

Zero1 Guide describe

Ascend Zero1 Help Documentation

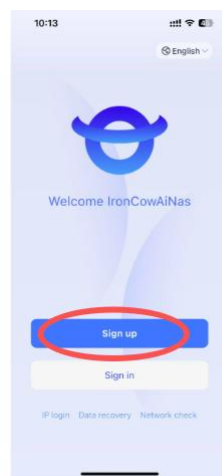
Device Initialization

1.Quick Registration

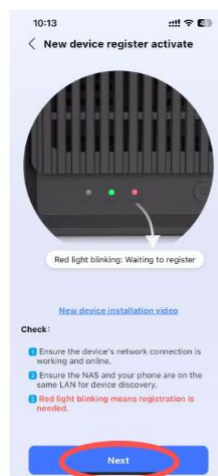
Note: The first user to register the device will have the administrator role. After registration, log in using your phone number and code

1. Prerequisites:

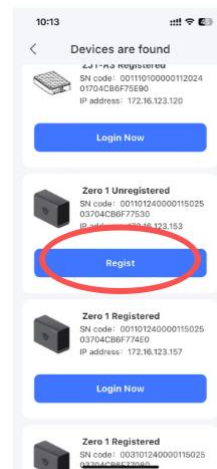
- i. The device has been inserted with one or two hard disk and is connected to the Internet, and the network is smooth.
- ii. The phone and the device are in the same local area network.



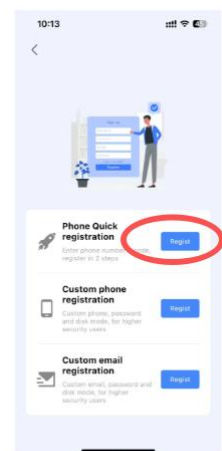
Sign up



Guide describe

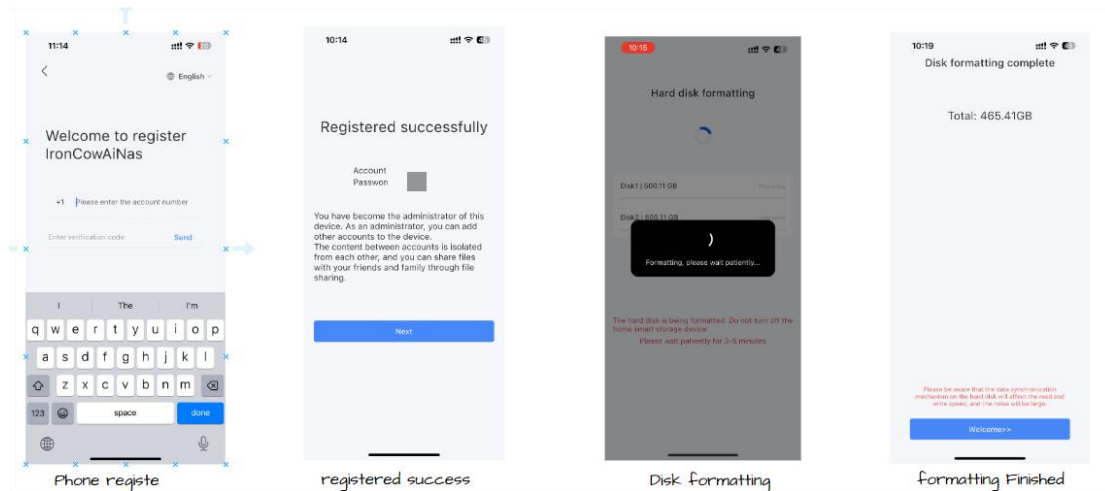


Regist Nas



Quick registration

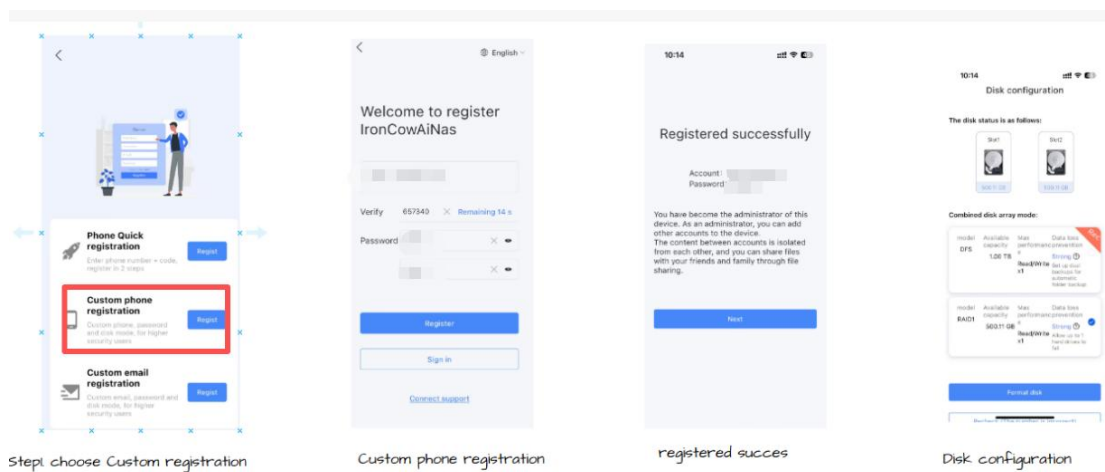
1. Step 1: Sign up then turn to new device register page
 2. Step2: Click "Next" to enter "Discover the Following Devices".
 3. Step 3: Find your device to register
 4. Step 4: Click "Quick Phone Registration" to register your Nas devices.
- Note: Before the Nas registration successful, the Power lights and disk lights both are red flash status. After successful registration, you will be directed to the "Hard Disk Configuration" page.



5. Step5: After Phone quick registration's step ,the next step will be turn to Hard disk Formatting
6. Step 6: Hard Disk FormattingClick "Next" to start formatting.
7. Step7: The process will display "Formatting...".After completion, the total capacity (e.g., 465.53GB) will be shown.
 - After formatting, the status light/disk light will turn solid green. Click "Welcome" to enter the app main interface.

1. Custom Phone Registration

Note: The first user to register the device will have the administrator role.After registration, log in using your phone number and password.Prerequisites: Same as Quick Registration.



1. Step 1: Discover Device on Local NetworkIdentical to sign up.
2. Step 2: Click "Custom Phone Registration".Enter your phone number, verification code, and password, then click "Register". A "Registration Successful" message will appear then turn to the next step.
3. Step 3: Create Storage Pool.The system will detect the disk configuration.Disk Array Modes Explained:

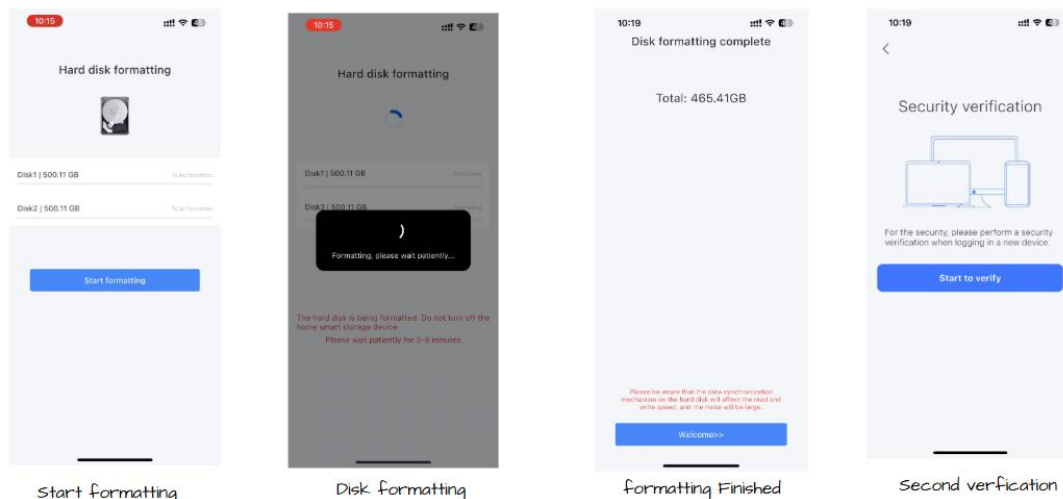
- Basic Mode: Used when only one hard disk is inserted. It does not support dual backup. If the disk fails, all data will be lost. Usable capacity is 100% of the disk space.

- Raid1 Mode: Requires two hard disks of the same capacity. The disks mirror each other, storing identical data in real-time. Usable capacity is equal to one disk (e.g., 2x4TB → 4TB total).

1. Install two matched-capacity HDDs
2. Custom registration (Phone/Email auth)
3. Configure RAID 1 in Storage Manage

- DFS Mode: Requires two hard disks (capacity can differ). Users can manually set "dual backup" for important directories via the app. This balances security and space efficiency compared to full Raid1 backup.

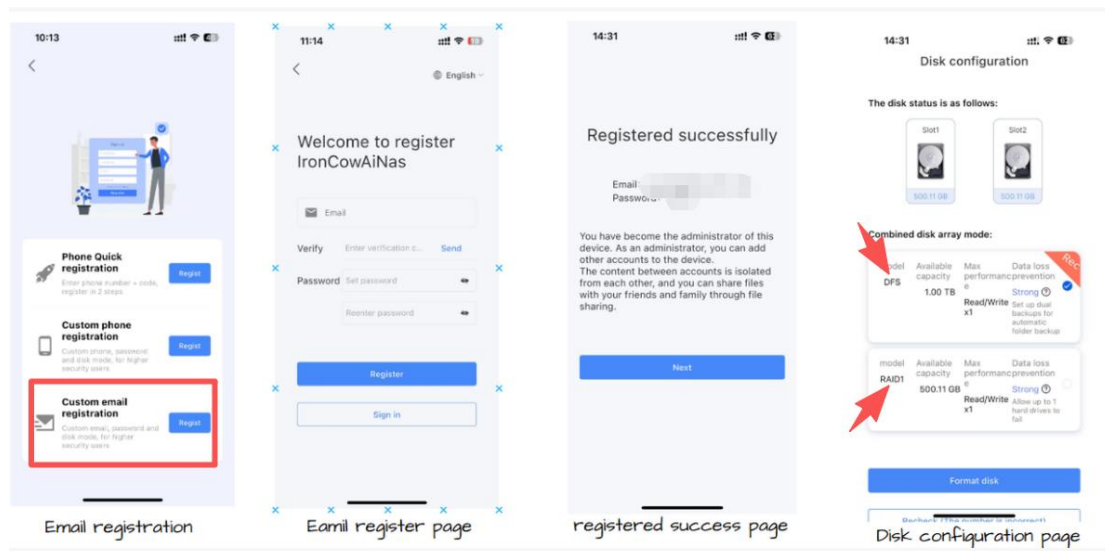
4. Step 4: Hard Disk Formatting Click "Start Formatting".



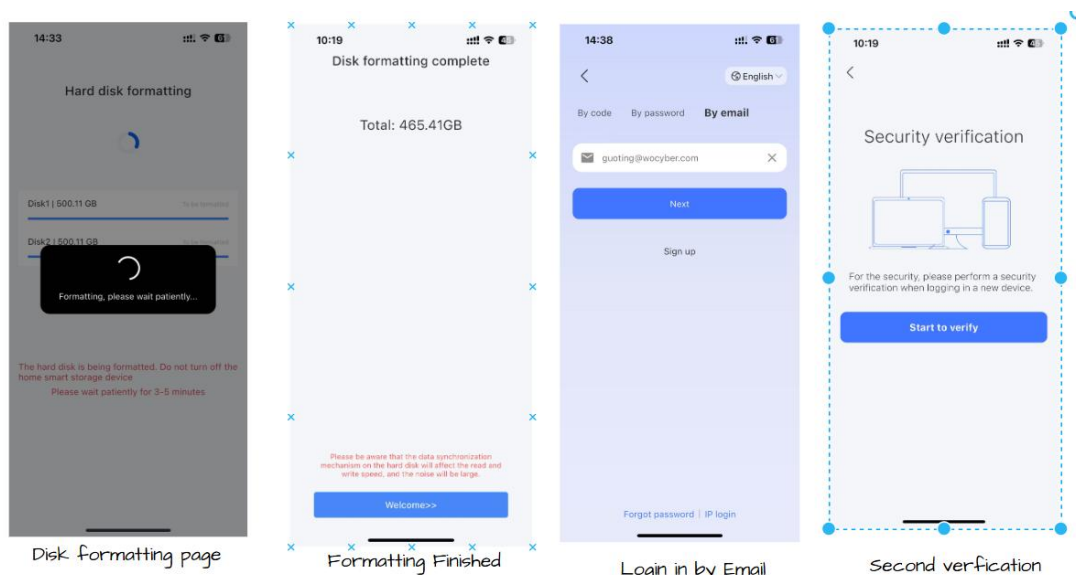
- Step 5: Custom registration successfully ,the users need second verification to enter the main page
- After formatting, the status light/disk light will turn solid green. Click "Welcome" to enter the app main interface.

