

The QNAP logo is displayed in white, bold, uppercase letters within a blue rounded rectangular box in the top-left corner of the page.

QNAP

TS-x33

TS-133

TS-233

User Guide

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1. Important Information

Original Packaging

Please keep the original packaging and packaging materials. If you want to return the product or send it for repairs, please use the original packaging to avoid damage.

QNAP reserves the right not to provide a refund or warranty service for products that are damaged due to improper packaging.

Hardware Defects

If your QNAP product has hardware defects, return the product to QNAP or a QNAP-authorized service center for maintenance or replacement. Any attempt to repair or perform maintenance procedures on the product by you or an unauthorized third party invalidates the warranty.

QNAP is not responsible for any damage or data loss caused by unauthorized modifications and installation of unsupported third-party applications.

For details, see the [QNAP Warranty Terms and Conditions](#).

Safety information

The following instructions help ensure personal safety and environmental safety. Read these instructions carefully before performing any operation.

General Instructions

- The device should be stored in a secure location with restricted access, controlled through the use of a tool, lock and key, or any means of security.
- Only qualified, skilled, and authorized persons with knowledge of all restrictions, safety precautions, and installation and maintenance procedures should have physical access to the device.

WARNING



To avoid potential injury or damage to components, ensure that the drives and other internal system components have cooled before touching them.



Observe electrostatic discharge (ESD) procedures to avoid potential injury or damage to components.

Power

WARNING



To reduce the risk of fire or electric shock, ensure that you only connect the power cord to a properly grounded electrical outlet.



To avoid serious injuries, a trained service technician must disconnect all PSU cords from the device before installing or replacing system components.

Moving Parts

WARNING



Moving fan blades: Keep your body parts away from any moving fan blades while the device is connected to a power source.



Moving components: Keep your body parts away from any other moving components.

The device is not suitable for use in locations where children are likely to be present.

System Battery

WARNING



INGESTION HAZARD

- This product may contain a button battery.
- Keep batteries out of reach of children.
- If swallowed, a lithium button battery can cause severe or fatal injuries within 2 hours.
- If you think batteries may have been swallowed or placed inside any part of the body, seek immediate medical attention.

- To avoid potential battery explosion, causing injury or damage to components, ensure that you replace the existing battery with a battery of the same type.
- Dispose of used batteries properly according to local regulations or the instructions of the battery manufacturer.

- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- For information on the type and voltage of the button battery in your device, please see the hardware specification table.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat, or incinerate. Doing so may result in injury due to venting, leakage, or explosion resulting in chemical burns.
- Ensure the batteries are installed correctly according to polarity (+ and -).
- Do not mix old and new batteries, or different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

Rail Kits

Rackmount models may require rail kits for installation onto a server rack or cabinet.

To ensure equipment and personal safety, please carefully read the installation instructions for your rail kit before you install the rail kit and mount your device.

To check if your device is a rackmount unit, see the hardware specification table.

WARNING

- When the rail kit is installed on the server rack, do not fully extend and unlatch the rails except when mounting or unmounting a device.
- Leaving the rails fully extended out and unlatched may cause heavy equipment to fall. This can cause equipment damage and severe or even fatal injuries.
- Before you prepare the rails for device mounting or unmounting, please carefully read and ensure you understand the installation instructions.
- Do not place any objects or add any extra load onto the device or rails when mounting or unmounting a device.
- When mounting a device, slide the device all the way into the server rack to fully latch the rails and secure the device to the server rack.

2. Product Overview

This chapter provides basic information about the QNAP device.

About the TS-x33

The TS-x33 is a user-friendly lightweight NAS designed for backup, synchronization, remote access, and home entertainment. Its ARM Cortex-A55 4-core processor and 2 GB memory provides for smooth and seamless data transmission for multiple users. Its sleek and simple tower design makes it an ideal NAS for homes and small offices.

Hardware Specifications

Warning



- If your QNAP product has hardware defects, return the product to QNAP or a QNAP-authorized service center for maintenance or replacement. Any attempt to repair or perform maintenance procedures on the product by you or an unauthorized third party invalidates the warranty.
- QNAP is not responsible for any damage or data loss caused by unauthorized modifications and installation of unsupported third-party applications. For details, see the [QNAP Warranty Terms and Conditions](#).

Ordering P/N	CPU	USB One Touch Copy button	Drive bays
TS-133	ARM Cortex-A55 4-core	-	1 x 3.5-inch SATA 6 Gbps
TS-233		1	2 x 3.5-inch SATA 6 Gbps

Component	TS-133	TS-233
Processor		
CPU	ARM Cortex-A55 4-core	
Frequency	1.8 GHz	2.0 GHz
Architecture	ARM 64-bit	
Encryption engine	AES-256	
Memory		

Component	TS-133	TS-233
Pre-installed memory	2 GB RAM (non-expandable) Note The TS-x33 reserves some RAM for shared graphics memory.	
Maximum memory	2 GB RAM (non-expandable)	
Flash memory	4 GB (dual-boot OS protection)	
Storage		
Drive bays	1 x 3.5-inch SATA 6 Gbps Tip The drive bays are backward compatible with SATA 3 Gbps drives.	2 x 3.5-inch SATA 6 Gbps Tip The drive bays are backward compatible with SATA 3 Gbps drives.
Drive compatibility	3.5-inch bays: <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 	
Hot-swapping	Not Supported	Supported
Network		
Gigabit network interface	1 x GbE RJ45	
Wake-on-LAN	Yes (GbE RJ45)	
External I/O Ports & Expansion Slots		

Component	TS-133	TS-233
USB ports	Back: <ul style="list-style-type: none"> • 1 x USB 3.2 Gen 1 Type-A • 1 x USB 2.0 Type-A 	Front: 1 x USB 3.0 Gen 1 Type-A <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px; margin: 5px 0;"> <p>Note This USB port supports One Touch Copy.</p> </div> Back: <ul style="list-style-type: none"> • 2 x USB 2.0 Type-A
Interface		
Buttons	<ul style="list-style-type: none"> • Power • Reset 	<ul style="list-style-type: none"> • Power • Reset • USB One Touch Copy
Dimensions		
Form factor	Tower	
Dimensions (H x W x D)	187.5 x 66.1 x 157.6 mm (7.38 x 2.60 x 6.20 in)	188.64 x 90.18 x 156.26 mm (7.43 x 3.55 x 6.15 in)
Net weight	0.61 kg (1.34 lbs)	1.11 kg (2.45 lbs)
Others		
Power supply unit	Minimum 36W adapter (12V DC), 100-240V AC, 50/60Hz <div style="border: 1px solid #ccc; background-color: #ffe6e6; padding: 5px; margin: 5px 0;"> <p>Warning To reduce the risk of fire or electric shock, ensure that you only connect the power cord to a properly grounded electrical outlet.</p> </div>	Minimum 48W adapter (12V DC), 100-240V AC, 50/60Hz <div style="border: 1px solid #ccc; background-color: #ffe6e6; padding: 5px; margin: 5px 0;"> <p>Warning To reduce the risk of fire or electric shock, ensure that you only connect the power cord to a properly grounded electrical outlet.</p> </div>

Component	TS-133	TS-233
System battery	<p>CR2032 lithium battery (3V, 220 mAh)</p> <p>Warning To avoid potential battery explosion, causing injury or damage to components, ensure that you replace the existing battery with a battery of the same type.</p> <p>Important Dispose of used batteries according to local regulations or the instructions of the battery manufacturer.</p>	
Sound level	<p>19.8 db(A)</p> <p>Note The sound level was tested at a bystander position, which is within one meter of the NAS. The test NAS operated at low speed with the maximum number of drives installed.</p>	<p>16.8 dB(A)</p> <p>Note The sound level was tested at a bystander position, which is within one meter of the NAS. The test NAS operated at low speed with the maximum number of drives installed.</p>
Fans	<p>System: 1 x 50 mm, 12V DC fan</p> <p>Warning</p>  <p>To avoid potential injury or damage to components, do not touch the fans while the NAS is connected to a power source.</p>	<p>System: 1 x 80 mm, 12V DC fan</p> <p>Warning</p>  <p>To avoid potential injury or damage to components, do not touch the fans while the NAS is connected to a power source.</p>
Operating temperature	<p>0°C to 40°C (32°F to 104°F)</p>	
Relative humidity	<ul style="list-style-type: none"> • Non-condensing relative humidity: 5% to 95% • Wet-bulb temperature: 27°C (80.6°F) 	

Tip

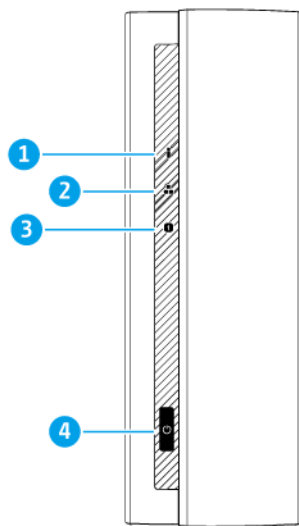
Model specifications are subject to change without prior notice. To see the latest specifications, go to <https://www.qnap.com>.

