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> [QNAP TR-002-A-US 2 Bay USB Type-C Direct Attached Storage \(DAS\) Instruction Manual](#)

## QNAP TR-002-A-US

# QNAP TR-002-A-US 2 Bay USB Type-C Direct Attached Storage (DAS) Instruction Manual

Model: TR-002-A-US

Brand: QNAP

## 1. INTRODUCTION

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The QNAP TR-002-A-US is a 2-bay USB 3.2 Gen 2 Direct Attached Storage (DAS) enclosure designed to expand the storage capacity of your QNAP NAS, PC, or Mac. It supports hardware RAID configurations, offering a reliable and secure solution for data storage and backup.

### Key Features:

- **Compatibility:** Works seamlessly with Windows, macOS, and Linux operating systems.
- **Versatility:** Functions as external storage or for NAS backup purposes.
- **Expansion:** Easily increases your QNAP NAS capacity.
- **Flexibility:** Accommodates up to two 2.5-inch or 3.5-inch SATA drives.
- **Advanced Options:** Supports hardware RAID 0, RAID 1, JBOD, and individual disk modes.
- **Convenience:** Includes a USB Type-C to Type-A connector cable for broad compatibility.
- **Security:** Features lockable drive bays to secure your drives.

## 2. WHAT'S IN THE BOX

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# What's in the Box



TR-002 external  
RAID enclosure



AC Adaptor



Power cord



USB Type-C to Type-A  
connector cable x 1



Drive tray keys  
x 2



USB cable clip  
x 1



Screws for 2.5-  
inch drives x 6



Screws for 3.5-  
inch drives x 8



Quick installation  
guide (QIG)

This image displays the complete contents of the QNAP TR-002-A-US packaging, showing all included accessories alongside the main enclosure.

Your QNAP TR-002-A-US package should contain the following items:

- TR-002 external RAID enclosure
- AC power adapter x 1
- Power Cord x 1
- USB Type-C to Type-A connector cable x 1
- Drive tray keys x 2
- USB cable clip x 1
- Screws for 2.5-inch drives x 6
- Screws for 3.5-inch drives x 8

## 3. SETUP

### 3.1 Drive Installation

The TR-002-A-US supports both 2.5-inch and 3.5-inch SATA hard drives or SSDs. The drive bays are tool-free for 3.5-inch drives, but 2.5-inch drives require screws for secure mounting.

1. Unlock the drive bay latch and pull out the drive tray.
2. For 3.5-inch drives: Insert the drive into the tray and secure it using the side clips.

3. For 2.5-inch drives: Place the drive into the tray and secure it with the provided screws.
4. Slide the populated drive tray back into the enclosure until it clicks into place.
5. Lock the drive bay using the provided key for added security.



Front view of the QNAP TR-002-A-US enclosure, showing the two accessible drive bays.



The QNAP TR-002-A-US connected to a computer, illustrating its role in storage expansion.

### 3.2 Connecting to Your Computer

Connect the TR-002-A-US to your computer using the provided USB Type-C to Type-A cable. Ensure the power adapter is connected to the enclosure and a power outlet, then power on the device using the switch on the rear panel.

### 3.3 Hardware RAID Configuration

The TR-002-A-US supports various hardware RAID modes configured via dip switches on the rear panel.

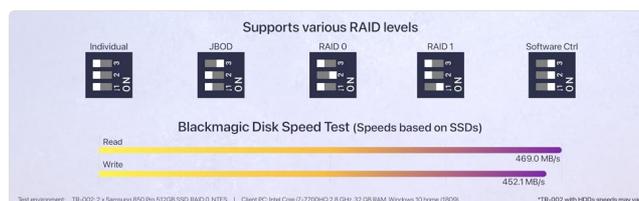
**Note: Configuring RAID will erase all data on the drives. Back up important data before proceeding.**



This image shows the rear panel of the TR-002-A-US, detailing the fan, USB Type-C port, power input, power switch, and the crucial RAID mode dip switches (labeled 1, 2, 3) and SET button.

