



# Memory Installation Guide

For ASUSTOR AS5 Series NAS

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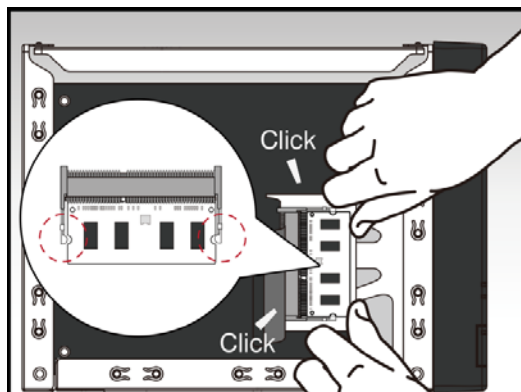
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# 1. Introduction

## 1.1. Notes and Precautions

All AS50 and AS51 Series NAS devices support up to 8GB 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 AS50 and AS51 series devices may be purchased from local dealers or the online ASUSTOR Accessories Store (<http://shop.asustor.com>).
  - ✓ When expanding AS5 series memory, please ensure that both memory modules you are installing are of the same size.
  - ✓ When purchasing 8GB RAM modules, due to AS5 series platform limitations, you will only be able to install a single 8GB RAM module. The original RAM modules must be removed. It is not possible to have two 8GB RAM modules installed. Please see the graphic below.



- ✓ Installable RAM module combinations are as follows:
  - 1GB+1GB
  - 2GB+2GB
  - 4GB+4GB
  - Single 1,2,4, 8GB module installed in the first memory slot
- ✓ 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

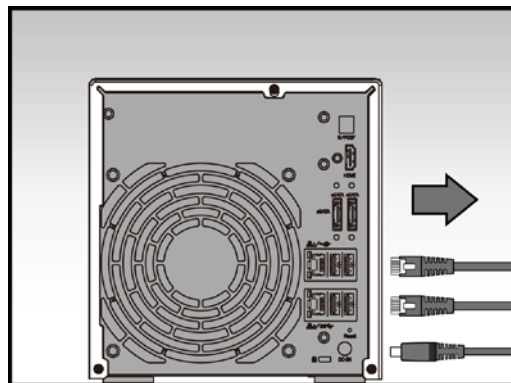
## 2. Installation Guide

### 2.1. Removing the Cover

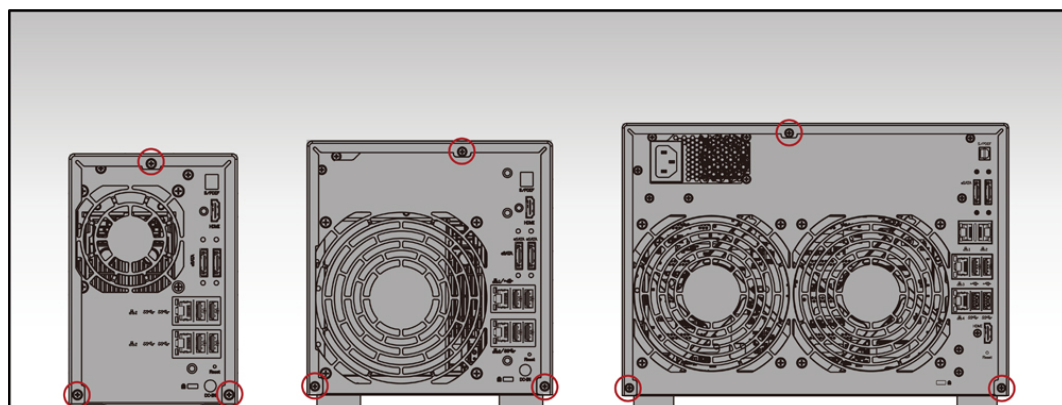
- Shutdown the NAS by selecting **[Shut down]** from the ADM User Menu.



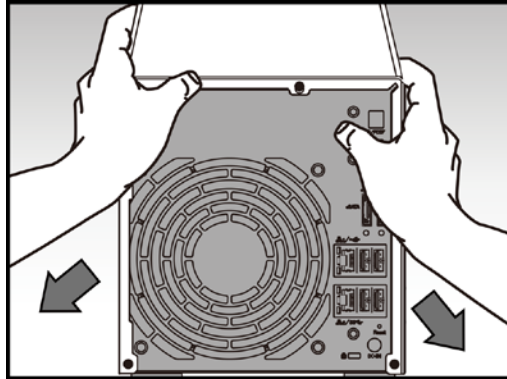
- Disconnect all cables and devices connected to the NAS including the power cord.



- 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.

