

UGREEN
DXP2800 NASync
Network
Attached Storage



UGREEN DXP2800 NASync Network Attached Storage User Manual

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UGREEN DXP2800 NASync Network Attached Storage



Specifications

Product Name	Network Attached Storage
Operating System	UGOS Pro
Processor	Intel N100 4-Core
Max Turbo Frequency	3.40GHz
Memory Types	SODIMM DDR5
Memory Capacity	8 GB-16 GB (depends on the actual configuration of the device model) / 16 GB (max memory size)
Flash Memory	32GB eMMC
File System	Internal: ext4/Btrfs
	External: Btrfs/ext2/ext3/ext4/VFAT/exFAT/FAT16/FAT32/NTFS/XFS
	Internal non-"UGREEN NAS" storage pool: Btrfs/ext2/ext3/ext4/VFAT/exFAT/FAT16/FAT32/NTFS/XFS
Storage Mode	JBOD/Basic/RAID 0/RAID 1
Supported Drive	2×2.5-inch/3.5-inch SATA hard drive
	2×M.2 NVMe 2280 SSD
Video Port	1×HDMI, Up to 4K
RJ45 Ethernet Port	1×2.5GbE Support 10Mbps/100Mbps/1000Mbps/2.5Gbps auto-negotiation
USB Port	1×USB 3.2 Gen 2, supports theoretical transfer rate of up to 10Gbps 1×Type-C USB 3.2 Gen 2, supports theoretical transfer rate of up to 10Gbps 1×USB 3.2 Gen 1, supports theoretical transfer rate of up to 5Gbps 2×USB 2.0, supports theoretical transfer rate of up to 480Mbps
Power Source Specification	DC 12V/5A
Compatible Systems	Phone: Android 7.0/iOS 15 or later Computer: Windows 7 SP2 or later/macOS High Sierra 10.13.6 or later
Working Environment	Temperature: 0°C~40°C/32°F~104°F Humidity: 5% to 95%
Product Dimensions	L231.8×W109.4×H178.4 (mm)/L9.1×W4.3×H7.0 (inch)

About the DXP2800

UGREEN DXP2800 is a network-attached storage device designed for home and personal users. The DXP2800 works as an intelligent data management center where users can store and access data via smartphones, laptops, tablets, and TVs anywhere there is network access.

Instructions Before Use

- To ensure data transmission efficiency, it is recommended to use a router or switch with Gigabit LAN ports or higher and to connect the NAS using the included Ethernet cable (CAT7 or higher).
- It is recommended to use new hard drives. When installing ANY drive(s), the NAS system will format the drive, erasing ALL existing data. Ensure any important data is backed up before installation.
- Please only use the original power adapter, or a safety-certified power adapter, that meets the power specifications for this device.
- Do not insert or remove hard drives when the NAS device is on. If necessary, please turn off the device first by using the app to prevent potential file loss, data corruption, or drive damage.
- ONLY update the firmware with a stable power supply. Do NOT disconnect the power supply during the update process.

- After unbinding the device, all data will be removed and can NOT be retrieved. Ensure data is backed up appropriately before unbinding the device.

Package Contents



1×Network Attached Storage



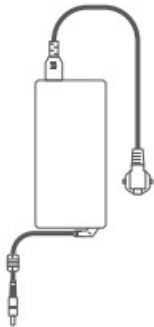
1×User Manual



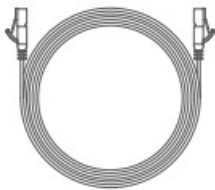
1×Warranty Card



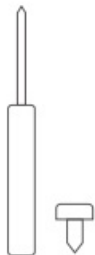
2×Hard Drive Tray Key



1×Power Adapter
(DC 12V/5A)



