QNAP QGenie

QG-103N User Manual

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GNU GENERAL PUBLIC LICENSE 110

How to use

Read this first

Regarding copyrights

The items you copied can be enjoyed as an individual; and under the Copyright Act, they cannot be used otherwise without consent from the rights holders.

Battery remaining charge related precautions

This device contains a rechargeable battery. If you copy to a memory device while the battery has a low remaining charge, the battery charge can run out during the copying process, so the copying can fail.

Disclaimer of guarantee of recorded content

Even in any situation, such as if you cannot copy to external media etc due to some cause such as this device's defects, or if some defect or repair etc causes damage or destruction of copied content in external media, QNAP bears absolutely no responsibility of compensating for copied content nor responsibility for any related damages. Also, QNAP does not do recovery, restoration, duplication, etc of copied content, in any situation.

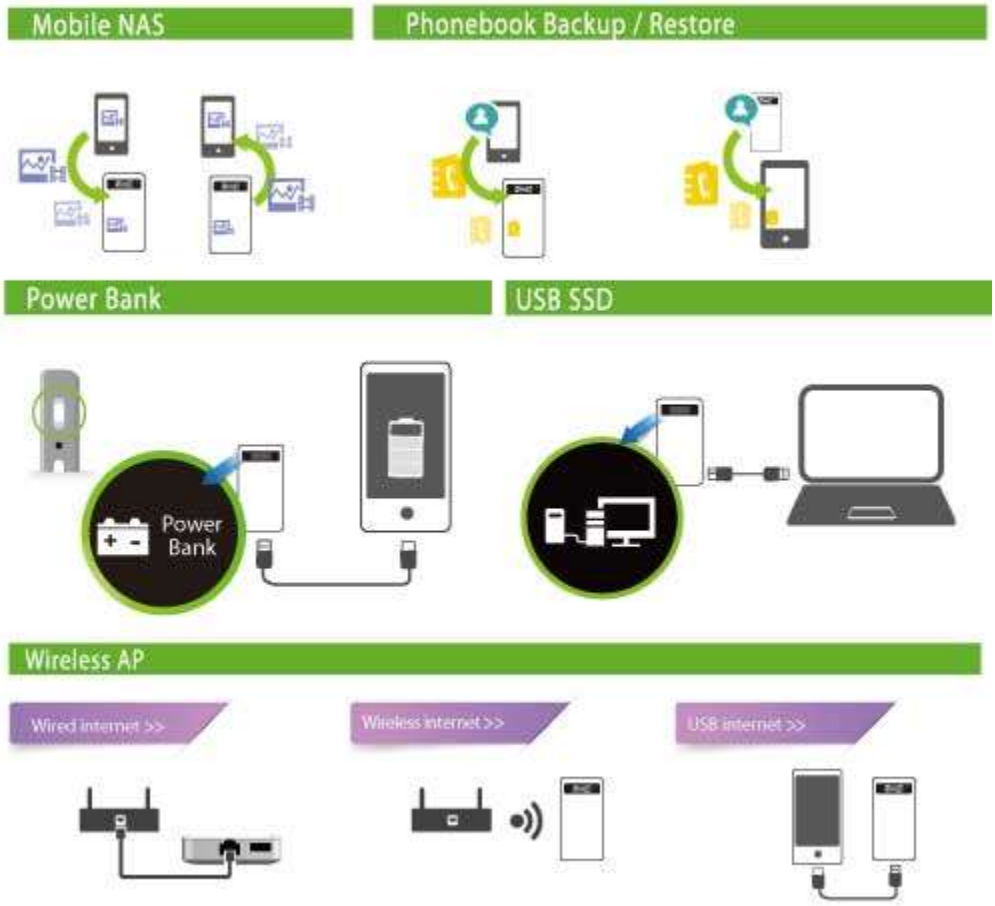
Regarding backup of memory device (SD card, USB flash drive, etc)

If the power is cut or the memory device is removed while the memory device is being accessed, then data in the memory device … etc., can be damaged. To protect data, be sure to make backups.

Product overview

What you can do with this unit

QGenis is an innovative mobile NAS, design for file storage, backup and sharing on the go. QGenie can also act as a wireless sharing router for internet access and as a power bank for charging phone/tablet. QGenie provides a hassle-free solution to backup/restore phonebook from Android and iPhone/iPad at any time. With a USB 3.0 port which provides extremely fast file transfer speeds as a portable SSD.



Mobile NAS

- Innovative mobile data center. Users can enjoy the benefit by NAS without complicated settings. Rapid easy to install “Qfile.” Begin to access QGenie in 2 steps.
  - Connect wireless network on phone / tablet to QGenie.
  - Open Qfile and ready to go.
- Clear tree-based file management.
- Auto upload photos and videos taken by phone / tablet to QGenie.
- Supports multimedia player (OPlayer, MX Player..., etc.) to access contents on QGenie.
- Only 112g which is no hassle to carry with.
- Transfer files back to QNAP NAS with Qsync on PC.

Wireless Access Point

- Supports 20 devices connection.
- Maximum in-sight wireless range up to 50m.
- Share network during travel and in office.
- Transfer wired Internet to wireless.
- Plug with 3G/4G USB modem as hotspot
- Connect Android or iOS for tethering.

Power bank

- Supports 7 protections as power bank. Protect your phone / tablet from damaging during charging.
  - Overcharge protection
  - Over-discharge protection
  - Over Temperature protection
  - Short Circuit protection
  - Over-Voltage protection
  - Over-Current protection
  - Advanced SDP/DCP support
- Supports serial charging. Charge your devices even when QGenie is being charged.
- Supports 1.5A/5V output. Able to charge iPad devices.
- 90% power conversion rate, powers are used efficiently.

Personal cloud

- When QGenie is nearby
  - Phone, tablet, and PC could access contents on QGenie at same time, even share files between each other.
- When QGenie is far away / on Internet
  - Contents within QGenie could be accessed with myQNAPcloud services from Internet.

Phonebook backup and recovery

- 4 simple steps to backup and recovery phonebooks in phone / tablet.
- Able to recover phonebooks from/to different platforms such as iOS or Android.
- Provides scheduled backup mechanism. Saves time to perform actions repeatedly.

Portable multimedia server

- Playback music stored on QGenie.
- Qfile can playback variant formats of video files. (mp4, mkv, rmvb...etc)
- Multiple devices could access different contents at same time without influencing each other.

USB SSD super speed storage devices

- Connect to PC and QGenie will become super speed storage.
- Read 120MB/s, write for 40MB/s
- Connect QGenie to smart TV and browse photo and video directly.

High expandability

- Supports SDXC SD card up to 2TB.
- Supports USB Flash drive and USB hard drive up to 2TB.

OLED screen

- Provides clear view of current system status.

Supported devices

Android device
Android 2.3
Android 4.0 or later

Computer (Windows)
Windows XP SP3 or later
Windows Vista SP2 or later
Windows 7 SP1 or later
Windows 8

iOS device
iOS 5.0 or later

Computer (Mac)
Mac OS X Ver. 10.6 or later

Compatible SD memory card

SD memory card
SDHC memory card
SDXC memory card
microSD memory card (needs converter)
microSDHC memory card (needs converter)
microSDXC memory card (needs converter)
Compatible lists

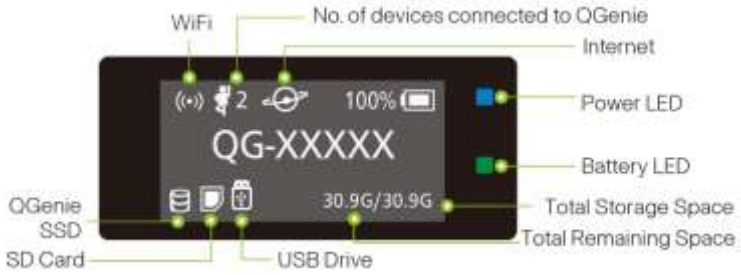
Compatible USB devices

USB flash drive
USB hard drive
Smartphone (for charge and tethering)
Compatible lists

Appearance

Product Picture

OLED



Power LED

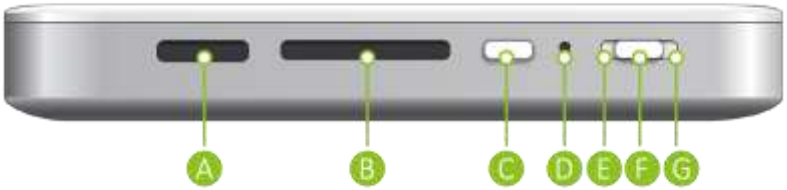
Color	**Status**	**Description**
Blue	Blinking	System starting
Blue	on	WiFi sharing ready

Battery LED

Color	**Status**	**Description**
Green	On	Battery is full
Red	Blinking	Low battery

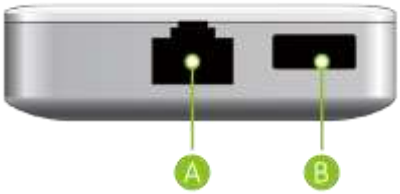
Orange	On	Charging battery

Side view



Ports/Switch	**icon**	**Description**
A		USB to PC/Charge
B		SD Card Slot
C		Info Button
D	X	Reset Button
E	OFF	Off Mode
F		Power Bank Mode
G		WiFi Sharing Mode

Bottom view



Ports	**Description**
A	Wired Internet
B	USB 3.0 Port

Hardware installation

NOTE
Please make sure that insert the SD card/USB storage correctly, as pushing it forcibly into the slot/USB port may damage the device.

Insert SD card

Insert the SD card with its **front side facing up**.

If an SD card is correctly inserted, the QGenie OLED screen will show an SD icon on the storage indicator. Users can access the data on the SD card after SD icon appears.

Insert USB storage

Insert USB storage to the bottom USB port.

If the USB storage is correctly inserted, the QGenie OLED screen will show the USB icon on the storage indicator. Users can access the data on the USB storage after USB icon appears.

Getting started

Bundled items

Make sure that you have following bundled items. If any items are missing, contact your dealer.

1. QGenie (QG-103N)
2. USB 3.0 cable
3. Quick installation guide

Charging this unit

Charging with a USB AC adaptor

1. Connect the USB AC adaptor to the USB to PC/Charger port.
   Connect AC adaptor to a power outlet.

2. Battery LED indicator will display the orange on.

3. The OLED battery indicator will show 100% when QGenie is fully charged.

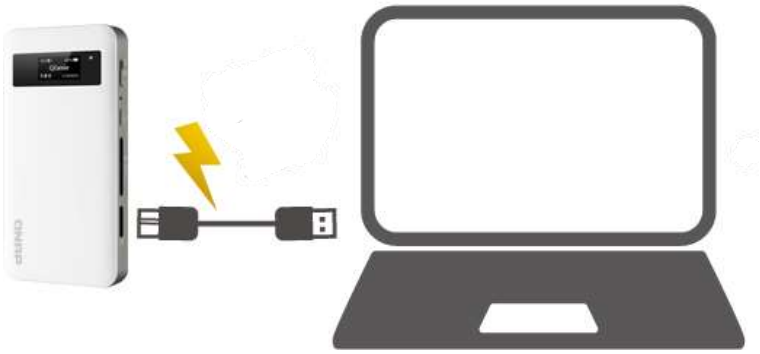
4. When charging is complete, disconnect the USB AC adaptor from QGenie.
5. The approximate charging time is 3 hours.

NOTE

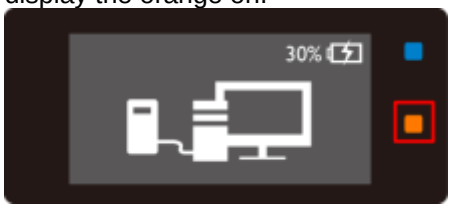
- Be sure to insert the cable correctly. Pushing the cable forcibly into the port may damage the port.
- For optimum performance of the rechargeable lithium-ion battery, it is recommended to charge in an ambient temperature between 10 °C – 35 °C (50 °F - 95 °F).
- If an abnormality (increased temperature, insufficient power supply, etc) occurs while charging, the OLED screen may show an error, the battery LED will blink orange, and charging may stop. If this occurs when QGenie is on, please turn it off or try with a different USB adaptor.

Charging with a PC

1. Connect QGenie to a computer using a USB cable.



2. Battery LED indicator will display the orange on.



3. The OLED battery indicator will show 100% when QGenie is fully charged.

4. When charging is complete, disconnect the USB cable from QGenie and the computer.

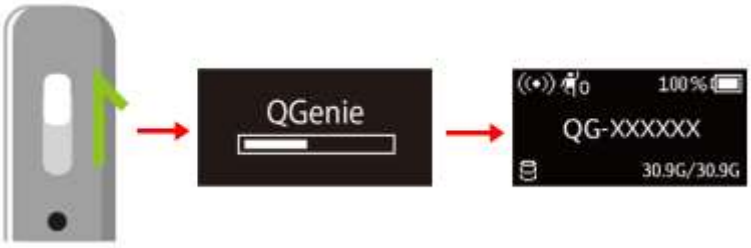
NOTE

- QGenie cannot be charged when the PC is turned off or in sleep mode.
- QGenie will be recognized as USB storage when connected to a PC.
- Be sure to insert the cable correctly. Pushing the cable forcibly into the port may damage the port and result in malfunction.
- For optimum performance of the rechargeable lithium-ion battery, it is recommended to charge in an ambient temperature between 10 °C – 35 °C (50 °F - 95 °F).
- If an abnormality (increased temperature, insufficient power supply, etc) occurs while charging, the OLED screen may show an error, the battery LED will blink orange, and charging may stop. Please try other ports of PC to continue charging.

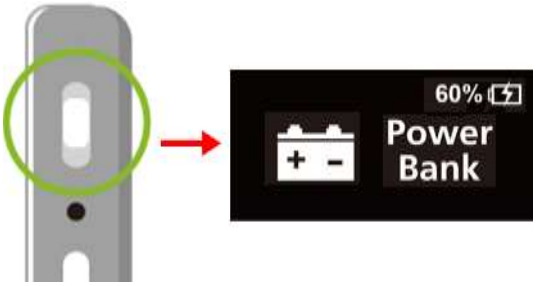
Turning the power on/off

Turning the power on

1. Turn on QGenie into Wi-Fi sharing mode
   Slide the power switch to the top, and the OLED screen will display “QG-XXXXXX” and startup.

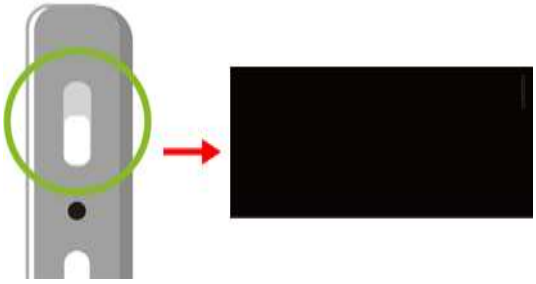


2. Turn on QGenie into Power bank mode
   Slide the power switch to the middle, and the OLED screen will show “Power Bank.”



Turning the power off

Slide the power switch to the bottom, the OLED screen will switch off.



Setting up an Android device

Installing "Qfile" to an Android device

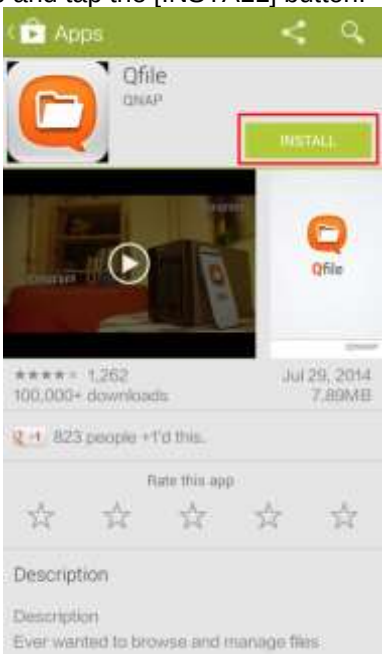
1. Open the Google play from Android phone/tablet and search for “Qfile” or scan QR code as blow.

Google Play

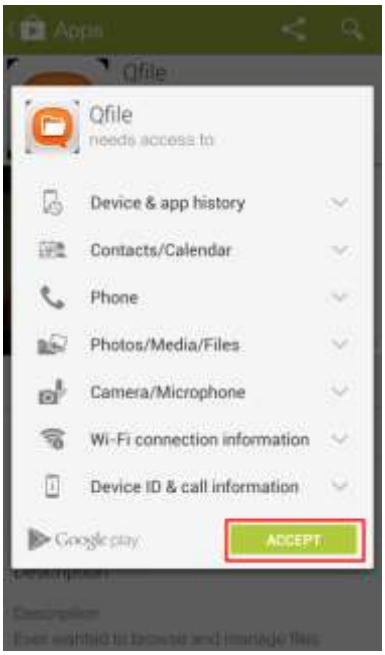
OR

QR Code

2. Locate and select the Qfile App and tap the [INSTALL] button.



3. After selecting [INSTALL], user will need to accept the App permission to installation “Qfile” App.


Apps
Qfile
Qfile
needs access to
Device & app history
Contacts/Calendar
Phone
Photos/Media/Files
Camera/Microphone
Wi-Fi connection information
Device ID & call information
Google play
ACCEPT

Setting up an iOS device

Installing "Qfile" to an iOS device

1. Open the App Store from iPhone/iPad and search for “Qfile” or scan QR code as blow.

OR

App Store QR Code

2. Locate and select the Qfile App. Please tap the [FREE] button.

3. After selecting [FREE], the blue button will turn to green and change to [INSTALL]. Please tap this button and complete installation of the Qfile App.

Connecting a device via wireless LAN

1. Turn on QGenie by sliding its power switch to the top and wait until the progress bar disappears.

2. Go to the [Setting] of phone/tablet.

3. Find QGenie's wireless name (SSID) and connect (the Wireless name (SSID) on QGenie's OLED screen).

NOTE

- iPhone/iPad will still show the "3G/4G" icon when connected to QGenie without an Internet connection. This is normal case that iPhone/iPad connect to WiFi (QGenie) and 3G/4G at same time.

Getting started by PC

Charging QGenie

NOTE
For first time use, we recommended charging QGenie by USB AC adaptor.

Charging with a USB AC adaptor

1. Connect the USB AC adaptor to the USB to PC/Charger port.
   Connect AC adaptor to power outlet.

2. Battery LED indicator will display the orange on.

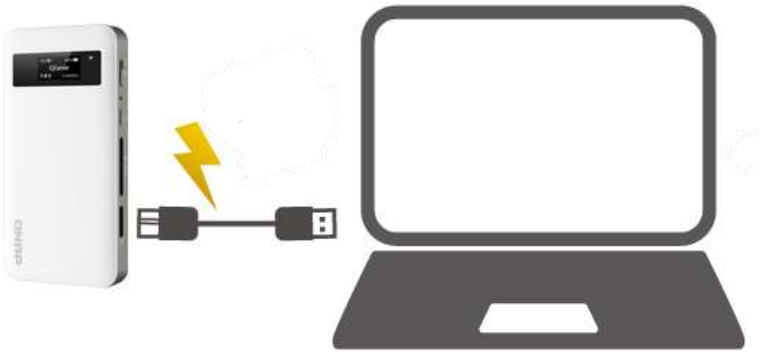
3. The OLED battery indicator will show 100% when QGenie is fully charged.

