



# **Synology VisualStation VS360HD**

**User's Guide**

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# Introduction

Thank you for purchasing Synology VisualStation. VisualStation is a live-view solution designed to supplement your Surveillance Station configuration. When paired with a Synology NAS, VisualStation allows you to accomplish the following tasks:

## Monitor Real-time Feeds with Live View

VisualStation's Live View feature allows you to monitor real-time video feeds from IP cameras that are paired with your Synology NAS, without the need to constantly run a computer. You can adjust camera feeds with PTZ (pan, tilt, and zoom) controls, or capture snapshots and save them to a USB drive. Moreover, camera feeds can be arranged in layouts and customized depending on your individual environment and surveillance needs.

For more information, please refer to "Live View" on page 6.

## Play Recordings with Timeline

The timeline feature allows you to play back recordings that were captured with IP cameras and stored on your Synology NAS, providing options to search for recordings based on camera or date. Recordings that were captured at different times or by different cameras can be watched simultaneously, allowing you to easily compare footage.

For more information, please refer to "Timeline" on page 9.

## Manage Recordings and System Logs

VisualStation allows you to manage recordings and system logs. Recording footage can be played back, downloaded to USB device, or locked to ensure important footage is not accidentally deleted.

For more information, please refer to "Recording List" on page 12, and "Log" on page 13.

### Online Resources

Click on the links to obtain Synology's online resources.

- **Knowledge Base:** [www.synology.com/knowledgebase](http://www.synology.com/knowledgebase)
- **Forum:** [forum.synology.com](http://forum.synology.com)
- **Download Center:** [www.synology.com/support/download.php](http://www.synology.com/support/download.php)
- **Technical Support:** [www.synology.com/support/support\\_form.php](http://www.synology.com/support/support_form.php)

# Getting Started with Synology VisualStation

## Setting up VisualStation

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This guide assumes that your Synology VisualStation has been connected to the local network and successfully paired with your Synology NAS running with **Surveillance Station 7.0** (or later). If you have not yet completed hardware and software setup, please refer to the Quick Installation Guide that came with your Synology VisualStation before proceeding.

## Managing Configurations with Surveillance Station

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Synology VisualStation allows you to monitor IP camera feeds without constantly running a computer. However, basic configurations must be managed from a computer with access to Surveillance Station, such as configuring IP cameras. This section explains how to manage these basic configurations.

### Accessing Surveillance Station

First, in order to manage VisualStation configurations, you must have access to Surveillance Station. To access Surveillance Station, please log into Synology DiskStation Manager (DSM) using an account belonging to the **administrators** group. Then go to **Main Menu > Surveillance Station**.

**What's DSM or Surveillance Station?** If you are curious about DSM or Surveillance Station, please refer to the Synology DiskStation User's Guide available at [www.synology.com](http://www.synology.com).

**Need more information?** Please refer to Surveillance Station Help for a detailed explanation regarding how to manage VisualStation settings with Surveillance Station. To view Help, open Surveillance Station, click the figure icon in the upper-right corner, and click **Help**.

### Editing IP Camera Settings

VisualStation can display video feeds from IP cameras on the local network. However, IP cameras must be configured with Surveillance Station first. If you wish to edit IP camera settings, open Surveillance Station and go to **IP Camera**.

### Enabling VisualStation in Add-ons

To start using VisualStation, please do the following:

- 1 Open Surveillance Station.
- 2 Go to **Add-ons > VisualStation**.
- 3 Click **Action > Run**.

### Customizing Live View Layouts

Camera feeds on the Live View page can be arranged in layouts and customized on VisualStation or from Surveillance Station. To edit live view layouts on VisualStation, please refer to "Controller Panel" on page 7. To customize or create live view layouts from Surveillance Station, please do the following:

- 1 Open Surveillance Station.
- 2 Go to **VisualStation**.
- 3 Click **Edit**.
- 4 Select **Edit Live View**.

## Editing Device and System Settings

Device information and system settings of VisualStation can be viewed and edited from Surveillance Station. To see device information and system settings, please do the following:

- 1 Open Surveillance Station.
- 2 Go to **VisualStation**.
- 3 Click **Edit**.
- 4 Select **Edit Settings**.

## Getting to Know VisualStation

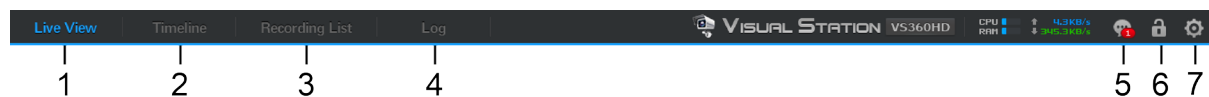
This section explains the basics of navigating and operating Synology VisualStation.

### Using a Mouse or Joystick

Once VisualStation is powered on and booted up, the VisualStation user interface appears on the HDMI or VGA display connected to it. In order to navigate and operate this user interface, you can plug a mouse or joystick into one of the USB ports located on the back panel of VisualStation.

