



My Cloud™ Home & My Cloud™ Home Duo

Personal Cloud Storage

User Manual



Accessing Online Support

- **Online Learning Center** – Start here to get the most out of your cloud storage device: www.wdc.com/setup
- **Registration** – Register your WD product to get the latest updates and special offers at: register.wdc.com
- **Technical Support** – Get technical and other support through email at: support.wdc.com/support
- **Warranty & RMA Services** – Get warranty, product replacement (RMA), RMA status, accessories, and data recovery information at: support.wdc.com/warranty
- **Knowledge Base** – Search by keyword, phrase, or answer ID at: support.wdc.com/knowledgebase
- **WD Community** – Share your thoughts and connect with other WD users at: community.wdc.com
- **Phone Support** – Get phone numbers for contacting support by region at: support.wdc.com

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1

About Your My Cloud Home Device

- [Features](#)
- [Kit Contents](#)
- [Requirements](#)
- [Product Description](#)
- [Handling Precautions](#)

Welcome to your My Cloud Home device. Before you get started using your device, please review the following features and descriptions to get better acquainted with your product.

Features

One central place to store and organize everything — My Cloud Home storage is home to all your content. With enough space to keep all your photos, videos and files in one place at home, you can organize it your way and access from anywhere with an internet connection.

Quick and simple setup — Set up your My Cloud Home device quickly. Just plug it into your Wi-Fi router. Then, use your mobile device to visit MyCloud.com/hello to set up your account, and start backing up, accessing and sharing. No computer required!

Everything saved twice with Mirror Mode — My Cloud Home Duo devices comes equipped with two hard drives and is set to Mirror Mode (RAID 1)*, so all your photos, videos and files are stored on one drive and automatically duplicated onto the second drive for extra peace of mind.* *This feature applies only to a My Cloud Home Duo device, not a My Cloud Home single-drive device.*

Mobile, on-the-go access — Use the My Cloud Home mobile app, desktop app or MyCloud.com to upload, access and share your favorite memories and stream videos saved on your My Cloud Home device.

Auto backup for photos and videos on your phone — Automatically back up photos and videos on your phone to the My Cloud Home device so you can make room for more.

USB port to import photos and videos from all your devices — Quickly import photos and videos from all the different devices scattered around your house, like USB flash drives and external hard drives, using the USB port on the back of the My Cloud Home. Keep all your favorite moments, action shots and adventures stored in one central, organized place.

File search to find content easily — Quickly find photos, videos, movies and docs using easy-to-use search with the My Cloud Home mobile or desktop app, or on MyCloud.com.

Individual, private spaces for each user — Invite family and friends to create individual accounts. Each invited person can set up their own private space that only they have access to on the device. They can manage, access and share their content as they want.

Third-party applications to customize your way — Tailor your My Cloud Home device to fit your personal needs and preferences using downloadable services, including Plex Media Server, Dropbox, Google Drive and more. *Cloud services may be modified and vary by country.*

Cloud account download to keep everything in one place — Store everything in one place, even content in your favorite cloud accounts. Photos, videos and files from your cloud accounts are automatically downloaded to your My Cloud Home device, including Dropbox, Box, Google Drive, Facebook and many more.

Auto backup for all PCs and Mac computers at home — The My Cloud Home device has enormous capacity and plugs into your network to wirelessly back up every computer at

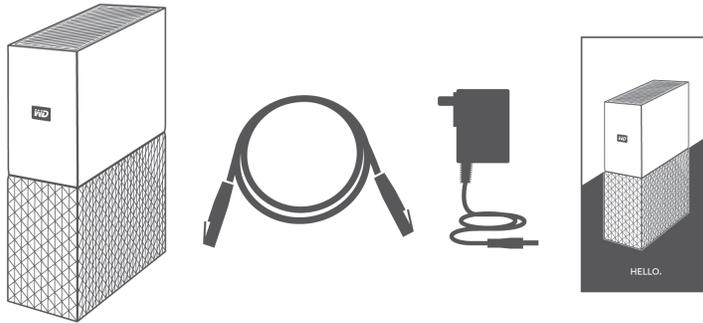
home to one central place. It works seamlessly with Windows[®] Backup and Time Machine software.

Smooth video playback anywhere — Stream your personal videos anywhere, on any device, using the My Cloud Home mobile and desktop app or MyCloud.com.

Quick and easy sharing — Collect all your favorite memories and moments in one place. With just a few clicks, share photos, videos, documents or entire folders with friends and family, so nobody misses a thing.

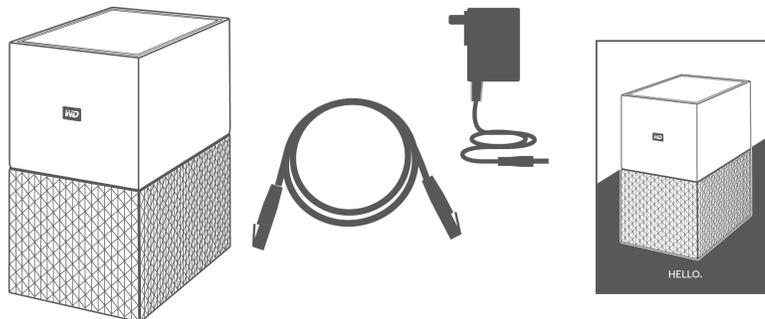
Kit Contents

The My Cloud Home kit includes the following items:



- My Cloud Home device (a single-drive unit)
- Ethernet Cable
- AC power adapter ([FAQ: Power Adapter Compatibility](#))
- Quick Install Guide

The My Cloud Home Duo kit includes the following items:



- My Cloud Home Duo device (two-bay unit)
- Ethernet Cable
- AC power adapter ([FAQ: Power Adapter Compatibility](#))
- Quick Install Guide

Requirements

Desktop and Mobile App Operating System Compatibility

The My Cloud Home desktop app is compatible with the following versions of the Windows and macOS operating systems. The My Cloud Home mobile app is compatible with the following versions of the iOS and Android operating systems.

