UGREEN NASync DH4300 Plus

Model: DH4300-Plus

I . Preparation

Package Contents

Product Overview

Indicator

LED	Color	Status	Description
Power indicator	White	On	Power on
			System hibernation
		Blinking (once per 0.5 seconds)	Power off
	Red	Blinking (once per second)	Device error
		Blinking (once per second)	Error
Hard drive indicator	White	Blinking	Read/Write
		On	Running
		Off	Hibernation
LAN network indicator	Red	On	Internet not connected
		Blinking	Data transfer (Internet not connected)
	White	On	Internet connected
		Blinking	Data transfer (Internet connected)

Buzzer

Status	Beeper
Power on	Beep once
Reset network and password	Beep once
System reset	Beep 3 times
Hard drive error	Beep every 3 seconds
System error	Beep every 2 seconds

Hardware Specification

Product Name	Network Attached Storage
Model	DH4300 Plus
Operating System	UGOS Pro
Processor	RK3588C
Memory Type	LPDDR4X
Memory Capacity	8 GB (non-expandable)
System Storage	32 GB eMMC
Storage Mode	JBOD/Basic/RAID 0/RAID 1/RAID 5/RAID 6/RAID 10
Supported Drive	4 SATA 6 Gbps, supports 2.5"/3.5" hard drive
HDMI Port	1 HDMI port, supports resolutions up to 4K
RJ45 Ethernet Port	1 2.5GbE port, supports 2.5Gbps and backward compatible
USB Port	1 Type-C USB 3.2 Gen 1 port, theoretical transfer rate of up to 5 Gbps 2 USB 3.2 Gen 1 ports, theoretical transfer rate of up to 5 Gbps
Power Input	12V ⎓ 6A
Working Environment	Temperature: 0°C-40°C/32°F-104°F Humidity: 10%-85%
Product Dimensions	L155×W155×H215.7 (mm)

Notices

- Please place the NAS device as referred to in the illustrations in this manual.
- Please put the NAS in an environment with a stable temperature and low humidity. Avoid direct sunlight or any liquids coming into contact with the device.
- In the event of a thunderstorm or inconsistent voltage, power off the device to avoid potential damage.
- Keep the device away from heat sources or humid environments to reduce the risk of fire or electric shock.
- Do not insert foreign objects into the NAS to avoid damage caused by abnormal use or short circuit.
- Please power off the NAS device before cleaning. When cleaning, use a moist wipe. Do not use chemicals or spray cleaners.
- Do not drop, squeeze, violently impact, or throw the NAS.
- This device contains small parts and pieces, please keep it out of reach of children to prevent choking due to unintended swallowing.
- Do not dismantle or fix the NAS device by yourself. Improper disassembly and assembly may cause electric shock or other safety hazards. If repair or replacement parts and/or accessories are required, please contact UGREEN NAS customer service.

⚠ WARNING

- This product contains a built in Lithium Manganese Dioxide battery. Do not dismantle, crush, squeeze, or expose it to fire.
- Do not expose this product to excessive temperatures.
- Please keep this product out of reach from children.
- If the battery has been accidentally swallowed or placed inside any part of the body, it may cause severe internal burns or other hazards. Seek medical attention immediately.
- Do not charge the battery. If the battery is low, promptly replace it. When replacing the battery, ensure the battery polarity is not reversed.
- If battery leakage occurs, avoid contacting with skin or eyes. In case of contact with skin or eyes, rinse with water and seek medical attention immediately.
- Keep depleted batteries out of reach from children, and dispose of or recycle it properly in accordance to local laws and regulations.

KEEP OUT OF REACH OF CHILDREN

II . Hardware Setup

Before Setup

Do NOT insert or remove any hardware components while the NAS device is powered on. Before performing any installation, removal, or maintenance tasks, ensure that the device is powered off and disconnected from the power supply to prevent possible fire loss, data corruption, or damage to the drive.

