



**QNAP**

# **QVP-x1C**

**QVP-21C**  
**QVP-41C**

**使用手冊**

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# 1. 產品概觀

本章介紹 QNAP 裝置的基本資訊。

## 關於 QVP-x1C

QVP-x1C NVR 網路監視伺服器系列支援即時視訊/音訊監視、高解析度錄製與多台 IP 攝影機播放。QVP-x1C 系列具備兩個或四個 3.5 吋 SATA 硬碟插槽、兩個 M.2 硬碟、兩個 HDMI 1.4b 連接埠以及兩個 2.5 GbE 主機管理連接埠，可提供絕佳儲存空間與高速網路支援功能，滿足中小型監視環境需求。

## 硬體規格



### 警告

如果您的 QNAP 產品有硬體瑕疵，請將產品寄回 QNAP 或 QNAP 授權服務中心進行維修或換貨。只要您或未經授權的第三方嘗試修復產品或執行產品維修流程，皆會導致產品保固失效。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。如需詳細資訊，請參見：[QNAP 產品保固服務條款](#)。



### 提示

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>。

訂購料號	硬碟插槽	嵌入式通道	通道上限
QVP-21C	2	8	16
QVP-41C	4	8	24






### 提示

QVP-x1C 系列裝置提供特定數量的免費頻道。如要購買更多頻道，請前往 [控制台] > [系統] > [授權中心] 以獲得更多詳細資訊。

元件	QVP-21C	QVP-41C
處理器		
CPU	Intel® Celeron® J6412	
頻率	4 核心/4 執行緒 2.00 GHz 基頻/2.60 GHz 超頻	
架構	x86 64 位元	
加密引擎	AES-NI	
記憶體		
預載記憶體	8 GB RAM (不可擴充)	
最大記憶體	8 GB RAM (不可擴充)	
快閃記憶體	4 GB (雙啟動作業系統防護)	
儲存空間		
硬碟插槽	2 x 3.5 吋 SATA 6 Gbps	4 x 3.5 吋 SATA 6 Gbps
	<b>提示</b> 硬碟插槽與 SATA 3 Gbps 硬碟回溯相容。	

元件	QVP-21C	QVP-41C
硬碟相容性	3.5 吋插槽： <ul style="list-style-type: none"> <li>• 3.5 吋 SATA 硬碟</li> <li>• 2.5 吋 SATA 固態硬碟</li> </ul>	
硬碟托盤類型	鑰匙鎖	
M.2 SSD 插槽	2 x PCIe Gen 3 x2	
M.2 SSD 外觀規格	2280	
SSD 快取加速技術支援	此裝置支援所有硬碟的 SSD 快取加速。	
熱抽換	此裝置支援熱抽換硬碟，但以下除外： <ul style="list-style-type: none"> <li>• M.2 SSD</li> </ul>	
網路		
2.5 Gigabit 網路介面	2 x 2.5 GbE RJ45  <b>注意</b> 2.5 Gigabit 乙太網路 RJ45 連接埠支援下列網路連線速度：2.5 GbE、1 GbE、100 Mb 及 10 Mb。	
網路喚醒	2 x 2.5 GbE RJ45 連接埠	
外接 I/O 埠和擴充插槽		
USB 連接埠	正面： <ul style="list-style-type: none"> <li>• 1 x USB 3.2 Gen 2 Type-A</li> </ul>  <b>注意</b> 此 USB 連接埠支援單鍵備份功能。 背面： <ul style="list-style-type: none"> <li>• 1 x USB 3.2 Gen 2 Type-A</li> <li>• 2 x USB 2.0</li> </ul>	
HDMI 連接埠	2 x HDMI 1.4b	
介面		
按鈕	<ul style="list-style-type: none"> <li>• 電源</li> <li>• 重設</li> <li>• USB 單鍵備份</li> </ul>	
尺寸		
外觀規格	直立式	
尺寸 (高 x 寬 x 深)	169.2 x 102 x 220.5 mm (6.66 x 4.01 x 8.68 in)	168.5 x 160.2 x 220.5 mm (6.63 x 6.3 x 8.68 in)
淨重	1.57 kg (3.46 lbs)	2.21 kg (4.87 lbs)
其他		
電源供應器	外接式 60W/65W 變壓器，100-240V AC，50/60 Hz	外接式 90W 變壓器，100-240V AC，50/60 Hz

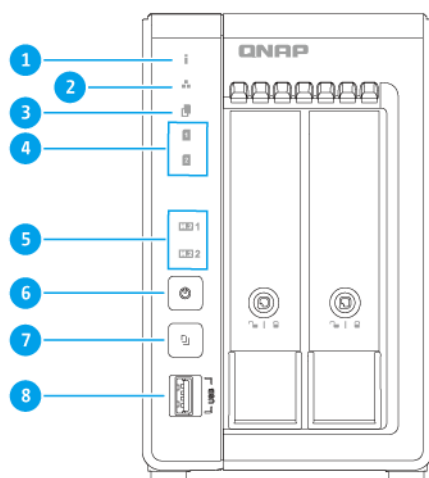
元件	QVP-21C	QVP-41C
系統電池	CR2032 鋰電池 (3V, 220 mAh)	
	 <b>警告</b> <ul style="list-style-type: none"> <li>• 這個電池是鈕扣電池。如果吞下鈕扣型鋰電池可能會在 2 小時內造成嚴重或致命的傷害。請將電池放在兒童接觸不到的地方。</li> <li>• 更換電池時，請務必使用相同類型的電池，以免電池爆炸造成受傷或使元件損壞。</li> </ul>	
風扇	系統：1 x 70 mm, 12V DC 風扇	系統：1 x 120 mm, 12V DC 風扇
	 <b>警告</b>  請勿在裝置連上電源時觸碰風扇，以免受傷或損壞元件。	
操作溫度	0°C 至 40°C (32°F 至 104°F)	
相對溼度	<ul style="list-style-type: none"> <li>• 不凝結相對溼度：5% 至 95%</li> <li>• 溼球溫度：27°C (80.6°F)</li> </ul>	
安全插槽	Kensington 安全插槽	

## 包裝內容

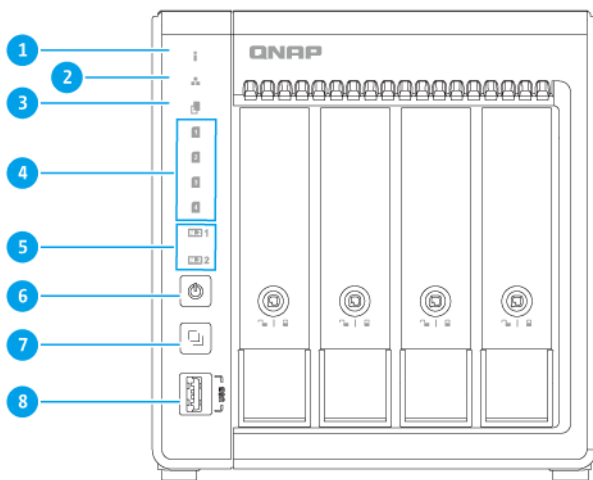
項目	數量
QVP-21C / QVP-41C	1
AC 電源變壓器	1
電源線	1
乙太網路線	1 x Cat5e
	 <b>注意</b> Cat5e 乙太網路線支援高達 2.5 Gbps 傳輸速度。
硬碟托盤	<ul style="list-style-type: none"> <li>• QVP-21C：2</li> <li>• QVP-41C：4</li> </ul>
硬碟托盤鑰匙	2
3.5 吋硬碟用螺絲	<ul style="list-style-type: none"> <li>• QVP-21C：8</li> <li>• QVP-41C：16</li> </ul>
2.5 吋硬碟用螺絲	<ul style="list-style-type: none"> <li>• QVP-21C：6</li> <li>• QVP-41C：12</li> </ul>
M.2 SSD 用螺絲	2
快速安裝手冊 (QIG)	1

