



QNAP

TS-x73

TS-473

TS-673

TS-873

User Guide

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1. Preface





About This Guide

This guide provides information on the QNAP TS-x73 NAS and step-by-step instructions on installing the hardware. It also provides instructions on basic operations and troubleshooting information.

Audience

This document is intended for consumers and storage administrators. This guide assumes that the user has a basic understanding of storage and backup concepts.

Document Conventions

Symbol	Description
	Notes provide default configuration settings and other supplementary information.
	Important notes provide information on required configuration settings and other critical information.
	Tips provide recommendations or alternative methods of performing a task or configuring settings.
	Warnings provide information, that when ignored, may result to potential loss, injury, or even death.

2. Product Overview

This chapter provides basic information about the QNAP TS-x73 NAS.

About the TS-x73

The TS-x73 is a high-performance and energy-efficient NAS solution powered by an AMD quad-core processor, AES-NI hardware encryption engine, and up to 64 GB memory. Featuring an IR sensor, microphone inputs, and speaker outputs, the TS-x73 can server as a centralized media hub. The TS-x73 can also adapt to your needs due to its hot-swappable drives, M.2 SSDs slots, and dual PCIe expansion slots.


Hardware Specifications










Important

Modifying the hardware or software of your QNAP product invalidates the warranty. QNAP is not responsible for any damage or data loss caused by unauthorized modifications and installation of unsupported third-party applications.

Ordering P/N	Drive bays	Memory
TS-473-4G	4	4 GB
TS-473-8G		8 GB
TS-673-4G	6	4 GB
TS-673-8G		8 GB
TS-873-4G	8	4 GB
TS-873-8G		8 GB

Component	TS-473	TS-673	TS-873
Processor			
CPU	AMD® R-Series RX-421ND quad-core 2.1 GHz processor, Turbo Core up to 3.4 GHz		
Architecture	64-bit		
Encryption engine	AES-NI		
Memory			
Pre-installed memory	<ul style="list-style-type: none"> 4 GB RAM: 2 x 2 GB SODIMM DDR4 8 GB RAM: 2 x 4 GB SODIMM DDR4 <p>Use only QNAP memory modules to maintain system performance and stability. For NAS devices with more than one memory slot, use QNAP modules with identical specifications.</p> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"></div> <div> <p>Note Using unsupported modules may degrade performance, cause errors, or prevent the operating system from starting.</p> </div> </div>		
Total memory slots	4 x SODIMM DDR4		
Maximum memory	64 GB (4 x 16 GB)		
Storage			
Drive bays	4 x 3.5-inch SATA 6 Gbps bays	6 x 3.5-inch SATA 6 Gbps bays	8 x 3.5-inch SATA 6 Gbps bays

Component	TS-473	TS-673	TS-873
Drive compatibility	<ul style="list-style-type: none"> • 3.5-inch SATA hard disk drives • 2.5-inch SATA hard disk drives • 2.5-inch SATA solid state drives 		
M.2 SSD type	2 x M.2 SSD SATA 6 Gbps		
M.2 SSD form factor	<ul style="list-style-type: none"> • 2260 • 2280 		
SSD cache acceleration support	<ul style="list-style-type: none"> • Drive bays 1 to 4 • M.2 slots 1 to 2 • Optional: M.2 SSD using QNAP QM2 PCIe expansion card 	<ul style="list-style-type: none"> • Drive bays 1 to 6 • M.2 slots 1 to 2 • Optional: M.2 SSD using QNAP QM2 PCIe expansion card 	<ul style="list-style-type: none"> • Drive bays 1 to 8 • M.2 slots 1 to 2 • Optional: M.2 SSD using QNAP QM2 PCIe expansion card
Hot-swappable	Yes  Note M.2 SSDs are not hot-swappable.		
Network			
Gigabit Ethernet ports	4 x RJ45		
External I/O Ports & Expansion Slots			
PCIe slots	2 x low-profile PCIe 3.0 x4	2 x full-height PCIe 3.0 x4	2 x full-height PCIe 3.0 x4
USB ports	<ul style="list-style-type: none"> • Front: 1 x USB 3.0 Type-A  Note You can use the One-Touch Copy button with this port. <ul style="list-style-type: none"> • Rear: 3 x USB 3.0 Type-A 		
Audio	<ul style="list-style-type: none"> • 2 x 3.5 mm dynamic microphone jacks • 1 x 3.5 mm line-out jack • 1 x speaker  Note You cannot use the speakers and the line-out jack simultaneously.		
Interface			
Buttons	<ul style="list-style-type: none"> • Power • USB One Touch Copy • Reset 		
IR sensor	1  Note The QNAP RM-IR004 remote control is an optional separate purchase.		

Component	TS-473	TS-673	TS-873
Dimensions			
Form factor	Tower		
Dimensions (H x W x D)	188.2 x 199.3 x 279.6 mm 7.41 x 7.85 x 11.01 in	188.2 x 264.3 x 279.6 mm 7.41 x 10.4 x 11.01 in	188.2 x 329.3 x 279.6 mm 7.41 x 12.96 x 11.01 in
Net weight	4.84 kg (10.67 lbs)	5.57 kg (12.28 lbs)	6.59 kg (14.53 lbs)
Other			
Power supply unit	250W, 100-240V AC, 50/60Hz		
System battery	CR2032 lithium battery (3V, 225mAh)		
	 Warning When replacing the system battery, only use the same battery type as the existing one to avoid explosions.		
Sound level	21.7 DbA	23.0 DbA	23.4 DbA
	 Note The sound level was tested at a bystander position, which is within one meter from the NAS. The test NAS operated at low speed with the maximum number of drives installed.		
Fans	<ul style="list-style-type: none"> System: 1 x 120 mm CPU: 1 x 60 mm 	<ul style="list-style-type: none"> System: 2 x 90 mm CPU: 1 x 60 mm 	<ul style="list-style-type: none"> System: 2 x 120 mm CPU: 1 x 60 mm
	 Warning To avoid serious injuries, do not touch the fans while the NAS is connected to a power source.		
Operating temperature	0 to 40°C (32 to 104°F)		
Relative humidity	<ul style="list-style-type: none"> Non-condensing relative humidity: 5 to 95% Wet-bulb temperature: 27°C (80.6°F) 		
Security slot	Kensington security slot		

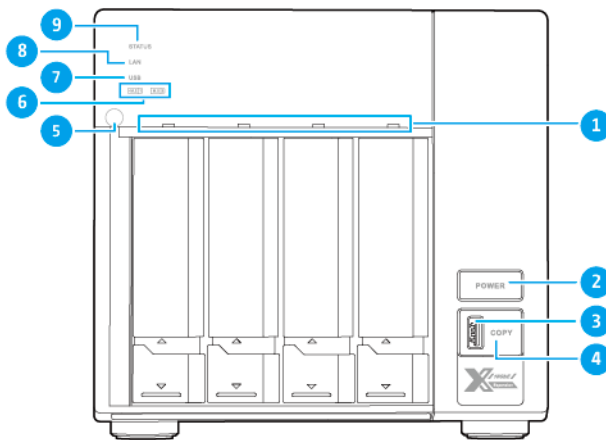
Package Contents

Item	Quantity
TS-x73 NAS	1
Power cord	1
Ethernet cable	2
Screws for 3.5-inch drives	<ul style="list-style-type: none"> TS-473: 12 TS-673: 18 TS-873: 24
Screws for 2.5-inch drives	<ul style="list-style-type: none"> TS-473: 12 TS-673: 18 TS-873: 24

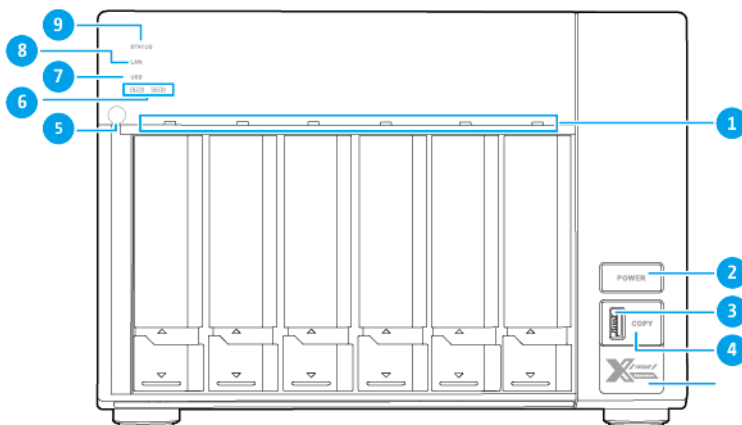
Item	Quantity
Screws for M.2 solid state drives	<ul style="list-style-type: none"> • 2 x flat head screws • 2 x riser screws
M.2 SSD heatsinks	2
Quick Installation Guide (QIG)	1

Components

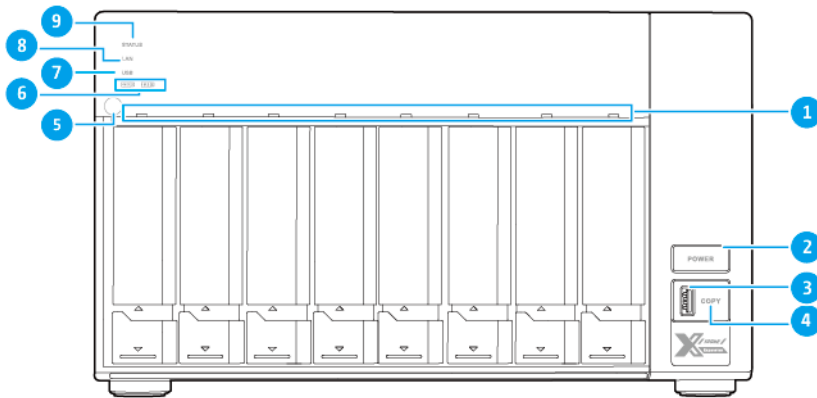
Front Panel



TS-473



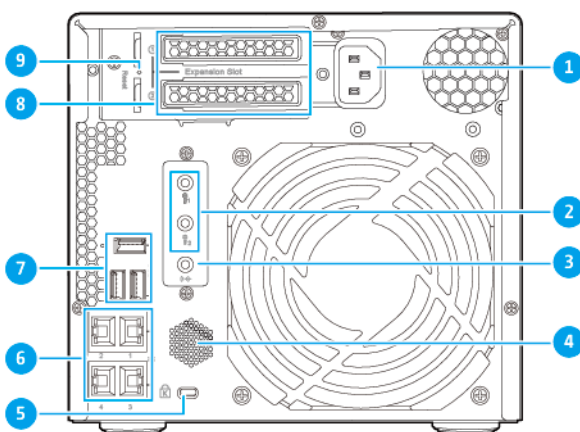
TS-673



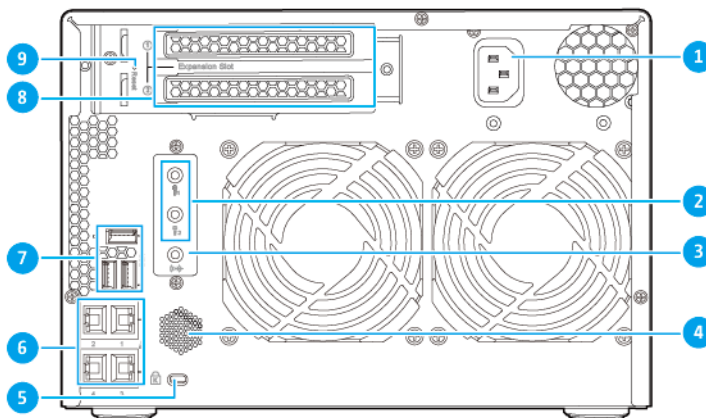
TS-873

No.	Component	No.	Component
1	Drive LEDs	6	M.2 SSD LEDs
2	Power button	7	USB LED
3	USB 3.0 One Touch Copy port	8	LAN LED
4	USB One Touch Copy button	9	Status LED
5	IR sensor	-	-