Package Contents

Item	Quantity
TS-x33	1
AC power adapter	1
Power cord	1
Screws for 3.5-inch drives	TS-133: 6 TS-233: 6
Screws for 2.5-inch drives	TS-133: 2 TS-233: 6
Ethernet cable	1 x CAT5e
Quick Installation Guide (QIG)	1

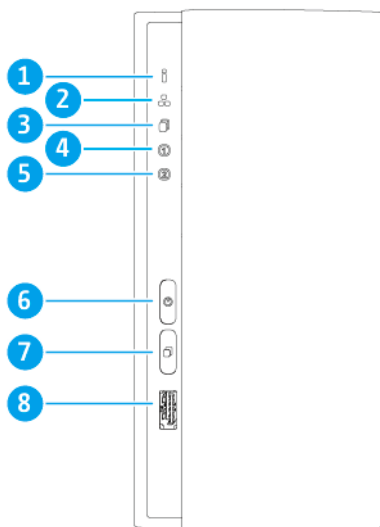
Components

Front Panel



TS-133

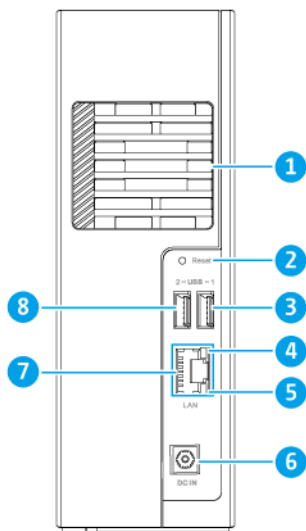
No.	Component	No.	Component
1	Status LED	3	Drive LED
2	LAN LED	4	Power button



TS-233

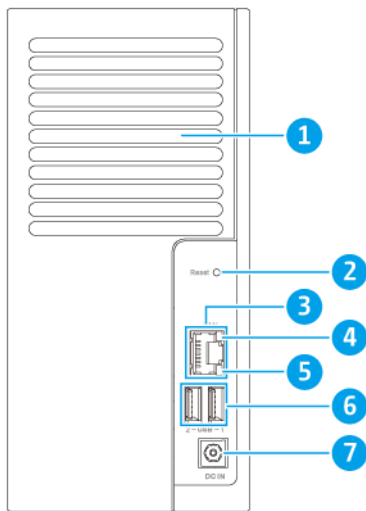
No.	Component	No.	Component
1	Status LED	5	Drive 2 LED
2	LAN LED	6	Power button
3	USB One Touch Copy LED	7	USB One Touch Copy button
4	Drive 1 LED	8	USB 3.2 Gen 1 One Touch Copy Type-A port

Rear Panel



TS-133

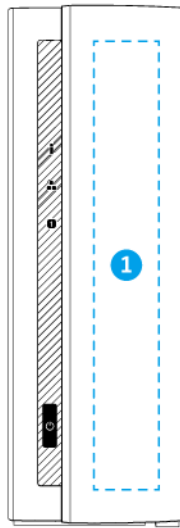
No.	Component	No.	Component
1	System fan	5	Gigabit Ethernet activity LED
2	Reset button	6	Power input
3	USB 2.0 Type-A port	7	Gigabit Ethernet port (RJ45)
4	Gigabit Ethernet speed LED	8	USB 3.2 Gen 1 Type-A port



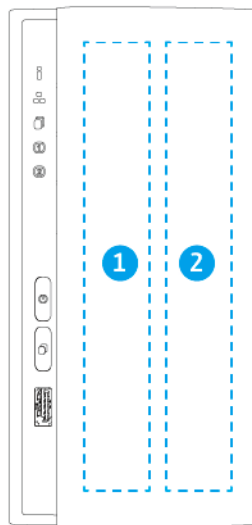
TS-233

No.	Component	No.	Component
1	System fan	5	Gigabit Ethernet speed LED
2	Reset button	6	USB 2.0 Type-A ports
3	Gigabit Ethernet RJ45 port	7	Power input
4	Gigabit Ethernet activity LED	-	-

Drive Numbering



TS-133



TS-233

Installation Requirements

Category	Item
Environment	<ul style="list-style-type: none"> • Room temperature: 0°C to 40°C (32°F to 104°F) • Non-condensing relative humidity: 5% to 95% • Wet-bulb temperature: 27°C (80.6°F) • Flat, anti-static surface without exposure to direct sunlight, liquids, or chemicals • Free from objects that may obstruct NAS ventilation or apply pressure to the NAS or power cord
Hardware and peripherals	<ul style="list-style-type: none"> • Storage drives For the list of compatible drive models, go to https://www.qnap.com/compatibility. • Network cable
Tools	<ul style="list-style-type: none"> • Phillips #1 or #2 screwdriver • Flat head screwdriver • Anti-static wrist strap

Setting Up the NAS

Note

Read all safety requirements and information carefully before setting up the NAS or installing NAS components.

1. Place your NAS device in an environment that meets the requirements.
2. Install the drives.
For details, see the following topics:
 - [Installing 3.5-inch Hard Drives on 3.5-inch Drive Trays \(TS-233\)](#)
 - [Installing 3.5-inch Hard Drives on 3.5-inch Drive Trays \(TS-133\)](#)
 - [Installing 2.5-inch Hard Drives or Solid-State Drives on 3.5-inch Drive Trays \(TS-233\)](#)
 - [Installing 2.5-inch Hard Drives or Solid-State Drives on 3.5-inch Drive Trays \(TS-133\)](#)
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 and connecting USB expansion units.

Drive Installation

The TS-x33 is compatible with 3.5-inch and 2.5-inch SATA hard drives, and 2.5-inch solid-state drives.

Installing 3.5-inch Hard Drives on 3.5-inch Drive Trays (TS-133)

Warning

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



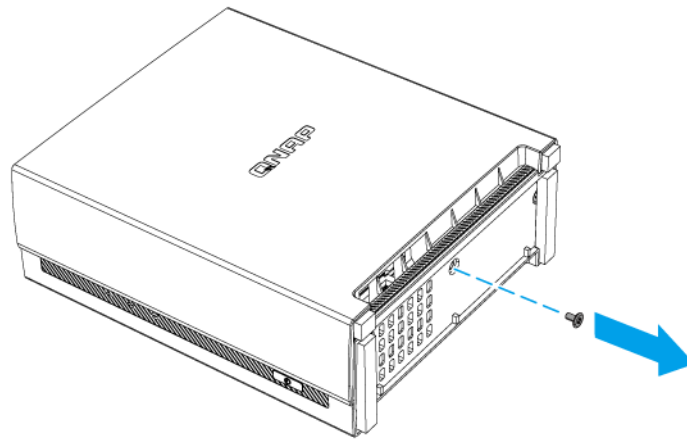
Moving fan blades: Keep your hands and other body parts away from moving fan blades.



Other moving components: Keep your hands and other body parts away from other moving components.

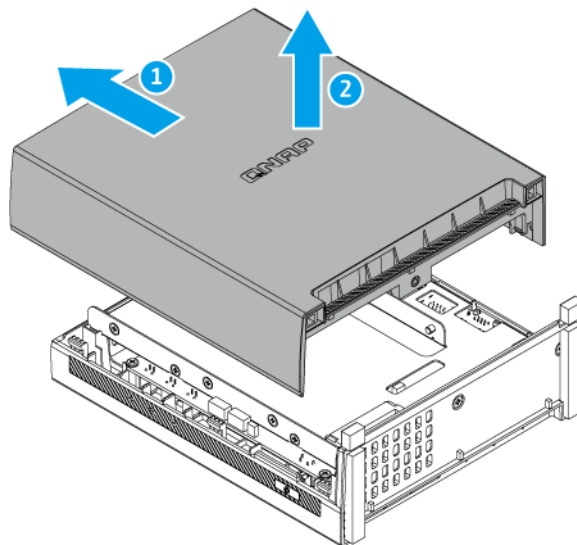
1. Power off the NAS.
2. Disconnect the power cord from the electrical outlet.
3. Disconnect all cables and external attachments.
4. Remove the case cover.
 - a. Place the device on its left side.

- b.** Remove the screw located on the bottom of the device.

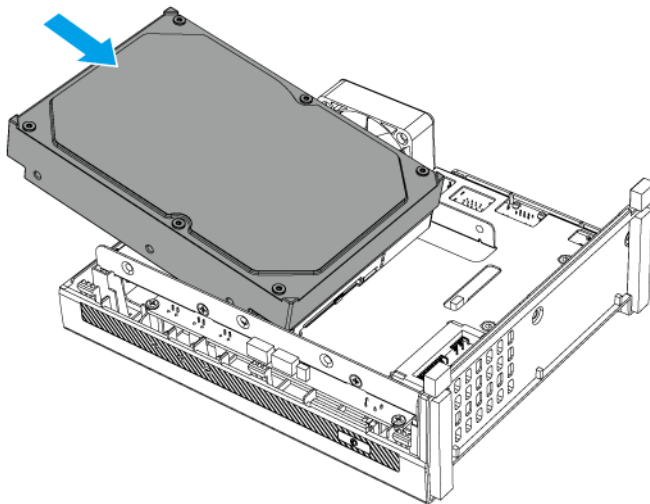


- c.** Slide the cover back.

