

QNAP Mobile NAS

User Manual

(Version: 1.2)

This manual is applicable to the following Mobile NAS models: QG-103N

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1. How to use

[Read this first](#)

Disclaimer, copyright notices, and other important information about QGenie.

[Product overview](#)

Overview of the functions provided by QGenie and supported products.

[Getting started](#)

How to get started using mobile devices.

[Getting started using a PC](#)

How to get started using a PC or Mac.

[Setup/use QGenie with Qfile](#)

How to use Qfile on mobile devices to access and setup QGenie

[Setup/use QGenie with Qfinder](#)

How to use Qsync on PC to access contents on QGenie.

[Setup/use QGenie with Web Browser](#)

How to use a web browser to setup and access QGenie.

[myQNAPcloud service](#)

How to register QGenie with myQNAPcloud

[Precautions](#)

Precautions when using QGenie.

[Specifications](#)

QGenie's hardware and software specifications.

[Recovery mode](#)

How to recover QGenie if it fails to start or upgrade.

1.1 Read this first



Battery capacity-related precautions

This device contains a rechargeable battery. If you are copying files and the battery runs out, the file-copying procedure will fail. If the battery fails when writing to the device, it may cause data corruption.

Disclaimer of guarantee of content

QNAP bears absolutely no responsibility of compensating for content nor responsibility for any related damages caused by data stored on this device being lost due to device damage, defects or other hardware or software malfunction. Also, QNAP will not recover, restore, duplicate (etc) any of the content on this device in any situation.

Regarding usage of external storage devices (SD card, USB drive, etc)

If the battery runs out or the external device is removed while it is being accessed, then data stored on the external device may be damaged.

1.2 Product overview

[What you can do with QGenie](#)

Introduction to the main features.

Supported devices

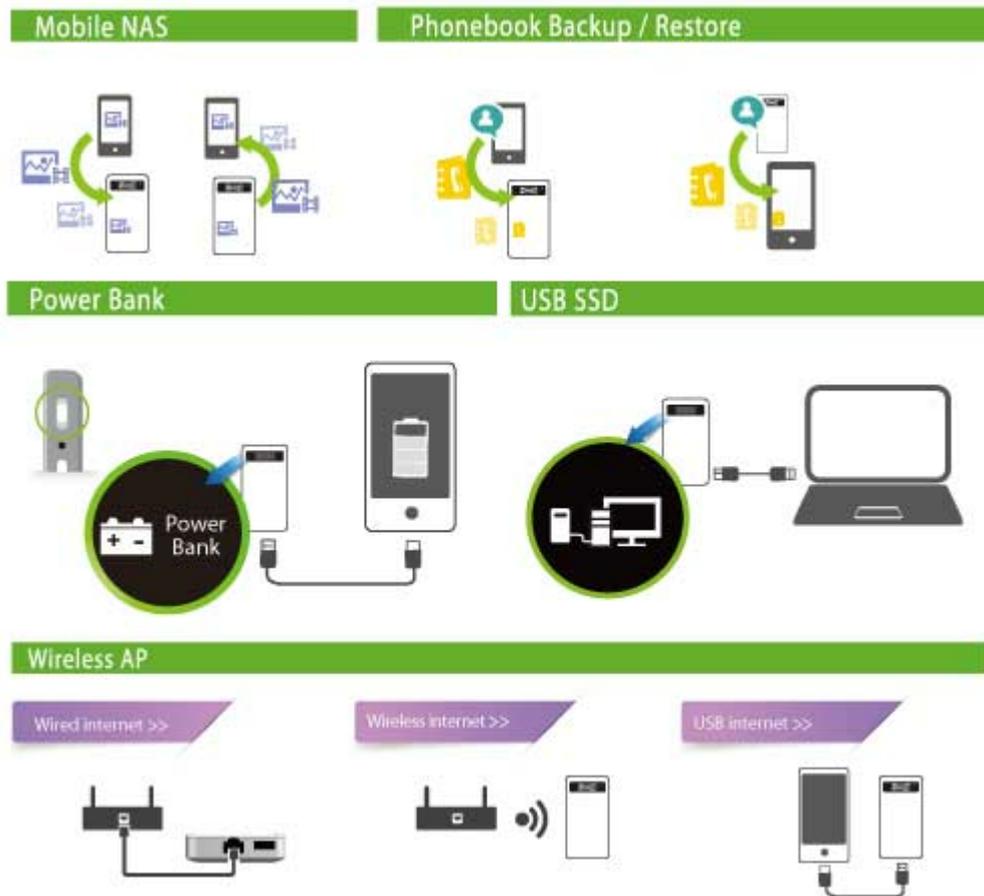
Required specifications and operating environment for devices to be used with QGenie.

Appearance

How to turn on/off QGenie. What is the meaning of LED indicator and OLED screen.

1.2.1 What you can do with QGenie

QGenie is an innovative mobile NAS designed 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 mobile devices. QGenie provides a hassle-free solution to backup/restore phonebook from Android and iOS devices at any time. Also featured is USB 3.0 connectivity, which allows the QGenie to act as a portable SSD when connected to a PC.



Mobile NAS

- Innovative mobile data center. Users can enjoy the benefit by NAS without complicated settings. Easy installation of "Qfile." Use QGenie in 2 steps.
 1. Connect wireless network on your mobile device to QGenie.
 2. Open Qfile.
- Easy file management.
- Automatically upload photos and videos taken with mobile devices to QGenie.
- Supports external multimedia players accessing the contents on QGenie.
- Lightweight (only 112g/4oz).
- Use Qsync on a PC to transfer files to a QNAP Turbo NAS.

Wireless Access Point / Wi-Fi hotspot

- Supports up to 20 devices.
- Maximum wireless range of up to 50m/164 feet.
- Share network access during travel and in office. ([How?](#))
- Create a Wi-Fi hotspot from wired Internet. ([How?](#))
- Create a Wi-Fi hotspot from 3G/4G USB modems. ([How?](#))
- Connect Android or iOS for tethering. ([How?](#))

Power bank

- Provides 7 measures to protect your mobile devices from damage when using as a power bank.
 - 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.
- Highly-efficiency 90% power conversion rate.

Personal cloud

- When QGenie is nearby
Mobile devices and PCs can simultaneously access content stored on QGenie and even share files with each other.
- When QGenie is far away/on Internet
QGenie contents can be accessed using the myQNAPcloud service.

Phonebook backup and recovery

- 4 simple steps to backup/recover phonebooks from mobile devices. ([How?](#))
- Able to recover phonebooks to/from different platforms such as iOS or Android.
- Provides scheduled backup for greater efficiency.

Portable multimedia server

- Can play music stored on QGenie.
- Qfile can play a wide range of video formats (including mp4, mkv, and rmvb).
- Multiple devices can simultaneously access different media files.

USB SSD super speed storage devices

- When connected to a PC via USB 3.0, QGenie will become a portable SSD.
- Up to 120MB/s read and 40MB/s write speeds.
- Connect QGenie to a Smart TV to directly browse photos and videos.

High expandability

- Supports SDXC SD cards up to 128GB. ([Go check compatibility list](#))
- Supports USB drives up to 2TB. ([Go check compatibility list](#))

OLED screen

Provides a clear view of current system status.

1.2.2 Supported devices

Android

Android 2.3

Android 4.0 (or later)

Windows PC

Windows XP (with SP3)

Windows Vista (with SP2)

Windows 7 (with SP1)

Windows 8

iOS

iOS 5.0 (or later)

Mac

Mac OS X 10.6 (or later)

Compatible SD cards

SD card

SDHC card

SDXC card

microSD card (needs converter)

microSDHC card (needs converter)

microSDXC card (needs converter)

[Full compatibility list](#)

Compatible USB devices

USB flash drive

USB hard drive

Smartphone (for charge and tethering)

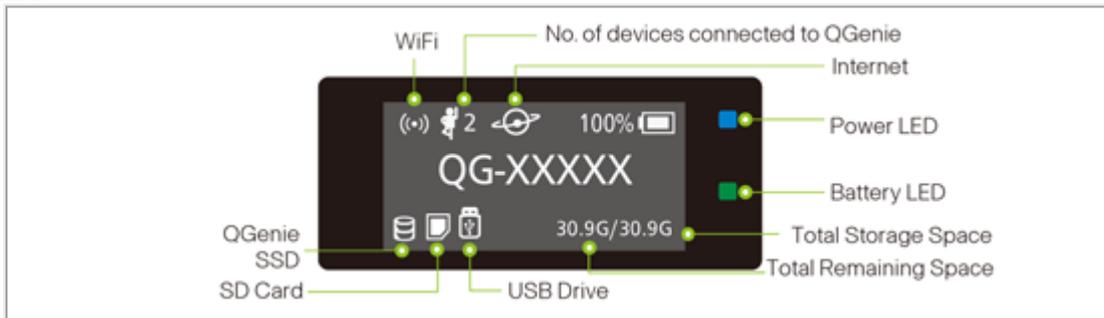
[Full compatibility list](#)

1.2.3 Appearance

Product Picture



OLED



Power LED

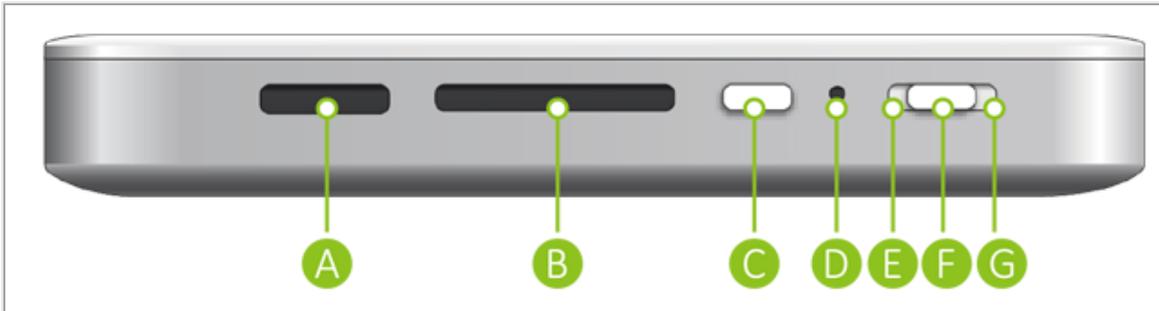
Color	Status	Description
Blue	Blinking	System starting
Blue	On	Wi-Fi sharing ready

Battery LED

Color	Status	Description
Green	On	Full battery
Red	Blinking	Low battery

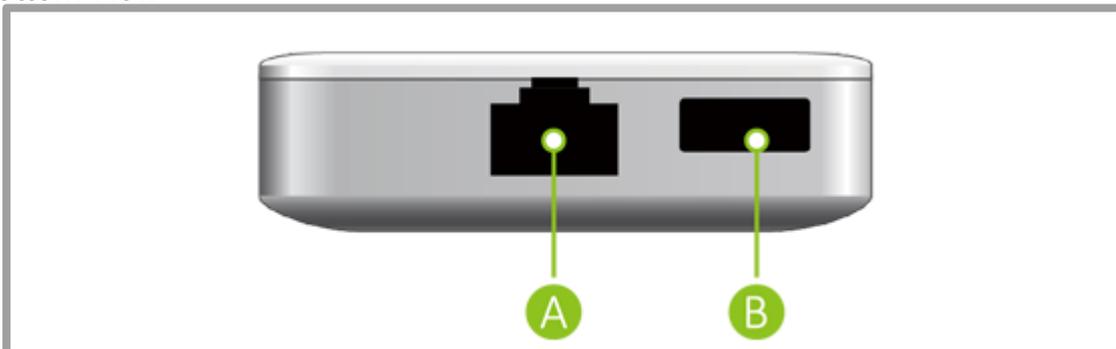
Orange	On	Charging battery
--------	----	------------------

Side view



Ports/Switch	Icon	Description
A		USB to PC/Charge
B		SD Card Slot
C		Information Button
D	X	Reset Button
E	OFF	Off Mode
F		Power Bank Mode
G		Wi-Fi Sharing Mode

Bottom view



Ports	Description
A	Wired Internet
B	USB 3.0 Port

Hardware installation

	NOTE
Please ensure you insert the SD card/USB device correctly, as forcing it into place may damage	

QGenie.

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.



1.3 Getting started

Bundled items

List of items included with QGenie.

Charging QGenie

You can charge QGenie from a computer connected via a USB cable or from a USB AC adaptor.

Turning the power on/off

You can turn on/off the power by sliding the power switch.

Setting up an Android device

Download and install Qfile from Google Play.

Setting up an iOS device

Download and install Qfile from the App Store.

Connecting a device via wireless LAN

Connect your mobile device to QGenie using the wireless connection.

1.3.1 Bundled items

Make sure that you have received these items. If any are missing, contact your seller.

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

1.3.2 Charging QGenie

Charging with a USB AC adaptor

1. Connect the USB AC adaptor to the QGenie's "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.

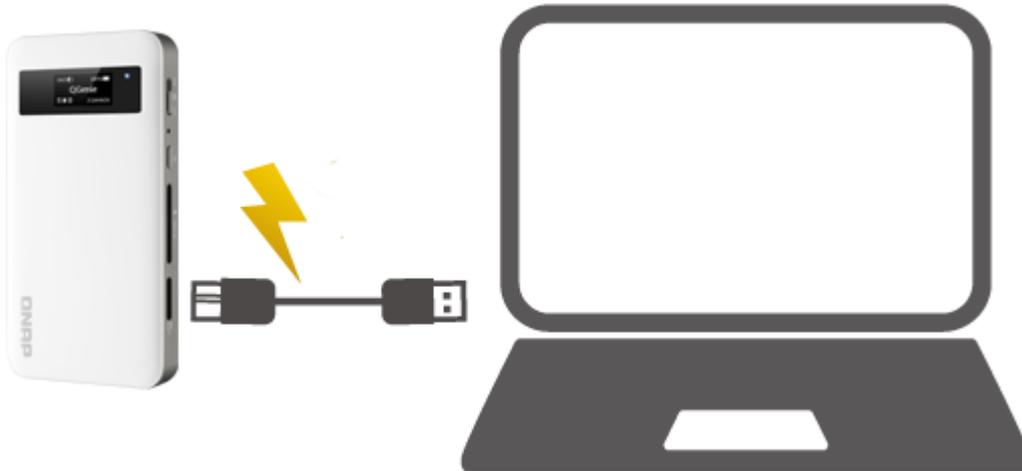
i NOTE

- 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).

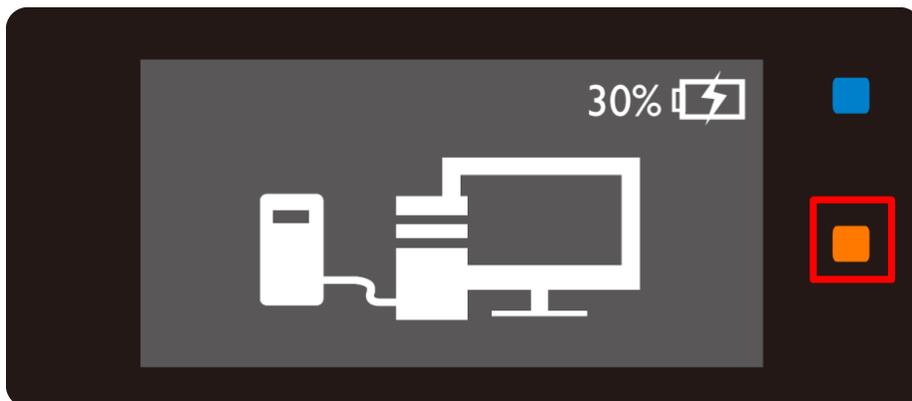
- If an abnormality (increased temperature, insufficient power supply, etc) occurs while charging, the OLED screen may show an error, the battery LED will blink orange, and charging may stop. If this occurs when QGenie is on, please turn it off or try with a different USB adaptor.

Charging with a PC

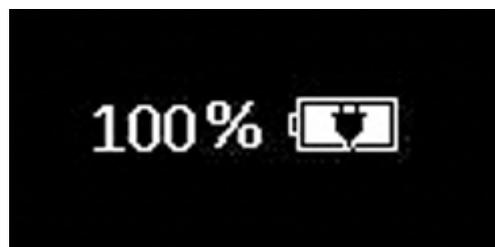
1. Connect QGenie to a computer using a USB cable.



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.

i 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.

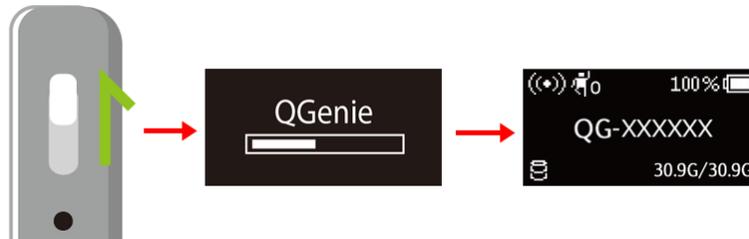
- For optimum performance of the rechargeable lithium-ion battery, it is recommended to charge in an ambient temperature between 10 °C – 35 °C (50 °F - 95 °F).
- If an abnormality (increased temperature, insufficient power supply, etc) occurs while charging, the OLED screen may show an error, the battery LED will blink orange, and charging may stop. Please try other ports of PC to continue charging.

1.3.3 Turning the power on/off

Turning the power on

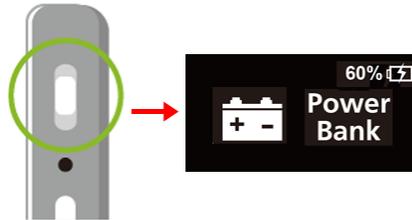
To start QGenie in Wi-Fi sharing mode:

Slide the power switch to the top, and wait until the screen shows “QG-XXXXXX”



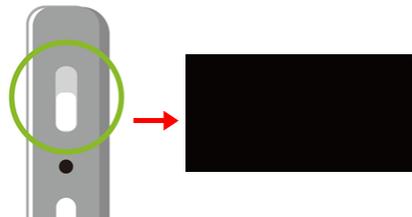
To start QGenie in Power bank mode:

Slide the power switch to the middle, and the screen will show “Power Bank.”



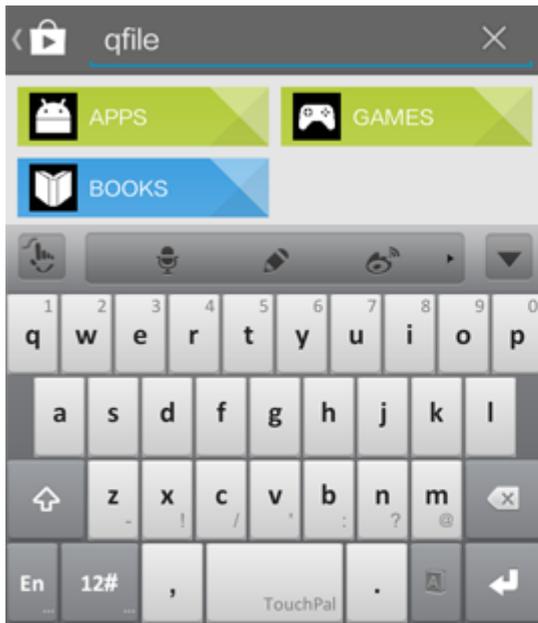
Turning the power off

Slide the power switch to the bottom and the screen will go blank.



1.3.4 Setting up an Android device

1. Open the Google Play Store and search for “Qfile,” or scan the below QR code.



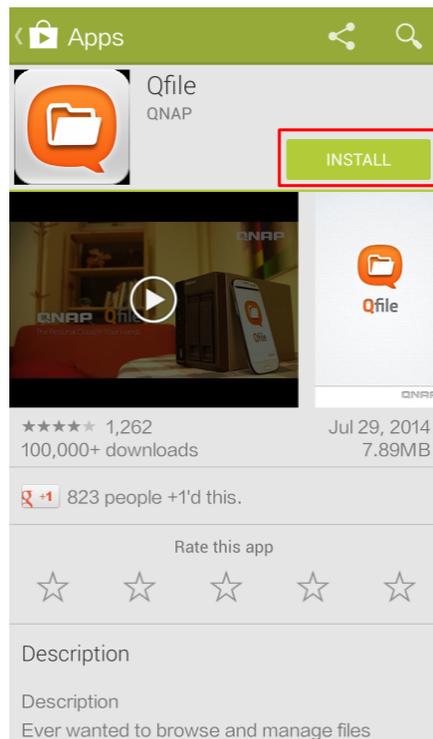
Google Play

OR

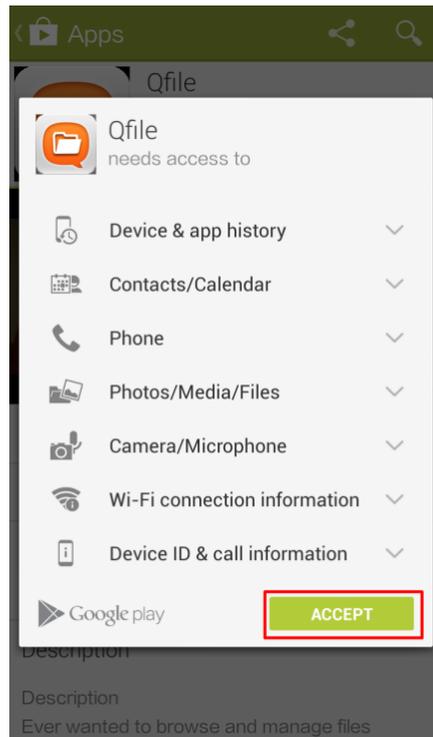


QR Code

2. Select Qfile, and tap the [INSTALL] button.



3. Check the required permissions, and press [ACCEPT] to install Qfile to your device.



1.3.5 Setting up an iOS device

1. Open the App Store and search for “Qfile,” or scan the below QR code.



qfile



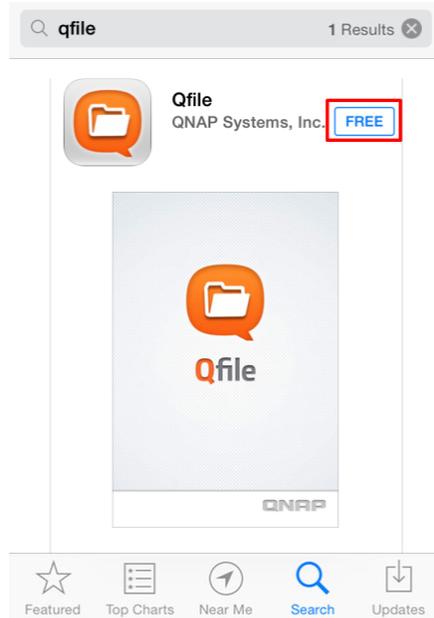
App Store

OR

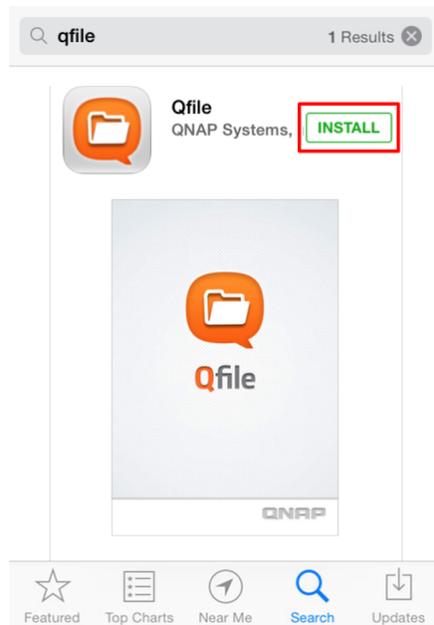


QR Code

2. Locate and select Qfile. Tap the [FREE] button.



3. After selecting [FREE], the blue button will turn to green and change to [INSTALL]. Tap this button again to install "Qfile."

