



## Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay



Model: SRPS20 | SRPS40 | SRPS60



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# Regulatory Compliance

## FCC DECLARATION OF CONFORMANCE

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## FCC Class A Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

## IMPORTANT NOTE: FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Note to US model owner: To comply with US FCC regulation, the country selection function has been completely removed from all US models. The above function is for non-US models only.

## Industry Canada

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

## IMPORTANT NOTE for mobile device use

### Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## NOTE IMPORTANTE pour l'utilisation de dispositifs mobiles

### Déclaration d'exposition aux radiations:\*\*

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

## Europe – EU Declaration of Conformity

This device complies with the essential requirements of the EMC Directive 2004/108/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the EMC Directive 2004/108/EC:

- EN 60950-1:2006/AC:2011: Information technology equipment - Safety - Part 1: General requirements
- EN 55022: 2010/AC:2011: Information technology equipment - Radio disturbance characteristics
  - Limits and methods of measurement

- EN 55024: 2010: Information technology equipment - Immunity characteristics - Limits and methods of measurement



Cesky [Czech]	Seagate tímto prohlašuje že tento Desktop NAS je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2004/5/ES.
Dansk [Danish]	Undertegnede Seagate erklærer herved at følgende udstyr Desktop NAS overholder de væsentlige krav og øvrige relevante krav i direktiv 2004/5/EF.
Deutsch [German]	Hiermit erklärt Seagate, dass sich das Gerät Desktop NAS in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2004/5/EG befindet.
Eesti [Estonian]	Käesolevaga kinnitab Seagate seadme Desktop NAS vastavust direktiivi 2004/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
English	Hereby, Seagate, declares that this Desktop NAS is in compliance with the essential requirements and other relevant provisions of Directive 2004/5/EC.
Español [Spanish]	Por medio de la presente Seagate declara que el Desktop NAS cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2004/5/CE.
Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Seagate ΔΗΛΩΝΕΙ ΟΤΙ Desktop NAS ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2004/5/ΕΚ.
Français [French]	Par la présente Seagate déclare que l'appareil Desktop NAS est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2004/5/CE.
Italiano [Italian]	Con la presente Seagate dichiara che questo Desktop NAS è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2004/5/CE.
Latviski [Latvian]	Ar šo Seagate deklarē, ka Desktop NAS atbilst Direktīvas 2004/104/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Lietuviu [Lithuanian]	Šiuo Seagate deklaruoja, kad šis Desktop NAS atitinka esminius reikalavimus ir kitas 2004/104/EB Direktyvos nuostatas.

Nederlands [Dutch]	Hierbij verklaart Seagate dat het toestel Desktop NAS in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2004/104/EG.
Malti [Maltese]	Hawnhekk, Seagate, jiddikjara li dan Desktop NAS jikkonforma mal-htigijiet essenzjali u ma provvedimenti oħrajn rilevanti li hemm fid-Dirrettiva 2004/104/EC.
Magyar [Hungarian]	Alulírott, Seagate nyilatkozom, hogy a Desktop NAS megfelel a vonatkozó alapvető követelményeknek és az 2004/104/EC irányelv egyéb előírásainak.
Polski [Polish]	Niniejszym Seagate oświadcza, że Desktop NAS jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2004/104/EC.
Português [Portuguese]	Seagate declara que este Desktop NAS está conforme com os requisitos essenciais e outras disposições da Directiva 2004/104/CE.
Slovensko [Slovenian]	Seagate izjavlja, da je ta Desktop NAS v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2004/104/ES.
Slovenský [Slovak]	Seagate týmto vyhlasuje, že Desktop NAS spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 2004/104/ES.
Suomi [Finnish]	Seagate vakuuttaa täten että Desktop NAS tyyppinen laite on direktiivin 2004/104/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Svenska [Swedish]	Härmed intygar Seagate att denna Desktop NAS står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2004/104/EG.

## Power source



**Caution:** Use the product with the provided power supply only.



**Note:** To protect your data, always follow the safe removal procedures for your operating system when disconnecting your product.



# Safety Guidelines

**i** **Important info:** Refer to [Warranty](#) before performing any hardware repairs or maintenance that is not described in this manual.

## Safe handling

The Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay must run with all of its parts and units in place. In order to comply with applicable safety, emission, and thermal requirements, the cover should not be removed and all drives and/or empty drive trays must be installed according to the instructions (see [Setup](#)).

Permanently unplug the unit if you think that it has become damaged in any way.

With the sole exception of "hot-swapping" compatible hard drives from protected volumes (see [Hard Drive Maintenance](#)), you must shut down and disconnect power from the NAS before maintenance or physical troubleshooting is performed on the device. Only qualified technical service personnel should be allowed to maintain the NAS.

Shut down and unplug the unit before moving it.

## Safety

### Power supply

The Seagate NAS Pro must only be operated from a power supply input voltage range of 100 - 240 VAC, 50 to 60 Hz.

Make sure that the socket outlets are located near the equipment and are easily accessible.

The power supply on this unit is not serviceable or field replaceable. If Seagate technical support has determined that the power supply is faulty or has failed and the unit is under warranty, return the NAS to Seagate per the instructions provided by the Seagate technician.

### Battery

The battery in the Seagate NAS Pro is not field-replaceable. If Seagate technical support has determined that the battery is faulty or has failed and the unit is under warranty, return the NAS to Seagate per the

instructions provided by the Seagate technician. If you attempt to remove or replace the battery:

- There is a strong risk of explosion when using an incorrect type.
- You will void the device warranty.

## Environment

A safe electrical ground connection must be provided to the power cord. Check the grounding of the enclosure before applying power.

Provide a suitable power source with electrical overload protection to meet the requirements laid down in the technical specification.

Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the enclosure, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire, or personal injury.

Always unplug the device from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting, or fire.

DO NOT remove the chassis cover. Doing so will:

- Void the product's warranty
- Expose hot surfaces (heat sinks)

The NAS must never be used as a shelf to support any other object.

## NAS placement

Place your Seagate NAS Pro on a surface that is capable of supporting its total weight, including all the hard drives and any accessories attached to the NAS's ports. The design of the surface area should incorporate stabilizing features suitable to prevent the NAS from tipping or being pushed over during installation or in normal use.

Do not add any load onto the Seagate NAS Pro when it is placed onto the surface. Doing so can prevent proper airflow and affect operation.

The maximum ambient temperature during operation is 40°C.

The power connection must have a safe electrical distribution system and provide overcurrent protection. When addressing these concerns, consider the electrical power consumption rating shown on the product.

The electrical distribution system must provide a reliable ground for this unit.

The power supply unit has a ground leakage current of 3.5mA. The design of the electrical distribution system must take into consideration the total ground leakage current from all the power supplies in all the units.

## Equipment handling precautions

Observe all conventional ESD precautions when handling the Seagate NAS Pro and its hard drives.

Hard drives are fragile and must be handled with care during removal/replacement.

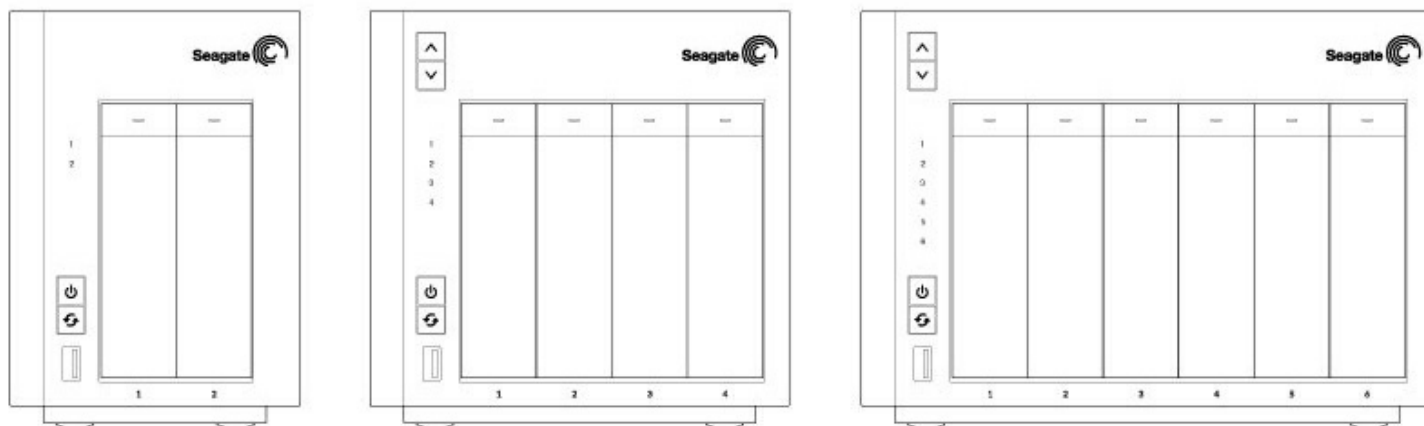
## Data security

Any loss, corruption, or destruction of data while using a Seagate hard drive or a Seagate hard drive system is the sole responsibility of the user, and under no circumstances will Seagate be held liable for the recovery or restoration of this data. To help prevent the loss of your data, Seagate highly recommends that you keep TWO copies of your data: one copy on your NAS; and, a second copy on one of the following:

- Direct-attached storage (DAS)
- A second NAS
- Cloud storage
- Some form of removable storage or archival media

**i** **Important info:** 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Once formatted, the actual available storage capacity varies depending upon the operating environment (typically 10-15% less).

# Introduction



## What is in this manual

Thank you for purchasing a Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay. Featuring an intuitive interface, multiple levels of security, and remote access, your Seagate NAS Pro gives you the advanced file sharing tools to manage your company's data.

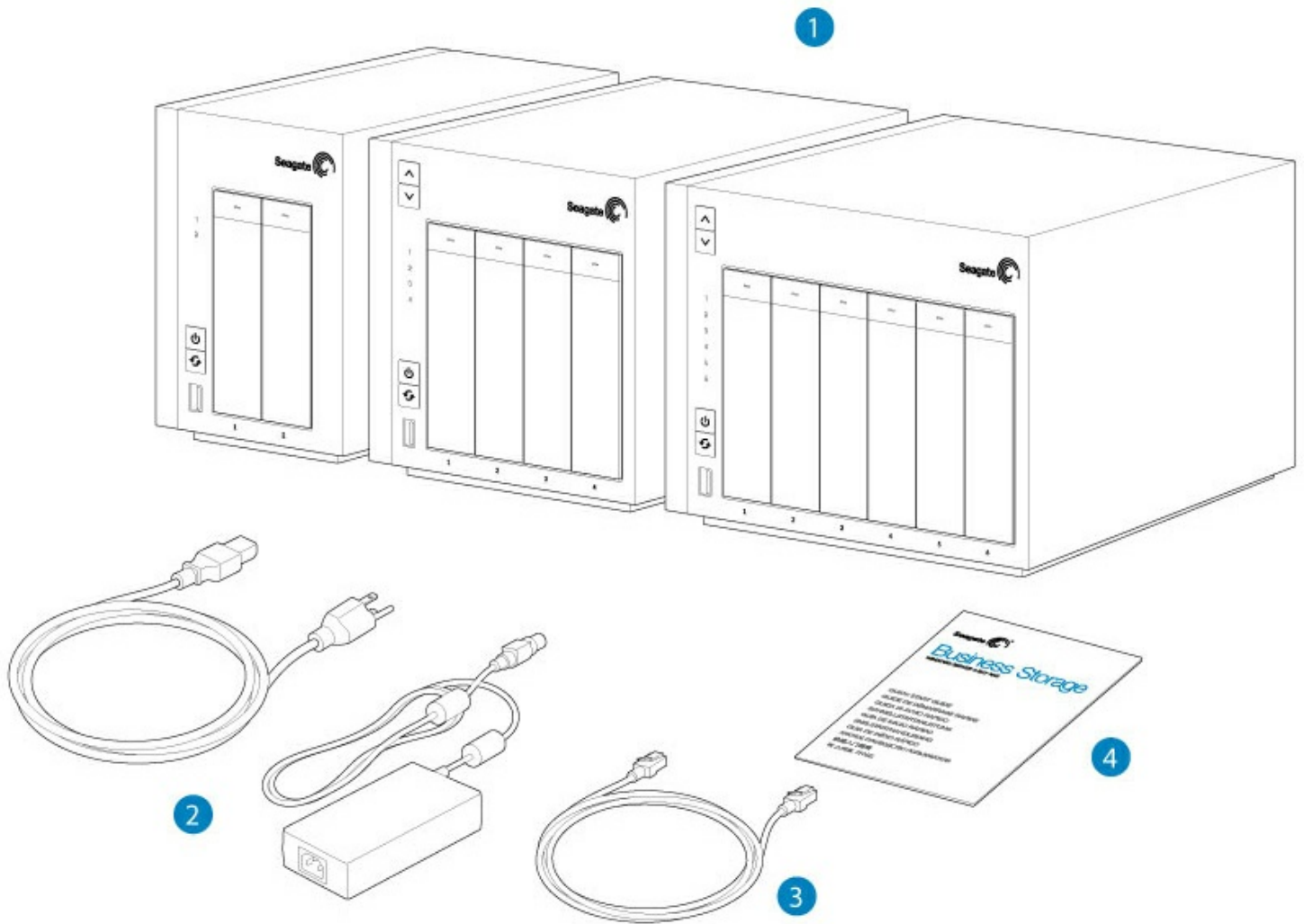
Use this manual for step-by-step instructions on installation, hardware maintenance, and troubleshooting. If you encounter problems, check [Getting Help](#).

**i** Refer to [Warranty](#) before performing any hardware repairs or maintenance that is not described in this manual.

## Who should use this manual

This user manual assumes that you have a working knowledge of networks, NAS (network-attached storage), and storage products. If you do not have these skills or, are not confident with the instructions in this guide, do not proceed with the installation or component replacement.

## Box contents



1. Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay
2. Power supply cable
3. Ethernet cable
4. Quick Start Guide

The packaging also includes screws to mount 2.5-inch hard drives to the hard drive trays. See [Hard Drive Maintenance](#) for instructions on how to install hard drives into the NAS enclosure.

**i Important info:** Save your packaging. In the event that the product should need to be repaired or serviced, it must be returned in its original packaging.

## Minimum system requirements

**i Important info:** Your Seagate NAS Pro must be connected to a DHCP server to allow proper automatic remote server setup.

## Client types

- Windows XP, Windows Vista™, Windows 7, Windows 8
- Windows Server 2003, Windows Server 2008R2, Windows Server 2012
- Mac OS X 10.6 and later
- Linux 2.4 and later

## Browsers

The latest versions of:

- Internet Explorer
- Firefox
- Safari
- Chrome



**Important info:** External forces as network activity, hardware, distance, and setup can affect your Seagate product's performance.

For optimal performance, use Gigabit Ethernet equipment.

# System Overview

The Seagate NAS Pro is a hard drive enclosure available in two models.

- Seagate NAS Pro 2-Bay (up to two 3.5 inch/2.5 inch hard drives)
- Seagate NAS Pro 4-Bay (up to four 3.5 inch/2.5 inch hard drives)
- Seagate NAS Pro 6-Bay (up to six 3.5 inch/2.5 inch hard drives)

Each individual hard drive is swappable and field replaceable. When installing hard drives into the Seagate NAS Pro, make certain they are 3.0 Gb/s SATA that spin up to 7200 RPM. Seagate recommends [NAS HDD](#).



**Note:** Your Seagate NAS is shipped with screws to mount 2.5-inch hard drives to the hard drive trays

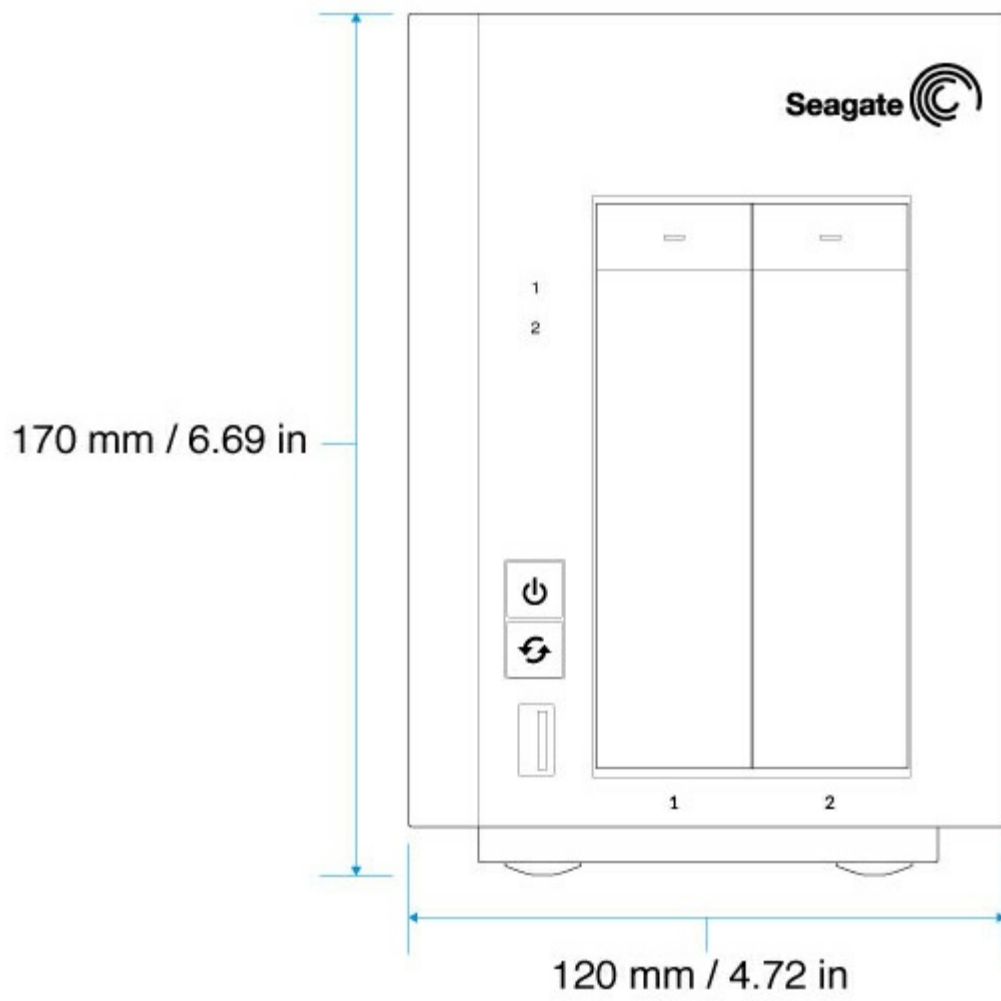
## Specifications

### Storage management

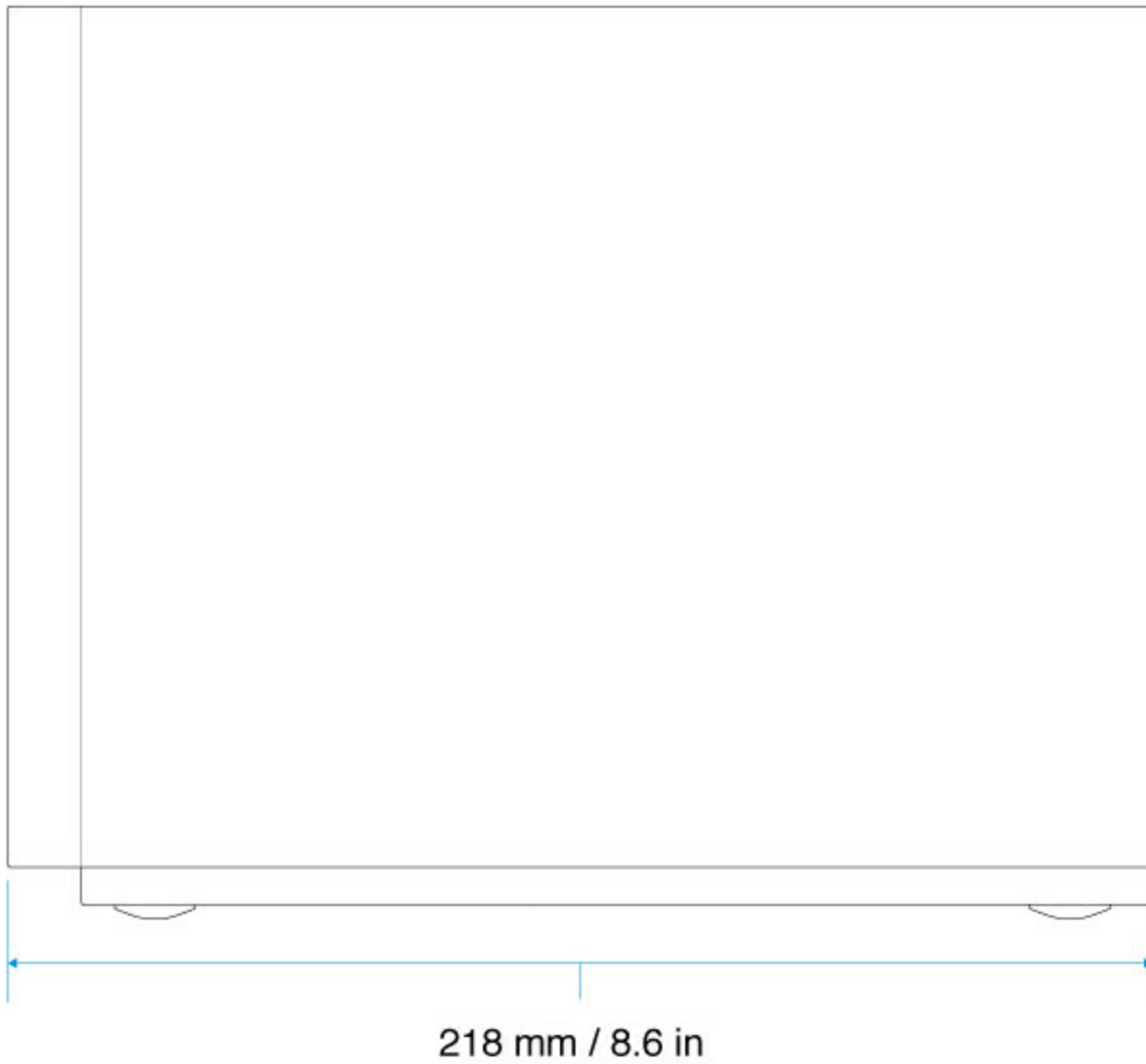
The Seagate NAS Pro runs on Seagate NAS OS. Use the NAS OS administration tool to create volumes, shares, users, groups, and much more. See [Software](#).

