**FAQs for the Help Section for MCH**

Essential User Manual



# FAQs for the Help Section for MCH

1. How do I connect to My Cloud Home?

You can connect to My Cloud Home using three different My Cloud tools:

*Using My Cloud Home Mobile App*

The Mobile app provides a primary and robust access on Android and iOS platforms.

Download the mobile app from either the Apple® App Store or Google Play® store. Launch the app and Sign In using your My Cloud account Username and Password. You can now access your contents through the mobile app.

*Using MyCloud.com Web App*

The Web app provides a quick access via an Internet browser on different operating systems and does not require software installation.

Open mycloud.com in your browser and Sign In using your My Cloud account Username and Password. You can now access your contents through the web app.

*Using My Cloud Home Desktop App*

The Desktop app provides quick and basic folder access through a Windows or Mac personal computer. Use the desktop app for moving large data and keeping Data in sync.

Navigate to <http://mycloud.com/#/apps_os4> and click **PC Download** for WD Discovery.

Install and Log In to the WD Discovery software with your My Cloud account Username and Password. The setup will create a **My Cloud Home** desktop icon. Click on this icon to access the My Cloud Home device.

1. What's new in WD My Cloud Home?

My Cloud Home receives improvements on an ongoing basis. To stay up to date with the most recent developments, refer the latest [release notes](https://support.wdc.com/downloads.aspx?p=283&amp;lang=en).

1. What files types does My Cloud Home Support?

My Cloud Home supports the following types of files:

*RAW Images* – ARW, SR2, SRF, CRW, CR2, DNG, NEF, NRW, KDC, DCR, ORF, PEF, PTX, RAF, RW2, RAW, X3F, SRW, 3FR, MRW

*Image files* – JPEG, PNG, GIF, BMP, WEBP

*Audio Files* – FLAC, M4A, MPEG, OGG, WAV, WMA

*Video Files* – ASF, AVI, DV, FLV, MKV, MOV, MP4, MPEG, MTS, M2TS, MP2T, VOB, WEBCAM, WMV

*Document Files* – DOC, DOCX, XLS, XLSX, PPT, PPTX

To get a detailed list of supported file type, refer [Answer ID 18573 My Cloud Home Thumbnail Preview Supported File Types](https://support.wdc.com/knowledgebase/answer.aspx?ID=18573).

1. How do I sync data from my Dropbox, Google or Facebook?

You can sync data from my Dropbox, Google or Facebook using the Mobile app and MyCloud.com web app.

*Using My Cloud Home Mobile App*

1. Tap Settings on the bottom menu and tap Manage Services.
2. Tap **Social and Cloud Import** and Tap Configure.
3. In the redirected Cloud Sync page, shift the slider button to the right of the corresponding service (Dropbox, Google Drive, Facebook, etc.) to synchronize.
4. Login for the service you have chosen and click Allow to continue.
5. Once the sync has completed, the Files section of your My Cloud account will display a folder with the name of the service selected, such as Dropbox, Google Drive, OneDrive, box or Facebook.

This folder will contain a copy of the files and folders from the selected service.

*Using MyCloud.com Web App*

1. Access MyCloud.com web app and select the Services option on the left side menu.
2. Click Enable for the **Social and Cloud Import** option. Read the Terms and Conditions and click **I Agree**.
3. Click the Configure button. In the redirected Cloud Sync page, shift the slider button to the right of the corresponding service (Dropbox, Google Drive, Facebook, etc.) to synchronize.
4. Login for the service you have chosen and click Allow to continue.
5. Once the sync has completed, the Files section of your My Cloud account will display a folder with the name of the service selected, such as Dropbox, Google Drive, OneDrive, box or Facebook.

This folder will contain a copy of the files and folders from the selected service.

To get detailed instructions on setting up Social and Cloud Import, refer [Answer ID 18946 My Cloud Home - Social and Cloud Import Services](https://support.wdc.com/knowledgebase/answer.aspx?ID=18946&lang=en).

