



**QNAP**

# **TVS-x73e**

**TVS-473e**

**TVS-673e**

**TVS-873e**

**User Guide**

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# 1. Preface





## About This Guide

This guide provides information on the QNAP TVS-x73e 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 TVS-x73e NAS.

### About the TVS-x73e

The TVS-x73e is powered by an AMD embedded Accelerated Processing Unit (APU) that incorporates exceptional CPU and AMD Radeon™ R7 Graphics performance, delivering a high-performance and energy-efficient NAS solution. Built with a state-of-the-art metal design and topped off with a stylish gold finish, the TVS-x73e features a powerful quad-core CPU, AES-NI hardware encryption engine, and up to 64 GB memory. The TVS-x73e has 2 built-in PCIe expansion slots that support 10-Gigabit Ethernet. Coupled with the unique USB QuickAccess, HDMI 4K output, and 4K H.264 video decoding and encoding acceleration, the TVS-x73e running on the new 64-bit QTS 4.3 operating system provides an optimum audiovisual experience and a well-rounded private cloud system.

### 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 |
|--------------|------------|--------|
| TVS-473e     |            |        |
| TVS-473e-4G  | 4          | 4 GB   |
| TVS-473e-8G  |            | 8 GB   |
| TVS-673e     |            |        |
| TVS-673e-4G  | 6          | 4 GB   |
| TVS-673e-8G  |            | 8 GB   |
| TVS-873e     |            |        |
| TVS-873e-4G  | 8          | 4 GB   |
| TVS-873e-8G  |            | 8 GB   |

| Component         | TVS-473e  | TVS-673e | TVS-873e |
|-------------------|---|----------|----------|
| Processor         |   |          |          |
| CPU               | AMD® R-Series RX-421BD quad-core 2.1 GHz processor, burst up to 3.4 GHz |          |          |
| Architecture      | 64-bit  |          |          |
| Graphics          | Embedded Radeon™ R7 graphics processor                                  |          |          |
| Encryption engine | AES-NI  |          |          |
| Memory            |   |          |          |

| Component                            | TVS-473e  | TVS-673e   | TVS-873e   |
|--------------------------------------|---|--|--|
| Pre-installed memory                 | <ul style="list-style-type: none"> <li>• 4 GB RAM: 2 x 2 GB SODIMM DDR4</li> <li>• 8 GB RAM: 2 x 4 GB SODIMM DDR4</li> </ul> <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> <p> <b>Note</b><br/>Using unsupported modules may degrade performance, cause errors, or prevent the operating system from starting.</p> |  |  |
| Total memory slots                   | 4   |  |  |
| Maximum memory                       | 64 GB (4 x 16 GB)   |  |  |
| Storage                              |   |  |  |
| Drive bays                           | 4 x SATA 6 Gbps bays  | 6 x SATA 6 Gbps bays   | 8 x SATA 6 Gbps bays   |
| Drive compatibility                  | <ul style="list-style-type: none"> <li>• 3.5-inch SATA hard disk drives</li> <li>• 2.5-inch SATA hard disk drives</li> <li>• 2.5-inch SATA solid state drives</li> </ul>  |  |  |
| M.2 SSD type                         | 2 x M.2 SSD SATA 6 Gbps   |  |  |
| M.2 SSD form factor                  | <ul style="list-style-type: none"> <li>• 2260</li> <li>• 2280</li> </ul>  |  |  |
| SSD cache acceleration support       | <ul style="list-style-type: none"> <li>• Drive bays 1 to 4</li> <li>• M.2 slots 1 to 2</li> <li>• Optional: SSD using PCIe expansion slot</li> </ul>  | <ul style="list-style-type: none"> <li>• Drive bays 1 to 6</li> <li>• M.2 slots 1 to 2</li> <li>• Optional: SSD using PCIe expansion slot</li> </ul> | <ul style="list-style-type: none"> <li>• Drive bays 1 to 8</li> <li>• M.2 slots 1 to 2</li> <li>• Optional: SSD using PCIe expansion slot</li> </ul> |
| Hot-swappable                        | <p>Yes</p> <p> <b>Note</b><br/>The following are not hot-swappable:</p> <ul style="list-style-type: none"> <li>• M.2 SSDs</li> <li>• SSD cache drives</li> <li>• SSDs using PCIe expansion slots</li> </ul>  |  |  |
| Network                              |   |  |  |
| Gigabit Ethernet ports               | 4 x RJ45  |  |  |
| USB QuickAccess port                 | USB Micro-B   |  |  |
| External I/O Ports & Expansion Slots |   |  |  |
| PCIe slots                           | 2 x PCIe 3.0 x4   |  |  |
| USB ports                            | 4 x USB 3.0 <ul style="list-style-type: none"> <li>• Front: 1</li> <li>• Back: 3</li> </ul>   |  |  |

| Component              | TVS-473e   | TVS-673e  | TVS-873e   |
|------------------------|--|---|--|
| HDMI outputs           | 2 x HDMI 1.4b (up to 3840 x 2160 resolution at 30 Hz)  |   |  |
| Audio                  | <ul style="list-style-type: none"> <li>• 2 x 3.5 mm dynamic microphone jacks</li> <li>• 1 x 3.5 mm line-out jack</li> <li>• 2 x speakers</li> </ul> <p> <b>Note</b><br/>You cannot use the speakers and the line-out jack simultaneously.</p> |   |  |
| Interface              |  |   |  |
| Display panel          | Monochrome backlit LCD display with Enter and Select buttons   |   |  |
| USB One Touch Copy     | Front: USB 3.0   |   |  |
| IR sensor              | 1  |   |  |
|                        | <p> <b>Note</b><br/>The MCE-compatible QNAP RM-IR004 remote control is an optional separate purchase.</p>   |   |  |
| Maintenance port       | 1 x 3.5 mm maintenance port  |   |  |
| Dimensions             |  |   |  |
| Form factor            | Tower  |   |  |
| Dimensions (H x W x D) | 188.2 x 199.3 x 279.6 mm<br>7.41 x 7.85 x 11.01 in   | 188.2 x 264.3 x 279.6 mm<br>7.41 x 10.4 x 11.01 in  | 188.2 x 329.3 x 279.6 mm<br>7.41 x 12.96 x 11.01 in  |
| Net weight             | 4.9 kg (10.80 lbs)   | 5.63 kg (12.41 lbs)   | 6.52 kg (14.37 lbs)  |
| Other                  |  |   |  |
| Power supply unit      | ATX 250W, 100-240V AC, 50/60Hz   | ATX 250W, 100-240V AC, 50/60Hz  | ATX 250W, 100-240V AC, 50/60Hz   |
| Fans                   | <ul style="list-style-type: none"> <li>• System: 1 x 120 mm</li> <li>• CPU: 1 x 60 mm</li> </ul>   | <ul style="list-style-type: none"> <li>• System: 2 x 90 mm</li> <li>• CPU: 1 x 60 mm</li> </ul> | <ul style="list-style-type: none"> <li>• System: 2 x 120 mm</li> <li>• CPU: 1 x 60 mm</li> </ul> |
| Operating temperature  | 0 to 40°C (32 to 104°F)  |   |  |
| Relative humidity      | <ul style="list-style-type: none"> <li>• Non-condensing relative humidity: 5 to 95%</li> <li>• Wet-bulb temperature: 27°C (80.6°F)</li> </ul>  |   |  |
| Drive tray type        | Toolless and lock  |   |  |
| Security slot          | Kensington security slot   |   |  |

**Note**

Model specifications are subject to change without prior notice. To see the latest specifications, go to <https://www.qnap.com>.

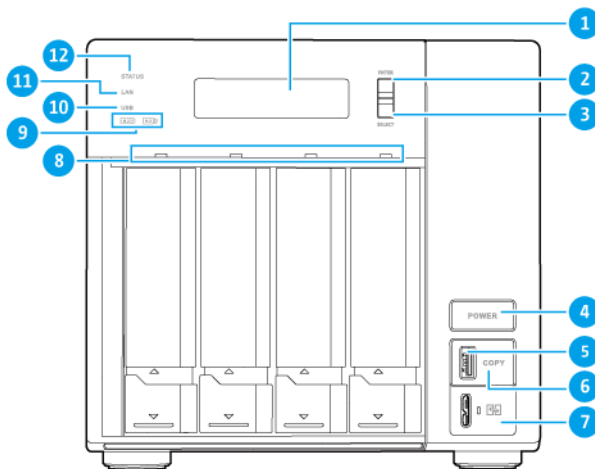
## Package Contents

| Item         | Quantity |
|--------------|----------|
| TVS-x73e NAS | 1        |
| Power cord   | 1        |

| Item                              | Quantity   |
|-----------------------------------|--|
| Ethernet cables                   | 2  |
| Screws for 3.5-inch drives        | <ul style="list-style-type: none"> <li>• TVS-473e: 12</li> <li>• TVS-673e: 18</li> <li>• TVS-873e: 24</li> </ul> |
| Screws for 2.5-inch drives        | <ul style="list-style-type: none"> <li>• TVS-473e: 12</li> <li>• TVS-673e: 18</li> <li>• TVS-873e: 24</li> </ul> |
| Screws for M.2 solid state drives | <ul style="list-style-type: none"> <li>• 2 x flat head screws</li> <li>• 2 x riser screws</li> </ul>             |
| M.2 SSD heatsinks                 | 2  |
| Quick Installation Guide (QIG)    | 1  |

