



**QNAP**

# TS-x31P2

TS-231P2

TS-431P2

**使用手冊**

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# 1. 前言





## 關於本手冊

本手冊涵蓋 QNAP TS-x31P2 NAS 的相關資訊，以及安裝硬體的逐步指示。此外，本手冊也提供基本操作說明與疑難排解資訊。

## 適用對象

本文件的適用對象為消費者與儲存空間管理員。本手冊預設使用者對於儲存與備份概念有基本的認識。

## 慣用符號

符號	說明
	注意事項。用於提供預設組態設定與其他補充資訊。
	重要注意事項。用於提供必要組態設定及其他重要資訊。
	提示。用於提供任務執行或組態設定的建議或替代方式。
	警告。忽略此類資訊可能導致潛在損失、受傷甚至死亡。

## 2. 產品概觀

本章介紹 QNAP TS-x31P2 NAS 的基本資訊。

### 關於 TS-x31P2




TS-x31P2 搭載 Annapurna Labs Alpine AL-314 四核心 1.7 GHz 處理器及 DDR3 RAM。此款 NAS 提供兩個或四個熱抽換 SATA 硬碟插槽，可支援硬碟與固態硬碟。TS-x31P2 也包含三個 USB 3.0 連接埠和兩個 Gigabit 網路埠。

### 硬體規格



#### 重要

修改 QNAP 產品的硬體或軟體，將導致產品保固失效。對於因未獲授權進行修改或安裝不支援之第三方應用程式所導致的任何損害或資料遺失，QNAP 一概不予負責。

元件	TS-231P2	TS-431P2
訂購料號	<ul style="list-style-type: none"> <li>• TS-231P2-1G</li> <li>• TS-231P2-4G</li> </ul>	<ul style="list-style-type: none"> <li>• TS-431P2-1G</li> <li>• TS-431P2-4G</li> </ul>
處理器		
CPU	Annapurna Labs Alpine AL-314 四核心 1.7 GHz	
架構	64 位元	
加密引擎	AES-256	
記憶體		
預載記憶體	<ul style="list-style-type: none"> <li>• TS-231P2-1G：1 GB (1 x 1 GB) 的 DDR3 SODIMM</li> <li>• TS-231P2-4G：4 GB (1 x 4 GB) 的 DDR3 SODIMM</li> </ul>	<ul style="list-style-type: none"> <li>• TS-431P2-1G：1 GB (1 x 1 GB) 的 DDR3 SODIMM</li> <li>• TS-431P2-4G：4 GB (1 x 4 GB) 的 DDR3 SODIMM</li> </ul>
記憶體插槽數	1	
最大記憶體	8 GB (1 x 8 GB)	
儲存設備		
硬碟插槽	2 x SATA 6 Gbps	4 x SATA 6 Gbps
硬碟相容性	<ul style="list-style-type: none"> <li>• 3.5 吋 SATA 硬碟</li> <li>• 2.5 吋 SATA 硬碟</li> <li>• 2.5 吋 SATA 固態硬碟</li> </ul>	
支援 SSD 快取加速技術	是  <b>注意</b> SSD 快取硬碟不支援熱抽換。	是  <b>注意</b> SSD 快取硬碟不支援熱抽換。
熱抽換	是  <b>注意</b> SSD 快取硬碟不支援熱抽換。	
網路設定		
Gigabit 乙太網路埠	2 x RJ45	

元件	TS-231P2	TS-431P2
外接 I/O 埠和擴充插槽		
USB 埠	<ul style="list-style-type: none"> <li>• 3 x USB 3.0 <ul style="list-style-type: none"> <li>• 正面：1 x USB 3.0 Type-A 單鍵備份</li> <li>• 背面：2 x USB 3.0 Type-A</li> </ul> </li> </ul>	
介面		
USB 單鍵備份	正面：USB 3.0 Type-A	
尺寸		
尺寸 (高 x 寬 x 深)	169 x 102 x 219 mm 6.65 x 4.02 x 8.62 in	169 x 160 x 219 mm 6.65 x 6.3 x 8.62 in
淨重	1.28 kg (2.82 lb)	3.0 kg (6.61 lb)
外型	直立式	
其他		
電源供應器	65W AC 變壓器，100-240V	90W AC 變壓器，100-240V
風扇	1 x 70 mm	1 x 120 mm
噪音值	聲壓 (LpAm) (依站立者位置)：19.2 dB (含 2 顆硬碟)	聲壓 (LpAm) (依站立者位置)：19.5 dB (含 4 顆硬碟)
操作溫度	0 到 40°C (32 到 104°F)	
相對濕度	<ul style="list-style-type: none"> <li>• 不凝結相對溼度：5 到 95%</li> <li>• 濕球溫度：27°C (80.6°F)</li> </ul>	
安全鎖	Kensington 安全鎖	

**注意**

型號規格如有變更，恕不另行通知。若要查看最新規格，請前往 <https://www.qnap.com>。

**包裝內容**

## TS-231P2

項目	數量
TS-231P2 NAS	1
AC 電源變壓器	1
電源線	1
乙太網路線	2
2.5 吋硬碟用螺絲	8
3.5 吋硬碟用螺絲	10
快速安裝手冊	1

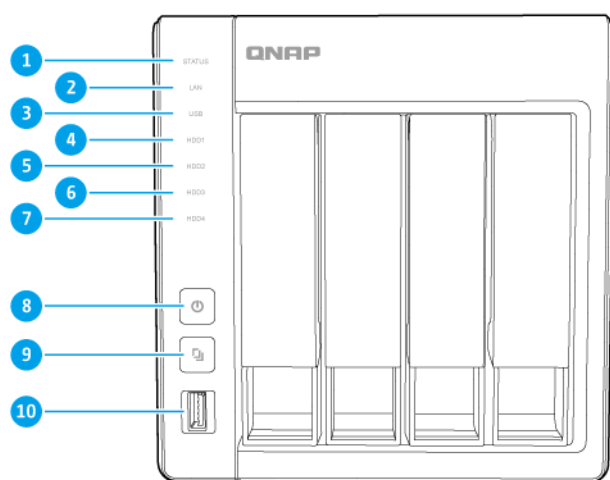
## TS-431P2

項目	數量
TS-431P2 NAS	1
AC 電源變壓器	1
電源線	1

項目	數量
乙太網路線	2
2.5 吋硬碟用螺絲	16
3.5 吋硬碟用螺絲	20
快速安裝手冊	1

## 元件

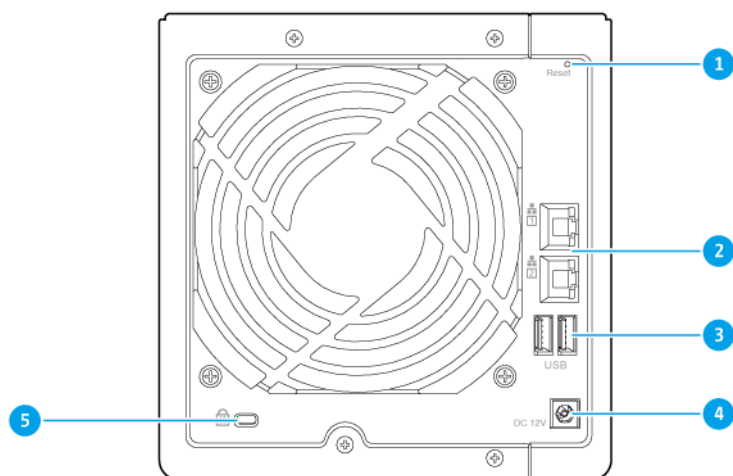
### 前面板



### TS-431P2

編號	元件	編號	元件
1	狀態 LED 燈	6	硬碟 3 LED 燈
2	LAN LED 燈	7	硬碟 4 LED 燈
3	USB LED 燈	8	電源按鈕
4	硬碟 1 LED 燈	9	USB 單鍵備份按鈕
5	硬碟 2 LED 燈	10	USB 3.0 單鍵備份埠