1. How do I collectively delete data?

You can delete multiple files and folders from the My Cloud Home device using the Mobile app and MyCloud.com Web app. To factory reset and delete all the content, users, and the owner of the device use the Reset button on the My Cloud Home device.

*Using My Cloud Home Mobile App*

1. Tap Actions on the bottom menu and tap Select on the right.
2. Select the files you want to delete.
3. Swipe up from the bottom of the screen and tap Delete. A pop-up will open confirming if you want to delete the files. If you do, tap DELETE, if not, tap CANCEL.

*Using MyCloud.com Web App*

1. Click Files in the left menu.
2. Click on the ellipsis (…) at the top right of the browser window and click Select All. All the files and folders will be selected. To select or deselect any file, hold down the “Ctrl” key and click the file. Click the (Delete) icon in the icon menu at the top right of the browser window.

A confirmation dialog box is displayed. Click DELETE to delete the selected files or folders. Click CANCEL to end the process without deleting.

*Factory Reset using the Reset button on My Cloud Home device*

 Restoring to factory settings will delete all data, users and the owner of your My Cloud Home device. This process cannot be undone and requires the My Cloud Home to be connected to the internet. The unit will be reset and will need to be [setup again](https://home.mycloud.com/users/new) using your online My Cloud Account.

1. Ensure your My Cloud Home device is online.
2. On the rear panel of My Cloud Home device, there is a Reset Button above the USB port. To factory reset the device, press this reset button for 60 seconds or until the units LED starts blinking and the device powers off.

The unit will power itself on and resort back to factory default.

1. How do I download the entire folder?

To download the entire folder use the My Cloud Home Desktop App.

1. If you haven’t installed the Desktop app, follow the steps below:
2. Navigate to <http://mycloud.com/#/apps_os4> and click **PC Download** for WD Discovery.
3. Install and Log In to the WD Discovery software with your My Cloud account Username and Password. The setup will create a **My Cloud Home** desktop icon.
4. Click on the My Cloud Home icon. The My Cloud Home explorer page opens displaying the contents of the device.
5. To download the folder, click on the folder and drag it onto your PC/Mac.
6. How do I share files using My Cloud Home?

You can share file or directory content with others using the following My Cloud tools:

*Using My Cloud Home Mobile App*

Tap Files on the bottom menu. Tap the ellipsis (…) icon next to the file or directory you want to share. Tap Share. Select a method you want to use for sharing and send the shared URL to the intended persons.

*Using MyCloud.com Web App*

Select a directory or file to share. Click the  (Share Link) icon to create a link to share with others. Click Copy to copy the URL to the clipboard. Send the URL as a link using IM or Email to the intended persons.

*Using My Cloud Home Desktop App*

Click on the My Cloud Home desktop icon on your PC/Mac to open the My Cloud Home contents. Right-click the file or folder to share and select Create Share Link. Click Copy to copy the URL to the clipboard. Send the URL as a link using IM or Email to the intended persons.

To get detailed instructions on sharing files using My Cloud Home, refer [Answer ID 20574 How to Share File and Directory Content on My Cloud Home](https://support.wdc.com/knowledgebase/answer.aspx?ID=20574&s=#subject2).

1. How do I access my data offline?

You can access My Cloud Home data offline through the Desktop App. To access data offline, follow these steps:

1. If you haven’t installed the Desktop app, follow the steps below:
2. Navigate to <http://mycloud.com/#/apps_os4> and click **PC Download** for WD Discovery.
3. Install and Log In to the WD Discovery software with your My Cloud account Username and Password. The setup will create a **My Cloud Home** desktop icon.
4. Click on the My Cloud Home icon. The My Cloud Home explorer page opens displaying the contents of the device.
5. To make a folder offline, right-click on the folder and select **Make Available Offline**.
6. If a folder is not already created, a new folder will appear on your desktop with the name **My Cloud Offline Files**. This folder will have the contents you selected to make offline.