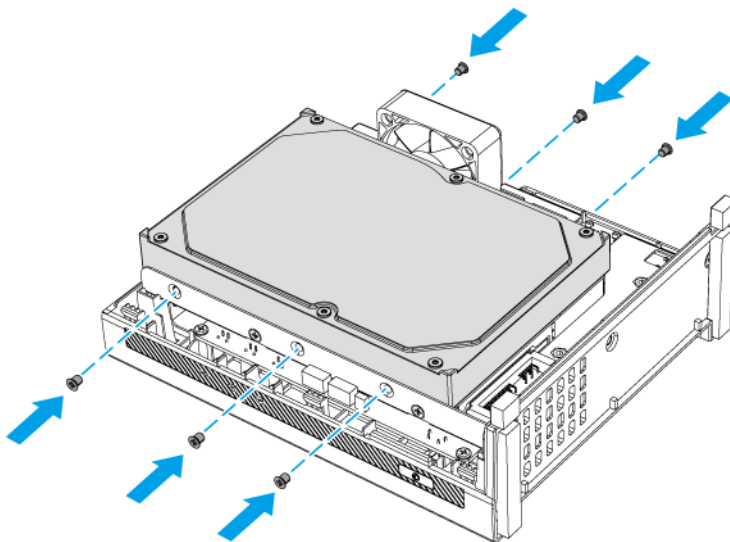
- d.** Lift the cover off the device.



5. Load the tray into the bay.
 - a. 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.

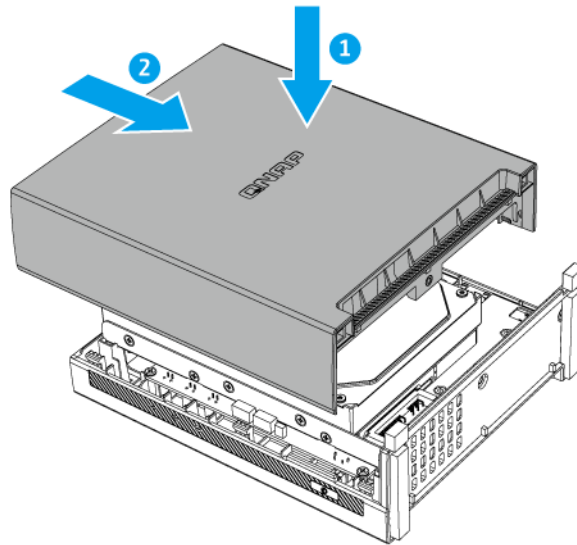


- b. Attach the screws.

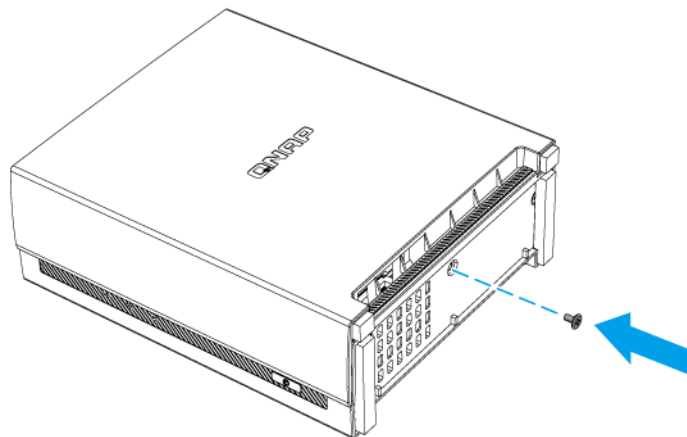


6. Attach the case cover.
 - a. Place the cover on the device.

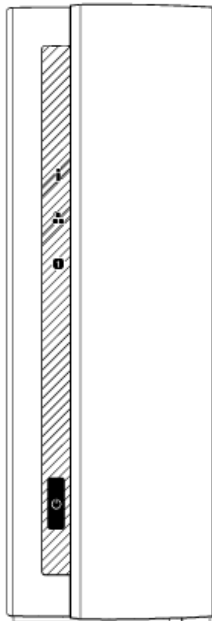
b. Slide the cover forward.



c. Attach the screw to the bottom of the device.



- d. Place the device in its normal upright position.



7. Connect all cables and external attachments.
8. Power on the device.

Installing 3.5-inch Hard Drives on 3.5-inch Drive Trays (TS-233)

Warning

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



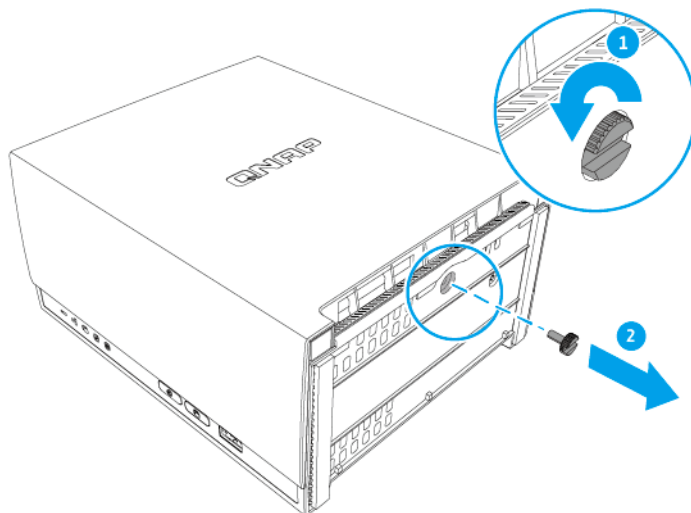
Moving fan blades: Keep your hands and other body parts away from moving fan blades.



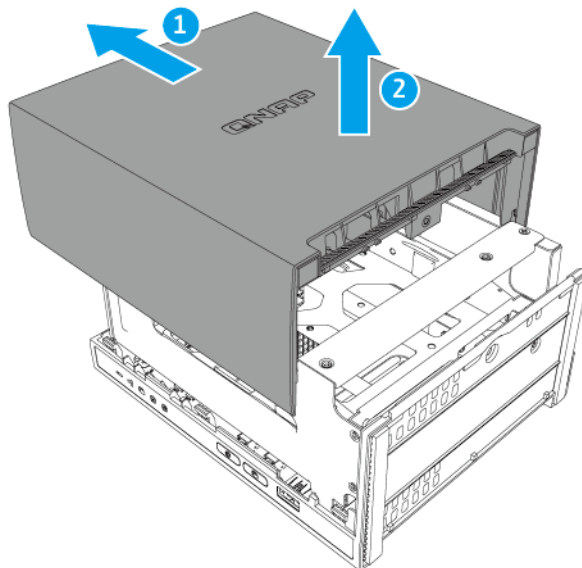
Other moving components: Keep your hands and other body parts away from other moving components.

1. Power off the device.
2. Disconnect the power cord from the electrical outlet.
3. Disconnect all cables and external attachments.

4. Remove the case cover.
 - a. Place the device on its left side.
 - b. Remove the screw located on the bottom of the device.

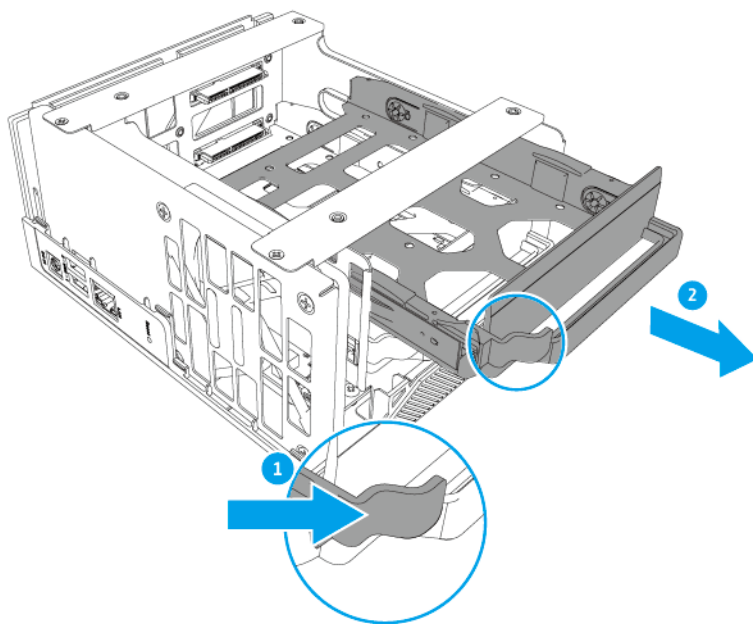


- c. Slide the cover back.
- d. Lift the cover off the device.

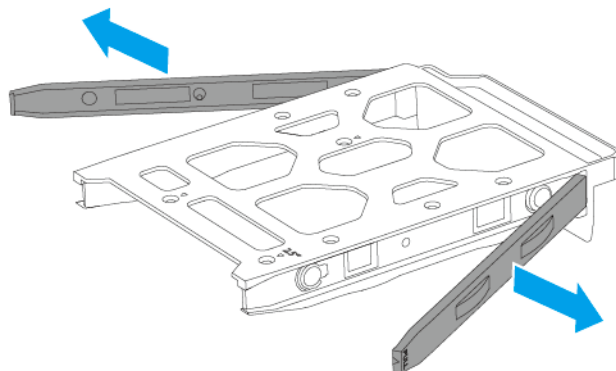


5. Install a drive on the tray.

- a.** Remove a drive tray by simultaneously pressing the latch and pulling the tray.