### Enclosure dimensions

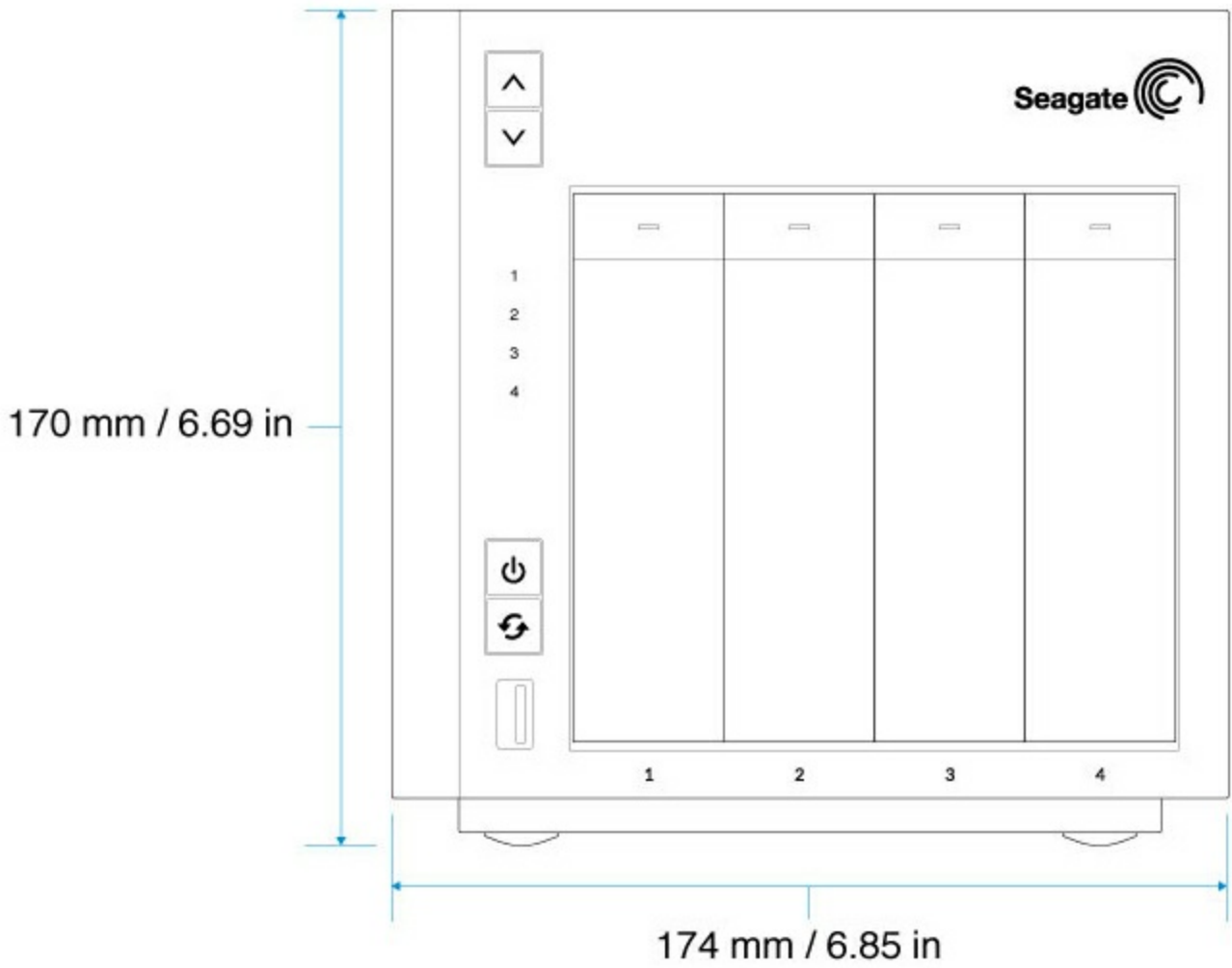
#### NAS Pro 2-Bay

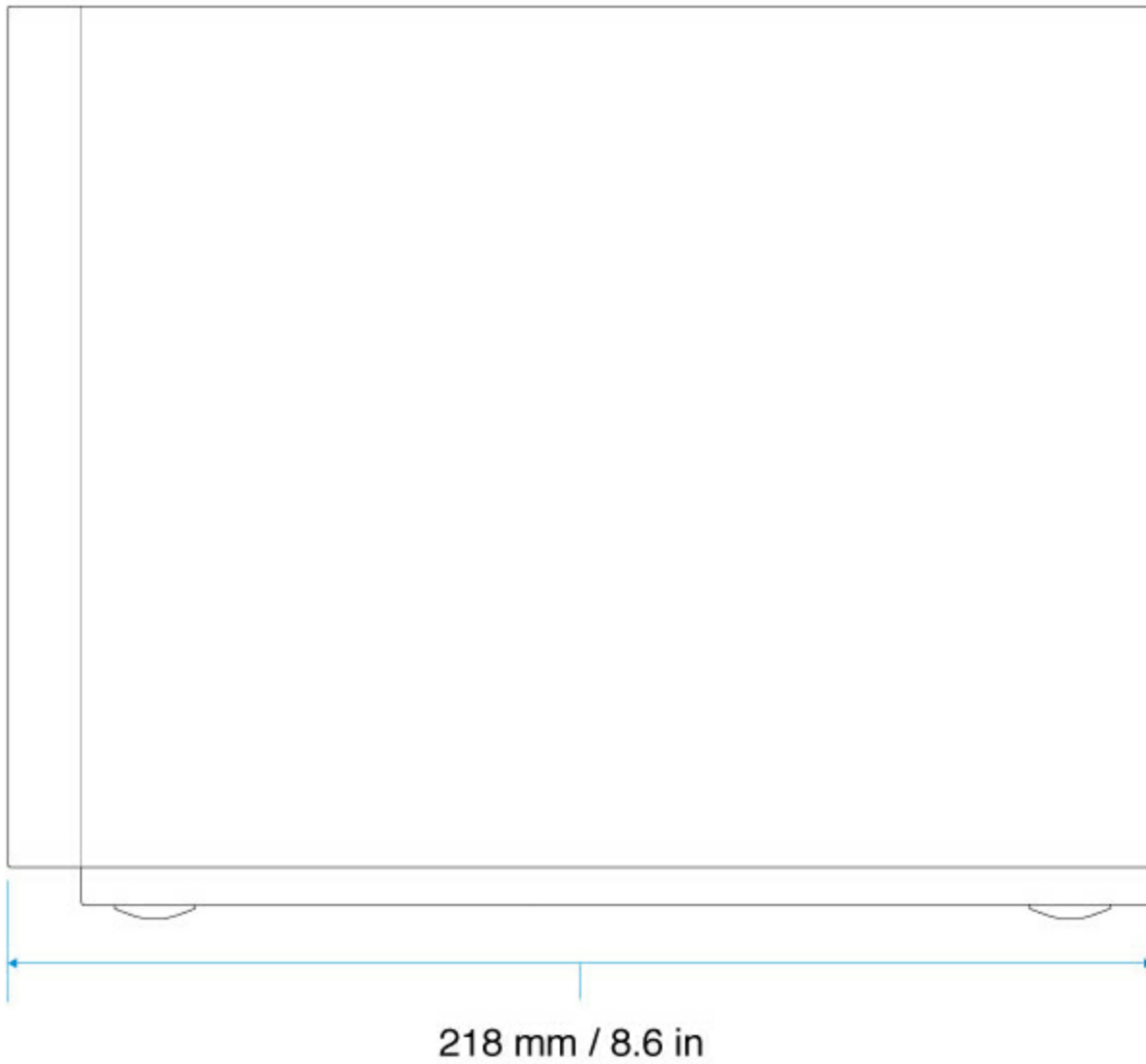




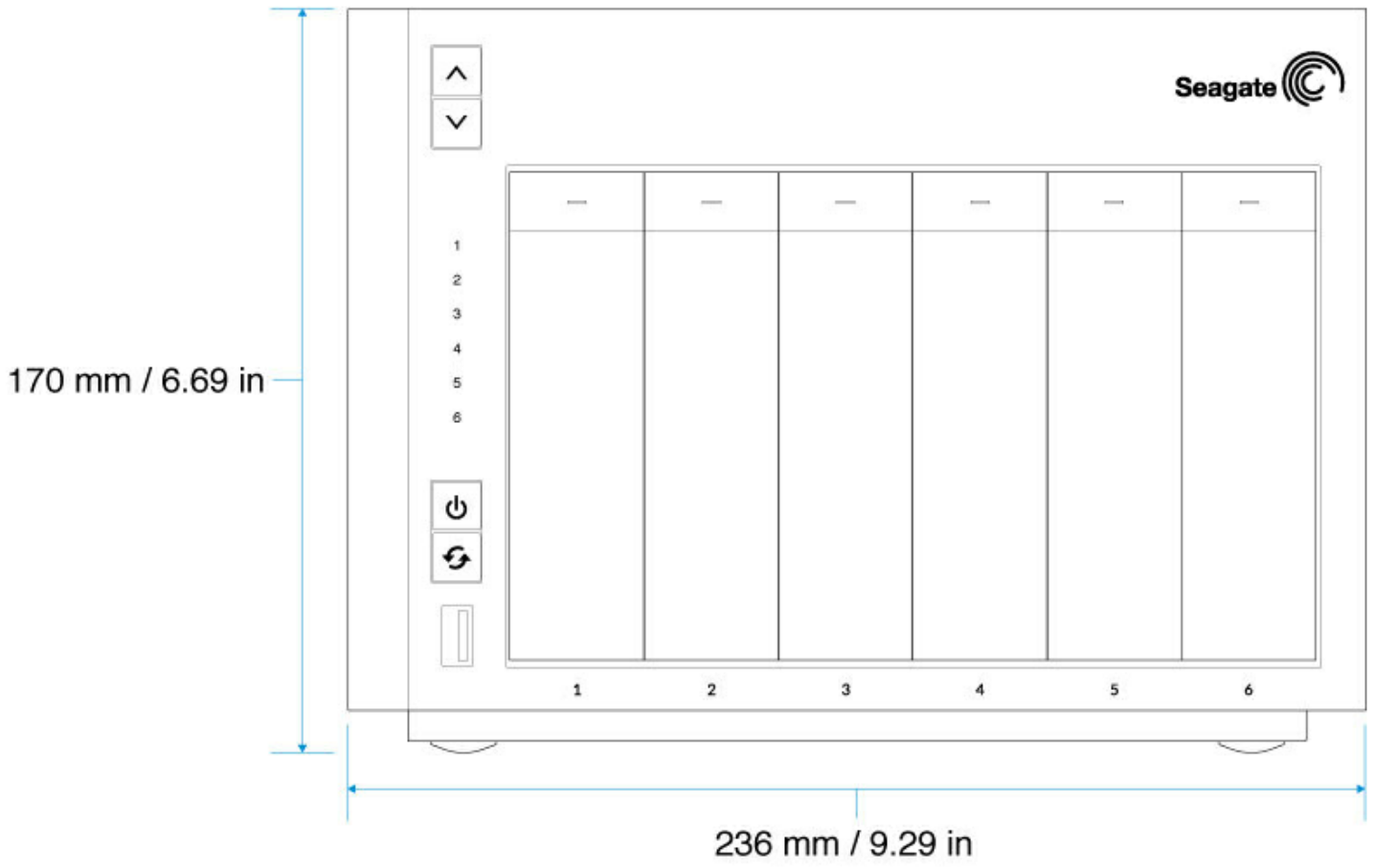


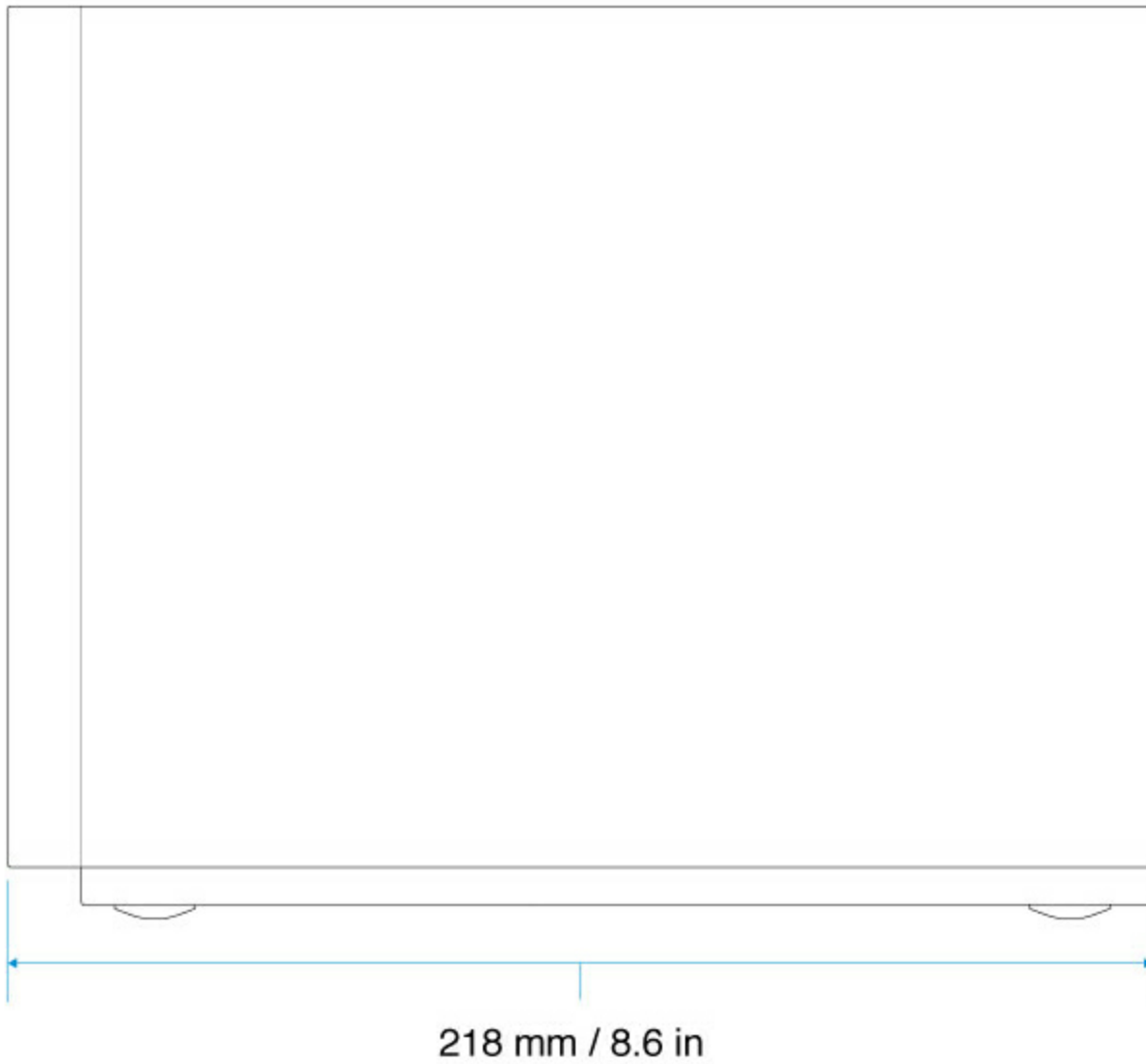
NAS Pro 4-Bay





NAS Pro 6-Bay





## Enclosure weight

### NAS Pro 2-Bay

Disks	Disk capacity	Weight (Kg / lbs)
0	N/A	1.75 / 3.86
2	2TB	2.81 / 6.19
2	4TB	2.82 / 6.22
2	5TB	2.83 / 6.24

### NAS Pro 4-Bay

Disks	Disk capacity	Weight (Kg / lbs)
-------	---------------	-------------------

0	N/A	2.45 / 5.40
2	2TB	3.51 / 7.74
2	4TB	3.52 / 7.76
2	5TB	3.53 / 7.78
4	2TB	4.57 / 10.08
4	4TB	4.59 / 10.12
4	5TB	4.61 / 10.16

## NAS Pro 6-Bay

Disks	Disk capacity	Weight (Kg / lbs)
0	N/A	3.0 / 6.60
2	2TB	4.06 / 8.95
2	4TB	4.07 / 8.97
2	5TB	4.08 / 8.99
4	2TB	5.12 / 11.29
4	4TB	5.14 / 11.33
4	5TB	5.16 / 11.38
6	2TB	6.18 / 13.62
6	4TB	6.21 / 13.69
6	5TB	6.24 / 13.76

## Temperature ranges

Ambient environment	Temperature range
Standard (operating)	+0°C to +40°C
Storage (non-operating)	-20°C to +60°C

## Humidity

Environment	Humidity range
-------------	----------------

Standard (operating)	0% to 90% non-condensing
Storage (non-operating)	0% to 95% non-condensing

## Electrical

The included power supply is meant for use with your specific Seagate NAS Pro. It is not compatible with power supplies provided with other hard drive enclosures produced by Seagate, an affiliate of Seagate, or a third party.

