



Quick Installation Guide

SKU# 33-004-049-RC



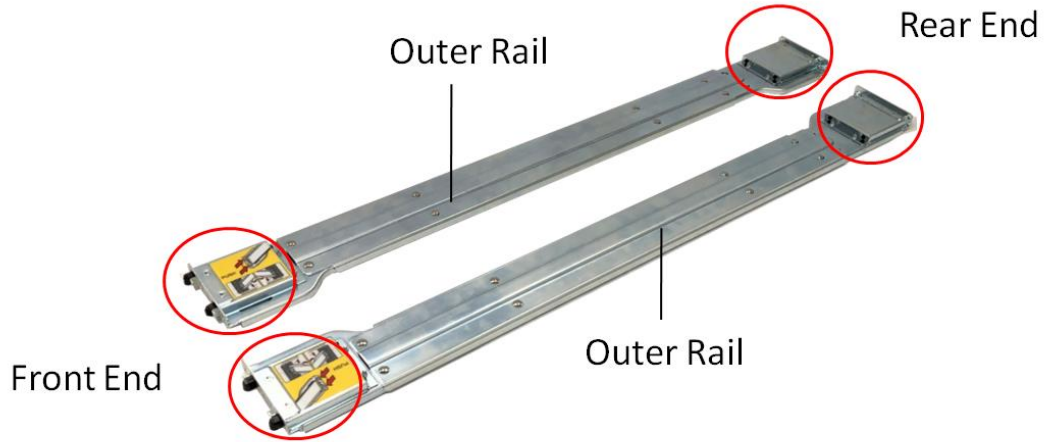
OSS
ONE STOP SYSTEMS

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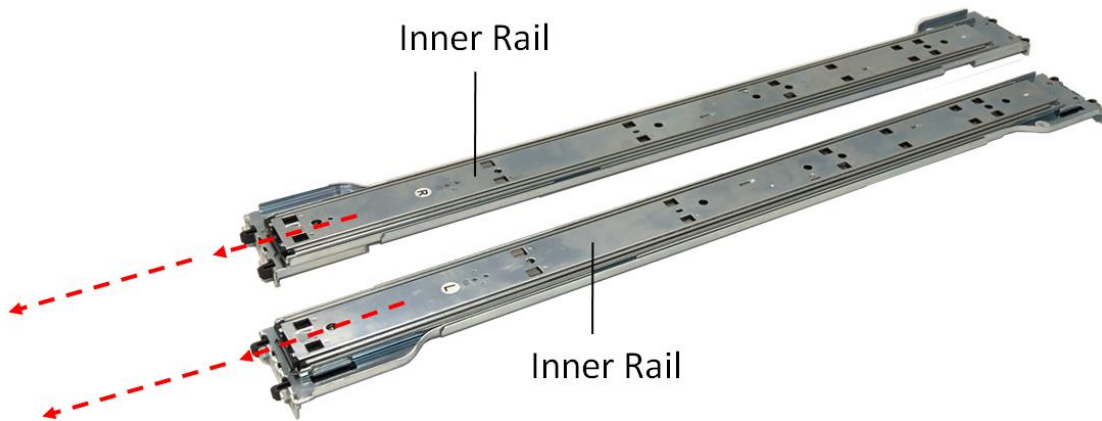
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1 Separate Inner Rails

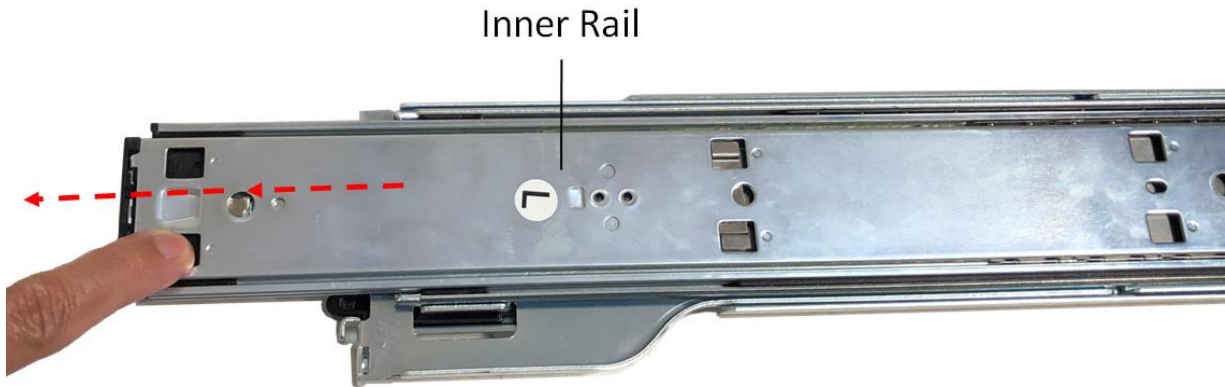
Place the two rack slide rails on a sturdy surface and separate both inner rails from the outer rails.