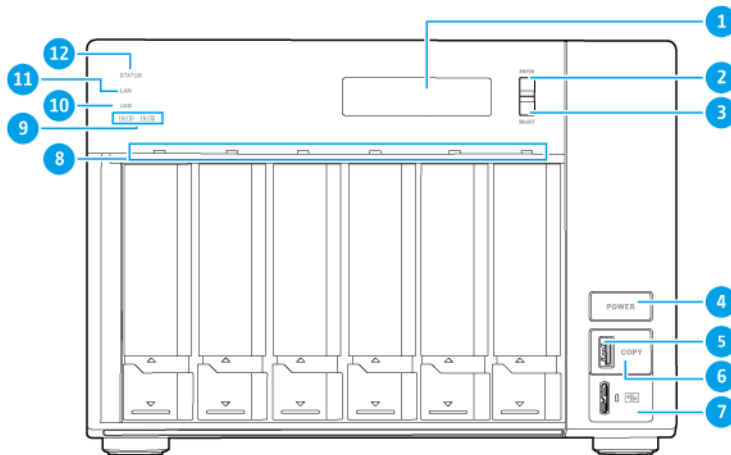
## Components

### Front Panel

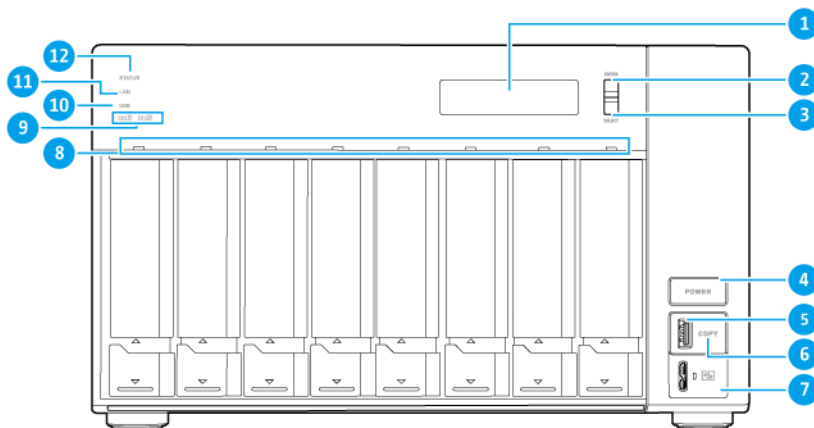


### TVS-473e





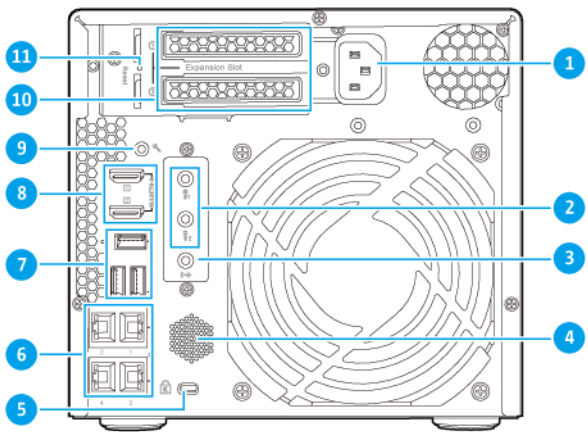
### TVS-673e



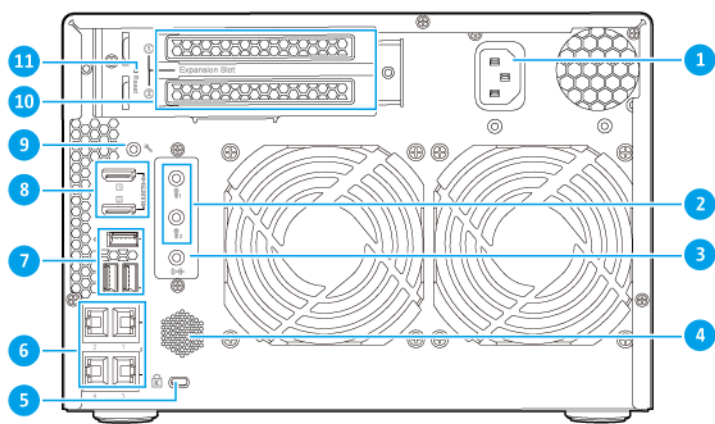
### TVS-873e

| No. | Component                 | No. | Component                      |
|-----|---------------------------|-----|--------------------------------|
| 1   | LCD panel                 | 7   | USB QuickAccess port (Micro-B) |
| 2   | Enter button              | 8   | Drive LEDs                     |
| 3   | Select button             | 9   | M.2 SSD LEDs                   |
| 4   | Power button              | 10  | USB LED                        |
| 5   | USB 3.0 port              | 11  | LAN LED                        |
| 6   | USB One Touch Copy button | 12  | Status LED                     |

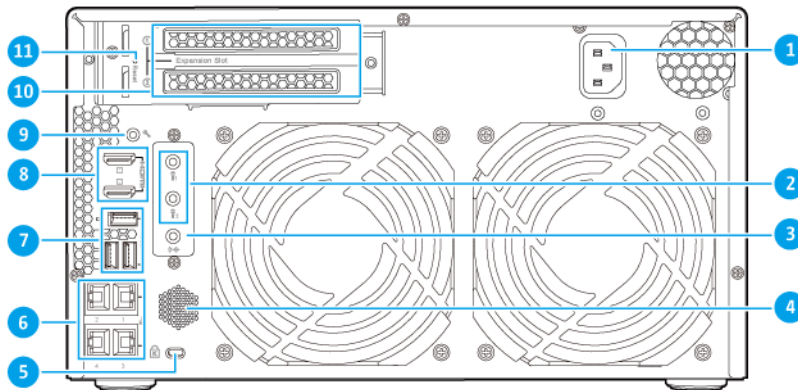
## Rear Panel



## TVS-473e



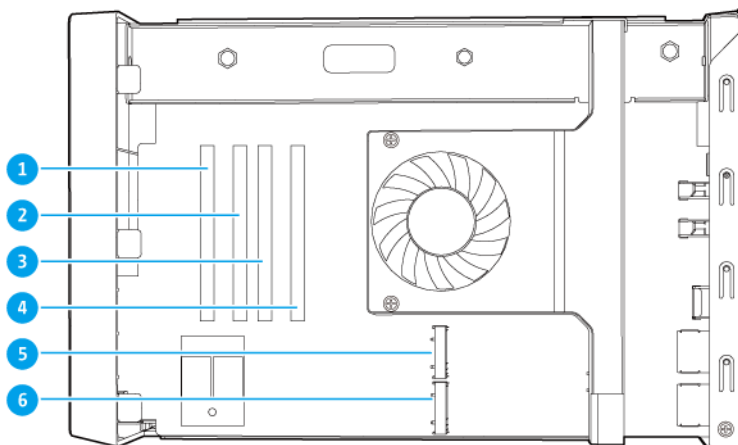
## TVS-673e



### TVS-873e

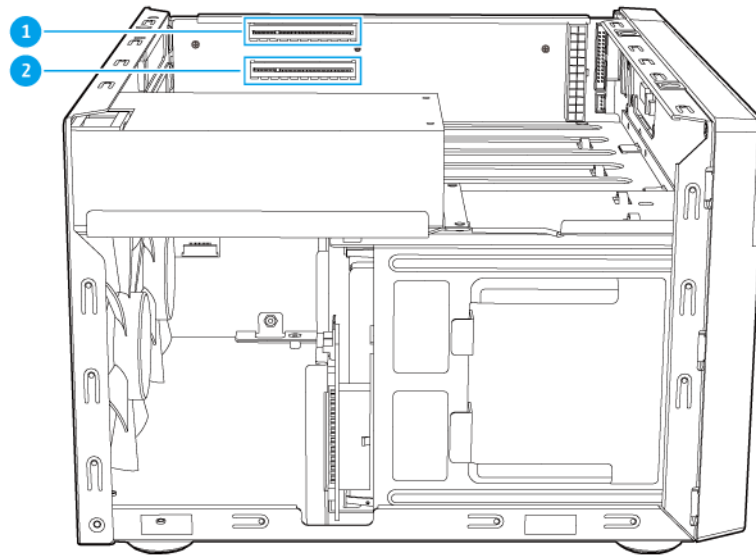
| No. | Component                       | No. | Component               |
|-----|---------------------------------|-----|-------------------------|
| 1   | Power input                     | 7   | USB 3.0 ports           |
| 2   | 3.5 mm dynamic microphone jacks | 8   | HDMI ports              |
| 3   | 3.5 mm line-out jack            | 9   | Maintenance port        |
| 4   | Speaker                         | 10  | PCIe 3.0 x4 slot covers |
| 5   | Kensington security slot        | 11  | Reset button            |
| 6   | Gigabit RJ45 Ethernet ports     | -   | -                       |