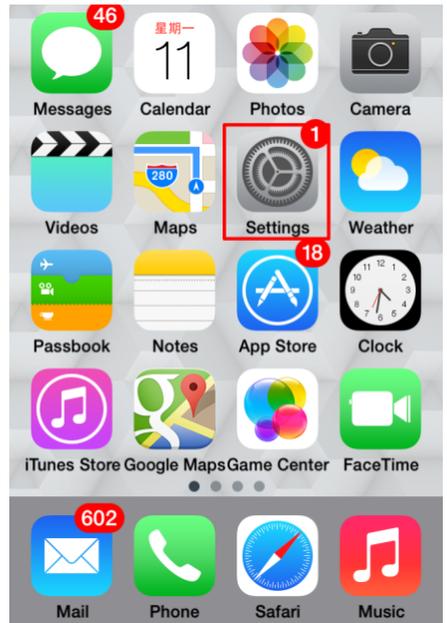


1.3.6 Connecting a device via wireless LAN

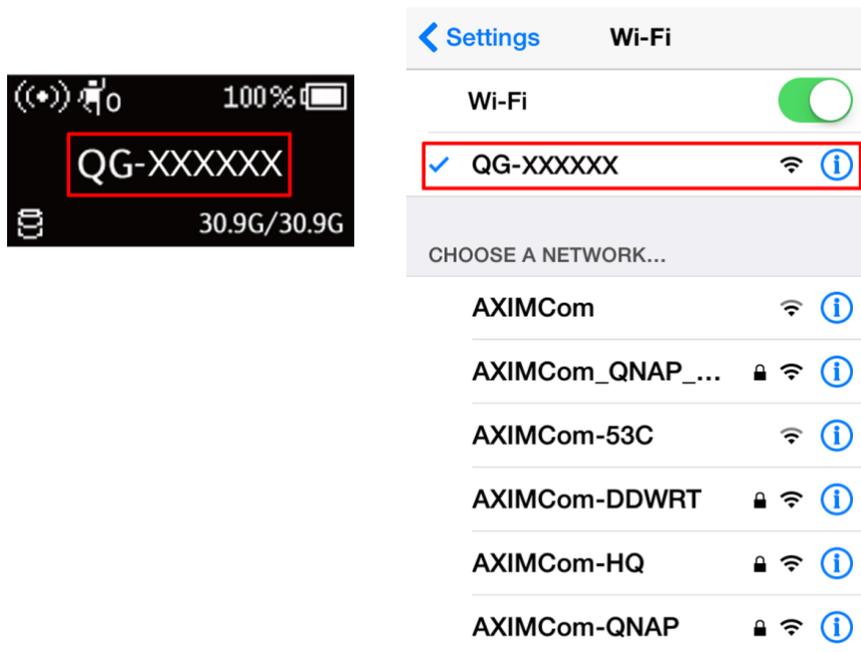
1. Turn on QGenie by sliding its power switch to the top and wait until the progress bar disappears.



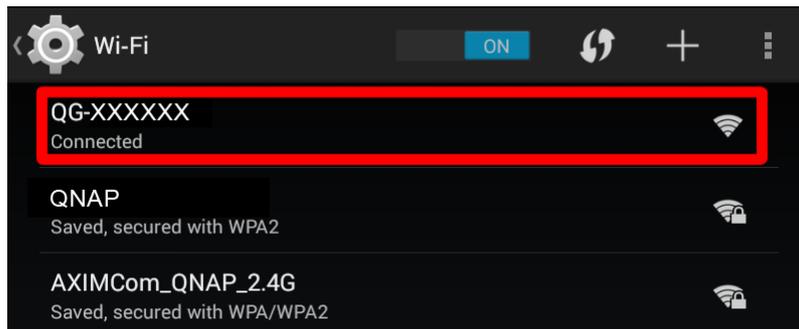
2. Go to the [Settings] of your mobile device (the below example uses an iPhone).



3. QGenie's wireless name (SSID) is the same as the name on QGenie's OLED screen. Find it and connect to it.



(iOS)



(Android)

i NOTE

- iOS devices will still show the “3G/4G” icon when connected to QGenie without an Internet connection. This is normal, as the device will connect to Wi-Fi (QGenie) and 3G/4G at the same time.

1.4 Getting started using a PC

[Install Qfinder](#)

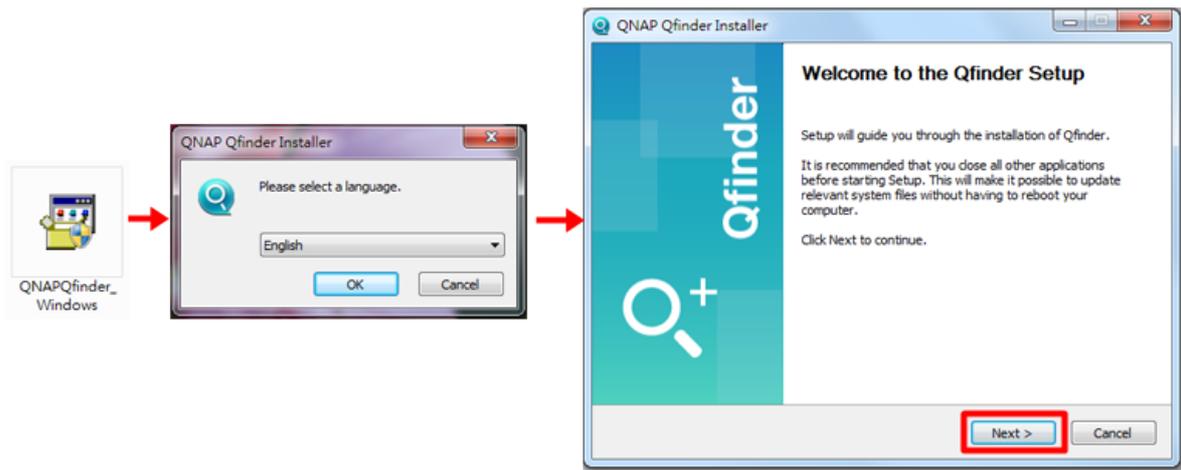
How to install Qfinder on your PC.

[Connecting PCs to QGenie](#)

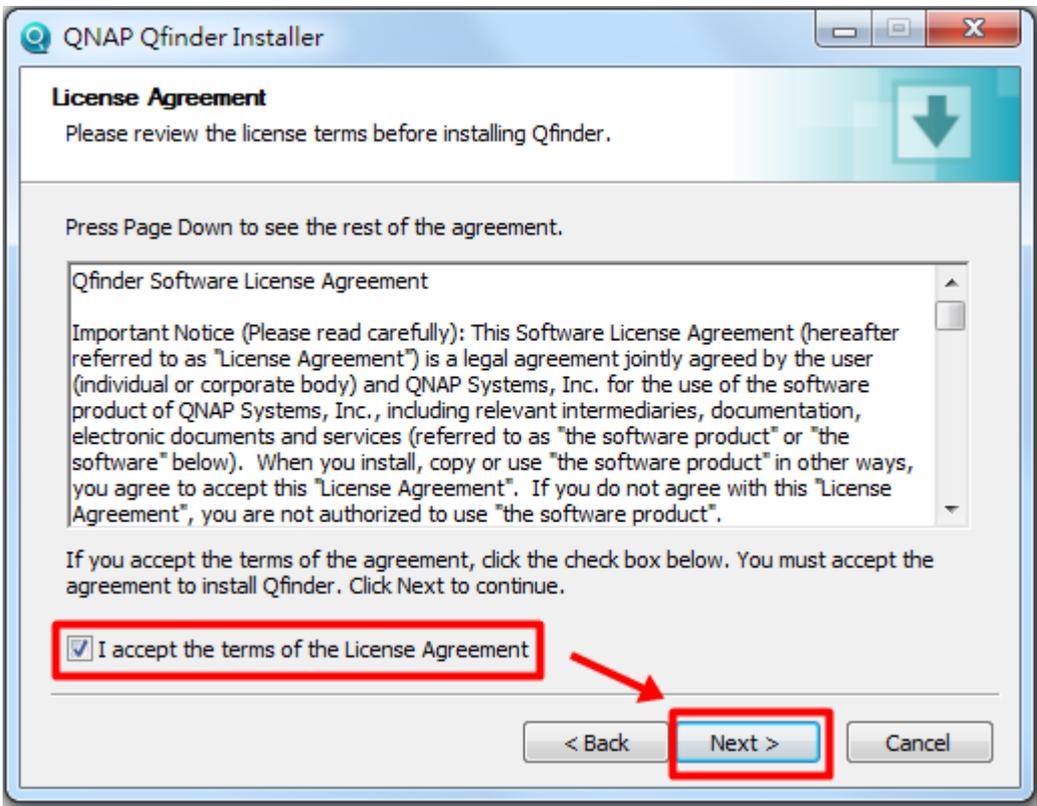
Connecting a PC or Mac to QGenie using a wireless connection.

1.4.1 Install Qfinder

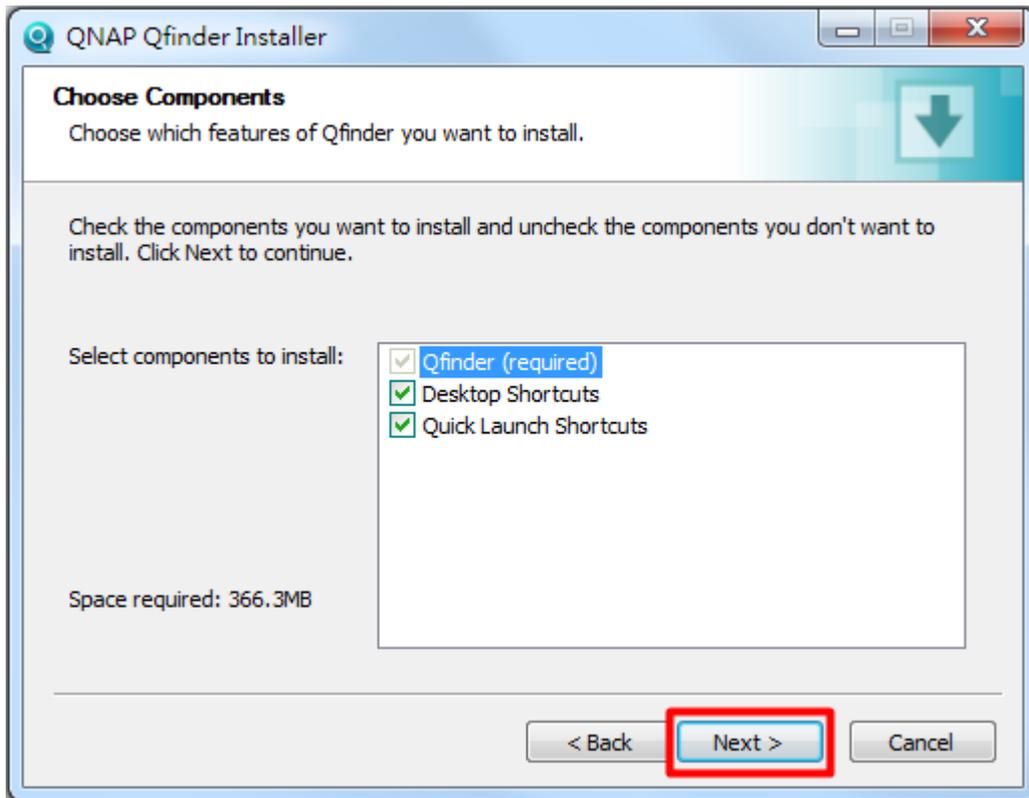
1. Go to <http://www.qnap.com/> and then “Support”> “Download”> “Utilities”.



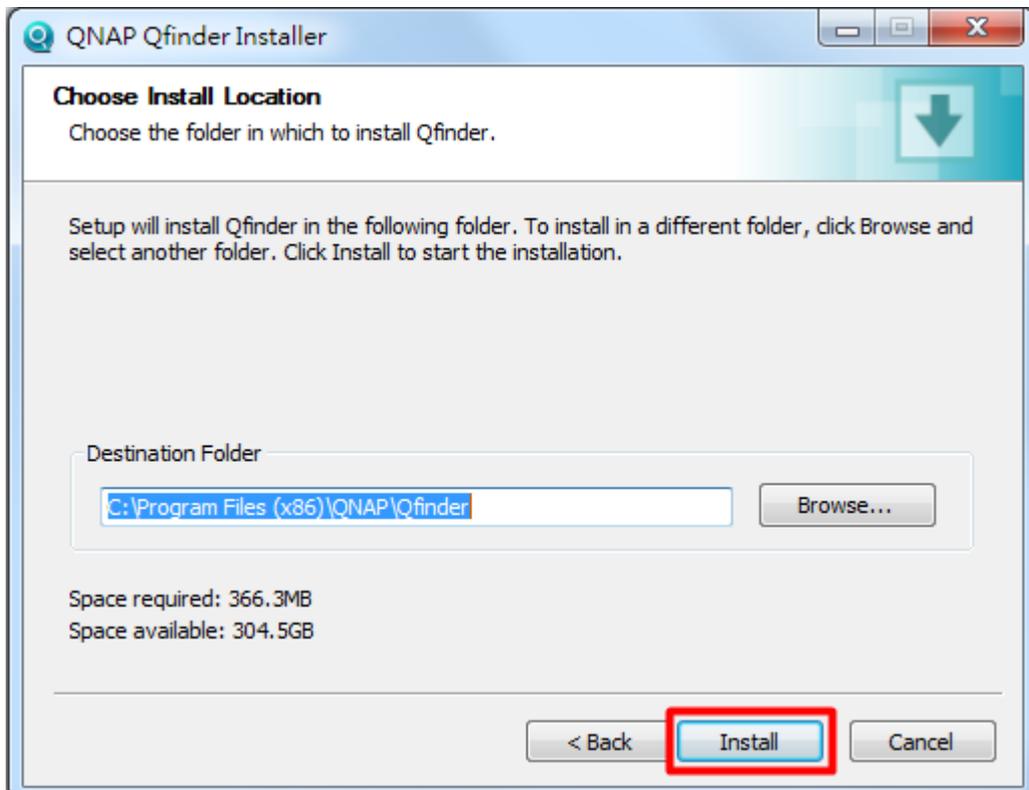
4. Read the license agreement, check [I accept the terms of the License Agreement], and click [Next].



5. Select what components you want to install and click [Next].



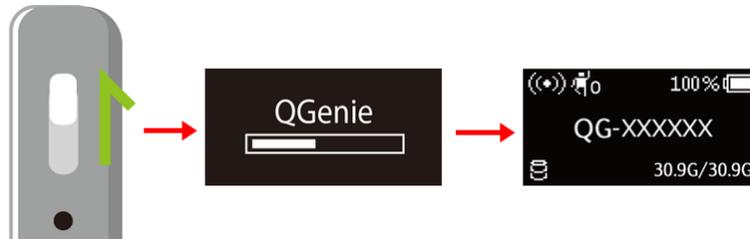
6. Choose where to install Qfinder, and click [Install].



1.4.2 Connecting PCs to QGenie

Connecting to QGenie with Windows

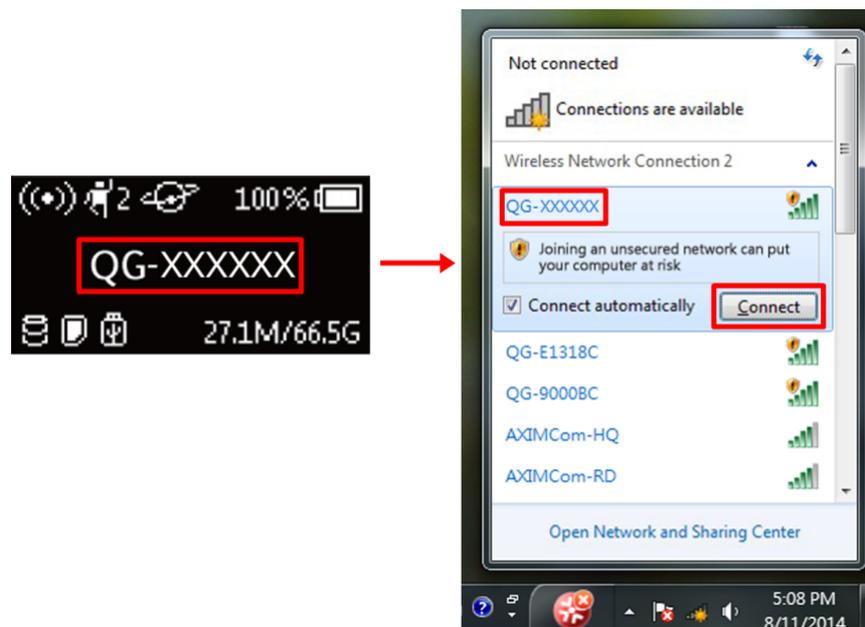
1. Turn on QGenie by sliding its power switch to the top and wait until the progress bar disappears.



2. Go to your list of available network connections (in Windows 7, by clicking on the icon on the taskbar).



3. QGenie's wireless name (SSID) is the same as the name on QGenie's OLED screen. Find it and connect to it.





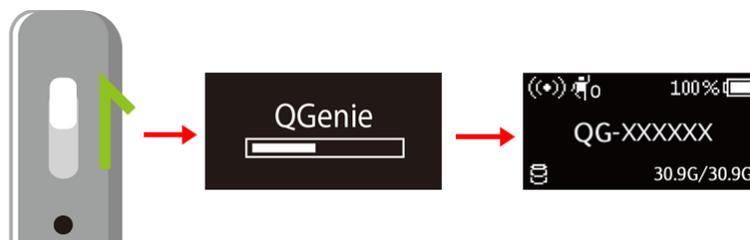
i NOTE

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

- [Setup QGenie's Internet connection](#)

Connecting to QGenie with Mac

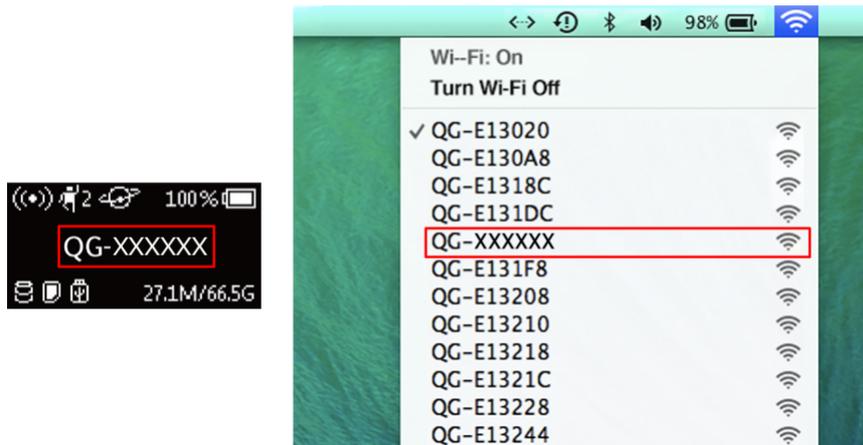
1. Turn on QGenie by sliding its power switch to the top and wait until the progress bar disappears.



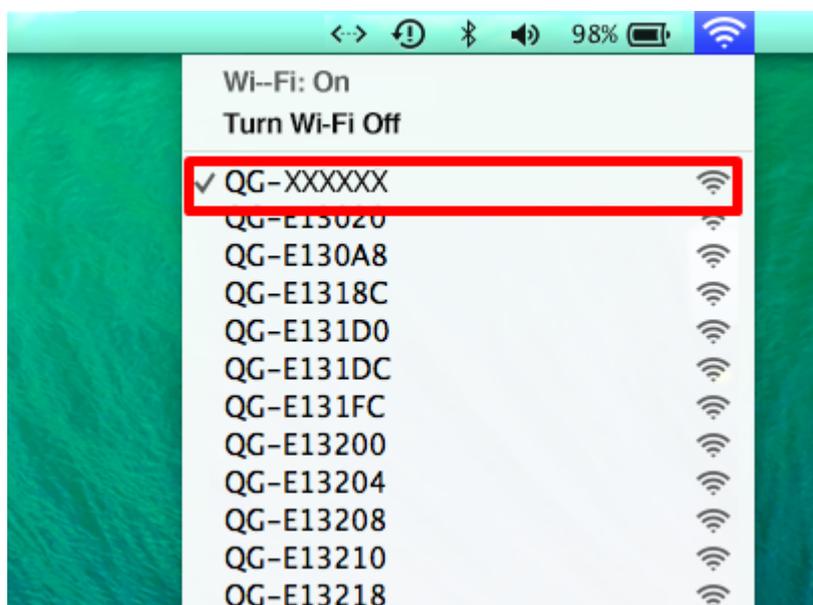
2. Go to your list of available network connections by clicking the icon in the menu bar.



3. QGenie's wireless name (SSID) is the same as the name on QGenie's OLED screen. Find it and connect to it.



4. Click the Wi-Fi icon to check if the Mac is already connected to QGenie.



1.5 Setup/use QGenie with Qfile

[Login from Qfile](#)

Use Qfile from mobile devices to access QGenie

[Home Screen](#)

How to use Qfile after connecting to QGenie.

[Setup QGenie](#)

Check and set QGenie's settings: Device name, wireless security, admin password, how QGenie connects to the Internet, and how to update QGenie's firmware.

[Access and manage files \(Basic\)](#)

Use Qfile to copy, move, delete, or download files on QGenie.

[Access and manage files \(Advanced\)](#)

Use Qfile to check detailed information of each file, and perform sharing actions.

[Backup & restore phonebooks to/from QGenie](#)

How to back up and restore contacts by Qfile

[Setup Qfile](#)

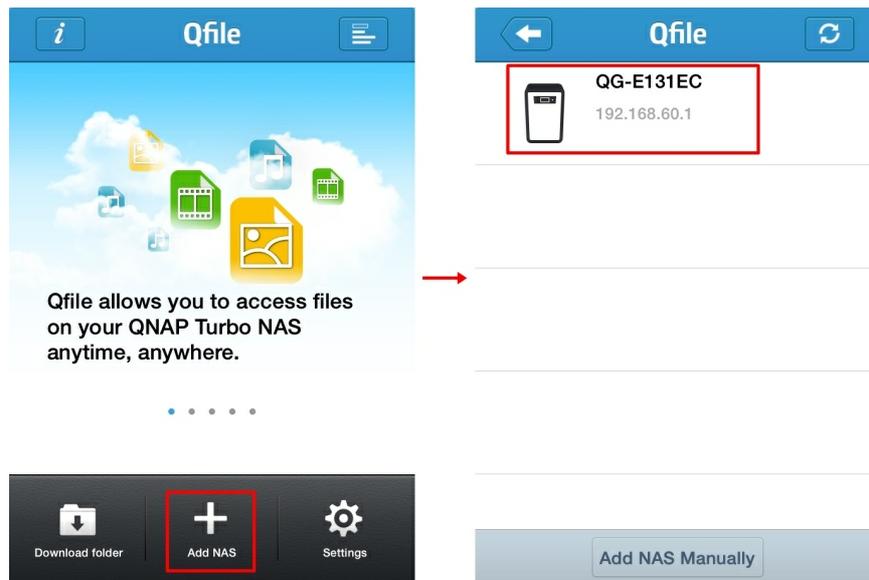
Settings to configure Qfile: Cache size, auto upload, and auto login policy.

1.5.1 Login from Qfile

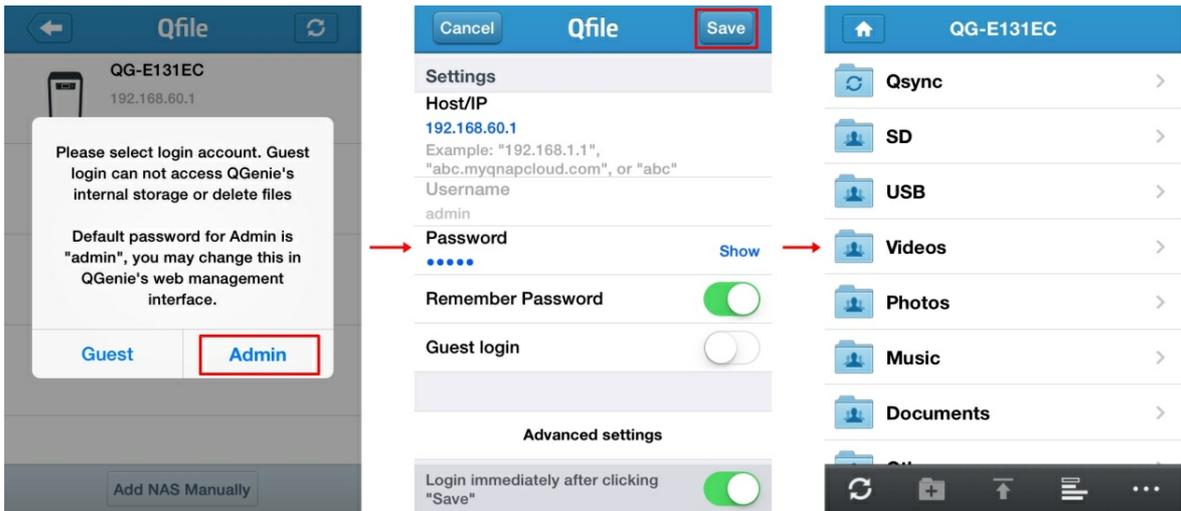
1. Turn on QGenie in Wi-Fi sharing mode, connect to it using your mobile device and launch [Qfile] once connected.