Locate the front-end of the rail. Extend the inner rail out.



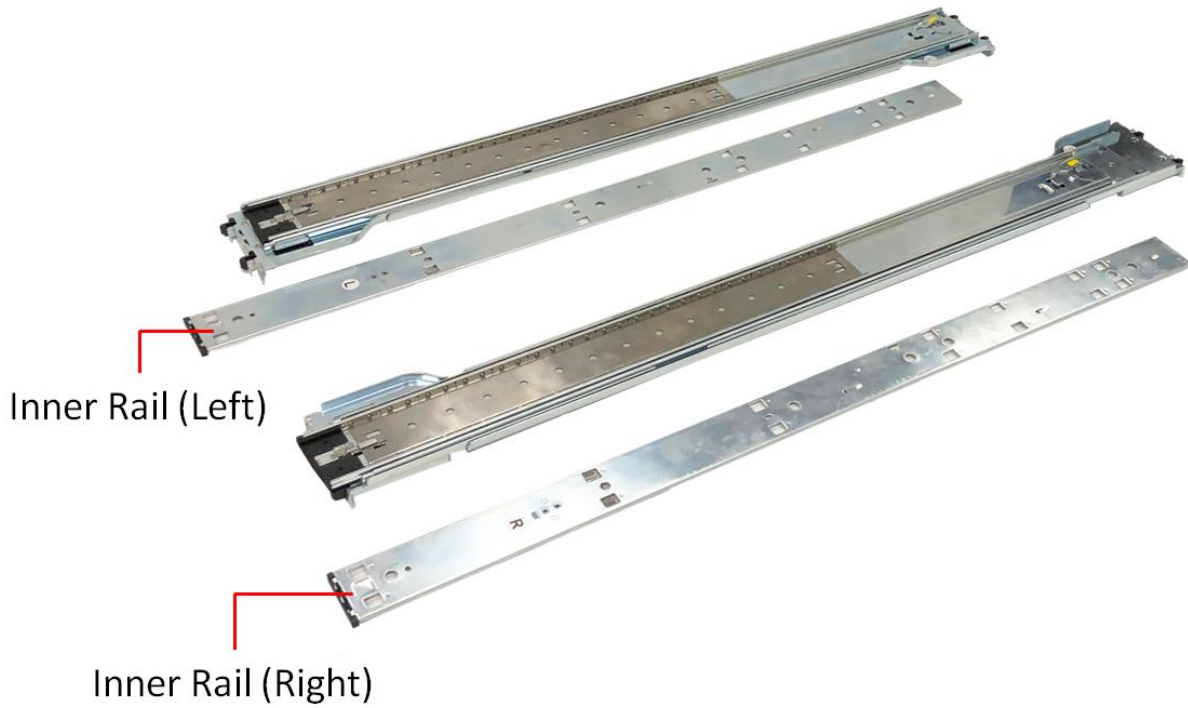
Using your index finger, hold the key-hole on the inner-rail and slowly slide the rail out.



Once the inner rail is fully extended, push down the lever and detach the inner rail from the middle rail.