2. Custome Email Registration

Note: The first user to register the device will have the administrator role.After registration, log in using your email address and password.Prerequisites: Same as previous methods.



1. Step 1: Discover Device on Local NetworkIdentical to sign up.
2. Step 2: Click "Custom Email Registration".Enter your email, verification code, and password, then click "Register". A success message will appear then turn to the next step.
3. Step 3: Create Storage PoolClick "Next" to enter the disk configuration page.
4. Step 4: Hard Disk FormattingClick "Start Formatting", enter the password, and confirm. The system will display "Formatting, please wait patiently". After completion, click "Welcome" to go to the login page and select "Email Login".



4.Status Light/Disk Light Status Explanation

1. Red Slow Flash: Device powered on but not initialized.
2. Solid Green: Device initialized and running normally.

Stage	Light Status	Device Action	User Action
Auto Upgrade	Red flashing (3Hz)	Backend update	Wait patiently
Upgrade Complete	Light off	Auto reboot (60s)	Keep power on
Ready to Register	Red slow flash (1Hz)	System initialized	Scan to register
Normal Operation	Green steady	Full service start	Enjoy storage

3. For more Power and Disk status light information:

Name	Color	Pattern	Meaning / Firmware Description
Power LED	Off	—	Unit is powered off
	Green	Solid	Powered on, registered, and online
	Green	Fast blink (3 Hz)	System firmware upgrade in progress
	Green	Slow blink (1 Hz)	Admin-password reset mode (hold RESET 4–5 s)
	Red	Fast blink (3 Hz)	Critical fault or factory-reset mode (RESET + POWER 5 s)
	Red	Slow blink (1 Hz)	Awaiting registration or network down
Disk LED	Green	Solid	Normal operation
	Green	Fast blink	Disk read/write activity

	Green	Slow blink	Disk hibernation
	Red	Slow blink	Formatting in progress (new disk or add/remove confirmation)
	Red	Solid	Disk needs attention (serious error)
	Red	Fast blink	Disk failure
	Off	—	No disk detected

5.Common Issue Help

5.1 Reasons for Not Receiving Verification Code

- Poor phone signal or SMS blockage (check spam folder).
- Incorrect phone number format (include country code, e.g., +86 for China).
- Carrier restrictions (contact mobile/unicom/telecom).
- Network issues between the verification code server and device.

5.2 Hard Disk Recognition Issues

- Damaged hard disk (test on a Windows PC).
- Compatibility issues with disk brand.
- Loose connection (reinsert the disk after powering off).
- Disk not initialized (requires formatting).
- Unsupported format (supported formats: xfs, ext4, ext3, ext2, ntfs, exfat).

5.3 Network Connection Issues

- Red Slow Flash: Check internet connection and cable.
- Solid Green but "Network Error" in app: Firewall may block access—temporarily disable to test. Adjust rules if needed.
- Local access works but external access fails: Check router port forwarding and public IP settings.

5.4 Reasons for Not Discovering Device on Local Network

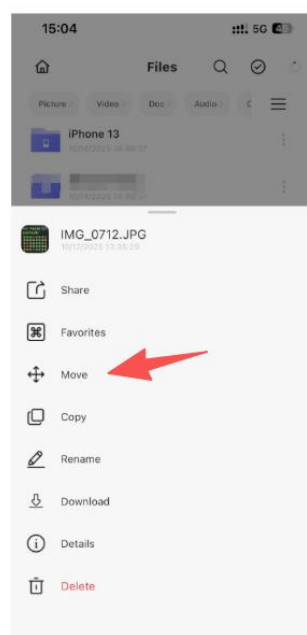
- Phone and device not on the same network.
- Faulty network cables, ports, or router.
- Device and phone on different subnets.
- Network does not assign IP automatically.
- New device lacks network permissions (common in office networks).

File Management

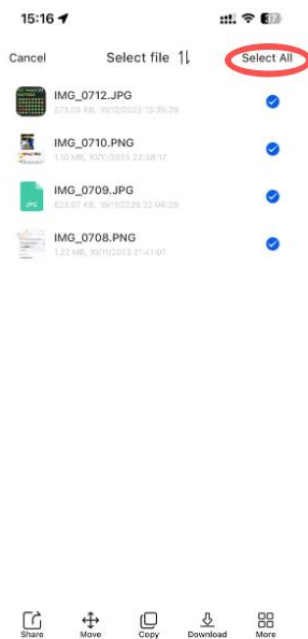
- Includes file move, copy, rename, details, delete, and recycle bin etc Basic File Management Functions

1.1 Move File/Folder

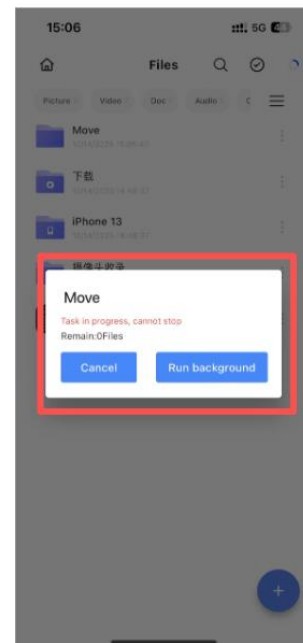
- Move to Another Device Directory:



Select single file



Select Multi File

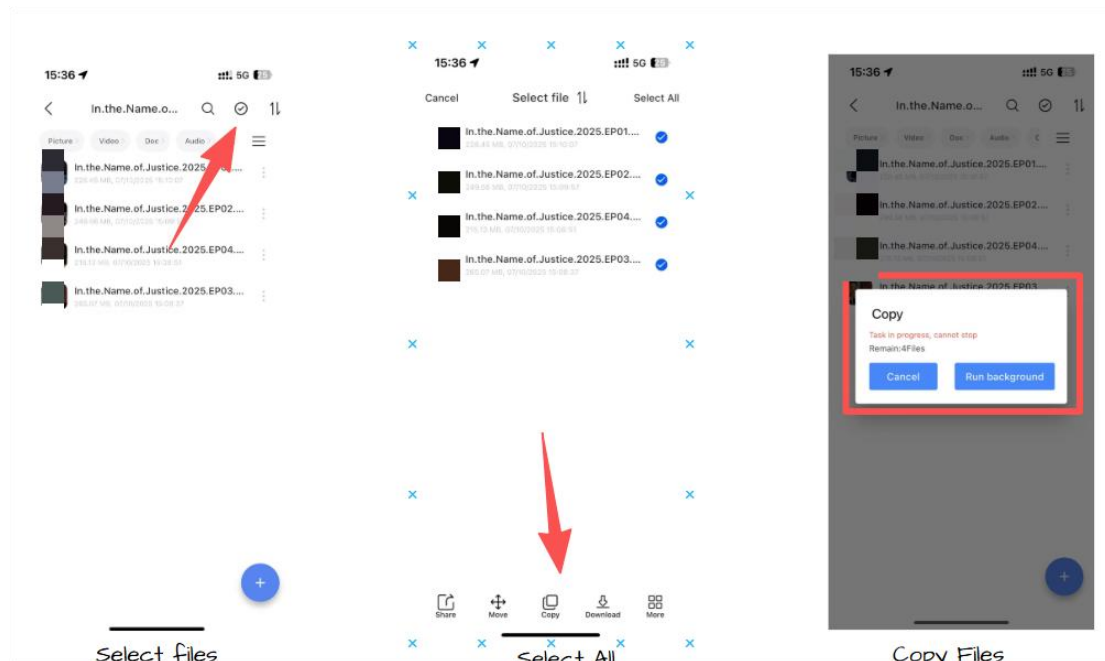


Move to target directory

1. Step 1: In App Home > File Management, click "...".
2. Step 2: Select the destination directory and click "Move".
3. Step 3: A "Moving" prompt appears—operation can be canceled or run in background.
4. Step 4: "Move Successful" message appears; original file is removed.

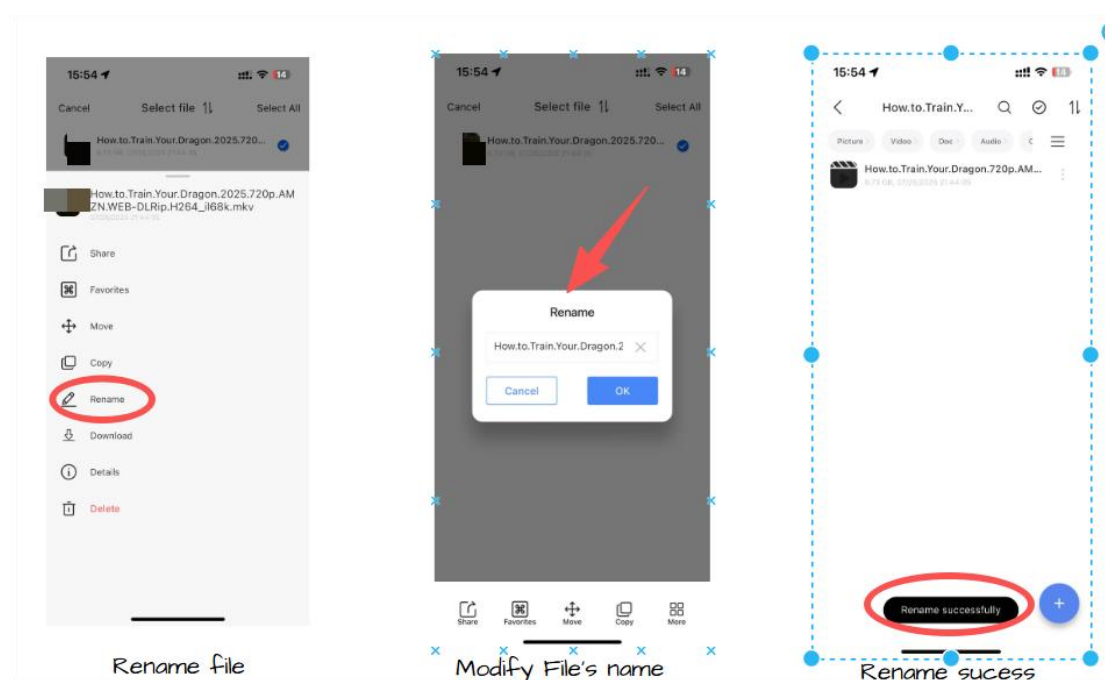
1.2 Copy File/Folder

- Copy to Another Device Directory:



1. Step 1: Click "... " next to the file and select "Copy".
2. Step 2: Choose destination and click "Copy".
3. Step 3: "Copying" prompt appears.
4. Step 4: "Copy Successful" message appears; original file remains.

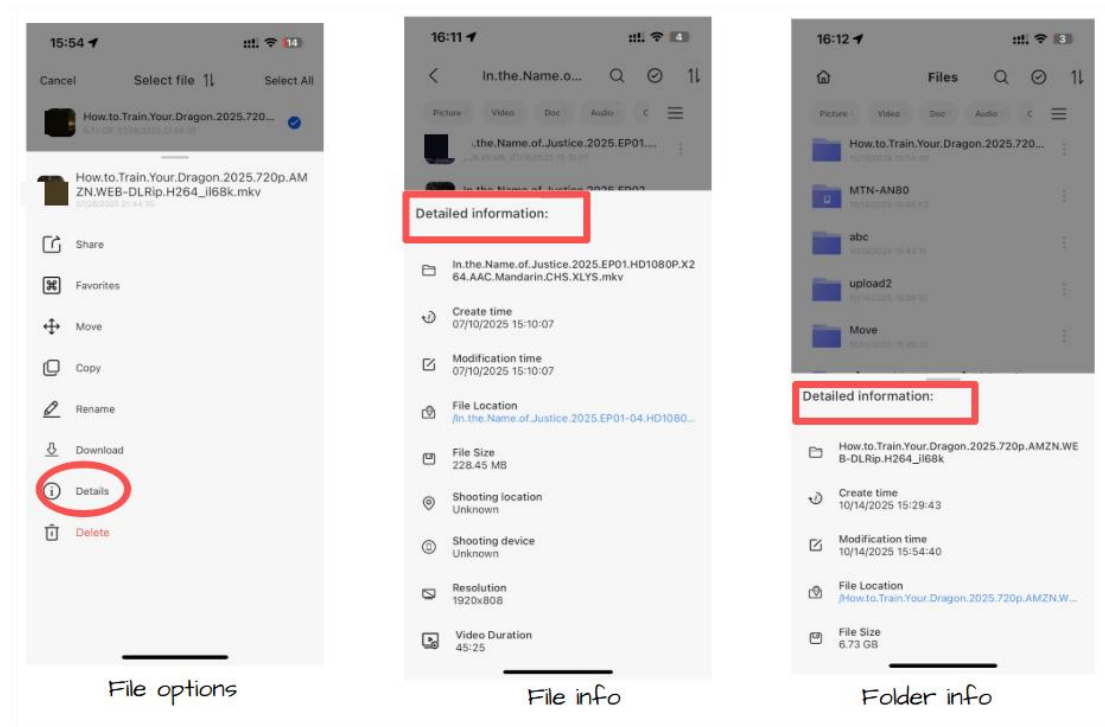
1.3 Rename File



- Step 1: Click "..." next to the file and select "Rename".
- Step 2: Enter new name (avoid special characters).
- Step 3: Click "OK" for "Rename Successful".