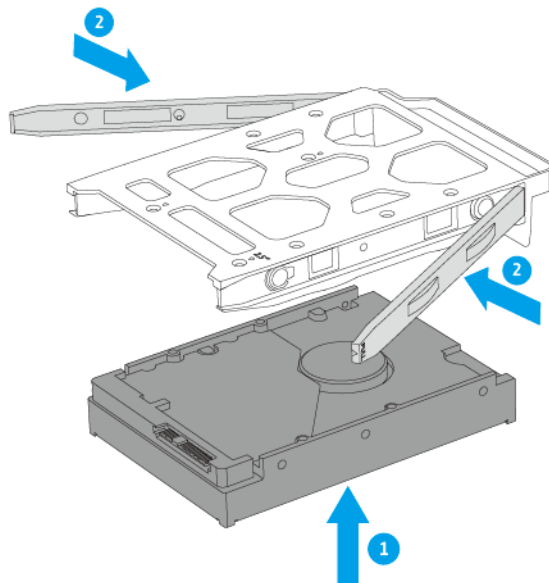


- b.** Remove the fastening panels from the sides of the drive tray.

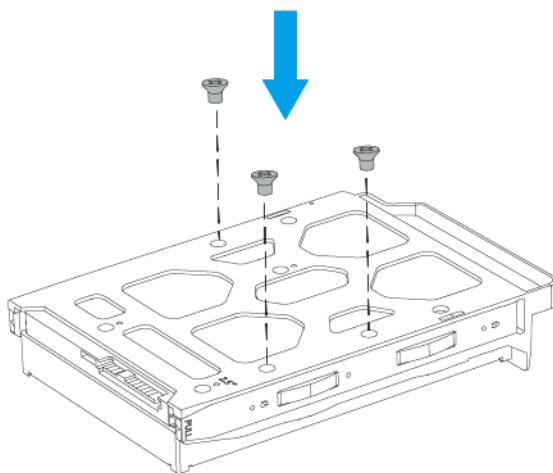


- c.** Place the drive on the tray so that the holes on the bottom of the drive are aligned with the holes on the bottom of the tray.

d. Attach the fastening panels to lock the drive to the tray.



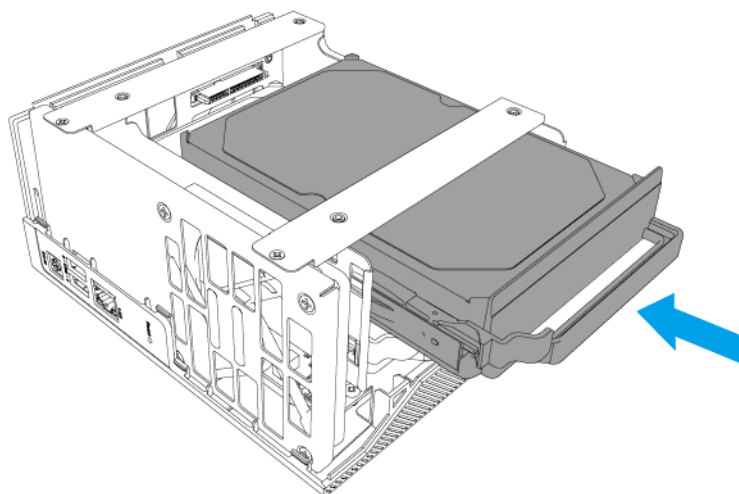
e. Optional: Attach the screws.



6. Load the tray into the bay.

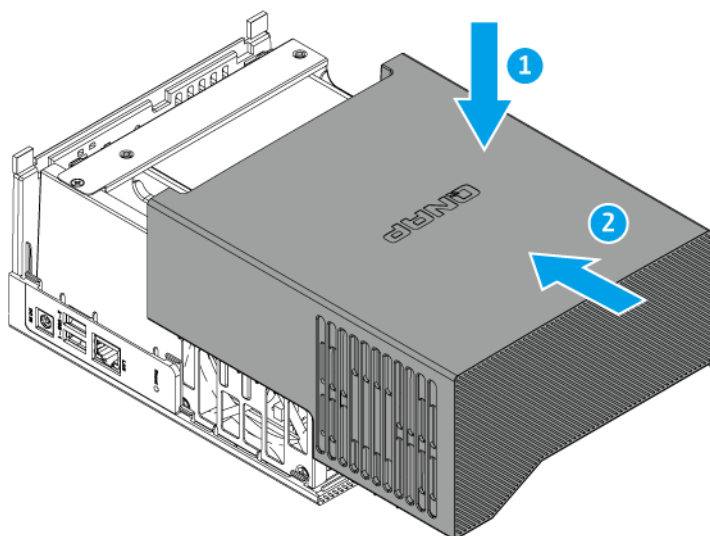
a. Insert the tray into the bay.

- b.** Push the handle.

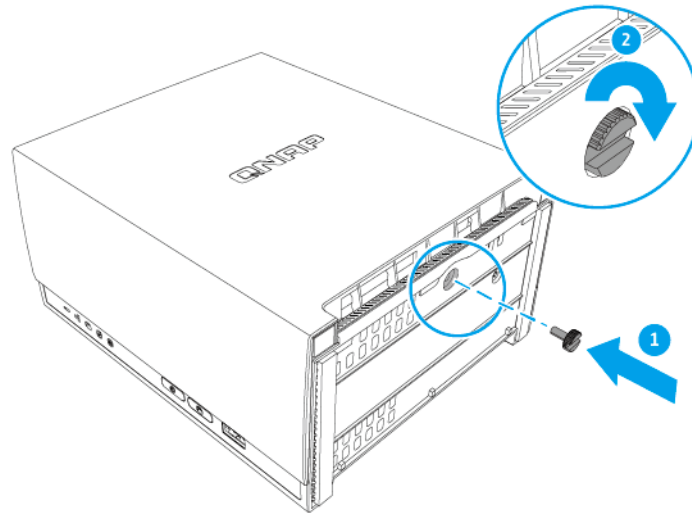


- 7.** Attach the case cover.

- a.** Place the cover on the device.
b. Slide the cover forward.



- c. Attach the screw to the bottom of the device.



- d. Place the device in its normal upright position.



8. Connect all cables and external attachments.
9. Power on the device.

Installing 2.5-inch Hard Drives or Solid-State Drives on 3.5-inch Drive Trays (TS-133)

Warning

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

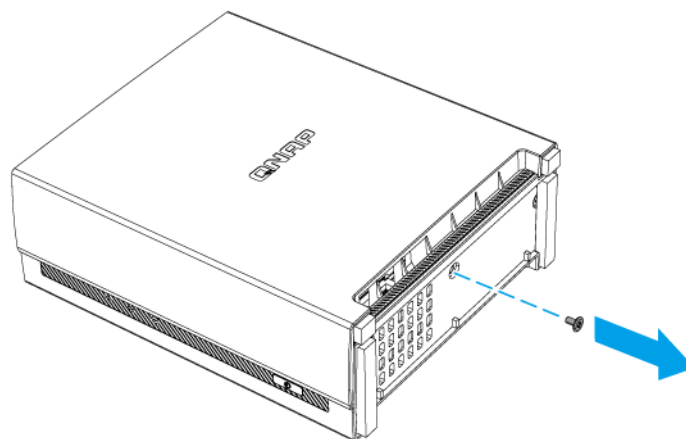


Moving fan blades: Keep your hands and other body parts away from moving fan blades.



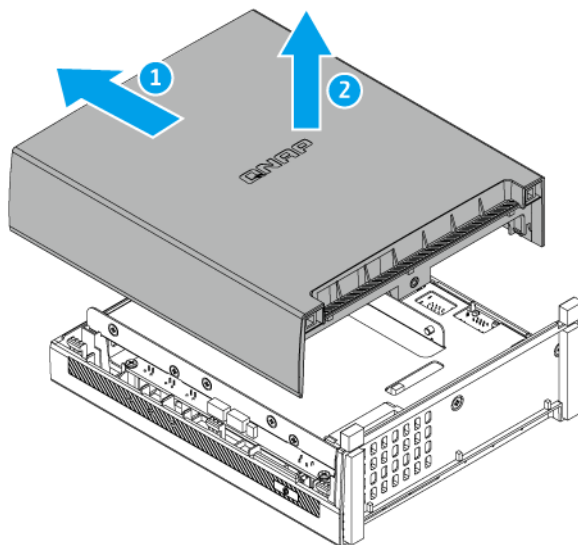
Other moving components: Keep your hands and other body parts away from other moving components.

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. Place the device on its left side.
 - b. Remove the screw located on the bottom of the device.



