QNAP®

Turbo NAS

Hardware User Manual

(Version: 3.2.0)

Thank you for choosing QNAP products! This user manual provides description of the hardware of the Turbo NAS and relevant guideline of certain functions. Please read carefully and strictly adhere to the instructions of the manual.

NOTE

- "Turbo NAS" is hereafter referred to as "NAS".
- The product you purchased may not support certain functions dedicated to specific models.
- All features, functionality, and other product specifications are subject to change without prior notice or obligation.
- Information presented is subject to change without notice.
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> **⚠ CAUTION**
>
> 1. Back up your system periodically to avoid any potential data loss. QNAP disclaims any responsibility of all sorts of data loss or recovery.
> 2. Should you return any components of the NAS package for refund or maintenance, make sure they are carefully packed for shipping. Any form of damages due to improper packaging will not be compensated.

Table of Contents

Safety Warnings

1. The NAS can operate normally in the temperature of 0ºC-40ºC and relative humidity of 0%-95%.   Please make sure the environment is well-ventilated.
2. The power cord and devices connected to the NAS must provide correct supply voltage (100W, 90-264V).
3. Do not place the NAS in direct sunlight or near chemicals.   Make sure the temperature and humidity of the environment are in optimized level.
4. Unplug the power cord and all connected cables before cleaning.   Wipe the NAS with a dry towel.   Do not use chemical or aerosol to clean the NAS.
5. Do not place any objects on the NAS for the server's normal operation and to avoid overheat.
6. Use the flat head screws in the product package to lock the hard disks in the NAS when installing hard disks for proper operation.
7. Do not place the NAS near any liquid.
8. Do not place the NAS on any uneven surface to avoid falling off and damage.
9. Make sure the voltage is correct in your location when using the NAS.   If you are not sure, please contact the distributor or the local power supply company.
10. Do not place any object on the power cord.
11. Do not attempt to repair your NAS in any occasions.   Improper disassembly of the product may expose you to electric shock or other risks.   For any enquiries, please contact the distributor.
12. The chassis NAS models should only be installed in the server room and maintained by the authorized server manager or IT administrator.   The server room is locked by key or keycard access and only certified staff is allowed to enter the server room.

Chapter 1.   CPU and Memory Specifications

⚠️ **Warning:** Modifying the hardware, software, or firmware of your QNAP products will void your warranty.   QNAP is not responsible for any form of damage or loss of data caused by modding the QNAP products.   You should bear your own risks of all sorts of possible data loss or system instabilities due to changing the hardware parts, modifying the default system firmware or installing any unauthorized third party applications on QNAP products.

Symbol	Description
x	No
-	None

System	TS-110	TS-210	TS-410	TS-410U
CPU	Marvell 800MHz	Marvell 800MHz	Marvell 800MHz	Marvell 800MHz
Memory	256 MB DDRII	256 MB DDRII	256MB DDRII	512MB DDRII
Flash	16MB	16MB	16MB	16MB
CPU replaceable	x	x	x	x
Memory replaceable	x	x	x	x
Number of SODIMM slot	-	-	-	-
Number of hard drive slots	1	2	4	4

System	TS-119	TS-219P	TS-419P/ TS-419U
CPU	Marvell 1.2GHz	Marvell 1.2GHz	Marvell 1.2GHz
Memory	512MB DDRII	512MB DDRII	512MB DDRII
Flash	16MB	16MB	16MB
CPU replaceable	x	x	x
Memory replaceable	x	x	x
Number of SODIMM slot	-	-	-
Number of hard drive slots	1	2	4

System	TS-239 Pro	SS-439 Pro/ TS-439 Pro/ TS-439U-RP/ TS-439U-SP	TS-639 Pro	SS-839 Pro
CPU	Intel Atom 1.6GHz	Intel Atom 1.6GHz	Intel Atom 1.6GHz	Intel Atom 1.6GHz
Memory	1GB DDRII	1GB DDRII	1GB DDRII	2GB DDRII
Flash	128MB (IDE DOM)	128MB (IDE DOM)	128MB (IDE DOM)	128MB (IDE DOM)
CPU replaceable	x	x	x	x
Memory replaceable	• Compatible with DDRII 667 DRAM • Can be upgraded to max 2GB	• Compatible with DDRII 667 DRAM • Can be upgraded to max 2GB	• Compatible with DDRII 667 DRAM • Can be upgraded to max 2GB	• Compatible with DDRII 667 DRAM • Can be upgraded to max 2GB
Number of SODIMM slot	1	1	1	1
Number of hard drive slots	2	4	6	8