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



3. After selecting QGenie, choose [Admin] to log into QGenie.



1.5.2 Home Screen

Icon	Description
	QG-E131EC
	Qsync
	SD
	Videos
	Photos
	Music
	Documents
	Others
	Browse QGenie's downloaded files
	QGenie's settings
	Phonebook restore and backup
	Qfile settings
	Refresh
	Add a folder
	Upload files from the mobile device to QGenie

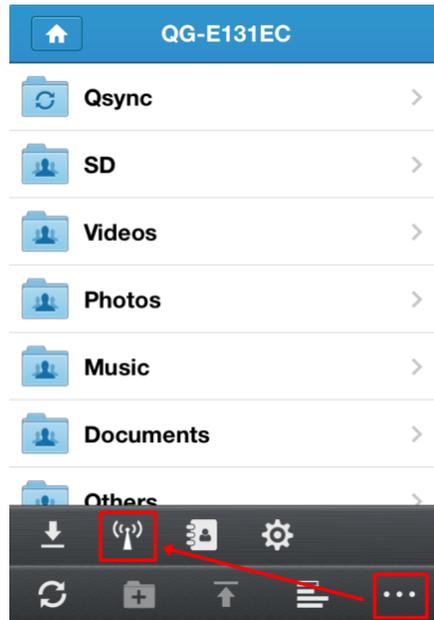
	Show the current file transfer status
---	---------------------------------------

1.5.3 Setup QGenie

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 the mobile device has connected to QGenie, select [] and choose []



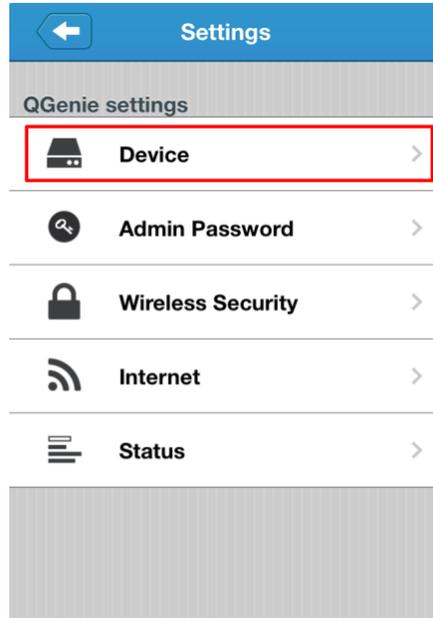
3. The following QGenie settings can be configured.



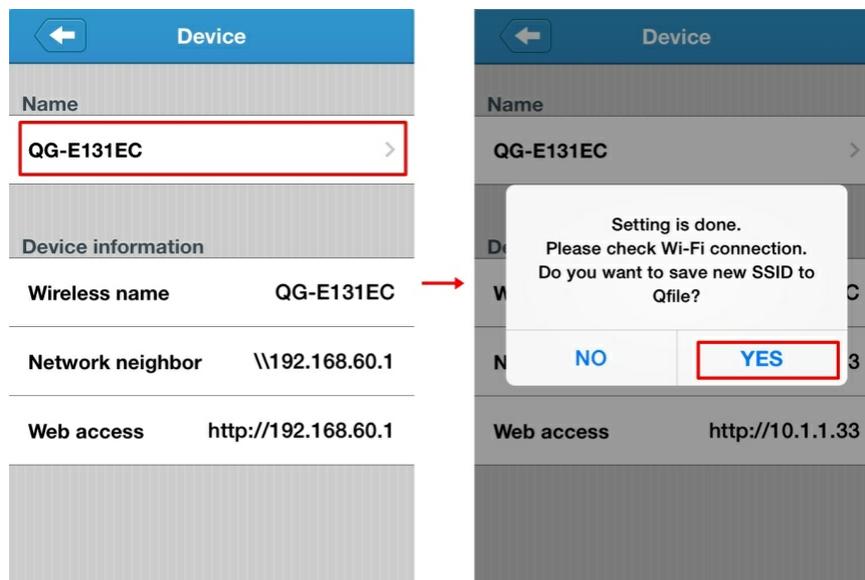
Setup QGenie's Name

QGenie's Name (also used as its SSID) can be changed by using Qfile. Please refer to the below instructions (using the iOS app as an example).

1. Choose [Device]



2. Select [Name], enter a new name, and select [YES] to confirm the change.



NOTE

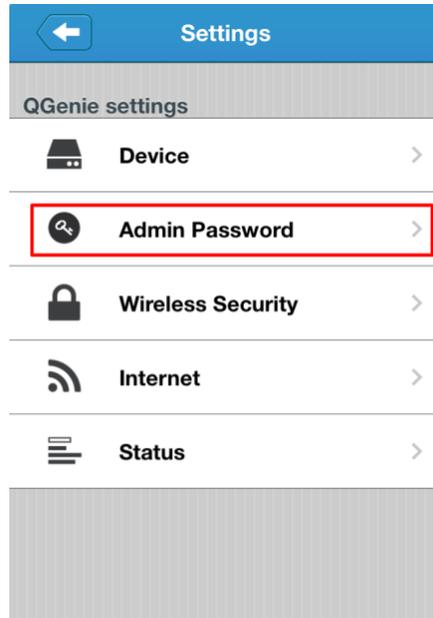
Changing QGenie's name will also change the Wireless name (SSID). You will need to reconnect to it using the new network SSID and then reopen Qfile.

Setup QGenie's Admin Password

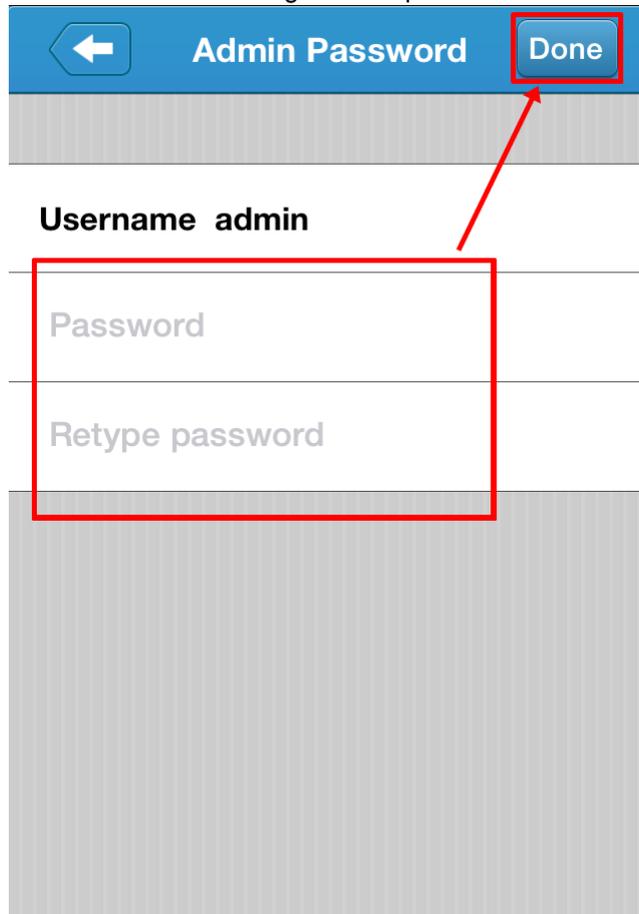
IMPORTANT

Change your password IMMEDIATELY upon using QGenie for the first time, and also change it periodically.

1. Choose [Admin Password]



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



i NOTE

Please reset QGenie if you have forgotten your password.

Setup QGenie's Wireless security

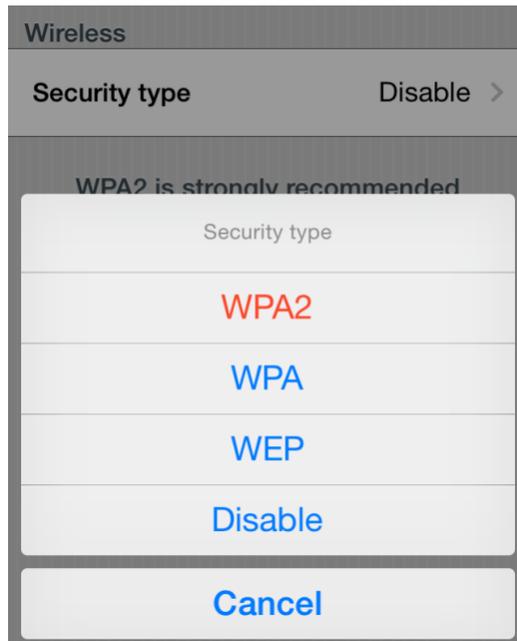
IMPORTANT

To prevent unauthorized access, please set up adequate wireless security.

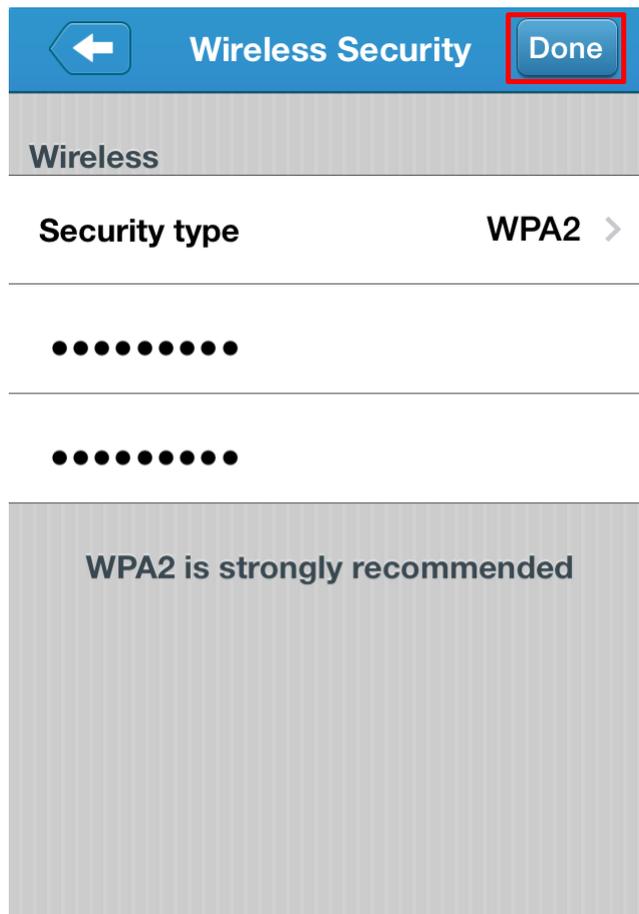
1. Choose [Wireless Security]



2. Select the security type (WEP/WPA/WPA2) to be used. It is recommended to use **WPA2** as it is more secure.



3. Enter and confirm the wireless password.
4. After the new password has been set, you will need to 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 QGenie's wireless security settings, users must reconnect to QGenie using the new wireless password.
- If you forget the password, please reset QGenie.
- The valid password length for WPA/WPA2 is 8-63 characters long.
- The valid password length for WEP is either 5 or 13 characters long.

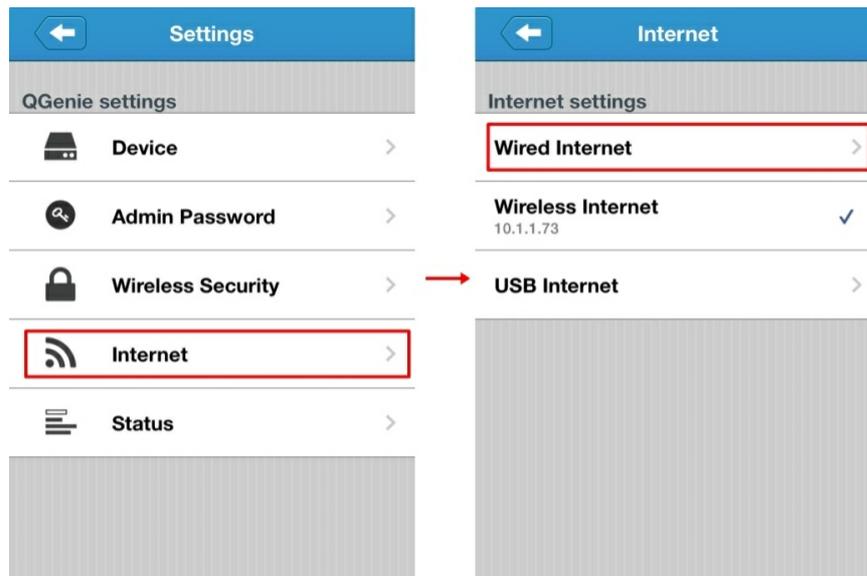
Setup QGenie's Internet connection

QGenie supports 3 methods to connect to Internet:

1. Wired Internet
Connect an Ethernet cable to QGenie.
2. Wireless Internet
QGenie connects to an existing Wi-Fi connection..
3. USB Internet
QGenie connects using (1) internet tethering (iPhone/Android), or (2) a 3G/4G USB dongle.

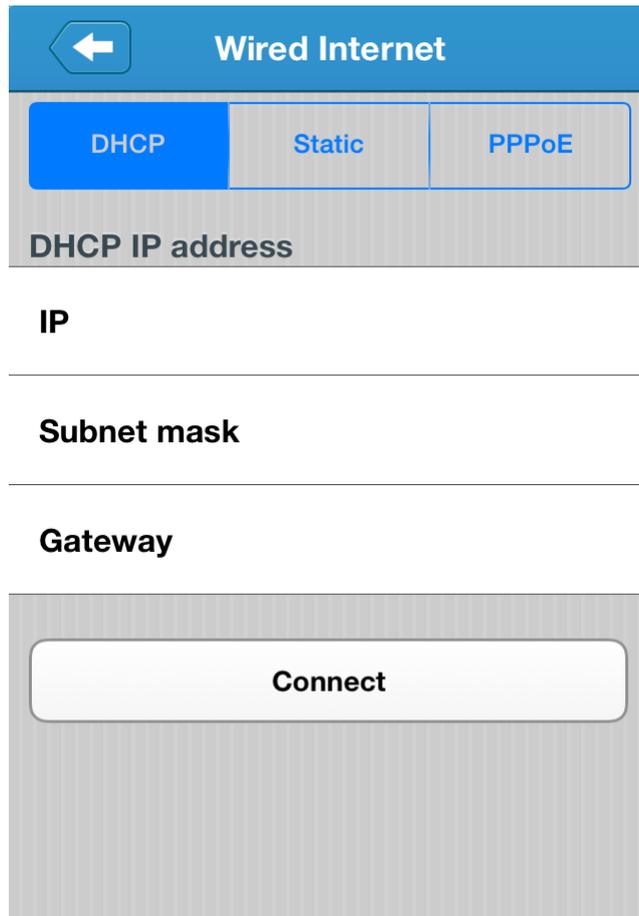
Setup Wired Internet

1. Choose [Internet] ' [Wired Internet]



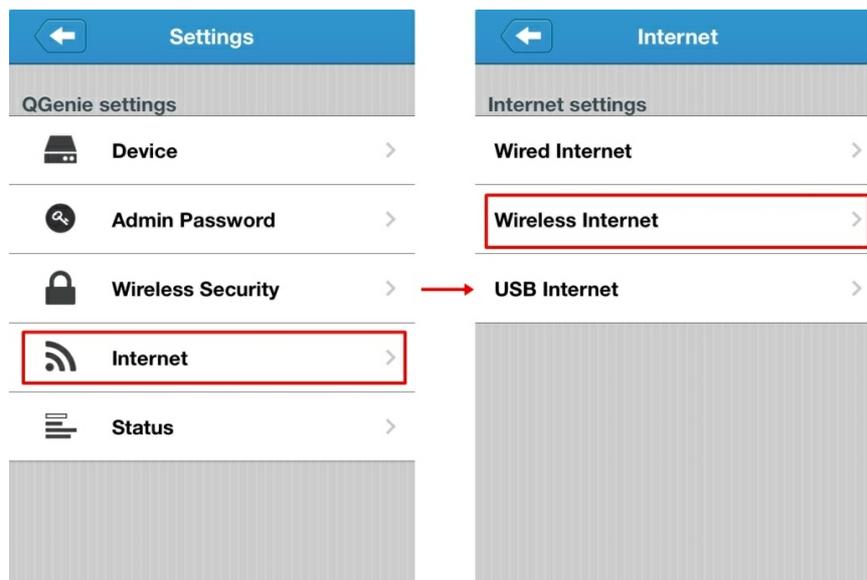
2. Select the proper type of wired connection.
 - DHCP: The most common method, choose this if you connect QGenie to a router.
 - Static IP: Similar with DHCP, but you are required to manually input proper IP settings.
 - PPPoE: If you connect QGenie to an ADSL/VDSL modem and need a username and password.

**If you don't know what type of connection to use, please contact your network administrator or internet service provider.*
3. Press [Connect] to apply the settings.

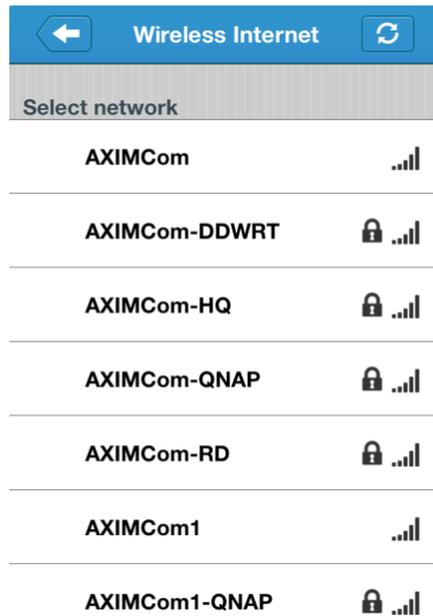


Setup Wireless Internet

1. Choose [Internet] ' [Wireless Internet]

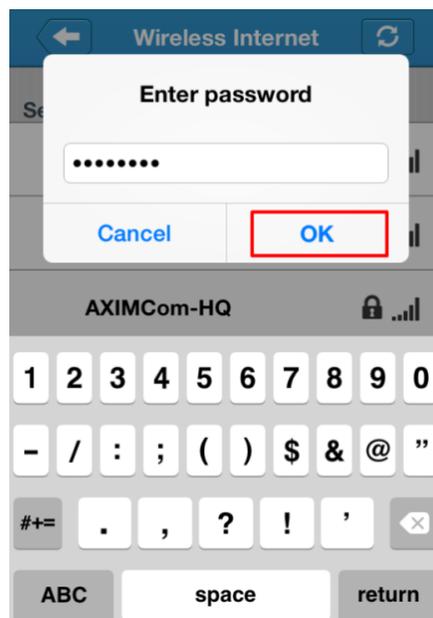


2. QGenie will scan nearby wireless networks and display them in a list.



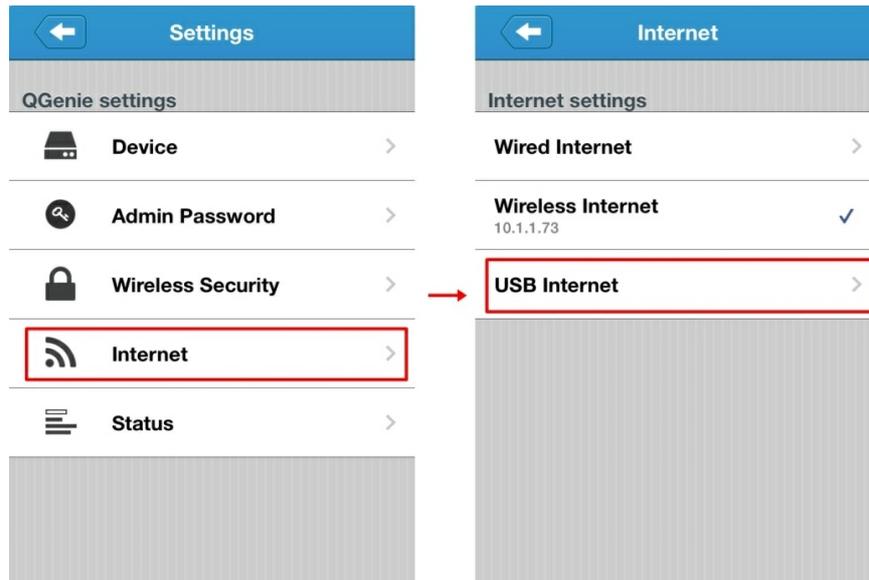
3. Select the wireless network you want to use and enter the password if necessary. Settings will be applied to QGenie once you select [OK].

Please note: QGenie cannot connect to wireless networks that use "WPA-Enterprise" or "WPA2-Enterprise" password protection.

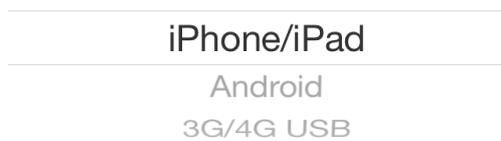


Setup USB Internet

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.

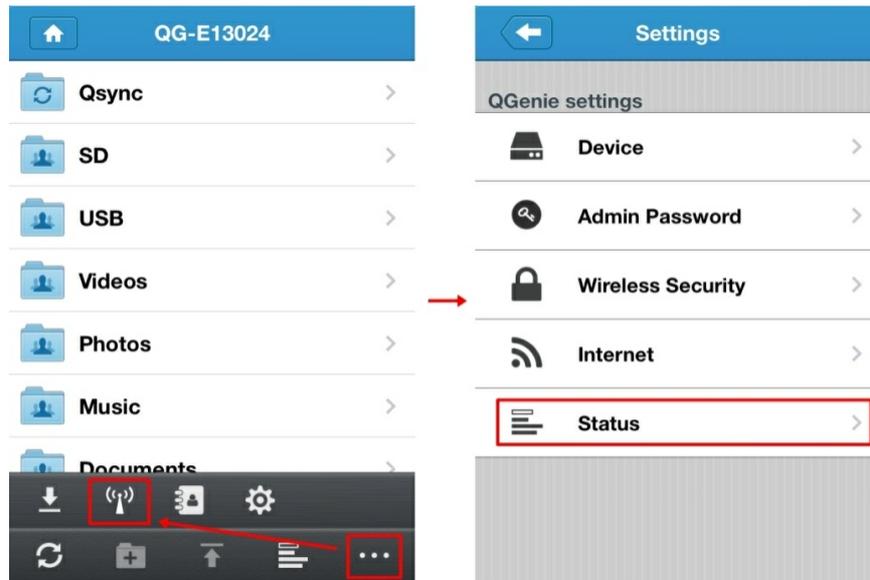


You will need to reconnect your device to QGenie once these settings are changed.

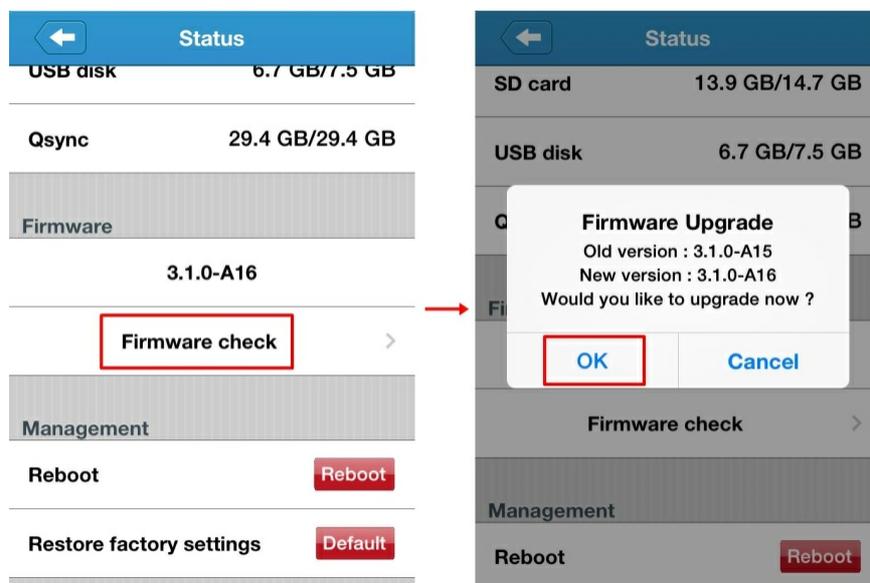
Upgrade the Firmware

It is strongly recommended to keep QGenie's firmware up-to-date as new updates may contain security fixes.

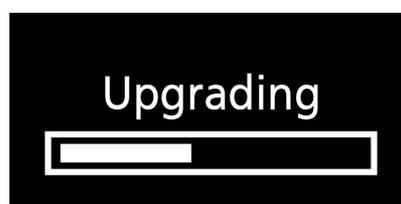
1. Turn on QGenie. Connect the mobile device to QGenie's wireless LAN.
2. Open Qfile and connect to QGenie
3. Select [•••] [(📶)] [Status]



4. Select [Firmware check] and [OK]. The QGenie will begin updating the firmware. If QGenie's firmware is up to date, Qfile will show "The current firmware is latest."