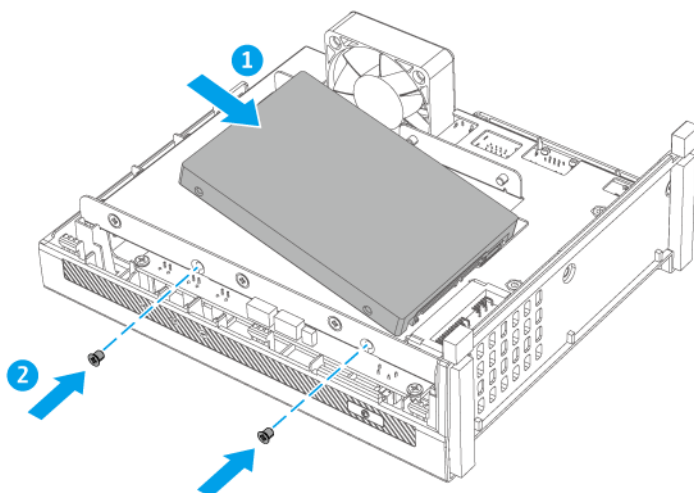
- c. Slide the cover back.

- d. Lift the cover off the device.



5. Load the tray into the bay.

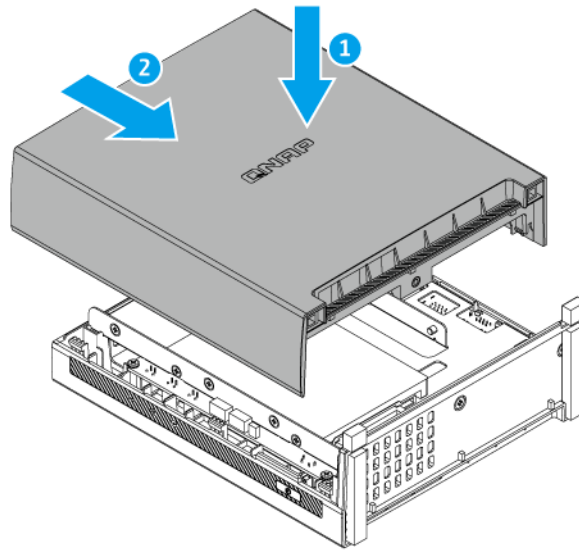
- a. Place the drive on the tray so that the holes on the sides of the drive are aligned with the holes on the sides of the tray.
- b. Attach the screws.



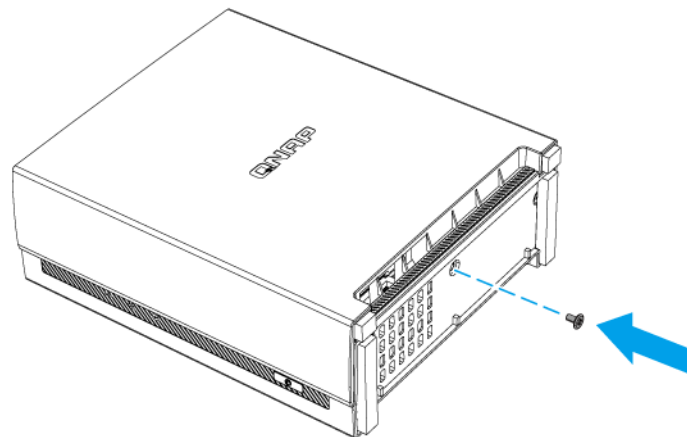
6. Attach the case cover.

- a. Place the cover on the device.

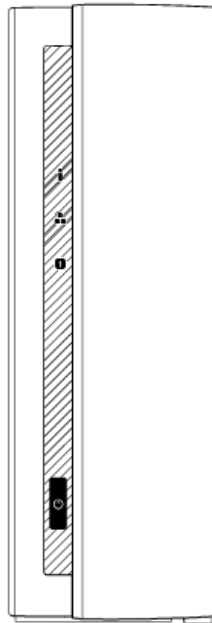
b. Slide the cover forward.



c. Attach the screws.



- d. Place the device in its normal upright position.



7. Connect all cables and external attachments.
8. Power on the device.

Installing 2.5-inch Hard Drives or Solid-State Drives on 3.5-inch Drive Trays (TS-233)

Warning

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



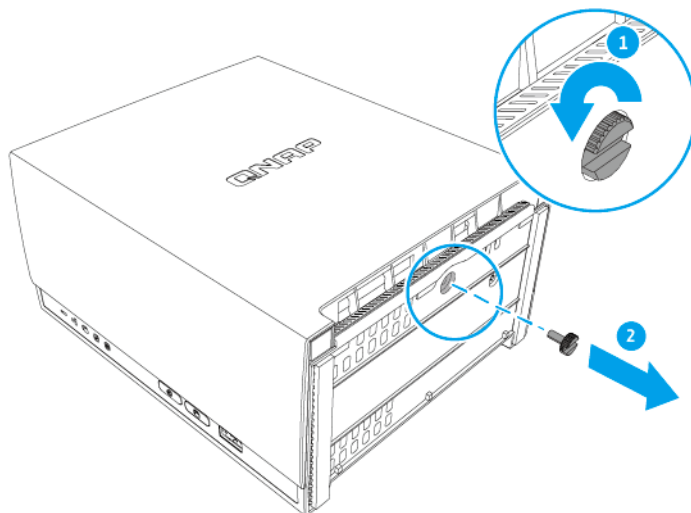
Moving fan blades: Keep your hands and other body parts away from moving fan blades.



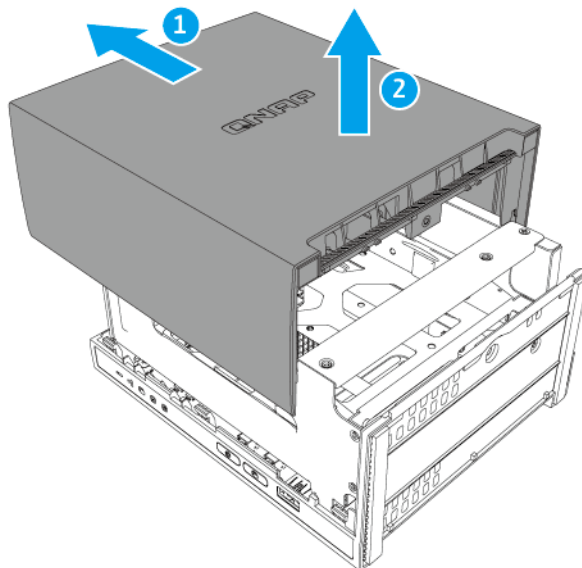
Other moving components: Keep your hands and other body parts away from other moving components.

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. Place the device on its left side.
 - b. Remove the screw located on the bottom of the device.

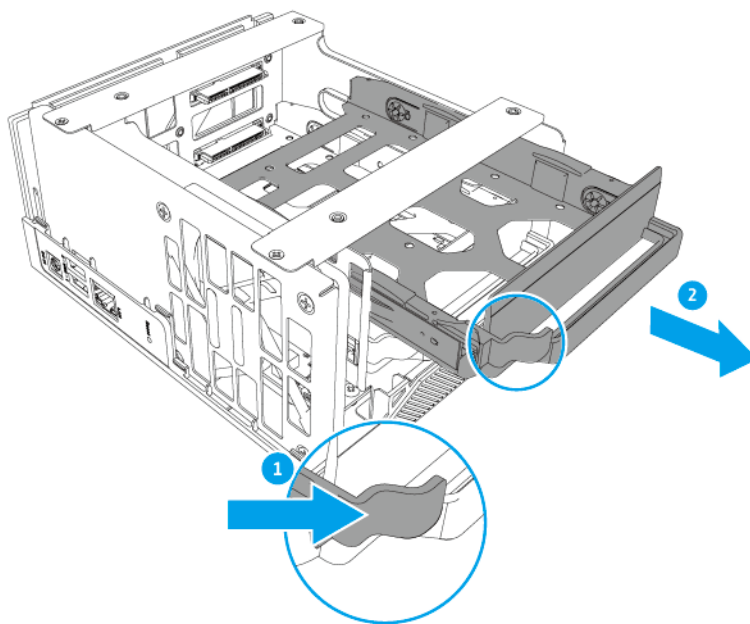


- c. Slide the cover back.
- d. Lift the cover off the device.

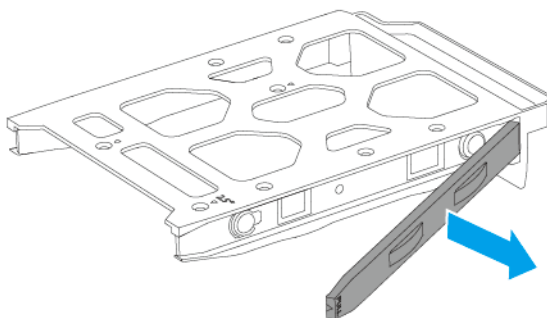


5. Install a drive on the tray.

- a.** Remove a drive tray by simultaneously pressing the latch and pulling the tray.

