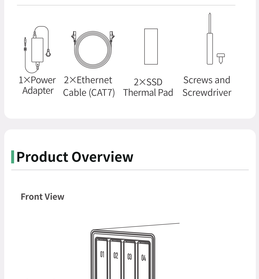
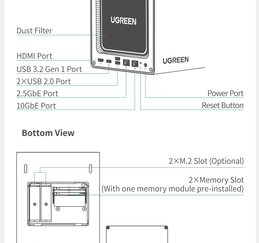
I . Preparation

Package Contents

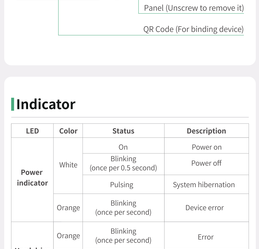


Product Overview

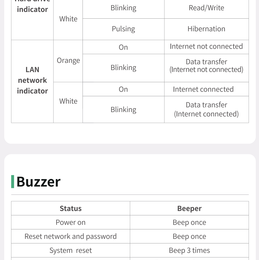
Front View



Back View



Bottom View



Indicator

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

Buzzer

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

Hardware Specification

Product Name	Network Attached Storage
Model	DXP4800 Pro
Operating System	UGOS Pro
Processor	Intel i3-1315U
Max Turbo Frequency	4.5GHz
Memory Type	SODIMM DDR5
Memory Capacity	8 GB-96 GB (max memory size)
System Storage	128 GB SSD
Storage Mode	JBOD/Basic/RAID 0/RAID 1/RAID 5/RAID 6/RAID 10
Supported Drive	4 SATA (6 Gbps), supports 2.5"/3.5" hard drive 2 M.2 NVMe 2280 SSDs, PCIe 4.0 x4, theoretical transfer rate of up to 64 GT/s
HDMI Port	1 HDMI port, supports resolutions up to 4K
RJ45 Ethernet Port	1 2.5GbE port, supports 2.5 Gbps and backward compatible 1 10GbE port, supports 10 Gbps and backward compatible
USB Port	1 USB-C 3.2 Gen2 Port, theoretical transfer rate of up to 10 Gbps 1 USB 3.2 Gen 2 port, theoretical transfer rate of up to 10 Gbps 2 USB 2.0 ports, theoretical transfer rate of up to 480 Mbps 1 USB 3.2 Gen 1 port, theoretical transfer rate of up to 5 Gbps
SD Card Slot	1 SD 3.0 slot, theoretical transfer rate of up to 104 MB/s
Power Input	19V/7.9A
Working Environment	Temperature: 0°C–40°C/32°F–104°F Humidity: 10% to 85%
Product Dimensions	L257.5×W178×H178 (mm)

Notices

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

⚠ WARNING

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

KEEP OUT OF REACH OF CHILDREN

II . Hardware Setup

Before Setup

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

Tool Preparation

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

1

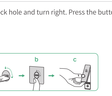
Screwdriver

2

Included screws (required only for installing 2.5-inch hard drives)

3

Included SSD thermal pad (required only for installing M.2 drives)

4

At least one 3.5" or 2.5" SATA hard drive

Note:

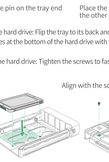
- It is recommended to use new drives. When installing ANY drive(s), the NAS system will format the drive, erasing ALL existing data. Ensure any important data is backed up prior to installation.
- When setting up a "RAID mode", it is recommended to use hard drives with the same capacity. This allows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

Pull out Hard Drive Tray

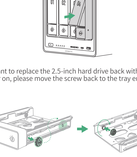
Insert the tray key into the lock hole and turn right. Press the button below and pull out the tray.

Install 3.5'' Hard Drive (No Screwdriver Required)

1. Flip the tray: Flip the hard drive tray back.
2. Open the clamp: Press the buckle marked with "Press" and gently extend the clamp outwards.