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

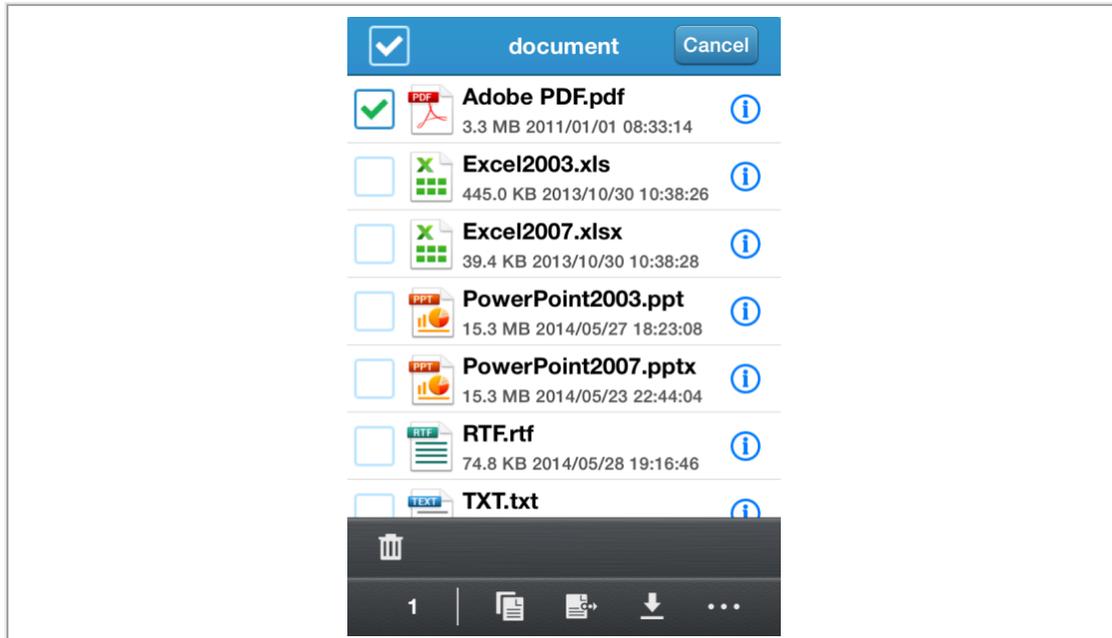


6. QGenie will restart once the procedure is finish.

1.5.4 Access and manage files (Basic)

Home page

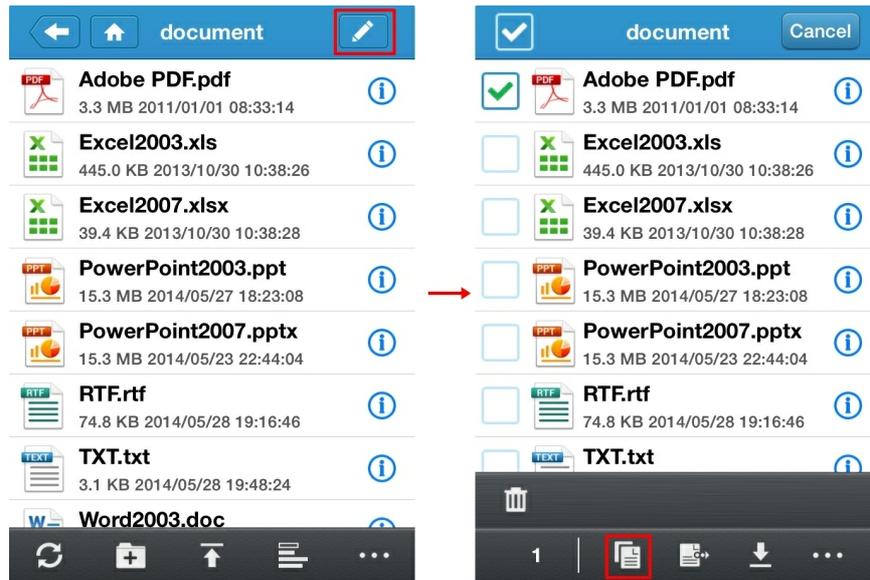
The edit menu will appear when you tap the [] icon.



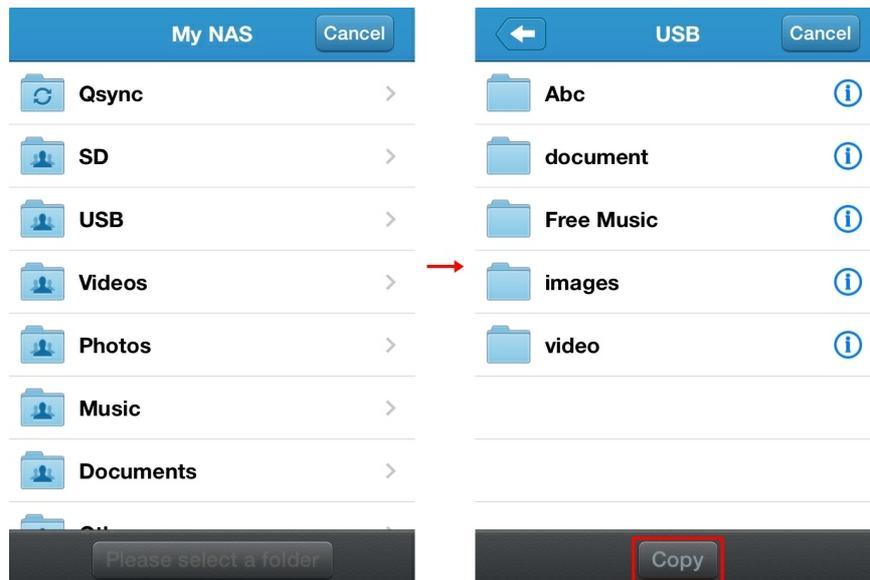
Icon	Description
	Copy the selected file(s) or folder(s).
	Move the selected file(s) or folder(s).
	Download the selected file(s). Please note: Subfolders will not be downloaded.
	Delete the selected file(s) or folder(s) (you can also swipe a file to delete it).
1	Show the file(s) has selected currently

Copying file/folder

1. Click [], select the items you want to be copied and then tap [].

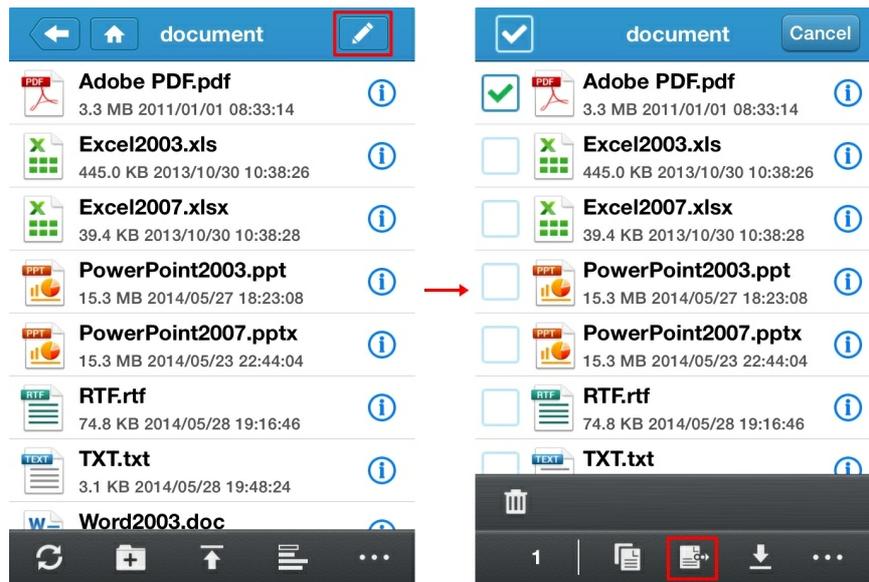


2. Select the destination folder then tap [Copy]

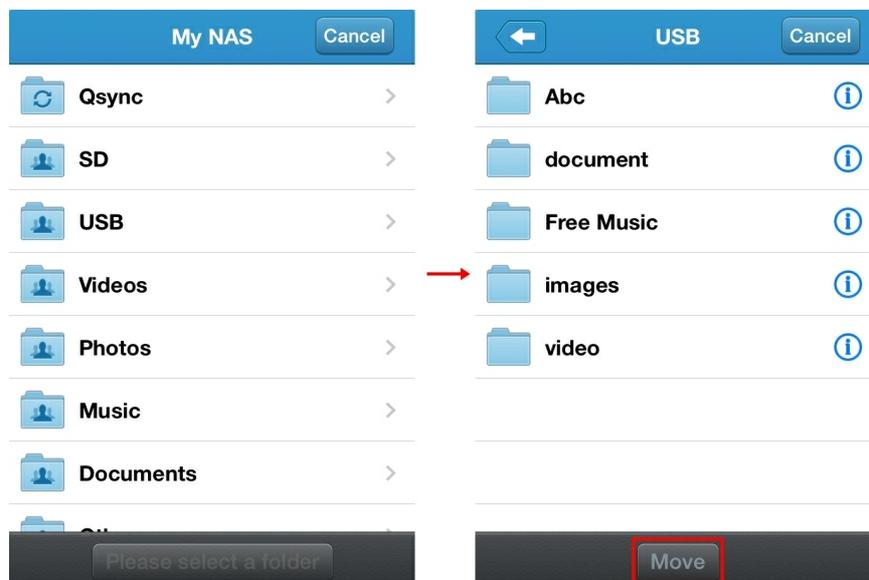


Move files/folders

1. Click [] select the items you want to move and then tap [].

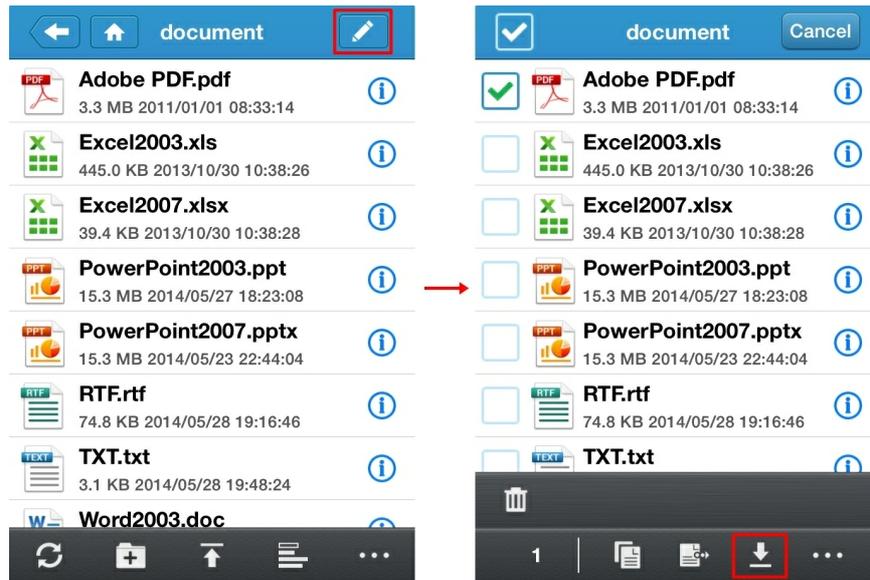


2. Select the destination folder then tap [Move]

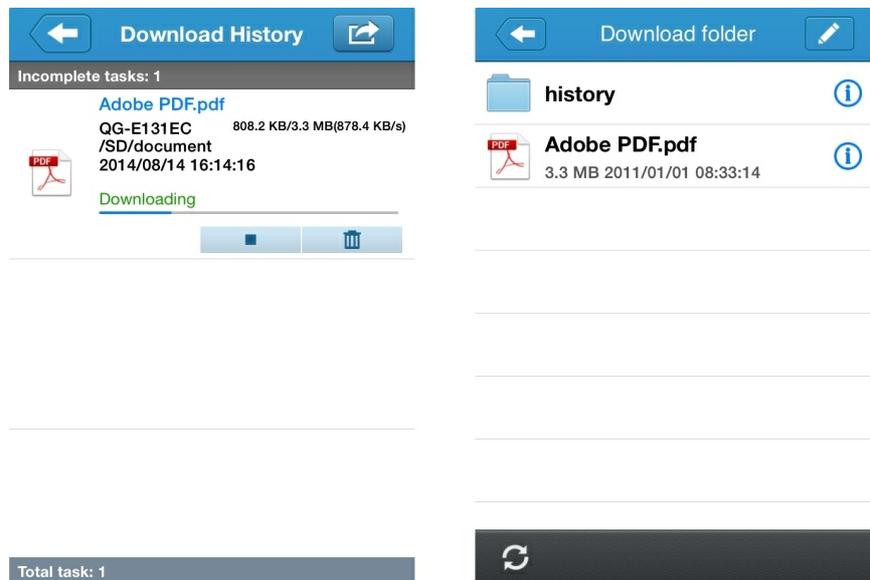


Download files/folders to local folder

1. Click the [], select the files you want to download and then tap [].

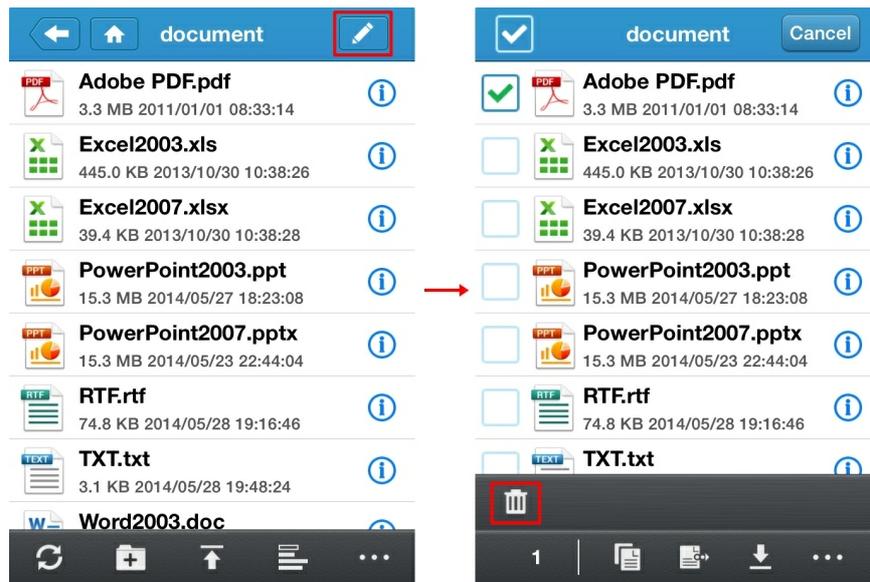


2. After downloading is completed, the files will appear in the [Download folder].

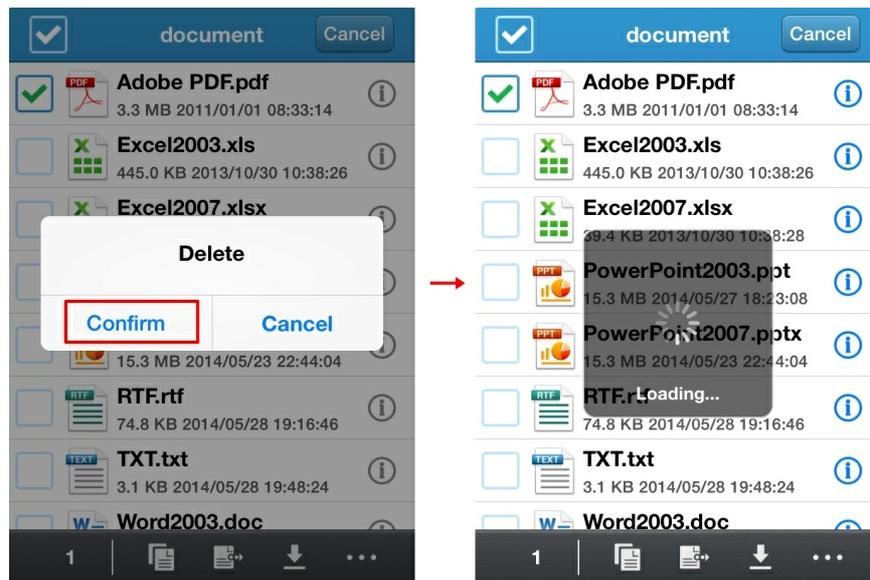


Delete files/folders

1. Click [], select the items you want to delete and then tap [].



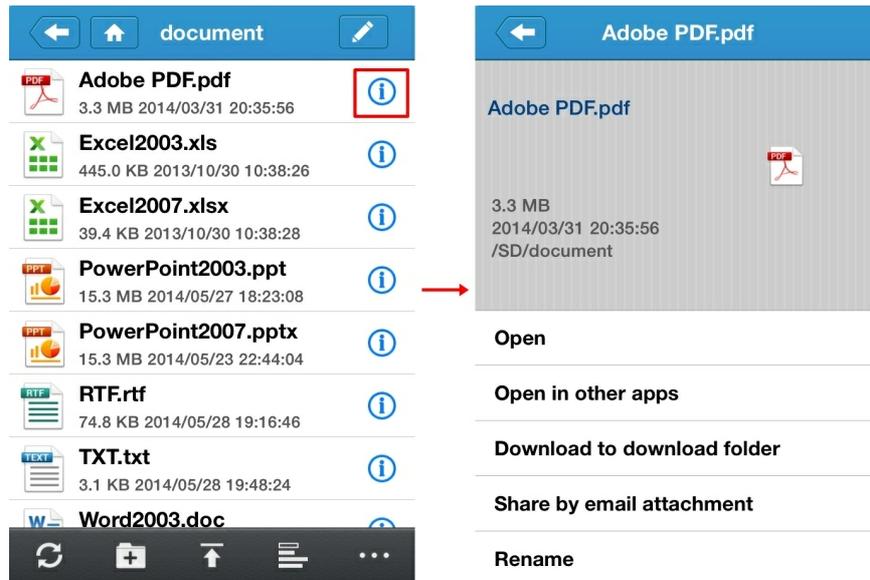
2. Deleted files/folders cannot be recovered, so to prevent accidental deletion you will need to confirm this action.



1.5.5 Access and manage files (Advance)

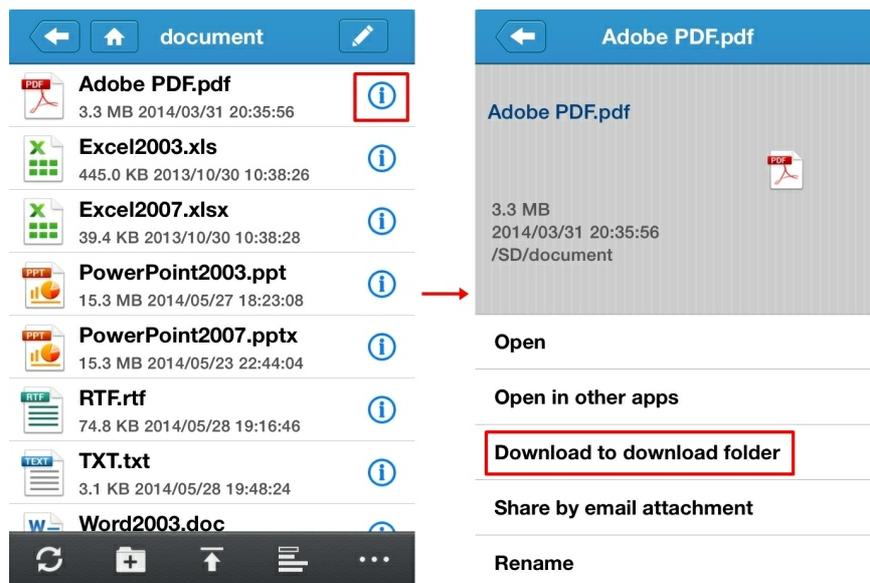
Checking the file information

Tap [] next to a file/folder and its information will be displayed.

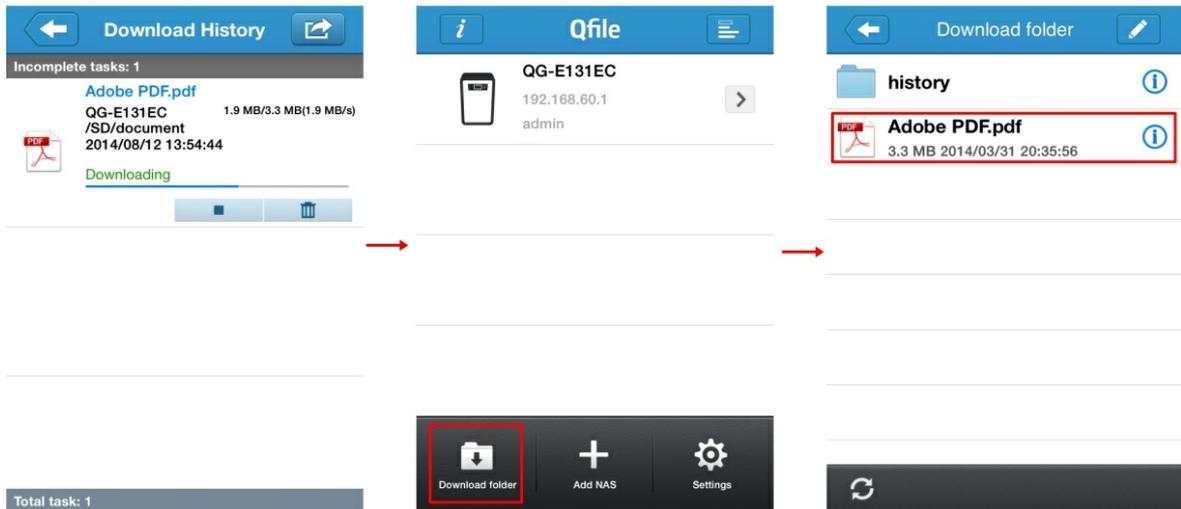


Download files/folders to local folder

1. Tap [] next to the file you want to download and then select [Download to download folder].

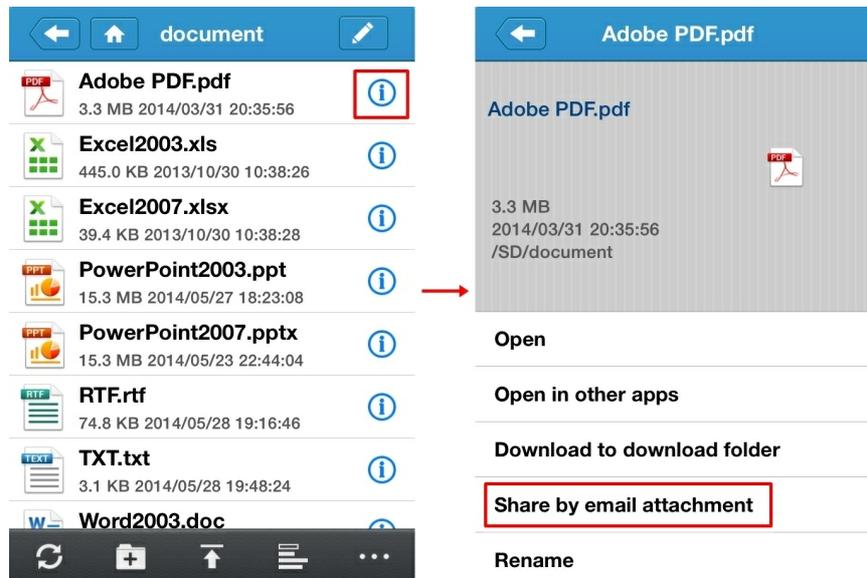


2. Downloaded files will appear in the [Download folder].

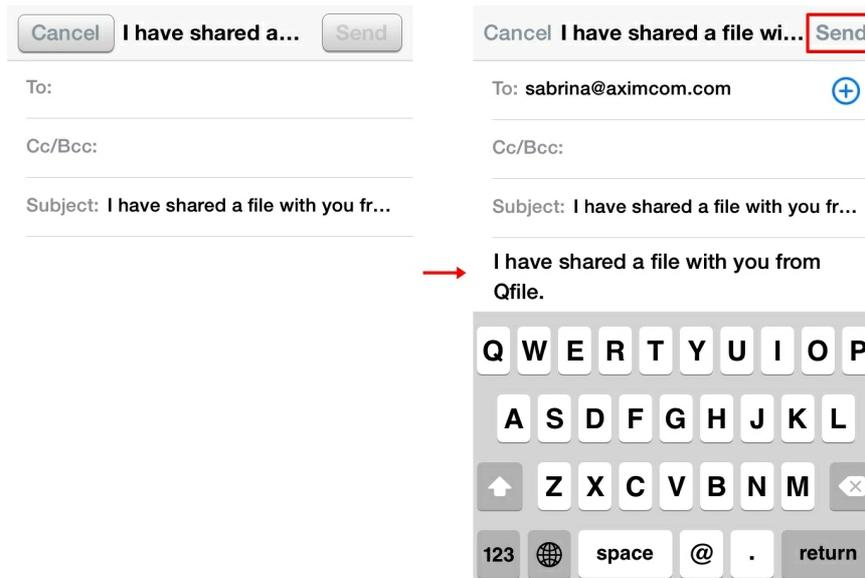


Share a file via email attachment

1. Tap [] next to the file you want to email, then select [Share by email attachment].



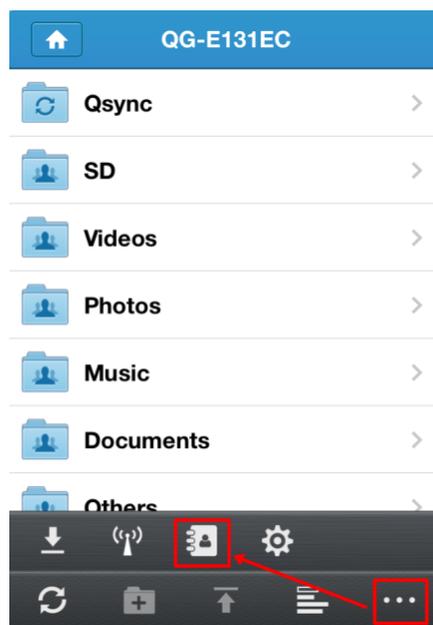
2. Enter the contact details of the recipients, modify the subject and body text if necessary and select [Send].