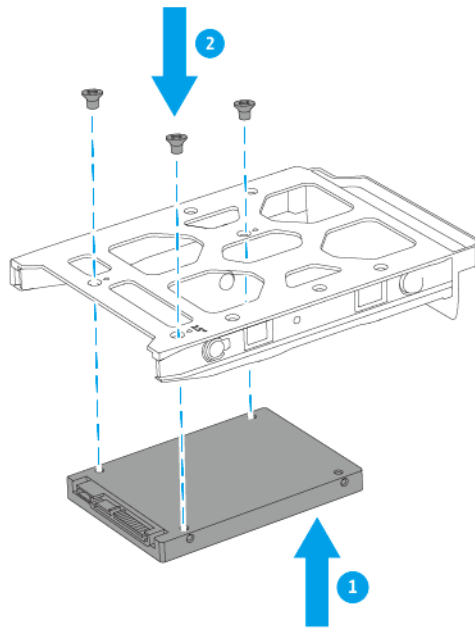


- b.** Remove the right fastening panel from the drive tray.



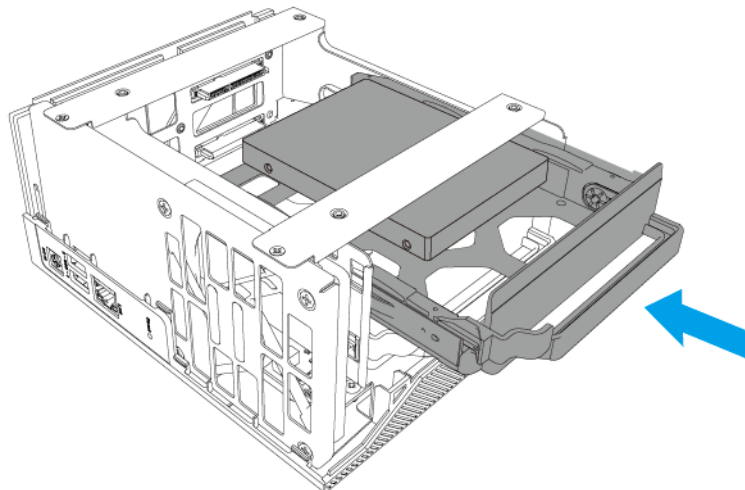
- c.** Place the drive on the tray so that the holes on the bottom of the drive are aligned with the holes on the bottom of the tray.

d. Attach the screws.



6. Load the tray into the bay.

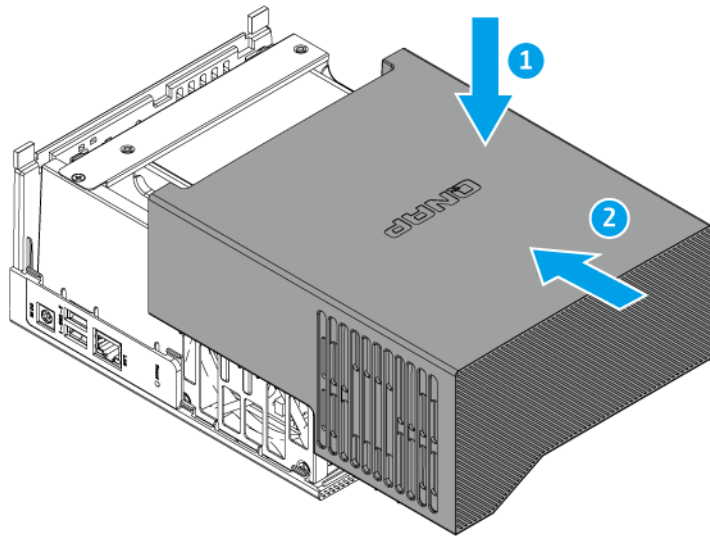
- a.** Insert the tray into the bay.
- b.** Push the handle.



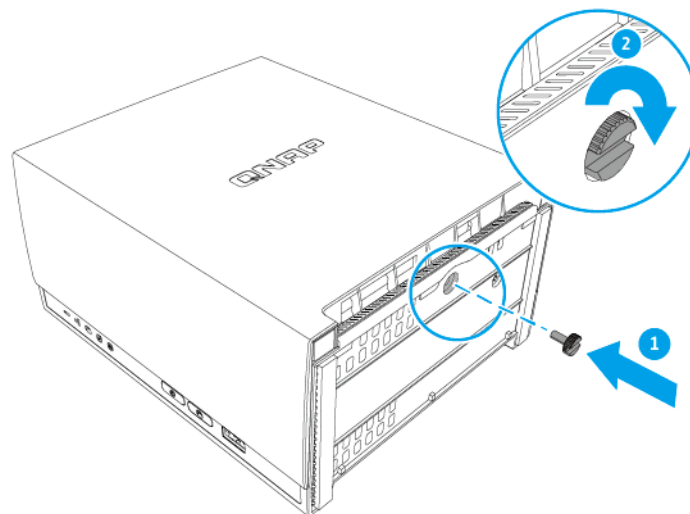
7. Attach the case cover.

- a.** Place the cover on the device.

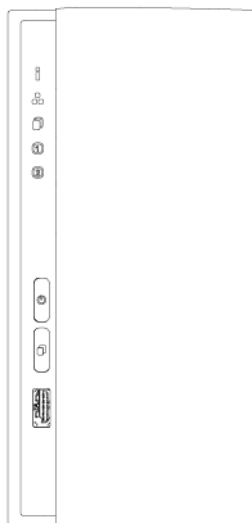
b. Slide the cover forward.



c. Attach the screw to the bottom of the device.



- d. Place the device in its normal upright position.



8. Connect all cables and external attachments.

9. Power on the device.

Connecting USB Expansion Units

The TS-x33 supports USB expansion units. For details, see table below.

To connect the device to USB expansion units, USB Type-A to USB Type-C cables are required.

You can purchase storage expansion accessories from QNAP or an authorized reseller.

For details, go to <https://shop.qnap.com/>.

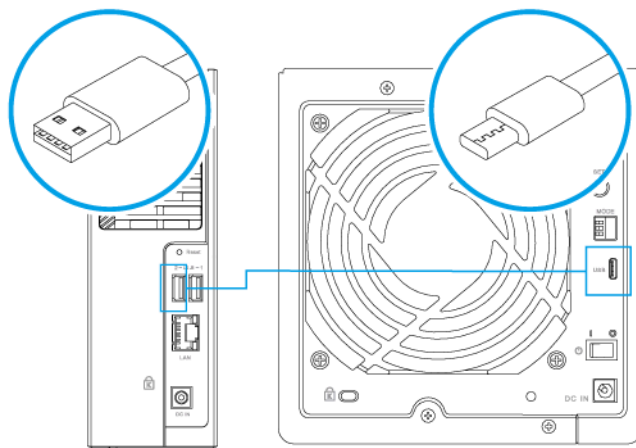
For the list of compatible expansion units and the maximum number of applicable expansion units, go to <http://www.qnap.com/go/compatibility-expansion>.

Expansion Unit Model	Description	Required Accessories
TR-002	<ul style="list-style-type: none"> • Uses a USB 3.2 Gen 2 Type-C interface • Supports SATA HDD/SDD 	USB 3.2 Gen 2 Type-A to Type-C cable
TR-004	<ul style="list-style-type: none"> • Uses a USB 3.2 Gen 1 Type-C interface • Supports SATA HDD/SDD 	USB 3.2 Gen 1 Type-A to Type-C cable

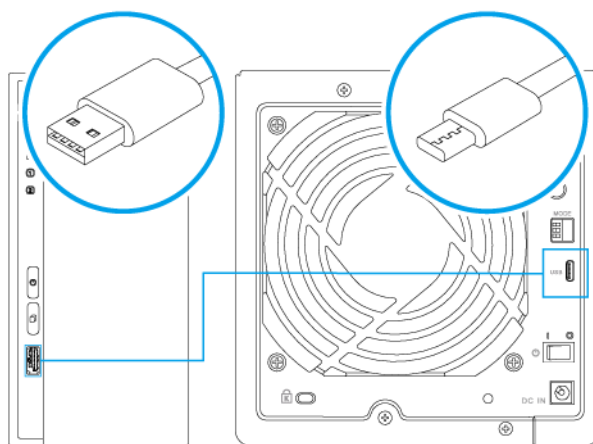
1. Connect the expansion unit to the NAS.

- a. Connect the USB cable to the USB Type-C port on the expansion unit.

- b. Connect the USB cable to a USB Type-A port on the NAS.



TS-133



TS-233

2. Power on the expansion units.
3. Verify that the expansion units are recognized by the NAS.
 - a. Log on to QTS as administrator.
 - b. Go to **Main Menu > Storage & Snapshots > Overview > System**.
 - c. Verify that the expansion units are listed.

QTS Installation

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>Note For details see, Installing QTS Using Qfinder Pro</p>	<ul style="list-style-type: none"> • Computer • Network cable • Qfinder Pro installer
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. • Specify the Cloud Key. • Log into your myQNAPcloud account. • Use myQNAPcloud Link to remotely access your NAS. • Complete the steps in the Smart Installation Guide wizard. <p>Note For details see, Installing QTS Using the Cloud Key</p>	<ul style="list-style-type: none"> • Computer or mobile device • myQNAPcloud account • Cloud Key

Installing QTS Using Qfinder Pro

Warning

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

Important

To protect your NAS from brute force attacks, create a new system administrator account during QTS installation to disable the default "admin" account.

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. Click **Next**.
5. Specify a firmware version using any of the following methods.