System	TS-239 Pro II	TS-439 Pro II
CPU	Intel Atom Single Core 1.66GHz	Intel Atom Single Core 1.66GHz
Memory	1GB DDRII	1GB DDRII
Flash	512MB (USB DOM)	512MB (USB DOM)
CPU replaceable	x	x
Memory replaceable	Compatible with DDRII 667 DRAM	Compatible with DDRII 667 DRAM
Number of SODIMM slot	1	1
Number of hard drive slots	2	4

System	TS-509 Pro	TS-809 Pro/ TS-809U-RP
CPU	Intel Celeron 1.6GHz	Intel 2.8GHz
Memory	1GB DDRII	2GB DDRII
Flash	128MB (IDE DOM)	128MB (IDE DOM)
CPU replaceable	Yes	Yes
Memory replaceable	• Compatible with DDRII 667 DRAM • Can be upgraded to max 4GB	• Compatible with DDRII 667 DRAM • Can be upgraded to max 4GB
Number of SODIMM slot	2	2
Number of hard drive slots	5	8

System	TS-259 Pro	TS-459 Pro	TS-659 Pro	TS-859 Pro
CPU	Intel Atom Dual Core 1.66GHz	Intel Atom Dual Core 1.66GHz	Intel Atom Dual Core 1.66GHz	Intel Atom Dual Core 1.66GHz
Memory	1GB DDRII	1GB DDRII	1GB DDRII	1GB DDRII
Flash	512MB (USB DOM)	512MB (USB DOM)	512MB (USB DOM)	512MB (USB DOM)
CPU replaceable	x	x	x	x
Memory replaceable	Compatible with DDRII 667 DRAM	Compatible with DDRII 667 DRAM	Compatible with DDRII 667 DRAM	Compatible with DDRII 667 DRAM
Number of SODIMM slot	1	1	1	1
Number of hard drive slots	2	4	6	8

Chapter 2. Power Button and Reset Button Behaviour

✓ Power button: Press to turn on or turn off.

System	Power button (Turn on)	Power button (Hardware turn off)	Power button (Force turn off)
All models	Press once	1.5 sec	5 sec

✓ Reset button: Press to reset the system settings.

System	Basic system reset (1 beep)	Advanced system reset (2 beeps)
All models	3 sec	10 sec

Basic system reset (3 sec)

When you press the reset button for 3 seconds, a beep sound will be heard.   The following settings are reset to default:

• System administration password: admin
• TCP/ IP configuration: Obtain IP address settings automatically via DHCP
• TCP/ IP configuration: Disable Jumbo Frame
• TCP/ IP configuration: If port trunking is enabled (dual LAN models only), the port trunking mode will be reset to "Active Backup (Failover)".
• System Port: 8080 (system service port)
• Security Level: Low (Allow all connections)
• LCD panel password: (blank)*

* Applicable to models with LCD panel only.

Advanced system reset (10 sec)

When you press the reset button for 10 seconds, you will hear two beeps at the third and the tenth seconds.   The NAS will reset all the system settings to default as it does by web-based system reset in "Administration" > "Restore to Factory Default" except all the data are reserved.   The settings such as the users, user groups, and the network share folders you previously created will be cleared.   To retrieve the old data after the advanced system reset, you may create the same network share folders on the NAS and the data will be accessible again.

Chapter 3.   USB One Touch Copy

System	Number of seconds (press the one touch copy button to trigger data copy)
All NAS models	0.5 sec

Data Copy by the Front USB Port

The NAS supports instant data copy backup from the external USB device to the NAS or the other way round by the front one touch copy button.   To use this function, follow the steps below:

1. Make sure a hard drive is installed and formatted on the NAS.   The default network share Qusb or Usb is created.
2. Turn on the NAS.
3. Configure the behaviour of the Copy button on "Backup" > "USB one touch copy" page.
4. Connect the USB storage device to the front USB port of the NAS.
5. Press the Copy button.   The USB LED will flash.   The data will be copied to or from the USB device according to your settings on the NAS.