### Right Panel



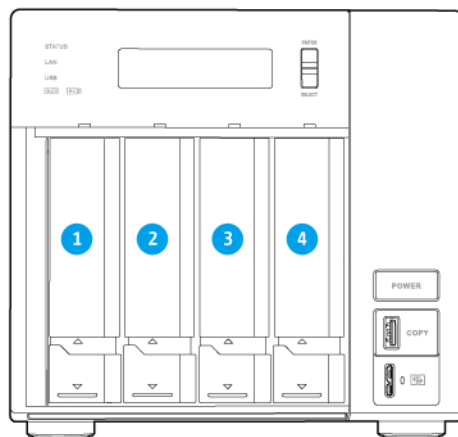
| No. | Component     | No. | Component      |
|-----|---------------|-----|----------------|
| 1   | Memory slot 1 | 4   | Memory slot 4  |
| 2   | Memory slot 2 | 5   | M.2 SSD slot 1 |
| 3   | Memory slot 3 | 6   | M.2 SSD slot 2 |

## Left Panel

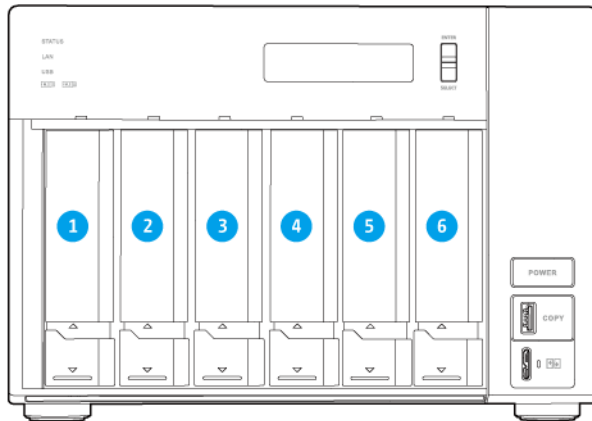


| No. | Component          | No. | Component          |
|-----|--------------------|-----|--------------------|
| 1   | PCIe 3.0 x4 slot 1 | 2   | PCIe 3.0 x4 slot 2 |

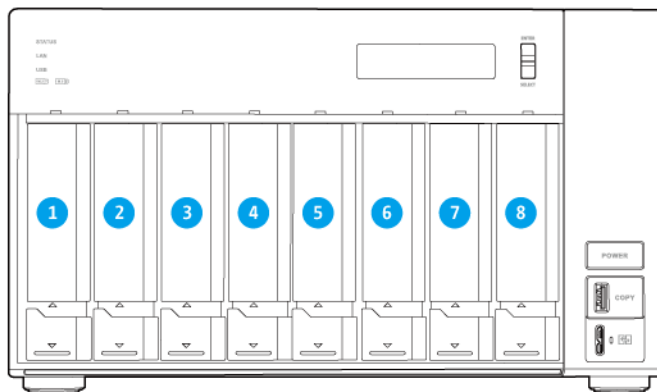
## Drive Numbering



TVS-473e



TVS-673e



TVS-873e

## Installation Requirements

| Category    | Item  |
|-------------|---|
| Environment | <ul style="list-style-type: none"> <li>Room temperature: 0 to 40°C (32 to 104°F)</li> <li>Non-condensing relative humidity: 5 to 95%</li> <li>Wet-bulb temperature: 27°C (80.6°F)</li> <li>Flat, anti-static surface with no exposure to direct sunlight, liquids, and chemicals</li> </ul> |

| Category                 | Item   |
|--------------------------|--|
| Hardware and peripherals | <ul style="list-style-type: none"> <li>• Storage drives<br/>For details on compatible drives, go to <a href="https://www.qnap.com/compatibility/">https://www.qnap.com/compatibility/</a>.</li> <li>• Network cable</li> </ul> |
| Tools                    | <ul style="list-style-type: none"> <li>• Phillips #1 or #2 screwdriver</li> <li>• Anti-static wrist strap</li> </ul>   |

## Setting Up the NAS

1. Place your NAS device in an environment that meets the requirements.  
For details, see [Installation Requirements](#).
2. 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 operating system installation and configuration steps.

### Hardware Installation

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

### Drive Installation

The TVS-x73e is compatible with 3.5-inch and 2.5-inch hard drives, 2.5-inch solid state drives, and M.2 solid state drives.

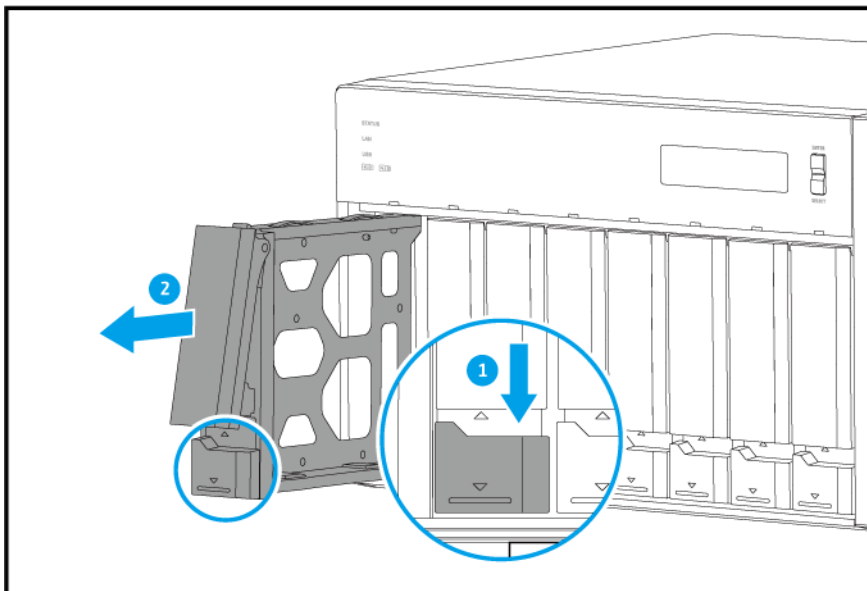
#### Installing 3.5-inch Hard Drives on 3.5-inch Trays



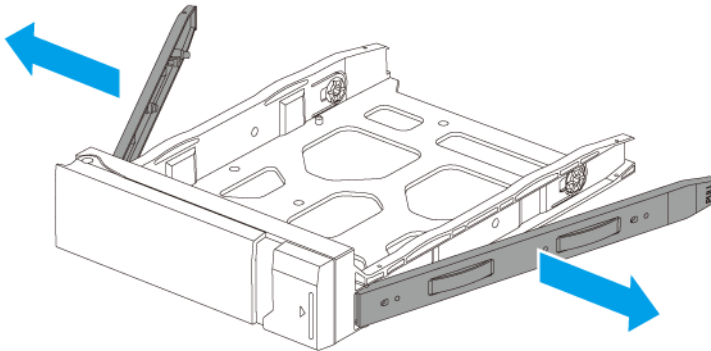
#### Warning

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

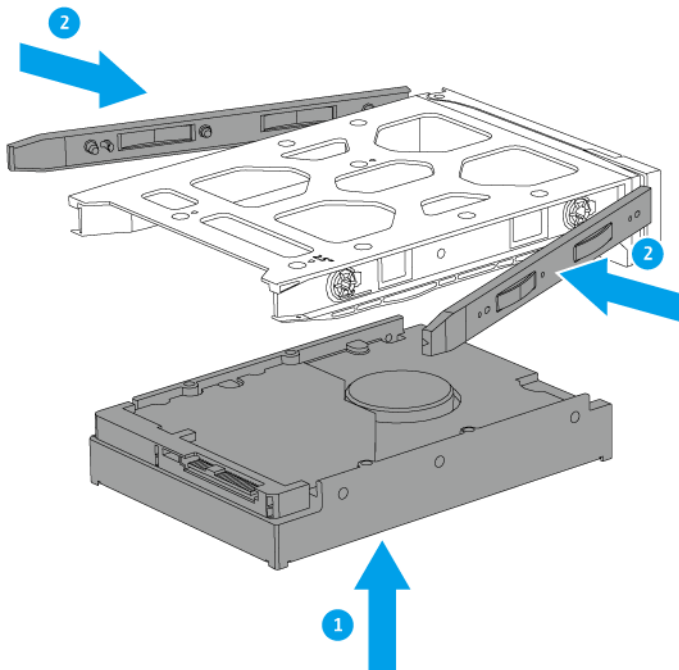
1. Power off the NAS.
2. Remove the drive tray.
  - a. Slide the lock down.
  - b. Pull the handle to release the tray.
  - c. Pull the tray out.



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

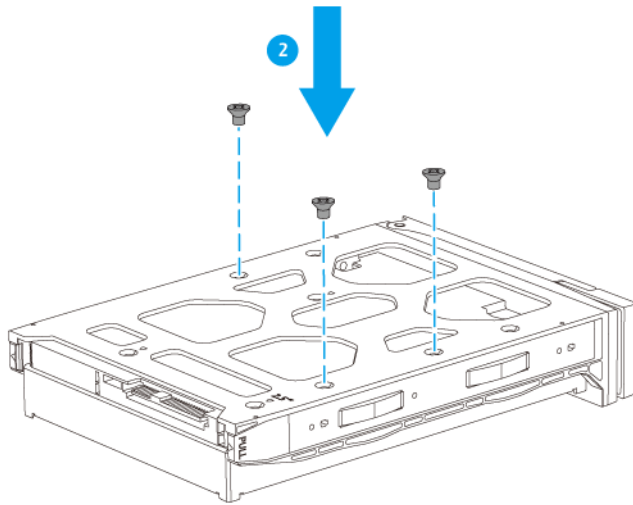


- b.** Place the drive on the tray so that the holes on the sides of the drive are aligned with the holes on the sides of the tray.
- c.** Attach the fastening panels.