To set the hardware RAID mode:

1. Ensure the device is powered off.
2. Locate the "MODE" dip switches (1, 2, 3) on the rear panel.
3. Adjust the switches according to the desired RAID configuration (refer to the table below or the device's quick installation guide).
4. Press and hold the "SET" button for approximately 3 seconds until you hear a beep, confirming the RAID mode is applied.
5. Power on the device.



This diagram illustrates the dip switch configurations for various RAID modes supported by the TR-002, including Individual, JBOD, RAID 0, and RAID 1.

For a visual guide on setting up the TR-002 and TR-004, including RAID configuration, please watch the official QNAP video below:

Your browser does not support the video tag.

Official QNAP video demonstrating the setup and RAID configuration for the TR-002 and TR-004 series Direct Attached Storage devices.

## 4. OPERATING

### 4.1 Disk Management Software

After setting the RAID mode, the drives will need to be formatted by your computer's operating system. You can use the built-in disk management tools:

- **Windows:** Use "Disk Management" to initialize and format the new storage volume.
- **macOS:** Use "Disk Utility" to erase and format the new storage volume.



This image displays the QNAP External RAID Manager software, which allows users to monitor disk health, view RAID configurations, and manage their TR-002 device.

## 4.2 QNAP External RAID Manager

For advanced monitoring and management of your TR-002-A-US, QNAP provides the "QNAP External RAID Manager" software. This utility allows you to:

- Set up and monitor the status of your QNAP external RAID devices.
- Receive notifications for device events and system alerts.
- Upgrade firmware on the enclosure.
- View logs and detailed disk information.

The software is available for both Windows and macOS and can be downloaded from the official QNAP website.

## 5. SPECIFICATIONS

Feature	Detail
Model Number	TR-002-A-US
Brand	QNAP
Drive Bays	2
Compatible Drive Types	3.5-inch SATA HDD, 2.5-inch SATA SSD/HDD
Hard Disk Interface	Serial ATA
Connectivity Technology	USB 3.2 Gen 2 Type-C

Feature	Detail
RAID Modes	Individual, JBOD, RAID 0, RAID 1
Digital Storage Capacity (Max)	Depends on installed drives (Diskless unit)
Media Speed (Data Transfer Rate)	937.5 to 1000 MB/s (theoretical)
Form Factor	3.5-inch (for drives)
Item Weight	2.22 Kilograms
Special Feature	LED Light, Lockable Drive Bays
Compatible Devices	Desktop, Laptop



Physical dimensions (H x W x D: 6.63 x 4.02 x 8.62 inches) and net weight (4.96 pounds) of the TR-002-A-US.

## 6. TROUBLESHOOTING

### • Device Not Recognized:

- Ensure the USB cable is securely connected to both the TR-002-A-US and your computer.
- Verify the power adapter is properly connected and the device is powered on.
- Try a different USB port or cable.
- Check your computer's Disk Management (Windows) or Disk Utility (macOS) to see if the drives are detected but uninitialized/unformatted.

### • RAID Configuration Issues:

- Ensure the dip switches are set correctly for your desired RAID mode before pressing the SET button.
- Remember that changing RAID modes will erase all data.
- If using the QNAP External RAID Manager, ensure it is the latest version.

### • Drive Failure Indication:

- The TR-002-A-US has LED indicators for each drive. If an LED indicates a drive failure, replace the faulty drive immediately.

- If configured in RAID 1, the system will automatically rebuild the array with the new drive.
  - Consult the QNAP External RAID Manager for detailed drive health status.
- **Slow Performance:**
    - Ensure you are using a USB 3.2 Gen 2 compatible port and cable on your computer for optimal speeds.
    - Check drive health and fragmentation.

## 7. WARRANTY AND SUPPORT

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The QNAP TR-002-A-US comes with a **2-year warranty**. For detailed warranty terms and conditions, please refer to the warranty card included in your package or visit the official QNAP website.

For technical support, driver downloads, and additional resources, please visit the official QNAP support website or contact QNAP customer service.