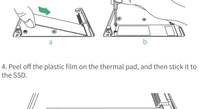
3. Install the hard drive: Put the hard drive onto the tray.



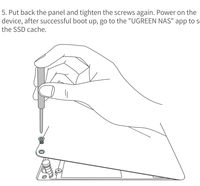
4. Secure the hard drive: Push the clamp back, locking the hard drive into place.
5. Put back the tray: Insert the tray loaded with hard drive back and push it till the end. Press on the handle to secure the tray into place. Lock the tray with the key by turning left.

Install 2.5'' Hard Drive (Screwdriver Required)

1. Remove the pin: On the right side of the drive tray, remove the pin at the end of the tray using the tray key. Safekeep this pin by placing the pin into the hole on the other side.



2. Install the hard drive: Flip the tray to its back and align the four empty screw spaces at the bottom of the hard drive with the screw holes on the tray.
3. Secure the hard drive: Tighten the screws to fasten the hard drive to the tray.

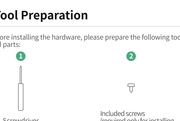


4. Put back the tray: Insert the tray loaded with hard drive back and push it till the end.
Press on the handle to secure the tray into place. Lock the tray with the key by turning left.

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

Install M.2 SSDs (Thermal Pad Sticking Required)

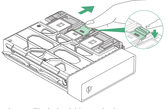
1. Power off the device and disconnect it from power supply. Turn NAS over, unscrew and remove the bottom panel.



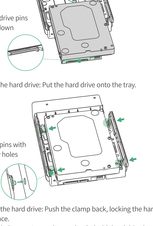
2. Loosen the SSD fixing screw.

3. Align the SSD connector with the slot, then insert the hard drive into the slot at a slight angle. Tighten the screw.

4. Peel off the plastic film on the thermal pad, and then stick it to the SSD.



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.

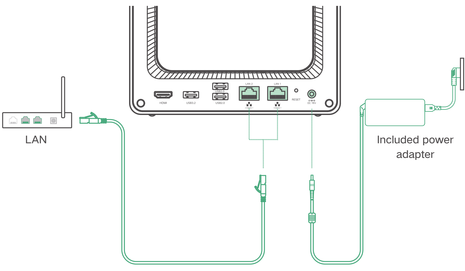


⚠ Warning

Before removing the M.2 SSDs, please go to the "UGREEN NAS" app to remove the SSD cache. Otherwise, data loss may occur.

Start up Your NAS

1. Use an Ethernet cable to connect the NAS to a LAN port on the router or the Ethernet switch.
2. Connect a power supply to the device using the power adapter.
3. Press the power button to turn it on. To turn off, press and hold the button for about 5s.



Note:

・To ensure data transfer efficiency, it is recommended to use a router or switch with 10-Gigabit LAN ports or higher and to connect the NAS using the included Ethernet cable.

・After powering on, you can download "UGREEN NAS" then go to "Control Panel" > "Hardware & Power" to check "Auto power-on when power is supplied"

⚠ Warning

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

III. Software Installation

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

Firmware Update

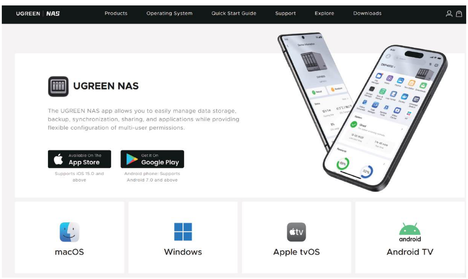
ONLY update firmware with a stable power supply.
Do NOT disconnect the power supply during the update process.