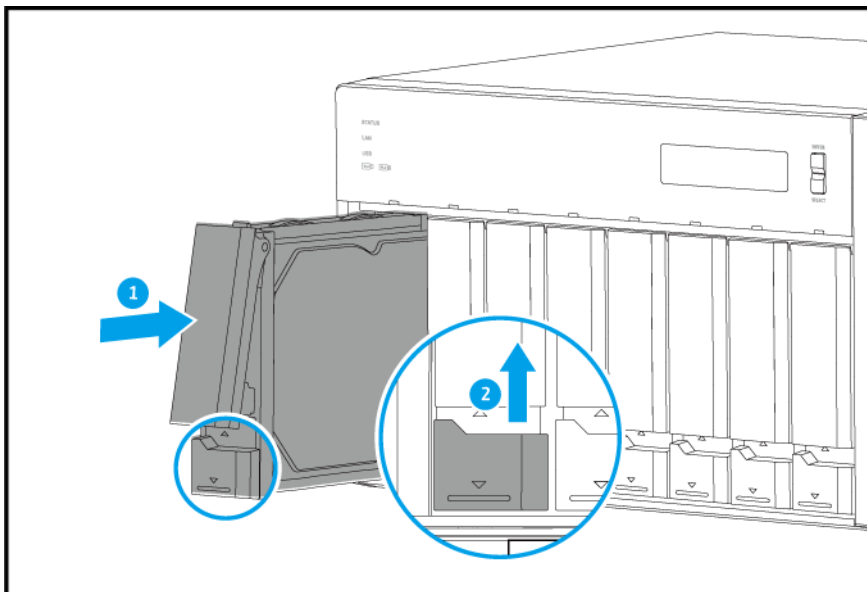


- d.** Optional: Attach the screws to further secure the drive.





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



5. Power on the NAS.

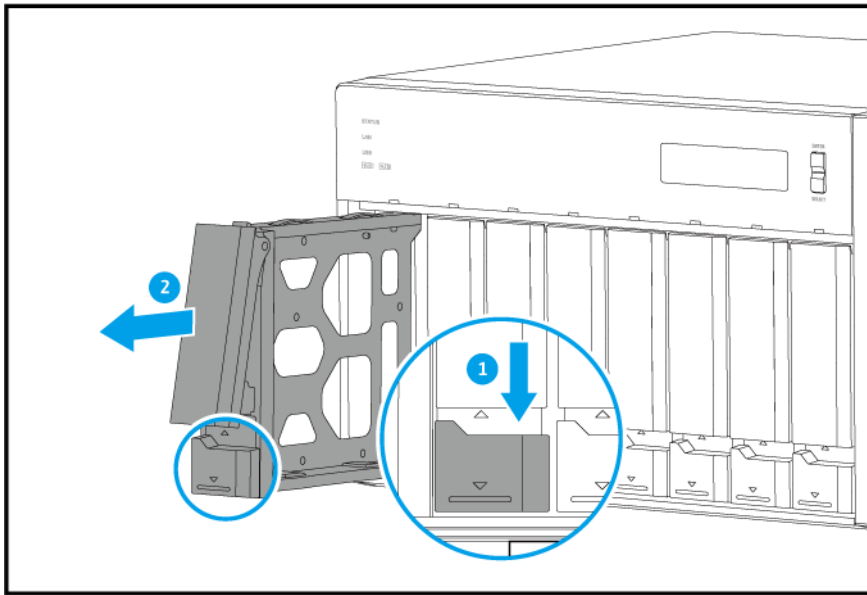
### Installing 2.5-inch Hard Drives or Solid State Drives on 3.5-inch Trays



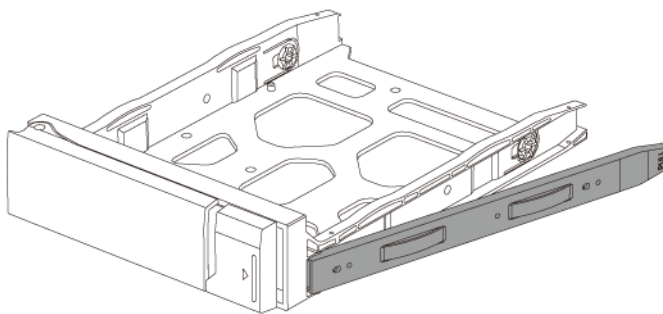
**Warning**

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

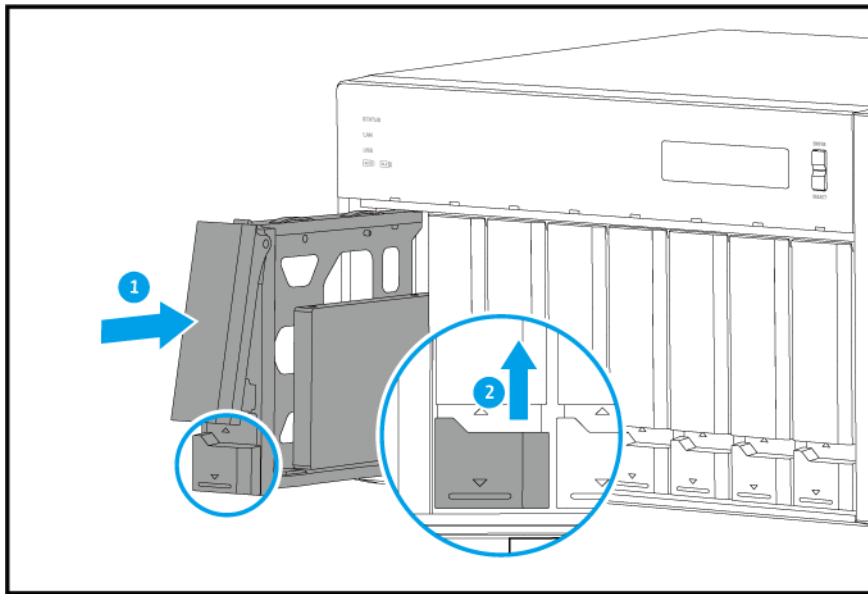
1. Power off the NAS.
2. Remove the drive tray.
  - a. Slide the lock down.
  - b. Pull the handle to release the tray.
  - c. Pull the tray out.



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







5. Power on the NAS.

### Installing M.2 Solid State Drives



#### Warning

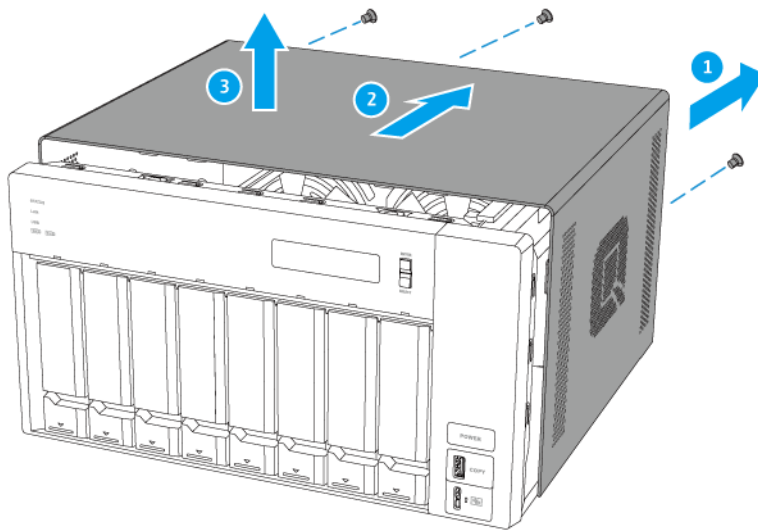
- Only qualified personnel should perform the following steps. Failure to follow instructions can result in serious injury or death.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.



#### 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.

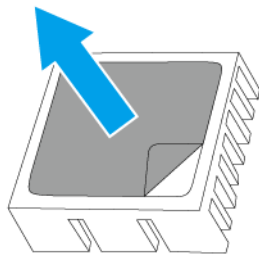


5. Install a heatsink on the M.2 SSD.
  - a. Locate the controller on the M.2 SSD.

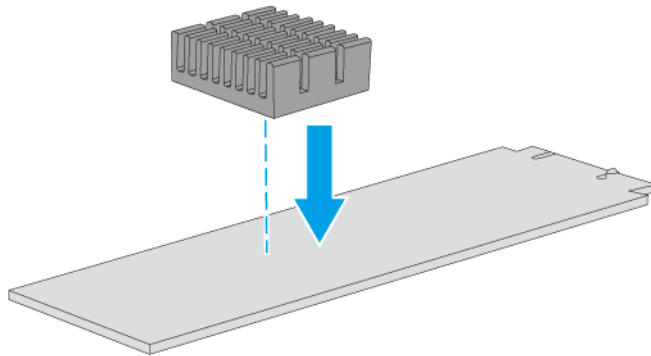
**Note**

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.