Table 1.1

Windows [®]	macOS [®]	iOS [®]	Android [™]
Windows 10	macOS Catalina – 10.15	iOS 11+	Pie – 9
Windows 8.x	macOS Mojave – 10.14		Oreo – 8.x
	macOS High Sierra – 10.13		Nougat – 7.x
			Marshmallow – 6.x

When My Cloud Home devices are accessed from a personal computer system via the My Cloud Home desktop app, a 64-bit operating system is required. Compatibility can vary, depending on hardware configuration and operating system. For highest performance and reliability, always install the latest updates.

Web Browser Compatibility

The My Cloud Home device can be accessed with an Internet browser. Using the most current, stable combinations of operating system and web browser will provide the best results. At a minimum, use one of the following browser versions applicable to your operating system:

- **Google Chrome™ 50** or later on supported Windows, macOS, Android or iOS operating systems
- **Internet Explorer® 11** (11.0.9600.17843) or later on supported Windows[®] 7, Windows[®] 8.1 or Windows[®] 10 operating systems
- **Microsoft® Edge** (20.10514) or later on the Windows 10 operating system
- **Safari® 9.0** or later on supported OS X and macOS operating systems
- **Firefox® 45** or later on supported Windows, macOS, Android or iOS operating systems

Internet Connectivity

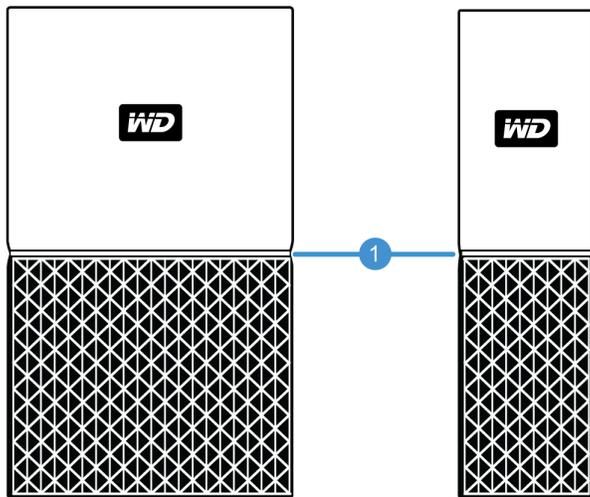
- My Cloud Home devices must be connected to the Internet. They should be connected to an available router through the included Ethernet connection. (This is not a Wi-Fi[®] device.) Gigabit capability for the router or switch is recommended to maximize performance. The router requires a Broadband (WAN) Internet connection with an Internet Service Provider (ISP) for initial setup, software downloads and for accessing the device.

Product Description

- [Front LED](#)
- [Power Button](#)

- [Reset Button](#)
- [USB Port\(s\)](#)
- [Ethernet Port](#)

Front LED



1. Front LED

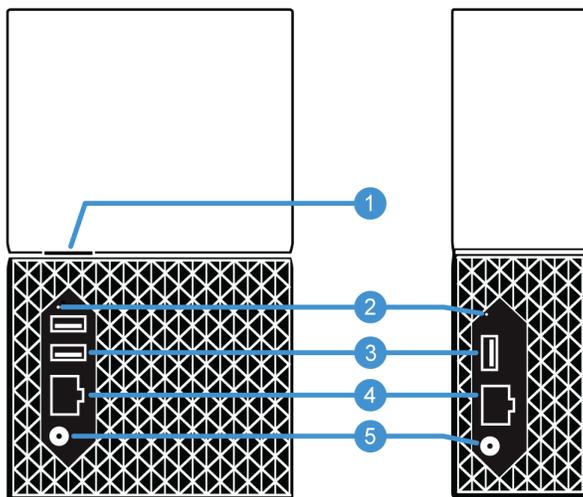
The front LED on My Cloud Home devices is a single color, white. It is either on, off or blinks with a certain rhythm to indicate a specific "System Condition". A "System Condition" list is outlined below in Table 1.2.

Table 1.2

LED Behavior	System Condition
No LED light illuminated	Power is Off or Disconnected
Solid Light - no blinking	Device is Ready
Solid Light - no blinking	Firmware or Software Update in Progress
Solid Light - no blinking	Data Transfer from a USB connected device
Slow "breathing" rhythm	Powering Up or Initializing
Slow "breathing" rhythm	Reset Button Pressed
Slow "breathing" rhythm	Power Button Pressed - My Cloud Home Duo Only
Slow "breathing" rhythm	Device Shutdown Sequence Activated Through Mobile App
Fast "breathing" rhythm	Device Requires Attention - Device Encountered an Error
Fast "breathing" rhythm	USB Device Connection Error
Fast "breathing" rhythm	Ethernet Connection Not Available
"Heartbeat" rhythm	File System Notification - Check if rebuild is needed - May require WD Support Team .
"Rapid Blinking" rhythm	Image Recovery Mode - Device is rebuilding from an unexpected action; this process will take some time. May require WD Support Team .

LED Table Note: Sometimes different 'System Conditions' result in identical "LED Behavior". Therefore, view each "LED Behavior" within the context of your operation.