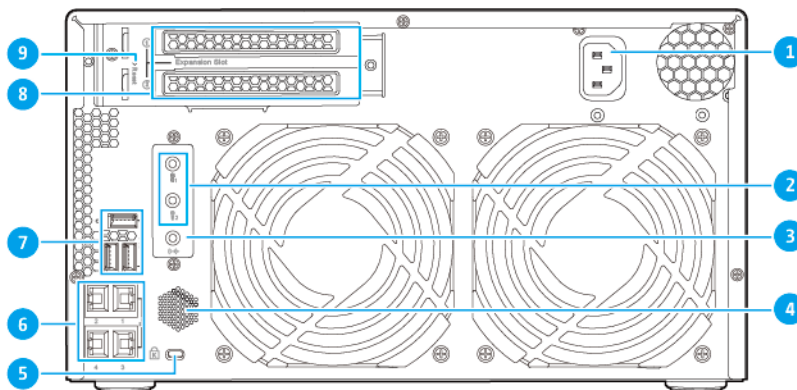
Rear Panel



TS-473



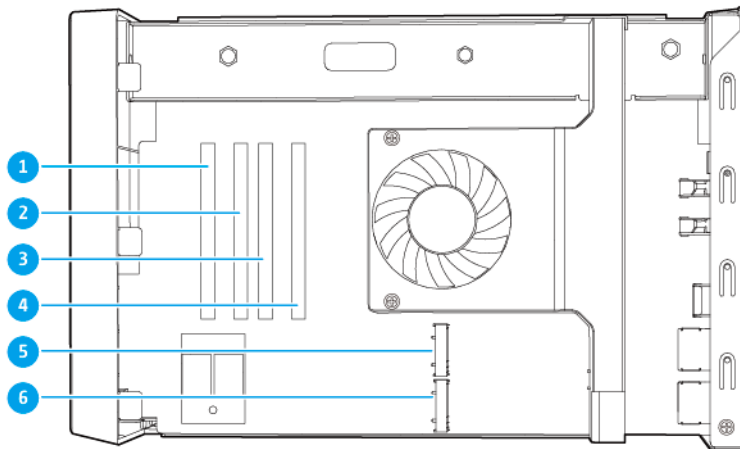
TS-673



TS-873

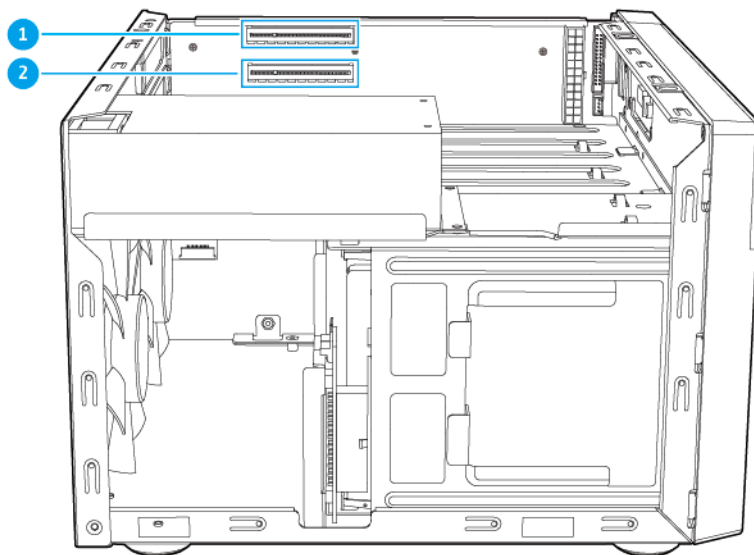
No.	Component	No.	Component
1	Power input	6	Gigabit Ethernet RJ45 port
2	3.5 mm microphone jacks	7	USB 3.0 Type-A ports
3	3.5 mm audio jack	8	PCIe slot with cover
4	Speaker	9	Reset button
5	Kensington security slot	-	-

Right Panel



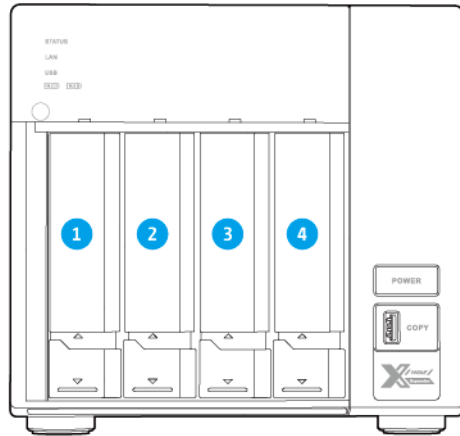
No.	Component	No.	Component
1	Memory slot 1	4	Memory slot 4
2	Memory slot 2	5	M.2 SSD slot 1
3	Memory slot 3	6	M.2 SSD slot 2

Left Panel

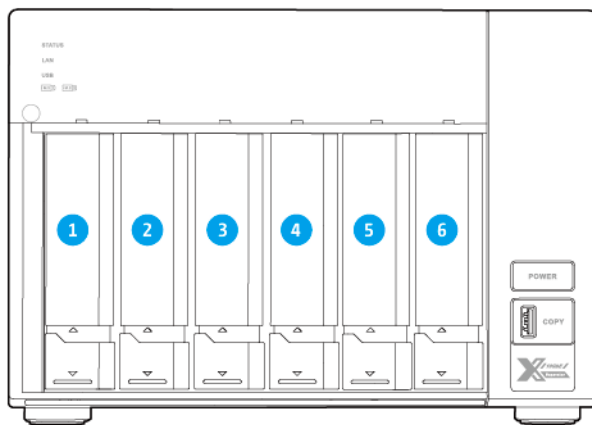


No.	Component	No.	Component
1	PCIe 3.0 x4 slot 1	2	PCIe 3.0 x4 slot 2

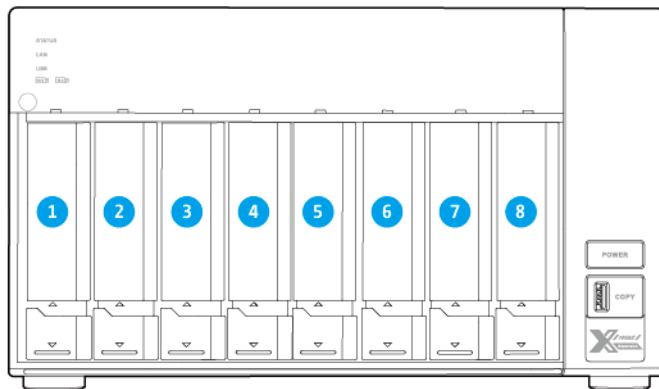
Drive Numbering



TS-473



TS-673



TS-873

Installation Requirements

Category	Item
Environment	<ul style="list-style-type: none"> Room temperature: 0 to 40°C (32 to 104°F) Non-condensing relative humidity: 5 to 95% Wet-bulb temperature: 27°C (80.6°F) Flat, anti-static surface with no exposure to direct sunlight, liquids, and chemicals
Hardware and peripherals	<ul style="list-style-type: none"> Storage drives For details on compatible drives, go to https://www.qnap.com/compatibility/. Network cable
Tools	<ul style="list-style-type: none"> Phillips #1 or #2 screwdriver Anti-static wrist strap

Setting Up the NAS

- Place your NAS device in an environment that meets the requirements.
For details, see [Installation Requirements](#).
- Install the drives.
For details, see the following topics:
 - [Installing 3.5-inch Hard Drives on 3.5-inch Trays](#)
 - [Installing 2.5-inch Hard Drives or Solid State Drives on 3.5-inch Trays](#)
 - [Installing M.2 Solid State Drives](#)

3. Connect the power cord and all applicable cables.
4. Power on the NAS.
5. Install QTS.
For details, see [QTS Installation](#).
6. Log on to QTS.

3. Installation and Configuration

This chapter provides specific hardware and firmware installation and configuration steps.

Hardware Installation

This section provides information on installing drives, memory modules, and expansion cards.

Drive Installation

The TS-x73 is compatible with 3.5-inch and 2.5-inch hard drives, 2.5-inch solid state drives, and M.2 solid state drives.

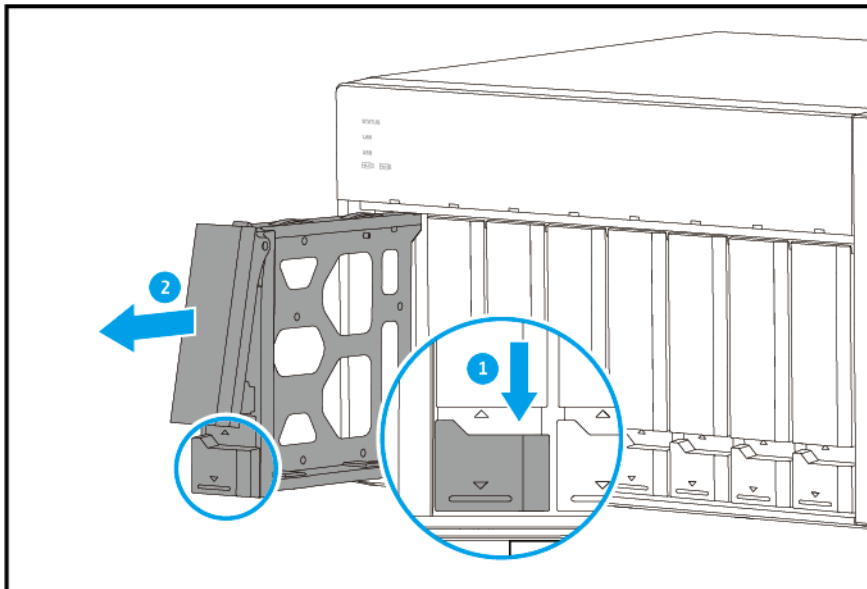
Installing 3.5-inch Hard Drives on 3.5-inch Trays



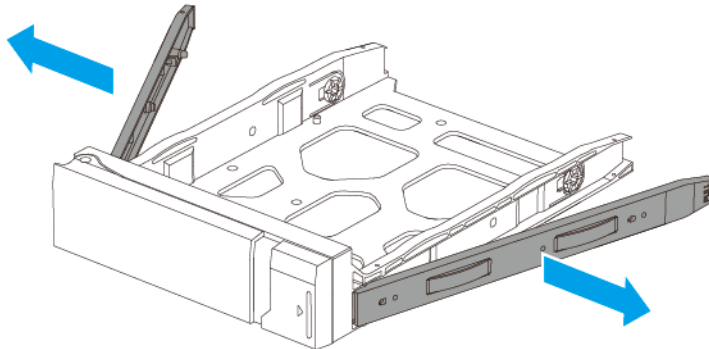
Warning

- Installing a drive deletes all data on the drive.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

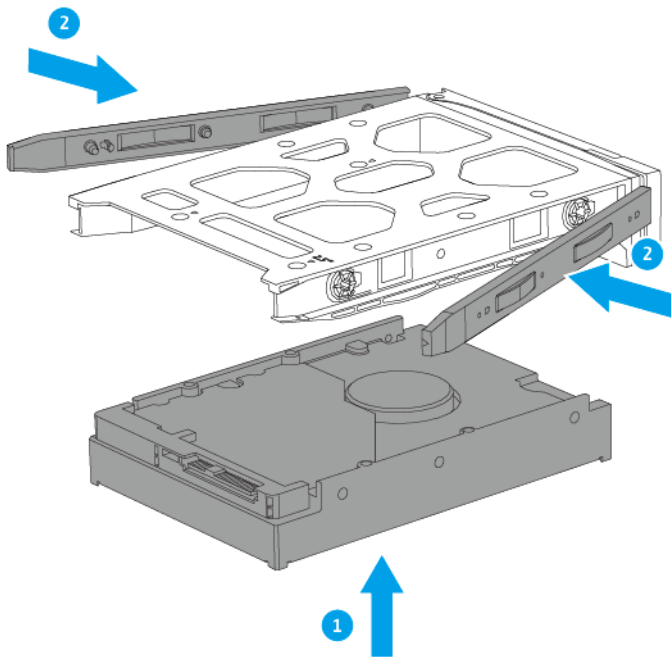
1. Power off the NAS.
2. Remove the drive tray.
 - a. Slide the lock down.
 - b. Pull the tray handle outward.
 - c. Pull the tray out.