### Navigating

At the top of the user interface, you should see a taskbar. Use this taskbar to navigate between pages. See the graphic and explanation below:



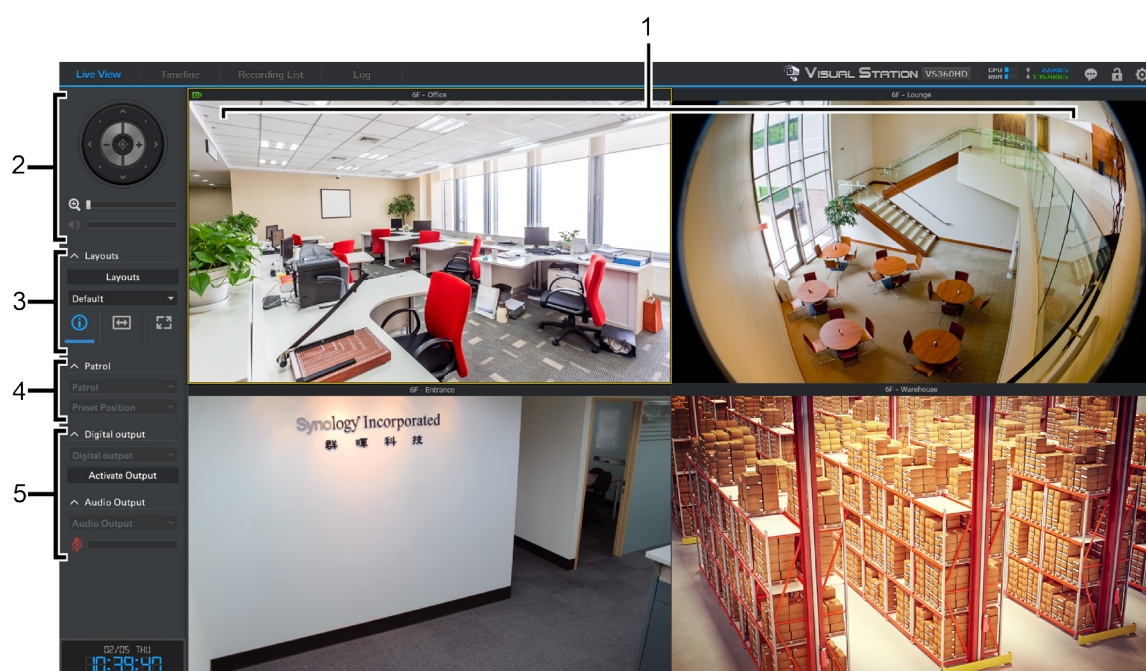
Item	Name	Function
1.	<b>Live View</b>	Go to the Live View tab.
2.	<b>Timeline</b>	Go to the Timeline tab.
3.	<b>Recording List</b>	Go to the Recording List tab.
4.	<b>Log</b>	Go to the Log tab.
5.	<b>Notifications</b>	View notifications, such as system messages, warnings, etc.
6.	<b>Lock</b>	Click to lock your VisualStation to the currently paired Synology NAS in order to prevent other NAS from pairing with it.
7.	<b>Options</b>	This menu includes the following: 1. <b>Information</b> : View system information: model name, serial number, IP address, fan status, paired server info. 2. <b>Network</b> : Edit device name and network configurations. 3. <b>Firmware</b> : Perform firmware upgrade. 4. <b>Shutdown</b> : Power off VisualStation.

# Operating VisualStation

This chapter explains how to use the main features of Synology VisualStation, including monitoring camera feeds with Live View; playing back recordings with timeline; managing recording files and system logs with Management; viewing system information and updating firmware with Options.

## Live View

On the Live View page, you can monitor real-time video feeds from IP cameras that are paired with your Synology NAS, capture snapshots, or adjust camera feeds with pan, tilt, and zoom (PTZ) controls. Camera feeds can be arranged in layouts and customized depending on your individual surveillance needs.



Item	Name	Function
1.	<b>Live View Layout</b>	Displays video feeds from IP cameras. For more details, please see “Live View Layout” below.
2.	<b>Controller Panel</b>	Operate camera feeds with PTZ controls, zooming, or audio volume. For more details, please see “Controller Panel” below.
3.	<b>Layouts Panel</b>	Edit live view layouts, or enable/disable layout related features. For more details, please see “Layout Configuration” below.
4.	<b>Patrol Panel</b>	Allows you to switch patrol settings. For more details, please see “Patrol Controls” below.
5.	<b>Device Output Panels</b>	Activate/deactivate digital output or audio output. For more details, please see “Device Output Features” below.

## Live View Layout

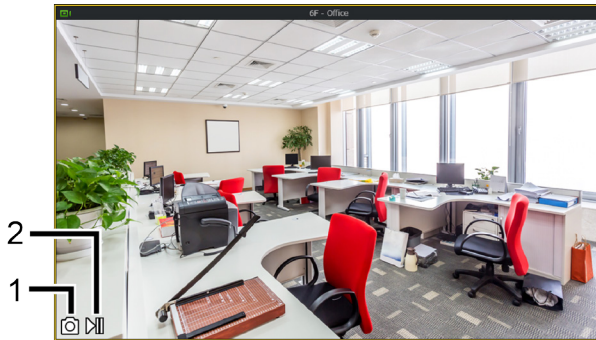
IP camera feeds are displayed here. Layout of camera feeds can be customized using Surveillance Station. For more details, please see “Customizing Live View Layouts” on page 4.

Clicking a camera feed selects it. Once a camera feed is selected, you can use controls located on the left panel

to change viewing options. The currently selected camera feed is highlighted with a yellow frame.

Double-clicking any camera feed enlarges the image of that feed. Double-clicking again returns to the normal view.