## 元件

## 前面板



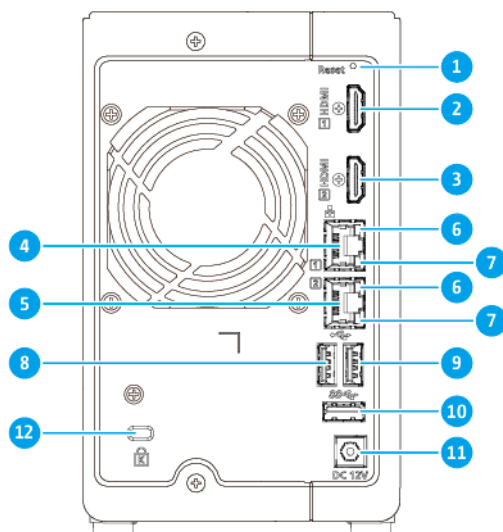
## QVP-21C



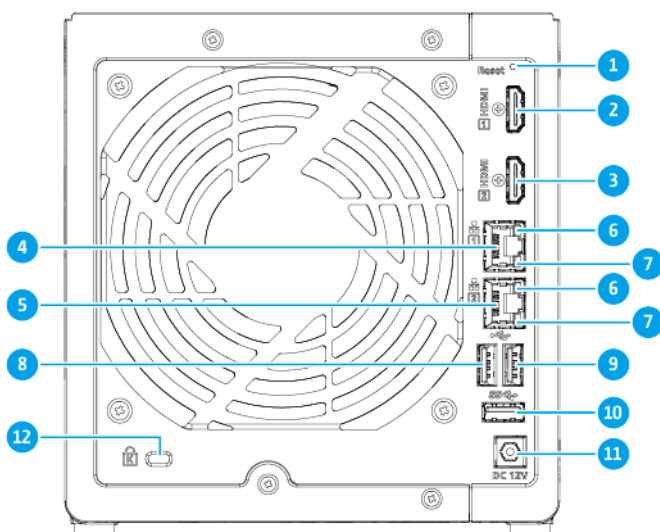
## QVP-41C

編號	元件	編號	元件
1	系統狀態和電源 LED	5	M.2 SSD LED 燈
2	LAN LED 燈	6	電源按鈕
3	USB 單鍵備份 LED 燈	7	USB 單鍵備份按鈕
4	硬碟 LED 燈	8	USB 3.2 Gen 2 單鍵備份 Type-A 連接埠

## 後面板



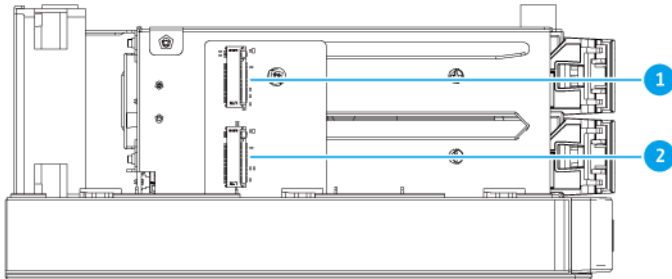
QVP-21C



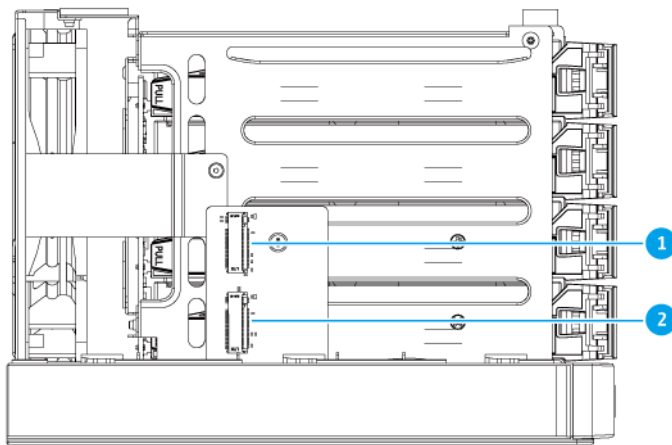
QVP-41C

編號	元件	編號	元件
1	重設按鈕	7	2.5 Gigabit 乙太網路速度 LED 燈
2	HDMI 1.4b 連接埠 1	8	USB 2.0 Type-A 連接埠 1
3	HDMI 1.4b 連接埠 2	9	USB 2.0 Type-A 連接埠 2
4	2.5 Gigabit 乙太網路埠 1 (RJ45)	10	USB 3.2 Gen 2 Type-A 連接埠
5	2.5 Gigabit 乙太網路埠 2 (RJ45)	11	電源輸入
6	2.5 Gigabit 乙太網路活動 LED 燈	12	Kensington 安全插槽

## 面板頂端



### QVP-21C

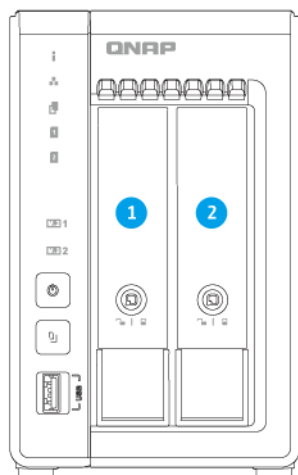


### QVP-41C

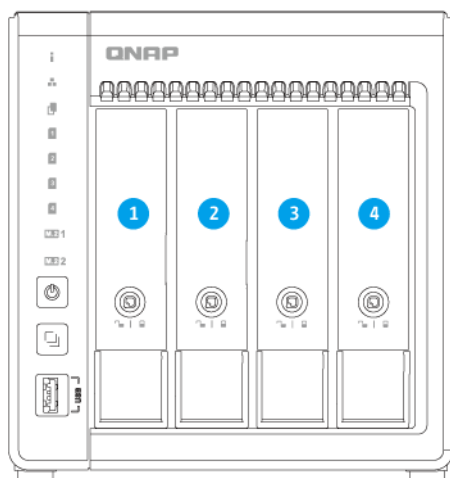
編號	元件	編號	元件
1	M.2 SSD 插槽 1	2	M.2 SSD 插槽 2



## 硬碟編號



### QVP-21C



### QVP-41C

## 安全資訊

以下指示幫助確保人身安全及環境安全。執行任何操作前，請仔細閱讀本安全指示。

### 一般指示

- 裝置應放置在實施進出管制的場所，控管方式包括工具、鎖鑰或其他安全機制。
- 唯有具技能且獲得授權的合格裝置管理員能夠存取裝置；合格裝置管理員必須熟悉所有管制方法、安全注意事項、安裝及保養程序。
- 為避免受傷或使元件損壞，在觸碰磁碟及其他內部系統元件前，請先確認其是否已經冷卻。

- 請遵守靜電放電 (ESD) 程序以防止潛在傷害或元件損壞。

## 電源

- 為了降低走火或觸電風險，務必只將電源線連接至正確接地的電源插座。
- 為防止嚴重傷害事故發生，在安裝或更換系統元件前，經訓練的維修技術人員必須先從裝置上拔除所有電源供應器的電源線。

## 系統電池

- 本產品包含鈕扣電池。
- 如果吞下鈕扣型鋰電池可能會在 2 小時內造成嚴重或致命的傷害。
- 請將電池放在兒童接觸不到的地方。
- 如果您認為電池可能已被吞下或位於身體的任何部位，請立即就醫。
- 更換電池時，請務必使用相同類型的電池，以免電池爆炸造成受傷或使元件損壞。
- 請遵照當地法規或電池製造商的指示妥善處置廢棄電池。

## 移動的零件

- 



**轉動的風扇葉片：**裝置接上電源時，請使身體部位遠離正在轉動的風扇葉片。

- 



**移動的元件：**使身體部位遠離正在移動的其他元件。

- 該裝置不適合在兒童可能出現的地方使用。

## 安裝需求

類別	項目
環境	<ul style="list-style-type: none"> <li>• 室溫：0°C 至 40°C (32°F 至 104°F)</li> <li>• 不凝結相對溼度：5% 至 95%</li> <li>• 溼球溫度：27°C (80.6°F)</li> <li>• 平坦且防靜電的表面，不受陽光直射，亦不與液體或化學物質接觸</li> <li>• 確認沒有物體會阻礙裝置的通風口，或者對裝置或電源線產生壓力</li> </ul>

類別	項目
硬體和週邊設備	<ul style="list-style-type: none"> <li>• 儲存硬碟 請前往 <a href="https://www.qnap.com/compatibility">https://www.qnap.com/compatibility</a> 查看相容的硬碟機型清單。</li> </ul> <p>如果使用 QVP 來安裝 Qfinder Pro，還需要：</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> <p>如果使用 HDMI 連線來安裝 QVP，還需要：</p> <ul style="list-style-type: none"> <li>• 螢幕</li> <li>• HDMI 連接線</li> <li>• USB 鍵盤或遙控器 (並非所有型號皆有提供)</li> </ul>
工具	<ul style="list-style-type: none"> <li>• 1 號或 2 號十字螺絲起子</li> <li>• 平頭螺絲起子</li> <li>• 防靜電腕帶</li> </ul>

