

UGREEN



DXP4800 GT Network Attached Storage

User Manual

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Legal Notice & Disclaimer

Copyright Notice

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Trademark Notice

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Disclaimer

Due to ongoing product updates and improvements, the contents of this document may differ from the actual product. We apologize for any discrepancies. In case of any inconsistency, the actual product shall prevail.

Product Use Statement

Safe operation depends on proper use. Please follow the instructions and warnings in this document when using the product.

Preface

Document Overview

The DXP4800 GT Network Storage Server is a mid-to-high-end NAS product launched by UGREEN for home users, individuals, and small businesses. It features low power consumption and high performance, and is designed to meet diverse needs such as data storage, backup, collaborative work, high-definition media streaming, and remote access.

This document is intended to guide new users through the safe installation, configuration, and use of the device. It covers the entire process from product introduction and functional operation to troubleshooting, and also includes information on applicable certification standards with which the product complies.

Revision History

Date	Version	Description
2026-05	A01	Initial release

Additional Documents

Document Name	Description
DXP4800 GT Network Attached Storage User Manual (This Manual)	This manual aims to help new beginners: Get started quickly: learn basic product information and install with ease. Perform advanced operations: master core functions and usage. Perform self-maintenance: learn how to handle common faults. Ensure safety and compliance: understand safety precautions and certification requirements.
DXP4800 GT Network Attached Storage Quick Start Guide	Focus on basic product information, installation, and startup, helping users quickly complete initial setup after unboxing.

Tips:

- » When using for the first time, please read the DXP4800 GT Network Attached Storage Quick Start Guide to quickly complete hardware connections and system initialization.
- » During daily use, refer to the DXP4800 GT Network Attached Storage User Manual for detailed operating instructions and troubleshooting solutions for specific functions.
- » Visit <https://support.ugnas.com/knowledgecenter/#/> (Select your preferred language on the page) to access more tutorials and FAQs.
- » Visit <https://nas.ugreen.com/pages/compatibility> to check the hardware compatibility list for supported product models.

Accessing the User Manual

This manual is not included with the product. To obtain the PDF version, please use one of the following methods:

- » Method 1: Visit the UGREEN NAS official website at <https://www.ugnas.com> (Mainland China) or the international website at <https://nas.ugreen.com>. Go to the Download Center, enter the corresponding product model, and download the file.
- » Method 2: Use your mobile phone to scan the QR code below to access the manual.



Warranty Statement

If a malfunction occurs under normal use and within the warranty period, the product is eligible for warranty service provided by UGREEN. If the warranty period has expired, repair services may still be provided, but the user shall be responsible for any applicable repair costs. For detailed warranty policies, please refer to the Product Warranty Card included with the product or the latest information published on the official UGREEN website.

Notices

Danger

- » Keep away from heat and humid environments to prevent fire or electric shock.
- » This device contains small parts and pieces (screws, screwdrivers), please keep it out of reach of children to prevent choking due to unintended swallowing.
- » This product contains a built-in Lithium Manganese Dioxide battery. Do not dismantle, crush, squeeze, or expose it to fire.
- » Please keep this product out of reach of 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.
- » If battery leakage occurs, avoid contact 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 of children, and dispose of or recycle it properly in accordance to local laws and regulations.



KEEP OUT OF REACH OF CHILDREN

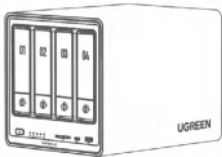
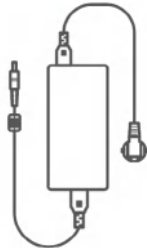
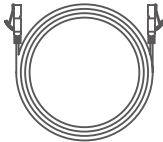
WARNING

- » In the event of a thunderstorm or inconsistent voltage, power off the device to avoid potential damage.
- » 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.
- » 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.

CAUTION

- » Please place the NAS device as referred to in the illustrations in this manual.
- » Do not expose this product to excessive temperatures.
- » 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.
- » Do not charge the battery. If the battery is low, promptly replace it. When replacing the battery, ensure the battery polarity is not reversed.

Package Contents

Item	Quantity	Illustration
Device	1	
Power Adapter & Power Cable	1	
Ethernet Cable (CAT7)	2	
SSD Thermal Pad	2	
Screwdriver	1	
Screws	16 (Small screws) ^[1]	
Hard Drive Tray Key	2	
Warranty Card	1	
Quick Start Guide	1	

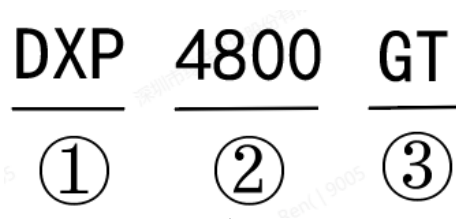
Notes:

[1]: Small screws (M3 × 5 mm ISO metric machine screws) for mounting 2.5-inch hard drives. The 3.5-inch hard drive features a tool-free installation design, allowing it to be secured without a screwdriver or screws.

Product Overview

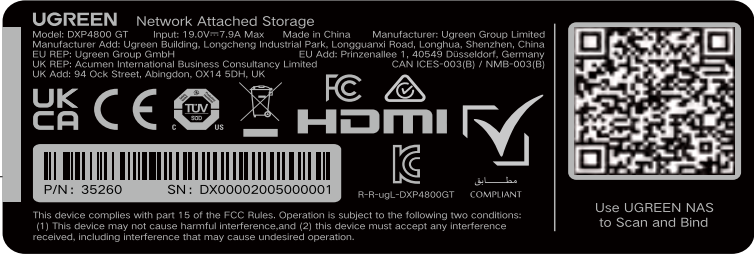
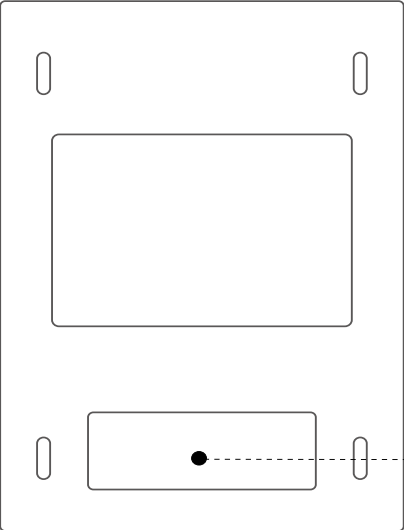
Model & Nameplate Description

Model Description



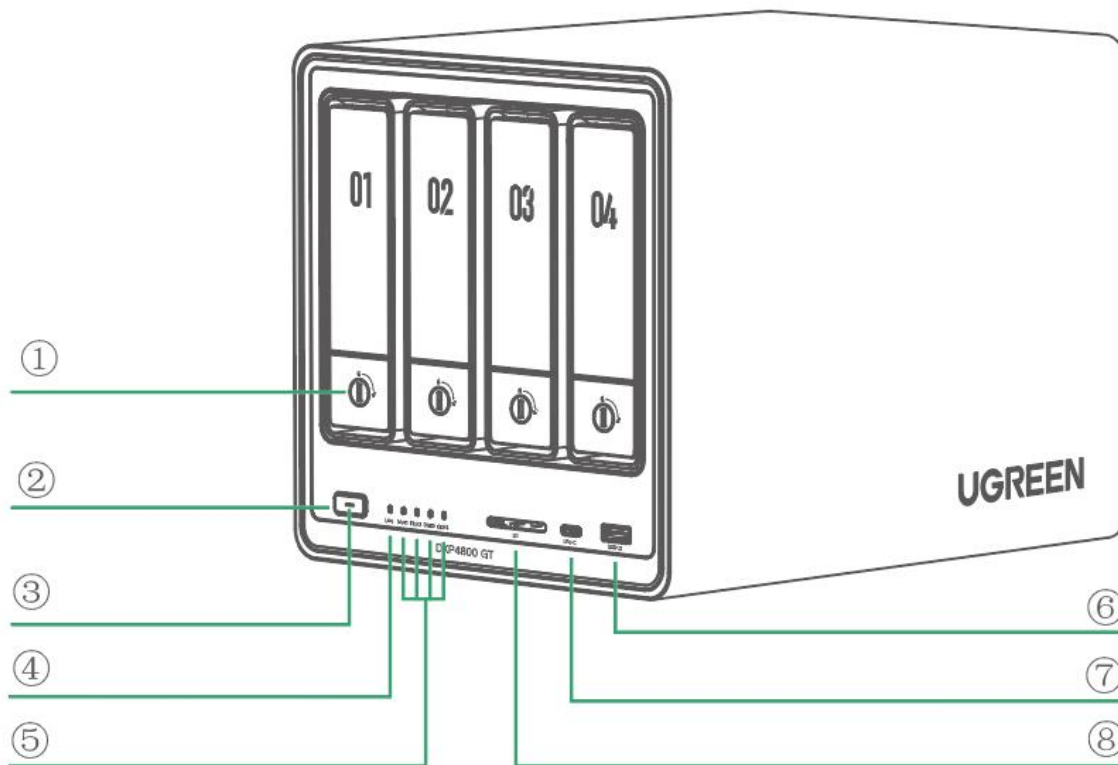
①	Product	②	Hard Drive Bays
	DXP: D: Desk X: For personal, family, and business use. P: Pro		4800: 4-Bay
③	Version		
	GT: High-Performance Version		

Nameplate Description



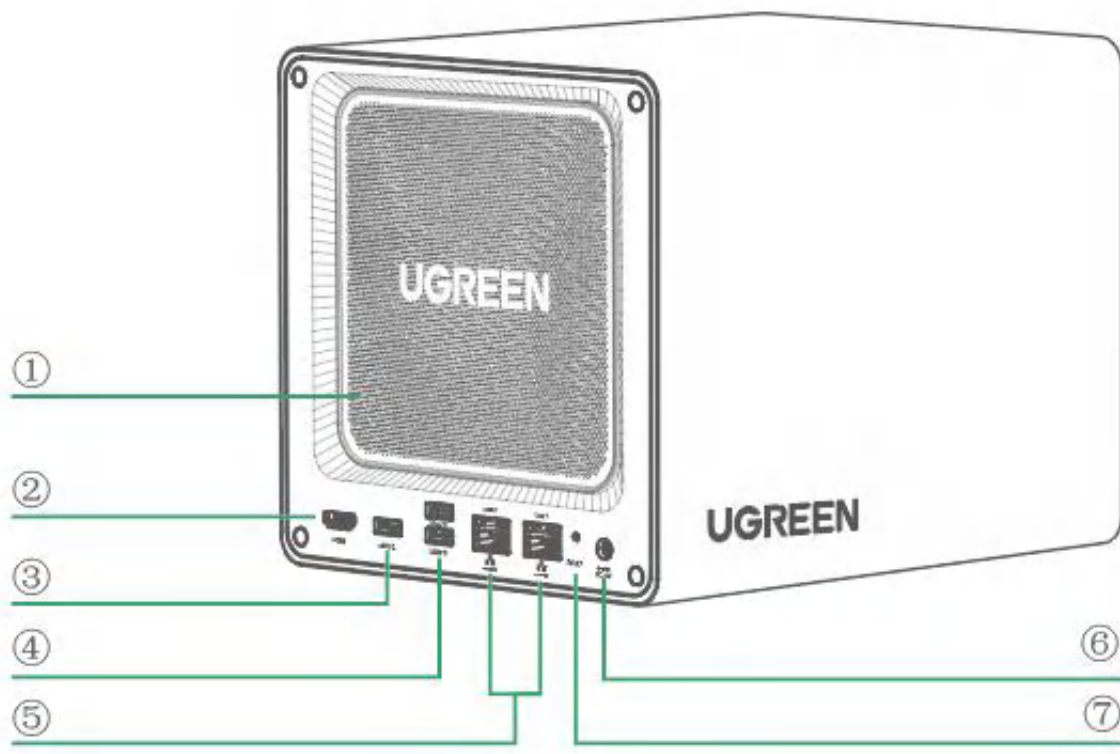
Product Layout

Front View



No.	Name	Description
①	Child Lock	Prevent children from accidentally removing the hard drive, avoiding data loss or hardware damage.
②	Power Button	Power on/off the device.
③	Power Indicator	Display whether the device is powered on and its operating status. For detailed status indications, refer to the "Power On the Device" section.
④	Network Indicator	Indicate whether the network connection is normal and the data transmission status. For detailed status indications, refer to the "Power On the Device" section.
⑤	Hard Drive Indicator	Indicate the hard drive operating status (such as read/write activity or errors). For detailed status indications, refer to the "Power On the Device" section.
⑥	USB 3.2 Gen 2 Port	Connect external storage devices such as hard drives and USB flash drives to the NAS for high-speed data transfer.
⑦	USB-C 3.2 Gen 2 Port	Connect devices such as a hard drive or USB flash drive for data transfer.
⑧	SD Card Slot	Connect SD cards to the NAS for fast access to and backup of photos, videos, and other files.

Rear View

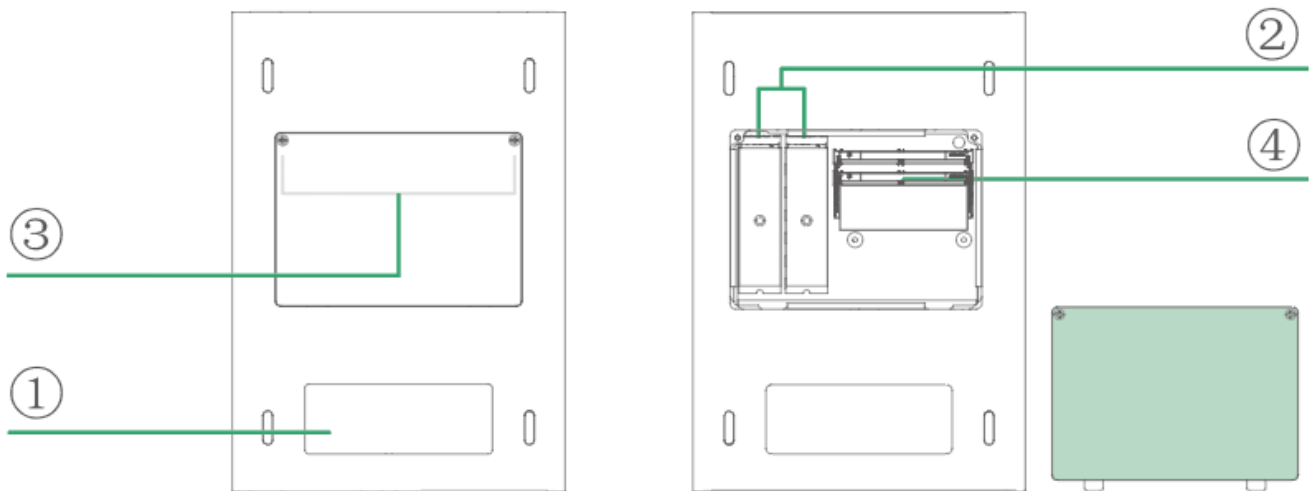


No.	Name	Description
①	Dust Filter	Reduce dust entering the device, helping maintain efficient heat dissipation while improving reliability and ease of maintenance.
②	HDMI Port	Connect to a monitor or TV to directly output multimedia content (such as photos and videos) stored on the device for local display.
③	USB 3.2 Gen 2 Port	Connect external storage devices such as hard drives and USB flash drives to the NAS for high-speed data transfer.
④	USB 2.0 Port × 2	Connect external storage devices such as hard drives and USB flash drives to the NAS for data transfer.
⑤	10 GbE Port × 2	Connect an Ethernet cable to enable access to the local network and the internet.
⑥	Power Port	Connect to the power adapter to supply power to the device.
⑦	Reset Button	Used for resetting the device, such as resetting to factory settings. For details, refer to the "Reset Button Functions and Operations" section in UGREEN Knowledge Center.

Bottom View

WARNING:

- » Do not insert or remove hard drives (including M.2) or memory modules while the device is powered on.
- » Before installation or removal, shut down the device and disconnect the power supply.



No.	Name	Description
①	Nameplate	Display product identification information.
②	M.2 Slot × 2	Connect M.2 SSDs to the NAS, allowing volume expansion as needed.
③	Bottom Panel	Bottom expansion bay cover. Loosen the screws to remove the panel.
④	Memory Slot × 2	Support NAS system operations, multitasking, running Docker/Virtual Machine, and cache acceleration. One memory module is pre-installed in the NAS.

Specifications

Parameter			Specification
Hardware	Processor		AMD Ryzen Embedded R2514
	Max Turbo Frequency		3.7 GHz
	Memory	Memory Type	SODIMM DDR4 (ECC supported)
		Memory Capacity	8 GB or 16 GB (depends on the actual configuration of the device model) / 64 GB (max memory size)
		Total Memory Slots	2 SODIMM slots, each slot supports up to 32 GB
	Storage	System Storage	64 GB eMMC
		Supported Hard Drive	» 4 SATA (6 Gbps); SATA1 and SATA2 are compatible with U.2 (PCIe 3.0 × 4) and support 2.5"/3.5" hard drives » 2 M.2 NVMe 2280 SSD, PCIe 3.0 x2, theoretical transfer rate of up to 16 GT/s
	Ports	USB Port	1 USB-C 3.2 Gen 2 port, theoretical transfer rate of up to 10 Gbps 2 USB 3.2 Gen 2 ports, theoretical transfer rate of up to 10 Gbps 2 USB 2.0 ports, theoretical transfer rate of up to 480 Mbps
		RJ45 Port	2 10GbE ports, supports 10 Gbps and backward compatible
		HDMI Port	1 HDMI 2.0 b port, supports resolutions up to 4K
		SD Card Slot	1 SD 3.0 slot, theoretical transfer rate of up to 104 MB/s
	Power Input		19V/7.9A

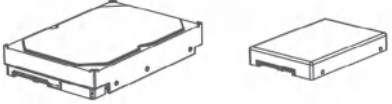
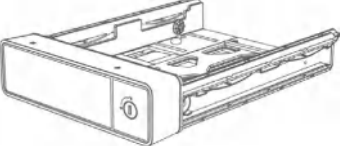
Parameter			Specification
Software	General Specifications	Operating System	UGOS Pro
		Supported Client Types	Web Client Desktop Client (Windows / Mac) Mobile Client (Android / iOS) TV Client (Apple TV / Android TV)
		Supported Browsers	Chrome / Firefox / Edge / Safari
		Supported Languages	English / Deutsch / Français / Italiano / Español / Nederlands / Português (Brasil) / 日本語 / 简体中文 / 繁体中文 Note: The languages supported by this product may be subject to change with software updates. Actual supported languages shall be based on the actual product.
	Volume Management		Support RAID Modes: JBOD/Basic/RAID 0/RAID 1/RAID 5/RAID 6/RAID 10
	File System	Internal storage	ext4 / Btrfs
		External storage	Btrfs / ext2 / ext3 / ext4 / vfat / exfat / FAT16 / FAT32 /NTFS / XFS
	File Services		SMB / FTP / NFS / rsync / WebDAV
	Common Features		Files, Storage, Task Manager, Sync & Backup, etc. User management, remote access, file services, UPS, etc.
	Featured Functions		UGREENlink service, Photos, Theater, Music, Comics, Vault, Snapshot, Docker, Virtual Machine
Product Dimensions			L257.5 × W178 × H178 (mm)
Working Environment	Temperature		Operating Temperature: 0°C ~40°C Storage Temperature: -33°C ~+70°C
	Humidity		Operating Humidity: 10% ~ 85% Storage Humidity: 10% ~ 85%
Certification			CE, FCC, cTUVus, UKCA, NIST IR 8425, ETSI EN 303 645
USB2.0-5V 0.5A/USB3.0 TYPEA-5V 0.9A/USB3.0 TYPEC-5V 1.5A/TBT-5V 3A/USB4-5V 3A			
Includes one or more of the above, depending on the model and configuration.			

Installation

WARNING:

Do not install or remove hardware while the device is powered on. Always shut down and disconnect the power before installing, removing, or performing maintenance to prevent data loss, corruption, or hard drive damage.

Required Items

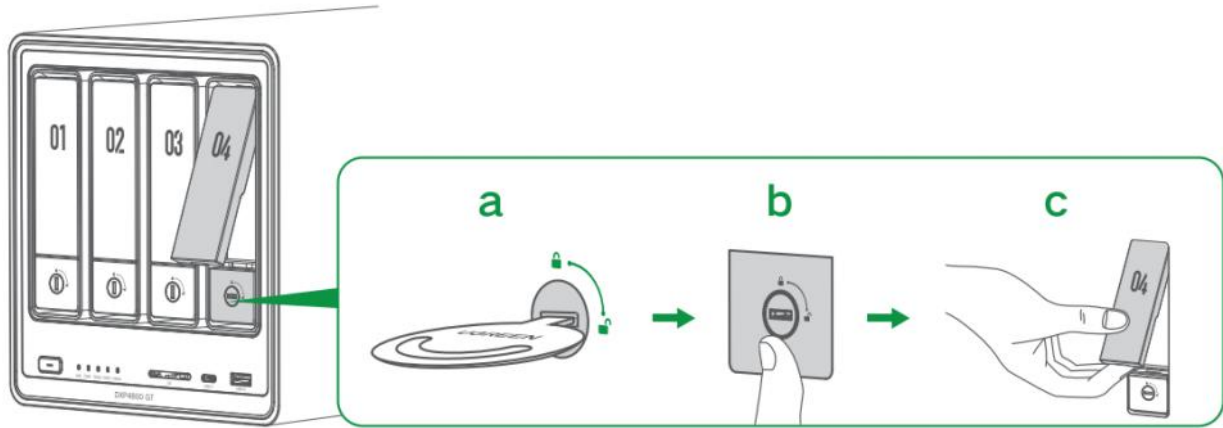
Tool	Quantity	Illustration
Phillips-head screwdriver	1	
Screws	16 (For mounting 2.5-inch hard drives)	
3.5-inch or 2.5-inch SATA hard drives	≥ 1	
3.5-inch or 2.5-inch SATA hard drive trays	≥ 1	

Note:

- » Please use new hard drives for installation. The NAS will format the hard drives, erasing all data. Please back up important data before installation.
- » For RAID setup, please use hard drives with the same capacity to maximize storage and reduce data loss risks.

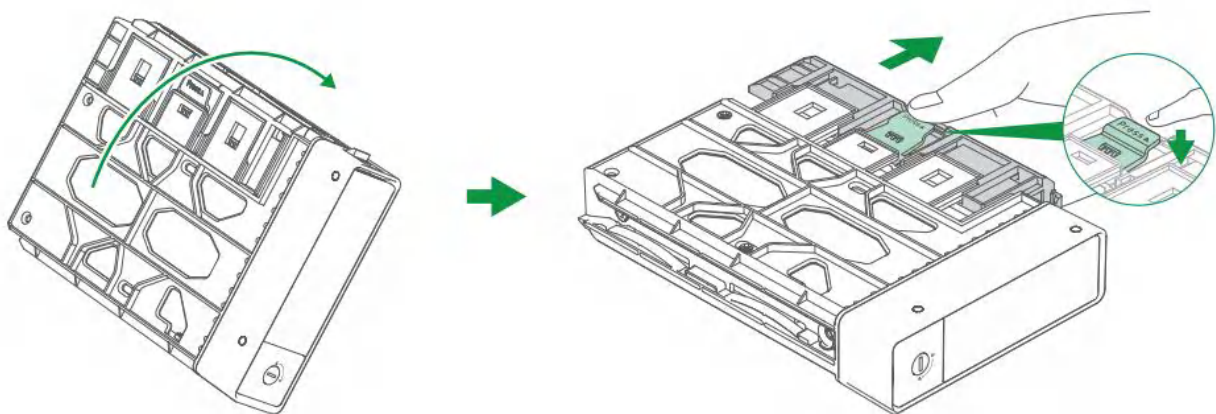
Pull out Hard Drive Tray

1. Insert the tray key into the lock hole and turn right.
2. Press the button below.
3. Pull out the tray.

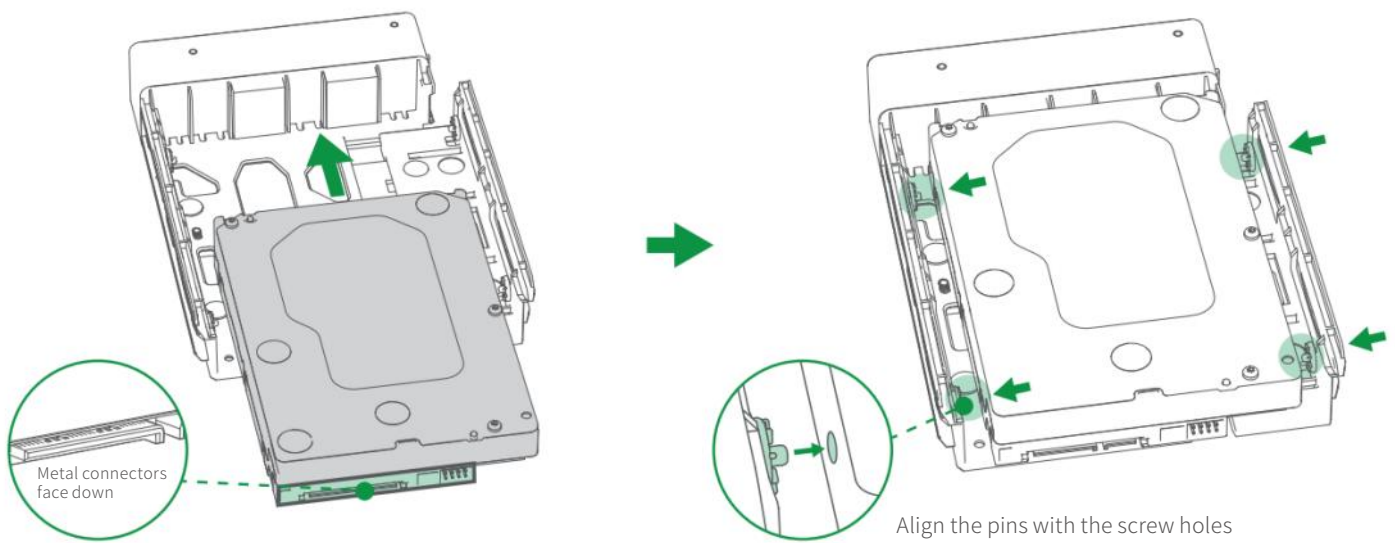


Install 3.5" Hard Drive (No Screwdriver Required)

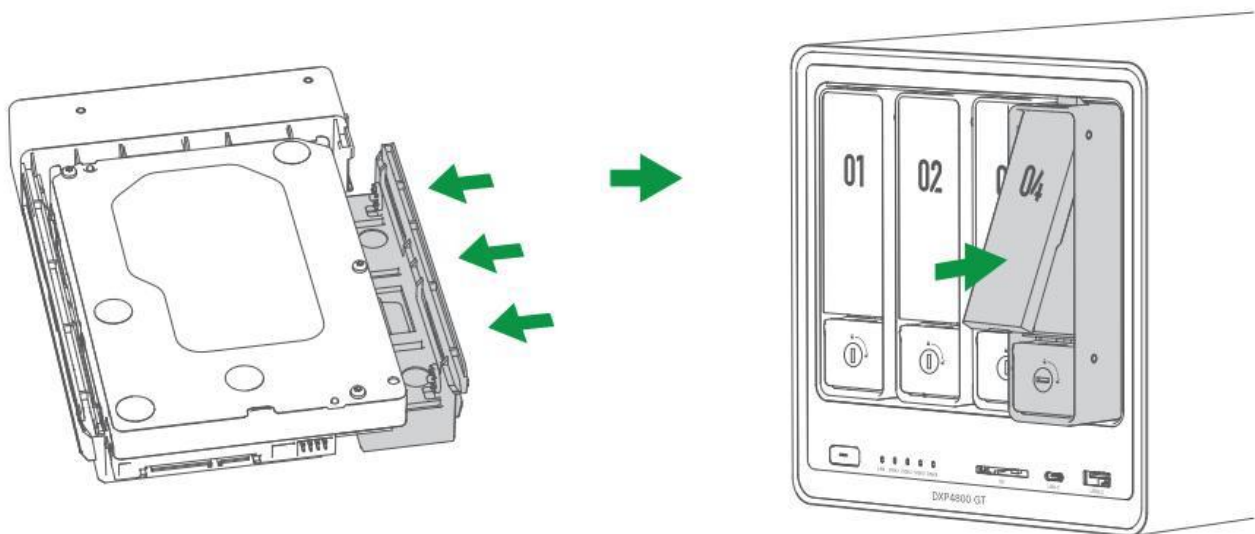
1. Flip tray to the back: Press the buckle marked with "Press" and gently extend the clamp outwards.