## 後面板

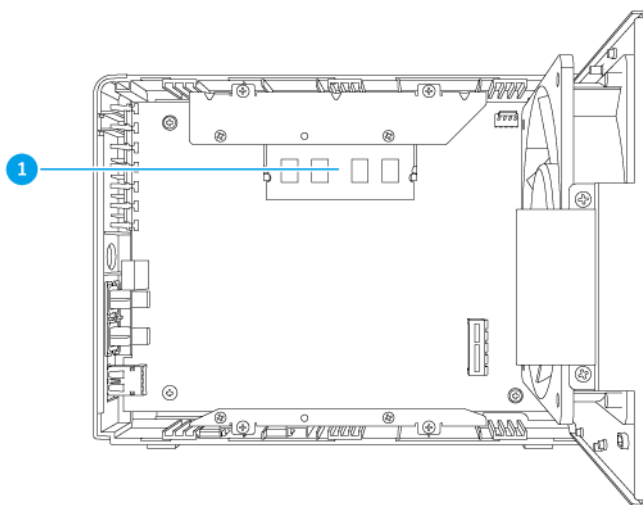


### TS-431P2

編號	元件	編號	元件
1	重設按鈕	4	電源埠
2	Gigabit RJ45 乙太網路埠	5	Kensington 安全鎖
3	USB 3.0 埠	-	-



## 系統板

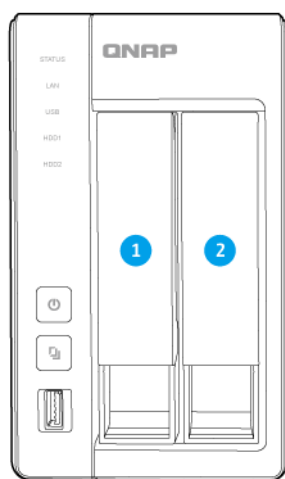


**注意**  
影像不包含機殼。

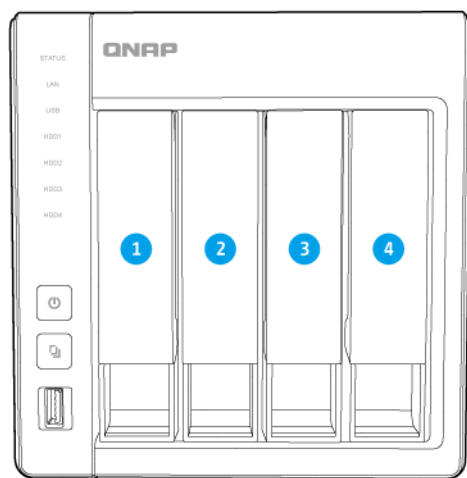
### TS-431P2

編號	元件	編號	元件
1	記憶體插槽	-	-

## 硬碟編號



### TS-231P2



## TS-431P2

### 安裝需求

類別	項目
環境	<ul style="list-style-type: none"> <li>• 室溫：0 到 40°C (32 到 104°F)</li> <li>• 不凝結相對溼度：5 到 95%</li> <li>• 濕球溫度：27°C (80.6°F)</li> <li>• 平坦且防靜電的表面，不受陽光直射，亦不與液體和化學物質接觸。</li> </ul>
硬體和週邊設備	<ul style="list-style-type: none"> <li>• 儲存硬碟 如需相容硬碟的詳細資訊，請前往 <a href="https://www.qnap.com/compatibility/">https://www.qnap.com/compatibility/</a>。</li> <li>• 網路線</li> </ul>
工具	<ul style="list-style-type: none"> <li>• 1 號或 2 號十字螺絲起子</li> <li>• 防靜電腕帶</li> </ul>

### 設定 NAS

1. 將 NAS 裝置放置在符合需求的環境。  
如需詳細資訊，請參見 [安裝需求](#)。
2. 安裝硬碟。  
如需詳細資訊，請參見 [安裝 3.5 吋硬碟](#) 和 [安裝 2.5 吋硬碟或固態硬碟](#)。
3. 連接電源線與所有適用的網路線。
4. 打開 NAS 電源。
5. 安裝 QTS。  
如需詳細資訊，請參見 [QTS 安裝](#)。