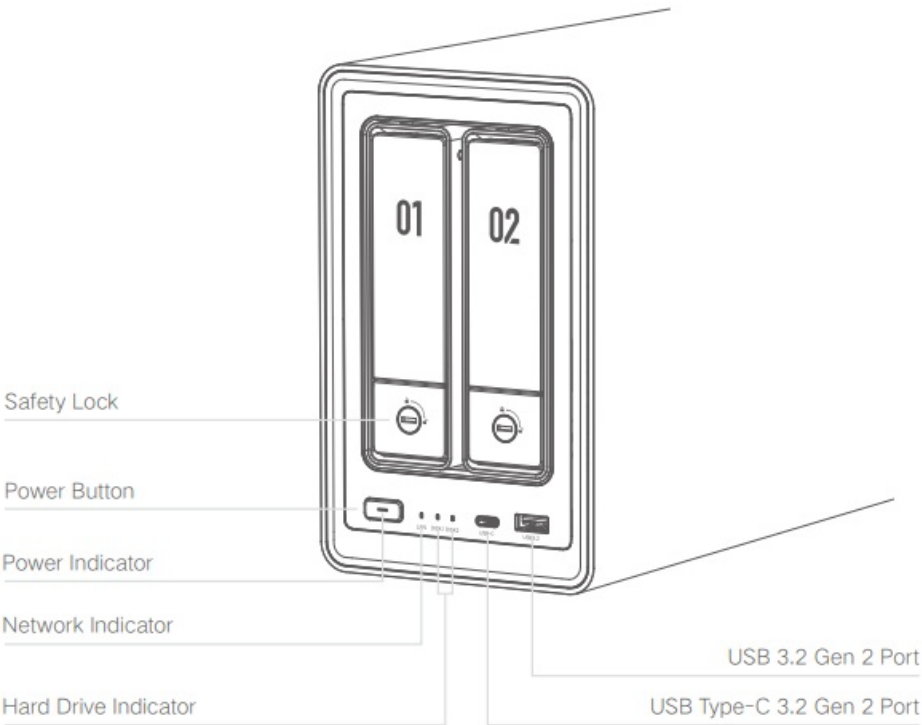
1×Ethernet Cable
(CAT7)

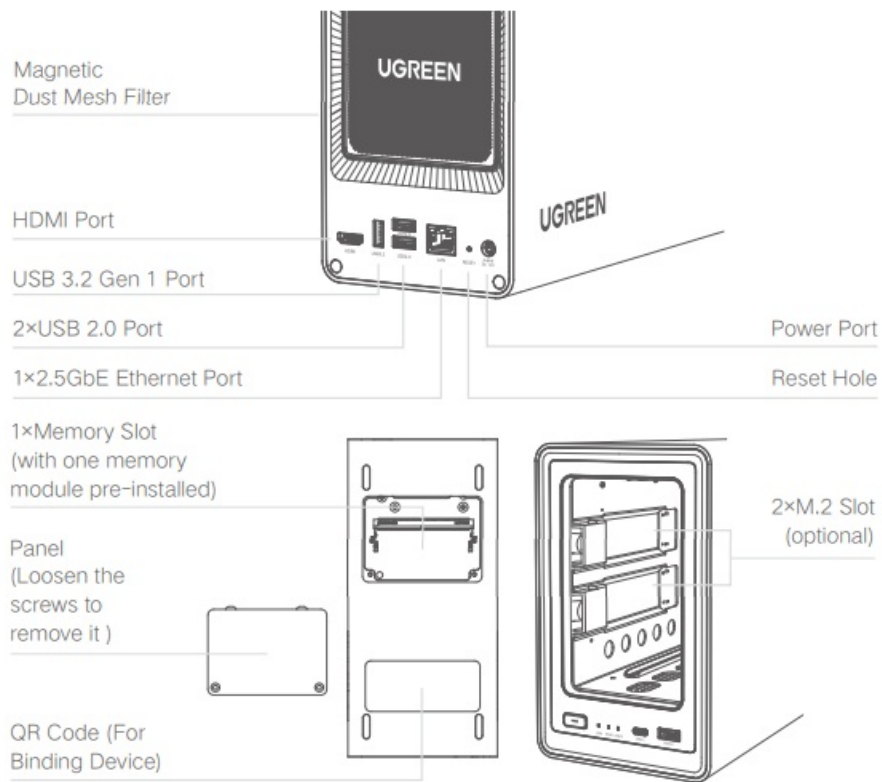


Screws &
Screwdriver

(For 2.5-inch
Hard Drive Installation)