1.4 Rename Folder

- Similar to file rename.



1.5 File Details

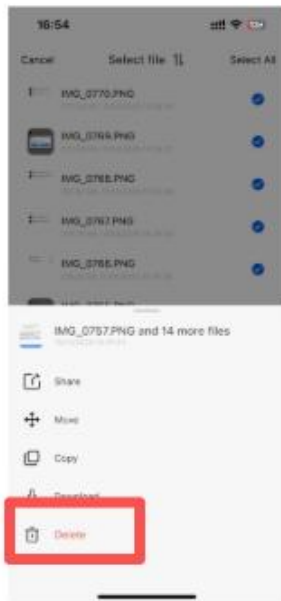
- Displays creation time, modification time, location, size, and resolution.
- Step 1: Click "..." next to the image and select "Details".

1.6 Folder Details

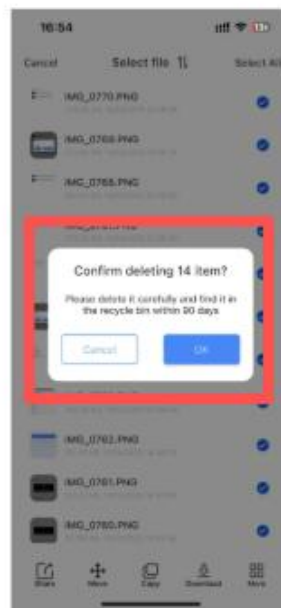
- Shows creation time, modification time, location, and size.

1.7 Delete File

Deleted items go to the recycle bin, retained for 90 days for recovery.



Select Files



Second confirm



Deleting

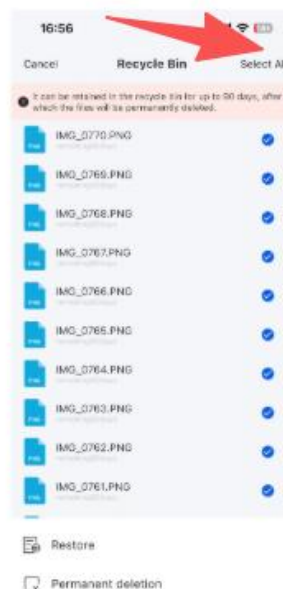
- Step 1: Click "...". and select "Delete".
- Step 2: Confirm deletion.

1.8 Recycle Bin

Restore: Recover files within 90 days, Empty Recycle Bin: Permanently delete all files.



Recycle



Empty or Restore

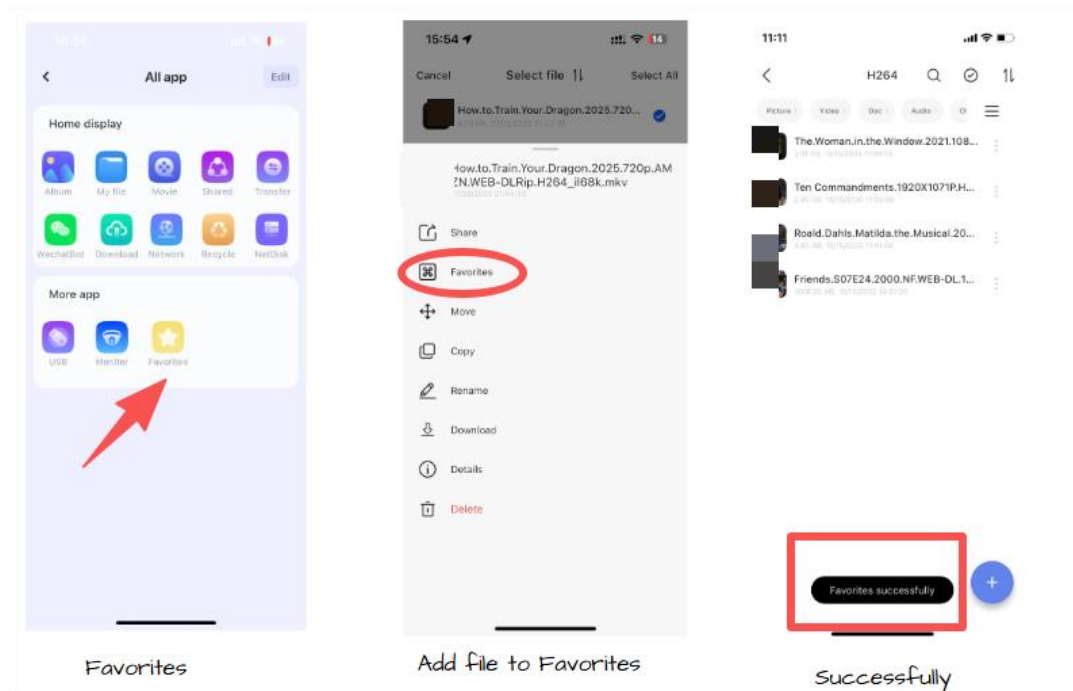


Empty Recycle bin

- Step 1: App Home > Apps > "Recycle Bin".
- Step 2: Click "Empty Recycle Bin" and confirm.

1.9 My Favorites

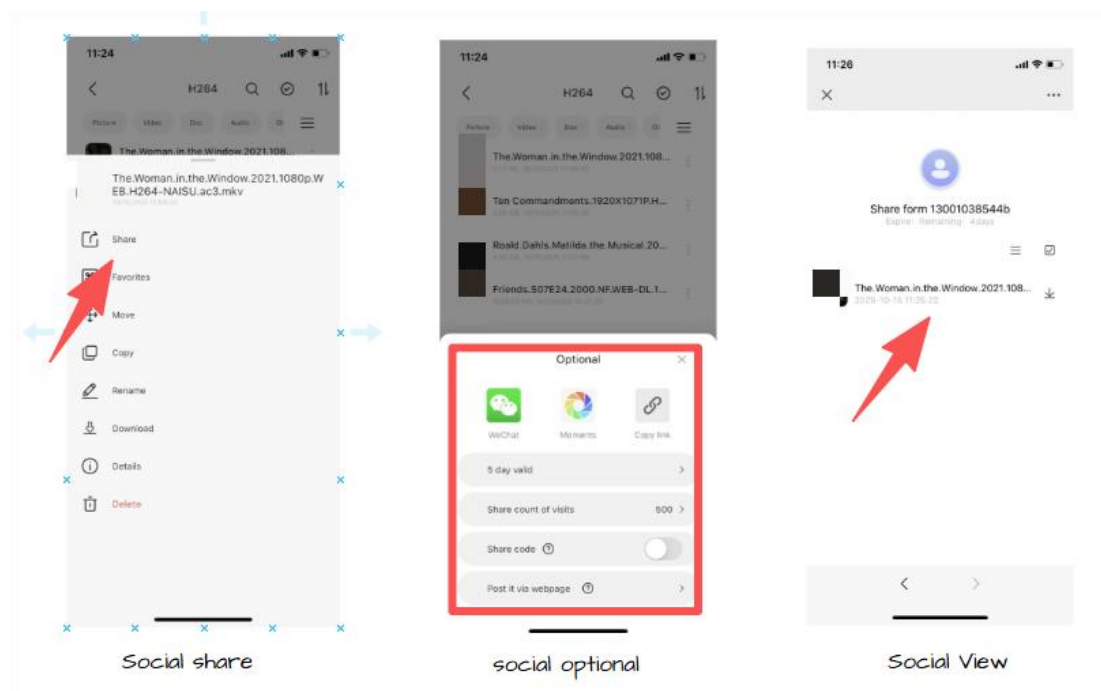
Users can favorite files/folders for easy access.



- Step 1: In File Management, click "... " next to a file/folder and select "Favorites".
- Step 2: Access via App Home > Apps > "Favorites".

1.10 Social share

Your Friends can view the shared files/photos.

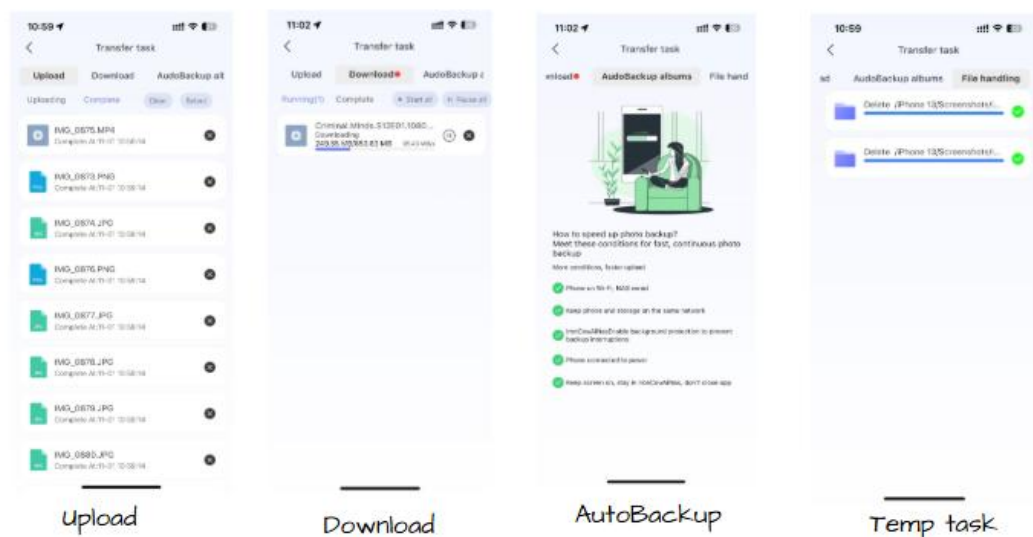


- Step 1: File info > Share >Optional>share to your friends

- Step 2: Manage all shared files “App Home > Settings > My Shares”.
- Step 3: Click “...” to manage shares: clear expired shares, cancel shares, or manage tags.

1.11 Transfer Tasks

- Monitor download/upload/album backup/file processing tasks.
 - Upload: From phone to device.
 - Download: From device to phone/PC.
 - Album Auto-Backup: Automatically backs up phone photos/videos to device.
 - File Processing: Shows copy operations.



- Slow Download Speed Reasons:
 - Network congestion, disk issues, or server limits.
 - Solutions: Use wired connection, avoid peak times, check source server.
- Download Stalling:
 - Internal vs. external network factors; Baidu Netdisk may limit non-VIP users.

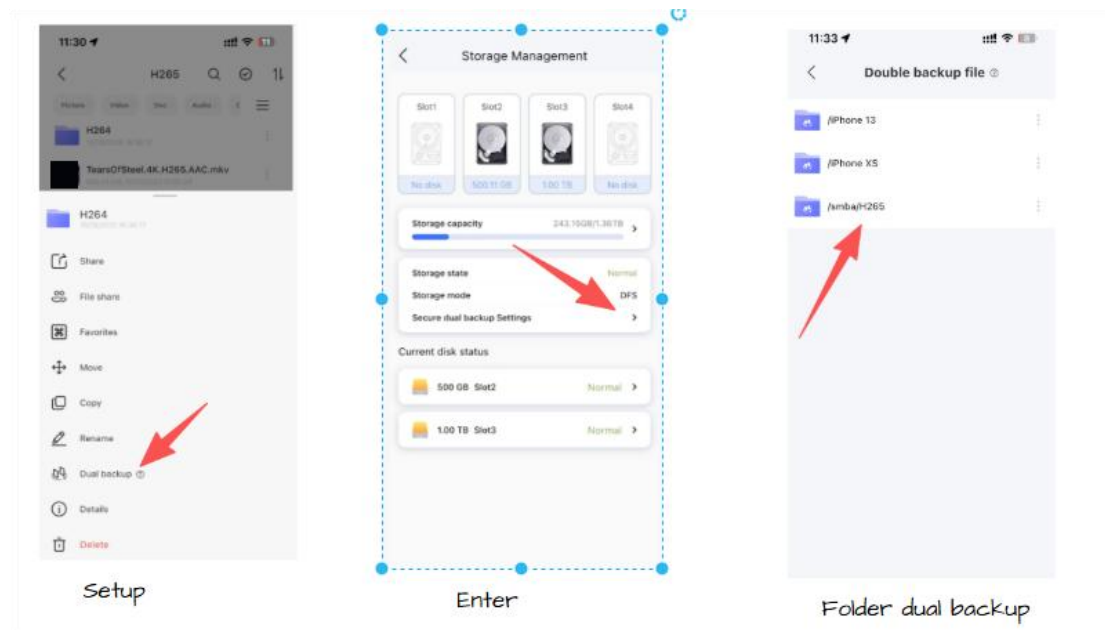
1.12 File Transfer Issues

- Slow Multi-File Upload: Many small files increase server connections, reducing average speed.
- Upload Failures: Network errors, unsupported file types, or size limits.