### NAS Pro 2-Bay

External power supply: 100 - 240 VAC, 50 / 60 Hz, 12 V / 48 W

### NAS Pro 4-Bay

External power supply: 100 - 240 VAC, 50 / 60 Hz, 19 V / 120 W

### NAS Pro 6-Bay

External power supply: 100 - 240 VAC, 50 / 60 Hz, 19 V / 150 W

## Acoustics

### NAS Pro 2-Bay

Operational: 20-32 dBA @ 1m

### NAS Pro 4-Bay

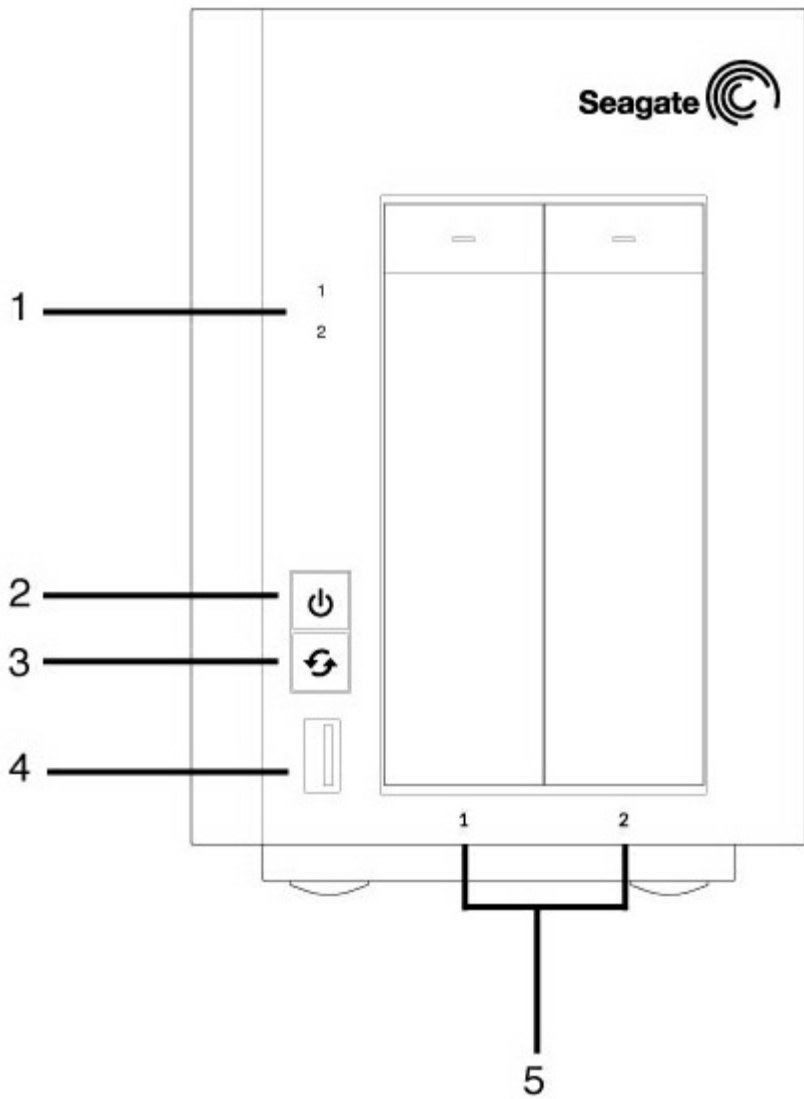
Operational: 22-32 dBA @ 1

### NAS Pro 6-Bay

Operational: 24-32 dBA @ 1

## Front panel view

### NAS Pro 2-Bay

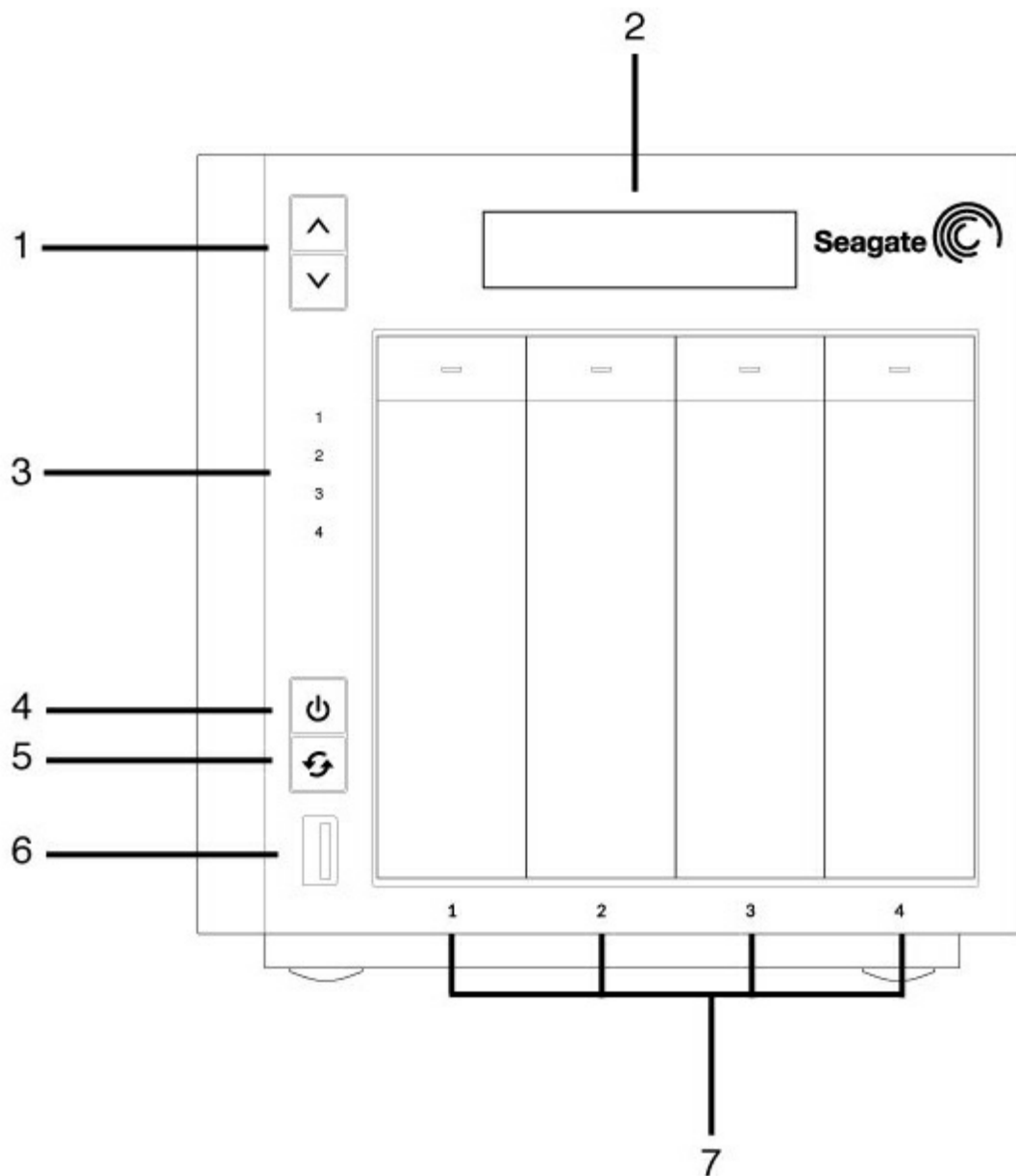


1. **Hard drive LEDs:** The LEDs blink to indicate activity for the drive.
2. **Power button and status LED:** Turn the NAS on and off (see [Operation](#)). A LED will turn on once the button is pushed.
3. **One-touch backup button:** Push the button to initiate a backup. The one-touch button must be configured using the NAS OS Backup Manager.
4. **SuperSpeed USB 3.0 Port:** Connect a compatible USB storage device to the port.
5. **Hard drive bays:** Bays for the hard drives.

For details on LED behavior, see [System LEDs](#).

## NAS Pro 4-Bay

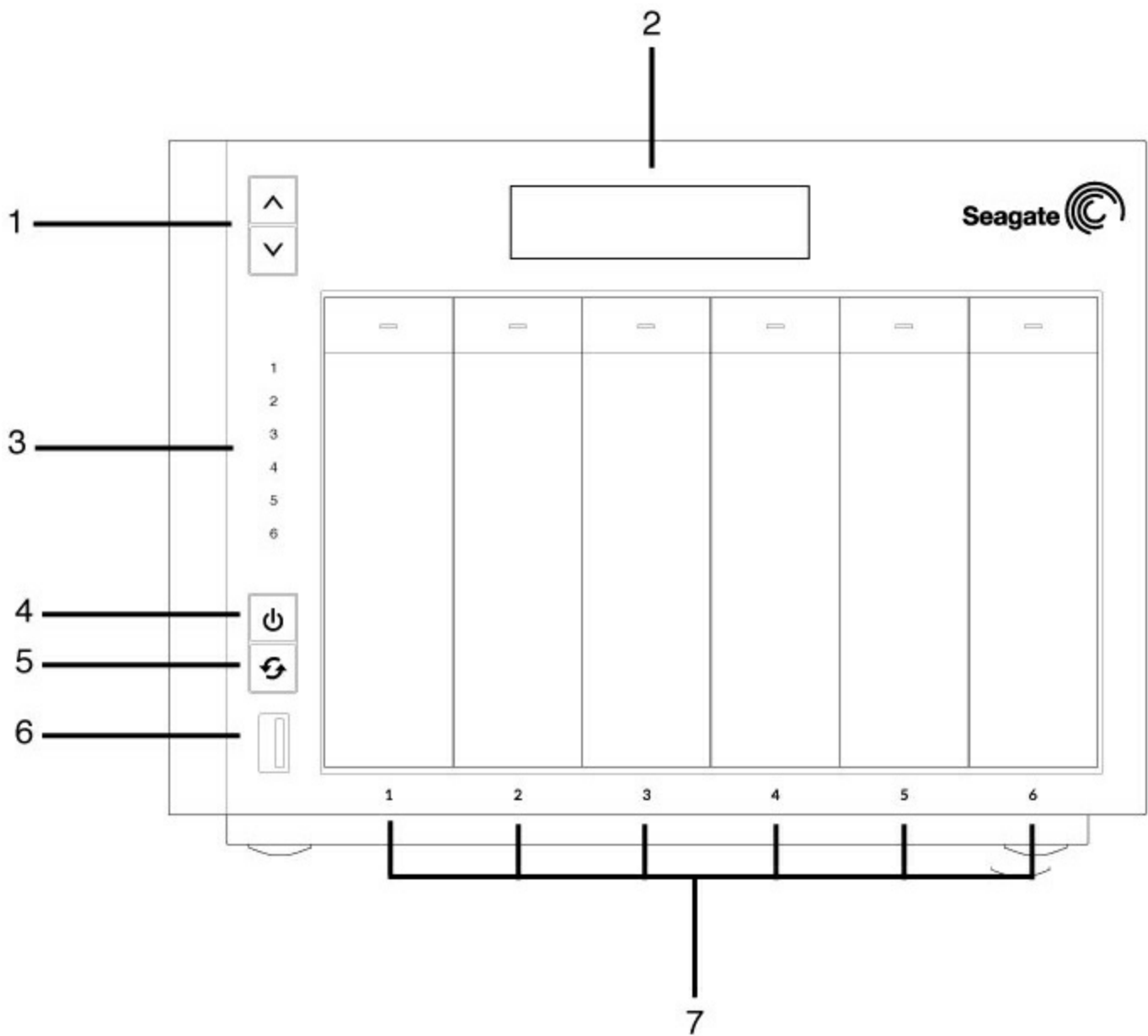




1. **LCD up/down buttons:** Push the up/down buttons to navigate the LCD menu.
2. **LCD menu:** Review the NAS Pro's settings (see [LCD Menu \(NAS Pro 4-Bay and 6-Bay\)](#)).
3. **Hard drive LEDs:** Activity LEDs for the hard drives.
4. **Power button and status LED:** Turn the NAS on and off (see [Operation](#)). A LED will turn on once the button is pushed.
5. **One-touch backup button:** Push the button to initiate a backup. The one-touch button must be configured using the NAS OS Backup Manager.
6. **SuperSpeed USB 3.0 Port:** Connect a compatible USB storage device to the port.
7. **Hard drive bays:** Bays for the hard drives.

For details on LED behavior, see [System LEDs](#).

## NAS Pro 6-Bay

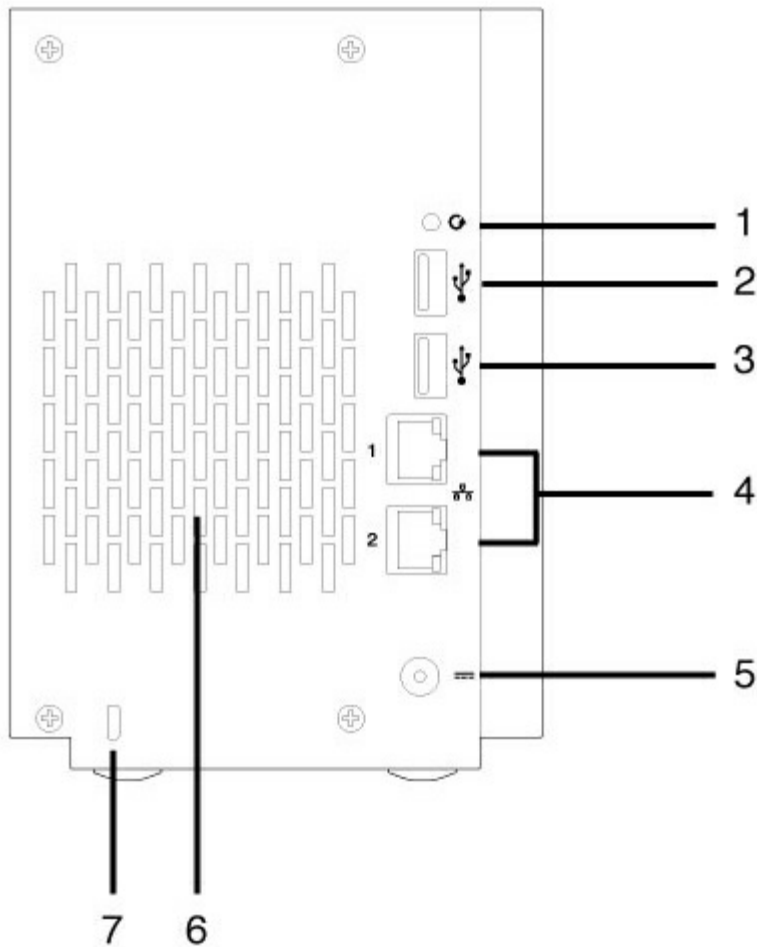


1. **LCD up/down buttons:** Push the up/down buttons to navigate the LCD menu.
2. **LCD menu:** Review the NAS Pro's settings (see [LCD Menu \(NAS Pro 4-Bay and 6-Bay\)](#)).
3. **Hard drive LEDs:** Activity LEDs for the hard drives.
4. **Power button and status LED:** Turn the NAS on and off (see [Operation](#)). A LED will turn on once the button is pushed.
5. **One-touch backup button:** Push the button to initiate a backup. The one-touch button must be configured using the NAS OS Backup Manager.
6. **SuperSpeed USB 3.0 Port:** Connect a compatible USB storage device to the port.
7. **Hard drive bays:** Bays for the hard drives.

For details on LED behavior, see [System LEDs](#).

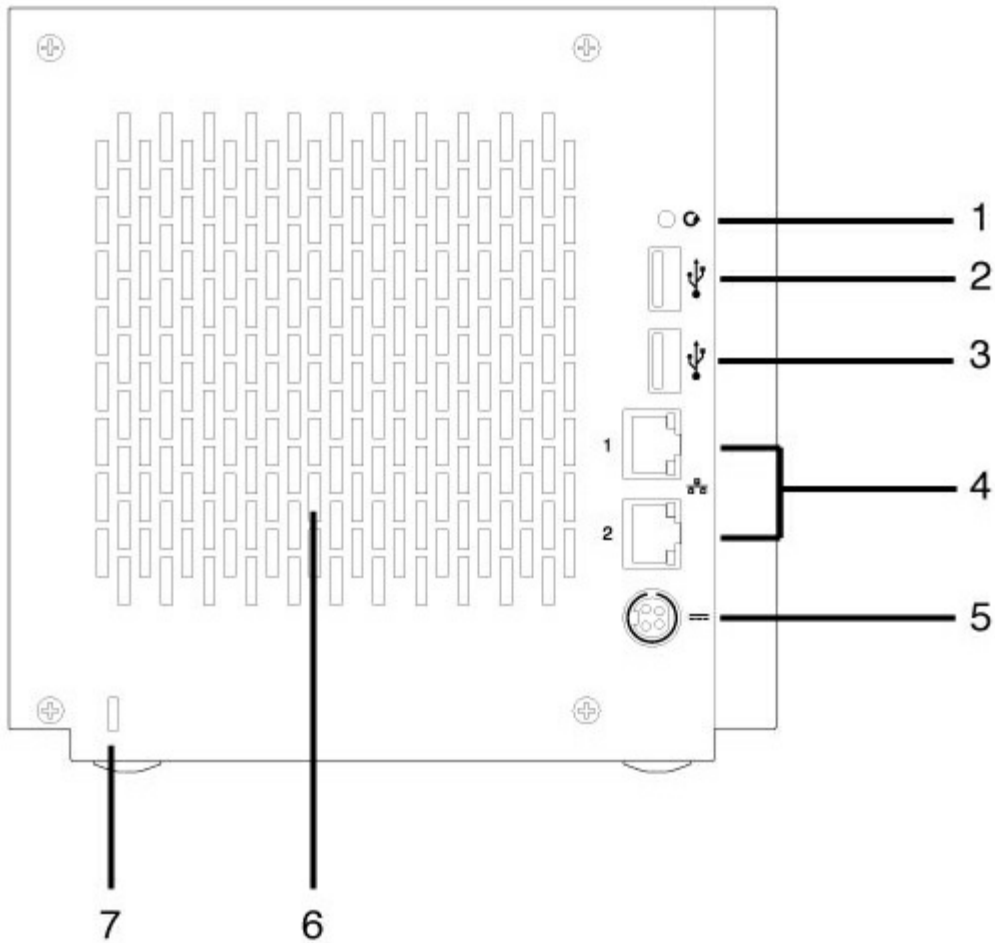
## Rear panel view

## NAS Pro 2-Bay



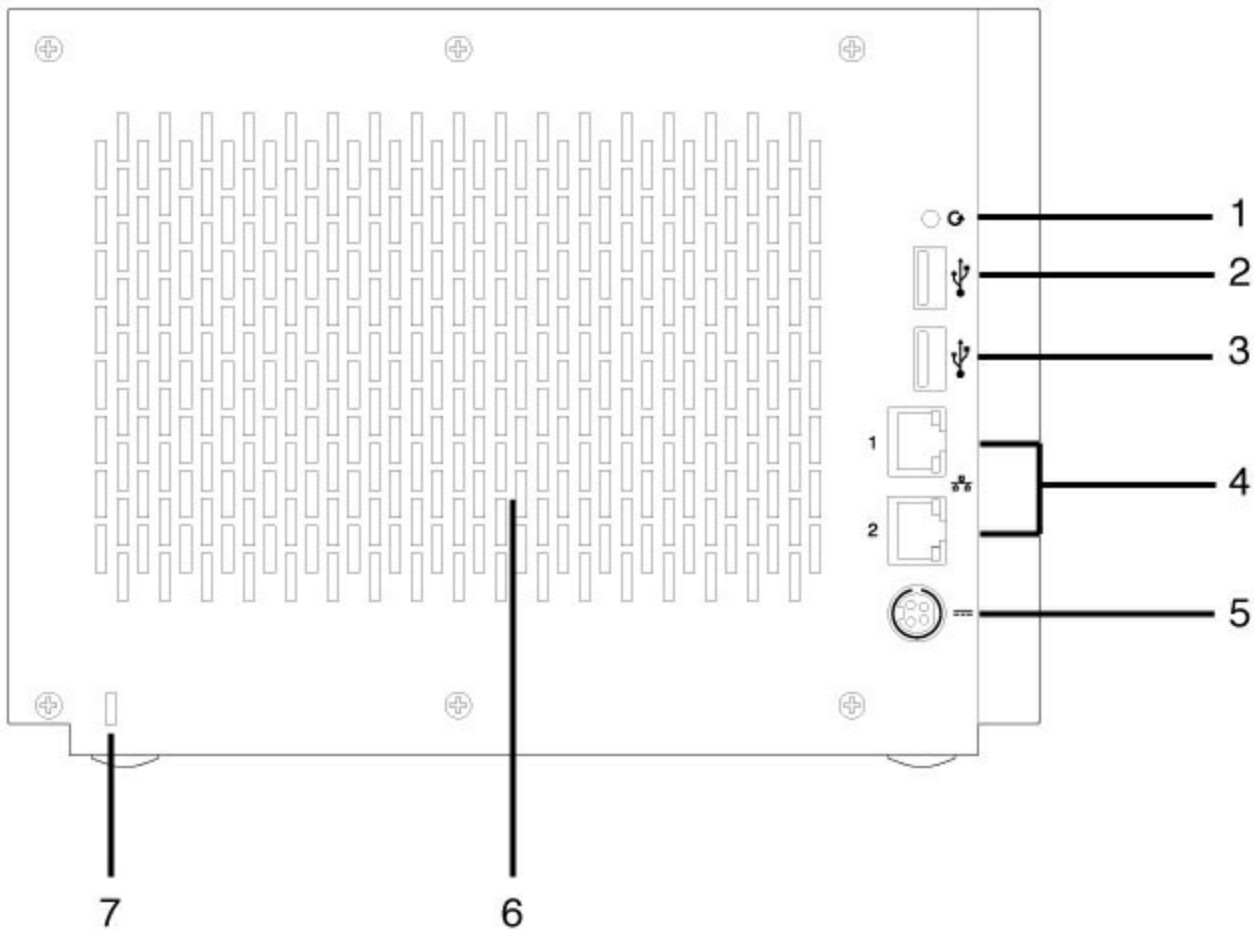
1. **Recovery button:** The recovery button is used to perform a NAS OS Rescue (see [NAS OS Rescue](#)) or when first configuring a diskless NAS Pro (see [Setup](#)). Use a pointed instrument to gently push the button within the cavity.
2. **SuperSpeed USB 3.0 port:** Connect a compatible USB storage device to the port.
3. **Hi-Speed USB 2.0 port:** Connect a compatible USB storage device to the port.
4. **Gigabit Ethernet ports (x2):** Connect the Ethernet cable from the device to your network. See [Setup](#).
5. **Power input:** Plug in the AC adapter supplied with the NAS. See [Setup](#).
6. **Ventilation:** Keeps your NAS Pro's power supply unit cool during operation. Be sure not to block the fan exhaust when using the product.
7. **Kensington lock:** Secure the NAS Pro to a desk using a compatible cable.

## NAS Pro 4-Bay



1. **Recovery button:** The recovery button is used to perform a NAS OS Rescue (see [NAS OS Rescue](#)) or when first configuring a diskless NAS Pro (see [Setup](#)). Use a pointed instrument to gently push the button within the cavity.
2. **SuperSpeed USB 3.0 port:** Connect a compatible USB storage device to the port.
3. **Hi-Speed USB 2.0 port:** Connect a compatible USB storage device to the port.
4. **Gigabit Ethernet ports (x2):** Connect the Ethernet cable from the device to your network. See [Setup](#).
5. **Power input:** Plug in the AC adapter supplied with the NAS. See [Setup](#).
6. **Ventilation:** Keeps your NAS Pro's power supply unit cool during operation. Be sure not to block the fan exhaust when using the product.
7. **Kensington lock:** Secure the NAS Pro to a desk using a compatible cable.