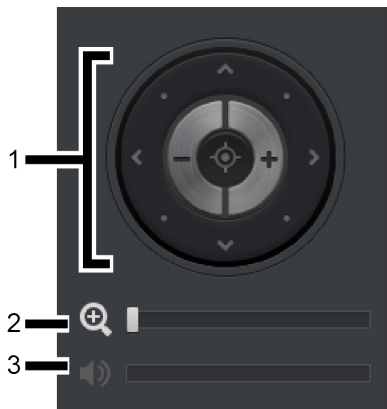
When you hover the pointer over the bottom left corner of a camera feed, you will see snapshot and pause/resume buttons, as well as other buttons according to the features supported by your cameras. For more information, please refer to Surveillance Station Help.



Item	Name	Function
1.	<b>Snapshot</b>	Saves a still snapshot of the selected camera feed. A USB drive must be connected to VisualStation in order to save snapshots.
2.	<b>Pause/Resume</b>	Pause or resume the selected camera feed.

## Controller Panel

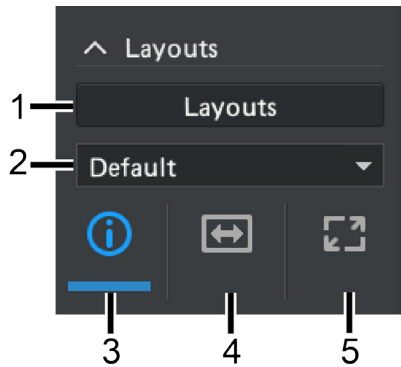
This section explains the Controller panel, which provides options to operate camera feeds on the Live View page.



Item	Name	Function
1.	<b>PTZ Controls</b>	Adjust angle and zoom of cameras that support PTZ (pan, tilt, zoom) controls. These controls are grayed out when the selected camera does not support PTZ controls.
		Arrow buttons adjust the angle of the currently selected camera.
		Home button returns the selected camera to its default position.
		Plus and minus buttons adjust the optical zoom of the selected camera.
2.	<b>Digital Zoom</b>	Drag to adjust digital zoom of the selected camera. Click the image and drag to pan.
3.	<b>Volume</b>	Drag to adjust the volume of the selected camera's audio input. This slider is grayed out when the selected camera does not support audio output.

## Layout Configuration

Layout configuration can be set on this panel. To configure VisualStation live view layouts from Surveillance Station, please see “Customizing Live View Layouts” on page 4.



Item	Name	Function
1.	<b>Layouts</b>	Create, remove, and manage layouts of VisualStation. The default layout cannot be removed.
2.	<b>Layout Switch</b>	Select an existing layout setting.
3.	<b>Information</b>	Shows the description of each camera feed.
4.	<b>Aspect Ratio</b>	View each camera feed with fixed aspect ratio.
5.	<b>Full Screen</b>	Display camera feeds layout in full screen. Right-click to exit full screen mode.

## Patrol Controls

Patrols or preset positions can be selected from the drop-down menus located on this panel. For more details, please refer to Surveillance Station Help.

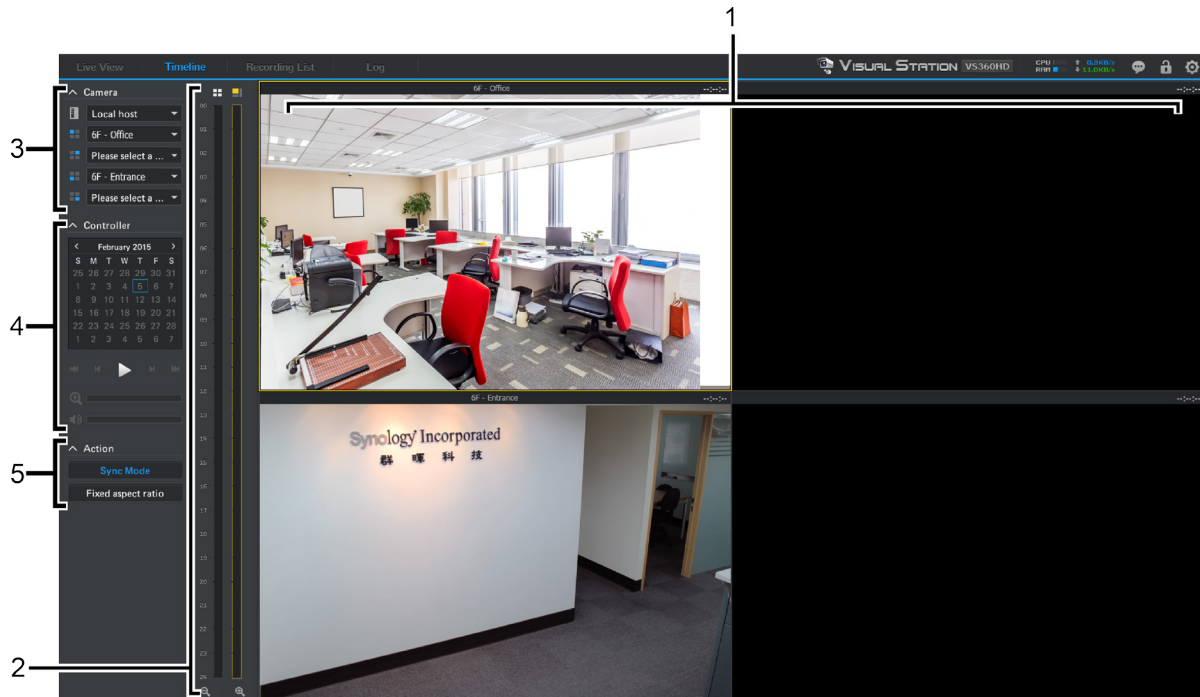
## Device Output Features

Digital output and audio output features can be switched on/off on this panel. For more details, please refer to Surveillance Station Help.



