asustor

M.2 SSD Drive Installation Guide

For ASUSTOR AS54 Series NAS

Table of Contents

1. Introduction

1.1. Notes and Precautions

Before adding M.2 SSD Drive, please read the following precautions thoroughly.

- Your NAS and M.2 SSD Drive use high precision components and electronic connector technology. To avoid invalidation of the warranty during your product warranty period, we recommend that:

    - ✓ M.2 SSD Drive for AS67 series devices may be purchased from local dealers or or click (https://www.asustor.com/service/compatibility) for a list of compatible M.2 SSDs.
    - ✓ If installing two drives, ASUSTOR recommends that they be the same model for optimum performance.

- Addition or removal of M.2 SSD Drive by yourself may result in an accident or malfunction of your NAS caused by breakage of the slot and module or a connection mistake. In this case, a repair fee will be charged.

- Be careful not to injure your hands or fingers with sharp edges of the M.2 SSD Drive, inner components, or circuit boards of your NAS.

- ASUSTOR does not guarantee that third party M.2 SSD Drive will work in your NAS.

- Be sure to turn off your NAS and peripherals and disconnect all attachments and connection cables before adding or removing M.2 SSD Drive.

- To prevent damage from electrostatic discharge to M.2 SSD Drive, follow the instructions below:

    - ✓ Do not work at a location that produces static electricity easily, such as on a carpet.
    - ✓ Before adding or removing M.2 SSD Drive, touch an external metal object other than your NAS to ground yourself and eliminate static electricity. Do not touch any metal parts inside the NAS.

- Do not insert a M.2 SSD Drive into the slot facing in the wrong direction. It may cause damage to the module or slot, or cause the circuit board to catch fire.

- Use a screwdriver that matches the size of the screws.

- Do not remove or loosen screws that are not specified to be removed.

1.2. Parts and Tools Needed

- Phillips head screwdriver

2. Installation Guide

2.1. Removing the Cover

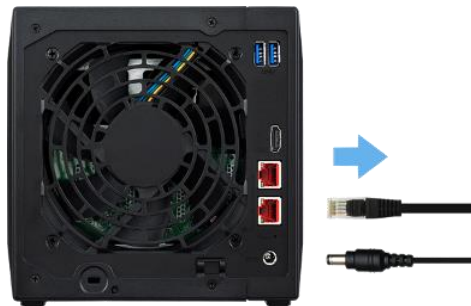● Shutdown the NAS by selecting **[Shut down]** from the ADM User Menu.

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

AS5402T   **AS5404T**

- Use a screwdriver to loosen the three screws found on the rear of the NAS as shown in the illustration.

AS5402T   **AS5404T**

- Grip the cover from both sides with two hands and then gently push it back to remove it from the chassis.

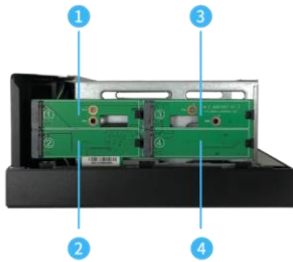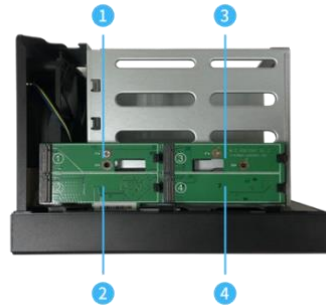*AS5402T*

AS5404T

2.2. Installing M.2 SSD Drives

- For the best possible experience, install SSDs in the order as shown in the pictures below.

  AS5402T   **AS5404T**

- Insert M.2 SSD at an angle, align the notch with the connector and insert the M.2 drive. Ensure M.2 SSD is fully inserted, hold plastic lever and press down on the M.2 SSD until it clips into the slot.
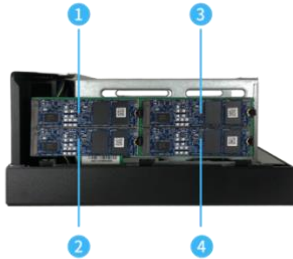
  AS5402T

  AS5404T
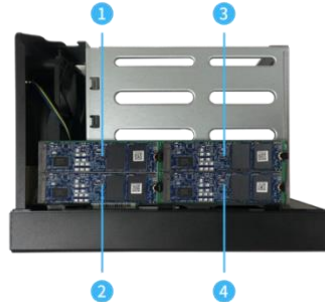
● Repeat the process for all other M.2 SSDs.

AS5402T   AS5404T

2.3. Replacing the Cover

● Replace the cover and tighten the three screws that were removed previously.

AS5402T   AS5404T

● Reconnect all cables including the power cord and then start up the NAS.

AS5402T   AS5404T

3. Appendix

3.1. Troubleshooting

Q: After installing new M.2 SSD Drive my NAS won't start. What's wrong?

A: Please follow the steps below to resolve this issue:

1. Check if the LED indicators and system buzzer display panel are operating normally.

2. If your NAS is unable to recognize the new M.2 SSD Drive or cannot be started up properly, please check that you have used M.2 SSD Drive that is compatible with the system. Also, please reinstall the M.2 SSD Drive in order to confirm that it has been installed properly.

3. If your NAS still does not operate normally, please remove the newly installed M.2 SSD Drive module, and then restart the NAS to see if it is able to operate normally.

4. If the previous steps have not solved your problem, please contact your local dealer or ASUSTOR customer service.

3.2. Contact ASUSTOR Technical Support

Contact us:

1. Online Support Form: https://member.asustor.com/

2. ASUSTOR Online Community: http://forum.asustor.com/