Note: Incremental backup is used for this feature.   After the first time data backup, the NAS only copies the changed files since the last backup.

Chapter 4.   LED and Alarm Buzzer Specifications

The LED indicators of the NAS indicate the system status and information easily. When the NAS is turned on, please check the following items to make sure the system status is normal.   Note that the following LED information is applicable only when you have properly installed HDD, and connected the NAS to the network and power.

LED	Colour	LED Status	Description
USB	Blue	Flashes blue every 0.5 sec	1) A USB device (connected to the front USB port) is being detected 2) A USB device (connected to the front USB port) is being removed from the NAS 3) The USB device (connected to the front USB port of the NAS) is being accessed 4) The data is being copied to or from the external USB or eSATA device
		Blue	1) A front USB device is detected (after the device is mounted) 2) The NAS has finished copying the data to or from the USB device connected to the front USB port
		Off	No USB device can be detected
eSATA*	Orange	Flashes	The eSATA device is being accessed
		Off	No eSATA device can be detected
System Status	Red/ Green	Flashes green and red alternately every 0.5 sec	1) The hard drive on the NAS is being formatted 2) The NAS is being initialised 3) The system firmware is being updated 4) RAID rebuilding is in process* 5) Online RAID Capacity Expansion is in process* 6) Online RAID Level Migration is in process*

		Red	1) The hard drive is invalid 2) The disk volume has reached its full capacity 3) The disk volume is going to be full 4) The system fan is out of function* 5) An error occurs when accessing (read/write) the disk data 6) A bad sector is detected on the hard drive 7) The NAS is in degraded read-only mode (2 member drives fail in a RAID 5 or RAID 6 configuration, the disk data can still be read)* 8) (Hardware self-test error)
System Status	**Red/ Green**	Flashes red every 0.5 sec	The NAS is in degraded mode (one member drive fails in RAID 1, RAID 5 or RAID 6 configuration)
		Flashes green every 0.5 sec	1) The NAS is starting up 2) The NAS is not configured 3) The hard drive is not formatted
		Green	The NAS is ready
		Off	All the hard drives on the NAS are in standby mode
HDD	**Red/ Green**	Flashes red	The hard drive data is being accessed and a read/ write error occurs during the process
		Red	A hard drive read/ write error occurs
		Flashes green	The hard drive data is being accessed
		Green	The hard drive can be accessed
LAN	**Orange**	Orange	The NAS is connected to the network
		Flashes orange	The NAS is being accessed from the network

* This function is applicable to some models only. Please refer to the comparison table for more details:

http://www.qnap.com/images/products/comparison/Comparison_NAS.html

✓ **Beep alarm: All NAS models**

The beep alarm can be disabled in "System Administration" > "Hardware Settings".

Beep sound	Number of Times	Description
Short beep (0.5 sec)	1	1) The NAS is starting up 2) The NAS is being shut down (software shutdown) 3) The user presses the reset button to reset the NAS 4) The system firmware has been updated
Short beep (0.5 sec)	3	The user tries 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 sec)	3, every 5 min	The system fan is out of function*
Long beep (1.5 sec)	2	1) The disk volume is going to be full 2) The disk volume has reached its full capacity 3) The hard drives on the NAS are in degraded mode 4) The user starts the HDD rebuilding process 5) HDD plug-in/ plug-out
	1	1) The NAS is turned off by force shutdown (hardware shutdown) 2) The NAS has been turned on successfully and is ready

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* This function is applicable to some models only. Please refer to the comparison table for more details:

http://www.qnap.com/images/products/comparison/Comparison_NAS.html

Chapter 5.　Hot-swap Hard Drives

QNAP NAS is compatible with 2.5-inch/ 3.5-inch SATA hard disk drives from major hard disk brands. For the HDD compatibility list, please visit http://www.qnap.com/.

> ⚠ **QNAP disclaims any responsibility for product damage/ malfunction or data loss/ recovery due to misuse or improper installation of hard disks in any occasions for any reasons.**
> Note that if you install a hard drive (new or used) which has never been installed on the NAS before, the hard drive will be formatted and partitioned automatically and all the disk data will be cleared.