2. Put the hard drive onto the tray: Align the pins with the screw holes.

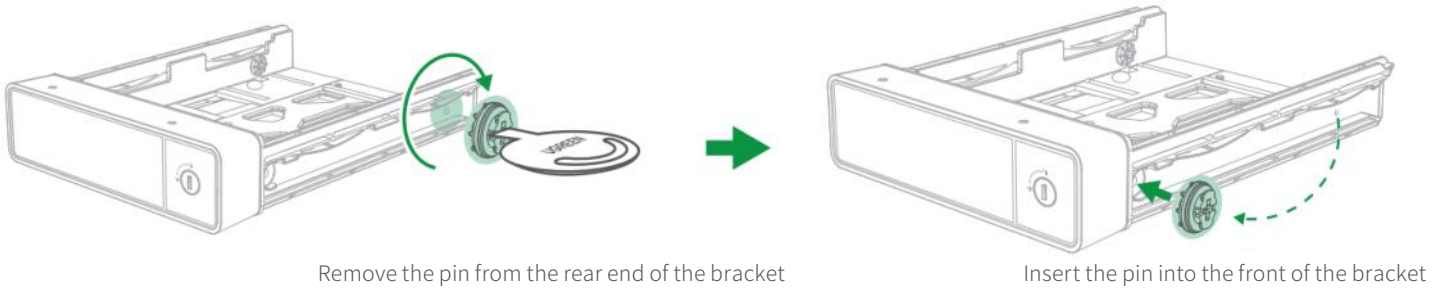


3. Installation complete: Push the clamp back, locking the hard drive into place. Insert the tray loaded with a hard drive back and secure the tray into place.

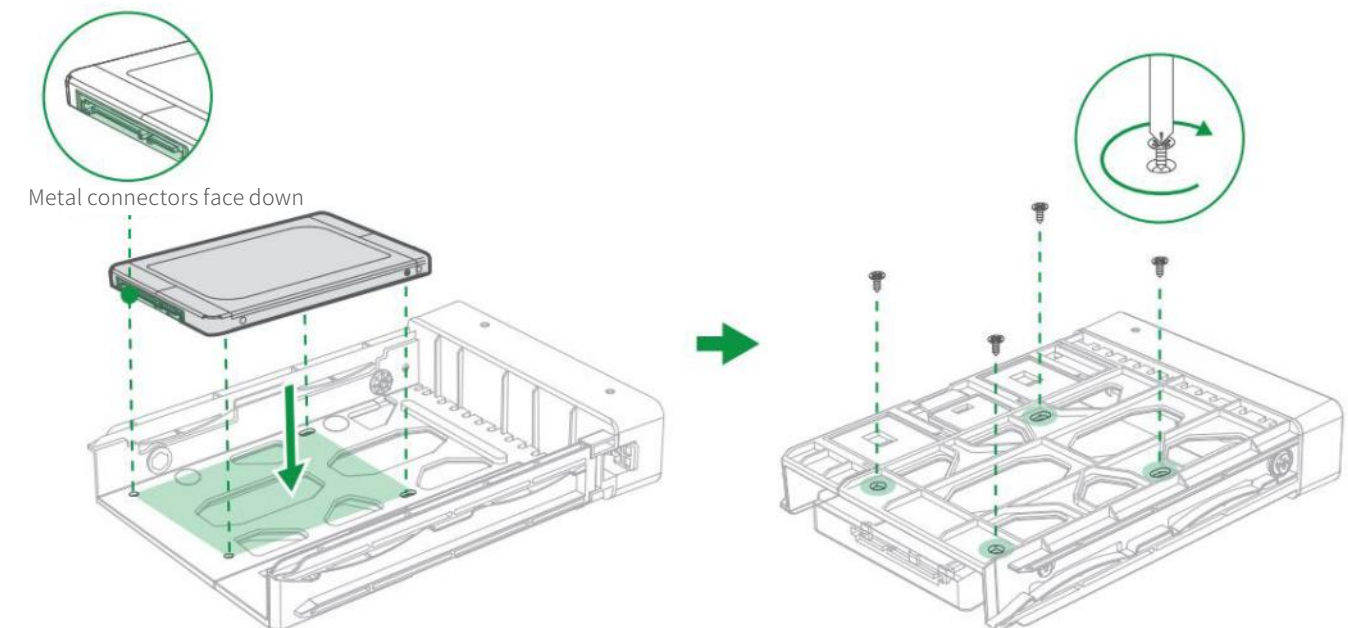


Install 2.5" Hard Drive (Screwdriver Required)

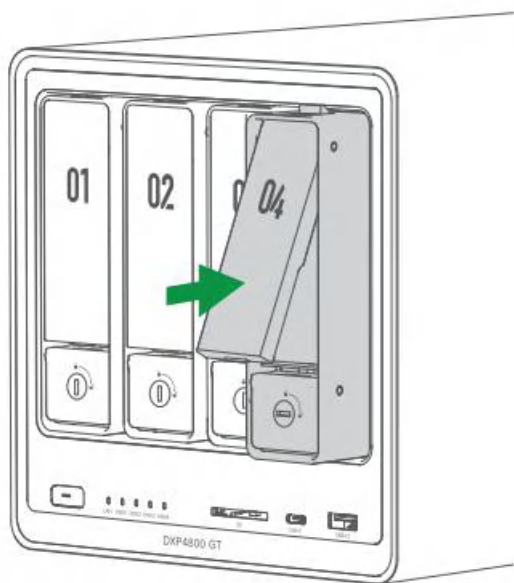
1. Adjust the pin: Use the tray key to move the pin on the tray end to the mounting hole at the front.



2. Secure the hard drive: Flip the tray over, align the screw holes on the hard drive with the screw holes on the hard drive tray, and fasten the hard drive with the included screws.

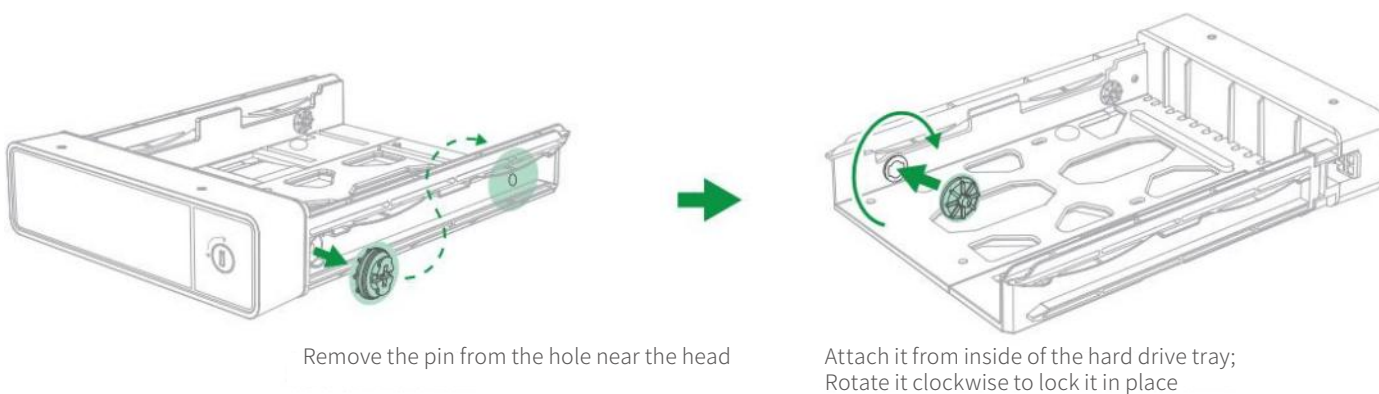


3. Installation complete: Insert the tray loaded with a hard drive back and secure it into place.



⚠ Note:

If you want to replace the 2.5-inch hard drive with a 3.5-inch one later on, please move the pin back to the tray end.



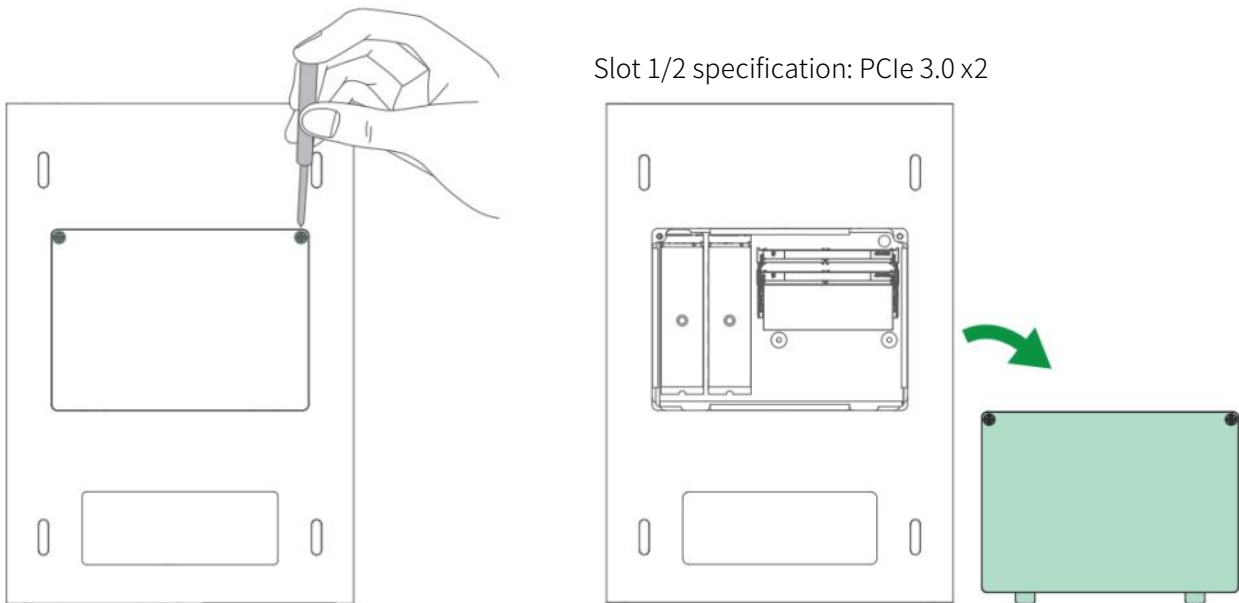
Install M.2 SSDs (SSD Thermal Pad Installation Required)

The M.2 SSD can be used as a standard storage drive or as an SSD cache. When used as an SSD cache, it can improve the device's random read/write performance.

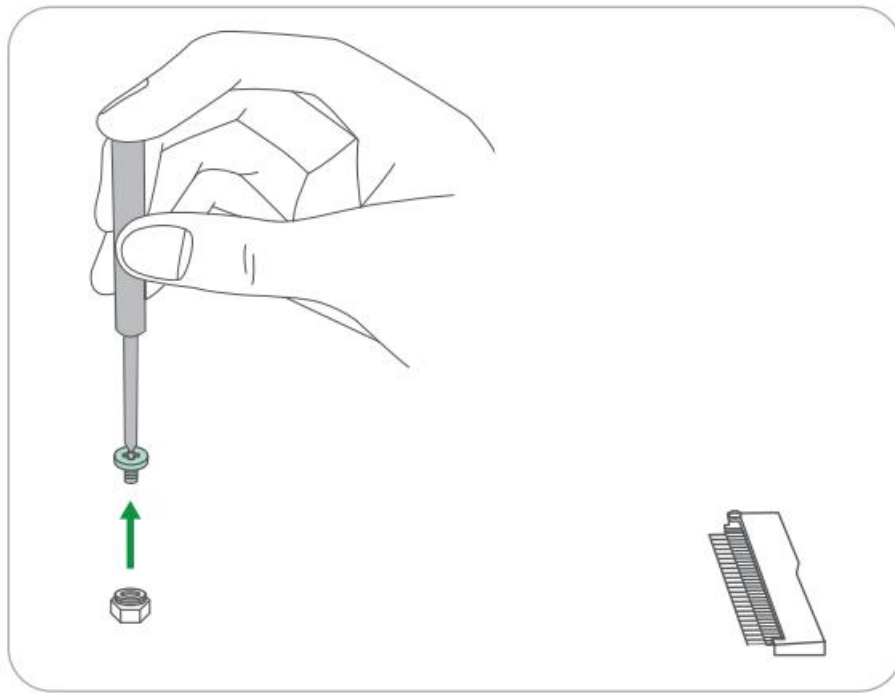
Note:

When installing an M.2 SSD, avoid touching the metal connectors with your fingers.

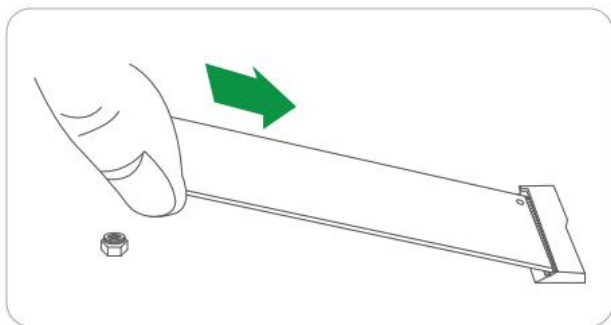
1. Shut down the device and disconnect it from power. Turn NAS over, loosen the screws and remove the bottom panel.



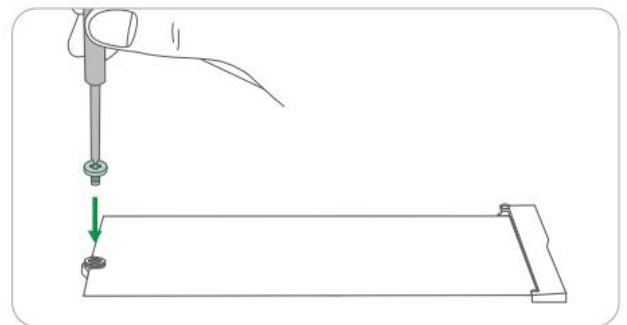
2. Unscrew the M.2 SSD fixing screw.



3. Align the SSD connector with the slot, then insert the M.2 SSD at an angle into the M.2 slot, then tighten the screw.

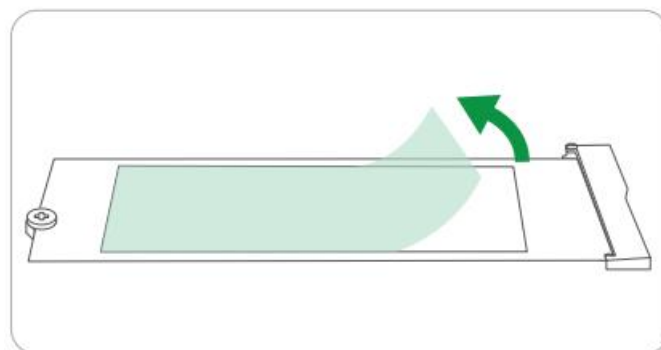


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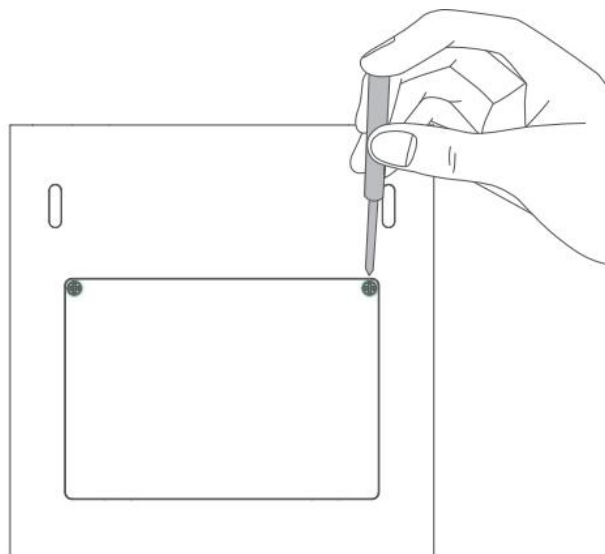


b

4. Peel off the backing film of the thermal pad, stick it onto the M.2 SSD, then peel off the other side of the backing film.



5. Put back the panel and tighten the screws again. Power on the device, after successful boot up, go to the "UGREEN NAS" app to set the SSD cache and SSD storage pool.

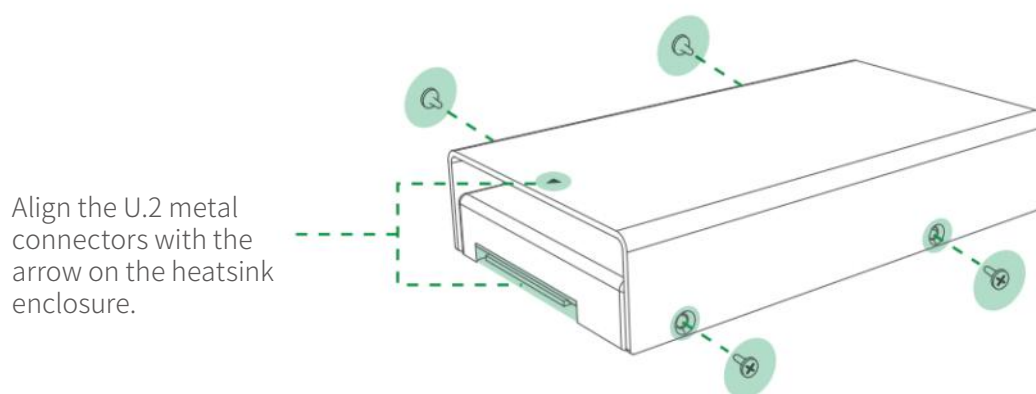


WARNING:

- » Before removing the M.2 SSD, please remove the SSD cache and SSD storage pool via the "UGREEN NAS" to ensure it is no longer in use as a cache.
- » Removing the M.2 SSD without completing the removal process may result in data loss.

Install the U.2 SSD Heatsink Enclosure

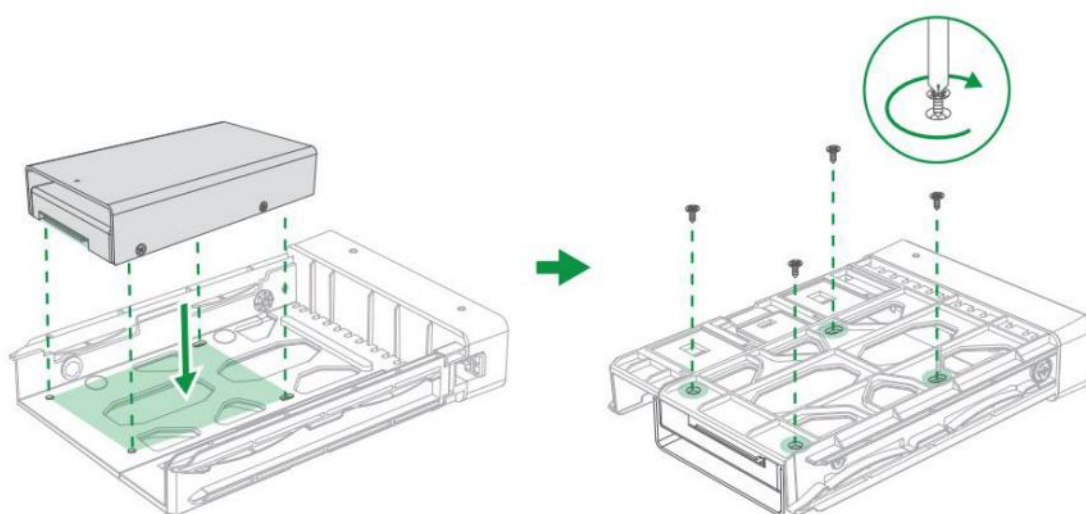
1. Align the screw holes of the heatsink enclosure with those of the U.2 SSD, then secure it with the included screws.



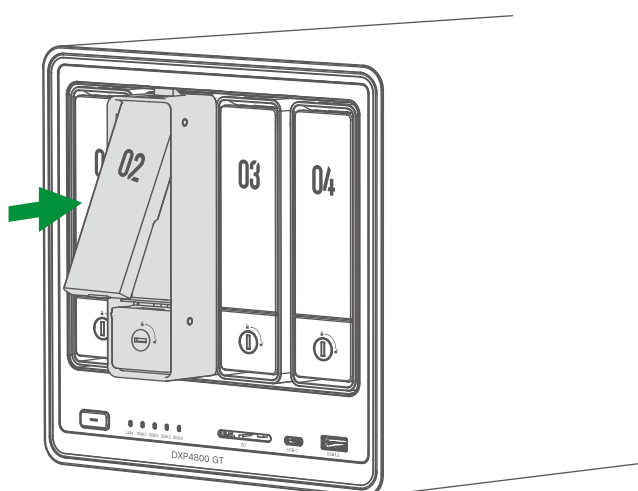
2. Use the hard drive tray key to install the rear pin into the front mounting hole of the tray.



3. Place the U.2 SSD (with the heatsink enclosure installed) into the tray, and secure it with the included screws.



4. Insert the tray back into the NAS and lock it in place.



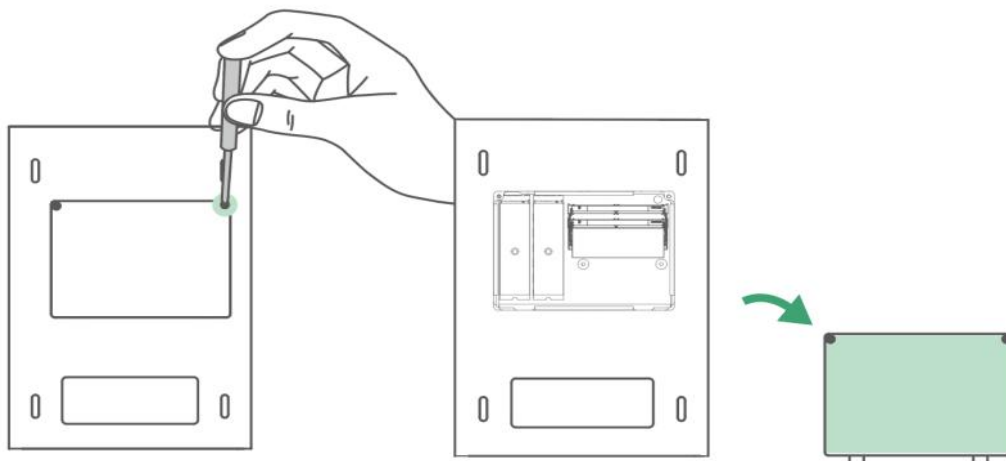
Note: Only hard drive bays 1 and 2 support the installation of U.2 SSD.

Memory Module Setup

Please refer to the table below for recommended memory module configurations.

Memory Slot 1	Memory Slot 2	Total Memory Capacity
8 GB	/	8 GB
8 GB	8 GB	16 GB
16 GB	16 GB	32 GB
32 GB	32 GB	64GB

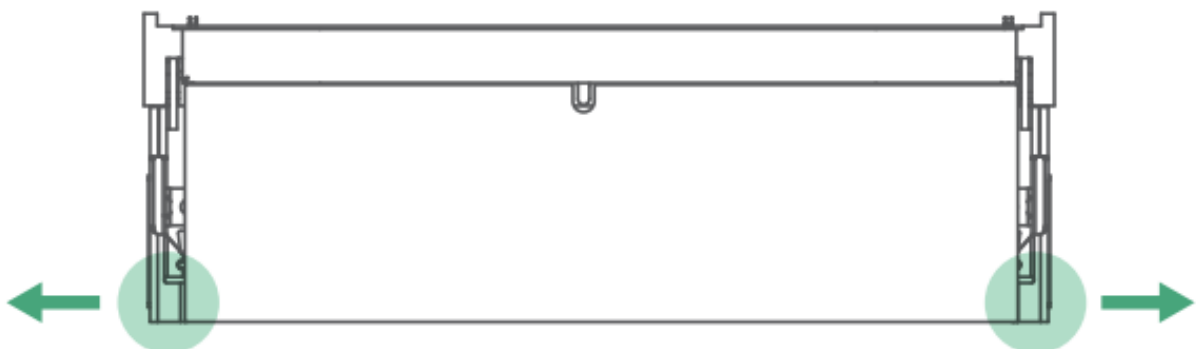
1. Shut down the device and disconnect it from power supply. Turn NAS over. Loosen the screws and remove the bottom panel.