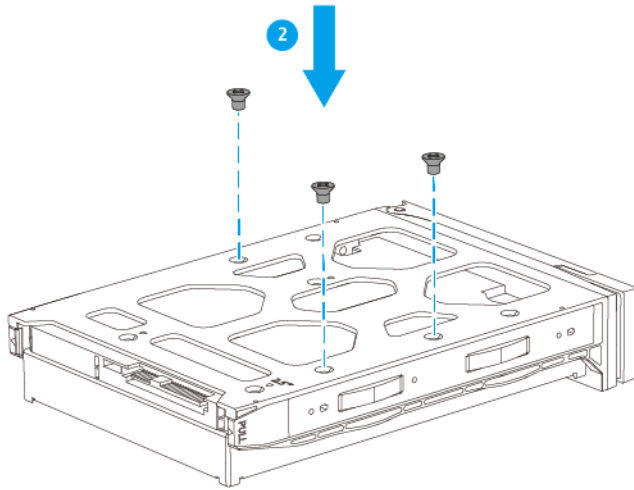
3. Install a drive on the tray.
 - a. Remove the fastening panels from the sides of the drive tray.



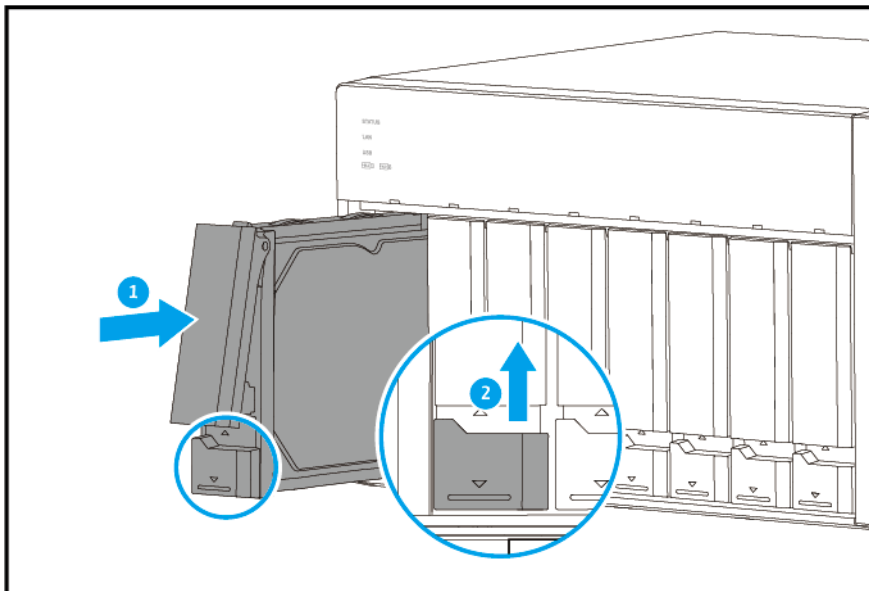
- b.** Place the drive on the tray so that the holes on the sides of the drive are aligned with the holes on the sides of the tray.
- c.** Attach the fastening panels to lock the drive to the tray.



- d.** Optional: Attach the screws to further secure the drive.



4. Load the tray into the bay.
 - a. Slide the tray into the drive bay.
 - b. Push the handle.
 - c. Slide the lock up.



5. Power on the NAS.

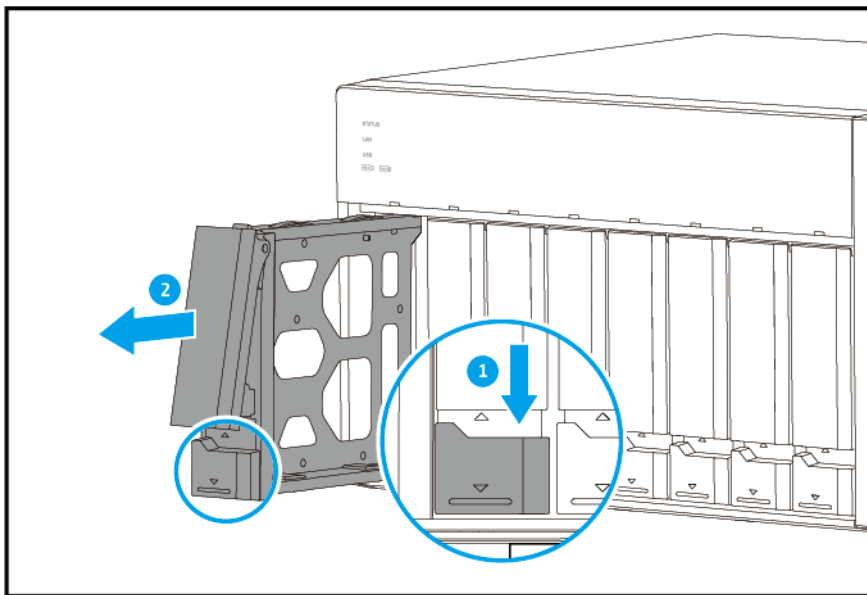
Installing 2.5-inch Hard Drives or Solid State Drives on 3.5-inch Trays



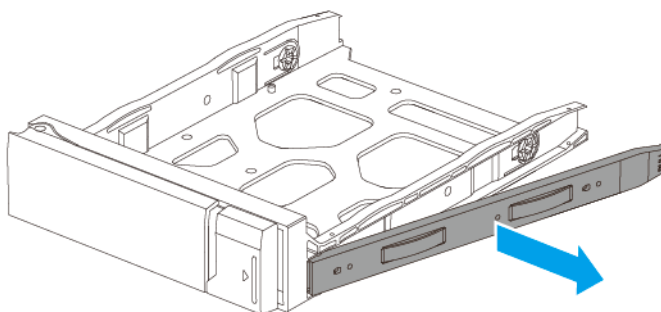
Warning

- Installing a drive deletes all data on the drive.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

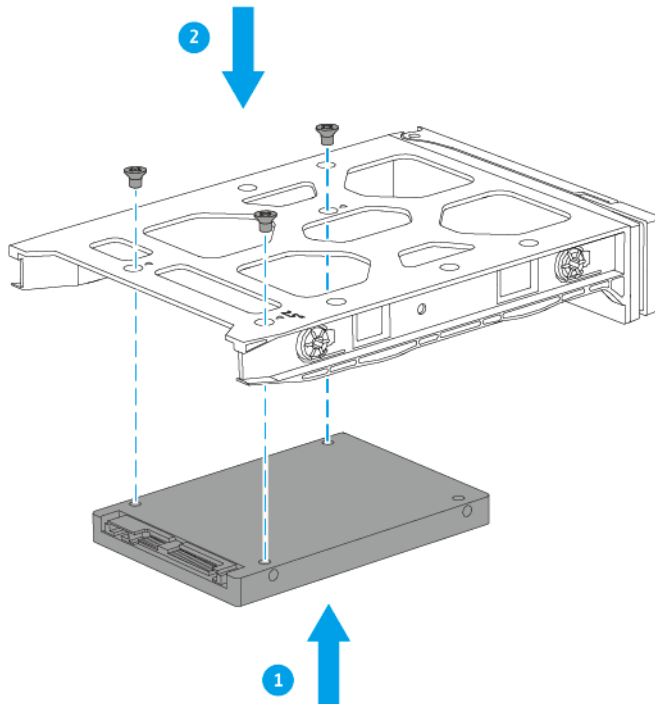
1. Power off the NAS.
2. Remove the drive tray.
 - a. Slide the lock down.
 - b. Pull the tray handle outward.
 - c. Pull the tray out.



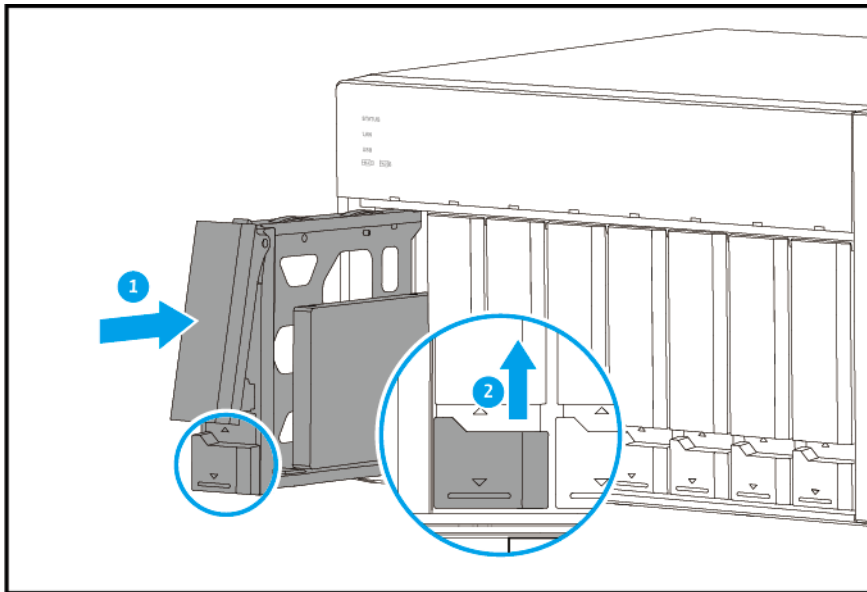
3. Install a drive on the tray.
 - a. Remove the right fastening panel from the drive tray.



- b. Place the drive on the tray so that the holes on the bottom of the drive are aligned with the holes on the bottom of the tray.
- c. Attach the screws to lock the drive to the tray.



- 4. Load the tray into the bay.
 - a. Slide the tray into the drive bay.
 - b. Push the handle.
 - c. Slide the lock up.



5. Power on the NAS.

Installing M.2 Solid State Drives



Warning

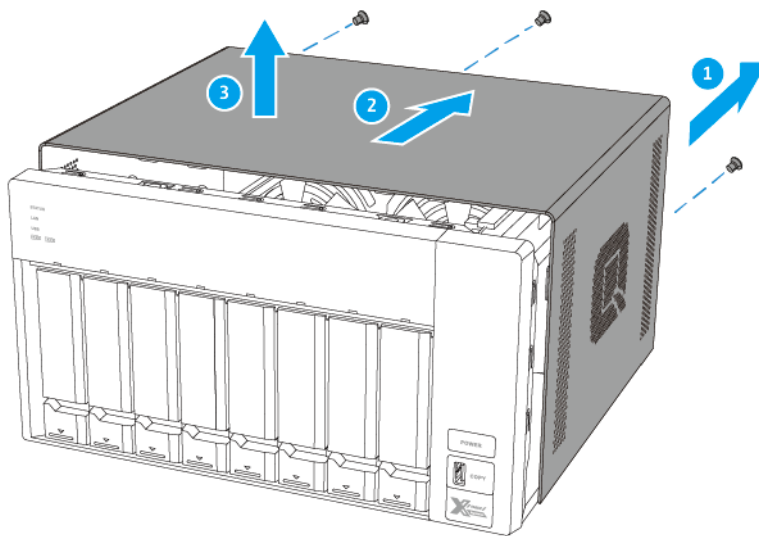
- Only qualified personnel should perform the following steps. Failure to follow instructions can result in serious injury or death.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.



Note

QNAP recommends installing heatsinks onto the M.2 SSD controllers to enhance cooling efficiency and to ensure consistent performance.

1. Power off the NAS.
2. Disconnect the power cord from the electrical outlet.
3. Disconnect all cables and external attachments.
4. Remove the case cover.
 - a. Remove the screws that secure the cover to the chassis.
 - b. Slide the cover back.
 - c. Pull the cover up until it completely detaches from the chassis.

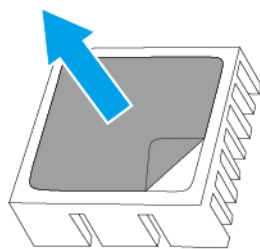


5. Install a heatsink on the M.2 SSD.
 - a. Locate the controller on the M.2 SSD.

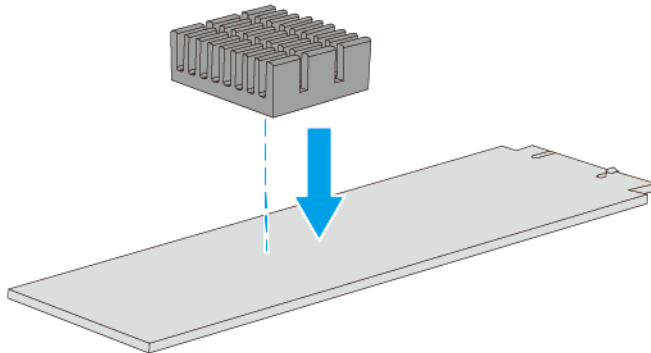
**Note**

The controller location varies depending on the model and manufacturer of the M.2 SSD. For details, refer to the documentation or contact the manufacturer.