Methods	User Actions
Current version	Select Current version .
Latest available version	<ol style="list-style-type: none"> a. Select Latest available version. b. Click Next. The system downloads the latest firmware version and restarts the NAS. c. Click Start Smart Installation.
Uploaded version	<ol style="list-style-type: none"> a. Select Uploaded version. b. Click Browse. The file upload window appears. c. Select the firmware file version. d. Click Next. The system downloads the latest firmware version and restarts the NAS. e. Click Start Smart Installation.

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.
 - **Username:** Specify an administrator username that contains 1 to 32 characters. The name supports letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), multi-byte Chinese, Japanese, Korean, and Russian characters.
The username cannot contain the following special characters: grave accent (`), asterisk (*), equal sign (=), plus sign (+), square brackets ([]), slash (\), vertical bar (|), semicolon (;), colon (:), apostrophe ('), quotation mark ("), comma (,), less than sign (<), greater than sign (>), backslash (/), question mark (?), percent sign (%)
 - **Password:** Specify an administrator password with 1 to 64 characters. The password supports all ASCII characters.
 - **Confirm Password:** Enter the new administrator password again.

7. Click **Next.**

The **Set the date and time** screen appears.

8. Specify the time zone, date, and time using any of the following methods:**Tip**

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

Methods	User Actions
Synchronize with computer or device time	Select Same as the computer/device time The NAS time will be the same as your computer or device used to configure the time.
Enter manually	<p>a. Select Input Manually.</p> <p>b. Specify the date and time. The NAS date and time will be the same as the configured time.</p>
Synchronize with an Internet time server automatically	Click Synchronize with an Internet time server automatically . The NAS time will be the same as the NTP server.

9. Click **Next.**

The **Configure the network settings** screen appears.

10. Configure the network settings using any of the following methods.

Methods	User Actions
Obtain an IP address automatically (DHCP)	Select Obtain an IP address automatically (DHCP) The system automatically detects and configures the IP address settings.

Methods	User Actions
Use static IP address	<p>a. Select Use static IP address. The IP address configuration page appears.</p> <p>b. Specify the following IP address configurations:</p> <ul style="list-style-type: none"> • Interface • IP Address • Subnet Mask • Default Gateway • Primary DNS server • Secondary DNS server

- 11.** Click **Next**.
The **Thunderbolt Connection** page appears.

Note

This page only appears if your device supports Thunderbolt. You will need to connect your device to a computer using a Thunderbolt cable.

- 12.** Click **Next**.
The **Summary** screen appears.
- 13.** Review the settings.
- 14.** Click **Apply**.
A confirmation message appears.

Warning

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

- 15.** 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.

Important

To protect your NAS from brute force attacks, create a new system administrator account during QTS installation to disable the default "admin" account.

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 your respective region's site to download QTS:
 - China: <https://install.qnap.com.cn>
 - Global: <https://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.
- For security purposes, the myQNAPcloud Link remote connection service will be disabled on your NAS after initialization. You can enable it by connecting to QTS through LAN and then installing myQNAPcloud Link.

7. Click **Next**.
8. Specify a firmware version using any of the following methods.

Methods	User Actions
Current version	<ol style="list-style-type: none"> a. Select Current version. b. Click Next.

Methods	User Actions
Latest available version	<p>a. Select Latest available version.</p> <p>b. Click Next. The system downloads the latest firmware version and restarts the NAS.</p> <p>c. Click Start Smart Installation.</p>
Uploaded version	<p>a. Select Uploaded version.</p> <p>b. Click Browse. The file upload window appears.</p> <p>c. Select the firmware file version.</p> <p>d. Click Next. The system downloads the latest firmware version and restarts the NAS.</p> <p>e. Click Start Smart Installation.</p>

9. 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.
- **Username:** Specify an administrator username that contains 1 to 32 characters. The name supports letters (A to Z, a to z), numbers (0 to 9), and hyphens (-), multi-byte Chinese, Japanese, Korean, and Russian characters.
The username cannot contain the following special characters: grave accent (`), asterisk (*), equal sign (=), plus sign (+), square brackets ([]), slash (\), vertical bar (|), semicolon (;), colon (:), apostrophe ('), quotation mark ("), comma (,), less than sign (<), greater than sign (>), backslash (/), question mark (?), percent sign (%), or "admin".
- **Password:** Specify an administrator password with 1 to 64 characters. The password supports all ASCII characters.
- **Confirm Password:** Enter the new administrator password again.

10. Click **Next**.

The **Set the date and time** screen appears.

11. Specify the time zone, date, and time using any of the following methods:

Tip

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

Methods	User Actions
Synchronize with computer or device time	Select Same as the computer/device time The NAS time will be the same as your computer or device used to configure the time.
Enter manually	<ol style="list-style-type: none"> a. Select Input Manually. b. Specify the date and time. The NAS date and time will be the same as the configured time.
Synchronize with an Internet time server automatically	Click Synchronize with an Internet time server automatically . The NAS time will be the same as the NTP server.

12. Click **Next**.

The **Configure the network settings** screen appears.

13. Configure the network settings using any of the following methods.

Methods	User Actions
Obtain an IP address automatically (DHCP)	Select Obtain an IP address automatically (DHCP) The system automatically detects and configures the IP address settings.
Use static IP address	<ol style="list-style-type: none"> a. Select Use static IP address. The IP address configuration page appears. b. Specify the following IP address configurations: <ul style="list-style-type: none"> • Interface • IP Address • Subnet Mask • Default Gateway • Primary DNS server • Secondary DNS server

14. Click **Next**.

The **Thunderbolt Connection** page appears.

Note

This page only appears if your device supports Thunderbolt. You will need to connect your device to a computer using a Thunderbolt cable.

15. Click **Next**.
The **Summary** screen appears.
16. Review the settings.
17. Click **Apply**.
A confirmation message appears.

Warning

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

18. 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 device powers on.
Power off	Press and hold the button for 1.5 seconds.	The device powers off.
Force power off	Press and hold the button for 5 seconds.	The device powers off. Important Use this method only when the device is unresponsive.

Reset Button

Important

To protect your device from brute force attacks, QNAP recommends disabling the default `admin` account after a system reset. To disable the default `admin` account, you must first create a new administrator account, log out of the `admin` account, and then log in with the new account.

Operation	User Action	Result
Basic system reset	Press and hold the button for 3 seconds.	<p>The following settings are reset to default:</p> <ul style="list-style-type: none"> • The <code>admin</code> account is automatically enabled. • System administrator password: For details on the default password, see this FAQ. • 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.	<p>The default factory settings are restored.</p> <ul style="list-style-type: none"> • To retrieve old data after an advanced system reset, recreate the previous folder structure on the NAS.

LEDs

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

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

LED	Status	Description
System Status	Flashes green and red alternately every 0.5 seconds	<ul style="list-style-type: none"> • A drive is being formatted. • The device 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"> • A drive is invalid. • A volume has reached its full capacity. • A volume is about to reach its full capacity. • A system fan is not functioning. • An error occurred when accessing (read/write) the data. • A bad sector is detected on a drive. • The device is in degraded read-only mode (two member drives failed in RAID 5 or RAID 6 but the data can still be read). • A hardware self-test error occurred.
	Flashes red every 0.5 seconds	The device 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 device is not configured. • A drive is not formatted.
	Green	The device is ready.
	Off	<ul style="list-style-type: none"> • All drives are in standby mode. • The device is powered off.
LAN	Orange	The device is connected to the network.
	Flashes orange	The device is being accessed from the network.
	Off	The device is not connected to a network.

LED	Status	Description
Drive	Flashes red	Data is being accessed, and during the process a drive read/write error occurred.
	Red	A drive read/write error occurred.
	Flashes green	Data is being accessed.
	Green	The drive is ready.
	Off	No drive was detected.
USB One Touch Copy (TS-233)	Flashes blue every 0.5 seconds	<ul style="list-style-type: none"> • A USB device connected to the USB One Touch Copy port is detected. • A USB device connected to the USB One Touch Copy port is being removed from the device. • A USB device connected to the USB One Touch Copy port is being accessed.
	Blue	A USB device is detected in the front USB port.
	Off	<ul style="list-style-type: none"> • No USB device is detected. • The host device has finished copying data to or from the USB device connected to the front USB port.

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.

To configure the behavior of the button when an external device is connected to the button's USB port, install and use Hybrid Backup Sync on your QNAP operating system. For details, see the [Hybrid Backup Sync](#) documentation.

Audio Alert

Duration	Frequency	Description
Short beep (0.5 seconds)	1	<ul style="list-style-type: none"> The NAS is starting up. When the reset button is pressed for 3 seconds, the NAS resets configurations. When the reset button is pressed for 15 seconds, the NAS resets configurations and reboots. The operating system was updated.
	3	<ul style="list-style-type: none"> The NAS data cannot be copied to the external storage device connected to the front USB port.
Long beep (1.5 seconds)	3 (every 5 minutes)	<ul style="list-style-type: none"> The system fan is not functioning. The fan module has been removed.
	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 drive is rebuilding. 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. NAS Migration

You can migrate data and settings from your current NAS to another NAS model with minimal disruptions by installing all the hard drives from the source NAS to the destination NAS. RAID configuration and other settings are retained on the destination NAS after migration.