Product Overview

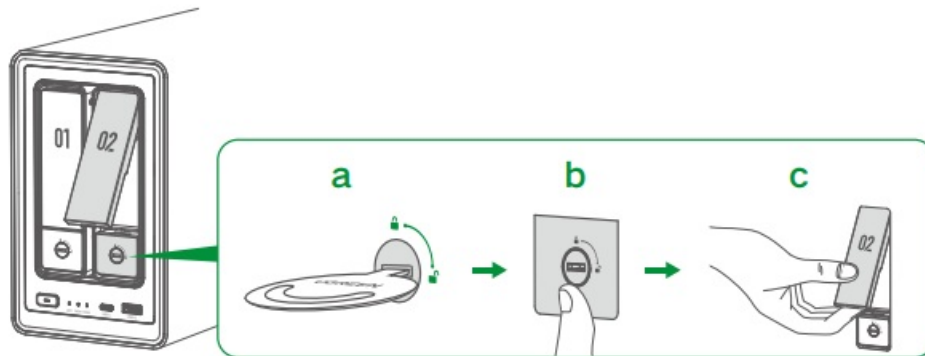




Warning: Before inserting or removing any hard drive (including M.2 SSDs) / memory module, please power off the system completely: turn off the NAS and disconnect it from the power supply.

Unlocking Hard Drive Tray

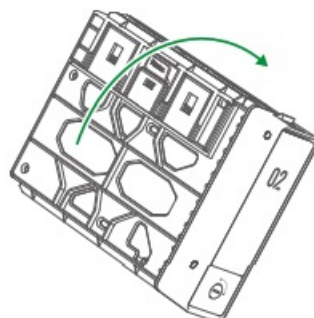
Use the key to unlock the hard drive tray, press the buckle to pop the handle out, then pull the tray out.



Installation

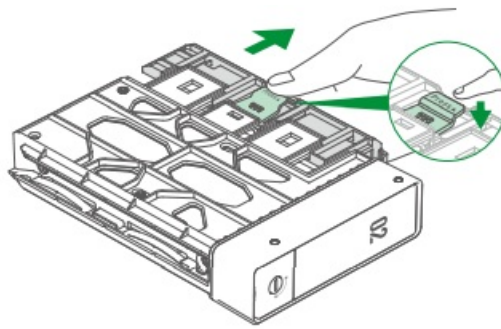
Installing 3.5-inch Hard Drives (No Screwdriver Required)

1.



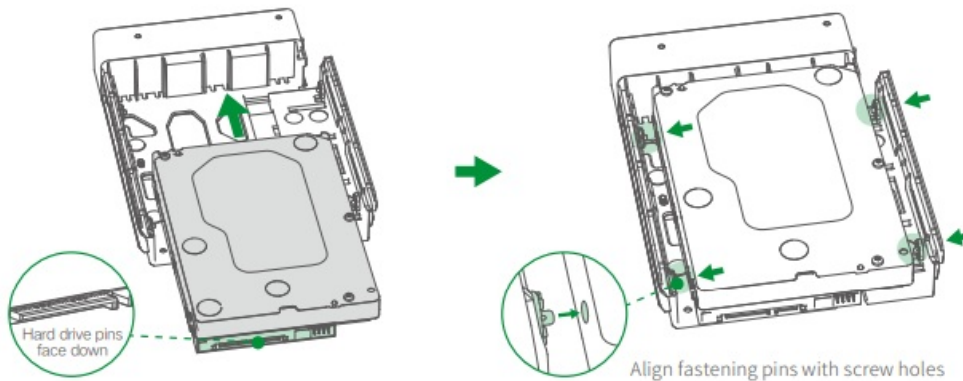
Flip drive tray: Flip the tray to the back.

2.