Symbol	Description
x	No

System	Supports 3.5-inch SATA HDD	Supports 2.5-inch SATA HDD	Supports Hot-swapping HDD
TS-119/ TS-110	Yes	x	x
TS-210	Yes	x	Yes
TS-219P/ TS-239 Pro/ TS-239 Pro II/ TS-410/ TS-410U/ TS-419P/ TS-419U/ TS-439 Pro/ TS-439 Pro II/ TS-439U-RP/ TS-439U-SP/ TS-509 Pro/ TS-639 Pro/ TS-809 Pro/ TS-809U-RP/ TS-259 Pro/ TS-459 Pro/ TS-659 Pro/ TS-859 Pro	Yes	Yes	Yes
SS-439 Pro/ SS-839 Pro	x	Yes	Yes

The NAS supports hot-swapping the hard drives when 1 member drive crashes in RAID 1, 1-2 member drives crash in RAID 5 or RAID 6. Follow the steps below to hot-swap the hard drive when a member drive fails in a RAID configuration.

1. Login the NAS and check the disk volume configuration in "Volume Management".
2. The volume status should be "in degraded mode".
3. Prepare a new hard drive to replace the failed one. The capacity of the new hard drive should be the same as or larger than the failed hard drive.
4. Unplug the failed drive from the NAS. Wait for about 20 seconds or until the server beeps twice.
5. Remove the failed drive from the drive tray.
6. Install the new hard drive on the drive tray. Insert it to the NAS.
7. The server should beep 1.5 seconds twice.
8. Check the volume status on the web administration page. The volume should be rebuilding.

- **RAID 5, RAID 6 Read-only Mode**

  The drive configuration of the NAS enters read-only mode in the following occasions:
  - 2 drives are damaged in RAID 5 due to bad blocks
  - 3 drives are damaged in RAID 6 due to bad blocks

  The drives in the above configurations are read-only. You can still access the hard drive data and copy them to other storage devices. It is recommended to re-create new drive configuration in such case.

Chapter 6.   RAID Recovery

QNAP NAS supports exclusive RAID recovery technology to recover a failed RAID disk volume from unintentional disconnection or removal of the hard drives from the system.   Using RAID recovery, you can recover an inactive RAID 5 or RAID 6 volume to degraded mode, or an inactive RAID 0 and JBOD configuration to normal.

Disk volume	Supports RAID recovery	Maximum number of disk removal allowed
Single	No	-
JBOD	Yes	1 or more
RAID 0	Yes	1 or more
RAID 5	Yes	2 or more
RAID 6	Yes	3 or more

If the volume status is not active, you can install the same hard drives back to the same slots of the system.   Then click "RECOVER" on the "Disk Management" > "Volume Management" page.   Wait for about 60 seconds for the process to complete.   When finished, you can access your data again.

Note:
- ✓ After recovering RAID 5 or RAID 6 from not active to degraded mode by RAID Recovery, you can read or write the volume normally.   The volume status will be recovered to normal after synchronization.
- ✓ If the disconnected drive member is damaged, the RAID recovery function will not work.

RAID Level / RAID Status	Traditional RAID 5	QNAP RAID 5	Traditional RAID 6	QNAP RAID 6
Degraded mode	N-1	N-1	N-1 & N-2	N-1 & N-2
Read Only Protection (for immediate data backup & HDD replacement)	N/A	N-1, bad blocks found in the surviving drives of the array.	N/A	N-2, bad blocks found in the surviving drives of the array.
RAID Recovery (RAID Status: Not Active)	N/A	If re-inserting all the original hard disk drives to the NAS and they can be spun up, identified, accessed, and the HDD superblock is not damaged.	N/A	If re-inserting all the original hard disk drives to the NAS and they can be spun up, identified, accessed, and the HDD superblock is not damaged).
RAID Crash	N-2	N-2 failed HDD and any of the remaining HDD cannot be spun up/ identified/ accessed.	N-3	N-3 and any of the remaining HDD cannot be spun up/ identified/ accessed.

N = Number of hard disk drives in the array

Chapter 7.   Use the LCD Panel

This section is applicable to NAS models with LCD panel only.

The NAS provides a handy LCD panel for you to perform disk configuration and view the system information.

When the NAS is started up, you will be able to view the server name and IP address:

N	A	S	5	F	4	D	E	3						
1	6	9	.	2	5	4	.	1	0	0	.	1	0	0

For the first time installation, the LCD panel shows the number of hard drives detected and the IP address.   You may select to configure the hard drives.