Rear Layout



Illustrated above are the various ports, connectors and buttons on the rear of a My Cloud Home Duo device and My Cloud Home device.

1. Power Button
2. Reset Button
3. USB Port(s)
4. Ethernet Port
5. DC Power Connector

Power Button

My Cloud Home Duo (two-bay device) has a rear-facing power button. My Cloud Home (single-drive device) does not have a power button.

Table 1.3

Power Button Function	Device Operation
Press Once	System will stop all services, clear cache and shut down gracefully.
Press and Hold for 5 Seconds	When the power button is held for at least five seconds, the system will force a shut down without any consideration for gracefully stopping services or clearing cache.

Reset Button

On the rear panel of your My Cloud Home device, there is a Reset Button above the USB port(s). This is a tiny recessed button that requires something similar to the pointy end of a paper clip to be pressed.

Table 1.4

Reset Button Function	Device Operation
Press for 1 to 29 seconds	During this function the My Cloud Home device will reboot, momentarily making it inaccessible. This process does not delete data.
Press for 30 to 50 seconds	This function will demote the Device Owner to a Device User in order to change ownership of the My Cloud Home device. This does not delete data and each user still has access to their data. However, when this process occurs, the next user to go through the setup process on the device becomes the device owner. The remaining users on the device are unchanged.
Press for at least 60 seconds	Caution! This process will delete all data, all Device Users and the Device Owner. The unit will be reset to factory default settings and will need to be set up using your online My Cloud Account (My Cloud Home Device Setup). A new Device Owner will be set when the next person sets up the device through a My Cloud account. Reset has completed once the LED has gone through a period of rapid blinking and returned to a state of solid white.

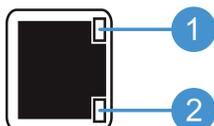
USB Port(s)

These USB ports are not designed to connect a My Cloud Home device directly to a host computer system.

My Cloud Home – This device comes with one USB Type-A port on the back panel that supports USB 3.0.

My Cloud Home Duo – This device comes with two USB Type-A ports on the back panel that support USB 3.0.

Ethernet Port



- 1. Activity LED:** Looking at the Ethernet port, the LED on the top right is the "Activity" LED. It describes the activity happening with your connection by blinking or staying a solid color. When it is illuminated, the Activity LED is always green in color.
- 2. Link LED:** Looking at the Ethernet port, the LED on the lower right is the "Link" LED. It describes if you have a network connection and at what possible speed, which is measured in megabits per second (Mbps). When illuminated, the Link LED may be amber (100 Mbps) or green (1000 Mbps) in color.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock or vibration. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.

- Do not use this product as a portable drive.
- To allow proper ventilation, do not block any of the drive enclosure's air slots.

2

Setup Is A Snap

Getting started involves connecting the My Cloud Home device to an Ethernet network, configuring software to access the device and registering your product.

Connecting My Cloud Home

Important: To avoid overheating, make sure My Cloud Home is standing in an upright position. The ventilation openings on the top and bottom of the device should be free of any blockage.

1. Connect one end of the power adapter into the DC power connector on the back of the device and connect the other end of the power adapter into a AC power outlet.
2. The unit will automatically power on, since this device does not use a separate power button. Continue with the next section.

To continue with the remainder of the setup process, My Cloud Home requires a smartphone or tablet with Internet access via Wi-Fi. Once My Cloud Home shows a solid white LED light, continue with the following steps:

1. Download and install the My Cloud Home mobile app from the applicable app store.
2. Agree to the Western Digital End User License Agreement.
3. Allow the My Cloud mobile app to find your My Cloud Home device.
4. If the My Cloud Home device is automatically detected, Press the **Connect** button that is associated with your My Cloud Home device.
 - A picture of the My Cloud Home device and its corresponding Security Code should be displayed. This Security Code is noted on the Quick Install Guide and on the barcode label on the bottom of the unit.

Note: If your My Cloud Home device is not automatically detected, follow these 4 steps:

1. Press the **Enter Your Device Code** option noted below the Desktop App and Mobile App options.
 2. Enter the Security Code from the Quick Install Guide that came with the My Cloud Home device. The Security Code is also on the barcode label on the bottom of the unit.
 3. After entering the security code, Press **Search**.
 4. The **One More Thing** dialog box opens, Press **Continue**.
-
5. If you do not yet have an My Cloud Home account, select **Create Account**.
 6. Enter your email address and Press **Continue**.
 7. Re-enter the same email address and Press **Continue**.
 8. Enter your password and Press **Continue**.
 9. Enter your first name and last name and Press **Create Account**. The My Cloud Home mobile app will now search for the My Cloud Home device.
 10. Once the My Cloud Home device is detected, the mobile app will display available wireless networks. Select the network that the My Cloud Home device will use. The password for the network you select may be required.
 11. Once the network is setup the Allow Analytics screen will display. Select either **Allow** or **Don't Allow**.
 12. During the setup process, the My Cloud Home mobile app will ask for the auto backup feature to be enabled. Enable this feature, and the backup process will manage itself.
 13. Congratulations! Your My Cloud Home device is now ready to use.

Registering Your Device

Register your My Cloud Home device to get the latest updates and special offers. You can easily register your drive by visiting us online at: register.wdc.com.

3

Relive It Anywhere

View your memories from anywhere using a phone, laptop, or web browser. Stream photos and videos from your My Cloud Home app to the big screen with Google Chromecast .

Mobile App

The My Cloud Home mobile app provides robust access to a My Cloud Home device and content management on Android and iOS platforms. This is the app used to setup the My Cloud Home device.