# Timeline

On the Timeline page, you can play back recordings that were captured with IP cameras and stored on your Synology NAS. Recordings can be filtered based on camera or date. In addition, footage recorded at different times or with different cameras can be watched simultaneously, allowing you to easily compare captured recordings.



Item	Name	Function
1.	<b>Recordings Viewer</b>	Video footage recorded with IP cameras is displayed here. Please see “Recording Viewer” below.
2.	<b>Timeline</b>	Search for recordings according to time captured. Please see “Timeline” below.
3.	<b>Camera Panel</b>	Play back recordings captured with specific cameras. Please see “Camera Panel” below.
4.	<b>Controller Panel</b>	Controls for recordings playback, such as play, pause, digital zoom, etc. Please see “Controller Panel” below.
5.	<b>Action Panel</b>	Enable sync mode, or fix aspect ratio. Please see “Action Panel” below.

## Recording Viewer

Recordings from IP cameras can be displayed here.

Clicking a camera feed selects it. Once a camera feed is selected, you can use controls located on the left to change viewing options. The currently selected camera feed is highlighted with a yellow frame.

Double-clicking any camera feed enlarges the image of that feed. Double-clicking again returns to the normal layout.

When you hover the pointer over the bottom left corner of a camera feed, you will see snapshot, seek, and download buttons.



Item	Name	Function
1.	<b>Snapshot</b>	Saves a still snapshot of the selected camera feed. A USB drive must be connected to VisualStation in order to save snapshots.
2.	<b>Seek</b>	Search for recordings from a specific time. After clicking the Seek button, you can enter a time, and VisualStation will begin playing back recordings captured after the selected time. <i>For example, you click seek and enter 07:00:00, but no recordings were captured until 07:15:00. In this case, recordings will start playing back from 07:15:00.</i>
3.	<b>Download</b>	Saves a copy of the currently viewed recording to a USB drive. To save recording files, you must first connect a USB drive to your VisualStation.

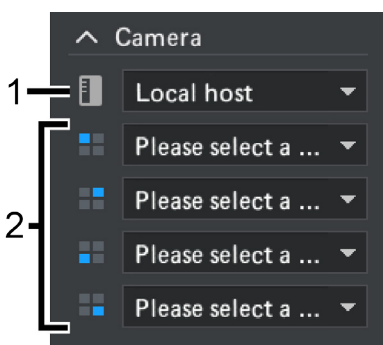
## Timeline

The timeline displays the times when recordings were captured, allowing you to quickly search for recordings captured at specific times. There are two columns, the left one representing all camera feeds, and the right one representing the currently selected camera feed.

On the timeline, clicking a specific time starts playing the first recording captured after that time. *For example, if you select Camera A and click 08:00:00, but no recordings were captured until 08:34:00, then recordings will be played back starting from 08:34:00.*

## Camera Panel

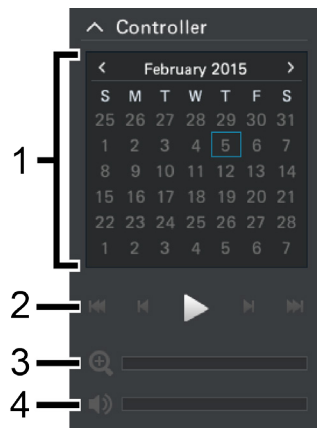
Use this panel to select cameras. Recordings captured with the selected cameras can be played back. Before playing back any recordings on the Timeline page, you must choose at least one camera.



Item	Name	Function
1.	<b>Server</b>	Select a server belonging to a CMS structure to display camera feeds from the selected server.
2.	<b>Camera</b>	Choose to play back recordings captured by specific cameras. You can select up to four cameras. Each drop-down menu corresponds to a position on the recording viewer layout and timeline.

## Controller Panel

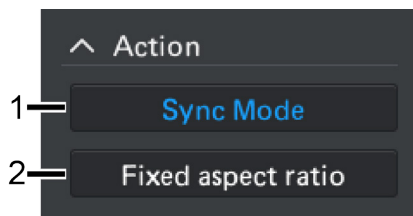
Use this panel to control the playback of selected camera feeds.



Item	Name	Function
1.	<b>Calendar</b>	Choose to play back recordings captured on specific dates. Any dates that have recordings are shown in blue.
2.	<b>Play, Fast Forward, Next</b>	Control recording playback with these buttons, including play/pause, fast forward/slow motion, next/previous, and next frame/previous frame.
3.	<b>Digital Zoom</b>	Drag to adjust digital zoom of the selected camera. Click the image and drag to pan.
4.	<b>Volume</b>	Drag to adjust the sound volume of the selected camera. This slider is grayed out when the selected camera does not support audio output.

## Action Panel

You can use these controls to perform various actions.




Item	Name	Function
1.	<b>Sync Mode</b>	Click this button to enable/disable Sync Mode. When Sync Mode is enabled, recordings captured at the same time are played back simultaneously. <i>For example, if you select 07:15:00, recordings captured by all selected cameras at 07:15:00 will be played back simultaneously.</i> When Sync Mode is disabled, you can play back and compare recordings captured at different times by selected cameras. <i>For example, you can play back recordings captured by Camera A at 07:15:00, while playing back recordings captured by Camera B at 03:45:00.</i>
2.	<b>Fix Aspect Ratio</b>	Fixes aspect ratio for each camera feed.