Number of hard drives detected	Default disk configuration	Available disk configuration options*
1	Single	Single
2	RAID 1	Single -> JBOD ->RAID 0 -> RAID 1
3	RAID 5	Single -> JBOD -> RAID 0 -> RAID 5
4 or above	RAID 5	Single ->JBOD -> RAID 0 -> RAID 5 -> RAID 6

*Press the "Select" button to choose the option, and press the "Enter" button to confirm.

For example, when you turn on the NAS with 5 hard drives installed, the LCD panel shows:

C	o	n	f	i	g	.		D	i	s	k	s	?		
→	R	A	I	D	5										

You can press the "Select" button to browse more options, for example, RAID 6. Press the "Enter" button and the following message shows.   Press the "Select" button to select "Yes" to confirm.

C	h	o	o	s	e		R	A	I	D	5	?			
→	Y	e	s			N	o								

When you execute RAID 1, RAID 5, or RAID 6 configuration, the system will initialize the hard drives, create the RAID device, format the RAID device, and mount it as a volume on the NAS.   The progress will be shown on the LCD panel.   When it reaches 100%, you can access the RAID volume, for example, create share folders and upload files to the folders on the NAS.   In the meantime, to make sure the stripes and blocks in all the RAID component devices are ready, the NAS will execute RAID synchronization and the progress will be shown on "Disk Management" > "Volume Management" page.   The synchronization rate is around 30-60 MB/s (vary by hard drive models, system resource usage, etc.).

> **Note:** If a member drive of the RAID configuration was lost during the synchronization, the RAID device will enter degraded mode.   The volume data is still accessible.   If you add a new member drive to the device, it will start to rebuild. You can check the status on the "Volume Management" page.

To encrypt the disk volume, select "Yes" when the LCD panel shows <Encrypt Volume?>. The default encryption password is "admin".   To change the password, please login the web-based administration interface as an administrator and change the settings in "Device Configuration" > "Disk volume Encryption Management".

E	n	c	r	y	p	t		V	o	l	u	m	e	?	
→	Y	e	s			N	o								

When the configuration is finished, the server name and IP address will be shown. If the NAS fails to create the disk volume, the following message will be shown.

C	r	e	a	t	i	n	g	.	.	.					
R	A	I	D	5		F	a	i	l	e	d				

View system information by the LCD panel

When the LCD panel shows the server name and IP address, you may press the "Enter" button to enter the Main Menu. The Main Menu consists of the following items:

1. TCP/IP

2. Physical disk

3. Volume

4. System

5. Shut down

6. Reboot

7. Password

8. Back

1. **TCP/ IP**

   In TCP/ IP, you can view the following options:

   1.1   LAN1 IP Address

   1.2   LAN1 Subnet Mask

   1.3   LAN1 Gateway

   1.4   LAN 1 PRI. DNS

   1.5   LAN 1 SEC. DNS

   1.6   Enter Network Settings

     1.6.1   Network Settings – DHCP

     1.6.2   Network Settings – Static IP*

     1.6.3   Network Settings – BACK

   1.7   Back to Main Menu

* In Network Settings – Static IP, you can configure the IP address, subnet mask, gateway, and DNS of LAN 1 and LAN 2.

2. Physical disk

In Physical disk, you can view the following options:

2.1   Disk1 Info

2.2   Disk2 Info

2.3   Disk3 Info

2.4   Disk4 Info

2.5   Disk5 Info

2.6   Disk6 Info

2.7   Back to Main Menu

The disk info shows the temperature and the capacity of the hard drive.

D	i	s	k	:	1		T	e	m	p	:	5	0	°	C
S	i	z	e	:		2	3	2		G	B				

3. Volume

This section shows the disk configuration of the NAS.   The first line shows the RAID configuration and storage capacity; the second line shows the member drive number of the configuration.

R	A	I	D	5						7	5	0	G	B
D	r	i	v	e		1	2	3	4					

If there is more than one volume, press the "Select" button to view the information.   The following table shows the description of the LCD messages for RAID 5 configuration.