## NAS Pro 6-Bay



1. **Recovery button:** The recovery button is used to perform a NAS OS Rescue (see [NAS OS Rescue](#)) or when first configuring a diskless NAS Pro (see [Setup](#)). Use a pointed instrument to gently push the button within the cavity.
2. **SuperSpeed USB 3.0 port:** Connect a compatible USB storage device to the port.
3. **Hi-Speed USB 2.0 port:** Connect a compatible USB storage device to the port.
4. **Gigabit Ethernet ports (x2):** Connect the Ethernet cable from the device to your network. See [Setup](#).
5. **Power input:** Plug in the AC adapter supplied with the NAS. See [Setup](#).
6. **Ventilation:** Keeps your NAS Pro's power supply unit cool during operation. Be sure not to block the fan exhaust when using the product.
7. **Kensington lock:** Secure the NAS Pro to a desk using a compatible cable.

## USB ports

The Seagate NAS Pro has:

- Two USB 3.0 ports (front and rear)
- One USB 2.0 port (rear)

Connect USB direct-attached storage (DAS) devices to the Seagate NAS Pro for backups. Compatible file formats for DAS include: FAT32, NTFS, HFS+, EXT3, EXT4, and XFS. Other storage formats will not be recognized by the NAS. Capacity limitations do not apply.

Your Seagate NAS Pro also has a one-touch backup button on its front. Run the NAS OS Backup Manager to configure the one-touch button for automated backups to a compatible DAS.

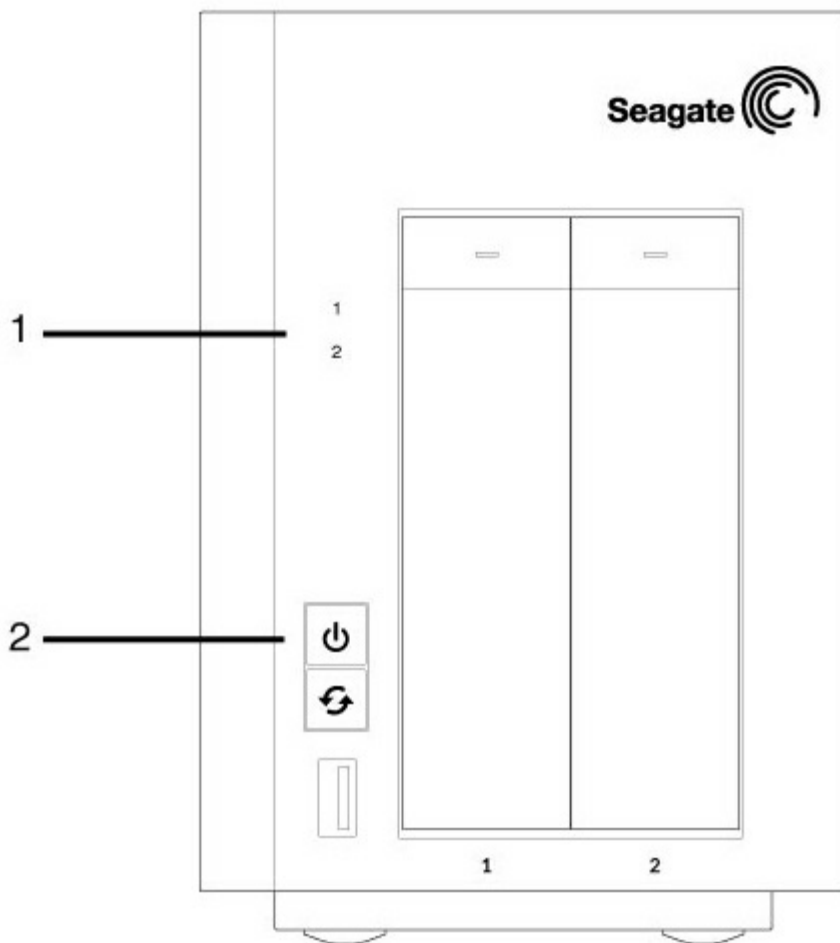


# System LEDs

The Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay features two sets of LEDs that provide information on the system status. Review the illustrations below for the LED locations on the chassis.

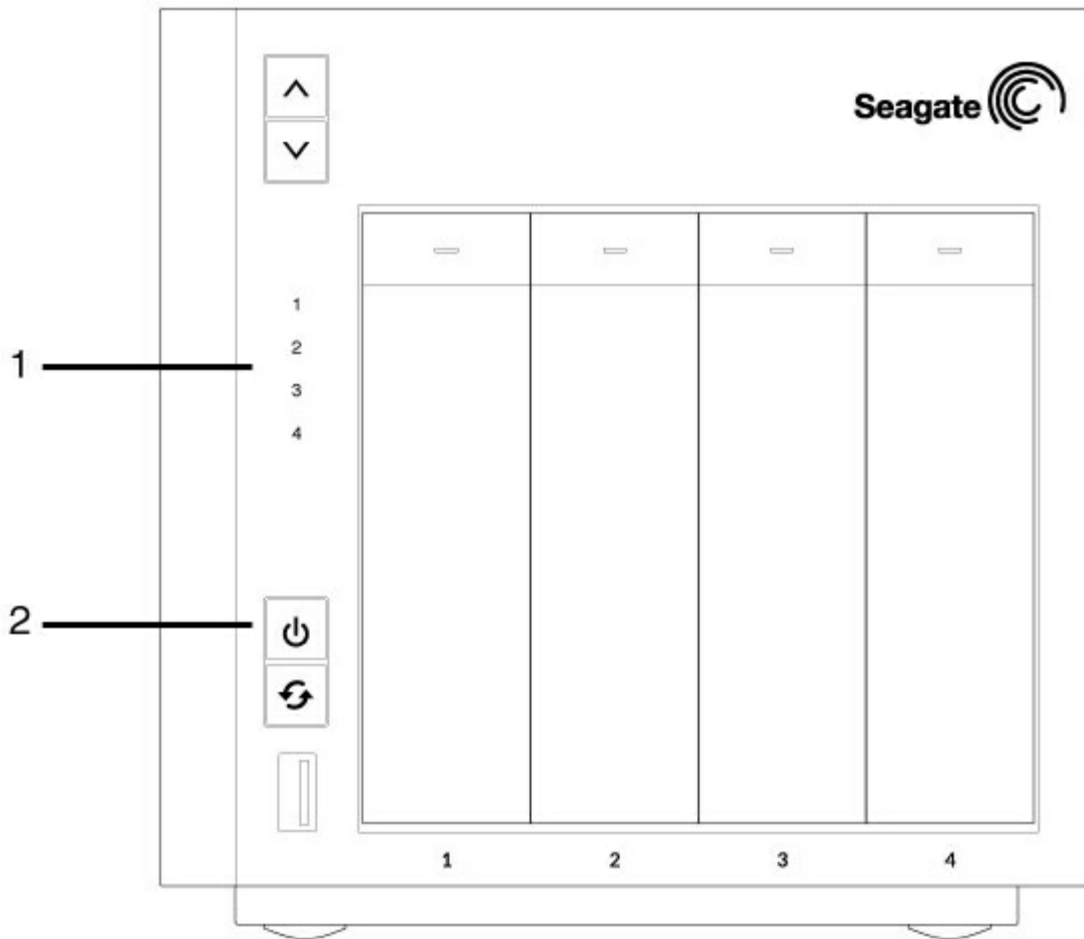
## Status and drive LEDs

### NAS Pro 2-Bay LEDs



1. Hard drives
2. Status (power button)

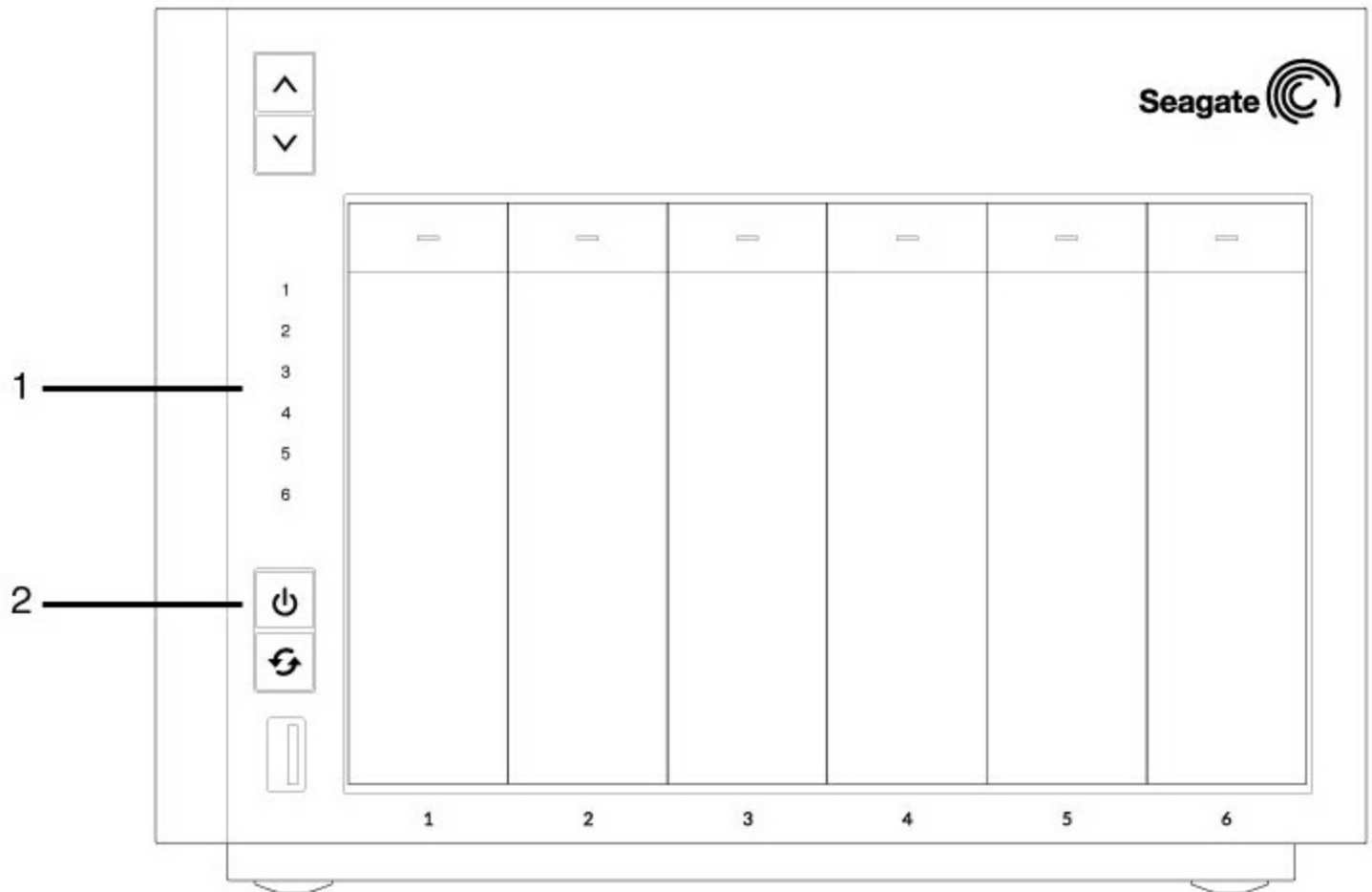
### NAS Pro 4-Bay LEDs



1. Hard drives
2. Status (power button)

## NAS Pro 6-Bay LEDs





1. Hard drives
2. Status (power button)

## LED behavior

The list of colors below will help you identify the general status of your NAS:

Color	State
Solid white	Ready
Blinking white	Startup; shutdown; activity
Alternating red and white	RAID synchronization; software update
Blinking red	Warning or notice
Solid red	Error

## LED indications

The status and hard drive LEDs work together to provide up-to-date details on your NAS's health.

## General use

Status LED	Hard drive LED	State
Blinking white	Blinking white	The device is booting and will turn solid white; the device is shutting down.
Solid white	Solid white	The NAS is ready.
Solid white	Blinking white	Hard drive activity.
Off	Off	The device is off; fans are not spinning; the power supply has been cut and a UPS is providing power; the power supply is not providing power and, if applicable, the UPS has run out of reserve power.

## RAID and NAS OS

Status LED	Hard drive LED	State
Alternating red and white	Alternating red and white	RAID synchronization; NAS OS update in progress; volume check is pending or in progress.
Blinking red	Solid or blinking white	RAID is degraded. Data remains intact but the array is no longer protected should another disk fail; preparing to synchronize the RAID.
Blinking red	Alternating red and white on a single hard drive LED	RAID is synchronizing with a replacement hard drive. The behavior will change to alternating red and white for all LEDs.
Solid red	Solid white	File system check failed; failed RAID and all data has been lost.

## Temperature

Status LED	Hard drive LED	State
Blinking red and off	Solid or blinking white	Temperature is high. Check the environment temperature and the ventilation.
Solid red	Solid or blinking white	Temperature is critical. The product will shut off due to the high temperature.

## UPS

Review the LED behavior below if your Seagate NAS Pro is connected to a UPS.

Status LED	Hard drive LED	State
Blinking red and off	Solid or blinking white	UPS battery error.
Solid red	Solid or blinking white	UPS critical error or it is not available.

# Setup

The Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay is available with hard drives or without hard drives. Models without hard drives are also known as diskless enclosures. Refer to the links below for instructions on how to set up your Seagate NAS Pro.

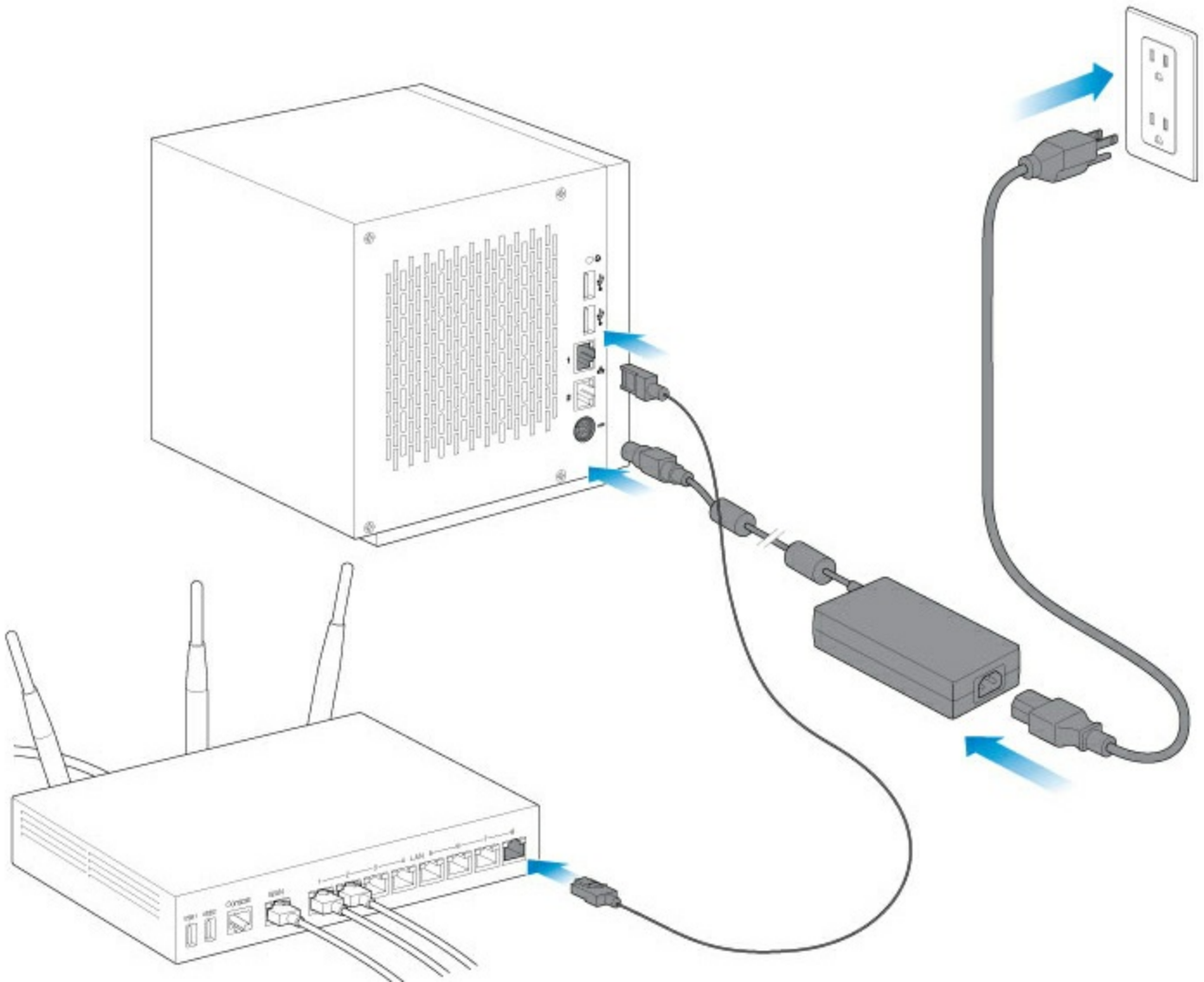
- NAS Pro with disks: Seagate NAS Pro sold with hard drives are preconfigured for use out of the box. Go to [NAS: With hard drives](#)
- Empty NAS Pro enclosure: Seagate NAS Pro sold as diskless enclosures can be configured using compatible hard drives. Go to [NAS: Diskless enclosure](#)

The instructions below may be found in the Quick Start Guide included with the NAS.

## NAS: With hard drives

### Step 1 - Cables

### Connections



1. Connect the Ethernet cable to the NAS Pro and the router.
2. Connect the power cable to the NAS Pro and the outlet.

You can also connect:

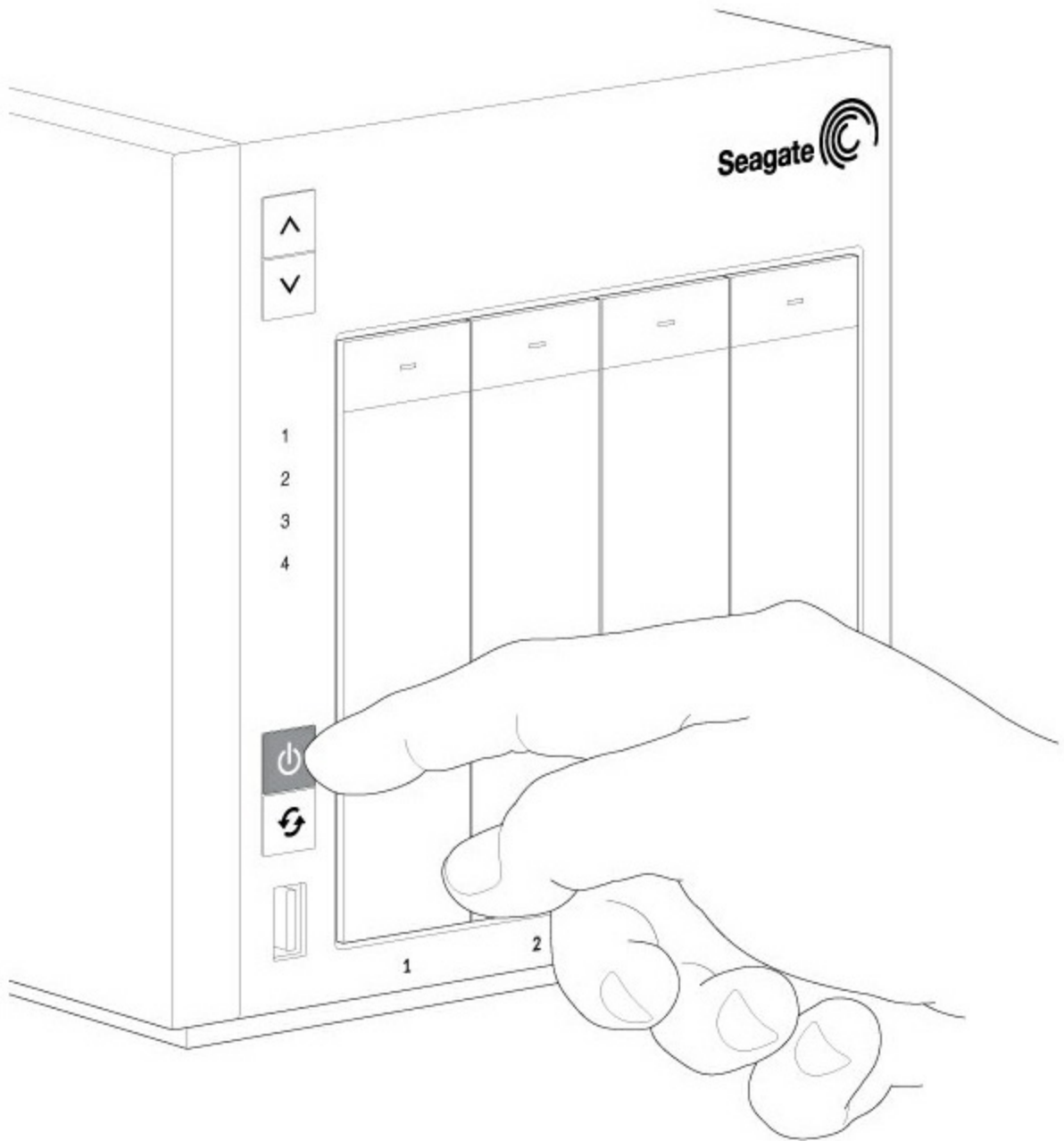
- A second Ethernet cable for redundancy or performance.