Web App

The My Cloud Home web app provides quick access via an Internet browser on different operating systems and does not require software installation. This app can be accessed through the My Cloud Home desktop app or at the following URL: home.mycloud.com.

Desktop App

The My Cloud Home desktop app provides quick access through a Windows or Mac computer. To install the desktop app, follow these steps:

1. Open the My Cloud Home mobile app on your mobile device.
2. Select the **3-line menu** in the upper left-hand corner.
3. This will expand the menu system. Select the option **Get desktop app**.
4. This will open the Get the desktop app box. Select the **SEND** option and an email will be sent to the email address used to create your My Cloud Home account.
5. Once the email arrives, on your desktop select either the **PC Desktop App** or **MAC Desktop App**, depending on what operating system your personal computer uses.
6. After clicking one of the selections, a web browser will open. Follow the onscreen prompt to save the file.
7. Open the file that was downloaded and follow the onscreen prompts to install the My Cloud Home desktop app.
8. After the desktop app installs the Allow Analytics screen will display. Select either **Allow** or **Don't Allow**.
9. Next, login with your My Cloud Home account information.
10. When prompted, choose the **OPEN IN EXPLORER (OPEN IN FINDER for macOS)** or **OPEN IN BROWSER** option to view the My Cloud Home device.
 - a. Depending on the operating system, the **OPEN IN EXPLORER** option will open the My Cloud Home device in Windows File Explorer or **OPEN IN FINDER** in macOS Finder.
 - b. The **OPEN IN BROWSER** option will open the My Cloud Home device in the My Cloud Home web app.

Chromecast Video

My Cloud Home can broadcast video content through a Google[®] Chromecast[™] device. To accomplish this process, a [Chromecast device](#) must be setup on the same Wi-Fi used by My Cloud Home. If My Cloud Home detects the Chromecast device, a Chromecast icon will

appear in the upper right-hand corner of each video thumbnail visible in the My Cloud Home mobile app. To play the video follow these steps:

1. Access the My Cloud Home mobile app.
2. Select the **Photos** icon from the top menu.
3. Select **Videos** option from the top sub-menu. This will display all of the available videos.
4. Select the video you wish to view. This will provide a list of the available Chromecast devices. Select the Chromecast device to use for this viewing.
5. Select the **Play** icon. As the video plays the Chromecast device in use will be displayed in the My Cloud Home mobile app.

4

Collect

My Cloud Home Mobile App Backup

Note: During the My Cloud Home setup process, the My Cloud Home mobile app will ask for the auto backup feature to be enabled. Enable this feature, and the backup process will manage itself – there are no further steps required.

If the Auto Backup feature for My Cloud Home is not enabled, follow these steps to turn it on:

1. Access the My Cloud Home device with the My Cloud Home mobile app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. At the top of the menu in the right-hand corner select the **gear icon**.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the **Auto Backup** option. This will open the Auto Backup page and allow you to enable or disable the auto backup feature.
6. After making the desired selection, exit the Auto Backup page.

Social & Cloud Import

Follow these steps to backup social media and cloud content to an My Cloud Home device:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Connect** option. This will open the Connect menu.
4. On the Connect menu select the **Social and Cloud Import** option.
5. Select **Enable** on the Social and Cloud Import page if this has not already been done.
6. Select the **Configure** option. This will open the Connect My Cloud Home webpage and allow the options to enable or disable the Social and Cloud Import for various services including Dropbox and Google Drive ². As services are enabled, follow the onscreen prompts to gain access to these services and for the import feature to run.

Import USB

Import content from a USB device to My Cloud Home by following these steps:

1. Access the My Cloud Home mobile app.
2. Select the 3-line icon in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Import USB** option. This will open the external drive menu.

¹ **Note:** Social and Cloud services may be changed, terminated or interrupted at any time and may vary by country.

Note: The process can be canceled at any time by selecting the X in the upper right-hand corner of the the dialogue boxes.

4. One of two tasks can be performed as described below. Select one of these options.
 - **From Drive** - this option will copy the contents on the USB device to the My Cloud Home device.
 - **To Drive** - this option will copy the contents from the My Cloud Home device to the USB device and can be viewed as a basic backup process.
5. Select the **Copy All** option to copy all of the contents, or select **Select Files or Folders** to copy only specific files and folders.
6. Select the **Copy Now** option to continue with this process or select the **Make Changes** option to change options for this process.
 - If the **Copy All** option is selected, the copy process will begin with the option to cancel.
 - If the **Make Changes** option is selected, the process will go back to the previous menu so that different options can be selected.
7. When the copy process is completed, a confirmation dialogue box will open. After selecting the **Ok** option, the My Cloud Home app will redirect to the location of the newly copied content.

Drag-and-Drop - Web App

The drag-and-drop process for the My Cloud Home web app is a function of the personal computer operating system and Internet browser. Follow these basic steps to perform this function:

1. Within the My Cloud Home web app, navigate to the location in the **Files & Folders** section that is to be the file or folder destination for the drag-and-drop process.
2. Navigate to the location on the personal computer where the source file or folder is located for the drag-and-drop process.
 - a. For Microsoft Windows use File Explorer, for macOS use Finder.
3. Click on the file or folder to drag-and-drop, and hold down the mouse button.
4. Drag the selected file or folder to the destination selected within the My Cloud Home web app and let go of the mouse button.
5. The selected file or folder should copy or move to the chosen destination.