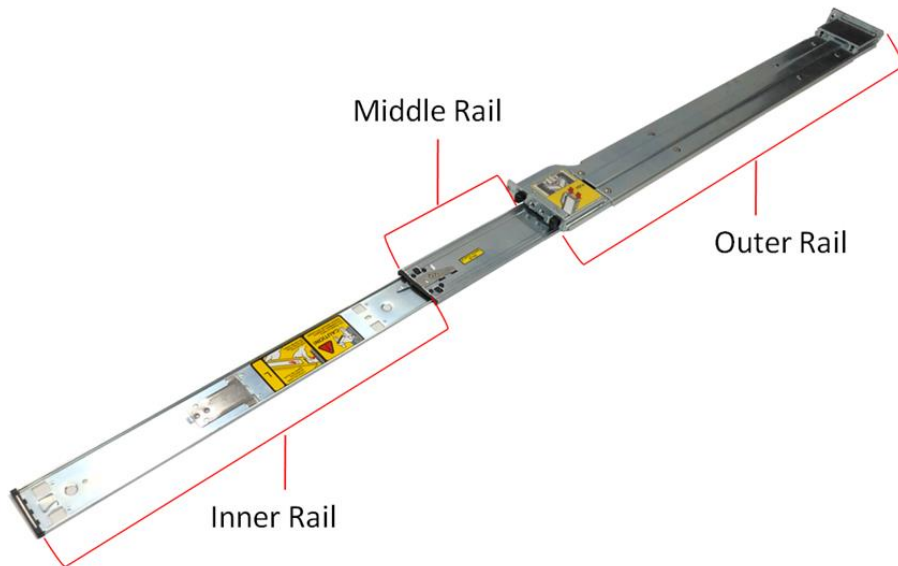


The photos below show both left and right inner rails that are fully detached from the middle & outer rails.



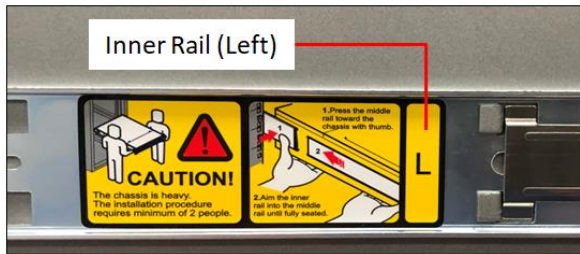
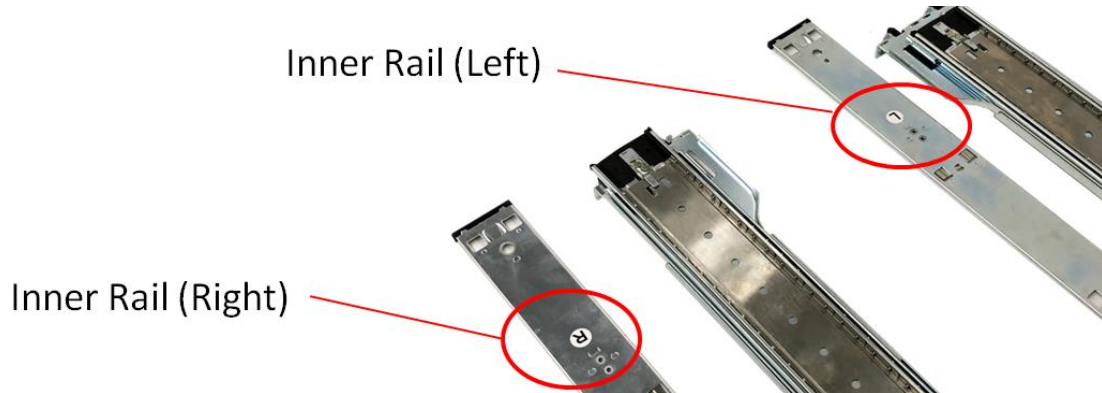
The rack slide is composed of the following rails:

1. Inner rail: This is mounted on the side panel of the 4UP unit.
2. Middle & outer rails: The middle and outer rails are mounted on to the rack cabinet.



2 Mounting the Inner Rails

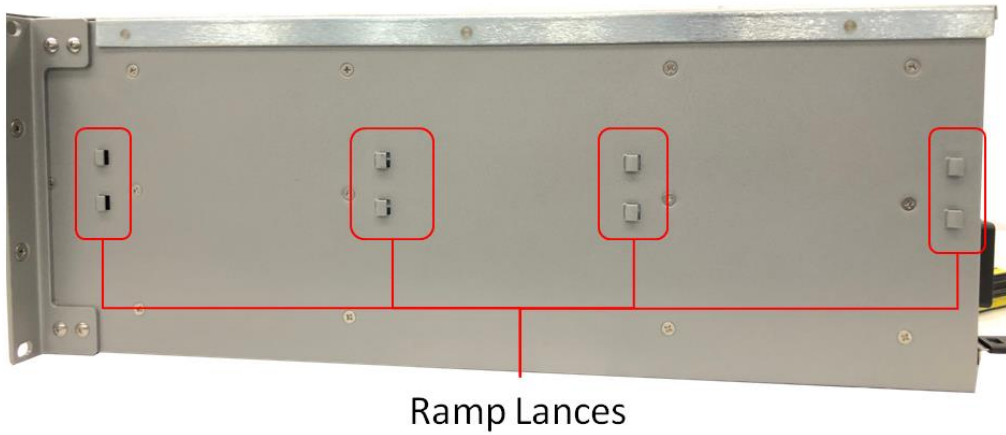
Mount each inner rail to their corresponding side panel. Locate the R (right) and L (left) rails. Each rail is labeled with L for left and R for right.