DFS Dual Backup Files

2.1 Dual Backup Files

- In DFS mode, users can set dual backup for important folders to sync data across two disks for safety.
- Step 1: In File Management, click "... " next to a folder and select "Dual Backup".
- Step 2: Go to Storage Management > "Dual Backup Files" to view.
- Step 3: If one disk is removed, data remains on the other.

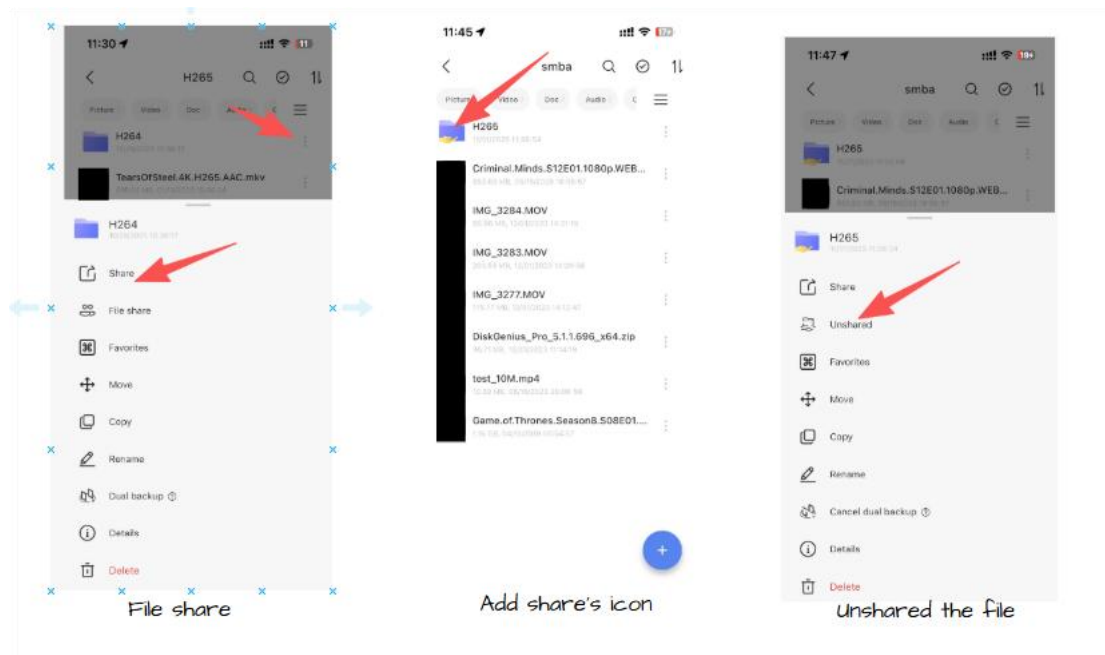


Shared Folders

- Shared only within the same device users; others can copy/download but not upload.

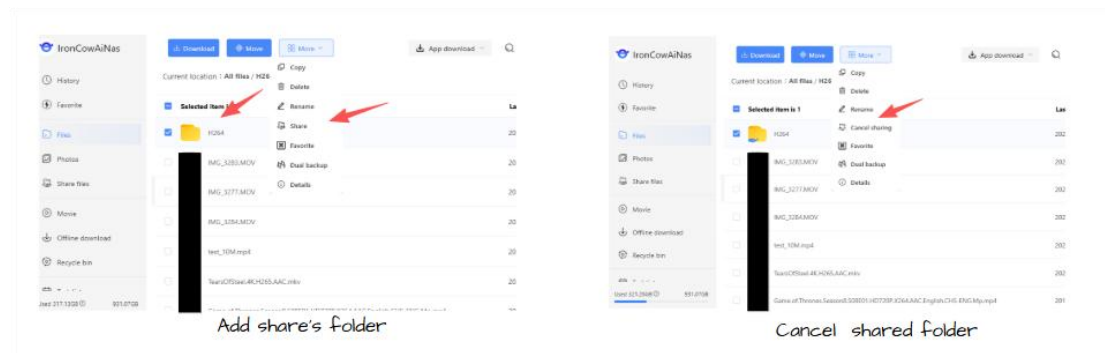
1. Mobile Setup:

- Step 1: In File Management, select a folder and click "... " > "Share".
- Step 2: A hand icon indicates sharing success.
- Step 3: Sub-accounts see it in "Shared Space".



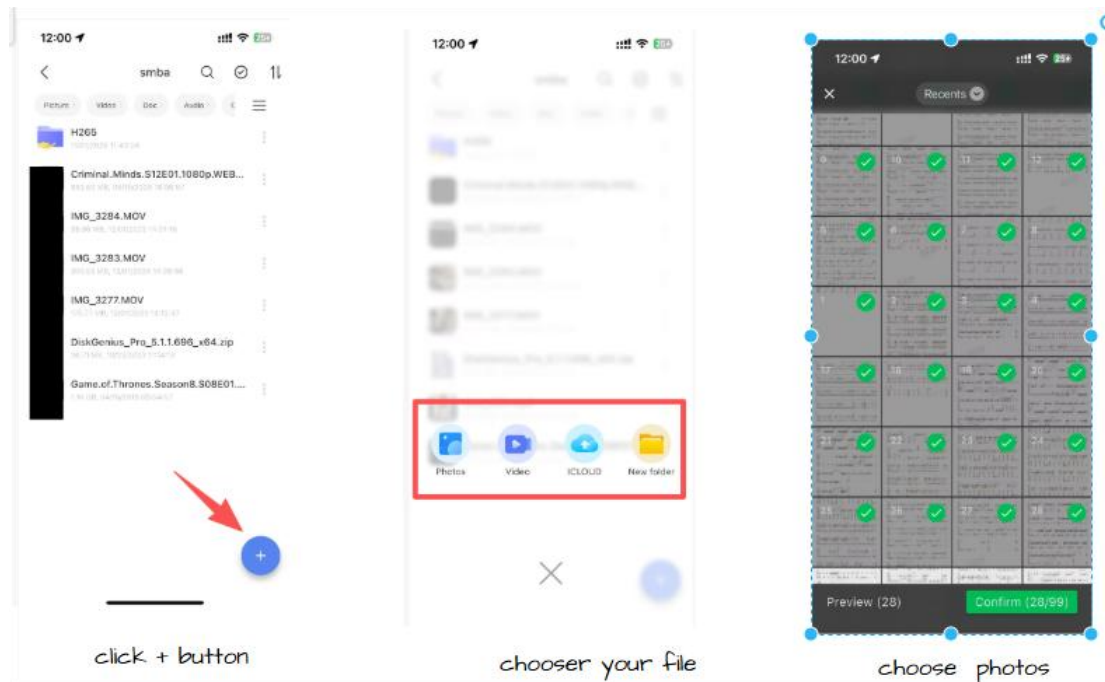
2. PC Setup: Similar steps via PC client.

- Setp 1: Add a folder to file share
- Step 2: Cancel the share's folder



File Upload

- Android/iPhone Photo/Video Upload:



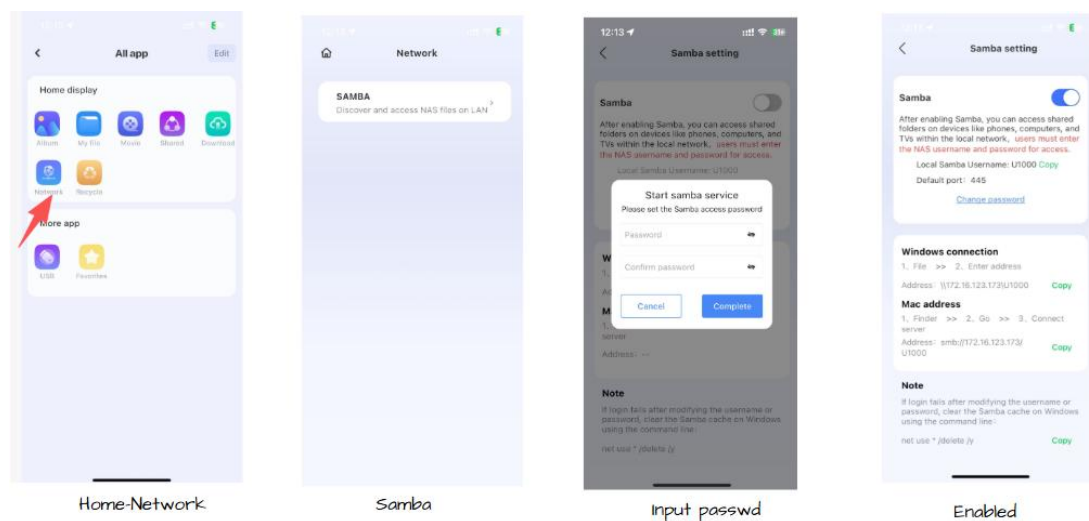
- Step 1: In File Management, click "+" > "Photos" or "Videos".
- Step 2: Select files and confirm.
- Step 3: Check "Transfer Tasks" for completion. Files are saved in the root directory.

Special Applications

Samba Service

- Enables access to shared folders via Samba protocol on PC, phone, or TV.

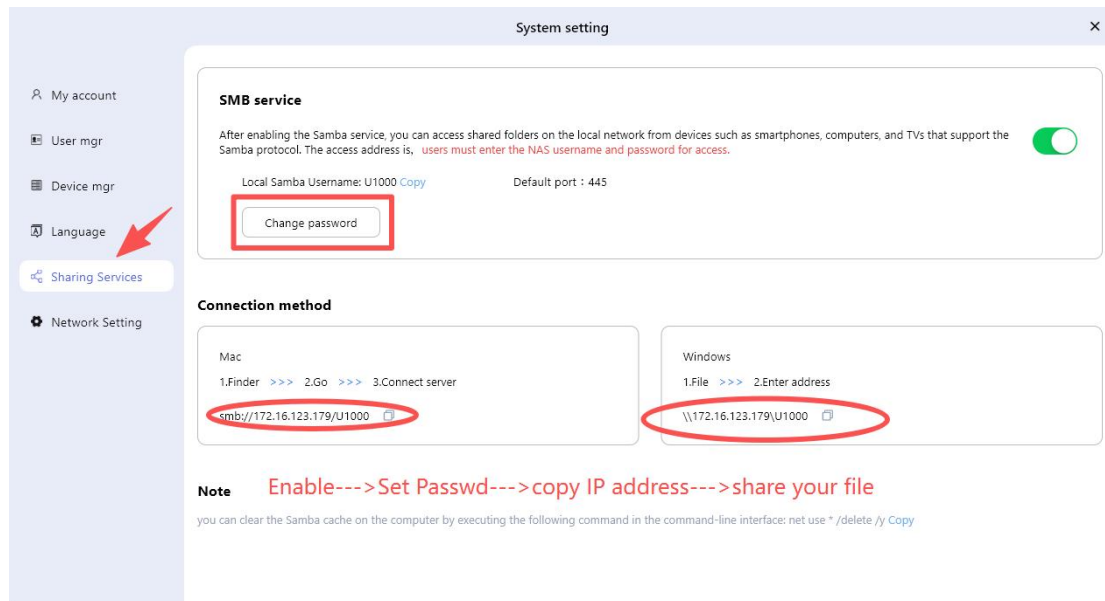
1. Mobile Setup:



- Step 1: App Home > "Network Services" > Samba settings.

- Step 2: Turn on Samba, set password.