## 設定監控伺服器



### 重要

設定裝置或安裝裝置元件前，請詳閱所有安全要求及資訊。

1. 將您的裝置放置在符合需求的環境中。  
如需詳細資訊，請參見：[安裝需求](#)。
2. 安裝硬碟。  
如需詳細資訊，請參見下列主題：
  - [在 3.5 吋托盤上安裝 2.5 吋固態硬碟](#)
  - [在 3.5 吋托盤上安裝 3.5 吋硬碟](#)
  - [安裝 M.2 固態硬碟](#)

請前往 <http://www.qnap.com/compatibility> 查看相容硬碟清單

3. 開啟裝置電源。  
如需詳細資訊，請參見：[前面板](#)。
4. 連接裝置至電腦或網路。  
如需詳細資訊，請參見：[連接裝置至電腦或網路](#)。
5. 安裝 QVP。  
如需詳細資訊，請參見：[QVP 安裝](#)。
6. 登入 QVP。

## 2. 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

本節介紹安裝硬碟的相關資訊。

### 硬碟安裝

QVP-x1C 系列裝置相容於 3.5 吋 SATA 硬碟、2.5 吋固態硬碟以及 M.2 固態硬碟。

#### 在 3.5 吋托盤上安裝 2.5 吋固態硬碟



#### 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。

•



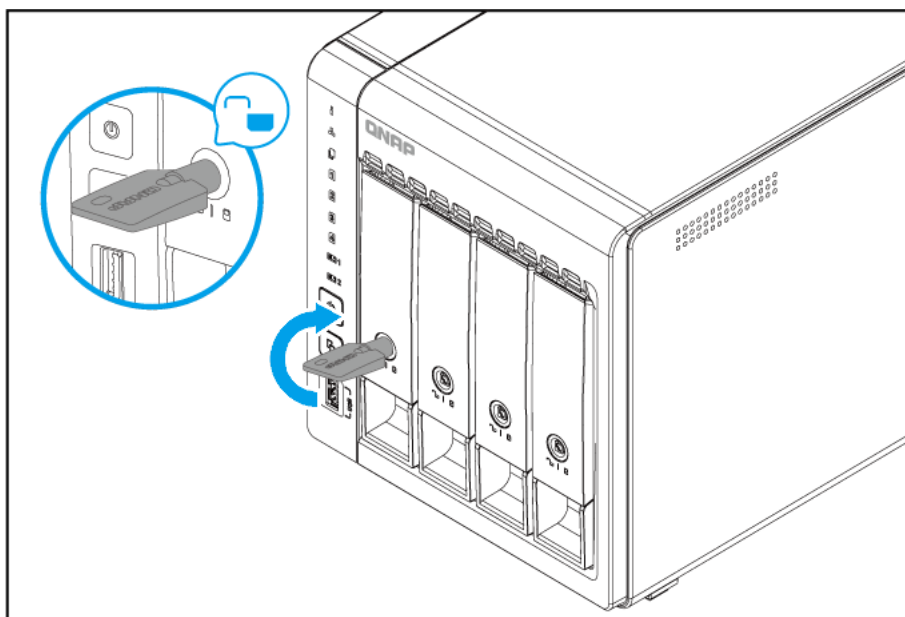
**轉動的風扇葉片：**使雙手及身體其他部位遠離正在轉動的風扇葉片。

•



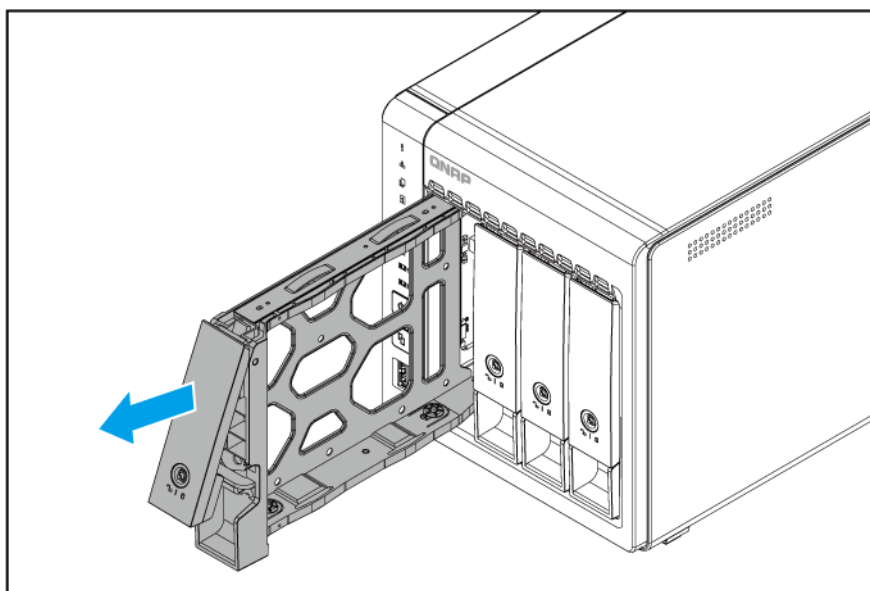