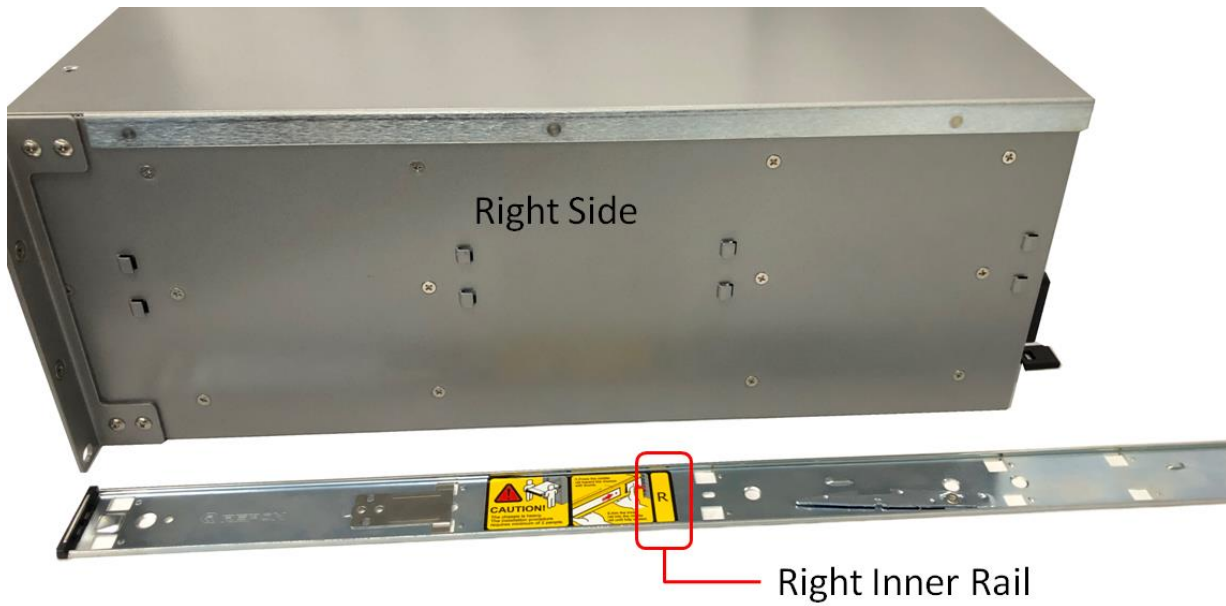
Place the correct rail to the appropriate side of the expansion unit, see photo below.



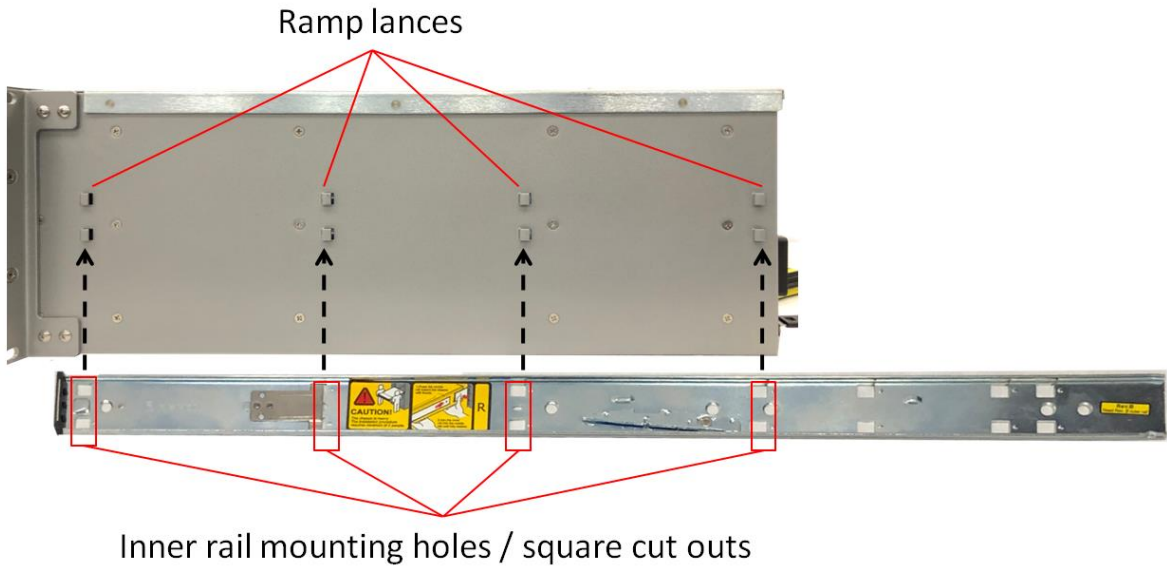
Position the 4UP chassis to its side for easy access. Each side of the unit will have four “Ramp Lances” for attaching the inner rail.