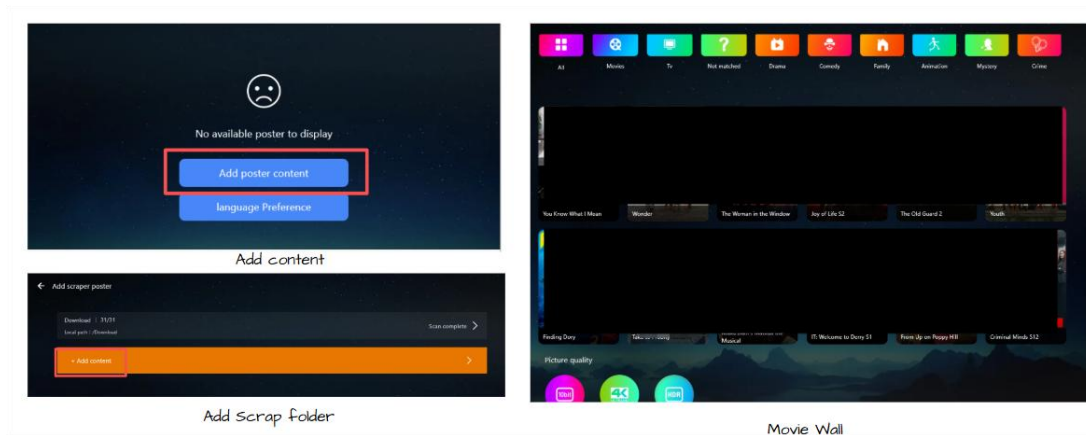
2. PC Setup: Via PC client settings.



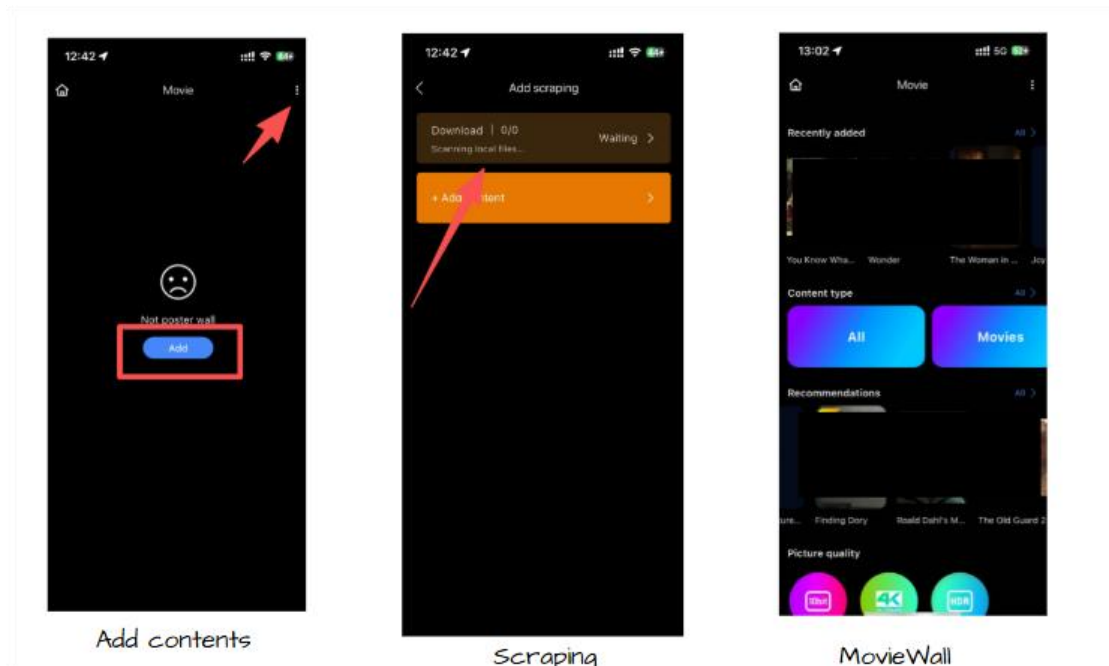
- Windows Access: Enter \\IP\Username in address bar (e.g., \\172.16.123.173\U1000).
- Permission Notes: Admin must enable Samba for sub-accounts.
- Clear Samba Cache on Windows: Run `net use * /delete /y` in cmd.

Video Library

- Creates a personalized media library with posters and metadata.
- Naming Tips: Rename files for better scraping (e.g., "Stage.mp4" for movies, "Show S3E1.mp4" for TV).
- Language Settings: Set preferred language (Chinese/English) for new content.
- Add Content:
 - PC: Click "Video" > "Add Poster Content" > select directory.



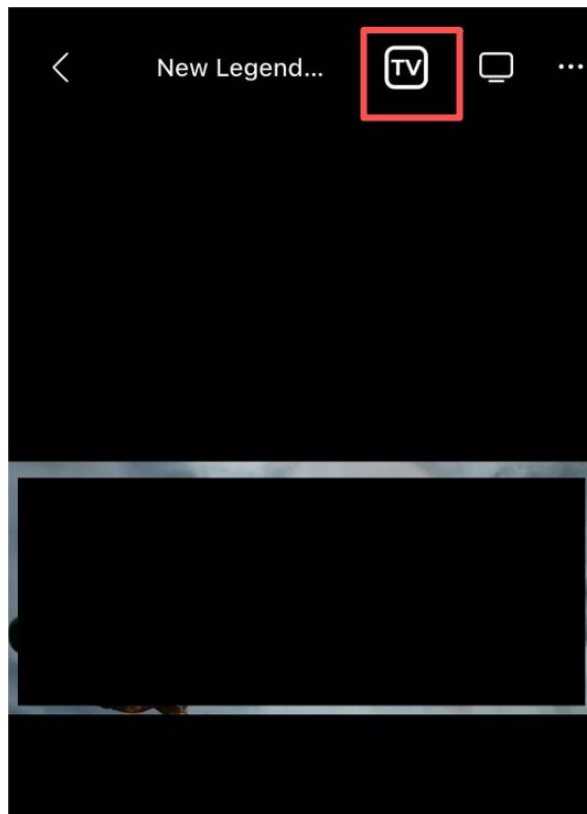
- Mobile: App > "Video Library" > "Add" > select directory.



- Playback: Play videos with options for previous/next, playlist, and DLNA/TV cast.
- Update Library: Refresh to add new content or rename files.
- Delete Poster: Remove via "Added Content" settings.
- Scraping Failures: Ensure correct naming and retry.
- Home Screen Display: "Video Library" shows videos played from the library; "Recent Views" shows other media.

HDMI Function

- Cast videos to TV via HDMI connection.
- File Management Cast:
 - Step 1: Connect NAS HDMI to TV.
 - Step 2: In File Management, select video and play > "TV Play".



- Video Library Cast: Similar steps from the library.
- Remote Control: App shows a soft remote after casting.

Account-Based Playlist Visibility

1. Admin account during TV playback:
Playlists will only display lists under the admin account, excluding all sub-accounts' program lists.
2. Sub-account during TV playback:
Playlists will only display lists under the sub-account, excluding the admin account's program lists.

Cross-Account Playback Control

3. While admin account plays TV:
Sub-accounts can still perform:
 - Fast forward/rewind
 - Volume adjustment
 - Pause/resume playback
 - Playback exit
4. While sub-account plays TV:
Admin account can still perform:
 - Fast forward/rewind
 - Volume adjustment

Pause/resume playback

Playback exit

Solution for Default Screen During TV Casting

- Step 1: Re-seat the HDMI cable connected to the NAS.
- Step 2: If the default screen reappears after NAS reboot:
 - Re-seat the NAS HDMI cable, then
 - Re-select TV casting to resume normal display

Data Recovery Guider

For: Migrating data to a new same-brand NAS

Critical Steps

1. Insert all original HDDs (excluding SSDs) into the new NAS
→ *SSDs excluded | Inconsistent HDD count fails recovery*
2. Power off both devices before moving drives
→ Prevents data corruption & extends drive life
3. Never reset/format original devices before recovery
4. Keep devices on the same network
5. During recovery:
 - Old NAS During recovery:
 - Old NAS: Powered off
 - New NAS: No power loss/drive removal

Outcome

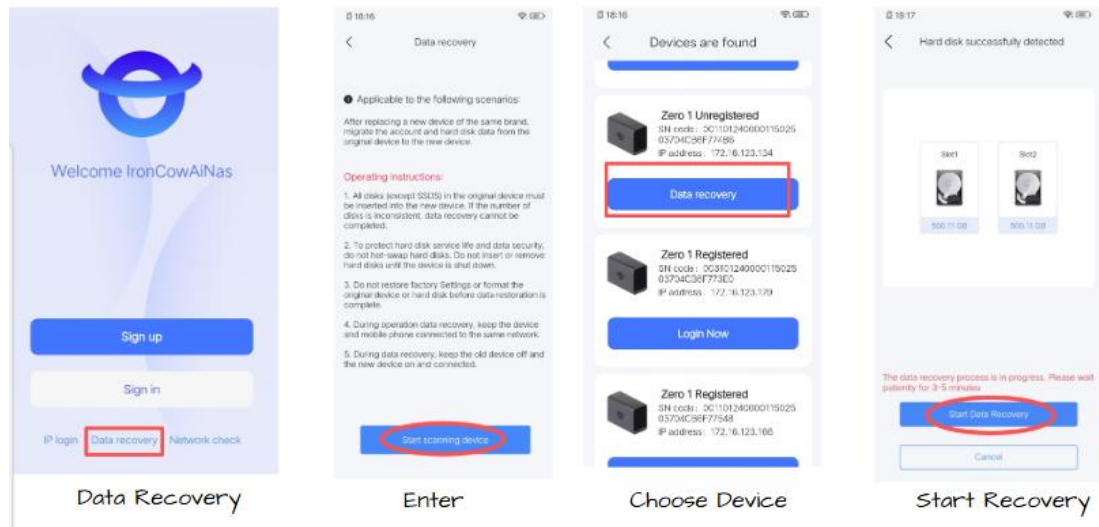
After recovery:

Login with original account → Full data accessibility restored

Data Recovery 1.1

Step 1: Power off old device → Move all HDDs to new device

Step 2: Power on new device → Open2:** Power on new device → Open App → Select **"Data Recovery App → Select "Data Recovery"



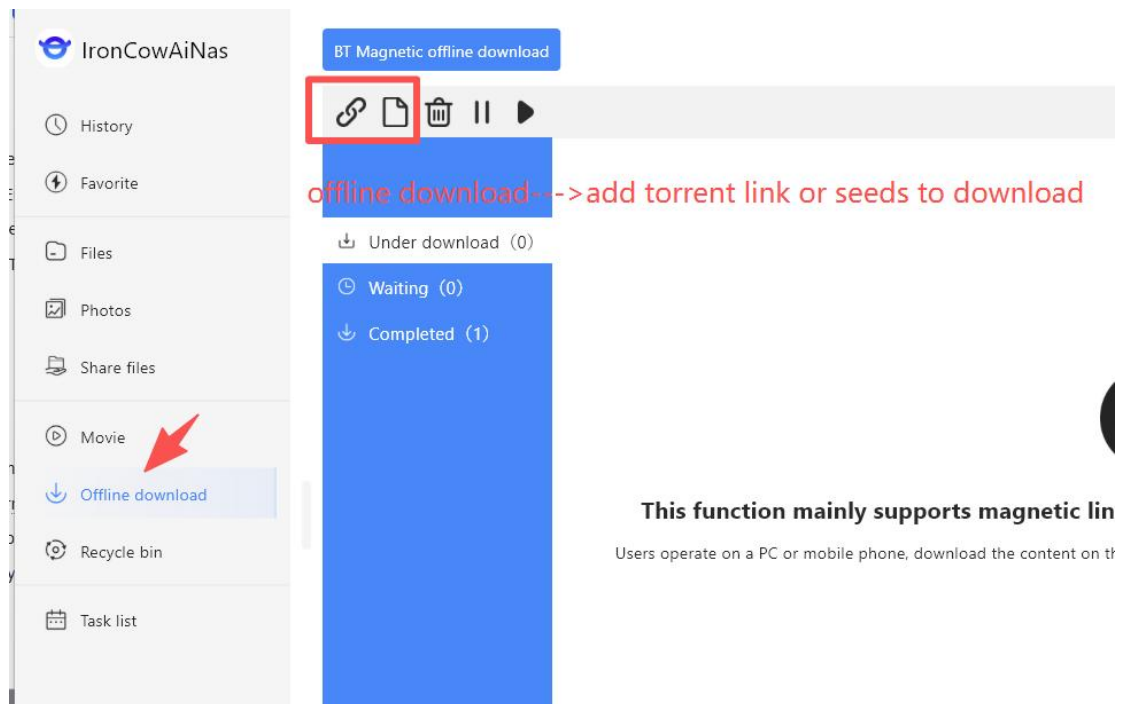
Data Recovery Login

- Step 1: Launch app → Tap "Continue Using" or re-login
- Step 2: Select "Password Login" → Enter original account → Next
- Step 3: At "My Devices" → Choose recovery target → Login Now
- Step 4: Input password → Login → Tap "Start Authentication"
- Step 5: Enter SMS code → Confirm