Please note: Files must be smaller than 20MB in size.

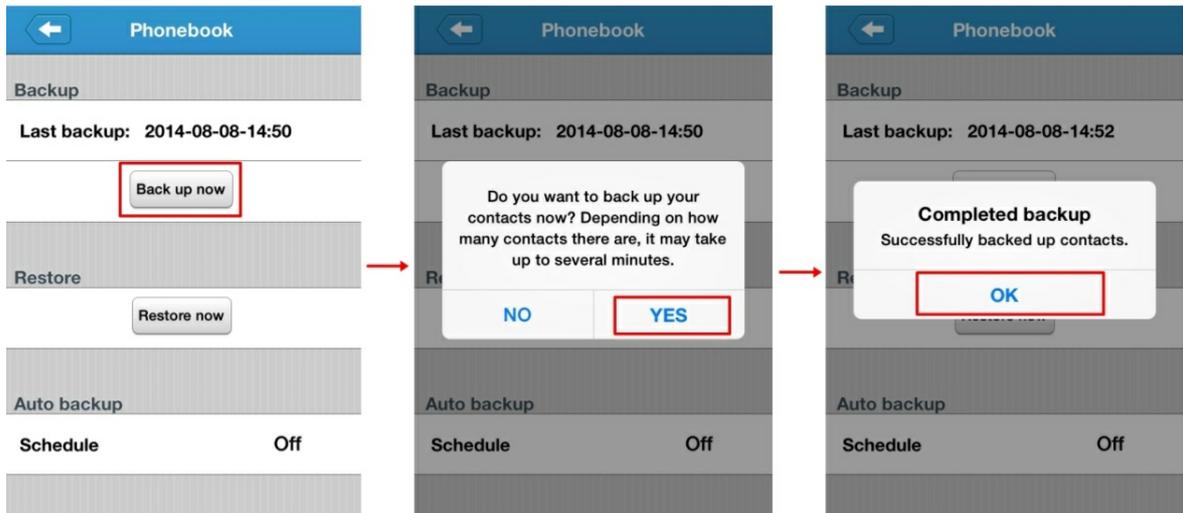
1.5.6 Backup & restore phonebooks to/from QGenie

1. Turn on QGenie and connect your mobile device to QGenie's wireless LAN.
2. Open Qfile and connect to QGenie
3. Select [⋮] [👤]



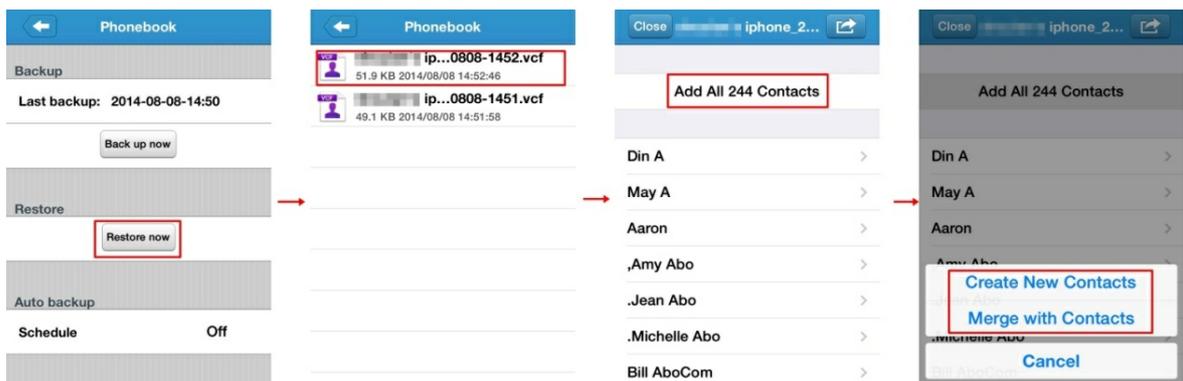
Phonebook backup

Select [Back up now] and all of 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].

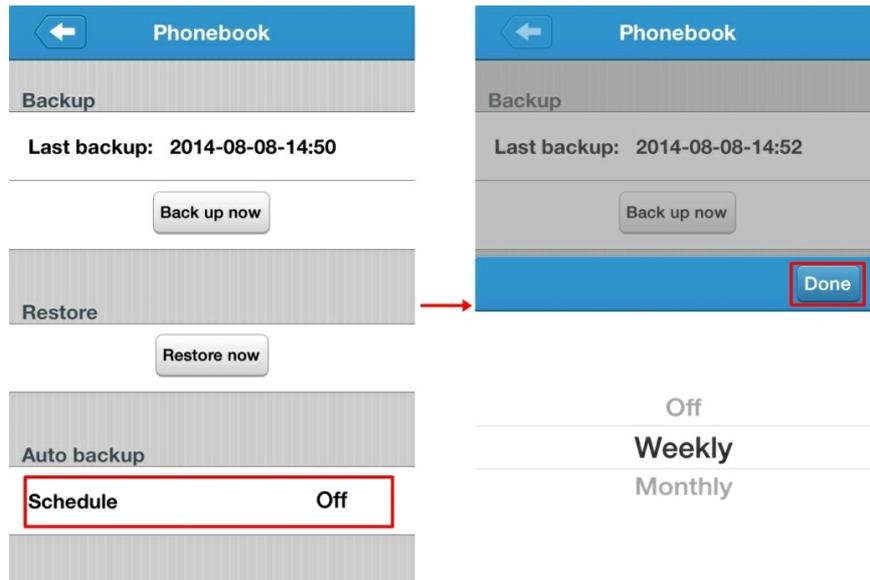


i NOTE

Qfile will not import duplicate contacts.

Phonebook auto backup

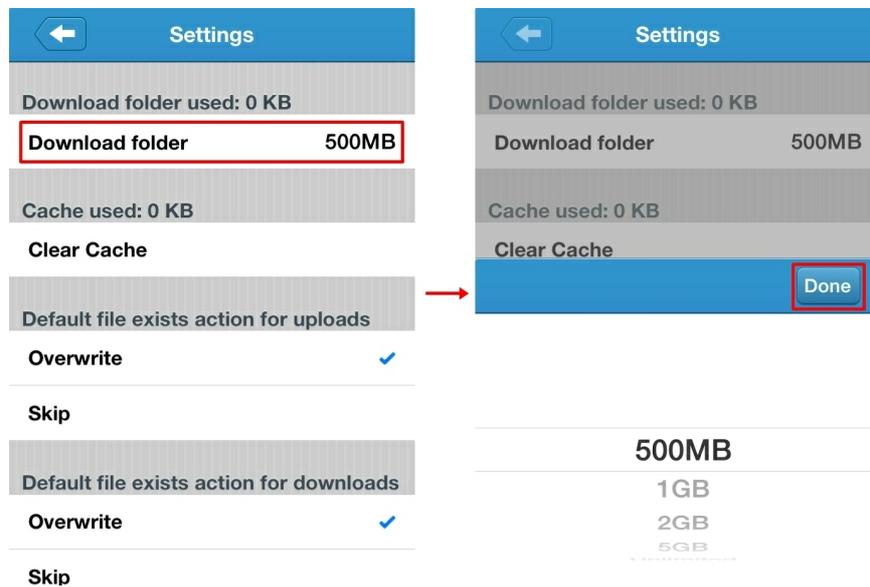
You can set QGenie to automatically backup contacts [Weekly] or [Monthly]. The backup files will be stored in \Qsync\Phonebook\



1.5.7 Setup Qfile

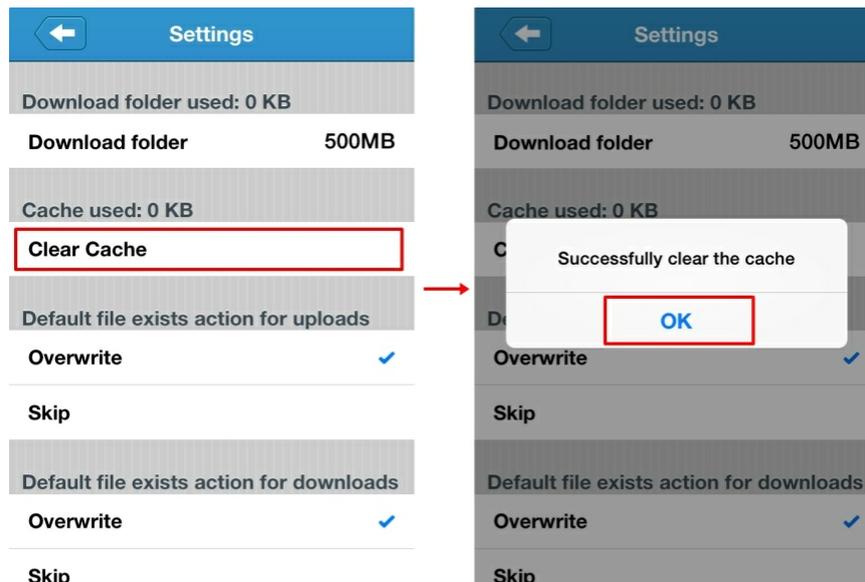
Local Storage

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



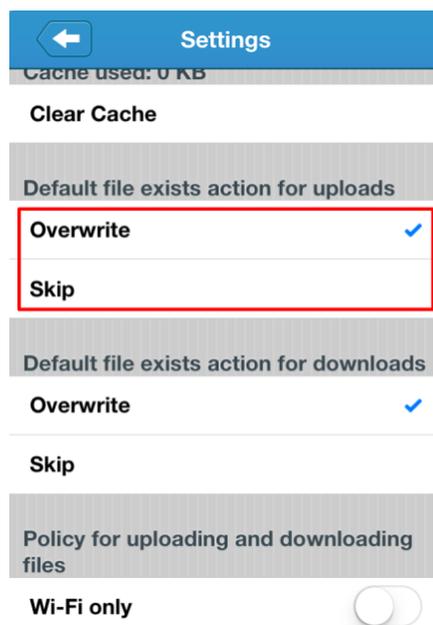
Clear Cache

Previewed files are cached in the Local Folder. Tap [Clear Cache] to clear the temporary data from the Local Folder.

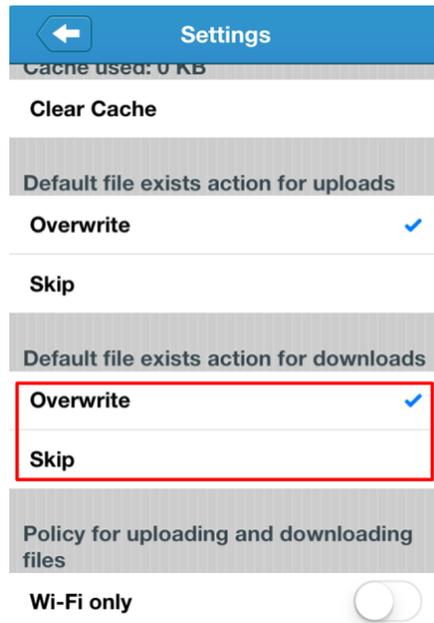


Default action for file conflicts when uploading/downloading

You can select whether to [Overwrite] a file or to [Skip] it if a file already exists in the destination.

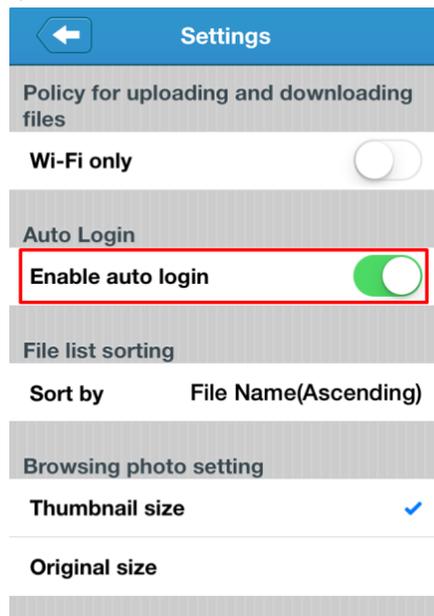


Default file exists action for downloads:
 Select to [Overwrite] a file or [Skip] downloading if a file already exists on phone/tablet.



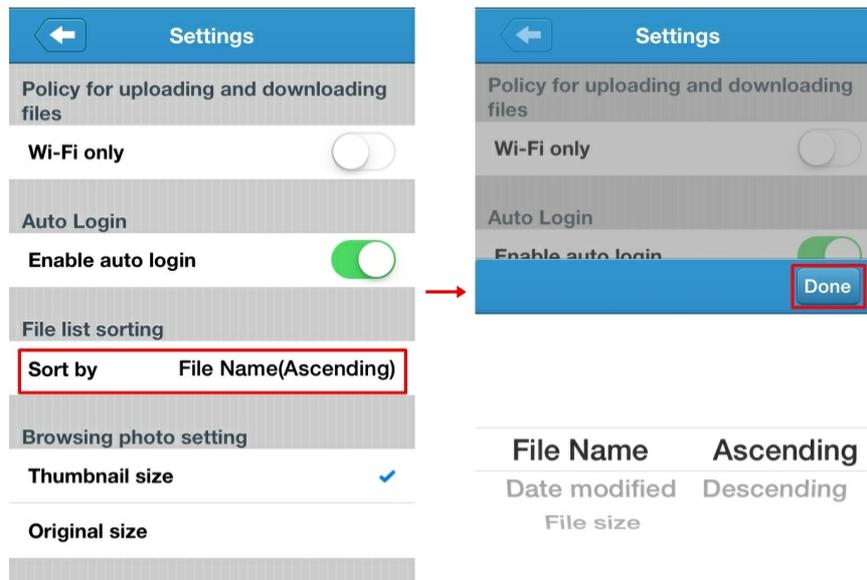
Auto Login

Enable automatic login to QGenie.



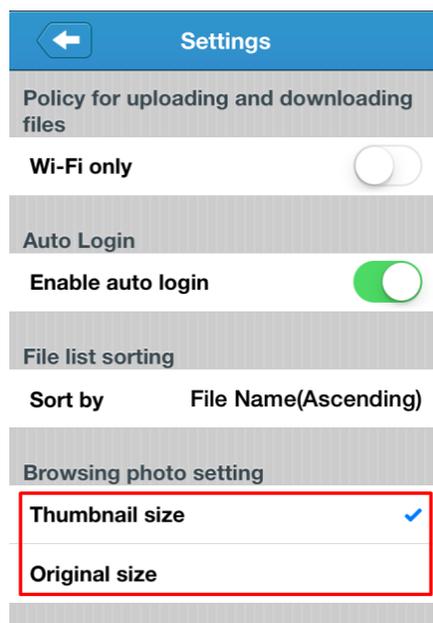
File list sorting

Select to sort files by [File Name], [Data modified], [File size].



Browsing photo setting

Select whether to browse photos using [Thumbnail size] or [Original size].

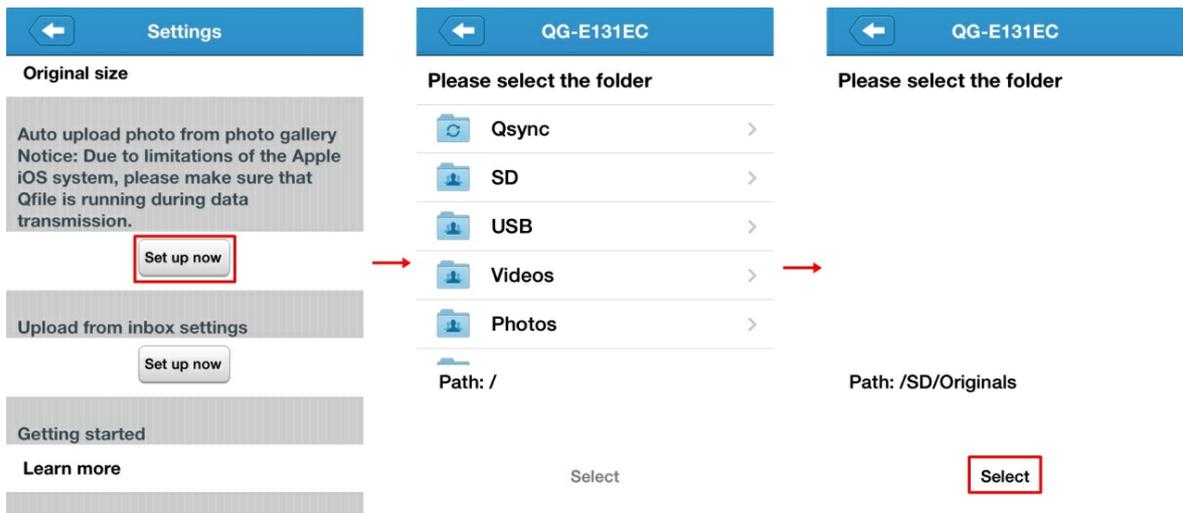


Automatically upload photos

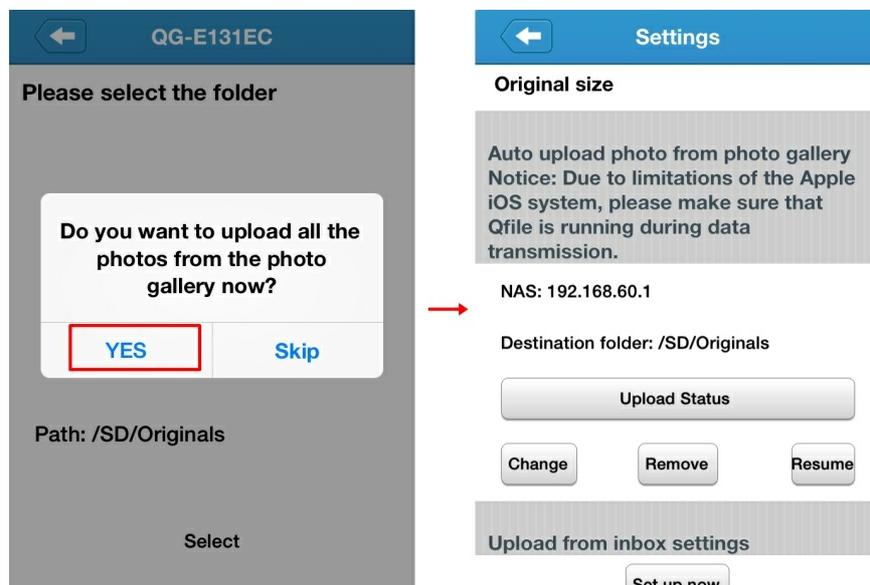
Upload the photo library from your mobile device to QGenie.

Set up auto upload photo

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

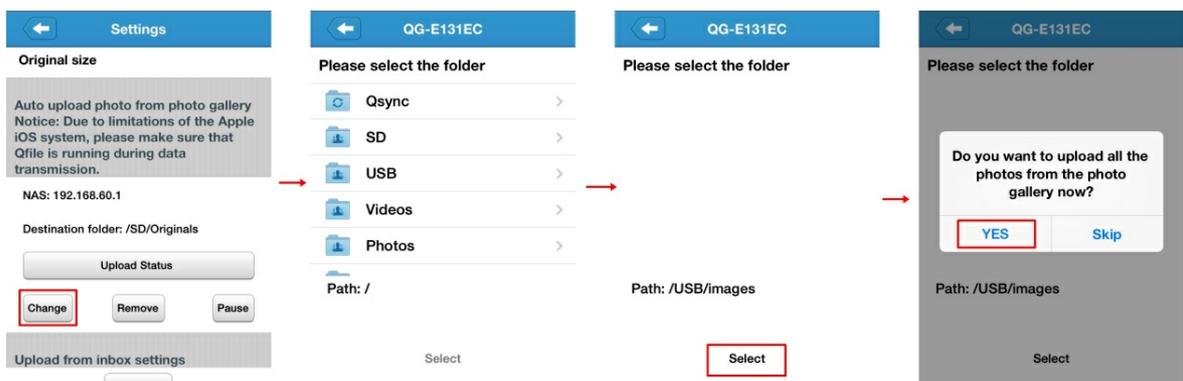


2. Tap [Yes] to upload all of the photos on your mobile device. Choose [Skip] to upload all future photos.

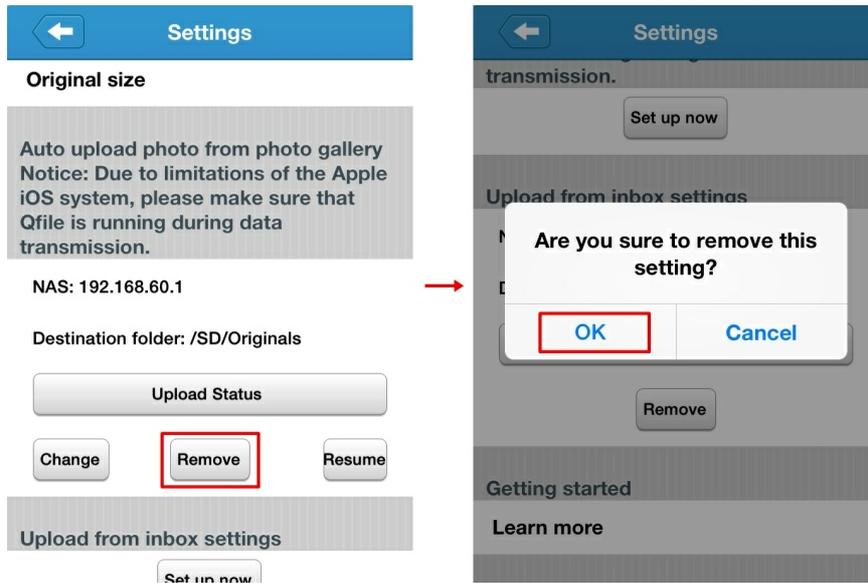


Change/Remove auto upload photo

To change the destination, select [Change], choose the new destination folder, tap [Select] and tap [Yes] to confirm the change.



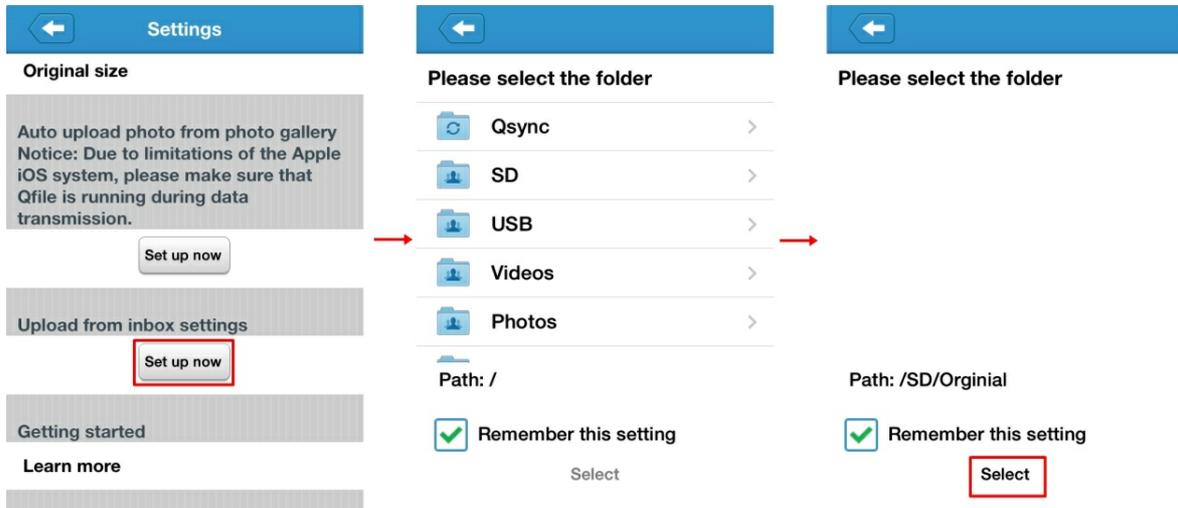
To remove this setting, select [Remove] and tap [OK] to remove the auto upload photo setting..