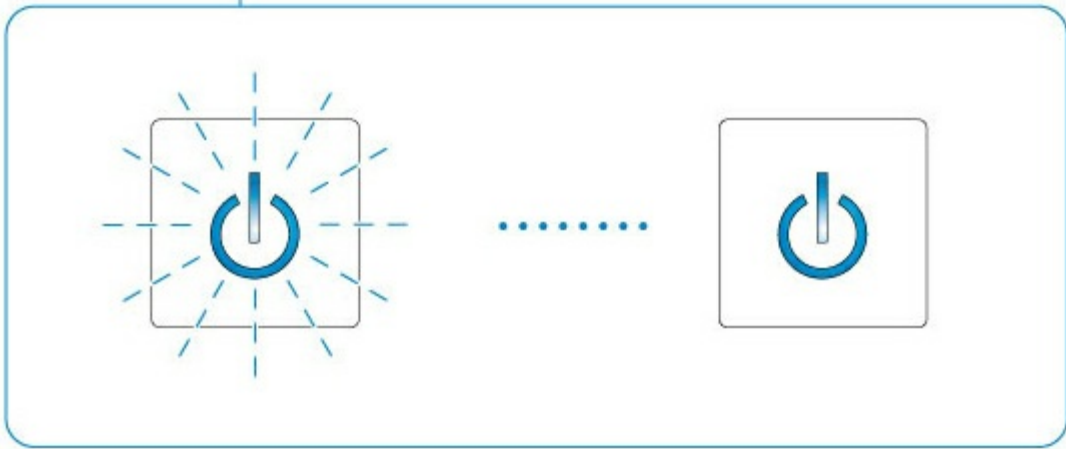
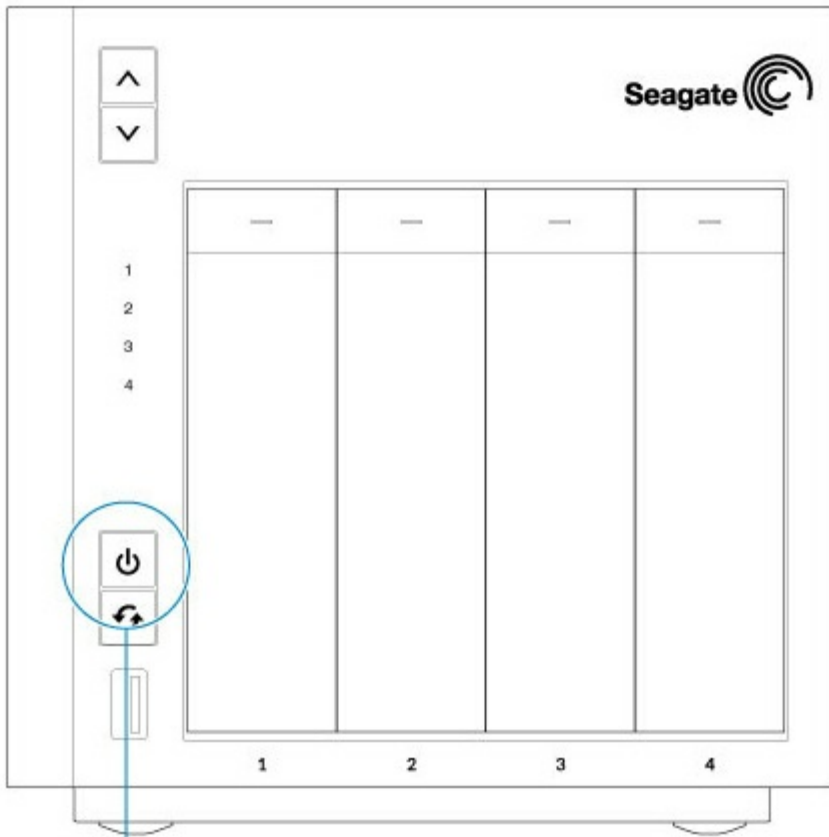
**Cable management:** Careful management of cables is recommended for optimal operation. It prevents potential hazards and allows for easier maintenance.

## Step 2 – Power on the NAS Pro

1. Push the power button on the front of the NAS Pro.



2. The NAS Pro can take several minutes to boot. Wait for the LED to turn solid before moving to the next step.



### Step 3 - First login



Log in to the NAS Pro from a computer on the network:

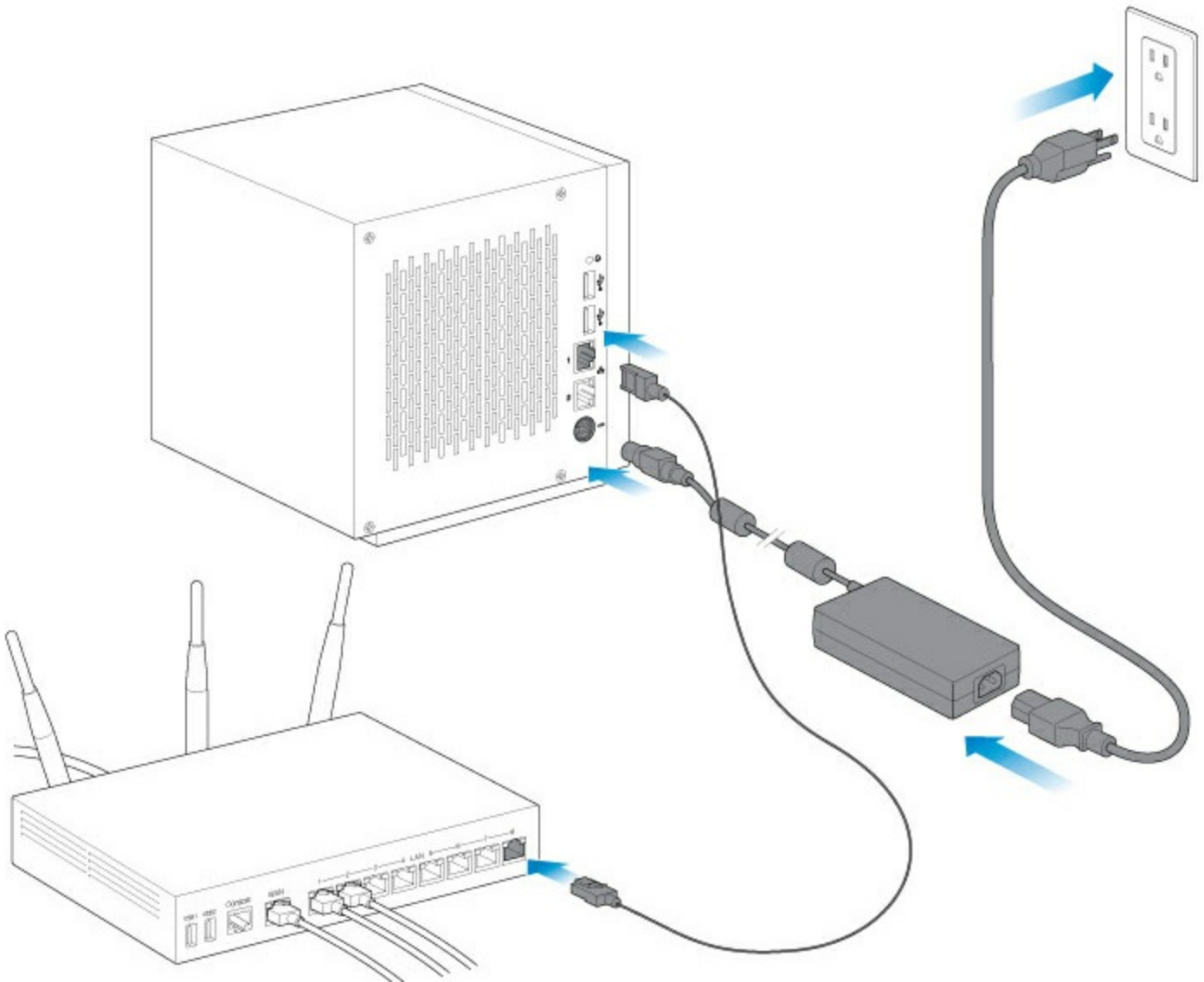
1. Launch a web browser.
2. Enter `http://discover.seagate.com`
3. Follow the on-screen instructions to complete the installation.

## NAS: Diskless enclosure

### Step 1 - Cables

#### Connections





1. Connect the Ethernet cable to the NAS Pro and the router.
2. Connect the power cable to the NAS Pro and the outlet.

You can also connect:

- A second Ethernet cable for redundancy or performance.



**Cable management:** Careful management of cables is recommended for optimal operation. It prevents potential hazards and allows for easier maintenance.

## Step 2 – Power on the NAS

When first booting a diskless Seagate NAS Pro, the device must be placed into recovery mode. To enter recovery mode, make certain to:

- Push the recovery button as instructed below.

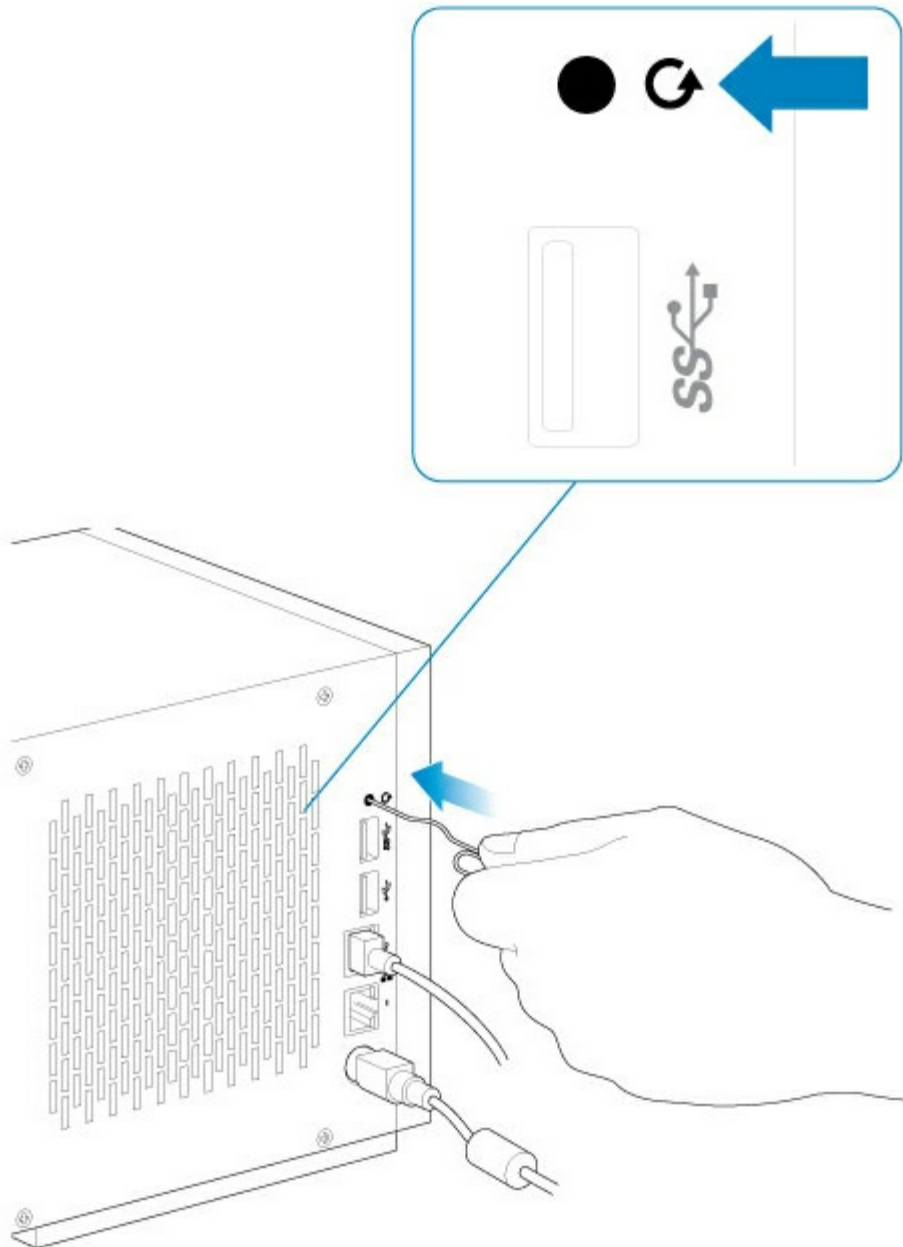
Continue to push the recovery button while applying a short push on the power button. See [Operation](#) for

details on a short push.

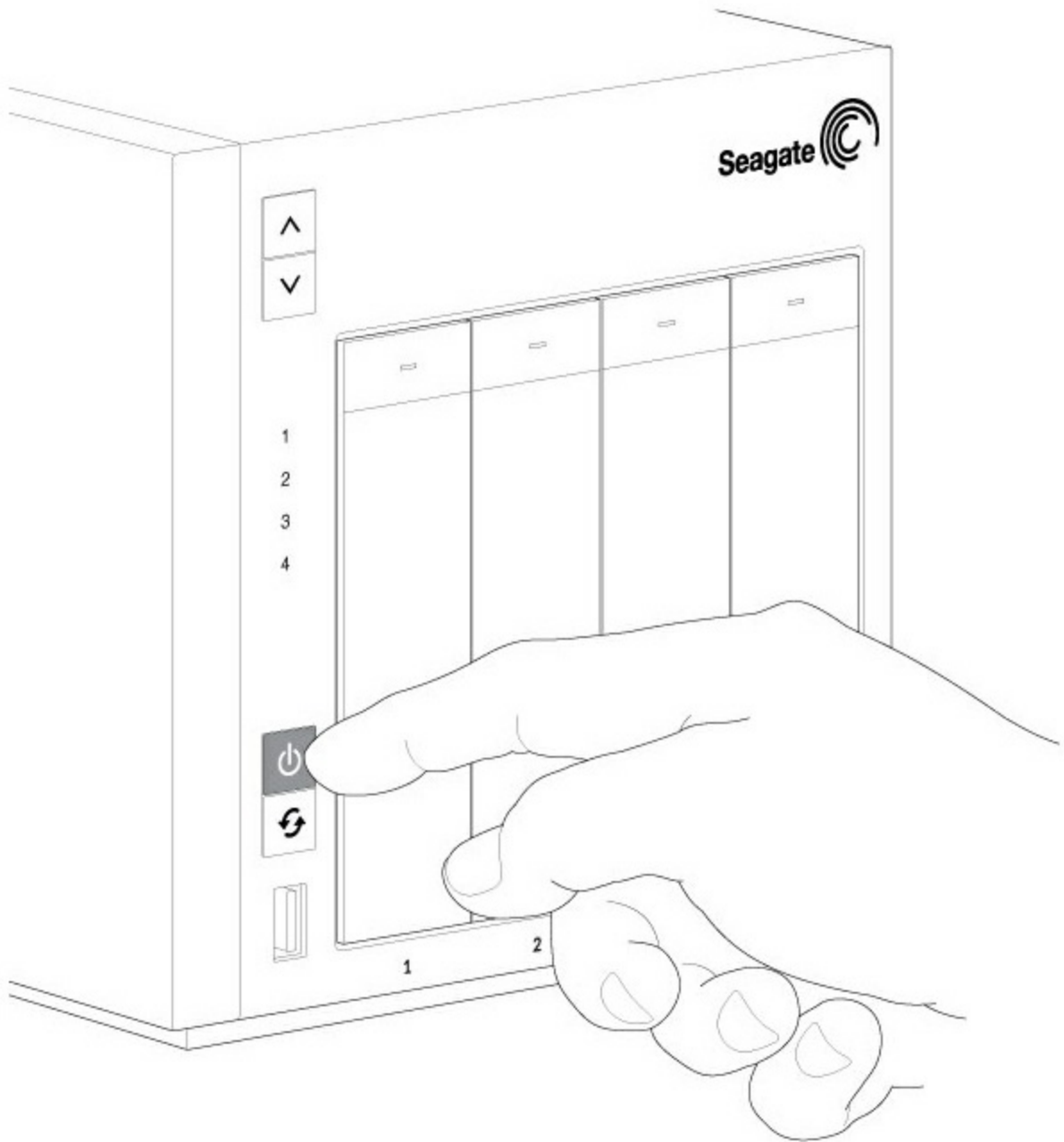
- Hold the recovery button for five seconds after you release the power button.

The recovery button is located on the rear of the device within the small, circular recess. The power button is found on the front of the device (see [System Overview](#) for details).

1. Use a thin pointed object (e.g. paperclip, thin screwdriver, etc.) to push the recovery button.



2. Hold the recovery button while applying a short push on the power button on the front of the NAS Pro. To make certain that the NAS Pro enters recovery mode, continue to push the recovery button for five seconds after releasing the front power button.



## Step 3 - Insert hard drives



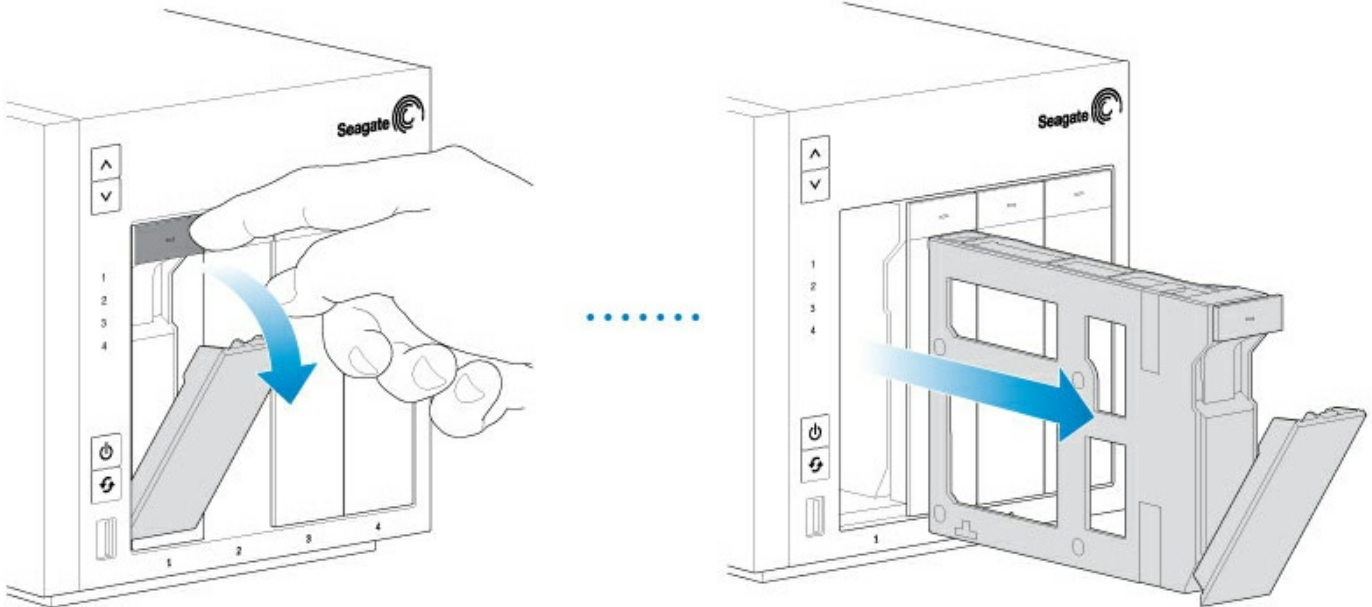
**Note:** You can insert the hard drives while the NAS Pro boots and enters recovery mode.

Consider the following before inserting hard drives into the enclosure:

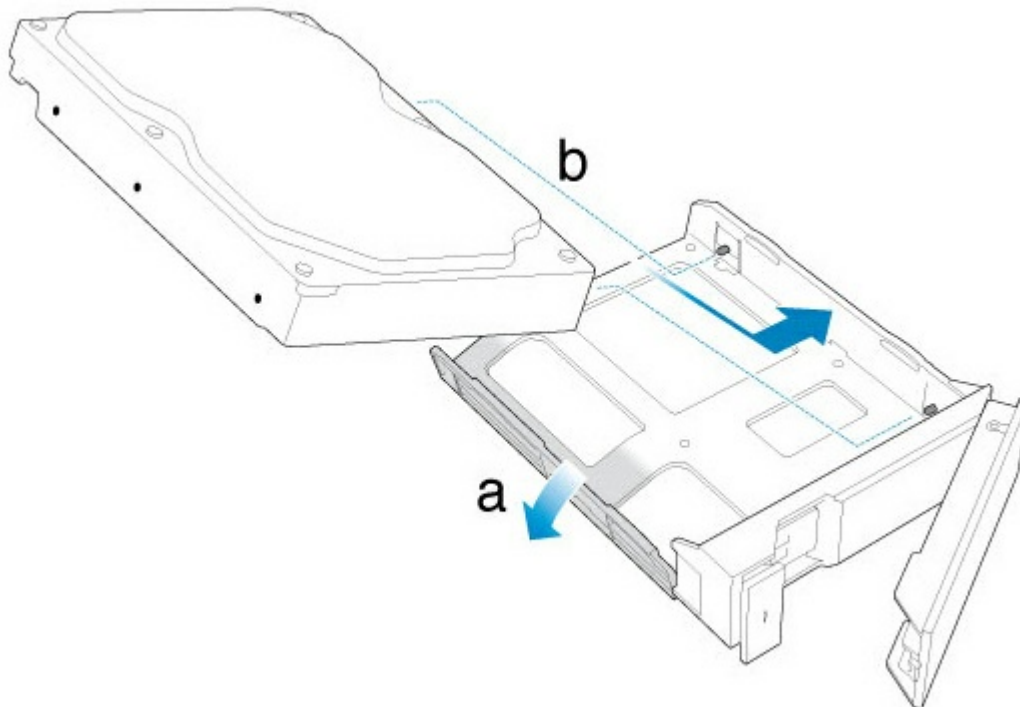
- Seagate recommends installing the hard drives into the diskless enclosure from left to right.
- Empty trays must stay in the bays for proper airflow.
- Make certain that you are properly grounded before touching the hard drives.
- Make certain that the hard drive's SATA connection is at the rear of the tray.