2. Remove or install memory module

Remove (replace the pre-installed memory module)

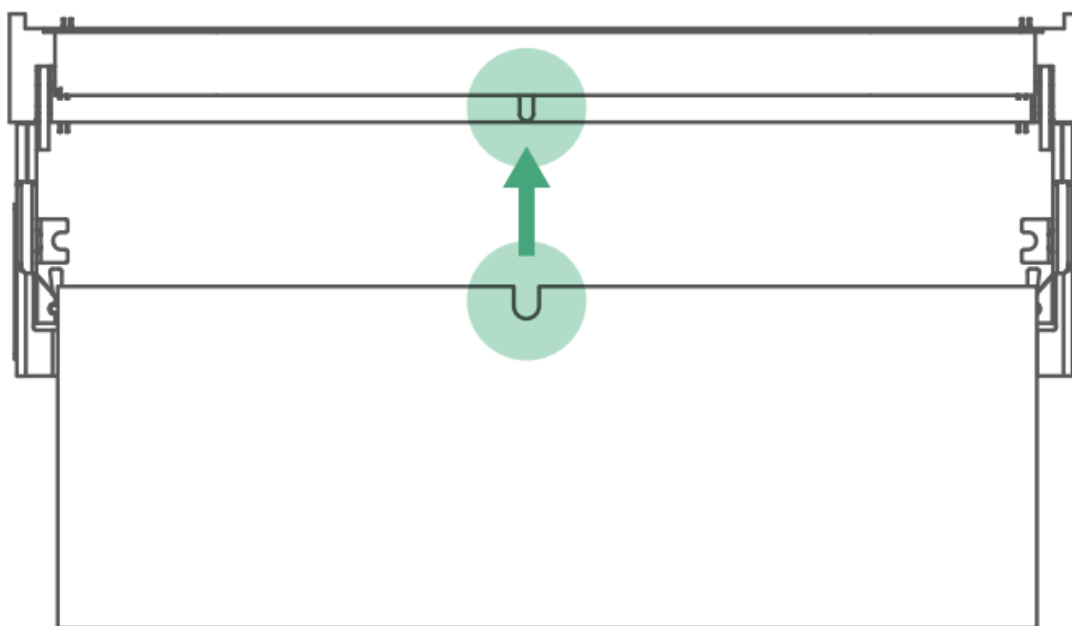
- 1) Push outward the spring clamps.
- 2) The memory module will pop up from the slot. Hold the edge of the module and remove it from the slot.



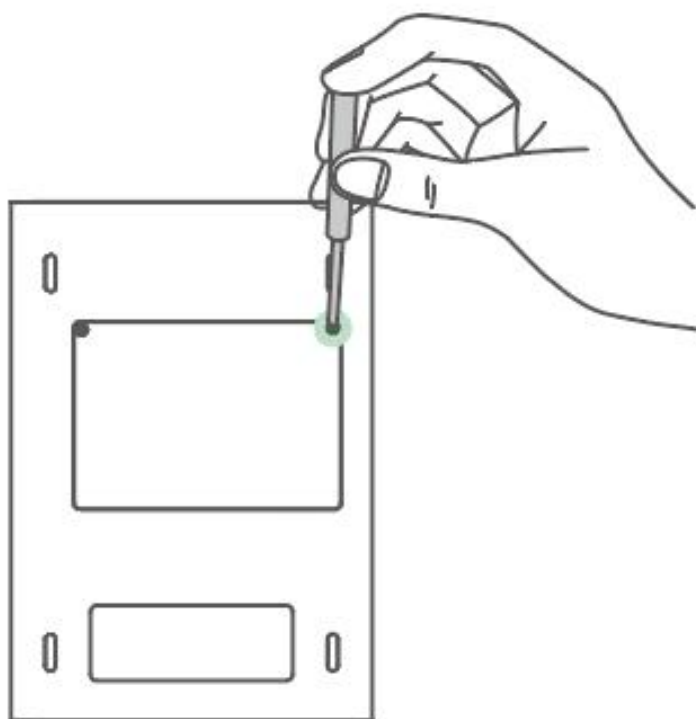
Install

1. Align the metal connectors of the memory module with the slot and insert it. Ensure it is fully seated (metal connectors not visible, retaining clips engaged).

2. Gently press down on the raised side until a click confirms it is secured.



3. Put back the panel and tighten the screws.



⚠ Note:

When removing or installing memory modules, please avoid touching the metal connectors of the hard drive.

Connect & Power On the Device

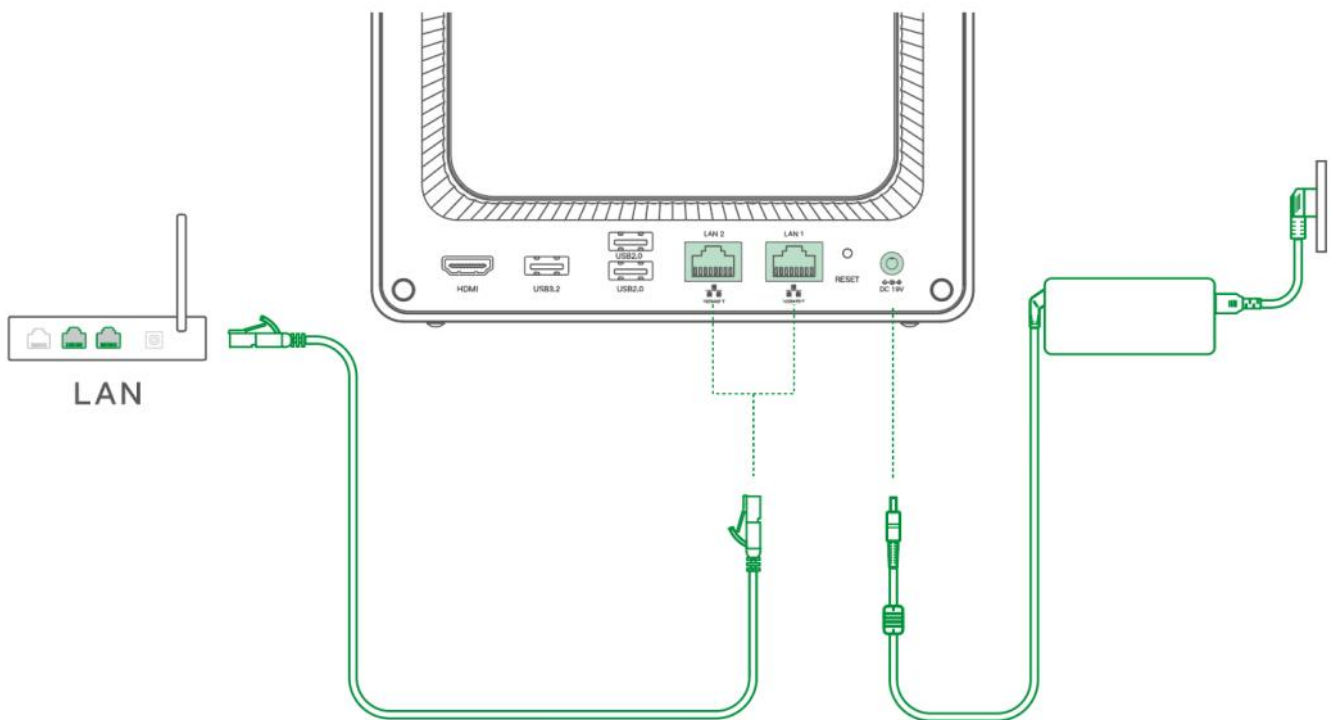
Safety Tips

WARNING:

- » Please use the power adapter and cable supplied with this product to power the device. Do not use power adapters and cable of other specifications, as this may cause serious hazards, including the risk of explosion.
- » Connect the power cable to a properly grounded outlet.

Connect the Device

1. Connect the device to power supply using the adapter and cable.
2. Connect the NAS to a router or switch using an Ethernet cable.



CAUTION:

- » To ensure data transmission efficiency, it is recommended to connect the device to a router or switch with LAN ports, whose speeds should be higher than that of the RJ45 port, using the Ethernet cable provided.
- » After powering on, please install and log in to the "UGREEN NAS" app, then go to "Control Panel > Hardware & Power > Power" and enable the "Auto power-on when power is supplied".

Power on the Device

Startup Method

Short press the Power button to turn it on; long press the Power button to turn it off.

Indicator

LED	Color	Status	Description
Power indicator	White	On	Power on
		Blinking (once per 0.5 seconds)	Powering off
		Pulsing	System Sleep
	Orange	Blinking slowly (once per second)	Device error
Hard drive indicator	Orange	Blinking slowly (once per second)	Hard drive error
	White	Blinking	Read/Write
		Pulsing	Hard drive sleep
Network indicator	Orange	On	Internet not connected
		Blinking	Data transfer
	White	On	Internet connected
		Blinking	Data transfer

Buzzer

Status	Buzzer
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

Client Installation

Note:

Due to continuous product updates, the following interface screenshots are for reference only. Please refer to the actual UI.

Download the Client

The UGOS Pro system client supports multiple devices and operating systems, providing convenient access for users to easily manage and use NAS services:

- » Web interface
- » Desktop client (Windows 10 or later, 64-bit / macOS 10.15+ (Intel) / macOS 11.0+ (Apple Silicon))
- » Mobile/Tablet app (Android 7.0 or later / iOS 15 or later)
- » TV client (Apple TV 17.07 or later / Android TV 4.47 or later)

Note:

The availability and compatibility of the UGOS Pro system client may change. Please refer to the latest client versions released on the official website for up-to-date information.

Method 1: Download via the Web interface

Go to the UGREEN official website download page, select the required client, and follow the instructions to complete the installation:

- » Website (Mainland China): <https://www.ugnas.com/download>



» International download: <https://nas.ugreen.com/pages/app-download>

UGREEN NAS Download



UGREEN NAS

The **UGREEN NAS** app allows you to easily manage data storage, backup, synchronization, sharing, and applications while providing flexible configuration of multi-user permissions.



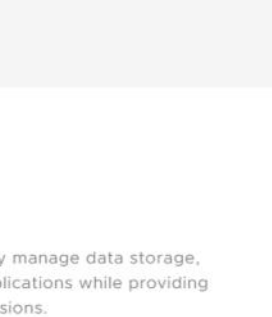
Available On The
App Store

Supports iOS 15.0 and above



Get It On
Google Play

Android phone: Supports Android 7.0 and above





macOS



Windows



Apple tvOS



Android TV

Method 2: Download via App Stores

Search for UGREEN NAS in the app store, then download and install the "UGREEN NAS" app.

The app is currently available on multiple app stores, including the App Store, Google Play, Huawei AppGallery, HONOR App Market, Xiaomi App Store, OPPO App Market, vivo App Store, Wandoujia, Dangbei TV Market, Sofa TV and Google TV.



UGREEN NAS

10K+

Downloads

3+

Rated for 3+ info

Install

See in Play Store app



Share



Add to wishlist

Method 3: Download via QR Code

Use the camera on your phone or tablet to scan the QR code below or on the device. Select the appropriate application for your device's operating system, then download and install it.



Add Device

Tip:

Make sure the NAS is powered on and connected to the same local network as your computer.

Method 1: Add a Device via a Web Browser

Open a web browser and visit: find.ugnas.com.

The system will automatically scan for and display devices on your current local network.

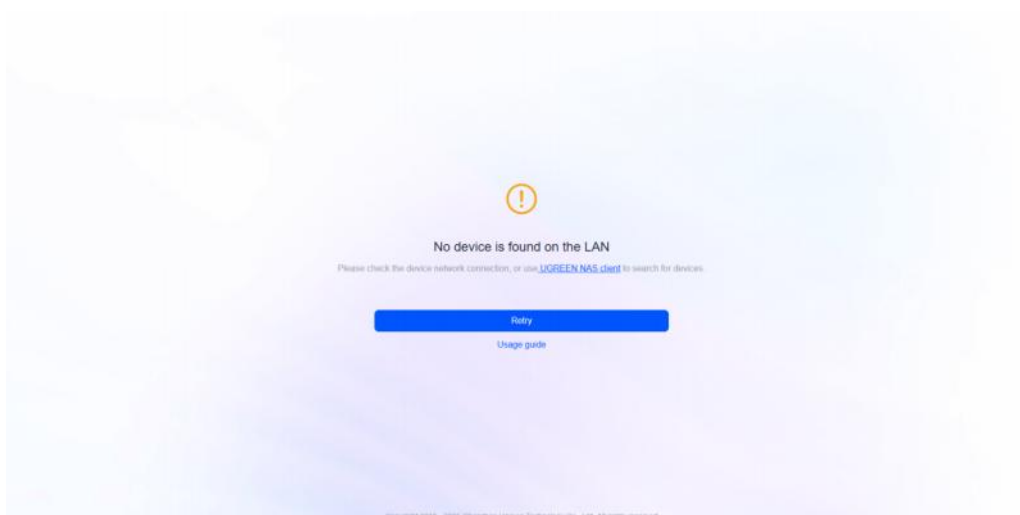


No Device Found:

First, check whether the NAS is powered on and whether the device and your computer are on the same local network, then try again.

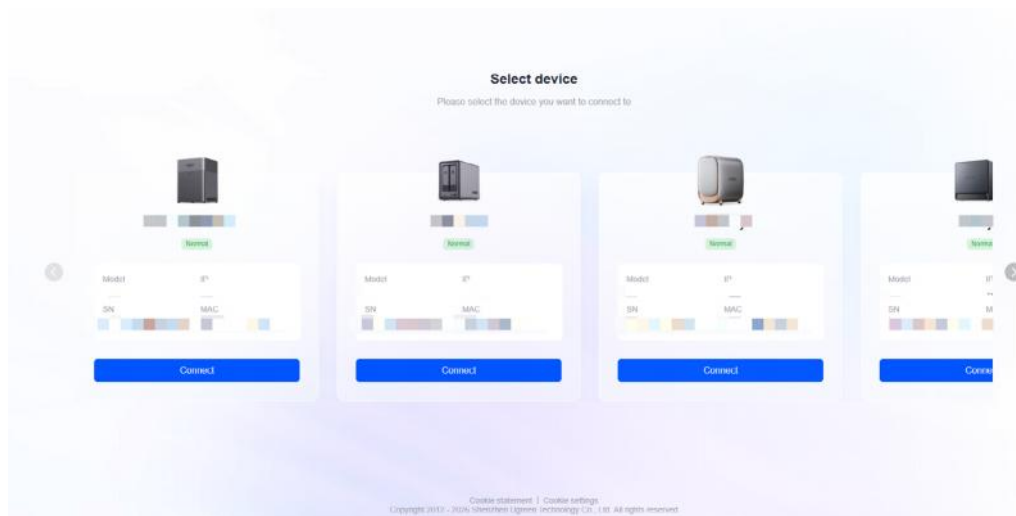
If the device still cannot be found, click "Usage guide" and follow the on-screen instructions to set up or check the device, then try searching again.

Alternatively, you can download and install the UGREEN NAS client and search for the device there.

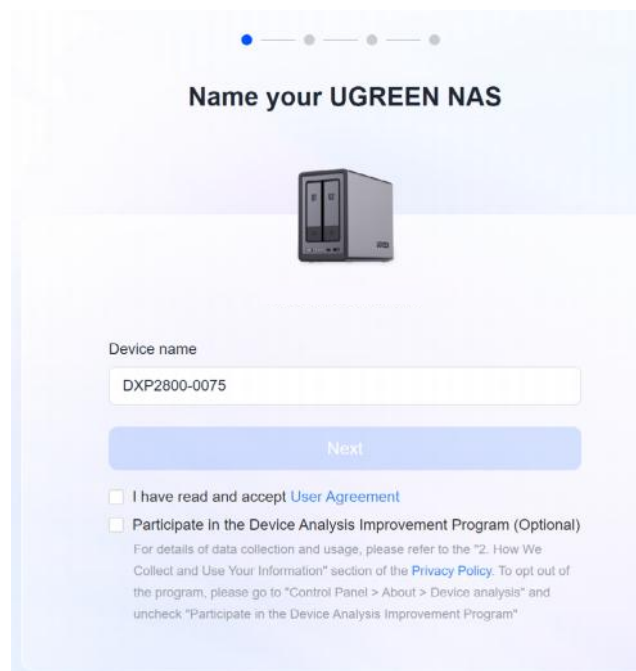


Device Found:

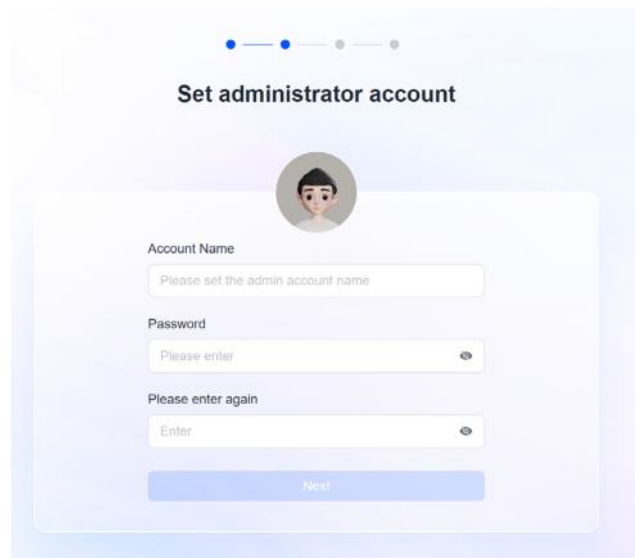
1. Select the detected device, then click "Connect" to register it. If the device has not been initialized, its status will be shown as "Not initialized". Follow the on-screen instructions to complete the initialization.



2. Set a recognizable and easy-to-remember name for the device. Before proceeding, please read the User Agreement and Privacy Policy in full, then check "I have read and accept the User Agreement and Privacy Policy" and "Participate in the Device Analysis Improvement Program (Optional)". Click "Next" to continue.



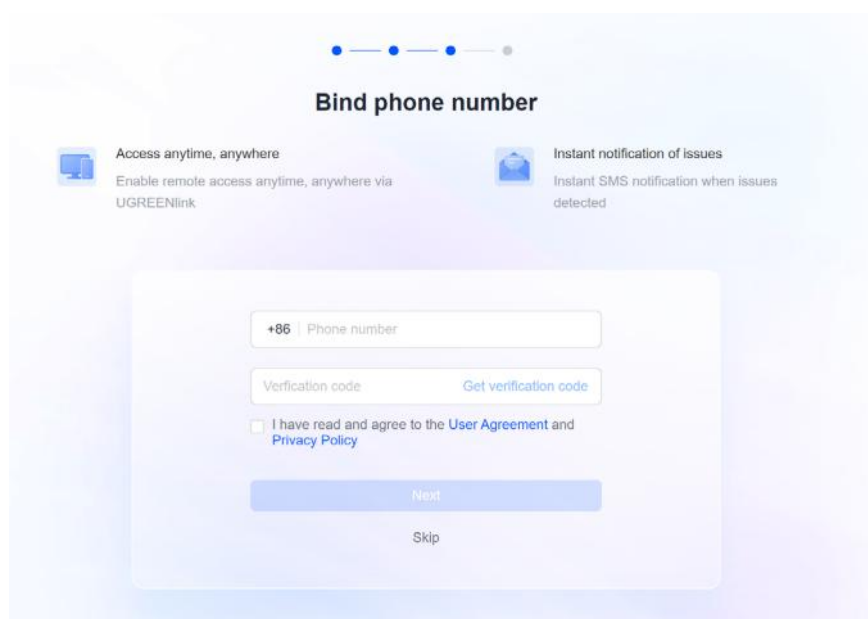
3. Create a local administrator account, then click "Next".



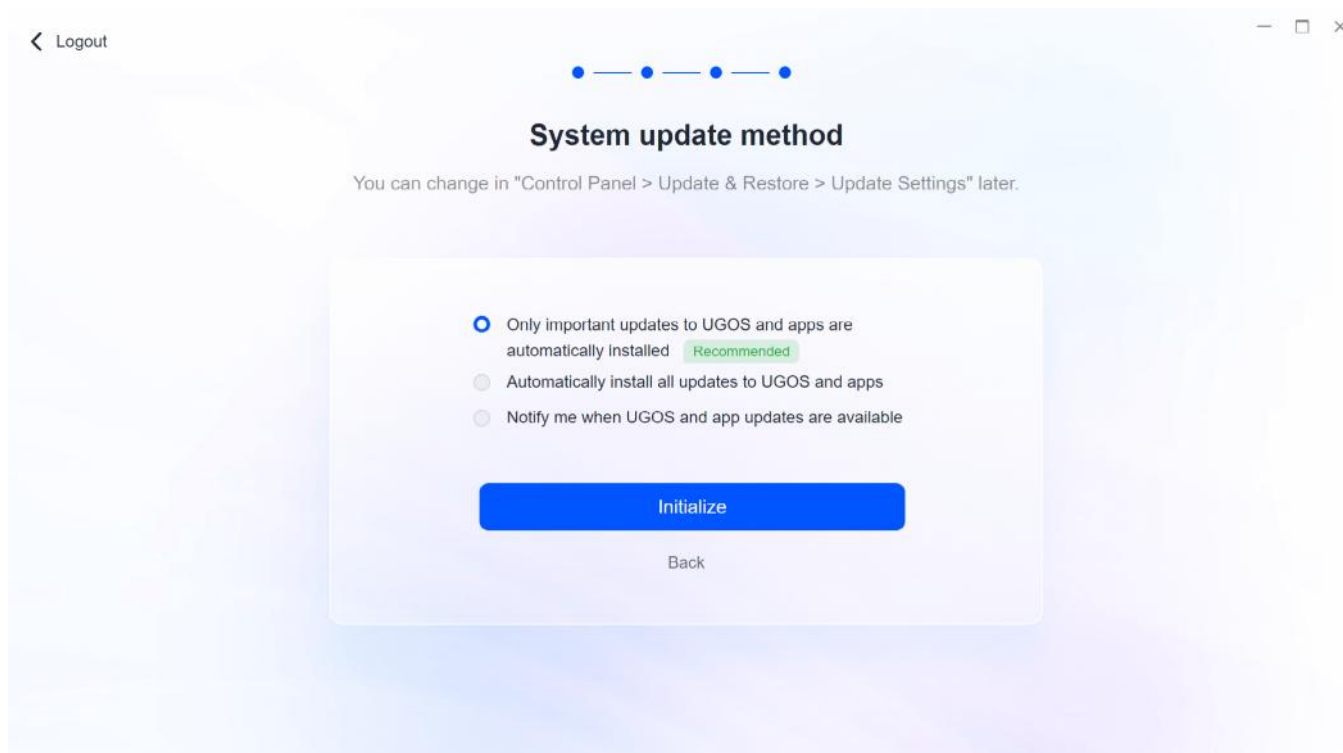
4. Enter your mobile phone number, obtain and enter the verification code. After reading and confirming the User Agreement and Privacy Policy, check the required options, then click "Next".

Note:

- » For users in Hong Kong (China), Macao (China), Taiwan (China), and overseas regions, email verification is required to complete the binding of the UGREEN Account.
- » About skipping account binding: If you do not wish to register a UGREEN Account or enable UGREENlink at this time, you may skip this step. You can enable the UGREENlink service in "Control Panel > Device Connection" later.

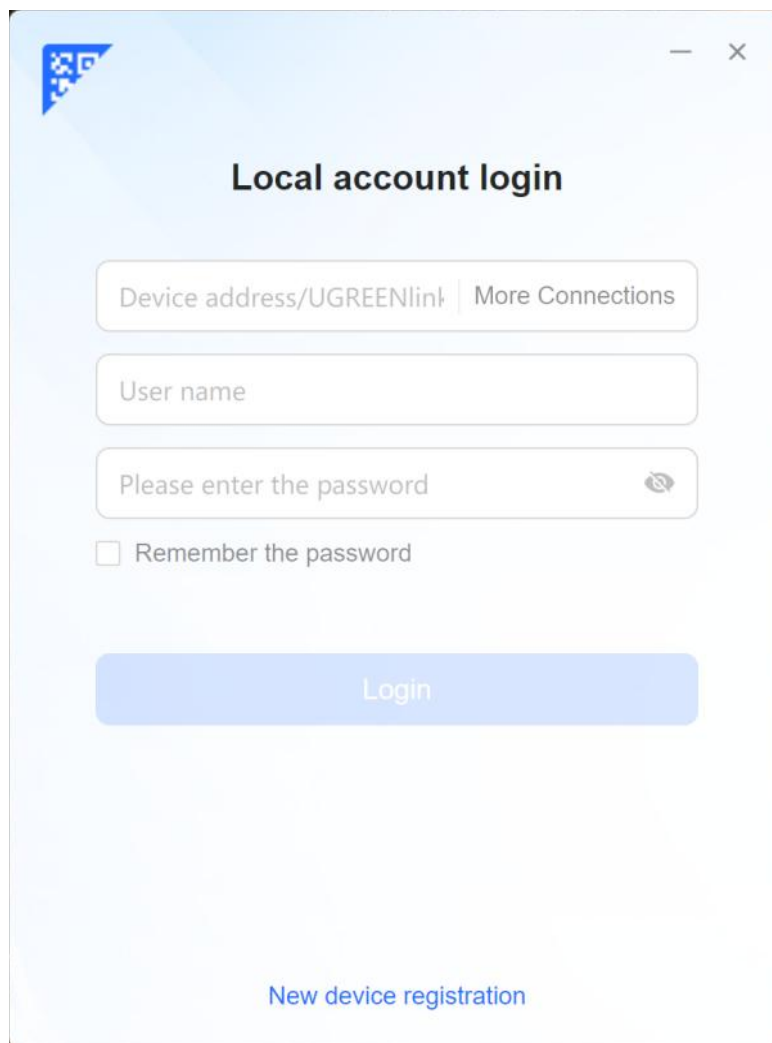


5. Choose the system update method and click "Initialize".



Method 2: Add a Device via the PC Client

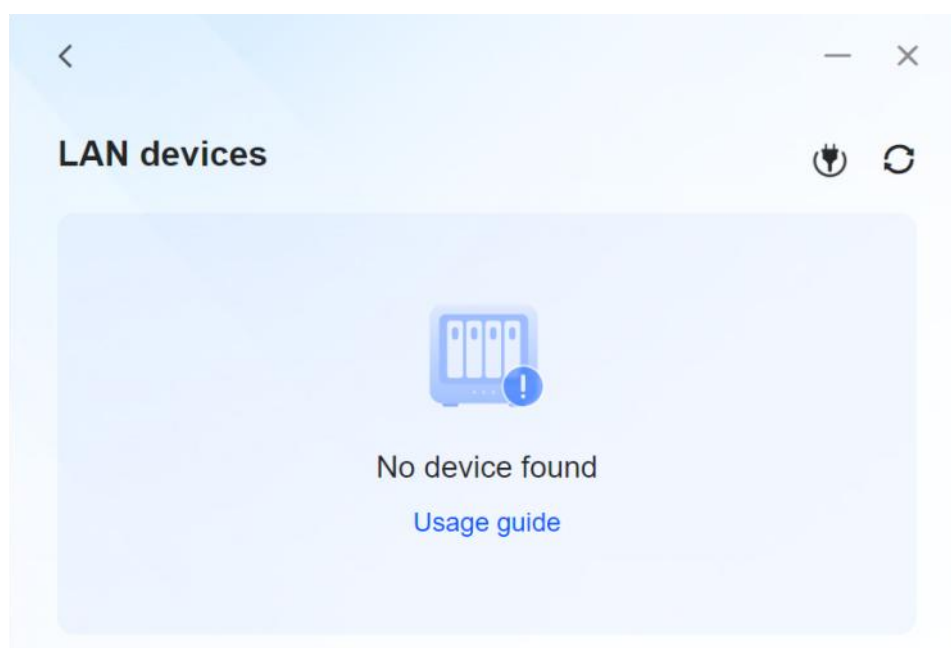
1. Open the "UGREEN NAS" desktop client.
2. Click the "New device registration" icon at the bottom to enter the search page. The system will automatically scan for and display devices connected to the same local network.



