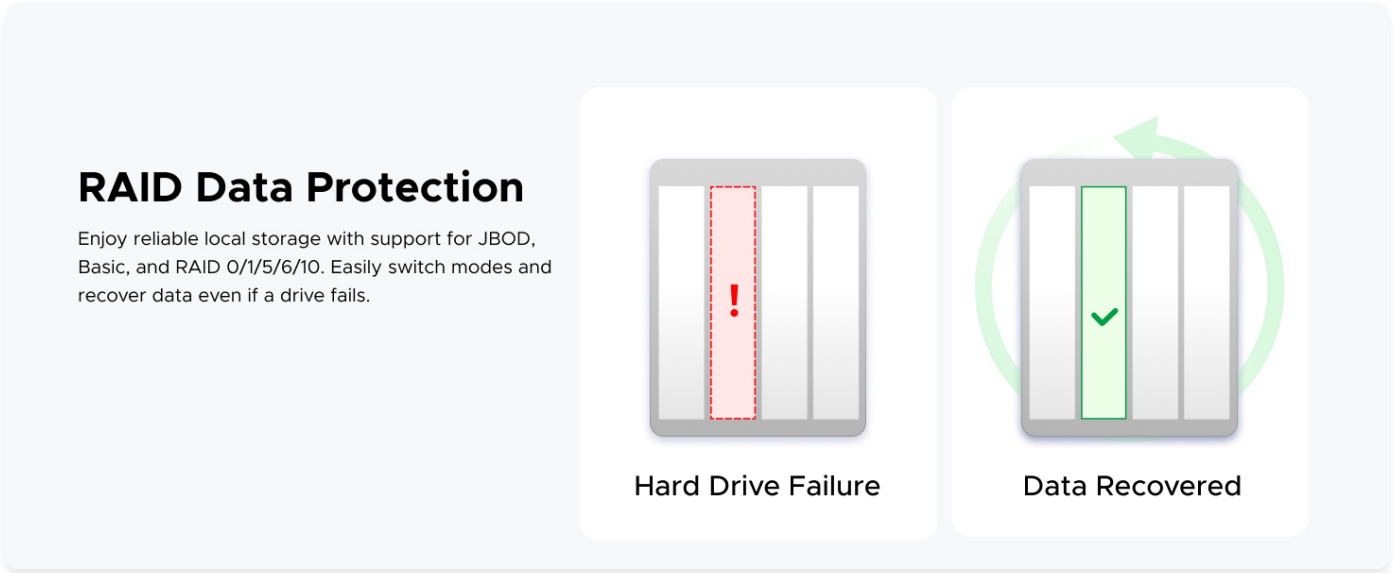


Figure 5.6: RAID data protection for enhanced reliability.

5.5 Remote Access and Collaboration

Access your files from anywhere with easy remote access. The NAS also facilitates efficient team collaboration with features like smart retrieval, online editing, file synchronization, and permission management.