Download App

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

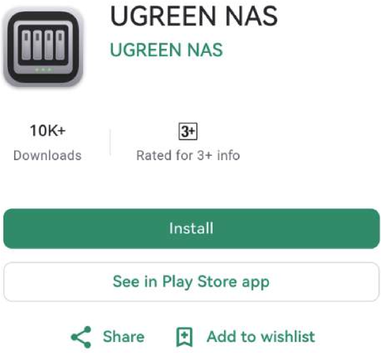
Option 1: Website

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



Option 2: App Store

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



Option 3: Scan the QR Code

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

Scan to install

Register Account

Option 1: Add the NAS Device via Browser

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

1. Access the web page:

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

2. Device is found:

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

No device is found:

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

3. Initialization:

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

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

Note:

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

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

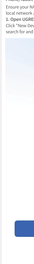
Ensure your NAS device is powered on and connected to the same local network as your computer.

1. Open UGREEN NAS:

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

2. Device is found:

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

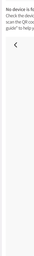


No device is found:

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

3. Initialization:

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



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

Note:

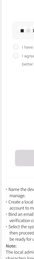
The local administrator account password must be at least 6 characters long and include both uppercase and lowercase letters. For better security, set a strong password.

Option 3: Add the NAS Device via UGREEN NAS to Your Phone/Tablet

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

1. Open UGREEN NAS:

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



2. Device is found:

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

No device is found:

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

3. Initialization:

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

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

Note:

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

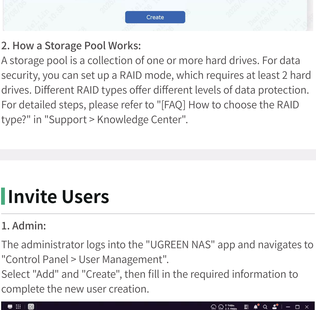
Manage Storage

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

1. How to Create a Storage Pool and a Volume:

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

· Or open the "Storage" app, and select "Storage > Storage pool & volume > Create > Storage pool / Volume".



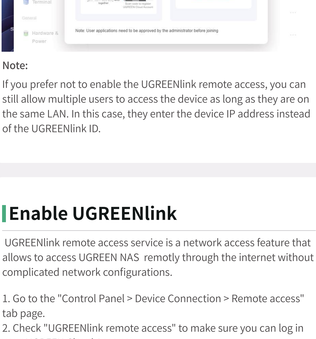
2. How a Storage Pool Works:

A storage pool is a collection of one or more hard drives. For data security, you can set up a RAID mode, which requires at least 2 hard drives. Different RAID types offer different levels of data protection. For detailed steps, please refer to "[FAQ] How to choose the RAID type?" in "Support > Knowledge Center".

Invite Users

1. Admin:

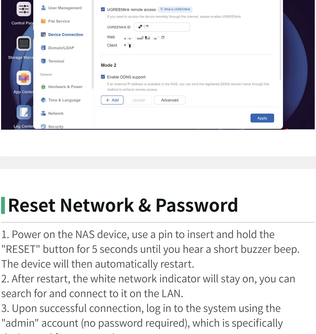
The administrator logs into the "UGREEN NAS" app and navigates to "Control Panel > User Management".
Select "Add" and "Create", then fill in the required information to complete the new user creation.



Provide the invited users with the device's UGREENlink ID along with the newly created account credentials.

2. Invited Users:

Install the "UGREEN NAS" app firstly, then use UGREENlink ID and account credentials to log in.



Note:

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

Enable UGREENlink

UGREENlink remote access service is a network access feature that allows to access UGREEN NAS remotly through the internet without complicated network configurations.

1. Go to the "Control Panel > Device Connection > Remote access" tab page.
2. Check "UGREENlink remote access" to make sure you can log in your UGREEN Cloud Account.
3. Enter a desired UGREENlink ID.
Note: The ID must be unique and memorable, like "ugreen".
4. Once your UGREENlink ID is set, the page will display the access URL for the UGOS Pro web version, and you can use your UGREENlink ID to log in to the "UGREEN NAS" app.

Reset Network & Password

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

Reset the Device's System

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

Note:

The reset process will not affect the data stored in hard drives. However, it will reset all system and network configurations.

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

Android/iOS/Windows/macOS

2

2-Year Warranty