A screenshot of a 'Local account login' window. The window has a light blue header with a logo on the left and window controls on the right. The title 'Local account login' is centered. Below the title are three input fields: the first is labeled 'Device address/UGREENlink' with a 'More Connections' link; the second is labeled 'User name'; the third is labeled 'Please enter the password' with an eye icon for toggling visibility. Below these fields is a checkbox labeled 'Remember the password'. A large blue 'Login' button is centered below the checkbox. At the bottom, there is a blue link labeled 'New device registration'.

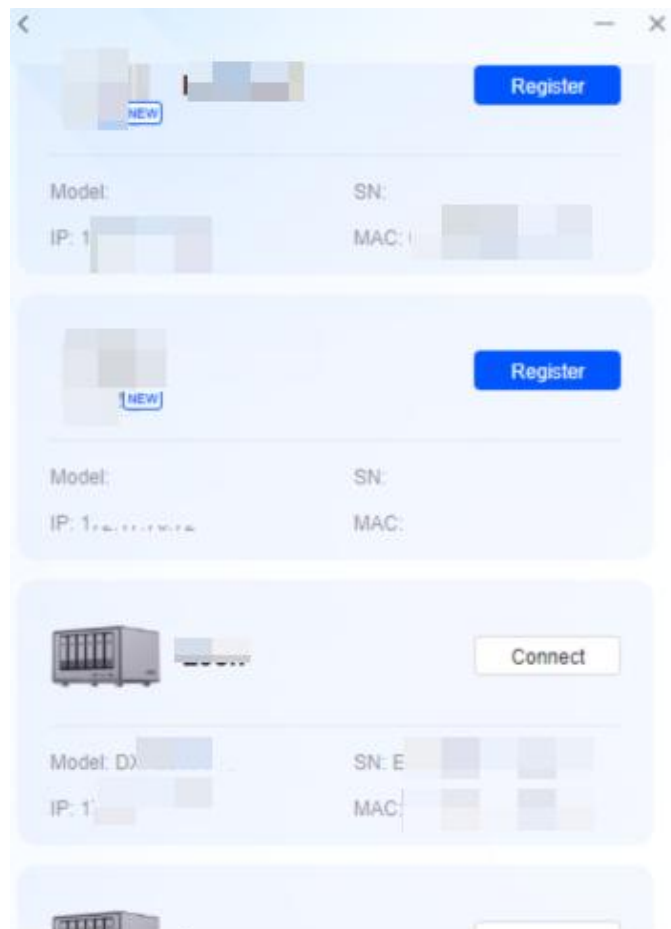
No Device Found:

First, check whether the device is properly connected to the network and try again. If the device still cannot be found, click "Usage guide" and follow the on-screen instructions to set up or check the device, then try searching again.

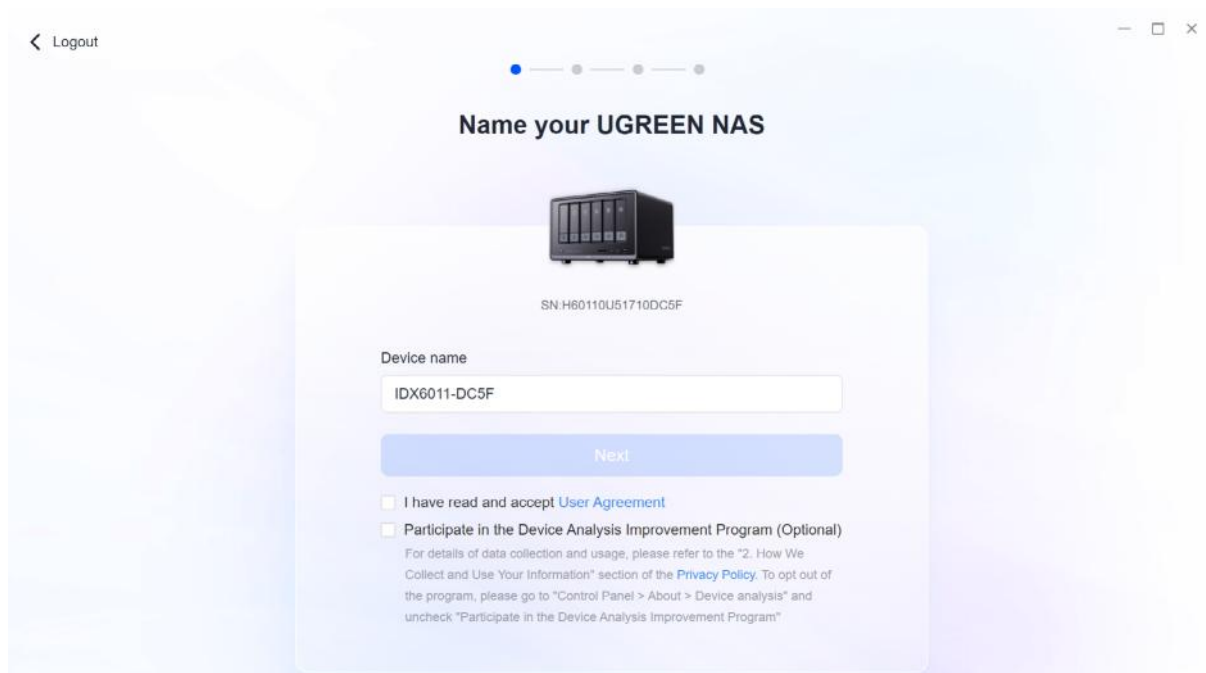


Device Found:

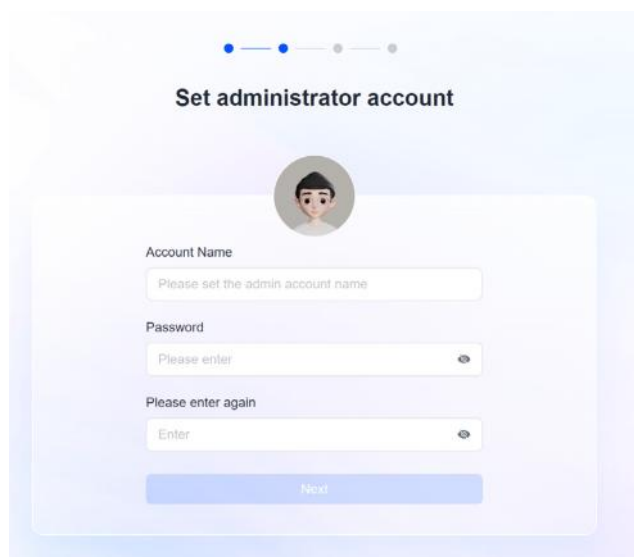
1. Select the device you want to access. If the device has not been initialized, it will be labeled "NEW". Click "Register" to connect to the device. If the device has already been registered, it will be shown as "Connect".



2. Set a recognizable and easy-to-remember name for the device. Before proceeding, please read the User Agreement and Privacy Policy in full, then check "I have read and accept the User Agreement and Privacy Policy" and "Participate in the Device Analysis Improvement Program (Optional)". Click "Next" to continue.



3. Create a local administrator account, then click "Next".



Tip:

- » The local administrator password must be at least 6 characters long and include both uppercase and lowercase letters.
- » To better protect your device, it is recommended to set a strong password of at least 8 characters, including uppercase and lowercase letters, numbers, and special characters.

4. Enter your mobile phone number, obtain and enter the verification code (for enabling UGREENlink remote access). After reading and confirming the User Agreement and Privacy Policy, check the required options, then click "Next".

Note:

- » For users in Hong Kong (China), Macao (China), Taiwan (China), and overseas regions, email verification is required to complete the binding of the UGREEN Account.
- » About skipping account binding: If you do not wish to register a UGREEN Account or enable UGREENlink at this time, you may skip this step. You can enable the UGREENlink service in "Control Panel > Device Connection" later.

Bind phone number

Access anytime, anywhere
Enable remote access anytime, anywhere via UGREENlink

Instant notification of issues
Instant SMS notification when issues detected

+86 Phone number

Verification code [Get verification code](#)

☐ I have read and agree to the [User Agreement](#) and [Privacy Policy](#)

Next

Skip

5. Choose the system update method and click "Initialize".

[Logout](#)

System update method

You can change in "Control Panel > Update & Restore > Update Settings" later.

☒ Only important updates to UGOS and apps are automatically installed **Recommended**

☐ Automatically install all updates to UGOS and apps

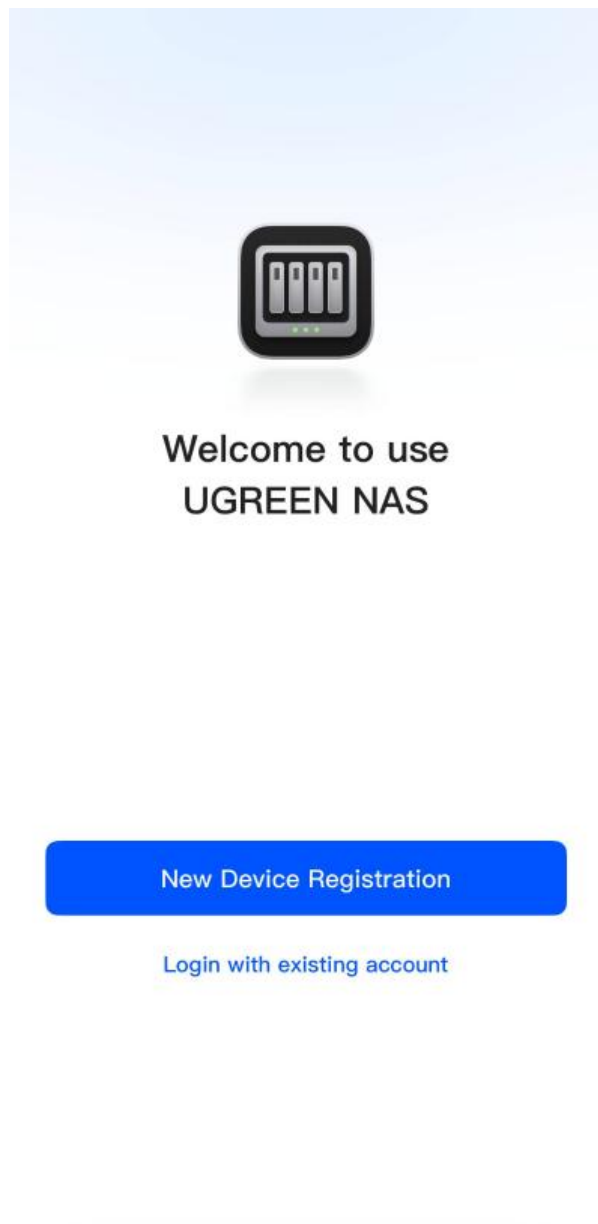
☐ Notify me when UGOS and app updates are available

Initialize

Back

Method 3: Find a Device via the "UGREEN NAS" App

Open UGREEN NAS: tap "New Device Registration", and enter the search page. The system will automatically search for and display devices connected to the same local network.



No Device Found:

- » Check the network connection: Make sure the device is properly connected to the network, then tap "Search again".
- » Run the setup guide: If the above method does not work, tap "Usage guide", and follow the instructions to complete device initialization or checks, then try searching again.

Device Found:

1. Select the device you want to access. If the device has not been initialized, it will be labeled "NEW". Tap "Register" to connect to the device. If the device has already been registered, it will be shown as "Connect".



New Device Registration

LAN device



Register



Register



Register



Register



Register



Connect

Search again

Scan the QR code

2. Set a recognizable and easy-to-remember name for the device. Before proceeding, please read the User Agreement and Privacy Policy in full, then check "I have read and accept the User Agreement and Privacy Policy" and "Participate in the Device Analysis Improvement Program (Optional)". Tap "Next" to continue.



Name your UGREEN NAS



SN: H 





☒ I have read and agree to [UGREEN NAS User Agreement](#)

☒ Participate in the Device Analysis Improvement Program (Optional)
For details of data collection and usage, please refer to the "2. How We Collect and Use Your Information" section of the [Privacy Policy](#). To opt out of the program, please go to "Control Panel > About > Device analysis" and uncheck "Participate in the Device Analysis Improvement Program"

Next(1/4)

3. Create a local administrator account, then tap "Next".



Set administrator account



Please set administrator account

Enter password 

Re-enter password 

Rule: At least 8 characters, including uppercase and lowercase letters

Next(2/3)

4. Bind a mobile phone number. After reading and confirming the User Agreement and Privacy Policy, check the required options, then tap "Next".

17:08 100% 91%

< Skip

Bind phone number ?

+86 Phone number

Verification code | Get one

☐ I have read and agree to the [User Agreement](#) and [Privacy Policy](#)

Next(3/4)

Note:

- » For users in Hong Kong (China), Macao (China), Taiwan (China), and overseas regions, email verification is required to complete the binding of the UGREEN Account.
- » About skipping account binding: If you do not wish to register a UGREEN Account or enable UGREENlink at this time, you may skip this step. You can enable the UGREENlink service in "Control Panel > Device Connection" later.

5. Select the system update method (it is recommended to choose "Install important updates only"), then click "Start Initialization".

< Back

System update ?

☒ Automatically install important updates only 

☐ Automatically install all updates

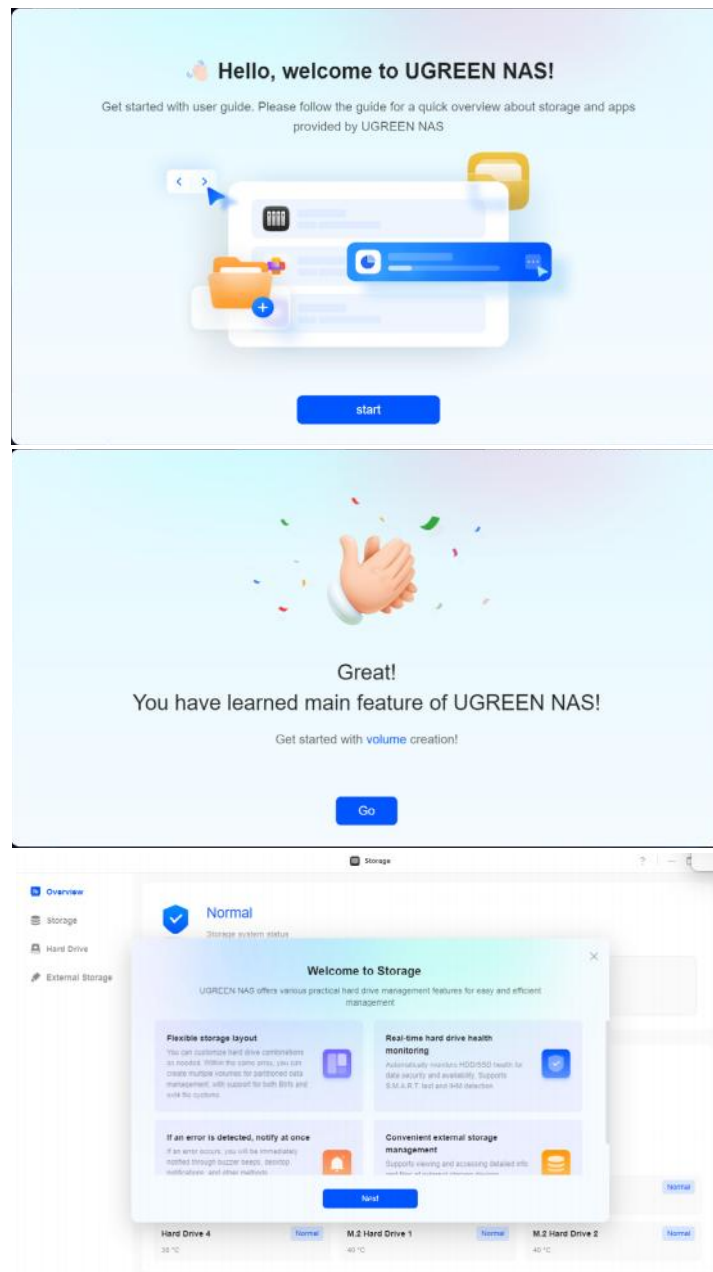
☐ Notify me when updates are available

Start initialization

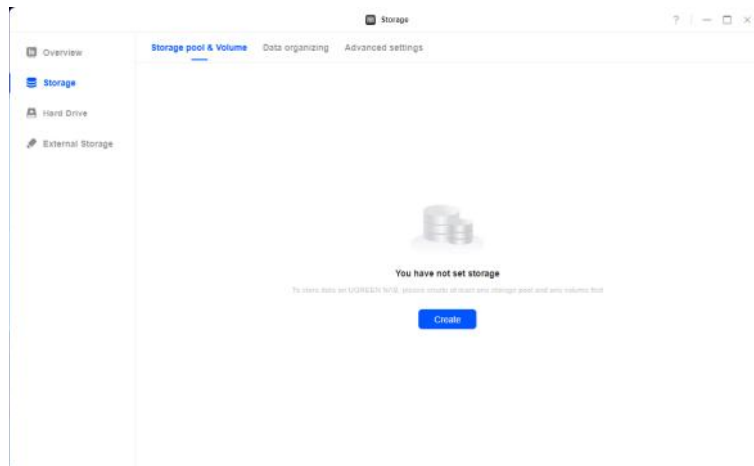
Create Volume

Creating a volume is a required step for using UGREEN NAS. It is used to store installed application data and your personal data. Once a volume is created, you can start using subsequent features normally. You can create volume using either of the following methods:

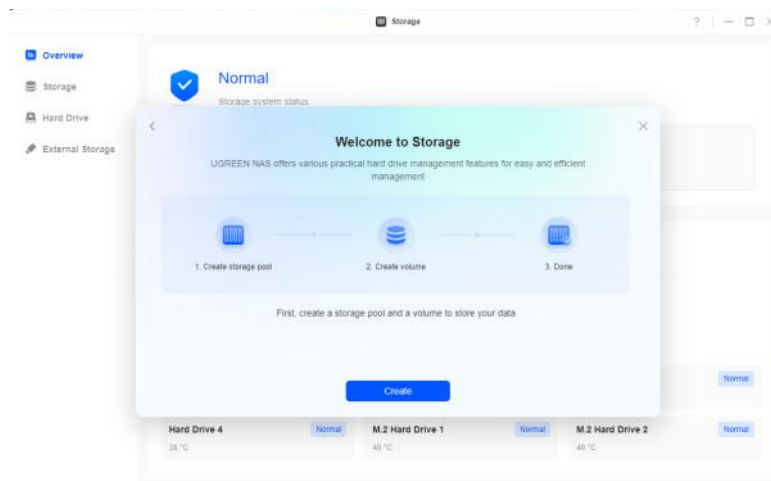
» When you first enter the UGOS Pro interface after initialization, click "Start" to learn about the core features of UGREEN NAS. Click "Storage" to enter the "Storage" app and review its the main functions, then click "Next" to create a storage pool and volume.



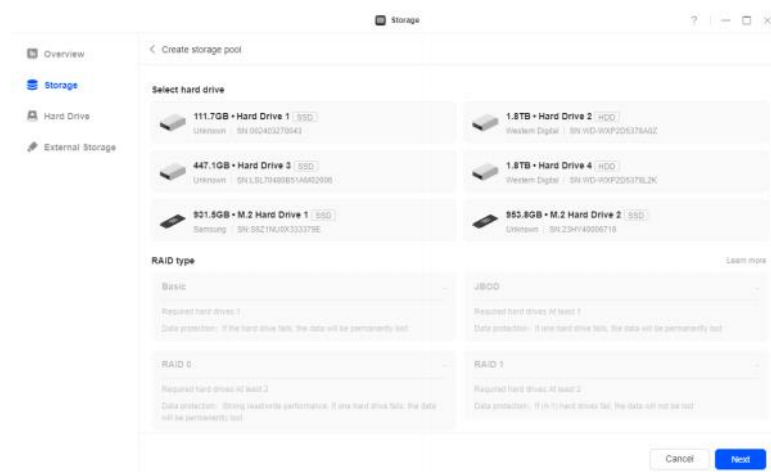
» You can also find and open the "Storage" on the home page. After entering the application, you can create and manage storage pools or volumes.



1. Click "Create" to create a storage pool and volume.



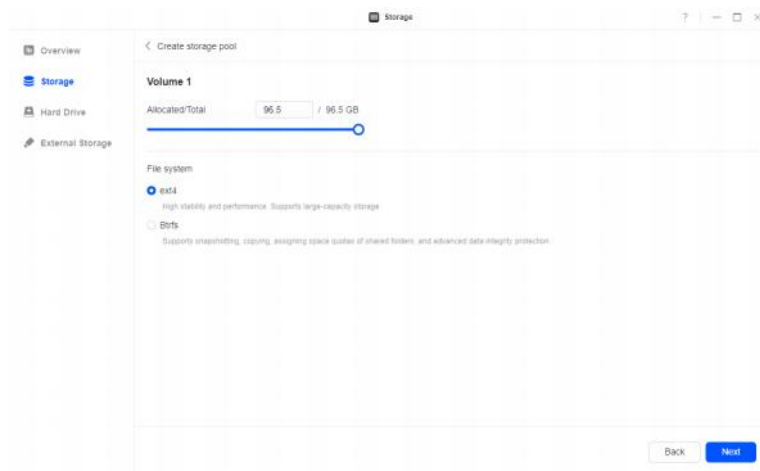
2. Select the Hard Drive(s) to be included in the storage pool and choose the RAID type, then click "Next".



Note:

- » For single-bay configurations, Basic is recommended. For dual-bay configurations, RAID 1 is recommended from a data security perspective. For four-bay configurations, RAID 5 is recommended.
- » A storage pool is a collection of one or more hard drives that can be protected using RAID. Different RAID types provide different levels of data protection and functionality. If you are unsure which option to choose, please refer to the article "Choosing a RAID Type" in "Support > Knowledge Center".

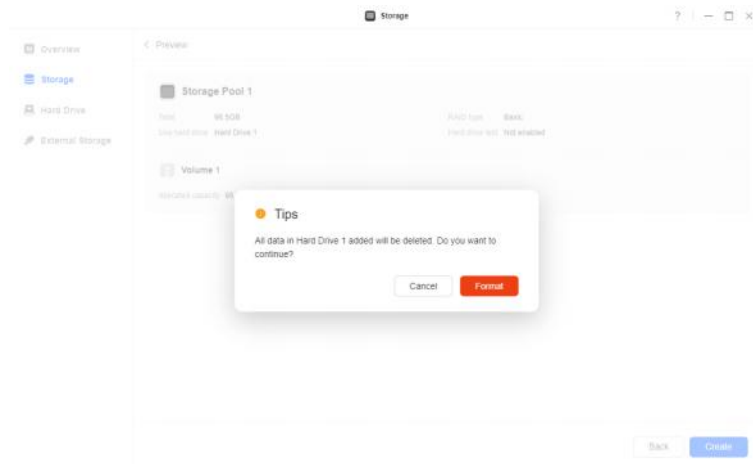
3. Enter the allocated capacity, select a file system, then click "Next".



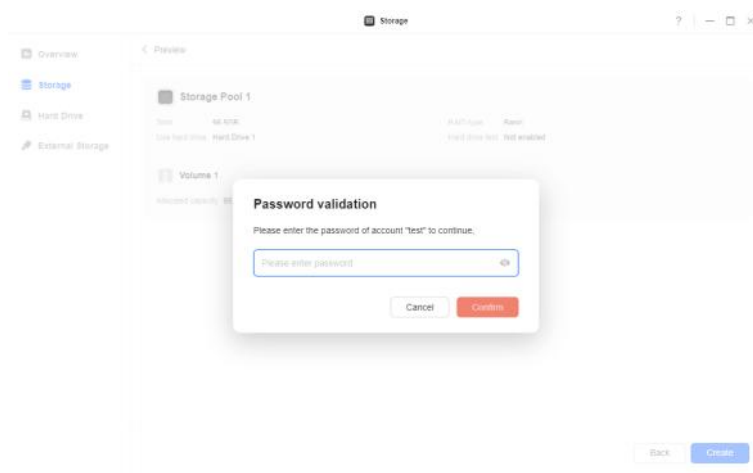
4. Click "Create" to create the storage pool and volume.



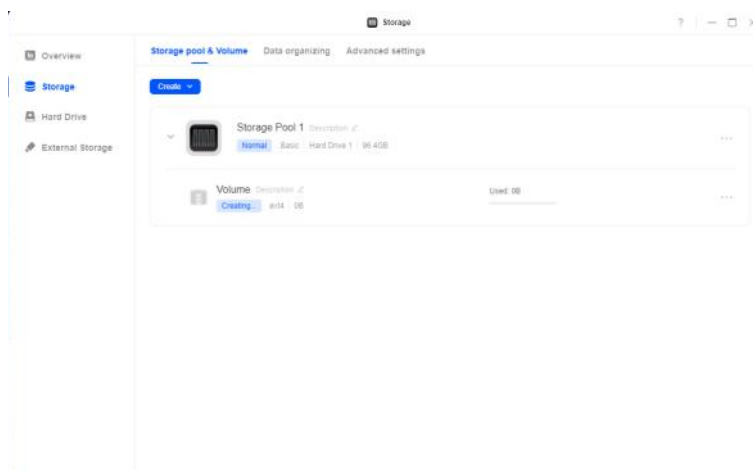
5. Click "Format" to complete hard drive formatting.



6. Enter the password for current admin account, then click "Confirm".

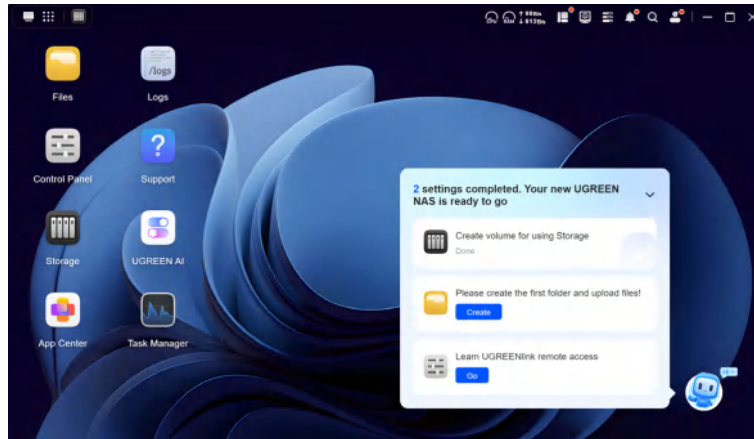


After the storage pool and volume are created, the interface will appear as shown below.