4. When charging is complete, disconnect the USB AC adaptor from QGenie.
5. The approximate charging time is 3 hours .

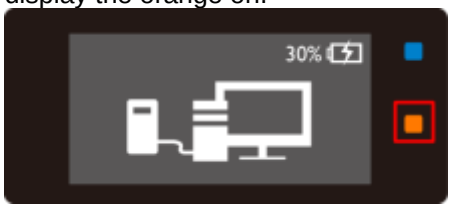
NOTE
- Be sure to insert the cable correctly. Pushing the cable forcibly into the port may damage the port.
- For optimum performance of the rechargeable lithium-ion battery, it is recommended to charge in an ambient temperature between 10 °C – 35 °C (50 °F - 95 °F).
- If an abnormality (increased temperature, insufficient power supply, etc) occurs while charging, the OLED screen may show an error, the battery LED will blink orange, and charging may stop. If this occurs when QGenie is on, please turn it off or try with a different USB adaptor.

Charging with a PC

1. Connect QGenie to a computer using a USB cable.



2. Battery LED indicator will display the orange on.



3. The OLED battery indicator will show 100% when QGenie is fully charged.

4. When charging is complete, disconnect the USB cable from QGenie and the computer.

NOTE

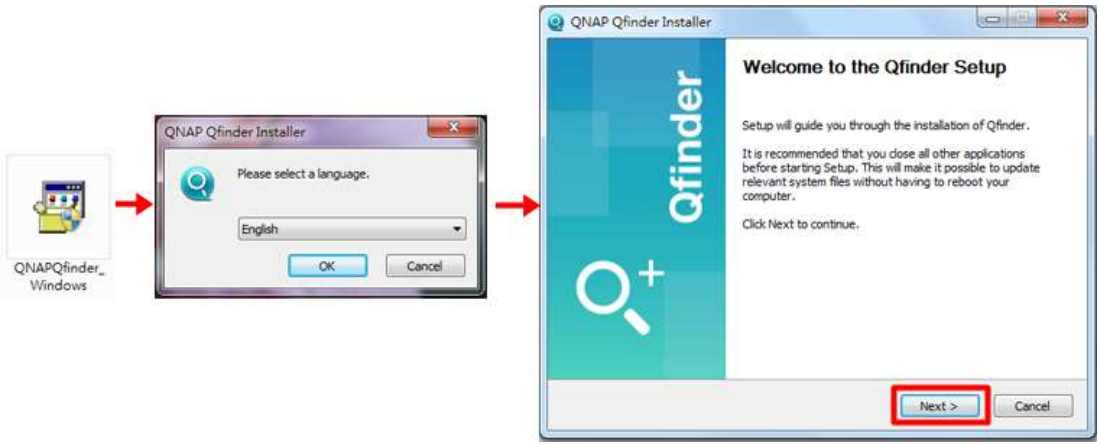
- QGenie cannot be charged when the PC is turned off or in sleep mode.
- QGenie will be recognized as USB storage when connected to a PC.
- Be sure to insert the cable correctly. Pushing the cable forcibly into the port may damage the port.
- For optimum performance of the rechargeable lithium-ion battery, it is recommended to charge in an ambient temperature between 10 °C – 35 °C (50 °F - 95 °F).
- If an abnormality (increased temperature, insufficient power supply, etc) occurs while charging, the OLED screen may show an error, the battery LED will blink orange, and charging may stop. Please try other ports of PC to continue charging.

Install Qfinder Utility

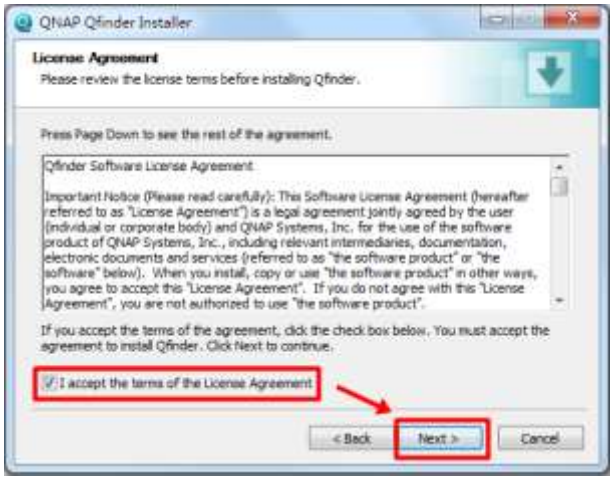
1. Type http://www.qnap.com/ in web browser, Go to “support”> “download”> “utility”.

2. Download QNAP utility [Qfinder] based on operating system.

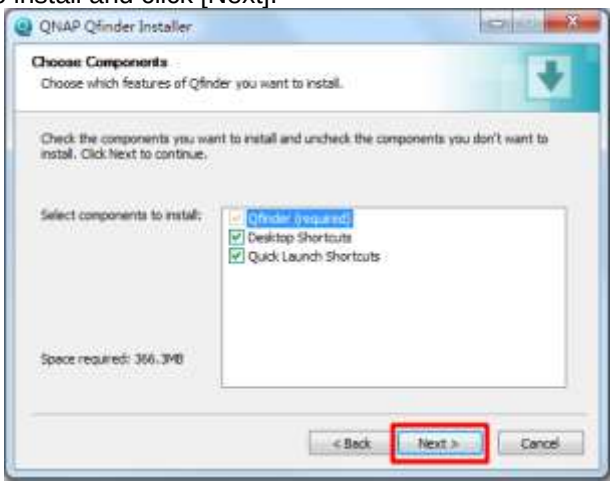
3. Launch the QNAP Qfinder installer from computer, select a language and click [Next].



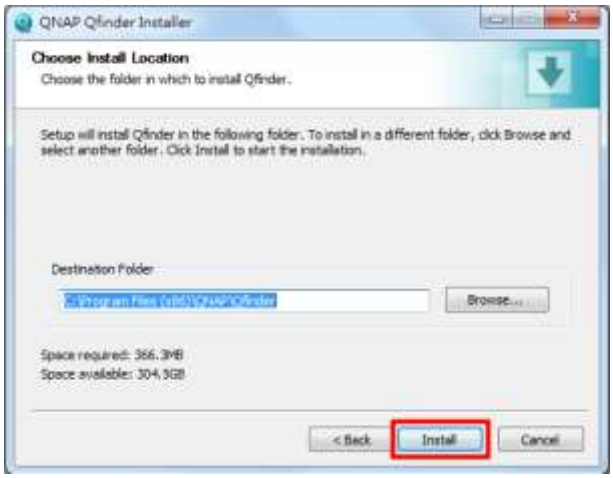
4. Read the license agreement, check [I accept the terms of the License Agreement], and click [Next].



5. Select components to install and click [Next].



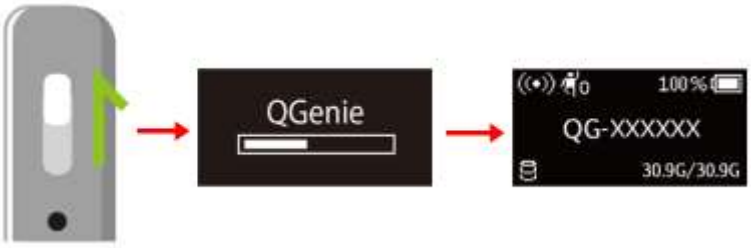
6. Choose install location and click [Install] for process the Qfinder installation.


QNAP Qfinder Installer
Choose Install Location
Choose the folder in which to install Qfinder.
Setup will install Qfinder in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.
Destination Folder
Browse...
Space required: 366.3MB
Space available: 304.3GB
< Back
Install
Cancel

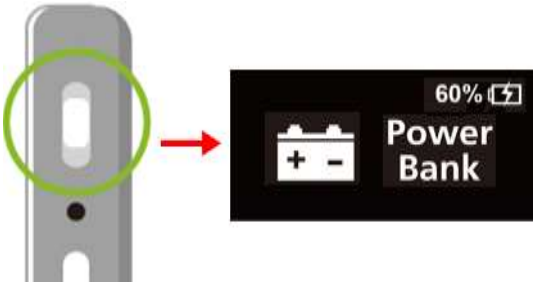
Turning the power on/off

Turning the Power on

1. Turn on QGenie into Wi-Fi sharing mode
   Slide the power switch to the top, and the OLED screen will display “QG-XXXXXX” and startup.

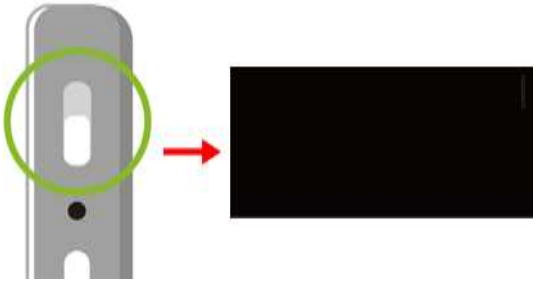


2. Turn on QGenie into Power bank mode
   Slide the power switch to the middle, and the OLED screen will show “Power Bank.”



Turning the Power off

Slide the power switch to the bottom, the OLED screen will switch off.

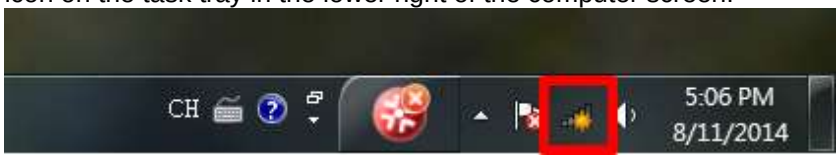


Connecting PCs to QGenie

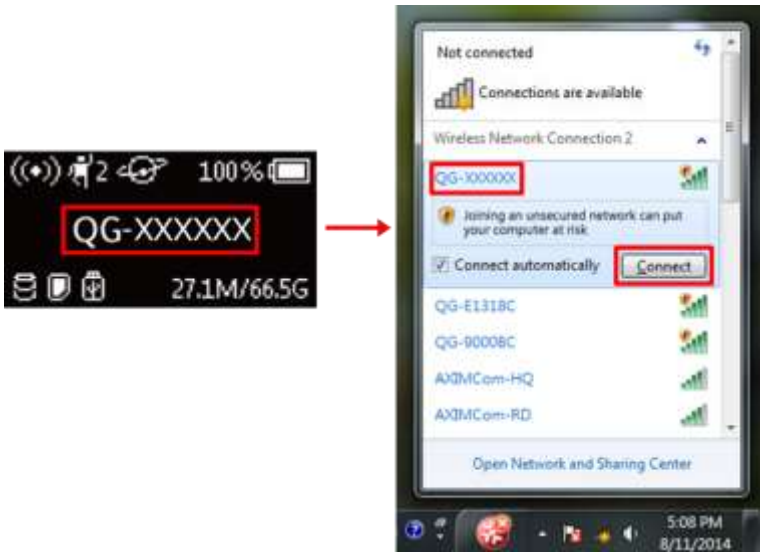
Connecting to QGenie with Windows

1. Turn on QGenie by sliding its power switch to the top and wait until the progress bar disappears.

2. Click the icon on the task tray in the lower right of the computer screen.



3. Find QGenie's wireless name (SSID) and connect (the wireless name (SSID) on QGenie's OLED screen).



4. Click the icon on the task tray in the lower right of the computer screen. When it is displayed on the same line as QGeine's wireless name, the QGenie and computer are connected.

NOTE

- Internet connections will temporarily be interrupted after connecting to QGenie. Please refer to below sections for how to configure an outbound network.

Connecting to QGenie with Mac

1. Turn on QGenie by sliding its power switch to the top and wait until the progress bar disappears.

2. Click the icon on the menu bar in the upper right of the computer screen.

3. Find QGenie's wireless name (SSID) and connect (the wireless name (SSID) on QGenie's OLED screen).

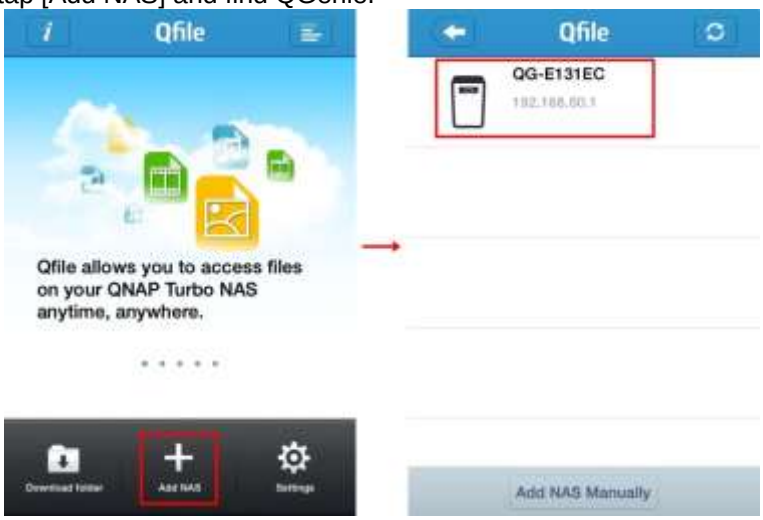
4. Click the icon on the menu bar in the upper right of the computer screen. When it is displayed on the same line as QGenie's wireless name, the QGenie and computer are connected.

Setup/use QGenie with Qfile

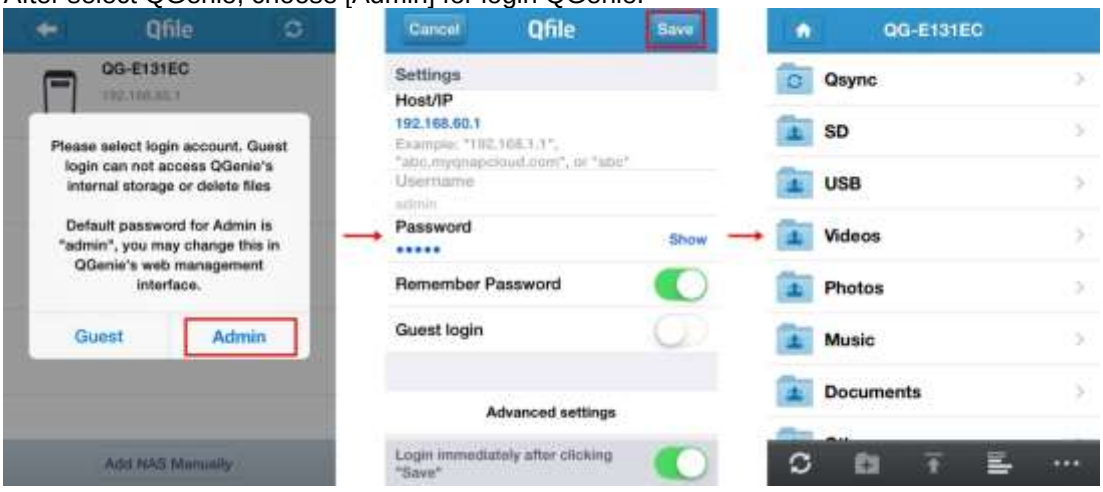
Login from Qfile

1. Turn on QGenie in Wi-Fi sharing mode and launch [Qfile] on phone/tablet once connected.

2. After connect, tap [Add NAS] and find QGenie.



3. After select QGenie, choose [Admin] for login QGenie.



Home Screen

icon	**Description**
	Browse the download file of QGenie
	QGenie setting
	Phonebook restore and backup
	Qfile Settings
	Refresh the list
	Add a folder
	Upload files from phone/tablet to the QGenie
	Show the current status of the file transferring

Setup QGeine

After logging in to QGenie using the Admin account, Qfile can configure QGenie's settings.

1. Turn on QGenie in Wi-Fi sharing mode and launch [Qfile].
2. After device has connected to QGenie, select [• • •] and choose [((•))]

3. Configure QGenie settings as displayed in the below screen.

Setup QGenie's Device ID

The QGenie's device ID can be changed to a preferred name by using Qfile. Please reference to instruction as below (using the iOS App as an example).

1. Choose [Device]

2. Select [Name], enter a new name, and select [YES] to change the QGenie's device ID.

NOTE

- Changing the QGeine's device ID will also change the Wireless name (SSID). After changing, please reconnect to the new network SSID and reopen Qfile.

Setup QGenie's Admin Password

IMPORTANT

To avoid unauthorized access, please make sure the admin password of QGenie has been changed.

1. Choose [Admin Password]

2. Enter and confirm the new admin password.
3. Select [Done] and reconnect to QGenie using the new password.

NOTE
If the password has forgotten, please reset QGenie.

Setup QGenie's Wireless security

IMPORTANT
To avoid unauthorized access, please make sure the wireless password of QGenie has been changed.

1. Choose [Wireless Security]

2. Select the security type (WEP/WPA/WPA2) to be used. For the best level of security, it is recommended to use WPA2.

3. Enter and confirm the new password.
4. After the new password has been set, select [Done] and reconnect to QGenie's wireless LAN using the new password.

NOTE

- If “Disable” is selected, the wireless LAN will have no password protection.
- After changing the QGenie's wireless security settings, users must reconnect to QGenie using the new wireless password.
- If the password has forgotten, please reset QGenie.
- WPA/WPA2, the valid password length is between 8 ~ 63 characters long.
- WEP, the valid password length is between 5 or 13 characters long.

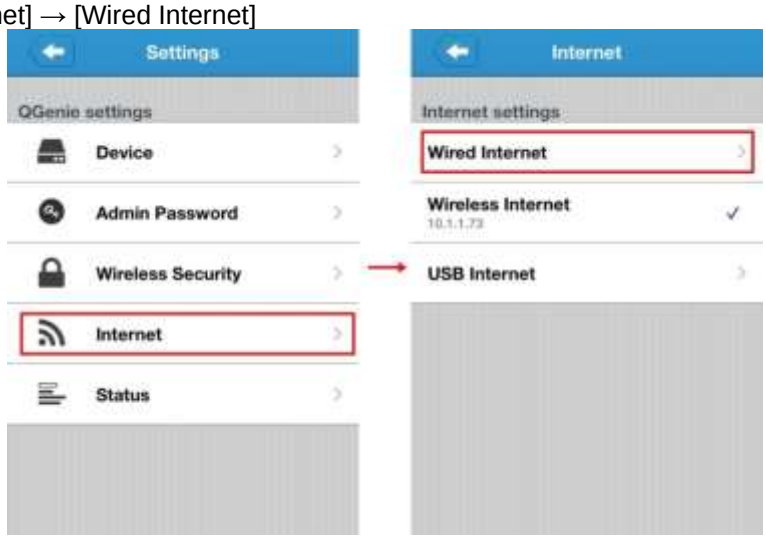
Setup QGenie's Internet connection

QGenie supports 3 methods to connect to Internet:

1. Wired Internet
   Plug an Ethernet cable to QGenie and use Ethernet internet connection.
2. Wireless Internet
   QGenie connect to an existing wireless internet connection.
3. USB Internet
   QGenie can work with (1) internet tethering (iPhone/Adnroid), or (2) 3G/4G USB dongle.

Setup Wired Internet

1. Choose [Internet] → [Wired Internet]



2. Select proper type of wired connection.
   - DHCP: The most common method, choose this if connect the cable to a home router.
   - Static IP: Similar with DHCP, but required to manually input proper IP settings.
   - PPPoE: If plug QGenie directly to an ADSL/VDSL modem and need to enter username and password.