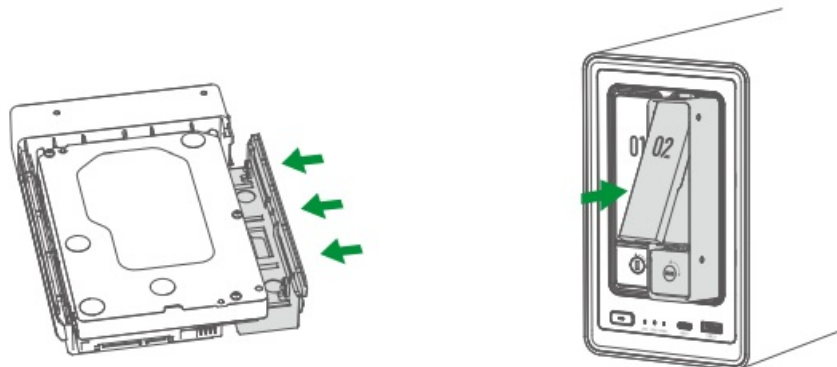
Pull the clamp arm: Press the buckle marked with the “Press” icon to pull the arm.

3.



Install the drive: Place the drive on the tray. Ensure the four fastening pins on the tray (two on each side) are aligned with the screw holes on the drive.

4.

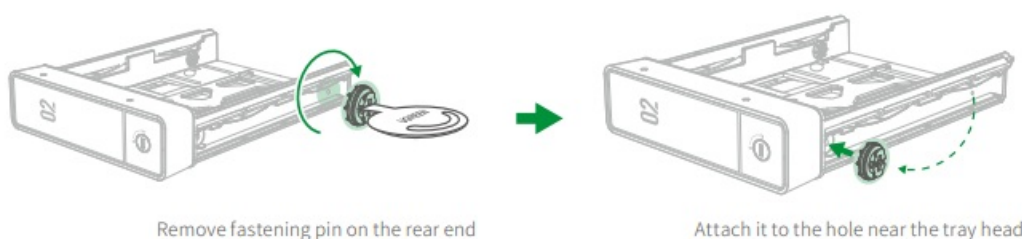


Secure the drive: Push back the clamp arm to secure the drive.

5. **Load the tray into the bay:** Insert the loaded drive tray into the empty drive bay and lock it.

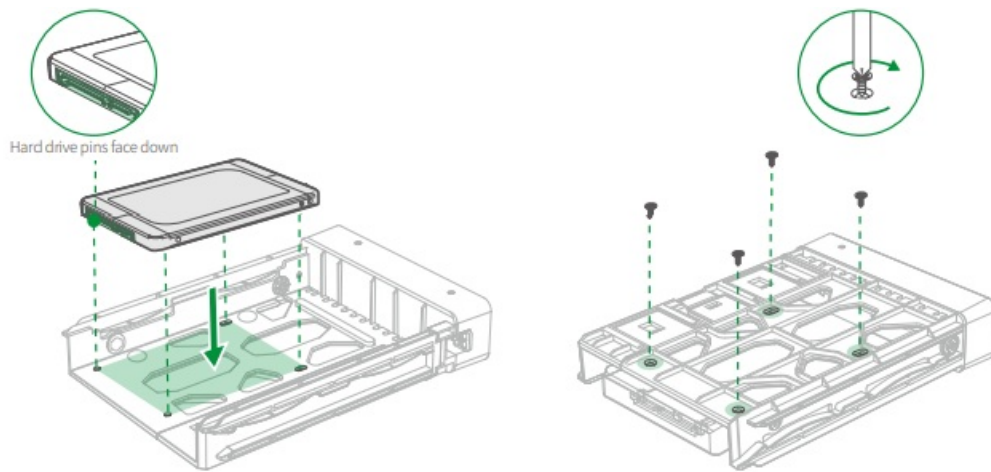
Installing 2.5-inch Hard Drives (Screwdriver Required)

1.



Remove the fastening pin: Use the drive tray key to move the rear-end fastening pin into the fixed.