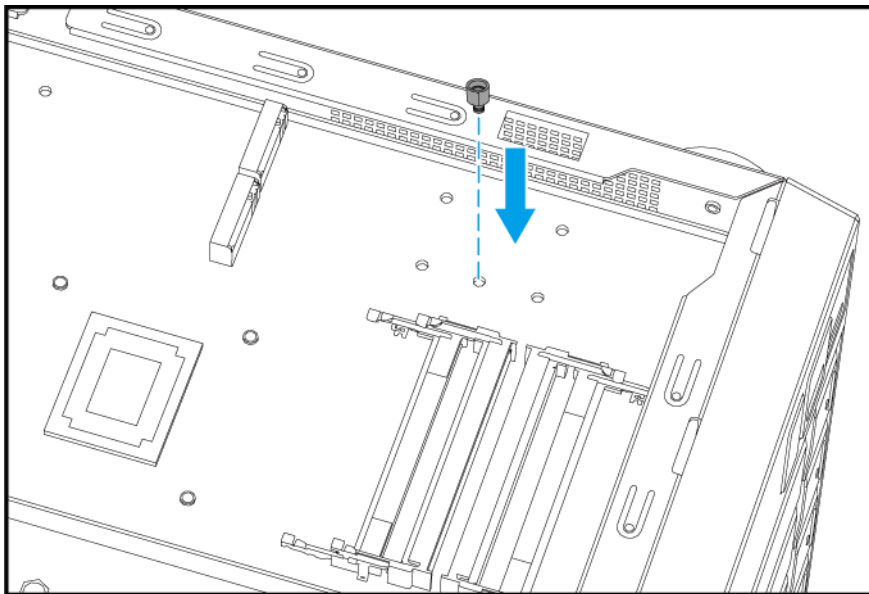


- c. Install the heatsink on the controller.

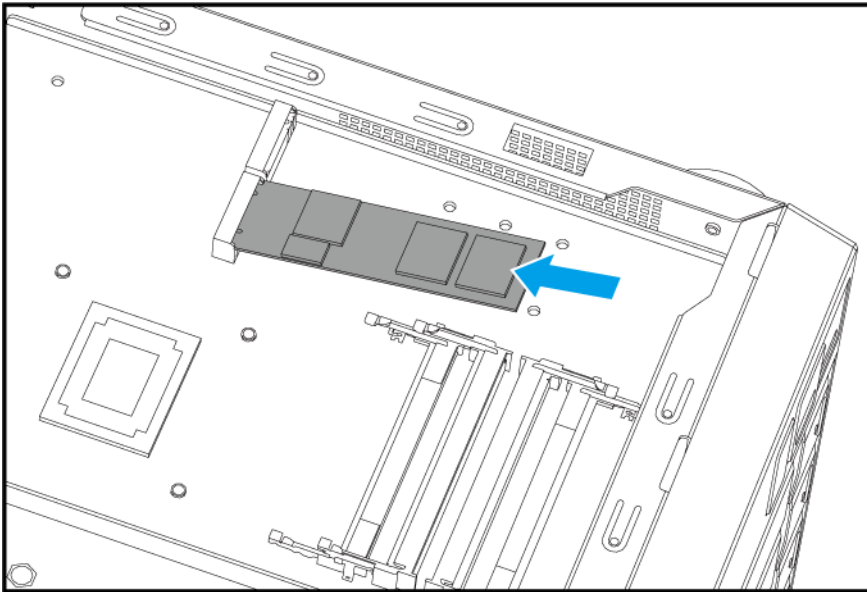


**6. Install the M.2 SSD.**

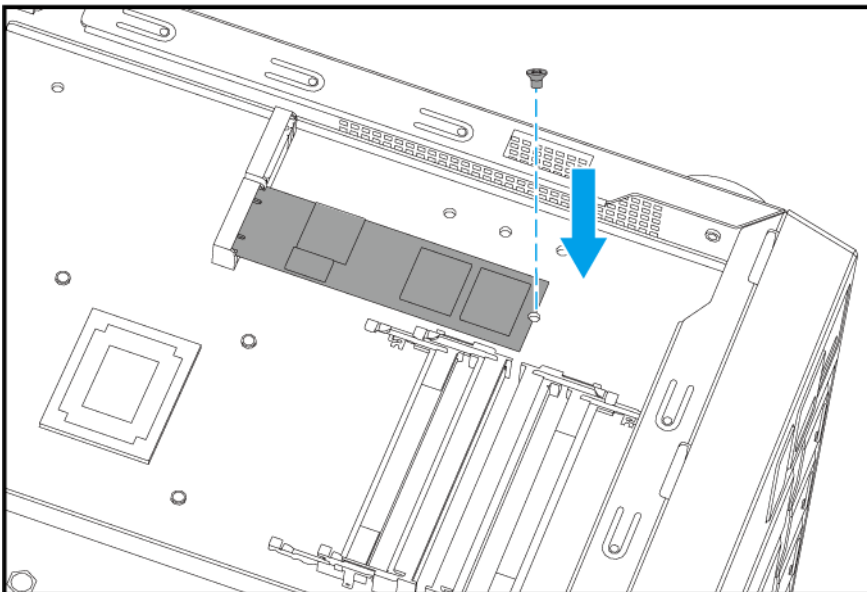
- a. Attach the riser screw to the appropriate location based on the size of the M.2 SSD.**



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

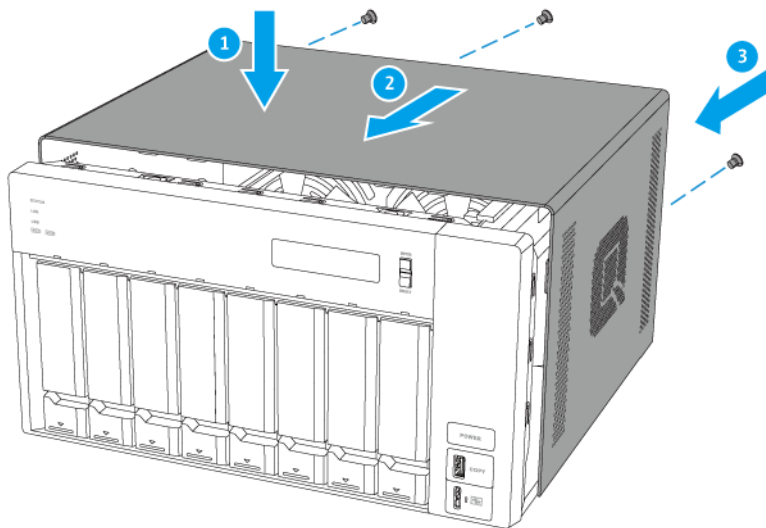


c. Attach the flat head screw to the riser screw.



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

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](http://www.qnap.com/compatibility).



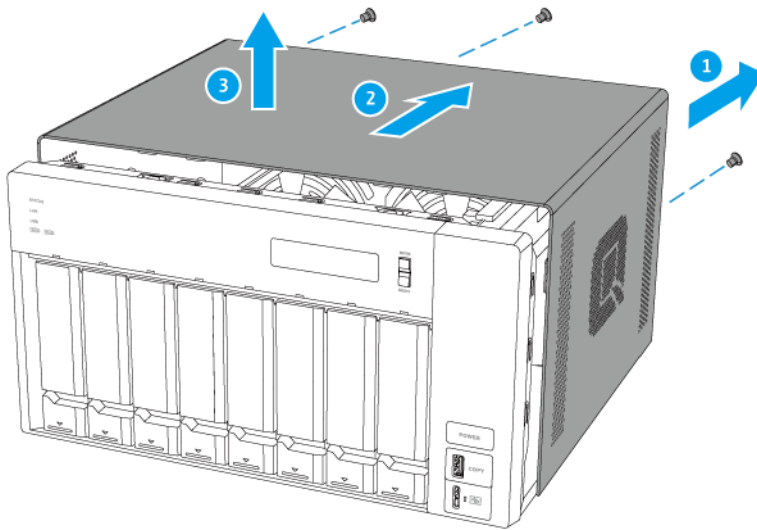
### Warning

- 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.

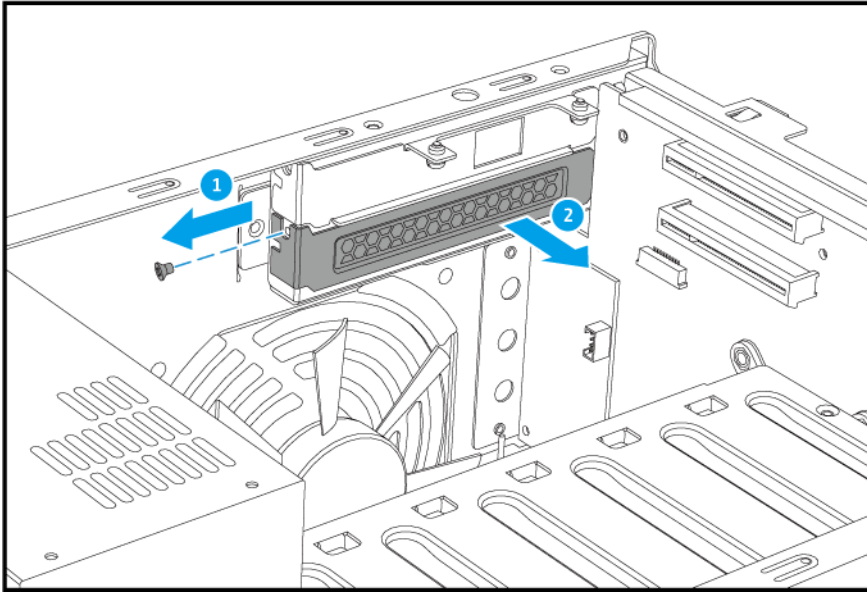
1. Check the expansion cards and brackets supported by your model on the QNAP website.
  - a. Go to [www.qnap.com/compatibility](http://www.qnap.com/compatibility).
  - b. Click **Search by NAS**.
  - c. Specify the number of bays and the specific model of your NAS.
  - d. Under **Category**, select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