## 6. 登入 QTS。

## 3. 安裝與設定

本章介紹特定硬體及韌體的安裝與設定步驟。

### 硬體安裝

本節介紹安裝硬碟和記憶體模組的相關資訊。

### 安裝硬碟

TS-x31P2 與 3.5 吋 和 2.5 吋硬碟以及固態硬碟相容。全部硬碟插槽都支援 SSD 快取加速。

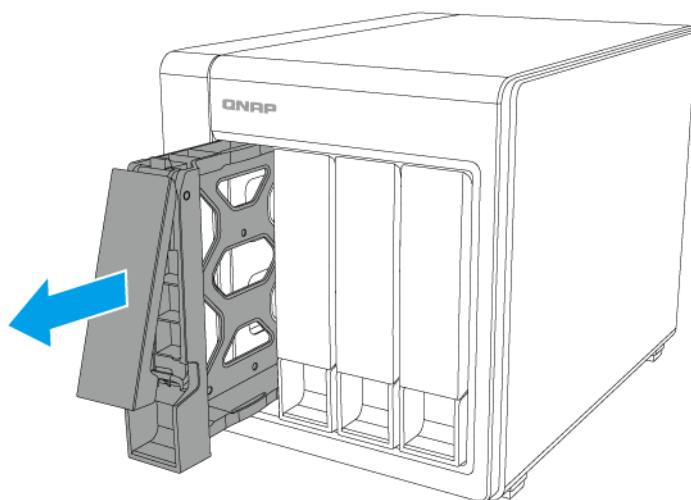
### 安裝 3.5 吋硬碟



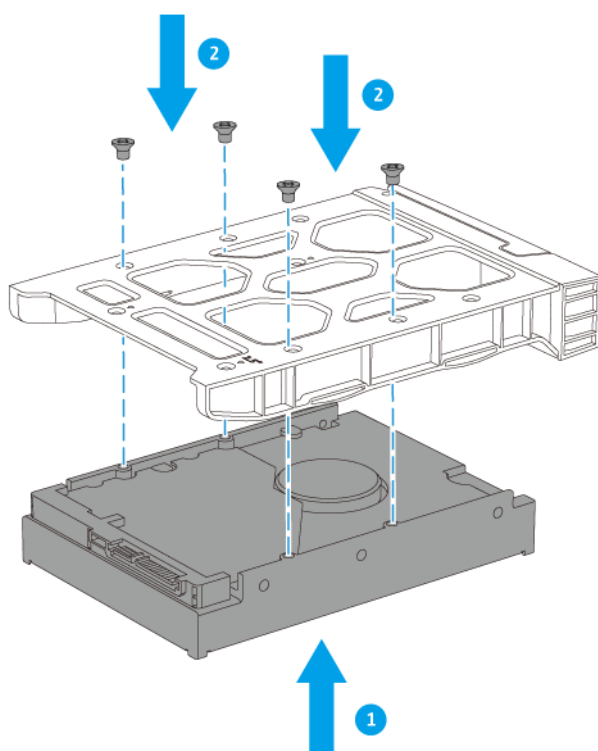
#### 警告

- 安裝硬碟會刪除硬碟上的所有資料。
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。

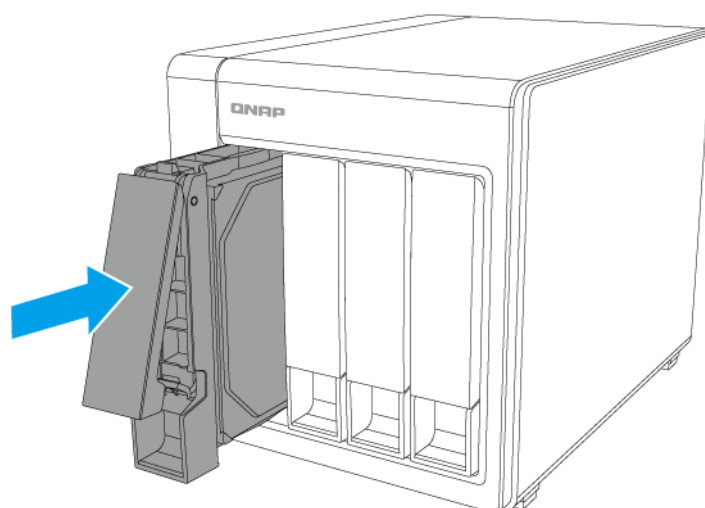
1. 關閉 NAS 電源。
2. 取出硬碟托盤。
  - a. 拉把手以鬆開托盤。
  - b. 將托盤拉出。



3. 在托盤上安裝硬碟。
  - a. 將托盤放在硬碟上，讓托盤的孔洞與硬碟的孔洞對齊。
  - b. 裝上螺絲，將硬碟鎖定在托盤上。



4. 將硬碟托盤裝入硬碟插槽。
  - a. 將托盤插入插槽。
  - b. 將把手推至完全密合。



5. 打開 NAS 電源。

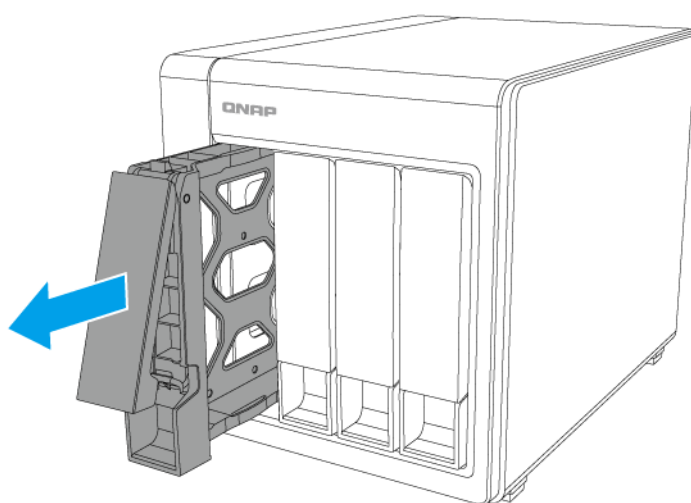
## 安裝 2.5 吋硬碟或固態硬碟



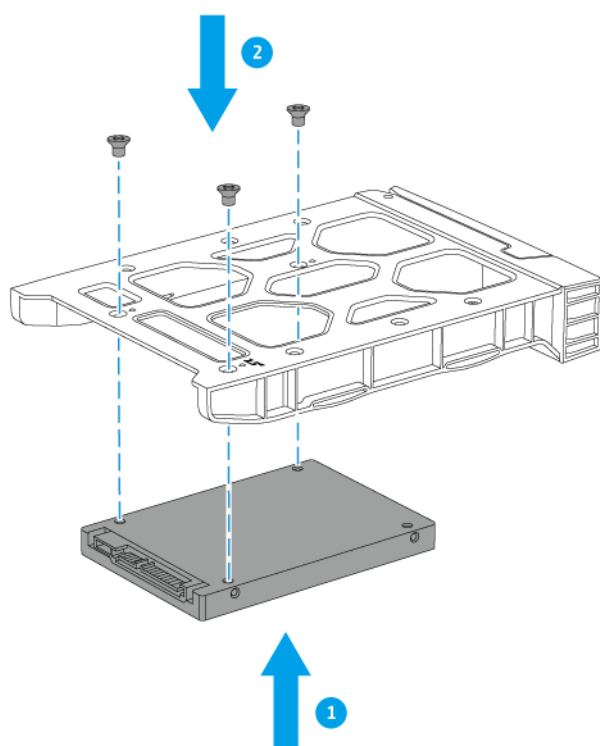
### 警告

- 安裝硬碟會刪除硬碟上的所有資料。
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。

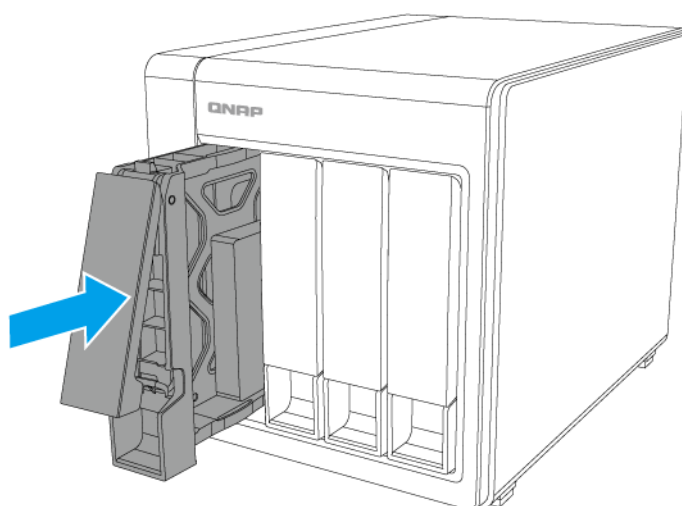
1. 關閉 NAS 電源。
2. 取出硬碟托盤。
  - a. 拉把手以鬆開托盤。
  - b. 將托盤拉出。



3. 在托盤上安裝硬碟。
  - a. 將托盤放在硬碟上，讓托盤的孔洞與硬碟的孔洞對齊。
  - b. 裝上螺絲，將硬碟鎖定在托盤上。



4. 將硬碟托盤裝入硬碟插槽。
  - a. 將托盤插入插槽。
  - b. 將把手推至完全密合。



5. 打開 NAS 電源。

## 更換記憶體模組

NAS 具有一個記憶體插槽。您可以升級記憶體模組以增加 NAS 的記憶體容量。

僅使用 QNAP 記憶體模組，以維持系統效能和穩定性。您可向授權經銷商購買 QNAP 記憶體模組。



### 警告

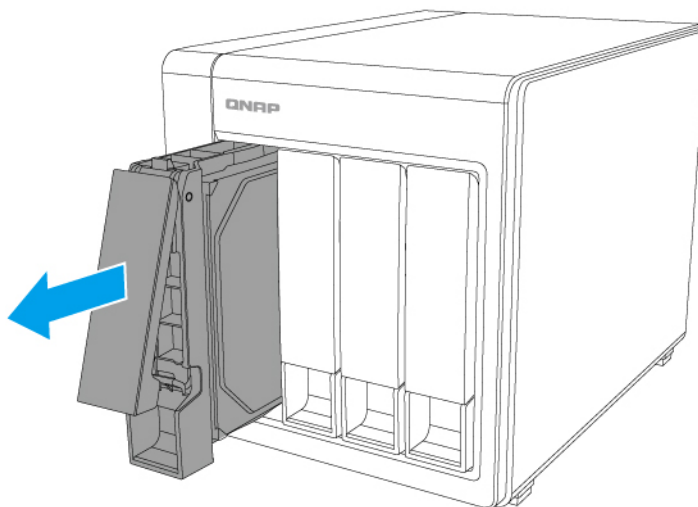
- 僅限合格人員可執行下列步驟。未遵照指示操作可能導致嚴重傷害或死亡。
- 請遵守靜電放電 (ESD) 程序以防止元件損壞。