- b. Remove the protective film from the bottom of the heatsink.

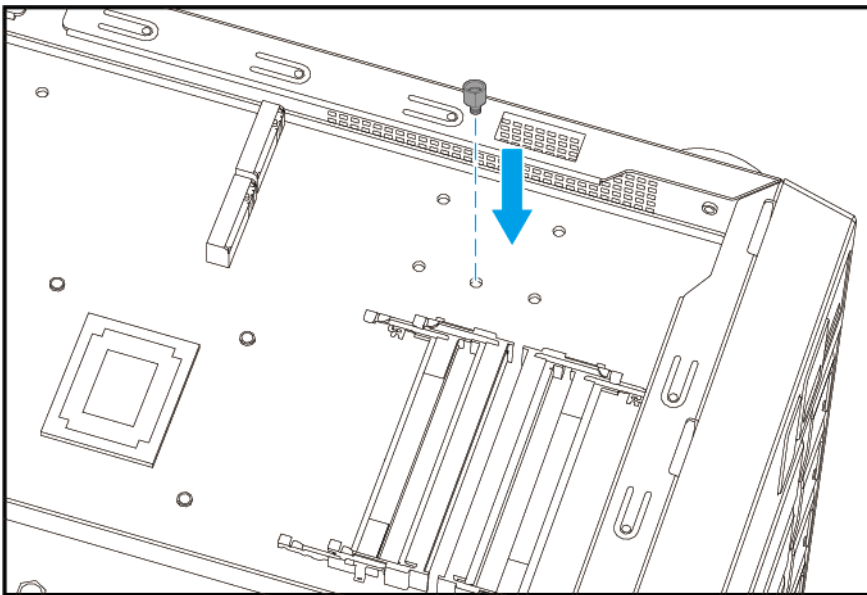


- c. Install the heatsink on the controller.

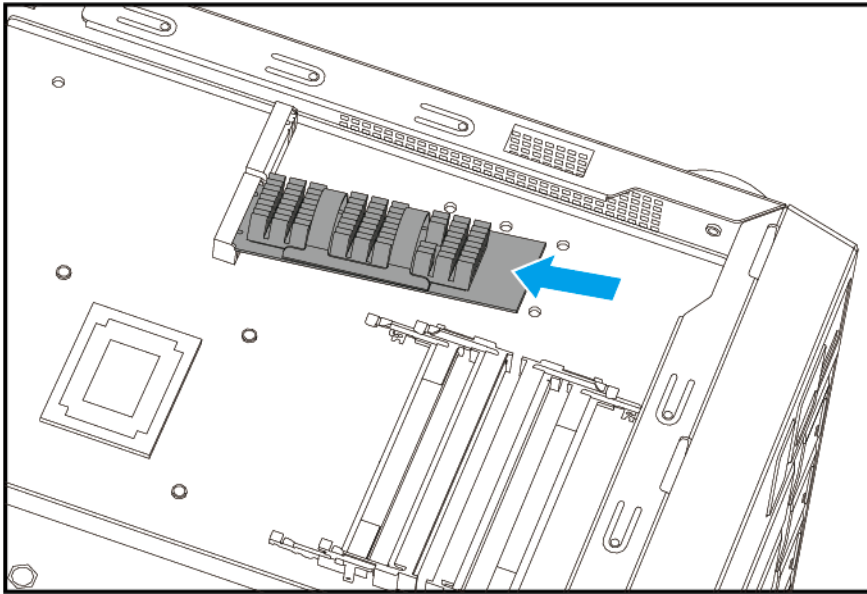


6. Install the M.2 SSD.

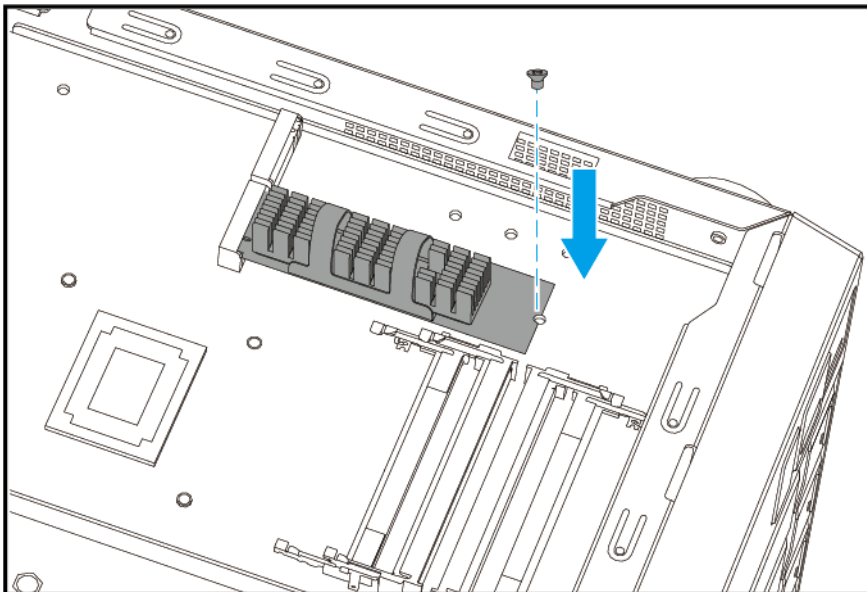
- a. Attach the riser screw to the appropriate location based on the size of the M.2 SSD.**



- b. Insert the M.2 SSD into the slot.**

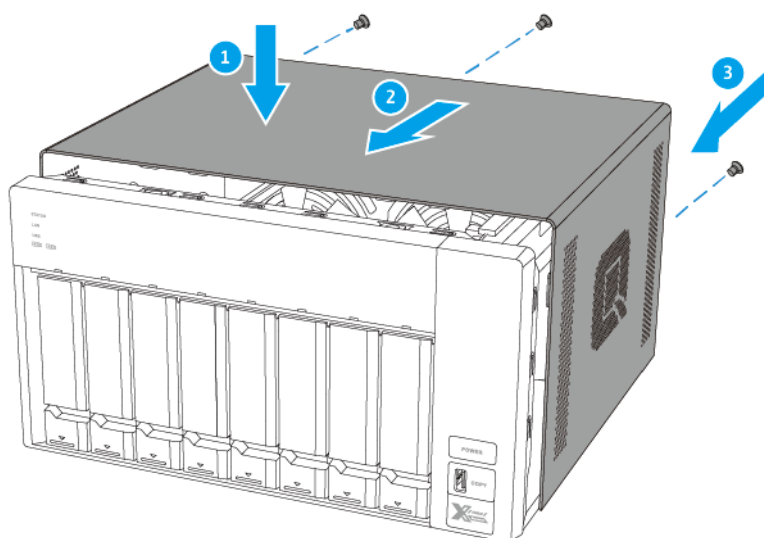


c. Attach the flat head screw to the riser screw.



7. Attach the case cover.

- a. Slide the cover down until it completely connects with the chassis.
- b. Slide the cover forward.
- c. Attach the screws to the back side of the case.



8. Connect all cables and external attachments.
9. Connect the power cord to the electrical outlet.
10. Power on the NAS.

Installing Expansion Cards

Installing Expansion Cards on TS-473

The NAS supports selected expansion cards, some of which require QNAP PCIe brackets. QNAP-branded expansion cards purchased from the company website are shipped with the brackets necessary to fit all QNAP NAS models.

For details on supported expansion cards and brackets, go to www.qnap.com/compatibility.



Note

This process applies to the TS-473 only. For details on the TS-673 or TS-873, go to [Installing Expansion Cards on TS-673 or TS-873](#)

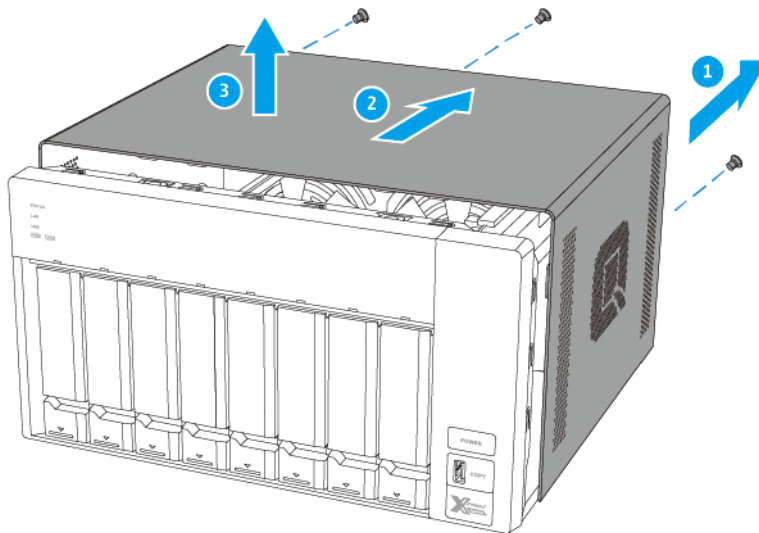


Warning

- Only qualified personnel should perform the following steps. Failure to follow instructions can result in serious injury or death.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

1. Check the expansion cards and brackets supported by your model on the QNAP website.
 - a. Go to www.qnap.com/compatibility.
 - b. Click **Search by NAS**.
 - c. Specify the number of bays and the specific model of your NAS.
 - d. Under **Category**, select the component or device type.

- e. Locate a specific component or device model in the list.
 - f. Optional: Click the corresponding **Note** icon to view more information.
2. Power off the NAS.
 3. Disconnect the power cord from the electrical outlet.
 4. Disconnect all cables and external attachments.
 5. Remove the case cover.
 - a. Remove the screws that secure the case cover to the chassis.
 - b. Slide the cover back.
 - c. Pull the cover up until it completely detaches from the chassis.

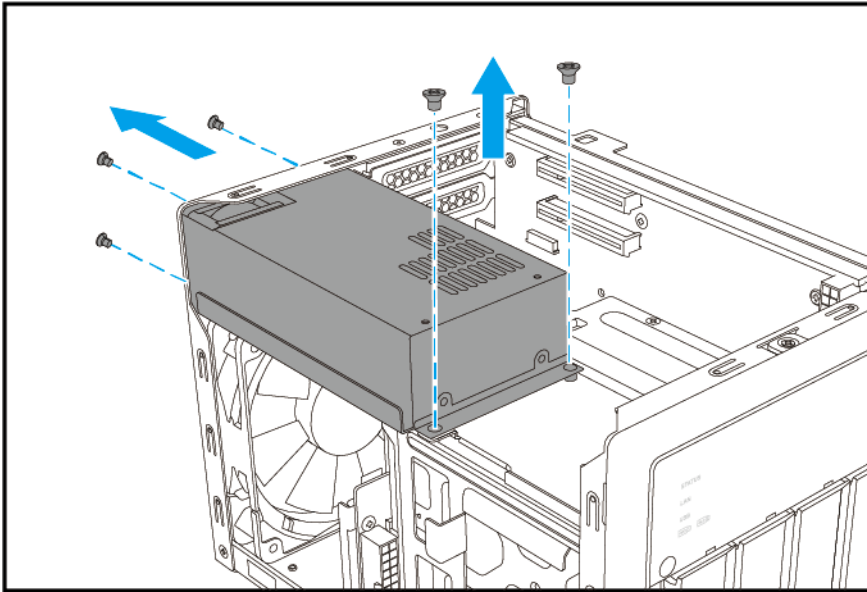


6. Remove the power supply unit.

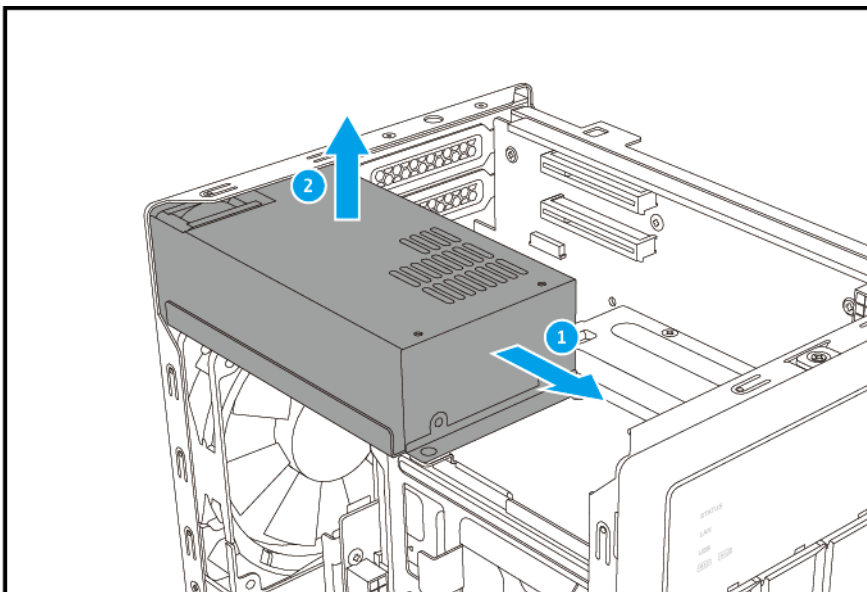
**Warning**

To reduce the risk of injury from hot surfaces, allow the power supply unit to cool before removing it.

