

Questions & Answers for items NCB3AS,NCB3AST,NCB3AHT

Question 1:My device couldn't be detected via NetTools,how to solve the issue?

Answer:Please check the connections of Ethernet and all hardwares if all are ready.

If yes,please reset the device with holding the reset button about 10 seconds after turning the case on.

1.1 When holding the reset button,the LED near the reset button will light

1.2 Remove finger after LED go out

1.3 Then the LED will glitter,that means reset been finished successfully

Question 2:My company use static IP,how to search and enter into setting page

Answer:If company use static IP,this device will not automatically add to network,have to connect device to Ethernet first,and then run NetTool to search and get device's IP 192.168.16.1,at last change IP to the range of network available,after it, you may enter into setting page.

Question 3:My company use DHCP,how to enter into setting page

Answer:When using DHCP,the device will automatically get IP from DHCP server,searching via NetTool,and then click 'Access via web' to enter into setting page

Question 4:How to add device SMB to different Workgroup

Answer:Get into Web about LAN setting option,and change workgroup name to new one is ok

Question 5:I want device to work as FTP server,how to set up IP?

Answer:If device work as FTP server which can be visited via Internet,you have to change IP to static IP,and then map WAN IP and LAN IP

Question 6:When I use NTP to automatically get time,sometimes it's okay,sometimes it fail

Answer:Because NTP get date and time from server 'time.windows.com',sometimes Network or website reason can't get right time and date,we suggest you to set time and date by hand.

Question 7:When I upload file using FTP,the property come out sometimes,or some files uploaded change to unrecognizable code,why?

Answer:This issue caused by different language,please change the language to local language,currentlly,only Chinese simplified,Chinese Traditional,Engliach are available.

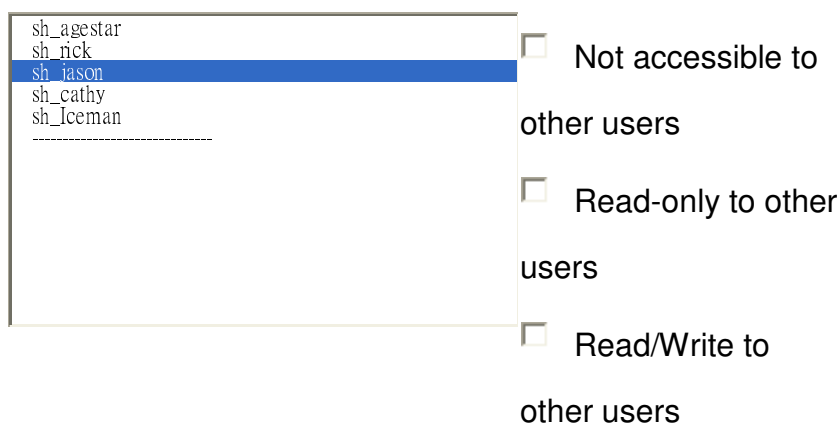
Question 8:I can get into setting page of device,and find HDD installed,but can't establish new users and share folds.how to solve?

Answer:Select 'Tool->Hard disk utility' to format HDD to FAT32 or XFS system file type

Question 9:How to set up the properties.

Answer:The device offer three perperties below.

Properties:



Question 10:How to use UPNP AV Server

Answer:UPNP is a protocol,use for intelligent consumer electronics,please enable UPNP AV server and select folder,then put medial files into this folder,UPNP AV Player can select files to play.

Question 11:Why is slow to BT download,how to improve?

Answer:BT donload is mutual software,your device is a download site,and also a upload server,If you don't share file to others,you can't get file from others,therefore,you need to open TCP or UDP port 10000~65535,the best way is to map as DMZ host.

Besides,the quantity of seed will decide the speed of download,and also have to check firewall and network too.

Question 12:Can you describe how to set up FTP server and apply for DDNS.

Answer:The detailed process please refer to user manual “FTP Server”,where have given description how to set up.

Question 13:I want to update Firmware,can I get new information?

Answer:Sure,but there're big risk ,If suddenly power off,or network disconnection when updating will cause the device no longer work.

Question 14:The device get IP assigned by Router,SMB server is not any problems,However,visit LAN using FTP,the speed is so slow,why?

Answer:Some low cost Routs not permit to visit LAN via FTP,the high quality Routers haven't this problem yet.