## Recording List

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On the **Recording List** page, you can view a list of footage recorded with IP cameras. Recording files can be played back, downloaded to USB device, or locked to ensure important recordings are not accidentally deleted.

Recordings are saved on the Synology NAS that is paired with your VisualStation. Recordings can be filtered according to camera, recording mode, start time, file size, or video format. You can define what recordings are displayed by clicking the button with filter icon and the server name (  ) on the top right corner and configuring filter criteria.

### Downloading Recordings

In order to perform backup or view recordings on another device, you might wish to download recordings. To download recordings please do the following:

- 1 Connect a USB drive to VisualStation.

**Note:** Only one USB drive can be mounted. If you plug in more than one USB drive, downloaded items will be saved to only the first USB drive that you have plugged in.

- 2 Select which recording you wish to download.
- 3 Click the **Download** button.

### Locking Recordings


Important recordings can be locked in order to ensure they are not accidentally deleted when the system wipes old files. To lock recordings please do the following:

- 1 Select which recording you wish to lock.
- 2 Go to **Lock > Lock selected**.

## Log

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On the **Log** page, you can view the information related to system and camera status, such as errors, warnings, or other messages.

You can define the information displayed on the Log page by clicking the button with filter icon and the server name (  Local host ) on the top right corner, and configuring filter criteria, such as recording type, related camera, or time.

### Downloading Logs

Log information can be downloaded to a USB drive, if you wish to perform backup. To download logs please do the following:

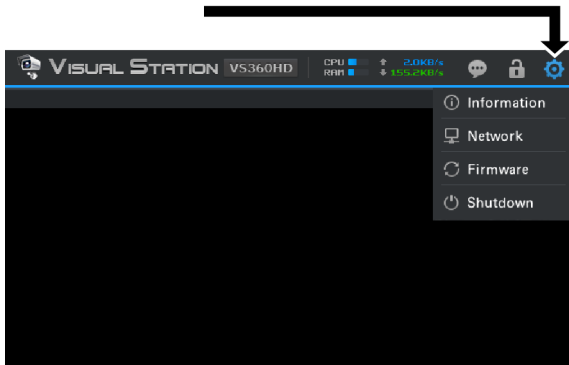
- 1 Connect a USB drive to VisualStation.

**Note:** Only one USB drive can be mounted. If you plug in more than one USB drive, downloaded items will be saved to only the first USB drive that you have plugged in.

- 2 Click the button marked **Download**.

## Options

Options, including device information, network settings, firmware upgrade, and shutdown can be accessed by clicking the gear icon located on the taskbar as illustrated below.



### Information

The information page displays device information related to your VisualStation, including model name, serial number, IP address, thermal status, as well as the device name and IP address of the paired Synology NAS.

Thermal status is indicated as follows:

Item	Light	Status
Thermal Status	Green	Normal
	Red	VisualStation STATUS LED Indicator will show a blinking orange light in the event of overheating. <b>Note:</b> VisualStation will automatically shut down once its temperature reaches 70°C (158°F).

### Network

The device name and network configurations of VisualStation can be viewed and edited on this page.

### Firmware

VisualStation firmware can be upgraded on this page. To upgrade firmware, please do the following:

- 1 Download the latest firmware update from [www.synology.com](http://www.synology.com).
- 2 Copy the firmware file to a USB drive.
- 3 Connect the USB drive to your VisualStation.
- 4 Go to Options (the gear icon).
- 5 Select **Firmware**.
- 6 Click **Scan**. The system should automatically detect the newest firmware file on the USB drive.
- 7 Click **Upgrade** to start.

When firmware upgrade is complete, VisualStation will automatically power off and restart.

### Shutdown

This option shuts down VisualStation. If this button is unavailable, VisualStation can be shut down by pressing the Power button located on the front panel of VisualStation.

# Troubleshooting

This chapter provides solutions to common issues you might encounter while using your Synology VisualStation.

## Why can't VisualStation be paired with my Synology NAS?

In order to simplify management and increase security, VisualStation can be “locked” to a Synology NAS, which keeps it from being paired with another Synology NAS. In order to pair your VisualStation with a new Synology NAS, please make sure it is “unlocked.”

To check the lock status of VisualStation, please find the lock LED indicator on the front panel and check the graph below:

Item	Light	Status
Lock LED Indicator	Off	Unlocked
	Green	Locked

### Locking or Unlocking VisualStation

If you wish to lock or unlock VisualStation, click the lock button located on the task bar. Then select the option marked **Lock me** and click **OK** to save.

## Why isn't VisualStation detected on my local network?

If you are experiencing network problems, please try the below suggestions:

- Make sure your network router is working properly. If you do not know how to change the settings of your network equipment, such as DSL or cable routers, please contact the manufacturer directly. If you are using equipment provided by an internet service provider, please call them for more details.
- Turn off or unplug all devices on your network. Make sure all lights on modems or routers are off. Wait one full minute before turning on devices again. Certain VOIP modems might have batteries. Remember to remove any batteries in order to completely turn off the modem.
- Restore default settings on your VisualStation. To restore default settings, find the Reset button located on the back panel of your VisualStation, then press and hold until you hear a beep sounds.
- Confirm network connection by connecting to Surveillance Station using a computer on the same network. If you cannot connect to the Surveillance Station, then you may need to check the settings of your Synology NAS.
- Update the firmware and drivers of all network devices, including routers or modems. Contact device manufacturers for more details.
- If your network setup includes multiple switches or routers, try to isolate the problem by connecting your VisualStation and Synology NAS to the same switch or router, or try connecting both to a different network.