 Any changes made to content within the desktop folder will automatically change the content on the My Cloud Home device when connected to the system.

1. Can I send files from other Apps to My Cloud Home?

Using the My Cloud Mobile app, you can save files in other applications to your My Cloud Home device.

Open the files in other apps (For example, Dropbox, Google Drive, OneDrive, box or Facebook) and use the **Open in** or **Save to** feature. This will bring up a list of applications installed on your mobile. Choose My Cloud Home from the list, which will upload the file directly to your device.

1. How does My Cloud Home Desktop app work?

To use the My Cloud Home Desktop app, you need to install the [WD Discovery](http://mycloud.com/#/apps_os4) software, which in turn will install the desktop app. During login and setup of the WD Discovery software, the **My Cloud Home** desktop icon is created.

If you have already installed the Desktop app, then click on the My Cloud Home icon to access the My Cloud Home device.

The Desktop app allows you to Sync content from Windows or macOS / OS X system to My Cloud Home. You can also make the My Cloud Home content available offline on Windows or macOS / OS X system for editing, adding or deleting.

To know more about WD Discovery app and its features, refer [Answer ID 19588 WD Discovery Online User Guide for My Cloud Home](https://support.wdc.com/knowledgebase/answer.aspx?ID=19588&lang=en&lang=en).

To get detailed instructions on using the Desktop app, refer [Answer ID 18896 My Cloud Home Desktop App Online User Guide for Information, Configuration, and Solutions](https://support.wdc.com/knowledgebase/answer.aspx?ID=18896&s=#subject3).

1. How do I switch ON the Auto Backup feature?

You can use the Auto Camera Backup feature of the My Cloud Home mobile app to backup your camera content automatically to My Cloud Home device.

To manually setup Auto Camera Backup, tap the Settings icon in the mobile app and tap Auto Backup. Toggle ON/OFF the Auto Backup feature to start your auto backup process. All the photos and videos in your camera will be uploaded to a new folder on the My Cloud Home device. Each mobile device will be backed up into a new folder allowing you to easily manage your contents. Once backed up, you can access your contents using both the Web and Mobile app through Files or Photos.

Refer [Answer 18895 My Cloud Home Mobile App Online User Guide and Solutions](https://support.wdc.com/knowledgebase/answer.aspx?ID=18895&lang=en) for detailed instructions on Mobile Phone Auto Backup.

Refer [Answer ID 18969 My Cloud Home Mobile App Auto Camera Backup Features](https://support.wdc.com/knowledgebase/answer.aspx?ID=18969&s=) for FAQs related to this feature.

1. How do I factory reset the device?

You can restore your device to factory settings using the Reset button on the My Cloud Home device, or the System Erase function in the Web app and Mobile app.

 Restoring to factory settings will delete all data, users and the owner of your My Cloud Home device. This process cannot be undone and requires the My Cloud Home to be connected to the internet. The unit will be reset and will need to be [setup again](https://home.mycloud.com/users/new) using your online My Cloud Account.

*Using Reset button on My Cloud Home device*

1. Ensure your My Cloud Home device is online.
2. On the rear panel of My Cloud Home device, there is a Reset Button above the USB port. To factory reset the device, press this reset button for 60 seconds or until the units LED starts blinking and the device powers off.

The unit will power itself on and resort back to factory default.

*Using My Cloud Home Mobile App*

1. Tap Settings on the bottom menu. Tap the device name in the Current Device section.
2. Tap **Erase All Data**. Tap **Yes, Proceed** to continue with the process.
3. Enter the System Erase code and tap ERASE ALL DATA.

You will be logged out of the My Cloud Home mobile app and will be sent an email confirmation.

*Using the MyCloud.com Web App*

1. Click Settings on the left menu. The Settings page is displayed.
2. Click on the device name in the Current Storage section.
3. Click **Erase All Data**. Enter the System Erase code and click Confirmto continue. Read the instructions and click ERASE ALL DATA.