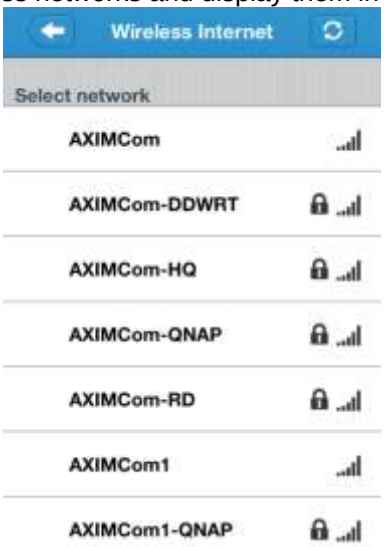
   **If doesn't know kind of connection type are using, please contact the network administrator or internet service provider for assistance.*
3. Press [Connect] to apply settings.

Wired Internet
DHCP
Static
PPPoE
DHCP IP address
IP
Subnet mask
Gateway
Connect

Setup Wireless Internet

1. Choose [Internet] → [Wireless Internet]

2. QGenie will scan nearby wireless networks and display them in a list.



3. Select the wireless network and enter the password as necessary. These settings will be applied to QGenie once select [OK].

Wireless Internet
Enter password
Cancel
OK
AXIMCom-HQ
1 2 3 4 5 6 7 8 9 0
- / : ; ( ) $ & @ "
#+= . , ? ! '
ABC
space
return

Setup USB Internet

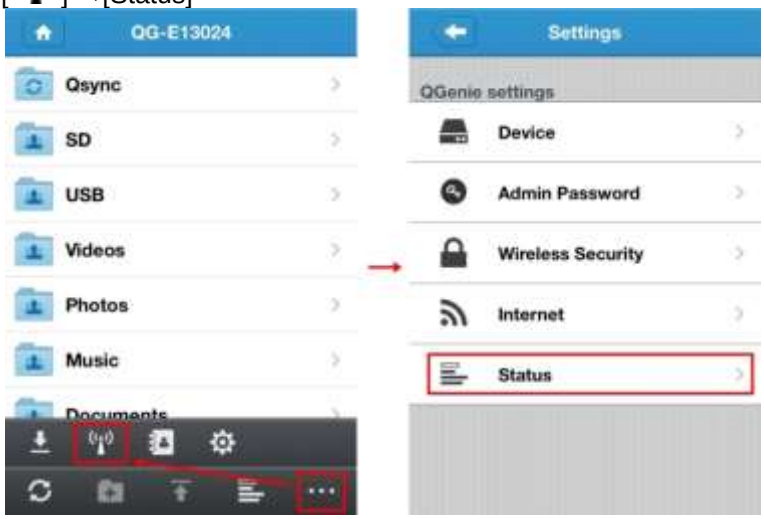
1. Turn on QGenie and connect it to a USB Internet device (3G/4G dongle, smartphone, etc).
2. Choose [Internet] → [USB Internet]

3. Select the type of USB device, and select connect.

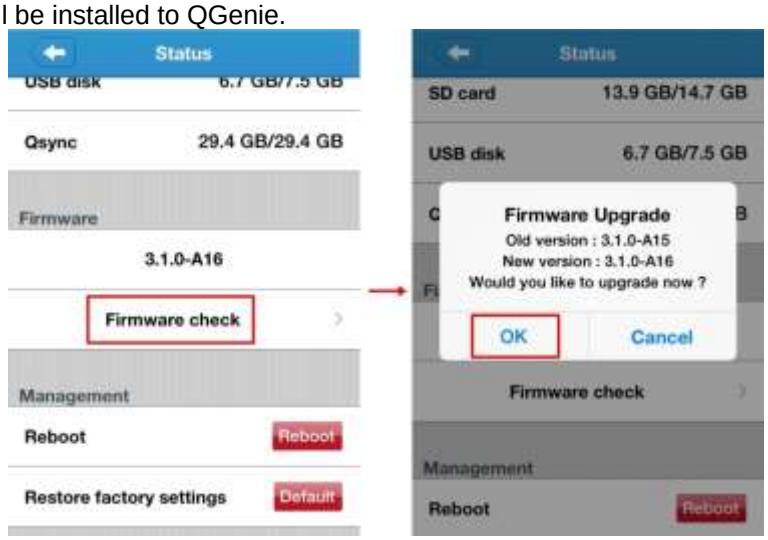
User will need to reconnect phone/tablet to QGenie once these settings are changed.

Upgrade the Firmware

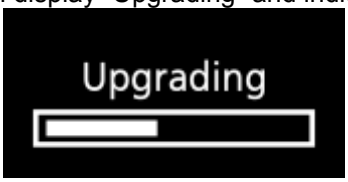
1. Turn on QGenie. Connect the phone/tablet to QGenie's wireless LAN.
2. Open Qfile and connect to QGenie
3. Select [• • •]→[((•))] →[Status]



4. The [Firmware] will show in the settings page. Select [Firmware check] and [OK]. The firmware will be installed to QGenie.



5. The QGenie OLED screen will display "Upgrading" and indicate its progress.



Access and manage files (Basic)

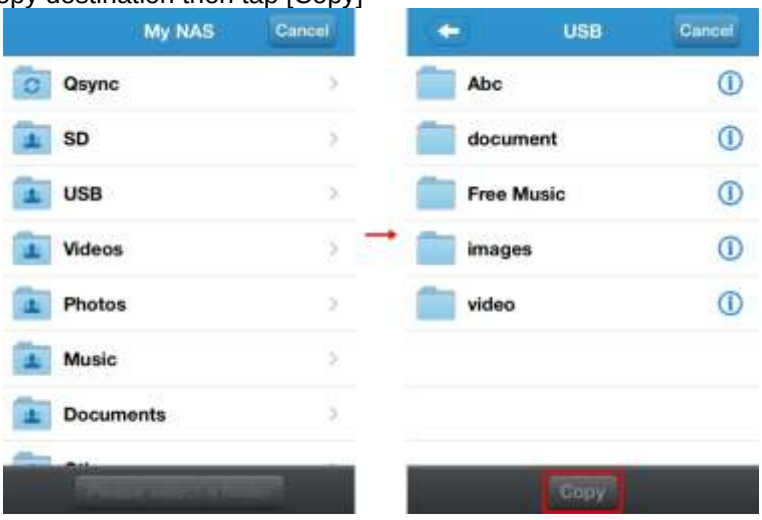
Home page

icon	**Description**
	Copy the selected file(s) or folder(s)
	Move the selected file(s) or folder(s).
	Download the selected file(s) Note: Folders cannot be downloaded
	Delete the selected file(s) or folder(s), or swipe a file to delete.
1	Show the file(s) has selected currently

Copying file/folder

1. Click the [ ] in the upper right of the playback screen. On the data list, selecting a file/folder that want to copy then tap [ ].

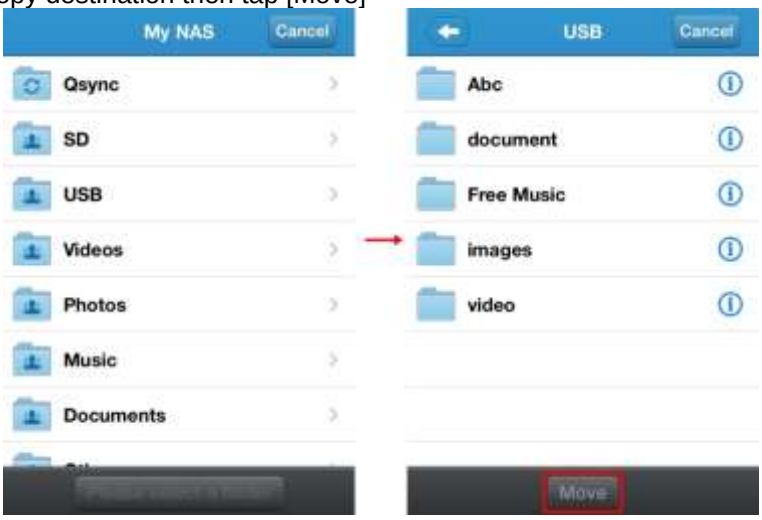
2. Select the copy destination then tap [Copy]



Move file/folder

1. Click the [ ] in the upper right of the playback screen. On the data list, selecting a file/folder that want to move then tap [ ].

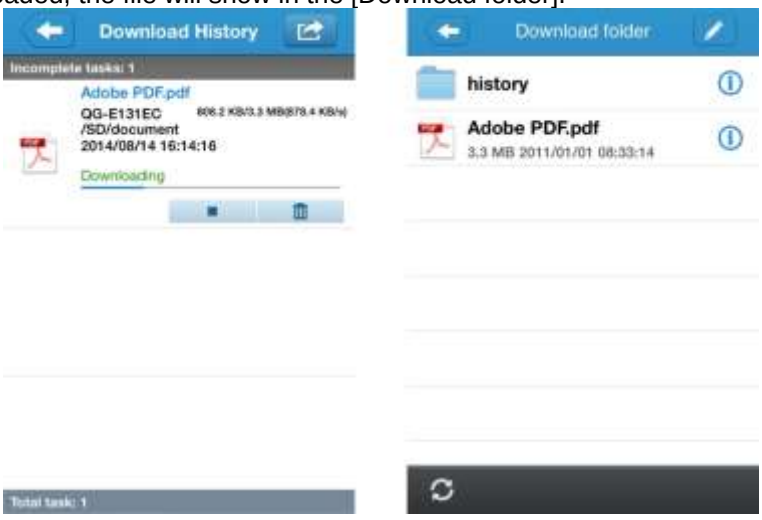
2. Select the copy destination then tap [Move]



Download file/folder to local folder

1. Click the [ ] in the upper right of the playback screen. On the data list, selecting a file/folder that want to download then tap [ ].

2. After downloaded, the file will show in the [Download folder].



Delete file/folder

1. Click the [ ] in the upper right of the playback screen. On the data list, selecting a file/folder that want to delete then tap [ ].

2. When the [delete] screen is display, please tap [Confirm] then delete file starting.

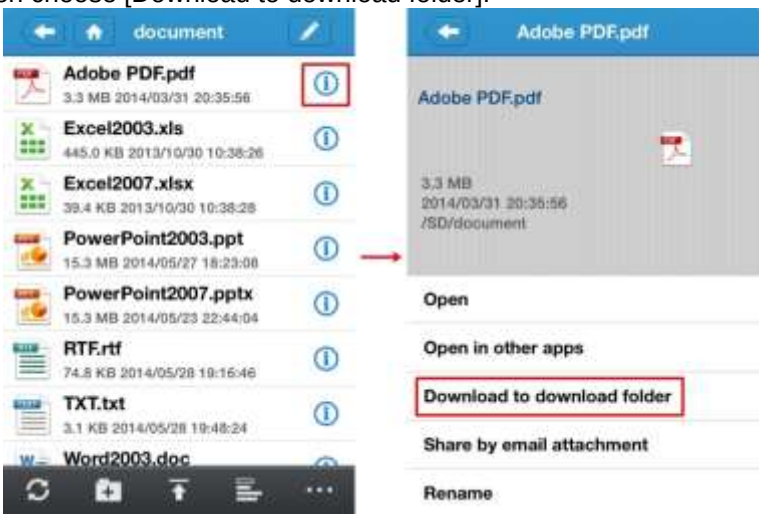
Access and manage files (Advance)

Checking the file information

On the data list, select file/folder that want to check information. Tap [ⓘ] icon next to the file/folder then file information will show on the screen.

Download file/folder to local folder

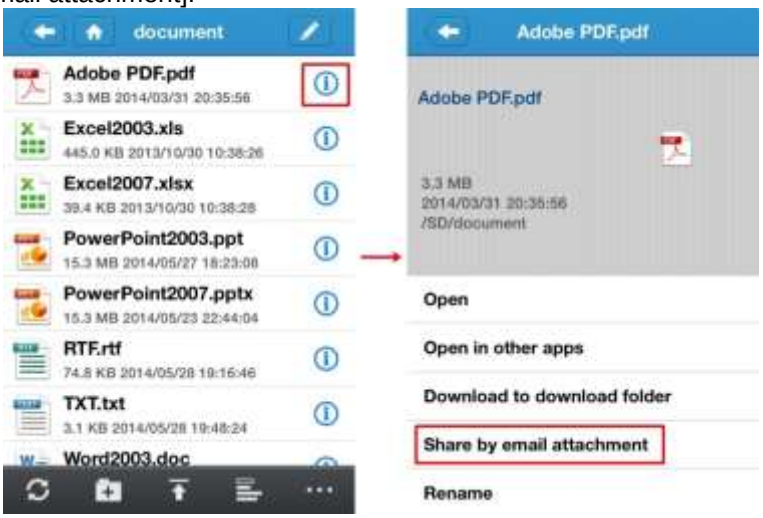
1. On the data list, selecting file/folder that want to download. Tap [ⓘ] icon next to the file/folder then choose [Download to download folder].



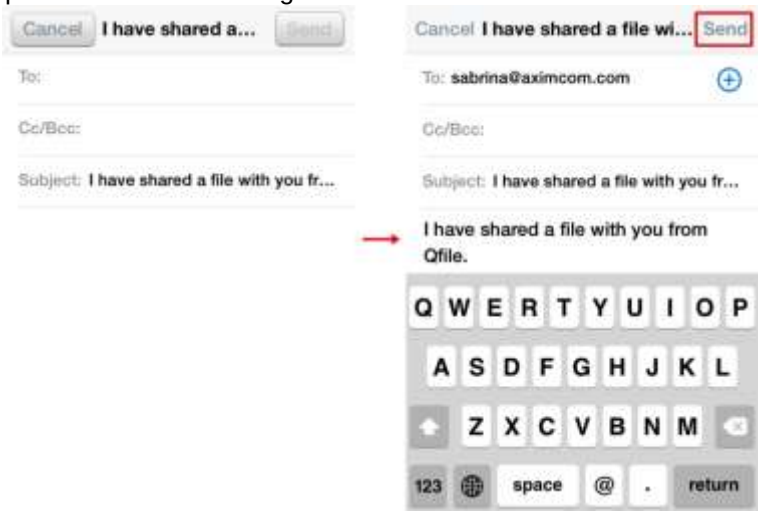
2. After downloaded, the file/folder will show in the [Download folder].

Share file via email

1. On the data list, selecting files that want to share. Tap [ⓘ] icon next to the file then choose [Share by email attachment].



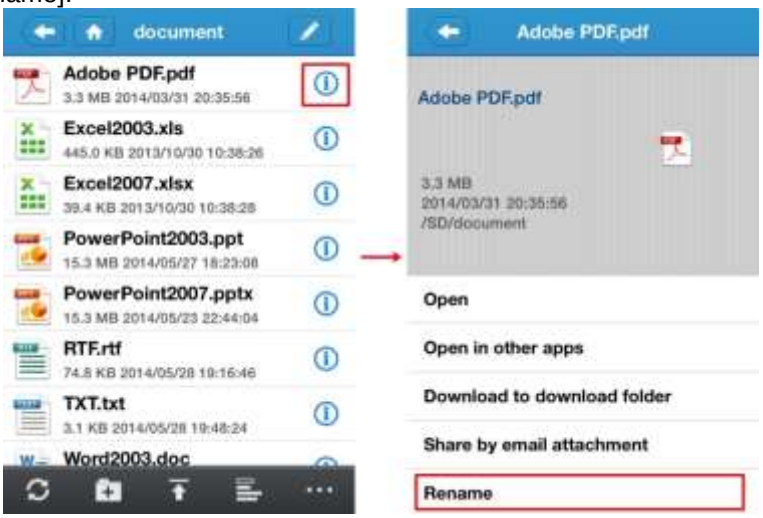
2. Specify the recipients and send message.



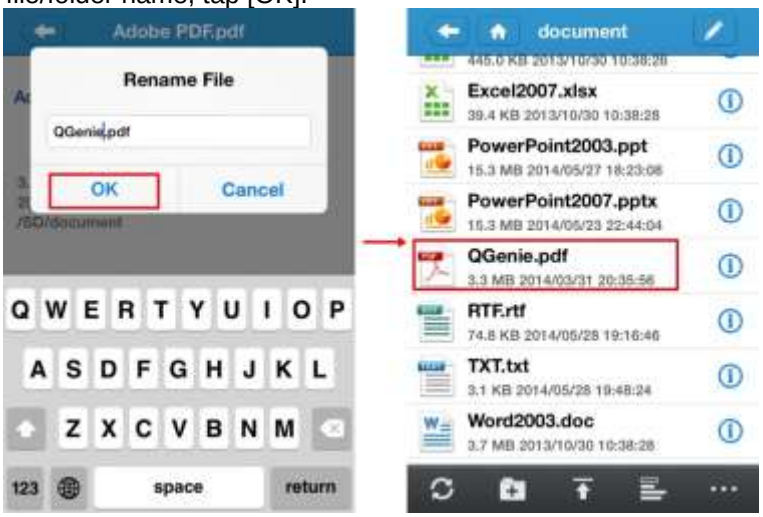
Note: Attachments should smaller than 20MB

Editing the file/folder name

1. On the data list, selecting file/folder that want to edit. Tap [ⓘ] in the playback screen then choose [Rename].

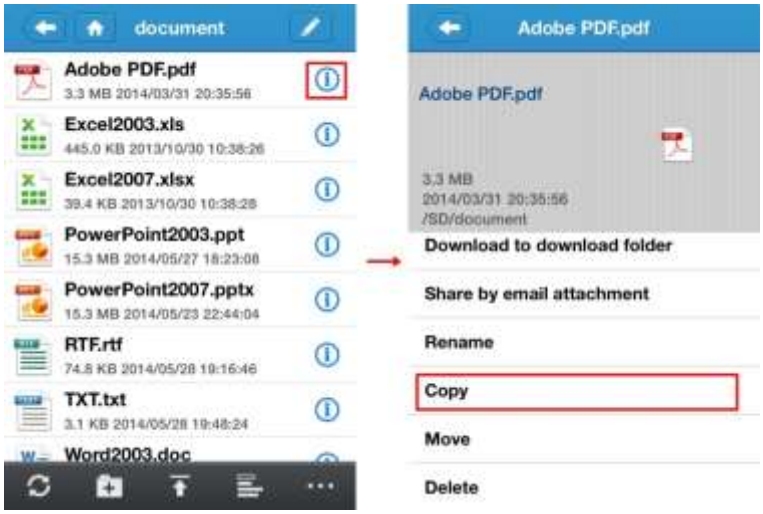


2. Enter a new file/folder name, tap [OK].



Copying file/folder

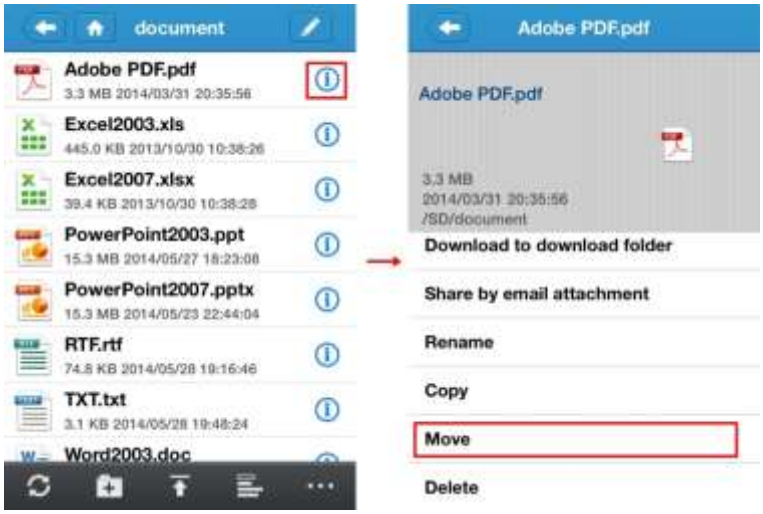
1. On the data list, selecting file/folder that want to copy. Tap [ⓘ] in the playback screen then choose [Copy].