- The hard drive is fastened to the tray with pins.
- The NAS Pro is shipped with screws to mount 2.5-inch hard drives to the hard drive trays.

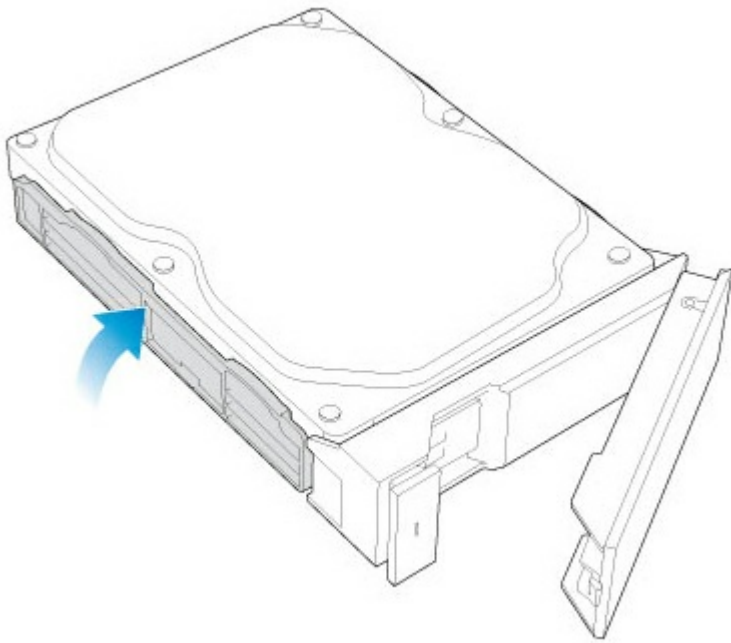
1. Remove empty hard drive trays from the NAS Pro.



2. Gently bend the left side of the tray and connect the hard drive to the two pins on the right.



3. Release the left side of the tray and connect the remaining two pins to the hard drive.

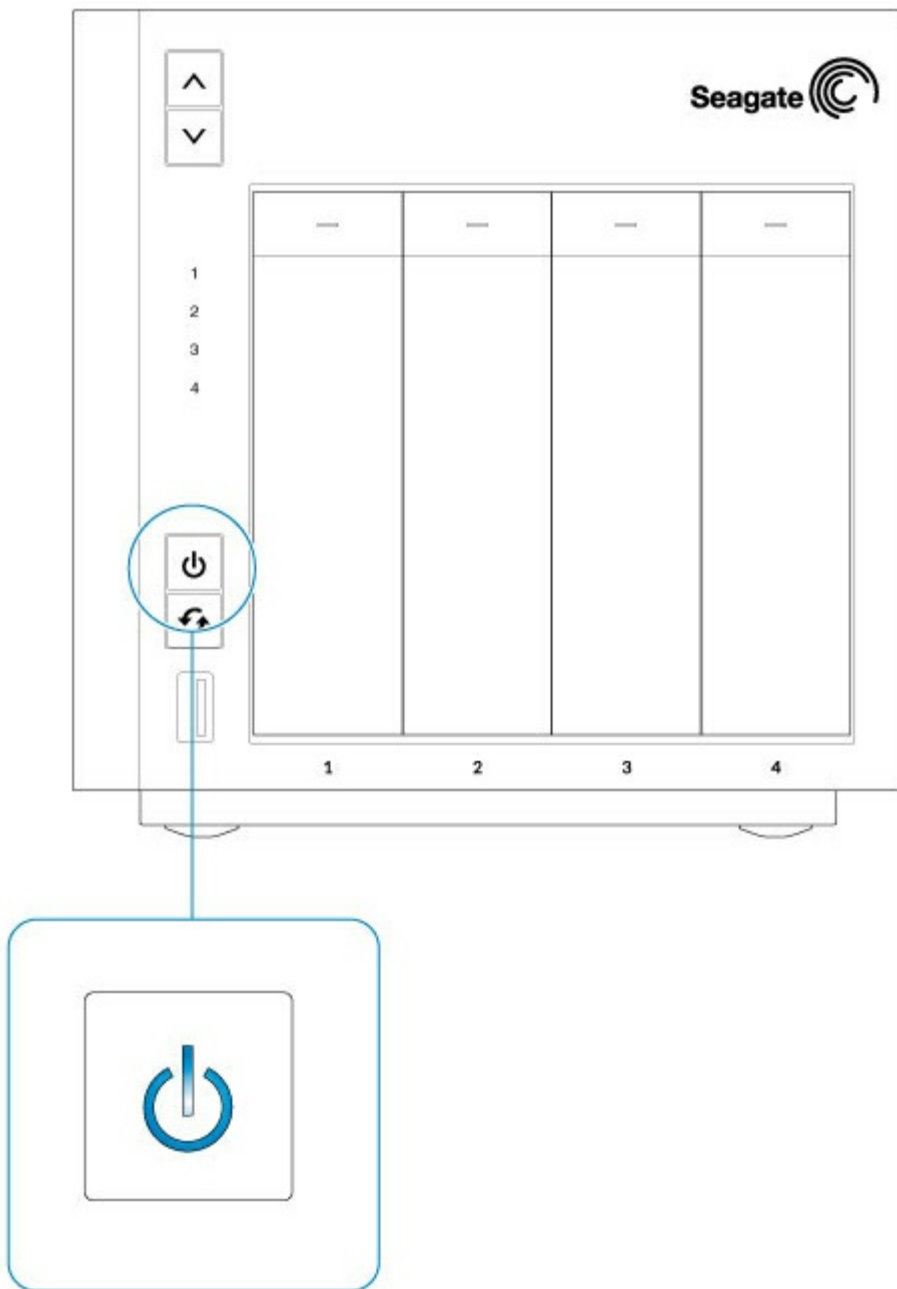


4. Insert the hard drives into the NAS Pro's bays. Push each hard drive tray into the bay as far as it will go before closing the tray handle.



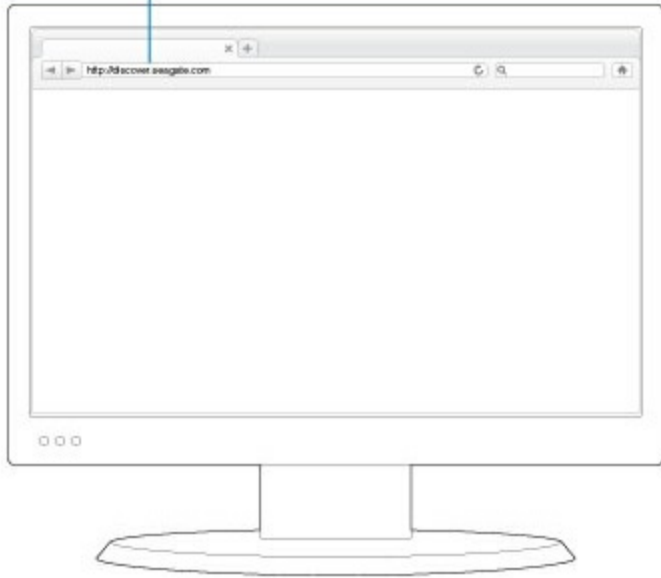
## Step 4 - First login

The NAS Pro can take a few minutes to boot. Wait for the power button LED to turn solid before following the steps below.



Log in to the NAS from a computer on the network:

1. Launch a web browser.
2. Enter <http://discover.seagate.com>.



3. Follow the on-screen instructions to complete the installation.

# Operation

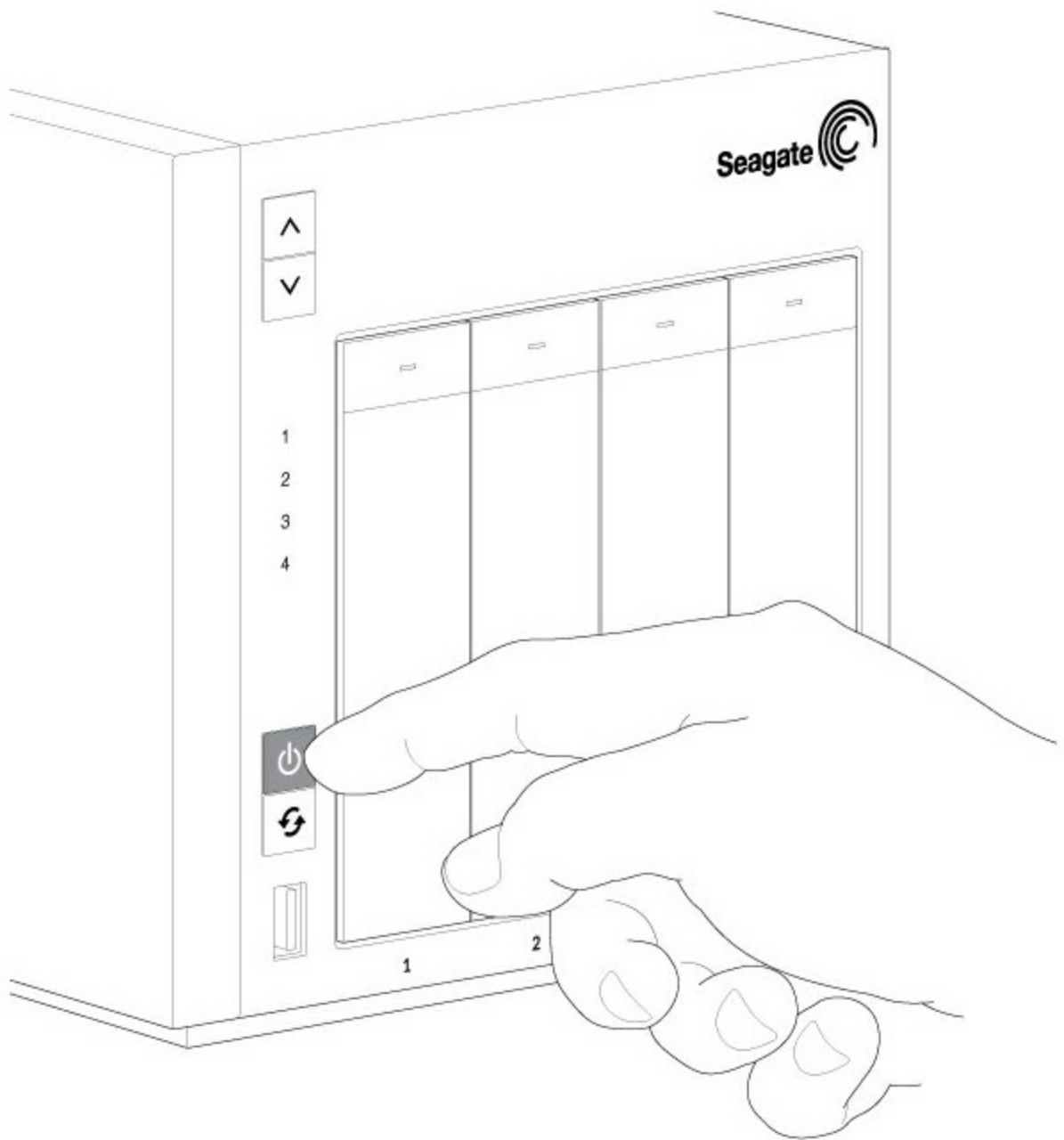
## Powering on the product

**i** **Caution:** Do not operate the product until the ambient temperature is within the specified operating range (see [System Overview](#)). Confirm that newly installed hard drives are acclimatized before operating them.

Use the front power button to power on or power off the Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay. You can also shut down the device or place it into deep sleep using NAS OS. Follow the directions below if the device is connected to a power source and turned off or in deep sleep.

1. Before powering on the product, make sure that all the modules are firmly seated in their bays. Note that all drive slots must be filled by drives or empty disk trays in order for the product to receive sufficient cooling.
2. Confirm that the NAS Pro power supply is connected to a compatible power outlet.
3. Press the product's power button.





The status and hard drive LEDs blink white as the NAS boots.

## Powering off the product

1. Make certain that users on the network are not accessing the NAS Pro.
2. Use NAS OS to turn the NAS Pro off or apply a short push to the power button. See the note below regarding a short push and a long push.

The LEDs will turn off once the system has shut down.

## Short push



**Important info:** Always eject the volume from your computer before applying a short push.

A short push is a manual depression on the power button that lasts no longer than two seconds. When the product is operating, a short push on the power button will:

- Turn the NAS Pro off
- Place the NAS Pro into deep sleep

Deep sleep must be configured in NAS OS.

## Long push

A long push is a manual depression on the power button that lasts more than four seconds. When the product is operating, a long push will cut the power from the NAS Pro, forcing it to shut down immediately. A long push is not recommended as it may result in data loss. Therefore, it should only be used when troubleshooting a problem.

# LCD Menu

The Seagate NAS Pro 4-Bay and 6-Bay feature an LCD menu on the front of the device. It provides important information when booting or powering off the NAS Pro. You can also check general hardware and operating system settings while the NAS Pro is powered on. Review the table below for further details on the LCD menu.

See [System Overview](#) for the locations of the LCD menu and the up/down arrows.

Menu	Sub-menu
Network	See the IP addresses assigned to the NAS Pro.
Storage	See the percent of storage used: Globally and per volume.
Alerts	Up to five alerts are listed on the sub-menu. Alerts include: temperature; casing; fan; and disks.
Temperature	Check the temperatures for the NAS Pro's: hard drives; CPU; and motherboard.
Fan	Review the fan's rotational speed.
Date	Review the date, time, and uptime. Uptime refers to the amount of time that the NAS Pro has been powered on. It is listed as hh:mm.
Software Information	Check the version of Seagate NAS OS.

## Access the LCD display menu

1. Apply a short push on the NAS Pro's up or down arrow to turn the LCD on.
2. Apply a long push on the NAS Pro's up or down arrow to enter the main menu.
3. Push the NAS Pro's up or down arrow to toggle through the menu selections. Each window reveals two selections.
4. Use the NAS Pro's up or down arrow to highlight your selection. A horizontal arrow points to the selection.
5. Apply a long push on the NAS Pro's up or down arrow to enter the sub-menu for that selection.
6. If applicable, push the NAS Pro's up or down arrow to toggle through the sub-menu selections.

Each menu and sub-menu will remain on the LCD display for 30 seconds. To exit a menu or sub-menu, apply a long push to the NAS Pro's up or down arrow.



# Software

Your Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay runs on Seagate NAS OS. Use the NAS OS web-based administration tool to:

- Allocate the NAS's drives into volumes
- Add and manage apps
- Configure RAID
- Set up the network and Ethernet ports
- Create shares for data distribution
- Create users and groups for access rights to data
- Create iSCSI targets
- Set up remote access
- Check the health of the NAS

See the [Seagate NAS OS User Manual](#) for instructions on how to manage all the features available to the Seagate NAS Pro.

# Hard Drive Maintenance

The Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay is a desktop hard drive enclosure. Review the details below for hard drive module locations and, where applicable, replacement.

**i** **Important info:** Refer to the product's [Warranty](#) before performing any hardware repairs or maintenance that is not described in this manual.

## Precautions

- The hard drives for the Seagate NAS Pro 2-Bay | 4-Bay | 6-Bay are hot swappable. However, performing other types of hardware maintenance within the enclosure is not supported and can void your product's warranty.
- During operation, all provided hardware (including the drives in their frames) should remain in place for optimal airflow.
- Observe all conventional ESD precautions when handling the NAS's parts. Avoid contact with backplane components and module connectors, etc.
- Never remove the NAS Pro's enclosure cover. Potential hazards of opening the cover while the product is operating include, but are not limited to, rotating fans and hot surfaces. Removing the cover can void your product's warranty.

## Adding/replacing a hard drive

Follow the instructions below to perform one of the following:

- Insert a new hard drive into an empty bay
- Expand storage space with a higher-capacity hard drive
- Replace a failed hard drive

Hard drives in protected RAID volumes are hot swappable (e.g. SimplyRAID, RAID 1, RAID 5, and RAID 6). However, it is not possible to hot-swap more than one drive at a time. If you are replacing more than one hard drive in a volume, wait for synchronization to successfully complete before moving to the next hard drive.

Always confirm that the hard drive you are replacing can be removed without harming a RAID array. For example, you want to expand a hard drive from 2TB to 3TB. You know that the 2TB hard drive is part of a RAID 5 array composed of four hard drives. You will lose data if you remove the 2TB hard drive and another hard drive in the array has failed. Therefore, use NAS OS to check the health of all the hard drives in the RAID array. In this example, you can replace the 2TB hard drive if it is the only hard drive in the array that has failed and/or the other hard drives in the array are healthy.

Consider the points below before following the instructions:

- Replace an existing or faulty hard drive with a hard drive of equal or greater capacity.
- When handling hard drives, make sure that they are placed (and stored) on a cushioned surface.
- If you are replacing a 3.5-inch hard drive with a 2.5-inch hard drive, make certain to use the screws included with the NAS.



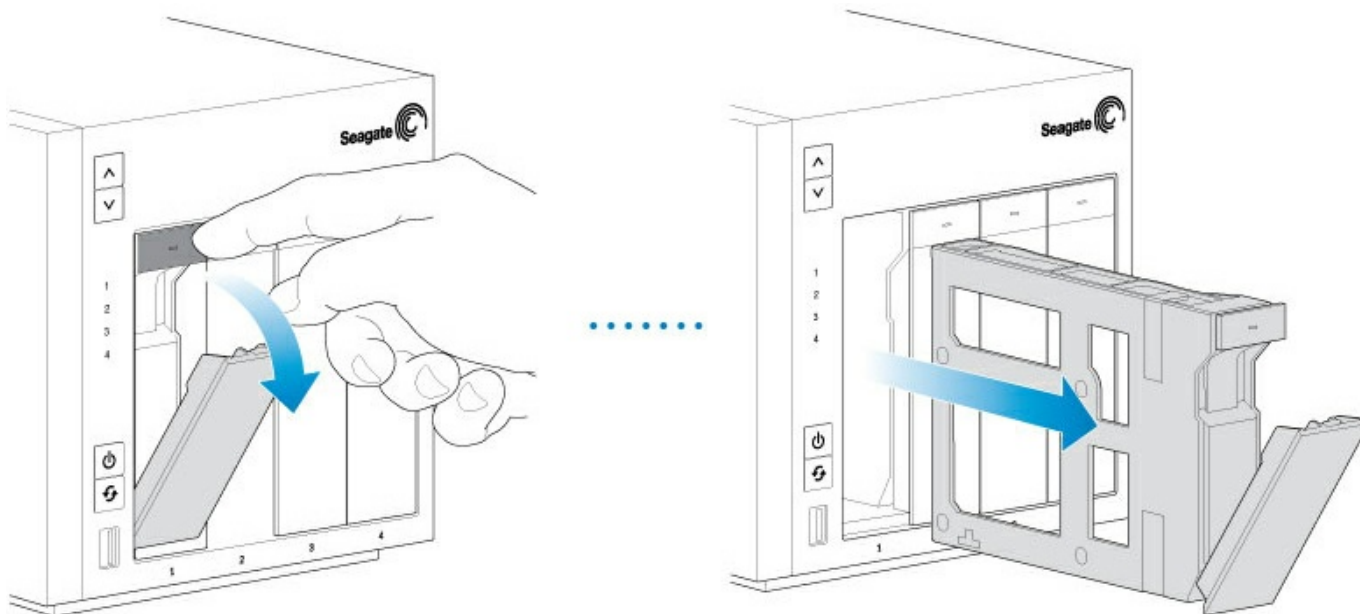
**Note:** Seagate hard drives are optimized for use with your NAS. See [Seagate NAS HDD](#) for further information.