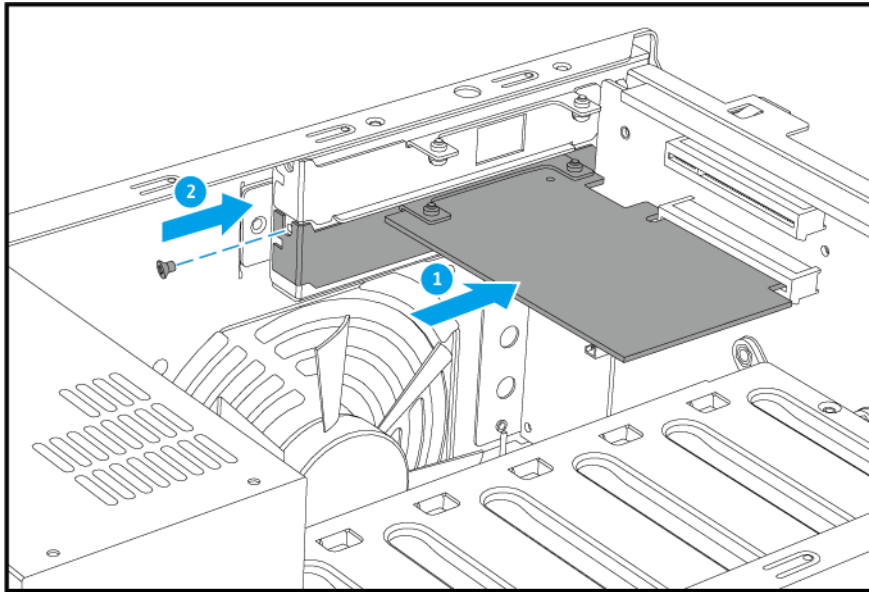
3. Disconnect the power cord from the electrical outlet.
4. Disconnect all cables and external attachments.
5. Remove the case cover.
  - a. Remove the screws that secure the cover to the chassis.
  - b. Slide the cover back.
  - c. Pull the cover up until it completely detaches from the chassis.



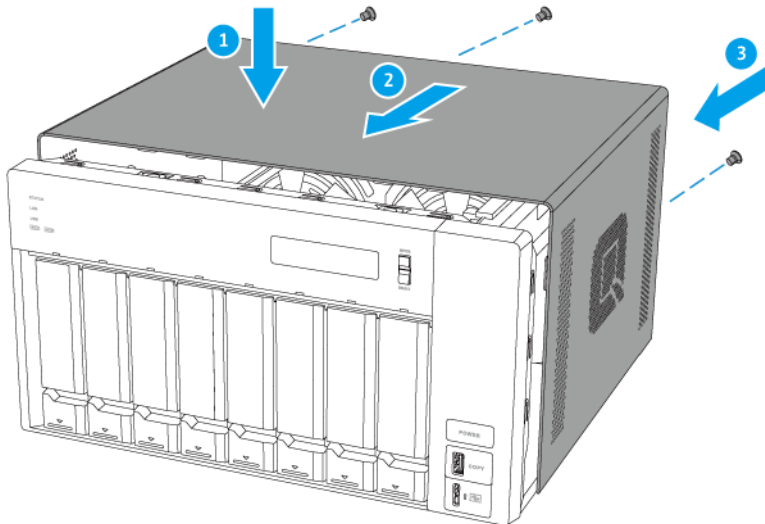
6. Remove the PCIe slot cover.
  - a. Remove the screw that secures the cover to the chassis.
  - b. Pull the cover away from the slot.



7. Optional: 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 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.

## Installing Memory Modules

The NAS 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:

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

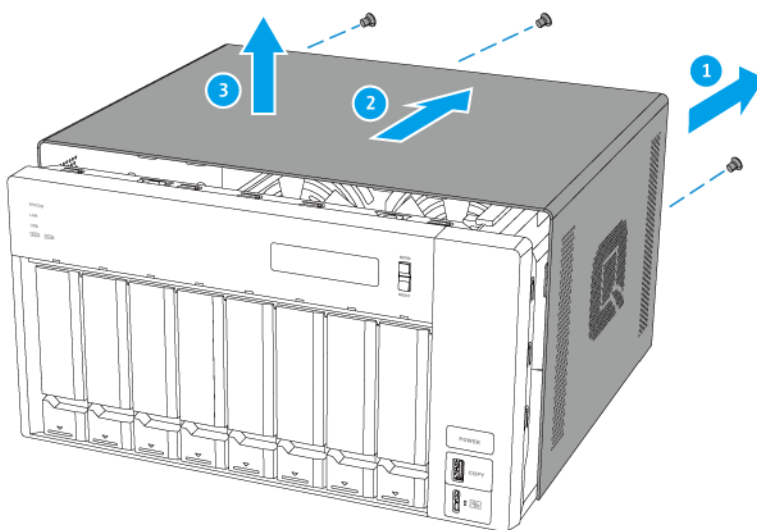
For details on slot numbering, see [Right Panel](#).



### Warning

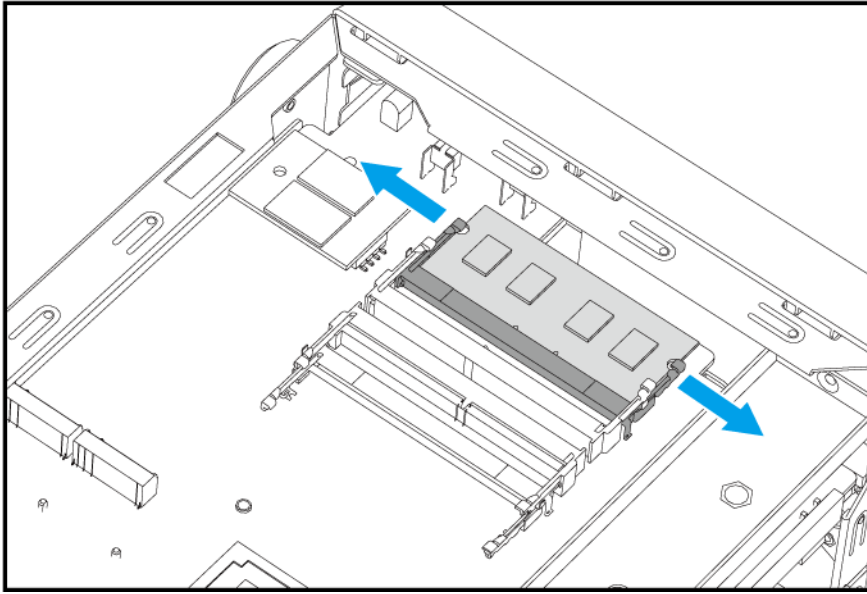
- Only qualified personnel should perform the following steps. Failure to follow instructions can result in serious injury or death.
- Observe electrostatic discharge (ESD) procedures to avoid damage to components.

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 memory module.

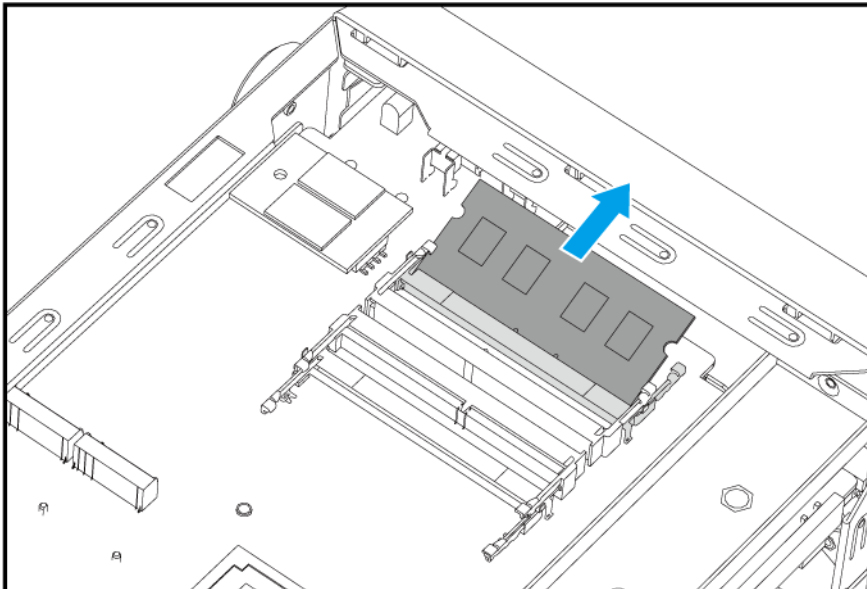
- a. Push the retention clips outward simultaneously to release the module.