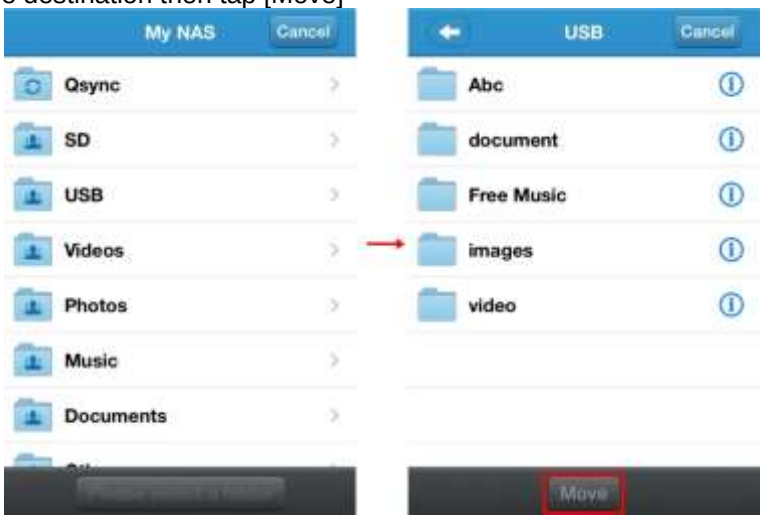
2. Select the copy destination then tap [Copy]

Moving file/folder

1. On the data list, selecting file/folder that want to move. Tap [ⓘ] in the playback screen then choose [Move].

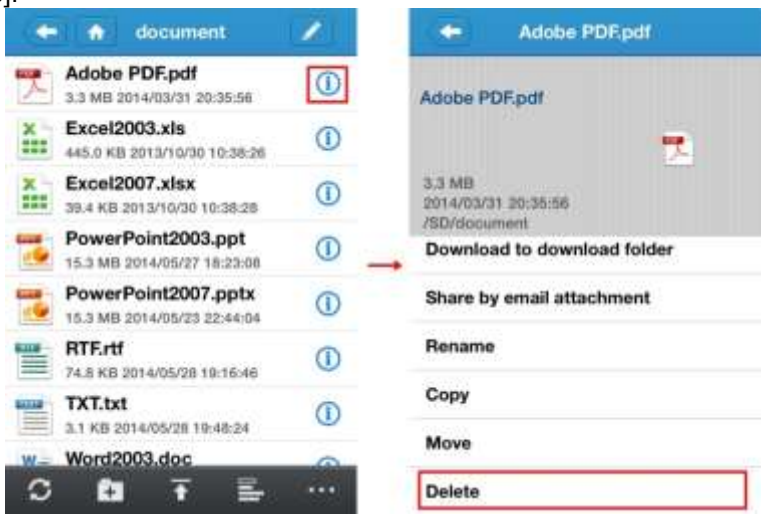


2. Select the move destination then tap [Move]

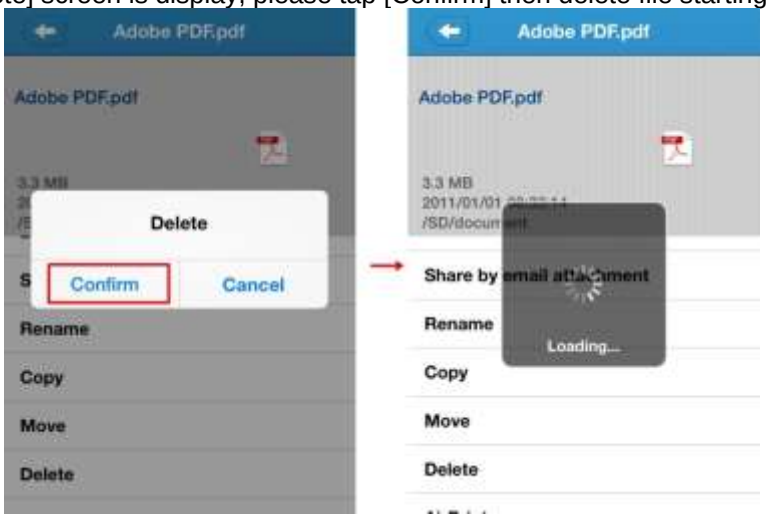


Deleting data

1. On the data list, selecting file/folder that want to delete. Tap [ⓘ] in the playback screen then choose [Delete].

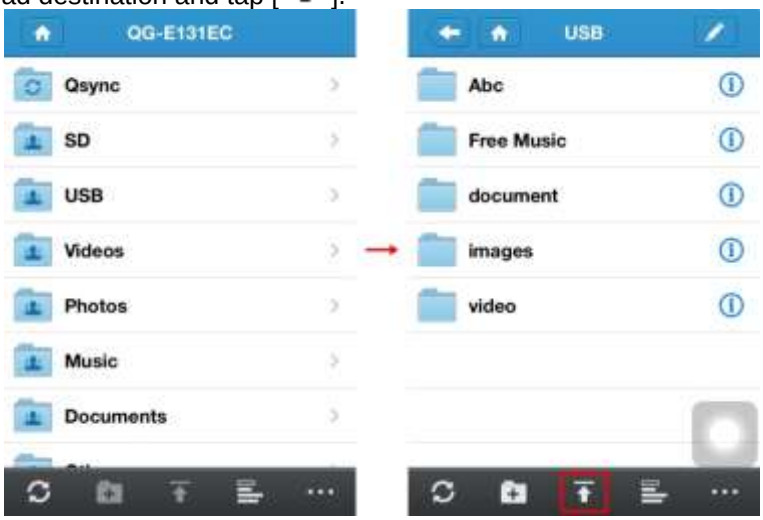


2. When the [delete] screen is display, please tap [Confirm] then delete file starting.

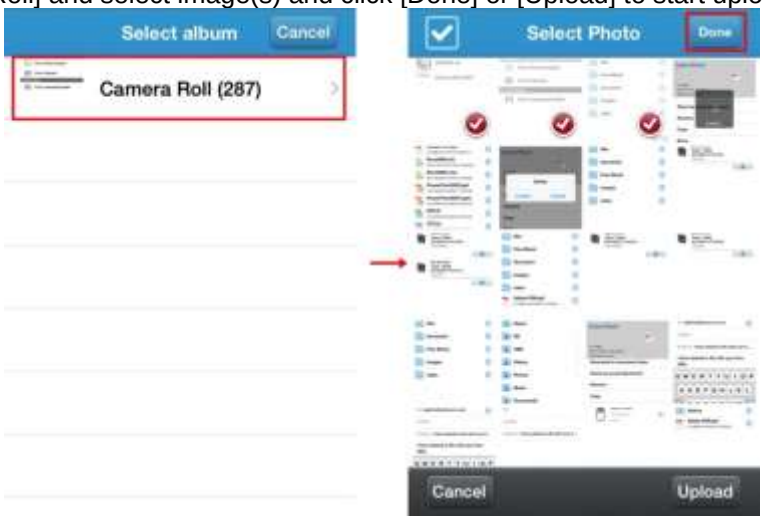


Upload photo/video

1. Select the upload destination and tap [⬆].

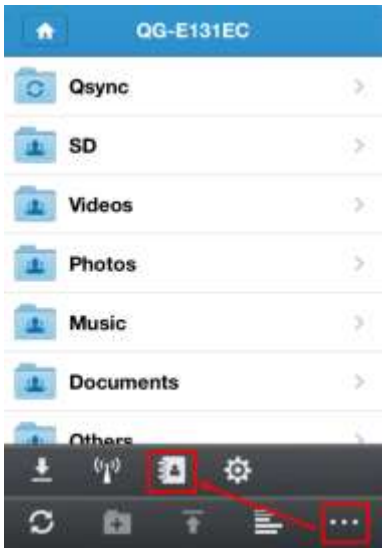


2. Tap [Camera Roll] and select image(s) and click [Done] or [Upload] to start uploading.



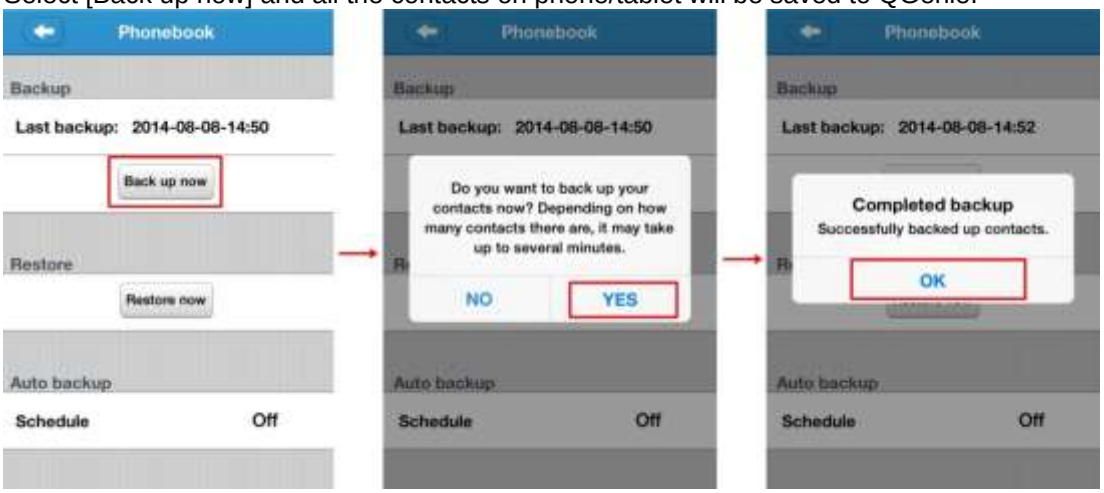
Backup & restore phonebooks to/from QGenie

1. Turn on QGenie. Connect the phone/tablet to QGenie's wireless LAN.
2. Open Qfile and connect to QGenie
3. Select [• • •]→[ ]



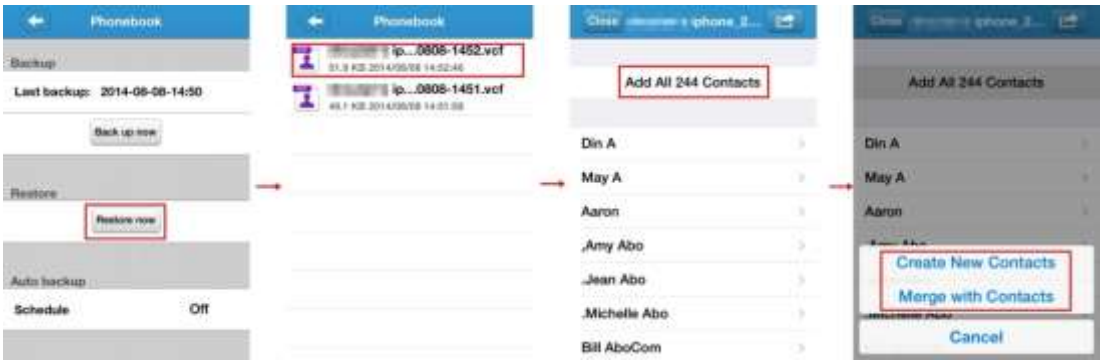
Phonebook backup

Select [Back up now] and all the contacts on phone/tablet will be saved to QGenie.



Phonebook restore

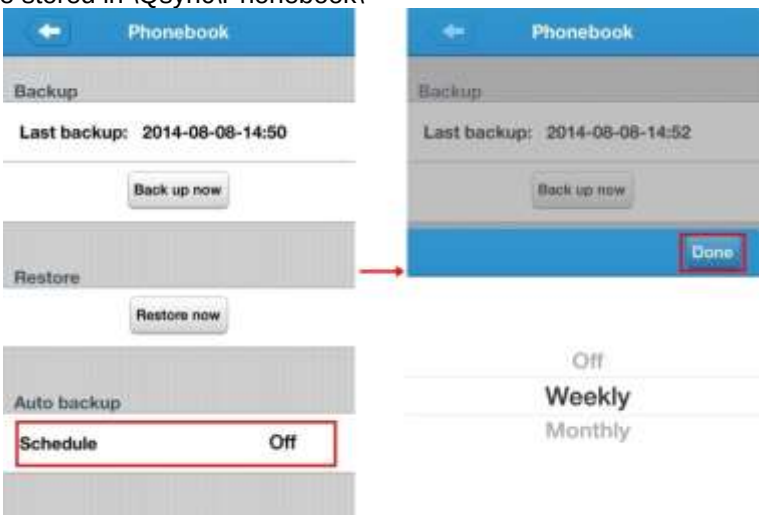
Select [Restore now] and select the phonebook backup file that want to restore then choose [Create New Contacts] or [Merge with Contacts].



NOTE
Qfile will not import duplicate contacts.

Phonebook auto backup

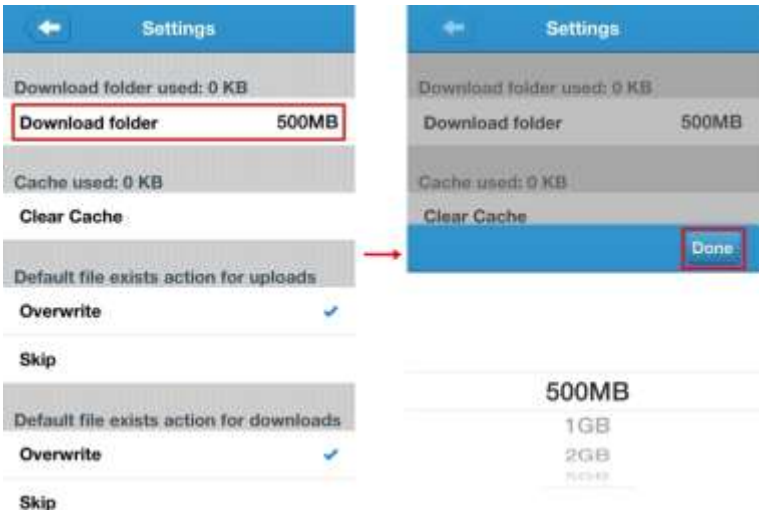
Select phonebook auto backup is occur in [Each week] or [Each month] then press [Done]. The backup files will be stored in \Qsync\Phonebook\



Setup Qfile

Local Storage

Specify the storage space that can be used by Qfile on phone/tablet. This includes the total size of the Local Folder and cache.

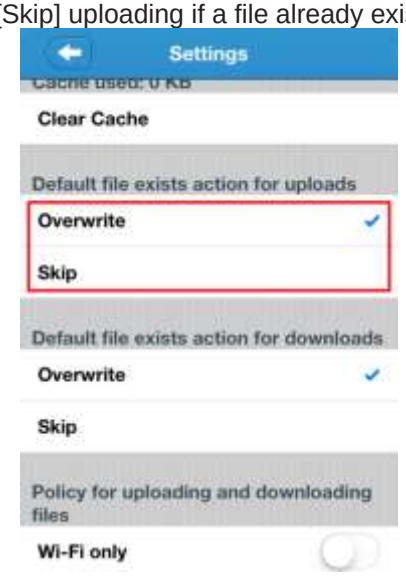


Clear Cache

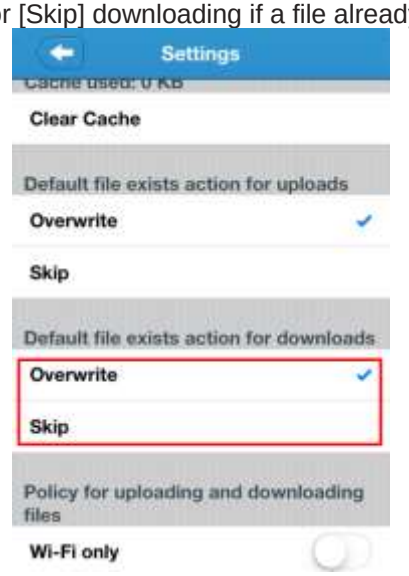
The files that have previewed are saved in the Local Folder as a cache. Tap [Clear Cache] to clear all the temporary data in the Local Folder.

Default file exists action for uploads/downloads

1. Default file exists action for uploads
   Select to [Overwrite] a file or [Skip] uploading if a file already exists on the QGenie.

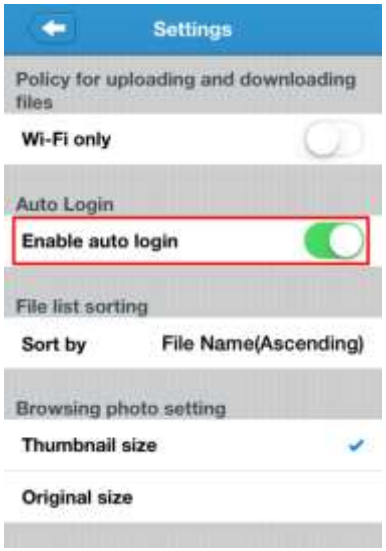


2. Default file exists action for downloads
   Select to [Overwrite] a file or [Skip] downloading if a file already exists on phone/tablet.



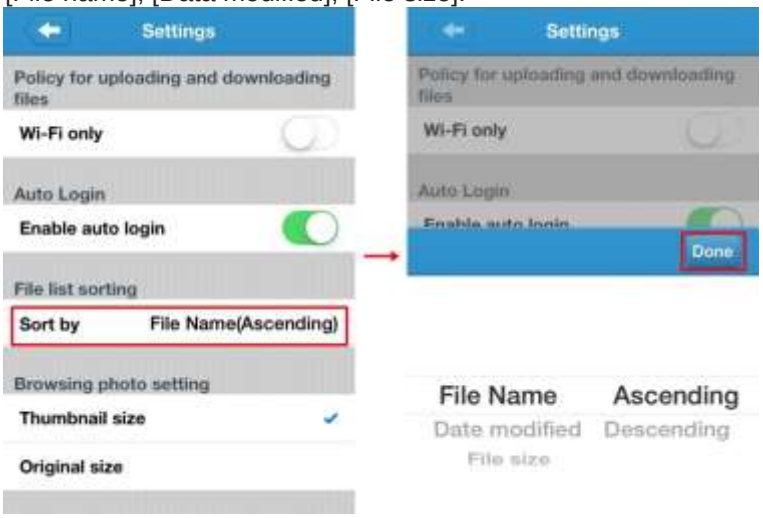
Auto Login

Enable automatic login to QGenie.



File list sorting

Select the sort by [File name], [Data modified], [File size].