- a. Disconnect the power supply cables.
- b. Remove the screws that secure the unit to the chassis.

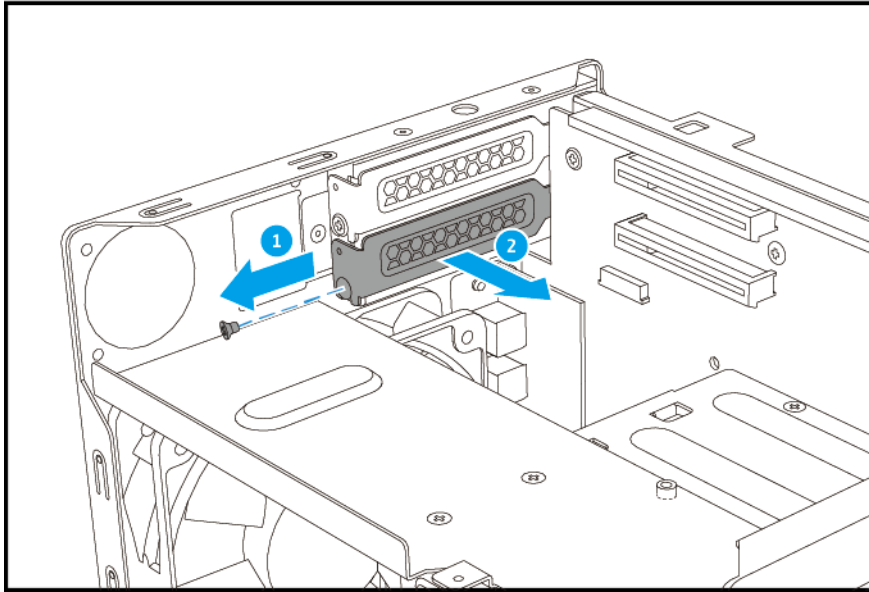


c. Remove the unit from the chassis.

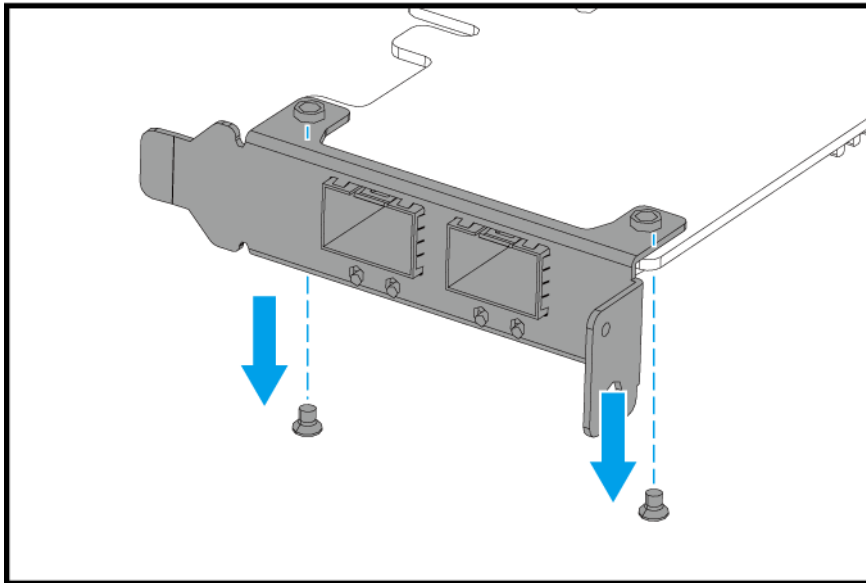


7. Remove the PCIe slot cover.

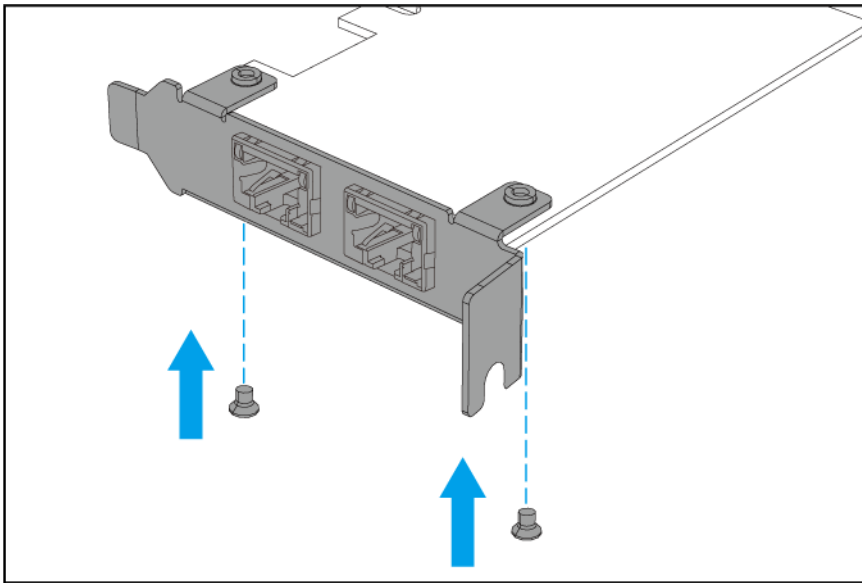
- a. Remove the screw that secures the cover to the chassis.
- b. Pull the cover away from the slot.



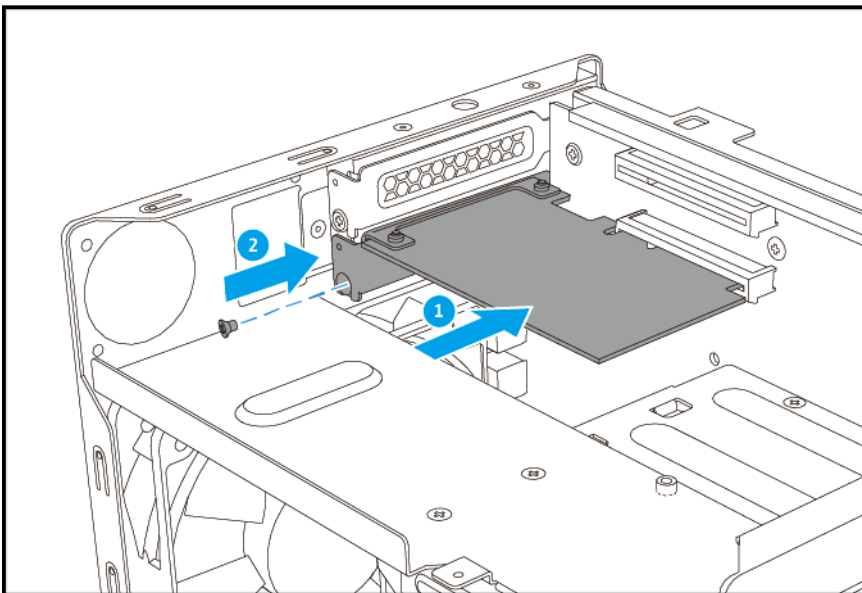
8. Attach the QNAP bracket to the expansion card.
 - a. Remove all screws of the existing bracket.



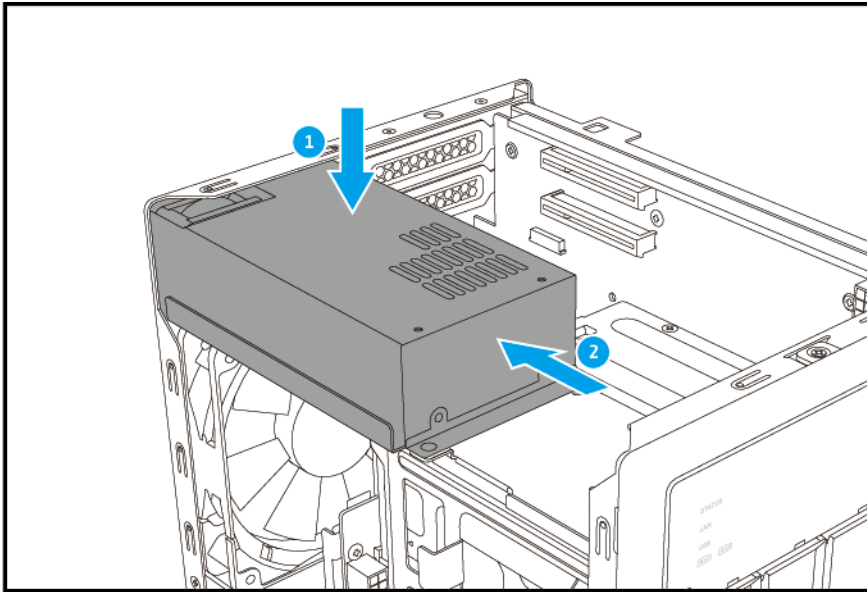
- b. Carefully pull the bracket away from the card.
 - c. Attach the QNAP bracket to the card using the same screws.



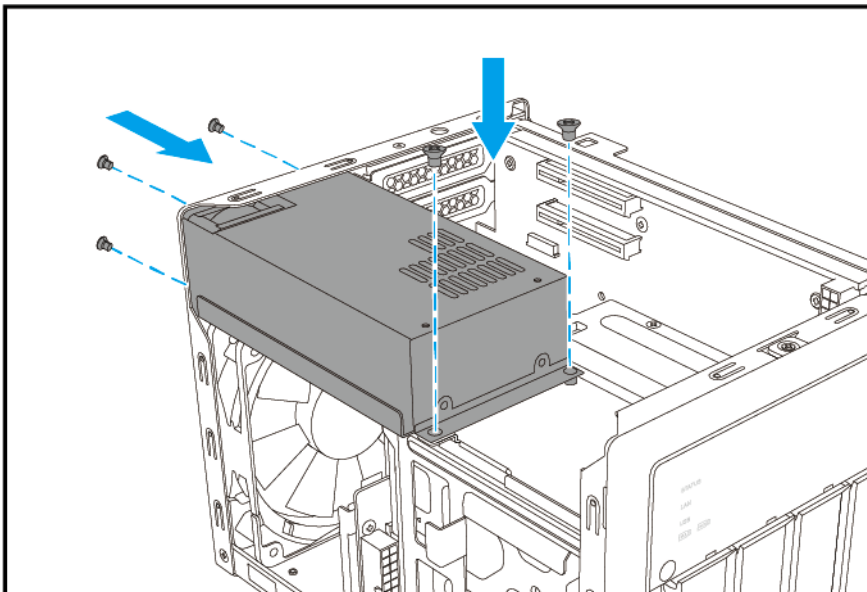
- d. Verify that the bracket does not move.
9. Install the expansion card.
- a. Hold the expansion card by the edges.
 - b. Insert the card into the slot.
 - c. Attach the screw.