**其他移動的元件：**使雙手及身體其他部位遠離正在移動的其他元件。

1. 關閉裝置電源。
2. 取出硬碟托盤。
  - a. 選擇性: 將托盤解鎖。

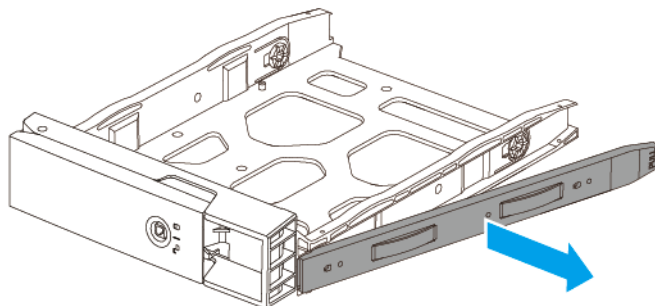
**注意**

預載的硬碟托盤會變成解鎖狀態。

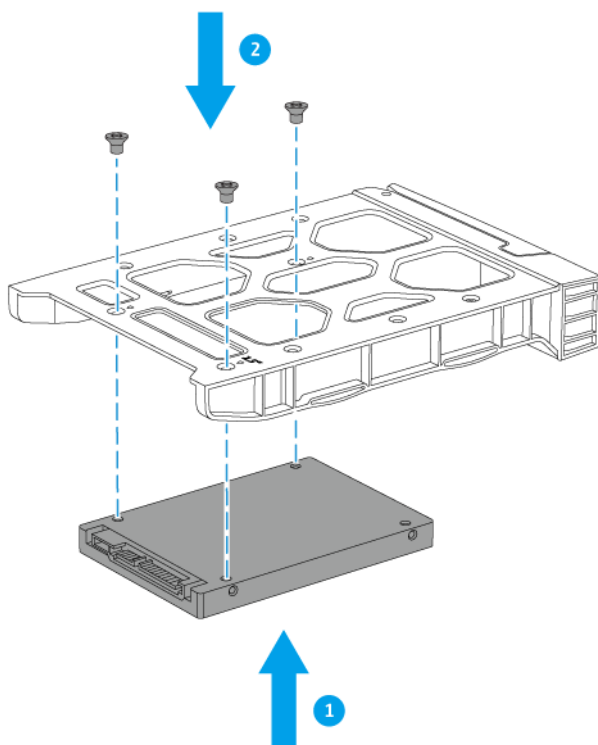
- b. 拉把手以鬆開托盤。
- c. 將托盤拉出。

**3. 在托盤上安裝硬碟。**

- a. 取下硬碟托盤右側的固定面板。

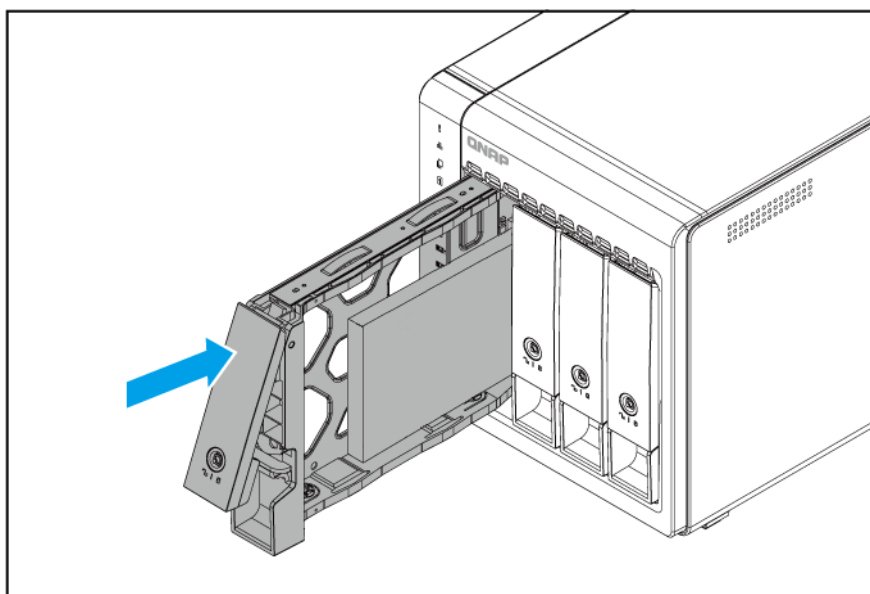


- b. 將硬碟放在托盤上，讓硬碟兩側的孔洞與托盤兩側的孔洞對齊。
- c. 鎖上螺絲。

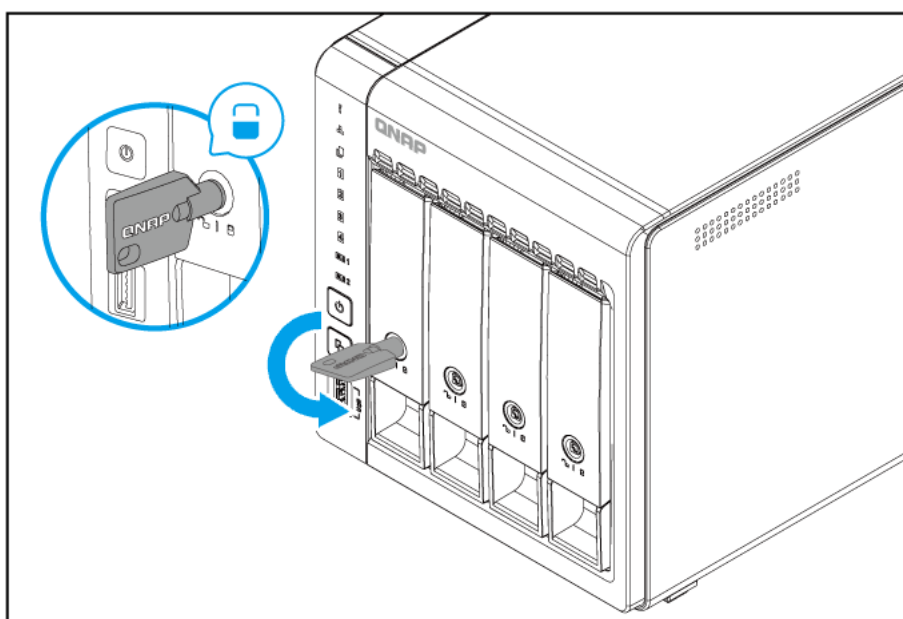


- 4. 將托盤裝入插槽。
  - a. 將托盤插入插槽。

b. 推入把手。



c. 將托盤上鎖。



5. 開啟裝置電源。

### 在 3.5 吋托盤上安裝 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。

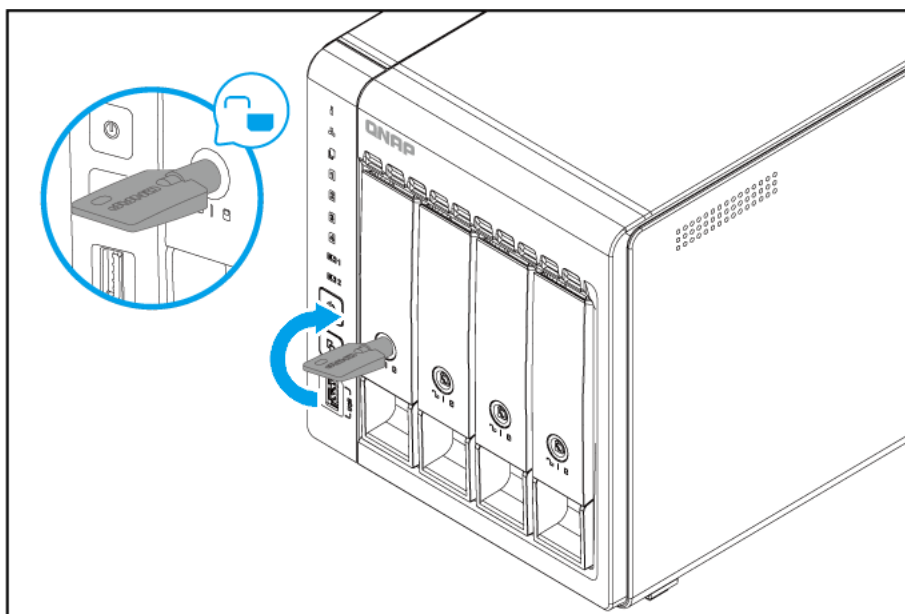


**轉動的風扇葉片：**使雙手及身體其他部位遠離正在轉動的風扇葉片。



**其他移動的元件：**使雙手及身體其他部位遠離正在移動的其他元件。

1. 關閉裝置電源。
2. 取出硬碟托盤。
  - a. 選擇性: 將托盤解鎖。

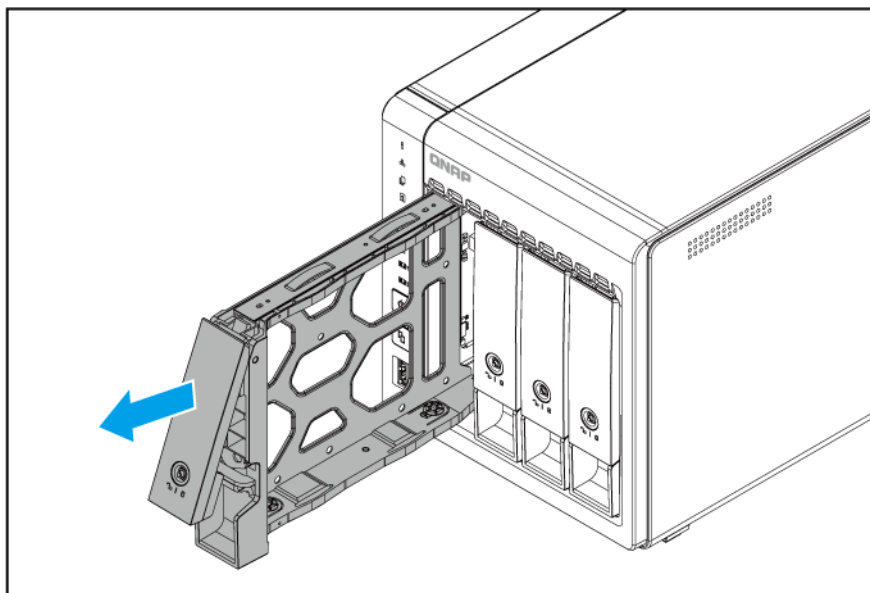