Browsing photo setting

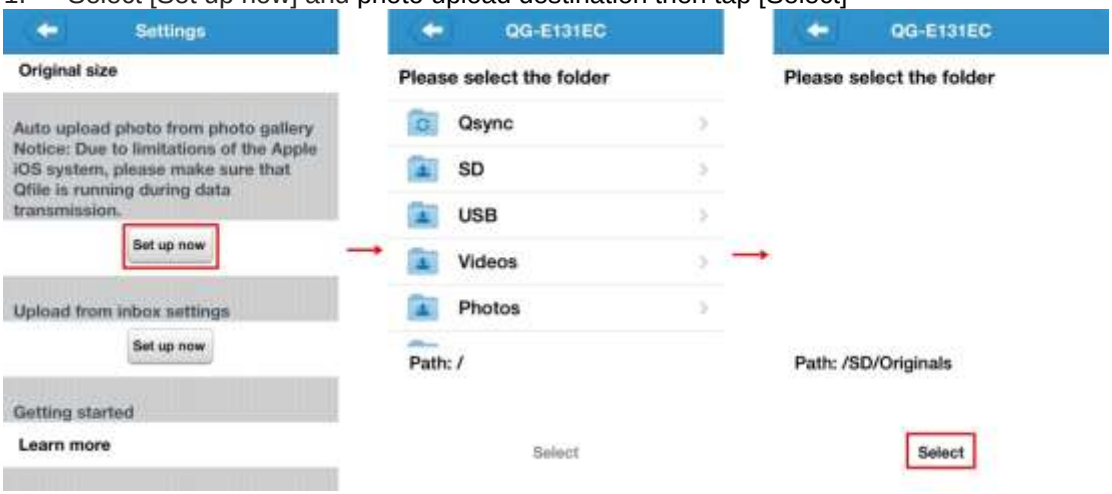
Selecting browse photo by [Thumbnail size], or [Original size].

Auto upload photo from photo gallery

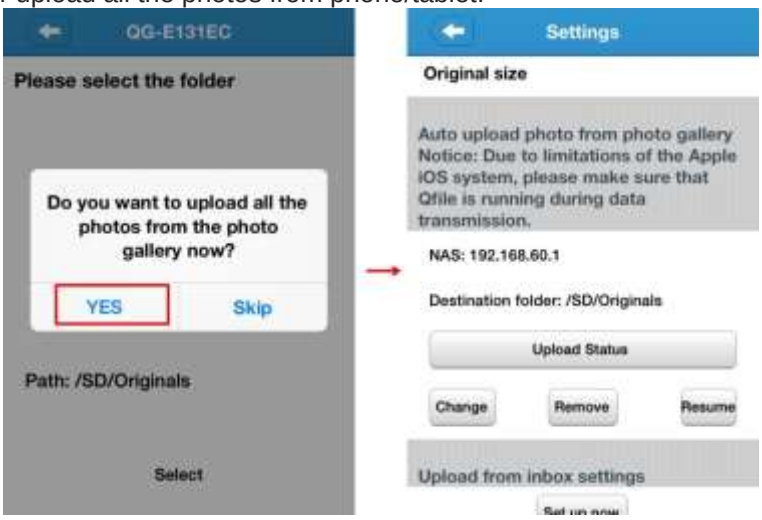
Upload the photo library from phone/tablet to the QGenie.

Set up auto upload photo

1. Select [Set up now] and photo upload destination then tap [Select]



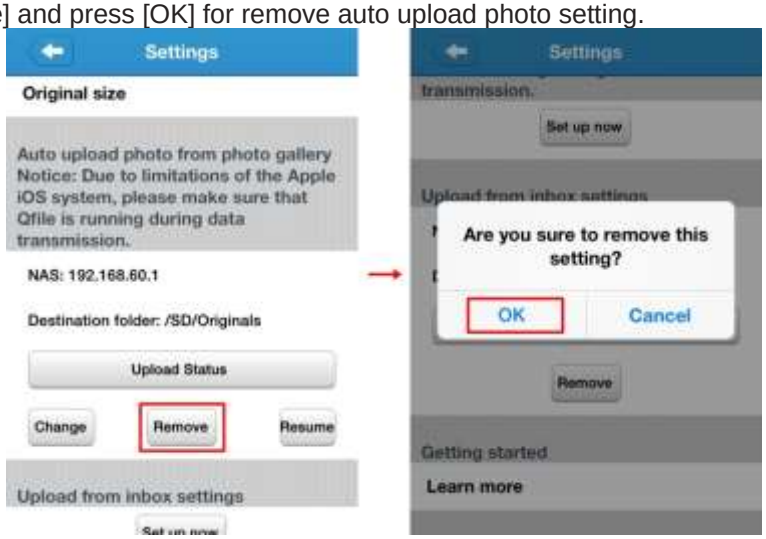
2. Tap [Yes] for upload all the photos from phone/tablet.



Chang/Remove auto upload photo

1. Change auto upload photo destination folder
   Select [Change], photo upload destination then tap [Select] and tap [Yes] for confirm change photo upload destination.

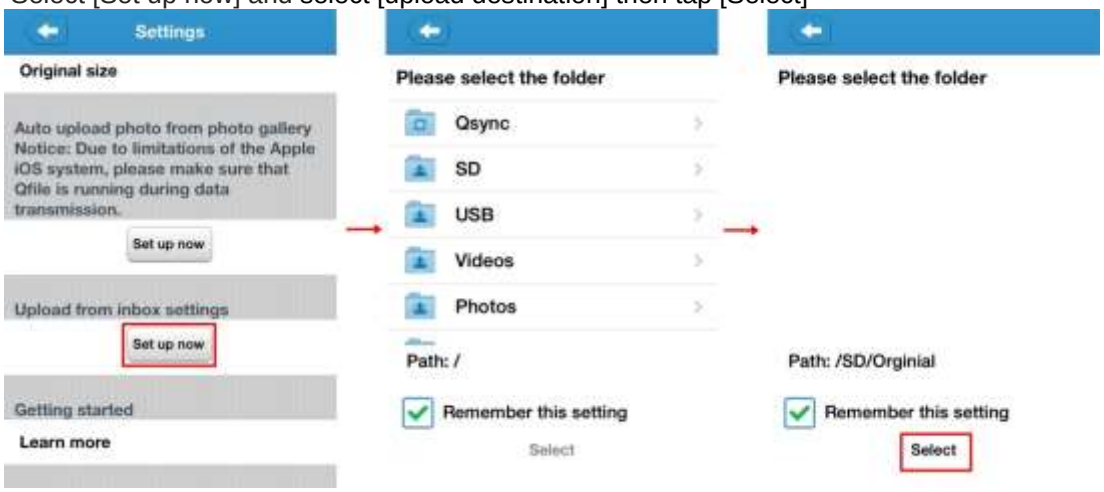
2. Remove auto upload photo destination
   Tap [Remove] and press [OK] for remove auto upload photo setting.



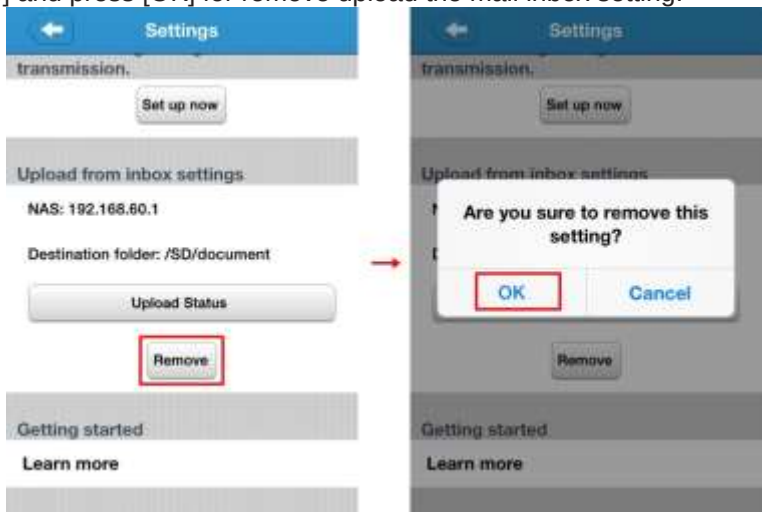
Upload from inbox settings

Upload the mail inbox from phone/tablet to the QGenie.

1. Setup upload folder
   Select [Set up now] and select [upload destination] then tap [Select]



2. Remove upload folder
   Tap [Remove] and press [OK] for remove upload the mail inbox setting.

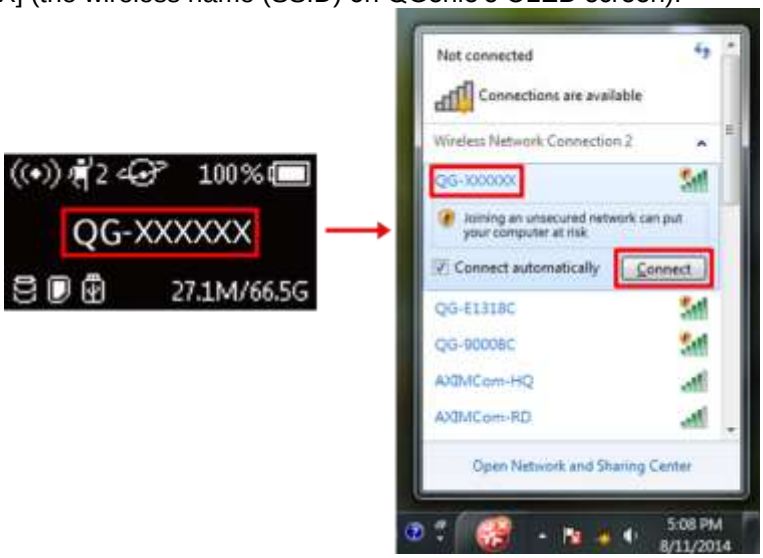


Setup/use QGenie with Qfinder

QGenie supports a Qfinder utility for users to access the file and check the QGenie's status.

Login from Web Interface

1. Turn on QGenie. Connect the PC to QGenie's wireless LAN. By default, the name of QGenie is [QG-XXXXXX] (the wireless name (SSID) on QGenie's OLED screen).



2. After connected to the Wireless LAN, please go to Qfinder and choose [login].

3. It will open browser and go to http://192.168.60.1/. The welcome page as below.

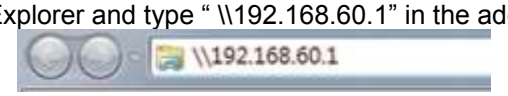
4. Users can login with Admin account or Guest account. The different between admin account and guest as below.

	Admin Account	Guest Account
Password	Admin	None
Account permission	Change QGenie setting	Only view the current status of QGenie
Folder access	Qsync/SD card/USB	SD card/USB

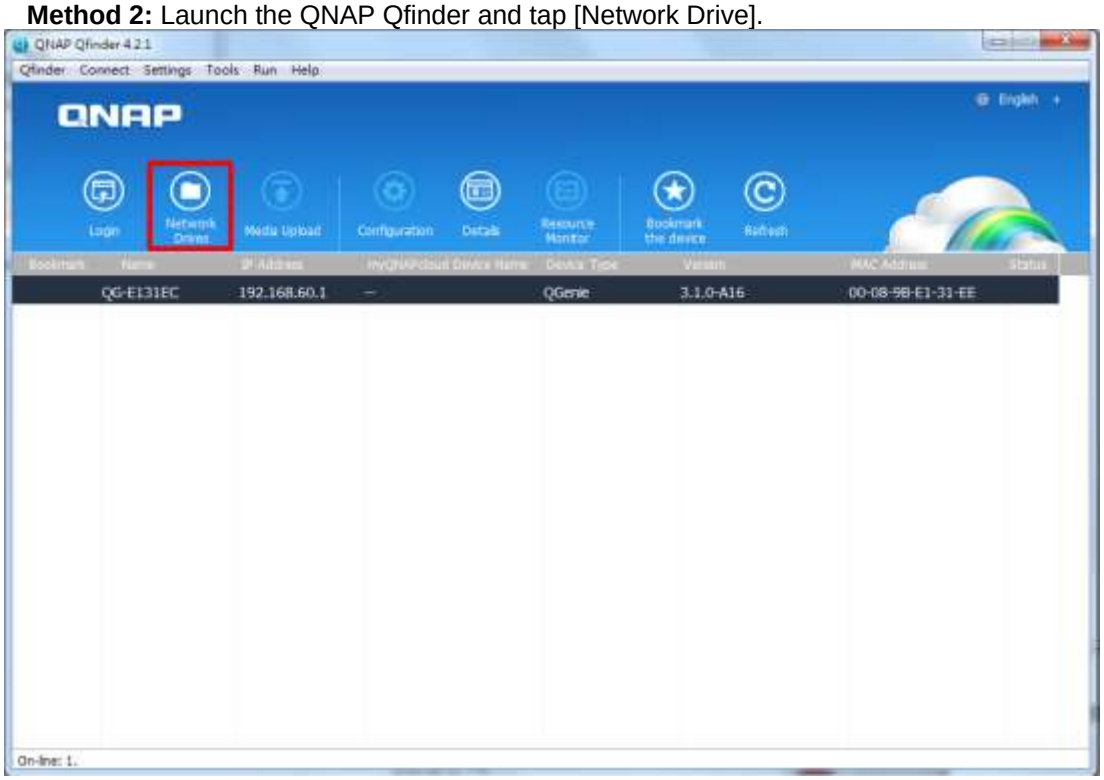
Access QGeine's contents

Use a Network neighborhood (Samba) to access QGenie contents

1. Connect QGenie to the PC via wireless LAN.
2. For Windows operating systems, there are two methods to access QGenie contents
   Method 1: Open File Explorer and type " \\192.168.60.1" in the address bar.



   Method 2: Launch the QNAP Qfinder and tap [Network Drive].

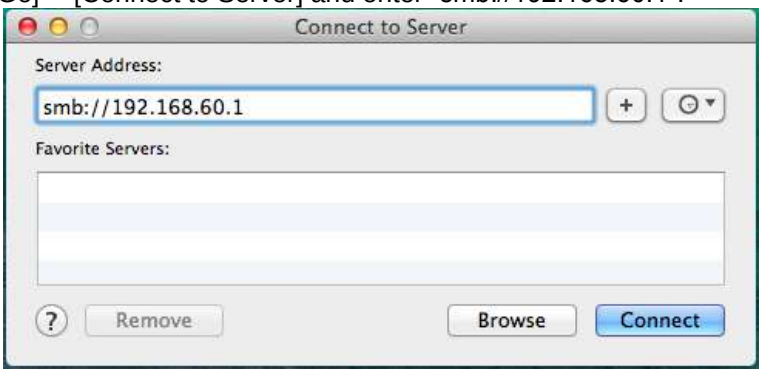


3. Users can choose Qsync, SD or USB and access the stored content.

Use a Mac to access QGenie contents

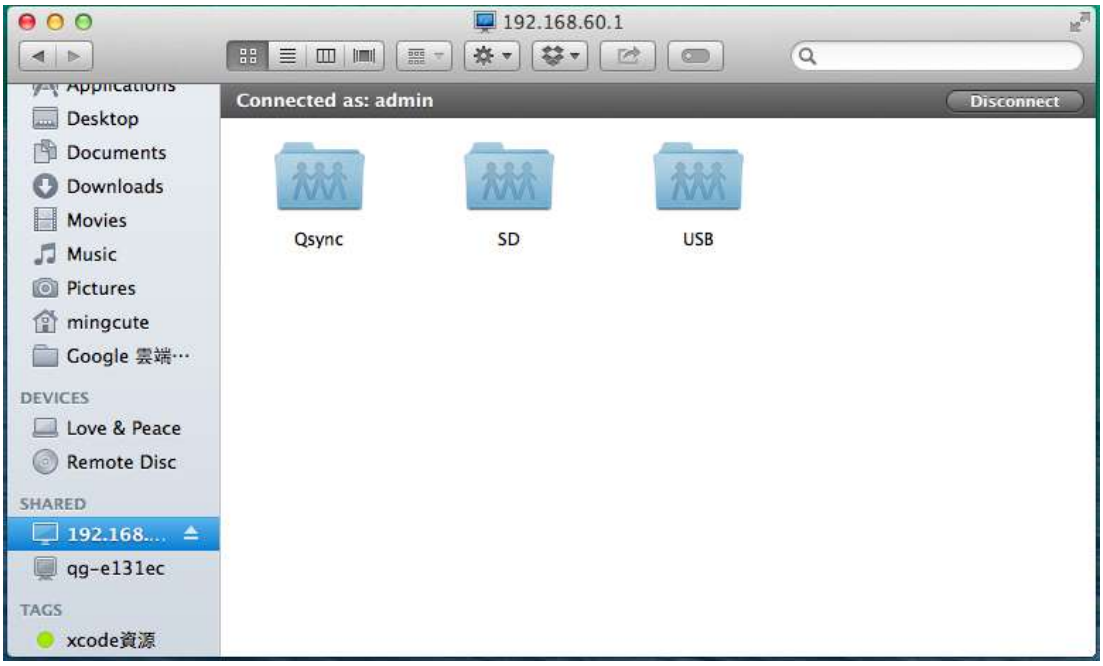
1. Connect QGenie to the Mac via wireless LAN.
2. For Mac operating systems, there are two methods to access QGenie contents

Method 1: [Go] →[Connect to Server] and enter “smb://192.168.60.1”.



Method 2: Launch the QNAP Qfinder and tap [Network Drive].

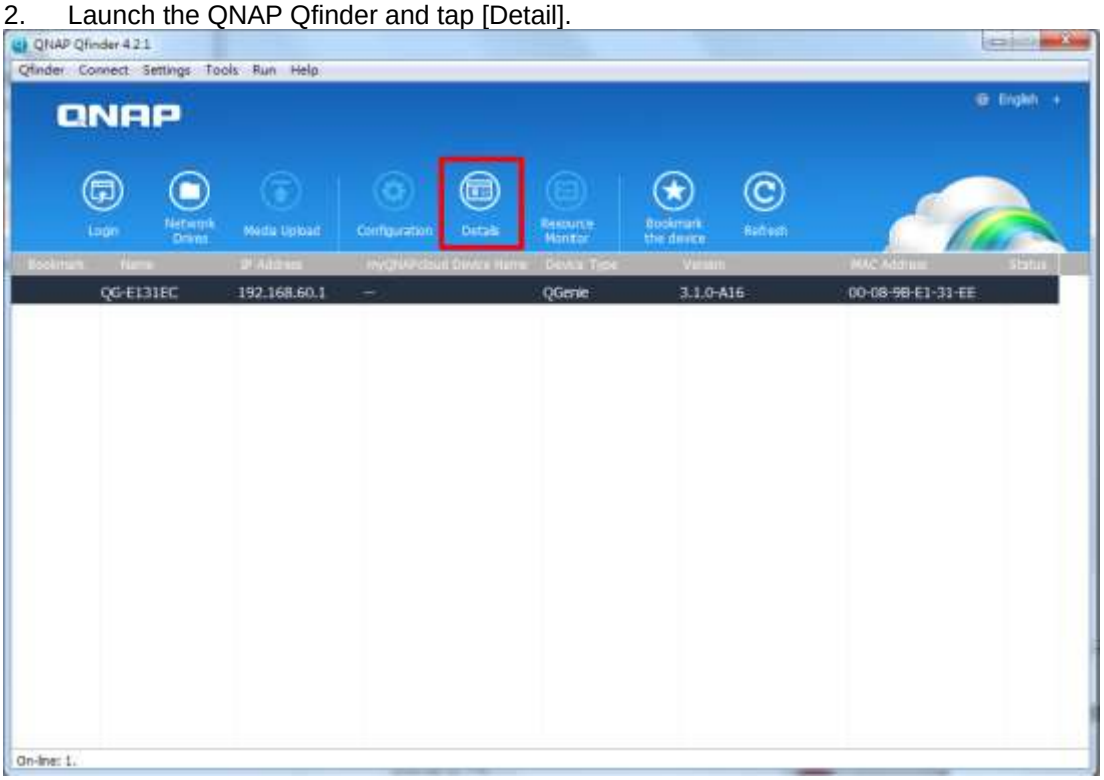
3. Users can choose Qsync or SD or USB and access the stored content.