BT/Magnet Download

1. PC client

- Step 1: PC: Navigate to Offline Download
- Step 2: Tap Add Link Task to add torrent link download it
- Step 3: Add torrent files from your local file to download it
- Step 4: After downloaded successful you can go to the download to check it



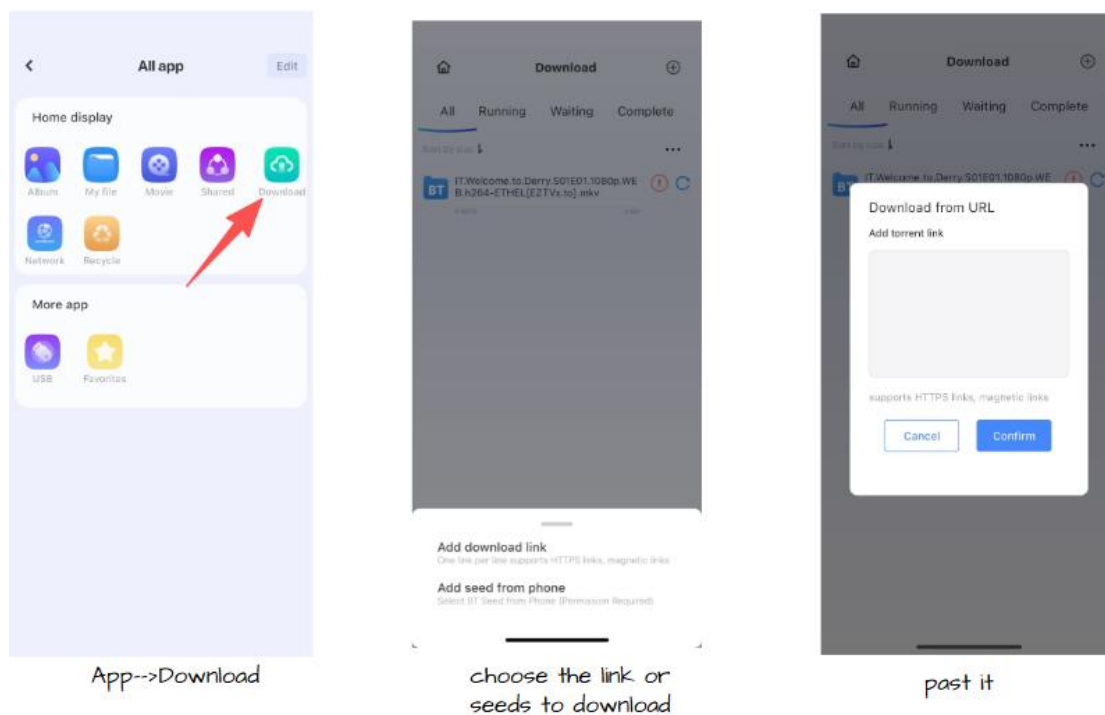
2. Mobile app's client

Step 1: App Home → Tap Download Center

Step 2: Tap + (top-right corner)

Step 3: Select Add Download Link → Paste URL → Confirm

→ "Task created. Enter download page after caching completes"



Download Location Note:

Default path: My Files > Downloads

BT Download Speed/Failure Causes

Core reason:

Download success depends entirely on connectivity between the *seed file server* and your network. Failed/unstable handshakes cause download failures.

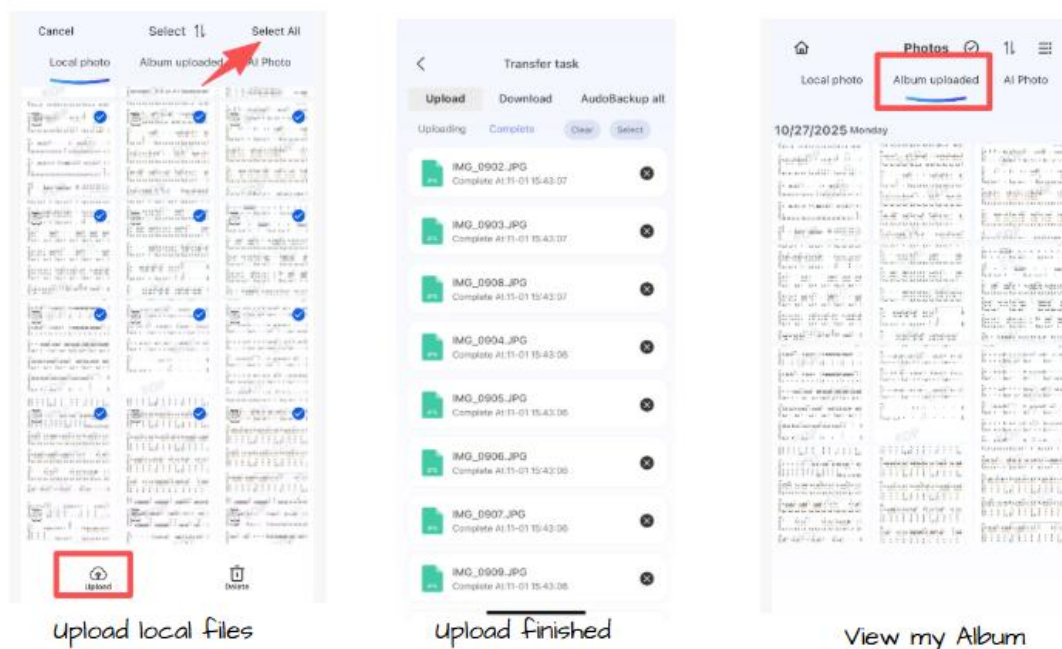
Photo Album Services

Manual Upload from Phone

Thumbnails generate sequentially - waiting required.

1. Step 1: App → Photo Album → Tap Local Photos
2. Step 2: Tap ✓ → Select single/all photos (*Unuploaded icon* on thumbnails)
3. Step 3: Tap Upload (bottom-left) → *"Task created. View in Task Center"*
4. Step 4: Go to Task Center:
 - Uploading: Active tasks
 - Completed: Finished tasks
 - Pause All: Suspend all
 - Resume All: Restart all

Step 5: Task Center → Uploads → Completed → View photos



Auto Backup from Phone

Functionality

When enabled:

- Checks for new photos on app launch
- Auto-creates backup tasks for unbacked-up content
- Stores in **Files > [Your Phone Model]** folder

After app reinstall:

→ Manually re-enable auto-backup

→ No duplicate backups if folder name unchanged

1. Step 1:

Photo Album → Tap More (top-right)

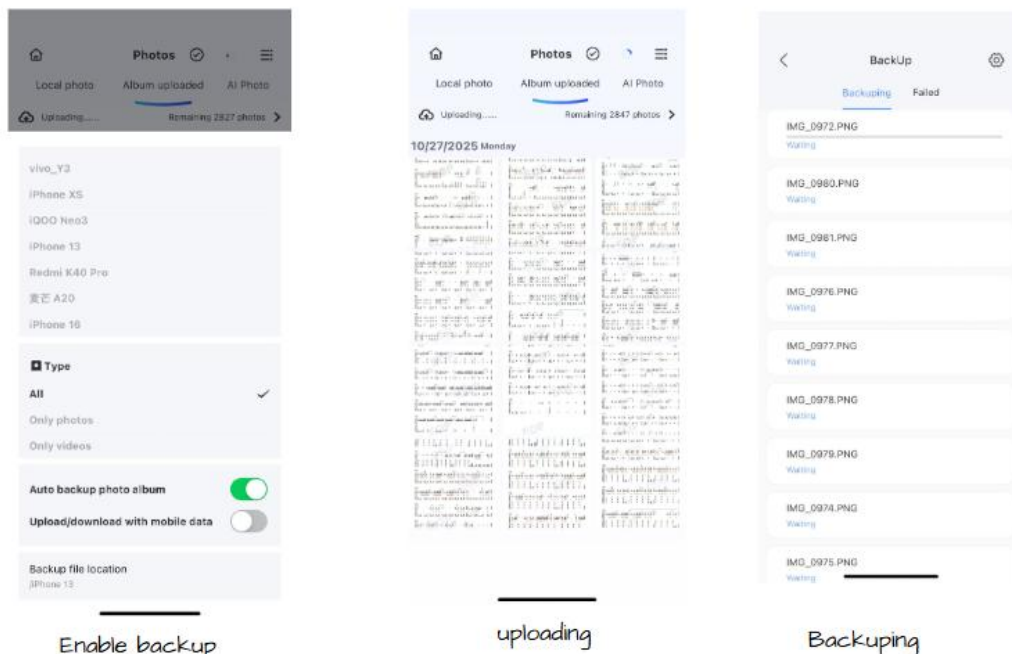
2. Step 2:

Tap "Auto Backup Phone Album" → Enables continuous backup of local photos to NAS

- backup of local photos to NAS *Status: "Backing up..." during transfer*

3. Step 3:

After backup finished the notification progress bar will disappear



Enable Photo AI

When activated:

Ascend AiNas auto-categorizes backed-up photos into *Portraits*, *Scenes*, etc.

1. Step 1:

Photo Album → AI Categories → Tap More (top-right)

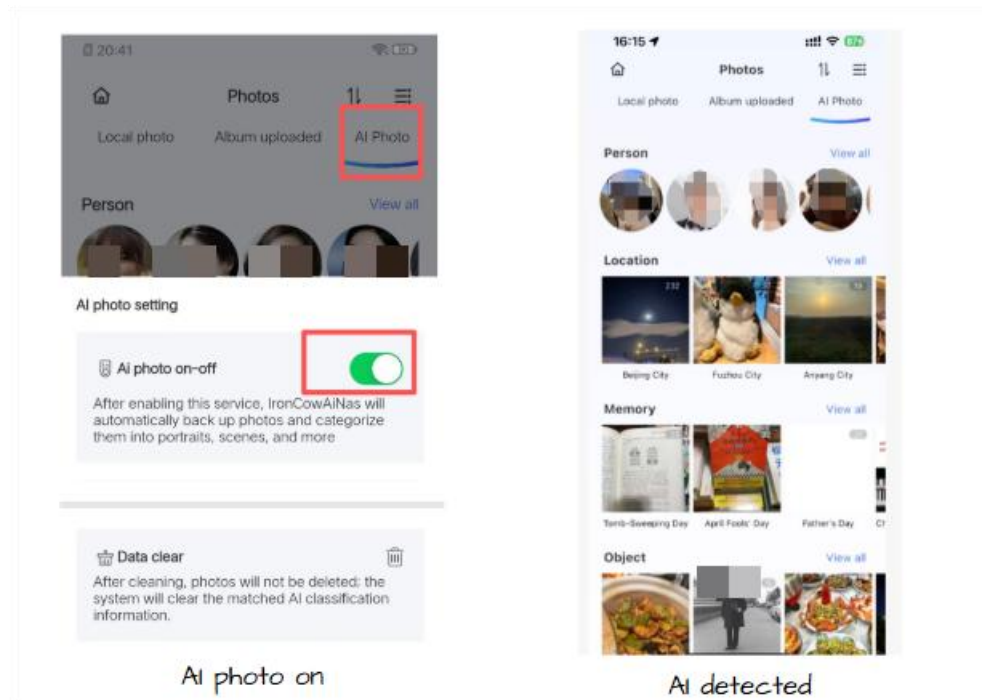
2. Step 2:

Toggle Smart Album AI → *"Processing may take time. Please wait."*

3. Step 3:

After completion:

Photos auto-sorted into People, Animals, Locations etc.



AI Album Data Cleanup

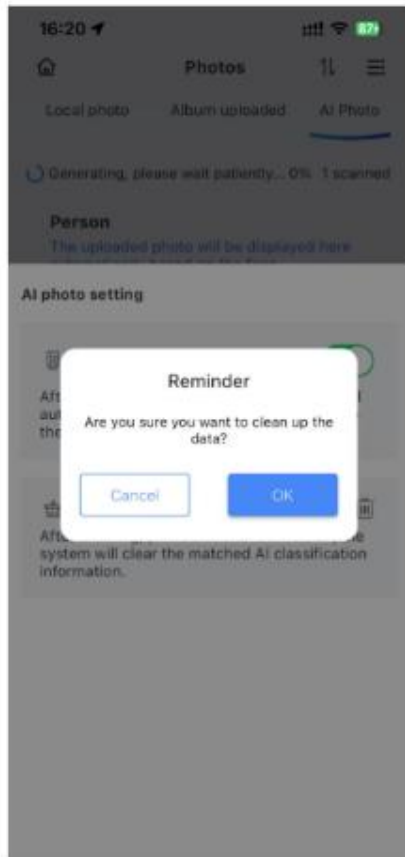
Clears AI categorization data without deleting photos.