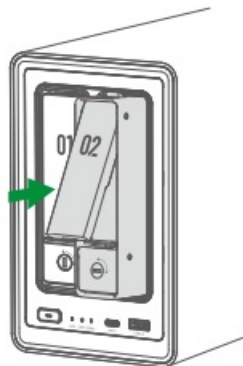
2.



Install the drive: Place the drive on the tray. Ensure the holes on the bottom of the drive are aligned with the holes on the tray

3. **Secure the drive:** Flip the tray to the back, and tighten the screws to secure the drive in place.

4.



Load the tray into the bay: Insert the loaded drive tray into the empty drive bay and lock it.

NOTE: For installing 3.5-inch hard drives, please remember to move the fastening pin back to the rear end.



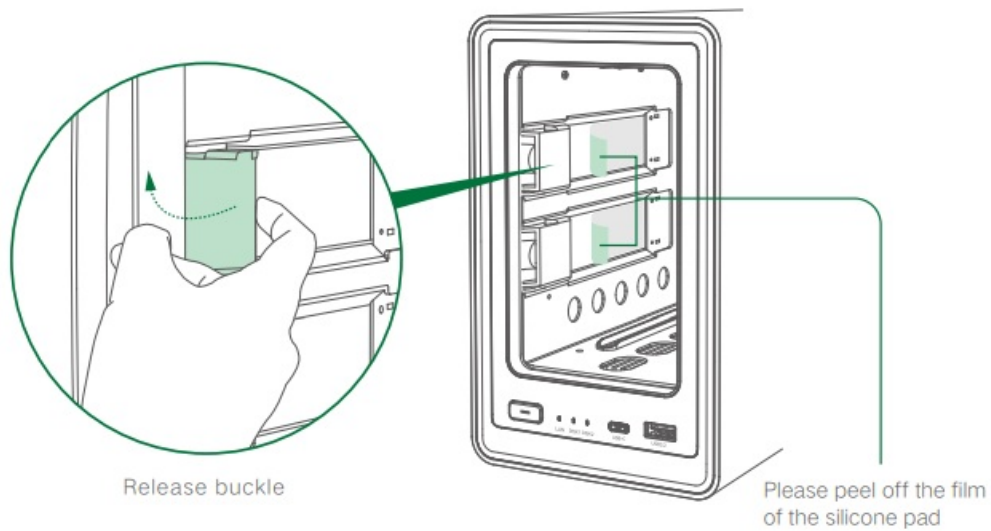
Installing M.2 SSDs (Optional)

Requires Sticking Silicone Pad for Thermal Conduction

What does installing an M.2 SSD do?

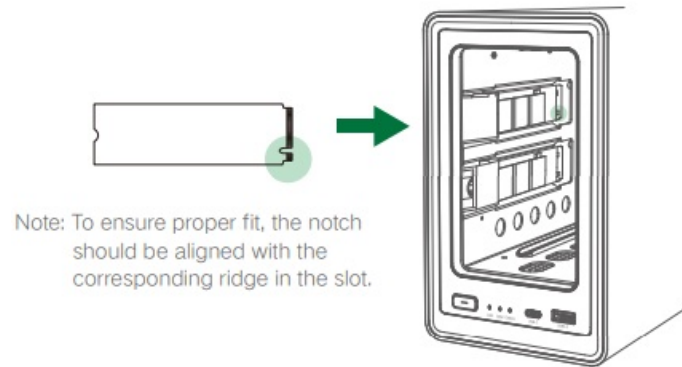
M.2 SSDs can be used as a normal storage drive or as a read/write cache to improve the reading and writing performance of random data.

1.



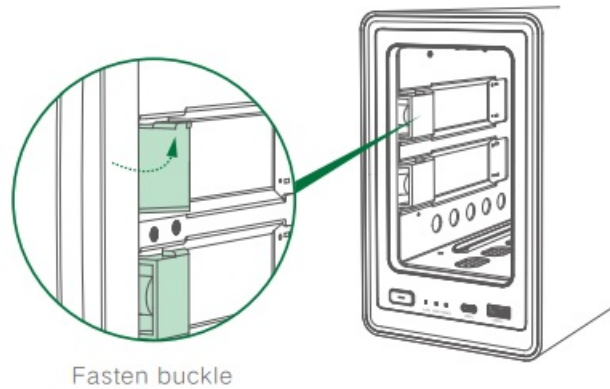
After powering off, pull the tray out to reveal the M.2 slot, located on the inner left side of the device. Pull back to release the buckle.