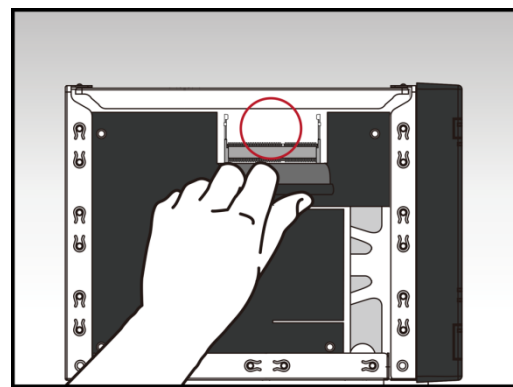
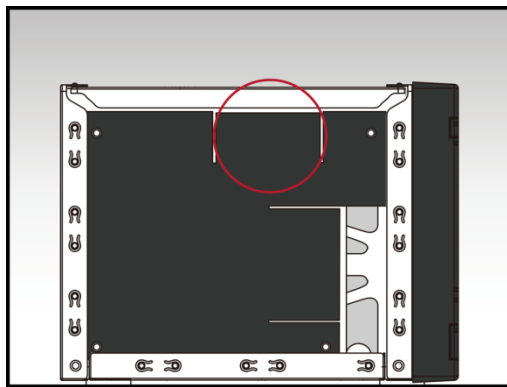


## 2.2. Installing Memory

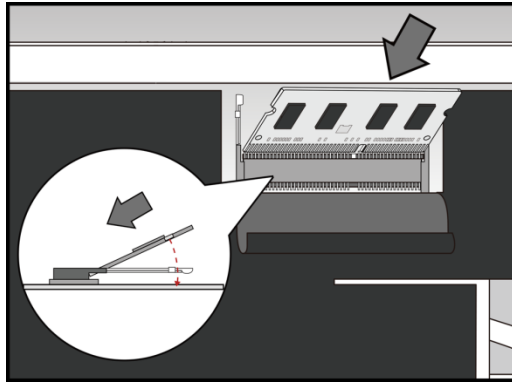
Note: When installing a single memory module, please ensure that it is the same size as the built-in memory module (1GB/2GB). When installing two memory modules, please ensure that they are the same size and ideally use the same type of RAM for both memory slots. The maximum supported memory is 8GB combined.

To install the first memory module, follow the steps outlined below.

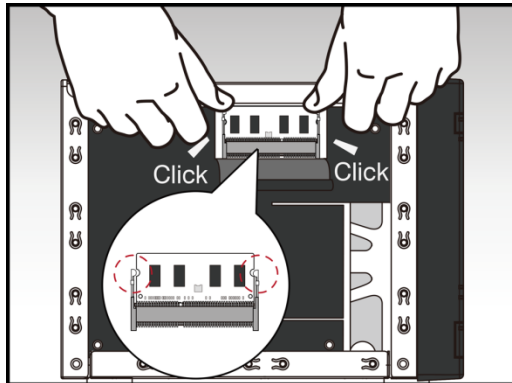
- When inserting the memory module into the empty slot, please make sure to align the notches on the module with the notches in the slot.



- Diagonally slide in the memory module (as shown in the illustration) making sure that the memory module's connectors are fully inserted into the slot.

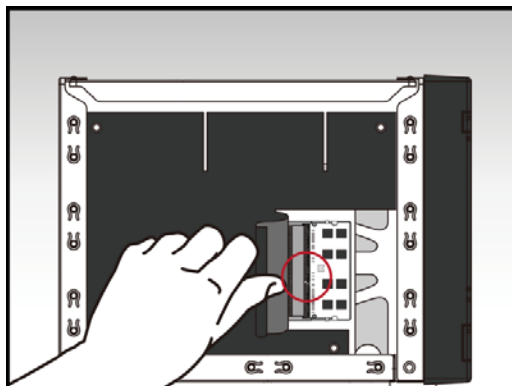


- Using two fingers, carefully push down and then back on the memory module until it clicks into place. You should be able to hear an audible “click”.

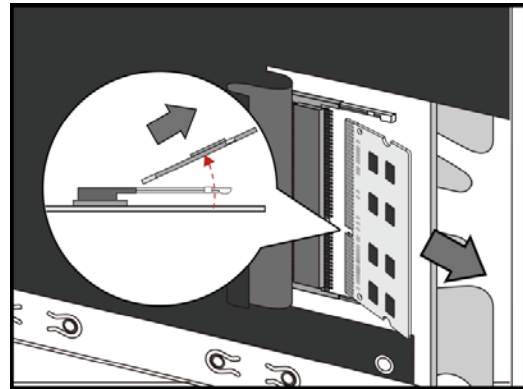
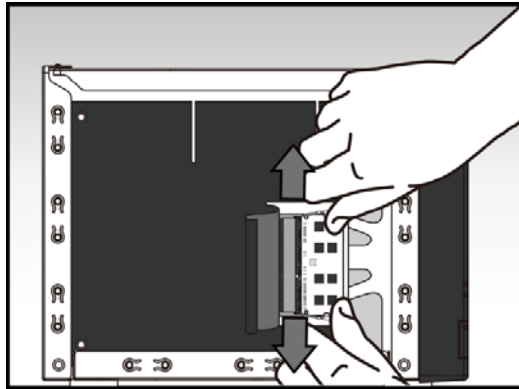


To install the second memory module, continue with the steps outlined below.