Steps:

1. Photo Album → AI Categories
2. Tap Data Cleanup → *"Confirm cleanup?"* prompt
3. Click confirm then all the AI's classfiy will be cleared
4. After cleanup: System will re-run AI categorization

If no auto-reclassification occurs:

1. Relogin to app
2. Toggle AI off → on



Clear AI data



Default page

AI Photo Recognition Inaccuracy

Possible causes:

1. AI model limitations
2. Unclear subject in photos
3. Uncommon angles:
 - Overhead food shots
 - Side-view cars (*Beyond standard training data*)

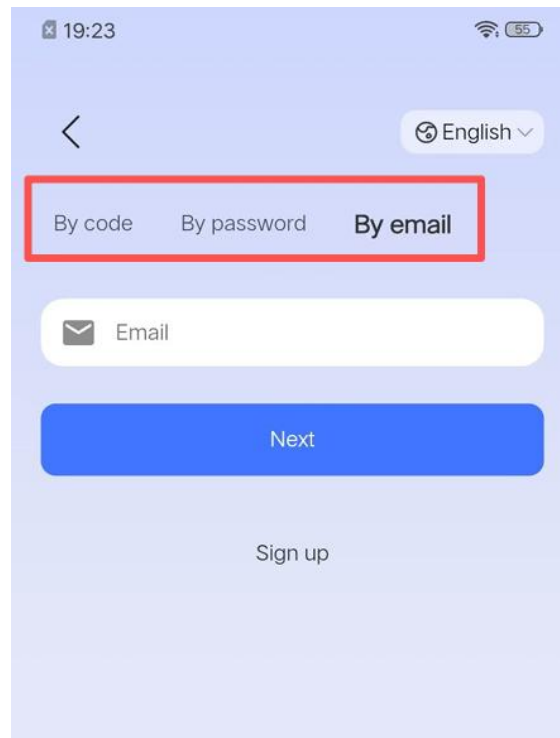
Device related

Device Login: Mobile APP

Method: Password-free login via SMS code or passwd or email

Step 1: Login screen → Select Existing User

Step 2: login by code or by passwd or by email

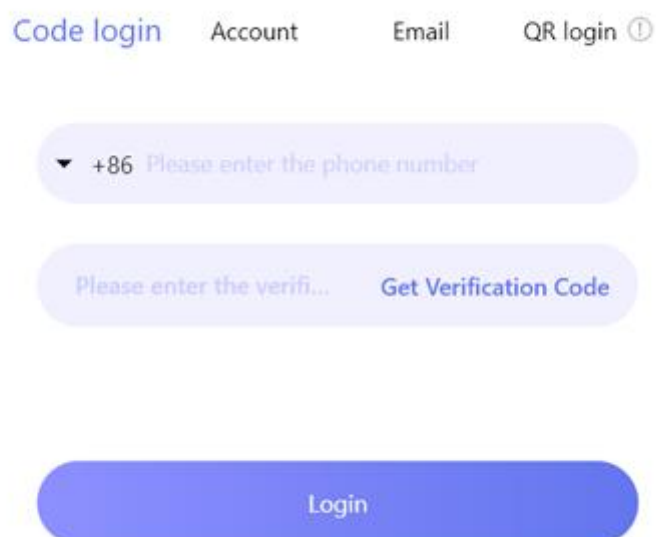


Device Login: PC client

Method: Password-free login via SMS code or passwd or email or QR code

Step 1: Login screen → Select Existing User

Step 2: login by code or by passwd or by email or QR code



Device Login: TV client

Method:TV Login: QR Code Only

Step 1: On TV app → Tap "Scan to Login (TV)" prompt

Step 2: On mobile → Tap Scan icon in search bar

Step 3: Scan TV QR code → Confirm Login Authentication on mobile, TV's client login successful

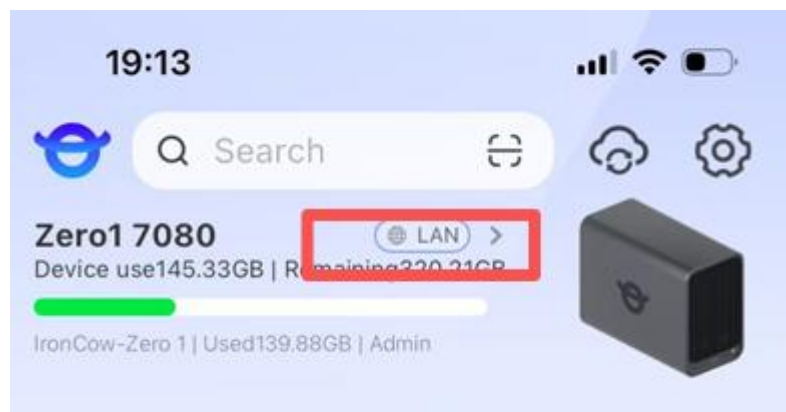
Network Settings

Status

- LAN: Phone & device on same network → "LAN" icon → Faster transfers
- WAN: Phone & device separate → "WAN" icon → Slower speeds

LAN Access

1. Phone + NAS on different network
2. Open app → See "LAN" icon



WAN Access

1. Phone + NAS on different network
2. Open app → See "WAN" icon



Network Settings Details

View connection type, IP address, etc

Steps:

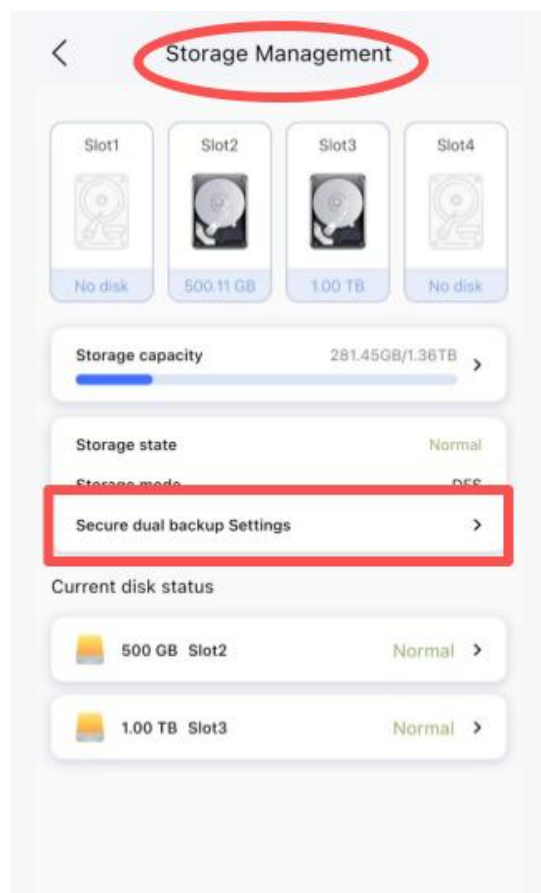
1. App home → Tap LAN/WAN status
2. Tap Connected → View network details



Storage Management

Step 1: App → Settings → Storage Management

Step 2 : Tape Secure dual backup Settings,user can check the backup file



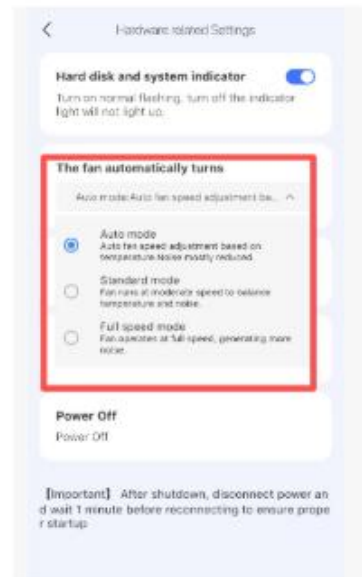
Fan & Power Settings

Step 1: App → Settings → Fan & Power

Step 2: Select Auto or Full speed mode to adjust fan



Settings---->Fan & Power



Different Mode to choose

Device Indicators & Power

1. LED Status
 - On: System/disk blinking
 - Off: LEDs dark
2. Fan Modes
 - Auto: Temp-controlled → Lower noise
 - Standard: Balanced speed
 - Full: Max cooling → Higher noise
3. Disk Sleep
 - On: Inactive → Sleep (greenactive → Sleep (green slow blink)
 - Off: Inactive → Awake (green solid)
4. Shutdown

Tap → Confirm prompt → Powers off
5. Reboot

Tap → Confirm prompt → **

Tap → Confirm prompt → Restarts

Language Settings

Options: Chinese / English

Sets the entire app's display language.

Steps:

1. App → Settings
2. Tap Language → Select English

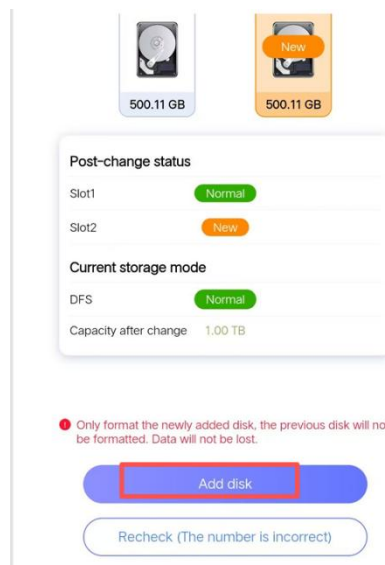
Zero1 Drive Operations

Adding a Drive

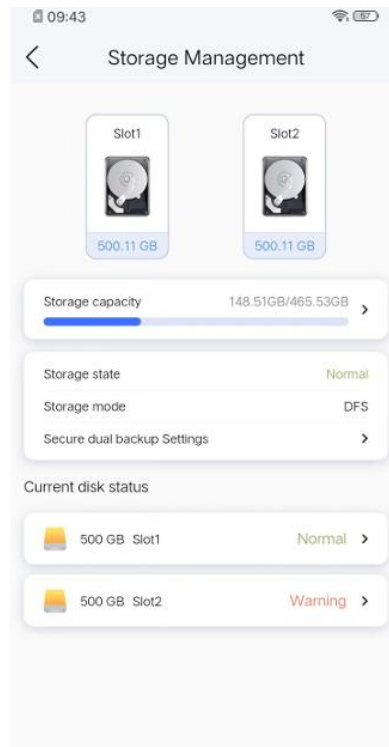
Critical: Hot-swap unsupported! Power off → Insert unformatted drive

Steps:

1. Restart → App shows drive alert → *Disk LED: Red slow blink*
2. Add disk --->enter passwd to confirm--->add successfully



3. Nas reboot automatically. After reboot: Disk LED changes from red slow blink to green solid → Drive light change to green solid → Drive added successfully.



Drive Removal

Procedure:

1. Power off → Remove drive from Bay 2 → Restart



Disk status change

User: 15321116707b

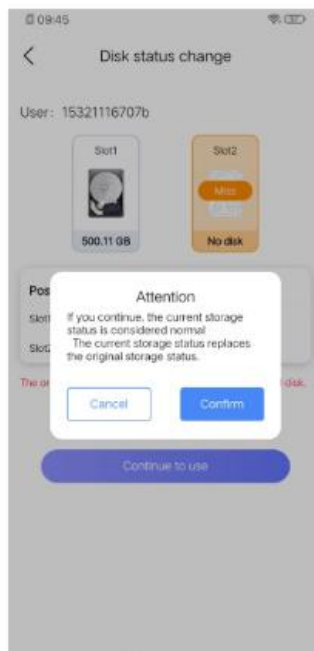


Post-change status

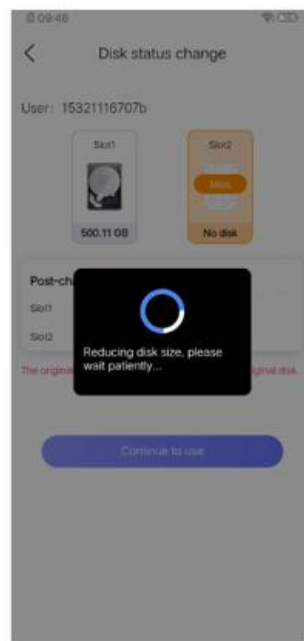
Slot1	Normal
Slot2	Miss

The original disk is missing. Check or reinsert the original disk.