Drag-and-Drop - Desktop App

The My Cloud Home desktop app uses the functionality within Windows File Explorer and macOS Finder to search, move and view files. Therefore, the the drag-and-drop process is a function of the Graphical User Interface (GUI) of Windows and macOS. These are the basic steps to drag-and-drop content to My Cloud Home:

Note: With the My Cloud Home desktop app, the drag-and-drop process can be reversed, and content can be moved from the My Cloud Home device to a personal computer.

1. Access the My Cloud Home device through the My Cloud Home desktop app (My Cloud Home desktop icon).
2. Access the location on your Windows or macOS / OS X system that will be included in this copy process.
3. Click on the file or folder to drag-and-drop, and hold down the mouse button.
4. Drag the file or folder to the new location and let go of the mouse button.
5. Your file or folder should copy or move to the chosen destination.

5

Privately Share

Once you create an album, you decide who to share it with via a private link. You can also invite people via email to a shared album so they can contribute their own photos and videos.

Note: To add a new member to the My Cloud Home device, go to [Settings - Add a User](#). Once someone is invited to be a member, they will set up their own My Cloud Home account to access the device. The Device Owner will receive confirmation through email that a new Member has joined the device.

Create an Album

Use the following steps to quickly and easily create an album of your memories.

1. Select the **Albums** icon on the top menu bar.
2. Select the **Create an Album** button.
3. This will open all of your files on the My Cloud Home device. Select the photos to include in this album.
4. After selecting the photos to include in this album, select the **Create Album** option on the screen.
5. Enter a name for this album in the **Name Your Album** window and select **Continue**.
6. The Select Cover Photo window open, select the **Let's Do It** button.
7. Select the picture to use as the cover photo for this album and then select the **Done** button.
8. The album is now created. You can share this album by inviting members through the **Share Album** button.
 - a. The Share Album feature provides two methods for sharing content. The **Send link (view only)** option is for other members to view, but not modify the shared content. The **Invite to collaborate** allows other members to view and modify the shared content.

Remove an Album

Use the following steps to remove an album:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Open an existing album and select the **3-dot** menu on the upper left-hand corner of the album cover.
3. Select the **Remove Album** option.
4. This will open the Remove Album window. Select the **Remove Album** button.
5. The album has now been removed from this My Cloud Home device.

6

File View, Search and Edit

Timeline View

Follow these steps to view your content organized by date.

1. Access the My Cloud Home mobile app.
2. Select the **Photos** icon from the top menu.
3. Select the calendar icon at the right-hand side of the sub-menu.
4. This will display a timeline, showing all of your content organized by year and month. Use this feature to quickly navigate to a desired set of images or videos.

File Search

Follow these steps to search for a file.

1. Access the My Cloud Home mobile app.
2. In the upper-right-hand corner, tap the **Magnifying Glass** icon.
3. This will open the search box and allow you to search by name, location or object.

Photo Editing

Edit your photos in the My Cloud Home mobile app to add a personal touch.

1. Access the My Cloud Home mobile app.
2. Select the **Photos** icon from the top menu. This will automatically display all of your photos.
3. Select the photo you are going to edit.
4. On the menu displayed below the selected image, tap the **3-dot** icon.
5. This will open an additional menu with the options to Save to Camera Roll, Edit Photo or Open It. Select the option **Edit Photo**.
6. This will open the EDITOR menu at the bottom. Use the various editing tools to alter your image.
7. To save an edit, Select the **check-mark** icon in the lower right-hand corner or Select the **X** icon in the lower left-hand corner to discard the edit.

7

Settings

Various device, account and app settings can be altered through the My Cloud Home mobile app and My Cloud Home web app.

My Cloud Home Account Settings

- [Account Name](#)
- [Change Password](#)
- [Sign Out](#)

Account Name

To change the My Cloud Home account name, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the account name listed at the bottom of the menu. This will open the Account Settings.
4. Select the **First Name** or **Last Name**.
 - a. **Mobile App:** selecting the first and last name will open the edit window. Enter the new first name or last name and select the **Confirm** button to save the change.
 - a. **Web app:** selecting the first name or last name will highlight the entry so that it can be modified. Make the desired change.
5. The account name has been changed.

Change Password

To change the password for the current My Cloud Home account, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the account name listed at the bottom of the menu. This will open the Account Settings.
4. Select the **Change Password** option. This will open the Change Password window.
5. Enter the current password in the **Current** field. Enter the new password in the **New** field. Re-enter the new password in the **Confirm** field.
6. Select the **Change Password** button. This will open the Change Password dialogue box to confirm the change.
7. Select the **Change Password** option on the Change Password dialogue box to complete the process, otherwise select **Cancel** to cancel the process.

Sign Out

To sign out of the current My Cloud Home account, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.

2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the account name listed at the bottom of the menu. This will open the Account Settings.
4. Select the **Sign Out** option. This will open the sign out dialogue box.
5. Select the **Sign Out** option to complete the process, otherwise select **Cancel** to cancel the process.

My Cloud Home Settings - Add or Remove a Member

- [Settings - Add a User](#)
- [Settings - Remove a User](#)

Settings - Add a User

To add a member, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the **Add User** option. This will open the **Invite** window.
6. Enter the email address for the member to add and select the **Send Invites** or **Invite** button.
7. This action will send an email to the invitee. Once they receive the email and follow the provided instructions to setup an account in order to access the My Cloud Home device, the My Cloud Home device owner will be requested through email to **Approve Request** or **Reject Request**. Make the necessary selection.

Settings - Remove a User

Caution! Removing a member will remove their account and all of their content.

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the current My Cloud Home device name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select the **Users** option.
7. Select the the member to remove from the My Cloud Home device.
8. Select the **Remove Member** option.
9. When prompted, select either the **Cancel** or **Yes, remove** option.
10. If the **Yes, remove** option was selected, the member is now removed from this My Cloud Home device.