1. 關閉 NAS 電源。
2. 從電源插座拔下電源線。
3. 中斷所有連接線和外接裝置的連線。
4. 取出硬碟托盤。
  - a. 拉把手以鬆開托盤。
  - b. 將托盤拉出。



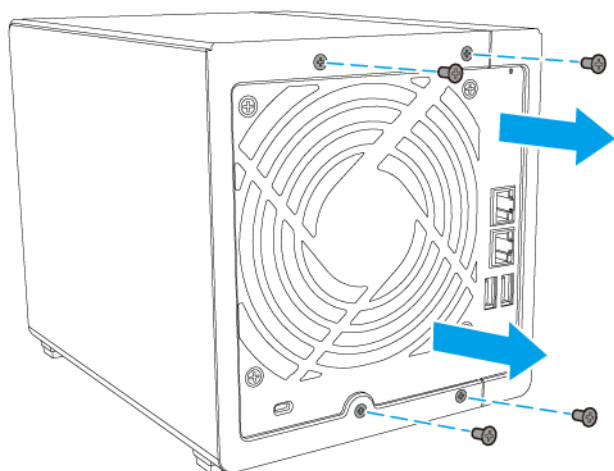
### 重要

請記下每個硬碟的編號，之後必須將硬碟托盤放回原本的插槽。



5. 取下機殼蓋。
  - a. 取下用於固定機殼蓋和機殼的螺絲。

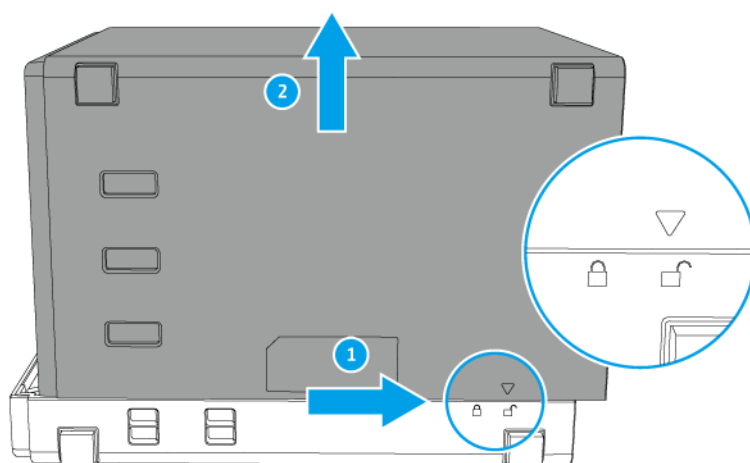




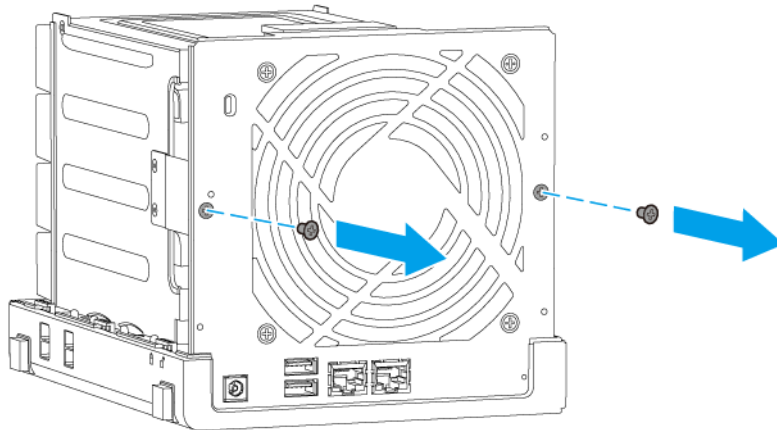
#### 提示

機殼蓋的螺絲比 NAS 其他零件的螺絲長。

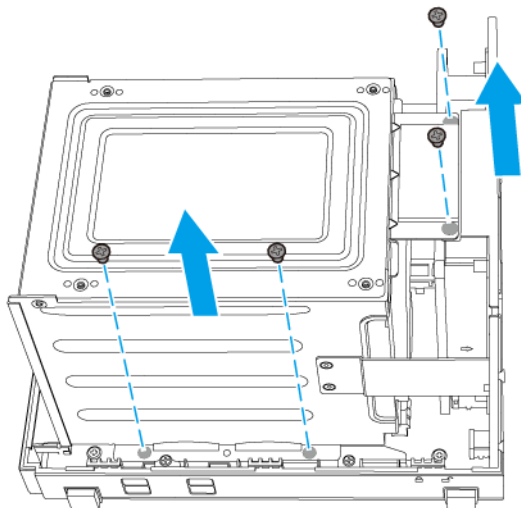
- b. 將 NAS 左側朝下放置。
- c. 將機殼蓋向右推，使其三角形圖示對齊解鎖圖示。
- d. 向上提起機殼蓋，使它完全脫離機殼。