**注意**

預載的硬碟托盤會變成解鎖狀態。

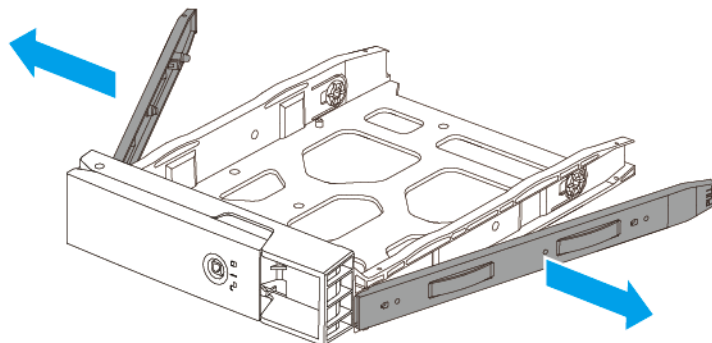
- b. 拉把手以鬆開托盤。
- c. 將托盤拉出。



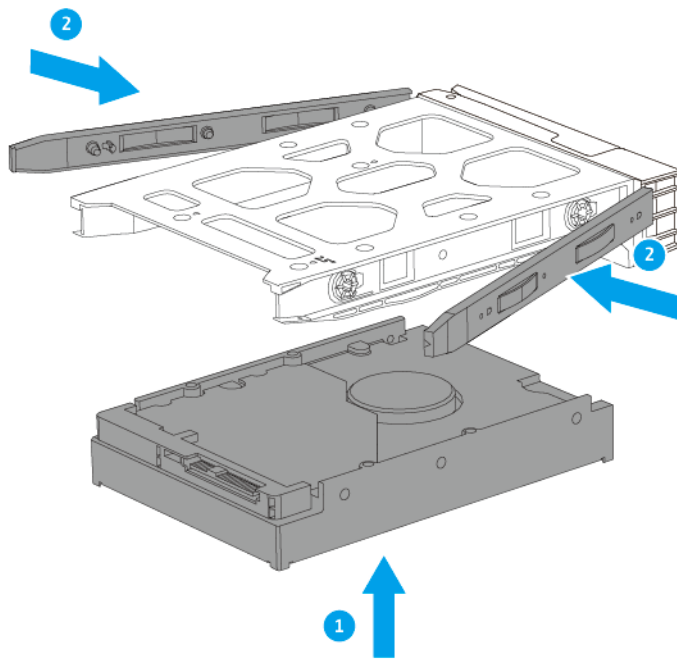


**3. 在托盤上安裝硬碟。**

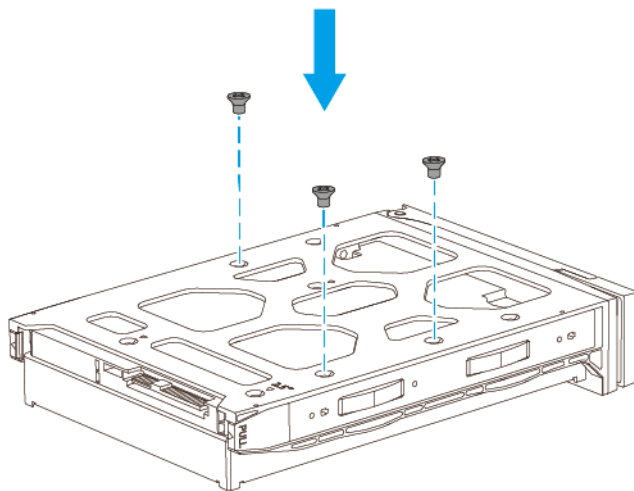
- a. 取下硬碟托盤兩側的固定面板。**



- b. 將硬碟放在托盤上，讓硬碟兩側的孔洞與托盤兩側的孔洞對齊。**  
**c. 裝上固定面板，將硬碟鎖定在托盤上。**

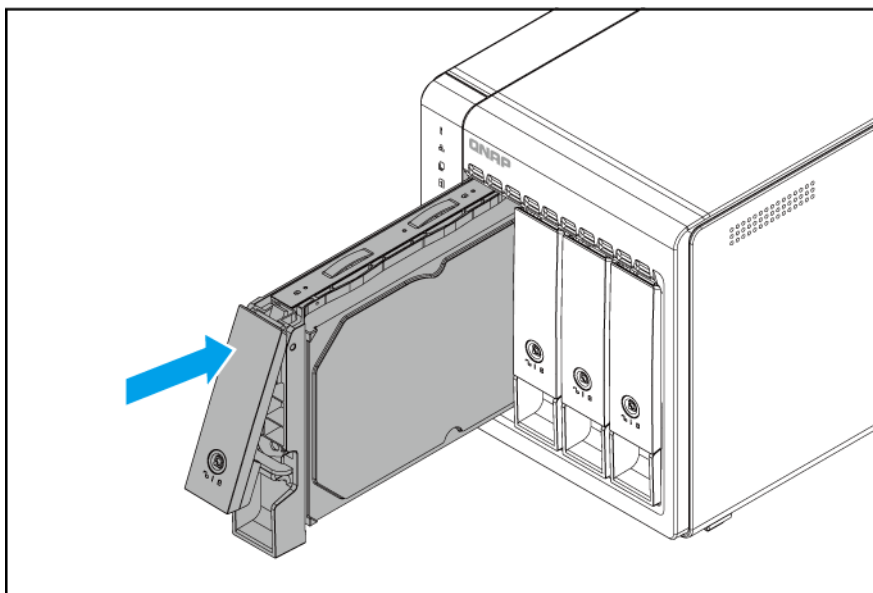


d. 選擇性: 鎖上螺絲, 使硬碟更加穩固。

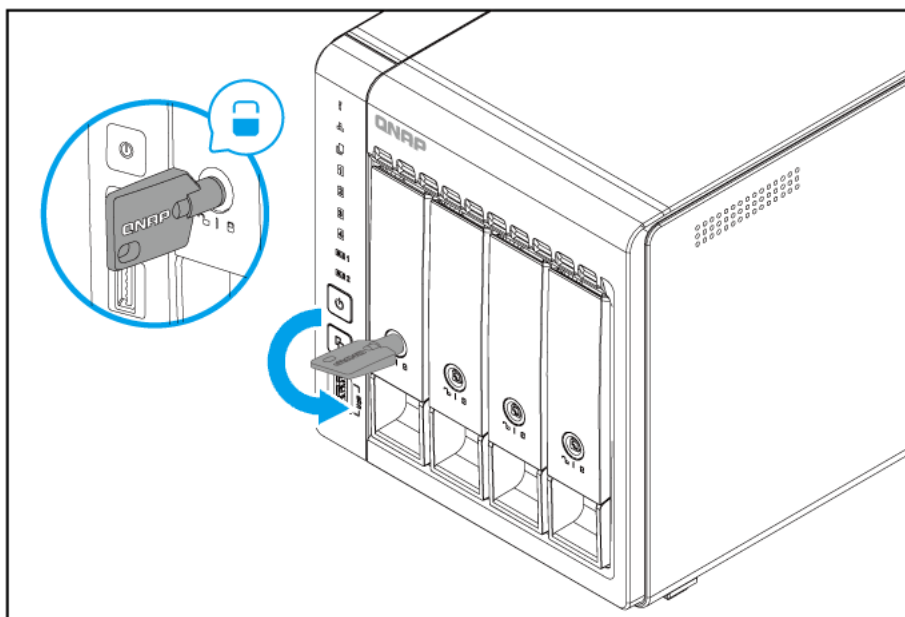


4. 將托盤裝入插槽。

- a. 將托盤插入插槽。
- b. 推入把手。



c. 將托盤上鎖。



5. 開啟裝置電源。

### 安裝 M.2 固態硬碟

QVP-x1C 頂部面板有兩個 M.2 SSD 插槽。

如需詳細資訊，請參見：[面板頂端](#)。



#### 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。

- 



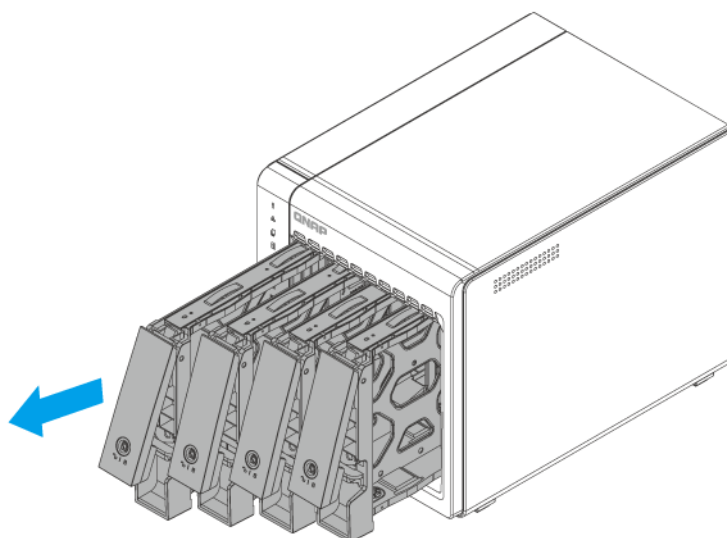
**轉動的風扇葉片：**使雙手及身體其他部位遠離正在轉動的風扇葉片。

- 

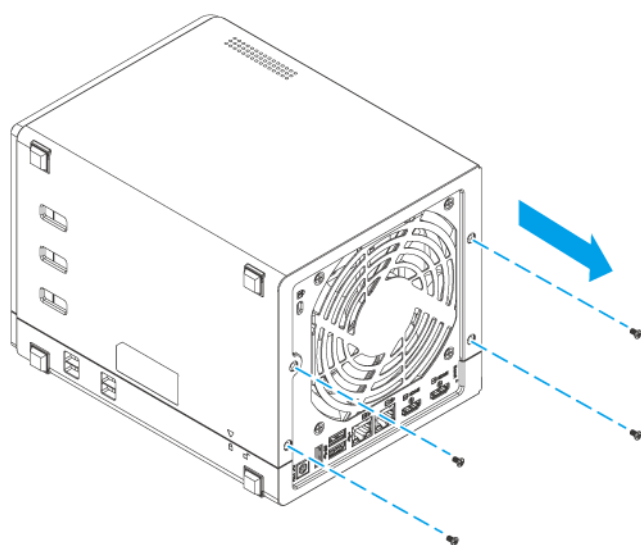