My Cloud Home Device Settings

- [Modifying Device Name](#)
- [Firmware Version](#)
- [Analytics](#)
- [Reboot Device](#)
- [Erase All Data & All Users](#)
- [Remote Shut Down](#)

Modify Device Name

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the current My Cloud Home device name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select **Name**, this will open the **Edit device name** menu.
7. Modify the name and select either **CONFIRM** to save changes or **CANCEL** to cancel the changes.

Firmware Version

On an My Cloud Home device, the hardware firmware is referred to as software. To view the software version, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line menu** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. Select the device name listed under **CURRENT STORAGE**.
5. This will display the **Device** menu.
6. The Software Version will be displayed on the Device menu and may look similar to 5.9.0-101.

Analytics

Analytics were either allowed or not allowed during the My Cloud Home setup process. To modify the current Analytics setting, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line menu** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the current My Cloud Home device name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select the **Analytics** option.
7. Change the current Analytics setting by tapping the toggle switch.
8. Once modified, select the back arrow next to Analytics.

Reboot Device

To reboot a My Cloud Home device through the My Cloud Home mobile app or web app, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the current My Cloud Home device name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Toward the bottom of the Device Settings list is the option **Reboot**. Select this option to remotely reboot the My Cloud Home device.
7. Your mobile device will now prompt you if you want to reboot the My Cloud Home device. Select the option **Reboot**.
8. The My Cloud Home device will now reboot. This process may take a few minutes.

Erase All Data

Warning! Performing this function will delete all data, users and the owner on your My Cloud Home device. The unit will be reset to factory default and will need to be setup using your online My Cloud Home Account.

To perform this function on your My Cloud Home device from the My Cloud Home mobile app or web app, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.
2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the current My Cloud Home device name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. Select the **Erase All Data** option. This will open a confirmation dialog box. Tap **Yes, proceed** if you choose to continue with this process. Otherwise Tap **Cancel** to end this process.
7. This will open a challenge page with a unique confirmation code. Follow the on-screen instructions and enter the code provided on this page.
8. This will open the page confirming that this process will delete all data, user and owner content. Select the **Erase All Data** button to continue.
9. The My Cloud Home device may take up to 30 minutes to go through the erase process. During this process, the mobile app redirects you to the sign in page to set up the My Cloud Home device and the light on the device will blink a few times.

Shut Down

Note: Once the My Cloud Home device is shut down, it is no longer accessible and the content on the device is not accessible until it is restarted. A My Cloud Home device cannot be restarted remotely.

To shut down the My Cloud Home device through the My Cloud Home mobile app, follow these steps:

1. Access the My Cloud Home device with the My Cloud Home mobile app or web app.

2. Select the **3-line icon** in the upper left-hand corner of the screen. This will expand the menu system.
3. Select the **Settings** option.
4. The Settings window will open and display information and settings specific to this My Cloud Home device.
5. Select the current My Cloud Home device name listed under **CURRENT STORAGE**. This will expand the **Device** menu.
6. At the bottom of the Device Settings list, Select the option **Shut Down My Cloud Home** to remotely shut down the My Cloud Home device.
7. The My Cloud Home device will shut down and its contents will not be available until it is powered back on. To power on the My Cloud Home device, follow these steps:
 - a. **My Cloud Home:** Unplug, wait 5 seconds, then plug-in the power connector on the back of the unit.
 - b. **My Cloud Home Duo:** Press the power button, wait 5 seconds, then press the power button again.

8

Additional Features & Functions

- [Remove a Device Owner](#)
- [App Permissions](#)
- [Managing Storage](#)
- [RMA - Replacing a Drive](#)

Remove a Device Owner

The removal of a Device Owner can only be done through the [Reset Button](#) on the device – this cannot be done through software. This process does not delete data and each user still has access to their content.

1. Press and hold the Reset button for a duration of 30 to 50 seconds.

Warning! Holding the Reset button for 60 seconds or more will delete all data, all Device Users and the Device Owner!

2. This function will demote the Device Owner to a Device User.
3. The next new user to go through the [software setup process](#) becomes the device owner.

App Permissions

By default, the My Cloud Home mobile app enables access to the following features of your mobile device:

- **iOS:** Photos, Notifications, Background App Refresh and Cellular Data.
- **Android:** Camera, Contacts, Location, Phone, Storage and Notifications.

Important Note: By default Cellular Data is **not** used for transferring content. The My Cloud Home mobile app uses a Wi-Fi connection for this purpose.

To access these settings, follow these steps:

1. Access the My Cloud Home mobile app.
2. Tap the **More** icon on the right side of the bottom menu bar. Then Tap the **Settings** icon.
3. Under the **APP SETTINGS** section, Tap the option **Manage Settings**.
4. This will open the My Cloud Home mobile app permissions section of the operating system specific to your mobile device. Follow the directions from the operating system to change these settings.

Managing Storage

The My Cloud Home Duo device allows for disk configuration changes through the MyCloud.com web app - this functionality is not available through the Mobile App or Desktop App.

Caution! Any change to the disk configuration will erase all data on the device.

- **My Cloud Home device** does not support any special disk configurations.
- **My Cloud Home Duo device** supports the following disk configurations for data storage:

Table 7.1

Supported Storage Mode	1 Disk	2 Disks
Max Capacity (JBOD)	Yes	Yes
Mirror (RAID 1)	No	Yes (Default Setup)

My Cloud Home – Disk Errors: If you receive an email from the My Cloud Team or your mobile device displays a message stating "Disk errors were detected on your disk" this means that the device needs to be replaced. Use the instructions from [Answer ID 8](#) noted in our FAQ to get a replacement unit.