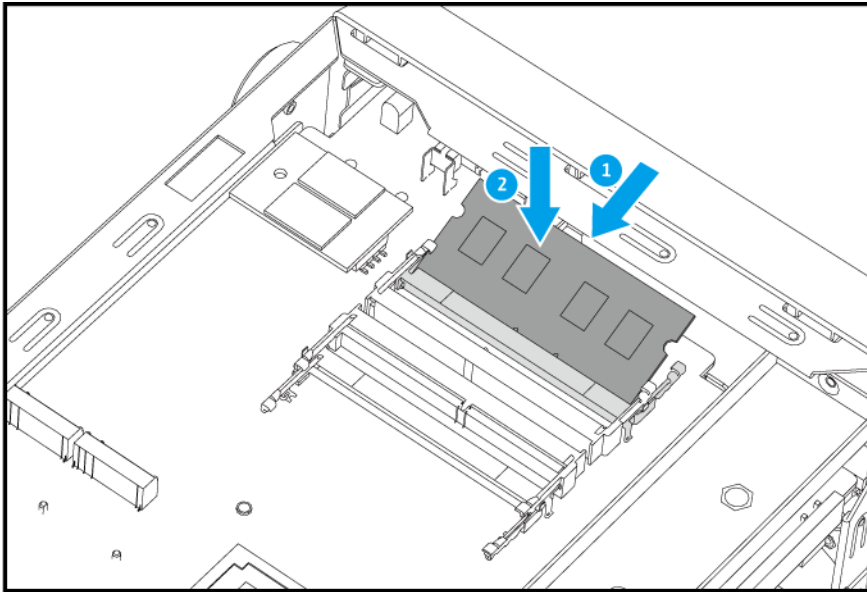
- b. Hold the module by the edges and then carefully slide it out of the slot.

**Warning**

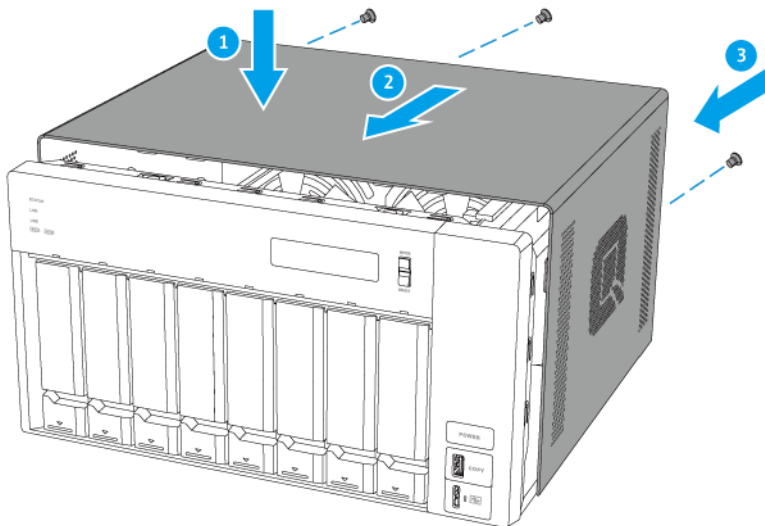
Attempting to remove a module that is not completely released may damage the module and the motherboard.

**6. Install a new memory 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 TVS-x73e 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"> <li>• Locate the NAS using Qfinder Pro.</li> <li>• Complete the steps in the Smart Installation Guide wizard.</li> </ul> <p>For details, see <a href="#">Installing QTS Using Qfinder Pro</a>.</p>   | <ul style="list-style-type: none"> <li>• Computer</li> <li>• Network cable</li> <li>• Qfinder Pro installer</li> </ul>                                    |
| Cloud installation                     | <p>If the NAS is connected to the internet, you can do the following:</p> <ul style="list-style-type: none"> <li>• Scan the QR code on the NAS.</li> <li>• Log into your myQNAPcloud account.</li> <li>• Use CloudLink to remotely access your NAS.</li> <li>• Complete the steps in the Smart Installation Guide wizard.</li> </ul> <p>For details, see <a href="#">Installing QTS Using the Cloud Key</a>.</p> | <ul style="list-style-type: none"> <li>• Computer or mobile device</li> <li>• Network cable</li> <li>• myQNAPcloud account</li> <li>• CloudKey</li> </ul> |
| Local installation                     | <p>If the NAS supports HDMI output, you can do the following:</p> <ul style="list-style-type: none"> <li>• Connect the NAS to the required hardware.</li> <li>• Complete the steps in the Smart Installation Guide wizard.</li> </ul> <p>For details, see <a href="#">Installing QTS Using an HDMI Connection</a>.</p>   | <ul style="list-style-type: none"> <li>• Monitor</li> <li>• HDMI cable</li> <li>• USB keyboard or remote control (not available on all models)</li> </ul> |

## 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. Perform any of the following actions.
  - To check for the latest available version, click **Start**.  
The wizard downloads the latest available version, and then the NAS restarts after the download is complete. If a newer version is not available, the wizard automatically displays the **Smart Installation Guide**.
  - To install the out-of-the-box version, click **Skip**.
6. Click **Start Smart Installation Guide**.
7. 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.
8. Click **Next**.
9. 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.

10. Click **Next**.
11. Select **Obtain an IP address automatically (DHCP)**.
12. Click **Next**.
13. Select the types of devices that you will use to access shared folders on the NAS.
14. Click **Next**.
15. Select **Configure disks later**.


**Note**

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

16. Configure the disk settings.
  - a. Select a volume type.
  - b. Select the disks that you want to use to create a RAID group.
  - c. Optional: Select a RAID type.



**Note**

The **Smart Installation Guide** automatically selects the optimal RAID type based on the number of the selected disks.

d. Optional: Select **Encrypted Disk Volume** and **Bad Block Scan**.

17. Click **Next**.

18. 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.

19. Click **Next**.

20. Review the settings.

21. Click **Apply**.  
A confirmation message appears.

**Warning**

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

22. Click **Confirm**.  
QTS is installed.

## Installing QTS Using USB QuickAccess

**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 computer using the USB Micro-B port on the front of the NAS.
3. Run Qfinder Pro on your computer.

**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. Perform any of the following actions.
  - To check for the latest available version, click **Start**.  
The wizard downloads the latest available version, and then the NAS restarts after the download is complete. If a newer version is not available, the wizard automatically displays the **Smart Installation Guide**.
  - To install the out-of-the-box version, click **Skip**.
6. Click **Start Smart Installation Guide**.

7. 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.

8. Click **Next**.

9. 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.

10. Click **Next**.

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

12. Click **Next**.

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

14. Click **Next**.

15. Select **Configure disks later**.

**Note**

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

16. Configure the disk settings.

- a. Select a volume type.
- b. Select the disks that you want to use to create a RAID group.
- c. Optional: Select a RAID type.

**Note**

The **Smart Installation Guide** automatically selects the optimal RAID type based on the number of the selected disks.

- d. Optional: Select **Encrypted Disk Volume** and **Bad Block Scan**.

17. Click **Next**.

18. 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.

19. Click **Next**.

20. Review the settings.

21. Click **Apply**.  
A confirmation message appears.



#### Warning

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

22. 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. Perform any of the following actions.

- To check for the latest available version, click **Start**.  
The wizard downloads the latest available version, and then the NAS restarts after the download is complete. If a newer version is not available, the wizard automatically displays the **Smart Installation Guide**.
- To install the out-of-the-box version, click **Skip**.

10. Click **Start Smart Installation Guide**.

11. 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.

12. Click **Next**.

13. 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.

14. Click **Next**.

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

16. Click **Next**.

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

18. Click **Next**.

19. Select **Configure disks later**.



**Note**

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

20. Configure the disk settings.

- Select a volume type.
- Select the disks that you want to use to create a RAID group.
- Optional: Select a RAID type.



**Note**

The **Smart Installation Guide** automatically selects the optimal RAID type based on the number of the selected disks.

- Optional: Select **Encrypted Disk Volume** and **Bad Block Scan**.

21. Click **Next**.

22. 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.

23. Click **Next**.
24. Review the settings.
25. Click **Apply**.  
A confirmation message appears.

**Warning**

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

26. Click **Confirm**.  
QTS is installed.

## Installing QTS Using an HDMI Connection

**Warning**

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

1. Connect an HDMI monitor to the NAS.
2. Connect a USB keyboard to the NAS or prepare the QNAP IR remote control (not available on all models).
3. Power on the NAS.  
The **Welcome** screen of the Smart Installation Guide appears.
4. Select **Start Smart Installation Guide**.
5. Select **No, skip this process**.  
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.
6. Select **Configure later**.  
For details on configuring disks, see the Storage Manager section of the QTS User Guide.
7. Review the settings.
8. Click **Next**.
9. Review the settings.
10. Click **Next**.  
The **Confirm** screen appears.

**Warning**

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


11. Click **Next**.

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

### USB One Touch Copy Button

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

## LCD Panel

The LCD panel allows you to perform the following operations:

- Restart and power off the NAS
- Configure or change the LCD panel password
- View and configure network settings
- View information on the system, physical disks, and volumes

## Viewing TCP/IP Settings

You can view the following settings for each network adapter on the NAS:

- IP address
  - Subnet mask
  - Default gateway
  - Primary DNS
  - Secondary DNS
1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
  2. Press and hold **Enter** for two seconds.  
The panel displays `Main Menu 1. TCP/IP`.
  3. Press and hold **Enter**.  
The panel displays the IP address of the first network adapter.
  4. Press and hold **Select** to view the next TCP/IP screen.
  5. Optional: Repeat step 4 as necessary.

## Configuring TCP/IP Settings

You can configure the following settings for each network adapter on the NAS:

- IP address
  - Subnet mask
  - Default gateway
  - Primary DNS
  - Secondary DNS
1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
  2. Press and hold **Enter** for two seconds.