NAS Migration Requirements

You can only migrate drives to specific NAS models, depending on your source NAS. For the list of NAS models compatible with direct NAS migration, see <https://www.qnap.com/go/nas-migration>.

Your device must meet the following requirements:

- QTS NAS supports several types of NAS migration:
 - ARM NAS to an ARM NAS
 - x86 NAS to an x86 NAS
 - ARM NAS to an x86 NAS

Note

You cannot migrate from an x86 NAS to an ARM NAS.

- The destination NAS must run on the same QTS version as the source NAS (or later).
- The destination NAS must have sufficient free drive bays to accommodate all the drives that you are migrating from the source NAS.

For NAS models that do not support NAS migration, you can migrate existing data using HBS 3. For details, see [Migrating NAS Data Using HBS 3](#).

Status and Setting Changes after NAS Migration

The status of NAS data and settings varies after migration.

Data and Settings	After NAS Migration
Registered myQNAPcloud name	Your registered myQNAPcloud name is not migrated.

Data and Settings	After NAS Migration
Encrypted disk volumes	<p>If the NAS does not support file system encryption, encrypted disk volumes are not migrated.</p> <p>Warning</p> <p>To prevent data loss, back up and save the encryption keys of encrypted disk volumes in a safe place. You can also choose to decrypt disk volumes before migration.</p>
Shared folders	<p>All shared folders and the downloaded files stored in them are retained.</p> <p>Warning</p> <p>To prevent data loss, back up and save encryption keys or passwords of encrypted shared folders in a safe place before migration.</p> <p>Important</p> <p>Folder permissions on the destination NAS must be reconfigured after migration.</p>
Network	<ul style="list-style-type: none"> • If the number of network ports or network port specifications on the destination NAS is different from the source NAS, the following network and virtual settings may change and require reconfiguration: port trunking, virtual machines, Thunderbolt, USB QuickAccess, and more. • You must reconfigure network settings when the source NAS is running on QTS 4.3.5 or earlier versions.
Windows AD configuration	Windows AD configurations must be reconfigured.
Licenses	<p>Licenses are not migrated.</p> <p>Warning</p> <p>To prevent losing all your software licenses, QNAP recommends deactivating licenses on the source NAS before data migration.</p>
Applications	If the destination NAS has less RAM than the source NAS, the following features and applications might not function: Virtualization Station, Qsirch, and Snapshots.
Services	Only services supported by the destination NAS are available.

Data and Settings	After NAS Migration
Multimedia features	Some multimedia features are disabled by default.

Migrating a NAS

Important

Before performing NAS migration, ensure that you understand all requirements and possible changes after migration.

For details see the following topics:

- [NAS Migration Requirements](#)
- [Status and Setting Changes After NAS Migration](#)

1. Power off the source NAS and the destination NAS.
2. Remove the drives.

Important

QNAP recommends following the source NAS drive order when installing the drives. Take note of the drive tray order when removing the drives.

- a. Remove the drives from the source NAS.
 - b. Remove the drive trays from the destination NAS.
3. Install the drives.
 - a. Install source NAS drives onto the destination NAS drive trays.
 - b. Insert the drive trays into the destination NAS.
 4. Power on the destination NAS.
 5. Log on to QTS as an administrator on the destination NAS.
The destination NAS automatically checks for the latest firmware update.

Migrating NAS Data Using HBS 3

For NAS models that do not support direct migration, you can initialize the destination NAS then copy data from the source NAS to the destination NAS using HBS 3.

Preparing the Destination NAS

1. Log on to QTS.

2. Create one or more storage pools.
For details, see the [Creating a Storage Pool](#) topic in the QTS user guide.
3. Create one or more volumes.
For details, see the [Volume Creation](#) topic in the QTS user guide.
4. Create shared folders on the destination NAS.
For details, see the [Creating a Shared Folder](#) topic in the QTS user guide.
5. Install HBS 3 onto the destination NAS.
 - a. Go to **App Center**.
 - b. Search for HBS 3.
 - c. Click **Install**.
HBS 3 is installed on the destination NAS.
6. Enable the remote server settings on the destination NAS.
 - a. Go to **App Center > HBS 3 > Services > RTRR Server**.
 - b. Click **Enable RTRR Server**.
The RTRR server settings window appears.
 - c. Specify the **RTRR Server** settings.


Setting	Description
Password	Specify a password that contains 1 to 16 characters from any of the following groups: <ul style="list-style-type: none"> • Letters: A to Z, a to z • Numbers: 0 to 9 • Special characters: . - _ ~ ! @ # \$ % ^ & () { } • Does not start or end with a space.
Port	Specify a port number to access the RTRR server.

7. Click **Apply**.
A confirmation window appears.
8. Click **OK**.
The remote server settings are completed.

Creating a One-Way Sync Job

1. On the source NAS, go to **App Center > HBS 3 > Sync**.
2. Click **Sync Now**.
3. Select **One-way Sync Job**.
The **Create a Sync Job** window appears.

4. Click **Remote NAS**.
5. Click **Add New Account**.
The **Create a Storage Space** window appears.
6. Select the destination NAS as the destination storage space and specify the following:

Setting	Description
Name	The name used to identify the storage space.
IP address / Host name	The IP address or hostname used to access the storage space. Tip Click  to scan for available devices.
Port	The port number used to access the storage space. This value must be between 1 to 65535.
Password	The password used to access the storage space.
Use SSL connection	Requires SSL connection when accessing the remote NAS.


7. Optional: Test the connection.

Test	Description
Detect Server	Tests the accessibility of the selected storage space.
Speed Test	Tests the network connection speed of the selected storage space.

8. Click **Create**.
9. Click **Select**.
10. Select the paired folders.

Important

- All subfolders and files in the selected folder are selected.
- You can only sync up to 16 paired folders per job.

- a. Under the source, click .
A dialog box opens.
- b. Select a folder.
- c. Click **OK**.
The dialog box closes.

- d. Under the destination, click **+**.
A dialog box opens.
 - e. Select a folder.
 - f. Click **OK**.
 - g. Optional: Add more paired folders if necessary.
11. Click **Next**.
The **Schedule** screen appears.
 12. Select **Sync now**.
 13. Click **Next**.
The **Rules** screen appears.
 14. Optional: Configure job rules.
 15. Click **Next**.
The **Summary** screen appears.
 16. Review the job summary.
 17. Click **Create**.
The source NAS runs the created one-way sync job.

Note

It may take several minutes to migrate shared folders from the source NAS to the destination NAS.

Importing Local Users or Group Settings to the Destination NAS

1. Power on the source NAS.
2. Back up the users or group settings from the source NAS.
 - a. Log on to QTS.
 - b. Go to **Control Panel > Privilege > Users**.
 - c. Click **Create**, and then click **Import/Export Users**.
The **Import/Export Users** window appears.
 - d. Select **Export user and user group settings**.
 - e. Click **Next**.
The NAS user and user group settings are exported as a file and downloaded onto your computer.
3. Import user settings on the source NAS to the destination NAS.
 - a. On the destination NAS, log on to QTS.

- b.** Go to **Control Panel > Privilege > Users**.
- c.** Click **Create**, and then click **Import/Export Users**.
- d.** Select **Import user and user group settings**.

Note

You can select whether to send a notification mail to newly created users or overwrite duplicate users.

- e.** On your computer, select the user settings file exported from the source NAS.
The source NAS user settings file is imported to the destination NAS.

6. Troubleshooting

This chapter describes basic troubleshooting information.

Hot-Swapping Failed Drives

The NAS supports hot-swapping drives when one member drive fails in RAID 1.

1. Log on to QTS.
2. Go to **Main Menu > Storage & Snapshots > 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 device.
6. Wait for 20 seconds or until the device 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 & Snapshots > Storage Space**.
11. Locate the volume that contains the new drive and then verify that the status is `Rebuilding`.

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.

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, RAID 6, RAID 10, RAID 50, or RAID 60 volume from degraded mode.

Disk Volume	RAID Recovery Support	Maximum Number of Removed Drives
Single	No	N/A
JBOD	No	N/A
RAID 0	No	N/A
RAID 1	Yes	1

Support and Other Resources

QNAP provides the following resources:

Resource	URL
Documentation	https://download.qnap.com
Compatibility List	https://www.qnap.com/compatibility
NAS Migration Compatibility	https://www.qnap.com/go/nas-migration
Expansion Unit Compatibility	https://www.qnap.com/go/compatibility-expansion
Service Portal	https://service.qnap.com
Product Support Status	https://www.qnap.com/go/product/eol.php
Downloads	https://download.qnap.com
Community Forum	https://forum.qnap.com
QNAP Accessories Store	https://shop.qnap.com

7. Glossary

Cloud Key

Unique 8-digit code assigned to each NAS device

myQNAPcloud

Provides various remote access services such as DDNS and myQNAPcloud Link

myQNAPcloud Link

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

Qfinder Pro

QNAP utility that lets you locate and access QNAP NAS devices in your local area network

QNAP ID

User account that enables you to use myQNAPcloud remote access and other QNAP services

QTS

QNAP NAS operating system

8. Notices

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