**其他移動的元件：**使雙手及身體其他部位遠離正在移動的其他元件。

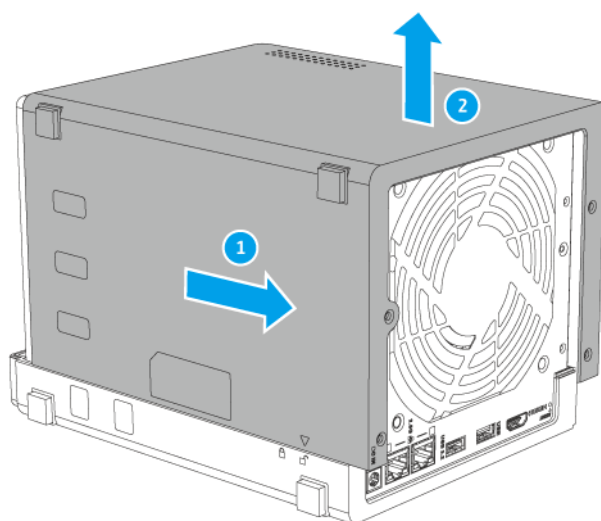
1. 關閉裝置電源。
2. 從電源插座拔下電源線。
3. 中斷所有連接線和外接裝置的連線。
4. 卸除機殼蓋。
  - a. 取出所有硬碟托盤。



- b. 將裝置左側朝下放置。
- c. 取下後面板的螺絲。

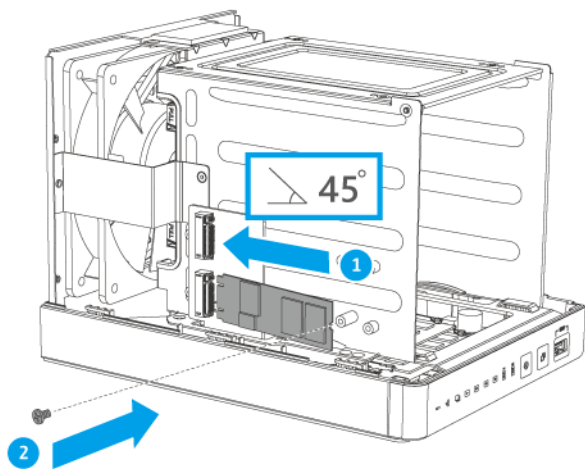


- d. 將殼蓋往後推。
- e. 向上提起機殼蓋，使它完全脫離機殼。



## 5. 安裝 M.2 SSD。

- a. 將 M.2 SSD 插入插槽。
- b. 鎖上螺絲。

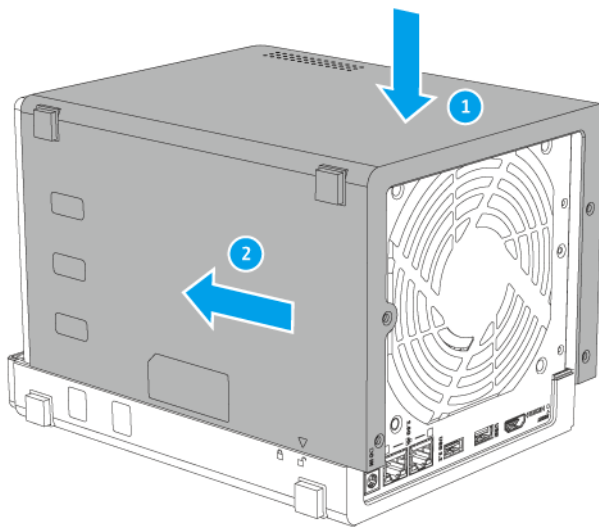


6. 選擇性: 安裝另一個 M.2 SSD。

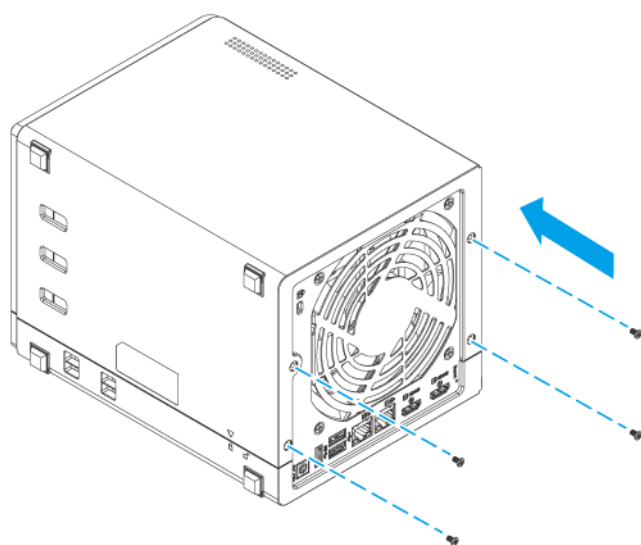
7. 裝上機殼蓋。

a. 將殼蓋放在裝置上。

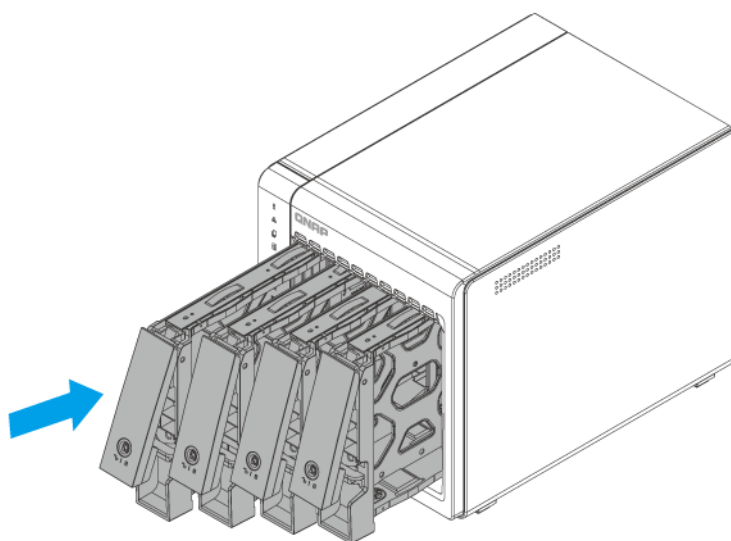
b. 將殼蓋往前推。



c. 鎖上後面板的螺絲。



- d. 將裝置正常直立。
- e. 將每個硬碟托盤插回裝置。



8. 連上所有連接線和外接裝置。
9. 連接電源線至電源插座。
10. 開啟裝置電源。

### 連接裝置至電腦或網路

QVP-x1C 系列裝置可連接至電腦或區域網路。如需詳細資訊，請參見下列主題：

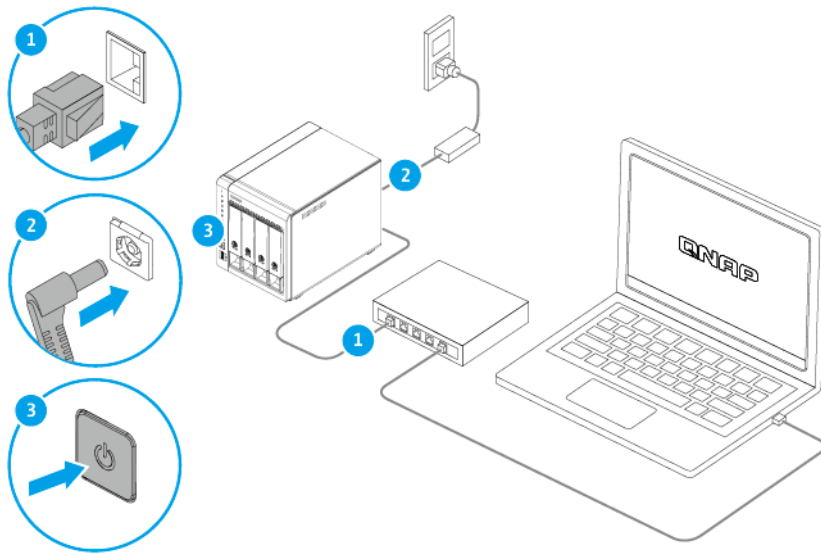
- [連接裝置至電腦](#)