My Cloud Home Duo – Disk Errors: If you receive an email from the My Cloud Team or your mobile device displays a message stating "Disk errors were detected on your disk" this means that one of the drives in your My Cloud Home Duo device may need to be replaced. Use the following steps for the replacement process.

- The error message will indicate which drive is the problem, Disk1 or Disk2.
- Use the following section "RMA - Replacing a Drive" to remove the drive in question.
- The drives are numbered. After removing the top lid, the enclosure has a number embossed into the ledge. When looking at the unit from the front of the device, Disk 1 is on the left and Disk 2 is on the right.
- Use the instructions from [Answer ID 8](#) noted in our FAQ for the RMA or replacement process.

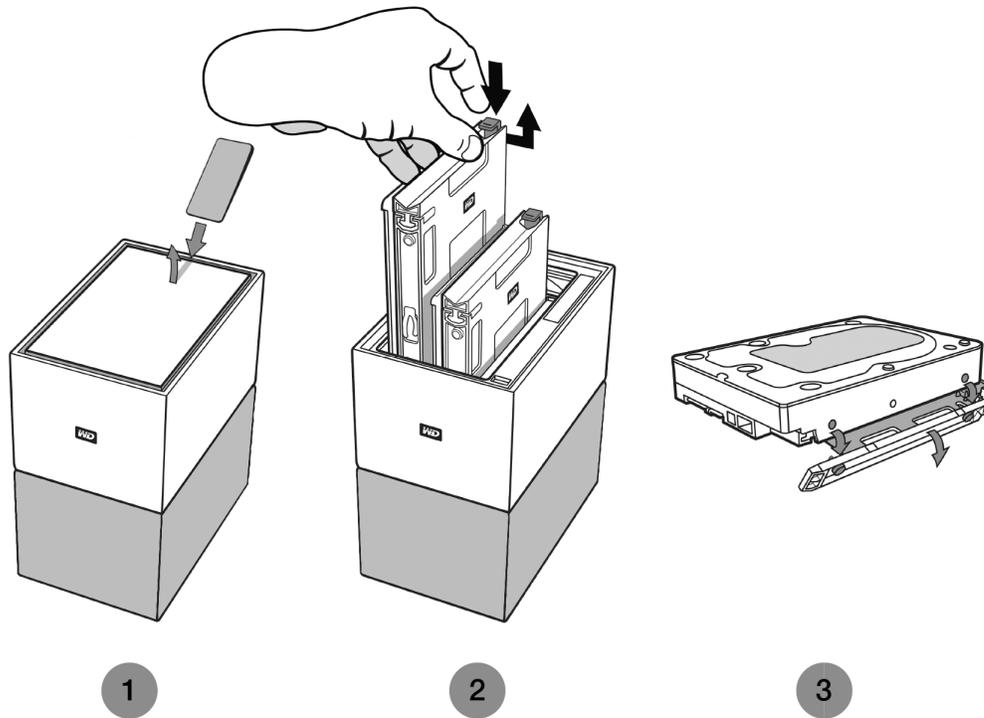
RMA - Replacing a Drive

My Cloud Home device is not a user serviceable device. No drives can be added or removed from the device. If it is faulty, it must be returned to WD as a complete unit.

My Cloud Home Duo device is a user serviceable device for RMA purposes only – you have the option to replace the drives in the device with a replacement from WD. If the entire device is faulty, it can be returned to WD as a complete unit. **The unit must be powered off when removing a drive for RMA. The My Cloud Home Duo device does not support hot-swap capability.**

Removing

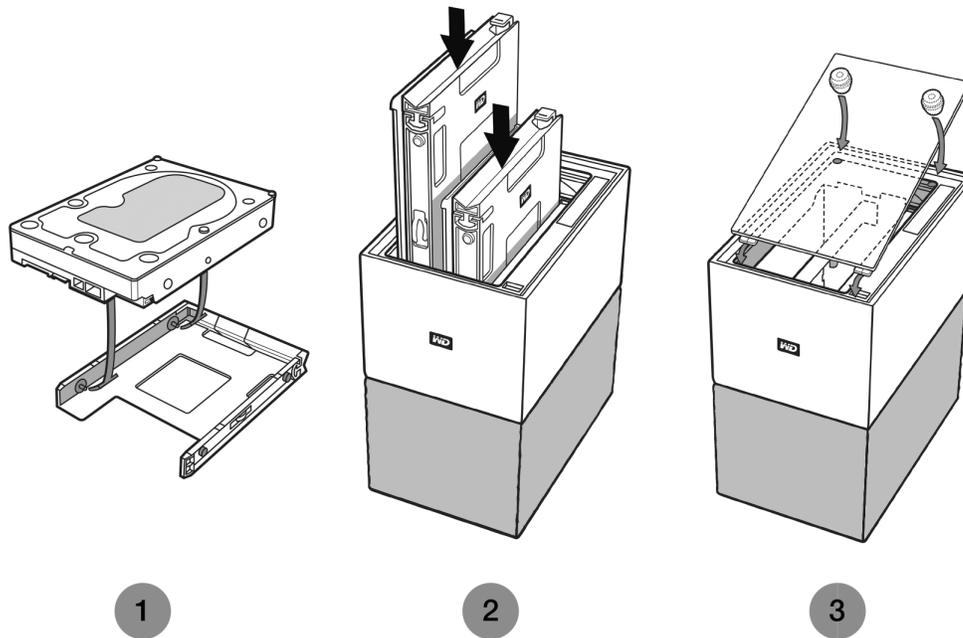
If your My Cloud Home Duo device still contains the drive you want to replace, you must first remove it before you can insert the new one.