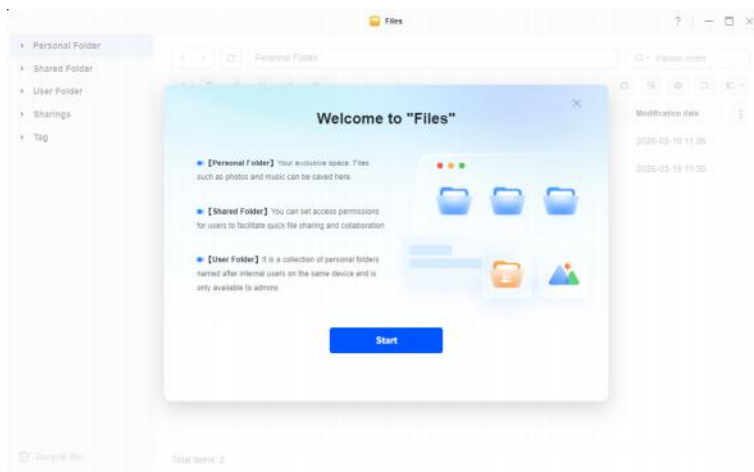


Create Your First Folder

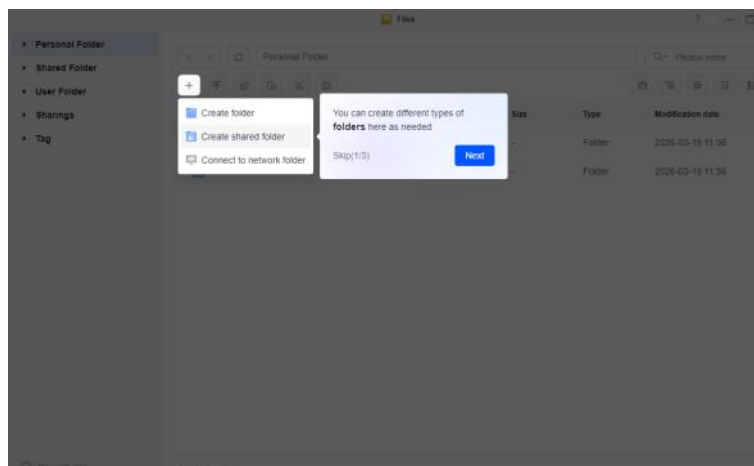
1. Once a volume is created, click "Create" to create your first folder and start uploading files.



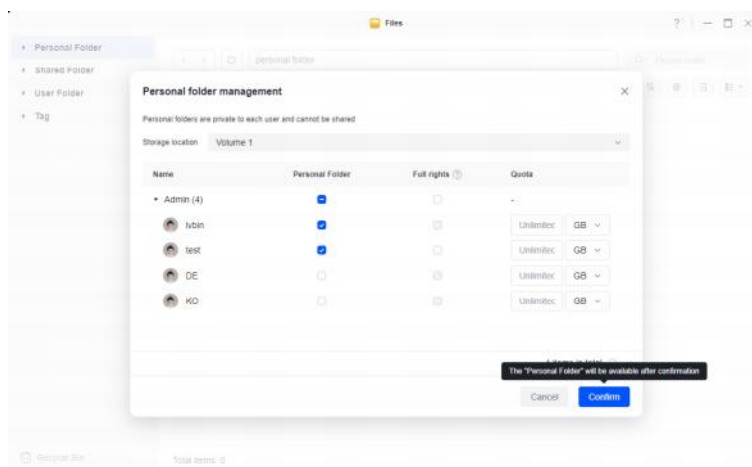
2. Click "Start".



3. Click "Next" to learn about the main features of "Files", then click "Enable Now" (or choose to skip and enable "Personal Folder" directly) to use.



4. Select a volume as the storage location, then click "Confirm" to apply the setting.



Note:

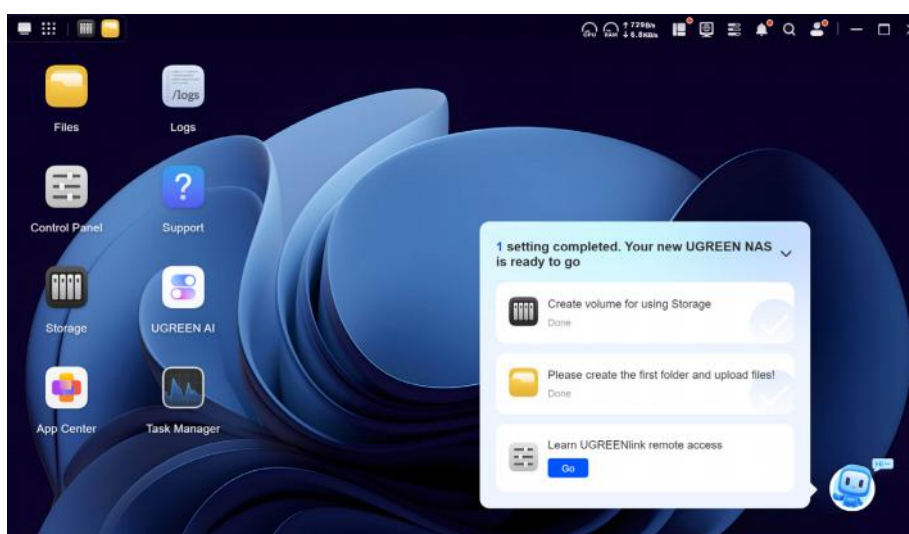
After enabling "Personal Folder", you can create shared folders as needed (administrator account only) and configure the corresponding permission settings.

Enable UGREENlink Service

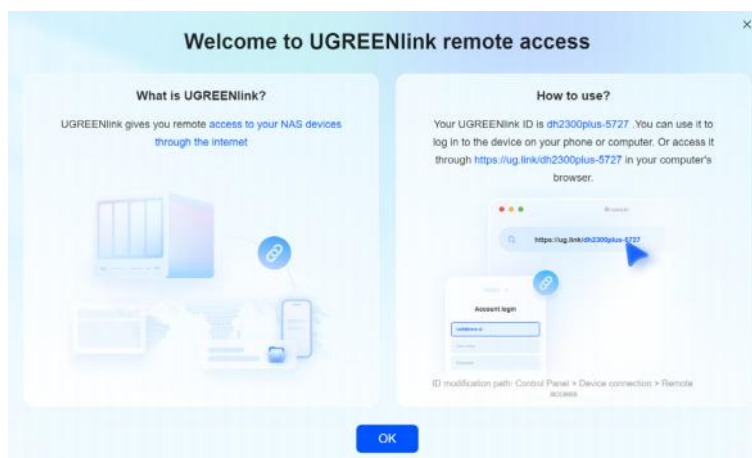
UGREENlink remote access service is an internet access service provided by UGREEN NAS. After enabling this service, you can quickly access your UGREEN NAS device without complex network configuration.

» If a UGREEN Account is already bound:

1. If a UGREEN Account has already been bound, the UGREENlink remote access service is enabled by default. Click "Next" to enter the UGREENlink remote access service page.

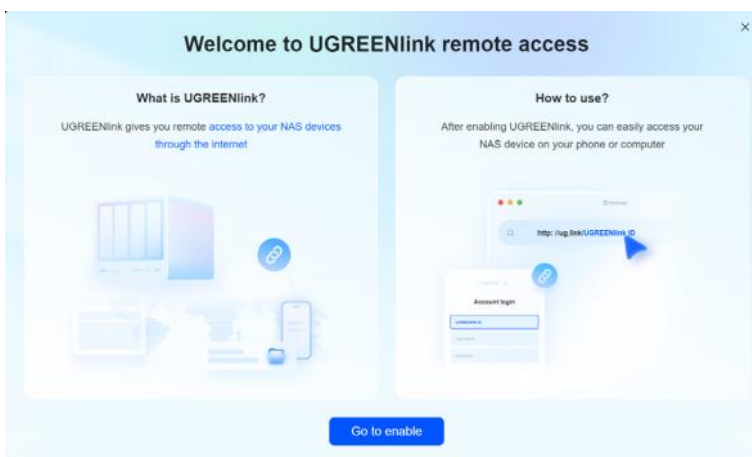


2. Learn more about the definition and usage of the UGREENlink remote access service, then click "OK".

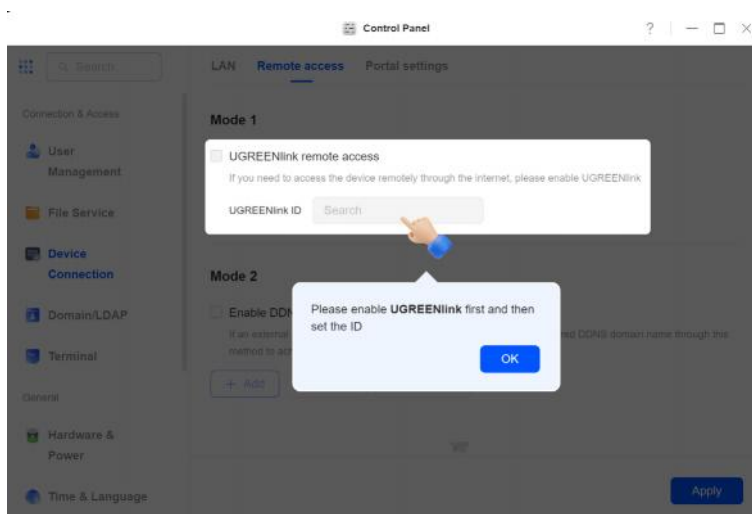


» **If a UGREEN Account is not yet bound:**

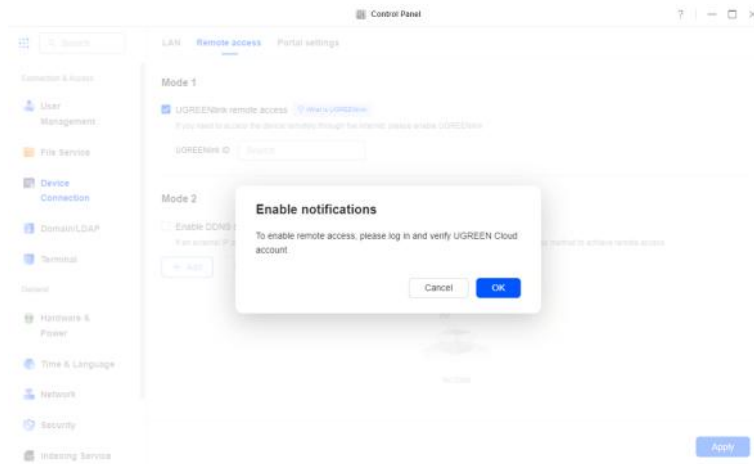
1. If a UGREEN Account is not yet bound, first review the definition and usage of the UGREENlink remote access service, then click "Go to enable".



2. On the "Remote access" page, review how to enable the UGREENlink remote access service, then click "OK".

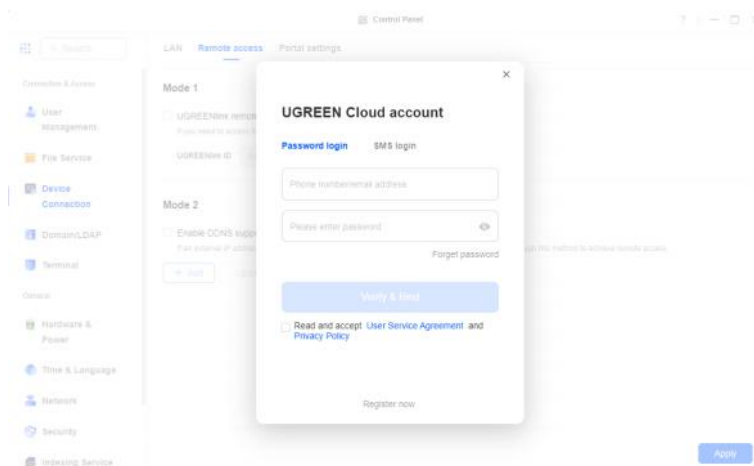


3. Select "UGREENlink remote access". The system will display an enable confirmation prompt. Click "OK".



4. You can choose to log in to your UGREEN Account using a password or a verification code.

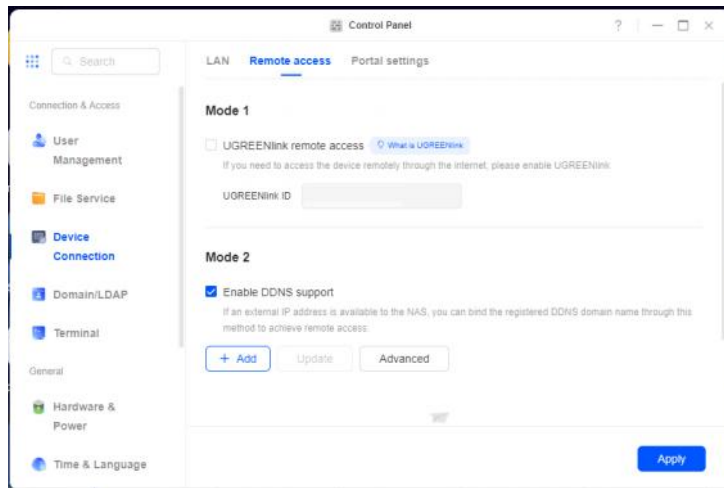
- » If you forget your password, click "Forgot Password" to reset it.
- » Please make sure to read and agree to the User Agreement and Privacy Policy.
- » After completing the above steps, click "Verify and bind".
- » If you have not registered an account yet, click "Register now" to complete registration.



Note:

For users in Hong Kong (China), Macao (China), Taiwan (China), and overseas regions, email verification is required to complete the binding of the UGREEN Account.

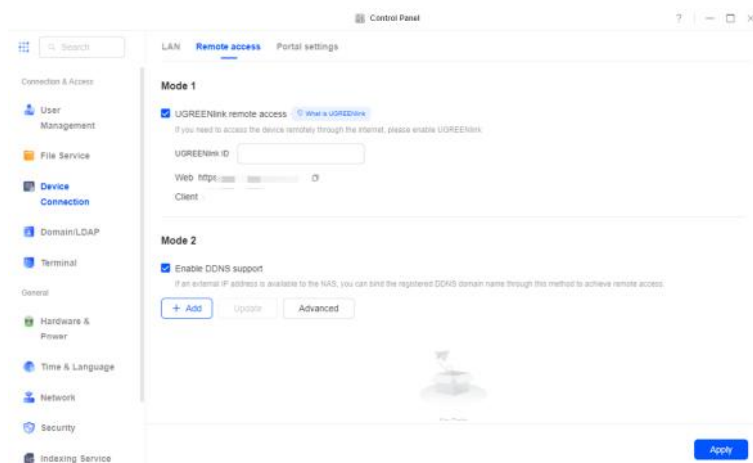
5. After logging in successfully, enter a custom ID in the UGREENlink ID input field and click "Apply" to save. The UGREENlink remote access service will then be enabled.



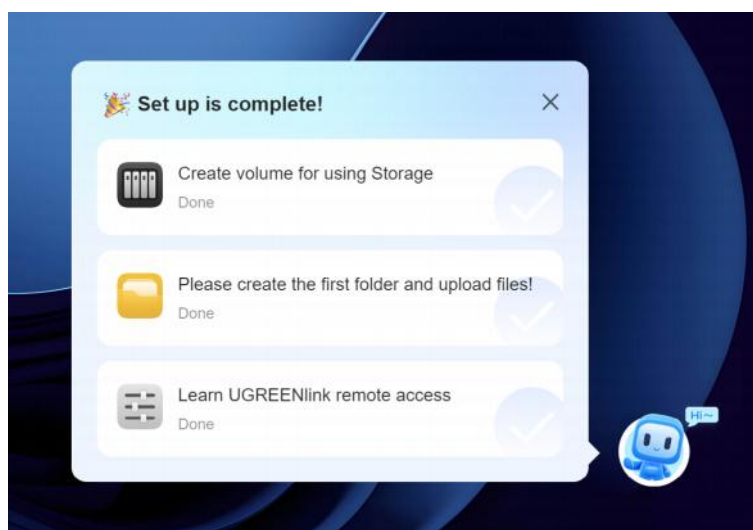
Note:

The ID must be a unique and easy-to-remember string, for example: 1234.

6. After the ID is verified, the system will automatically generate a web access link and a client ID.



At this point, the initial setup is complete and the system is ready for use.



Firmware Update

⚠ CAUTION:

Please perform firmware updates only when the power supply is stable. Do not interrupt the power during the update process.

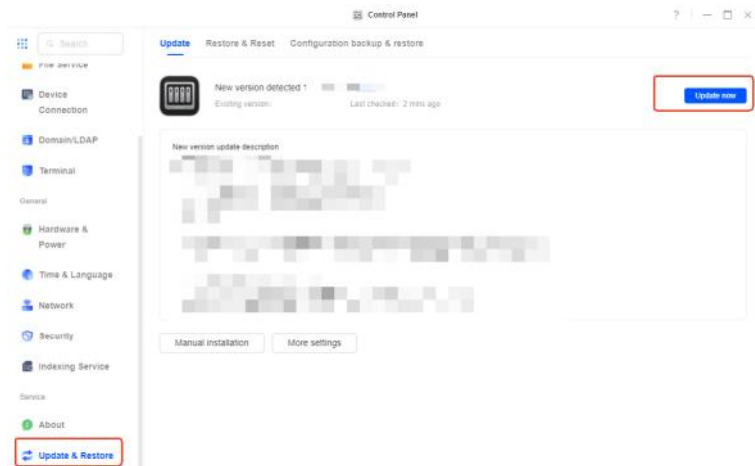
Method 1: Online Update (Recommended): The system will automatically push the latest firmware version.

1. Go to "Control Panel", then click "Update & Restore > Update".

The system will automatically check whether a new version is available. If an update is available, you will be prompted to update immediately.

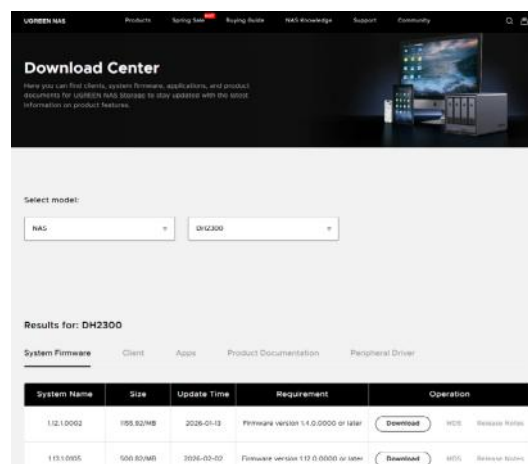
2. Click "Update Now".

The device will automatically restart during the update process (this is normal).

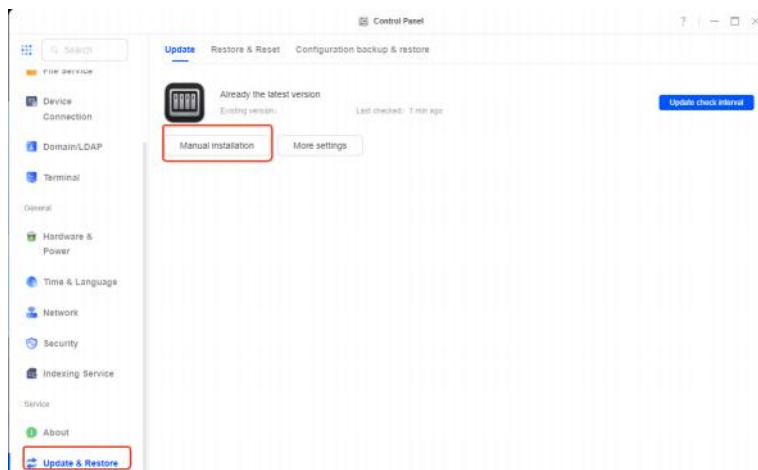


Method 2: Manual Firmware Update: A manual update is required when installing a specific firmware version or when system update notifications are not received.

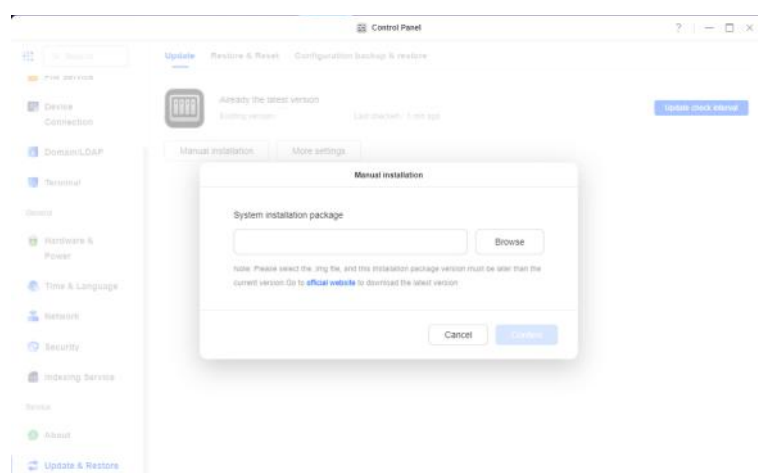
1. Visit the firmware download page on UGREEN official website and select the appropriate firmware package based on your device model. The downloaded firmware version must be newer than the current version on the device.



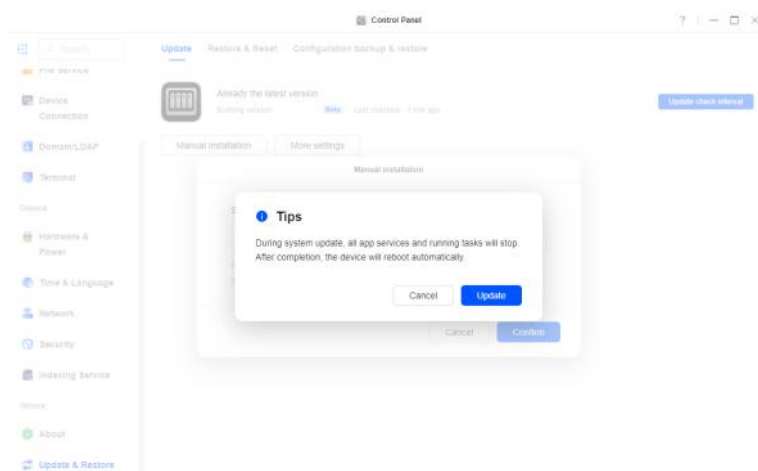
2. After the firmware package is downloaded, open the "Control Panel" application, go to "Update & Restore > Update", then click "Manual installation".



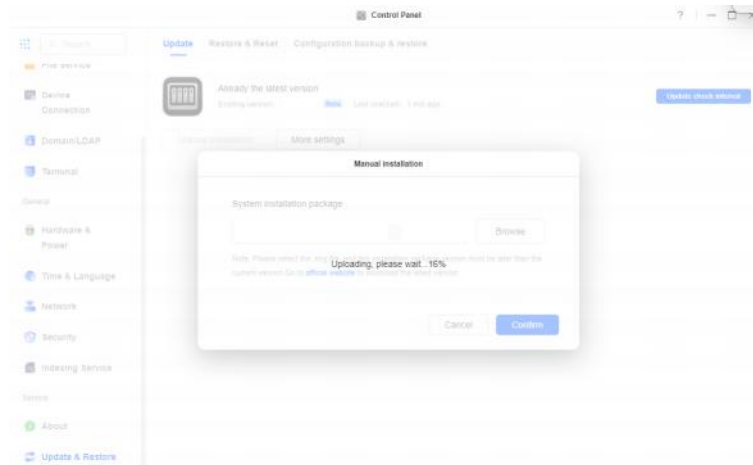
3. Click "Browse" to select the downloaded firmware package. After the system verification is completed successfully, click "OK".



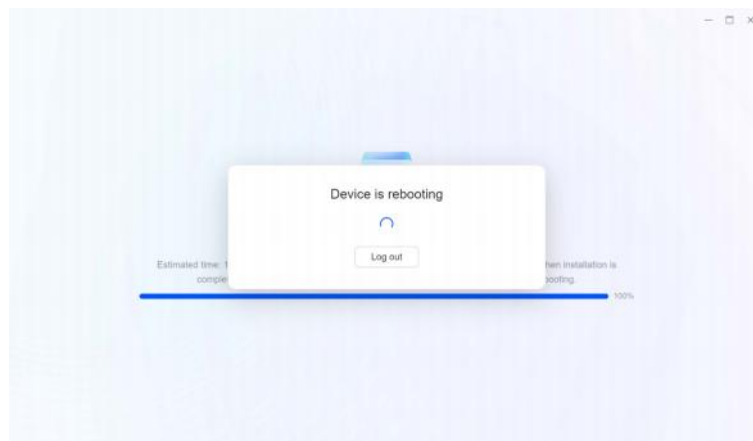
4. After reading the system update prompt, click "Confirm" to update, or click "Cancel" to discard the update.



Once the system installation package is uploaded, the system will automatically begin installation.



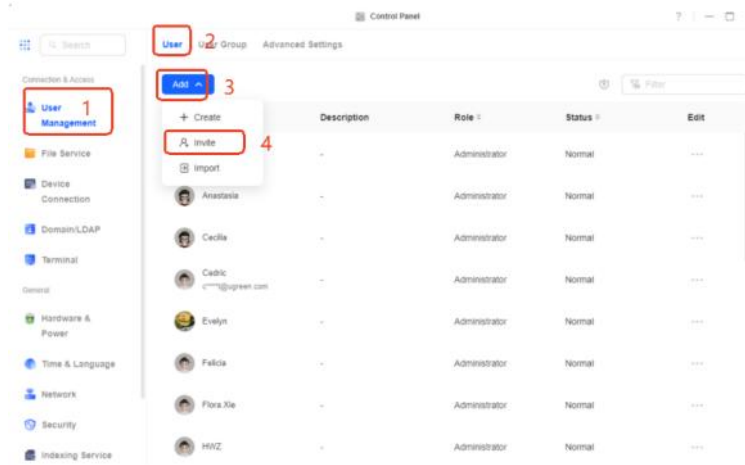
5. After the installation is complete, the device will automatically restart. Once the restart is finished, you can log in to your device account again and start using the system.