10. Install the power supply unit.
- a. Insert the unit into the chassis.



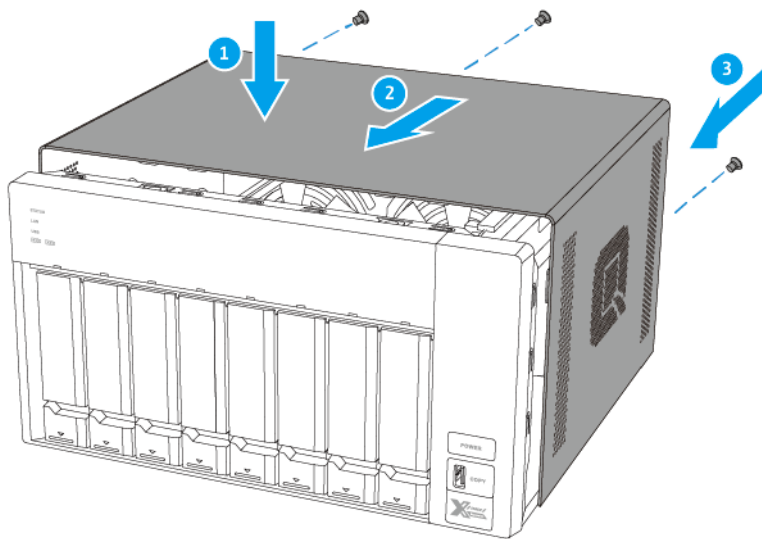
b. Attach the screws that secure the unit to the chassis.



c. Connect the power supply cables.

11. Attach the case cover.

- a. Slide the cover down until it completely connects with the chassis.
- b. Slide the cover forward.
- c. Attach the screws to the back side of the case.



12. Connect all cables and external attachments.
13. Connect the power cord to the electrical outlet.
14. Power on the NAS.

Installing Expansion Cards on TS-673 or TS-873

The NAS supports selected expansion cards, some of which require QNAP PCIe brackets. QNAP-branded expansion cards purchased from the company website are shipped with the brackets necessary to fit all QNAP NAS models.

For details on supported expansion cards and brackets, go to www.qnap.com/compatibility.



Note

This process applies to the TS-673 and TS-873 only. For details on the TS-473, go to [Installing Expansion Cards on TS-473](#)

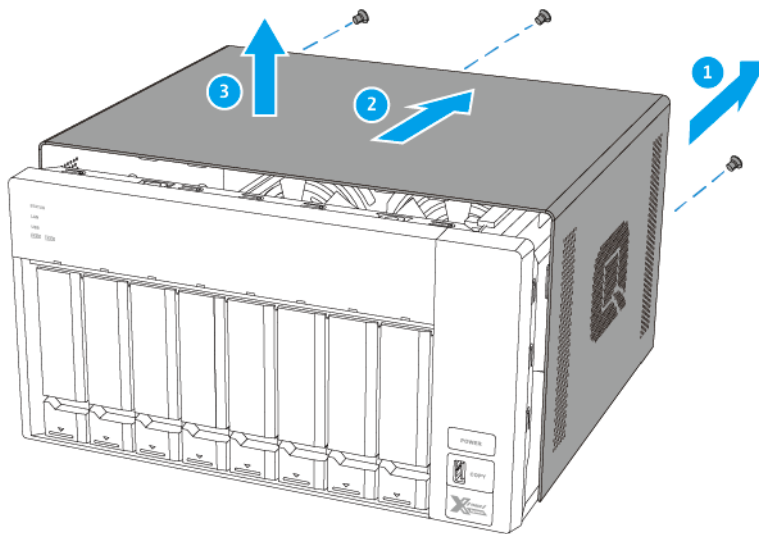


Warning

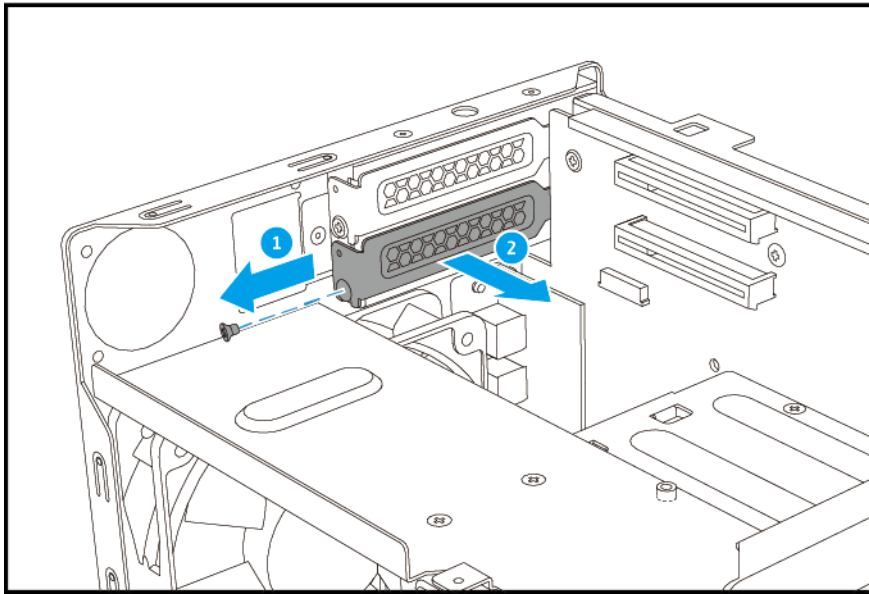
- Only qualified personnel should perform the following steps. Failure to follow instructions can result in serious injury or death.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

1. Check the expansion cards and brackets supported by your model on the QNAP website.
 - a. Go to www.qnap.com/compatibility.
 - b. Click **Search by NAS**.
 - c. Specify the number of bays and the specific model of your NAS.
 - d. Under **Category**, select the component or device type.
 - e. Locate a specific component or device model in the list.

- f. Optional: Click the corresponding **Note** icon to view more information.
2. Power off the NAS.
 3. Disconnect the power cord from the electrical outlet.
 4. Disconnect all cables and external attachments.
 5. Remove the case cover.
 - a. Remove the screws that secure the case cover to the chassis.
 - b. Slide the cover back.
 - c. Pull the cover up until it completely detaches from the chassis.

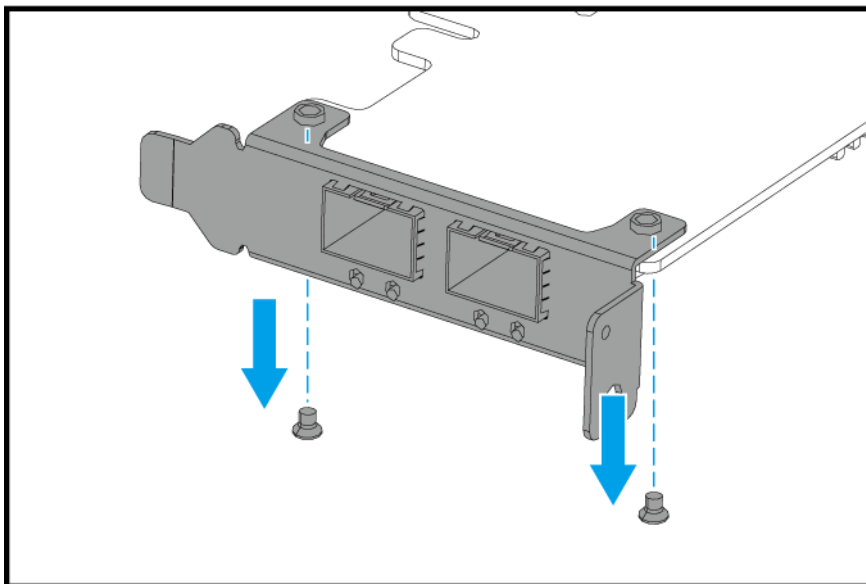


6. Remove the PCIe slot cover.
 - a. Remove the screw that secures the cover to the chassis.
 - b. Pull the cover away from the slot.



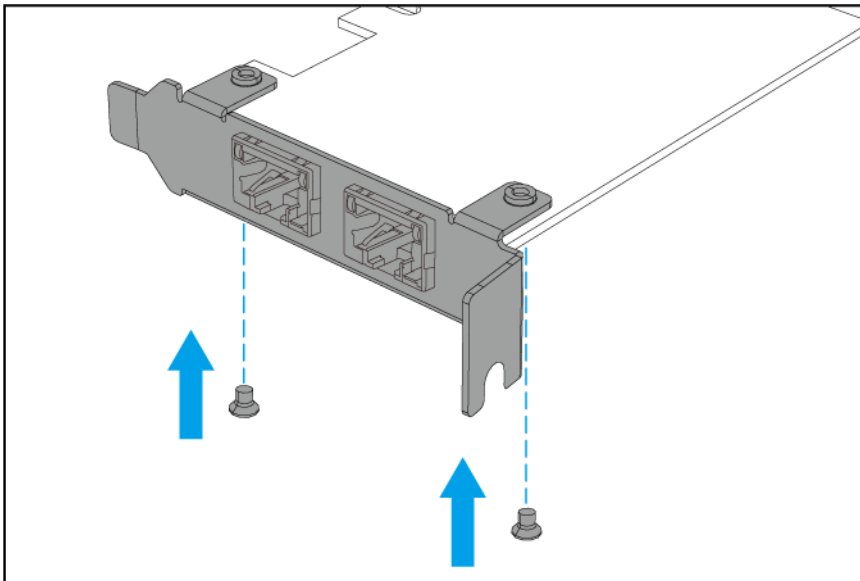
7. Attach the QNAP bracket to the expansion card.

a. Remove all screws of the existing bracket.

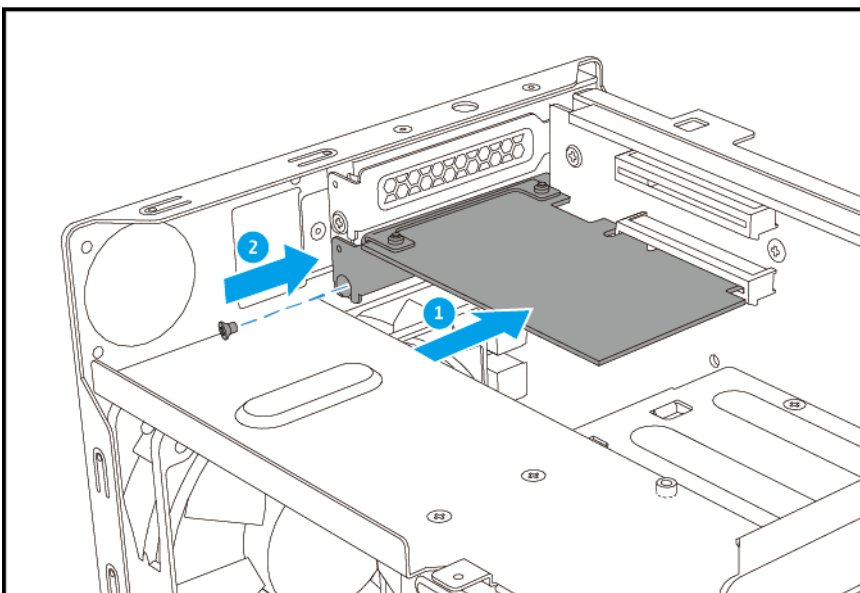


b. Carefully pull the bracket away from the card.

c. Attach the QNAP bracket to the card using the same screws.

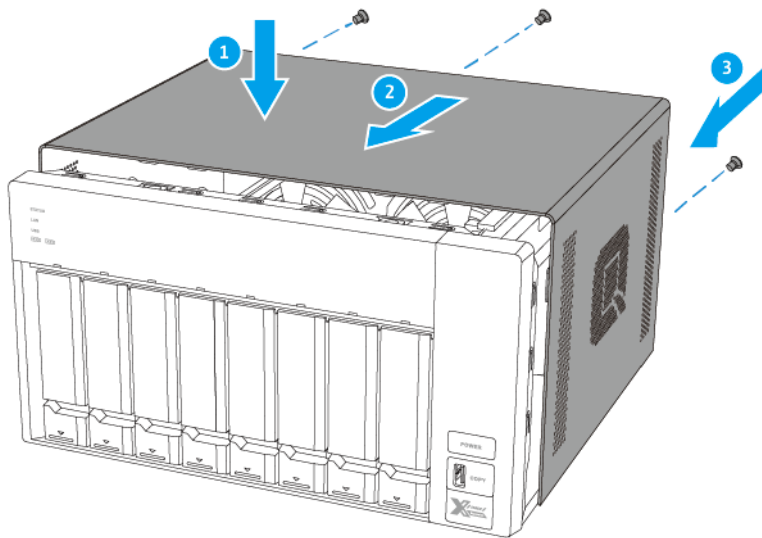


- d. Verify that the bracket does not move.
8. Install the expansion card.
- a. Hold the expansion card by the edges.
 - b. Insert the card into the slot.
 - c. Attach the screw.



