



Memory Installation Guide

For ASUSTOR AS63/64 Series NAS

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1. Introduction

1.1. Notes and Precautions

All AS63 and AS64 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 AS63 and AS64 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

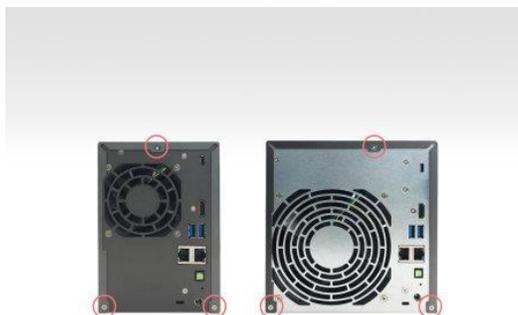
- Shutdown the NAS by selecting **[Shut down]** from the ADM User Menu.



- 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.

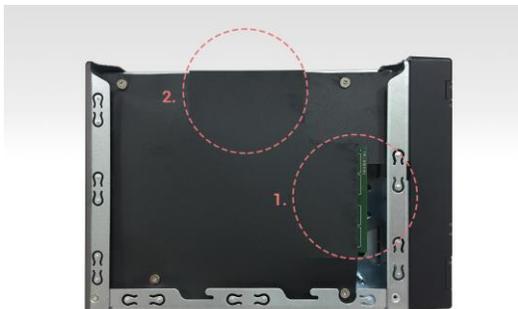


2.2. Installing Memory

When upgrading memory, please note that memory modules of the same size must be used. For example, AS63 devices come with two pre-installed 1GB memory modules. When upgrading, you must first remove the two 1GB memory modules before installing two 2GB or 4GB memory modules or a single module. The maximum supported memory is 8GB combined.

Note: If you decide to upgrade memory, it is recommended that you upgrade to two memory modules of the same size for optimal performance.

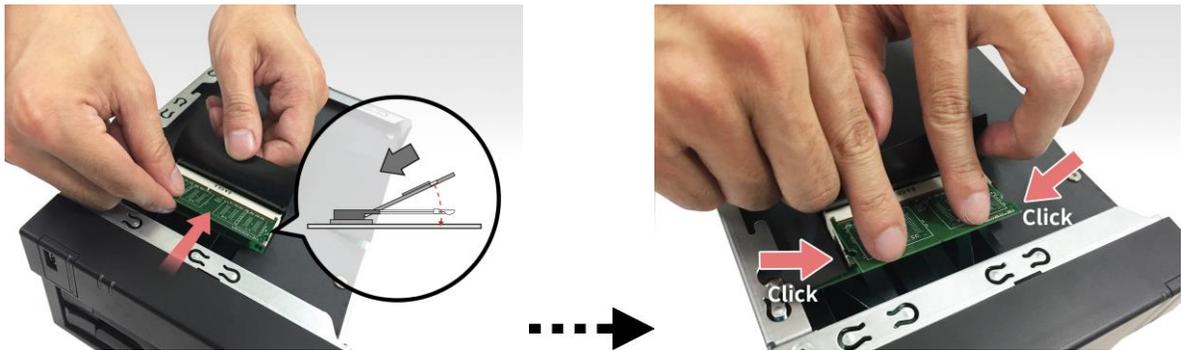
- ✓ When installing a single memory module, follow the steps outlined below.
 1. Locate the two pre-installed memory modules as indicated in the graphic below.



2. For both memory modules, pull back the black protective covering, and then release the ejector clips by gently pulling them out to the sides. Remove the memory modules.

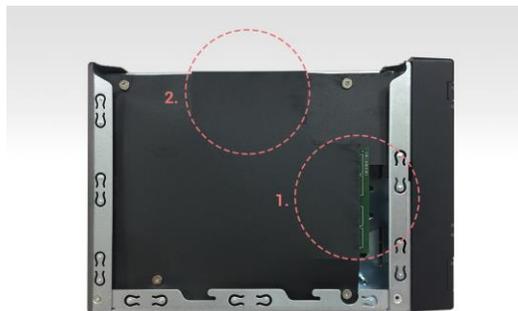


3. Diagonally slide the new memory module into slot No.1 (as shown in the graphic below) making sure that the memory module's connectors are fully inserted into the slot. Using two fingers, carefully push down and then back on the memory module until it clicks into place. You should be able to hear an audible "click".