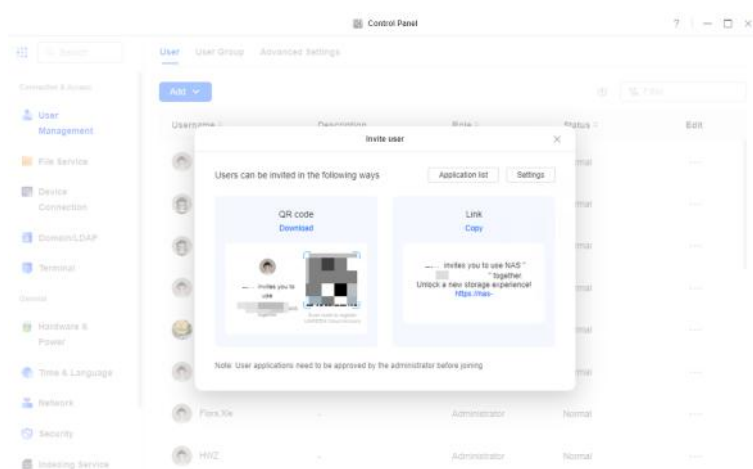
Share Device

Administrators can invite users to join the device via QR code or invitation link. The steps are as follows:

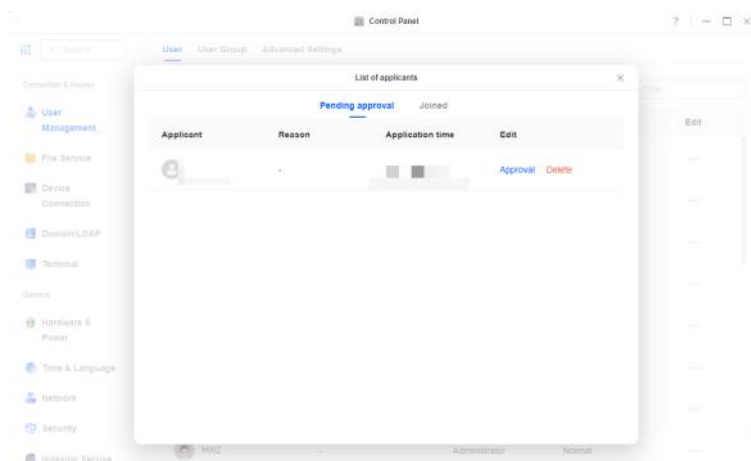
1. Log in to the UGREEN NAS as an administrator.
2. Open the "Control Panel", go to "User Management > User > Add", then click "Invite".



3. Click "Settings" to enable invitation settings. Once enabled, you can invite users to use the device together via QR code or link.

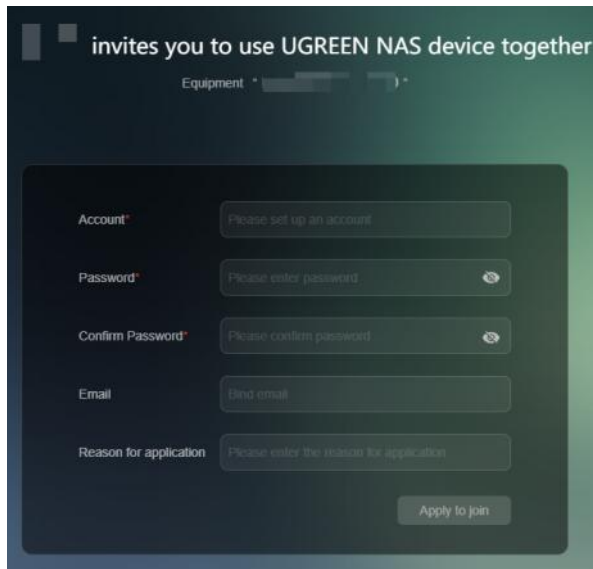


4. Administrators can review new user requests on the "Application list" page and approve them.

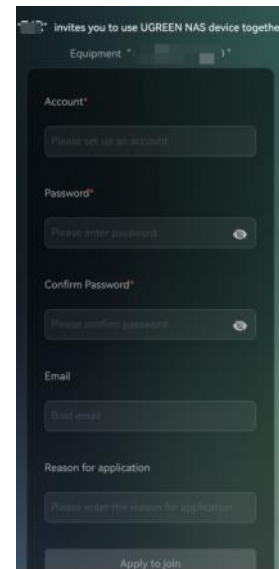


After receiving the invitation notification, the invited user can follow the steps below:

1. Fill in the required account information and click "Apply", then wait for administrator approval.



Link



QR code

2. After the administrator approves the request, install the "UGREEN NAS" app.
3. Log in using the registered account credentials and the UGREENlink ID provided by the administrator.

Note:

To use the invitation feature over the Internet, the "UGREENlink remote access" must be enabled.

Reset Network Settings and Password

If you have manually configured a static IP address for the NAS, modified network settings, or replaced the router and the device can no longer connect to the network, you can reset the network settings and password to restore connectivity. To reset the network settings and password, follow the steps below:

1. While the device is powered on, use a pin or similar tool to press and hold the RESET button for 5 seconds. Release the button when you hear a beep. The device will automatically restart.
2. After the device restarts and the LAN and hard drive indicators blink white normally, search for and connect to the devices connected to the same local network.
3. After connecting, log in using the "admin" account (no password required). This account is used only for password reset.
4. Follow the on-screen instructions to set a new administrator password.

System Reset

If you need to restore the device to factory default settings, you can perform a system reset.

To reset the system, follow the steps below:

1. While the device is powered on, use a pin or similar tool to press and hold the RESET button for 5 seconds. When you hear a beep, continue holding the button for another 8 seconds until the device emits three beeps again, then release the button.
2. The device will automatically restart and restore factory default settings. When the LAN and hard drive indicators blink white normally, the device is ready for use.
3. After the reset is complete, the device must be initialized again.

Tip:

A system reset does not affect user data stored on the hard drives. However, system configuration parameters, installed applications, and network settings will be restored to factory defaults.

Using the Product

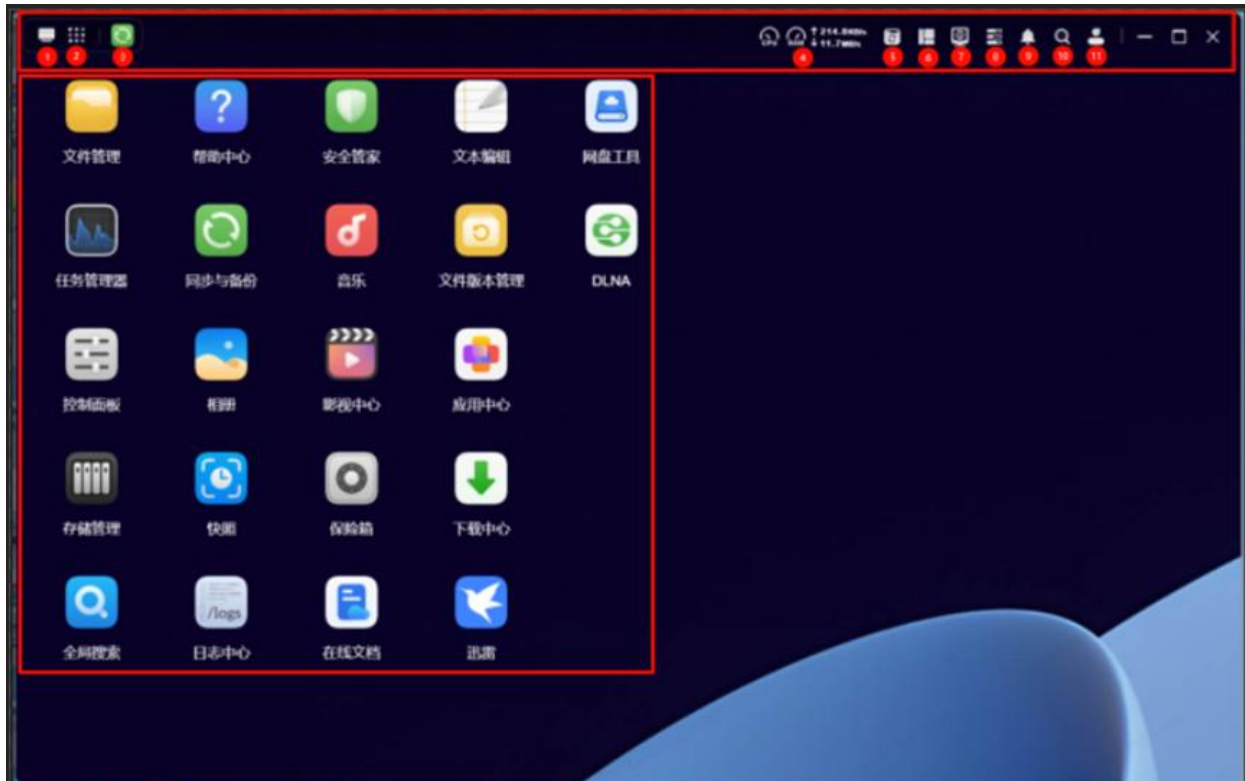
The UGREEN NAS supports computers (Windows/macOS), mobile phones and tablets (Android/iOS), TVs (Apple TV/Android TV), and web-based access. Built-in application categories include "System Management", "Entertainment" and "Utility", helping you quickly understand and use various features.

Note:

The actual supported application features may change with product iterations and software version updates. Please refer to the latest system version of the product for the most up-to-date information.

About the UGOS Pro System

After successfully logging in to the UGOS Pro system, you will be taken to the UGOS Pro desktop. The desktop provides an intuitive user interface that allows you to perform a wide range of management and configuration tasks, including: viewing and managing installed applications, checking device status, monitoring tasks and system notifications, accessing Personal Center, customizing system settings, and performing operations such as restart, shutdown, logging out, and launching applications.



Taskbar

The taskbar is located at the top of the desktop and provides quick access to system management features. The main functions of the taskbar and their descriptions are listed below.

No.	Icon	Icon Name	Description
①		Return to Desktop	Click to return to the UGOS Pro system desktop home screen.
②		My Apps	Display and manages all applications installed on the UGREEN NAS. This is the primary entry point for launching applications.
③		/	Show currently running applications and services, allowing users to quickly switch between or close applications from the taskbar.
④		Task Manager	Display real-time CPU usage, memory usage, and upload task progress. Double-click to view detailed process and task information.
⑤		Sync & Backup	Display the status of data synchronization and backup tasks. Note: This icon appears only after a task is created (not computer-based tasks).

No.	Icon	Icon Name	Description
⑥		Widget	» Click the user avatar in the upper-right corner and go to "Personal > Menu bar" to enable or disable widgets. » Widgets include system information, resource monitoring, storage status, and account activity. » Click "Edit" to add or remove widgets and adjust their display order.
⑦		LAN Connection	Display the current network connection methods and status, including LAN, P2P, and DDNS.
⑧		Task Center	Record and manage running and completed tasks, including file uploads, downloads, and various file operations. Note: » When a task is running, the Task Center automatically pops up to display task progress. » Tasks generally run in the background and do not affect other operations. However, a large number of concurrent tasks may impact overall system performance.
⑨		Notifications	Centralize system alerts, error messages, and application notifications to help users stay informed about system status.
⑩		Search	Support search system-wide. Enter keywords to quickly locate documents, images, videos, music files, and installed applications on the NAS.
⑪		Me	Allow users to manage accounts, customize settings, view system status, restart or shut down the system, switch accounts, and log out.

Desktop Main Menu

The desktop main menu is located on the left side of the desktop and is used to manage and access applications on the NAS. You can:

- » Open installed applications
- » Manage desktop shortcuts

Install or Update Applications

1. Open the "App Center" app.
2. In the application list, find the target application and click "Install" or "Update".

3. After installation is complete, the application will automatically appear in the desktop.

Delete Desktop Shortcuts

Select an application icon you want to delete and right-click it, then choose "Delete shortcut".

Personalization Settings

Right-click on an empty area of the desktop and select "Personal" to configure desktop wallpaper, language, date and time formats, and taskbar settings.

Basic Application Functions

For instructions on using basic application features, additional feature guides, and troubleshooting, please visit the UGREEN NAS Knowledge Center:

<https://support.ugnas.com/knowledgecenter/#/> (Select your preferred language on the page).

How to Automatically Back Up Your Phone Photos?

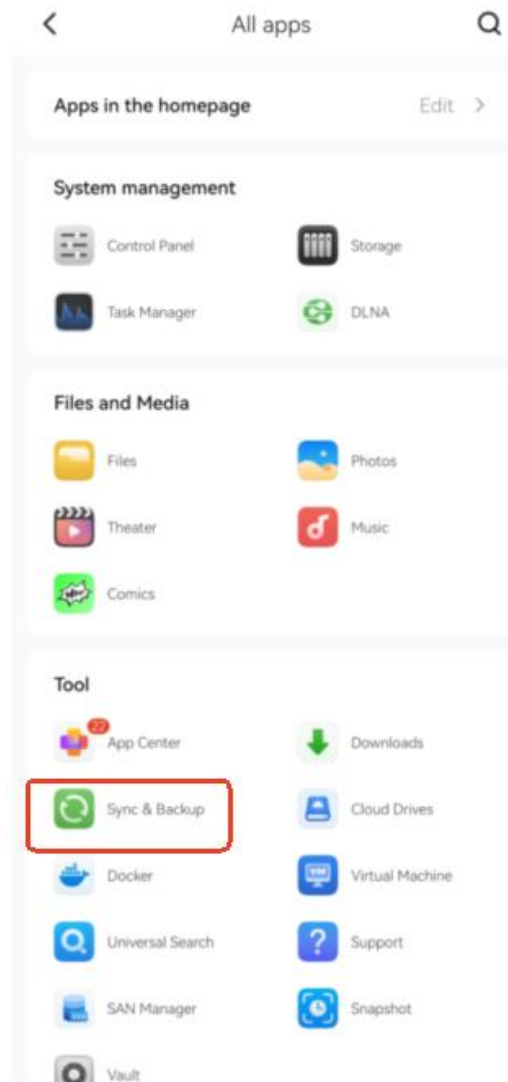
The "UGREEN NAS" app supports the automatic mobile photo backup feature. This feature automatically backs up photos and videos from your mobile device to the NAS, helping prevent data loss.

Note:

The iOS and Google Play versions currently do not support file backup.

Install and Open the "Sync & Backup" App

On the UGREEN NAS home screen, locate and click the "Sync & Backup". If the app is not installed, search for "Sync & Backup" in "App Center" and download it.

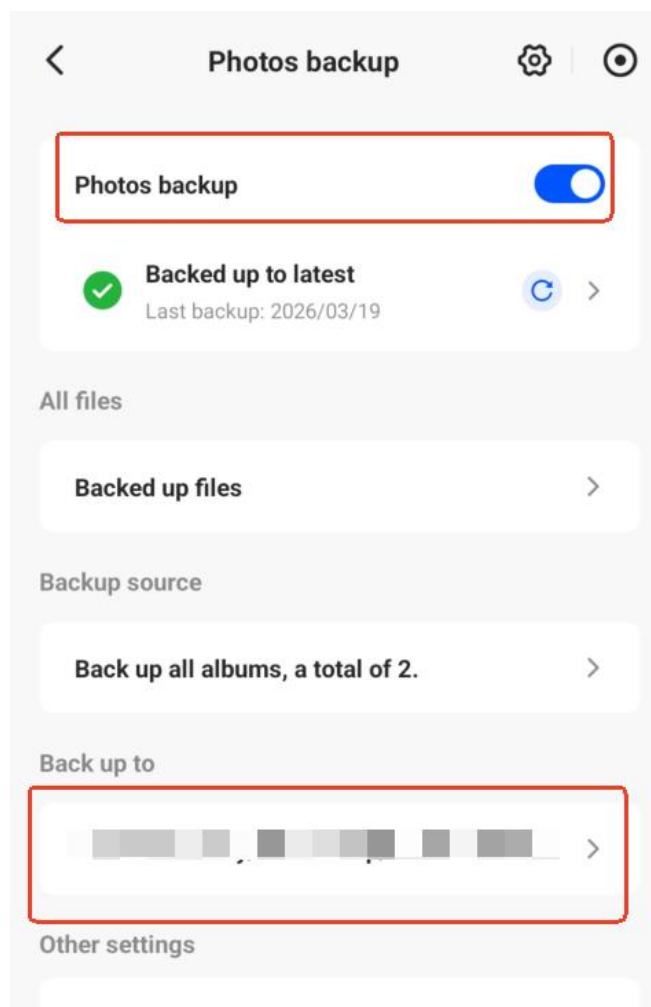


Enable Photo Backup

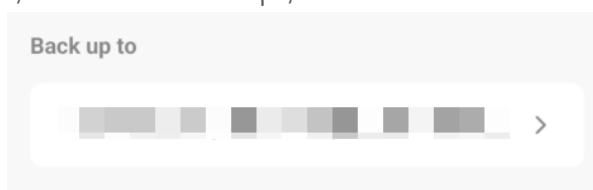
1. Go to "Sync & Backup", tap "Enable now" of the "Photos backup" card.



2. Enable "Photos backup" and set the destination folder. For example, create a new folder named "OPPO PEUM00" to back up photos from the current device.



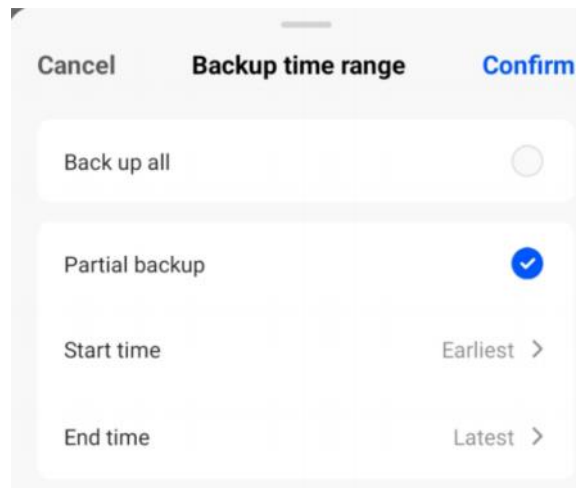
3. As shown below, the backup path for photos from OPPO PEUM00 is set to: Shared Folder / Photos / MobileBackup / OPPO PEUM00



Set Backup Time Range

Photo backup supports custom time ranges. Only photos within the specified time range will be backed up.

1. Tap the "Photos backup" card to enter the details page.
2. Tap "Backup time range".
3. In the dialog box, select "Partial backup", set the start and end dates, and tap "Confirm" to save.



Notes:

- » This setting applies only to newly backed-up photos and does not change the storage structure of previously backed-up photos.
- » To re-back up existing photos, you must delete the previous backups before starting a new backup task.

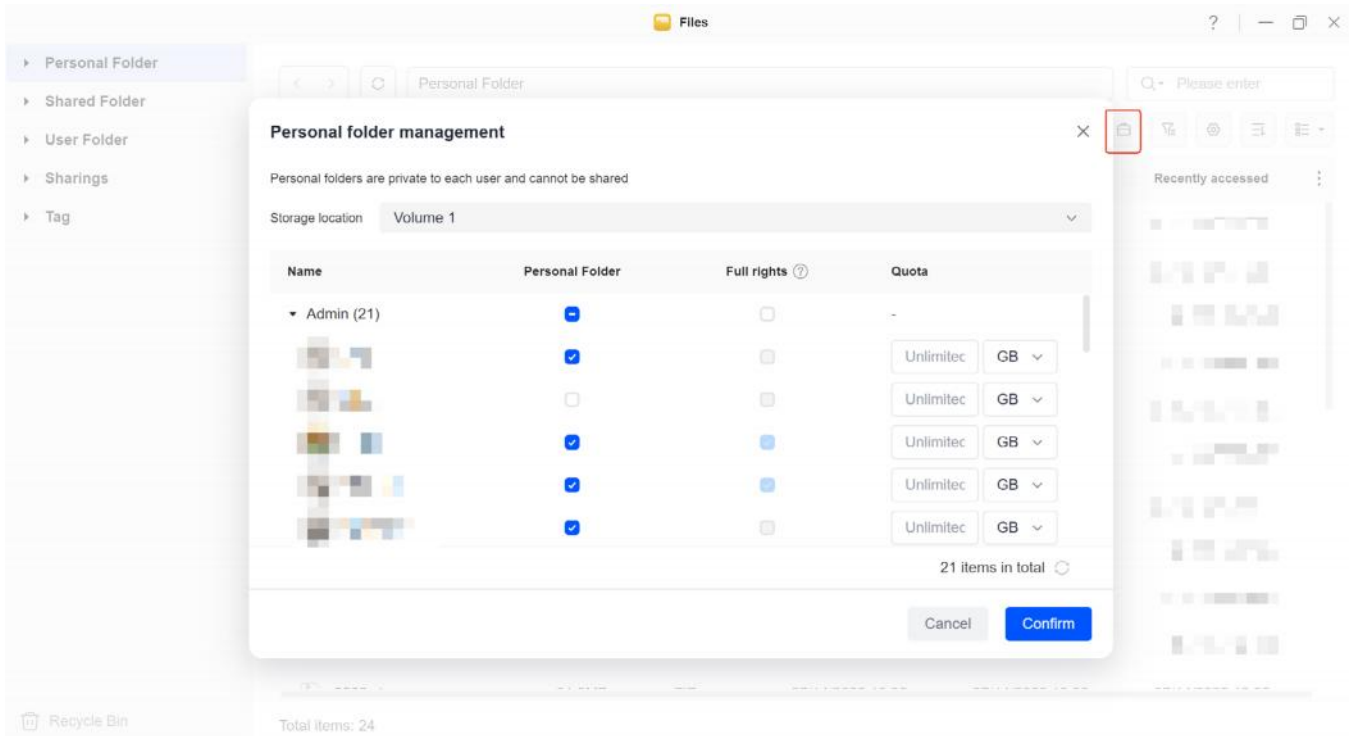
How to Manage File Access Permissions

The "Files" module provides fine-grained folder permission control. You can assign specific access, editing, and management permissions to different users or user groups. This is suitable for team collaboration and family sharing scenarios and helps improve data security and management efficiency. Permission options include Read & Write, Read Only, and No Access. The following example uses the PC client for illustration.

Manage Personal Folder Access Permissions

The personal folder management feature allows administrators to centrally manage personal folders on the UGREEN NAS, helping allocate storage resources and protect data security.

1. Open the "Files".
2. Click "Management" in the toolbar > "Personal Folder management", open the settings page.



Configure Access Permissions

1. On the "Personal Folder Management" page, set access permissions based on different user types:

- » Administrator permissions: By default, administrators have full access to all users' personal folders.
- » Standard user permissions: Access and manage their own personal folders but cannot view other users' files.
- » User group permissions: Allow unified authorization by group to enable fine-grained permission management within folders.
- » Domain User Permissions: Allow unified authorization by domain to enable fine-grained permission management within folders.

2. Enable or Disable Full rights

This permission allows standard users to decide whether to hide their personal folders from administrators.

- » Enabled: Users can choose to prevent administrators from accessing their personal folders.
- » Disabled: Administrators always retain access to all personal folders.

Manage Shared Folder Access Permissions

You can directly assign access, view, or edit permissions to each shared folder for specific users or user groups. You can also assign separate permissions to individual files or subfolders within a shared folder.

If you need more granular permission control, go to "Control Panel" > "User Management", select the target user, click "Edit", and configure shared folder

permissions under "Permissions & Settings".

Set Permissions for a specified shared folder:

1. Open the "Files".
2. Click "Management" in the top toolbar > "Shared Folder management", open the settings page.
3. Select the target shared folder and click the "Edit".
4. Select the "Local user permissions/Domain user permissions" in the pop-up window.
5. Assign permissions to local user or domain user using the options below:
 - » Deny access: The user or group cannot access the folder or files.
 - » Read & Write: The user or group can view, modify, add, and delete files and subfolders.
 - » Read Only: The user or group can view files and subfolders but cannot make any changes.
6. Click "Confirm" to apply the settings.

Note:

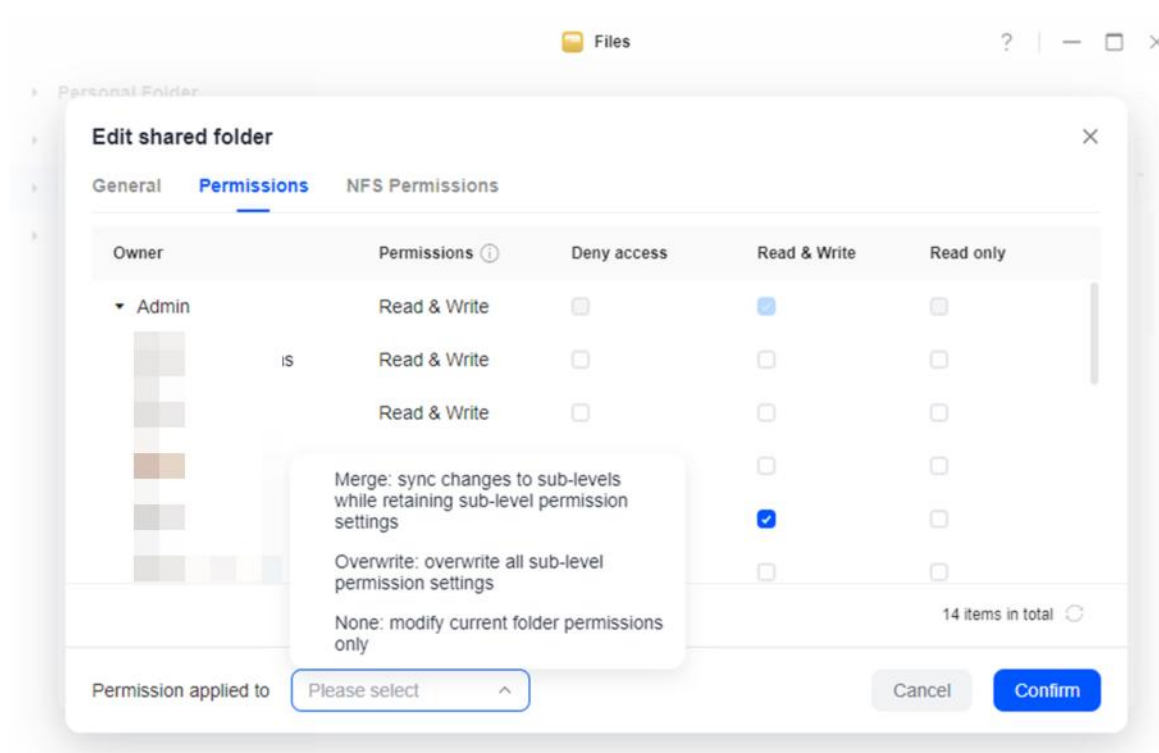
"Personal Folder" is a private space for individual users and folders there cannot be configured as shared folders.