1. As is illustrated above, reveal the hard drives by opening the top lid from the rear edge.
2. Each hard drive is latched in place by an attached tray and the tray has a plastic latch on one end.
 - Gently press down on the plastic latch with your index finger so that it unlatches from the metal frame of the device.
 - While gently pressing down on the plastic latch, grab the plastic tray with your fingertips and gently pull. The tray and hard drive should easily lift up or slide out.
3. Once the hard drive and tray combination are completely removed from the unit, remove the plastic tray from the hard drive.
 - The tray is attached to the hard drive with four pins.
 - As is illustrated above, gently flex the tray so that the pins come out of the sides of the hard drive. Remove and save the tray. **Do not** return a hard drive to WD with the tray. The tray will not be returned to you.

Adding

Before adding a hard drive to your My Cloud Home Duo device, make sure there is no hard drive in the slot where it will be installed. If you need to first remove a hard drive, follow the instructions above.



1. Attach to your hard drive, the plastic tray that was included and designed for the My Cloud Home Duo device.
 - This plastic hard drive tray fits on the underside or circuit board side of the hard drive.
 - The end of the tray that is closed and has the latch, must be on the side of the hard drive with the narrow serial number barcode label.
 - As is illustrated above, gently flex the plastic tray so that the tiny pins on the insides of the tray go into the four holes on the sides of the hard drive. Make sure the pins remain firmly connected to the tray.
2. Once the tray is attached, slide the drive into the My Cloud Home Duo device.
 - **Orientation Note:** The tray should slide in easily. Do not force it. The side of the hard drive with the SATA connector and power connector, must point down into the unit. The side of the hard drive with the small serial number barcode label must face up. The latch must be on the side of the tray that is closest to the rear panel of the unit.
 - The drive is completely inserted once the plastic latch connects or latches into the metal chassis of the unit.
3. Re-attach the top cover of the My Cloud Home Duo device.
 - Note that one end has curved hinges that go in first – then press down on the other side of the lid until it is flush with the top of the My Cloud Home Duo unit.

FAQ

All WD Knowledge Base references listed below can be viewed at: support.wdc.com/knowledgebase. Enter the below listed Answer ID in the search field. You can also Click on the Answer ID listed below for a direct link.

Power Adapter Compatibility

Use the charts below (Table 8.1 and 8.2) to determine the power requirement and compatible power adapter for your My Cloud Home or My Cloud Home Duo device. The Regulatory Number (R/N) located on the product's barcode label can be used as a reference.

Table 8.1

My Cloud Home	R/N	Power Adapter Specification
Up to 6 TB	G1C	12VDC 1.5A - 18 watt
For 8 TB and higher	G7C	12VDC 3A - 36 watt

Table 8.2

My Cloud Home Duo	R/N	Power Adapter Specification
Up to 12 TB	G2C	12VDC 3A - 36 watt
For 16 TB and higher	G6C	12VDC 4A - 48 watt

Note: It is important that these devices use a 12VDC power adapter (using more or less voltage (VDC) will damage the device), and are provided the minimum amperes (A) noted above. If the hard disk drives in the unit are upgraded in capacity, the power adapter must meet the new requirement as noted on the charts above.

How to get an RMA to replace a defective product, or obtain a power supply or USB cable for a WD product

[Answer ID 8](#) | This answer explains how to create an RMA (Return Merchandise Authorization) to replace a defective product with Western Digital, or obtain a power supply or interface cable for a WD product.

Compliance and Warranty Information

Regulatory Compliance

FCC Class B Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003(B) du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sécurité d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Low Voltage Directive (2014/35/EU), ErP Directive (2009/125/EC), and RoHS Directive (2011/65/Eu). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

Power Mode

My Cloud Home devices act as a small scale server. As such, they do not support standby mode. The off-mode power consumption is <0.5 watts when the unit is turned off.

Environmental Compliance (China)

产品中有害物质的名称及含量

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
机箱外皮壳与镜片	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
橡皮脚垫, 4片	○	○	○	○	○	○
金属部件	X	○	○	○	○	○
硬碟/电路板组合	X	○	○	○	○	○
电缆线/电源	X	○	○	○	○	○

本表格依据SJ/T 11364-2014的规定编制。
 ○：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。
 X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。
 (在此表中，企业可能需要根据实际情况对标记"X"的项目进行进一步的技术性解释。)

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at <http://support.wdc.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document. If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at <http://support.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wdc.com>.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 2 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com>), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Information (Australia/New Zealand)

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at <http://support.wdc.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document. If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at <http://support.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wdc.com>.

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 2 years in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wdc.com>), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALLY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS . SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UPAND PROTECTING DATA AGAINST LOSS,

CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

GNU General Public License (“GPL”)

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License (“LGPL”) (collectively, “GPL Software”) and not Western Digital's End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from <http://support.wdc.com> or obtained on CD for a nominal charge from <http://support.wdc.com> or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at <http://www.gnu.org>, and may also be found at <http://support.wdc.com>.

Modification of or tampering with the Software, including but not limited to any Open Source Software, is solely at your own risk. Western Digital is not responsible for any such modification or tampering. Western Digital will not support any product in which you have or have attempted to modify the Software supplied by Western Digital.

Third Party Notices – My Cloud Home

MPEG-4 Visual – MPEG-LA

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