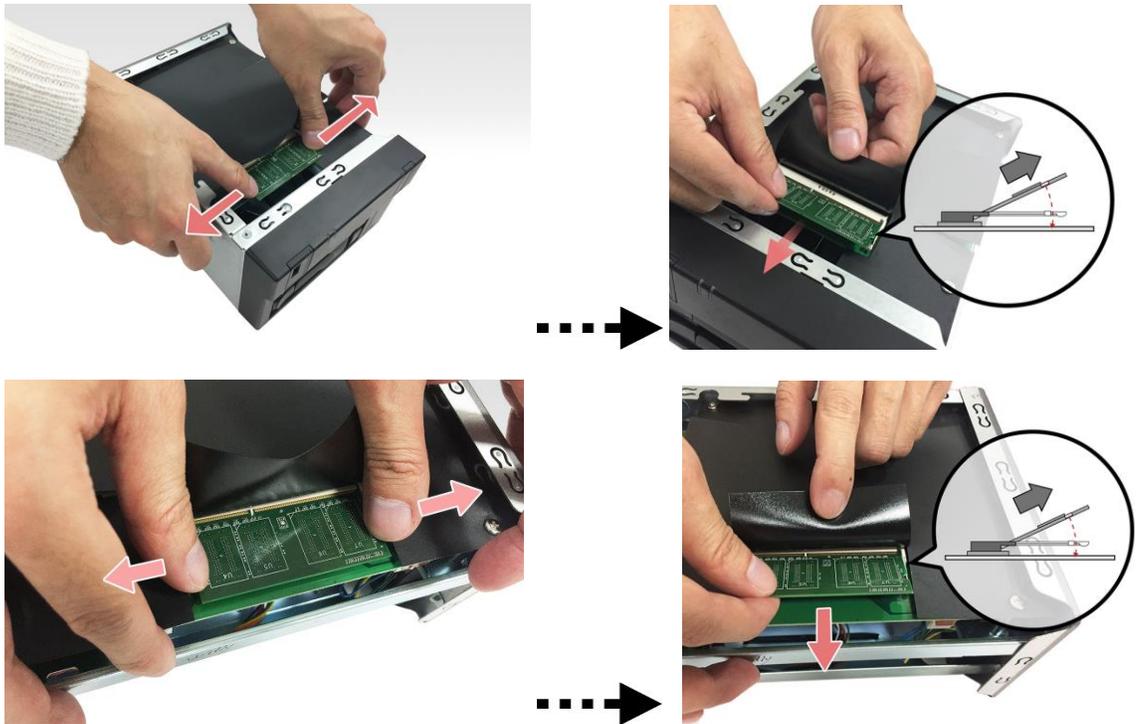


✓ When installing two memory modules, follow the steps outlined below.

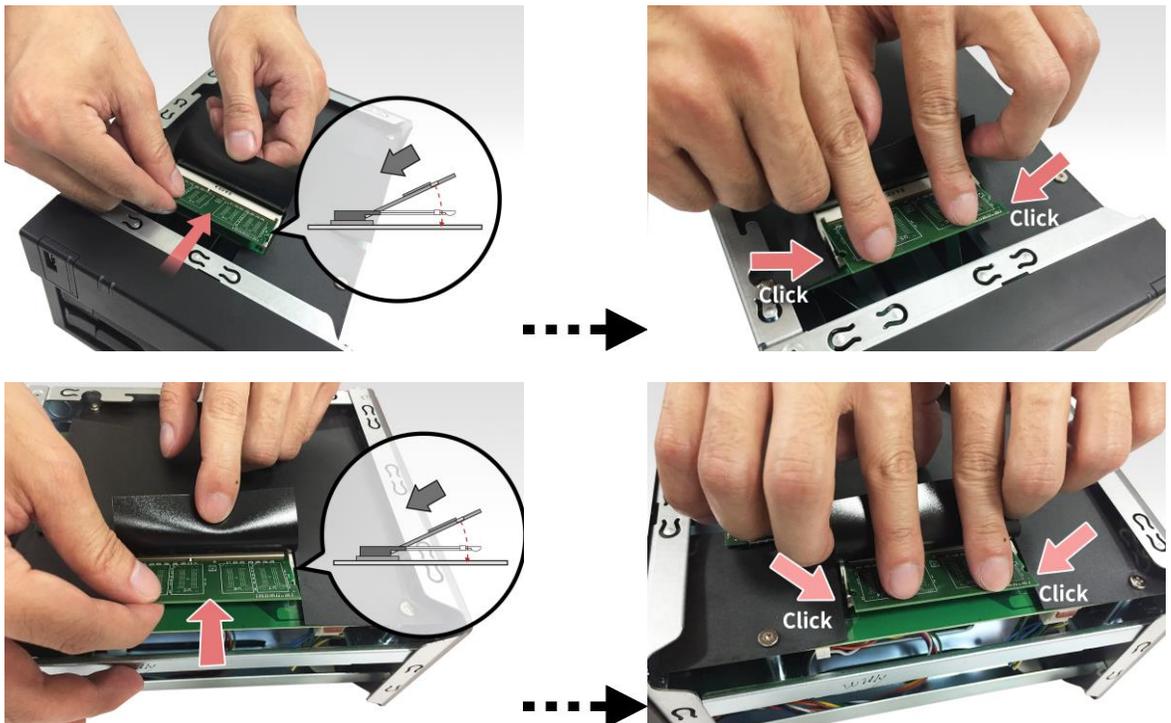
1. Locate the two pre-installed memory modules as indicated in the graphic below.



2. For both memory modules, pull back the black protective covering, and then release the ejector clips by gently pulling them out to the sides. Remove the memory modules.



3. For each slot, diagonally slide in a new memory module (as shown in the graphic below) making sure that each 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

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/>