2.



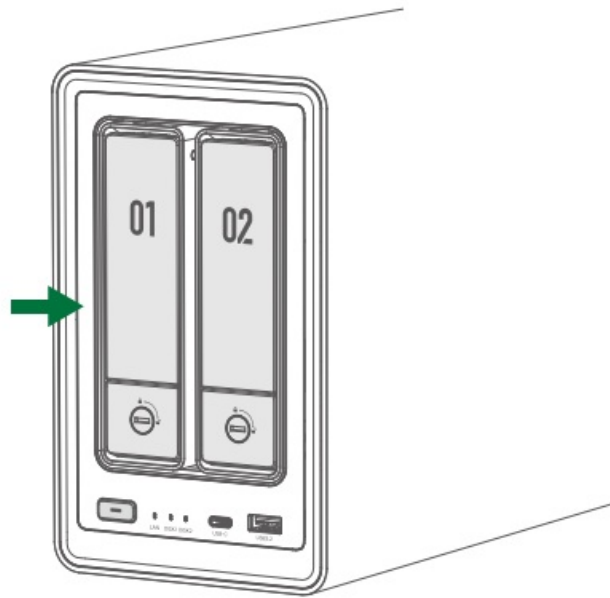
Insert M.2 SSD into the slot in the direction shown by the image below.

3.



Gently press the lifted end and fasten the buckle after the SSD is firmly inserted.

4.



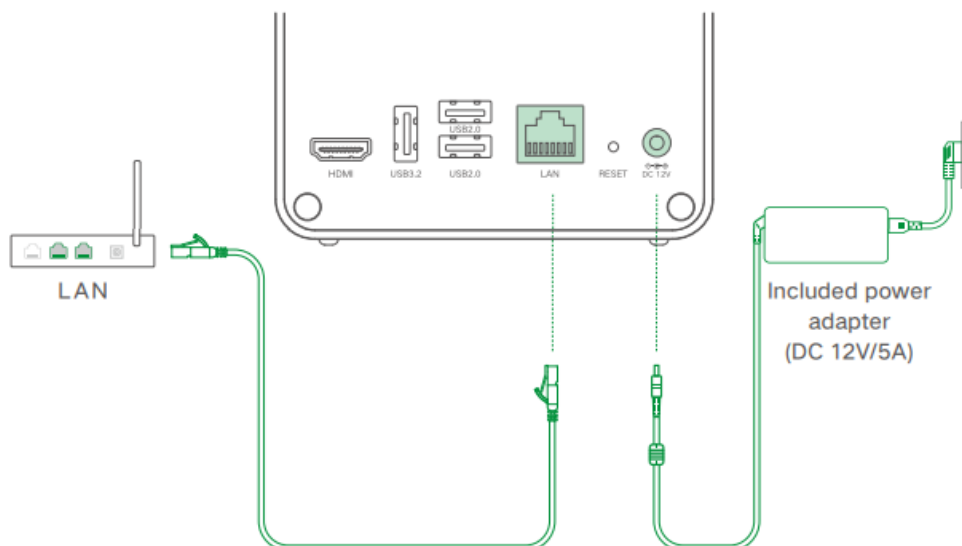
Reinstall the tray and power on the NAS. After successful bootup, go to the “UGREEN NAS” app to set the SSD cache.

Warning: To avoid data loss, please remove the SSD cache in the “UGREEN NAS” before removing any M.2 SSD. This will provide added protection in case the system is using it for caching.

Powering On

Use Ethernet cable to connect NAS to a LAN port on a router. Connect the power adapter to the device, then short press the power button to turn it on.

Tips: After powering on, you can download “UGREEN NAS” then go to “Control Panel” > “Hardware & Power” to select automatic startup after powering on.