## Why do I see the warning messages “Unpaired,” “Disabled,” or “Disconnected?”

Please see the graph below for an explanation of each message.

Message	Explanation
<b>Unpaired</b>	VisualStation is not paired with a Synology NAS. For instructions regarding pairing VisualStation, please see the <i>Quick Installation Guide</i> that came with your VisualStation or check Surveillance Station help.
<b>Disabled</b>	VisualStation is paired, but has been disabled through Surveillance Station. To enable VisualStation, open Surveillance Station, go to <b>VisualStation</b> , and click <b>Enable</b> .
<b>Disconnected</b>	VisualStation is disconnected from the network. Check all connections.

## Why is the frame rate of camera feeds low?

If the frame rate of camera feeds on the Live View page is lower than normal, please try the below suggestions.

- Check the bandwidth of your network equipment, such as routers or switches. You might need to upgrade your equipment in order to increase network bandwidth and handle camera video feeds.
- Lower image resolution of your cameras. To edit the resolution of cameras, please do the following:
  - 1 Open **Surveillance Station**.
  - 2 Go to **IP Camera**.
  - 3 Select a camera from the list.
  - 4 Click **Edit**.
  - 5 Go to **Video** tab in the **Camera Settings** page.

## Why can't I save snapshots or download recordings?

Snapshots, recordings, and system logs can be saved to a USB drive. In order to save any of these files, please make sure a USB drive is connected to your VisualStation.



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**Section 12. Disclaimer of Certain Damages.** IN NO EVENT WILL SYNOLOGY OR ITS LICENSORS BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OF OR INABILITY TO USE THE SOFTWARE OR OTHERWISE UNDER OR IN CONNECTION WITH THIS EULA OR THE SOFTWARE, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT

LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**Section 13. Limitation of Liability.** SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OF OR INABILITY TO USE THE SOFTWARE OR OTHERWISE UNDER OR IN CONNECTION WITH THIS EULA OR THE SOFTWARE IS LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES YOU MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of warranties, disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow the exclusion of implied warranties or the exclusion or limitation of certain damages. To the extent that those laws apply to this EULA, the exclusions and limitations set forth above may not apply to you.

**Section 14. Export Restrictions.** You acknowledge that the Software is subject to U.S. export restrictions. You agree to comply with all applicable laws and regulations that apply to the Software, including without limitation the U.S. Export Administration Regulations.

**Section 15. Termination.** Without prejudice to any other rights, Synology may terminate this EULA if you do not abide by the terms and conditions contained herein. In such event, you must cease use of the Software and destroy all copies of the Software and all of its component parts.

**Section 16. Assignment.** You may not transfer or assign your rights under this EULA to any third party, except for that pre-installed in the Products. Any such transfer or assignment in violation of the foregoing restriction will be void.

**Section 17. Applicable Law.** Unless expressly prohibited by local law, this EULA is governed by and construed in accordance with the laws of the Republic of China (R.O.C. or Taiwan) without regard to any conflict of law principles to the contrary.

**Section 18. Dispute Resolution.** Any dispute, controversy or claim arising out of or relating to this EULA will be resolved exclusively and finally by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. In such cases, the arbitration will be limited solely to the dispute between you and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. You understand that, in the absence of this provision, you would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and you expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 18. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this EULA relating to Synology's intellectual property rights.

**Section 19. Attorneys' Fees.** In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this EULA, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

**Section 20. Severability.** If any provision of this EULA is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this EULA will remain in full force and effect.

**Section 21. Entire Agreement.** This EULA sets forth the entire agreement of Synology and you with respect to the Software and the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements whether written or oral. No amendment, modification or waiver of any of the provisions of this EULA will be valid unless set forth in a written instrument signed by the party to be bound thereby.

**SYNOLOGY, INC.**  
**LIMITED PRODUCT WARRANTY**

THIS LIMITED WARRANTY ("WARRANTY") APPLIES TO THE PRODUCTS (AS DEFINED BELOW) OF SYNOLOGY, INC. AND ITS AFFILIATES, INCLUDING SYNOLOGY AMERICA CORP, (COLLECTIVELY, "SYNOLOGY"). YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS OF THIS WARRANTY BY OPENING THE PACKAGE CONTAINING AND/OR USING THE PRODUCT. IF YOU DO NOT AGREE TO THE TERMS OF THIS WARRANTY, DO NOT USE THE PRODUCT. INSTEAD, YOU MAY RETURN THE PRODUCT TO THE RESELLER WHERE YOU PURCHASED IT FOR A REFUND IN ACCORDANCE WITH THE RESELLER'S APPLICABLE RETURN POLICY.