- 將裝置連接至網路

## 連接裝置至電腦

您可將 QVP-x1C 系列裝置連接到 QNAP NAS 進行儲存容量擴充，並透過裝置的乙太網路線，連接備份資料至 NAS。但是您必須連接 QVP-x1C 系列裝置至電腦來配置裝置設定。

1. 開啟裝置電源。
2. 將裝置連接至電腦。
  - a. 將乙太網路線連接至裝置。
  - b. 將乙太網路線連接至電腦上的 Gigabit 乙太網路連接埠。



3. 確認電腦可辨識裝置。
  - a. 在主機電腦開啟 Qfinder Pro。



### 注意

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

- b. 在清單中尋找裝置。

## 將裝置連接至網路

您可透過主機連接埠來連接 QVP-x1C 系列裝置至區域網路。

1. 開啟裝置電源。
2. 將裝置連接至區域網路。
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. 在清單中找到裝置，然後在名稱或 IP 位址上按兩下。  
QVP 登入畫面隨即顯示。
5. 輸入 QVP 登入資訊。
6. 按一下 [登入]。

## QVP 安裝

QVP-x1C 系列裝置使用 QNAP QVP 作業系統。您可以使用下列其中一種方式安裝 QVP。

方法	說明	需求
Qfinder Pro 安裝 (建議使用)	如果裝置已連接至區域網路，您可執行下列操作： <ul style="list-style-type: none"> <li>• 使用 Qfinder Pro 定位裝置。</li> <li>• 完成「智慧安裝導引」精靈中的步驟。</li> </ul>	<ul style="list-style-type: none"> <li>• 電腦</li> <li>• 網路線</li> <li>• Qfinder Pro 安裝程式</li> </ul>
本機安裝	如果裝置支援 HDMI 輸出，您可以執行下列操作： <ul style="list-style-type: none"> <li>• 將裝置連接至所需的硬體。</li> <li>• 完成「智慧安裝導引」精靈中的步驟。</li> </ul>	<ul style="list-style-type: none"> <li>• 螢幕</li> <li>• HDMI 連接線</li> <li>• USB 鍵盤或遙控器 (並非所有型號皆有提供)</li> </ul>

## 使用 Qfinder Pro 安裝 QVP



### 警告

安裝 QVP 會刪除硬碟的所有資料。繼續操作前請先備份資料。

1. 關閉裝置電源。
2. 將裝置連接至攝影機的區域網路。



### 注意

如需詳細資料，請參見《QVP 使用手冊》的「新增攝影機」。

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. 在清單中找到裝置，然後在名稱或 IP 位址上按兩下。  
[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。NAS 名稱可以包含下列字元：
    - 字母 (A 到 Z、a 到 z)
    - 數字 (0 到 9)

- 連字號 (-)



#### 注意

NAS 名稱不得以連字號結尾。

- **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，以確保裝置符合國際標準時間 (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. 選擇將用於存取裝置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. 選擇要建立磁碟區的硬碟。
  - b. 選擇 RAID 類型。
15. 按一下 **[下一步]**。
16. 檢視設定值。
17. 按一下 **[套用]**。  
確認訊息隨即顯示。



#### 警告

按一下 **[確認]** 後，系統會在開始安裝前刪除硬碟的所有資料。

18. 按一下 **[確認]**。

QVP 隨即安裝。



#### 注意

QVP 安裝最多可能需要 20 分鐘便可完成。

## 透過 HDMI 連線安裝 QVP



#### 警告

安裝 QVP 會刪除硬碟的所有資料。繼續操作前請先備份資料。

1. 將 HDMI 顯示器連接至裝置。
2. 將 USB 鍵盤連接到裝置。
3. 將裝置連接到攝影機所連接的網路交換器或路由器。

**注意**

如需進一步詳細資料，請參見《[QVP 使用手冊](#)》的「新增攝影機」。

4. 開啟裝置電源。  
    **[智慧安裝導引]** 的 **[歡迎]** 畫面隨即顯示。
5. 選擇 **[啟動智慧安裝導引]**。  
    硬碟組態畫面隨即顯示。
6. 選擇要建立儲存池的硬碟。
7. 按一下 **[下一步]**。
8. 選擇 RAID 類型。
9. 按一下 **[下一步]**。
10. 檢視設定值。
11. 按一下 **[下一步]**。  
    **[確認]** 畫面隨即出現。

**警告**

按一下 **[下一步]** 後，系統會在安裝開始前刪除硬碟的所有資料。

12. 按一下 **[下一步]**。  
QVP 隨即安裝。

**注意**

QVP 安裝最多可能需要 20 分鐘便可完成。

### 3. 基本操作

本章介紹裝置的基本操作。

#### 警示音


持續時間	頻率	說明
短嗶 (0.5 秒)	1	<ul style="list-style-type: none"> <li>裝置啟動中。</li> <li>按住重設按鈕 3 秒鐘後，裝置重設配置。</li> <li>按住重設按鈕 10 秒鐘後，裝置重設配置並重新啟動。</li> <li>作業系統已更新。</li> </ul>
	3	偵測不到安裝的硬碟。
長嗶 (1.5 秒)	3 次 (每 5 分鐘)	<ul style="list-style-type: none"> <li>電源發生錯誤。</li> <li>系統風扇異常。</li> <li>風扇模組已移除。</li> <li>無法將裝置資料複製到連接 USB 單鍵備份埠的外接儲存裝置。</li> </ul>
	2	<ul style="list-style-type: none"> <li>磁碟區容量將滿。</li> <li>磁碟區容量已滿。</li> <li>磁碟區狀態發生錯誤。</li> <li>硬碟已插入或抽出。</li> </ul>
	1	<ul style="list-style-type: none"> <li>裝置強制關機 (硬體關機)。</li> <li>裝置成功開機且已就緒。</li> </ul>
長嗶 (5 秒)	1	QVP 正在重新啟動。

#### LED 燈號

LED 燈號指示裝置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裝置已連線至網路或主機的情況。

如需 LED 燈號的位置資訊，請參見：[元件](#)。

## 系統狀態 LED 燈

狀態	說明
綠燈與紅燈每 0.5 秒交錯閃爍	<ul style="list-style-type: none"> <li>• 硬碟正在格式化。</li> <li>• 裝置正在初始化。</li> <li>• 作業系統正在更新。</li> <li>• RAID 重建作業正在進行。</li> <li>• 線上 RAID 容量擴充正在進行。</li> <li>• 線上 RAID 組態遷移正在進行。</li> <li>• 韌體正在更新。</li> </ul> <p> <b>重要</b> 請勿在韌體更新期間拔下電源線或 USB 連接線，也不要強制結束應用程式。</p>
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>• 裝置處於降階唯讀模式 (RAID 5 或 RAID 6 有兩個硬碟故障，但資料仍可讀取)。</li> <li>• 硬體自我檢查發生錯誤。</li> </ul>
紅燈每 0.5 秒閃爍	裝置處於降階模式 (RAID 1、RAID 5 或 RAID 6 有一個硬碟故障)。
綠燈	裝置就緒。
綠燈每 0.5 秒閃爍	<ul style="list-style-type: none"> <li>• 裝置啟動中。</li> <li>• 裝置未設定。</li> <li>• 硬碟未格式化。</li> </ul>
熄滅	<ul style="list-style-type: none"> <li>• 所有硬碟處於待命模式。</li> <li>• 裝置已關機。</li> </ul>