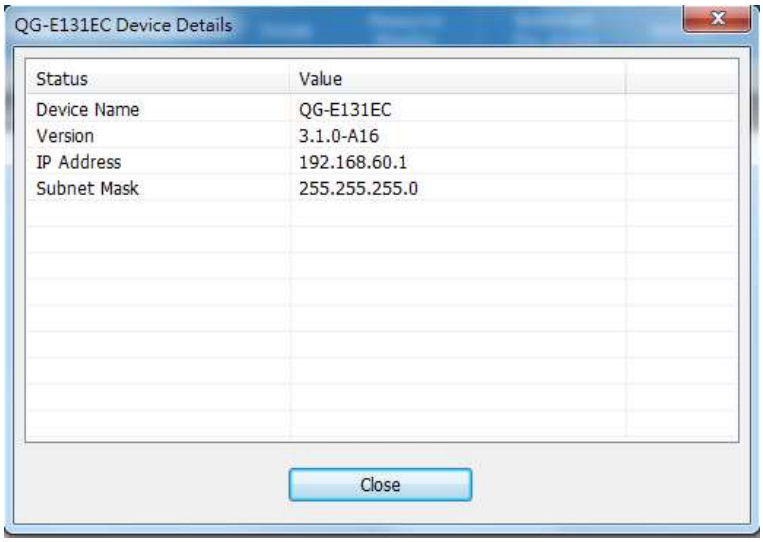
NOTE
Unplugged devices will appear in the list, but they will inaccessible.

Checking the QGenie's detail

1. Connect QGenie to the PC via wireless LAN.
2. Launch the QNAP Qfinder and tap [Detail].



3. The QGeine's detail will show on the screen.

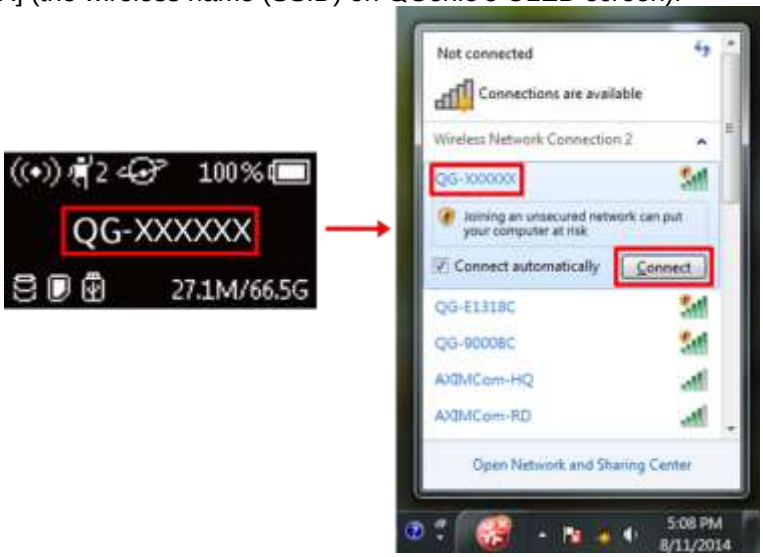


Setup/use QGenie with Web Browser

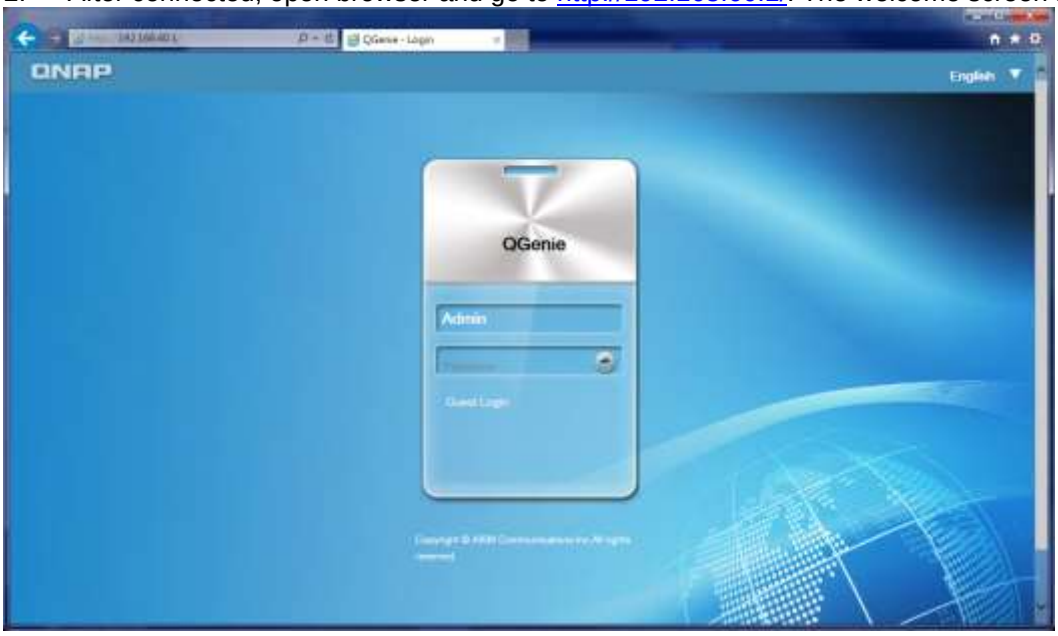
QGenie provides a web interface for users to setup basic functions, allowing users to use a web browser from their PC or other devices to change its settings.

Login from Web Interface

1. Turn on QGenie. Connect the PC to QGenie's wireless LAN. By default, the name of QGenie is [QG-XXXXXX] (the wireless name (SSID) on QGenie's OLED screen).



2. After connected, open browser and go to http://192.168.60.1/. The welcome screen as below.



3. Users can login with Admin account or Guest account. The different between admin account and guest as below.

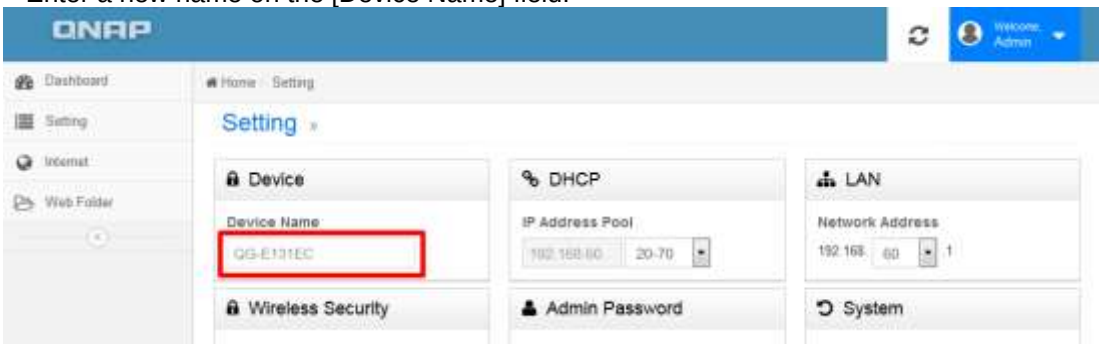
	Admin Account	Guest Account
Password	Admin	None
Account permission	Change QGenie setting	Only view the current status of QGenie
Folder access	Qsync/SD card/USB	SD card/USB

Setting Page

Setup Device ID with Web Interface

1. Login to the Web Interface using the Admin account.
2. Select [Setting] from the navigation panel.

3. Enter a new name on the [Device Name] field.



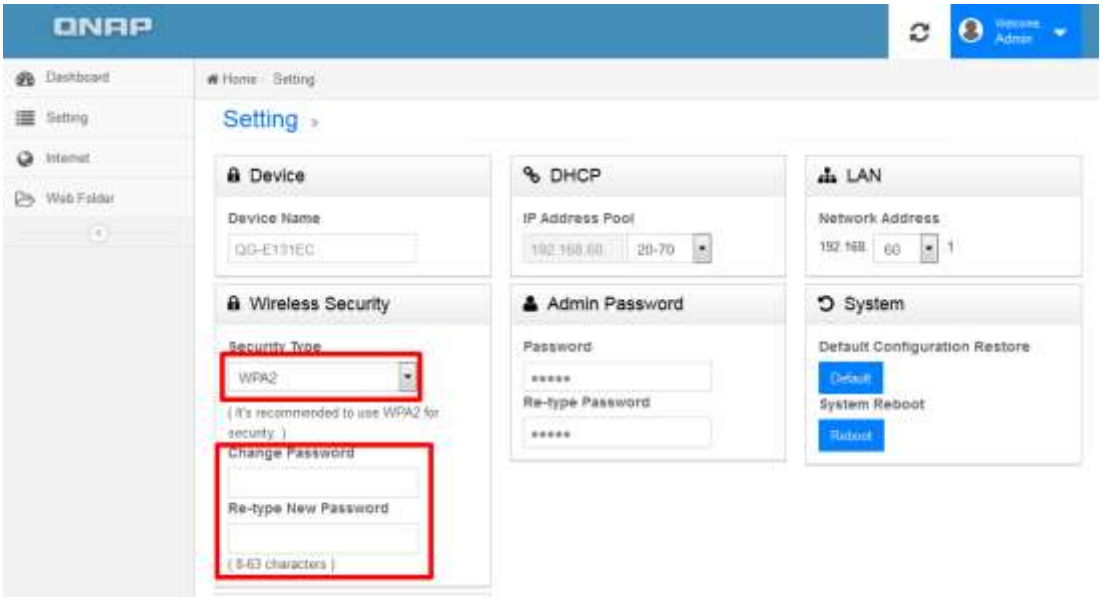
4. Select [Save] to apply new Device name and QGenie will restart with a new Device Name.

NOTE
After change device name, please reconnect to the QGenie's Wireless LAN by using the new Device Name.

Setup Wireless Security with Web Interface

1. Login to the Web Interface using the Admin account.
2. Select [Setting] from the navigation panel.

3. Select [Security Type] in Wireless Security. For the best level of security, it is recommended to use WPA2.



4. After entering the password twice, select [Save] to apply new security settings.

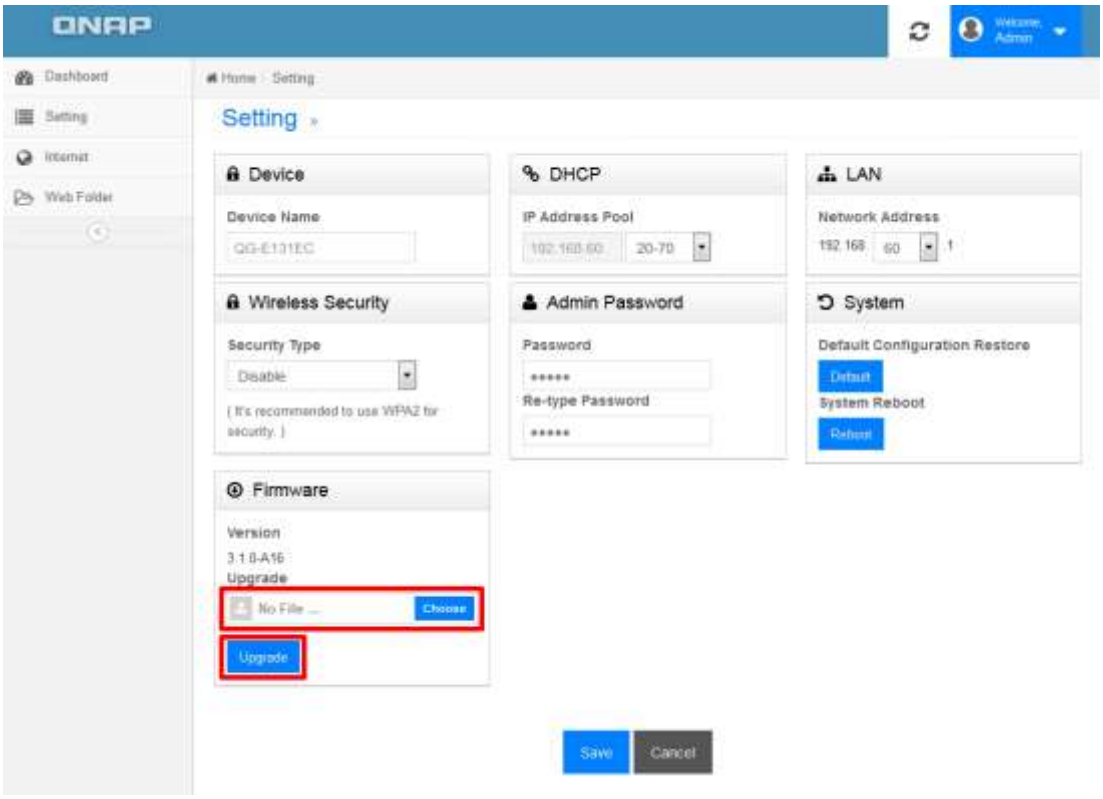
NOTE
- After change Wireless security, please reconnect to the QGenie by using the new password.
- WPA/WPA2, the valid password length is between 8 ~ 63 characters long.
- WEP, the valid password length is between 5 or 13 characters long.

Firmware upgrade with Web Interface

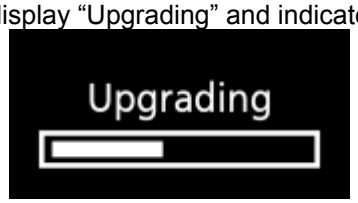
1. Turn on QGenie. Connect the PC to QGenie's Wireless LAN.
2. Open browser and go to http://192.168.60.1/. Login to the Web Interface using the Admin account.

3. Select [Setting] from the navigation panel.

4. [Firmware] will show in the settings page. Choose the firmware to apply from PC, and select [Update].



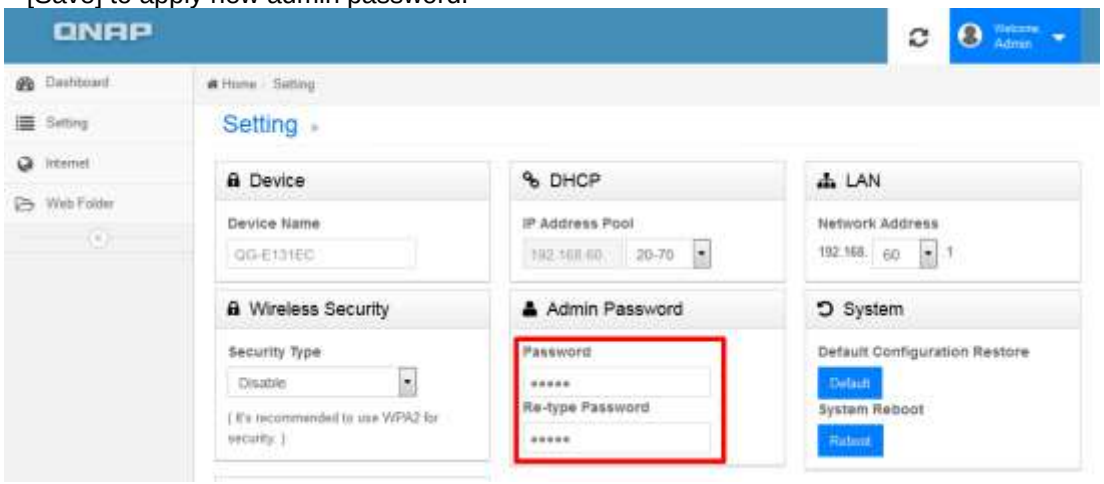
5. The QGenie OLED screen will display “Upgrading” and indicate its progress.



Setup Admin Password with Web Interface

1. Login to the Web Interface using the Admin account.
2. Select [Setting] from the navigation panel.

3. [Admin Password] will show in the settings page. After entering the password twice, select [Save] to apply new admin password.



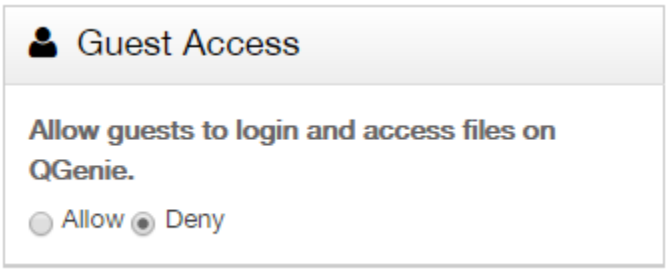
NOTE
After change admin password, please reopen Qfile by using new admin password.

Allow or Deny guest access

(Available in 3.1.1 or later)

1. Login to the Web Interface using the Admin account
2. Select [Setting] from the navigation panel.

3. [Guest Access] will show in the setting page. Default it is "Deny."



4. Set to "Allow" to accept guest login to Network Neighborhood (Samba), Web File Manager, and Qfile.

Setup QGenie's Internet connection

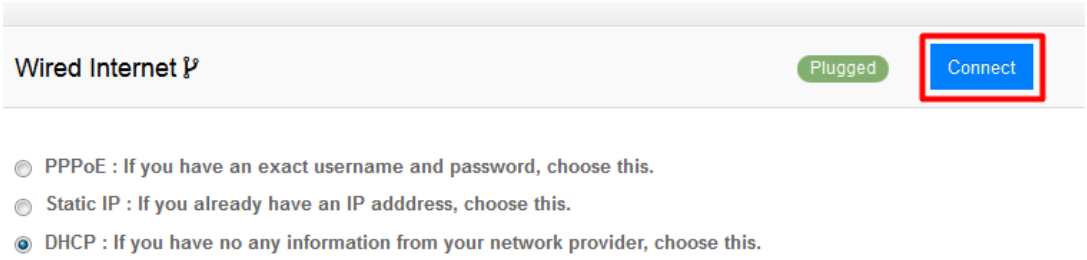
QGenie supports 3 methods to connect to Internet:

1. Wired Internet
   Plug an Ethernet cable to QGenie and use Ethernet internet connection.
2. Wireless Internet
   QGenie connect to an existing wireless internet connection.
3. USB Internet
   QGenie can work with (1) internet tethering (iPhone/Adnroid), or (2) 3G/4G USB dongle.