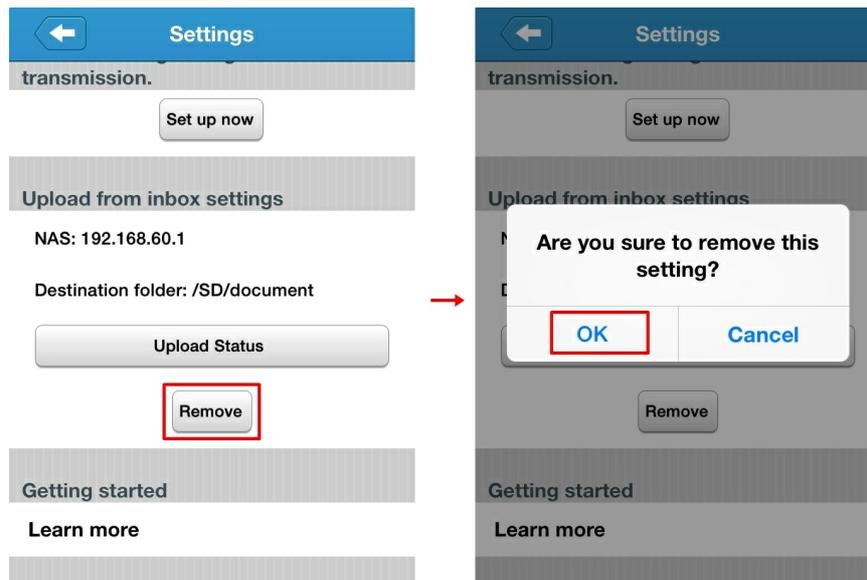
Upload from inbox settings

Upload the mail inbox from your mobile device to QGenie.

To setup the upload folder, select [Set up now], select the upload destination and then tap [Select]



To remove the upload folder, tap [Remove] and select [OK].



1.6 Setup/use QGenie with Qfinder

QGenie supports Qfinder for users to access files and to check QGenie's status.

[Login from Web Interface](#)

Locate QGenie and access the login page using a web browser.

[Use My Network Places \(Samba\) to access QGenie content](#)

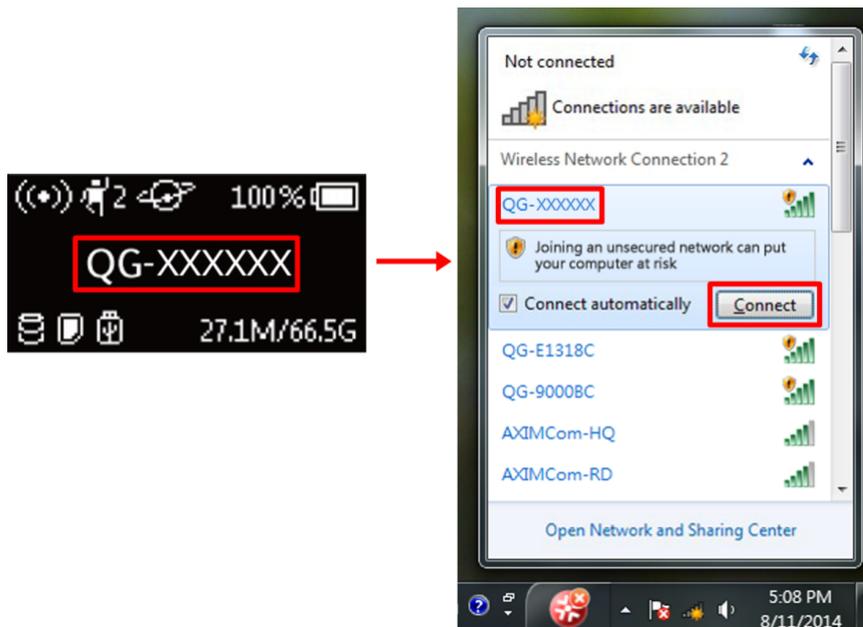
Locate QGenie using My Network Places.

[Checking QGenie's Network Details](#)

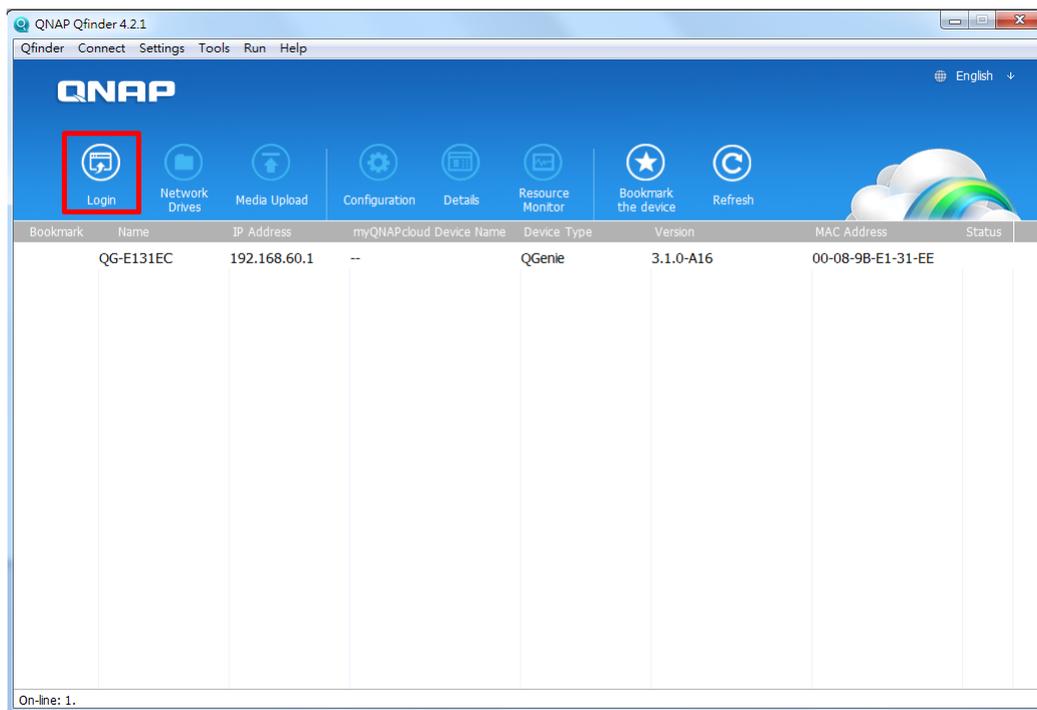
Use Qfinder to check QGenie's properties.

1.6.1 Login from Web Interface

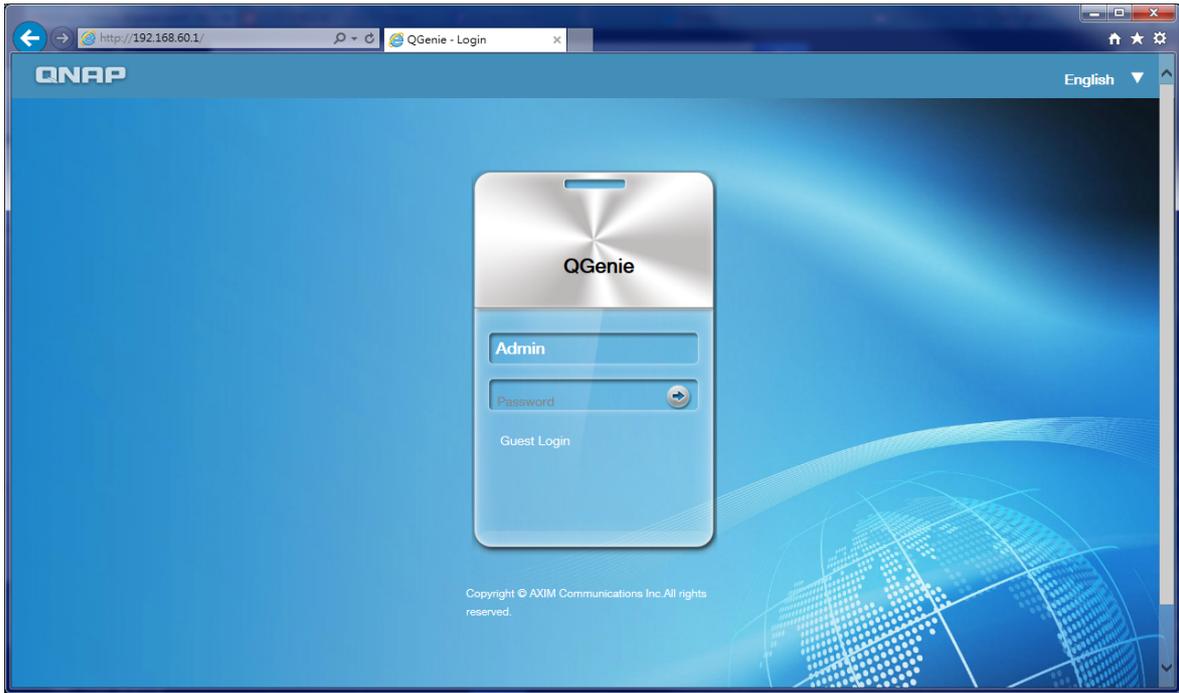
1. Connect the PC to QGenie's wireless LAN. If you are unsure how to do this, refer to previous sections of this document.



2. Go to Qfinder and choose [Login].



3. It will open your web browser to <http://192.168.60.1/>. You will see a welcome page as seen below.



4. Users can log in with the Admin account or a Guest account. The differences are listed below:

	Admin Account	Guest Account
Password Required	Yes	No
Account permission	Change QGenie setting	Only view the current status of QGenie
Folder access	Qsync/SD card/USB	SD card/USB

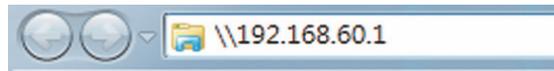
Please note: The Guest Account is disabled by default. You can enable the Guest Account in the Setting page.

1.6.2 Use My Network Places (Samba) to access QGenie content

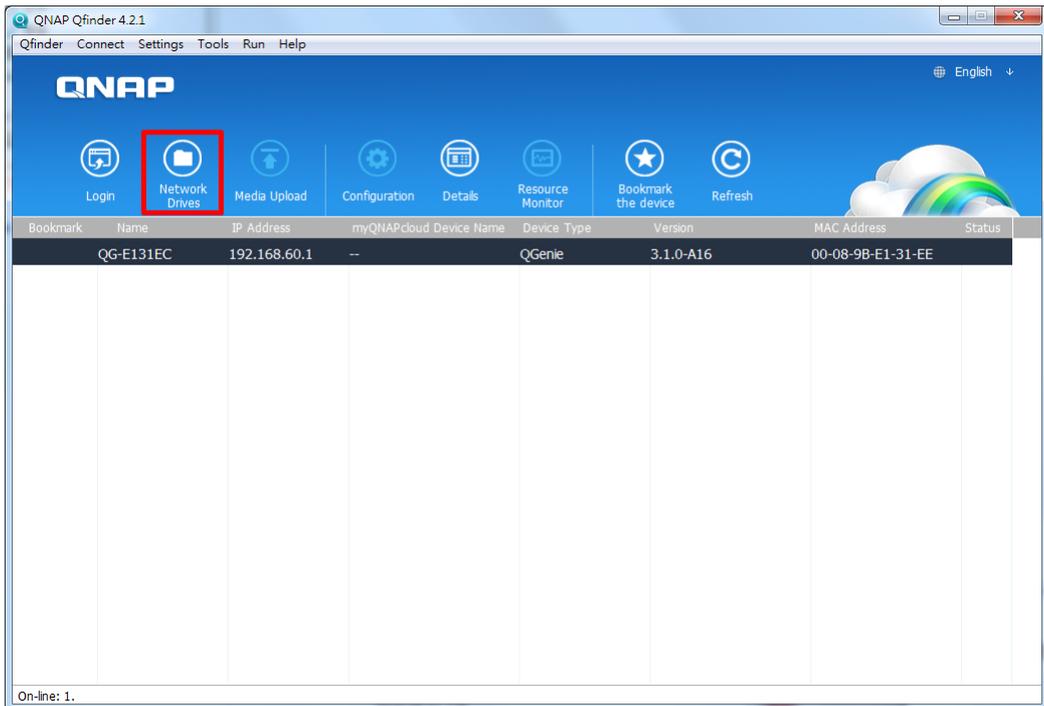
Use a Windows PC to access QGenie

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

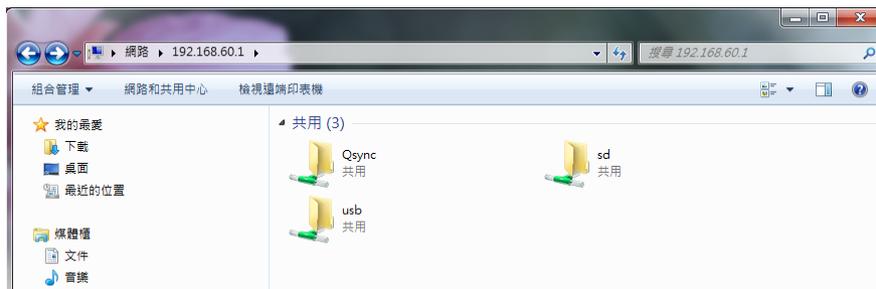
Method 1: Open Windows Explorer and type “ \\192.168.60.1” in the address bar.



Method 2: Launch Qfinder and select [Network Drives].



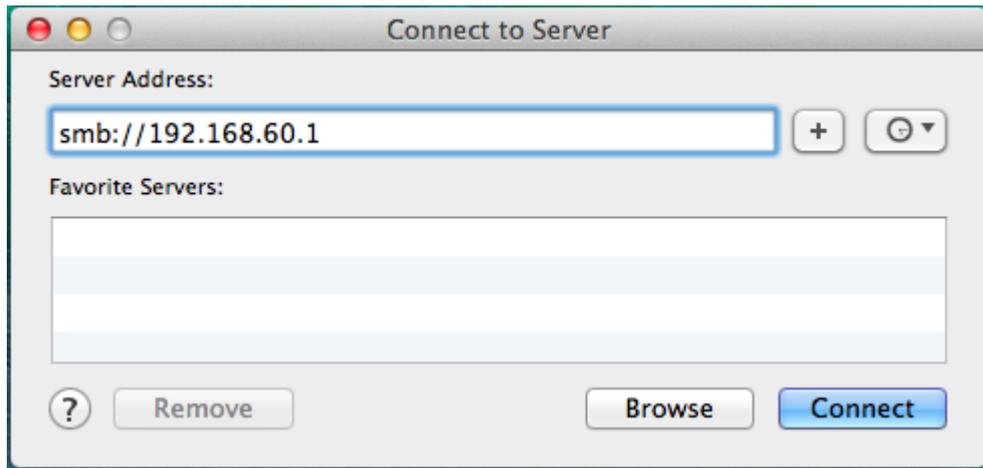
3. Choose Qsync, SD or USB and access the stored content.



Use a Mac to access QGenie's content

1. Connect QGenie to the Mac via wireless LAN.
2. There are two methods to access QGenie's content using a Mac.

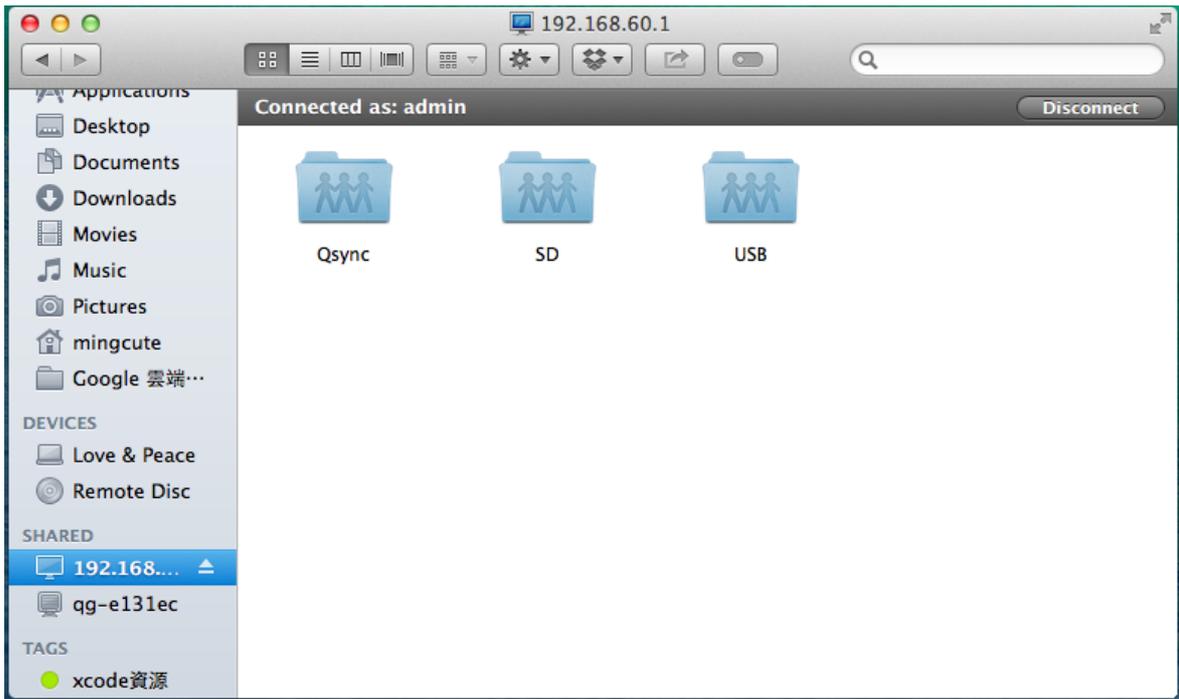
Method 1: [Go] ' [Connect to Server] and enter "smb://192.168.60.1".



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



3. Choose Qsync, SD or USB and access the stored content.

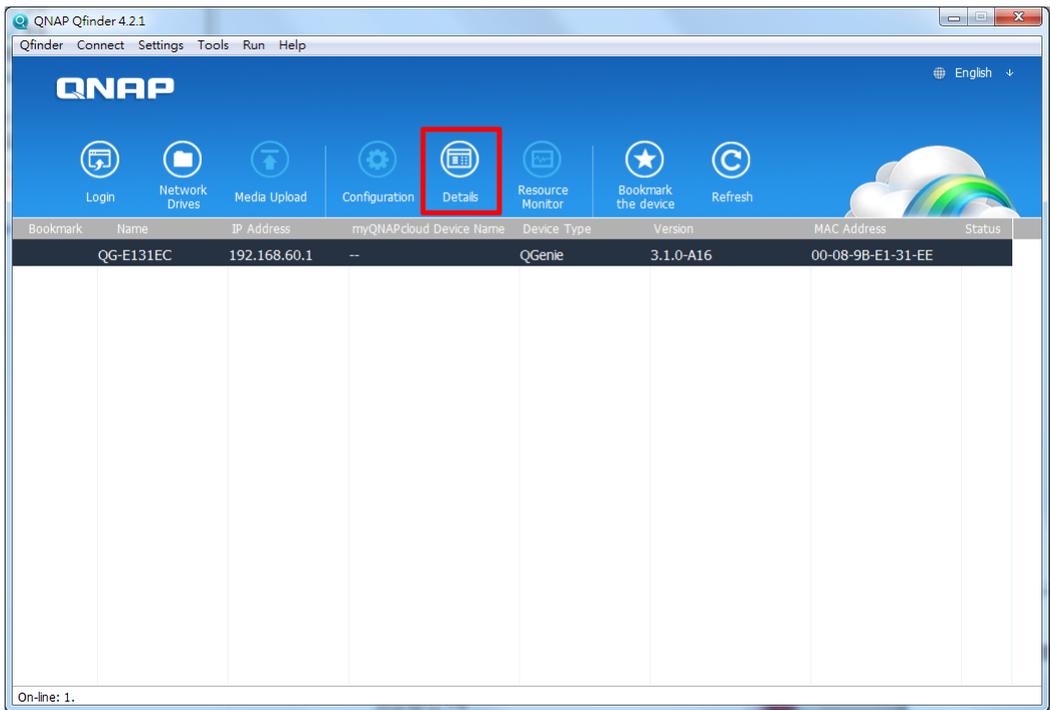


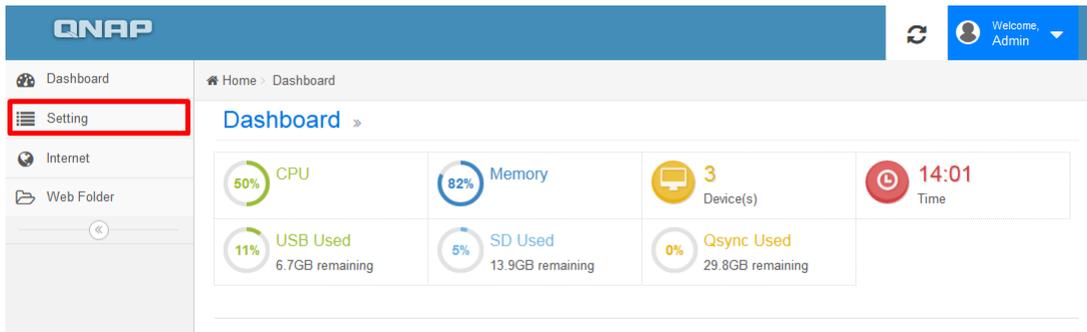
i NOTE

Unconnected devices will appear in the list, but they will be inaccessible.
 Guests cannot access the "Qsync" folder.