## 硬碟 LED 燈

狀態	說明
紅燈閃爍	正在存取資料過程中發生硬碟讀/寫錯誤。
紅燈	硬碟讀寫錯誤。
綠燈閃爍	正在存取資料。
綠燈	硬碟已就緒。
熄滅	未偵測到硬碟。

**M.2 SSD LED 燈**

狀態	說明
紅燈閃爍	正在存取資料過程中發生硬碟讀/寫錯誤。
紅燈	硬碟讀寫錯誤。
綠燈閃爍	正在存取資料。
綠燈	硬碟已就緒。
熄滅	未偵測到硬碟。

**硬碟狀態 LED 燈**

狀態	說明
綠燈	硬碟已就緒。
紅燈	硬碟讀寫錯誤。
紅燈每秒閃爍五次	作業系統正在尋找硬碟。
熄滅	未偵測到硬碟。

**硬碟活動 LED 燈**

狀態	說明
綠燈	硬碟已就緒。
綠燈閃爍	正在存取硬碟。
熄滅	未偵測到硬碟。

**LAN LED 燈**

狀態	說明
橙燈	網路連線運作中。
橙燈閃爍	使用者正在從網路存取裝置。
熄滅	裝置未連接至網路。

**2.5 Gigabit 乙太網路速度 LED 燈**

狀態	說明
綠燈	網路執行速度為 2.5 Gbps。
橙燈	網路執行速度為 1 Gbps。 網路執行速度為 1 Gbps 或 100 Mbps。
熄滅	<ul style="list-style-type: none"> <li>• 網路執行速度為 100 Mbps。</li> <li>• 網路執行速度為 10 Mbps。</li> <li>• 無網路連線。</li> </ul>

**2.5 Gigabit 乙太網路活動 LED 燈**

狀態	說明
橙燈	網路連線已建立。
橙燈閃爍	使用者正在從網路存取裝置。
熄滅	無網路連線。


## USB LED 燈

狀態	說明
藍燈	偵測到已連接至前方 USB 埠的 USB 裝置。
熄滅	未偵測到 USB 擴充設備。

## USB 單鍵備份 LED 燈

狀態	說明
藍燈每 0.5 秒閃爍	<ul style="list-style-type: none"> <li>偵測到 USB 裝置已連接至 USB 單鍵備份埠。</li> <li>正在移除已連接至裝置前方 USB 埠的 USB 裝置。</li> <li>正在存取已連接至前方 USB 埠的 USB 裝置。</li> </ul>
藍燈	偵測到前方 USB 埠的 USB 裝置。
熄滅	<ul style="list-style-type: none"> <li>未偵測到 USB 裝置。</li> <li>主機裝置已將資料複製到前方 USB 埠的 USB 裝置，或已從前方 USB 埠的 USB 裝置複製資料。</li> </ul>

## 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 1.5 秒。	裝置關機。
強制關機	按住按鈕 5 秒。	裝置關機。  <b>重要</b> 請在裝置沒有回應時才使用此方法。

## 重設按鈕



### 重要

- 系統重設後，系統會自動啟用預設的「admin」帳戶。
- 為了保護您的裝置免於暴力密碼破解攻擊，QNAP 建議您在系統重設後停用預設「admin」帳號。若要停用帳號，請變更預設管理員密碼、登出 QVP，然後再使用其他管理員帳號登入至 QVP。

操作	使用者動作	結果
系統基本重設	按住按鈕 3 秒。	<p>以下設定將回復至預設值：</p> <ul style="list-style-type: none"> <li>系統管理員密碼：預設密碼為第一個 MAC 位址 (不包含特殊字元)。例如，若第一個 MAC 位址為 00-08-9B-F6-15-75，則 admin 密碼為 00089BF61575。</li> </ul> <p> <b>提示</b> 您可以透過 Qfinder Pro 或者裝置標籤上列為 MAC1 處找到第一個 MAC 地址。</p> <ul style="list-style-type: none"> <li>系統會自動啟用 admin 帳戶</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 (僅適用於支援多 LAN 的型號)，系統將重設為「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 (允許所有連線)</li> <li>VLAN：已停用</li> </ul>
系統進階重設	按住按鈕 15 秒。	<p>回復為出廠預設值。</p> <p> <b>提示</b> 若要在系統進階重設後取回舊有資料，請在裝置上重建先前的資料夾結構。</p>

## USB 單鍵備份按鈕

您可以使用「USB 單鍵備份」按鈕，將資料從 USB 裝置備份至 QNAP，或從 QNAP 裝置備份至 USB 裝置。

本功能支援增量備份。QNAP 裝置僅複製上次備份後修改或新增的檔案。

如要設定在外部裝置連接到按鈕的 USB 連接埠時的按鈕行為，請在 QNAP 作業系統上安裝並使用 Hybrid Backup Sync 功能。如需詳細資訊，請參閱：[Hybrid Backup Sync](#) 文件。



## 4. 疑難排解

本章介紹基本的疑難排解資訊。

### 強制 Qfinder Pro 或 myQNAPcloud 定位裝置

如果在 QVP 安裝期間，Qfinder Pro 找不到裝置，表示硬碟或資料發生問題。

1. 關閉裝置電源。
2. 移除所有硬碟。
3. 開啟裝置電源。
4. 使用 Qfinder Pro 或 myQNAPcloud 尋找裝置。
5. 將硬碟重新插入。
6. 繼續執行 QVP 安裝作業。

### 熱抽換故障硬碟

裝置於下列情況支援硬碟熱抽換：

RAID 類型	硬碟數量	情況
RAID 1	2	有一個硬碟故障。
RAID 5	≥ 3	有一個硬碟故障。
RAID 6	≥ 4	有一或兩個硬碟故障。
RAID 10	≥ 4 (必須是偶數)	在兩個不同組的硬碟中有一或兩個硬碟故障。

1. 登入 QVP。
2. 前往 [主選單] > [儲存空間總管] > [磁碟]。
3. 找出故障的硬碟。
4. 準備一個新的硬碟且該容量至少與故障硬碟相同。
5. 將裝置的故障硬碟拔出。
6. 等待 20 秒或等待裝置發出兩次嗶聲。
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。  
裝置會發出兩次嗶聲
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 [Rebuilding (重建中)]。

## 復原意外移除的正常硬碟

裝置支援獨家 RAID 復原技術，可以從意外斷線或遭到移除的硬碟中復原失效的 RAID 磁碟區。使用者可以從降級模式復原擱置中的 RAID 0、RAID 1、RAID 5、RAID 6 或 RAID 10 磁碟區。

RAID 類型	RAID 復原支援	磁碟數量	可容忍的故障磁碟數
單一	否	1	不適用
JBOD 線性延伸硬碟群組	是	≥ 2	不適用
RAID 0	是	≥ 2	不適用
RAID 1	是	2	1
RAID 5	是	≥ 3	1
RAID 6	是	≥ 4	2
RAID 10	是	≥ 4 (必須是偶數)	每個子群組有一個硬碟故障。

## 支援及其他資源

QNAP 提供下列資源：

資源	網址
文件	<a href="https://download.qnap.com">https://download.qnap.com</a>
相容性列表	<a href="https://www.qnap.com/compatibility">https://www.qnap.com/compatibility</a>
NAS 遷移相容性	<a href="https://www.qnap.com/go/nas-migration">https://www.qnap.com/go/nas-migration</a>
擴充設備相容性	<a href="https://www.qnap.com/go/compatibility-expansion">https://www.qnap.com/go/compatibility-expansion</a>
服務入口網站	<a href="https://service.qnap.com">https://service.qnap.com</a>
產品支援狀態	<a href="https://www.qnap.com/go/product/eol.php">https://www.qnap.com/go/product/eol.php</a>
下載	<a href="https://download.qnap.com">https://download.qnap.com</a>
社群論壇	<a href="https://forum.qnap.com">https://forum.qnap.com</a>
QNAP 配件商店	<a href="https://shop.qnap.com">https://shop.qnap.com</a>

## 5. 詞彙

### **myQNAPcloud**

提供各種遠端存取服務，例如 DDNS 與 myQNAPcloud Link

### **Qfinder Pro**

QNAP 應用工具可讓您定位及存取區域網路內的 QNAP 裝置。

### **QVP**

QNAP 監控服務專用的作業系統

## 6. 聲明

本章介紹擔保、免責聲明、授權以及聯合法規的相關資訊。

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Version 3, 29 June 2007

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