Setup Wired Internet

1. Login to the Web Interface using the Admin account.
2. Select [Internet] from the navigation panel.

3. Select wired connection type from [Wired Internet] and press [Connect]

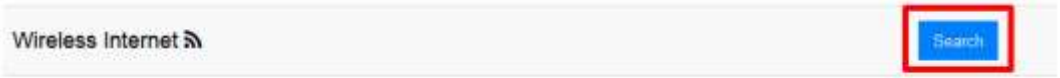


- DHCP: The most common method, choose this if connect the cable to a home router.
- Static IP: Similar with DHCP, but required to manually input proper IP settings.
- PPPoE: If plug QGenie directly to an ADSL/VDSL modem and need to enter a username and password.
  ** If doesn't know kind of connection type are using, please contact the network administrator or internet service provider for assistance.*

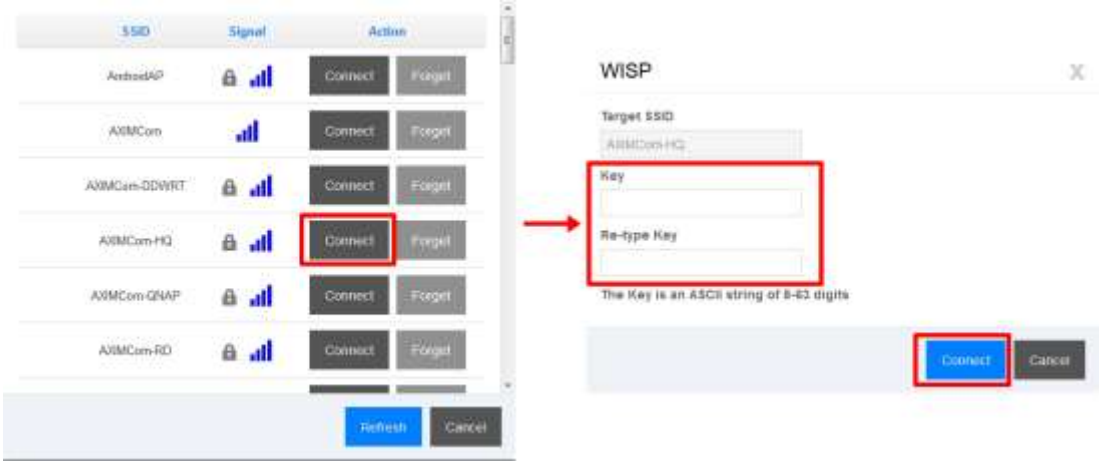
Setup Wireless Internet

1. Login to the Web Interface using the Admin account.
2. Select [Internet] from the navigation panel.

3. Select [Search] next to Wireless connection



4. Select the Wireless network that want to connect, and enter the password if necessary.



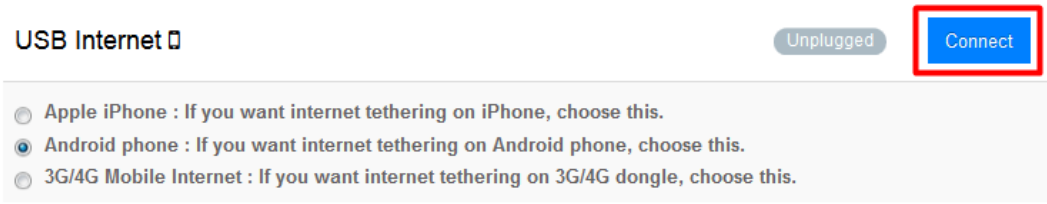
After these settings are applied, QGenie will restart. Please reconnect to QGenie manually.

NOTE
QGenie will remember the previous six successful wireless internet connections including passwords and will attempt to automatically connect to them if start QGenie with Wireless Internet settings.

Setup USB Internet

1. Login to the Web Interface using the Admin account.
2. Select [Internet] from the navigation panel.

3. Select the type of USB device, and press [connect].

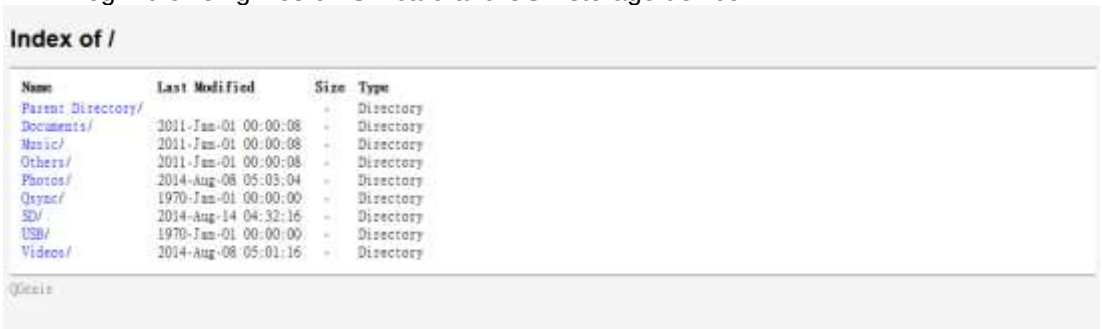

USB Internet
Unplugged
Connect
Apple iPhone : If you want internet tethering on iPhone, choose this.
Android phone : If you want internet tethering on Android phone, choose this.
3G/4G Mobile Internet : If you want internet tethering on 3G/4G dongle, choose this.

Access QGeine's contents

1. Turn on QGenie. Connect the PC to QGenie's Wireless LAN.
2. Open browser and go to http://192.168.60.1/. Login to the Web Interface using the Admin account or Guest account.

3. Select [Web Folder].

4. Begin browsing files on SD card and USB storage device.



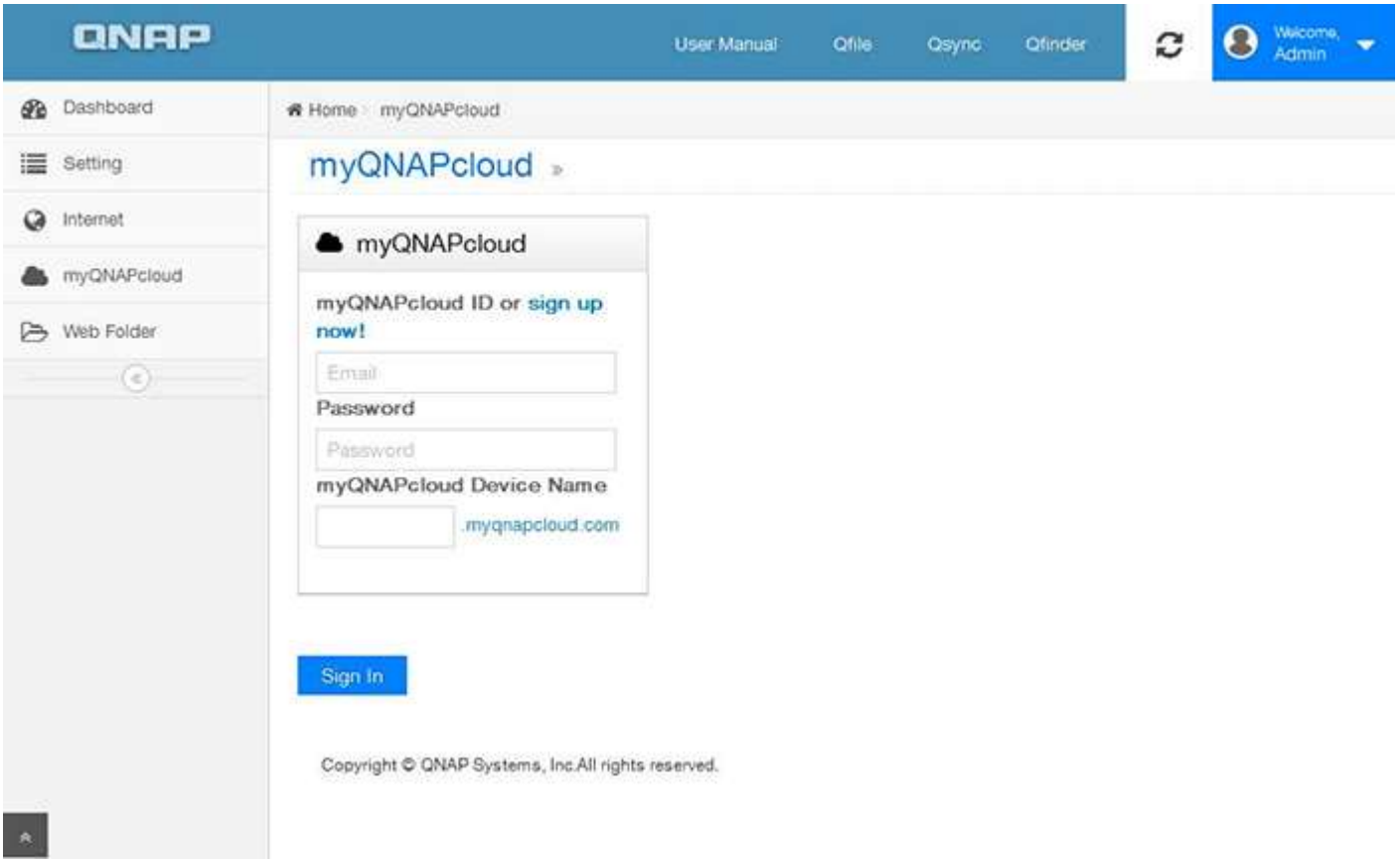
NOTE
If the Web Folder does not appear in the Web Interface, please make sure that the storage device is properly inserted.

myQNAPcloud Service

(Available on QGenie with firmware 3.1.1+)

myQNAPcloud service is a function which provides host name registration, mapping of the dynamic NAS IP to a domain name, and auto port mapping of UPnP router on the local network. Use the myQNAPcloud setup to register a unique host name for QGenie, configure automatic port forwarding on the UPnP router, and publish QGenie services for remote access over the Internet.

To use the myQNAPcloud service, make sure QGenie has been connected to an UPnP router and the Internet. Goto myQNAPcloud the QGenie's dashboard.



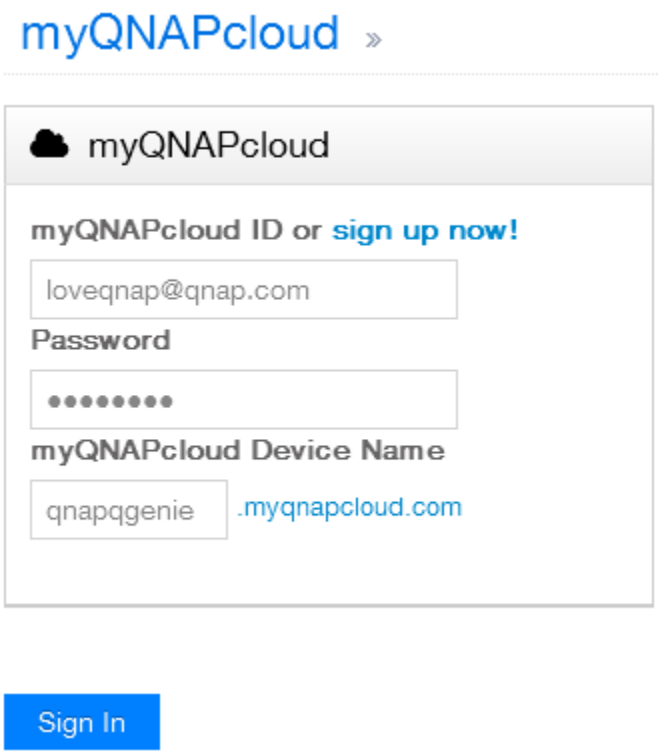
Create myQNAPcloud ID

This step can be skipped when already have myQNAPcloud ID.

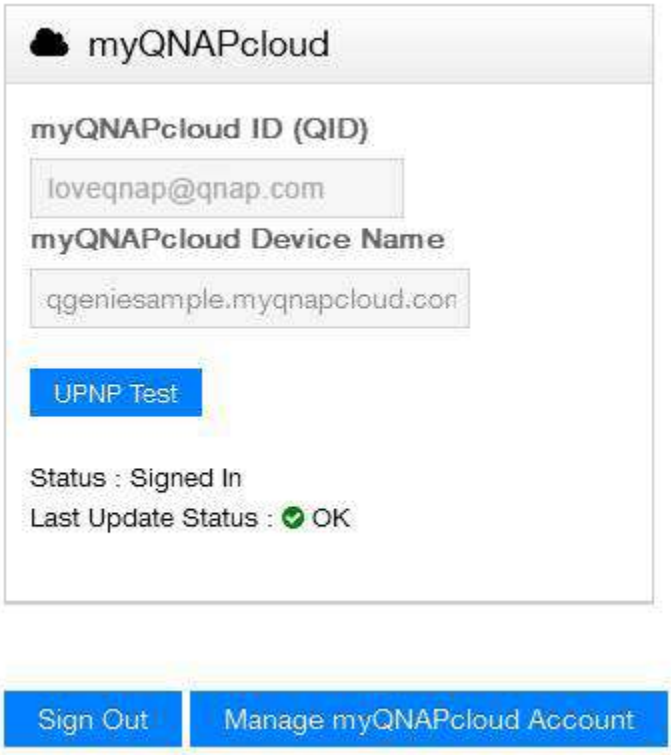
Click [sign up now!] and fill out all required fields to create new myQNAPcloud ID.

Register QGenie to myQNAPcloud

Fill myQNAPcloud ID (Email,) password, and device name to register QGenie to myQNAPcloud.



Note: Register and configure router's UPnP may take several minutes. Please wait after press [Sign In]



After register, the QGenie will appear in myQNAPcloud portal.

Unregister QGenie from myQNAPcloud

Click [Sign Out], and QGenie will be ungistered from myQNAPcloud.
Please note the device name been unregistered will be available for others.

Precautions

General use

1. To avoid malfunctions and hardware failure:
   QGenie should not be dropped, have heavy objects placed on it, hit with a strong force or put physical pressure on.
2. Do not leave QGenie in the following places:
   - Very hot places (including under direct sunlight, beside a heater, on a car dashboard, in a car with windows closed during summer, etc). This can lead to product discoloration, physical deformation or hardware failure.
   - In environments with lots of dust or vibration.
   - On an unstable or inclined surface.
   - In a humid environment.
   - Near magnets or beside a device that creates a magnetic signal.

3. If you hear static on the radio or TV, turn off the power to QGenie and move it away from the radio or TV.
4. To avoid physical damage to QGenie, avoid following situations:
   - Do not sit down after putting QGenie in back pocket.
   - When a USB device/cable is attached to QGenie, avoid putting QGenie in a bag or impacting QGenie with a strong force.
5. QGenie is not waterproof. Be careful when using QGenie in situations where QGenie can get wet and do not expose QGenie to rain, moisture or humid environments.
6. Be wary of rapid temperature changes, as temperature can create condensation on the surface or inside QGenie. If condensation is happen on QGenie, do not turn QGenie on until the condensation goes away otherwise condensation may lead to hardware failure.
7. QGenie transmits data by using 2.4GHz radio waves. If other nearby devices use the same frequency, interference may prevent QGenie from functioning correctly.
8. Battery may be unable to fully charged when do not use QGenie for a long time. To fix this: charge and drain the battery for 2-3 cycles.
9. Store QGenie in safe place and disconnect all attached USB cables/devices if do not use QGenie for a long period.
10. Before using QGenie as a power bank for other devices, please check the user manual of those other devices before doing so to ensure compatibility and correct charging procedures.
11. Before using QGenie to supply power to another device, check the power requirements of the device. QGenie's USB port supports a maximum output of 1500mA and will limit output to this level for safety.
12. When powering a device from QGenie, the charging time will differ based on the remaining battery charge.

If a USB hub or extension cable is used, QGenie may not operate correctly.

Maintenance

Clean QGenie using a soft cloth that is free of any cleansers or product. Take care if using water to clean its appearance.

Notes on external storage

1. Do not remove SD cards or other storage devices when being accessed by QGenie as this may result in data corruption or loss.
2. Data can be corrupted or lost if QGenie loses power when accessing external storage or if QGenie is used in an environment with significant electromagnetic interference.
3. Do not touch the USB port or SD card slot with hand or metal objects.
4. Using excessive force to insert an SD card into QGenie may damage both devices.
5. QGenie cannot access data that uses copyright protection technology.
6. The maximum file size of an SD/SDHC memory card is 4GB due to the FAT file system. Please reformat SD/SDHC card with exFAT or NTFS if need to store large files.

Specifications

Hardware

CPU	MIPS 24KEc 600MHz
Dram	64MB RAM
Flash Memory	16MB
Internal SSD	32GB
WiFi	802.11n 1T1R 150Mbps
LAN Port	1 x 100Megabit RJ-45 Ethernet port
OLED Display	Yes
LED Indicators	Power, Battery
USB	1 x USB 3.0 port
SD Card Slot	1 x SDXC
Buttons	Info, Reset
Mode Switch	WiFi Sharing/Power Bank/Off
Dimensions	115 (H) x 58.5 (W) x 17.5 (D) mm
Weight	122 g
Power Consumption (W)	0.8w
Operating temperatures	▪ 0 °C to 45 °C (32 °F to 112 °F) (During normal operation) ▪ 0 °C to 45 °C (32 °F to 112 °F) (When charging the built-in battery)

Software

Supported Client OS	▪ Windows XP, Vista, Windows 7 (32/64-bit), Windows 8 (32/64-bit), Windows Server 2003/2008 R2/2012 ▪ Apple Mac OS X ▪ Linux & UNIX
Wired Internet Sharing	▪ ADSL/VDSL (PPPoE) ▪ Cable Modem (DHCP) ▪ Hotel/Office LAN (DHCP) ▪ User Defined Network (Static)
Supported Browsers	▪ Microsoft Internet Explorer 10+ ▪ Mozilla Firefox 8+ ▪ Apple Safari 4+ ▪ Google Chrome
Apps/Utilities	▪ Qfile (iOS/Android) ▪ Qsync (Windows) ▪ Qfinder (Windows)
Access Right Management	▪ Guest/Admin Mode ▪ Access Password Protection
Multimedia Formats (**)	▪ Photos: JPG, GIF, PNG, TIFF, BMP ▪ Documents: DOC, DOCX, PPT, PPTX, XLS, XLSX, KEY, NUMBERS, PAGES, TXT, RTF, PDF ▪ Audio: MP3, AAC, M4A, AIF, WAV, WMA, OGG, APE, FLAC ▪ Video: WMV, AVI, MKV, RM, RMVB, XVID, MP4, MOV, 3GP, MPG, M4V *(**) The support of all formats comes from the mobile devices or 3rd party software. QGenie and Qfile don't encode/decode the multimedia data.*
File System	FAT32, NTFS, exFAT, HFS+, ext2, ext3, ext4 (up to 2TB)

File Access **Discovery Protocols**	▪ Qfile API ▪ WebDAV ▪ Network Neighborhood (CIFS/Samba) ▪ UPnP Discovery ▪ Bonjour Discovery
USB Internet Sharing	▪ iPhone Tethering (iOS 6, iOS7) ▪ Android Tethering (4.0/4.1/4.2/4.3/4.4) ▪ 4G/3G/LTE USB Modem
Multilingual Support	English/Chinese
Management	▪ Firmware Upgrade ▪ Factory Default ▪ Dashboard-based Resource Monitor

Troubleshooting

Main unit

QGenie does not turn on.

QGenie's battery may be running out. Please charge it using a PC or USB AC adaptor.

The battery life is shorter than expected.

The usage time will vary depending on different circumstances..

The battery discharges very quickly, even when QGenie is off.