You will be logged out of MyCloud.com and will be sent an email confirmation.

To get detailed instructions on factory reset, refer [Answer ID 19061 How to System Erase My Cloud Home to Factory Settings](https://support.wdc.com/knowledgebase/answer.aspx?ID=19061&lang=en).

1. How do I configure Plex?

Follow these steps to configure Plex:

1. Log In to My Cloud Home device using one of the options below:
2. *MyCloud.com Web App -* Click Services on the left menu.
3. *My Cloud Home Mobile App -* Tap the Settings icon and then tap Manage Services.
4. Locate the Plex Service and click Enable. Next, click Configure.

 If you received a Connection Timed Out message, double check to ensure the My Cloud Home and the Computer used are on the same network and attached to the same network router.

1. On reviewing the instructions, click Got It to continue.
2. Click Sign In if you have an existing Plex Account and claim the My Cloud Home. Click Sign Up if you DO NOT have a Plex Account.
3. Once Signed In, review how Plex works and click Got It to continue. Click the "X" in the upper right-hand corner of the Plex Pass offer to decline and go to the next screen.
4. Leave the box checked if you want to access Plex outside of your network. Click Next. It is recommended to accept the preconfigured default Libraries configuration. Click Next to continue.
5. Click Done to complete the configuration as the Plex Administrator.

The Plex Libraries will be empty until media content is added to the Plex folders and is indexed by the Plex Media Server.

To get detailed instructions on configuring Plex, refer [Answer ID 18937 How to Enable and Configure Plex Service on My Cloud Home](https://support.wdc.com/knowledgebase/answer.aspx?ID=18937&s=).

1. How do I invite and remove users?

You can invite and remove users using the MyCloud.com Web app and Mobile app.

*Using My Cloud Home Mobile App*

Tap Settings on the bottom menu.

* To add users, tap Invite Others. Enter the user’s email address and tap SEND INVITES.
* To delete users, tap the device name in the Current Device section. Tap Users. Now, select the name of the user to be removed and tap Remove User. Then tap **Yes, Remove** in the confirmation box.

*Using MyCloud.com Web App*

Click Settings on the left menu. The Settings page is displayed.

* To add users, click Add User. Enter the user's email address. You can create more than one user by pressing Enter. Click the SEND INVITES button.
* To delete users, click on the device name in the Current Storage section. Click Users. Select the user to be removed and click Remove User. Click the **Remove User** button in the confirmation box.

To get detailed instructions on inviting and removing users via Web app and Mobile app, refer [Answer ID 20491 How to Invite and Remove Users On My Cloud Home](https://support.wdc.com/knowledgebase/answer.aspx?h=p1&ID=20491&lang=en&p=1101).

1. What does it mean when the LED blinks during setup?

The LED on the My Cloud Home device is either on, off, or blinks with a certain rhythm to indicate a specific "System Condition" as defined in the table below:

|  |  |
| --- | --- |
| LED Behavior | System Condition |
| No Light Illuminated | Power is off (DC plug is disconnected) |
| Solid Light | Device is Ready  Firmware or Software Update in Progress |
| Slow Breathing | Powering Up or Initializing  Data Transfer from a USB connected device  Device Shutdown Sequence Activated Through Mobile App  Reset Button Pressed |
| Fast Breathing | Device Requires Attention - Device Encountered an Error  USB Device Connection Error  Ethernet Connection Not Available |
| Heartbeat | File System Notification - Check if RAID rebuild is needed  (The RAID rebuild is automatic and the LED status should stay in a heartbeat until the RAID rebuild is complete) |

Refer [Answer ID 19031 My Cloud Home Front LED Blinking Behavior](https://support.wdc.com/knowledgebase/answer.aspx?ID=19031&s=) for the different LED blinking rhythms.

1. How do I play music in My Cloud Home?

* My Cloud Home supports the Echo Dot, Echo and Echo Plus Alexa devices. The My Cloud Home Alexa connects you to your favorite music stored on your device. You can use your voice to ask My Cloud to play a specific song, songs by artist and more.