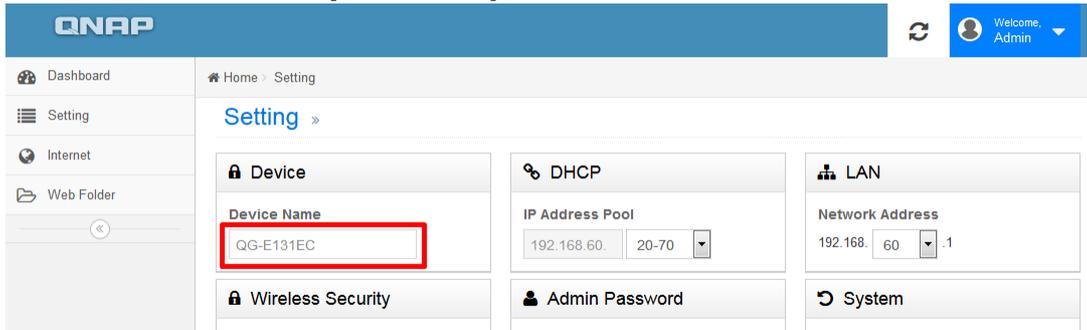
1.6.3 Checking QGenie's Network Details

1. Connect QGenie to a PC via wireless LAN.
2. Launch Qfinder and tap [Details].





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

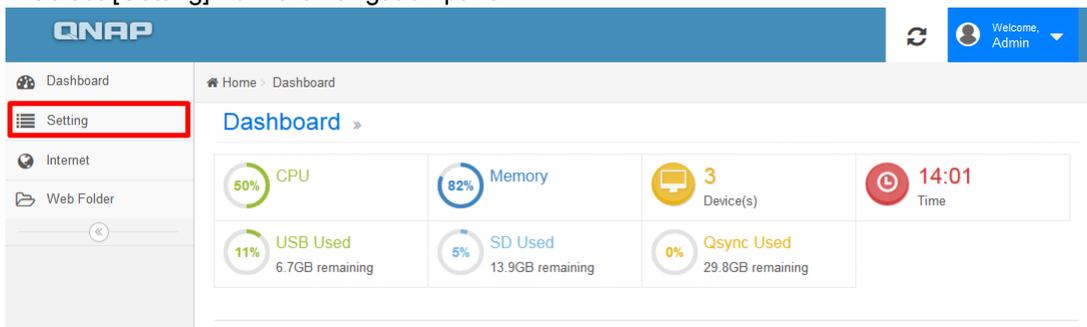


4. Select [Save] to apply new Device name and QGenie will restart with a new Device Name.

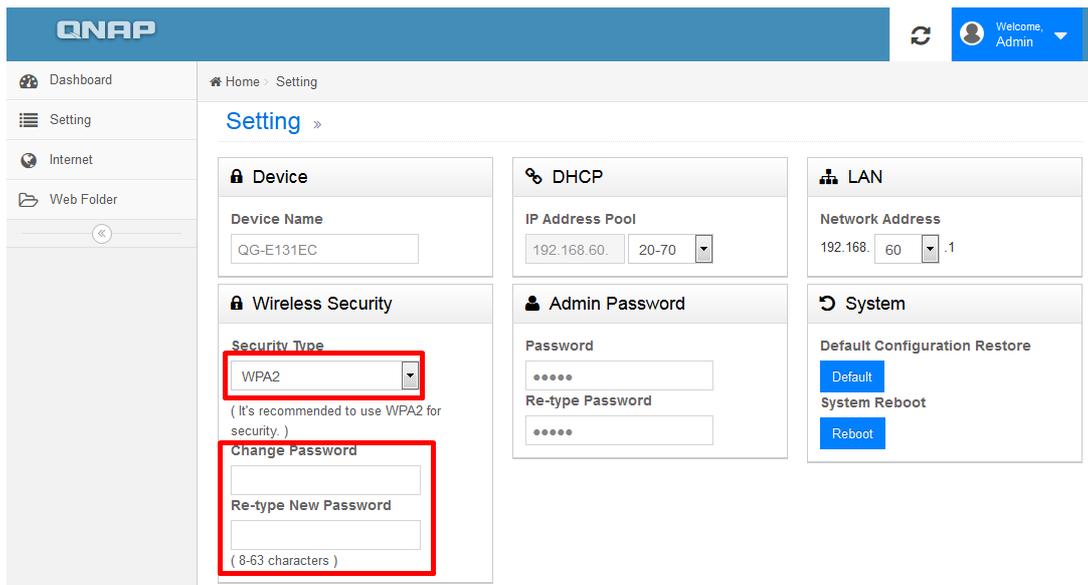
 NOTE
<p>After change device name, please reconnect to the QGenie's Wireless LAN by using the new Device Name.</p>

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.



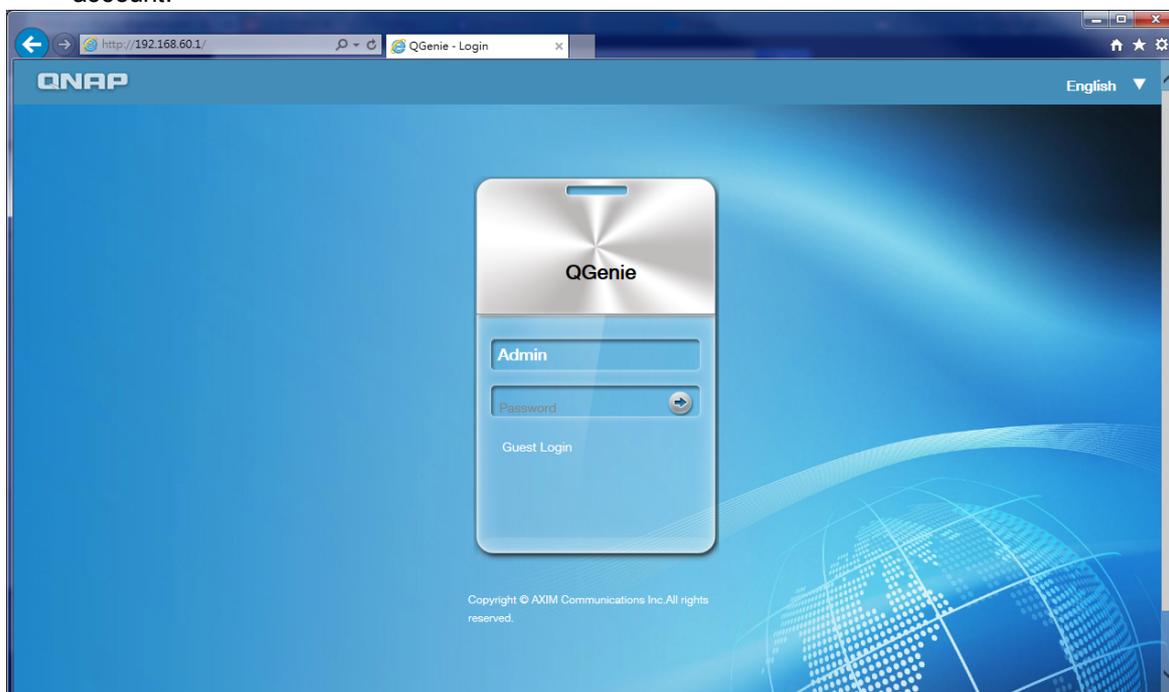
4. After entering the password twice, select [Save] to apply new security settings.

NOTE

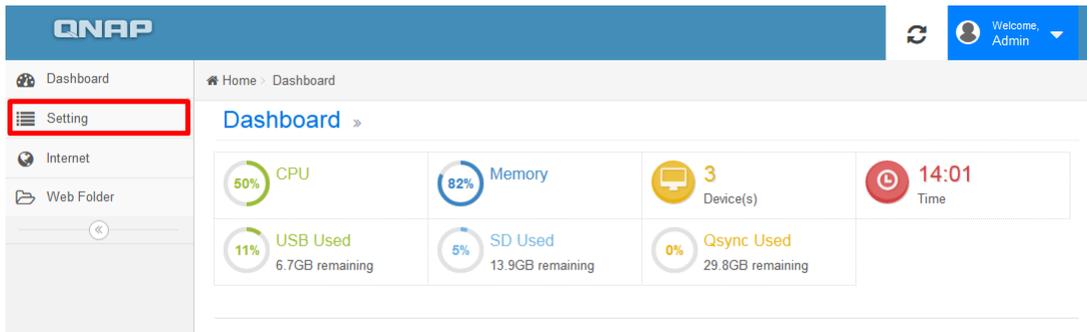
- After change Wireless security, please reconnect to the QGenie by using the new password.
- WPA/WPA2, the valid password length is between 8 ~ 63 characters long.
- WEP, the valid password length is between 5 or 13 characters long.

Firmware upgrade with Web Interface

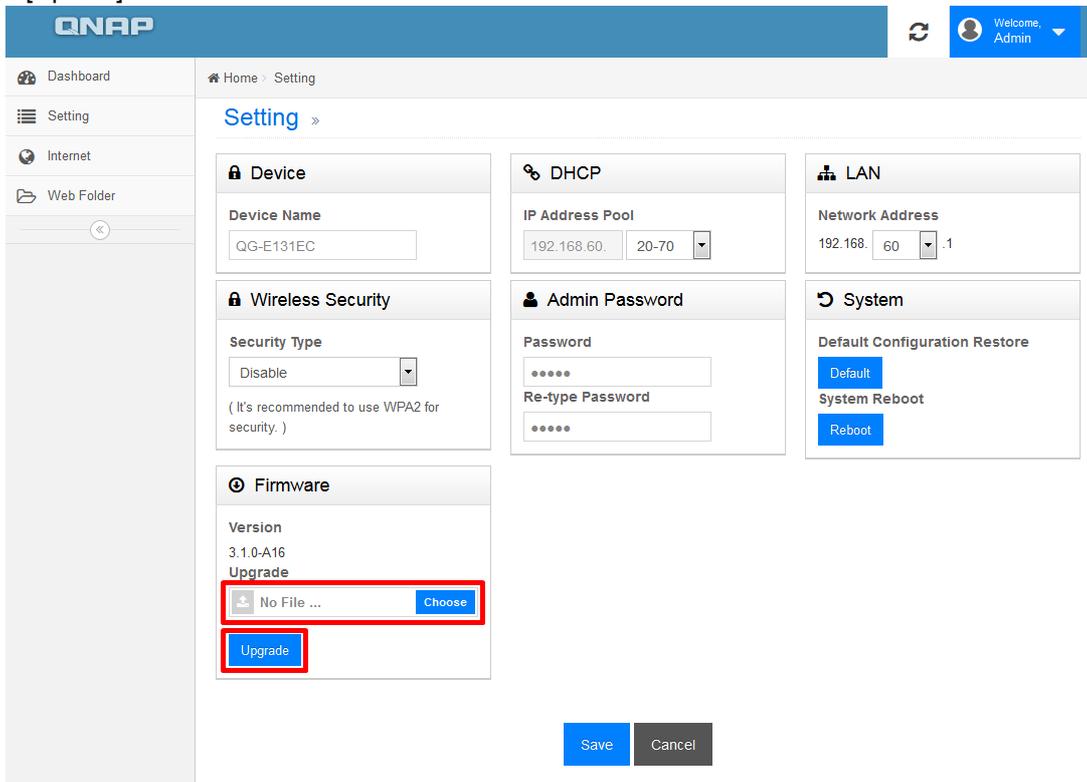
1. Turn on QGenie. Connect the PC to QGenie's Wireless LAN.
2. Open browser and go to <http://192.168.60.1/>. Login to the Web Interface using the Admin account.



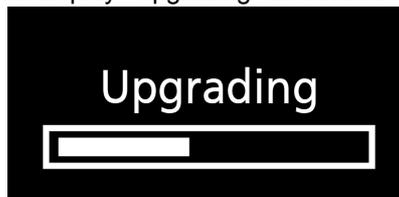
3. Select [Setting] from the navigation panel.



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

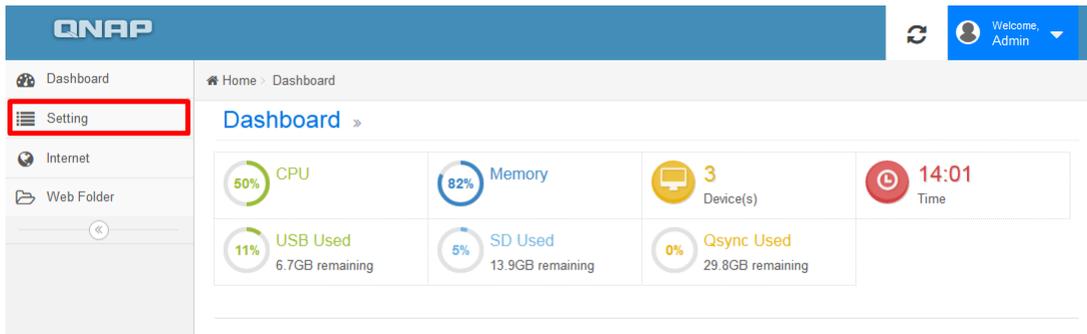


5. The QGenie OLED screen will display “Upgrading” and indicate its progress.

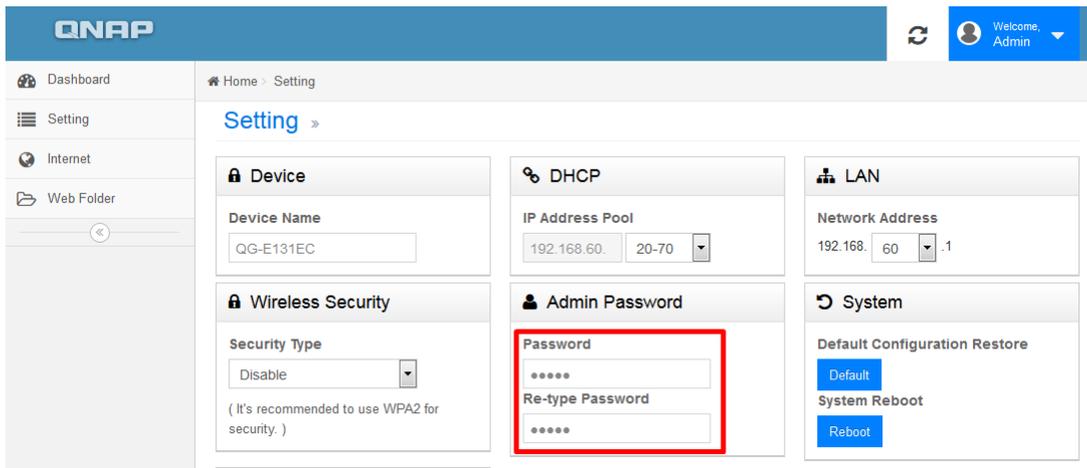


Setup an Admin Password with Web Interface

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



2. Go to [Admin Password] and after entering your new password twice, select [Save].

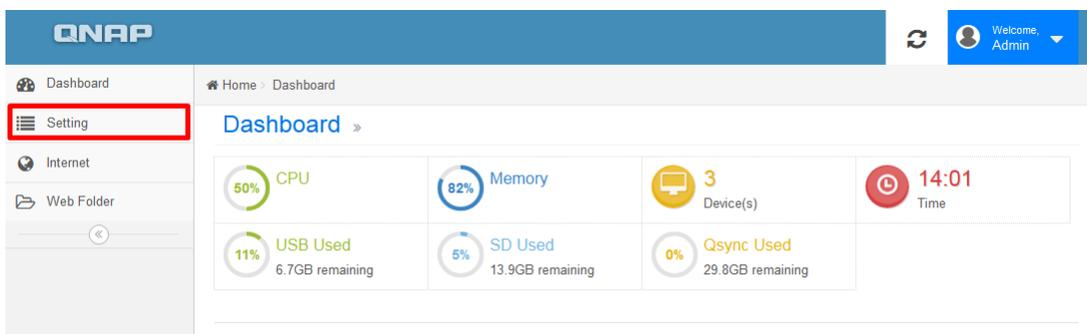


NOTE
After changing the Admin Password, you will need to log in with new password.

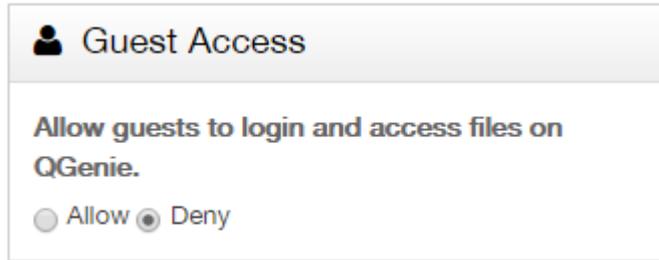
Allow or Deny guest access

(Available in firmware version 3.1.1 or later)

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



2. [Guest Access] will show in the Setting page. The default setting is "Deny."



3. Set to "Allow" to accept guest account logins from My Network Places (Samba), Web File Manager, and Qfile.

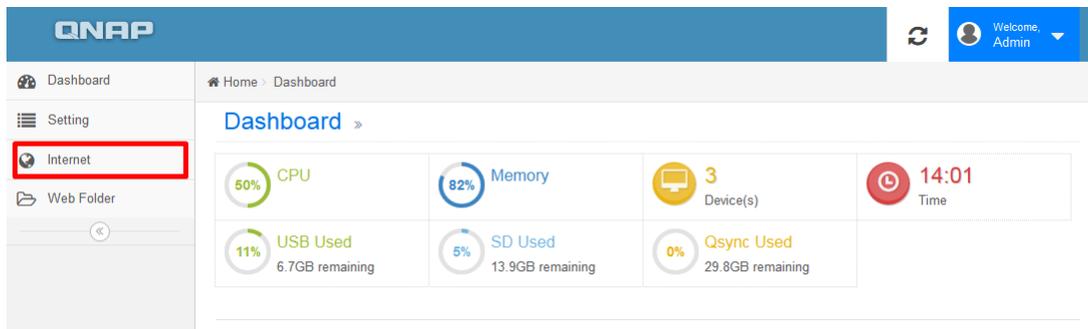
1.7.2 Setup QGenie's Internet connection

QGenie supports 3 methods to connect to Internet:

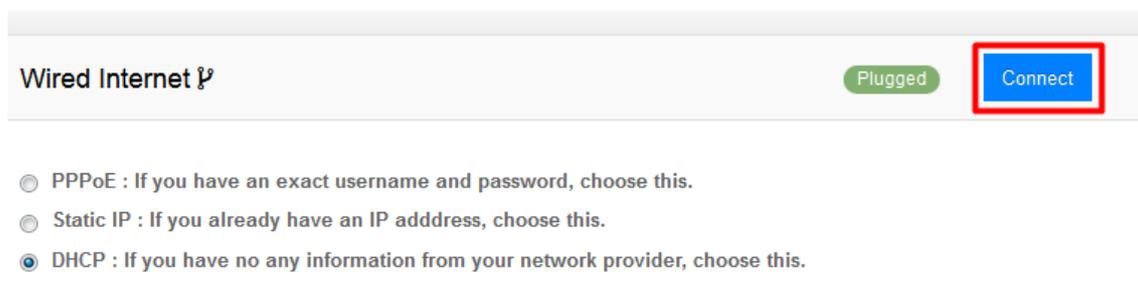
1. Wired Internet
Plug an Ethernet cable to QGenie and use Ethernet internet connection.
2. Wireless Internet
QGenie connect to an existing wireless internet connection.
3. USB Internet
QGenie can work with (1) internet tethering (iPhone/Android), or (2) 3G/4G USB dongle.

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]

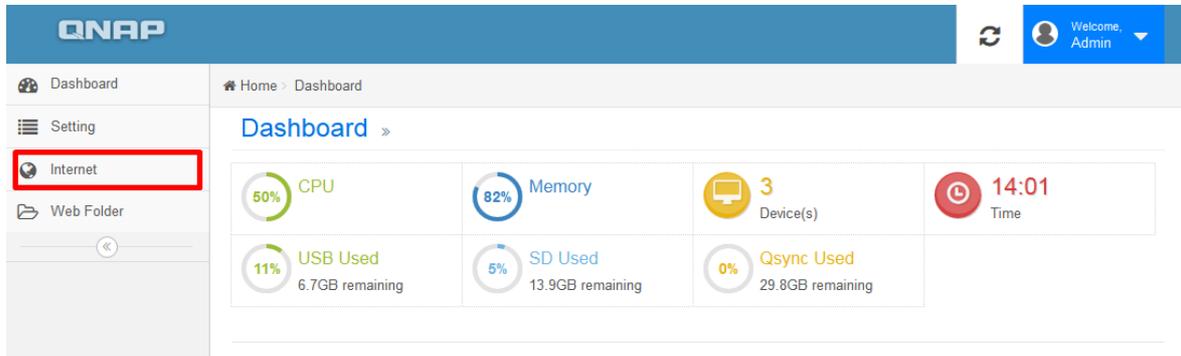


- DHCP: The most common method, choose this if connect the cable to a home router.
- Static IP: Similar with DHCP, but required to manually input proper IP settings.
- PPPoE: If plug QGenie directly to an ADSL/VDSL modem and need to enter a username and password.

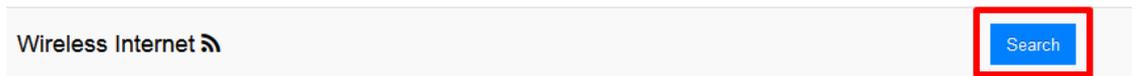
* If doesn't know kind of connection type are using, please contact the network administrator or internet service provider for assistance.

Setup Wireless Internet

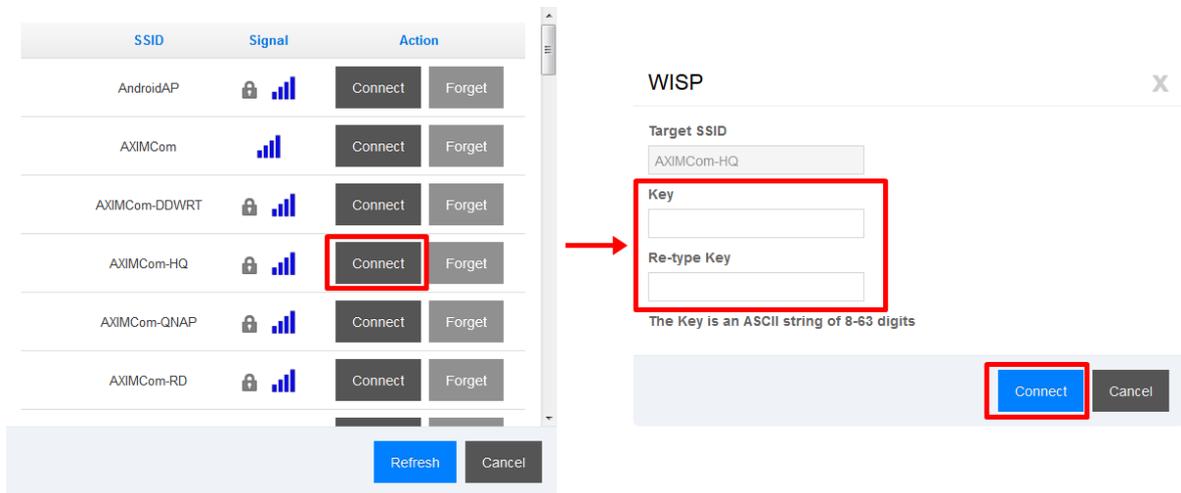
1. Login to the Web Interface with Admin account.
2. Select [Internet] from the navigation panel.



3. Select [Search] next to Wireless connection



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



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

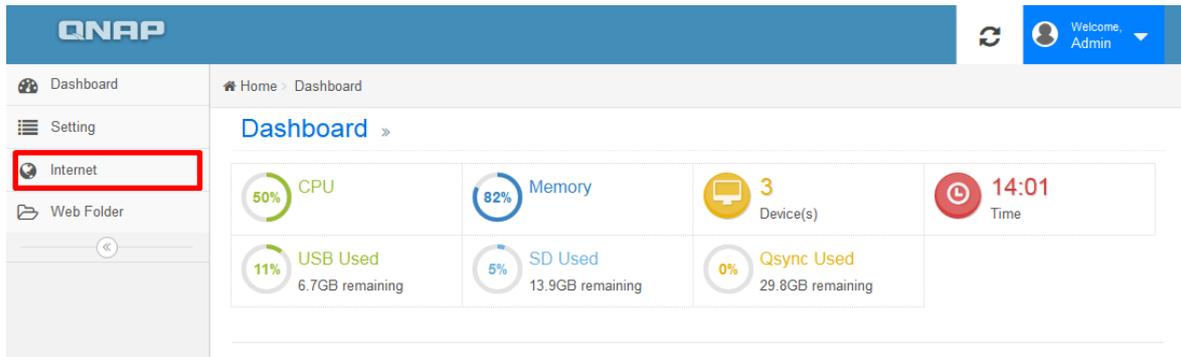
NOTE

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.