When modifying shared folder permissions, the following rules apply to subfolders and files:

Merge: New permissions from the parent folder are applied to subfolders while retaining existing subfolder permissions.

Overwrite: Parent folder permissions fully replace all existing subfolder permissions.

Do not apply: Only the current folder permissions are updated; subfolders remain unchanged.



How to Share Files and Request Files

The "Files" app supports sharing files and requesting files from other users via UGREENlink or sharing links (regardless of whether the recipient is using UGOS Pro). This section uses the PC client as an example to explain file sharing and requesting operations.

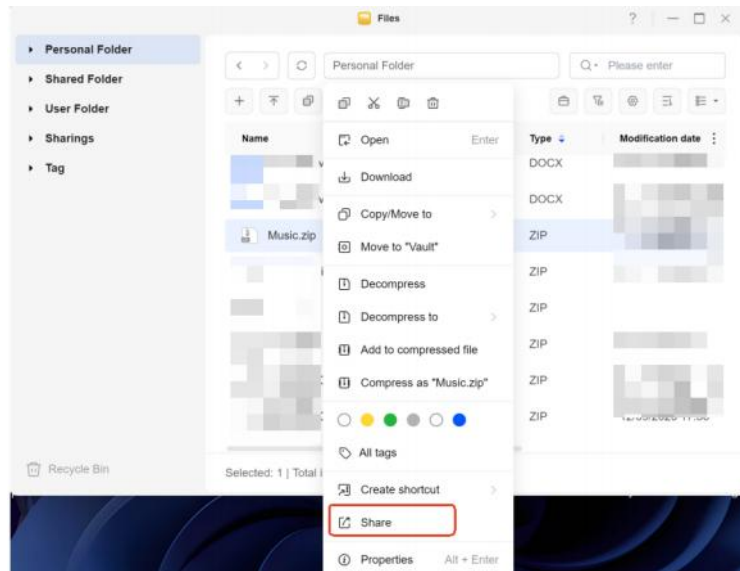
Share Files

Note:

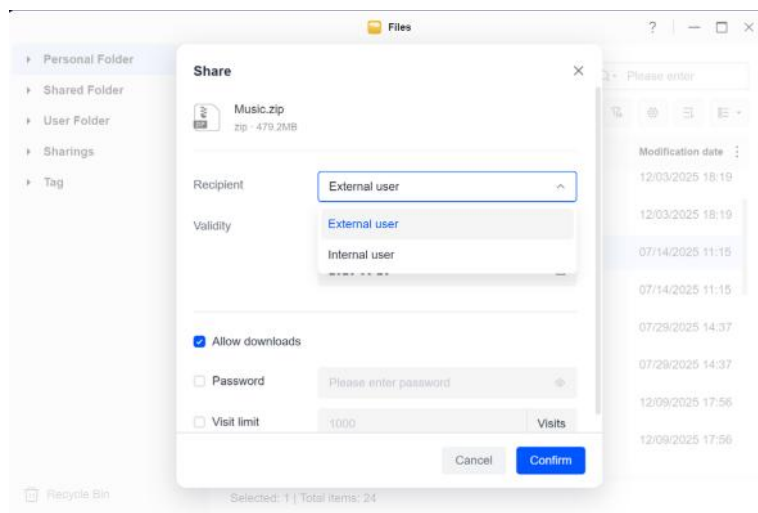
To share files over the Internet, ensure that the UGREENlink is enabled. For details, refer to the "Enable UGREENlink Service" section of this manual.

Create a File Sharing Link:

1. Open the "Files" app, select the file or folder you want to share, right-click it, and choose "Share".



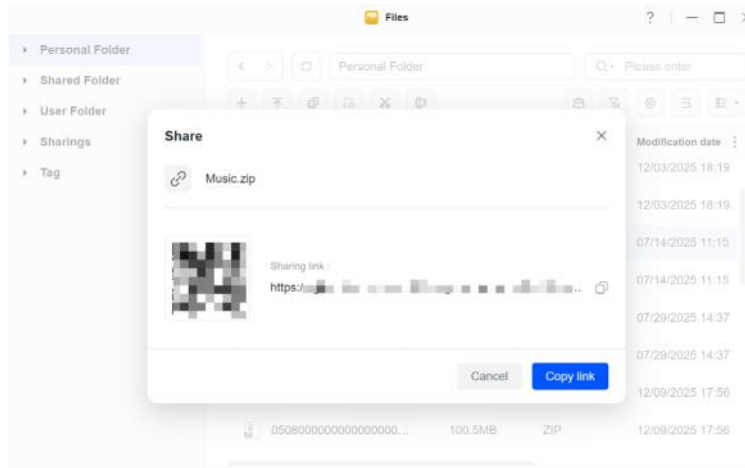
2. In the sharing dialog, first select the recipient (internal users or external users). Then configure optional settings such as validity period, download permission, password, and visit limits. After completing all settings, click "Confirm".



3. After the system generates a sharing link or QR code, send it to the recipient. Once the recipient logs in via the link, they can preview or download the shared content directly. For image, audio, and video files, online preview is supported without downloading.

Tips:

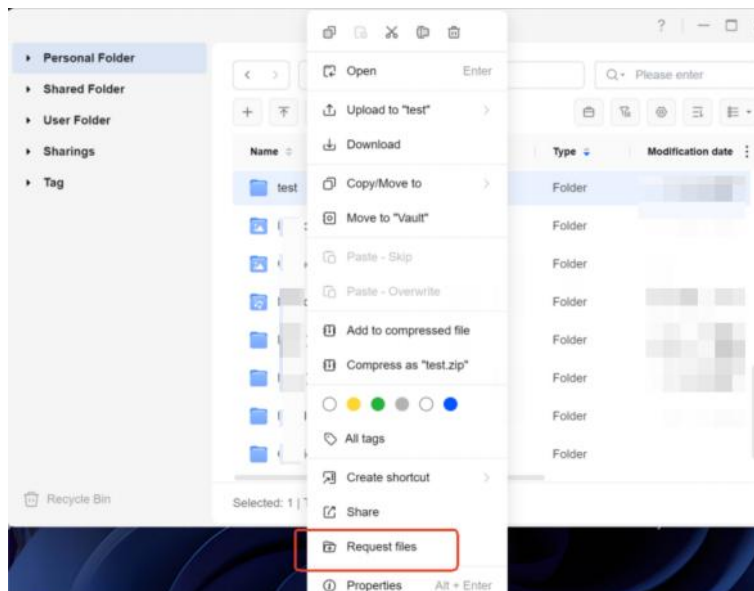
Online preview depends on browser compatibility. If a file cannot be opened, its format may not support direct preview in the browser. Please download it to view with a local app.



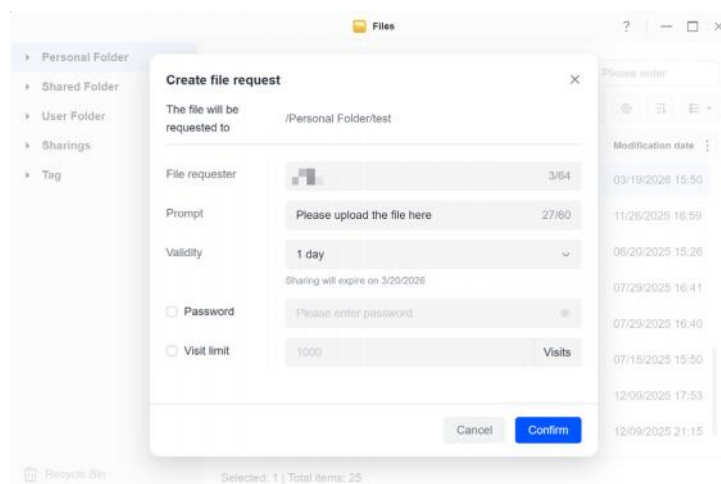
Request Files

To allow others to upload files to a specified folder, follow these steps:

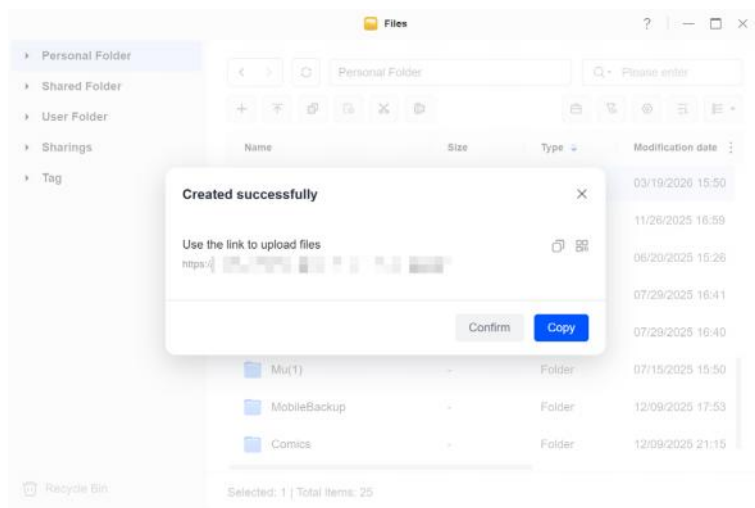
1. Open Files, right-click the target folder, and select "Request files".



2. As needed, configure the validity period, access password, and visit limits.



3. Click "Confirm" to generate a request link. Share the link with others to request files.



Advanced Application Features

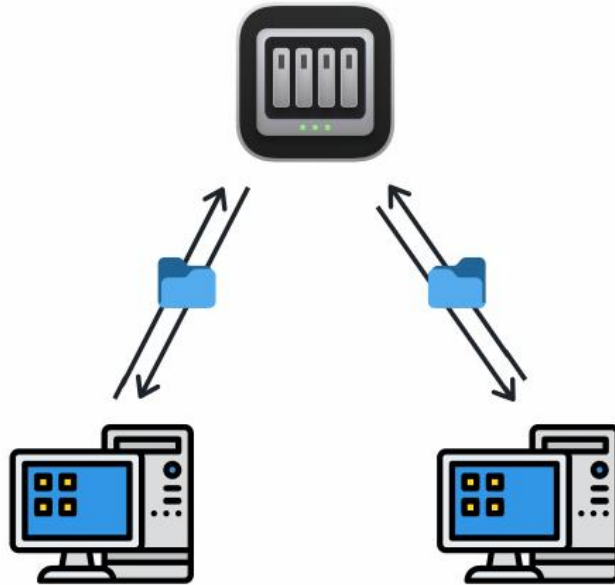
The following examples illustrate typical advanced application features. For more feature guides and troubleshooting information, please visit the UGREEN NAS Knowledge Center: <https://support.ugnas.com/knowledgecenter/#/> (Select your preferred language on the page).

How to Synchronize Data Between UGREEN NAS and a Computer

In home or office scenarios where multiple devices are used, if you need to keep files consistent between different computers and the UGREEN NAS, you can use the Sync feature. By creating a synchronization task, data between devices can be automatically updated in real time.

Scenario Example

Assume you want to keep Folder B on a local computer synchronized with Shared Folder A on the UGREEN NAS. You can configure a "Two-way sync" task. After setup, any changes made on either device (such as adding, modifying, or deleting files) will be automatically synchronized to the other device. If you add another computer later, simply configure a sync task on that device and point it to the same NAS folder to enable multi-device synchronization.

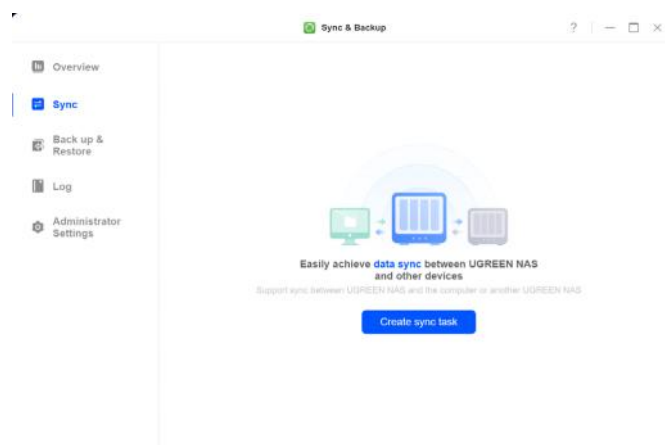


Preparation

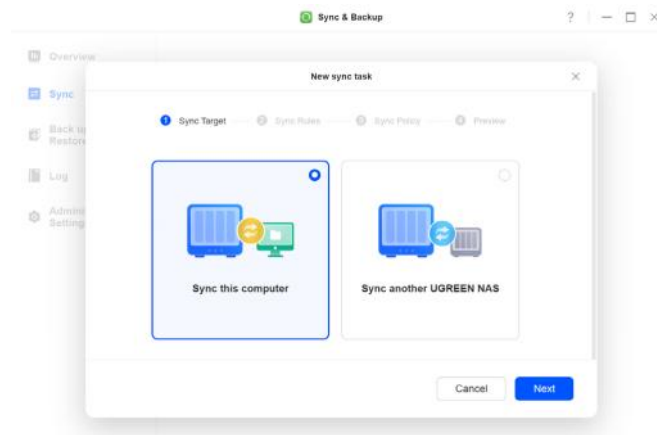
- » Download and install the latest UGREEN NAS client from the official website: <https://nas.ugreen.com/pages/app-download> (Select your preferred language on the page).
- » Launch the client and verify that it is updated to the latest version.
- » Ensure that your UGREEN NAS is powered on, connected to the network, and accessible.

Operation Steps

1. On the local computer, open the UGREEN NAS. Go to "Sync & Backup > Sync", and click "Create sync task".



2. Select "Sync this computer" as the sync source, then click "Next".



3. Configure the sync rules:

Computer path: Specify the local folder on the computer to be synchronized.

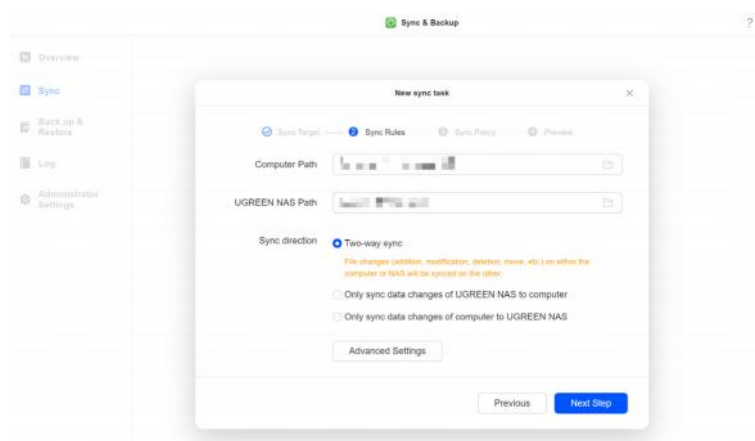
NAS path: Specify the target folder on the UGREEN NAS.

Sync direction: Select a synchronization mode based on your needs:

- » Two-way sync: Keeps files fully consistent between the computer and NAS (recommended for multi-device data synchronization).
- » Only sync data changes of computer to UGREEN NAS: The computer acts as the source, and changes are synchronized to the NAS (deletions are not synced by default).
- » Only sync data changes of UGREEN NAS to computer: The NAS acts as the source, and changes are synchronized to the computer (deletions are not synced by default).

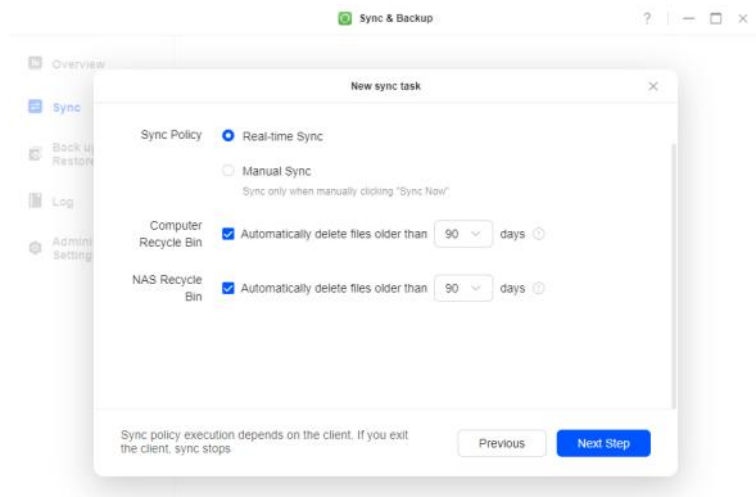
Advanced settings (optional): Configure file name or extension filters, and conflict resolution policies. For details, refer to the "Sync Rules" in UGREEN NAS Knowledge Center.

After completing the configuration, click "Next step" to continue.

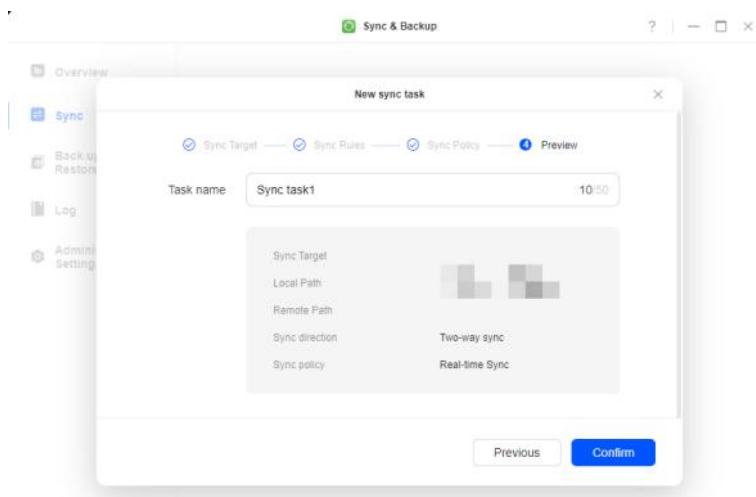


4. Select the synchronization strategy. Choose one of the following options as needed:

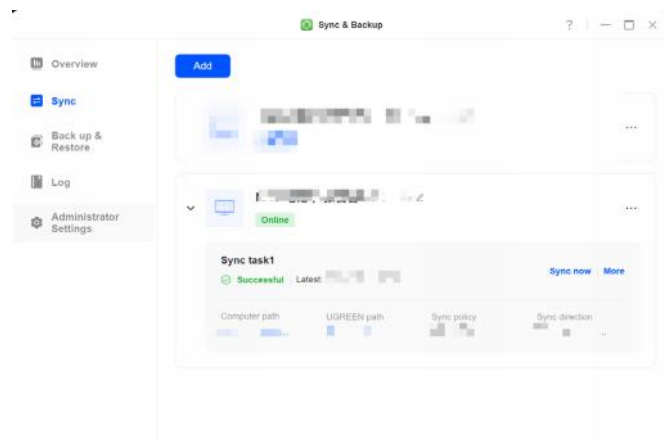
- » Real-time sync: Synchronization is triggered automatically whenever file changes occur (recommended for data that needs to remain consistent in real time).
- » Manual sync: Click "Next" to continue with manual sync.



5. On the preview page, carefully review all configuration details. After confirming that everything is correct, name the task and click "Confirm" to create the task. If you need to modify any settings, click "Previous" to operate.



6. After the task is created, you will be returned to the "Sync" tab page. Here, you can view all your synced devices and tasks. To add a new task for a specific device, click the "... " icon to its right. To manage an existing task (such as viewing logs, editing, or deleting it), click the "More" option on the task card.



7. Click the UGREEN NAS icon in the system taskbar (usually located in the bottom right corner of the screen). In the interface that appears, you can view

the real-time transfer status of files in the "Sync & Backup" application and pause ongoing tasks.



Notes:

- » To synchronize files between a computer and the UGREEN NAS, the UGREEN NAS must be installed on the computer and used to create and manage synchronization tasks.
- » Synchronization tasks continue to run while the client is active. If the client exits, synchronization will pause and automatically resume after the client is restarted.
- » If files are accidentally deleted during synchronization, log in to the UGREEN NAS and locate the "#SyncVersion" folder in the corresponding directory to restore the deleted data.

How to Synchronize Files Between Two UGREEN NAS

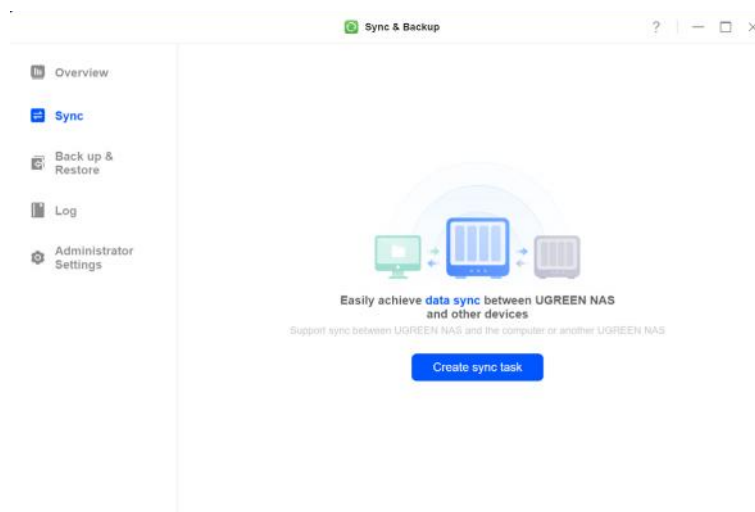
In home or office environments, if you need to keep specific data consistent between two UGREEN NAS devices, you can use the "Sync" in "Sync & Backup" application. The steps are as follows.

Preparation

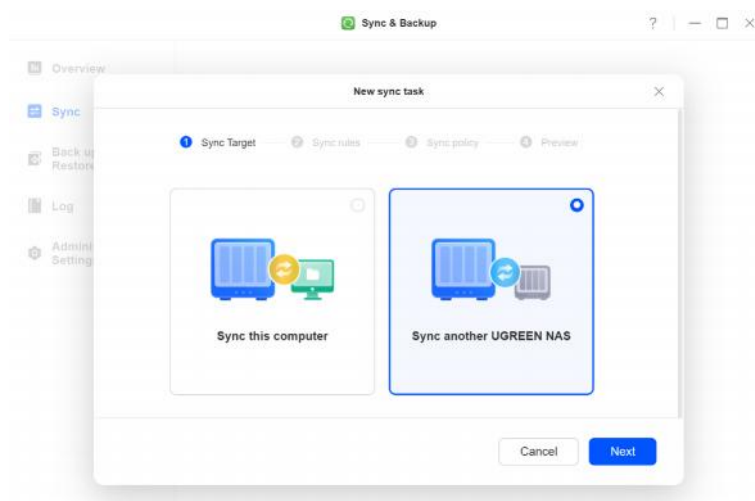
- » Prepare two UGREEN NAS devices running the UGOS Pro system and ensure they are connected to the same local network. If the devices are not on the same LAN, establish the connection using the target device's public IP address or a configured DDNS (dynamic domain name) service.
- » Log in to each NAS separately and open the "Sync & Backup" application.
- » Ensure that the system time and time zone settings on both NAS devices are consistent to avoid synchronization errors caused by time differences.

Operation Steps

1. Log in to the "UGREEN NAS" app, open the "Sync & Backup" application and click "Sync > Create sync task".



2. In the pop-up window, select "Sync another UGREEN NAS", then click "Next".

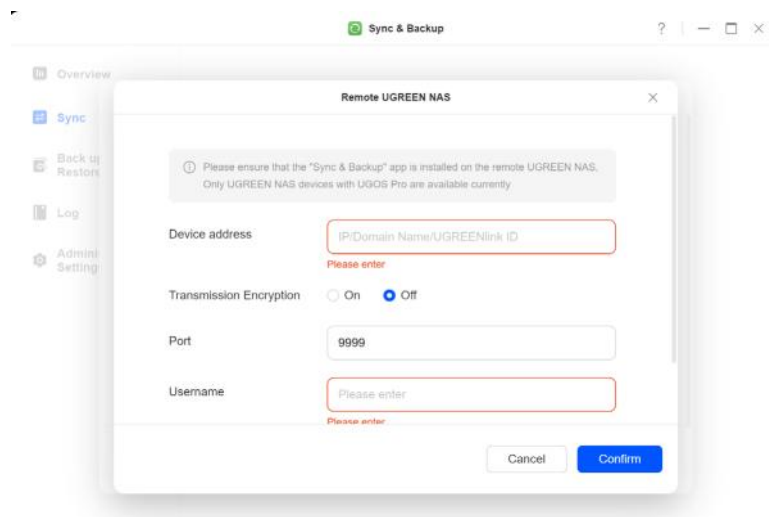


3. Configure the settings for the target NAS to establish a trusted connection:
- » IP address or UGREENlink ID: Enter the target NAS local IP address (for example, 192.168.22.141) or the UGREENlink ID (for example, ugreen).

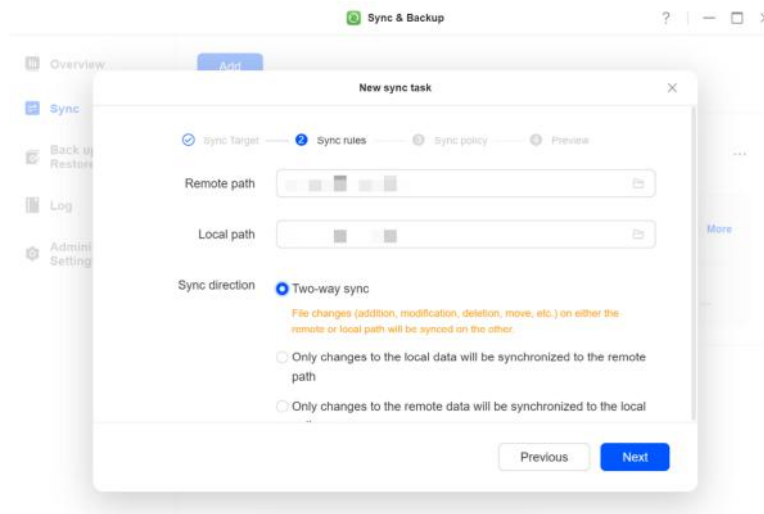
Note:

If the two NAS devices are not on the same LAN, you must use the target device's public IP address or a properly configured DDNS domain name to establish the connection.

- » Transmission encryption: Recommended to enable to ensure secure data transfer.
 - » Port: Default is 9999. Modify this value only if you have special requirements.
 - » Username and password: Enter the administrator account and password.
- After completing the fields, click "Confirm" to establish the connection.



4. After the connection is established, configure the synchronization content and rules:
- » Remote path: Select the folder on the target NAS to be synchronized.
 - » Local path: Select the folder on the local NAS to be synchronized.
 - » Sync direction: Choose the synchronization mode based on your needs (two-way sync, local-to-remote only, or remote-to-local only).
 - » Advanced settings (optional): Configure file name or extension filters and conflict resolution policies.
- After configuration is complete, click "Next".