Tool Preparation

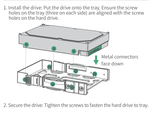
Before installing the hardware, please prepare the following tools and parts:

Note:

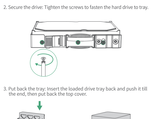
- It is recommended to use new drives. When installing hard drives, the NAS system will format the drives, erasing ALL existing data. Ensure any important data is backed up prior to installation.
- When setting up a "RAID mode", it is recommended to use hard drives with the same capacity. This allows you to maximize storage capacity utilization and reduces the risk of data loss.

Pull out Hard Drive Tray

1. Remove the top cover.

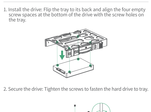


2. Gently press the buckle on the drive tray and pull out the drive tray.

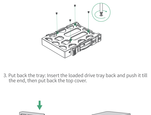


Install 3.5" Hard Drive

1. Install the drive: Put the drive onto the tray. Ensure the screw holes on the tray (three on each side) are aligned with the screw holes on the hard drive.



2. Secure the drive: Tighten the screws to fasten the hard drive to tray.



3. Put back the tray: Insert the loaded drive tray back and push it till the end, then put back the top cover.

Install 2.5" Hard Drive

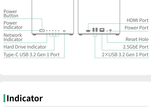
1. Install the drive: Flip the tray to its back and align the four empty screw spaces at the bottom of the drive with the screw holes on the tray.

2. Secure the drive: Tighten the screws to fasten the hard drive to tray.

3. Put back the tray: Insert the loaded drive tray back and push it till the end, then put back the top cover.

Start up Your NAS

1. Use an Ethernet cable to connect the NAS to a LAN port on the router or the Ethernet switch.
2. Connect power supply to the device using the power adapter.
3. Press the power button to turn it on. To turn off, press and hold the button for about 3s.



Note:

- To ensure data transfer efficiency, it is recommended to use a router or switch with 10 Gigabit LAN ports or higher and to connect the NAS using the included Ethernet cable.
- Initial system configuration: Install "UGREEN NAS". Then go to "Control Panel" > "Hardware & Power" to select automatic startup after powering on.

⚠ Warning

Only use the original power adapter or a safety-certified power adapter that meets the device's power specifications to prevent potential explosion hazards.

Firmware Update

ONLY update firmware with stable power supply.
Do NOT disconnect the power supply during the update process.

III. Software Installation

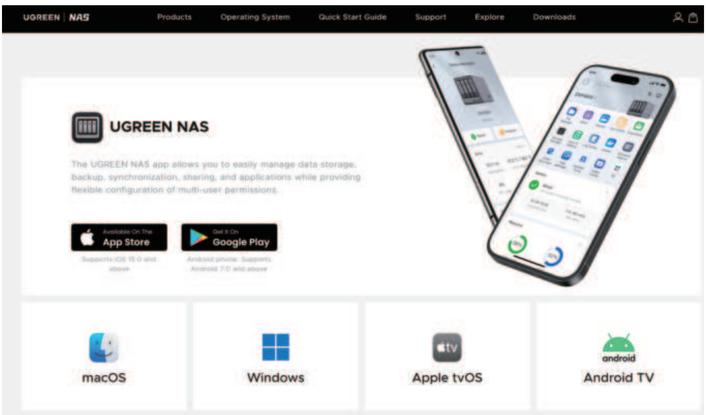
(!) All images below are for reference only and may vary due to product improvements. Please refer to the actual interface.