**Section 1. Definitions.** (a) "New Product", including: (1) "Category I Product" means Synology product models RS810+, RS810RP+, RX410, all DS/RS NAS models with the XS+/XS suffix (except RS3413xs+) in or after 13-series, all DX/RX expansion units with 12 drive bays in or after 13-series, E10G15-F1, ECC RAM Module Kit (4GB/8GB/16GB), and DDR3 RAM Module (4GB). (2) "Category II Product" means Synology product models RS3413xs+, RS3412xs, RS3412RPxs, RS3411xs, RS3411RPxs, RS2211+, RS2211RP+, RS411, RS409RP+, RS409+, RS409, RS408-RP, RS408, RS407, DS3612xs, DS3611xs, DS2411+, DS1511+, DS1010+, DS710+, DS509+, DS508, EDS14, RX1211, RX1211RP, RX4, DX1211, DX510, DX5, VS360HD, VS240HD, DDR2/DDR3 RAM Module (1GB/2GB), and ECC RAM Module (2GB). (3) "Category III Product" means Synology product models that apply with the following requirements: all DS NAS models without the XS+/XS suffix and with 5 and more drive bays in or after 12-series, all RS NAS models without the XS+/XS suffix in or after 12-series, and all DX/RX expansion units with 4 or 5 drive bays in or after 12-series. (4) "Category IV Product" means all other Synology product models purchased by Customer after March 1, 2008. (5) "Category V Product" means all other Synology product models purchased by Customer before February 29, 2008. (b) "Refurbished Product" means all Synology products which have been refurbished and sold directly by Synology through Online Store, not including those sold by an authorized Synology distributor or reseller. (c) "Customer" means the original person or entity purchasing the Product from Synology or an authorized Synology distributor or reseller. (d) "Online Store" means an online shop operated by Synology or Synology's affiliate. (e) "Product" means a New Product or a Refurbished Product and any hardware incorporated into the Product by Synology and any accompanying documentation. (f) "Software" means the Synology proprietary software that accompanies the Product when purchased by Customer, is downloaded by Customer at the Web Site, or is pre-installed on the Product by Synology, and includes any firmware, associated media, images, animations, video, audio, text and applets incorporated into the software or Product and any updates or upgrades to such software. (g) "Warranty Period" means the period commencing on the date the Product is purchased by Customer and ending (1) five years after such date for Category I Products; (2) three years after such date for Category II & III Products; or (3) two years after such date for Category IV Products; or (4) one year after such date for Category V Products; or (5) 90 days after such date for Refurbished Products, except for those sold as "as is" or with "no warranty" on Online Store. (h) "Web Site" means the Synology web site located at [www.synology.com](http://www.synology.com).

**Section 2. Limited Warranty and Remedies**

**2.1 Limited Warranty.** Subject to Section 2.6, Synology warrants to Customer that each Product (a) will be free of material defects in workmanship and (b) under normal use will perform substantially in accordance with Synology's published specifications for the Product during the Warranty Period. Synology warrants the Software as set forth in the accompanying end user license agreement provided with the Product, if any. Synology provides no warranty to Refurbished Product sold as "as is" or with "no warranty" on Online Store.

**2.2 Exclusive Remedy.** If Customer gives notice of noncompliance with any of the warranties set forth in Section 2.1 within the applicable Warranty Period in the manner set forth below, then, upon verification of the noncompliance by Synology, Synology will, at Synology's option: (a) use commercially reasonable efforts to repair the Product, or (b) replace the noncomplying Product or part thereof upon return of the complete Product in accordance with Section 2.3. The foregoing sets forth Synology's entire liability and Customer's sole and exclusive remedy for any breach of warranty under Section 2.1 or any other defect or deficiency in the Product. Customer will reasonably assist Synology to diagnose and validate any nonconformity with the Product. The warranty set forth in Section 2.1 does not include: (1) any warranty relating to the Software; (2) physical installation or removal of the Product from Customer's site; (3) visits to Customer's site; (4) labor necessary to effect repairs or replace defective parts other than during Synology's or its contracted service providers' normal local business hours, exclusive of weekends and service providers' holidays; (5) any work with any third party equipment or software; (6) any warranty of the hard disk if installed by Customer or any other third party; or (7) any warranty of compatibility with the hard disk.

**2.3 Return.** Any Product returned by Customer under Section 2.2 must be assigned a Return Merchandise Authorization ("RMA") number by Synology before shipment and must be returned in accordance with Synology's then current RMA procedures. Customer may contact any authorized Synology distributor or reseller or Synology Support to obtain assistance in obtaining an RMA, and must provide proof of purchase and product serial number when asking for such assistance. For warranty claims, Customer must return the complete Product to Synology in accordance with this Section 2.3 to be eligible for coverage under this Warranty. Any Product returned without an RMA number, or any Product that has been disassembled (except under the direction of Synology) will be refused and returned to Customer at Customer's expense. Any Product that has been assigned a RMA number must be returned in the same condition as it was received from Synology to the address designated by Synology, freight pre-paid, in packaging sufficient to protect the contents thereof and with the RMA number prominently displayed on the outside of the box. Customer is responsible for insurance and risk of loss with respect to returned items until they are properly received by Synology. A Product issued a RMA number must be returned within fifteen (15) days after issuance of the applicable RMA number.

**2.4 Replacement by Synology.** If Synology elects to replace any Product under this Warranty set forth in Section 2.1, then Synology will ship a replacement Product at Synology's expense via the shipping method selected by Synology after receipt of the nonconforming Product returned in accordance with Section 2.3 and validation by Synology that the Product does not conform to the warranty. In some countries, Synology may at its own discretion apply the Synology Replacement Service to certain Products, through which Synology will ship a replacement Product to Customer before its receipt of the nonconforming Product returned by Customer ("Synology Replacement Service").

**2.5 Support.** During the Warranty Period, Synology will make available to Customer the support services. Following

the expiration of the applicable Warranty Period, support for Products may be available from Synology upon written request.