9. Attach the case cover.
- a. Slide the cover down until it completely connects with the chassis.
 - b. Slide the cover forward.

c. Attach the screws to the back side of the case.



10. Connect all cables and external attachments.
11. Connect the power cord to the electrical outlet.
12. Power on the NAS.

Replacing Memory Modules

The TS-x73 has four memory slots. You can increase the memory capacity of the NAS by adding or upgrading memory modules. When using multiple modules, use only QNAP modules of the same type and capacity to maintain system performance and stability. You can purchase QNAP memory modules from authorized resellers.

When installing modules, ensure the following:

- A module is installed in slot 1.
- Modules are installed in pairs. When installing two modules, use slots 1 and 3.

For details on slot numbering, see [Right Panel](#).

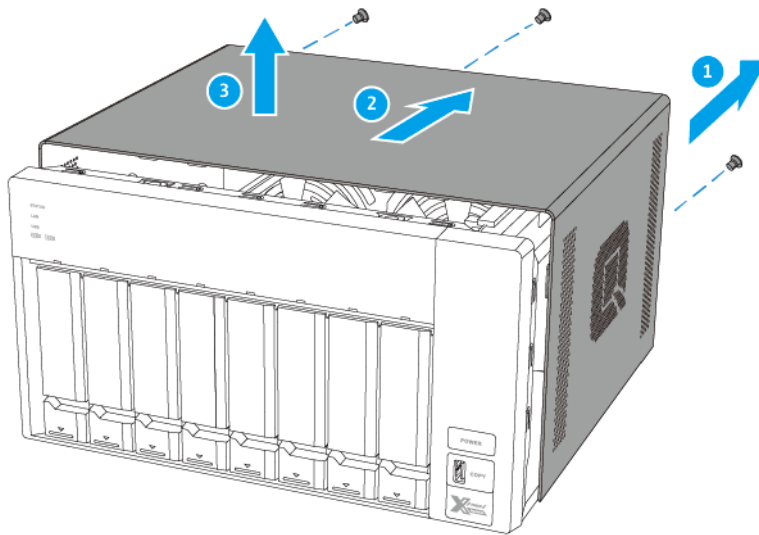


Warning

- Only qualified personnel should perform the following steps. Failure to follow instructions can result in serious injury or death.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

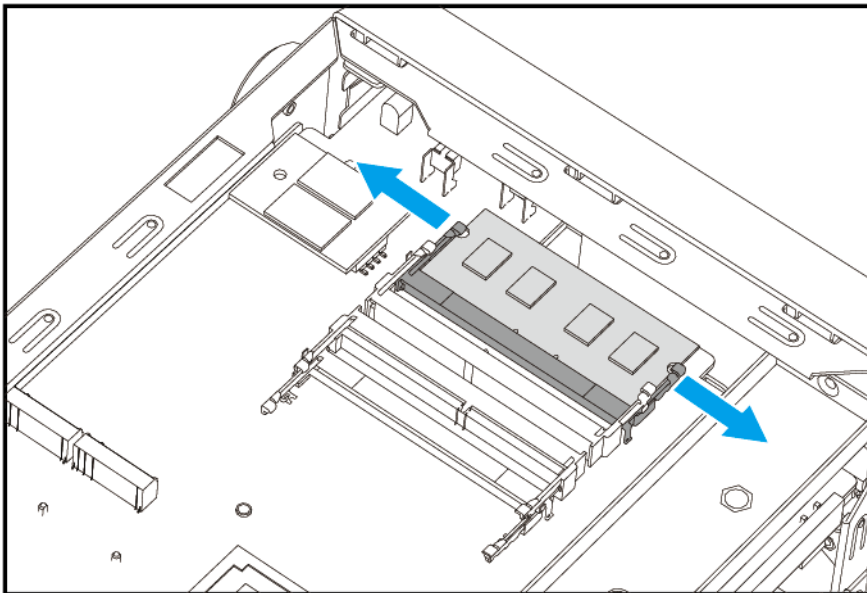
1. Power off the NAS.
2. Disconnect the power cord from the electrical outlet.
3. Disconnect all cables and external attachments.
4. Remove the case cover.

- a. Remove the screws that secure the cover to the chassis.
- b. Slide the cover back.
- c. Pull the cover up until it completely detaches from the chassis.



5. Remove an existing module.

- a. Push the retention clips outward simultaneously to release the module.

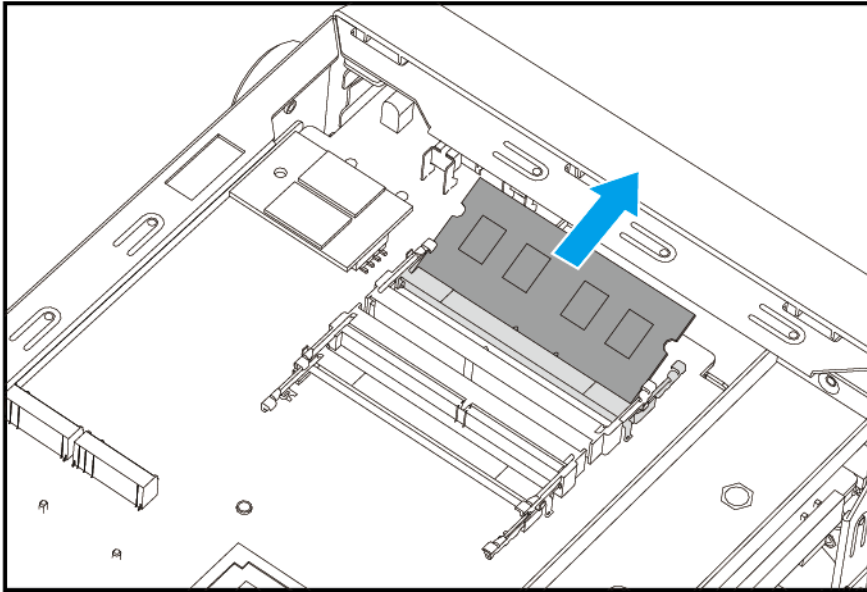


- b. Hold the module by the edges and then carefully slide it out of the slot.

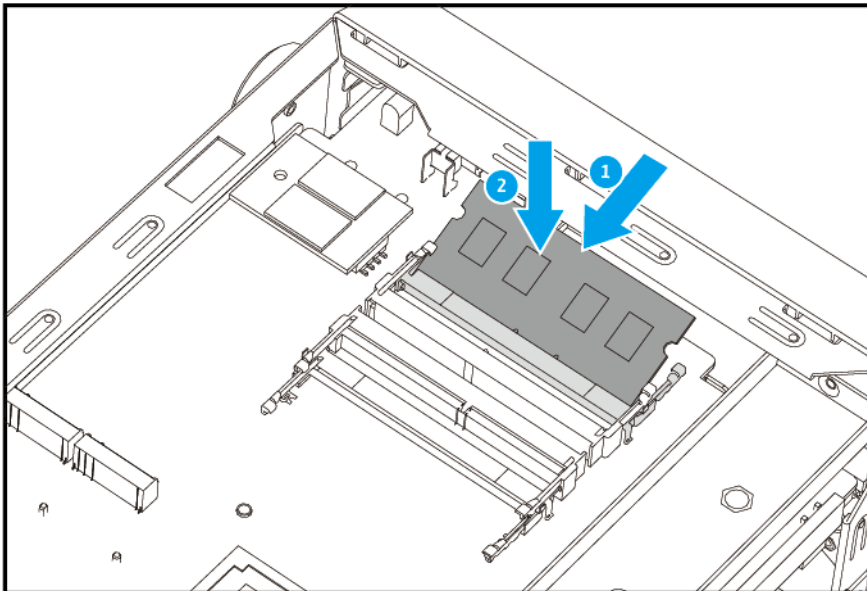


Warning

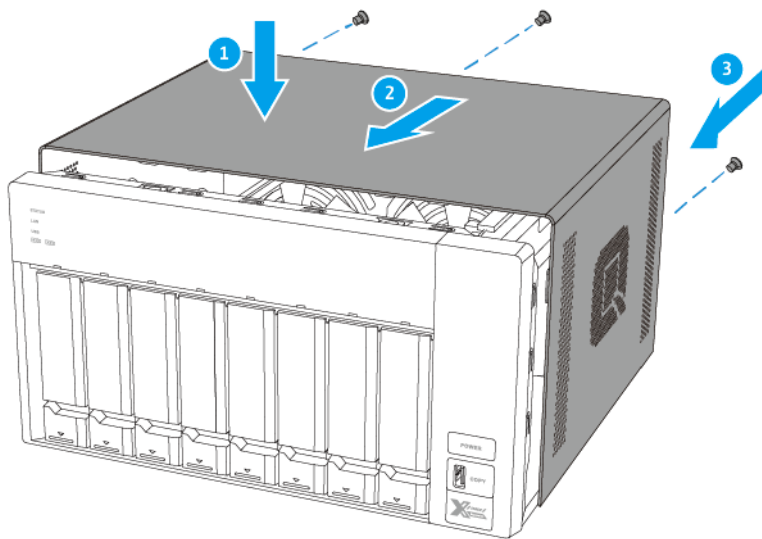
Attempting to remove a module that is not completely released may damage the module and the motherboard.



6. Install a new module.
 - a. Align the notch with the ridge in the slot.
 - b. Insert the module into the slot.
 - c. Verify that the metal connectors are completely inserted into the slot.



7. Attach the case cover.
 - a. Slide the cover down until it completely connects with the chassis.
 - b. Slide the cover forward.
 - c. Attach the screws to the back side of the case.



8. Connect all cables and external attachments.
9. Connect the power cord to the electrical outlet.
10. Power on the NAS.
11. Verify that the module is recognized by the NAS.
 - a. Log on to QTS as administrator.
 - b. Go to **Control Panel > System > System Status > Hardware Information** .
 - c. Check the value for **Total memory**.

QTS Installation

The TS-x73 uses the QNAP QTS operating system. You can install QTS using any of the following methods.

Method	Description	Requirements
Qfinder Pro installation (Recommended)	<p>If the NAS is connected to your local area network, you can do the following:</p> <ul style="list-style-type: none"> • Locate the NAS using Qfinder Pro. • Complete the steps in the Smart Installation Guide wizard. <p>For details, see Installing QTS Using Qfinder Pro.</p>	<ul style="list-style-type: none"> • Computer • Network cable • Qfinder Pro installer

Method	Description	Requirements
Cloud installation	<p>If the NAS is connected to the internet, you can do the following:</p> <ul style="list-style-type: none"> • Scan the QR code on the NAS. • Log into your myQNAPcloud account. • Use CloudLink to remotely access your NAS. • Complete the steps in the Smart Installation Guide wizard. <p>For details, see Installing QTS Using the Cloud Key.</p>	<ul style="list-style-type: none"> • Computer or mobile device • Network cable • myQNAPcloud account • CloudKey

Installing QTS Using Qfinder Pro



Warning

Installing QTS deletes all data on the drives. Back up your data before proceeding.

1. Power on the NAS.
2. Connect the NAS to your local area network.
3. Run Qfinder Pro on a computer that is connected to the same local area network.



Note

To download Qfinder Pro, go to <https://www.qnap.com/utilities>.

4. Locate the NAS in the list and then double-click the name or IP address. The **Smart Installation Guide** opens in the default web browser.
5. Click **Start Smart Installation Guide**.
6. Specify the following information.
 - **NAS name:** Specify a name with 1 to 14 characters. The name supports letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), but cannot end with a hyphen.
 - **Password:** Specify an administrator password with 1 to 64 characters. The password supports all ASCII characters.
7. Click **Next**.
8. Specify the time zone, date, and time.



Tip

QNAP recommends connecting to an NTP server to ensure that the NAS follows the Coordinated Universal Time (UTC) standard.

9. Click **Next**.
10. Select **Obtain an IP address automatically (DHCP)**.
11. Click **Next**.

12. Select the types of devices that you will use to access shared folders on the NAS.
13. Click **Next**.
14. Select **Configure disks later**.

**Note**

For details on configuring disks, see the Storage Manager section of the QTS User Guide.

15. Click **Next**.
16. Select **No**.

**Note**

- Enabling the multimedia functions allows you to install multimedia applications after configuring the disks in Storage Manager.
- For details on enabling multimedia functions on QTS, see the System Administration section of the QTS User Guide.