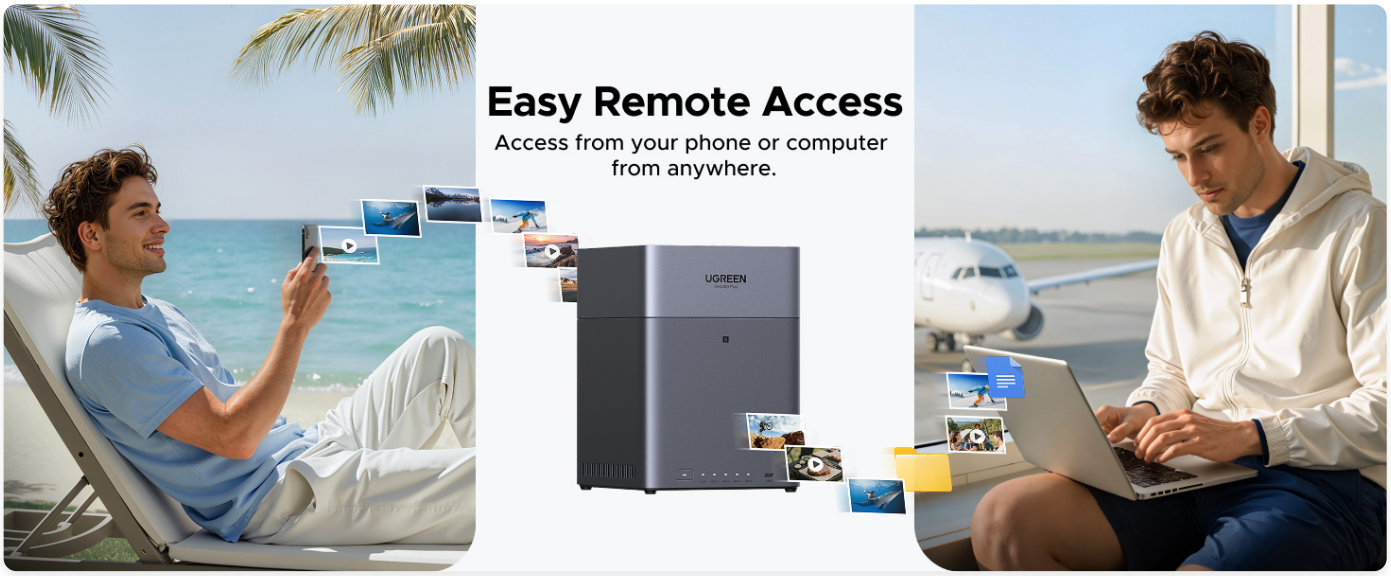


Figure 5.7: Easy remote access to your data from anywhere.

6. Maintenance

Proper maintenance ensures the longevity and optimal performance of your UGREEN NAS DH4300 Plus.

- **Cleaning:** Regularly wipe the exterior of the NAS with a soft, dry cloth. Avoid using liquid cleaners or aerosols.
- **Ventilation:** Ensure the NAS is placed in a well-ventilated area to allow for proper airflow. Do not block the ventilation openings. The quiet hydraulic fan cooling system is designed for efficient heat dissipation.
- **Firmware Updates:** Periodically check for and install firmware updates through the UGREEN NAS application or web interface. Updates often include performance improvements, bug fixes, and security enhancements.
- **Drive Health:** Monitor the health of your installed hard drives through the NAS application. Replace any failing drives promptly to prevent data loss.
- **Magnetic Cover:** The magnetic cover allows for easy access to the drive bays for maintenance or drive replacement.



Figure 6.1: Internal cooling system and magnetic cover for maintenance.

7. Troubleshooting

This section addresses common issues you might encounter with your UGREEN NAS DH4300 Plus. For more detailed troubleshooting, refer to the comprehensive user manual provided with the product or visit the UGREEN support website.

7.1 Common Issues and Solutions

- **NAS Not Powering On:**
  - Ensure the power adapter is securely connected to both the NAS and a working power outlet.
  - Verify the power outlet is functional by plugging in another device.
- **NAS Not Accessible on Network:**
  - Check if the Ethernet cable is properly connected to both the NAS and your router/switch.
  - Restart your router and the NAS.
  - Ensure your device (computer/smartphone) is on the same network as the NAS.
  - Temporarily disable any firewall software on your computer that might be blocking access.
- **Hard Drives Not Detected:**
  - Ensure hard drives are fully seated in their bays.
  - Verify that the hard drives are compatible with the NAS (e.g., SATA drives).
  - Try re-inserting the drives or testing them individually.
- **Slow Data Transfer Speeds:**
  - Ensure you are using the provided CAT 7 Ethernet cable and that your network infrastructure (router, switch) supports 2.5GbE speeds.
  - Check for network congestion or other devices consuming bandwidth.
  - Verify the health of your hard drives.
- **App Connection Issues:**
  - Ensure your smartphone's Wi-Fi is enabled and connected to the same network as the NAS.
  - Restart the app or reinstall it if issues persist.
  - For NFC connection, ensure NFC is enabled on your phone and you are tapping it correctly.

8. Warranty and Support

UGREEN is committed to providing high-quality products and customer satisfaction. Your UGREEN NAS DH4300 Plus comes with a standard manufacturer's warranty.

- **Warranty Information:** For detailed warranty terms and conditions, please refer to the warranty card included in your product packaging or visit the official UGREEN website.
- **Technical Support:** If you encounter any issues that cannot be resolved using this manual or the troubleshooting guide, please contact UGREEN customer support. Support contact information (email, phone, or online chat) can typically be found on the official UGREEN website.
- **Online Resources:** UGREEN often provides additional resources such as FAQs, video tutorials, and updated user manuals on their official support pages.

The UGREEN NAS DH4300 Plus is certified by TRUSTe and has been awarded the ETSI EN 303 645 certification mark by TÜV SÜD Group, demonstrating its adherence to high standards of data privacy and security.

For the most up-to-date information and support, please visit: www.ugreen.com

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question