## 3.5-inch hard drive

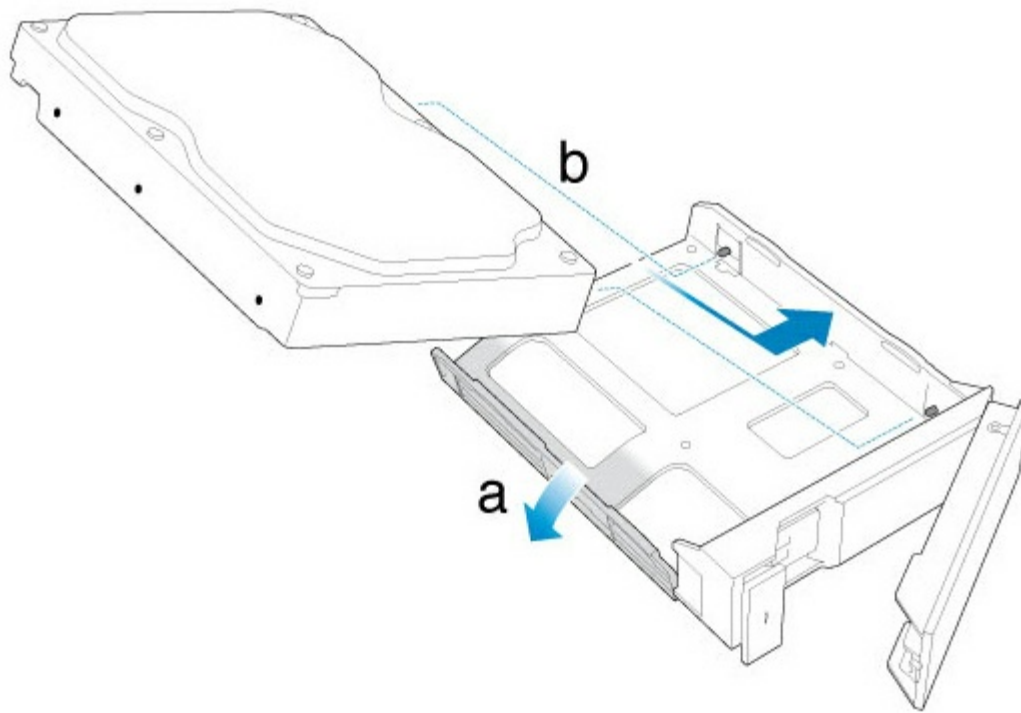
1. Push the hard drive tray's lock button to open the latch and remove the hard drive tray.



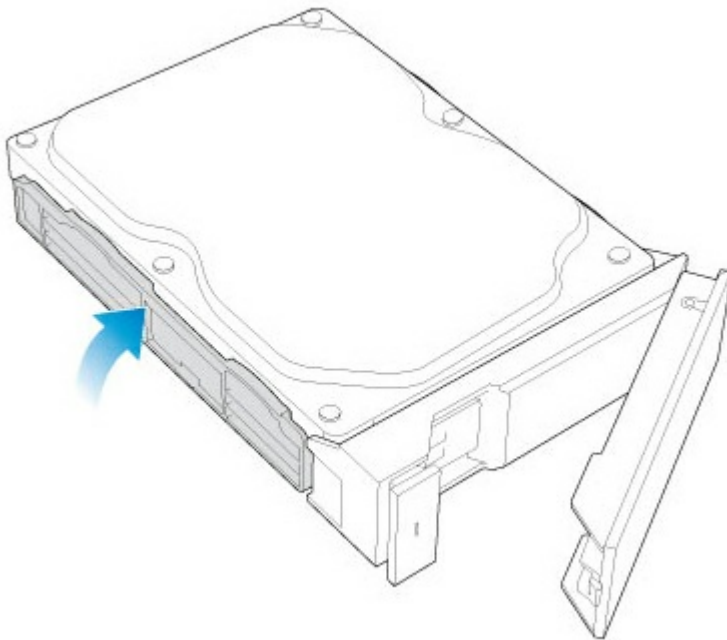
**Important:** Make certain that you remove the correct hard drive tray.



2. Insert a new hard drive or replace the current hard drive:
  - Empty tray: gently bend the left side of the tray and connect the hard drive to the two pins on the right.



- Full tray: Unfasten the four pins and remove the hard drive from the tray. To insert the new hard drive, gently bend the left side of the tray and connect it to the two pins on the right.
3. Release the left side of the tray and connect the remaining two pins to the hard drive.



4. Insert the hard drive tray into the NAS Pro's bay. Push it into the bay as far as it will go before closing the tray handle.



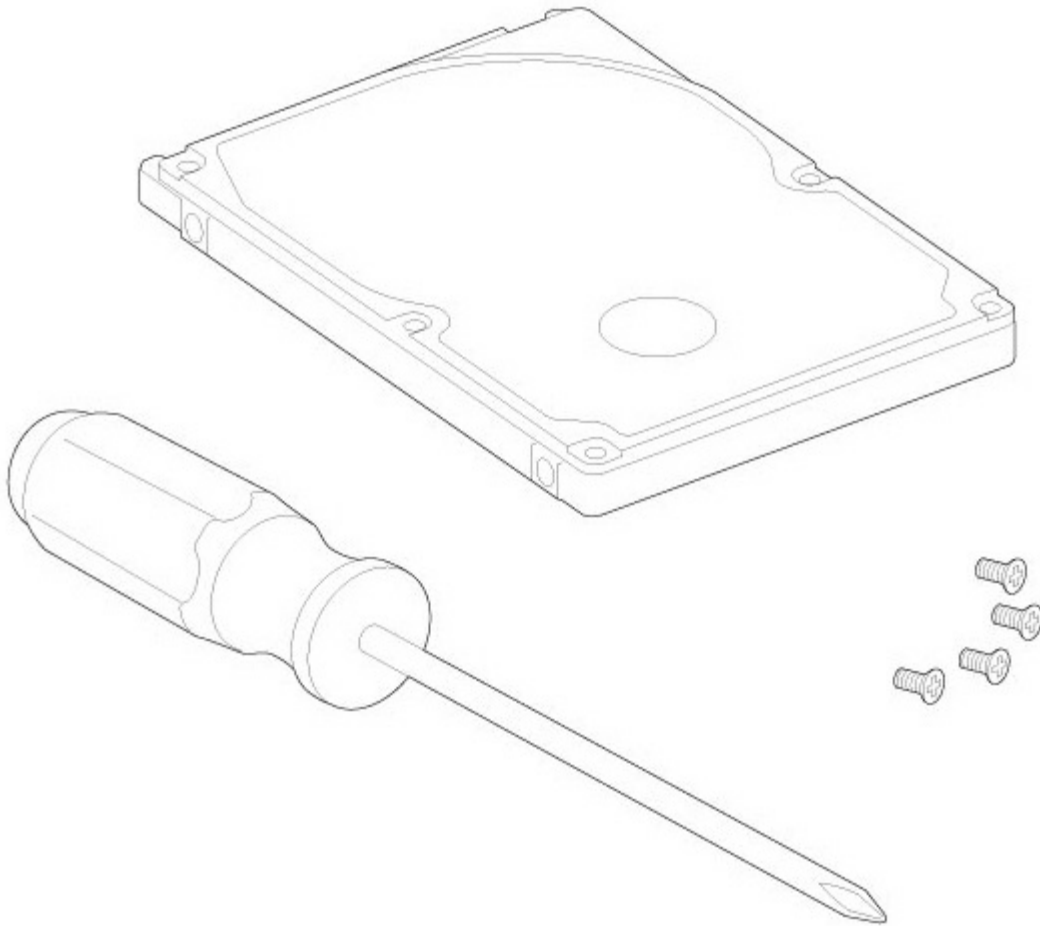


5. If necessary, power on the NAS.
6. Manage the new storage using NAS OS.

## 2.5-inch hard drive/SSD

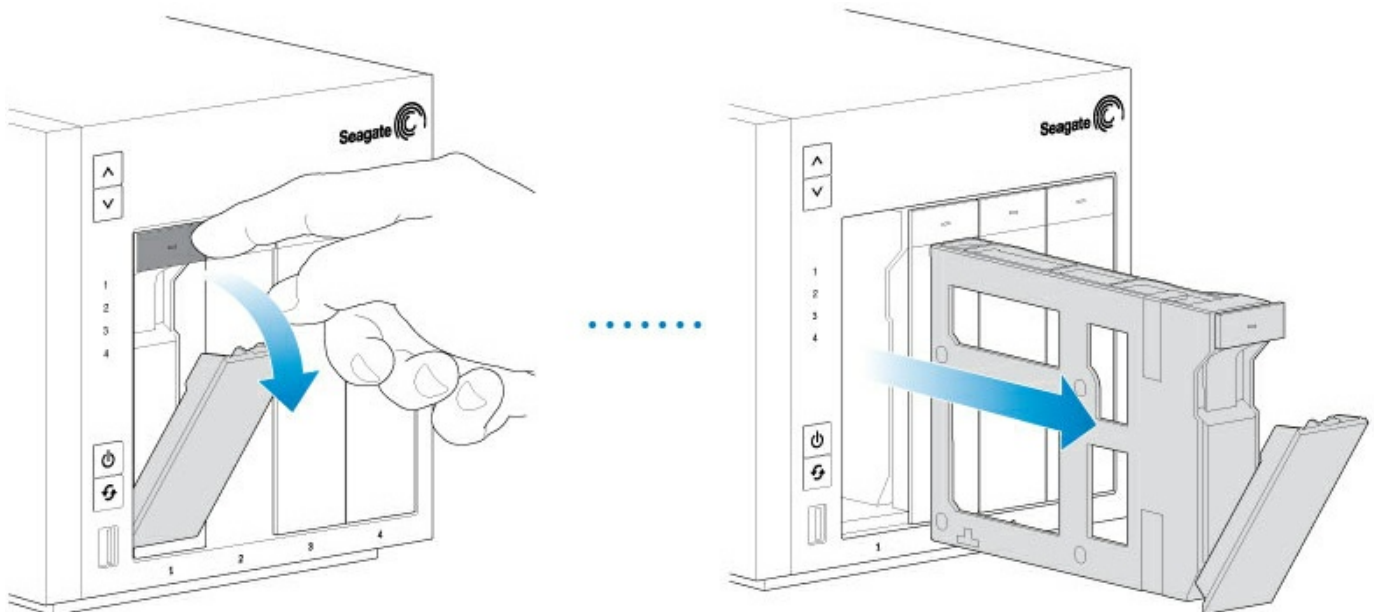
Installing a 2.5-inch hard drive/SSD requires the following:

- Screws included with your Seagate NAS Pro
- One or more 2.5-inch hard drives or SSD
- A standard Philips head screwdriver

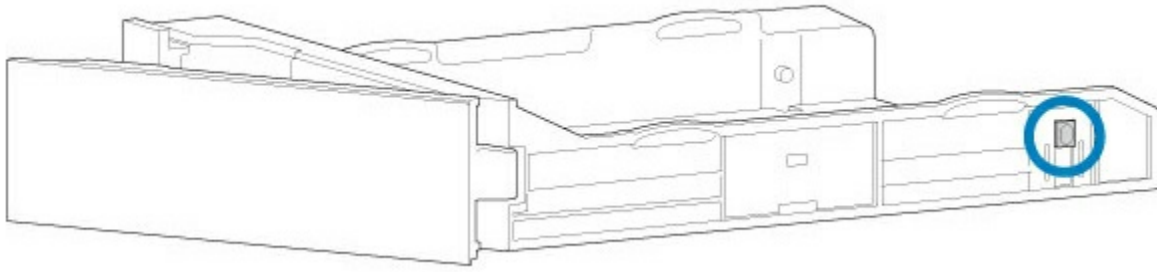


You can add the 2.5-inch hard drive or SSD to an empty hard drive tray or replace an existing disk. Make certain that the capacity of the 2.5-inch hard drive is equal to or greater than the disk you are replacing.

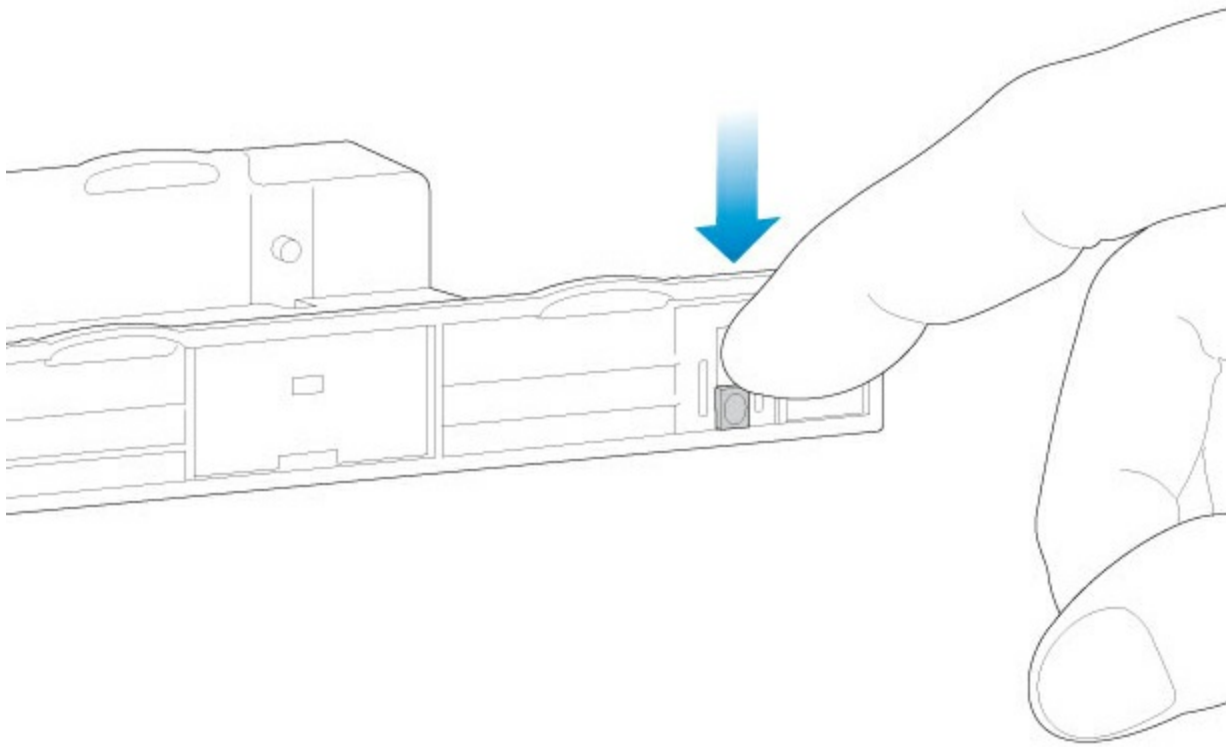
1. Remove a hard drive tray from the Seagate NAS Pro. It can be empty or filled with a hard drive you want to replace.



2. If applicable, remove the hard drive by unfastening the four pins and extracting it from the tray
3. The hard drive tray has an SSD adapter switch on the bottom right (Image A). Push it down (Image B).