Download App

The UGOS Pro system is designed to provide users with quick access to manage and utilize NAS services across multiple devices and operating systems. You can access it through Web browsers, PCs (for Windows/Mac), mobiles and tablets (for Android/iOS), as well as TVs (for Apple TV/Android TV). You can download the corresponding app through:

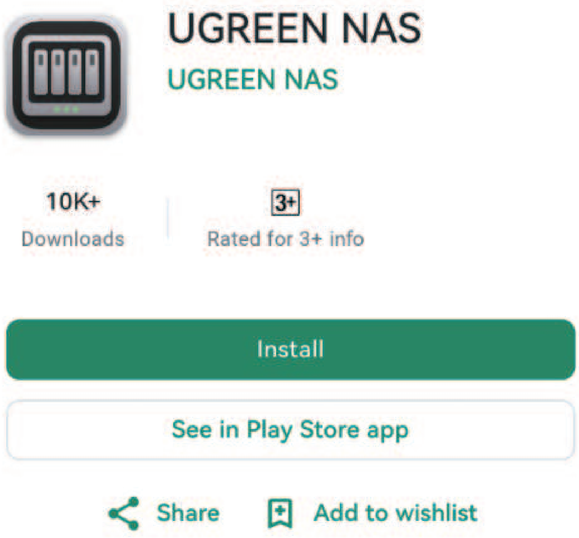
Option 1: Website

Go to the download page: https://nas.ugreen.com/pages/app-download, select the corresponding app to install.



Option 2: App Store

Search for and install "UGREEN NAS" from your phone's app store. Currently, the UGREEN NAS app has been launched on multiple platforms including App Store and Google Play.



Option 3: NFC Detection

Enable NFC on your phone or tablet, then place it near the NAS device's NFC detection area. Go to the dowload page, select the appropriate app for your system, and install it.

Option 4: Scan the QR Code

Use your phone/tablet camera to scan the QR code provided below or the one on the device, then install the corresponding app based on your device's system.

Scan to install

Register Account

Option 1: Add the NAS Device via Browser

Ensure your NAS device is powered on and connected to the same local network as your computer.

1. Access the web page

Open a browser and visit find.ugnas.com. The system will automatically search for and display the devices on the current local network.

2. Device is found:

Select the device you want to access and click "Connect" to register an account. If the device hasn't yet been initialized, its status will be displayed as "Not Initialized". You can complete the initialization according to the next step.

No device is found:

Check the device network connection and search again. If it still fails, open "Usage guide" to help you set up or check the device, then try searching again.

3. Initialization:

Once the device is added, you'll enter the initialization settings. Complete the following steps in that interface:

- **Name the device:** Name your device to ensure it's easy to identify and manage.
- **Create a local administrator account and password:** Register an account to manage the device.
- **Bind an email address (optional):** Enter your email and obtain the verification code, which is used to enable UGREENlink remote access. After binding, proceed with system initialization. Once complete, the device will be ready for use.

Note:

The local administrator account password must be at least 6 characters long and include both uppercase and lowercase letters. For better security, set a strong password.

Option 2: Add the NAS Device via UGREEN NAS on Your Computer

Ensure your NAS device is powered on and connected to the same local network as your computer.

1. Open UGREEN NAS

Click "New Device Registration", then the system will automatically search for and display the devices on the current local network.

New device registration

2. Device is found:

Select the device you want to access. If the device hasn't been initialized, its status will be displayed as "NEW". Click "Register" to connect. If already registered, it will show as "Connect".

No device is found:

Check the device network connection and search again. If it still fails, open "Usage guide" to help you set up or check the device, then try searching again.

3. Initialization:

Once the device is added, you'll enter the initialization settings. Complete the following steps in that interface:

- Name the device: Name your device to ensure it's easy to identify and manage.
- Create a local administrator account and password: Register an account to manage the device.
- Bind an email address (optional): Enter your email and obtain the verification code, which is used to enable UGREENlink remote access. After binding, proceed with system initialization. Once complete, the device will be ready for use.

Note:

The local administrator account password must be at least 6 characters long and include both uppercase and lowercase letters. For better security, set a strong password.

2. Device is found:

Select the device you want to access. If the device hasn't been initialized, its status will be displayed as "NEW". Click "Register" to connect. If already registered, it will show as "Connect".

No device is found:

Check the device network connection and search again. Alternatively, scan the QR code on the device. If it still fails, open "Usage guide" to help you set up or check the device, then try searching again.