The panel displays `Main Menu 1. TCP/IP.`

3. Press and hold **Enter**.  
The panel displays the IP address of the first network adapter.
4. Press **Select** repeatedly until the panel displays `Enter Network Settings.`
5. Press and hold **Enter**.  
The panel displays the configurable network settings.
6. Press **Select** and **Enter** to configure the settings.

| Button        | Usage   |
|---------------|---|
| <b>Enter</b>  | <ul style="list-style-type: none"> <li>• Display a configuration screen.</li> <li>• Move to the next item on a configuration screen.</li> </ul> |
| <b>Select</b> | <ul style="list-style-type: none"> <li>• Move to the next item on a menu.</li> <li>• Modify a value on a configuration screen.</li> </ul>       |

## Viewing Drive Information

The LCD panel can display the temperature and capacity of each drive installed in the NAS.

1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
2. Press and hold **Enter** for two seconds.  
The panel displays `Main Menu 1. TCP/IP.`
3. Press **Enter** repeatedly until the panel displays `Main Menu 2. Physical disk.`
4. Press and hold **Enter**.  
The panel displays the temperature and capacity of the drive in slot 1.
5. Press and hold **Select**.  
The panel displays the temperature and capacity of the next drive.
6. Optional: Repeat step 5 as necessary.

## Viewing Volume Information

The LCD panel can display the name and capacity of each volume.

1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
2. Press and hold **Enter** for two seconds.  
The panel displays `Main Menu 1. TCP/IP.`
3. Press **Enter** repeatedly until the panel displays `Main Menu 3. Volume.`
4. Press and hold **Enter**.  
The panel displays the name and capacity of the first volume.
5. Press and hold **Select**.  
The panel displays the name and capacity of the next volume.

6. Optional: Repeat step 5 as necessary.

## Viewing System Information

The LCD panel can display the CPU temperature, system temperature, and system fan speed.

1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
2. Press and hold **Enter** for two seconds.  
The panel displays `Main Menu 1. TCP/IP`.
3. Press **Enter** repeatedly until the panel displays `Main Menu 4. System`.
4. Press and hold **Enter**.  
The panel displays the CPU and system temperature.
5. Press and hold **Select**.  
The panel displays the system fan speed.

## Powering Off the NAS

1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
2. Press and hold **Enter** for two seconds.  
The panel displays `Main Menu 1. TCP/IP`.
3. Press **Enter** repeatedly until the panel displays `Main Menu 5. Shut down`.
4. Press and hold **Enter**.  
The NAS powers off.

## Restarting the NAS

1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
2. Press and hold **Enter** for two seconds.  
The panel displays `Main Menu 1. TCP/IP`.
3. Press **Enter** repeatedly until the panel displays `Main Menu 6. Reboot`.
4. Press and hold **Enter**.  
The NAS restarts.

## Changing the LCD Password

Specifying a password for the LCD panel prevents unauthorized access.

1. Press **Enter** or **Select**.  
The panel displays the NAS name and QTS version.
2. Press and hold **Enter** for two seconds.  
The panel displays `Main Menu 1. TCP/IP`.
3. Press **Enter** repeatedly until the panel displays `Main Menu 7. Password`.

4. Press and hold **Enter**.  
The `Change Password` screen appears.
5. Select **Yes** by pressing and holding **Enter**.  
The `New Password` screen appears.
6. Press **Select** and **Enter** to specify a new password.
  - Specify a password with 1 to 8 characters. The password can only contain numbers (0 to 9).
  - To remove the password, leave the password field blank.

| Button        | Usage  |
|---------------|--|
| <b>Enter</b>  | Move to the next item in the <code>New Password</code> screen.                             |
| <b>Select</b> | Change a number in the <code>New Password</code> and <code>Verify Password</code> screens. |

7. Press **Enter**.  
The NAS saves the password.

## LCD Error Messages

| System Message   | Description   |
|------------------|---|
| Sys. Fan Failed  | The system fan failed.  |
| Sys. Overheat    | The system overheated.  |
| HDD Overheat     | The drive overheated.   |
| CPU Overheat     | The CPU overheated.   |
| Network Lost     | LAN 1, LAN 2, LAN3, and LAN 4 are disconnected in failover or are in load-balancing mode. |
| LAN1 Lost        | LAN 1 is disconnected.  |
| LAN2 Lost        | LAN 2 is disconnected.  |
| LAN3 Lost        | LAN 3 is disconnected.  |
| LAN4 Lost        | LAN 4 is disconnected.  |
| HDD Failure      | The drive failed.   |
| Vol1 Full        | The volume is full.   |
| HDD Ejected      | The drive was ejected.  |
| Vol1 Degraded    | The volume is in degraded mode.   |
| Vol1 Unmounted   | The volume is unmounted.  |
| Vol1 Nonactivate | The volume is not activated.  |

## 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"> <li>The drive is being formatted.</li> <li>The NAS is being initialized.</li> <li>The operating system is being updated.</li> <li>RAID rebuilding is in progress.</li> <li>Online RAID Capacity Expansion is in progress.</li> <li>Online RAID Level Migration is in progress.</li> </ul>  |
|               | Red   | <ul style="list-style-type: none"> <li>The drive is invalid.</li> <li>The disk volume has reached its full capacity.</li> <li>The disk volume is about to reach its full capacity.</li> <li>The system fan is not functioning.</li> <li>An error occurred when accessing (read/write) the data.</li> <li>A bad sector is detected on the hard drive.</li> <li>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).</li> <li>Hardware self-test error</li> </ul> |
|               | 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"> <li>The NAS is starting up.</li> <li>The NAS is not configured.</li> <li>A drive is not formatted.</li> </ul>  |
|               | Flashes green every 2 seconds                       | The NAS is in S3 sleep mode.  |
|               | Green<br>Off  | The NAS is ready.<br>All drives are in standby mode.  |
| Drive         | Flashes red   | The drive is being located.   |
|               | Red   | A drive read/write error has occurred.  |
|               | Flashes green                                       | The data is being accessed.   |
|               | Green   | The drive can be accessed.  |
|               | Off   | No drive is detected.   |
| M.2 SSD       | Flashes red   | The drive is being located.   |
|               | Red   | A drive read/write error has occurred.  |
|               | Flashes green                                       | The data is being accessed.   |
|               | Green   | The drive can be accessed.  |
|               | Off   | No drive is detected.   |

## Beep Alarm

| Duration                 | Frequency           | Description   |
|--------------------------|---------------------|---|
| Short beep (0.5 seconds) | 1                   | <ul style="list-style-type: none"> <li>The NAS is starting up.</li> <li>The NAS is shutting down (software shutdown).</li> <li>The user pressed the Reset button.</li> <li>The operating system was updated.</li> </ul>   |
|                          | 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"> <li>The disk volume is about to reach its full capacity.</li> <li>The disk volume has reached its full capacity.</li> <li>The drives are in degraded mode.</li> <li>The user started the drive rebuilding process.</li> <li>A drive is plugged in or out.</li> </ul> |
|                          | 1                   | <ul style="list-style-type: none"> <li>The NAS was powered off by force shutdown (hardware shutdown).</li> <li>The NAS was powered on successfully and is ready.</li> </ul>   |

## 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 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   | <a href="http://docs.qnap.com">http://docs.qnap.com</a>         |
| Help Desk       | <a href="http://helpdesk.qnap.com">http://helpdesk.qnap.com</a> |
| Downloads       | <a href="http://download.qnap.com">http://download.qnap.com</a> |
| Community Forum | <a href="http://forum.qnap.com">http://forum.qnap.com</a>       |

## 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



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#### FCC Class B Notice



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2. This device must accept any interference received, including interference that may cause undesired operation.



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- 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



本产品符合中国 RoHS 标准。以下表格标示此产品中某有毒物质的含量符合中国 RoHS 标准规定的限量要求。

本产品上会附有“环境友好使用期限”的标签，此期限是估算这些物质“不会有泄漏或突变”的年限。本产品可能包含有较短的环境友好使用期限的可替换元件，像是电池或灯管，这些元件将会单独标示出来。

| 部件名称   | 有毒有害物质或元素 |           |           |                 |               |                 |
|--------|-----------|-----------|-----------|-----------------|---------------|-----------------|
|        | 铅<br>(Pb) | 汞<br>(Hg) | 镉<br>(Cd) | 六价铬<br>(CR(VI)) | 多溴联苯<br>(PBB) | 多溴二苯醚<br>(PBDE) |
| 壳体     | 0         | 0         | 0         | 0               | 0             | 0               |
| 显示     | 0         | 0         | 0         | 0               | 0             | 0               |
| 印刷电路板  | 0         | 0         | 0         | 0               | 0             | 0               |
| 金属螺帽   | 0         | 0         | 0         | 0               | 0             | 0               |
| 电缆组装   | 0         | 0         | 0         | 0               | 0             | 0               |
| 风扇组装   | 0         | 0         | 0         | 0               | 0             | 0               |
| 电力供应组装 | 0         | 0         | 0         | 0               | 0             | 0               |
| 电池     | 0         | 0         | 0         | 0               | 0             | 0               |

O: 表示该有毒有害物质在该部件所有物质材料中的含量均在 SJ/T11363-2006 标准规定的限量要求以下。  
X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求。