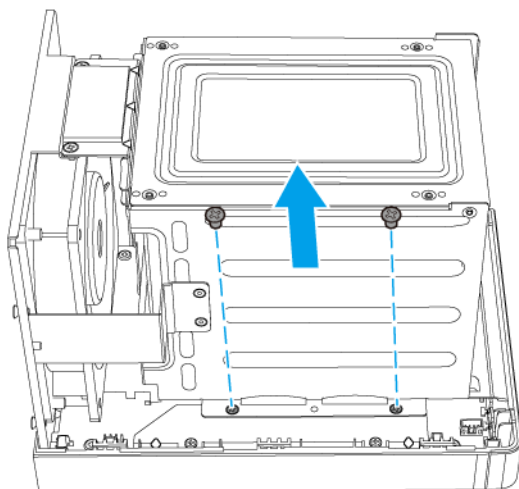


6. 將用於固定硬碟插槽機殼和 NAS 背面的螺絲取下。

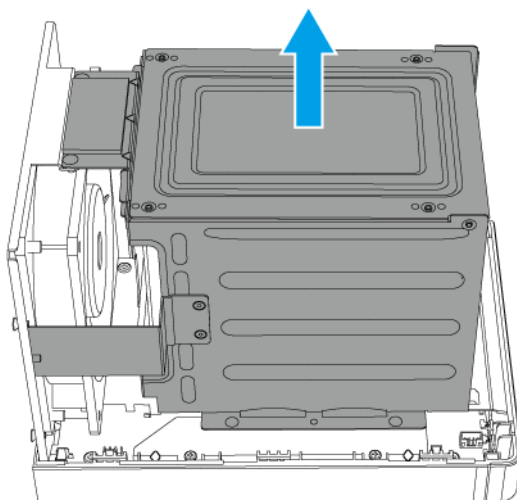


7. 將用於固定硬碟托盤機殼與 NAS 的螺絲取下。

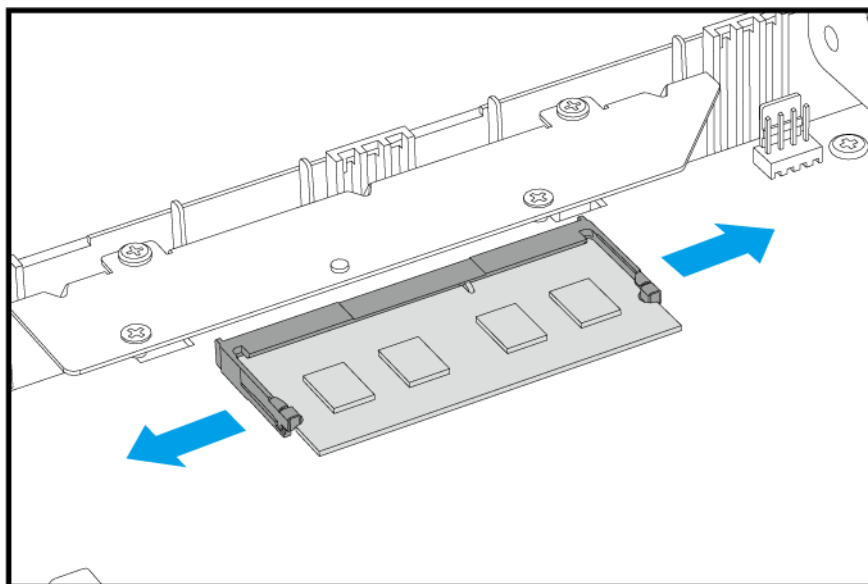




8. 將硬碟托盤機殼小心地向上拉，使其完全脫離 NAS。



9. 取下現有的記憶體模組。
  - a. 將固定夾同時往外推以鬆開記憶體模組。



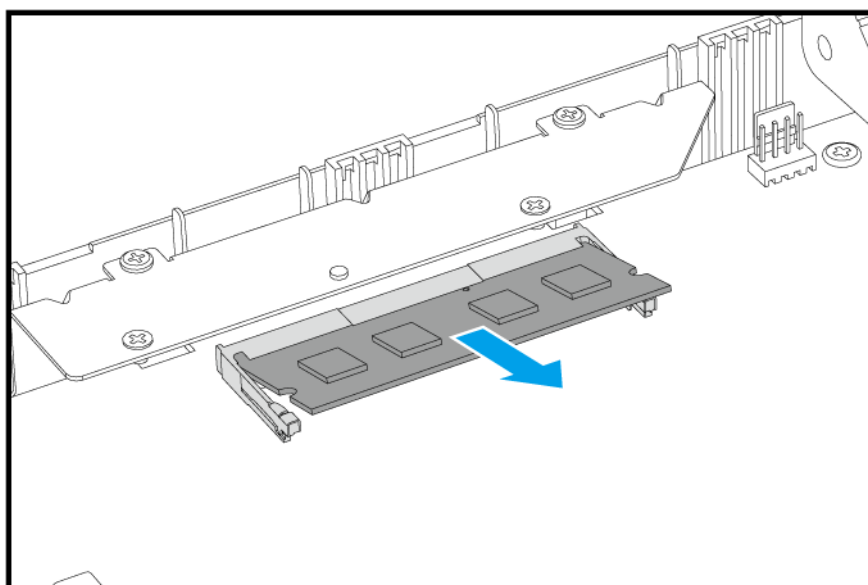
b. 確認記憶體模組已向上傾斜且完全從插槽鬆脫。



**警告**

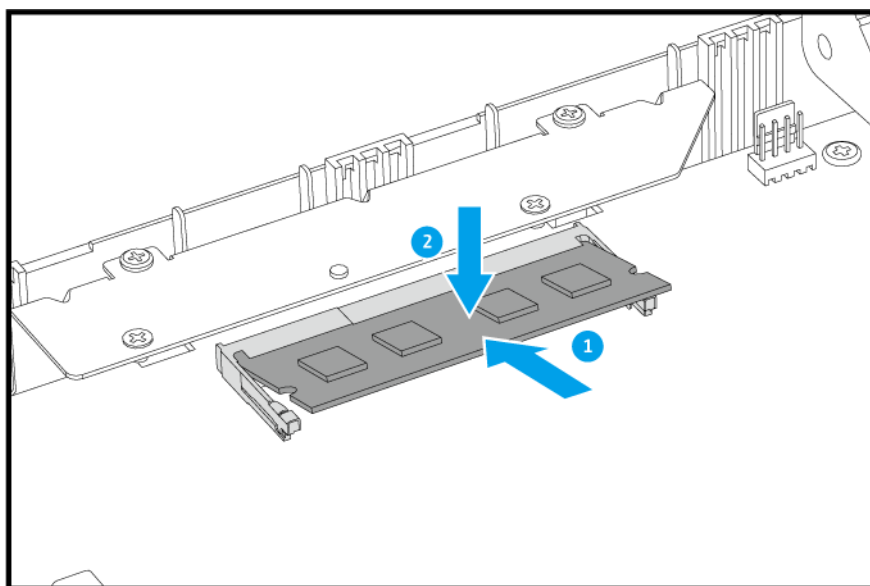
若嘗試取下未完全鬆脫的記憶體模組，可能會損壞記憶體模組與主機板。

c. 握住記憶體模組的邊緣，然後小心地將它從插槽取出。

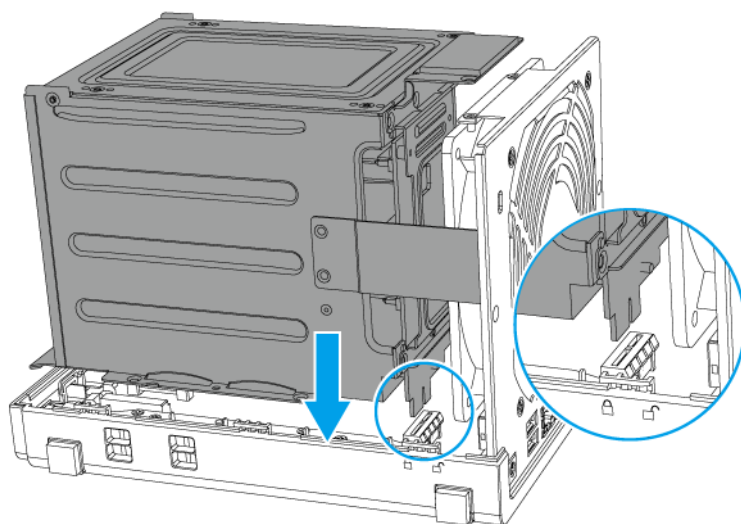


**10. 安裝新的記憶體模組。**

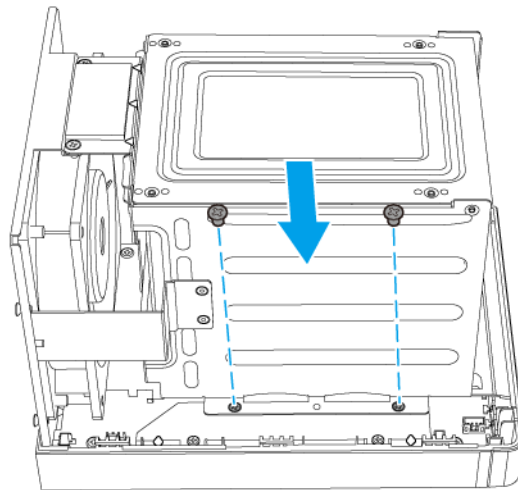
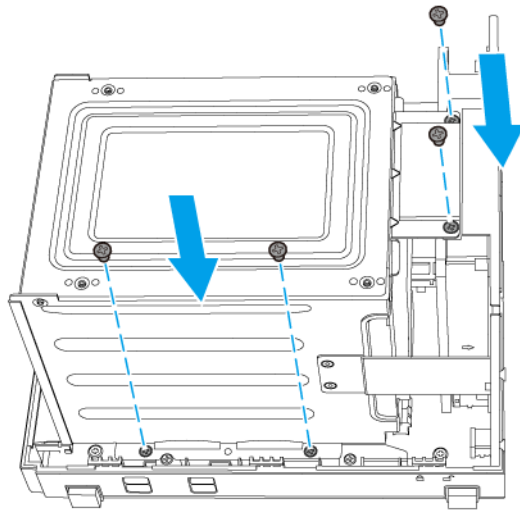
- a. 將接口與插槽的凸出部分對齊。
- b. 將記憶體模組插入插槽。
- c. 確認金屬接頭已完全插入插槽。
- d. 小心按下記憶體模組，直到固定夾正確扣住記憶體模組。



