



Memory Installation Guide

For ASUSTOR AS65 Series NAS

Table of Contents

1. Introduction3

 1.1. Notes and Precautions3

 1.2. Parts and Tools Needed3

2. Installation Guide4

 2.1. Removing the Cover4

 2.2. Installing Memory5

 2.3. Replacing the Cover6

3. Appendix7

 3.1. Troubleshooting7

 3.2. Contact ASUSTOR Technical Support7

1. Introduction

1.1. Notes and Precautions

All AS65 Series NAS devices support up to 64GB of memory. Before adding or removing memory modules, please read the following precautions thoroughly.

- Your NAS and memory modules use high precision components and electronic connector technology. To avoid invalidation of the warranty during your product warranty period, we recommend that:
 - ✓ Memory for AS65 series devices may be purchased from local dealers or the online ASUSTOR Accessories Store (<http://shop.asustor.com>).
 - ✓ You should not install a memory module by yourself, if you are not familiar with upgrading memory on a computer.
 - ✓ You should not touch the connectors or open the memory module compartment cover.
- Addition or removal of memory modules by yourself may result in an accident or malfunction of your NAS caused by breakage of the slot and module or a connection mistake. In this case, a repair fee will be charged.
- Be careful not to injure your hands or fingers with sharp edges of the memory module, inner components, or circuit boards of your NAS.
- ASUSTOR does not guarantee that third party memory modules will work in your NAS.
- Be sure to turn off your NAS and peripherals and disconnect all attachments and connection cables before adding or removing memory modules.
- To prevent damage from electrostatic discharge to memory modules, follow the instructions below:
 - ✓ Do not work at a location that produces static electricity easily, such as on a carpet.
 - ✓ Before adding or removing memory modules, touch an external metal object other than your NAS to ground yourself and eliminate static electricity. Do not touch any metal parts inside the NAS.
- Do not insert a memory module into the slot facing in the wrong direction. It may cause damage to the module or slot, or cause the circuit board to catch fire.
- Use a screwdriver that matches the size of the screws.
- Do not remove or loosen screws that are not specified to be removed.

1.2. Parts and Tools Needed

- Phillips head screwdriver

2. Installation Guide

2.1. Removing the Cover

- Shutdown the NAS by selecting **[Shut down]** from the ADM User Menu.



- Disconnect all cables and devices connected to the NAS including the power cord.



- Use a screwdriver to loosen the three screws found on the rear of the NAS as shown in the illustration.



- Grip the cover from both sides with two hands and then gently push it back to remove it from the chassis.

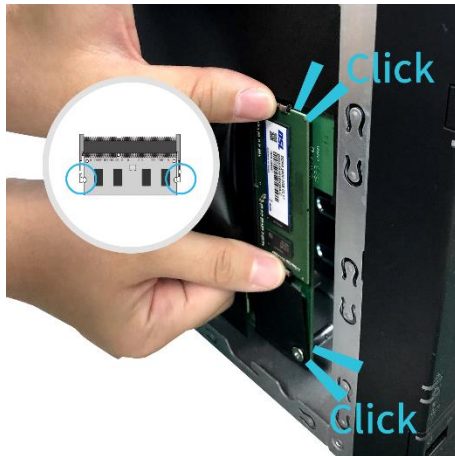


2.2. Installing Memory

- Upon opening the NAS, RAM slots can be found on the motherboard on the left hand side of the NAS. Insert a DIMM into an empty slot at a 45° angle and align the notches of the RAM and the slot.



- Gently push the DIMM down until both latches click into place. RAM should be flush with the motherboard.



Note: Upon installation of new RAM, your ASUSTOR NAS will perform a memory check on startup. This process occurs only once and may take up to 10 minutes to complete. This is normal.

2.3. Replacing the Cover

- Replace the cover and tighten the three screws that were removed previously.



- Reconnect all cables including the power cord and then start up the NAS.



3. Appendix

3.1. Troubleshooting

Q: After installing new memory my NAS won't start. What's wrong?

A: Please follow the steps below to resolve this issue:

1. Check if the LED indicators, system buzzer, and LCD display panel are operating normally.
2. If your NAS is unable to recognize the new memory or cannot be started up properly, please check that you have used memory that is compatible with the system. Also, please reinstall the memory in order to confirm that it has been installed properly.
3. If your NAS still does not operate normally, please remove the newly installed memory module, and then restart the NAS to see if it is able to operate normally.
4. If the previous steps have not solved your problem, please contact your local dealer or ASUSTOR customer service.

3.2. Contact ASUSTOR Technical Support

Contact us:

1. Email: support@asustor.com
2. Online Support Form: http://www.asustor.com/service/online_support
3. ASUSTOR Online Community: <http://forum.asustor.com/>