Firmware Update through Recovery Mode

- For TS-110/119/210/219/219P/410/410U/419P/419U

This update guide is only for the following two situations:

1. If user boots up the NAS without any HDD installed, user should hear a short beep after 10 seconds of power on. About two minutes, user should hear one or three long beep. If user only hears the short beep but not the long beep, it mean the bootloader of the NAS is OK but firmware data is corrupt. User can try to use the following procedure to recover the firmware.

2. If user have problem on booting up the NAS when HDD(s) is installed, user can update the firmware without any HDD installed. However, this will only update the firmware on the NAS itself. After performing the following procedures and boot up the NAS with HDD(s) installed, user have to update the firmware again through the web administration page or QNAP Finder.

NOTE: The following guide is only for above models. Never use this guide for other models.

1. Download the liveCD iso image from the following link:

1-bay / 2-bay NAS:

ftp://csdread:csdread@ftp.qnap.com/NAS/live_cd/Flash_Reburn_live-cd-2009-09-24(TS-110&119&210&219&219P).iso
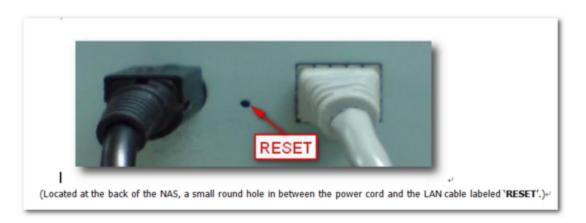
1-bay / 2-bay / 4-bay NAS:

ftp://csdread:csdread@ftp.qnap.com/NAS/live_cd/Flash_Reburn_live-cd-2009-12-09(TS-410&410U&419P&419U).iso

NOTE: For 1-bay/2-bay NAS, please try first ios. if you fail with first iso, you can then try the iso for 4-bay NAS.

2. Burn the iso file to a CD.

3. Put the CD to a PC and boot up from the CD.

4. After boot up from the CD, you should see a login prompt. You don't need to login, just go on to next step.

5. Connect the NAS to the PC directly by an Ethernet cable. If your NAS have two LAN ports, **please connect LAN2 of the NAS to the PC**. Please also remember to remove any HDD inside the NAS.

6.   Use any pointy object (eg, pen or small-size screw driver) to press and hold on the Reset Button (see below) then press the Power button. You should hear two short beeps after about 5~8 seconds. The STATUS LED should be lit from flashing red and green to constant red.

(Located at the back of the NAS, a small round hole in between the power cord and the LAN cable labeled 'RESET'.)

7.   During the recovery operation (writing the firmware to the flash) the LED on the LAN port will flash rapidly for the first few seconds (receiving firmware image from the PC over the network). Once the flash memory programming begins the status LED should lit constant red.

8.   LEAVE THE NAS ALONE AT THIS POINT! DO NOT TURN IT OFF OR UNPLUG THE POWER CORD. This should take about 5 minutes.

9.   As soon as the flash programming ends you will hear a single long beep or two short beeps as well as the status LED flashing green. The NAS will now reboot itself with the new firmware loaded. No intervention required during this stage.

10.   The reboot should take about 3 minutes then you should finally hear a long beep. Now, you can connect the NAS to your switch/router and QNAP Finder should be able to find this NAS on the network.

11.   If above procedures doesn't work, you need to return the NAS back to your local dealer/distributor for repair.