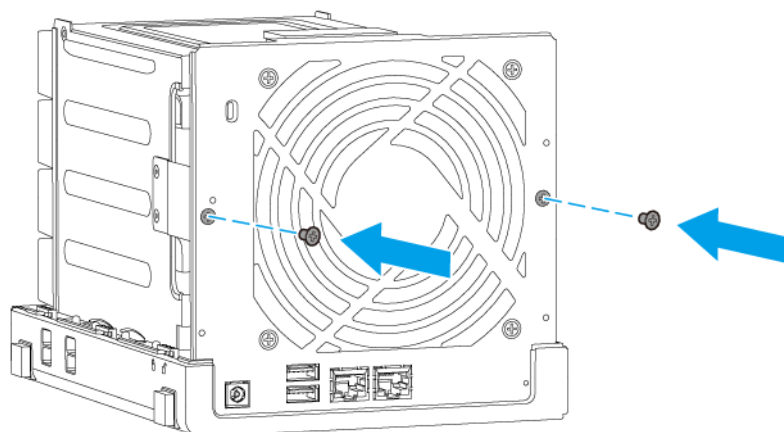
11. 將硬碟托盤機設置於 NAS 上。
  - a. 將硬碟托盤機殼的 SATA 接頭對準系統板上的 SATA 埠。
  - b. 小心地將 SATA 接頭插入 SATA 埠。



12. 鎖上用於固定硬碟托盤機殼與 NAS 的螺絲。

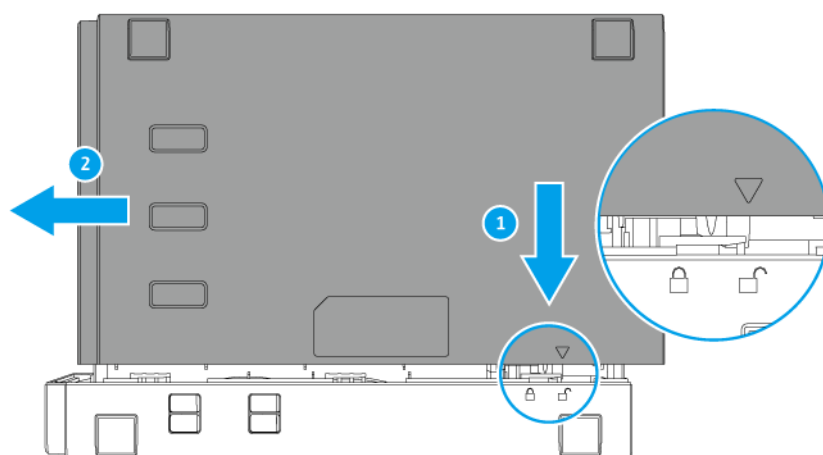


13. 鎖上用於固定硬碟托盤機殼和 NAS 背面的螺絲。

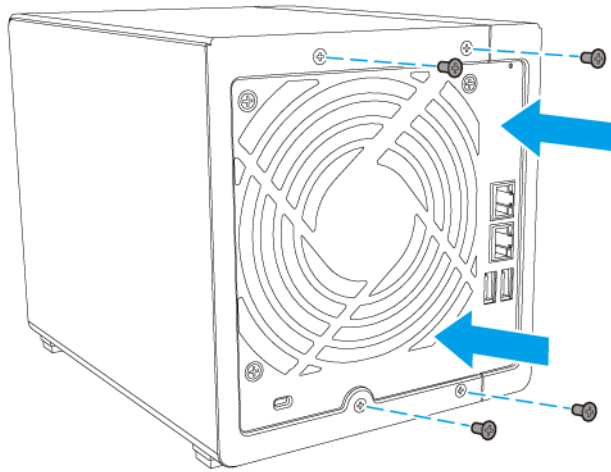


#### 14. 裝上機殼蓋。

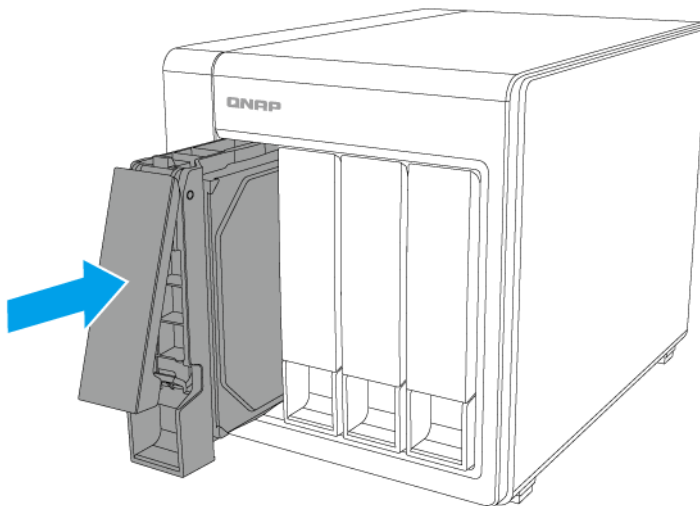
- a. 將機殼蓋的三角形圖示對齊機殼上的解鎖圖示。
- b. 用機殼蓋蓋上機殼。
- c. 將機殼蓋向左推，使其三角形圖示對齊鎖頭圖示。



- d. 將 NAS 底部朝下放置。
- e. 鎖上用於固定機殼蓋和機殼的螺絲。



15. 將硬碟托盤放回原本的硬碟插槽。
  - a. 將托盤插入插槽。
  - b. 將把手推至完全密合。



16. 連上所有連接線和外接裝置。
17. 打開 NAS 電源。
18. 確認 NAS 可辨識記憶體模組。
  - a. 以管理員身份登入 QTS。
  - b. 前往 **[控制台]** > **[系統]** > **[系統狀態]** > **[硬體資訊]**。



- c. 查看 [記憶體總容量] 的值。

## QTS 安裝

TS-x31P2 使用 QNAP QTS 作業系統。您可以使用下列其中一種方式安裝 QTS。

方法	說明	需求
Qfinder Pro 安裝 (建議使用)	<p>如果 NAS 已連接您的區域網路，您可以執行下列操作：</p> <ul style="list-style-type: none"> <li>• 使用 Qfinder Pro 定位 NAS。</li> <li>• 完成 [智慧安裝導引] 精靈中的步驟。</li> </ul> <p>如需詳細資訊，請參見<a href="#">使用 Qfinder Pro 安裝 QTS</a>。</p>	<ul style="list-style-type: none"> <li>• 電腦</li> <li>• 網路線</li> <li>• Qfinder Pro 安裝程式</li> </ul>
雲端安裝	<p>如果 NAS 已連接網際網路，您可以執行下列操作：</p> <ul style="list-style-type: none"> <li>• 掃描 NAS 上的 QR 碼。</li> <li>• 登入 myQNAPcloud 帳號。</li> <li>• 使用 CloudLink 遠端存取您的 NAS。</li> <li>• 完成 [智慧安裝導引] 精靈中的步驟。</li> </ul> <p>如需詳細資訊，請參見<a href="#">使用 Cloud Key 安裝 QTS</a>。</p>	<ul style="list-style-type: none"> <li>• 電腦或行動裝置。</li> <li>• 網路線</li> <li>• myQNAPcloud 帳號</li> <li>• CloudKey</li> </ul>