To get detailed instructions on using Amazon Alexa with My Cloud Home device, refer [Answer ID 20392 How to Use Amazon Alexa with My Cloud Home](https://support.wdc.com/knowledgebase/answer.aspx?ID=20392).

* My Cloud Home allows you to stream audio content to Sonos System and play audio content from My Cloud on a Sonos Speaker, using the Sonos controller app.

To get detailed instructions on using Sonos with My Cloud Home device, refer [Answer ID 20685 How to Use Sonos System with My Cloud Home](https://support.wdc.com/knowledgebase/answer.aspx?ID=20685&s=).

1. My Cloud Home is Not Detected / Not Found by Windows or macOS? What should I do?

My Cloud Home is not a Network-attached storage (NAS) device and you cannot map it like you would with a NAS device. However, installing WD discovery will help you achieve this and maintain the link for you when you are remote or local to your device.

To download and install WD Discovery:

1. Navigate to <http://mycloud.com/#/apps_os4> and click **PC Download** for WD Discovery.
2. Run the WDDiscovery.exe. After installation, macOS users can launch WD Discovery by clicking on the WD icon on Apple menu bar. Windows users can launch WD Discovery by clicking on the WD icon in the lower right-hand corner of the PC system tray.
3. Log In to the WD Discovery software with your My Cloud account Username and Password. This will create a My Cloud Home desktop icon. Click on the My Cloud Home icon to access the My Cloud Home device. You can also click on the connected My Cloud Home device in the Devices tab of WD Discovery to access its contents.

If the above step cannot connect to your My Cloud Home, refer [Answer ID 20412 My Cloud Home Not Detected or Not Found by Windows or macOS Computer](https://support.wdc.com/knowledgebase/answer.aspx?ID=20412&s=) for troubleshooting this issue on Windows or macOS.

1. How do I download Discovery?

To download and install WD Discovery:

1. Navigate to <http://mycloud.com/#/apps_os4> and click **PC Download** for WD Discovery.
2. Run the WDDiscovery.exe. After installation, macOS users can launch WD Discovery by clicking on the WD icon on Apple menu bar. Windows users can launch WD Discovery by clicking on the WD icon in the lower right-hand corner of the PC system tray.
3. Log In to the WD Discovery software with your My Cloud account Username and Password. This will create a My Cloud Home desktop icon. Click on the My Cloud Home icon to access the My Cloud Home device. You can also click on the connected My Cloud Home device in the Devices tab of WD Discovery to access its contents.
4. How do I increase the performance of My Cloud Home?

Here are some tips on increasing the performance of My Cloud Home device.

*Client System (Computer or Mobile Device)*

* When you access My Cloud Home device via the My Cloud Home desktop app, a 64-bit operating system is required. Using a 32-bit OS can decrease performance.
* Close background applications and software that use CPU and memory.
* Use computers and mobile devices with memory good enough to process data faster.
* Using an Ethernet cable to connect the computer to the Ethernet ports on the router will deliver better performance and transfer speeds than a wireless connection.
* Disabling Wi-Fi mode in Mobile devices can help with network performance. Disconnecting from the Wi-Fi network in Computers and using only the Ethernet connection can help with network performance.

*My Cloud Home*

* Ensure that all USB Backups have completed before streaming media content.
* Ensure that you are syncing only the necessary and important data to My Cloud Home, using the Desktop App sync function, as it can result in excessive network traffic.
* Complete or stop all data transfer operations when streaming media content.
* When running Auto Backup, using the My Cloud Mobile app on the same network as the My Cloud Home device will provide the best transfer speed.