LCD Display	Drive configuration
RAID5+S	RAID5+spare
RAID5 (D)	RAID 5 degraded mode
RAID 5 (B)	RAID 5 rebuilding
RAID 5 (S)	RAID 5 re-synchronizing
RAID 5 (U)	RAID 5 is unmounted
RAID 5 (X)	RAID 5 non-activated

4. System

This section shows the system temperature and the rotation speed of the system fan.

```
C P U   T e m p :   5 0 ° C
S y s   T e m p :   5 5 ° C
```

```
S y s   F a n : 8 6 5 R P M
```

5. Shut down

Use this option to turn off the NAS.   Press the "Select" button to select "Yes". Then press the "Enter" button to confirm.

6. Reboot

Use this option to restart the NAS.   Press the "Select" button to select "Yes". Then press the "Enter" button to confirm.

7. Password

The default password of the LCD panel is blank.   Enter this option to change the password of the LCD panel.   Select "Yes" to continue.

```
C h a n g e   P a s s w o r d
          Y e s   → N o
```

You may enter a password of maximum 8 numeric characters (0-9).   When the cursor moves to "OK", press the "Enter" button.   Verify the password to confirm the changes.

```
N e w   P a s s w o r d :
                      O K
```

8. Back

Select this option to return to the main menu.

System Messages

When the NAS encounters system error, an error message will be shown on the LCD panel.   Press the "Enter" button to view the message.   Press the "Enter" button again to view the next message.

```
S y s t e m   E r r o r !
P l s .   C h e c k   L o g s
```

System Message	Description
Sys. Fan Failed	The system fan failed
Sys. Overheat	The system overheat
HDD Overheat	The hard drive overheat
CPU Overheat	The CPU overheat
Network Lost	Both LAN 1 and LAN 2 are disconnected in failover or load-balancing mode
LAN1 Lost	LAN 1 is disconnected
LAN2 Lost	LAN 2 is disconnected
HDD Failure	The hard drive fails
Vol1 Full	The volume is full
HDD Ejected	The hard drive is ejected
Vol1 Degraded	The volume is in degraded mode
Vol1 Unmounted	The volume is unmounted
Vol1 Nonactivate	The volume is not activated

Chapter 8.   Install Power Supply Unit

* This section applies to rack mount NAS models only.

✓   **1U Turbo NAS**

To install a redundant power supply unit to the 1U Turbo NAS, follow the steps below.

1. Turn off the NAS.
2. Remove the screw and dummy plate.

3. Insert the power supply unit and push it to the end.
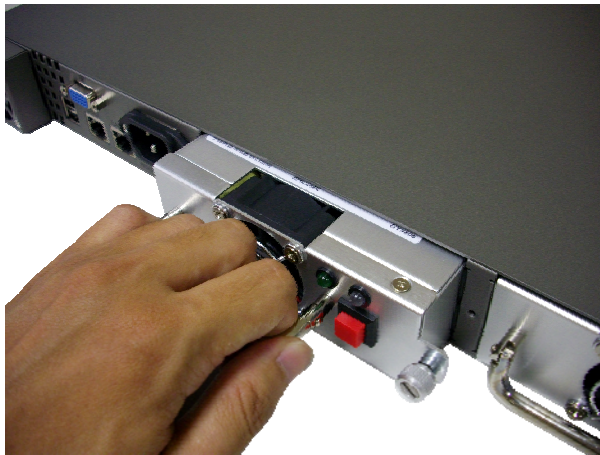
4. Fasten the screw tightly.

5. Turn on the NAS.

Note: To replace a failed power supply unit, turn off the NAS.   Then remove the failed unit safely and repeat steps 3-5 above to install a new power supply unit.

⚠️ **Warning:** The NAS supports replacing the redundant power supply unit without turning off the server when redundant power supply mode is enabled. However, you are strongly recommended to turn OFF the NAS before replacing the power supply unit to reduce the risk of electric shock.

If you are using a single power (SP) rack mount NAS model, you can install a second power supply unit to the NAS to upgrade the SP model to redundant power (RP) model.

✓ **2U Turbo NAS**

To install a redundant power supply unit to the 2U Turbo NAS, follow the steps below.

1. Turn off the NAS.
2. Unfasten the screw on the failed power supply in an anticlockwise direction.

3. Unplug the failed power supply.

4. Plug in the new power supply to the NAS.

5. Fasten the screw on the power supply in clockwise direction.

6. Turn on the NAS.

Enable redundant power supply on the web-based interface:

If you have two power supply units installed on the Turbo NAS, follow the steps below to enable redundant power supply.   Redundant power supply allows the NAS to operate normally when the primary power supply unit fails or is removed accidentally.   The secondary (redundant) power supply unit will take over to supply the entire system in such case.