## 使用 Qfinder Pro 安裝 QTS



### 警告

安裝 QTS 會刪除硬碟上的所有資料。繼續操作前請先備份資料。

1. 打開 NAS 電源。
2. 連接 NAS 與區域網路。
3. 在連接相同區域網路的電腦上執行 Qfinder Pro。



### 注意

若要下載 Qfinder Pro，請前往 <https://www.qnap.com/utilities>。

4. 在清單中找到 NAS，然後按兩下它的名稱或 IP 位址。  
[智慧安裝導引] 隨即在預設的網頁瀏覽器中開啟。
5. 按一下 [啟動智慧安裝導引]。
6. 指定下列資訊：
  - **NAS 名稱**：指定 1 到 14 個字元的名稱。名稱支援使用英文字母 (A 到 Z、a 到 z)、數字 (0 到 9) 以及連字號 (-)，但不能以連字號做結尾。
  - **密碼**：指定 1 到 64 個字元的管理員密碼。密碼支援使用所有 ASCII 字元。

7. 按一下 [下一步] 。
8. 指定時區、日期和時間。



#### 提示

QNAP 建議連接至 NTP 伺服器，以確保 NAS 符合國際標準時間 (UTC) 的標準。

9. 按一下 [下一步] 。
10. 選擇 [自動取得 IP 位址 (DHCP)] 。
11. 按一下 [下一步] 。
12. 選擇將用於存取 NAS 共用資料夾的裝置類型。
13. 按一下 [下一步] 。
14. 配置硬碟設定。
  - a. 選取磁碟區類型。
  - b. 選取硬碟以建立 RAID 群組。
  - c. 選擇性: 選取 RAID 類型。



#### 注意

[智慧安裝導引] 會依據所選硬碟的數目自動選取最理想的 RAID 類型。

- d. 選擇性: 選取 [加密磁碟區] 和 [壞軌掃描] 。
  15. 按一下 [下一步] 。
  16. 檢視設定值。
  17. 按一下 [套用] 。
- 確認訊息隨即出現。



#### 警告

按 [確認] 會在安裝 QTS 前，刪除硬碟的所有資料。

18. 按一下 [確認] 。
- QTS 安裝完成。

## 使用 Cloud Key 安裝 QTS



#### 警告

安裝 QTS 會刪除硬碟上的所有資料。繼續操作前請先備份資料。

1. 打開 NAS 電源。
2. 將 NAS 連接至網際網路。
3. 使用下列其中一種方式前往 QNAP 雲端安裝頁面：
  - 使用電腦前往 <http://install.qnap.com/> 。
  - 使用行動裝置掃描 NAS 上的 QR 碼。

該網頁列出區域網路內所有未初始化的 QNAP NAS 裝置。

4. 在清單中找出自己的 NAS，然後按一下 **[初始化]**。

**注意**

如果未列出您的 NAS，請按照網頁上的指示指定 NAS 的 Cloud Key。

安裝精靈隨即在預設的網頁瀏覽器中開啟。

5. 建立帳號或登入 myQNAPcloud。

**注意**

您建立帳號之後，必須返回此頁面完成安裝步驟。

6. 指定 NAS 的 myQNAPcloud 裝置名稱。

**注意**

遠端存取 NAS 時，需要用到 myQNAPcloud 裝置名稱。

7. 選擇性: 選擇 **[CloudLink]**。

**注意**

- 透過 CloudLink，您無須在路由器設定連接埠轉送功能，即可遠端存取 NAS。您可以登入 QTS 或使用行動應用程式來遠端存取 NAS。
- 您也可以 NAS 上安裝 CloudLink 應用程式，藉此啟用 CloudLink。

8. 按一下 **[下一步]**。  
**[智慧安裝導引]** 隨即在預設的網頁瀏覽器中開啟。

9. 按一下 **[啟動智慧安裝導引]**。

10. 指定下列資訊：

- **NAS 名稱**：指定 1 到 14 個字元的名稱。名稱支援使用英文字母 (A 到 Z、a 到 z)、數字 (0 到 9) 以及連字號 (-)，但不能以連字號做結尾。
- **密碼**：指定 1 到 64 個字元的管理員密碼。密碼支援使用所有 ASCII 字元。

11. 按一下 **[下一步]**。

12. 指定時區、日期和時間。

**提示**

QNAP 建議連接至 NTP 伺服器，以確保 NAS 符合國際標準時間 (UTC) 的標準。

13. 按一下 **[下一步]**。

14. 選擇 **[自動取得 IP 位址 (DHCP)]**。

15. 按一下 **[下一步]**。

16. 選擇將用於存取 NAS 共用資料夾的裝置類型。

17. 按一下 **[下一步]**。

18. 配置硬碟設定。

- a. 選取磁碟區類型。

- b. 選取硬碟以建立 RAID 群組。
- c. 選擇性: 選取 RAID 類型。

**注意**

【智慧安裝導引】會依據所選硬碟的數目自動選取最理想的 RAID 類型。

- d. 選擇性: 選取 **【加密磁碟區】** 和 **【壞軌掃描】**。

- 19. 按一下 **【下一步】**。
- 20. 檢視設定值。
- 21. 按一下 **【套用】**。  
確認訊息隨即出現。

**警告**

按 **【確認】** 會在安裝 QTS 前，刪除硬碟的所有資料。


- 22. 按一下 **【確認】**。  
QTS 安裝完成。

## 4. 基本操作

本章介紹 NAS 的基本操作。

### 電源按鈕

操作	使用者操作	結果
開啟電源	按一下按鈕。	裝置開機。
關閉電源	按住按鈕 5 秒。	裝置關機。
強制關機	按住按鈕 10 秒。	裝置關機。



**重要**  
請在裝置沒有回應時才使用此方法。

### 重設按鈕

操作	使用者動作	結果
系統基本重設	按住按鈕 3 秒。	以下設定將回復至預設值： <ul style="list-style-type: none"> <li>• 系統管理員密碼：admin</li> <li>• TCP/IP 設定：               <ul style="list-style-type: none"> <li>• 透過 DHCP 自動取得 IP 位址設定</li> <li>• 停用 Jumbo Frame</li> <li>• 若已啟用 Port Trunking（適用於支援多 LAN 型號），系統將回復設定為「Active Backup（網路容錯）」模式。</li> </ul> </li> <li>• 系統通訊埠：8080（系統服務埠）</li> <li>• 安全等級：低（接受所有連線）</li> <li>• LCD 面板密碼：（空白）</li> <li>• VLAN：停用</li> </ul>
系統進階重設	按住按鈕 15 秒。	回復出廠預設值。 <ul style="list-style-type: none"> <li>• 若要在進階系統重設後取得舊有資料，請在 NAS 上重新建立先前的資料夾結構。</li> </ul>