Warning: To avoid potential fires, explosions, or other electrical hazards, please do NOT use non-Ugreen power adapters or uncertified power adapters.

Indicator

LED	Color	Status	Description
Power Indicator	White	Static	Power on
		Flashing (once per 0.5s)	Power off
		Pulsing	System hibernation
	Orange	Slow flashing (once per 1s)	Device error
DISK 1-2 Hard Drive Indicator	Orange	Slow flashing (once per 1s)	Drive error
	White	Flashing	Drive active
		Pulsing	Drive hibernation
LAN Network Indicator	Orange	Static	Internet not connected
		Flashing	Data transfer (No Internet)
	White	Static	Internet connected
		Flashing	Data transfer (Internet connected)

Buzzer

Status	Beeper
Power on	Short beep once
System reset	Short beep once
Drive error	Beep once at 3-second intervals
System error	Beep once at 2-second intervals

Web Client—Binding & Settings

Step 1: Add Device

1. Please ensure that the NAS device and computer are on the same local area network (LAN), then visit the URL: find.ugnas.com.
2. The system will automatically search the devices in your current LAN.
3. Select the device you want to add and click “Connect”.

Step 2: Initialize the Device

1. After adding the device, you will enter the initialization settings interface.
2. In this interface, please complete the following operations:
 - Name the device: Name your device to ensure it's easy to identify and manage.
 - Create a local administrator account: Register a local administrator account for the device to manage the device.
 - Register and bind UGREEN Cloud account (optional): If you want to use additional functions, such as UGREENlink remote access or device notifications, you can register a UGREEN Cloud account and bind your device. If not, you can choose to skip this step and use only the device within the LAN.
3. After completing the above operations, please check the update system option (required) and the device analysis improvement plan option (not required), then you can start using the device.

Note: If the device does not undergo the initialization process, its status will be displayed as “Not Initialized”.

Step 3: Create Storage Pool

Enter the “UGREEN NAS” > “Storage Manager”, then you can create Storage Pool and Volume.

Phones/Tablets & Other Devices—Binding & Settings

Application Download

- **Option 1:** Scan the QR code below or the QR code on the device using your phone to install the “UGREEN NAS” app.

-



Scan to install

Option 2: Go to UGREEN NAS official website (<https://nas.ugreen.com/download>), download and install the corresponding application.

Binding & Settings

Step 1: Add Device

1. Please ensure that the NAS device and your phone or computer are on the same LAN.
2. Open “UGREEN NAS”. The system will automatically search for devices. You can also add a device by scanning the QR code on the bottom of the device.
3. Select the device you want to add and click “Connect”.

Step 2: Initialize the Device

1. After adding the device, you will enter the initialization settings interface.
2. In this interface, please complete the following operations:
 - Name the device: Name your device to ensure it’s easy to identify and manage.
 - Create a local administrator account: Register a local administrator account for the device to manage the device.
 - Register and bind UGREEN Cloud account (optional): If you want to use additional functions, such as UGREENlink remote service or device notifications, you can register a UGREEN Cloud account and bind your device. If not, you can choose to skip this step and use only the device within the LAN.
3. After completing the above operations, please check the update system option (required) and the device analysis improvement plan option (not required), then you can start using the device.

Note: If the device does not undergo the initialization process, its status will be displayed as “Not Initialized”.

Step 3: Create Storage Pool

Enter the “UGREEN NAS” > “Storage Manager”, then you can create Storage Pool and Volume.

Device Sharing

- **Option 1 (the invited user and NAS are on the same network):** The administrator logs in to “UGREEN NAS” > enters “Control Panel” > “User Management” > “Add” to create a new user account, and provides the account and password to the invited user; the invited user logs in to the “UGREEN NAS”, searches for the device via the LAN, then enter the account and password provided by the administrator to connect the device.
- **Option 2 (the invited user and NAS are not on the same network):** Firstly, the administrator enables the UGREENlink remote access service, then logs in to the “UGREEN NAS”, enters “Control Panel” > “User Management” > “Invite” to enable the invitation settings, and copies the invitation link to the invited users. When invited users open the link, enter the account information, then they can apply to access the device.