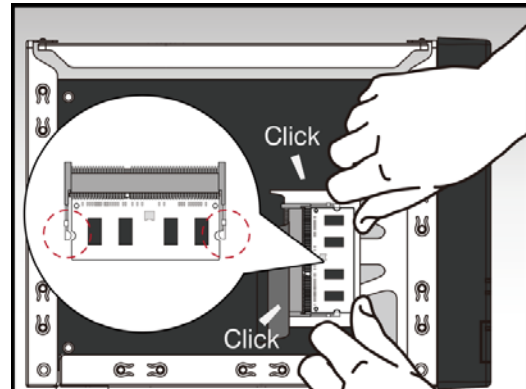
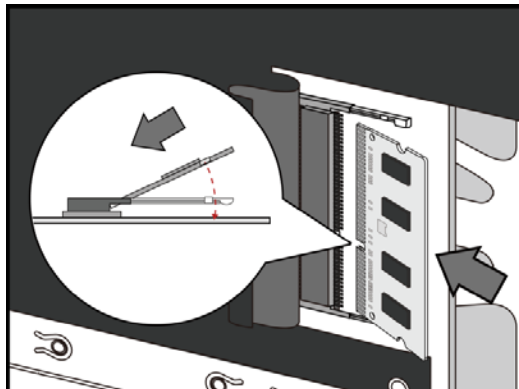
- Locate the slot for the built-in memory as shown in the graphic below.



- Release the ejector clips by gently pulling them out to the sides and then remove the built-in memory module.

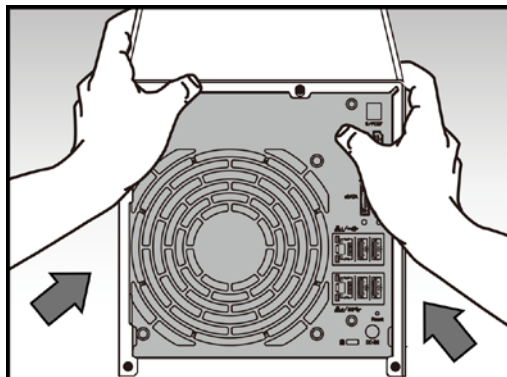


- When inserting the memory module into the empty slot, please make sure to align the notches on the module with the notches in the slot. Diagonally slide in the memory module (as shown in the illustration) making sure that the memory module's connectors are fully inserted into the slot. Using two fingers, carefully push down and then back on the memory module until it clicks into place. You should be able to hear an audible "click".



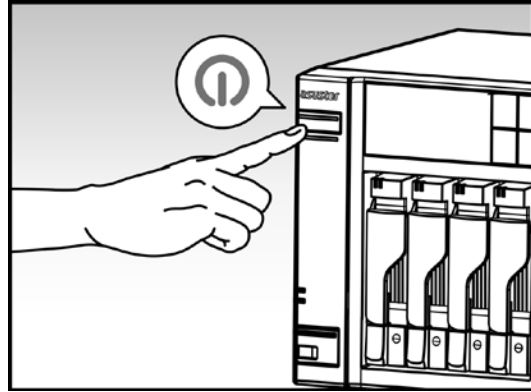
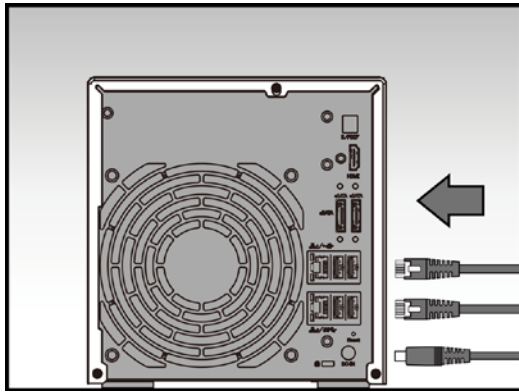
### 2.3. Replacing the Cover

- 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

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### 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](mailto:support@asustor.com)
2. Online Support Form: [http://www.asustor.com/service/online\\_support](http://www.asustor.com/service/online_support)
3. ASUSTOR Online Community: <http://forum.asustor.com/>