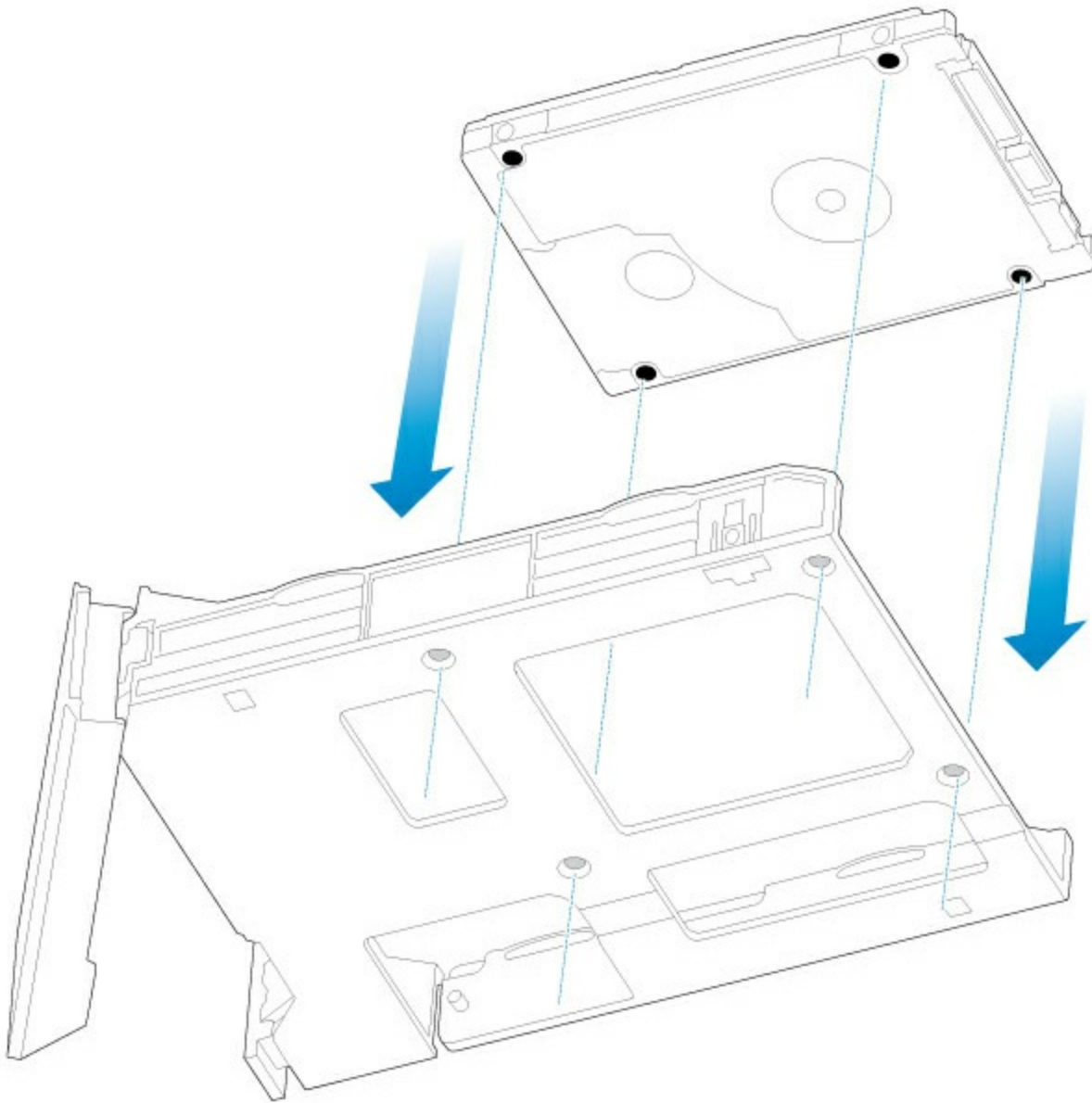


**Image A**

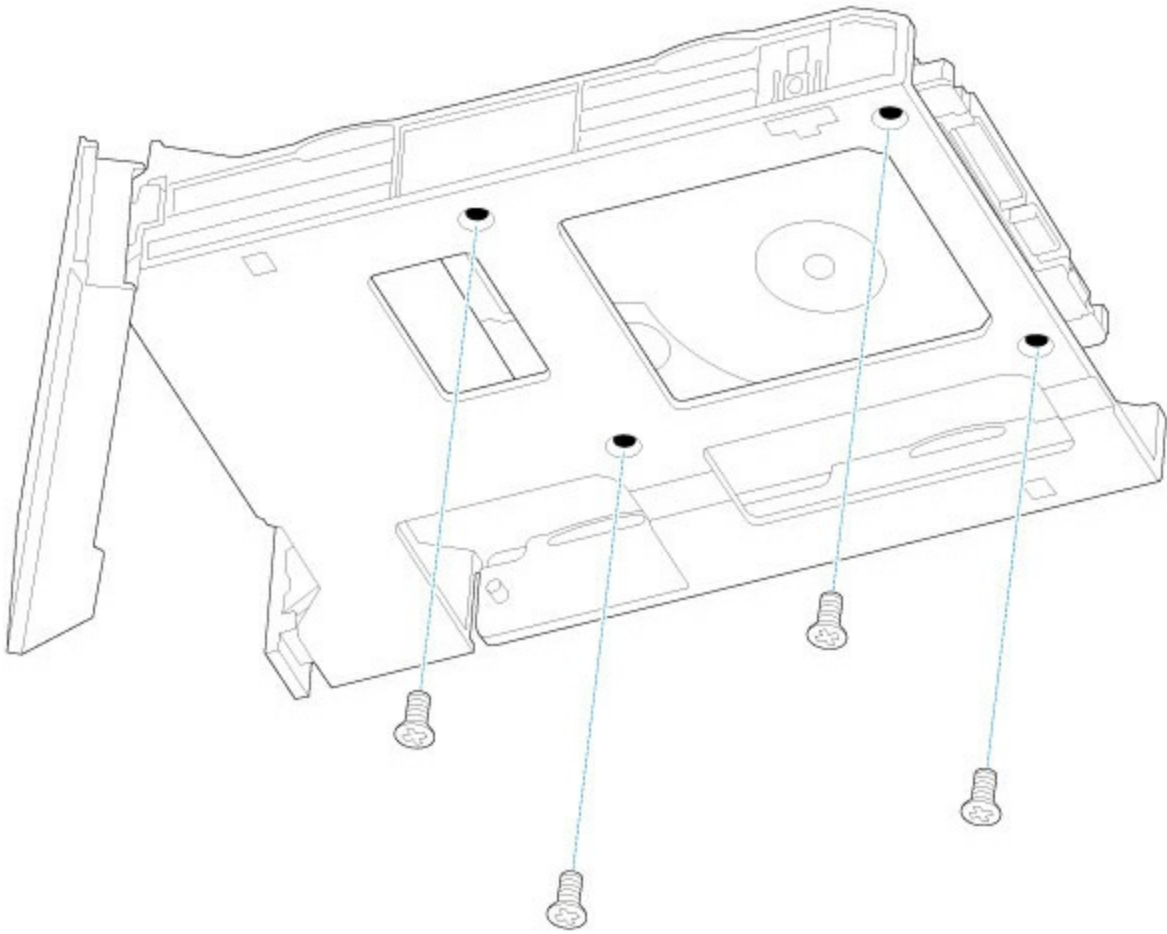


**Image B**

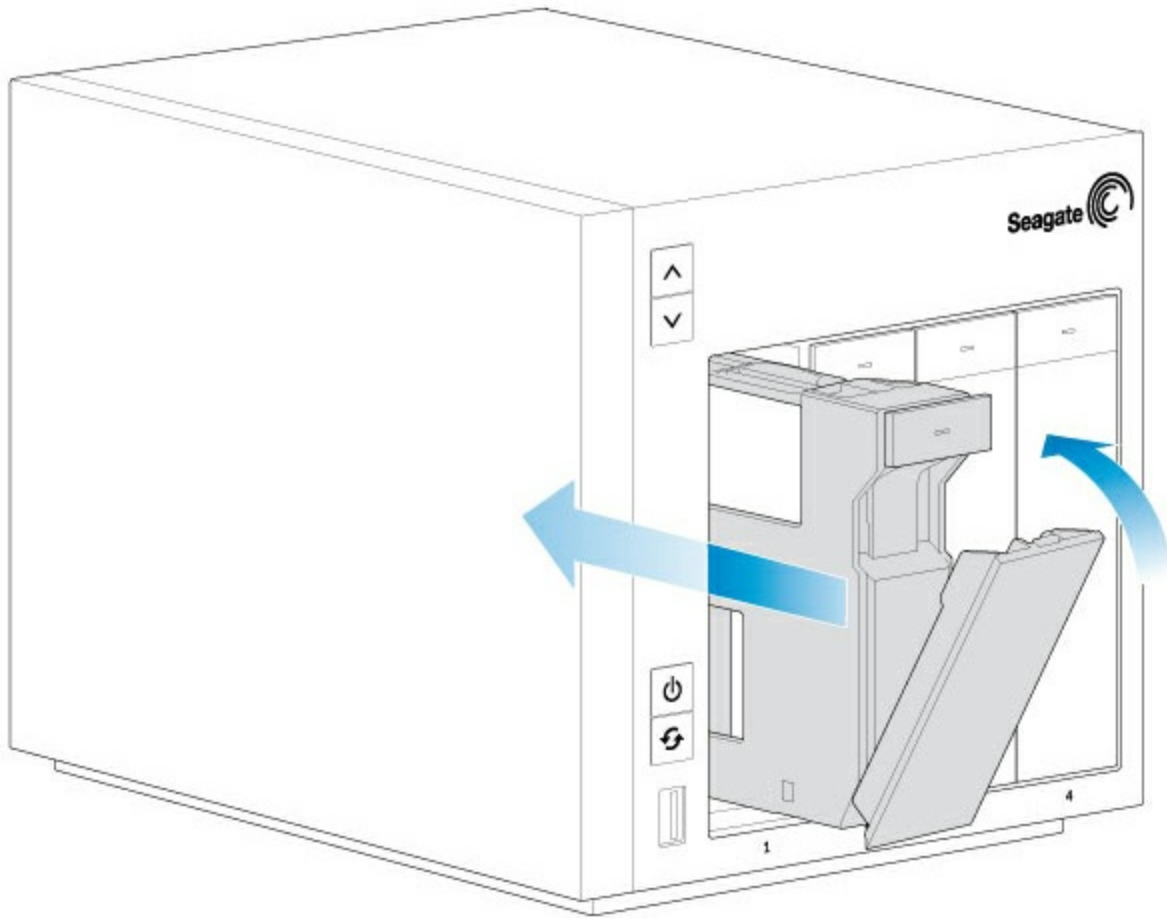
4. Align the screw holes on the hard drive tray with the screw holes on the bottom of the 2.5-inch hard drive or SSD.



5. Use the included screws to fix the 2.5-inch hard drive or SSD to the hard drive tray. Use four screws.



6. Insert the hard drive tray into the empty slot.



7. Repeat the steps above for each 2.5-inch hard drive or SSD.
8. Run Seagate NAS OS to manage the new storage.

# Getting Help

If you are having issues with your product, first consult the troubleshooting topics below. If the problem persists, refer to the [Warranty](#) to understand your warranty rights and responsibilities.



**Note:** Seagate is dedicated to providing high quality products that enrich the lives of our customers. To help Seagate offer the best customer support, we encourage you to create an account and register your product at <https://www.onlineregister.com/seagate/>. You can give us important feedback as well as receive updated information on your Seagate device.

## Troubleshooting topics

### The Seagate NAS Pro will not turn on.

Q: Can you confirm that the NAS Pro is receiving power?

A: Make sure the power cord is properly connected, then push the power button until the status LED turns on.

Q: Is there a problem with the power supply?

A: Confirm that the outlet is receiving power.

### The Seagate NAS Pro turns off when I connect a USB device.

Q: Did the product turn off as soon as the USB device and the NAS Pro's USB port came into contact?

A: The USB device may have caused a short circuit. Unplug any USB devices you have connected since the failure and reboot the product.

### The Seagate NAS Pro is unresponsive.

Q: Have you tried to restart the system?

A: Shut down the NAS Pro using NAS OS or, if you cannot access the NAS OS administration tool, push the front button. If nothing happens after a few minutes, force the NAS pro to turn off by pressing and holding the front button for more than four seconds. Once off, restart the product by pushing and immediately releasing the front button. Note that this is not recommended under standard conditions as it may result in data loss.

### The Seagate NAS Pro is overheating.

Q: Is the ambient temperature too high? Is the air output blocked? Are several fans malfunctioning?

A: If the ambient temperature is below 104°F/40°C and the ventilation is cleared, you may have one or several malfunctioning fans. Contact Seagate technical support for confirmation.

I am not certain if the NAS Pro firmware should be updated.

Q: Where can I check the firmware version?

A: Navigate to the NAS OS Settings page and review **Firmware**.

Q: How do I know if the firmware is the latest version?

A: The NAS OS automatically checks for updates and will prompt you when new firmware is available.



# NAS OS Rescue

The NAS OS rescue tool is preconfigured on your Seagate NAS Pro. In addition to installing NAS OS, it can act as a bootable rescue tool to help you troubleshoot technical problems. The NAS OS rescue includes three recovery options:

- **Recover data:** Enable FTP Access to the data on your NAS OS device. Once enabled, you can use FTP client software or a web browser to back up the data stored on your NAS.
- **Restore to factory settings:** Reset your NAS OS device to its factory default while attempting to preserve the shares and data. Seagate cannot guarantee that all your data will be saved. Factory default includes the reversion of all NAS OS parameters (e.g. Users, General, Network, etc.) to their original states.
- **Format the drives and install NAS OS:** The Installer will format the NAS's hard drives before reinstalling NAS OS. Since all data will be deleted during the format, Seagate highly recommends that you back up your files before selecting this option.

## Prepare for a rescue

### Back up the NAS Pro

The NAS OS rescue will attempt to repair or reset the NAS OS. To guarantee that data stored on the NAS is preserved, Seagate highly recommends that you back up all shares before moving forward with the Installer. If you cannot access the NAS volumes, the rescue provides an option to retrieve data via FTP.

Following the backup (if applicable), turn the NAS off. If you have access to NAS OS, use the power icon on the upper right of the window to select Shutdown. Otherwise, apply a short push to the power button.

### Recovery button

The NAS OS rescue tool is enabled upon booting the NAS by simultaneously pushing the Recovery and power buttons. The recovery button is located on the back of the NAS within a small recessed niche. To push the recovery button, you will need a thin pointed object such as a paperclip or a small screwdriver.

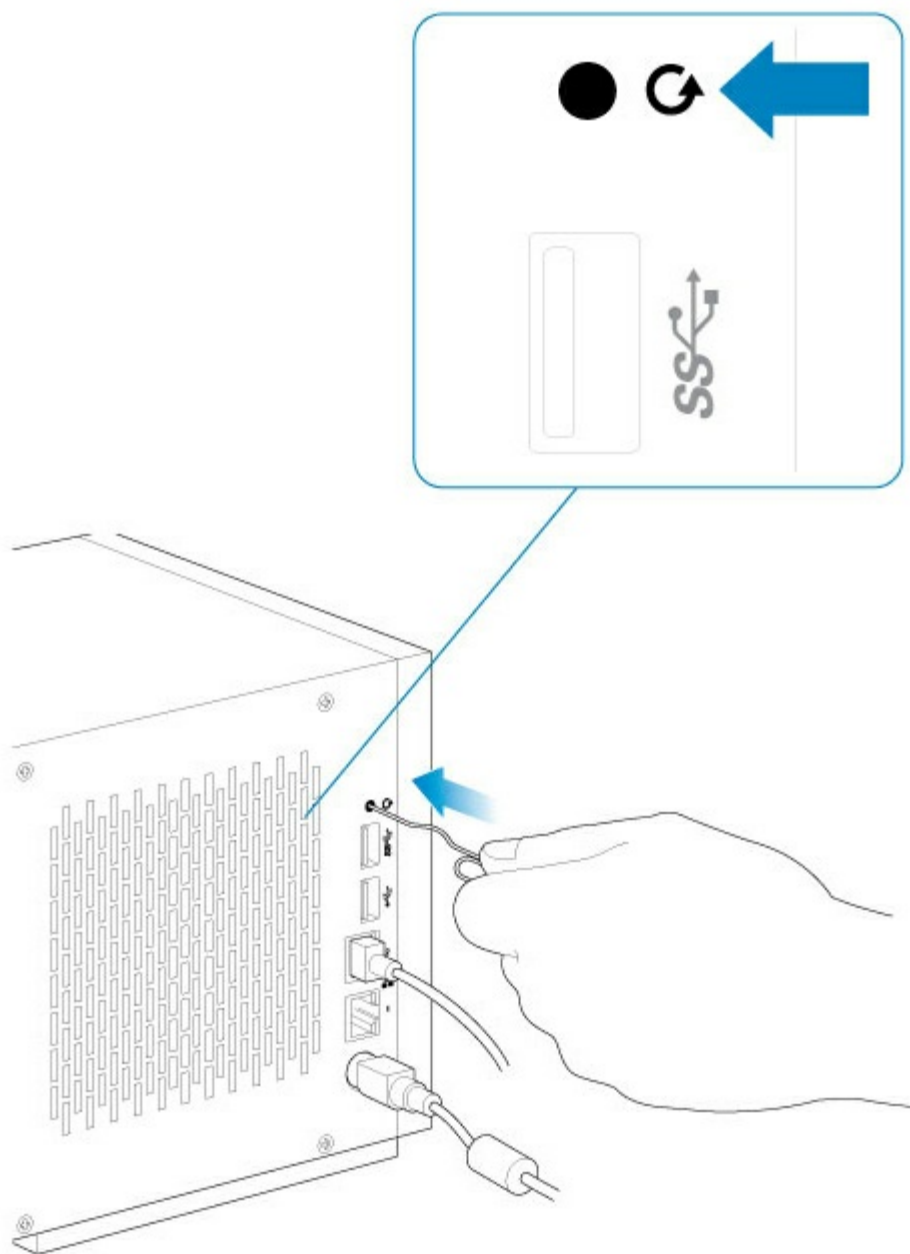
### MAC address

Once it is enabled, the NAS OS rescue prompts you for the NAS Pro's MAC address. Your NAS Pro has two MAC addresses, one for each LAN port (see [System Overview](#)). Check the MAC address labels on the back of your device and note one for the rescue.

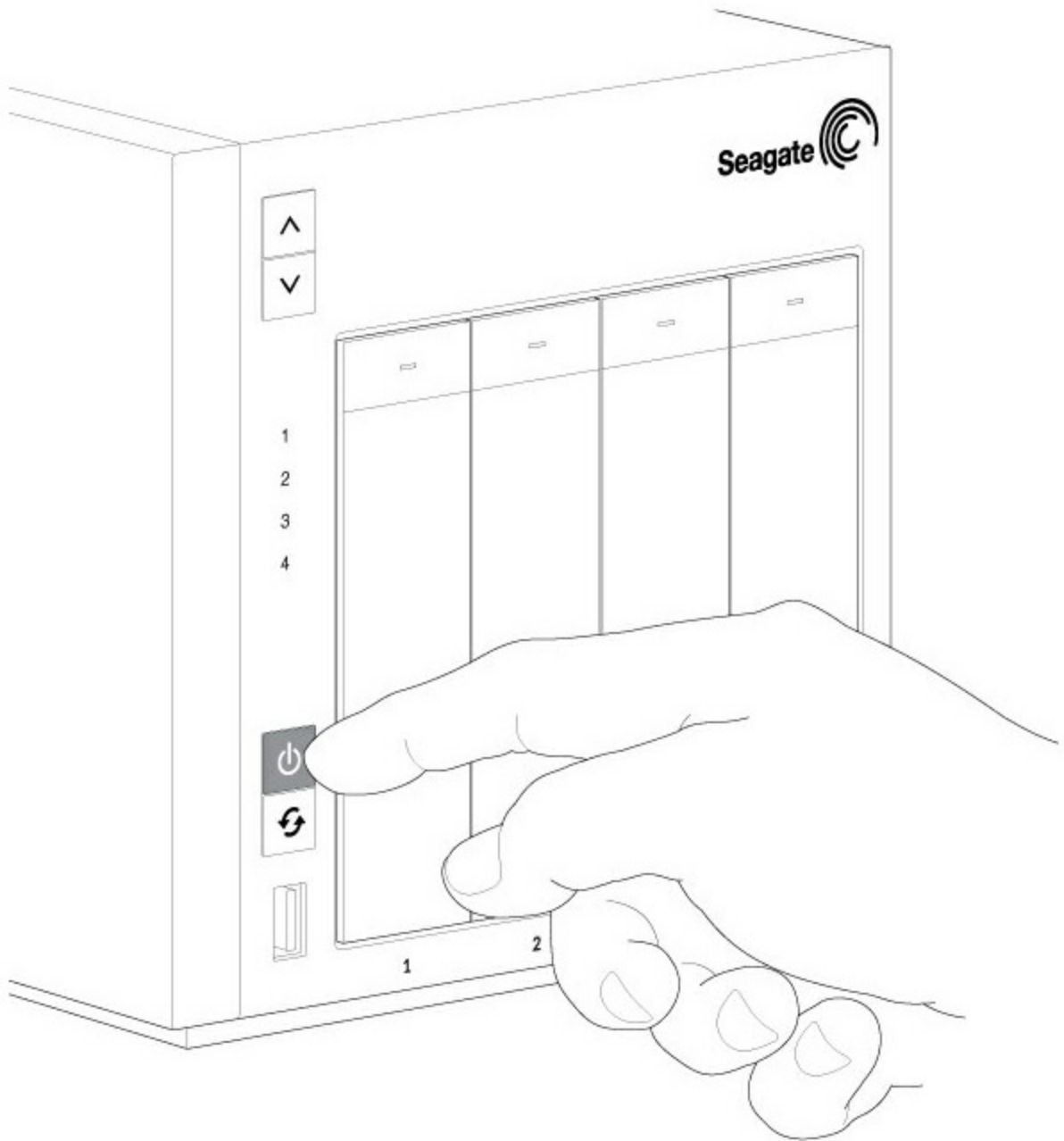
## Perform a rescue

1. Confirm that users on the network are not accessing the NAS Pro.

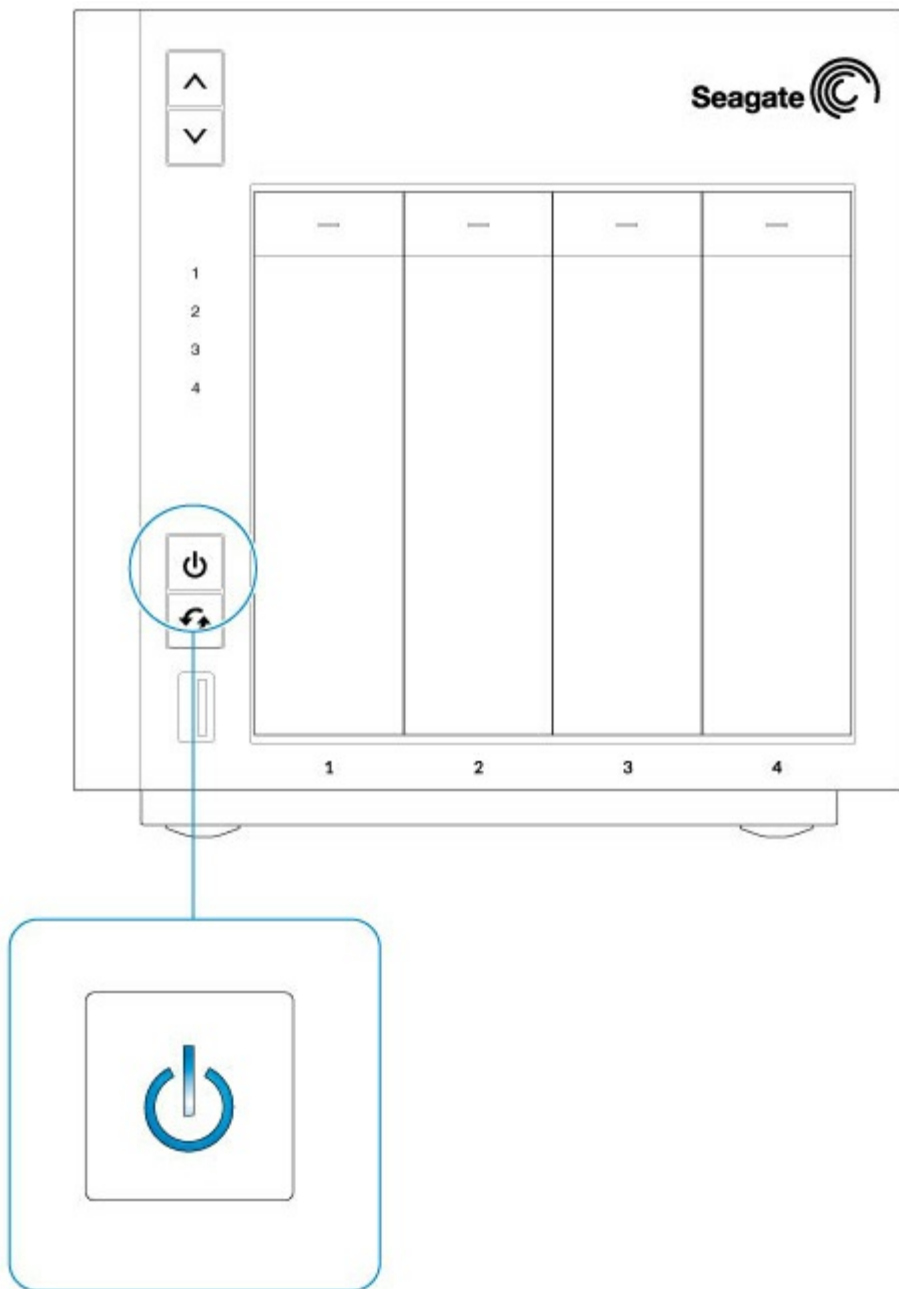
2. If the NAS Pro is powered on, use NAS OS to shut down the NAS. If you cannot access NAS OS, apply a long push (see [Operation](#)).
3. Use a thin pointed object (e.g. paperclip, thin screwdriver, etc.) to push the recovery button. See [System Overview](#) for the location of the recovery button.



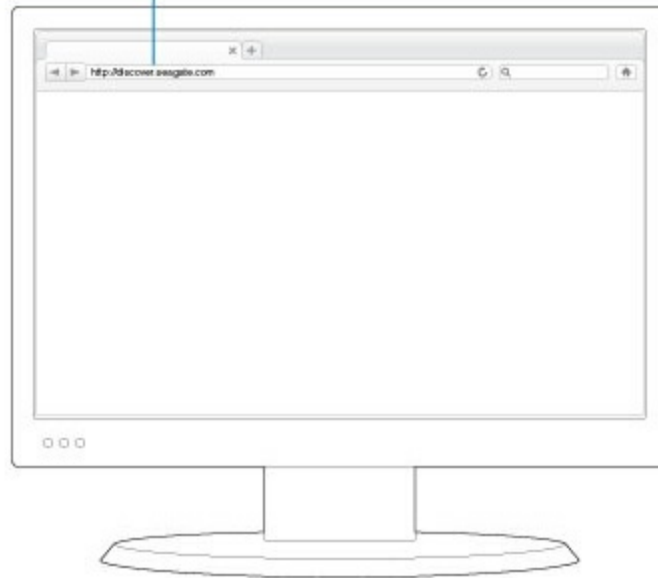
4. Hold the recovery button while pushing the power button. Continue to push the recovery button for five seconds.



5. Wait for the LED to turn solid.



6. From a computer on the network, launch a web browser and enter <http://discover.seagate.com>.



7. Choose **Find**.
8. Select your NAS and choose **Connect**.
9. Enter the NAS's MAC address and choose **Connect**.
10. Choose an option and follow the on-screen prompts to complete the rescue.