Note: UGREENlink remote access service is an network access service provided by “UGREEN NAS”, allowing you to access the app without needing to adjust complicated network settings.

Reset Network & Password

When the NAS device is powered on, use a pin to insert and hold the “RESET” hole for 5 seconds until you hear a short buzzer beep. The device will restart, and the white network indicators will turn on. Users can search for this device in the local area network to establish a connection. Upon successful connection, log in to the system using the “admin” account, which bypasses the password requirement and is specifically designated for password resets. Once logged in, follow the step-by-step wizard to configure your administrator password.

Reset the Device's System

When the NAS device is powered on, use a pin to insert and hold the “RESET” hole for 5 seconds until you hear a short buzzer beep. Continue holding it for 8 seconds until the buzzer beeps 3 times, the device will restart automatically at this stage and initiate the system reset process. Please note that the reset will not affect the data stored in the drive. However, after successfully resetting, you will need to bind and initialize the device.

Notices

- Please place the NAS device as referred to in the illustrations in this manual. Do not turn the device upside down, or place it upright while operating.
- 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 customer service.

WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH of CHILDREN**
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



1. Remove and immediately recycle or dispose of used battery according to local regulations and keep away from children. Do NOT dispose of battery in household trash or incinerate.
2. Even used batteries may cause severe injury or death.
3. If the battery has been accidentally swallowed or placed inside any part of the body, it may cause severe internal burns or other hazards. Call a local poison control center for treatment information.
4. This product contains a non-replaceable battery of the type CR2032 (3.0 Vdc).
5. The non-rechargeable battery is not to be recharged.
6. Do not force discharge, recharge, disassemble, heat above 85°C or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
7. Do not dismantle, open, or shred secondary cells or batteries.
8. Do not expose the battery to heat, fire, or direct sunlight.
9. Do not short-circuit a cell or a battery. Do not store cells or batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects.
10. Do not subject cells or batteries to mechanical shock. In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
11. Do not use any charger other than that specifically provided for use with the equipment.
12. Always purchase the battery recommended by the device manufacturer for the equipment.
13. Keep clean and dry.
14. Retain the original product literature for future reference.
15. Use only the cell or battery in the application for which it was intended.
16. Dispose of it properly.
17. **BATTERY WARNING: KEEP OUT OF REACH OF CHILDREN.**
18. Do not ingest batteries as it can result in a Chemical Burn Hazard.
19. This product contains a coin/button cell battery. If the coin or button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
20. Example information on symptoms from battery ingestion:

No obvious symptoms

Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe). There are no specific symptoms associated with this. The child might:

- cough, gag or drool a lot;
- appear to have a stomach upset or a virus;
- be sick;
- point to their throat or stomach;
- have a pain in their abdomen, chest or throat;
- be tired or lethargic;
- be quieter or more clingy than usual or otherwise "not themselves";
- lose their appetite or have a reduced appetite; and
- not want to eat solid food/be unable to eat solid food.

These sorts of symptoms vary or fluctuate, with the pain increasing and then subsiding.

A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate medical help.

The lack of clear symptoms is why it is important to be vigilant with "flat" or spare button or coin batteries in the home and the products that contain them.

FAQs

Q: What should I do before inserting or removing any hard drive or memory module?

A: Power off the system completely by turning off the AS and disconnecting it from the power supply.

Q: How can I unlock the hard drive tray?

A: Use the key to unlock the hard drive tray, press the buckle to pop the handle out, then pull the tray out.

Q: What are some of the indicators on the device?

A: The device has a Power Indicator, Network Indicator, and Hard Drive Indicator to show various statuses.

Documents / Resources



[UGREEN DXP2800 NASync Network Attached Storage](#) [pdf] User Manual
DXP2800, DXP2800 NASync Network Attached Storage, NASync Network Attached Storage, Network Attached Storage, Attached Storage

References

-  [UGREEN WebFind](#)
-  [App Download | UGREEN NAS – UGREEN NAS US](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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