17. Click **Next**.
18. Review the settings.
19. Click **Apply**.
A confirmation message appears.

**Warning**

Clicking **Confirm** deletes all data on the drive before installing QTS.

20. Click **Confirm**.
QTS is installed.

Installing QTS Using the Cloud Key

**Warning**

Installing QTS deletes all data on the drives. Back up your data before proceeding.

1. Power on the NAS.
2. Connect the NAS to the internet.
3. Go to the QNAP Cloud Installation page using one of the following methods:
 - On your computer, go to <http://install.qnap.com/>.
 - Scan the QR code on the NAS using a mobile device.

The web page lists all the uninitialized QNAP NAS devices on the local network.

4. Find your NAS from the list and then click **Initialize**.

**Note**

If your NAS is not listed, follow the instructions on the web page to specify the Cloud Key on the NAS.

The installation wizard opens in the default web browser.

5. Create an account or sign in to myQNAPcloud.

**Note**

You must return to this page to complete the installation after creating an account.

6. Specify the myQNAPcloud device name for the NAS.

**Note**

The myQNAPcloud device name is used when remotely accessing the NAS.

7. Optional: Select **CloudLink**.

**Note**

- CloudLink allows you to remotely access the NAS without having to configure port forwarding on your router. You can remotely access the NAS by logging into QTS or by using mobile apps.
- You can also enable CloudLink by installing the CloudLink app on the NAS.

8. Click **Next**.

The **Smart Installation Guide** opens in the default web browser.

9. Click **Start Smart Installation Guide**.

10. Specify the following information.

- **NAS name:** Specify a name with 1 to 14 characters. The name supports letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), but cannot end with a hyphen.
- **Password:** Specify an administrator password with 1 to 64 characters. The password supports all ASCII characters.

11. Click **Next**.

12. Specify the time zone, date, and time.

**Tip**

QNAP recommends connecting to an NTP server to ensure that the NAS follows the Coordinated Universal Time (UTC) standard.

13. Click **Next**.

14. Select **Obtain an IP address automatically (DHCP)**.

15. Click **Next**.

16. Select the types of devices that you will use to access shared folders on the NAS.

17. Click **Next**.

18. Select **Configure disks later**.

**Note**

For details on configuring disks, see the Storage Manager section of the QTS User Guide.

19. Click **Next**.

20. Select **No**.

**Note**

- Enabling the multimedia functions allows you to install multimedia applications after configuring the disks in Storage Manager.
- For details on enabling multimedia functions on QTS, see the System Administration section of the QTS User Guide.

21. Click **Next**.
22. Review the settings.
23. Click **Apply**.
A confirmation message appears.

**Warning**


Clicking **Confirm** deletes all data on the drive before installing QTS.

24. Click **Confirm**.
QTS is installed.

4. Basic Operations

This chapter describes basic NAS operations.

Power Button

Operation	User Action	Result
Power on	Press the button once.	The NAS powers on.
Power off	Press and hold the button for 1.5 seconds.	The NAS powers off.
Force power off	Press and hold the button for 5 seconds.	The NAS shuts down.  Important Use this method only when the NAS is unresponsive.

Reset Button

Operation	User Action	Result
Basic system reset	Press and hold the button for 3 seconds.	The following settings are reset to default: <ul style="list-style-type: none"> • System administrator password: admin • TCP/IP configuration: <ul style="list-style-type: none"> • Obtain IP address settings automatically via DHCP • Disable jumbo frames • If port trunking is enabled (multi-LAN models only), the port trunking mode is reset to “Active Backup (Failover)”. • System port: 8080 (system service port) • Security level: Low (Allow all connections) • LCD panel password: (blank) • VLAN: Disabled
Advanced system reset	Press and hold the button for 15 seconds.	The default factory settings are restored. <ul style="list-style-type: none"> • To retrieve old data after an advanced system reset, recreate the previous folder structure on the NAS.

USB One Touch Copy Button

The USB One Touch Copy button allows you to copy data backups from a USB device to the NAS or from the NAS to a USB device.

This feature supports incremental backups. The NAS only copies files that were modified or added after the last backup.

For details on configuring USB One Touch Copy, see the QTS User Guide.

LEDs

LEDs indicate system status and related information when the NAS is powered on. The following LED information applies only when the drive is correctly installed and when the NAS is connected to the network.

For details on the location of the LEDs, see [Components](#).

LED	Status	Description
System Status	Flashes green and red alternately every 0.5 seconds	<ul style="list-style-type: none"> The drive is being formatted. The NAS is being initialized. The operating system is being updated. RAID rebuilding is in progress. Online RAID Capacity Expansion is in progress. Online RAID Level Migration is in progress.
	Red	<ul style="list-style-type: none"> The drive is invalid. The disk volume has reached its full capacity. The disk volume is about to reach its full capacity. The system fan is not functioning. An error occurred when accessing (read/write) the data. A bad sector is detected on the hard drive. The NAS is in degraded read-only mode (two member drives failed in RAID 5 or RAID 6 but the data can still be read). Hardware self-test error
	Flashes red every 0.5 seconds	The NAS is in degraded mode (one member drive failed in RAID 1, RAID 5, or RAID 6).
	Flashes green every 0.5 seconds	<ul style="list-style-type: none"> The NAS is starting up. The NAS is not configured. A drive is not formatted.
	Flashes green every 2 seconds	The NAS is in S3 sleep mode.
	Green	The NAS is ready.
	Off	All drives are in standby mode.
LAN	Orange	A read/write error occurred while another device is accessing data.
	Flashes orange	The NAS is being accessed from the network.

LED	Status	Description
Drive	Flashes red	The data is being accessed and a read/write error occurs during the process.
	Red	A drive read/write error occurred.
	Flashes green	The data is being accessed.
	Green	The drive can be accessed.
USB	Flashes blue every 0.5 sec	<ul style="list-style-type: none"> • A USB device (connected to the front USB port) is detected. • A USB device (connected to the front USB port) is being removed from the NAS. • A USB device (connected to the front USB port of the NAS) is being accessed. • Data is being copied to or from a USB or eSATA device.
	Blue	A USB device is detected in the front USB port.
	Off	<ul style="list-style-type: none"> • No USB device is detected. • The NAS has finished copying data to or from the USB device connected to the front USB port.

Beep Alarm

Duration	Frequency	Description
Short beep (0.5 seconds)	1	<ul style="list-style-type: none"> • The NAS is starting up. • The NAS is shutting down (software shutdown). • The user pressed the Reset button. • The operating system was updated.
	3	The user tried to copy the NAS data to the external storage device from the front USB port, but the data cannot be copied.
Long beep (1.5 seconds)	3 (every 5 minutes)	The system fan is not functioning.
	2	<ul style="list-style-type: none"> • The disk volume is about to reach its full capacity. • The disk volume has reached its full capacity. • The drives are in degraded mode. • The user started the drive rebuilding process. • A drive is plugged in or out.
	1	<ul style="list-style-type: none"> • The NAS was powered off by force shutdown (hardware shutdown). • The NAS was powered on successfully and is ready.

5. Troubleshooting

This chapter describes basic troubleshooting information.

Forcing Qfinder Pro or myQNAPcloud to Locate the NAS

If Qfinder Pro or myQNAPcloud is unable to locate the NAS during QTS installation, the drives or data may be faulty.

1. Power off the NAS.
2. Remove all drives.
3. Power on the NAS.
4. Locate the NAS using Qfinder Pro or myQNAPcloud.
5. Reinsert the drives.
6. Continue with the QTS installation.

Hot-swapping Failed Drives

The NAS supports hot-swapping of drives in the following situations:

- RAID 1: One member drive fails
 - RAID 5: One member drive fails
 - RAID 6: One or two member drives fail
1. Log on to QTS.
 2. Go to **Main Menu > Storage Manager > Storage > Disks/VJBOD** .
 3. Locate the failed drive.
 4. Prepare a new hard drive with a capacity that is the same as or larger than the failed hard drive.
 5. Remove the failed drive from the NAS.
 6. Wait for 20 seconds or until the NAS beeps twice.
 7. Remove the failed drive from the drive tray.
 8. Insert the new drive into the drive tray.
 9. Install the new drive.
The NAS beeps twice.
 10. Go to **Main Menu > Storage Manager > Storage Space** .
 11. Locate the volume that contains the new drive and then verify that the status is `Rebuilding`.

Recovering Unintentionally Removed Healthy Drives

The NAS supports exclusive RAID recovery technology to recover failed RAID disk volumes from unintentional disconnection or removal of drives. Users can recover an inactive RAID 1, RAID 5, or RAID 6 volume to degraded mode, or an inactive RAID 0 and JBOD configuration to normal.

Disk Volume	RAID Recovery Support	Maximum Number of Removed Drives
Single	No	N/A
JBOD	Yes	1
RAID 0	Yes	1
RAID 1	Yes	1
RAID 5	Yes	2
RAID 6	Yes	3
RAID 10	No	N/A

Support and Other Resources

QNAP provides the following resources:

Resource	URL
Documentation	http://docs.qnap.com
Helpdesk	http://helpdesk.qnap.com
Downloads	http://download.qnap.com
Community Forum	http://forum.qnap.com

6. Glossary

CloudKey

Unique 8-digit code assigned to each NAS device

CloudLink

Enables you to access the NAS over the internet without configuring complex port forwarding settings

myQNAPcloud

Provides various remote access services such as DDNS and CloudLink

myQNAPcloud ID

Email address that was used to register for a myQNAPcloud account

Qfinder Pro

Enables you to locate and access the QNAP NAS devices in your local area network

QTS

QNAP NAS operating system

7. Notices

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Version 3, 29 June 2007

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You may convey a work based on the Program, or the modifications to produce it from the Program, in the form of source code under the terms of section 4, provided that you also meet all of these conditions:

- a. The work must carry prominent notices stating that you modified it, and giving a relevant date.
- b. The work must carry prominent notices stating that it is released under this License and any conditions added under section 7. This requirement modifies the requirement in section 4 to "keep intact all notices".
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7. Conveying Non-Source Forms.

You may convey a covered work in object code form under the terms of sections 4 and 5, provided that you also convey the machine-readable Corresponding Source under the terms of this License, in one of these ways:

- a. Convey the object code in, or embodied in, a physical product (including a physical distribution medium), accompanied by the Corresponding Source fixed on a durable physical medium customarily used for software interchange.
- b. Convey the object code in, or embodied in, a physical product (including a physical distribution medium), accompanied by a written offer, valid for at least three years and valid for as long as you offer spare parts or customer support for that product model, to give anyone who possesses the object code either (1) a copy of the Corresponding Source for all the software in the product that is covered by this License, on a durable physical medium customarily used for software interchange, for a price no more than your reasonable cost of physically performing this conveying of source, or (2) access to copy the Corresponding Source from a network server at no charge.
- c. Convey individual copies of the object code with a copy of the written offer to provide the Corresponding Source. This alternative is allowed only occasionally and noncommercially, and only if you received the object code with such an offer, in accord with subsection 6b.
- d. Convey the object code by offering access from a designated place (gratis or for a charge), and offer equivalent access to the Corresponding Source in the same way through the same place at no further charge. You need not require recipients to copy the Corresponding Source along with

the object code. If the place to copy the object code is a network server, the Corresponding Source may be on a different server (operated by you or a third party) that supports equivalent copying facilities, provided you maintain clear directions next to the object code saying where to find the Corresponding Source. Regardless of what server hosts the Corresponding Source, you remain obligated to ensure that it is available for as long as needed to satisfy these requirements.

- e. Convey the object code using peer-to-peer transmission, provided you inform other peers where the object code and Corresponding Source of the work are being offered to the general public at no charge under subsection 6d.

A separable portion of the object code, whose source code is excluded from the Corresponding Source as a System Library, need not be included in conveying the object code work.

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END OF TERMS AND CONDITIONS

FCC Notice**FCC Class B Notice**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

**Note**

This equipment 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 equipment 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 communications. 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, the user is 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 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.

**Important**

Any modifications made to this device that are not approved by QNAP Systems, Inc. may void the authority granted to the user by the FCC to operate this equipment.

CE Notice

This QNAP NAS complies with CE Compliance Class B.

SJ/T 11364-2006



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金属螺帽	0	0	0	0	0	0
电缆组装	0	0	0	0	0	0
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