3. Initialization:

Once the device is added, you'll enter the initialization settings. Complete the following steps in that interface:

- Name the device: Name your device to ensure it's easy to identify and manage.
- Create a local administrator account and password: Register an account to manage the device.
- Bind an email address (optional): Enter your email and obtain the verification code, which is used to enable UGREENlink remote access. After binding, proceed with system initialization. Once complete, the device will be ready for use.

Note:

The local administrator account password must be at least 6 characters long and include both uppercase and lowercase letters. For better security, set a strong password.

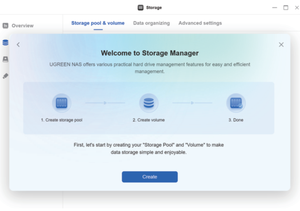
Manage Storage

Setting up Setting up volume is required to use UGREEN NAS. It allows you to store application data and personal files. Once set up, you can use all functions normally.

1. How to Create a storage pool and a volume:

· Upon first access the UGOS Pro interface: Complete the main function location guidance, then find "Create Volume" on the "New User Guide" wizard page (lower right corner of the desktop), click "Create" to Welcome to Storage.

· Or open "Storage" on the homepage > set up "Storage pool & Volume".



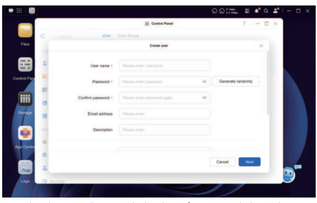
2. How a Storage Pool Works:

A storage pool is a collection of one or more drives that can be protected by RAID. Different RAID types offer different levels of data protection. For detailed steps, please refer to < Choose RAID Mode > in Knowledge Center.

Invite Users

1. Admin:

The administrator logs into the UGREEN NAS app and navigates to "Control Panel" > "User Management".
Selects "Add" and "Create", then fills in the required information to complete the new user creation.



Provides the invited user with the device' s UGREENlink ID, along with the newly created account credentials.

2. Invited User:

The invited user installs the UGREEN NAS app.
Logs in using the UGREENlink ID and the account credentials provided by the administrator.

Note:

If you prefer not to activate the UGREENlink remote access, you can still allow multiple users to access the device as long as they are on the same LAN. In this case, they enter the device IP address instead of the UGREENlink ID.

Enable UGREENlink

UGREENlink remote access service is a network access feature provided by UGREEN NAS that enables you to remotely connect to your UGREEN NAS over the Internet without the need for complicated network configurations.

1. Go to "Control Panel" > "Remote access".
2. Check "UGREENlink remote access". Ensure you're logged into your UGREEN cloud account.
3. Enter a desired UGREENlink ID, then click "Apply".
Note: The ID must be unique and memorable, like "ugreen".
4. Once your UGREENlink ID is set, the page will display the access URL for the UGOS Pro web version, and you can use your UGREENlink ID to log in to the UGREEN NAS app.

Reset Network & Password

1. Power on the NAS device, use a pin to insert and hold the "RESET" button for 5 seconds until you hear a short buzzer beep. The device will then automatically restart.
2. After the device restarts, the white network indicator will stay on, you can search for and connect to it on the LAN.
3. Upon successful connection, log in to the system using the "admin" account (no password required), which is specifically designated for password resets.
4. Once logged in, follow the step-by-step guide to configure your administrator password.

Reset the Device's System

1. Power on the NAS device, use a pin to insert and hold the "RESET" button for 5 seconds (a short buzzer beep will sound), continue holding it for 8 seconds until the buzzer beeps 3 times.
2. The device will automatically restart and reset the system. Once reset, the white network indicator will stay on, signaling that the device is ready for use.
3. Once the reset is complete, you will need to reconfigure the initialization settings for this device.

Note:

The reset process will not affect the data stored on the drive. However, it will reset all system and network configurations.

For more tutorials and troubleshooting, please visit URL: https://nas.ugreen.com
For hardware compatibility list, please visit URL: https://nas.ugreen.com/pages/compatibility

Android/iOS/Windows/macOS

2-year Warranty