*Local Network Layer*

* Streaming using a 10/100 network will be much slower than using a Gigabit network. Use a Gigabit network to improve network performance.
* Do not use faulty network hardware including the computers network card, network cable, switch or router as this can cause intermittent connectivity issues.
* Streaming over the Local Area Network (LAN) using a Wi-Fi connection can result in content buffering. Use an Ethernet cable to connect the computer to one of the Ethernet ports on the router.
* It is recommended to put your My Cloud Home into Port Forward Mode (instead of Proxy Relay Mode) for ensuring good performance.

Follow the steps below to determine if your network is Proxy Relay:

1. Tap settings in the My Cloud Home Mobile app.
2. Tap the device name in the Current Device section. The Connection Type will display the network used. It can have the following different values:

Proxy - indicates a Relay mode

Local - indicates a Local Connection

Direct – indicates a Port Forward mode

To connect using Port Forward mode, follow the steps:

1. Power Off the My Cloud Home device. Disconnect the Ethernet Cable and connect it to the ISP provided Cable Modem Router.
2. Power On the My Cloud Home device. Close and Re-Open the mobile app to check for Port Forward or relay mode connection.

To get a detailed list of common causes, which you can avoid to increase My Cloud Home performance, refer [Answer ID 18096 Common Causes of Slow Media Streaming and Content Buffering](https://support.wdc.com/knowledgebase/answer.aspx?ID=18096&s=).

1. How do I Sync my local content to My Cloud Home?

You can sync content from a Windows or macOS system using the **Sync To My Cloud** option in the My Cloud Home Desktop app.

Desktop Sync can cause slow data transfer. Do not rename sync folders as that may result in data loss.

1. If you haven’t installed the My Cloud Home Desktop app, follow the steps below:
2. Navigate to <http://mycloud.com/#/apps_os4> and click **PC Download** for WD Discovery.
3. Run the WDDiscovery.exe. After installation, macOS users can launch WD Discovery by clicking on the WD icon on Apple menu bar. Windows users can launch WD Discovery by clicking on the WD icon in the lower right-hand corner of the PC system tray.
4. Log In to the WD Discovery software with your My Cloud account Username and Password. This will create a My Cloud Home desktop icon. To access the My Cloud Home contents, click on the desktop icon. Alternatively, you can also access contents by clicking on the connected device name in the Devices tab of WD Discovery.
5. On your Windows or macOS, right-click a folder and click Sync to My Cloud.

* A blue checkmark appears beside the folder that has been synced.
* A **Sync from desktop** folder is created on the My Cloud Home device.

Any content added or modified to this folder will automatically sync to the My Cloud Home device through the My Cloud Home Desktop App.

 macOS High Sierra 10.13 may blocks system extensions from other apps. If you do not see the Sync to My Cloud option, then click Change Security Settings or navigate to System Preferences – Security & Privacy, and click the Allow button to allow loading extensions from “Paragon Software GmbH”.

To get detailed instructions on syncing content to My Cloud Home, refer [Answer 19597 My Cloud Home Desktop Sync Setup and Configuration](https://support.wdc.com/knowledgebase/answer.aspx?ID=19597&lang=en#subject1).

1. How do I use USB drive with My Cloud Home?

The USB port in the device allows you to backup contents of a USB storage device to the My Cloud Home device. This backup feature is only available on the My Cloud Home mobile app.

 The USB Port is not designed to connect the device directly to a host computer.

After connecting a USB storage device, the My Cloud Home mobile app will display a message that the device is connected.

To use a USB drive, follow these steps:

1. Tap the Activity icon on the bottom menu bar. Tap the USB Device Found function.
2. When prompted with the Copy USB Files dialog box, tap the COPY ALL FILES button.
3. After agreeing to the USB copy process, the Copying from... dialog box will open. This dialog box will show the progress of the copy process. Tap OK to close the dialog box. You can use your app and your mobile as desired, while the copy process will continue in the background. You will receive a notification on your mobile app when the operation is complete.
4. All files on the USB drive will be copied to a folder named the same as the USB drive. Tap X or the VIEW FILES button. You can also view the contents of the USB copy through the Files or Photos menu options on the bottom menu bar.