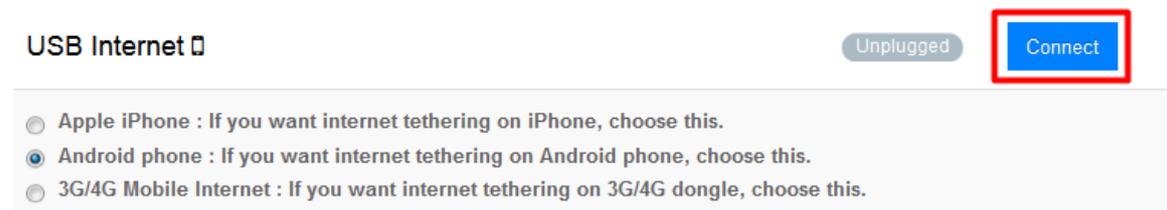
Setup USB Internet

1. Login to the Web Interface with Admin account.

2. Select [Internet] from the navigation panel.

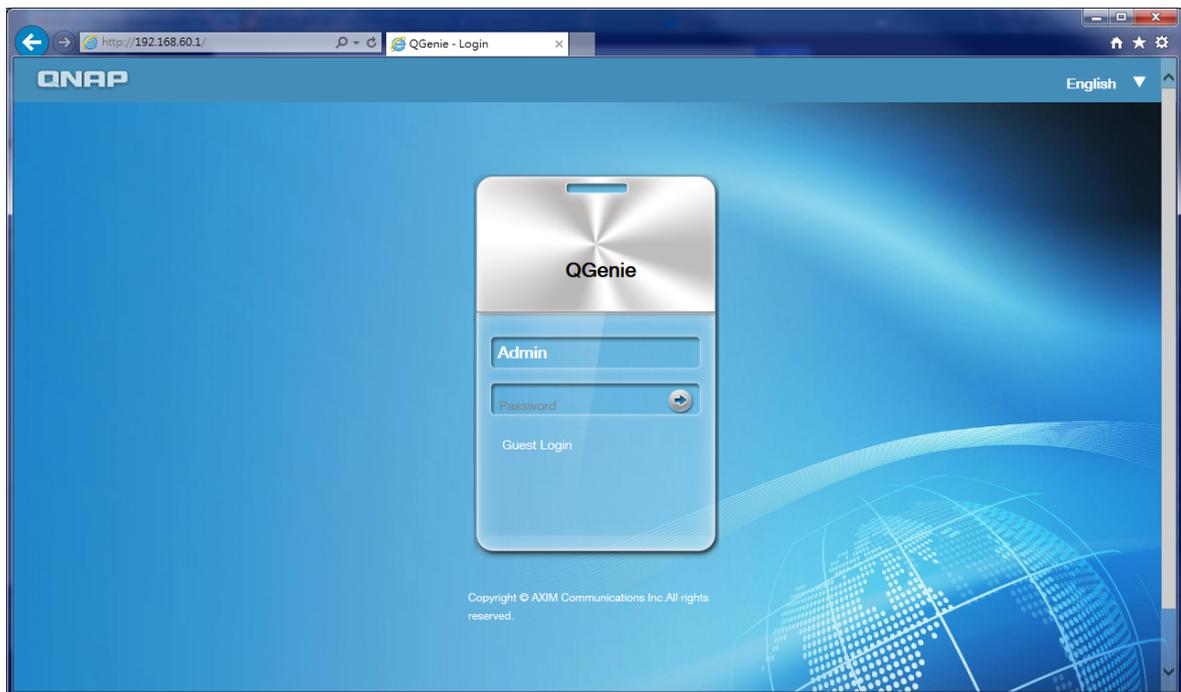


3. Select the type of USB device, and press [Connect].

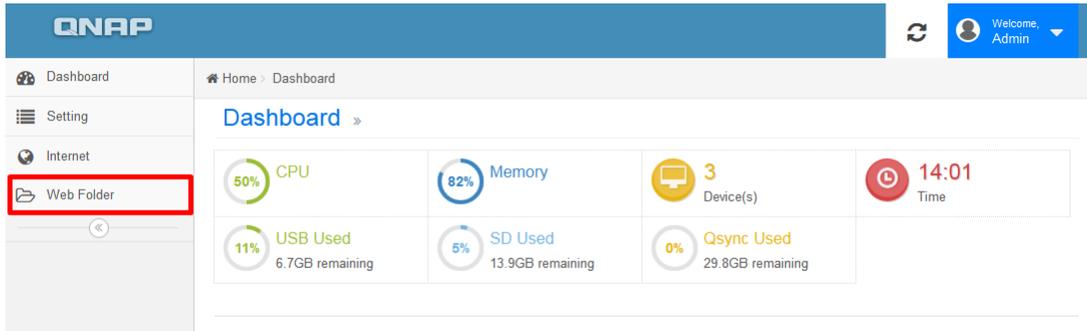


1.7.3 Access QGenie's contents

1. Connect the PC to QGenie's Wireless LAN, open your browser and go to <http://192.168.60.1/>. Log in to the Web Interface using the Admin or Guest account.



2. Select [Web Folder] to browse files on the SD card and/or USB storage device.



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

Index of /

Name	Last Modified	Size	Type
Parent Directory/		-	Directory
Documents/	2011-Jan-01 00:00:08	-	Directory
Music/	2011-Jan-01 00:00:08	-	Directory
Others/	2011-Jan-01 00:00:08	-	Directory
Photos/	2014-Aug-08 05:03:04	-	Directory
Qsync/	1970-Jan-01 00:00:00	-	Directory
SD/	2014-Aug-14 04:52:16	-	Directory
USB/	1970-Jan-01 00:00:00	-	Directory
Videos/	2014-Aug-08 05:01:16	-	Directory

QGenie

 NOTE

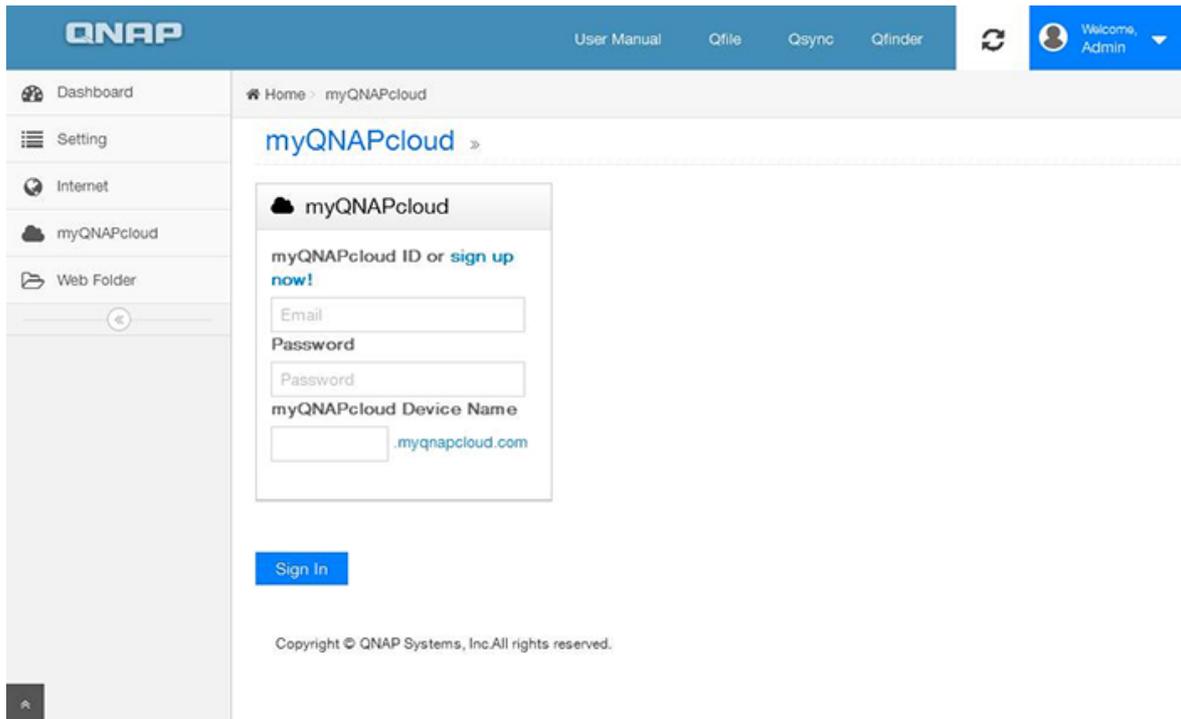
If the Web Folder does not appear in the Web Interface, please ensure that the storage device is properly connected.

1.8 myQNAPcloud service

(Available on QGenie with firmware 3.1.1+)

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

To use the myQNAPcloud service, make sure QGenie has been connected to an UPnP router and is accessible from the Internet. Go to myQNAPcloud on the QGenie dashboard.



Create a myQNAPcloud ID

This step can be skipped if you already have a myQNAPcloud ID.

Click [[sign up now!](#)] and complete the required fields to create a myQNAPcloud ID.

Register QGenie to myQNAPcloud

Enter your myQNAPcloud ID, password, and device name to register the QGenie to myQNAPcloud.

 myQNAPcloud

myQNAPcloud ID or [sign up now!](#)

Password

myQNAPcloud Device Name

 [.myqnapcloud.com](#)

[Sign In](#)

Please note: Registering and configuring the router's UPnP may take several minutes. Please wait after selecting [Sign In]

 myQNAPcloud

myQNAPcloud ID (QID)

myQNAPcloud Device Name

[UPnP Test](#)

Status : Signed In
Last Update Status :  OK

[Sign Out](#) [Manage myQNAPcloud Account](#)

After registering, the QGenie will appear in your [myQNAPcloud portal](#).

Remove QGenie from myQNAPcloud

Click [Sign Out], and QGenie will be removed from myQNAPcloud.

Please note that the device name from removed devices will be available for others to use.

1.9 Precautions

General use

Things need to pay attention when using QGenie.

Maintenance

Cleaning instructions.

Notes on external storage

1.9.1 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.

1.9.2 Maintenance

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

1.9.3 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 single 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.

1.10 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	<ul style="list-style-type: none"> ▪ 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)
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Software

Supported Client OS	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ ADSL/VDSL (PPPoE) ▪ Cable Modem (DHCP) ▪ Hotel/Office LAN (DHCP) ▪ User Defined Network (Static)
Supported Browsers	<ul style="list-style-type: none"> ▪ Microsoft Internet Explorer 10+ ▪ Mozilla Firefox 8+ ▪ Apple Safari 4+ ▪ Google Chrome
Apps/Utilities	<ul style="list-style-type: none"> ▪ Qfile (iOS/Android) ▪ Qsync (Windows) ▪ Qfinder (Windows)

Access Right Management	<ul style="list-style-type: none"> ▪ Guest/Admin Mode ▪ Access Password Protection
Multimedia Formats (**)	<ul style="list-style-type: none"> ▪ 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 <p><i>(**) The support of all formats comes from the mobile devices or 3rd party software. QGenie and Qfile don't encode/decode the multimedia data.</i></p>
File System	FAT32, NTFS, exFAT, HFS+, ext2, ext3, ext4 (up to 2TB)
File Access Discovery Protocols	<ul style="list-style-type: none"> ▪ Qfile API ▪ WebDAV ▪ Network Neighborhood (CIFS/Samba) ▪ UPnP Discovery ▪ Bonjour Discovery

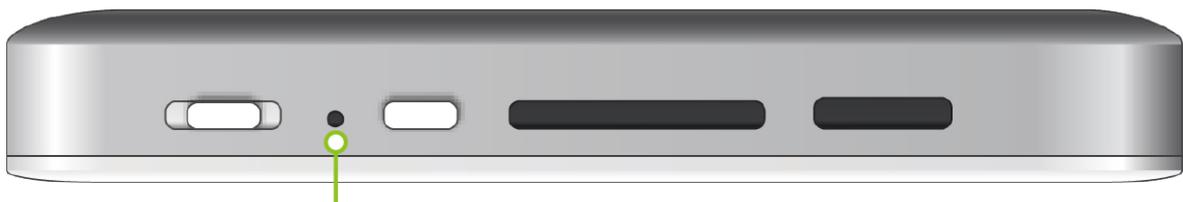
USB Internet Sharing	<ul style="list-style-type: none"> ▪ iPhone Tethering (iOS 6, iOS7) ▪ Android Tethering (4.0/4.1/4.2/4.3/4.4) ▪ 4G/3G/LTE USB Modem
Multilingual Support	English/Chinese
Management	<ul style="list-style-type: none"> ▪ Firmware Upgrade ▪ Factory Default ▪ Dashboard-based Resource Monitor

1.11 Recovery Mode

QGenie will enter recovery mode if it fails to start due to system errors or an incorrect firmware update.

In recovery mode, user can load emergency firmware to recover QGenie.

1. Download the recovery image file from the product website.
2. Connect an Ethernet cable directly from QGenie to a PC.
3. Manually setup PC's IP to 192.168.60.2 , Net mask 255.255.255.0, and Gateway 192.168.60.1
4. Carry out the above steps to reset all QGenie settings. Open browser and go to <http://192.168.60.1/> .



Hold reset and move slide to Wi-Fi sharing mode



5. Select "Browse" and select the recovery image file, and select "UPGRADE" to start.



6. QGenie will restart after this process is completed. Please disconnect the Ethernet cable between QGenie and PC.

7. After reboots, please [download and install the latest firmware](#) to QGenie.

NOTE

- This should only be performed when the system is unable to start correctly.
- Please make sure that QGenie has enough battery power, otherwise the recovery may fail.
- The recovery image file will only enable basic functions. Please install proper firmware after this process is complete to regain full functionality.

2. Troubleshooting

2.1 Main unit

[QGenie does not turn on.](#)

[The battery life is shorter than expected.](#)

[The battery discharges very quickly, even when QGenie is off.](#)

[The battery does not charge from a computer.](#)

[The battery indicator icon does not appear as charging.](#)

[It takes a long time to charge the battery.](#)

[QGenie does not supply power to other devices.](#)

2.1.1 QGenie does not turn on.

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

2.1.2 The battery life is shorter than expected.

- The usage time will vary depending on different circumstances.
- The usage time detailed in this Help Guide is approximate. Battery life may be shorter depending on usage conditions.
- The battery discharges at a very low rate, even when this unit is left turned off. Recharge the battery sufficiently beforehand if this unit has not been used for a long time.
- If battery life is considerably short, even when the battery is fully charged, it may have reached the end of its life. The lifespan of the battery varies depending on usage conditions.
- If this unit is left unused for more than a year, the battery may have deteriorated (depending on the usage environment).

- When the air temperature is below 5 °C, the battery may be discharged quickly. This is a characteristic of the battery and is not a malfunction.

2.1.3 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).

2.1.4 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.

2.1.5 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.

2.1.6 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.

2.1.7 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.

2.2 Heat

[This unit becomes warm.](#)

2.2.1 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.

2.3 Charging

[The battery does not charge from a computer.](#)

[The battery indicator lamp does not light while charging.](#)

[The battery indicator lamp blinks while charging.](#)

[It takes a long time to charge the battery.](#)

[The wireless LAN function cannot be used while charging.](#)

2.3.1 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.

2.3.2 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.

2.3.3 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.

2.3.4 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.

2.3.5 The wireless LAN function cannot be used while charging.

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

2.4 Power bank

[This unit does not supply power to other devices.](#)

2.4.1 QGenie does not supply power to other devices.

- Make sure that the USB cable is connected correctly.
- Use QGenie within its operating temperature range.
- The remaining battery charge of QGenie may be low. Charge QGenie to at least 60% capacity 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 QGenie's USB port 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.

2.5 Wireless LAN connection

A Wireless LAN connection to a mobile device or computer cannot be established, or it is an unstable connection, and/or it takes a long time to connect.

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

The wireless LAN connection has stopped.

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

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

2.5.1 A Wireless LAN connection to a mobile device or computer cannot be established, or it is an unstable connection, and/or it takes a long time to connect.

- Make sure that QGenie and your device are turned on and the wireless LAN function of your device is enabled.
- Ambient conditions (obstacles between QGenie and your device including conflicting 2.4 GHz signals, solid walls and interference) may adversely affect the wireless communication range. Change QGenie's location, or move the involved devices closer together. If the problem is not resolved, restart QGenie or press the Reset switch to restore it to factory default settings. *
- Your device and QGenie may be too far away from each other. Move them closer together.
- The wireless LAN QGenie is connected to may have a problem. Consult the network administrator.
- The number of users connected to QGenie may have reached the maximum limit (20).
- When you are using a password to secure connection between QGenie 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 QGenie to a computer using a USB cable.
- While connecting QGenie to a USB AC adaptor, the inserted SD card can be read or written via the wireless LAN function; however, the connected USB device cannot be accessed.

* As all of QGenie's settings will be reset, we recommend that you take notes of settings before restoring the factory defaults.

2.5.2 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 the wireless name shown on OLED screen. Select that wireless network.

2.5.3 The wireless LAN connection has stopped.

- If QGenie is connected to a computer with the USB cable, the wireless connection will be stopped and a USB connection will be established.
- When changing from a wireless LAN connection to USB connection, make sure that data is not being copied via wireless LAN. If you change to a USB connection while data is being copied via wireless LAN, data may be damaged.
- Mobile devices need their settings changed if you alter QGenie's name or the wireless security settings.

2.6 Internet connection

Internet connection cannot be established.

2.6.1 An Internet connection cannot be established.

- Double check that your network equipment is enabled and free of faults in software, hardware and cabling. Make sure that QGenie's wireless LAN is enabled and that you are using correct usernames and passwords.
- Ambient conditions (obstacles between QGenie and your device including conflicting 2.4 GHz signals, solid walls and interference) may adversely affect the wireless communication range. Change QGenie's location, or move the involved devices closer together. If the problem is not resolved, restart QGenie or press the Reset switch to restore it to factory default settings. *
- The wireless LAN that QGenie is connected to may have a problem. Consult the network administrator.
- QGenie cannot access wireless connections with a hidden SSID.
- QGenie cannot connect to wireless network using WPA-Enterprise or WPA2-Enterprise encryption.
- Some public wireless LANs require a login ID and password to be input via a web browser to access the provided wireless connection. Please follow the onscreen instructions or contact the hotspot's service provider.

*As all of QGenie's settings will be reset, we recommend that you take notes of settings before restoring the factory defaults.

2.7 Other

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

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

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

- Up to 6 SSIDs are automatically registered as external access points.
- The least-used wireless network will be deleted when connecting to the seventh wireless network.

2.7.2 How many users can connect to QGenie at the same time?

- Up to 20 users can simultaneously connect to a QGenie.

2.8 File operation

Data playback/display

Copying and deleting data

2.8.1 Data playback/display

Data cannot be played back or displayed.

It takes time to play back or display data.

What file formats are supported by "Qfile"?

Files cannot be edited by "Qfile."

The Camera Roll cannot be accessed (iOS device).

2.8.1.1 Data cannot be played back or displayed.

- Check that the SD card/USB storage is functioning normally and is correctly connected to QGenie.
- When connecting via wireless LAN, check whether QGenie's wireless LAN indicator lamp is blue.
- When using Qfile, check whether the format of the file you want to access is supported by QGenie. Even though a file format is supported, some files cannot be accessed depending on the device you use.
- When an Android device is connected to QGenie via USB, its storage cannot be accessed.
- Files that use Digital Rights Management (DRM) are not supported.

2.8.1.2 It takes time to play back or display data.

- Ambient conditions (obstacles between QGenie and your device including conflicting 2.4 GHz signals, solid walls and interference) may adversely affect the wireless communication range. Change QGenie's location, or move the involved devices closer together.

2.8.1.3 What file formats are supported by Qfile?

- Please refer to [\[Specifications\]](#) -> [\[Software\]](#) -> [\[Multimedia Formats\]](#) in this manual.

2.8.1.4 Files cannot be edited by Qfile

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

2.8.1.5 The Camera Roll cannot be accessed (iOS devices).

- Go to [Settings] – [Privacy] – [Photos] and check if access from Qfile is allowed.
- In iOS 5 go to [Settings] – [Location Services] instead.

2.8.2 Copying and deleting data

It takes too long to copy data.

Data cannot be copied to external storage (SD card, USB storage, mobile devices).

Data on external storage (SD card, USB storage, mobile devices) cannot be deleted.

2.8.2.1 It takes too long to copy data.

- Ambient conditions (obstacles between QGenie and your device including conflicting 2.4 GHz signals, solid walls and interference) may adversely affect the wireless communication range. Change QGenie's location, or move the involved devices closer together.

2.8.2.2 Data cannot be copied to external storage (SD card, USB storage, mobile devices)

- Check to see if your external storage is write-protected. If you disable this, then you can copy to it.
- There may not be enough free space on your external storage. Delete unnecessary data and then try again.
- In Android 4.4, copying files to external SD cards is prohibited.
- On iOS devices, check the following settings:
 - iOS 5: Settings - Location services, and check if Qfile is permitted.
 - iOS 6 (and later): Settings - Privacy - Photos, and check if access from Qfile is permitted.

2.8.2.3 Data on external storage (SD card, USB storage, mobile devices) cannot be deleted

- You cannot recover deleted files. Do not delete important or valuable files without ensuring they are backed up.
- Check to see if your external storage is write-protected. If you disable this, then you can delete its content.
- In Android 4.4, delete files to external SD card are prohibited.
- On iOS devices, the Camera Roll contents cannot be deleted using Qfile. Delete them from the Camera Roll.

2.9 USB connection to a computer

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

The battery indicator lamp lights orange.

The wireless LAN connection has stopped after connect to PC

2.9.1 QGenie is connected to a computer with the USB cable but is not recognized.

- Check to see if the USB cable is connected properly, and only use the supplied USB cable.
- Correct operation is not guaranteed if you use a USB hub or extension cable.

2.9.2 The battery light is orange.

- When QGenie is connected to a computer via USB, the battery will be charged and the light will turn orange.
- When charging is complete, the light will turn green.

2.9.3 The wireless LAN connection has stopped after connect to PC

- If QGenie is connected to a computer via USB, the wireless connection will be stopped and the USB connection will be established.
- When changing from a wireless LAN connection to USB connection, make sure that data is not being copied via wireless LAN. If you change to a USB connection while data is being copied via wireless LAN, data may be damaged.

2.10 Qfile

[Qfile cannot be installed.](#)

[What file formats are supported by Qfile?](#)

[Files cannot be edited using Qfile.](#)

[How can I check the version of "Qfile"?](#)

[I can not login QGenie by Qfile](#)

2.10.1 Qfile cannot be installed.

- Check the free space on your device as it may not be enough.

2.10.2 What file formats are supported by "Qfile"?

- Please refer to [\[Specifications\]](#) -> [\[Software\]](#) -> [\[Multimedia Formats\]](#) in this manual.

2.10.3 Files cannot be edited using Qfile.

- Qfile does not support file editing outside of changing folder and file names.

2.10.4 How can I check the version of Qfile?

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



2.10.5 I can not login QGenie by Qfile

Please check that:

1. Your admin password is correct. You can reset QGenie's settings if you forget the password.
2. Guest login is allowed. The Guest account can be enabled in "Setting."

2.11 myQNAPcloud

[I cannot register my QGenie to myQNAPcloud](#)

2.11.1 I can not 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.

2.12 Additional Information

[Resetting](#)

How to reset QGenie.

[Security settings for QGenie's wireless LAN](#)

The suggestions of setup a proper wireless security.

2.12.1 Resetting

How do I use the Reset switch?

- To restore the factory default settings, press and hold the switch for more than 3 seconds (this can only be performed when QGenie is in Wi-Fi sharing mode).

2.12.2 Security settings for QGenie's wireless LAN

[Are wireless security settings really necessary?](#)

[What security settings are available for wireless LAN of this unit?](#)

[I have forgotten the password.](#)

2.12.2.1 Are wireless security settings really necessary?

- Security for wireless devices is incredibly important. Without adequate security, QGenie's contents and services may be openly accessed by anyone. QNAP fully recommends that you set adequate security settings.

2.12.2.2 What wireless security settings are available for QGenie?

- WEP, WPA, or WPA2 can be selected, with WPA2 being strongly recommended due to its higher security level.

2.12.2.3 I have forgotten the password.

- Follow the above instructions for "[How do I use the Reset Switch?](#)"

2.13 System software update

[About update of the system software of this unit](#)

Where to download firmware.

[If QGenie fails to update its firmware.](#)

Things to check when failed to apply updates.

2.13.1 About updating QGenie's software.

- It is recommended to apply new updates as they are available as some may contain important security fixes.
- You can find the latest system software and firmware on the [QNAP website](#).
- Periodically check the status of your apps to make sure you are using the latest version.
- Qfile will check the firmware version when connect to QGenie.

2.13.2 If QGenie fails to update its firmware.

- QGenie's battery must be above 60% to update the firmware (press the information button on QGenie to display the current power level).
- Do not press the Reset switch or slide the Power switch while updating.
- Do not do the following while updating.
 - Insert or remove an SD card or USB device
 - Connect to a computer via USB
 - Connect or disconnect the USB AC adaptor
 - Allow access from other users
- The screen will show the current update progress.
- Only update the firmware when you have a dependable network environment.
- If QGenie fails to start, please use [recovery mode](#).

2.14 USB cable

[The USB cable cannot be connected to QGenie.](#)

2.14.1 The USB cable cannot be connected to QGenie.

- Please note the different plugs on both ends of the USB cable, and connect the proper plug to each port.
- Only use the USB cable supplied with QGenie.
- When connecting iOS devices, use the dedicated cable included with your device.

3. Customer Support

Should you encounter any errors or issues when using QGenie, please do the following:

1. Read the [User Manual & Quick Installation Guide](#). Double check the connections of cables and attached devices and the product settings.
2. [Download](#) the latest firmware for your QGenie and try again.
3. You may find a solution to your problem on the [Troubleshooting](#) section of the QNAP website,.
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, if it is within warranty you can return it to where you bought it and ask for a replacement or repair service.

If your problems cannot be solved using these steps, please contact QNAP for immediate assistance.

Please submit an online support request from the [QNAP Helpdesk](#). We will get back to you as soon as we can.

USA & Canada

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

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

Taiwan (Headquarters)

09:30–18:30 Mon. - Fri.
Service Hotline: +886-2-2641 2000 ext. 6

China

09:30–18:30 Mon. - Fri.
Service Hotline: +86-10-62682131

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09:00–17:00 Mon. - Fri.
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Service Hotline: +31(0)107600830

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08:30–16:30 Mon. - Fri.
Service Hotline: +44(0)2036-081-969

Russia

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Service Hotline: +7 (495) 587 76 20

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