### USB 單鍵備份按鈕

您可以使用 [USB 單鍵備份] 按鈕，將資料從外接 USB 裝置備份至 NAS，或從 NAS 備份至外接 USB 裝置。

本功能支援增量備份。NAS 僅複製上次備份後修改或新增的檔案。

如需設定 USB 單鍵備份的詳細資訊，請參見《QTS 使用手冊》。

## LED 燈號

LED 燈號指示 NAS 開機時的系統狀態與相關資訊。下列 LED 燈號資訊僅適用於已正確安裝硬碟且 NAS 已連接至網路的情況。

如需 LED 燈號的位置資訊，請參見[元件](#)。

LED 燈號	狀態	描述
狀態	綠燈與紅燈每秒交錯閃爍兩次	<ul style="list-style-type: none"> <li>NAS 上的硬碟正在格式化。</li> <li>NAS 正在初始化。</li> <li>作業系統更新中。</li> <li>RAID 重建作業進行中。</li> <li>線上 RAID 容量擴充進行中。</li> <li>線上 RAID 組態遷移進行中。</li> </ul>
	綠色	NAS 已就緒。
	綠燈每秒閃爍兩次	<ul style="list-style-type: none"> <li>NAS 未設定。</li> <li>NAS 上的硬碟未格式化。</li> </ul>
	紅燈	<ul style="list-style-type: none"> <li>硬碟無效。</li> <li>磁碟區容量已滿。</li> <li>磁碟區容量將滿。</li> <li>系統風扇異常。</li> <li>資料存取（讀寫）錯誤。</li> <li>硬碟壞軌。</li> <li>NAS 處於降階唯讀模式（RAID 5 或 RAID 6 有兩個硬碟故障，但資料仍可讀取）。</li> <li>硬體自我檢查錯誤。</li> </ul>
	紅燈每秒閃爍兩次	NAS 處於降階模式（RAID 1、RAID 5 或 RAID 6 有一個硬碟故障）。
	紅燈閃爍一次	NAS 收到遙控器的指令。
	黃燈閃爍	NAS 處於休眠模式 (S3)。
	關閉	所有硬碟處於待命模式。
Gigabit LAN（正面）	黃燈	NAS 已連接至網路。
	黃燈閃爍	使用者正從網路存取 NAS。
	關閉	NAS 未連接至網路。
Gigabit LAN（背面）	左綠燈	乙太網路埠已連接至 1 gigabit 網路。
	左黃燈	乙太網路埠已連接至 100 megabit 網路。
	左燈關閉	NAS 未連接至網路。
	右綠燈	乙太網路埠已連接至網路。
	右綠燈閃爍	正透過此乙太網路埠存取 NAS。
	右燈關閉	乙太網路埠未連接至網路。

LED 燈號	狀態	描述
硬碟	綠燈	硬碟已就緒。
	綠燈閃爍	正在存取硬碟。
	紅燈	硬碟發生錯誤。
	紅燈每秒閃爍五次	作業系統正在尋找硬碟。
	關閉	偵測不到硬碟。
USB - 單鍵備份	藍燈	USB 外接儲存裝置掛載已成功掛載到 USB 單鍵備份埠。
	藍燈每秒閃爍兩次	<ul style="list-style-type: none"> <li>正在掛載已連接至 USB 單鍵備份埠的 USB 外接儲存裝置。</li> <li>正將已連接至 USB 單鍵備份埠的 USB 外接儲存裝置中斷連線。</li> <li>正在存取已連接至 USB 單鍵備份埠的 USB 外接儲存裝置。</li> </ul>
	關閉	未連接 USB 外接儲存裝置。
USB	藍燈	USB 外接儲存裝置已連接至 USB 埠。
	關閉	未連接 USB 外接儲存裝置。

## 警示音

持續時間	頻率	說明
短嗶 (0.5 秒)	1 次	<ul style="list-style-type: none"> <li>NAS 啟動中。</li> <li>按住重設按鈕 3 秒鐘後，NAS 將重設配置。</li> <li>按住重設按鈕 15 秒鐘後，NAS 將重設配置並重新啟動。</li> <li>作業系統已更新。</li> </ul>
	3 次	無法將 NAS 資料複製到連接正面 USB 埠的外接硬碟。
長嗶 (1.5 秒)	3 次 (每 5 分鐘)	<ul style="list-style-type: none"> <li>系統風扇異常。</li> <li>風扇模組已移除。</li> </ul>
	2 次	<ul style="list-style-type: none"> <li>NAS 強制關機 (硬體關機)。</li> <li>磁碟區容量將滿。</li> <li>磁碟區容量已滿。</li> <li>磁碟進入降階模式。</li> <li>磁碟重建中。</li> <li>磁碟已插入或抽出。</li> </ul>
	1 次	<ul style="list-style-type: none"> <li>NAS 正在關閉電源。</li> <li>NAS 成功開機且可供使用。</li> </ul>

## 5. 疑難排解

本章介紹基本的疑難排解資訊。

### 強制 Qfinder Pro 或 myQNAPcloud 定位 NAS

如果在 QTS 安裝期間，Qfinder Pro 或 myQNAPCloud 找不到 NAS，表示硬碟或資料發生問題。

1. 關閉 NAS 電源。
2. 移除所有硬碟。
3. 打開 NAS 電源。
4. 使用 Qfinder Pro 或 myQNAPCloud 定位 NAS。
5. 將硬碟重新插入。
6. 繼續執行 QTS 安裝作業。

### 熱抽換故障硬碟

NAS 支援熱抽換下列情況的硬碟：

- RAID 1：一個硬碟故障
- RAID 5：一個硬碟故障
- RAID 6：一或兩個硬碟故障

1. 登入 QTS。
2. 前往 **[主選單]** > **[儲存空間總管]** > **[儲存空間]** > **[硬碟/VJBOD]**。
3. 找出故障的硬碟。
4. 準備一個新的硬碟，其容量不低於故障硬碟的容量。
5. 將 NAS 的故障硬碟拔出。
6. 等待 20 秒或等到 NAS 發出兩次嗶聲。
7. 將故障硬碟從硬碟托盤取下。
8. 將新的硬碟插入硬碟托盤。
9. 安裝新的硬碟。  
NAS 會發出兩次嗶聲。
10. 前往 **[主選單]** > **[儲存空間總管]** > **[儲存空間]**。
11. 找出新硬碟所在的磁碟區，然後確認其狀態為 **[重建中]**。

### 復原意外移除的正常硬碟

NAS 支援獨家 RAID 復原技術，若有硬碟意外斷線或遭到移除，使用者可以復原失效的 RAID 硬碟磁碟區。使用者可以將失效的 RAID 1、RAID 5 或 RAID 6 磁碟區回復至降階模式，或將失效的 RAID 0 和 JBOD 組態回復至正常模式。



硬碟磁碟區	RAID 復原支援	遭移除的硬碟最大數目
單一	否	N/A
JBOD	是	1
RAID 0	是	1
RAID 1	是	1
RAID 5	是	2
RAID 6	是	3
RAID 10	否	N/A

## 支援和其他資源

QNAP 提供下列資源：

資源	網址
文件	<a href="http://docs.qnap.com">http://docs.qnap.com</a>
諮詢中心	<a href="http://helpdesk.qnap.com">http://helpdesk.qnap.com</a>
下載	<a href="http://download.qnap.com">http://download.qnap.com</a>
社群論壇	<a href="http://forum.qnap.com">http://forum.qnap.com</a>

## 6. 詞彙

### **CloudKey**

指定至每個 NAS 裝置的唯一 8 位數代碼

### **CloudLink**

讓您可透過網際網路存取 NAS 而不需配置複雜的連接埠轉送設定

### **myQNAPcloud**

提供各種遠端存取服務，例如 DDNS 與 CloudLink

### **myQNAPcloud ID**

用來註冊 myQNAPcloud 帳號的電子郵件地址

### **Qfinder Pro**

協助您找到並存取區域網路內的 QNAP NAS 裝置

### **QTS**

QNAP NAS 作業系統

## 7. 聲明

本章介紹擔保、免責聲明、授權以及聯邦法規的相關資訊。

### 有限保固

QNAP 提供有限的產品保固服務。您購買的 QNAP 品牌硬體產品在材料和製造品質上受到瑕疵擔保，擔保期限為發票上所印日期起一 (1) 年或以上。 ("保固期")。請前往 [www.qnap.com/warranty](http://www.qnap.com/warranty) 深入瞭解您的法定權利，然 QNAP 得自行酌情隨時予以修改。

### 免責聲明

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Version 3, 29 June 2007

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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 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (CR(VI))	多溴联苯 (PBB)	多溴二苯醚 (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。						