1. Login the Turbo NAS.
2. Go to "System Administration" > "Hardware".
3. Enable redundant power supply mode*.   When this function is enabled, the system will start to record error messages about the power supply units in "System Logs".

* This function is disabled by default.

The following description applies to 1U NAS models only.

(1) Power supply indicators:
- ✓ Green (left) power indicator: Indicates the power supply unit is in normal status.
- ✓ Red (right) power indicator: Indicates the power supply unit is in abnormal status.

(2) Mute power alarm button:

When an error is detected on power supply unit, the system beeps to alert the administrator. You can press this button to turn off the alarm.

Power supply indicators

Mute power alarm button
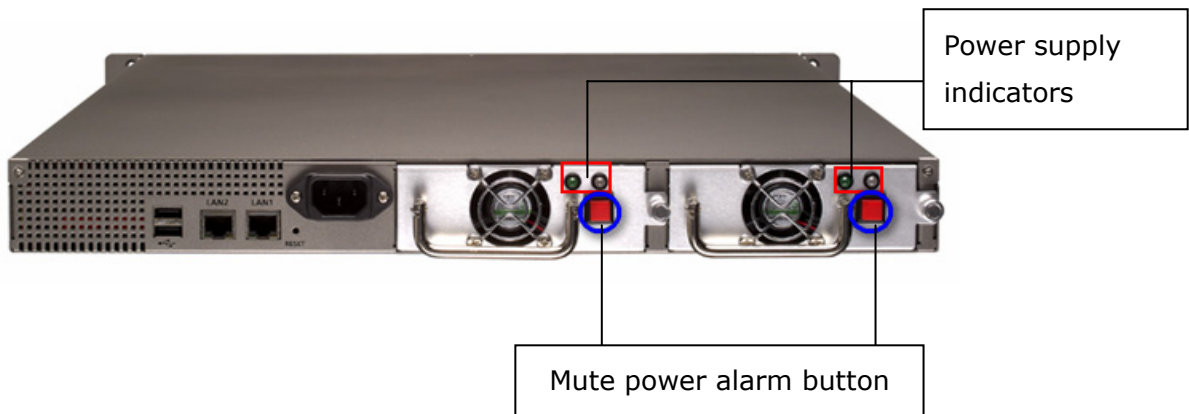
CAUTION: RISK OF ELECTRIC SHOCK

The connectors on the back panel (bracketed parts below) contain high voltage. Do NOT touch these parts to avoid the risk of electric shock to the maintenance operator.
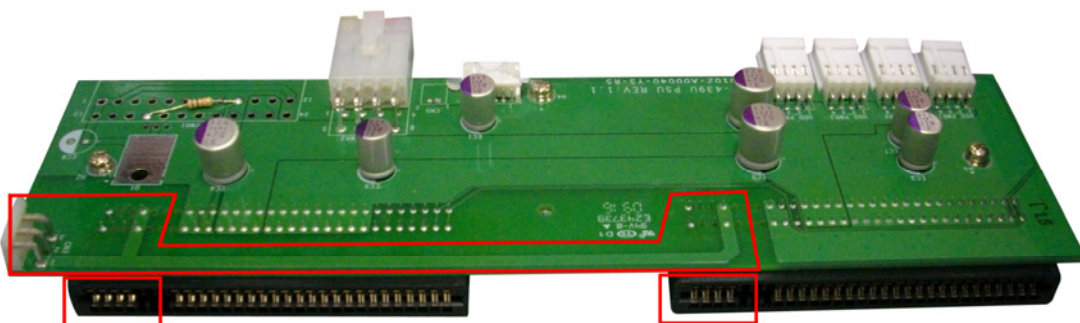
Technical Support

QNAP provides dedicated online support and customer service via instant messenger.   You can contact us by the following means:

Online Support: http://www.qnap.com/

MSN: q.support@hotmail.com

Skype: qnapskype

Forum: http://forum.qnap.com/

Technical Support in the USA and Canada:

Email: q_supportus@qnap.com

TEL: 909-595-2819 ext. 185

Address: 168 University Parkway Pomona, CA 91768-4300

Service Hours: 08:00-17:00 (GMT- 08:00 Pacific Time, Monday to Friday)

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41

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