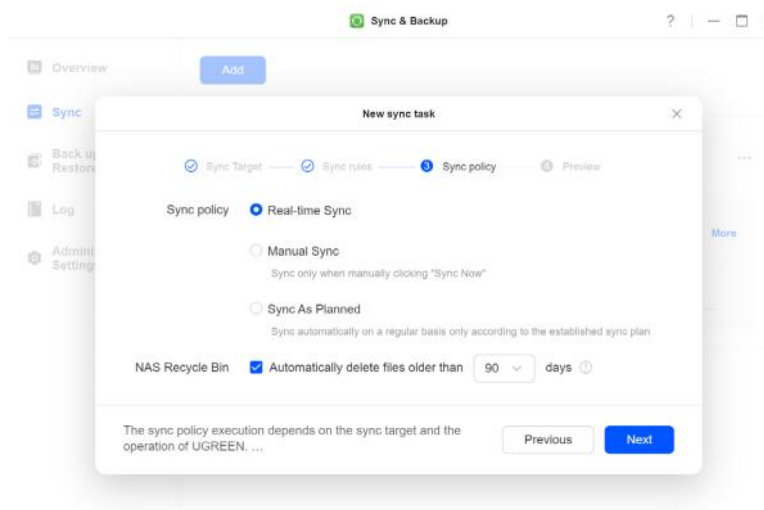


5. Configure the sync strategy as needed:

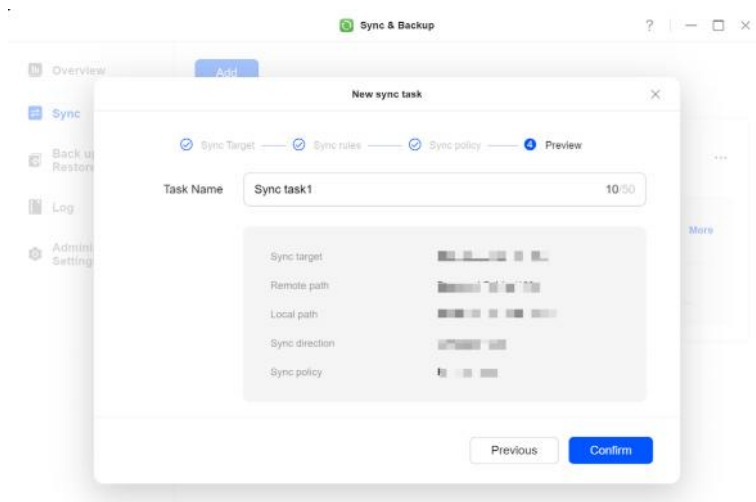
- » Real-time sync: Synchronization runs automatically when file changes occur.
- » Manual sync: Synchronization runs only when manually triggered.
- » Scheduled sync: Set a specific time (for example, daily at 2:00 AM) for automatic execution.

Click "Next" to continue.

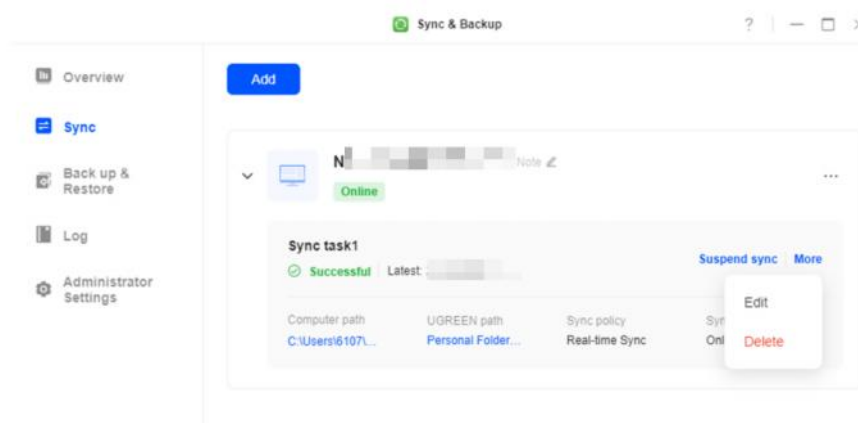
Note: For sync tasks to run properly, both NAS devices must be powered on, the systems must be operating normally, and the network connection must remain stable. If either device is powered off, disconnected from the network, or experiences a network interruption, the synchronization process will stop immediately.



6. On the preview page, carefully review all task settings. You may name the task for easy identification. After confirming that everything is correct, click "Confirm" to create the task.



7. Once the task is created, you can view its status and progress on the "Sync" page, and perform actions such as pause, edit, or delete. You can also use the "Logs" feature to view detailed synchronization records.



Connection Troubleshooting

» If you cannot connect to the target NAS via IP address, please follow these steps:

Port forwarding: Log in to the router management interface and ensure that port forwarding is correctly configured for the target NAS local IP address. Please forward port 9999 on the router. If transmission encryption is enabled, also forward ports 9443 and 22000. Port 22000 is used specifically for encrypted data transmission.

Firewall settings: Check the firewall rules on the target NAS and ensure that the "Sync & Backup" application is allowed to communicate.

DDNS: If the target device's public IP address changes frequently, it is recommended to configure DDNS to obtain a stable domain name.

Performance Optimization Recommendations

» Bandwidth and transfer performance: When transferring large files or performing large-scale data synchronization, connect the devices to a Gigabit or higher-speed network to ensure optimal performance.

» Data backup: Synchronization ensures the real-time consistency of files between devices, but it can not replace backup.

For important data, it is recommended to configure a separate backup strategy (such as scheduled incremental backups) to prevent accidental data loss.

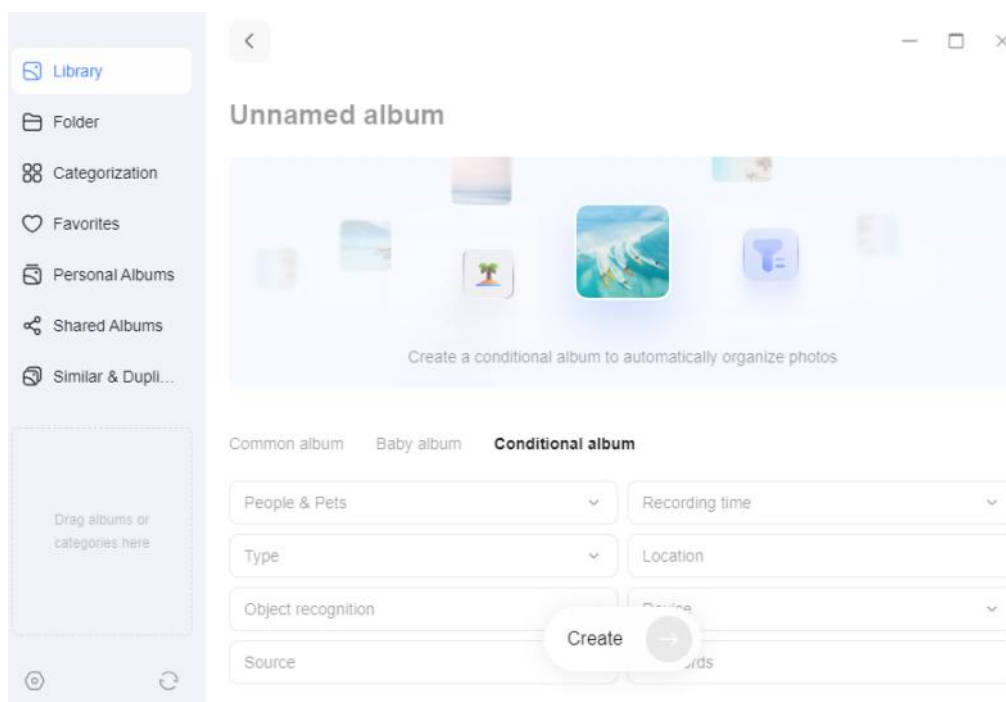
» Task management: Avoid running multiple high-load synchronization tasks simultaneously, as this may consume excessive network bandwidth and device resources, affecting NAS performance and other services.

How to Create a Conditional Album to Quickly Organize Photos

A conditional album allows users to set conditions (recording time, people, location, etc.) to organize photos. All existing photos and videos, as well as newly added files that meet the conditions, will be automatically included in the album, enabling efficient media management.

Create a conditional album

1. Go to "Library" or "Personal Albums", click "Create album > Conditional album".
2. In the creation wizard, give the album an easy-to-identify and remember name, and configure key attributes such as recording time, location, and type to define the album rules.
3. After setting the conditions, click "Create" to finish. The system will automatically generate album content based on the defined rules.



Edit Conditional Albums

Go to "Conditional Albums", click the "..." button, and select options such as rename, download, edit conditions, or delete the album. For more tutorials and FAQs, please refer to articles related to the "Photos" app in Knowledge Center (<https://support.ugnas.com/knowledgecenter/#/>).

How to Create a Library and Configure Access Permissions

The library is the core functional module of the "Theater" app. The following core functions are supported:

- » Media management: Supports intelligent editing and tagging of media content.
- » Media storage: Allows categorized storage and organization of video resources on the UGREEN NAS.
- » Intelligent recognition: Automatically identifies and categorizes media file metadata (including cover images, summaries, cast information, and more).

The media library uses intelligent classification algorithms to help users efficiently manage video and media resources stored on the NAS.

By creating a multi-level classification system, users can:

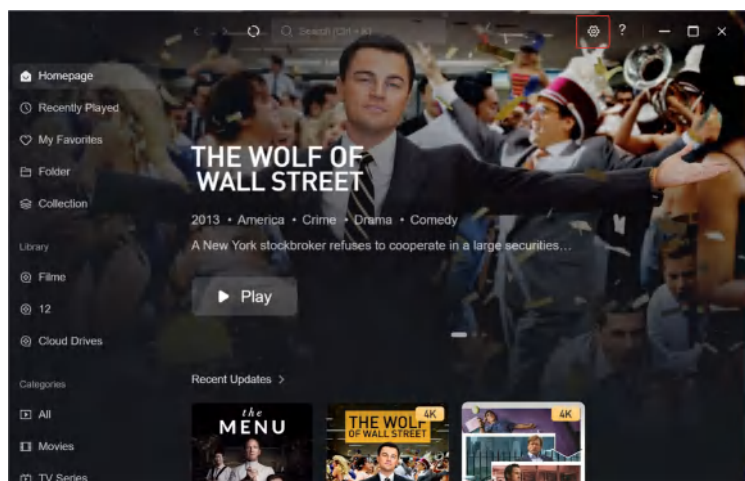
- » Categorize content by type (Movies / TV Series / Others)
- » Organize content by release year
- » Perform precise searches across multiple dimensions

Preparation

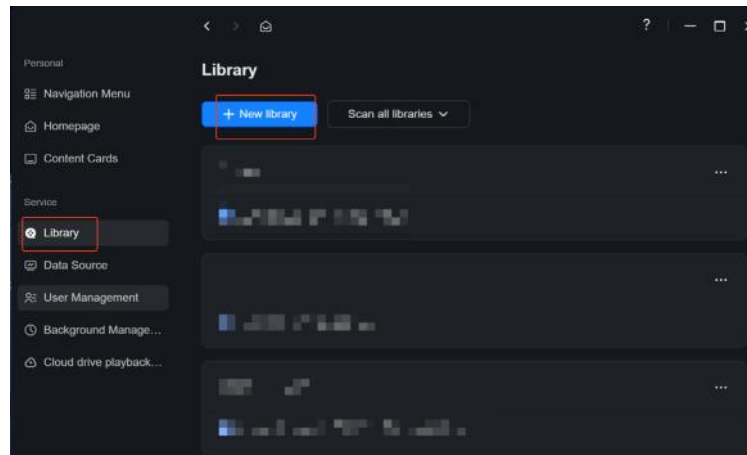
Before using this feature, please ensure that your media files are stored in folders in "UGREEN NAS > Files", and that the target folders have full read and write permissions.

To create a library, please follow these steps.

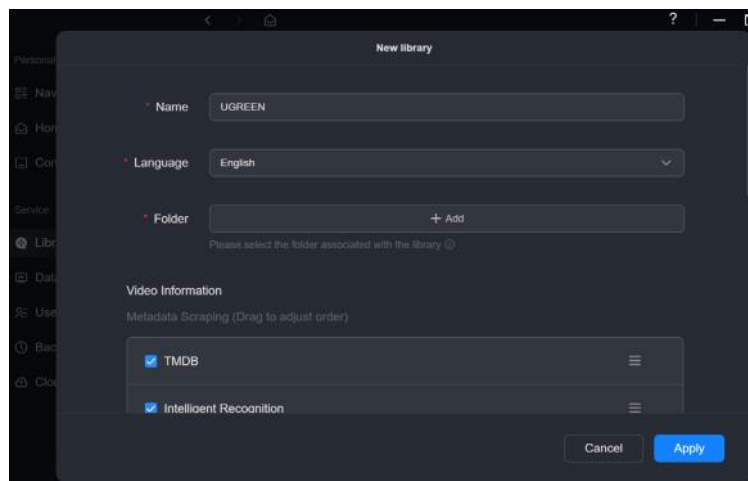
1. Open the "Theater" app and click the "Settings" icon in the upper-right corner.



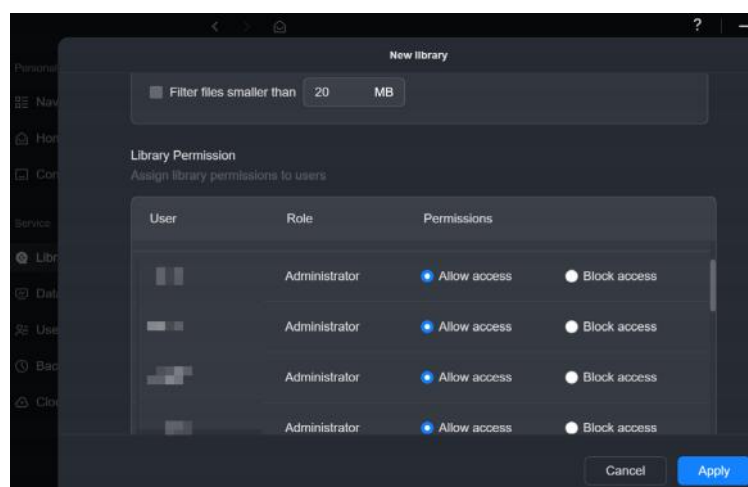
2. In settings page, click "Library > New library" to open a new window.



3. Name: enter a name (for example, Action Movies or TV Series).
4. Folder: click "Add" and select the folder that contains the video media resources.



5. Configure library access permissions for users as needed. After confirming all settings, click "Apply" to save the configuration.
- The system will then begin scanning and importing resources into the media library.



Note:

The "Theater" app supports a wide range of video formats. Users can directly play or manage the following types of media files and content:

- » Video formats: 3GP, ASF, AVI, M2TS, M4V, MKV, MOV, MP4, MPEG, MPG, RM, RMVB, TS, VOB, WMV, FLV, etc.
- » Optical disc images and folders: ISO files and BDMV folders.

How to Properly Name Video Files for Accurate Scraping

The Theater applies strict naming rules when scraping metadata for video files. If files are not named according to the recommended conventions, scraping may still partially succeed, but it can easily result in incorrect matches or failed recognition.

Below are examples of recommended naming conventions:

1. Correct Naming Examples:

- » Fast Charlie 2023 CAN BluRay 1080p TrueHD5.1 x265 10bit-CHD



In the example above, we follow the standard naming convention, which is movie title + release year, along with specific movie encoding information. Typically, this format can be directly recognized by the "Theater" app, without the need for manual modification.

2. Examples of Incorrect Naming:

- » Ten.Thousand.Worlds.S02.2022.1080p.WEB-DL.H265.AAC-ZeroTV
- » The Dark Knight][2024][8G][MP4][Chinese-English Bilingual Audio with Dual Subtitles]

Incorrect naming conventions often include excessive irrelevant content, such as Chinese prefixes/suffixes, torrent identifiers, etc. This makes it difficult for the "Theater" app to properly scrape and identify files. Therefore, such elements should be removed, retaining only the film name and release year.

Naming Guidelines

Notes:

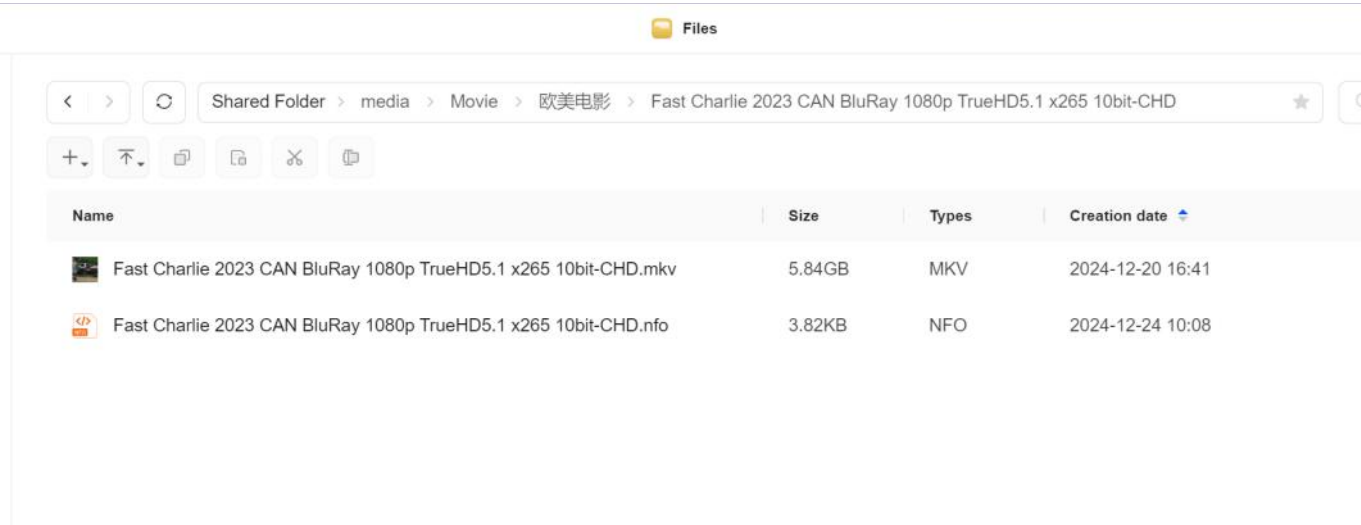
- » Keep file names clear and concise, and avoid including information unrelated to the video content.
- » For TV series, include season and episode numbers to ensure accurate scraping.

Movie Naming Convention

The movie file name should begin with the full title of the film, which can be in either Chinese or English. Additional relevant file information may be added thereafter. If there are movies with the same title, the release date of the film must be included in the file name.

Examples:

1. Film Title (Year)
Fast Charlie (2023)
2. Translation Name + Original Name + Year + Cut Version + Release Notes + Resolution + Source + Audio/Video Codec - Release Group Name
Fast Charlie 2023 CAN BluRay 1080p TrueHD5.1 x265 10bit-CHD



Notes:

- » The film name and each segment of information should be separated by common delimiters, such as a period "."
- » Additional information after the film title in the file name (such as bluray, x264, 2160p, etc.) is considered extended information and will not affect scraping.
- » The fields following the year are extended information, and other relevant details can be added as needed.

TV Series Episode Naming Conventions

The filename for TV series episodes should start with the name of the series, ensuring that the series name is consistent across all episode files of the same series. The name can be in Chinese or English. Following the series name, the year, season number, and episode number should be included. For example: A Certain Scientific Railgun.2010.S01E01.

For bonus materials, special episodes, or other non-standard episodes of a TV series, the filename should still start with the series name, but the season number must be set to 0, and the episode number should be specified. For example: A Certain Scientific Railgun.2010.S00E01.mkv.

Notes:

- » Filenames should be concise and clear, avoiding any irrelevant information to ensure accurate scraping.
- » Use the standard season and episode format, such as S01E01 for Season 1, Episode 1.
- » For special types of files like bonus materials or special episodes, appropriate identifiers should be used, such as S00E01.

Troubleshooting

Safety Notice

Warning

Do not perform maintenance on the product while it is powered on. Failure to do so may result in electric shock.

Common Issues and Solutions

Issue	Possible Cause	Troubleshooting
Device fails to boot	Power adapter/cable damaged	Check the power adapter indicator light and device status LEDs. If the indicator does not light up, replace the power adapter or power cable.
	Power button malfunction	If the power button does not respond and the device cannot be powered on, contact technical support for further inspection.
	Incompatible hardware (e.g. memory, SATA hard drive, M.2 SSD)	Remove incompatible hardware (especially third-party or newly installed memory or hard drives). Restart after eliminating compatibility issues.
LAN Indicator Red / Device Cannot Connect to Network / No Internet Access	Router or network failure	Check the router and network status. Restart the router, replace the LAN cable connected to the NAS, or try another network port.
	NAS failed to obtain IP address via DHCP	Check if the NAS gets an IP from the router: Connect your phone/tablet to the same Wi-Fi and test internet access to rule out network issues.
	Configuration error after manual static IP setup or network change	If a static IP was manually configured or migrated from a previous network environment, reset network settings. After startup, hold the RESET button for 5 seconds to restore network settings to DHCP. For details, refer to the UGREEN NAS Knowledge Center.
Unable to recognize M.2 SSD drive	Unsupported SSD model	Replace the SSD with a model listed on the official compatibility list. For details, refer to the UGREEN NAS website.
	Not properly installed/connected	Clean and reinstall the drive: 1. Gently wipe the metal connectors of the SSD with a soft eraser to remove oxidation or dust. 2. Align the SSD with the M.2 slot, insert it fully, and secure it firmly with a mounting screw.
	M.2 slots damaged	Check the M.2 slot for physical damage (e.g., bent or broken pins). If any abnormalities are detected, contact technical support for further diagnosis.

Unable to recognize memory module	Unsupported model	Replace the memory module with a model listed on the official compatibility list or remove non-original/self-installed memory modules.
	Poor contact or oxidation	Clean metal connectors: 1. Power off the device and remove the memory module. Gently clean the gold contacts with a soft eraser to remove oxidation or dust. 2. Reinsert the memory module into the slot, ensuring it is fully seated and the retaining spring clamps on both sides are securely locked.
Abnormal device noise	Fan heavily clogged with dust or fan failure	1. Fan noise: Power off the device and clean dust from the fan blades and heatsink. 2. If abnormal noise persists after cleaning, contact technical support for further inspection.
	Improper installation of the hard drive / hard drive tray	Hard drive / Hard drive tray noise: 1. Remove the hard drive and the tray, and check if the hard drive is loose or if the tray is deformed. 2. When reinstalling, ensure that the hard drive fits into the tray and that the tray is fully seated in the device.
SSD malfunction (e.g., read/write failure or error messages)	SSD failure	Verify whether the SSD functions properly on another device to rule out hardware defects.
	Thermal throttling or protection due to inadequate heat dissipation	Check the cooling condition: 1. Inspect the SSD thermal pad for dust buildup. Clean if necessary and retest. 2. If the issue persists, replace the SSD thermal pad and test again.
Frequent disconnections (network / storage interruptions)	Unstable power supply	Use a UPS or a stable power source to prevent power interruptions or power fluctuations.
	Unstable network environment (e.g. insufficient bandwidth, interference)	Check network status: 1. Verify that the router is functioning properly. Use another device connected via Wi-Fi to test wired network connectivity. 2. Contact your ISP to troubleshoot external network stability issues.

For more information, please visit the UGREEN NAS Knowledge Center <https://support.ugnas.com/knowledgecenter/#/> (Select your preferred language on the page) to view additional tutorials and answers to common questions.

Compliance Statement

This product complies with the following directives and standards. Actual certification and compliance information shall be based on the markings on the product nameplate.

Certification Mark	Applicable Directives	Applicable Standards	Description
	/	FCC 47 CFR Part 15 Subpart B	U.S. EMC certification
	/	UL 62368-1:2019/R:2021-10 CSA C22.2 No. 62368-1:2019/ U1:2021-10	U.S. and Canada safety certification
	CE-LVD: 2014/35/EU CE-EMC: 2014/30/EU CE-RED: 2014/53/EU	EN 300 330 V2.1.1:2017 EN 62479:2010 EN 50663:2017 EN 301 489-1 V2.2.3:2019 EN 301 489-3 V2.3.2:2023 EN 55032:2015/A1:2020 EN 55035:2017/A11:2020 EN IEC 61000-3-2:2019/A2:2024 EN 61000-3-3:2013/A2:2021 EN 62368-1:2014/A11:2017	EU CE certification
	UKCA-LVD: 2014/35/EU UKCA-EMC: 2014/30/EU UKCA-RED: 2014/53/EU	BS EN 300 330 V2.1.1:2017 EN 62479:2010 EN 50663:2017 EN 301 489-1 V2.2.3:2019 EN 301 489-3 V2.3.2:2023 EN 55032:2015/A1:2020 EN 55035:2017/A11:2020 EN IEC 61000-3-2:2019/A2:2024 EN 61000-3-3:2013/A2:2021 EN 62368-1:2014/A11:2017	UK UKCA certification
/	Network Privacy and Security	NIST IR 8425	U.S. network privacy and security certification program
/	/	ETSI EN 303 645 V2.1.1:2020	Consumer IoT cybersecurity standard

Services & Support

If you encounter issues while using the product or would like to explore additional features, we provide the following official support channels:

Email Support:

For general inquiries, reach out to the emails as follows. We will respond as soon as possible.

Global/US: service.nas@ugreen.com

EU: service.nas.eu@ugreen.com

Asia: service.nas.as@ugreen.com

Phone Support: If you prefer phone support, please call the hotline based on your needs:

Global/US: +1 888 820-8830 Mon-Sun 9:00-17:00 PST

DE: +49 800 989 8988 Mon-Fri 8:00-17:00 CET

UK: +44 808 501 3926 Mon-Fri 7:00-16:00 GMT

MY: +60 18 008 19150 Mon-Fri 15:00-24:00 MYT

Official Website: Visit the following UGREEN NAS official websites to access more services and support:

United States: nas.ugreen.com

Canada: nas-ca.ugreen.com

Europe: nas-eu.ugreen.com

Germany: nas-de.ugreen.com

United Kingdom: nas-uk.ugreen.com

France: nas-fr.ugreen.com

Submit a Support Ticket: Visit <https://web.ugnas.com/account/login/#/login> to log in to the ticket system. After signing in with your account, follow the on-page instructions to complete and submit your support request.

We are committed to providing professional and timely technical support to safeguard your digital life. Your satisfaction and trust are our greatest motivation for continuous improvement.



The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.