- If QGenie has not been used in a long time, please recharge the battery sufficiently for optimum use.
- If the battery life is noticeably short, even with a full charge, it may have reached the end of its life.
- If QGenie is left unused for over a year, the battery may have deteriorated.
- Due to the nature of lithium-ion batteries, it may discharge quickly if the air temperature is below 5 °C (41 °F).

The battery does not charge from a computer.

- If a USB hub or extension cable is used, QGenie may not charge correctly.
- QGenie cannot be charged when the PC is turned off or in sleep mode.
- Try disconnecting and reconnecting QGenie or using another USB port.
- Make sure that computer meets QGenie's requirements.

The battery indicator icon does not appear as charging.

- Ensure that the USB cable is correctly connected.
- For optimum performance of the rechargeable lithium-ion battery, it is recommended to charge between 10 °C to 35 °C (50 °F - 95 °F).
- Maybe using an incompatible USB AC adaptor. Please try with another adaptor.
- If charging from a completely discharged battery, it may take a while until the OLED indicator appears.

It takes a long time to charge the battery.

- The charging time will vary depending on different circumstances.
- If QGenie is charged with power turned on and with other USB devices attached, the time to fully charge the other devices may change.

QGenie does not supply power to other devices.

- Make sure that the device cable is connected correctly.
- QGenie's battery may be too low to supply power to other devices.
- Check the user manual of the other device to ensure compatibility and correct charging procedures.
- Check the power requirements of the other device. QGenie's USB port supports a maximum output of 1500mA and will limit output to this level for safety.
- If a USB hub or extension cable is used, QGenie may not charge correctly.

Heat

This unit becomes warm.

- This unit may become warm during use, including charging or while it supplies power to other devices. This is not a malfunction. Stop using the unit and allow it to cool down.
- Do not use this unit at a location where heat can accumulate.

Charging

The battery does not charge from a computer.

- Use the supplied USB cable to charge this unit.
- Correct operation is not assured if a USB hub or USB extension is used. Use the supplied USB cable only to connect this unit to a computer or USB AC adaptor.
- Make sure that the computer is turned on and not in standby mode or sleep mode. This unit cannot be charged from a computer that is not turned on or in standby/sleep mode.
- Disconnect this unit from the computer, then connect again.
- Make sure that your computer meets the requirements for this unit.

The battery indicator lamp does not light while charging.

- Make sure that the USB cable is connected correctly.
- Charge this unit in an air temperature within this limit.
- For optimum performance of the rechargeable lithium-ion battery, it is recommended to charge between 10 °C to 30 °C (50 °F - 86 °F).
- The USB AC adaptor being used may be an unsupported model. Please try with another USB AC adaptor.

- When the battery is completely discharged, recharging starts immediately; however, it may take a while until the battery indicator lamp lights.

The battery indicator lamp blinks while charging.

- If an abnormality (e.g. increased unit temperature, or insufficient power input) occurs while charging, the battery indicator lamp may blink orange, and charging may stop. Please try with another USB AC adaptor, or change another port when charge with PC.

It takes a long time to charge the battery.

- The charge time detailed in this Help Guide is approximate. Charge time may be long depending on usage conditions.
- Charge by PC may take longer time than using USB AC adapter.

The wireless LAN function cannot be used while charging.

- While charging from a computer, the wireless LAN function turns off automatically.

Power bank

This unit does not supply power to other devices.

- Make sure that the USB cable is connected correctly.
- Use this unit within this operating temperature range.
- The remaining battery charge of this unit may be low. Recharge QGenie and try again.
- The device to be supplied power is not ready for charging. For details on how to charge the device, refer to its instruction manual.
- The maximum output current of the USB port of this unit is 1.5A. If the supply output current exceeds 1.5A, the power is stopped for safety.
- Before supplying power to another device, be sure to check the voltage and current ratings of the device.
- If battery life is considerably short, even when the battery is fully charged, the battery may have reached the end of its lifespan. (The lifespan of the battery varies depending on usage conditions.)

Wireless LAN connection

Wireless LAN connection to a smartphone, tablet or computer cannot be established.

- Make sure that this unit and your device are turned on and the wireless LAN function of your device is enabled.
- Ambient conditions (obstacles between this unit and your device, electromagnetic interference, wall materials, etc.) may adversely affect the wireless communication range. Change the location of this unit, or move your device and this unit closer together. If the problem is not resolved, restart the unit or press the RESET switch to set the unit to the factory defaults (*)
- This unit and your device may be too far away from each other. Move them closer together.
- The wireless LAN this unit is connected to may have a problem. Consult the network administrator.
- The number of users connected to this unit may have reached the maximum limit (20).
- Equipment that uses the 2.4 GHz frequency band, such as a microwave oven or Bluetooth device, may be in use near this unit. Move such equipment away from this unit, or turn the equipment off.
- When you are using a password to secure connection between this unit and your device, make sure that you are entering the correct password. If you have forgotten the password, restore the factory default settings by pressing RESET switch (*).
- The wireless LAN function cannot be used while connecting this unit to a computer using a USB cable.
- While connecting this unit to a USB AC adaptor, the memory card inserted in this unit can be read or written via the wireless LAN function; however, the USB device connected to this unit cannot be read or written.

*Since all settings on this unit will be initialized, it is recommended that you take notes of settings before restoring the factory defaults.

I found two wireless names (SSIDs), both of which start with "QG" and I cannot determine which one should be used.

- Another person may be using their QGenie nearby. Press the information button and check wireless name shown on OLED screen. Select that wireless network.

The wireless LAN connection has stopped.

- If this unit is connected to a computer with the USB cable, the wireless connection will be stopped and USB connection will be established.
- When changing from wireless LAN connection to USB connection, make sure that data copy via wireless LAN is not in progress. If you change to USB connection while data copy is in progress via wireless LAN, data may be damaged.
- Phone / tablet need to use new settings after change device name or wireless security settings of QGenie.

The wireless LAN connection between this unit and a smartphone, tablet or computer is unstable.

- Ambient conditions (obstacles between this unit and your device, electromagnetic interference, wall materials, etc.) may adversely affect the wireless communication range. Change the location of this unit, or move your device and this unit closer together. If the problem is not resolved, restart the unit or press the RESET switch to set the unit to the factory defaults (*).
- Equipment that uses the 2.4 GHz frequency band, such as a microwave oven or Bluetooth device, may be in use near this unit. Move such equipment away from this unit, or turn the equipment off.

*Since all settings on this unit will be initialized, it is recommended that you take notes of settings before restoring the factory defaults.

It takes a long time to establish a wireless LAN connection between this unit and a smartphone, tablet or computer.

- Ambient conditions (obstacles between this unit and your device, electromagnetic interference, wall materials, etc.) may adversely affect the wireless communication range. Change the location of this unit, or move your device and this unit closer together. If the problem is not resolved, restart the unit or press the RESET switch to set the unit to the factory defaults (*).
- Equipment that uses the 2.4 GHz frequency band, such as a microwave oven or Bluetooth device, may be in use near this unit. Move such equipment away from this unit, or turn the equipment off.

*Since all settings on this unit will be initialized, it is recommended that you take notes of settings before restoring the factory defaults.

Internet connection

Internet connection cannot be established.

- Make sure that your network equipment (wireless router, etc.) is turned on. Make sure that the wireless LAN function of your device is enabled.
- Ambient conditions (obstacles between this unit and your device or wireless router, electromagnetic interference, wall materials, etc.) may adversely affect the wireless communication range. Change the location of this unit, or move your device, wireless router and this unit closer together. If the problem is not resolved, restart the unit or press the RESET switch to set the unit to the factory defaults (*).
- The wireless LAN this unit is connected to may have a problem. Consult the network administrator.
- Equipment that uses the 2.4 GHz frequency band, such as a microwave oven or Bluetooth device, may be in use near this unit. Move such equipment away from this unit, or turn the equipment off.
- When you are using a password to secure connection to your wireless router, make sure that you are entering the correct password.
- When your wireless router is set to hide its SSID, this unit cannot connect to the router. In this case, set the router not to hide its SSID.
- QGenie could not connect to wireless network using enterprise encryption.
- Some public access wireless LANs require a login ID and password to be input via a web browser to access the wireless connection provided. Consult the service provider of the hotspot.

*Since all settings on this unit will be initialized, it is recommended that you take notes of settings before restoring the factory defaults.

Other

How many wireless networks (SSIDs) can be registered as the external access points for the Internet connection?

- Up to 6 SSIDs are automatically registered as the external access points.
- The entry least used wireless network will be deleted when connect to 7th wireless network.

How many users can connect to this unit at the same time?

- Up to 20 users can connect to this unit at the same time.

File operation

Data playback/display

Data cannot be played back or displayed.

- Check that the SD card, USB flash drive, etc., is connected to this unit correctly.
- When connecting via wireless LAN, check whether the wireless LAN indicator lamp of this unit blinks green.
- When using "Qfile," check whether the format of the file you want to play back or display is supported by this unit. Even though a file format is supported, some files may not play back or display depending on the device you use.
- When an Android device is connected to this unit with the USB cable, the memory area in the Android device may not be accessed.
- When an Android device is connected to a computer, etc., with the USB cable, the memory area in the Android device may not be accessed.
- Playback of files protected by copyright is not supported.

It takes time to play back or display data.

- When connecting via wireless LAN, ambient conditions (obstacles between this unit and your device, electromagnetic interference, wall materials, etc.) may adversely affect the wireless communication range. Change the location of this unit, or move your device and this unit closer together.

What file formats are supported by "Qfile"?

- Please refer to [Specifications] -> [Software] -> [Multimedia Formats] in this manual.

Files cannot be edited by "Qfile."

- "Qfile" does not support file editing. However, you can change folder names and file names.

The Camera Roll cannot be accessed (iOS device).

- Go to [Settings] – [Privacy] – [Photos] and check if access from Qfile is allowed.

- In iOS 5 go to [Settings] – [Location Services] instead.

Data copy

It takes too long to copy data.

- Ambient conditions (obstacles between this unit and your device, electromagnetic interference, wall materials, etc.) may adversely affect the wireless communication range. Change the location of this unit, or move your device and this unit closer together.
- Equipment that uses the 2.4 GHz frequency band, such as a microwave oven or Bluetooth device, may be in use near this unit. Move such equipment away from this unit, or turn the equipment off.
- Another wireless LAN device may be interfering with this unit.

Data cannot be copied to an Android device.

- The memory area of the Android device is write-protected.
- Release the write-protection, and then copy.
- In Android 4.4, copy files to external SD card are prohibited.
- There is not enough free space on the memory area of the Android device. Delete unnecessary data in the memory area of the Android device, and then copy.

Data cannot be copied to an iOS device.

- There is not enough free space on the iOS device.
- Delete unnecessary data and try again.
- Check the following settings.
  iOS 5: Settings - Location services, and check whether "Qfile" is permitted.
  iOS 6: Settings - Privacy - Photos, and check whether access from "Qfile" is permitted.

Data cannot be copied to a USB device (USB flash drive, etc.).

- The USB device (USB flash drive, etc.) is write-protected.
- Release the write-protection, and then copy.
- There is not enough free space on the USB device (USB flash drive, etc.). Delete unnecessary data in the USB device (USB flash drive, etc.), and then copy.

Data cannot be copied to a SD card.

- The SD card is write-protected.
- Release the write-protection, and then copy.
- There is not enough free space on the SD card. Delete unnecessary data in the memory card, and then copy.

Data delete

Data in an Android device cannot be deleted.

- The memory area of the Android device is write-protected.
- Release the write-protection, and then delete.
- In Android 4.4, delete files to external SD card are prohibited.
- Deleted data cannot be recovered. Pay careful attention before deleting data.

Data in an iOS device cannot be deleted.

- Contents in the Camera Roll cannot be deleted by "Qfile." Delete them from the Camera Roll.

Data in a USB device (USB flash drive, etc.) cannot be deleted.

- The USB device (USB flash drive, etc.) is write-protected.
- Release the write-protection, and then delete.
- Deleted data cannot be recovered. Pay careful attention before deleting data.

Data in a SD card cannot be deleted.

- The SD card is write-protected.
- Release the write-protection, and then delete.
- Deleted data cannot be recovered. Pay careful attention before deleting data.

Data have been deleted by mistake.

- Deleted data cannot be recovered. Pay careful attention before deleting data. Saving important data to other media, such as a computer, or NAS, is recommended.

Supported SD cards and devices

Which SD cards are supported?

- Please refer to compatible list.
  http://www.qnap.com/i/en/product_x_grade/product_intro.php?g_cat=20&II=141&hf=0

Which USB devices (USB flash drive, etc.) are supported?

- Please refer to compatible list.
  http://www.qnap.com/i/en/product_x_grade/product_standby.php?type=13&II=141&g_cat=4&hf=0

Which Android devices are supported?

- Android 2.3
- Android 4.0 or later

Which iOS devices are supported?

- iOS 5.0 or later

USB connection to a computer

This unit is connected to a computer with the USB cable but is not recognized.

- The USB cable is not connected properly.
  Disconnect the USB cable once, and then reconnect it.
  Use the supplied USB cable.
- A USB hub or USB extension cable is used.
  Correct operation is not assured if a USB hub or USB extension cable is used.
  Use the supplied USB cable, and directly connect this unit and the computer.

The battery indicator lamp lights orange.

- While this unit is connected to a computer with the USB cable, the battery indicator lamp lights orange and the battery pack of this unit is charged.
- When charging is complete, the battery indicator lamp turns green.

The wireless LAN connection has stopped after connect to PC

- If this unit is connected to a computer with the USB cable, the wireless connection will be stopped and USB connection will be established.
- When changing from wireless LAN connection to USB connection, make sure that data copy via wireless LAN is not in progress. If you change to USB connection while data copy is in progress via wireless LAN, data may be damaged.

myQNAPcloud

I can't register my QGenie to myQNAPcloud

Please confirm if:
1. QGenie is connected to Internet.
2. The myQNAPcloud ID and password are correct.
3. The device name is already used by others.
4. The router supports UPNP service.

"Qfile"

"Qfile" cannot be installed.

- There is not enough free space on your device.
  Check the amount of free space on your device.

What file formats are supported by "Qfile"?

- Please refer to [Specifications] -> [Software] -> [Multimedia Formats] in this manual.

Files cannot be edited by "Qfile."

- "Qfile" does not support file editing. However, you can change folder names and file names.

How can I check the version of "Qfile"?

- Press (i) in the top left corner in Qfile's server list menu.

I can not login QGenie by Qfile

Please confirm:
1. admin password is correct. You can reset QGenie's setting when password is forgotten.

2. Guest login is allowed by this QGenie. Admin can change this setting from "Settings."

Additional Information

Resetting

How can I use the RESET switch?

- Press and hold (more than 3 seconds): The factory defaults are restored.
  Reset will only be performed when QGenie is in Wi-Fi sharing mode.

Security setting for wireless LAN of this unit

Is the security setting necessary?

- Setting security is extremely important when using devices equipped with the wireless LAN function. If the security is not set, it is possible for this unit to be accessed from any compatible device within the communication range.
- To protect your data, be sure to set up the security.

What security settings are available for wireless LAN of this unit?

- WEP, WPA, or WPA2 can be selected.
- It is strongly recommended to use WPA2, since its security level is higher.

I have forgotten the password.

- Press the RESET switch using a non-metal pointed object for over 3 seconds to restore the factory defaults.
  Reset will only be performed when QGenie is in Wi-Fi sharing mode.

System software update

About update of the system software of this unit

- Distribution of the latest system software is on QNAP's website. Check the update status of the application periodically to make sure the latest version is being used.
- "Qfile" will check the firmware version when connect to QGenie. It is recommended to apply new updates when available.

Update of the system software of this unit fails.

- Update cannot be done if the battery charge is low. Confirm that the battery charge remains 60% or more and then perform update. Press information button on QGenie will display current power level.
- Do not press the RESET switch or slide Power switch while updating.
- Do not do the following while updating.
  - Insert/Eject a SD card or USB flash drive
  - Connect to a computer via USB
  - Connect the USB AC adaptor
  - Disconnect the USB AC adaptor
  - Allow access from other users
- OLED screen will show current progress when upgrading.
- Update the system software in a location where communication conditions are stable.

USB cable

The USB cable cannot be connected to this unit.

- The connection is made incorrectly. Note the different plugs on both ends of the USB cable, and connect the proper plug to each port.
- A USB cable with plugs that do not much the ports of this unit is used. Use the USB cable supplied with this unit.
- When connecting iOS devices (*), use the dedicated cable bundled with your device.

*iOS device means iPhone, iPad, iPod touch, etc.

Customer Support

Should you encounter any errors when using the QNAP product, please do the following:
1. Read this "User Manual" & "Quick Installation Guide" carefully. Check the connection of the network cable(s) and the network settings of the product again.
2. "Download" the latest product firmware/ utility for your QGenie and try again.
3. Read the "Troubleshooting" on the QNAP website, you may find a solution to your problem.
4. Check the QNAP Forum for any solutions or answers. You may also post your questions on the forum.
5. Report your questions by the "Online Support Form" on the QNAP website.
6. If there is a hardware defect, please contact your local dealer or distributor for repair service.
If your problems could not be solved by the above steps, please contact your local dealer or distributor or QNAP for immediate service.

Your call is important to us. However, if the line is busy, please submit an online support form. We will get back to you as soon as we can.

Global Skype support

09:30–24:00 (GMT + 08:00 Taipei Time, Mon. - Fri.)
Skype : qnapskype

USA & Canada

Tech Support Service Hours: 07:00–18:00 (GMT -08:00 Pacific Time, Mon. - Fri.)
Service Hotline: +1-909-595-2782

To contact our storage product specialist, please call 909-595-2782

Taiwan (Headquarters)

09:30–18:30 (GMT + 08:00 Taipei Time, Mon. - Fri.)
Service Hotline: +886-2-2641 2000 ext. 6

China

09:30–18:30 (GMT+08:00 Beijing Time, Mon. - Fri.)
Service Hotline: +86-10-62682131

Germany

09:00–17:00 (UTC +01:00, Central European Time, Mon. - Fri.)
Service Hotline: +49-89-381562991

Netherlands

08:30–17:30 (GMT +01:00, Central European Time, Mon. - Fri.)
Service Hotline: +31(0)107600830

UK

08:30–16:30 (GMT, Greenwich Mean Time, Mon. - Fri.)
Service Hotline: +44(0)2036-081-969

Russia

9:00-18:00 (GMT +4:00) Moscow, St. Petersburg, Volgograd
Service Hotline: +7 (495) 587 76 20

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Version 3, 29 June 2007

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c) Convey individual copies of the object code with a copy of the written offer to provide the Corresponding Source. This alternative is allowed only occasionally and noncommercially, and only if you received the object code with such an offer, in accord with subsection 6b.
d) Convey the object code by offering access from a designated place (gratis or for a charge), and offer equivalent access to the Corresponding Source in the same way through the same place at no further charge. You need not require recipients to copy the Corresponding Source along with the object code. If the place to copy the object code is a network server, the Corresponding Source may be on a different server (operated by you or a third party) that supports equivalent copying facilities, provided you maintain clear directions next to the object code saying where to find the Corresponding Source. Regardless of what server hosts the Corresponding Source, you remain obligated to ensure that it is available for as long as needed to satisfy these requirements.

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