**2.6 Exclusions.** The foregoing warranties and warranty obligations do not apply to any Product that (a) has been installed or used in a manner not specified or described in the Product specifications; (b) has been repaired, modified or altered by anyone other than Synology or its agent or designee; (c) has been in any way misused, abused, or damaged; (d) has been used with items not provided by Synology other than the hardware or software for which the Product is designed; or (e) otherwise fails to conform to the Product specifications and such failure is attributable to causes not within or under Synology's control. Further, the foregoing warranties will be void if (1) Customer disassembles the Product except as authorized by Synology; (2) Customer fails to implement any correction, modification, enhancement, improvement or other update made available to Customer by Synology; or (3) Customer implements, installs or uses any correction, modification, enhancement, improvement or other update made available by any third party. The warranty set forth in Section 2.1 will terminate upon Customer's sale or transfer of the Product to a third party.

**2.7 Disclaimer of Warranties.** THE WARRANTIES, OBLIGATIONS, AND LIABILITIES OF SYNOLOGY AND THE REMEDIES OF CUSTOMER SET FORTH IN THIS WARRANTY ARE EXCLUSIVE AND IN SUBSTITUTION FOR, AND CUSTOMER HEREBY WAIVES, RELEASES AND DISCLAIMS, ALL OTHER WARRANTIES, OBLIGATIONS AND LIABILITIES OF SYNOLOGY AND ALL OTHER RIGHTS, CLAIMS AND REMEDIES OF CUSTOMER AGAINST SYNOLOGY, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO THE PRODUCT, ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES DELIVERED UNDER THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO ANY: (A) IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE; (B) IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE; (C) CLAIM OF INFRINGEMENT OR MISAPPROPRIATION; OR (D) CLAIM IN TORT (WHETHER BASED ON NEGLIGENCE, STRICT LIABILITY, PRODUCT LIABILITY OR OTHER THEORY). SYNOLOGY MAKES NO GUARANTEE AND SPECIFICALLY DISCLAIMS ANY WARRANTY THAT THE DATA OR INFORMATION STORED ON ANY SYNOLOGY PRODUCT WILL BE SECURE AND WITHOUT RISK OF DATA LOSS. SYNOLOGY RECOMMENDS THAT CUSTOMER TAKES APPROPRIATE MEASURES TO BACK UP THE DATA STORED ON THE PRODUCT. SOME STATES/JURISDICTIONS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO CUSTOMER.

### Section 3. Limitations of Liability

**3.1 Force Majeure.** Synology will not be liable for, or be considered to be in breach of or default under this Warranty on account of, any delay or failure to perform as required by this Warranty as a result of any cause or condition beyond its reasonable control (including, without limitation, any act or failure to act by Customer).

**3.2 Disclaimer of Certain Damages.** IN NO EVENT WILL SYNOLOGY OR ITS SUPPLIERS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY

ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**3.3 Limitation of Liability.** SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY IS LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES CUSTOMER MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow exclusion or limitation of certain damages. To the extent that those laws apply to the Product, the exclusions and limitations set forth above may not apply to Customer.

### Section 4. Miscellaneous

**4.1 Proprietary Rights.** The Product and any accompanying Software and documentation provided with the Product include proprietary and intellectual property rights of Synology and its third party suppliers and licensors. Synology retains and reserves all right, title, and interest in the intellectual property rights of the Product, and no title to or ownership of any intellectual property rights in or to the Product, any accompanying Software or documentation and any other goods provided under this Warranty is transferred to Customer under this Warranty. Customer will (a) comply with the terms and conditions of the Synology end user license agreement accompanying any Software furnished by Synology or an authorized Synology distributor or reseller; and (b) not attempt to reverse engineer any Product or component thereof or accompanying Software or otherwise misappropriate, circumvent or violate any of Synology's intellectual property rights.

**4.2 Assignment.** Customer will not assign any of its rights under this Warranty directly, by operation of law or otherwise, without the prior written consent of Synology.

**4.3 No Additional Terms.** Except as expressly permitted by this Warranty, neither party will be bound by, and each party specifically objects to, any term, condition or other provision that conflicts with the provisions of this Warranty that is made by the other party in any purchase order, receipt, acceptance, confirmation, correspondence or otherwise, unless each party specifically agrees to such provision in writing. Further, if this Warranty conflicts with any terms or conditions of any other agreement entered into by the parties with respect to the Product, this Warranty will prevail unless the other agreement specifically references the sections of this Warranty that it supersedes.

**4.4 Applicable Law.** Unless expressly prohibited by local law, this Warranty is governed by the laws of the State of Washington, U.S.A. without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

**4.5 Dispute Resolution.** Any dispute, controversy or claim arising out of or relating to this Warranty, the Product or services provided by Synology with respect to the Product or the relationship between Customers residing within the United States and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association, except as otherwise provided below. The arbitration will be conducted before a

single arbitrator, and will be limited solely to the dispute between Customer and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys' fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Customer understands that, in the absence of this provision, Customer would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and Customer expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 4.5. For Customers not residing within the United States, any dispute, controversy or claim described in this section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese.

The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this Warranty relating to Synology's intellectual property rights.

**4.6 Attorneys' Fees.** In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this Warranty, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

**4.7 Export Restrictions.** You acknowledge that the Product may be subject to U.S. export restrictions. You will comply with all applicable laws and regulations that apply to the Product, including without limitation the U.S. Export Administration Regulations.

**4.8 Severability.** If any provision of this Warranty is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this Warranty will remain in full force and effect.

**4.9 Entire Agreement.** This Warranty constitutes the entire agreement, and supersedes any and all prior agreements, between Synology and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.