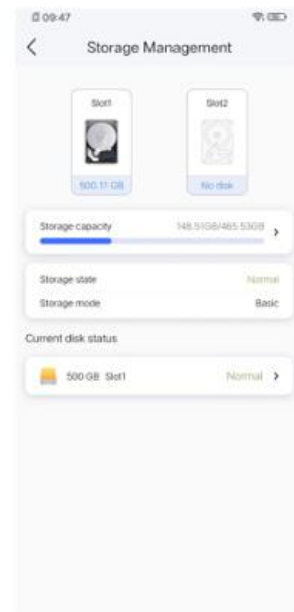
2. App shows drive alert while Bay 2 LED blinks red slowly, tap "Continue to use" and "Confirm"
3. Auto-redirect to Storage Management → Bay 2: Empty (All data cleared)



Confirm



Reducing disk



Finished

USB Peripheral Functions

1. Copy files/folders from USB device to NAS directories
2. Directly browse & play videos on USB without copying
3. Upload photos/videos from NAS to USB/videos** from NAS to USB device
4. Download USB files to mobile/compute



Home---->USB



usb drives

User Center

Account Types

- Admin Account: First registered user. Can: ✓ Create/manage user accounts ✓ Full hardware control
- User Account: Created by admin. Private data space. ✗ No device operations

Key Rules

1. Data Isolation: Admins *cannot* access user content
2. Account Control: Admins can disable/delete user accounts
3. Phone Registration: Phone (1st device) Phone+a device) Phone+a (2nd) Phone+b (3rd) ... up to Phone+z

Admin Account Deletion

Effects:

Factory reset will:

1. Wipe all accounts
2. Reset hardware settings

3. Clear network config
4. *Keep OS/firmware*

Steps:

1. Admin → Settings → Delete Account
2. Press and hold Reset + Power buttons for 5 seconds → Release
3. Device reboots → Power/Disk LEDs red slow blink → *Reset successful*
4. Re-register admin via device setup flow

LED Status Notes

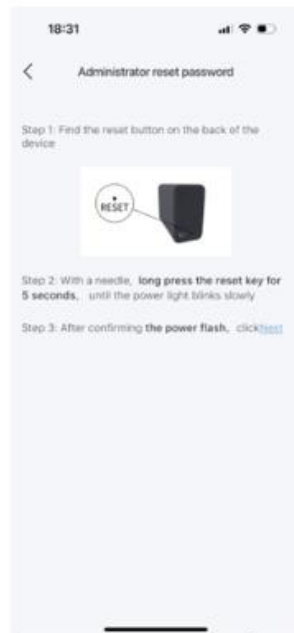
- Registered device: Power LED: red rapid blink Disk LED: green rapid blink
- Unregistered device: Both LEDs: red rapid blink

Reset Admin Password

Recover forgotten admin credentials via reset.

Steps:

1. Admin login → Tap Settings (login → Tap Settings (top-right)
2. Select Reset Password → Enter reset pag
3. Insert pointed tool into reset pinhole → Hold 5 sec
→ *Power LED blinks green slowly*Power LED blinks green slowly*
4. Tap Next → Enter Reset passwd's page
5. Input your new passwd to reset,after sucess you have to login agin use your new passwd(the power light will turn to green solid)



Reset Passwd



Set new passwd

Sub-account Management

Creating User Accounts

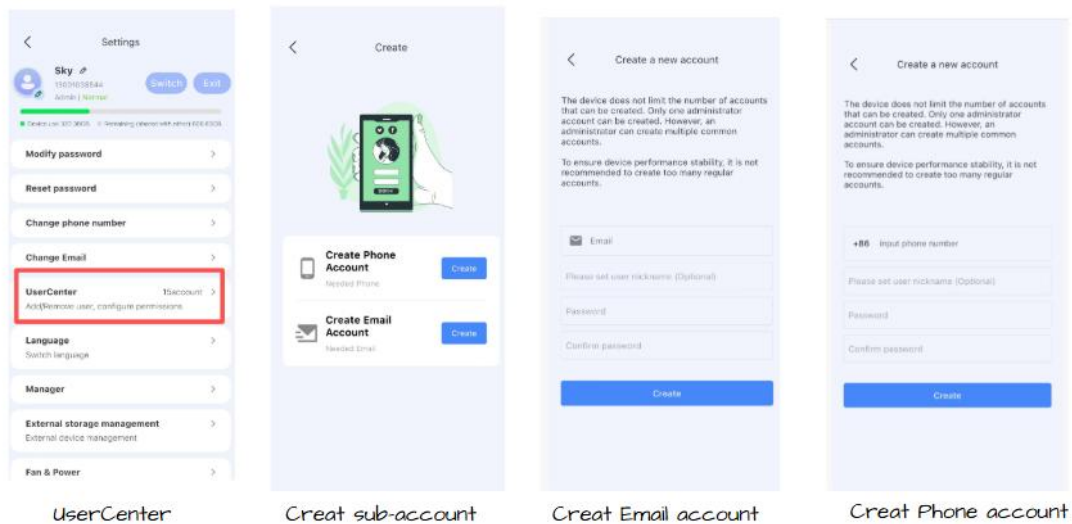
User accounts (sub-accounts):

- Operate independently with private storage
- **X** No device control rights
- Shared folders become mutually visible after setup

Step 1: Admin → Settings (top-right)

Step 2: User Center--->+--->Create Phone or Email account

Step 3: Input Phone or Email and passwd ,Create the sub-account



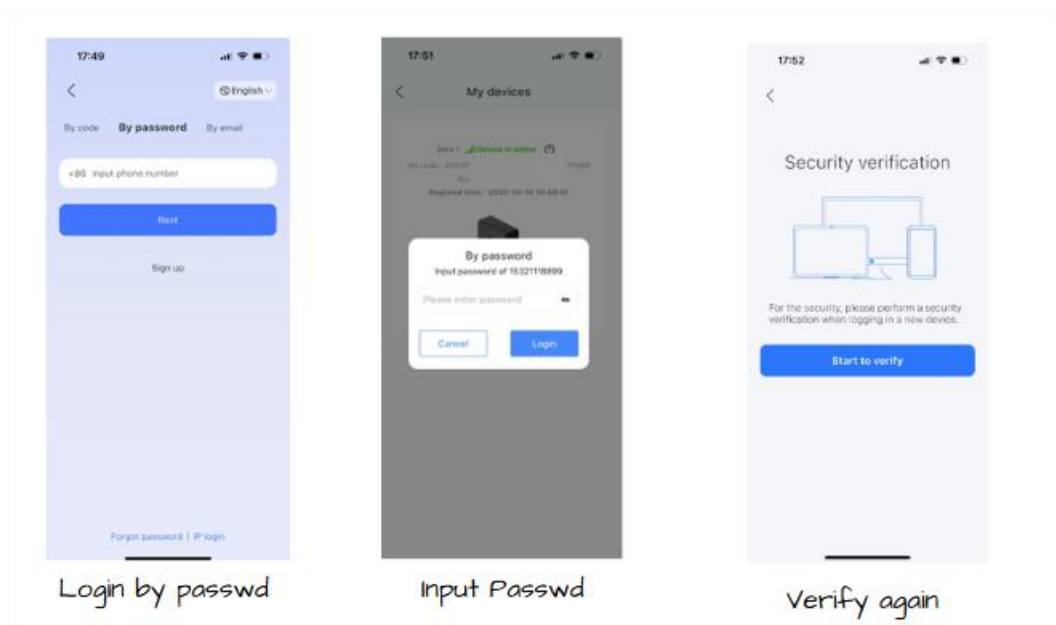
Sub-account Activation

Prerequisite:

After selecting device, status changes to Active upon login.

Steps:

1. Login screen → Tap **Existing User. Login screen → Tap Existing User
2. Select Password Login → Enter phone or Email → Next
3. Input passwd to login then verify pass then your sub-account is activate

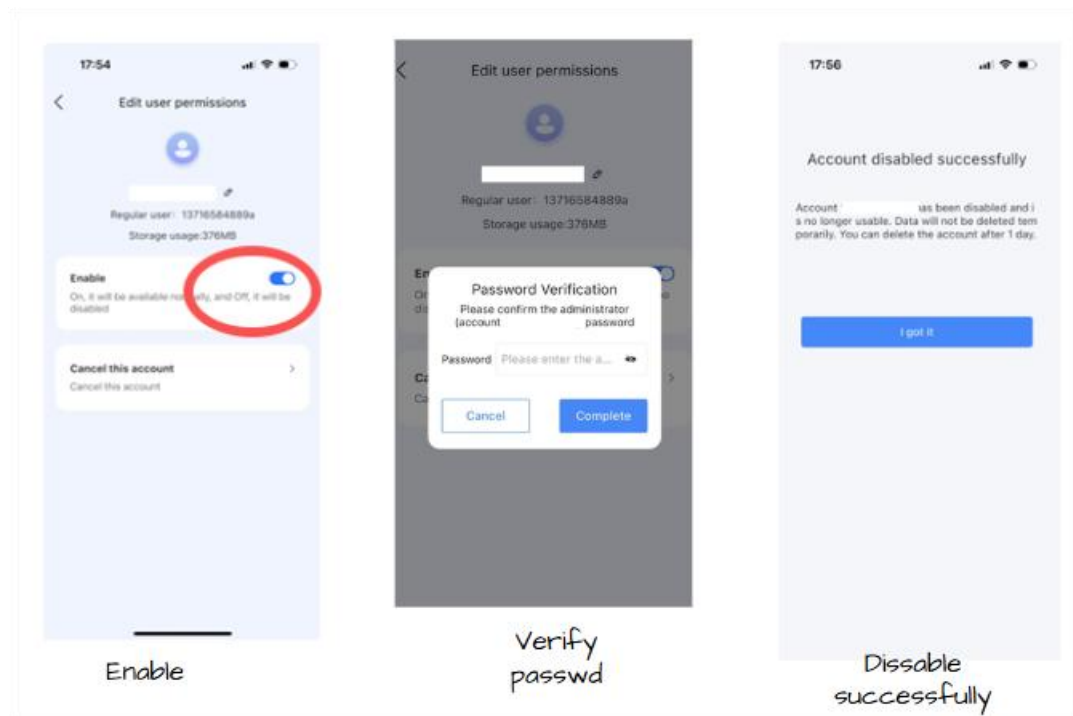


Disable Sub-account

Step 1: Admin → Settings (top-right)

Step 2: Select User Center → Choose target sub-account

Step 3: Enable the switch then input passwd to complete disable sub-account

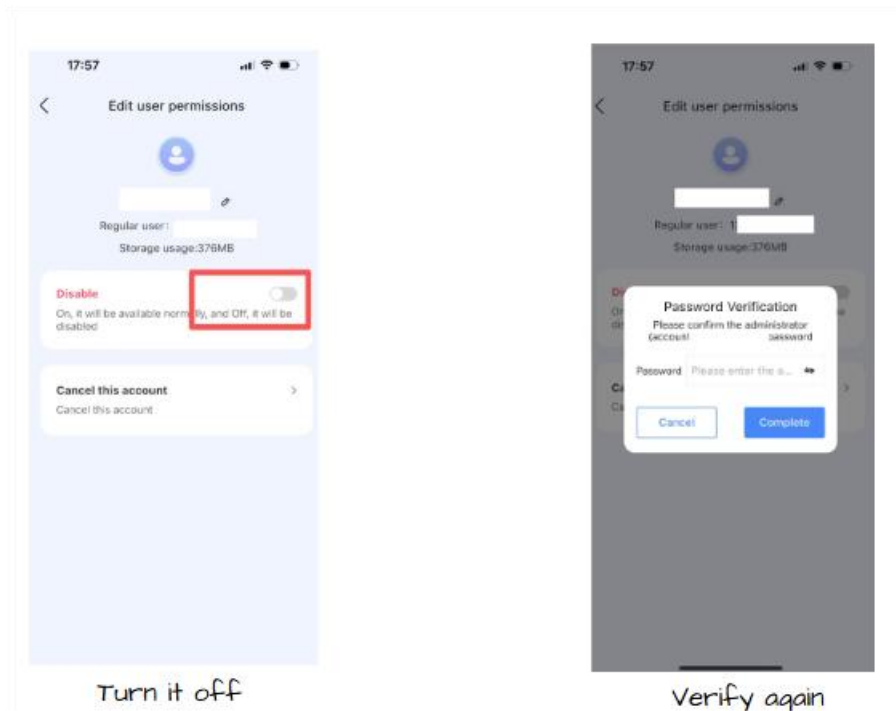


Re-enable Sub-account

Step 1: Admin → Settings → User Center

Step 2: Select target sub-account → Password verification required

Step 3: close the switch then input passwd to enable sub-account



Sub-account Deletion

Data Impact

Deleting a user account will:

1. Permanently block device login
2. Irreversibly erase all device-stored content
3. Permanently delete cloud data
4. For active accounts: → Disable first → Data retained for 24h → Manual deletion
5. For pending accounts: → Immediate deletion

Applicable to: Pending or Active status accounts

Steps:

1. Admin → Settings → User Center Settings** → User Center
2. Select target sub-account
3. Tap Delete Account
4. Tap Confirm Deletion → Enter password → Confirm → "Secondary verification required" page appears
 - Active accounts trigger this page
 - Pending accounts skip this step

5. Tap Confirm → Account status: "Disabled, 1 day remaining"

→ Data retained temporarily → Auto-deletion after 24h

6. You can delete the disabled account at the second day