Locate the inner rail with the R or L label and place it next to the right / left side panel of the expansion unit.



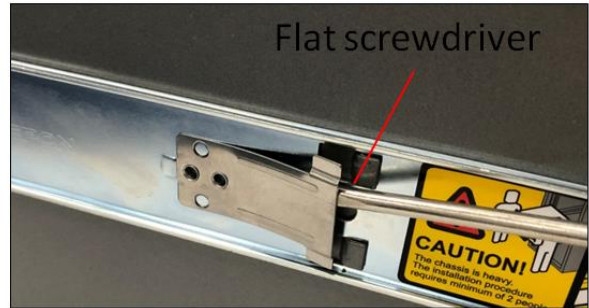
Align the inner rail mounting holes to the side panel ramp lances.



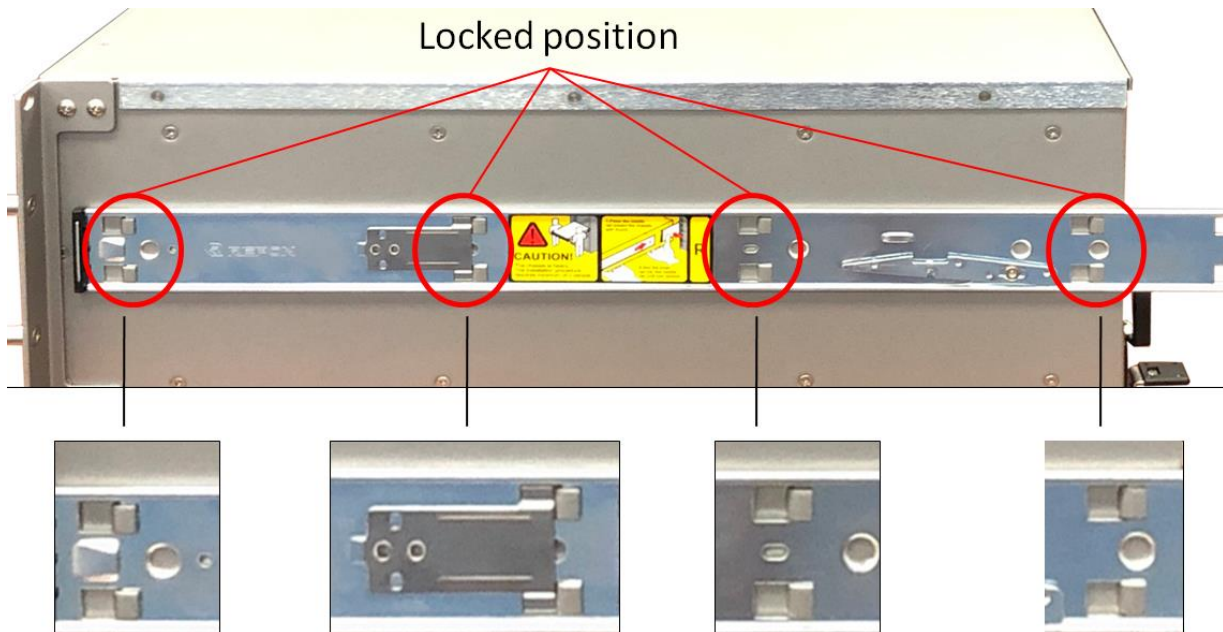
Attach or slip the inner rail piece onto the chassis ramp lances, slide and lock.



If the rail is unable to slide and lock, you can use a flat screw driver and pry out the metal locking tab while sliding the inner rail towards the front-end. See photos below for the location where to insert the flat screw driver.



Make sure the inner rail is securely latched onto the four "RAMP LANCES", see photos below.

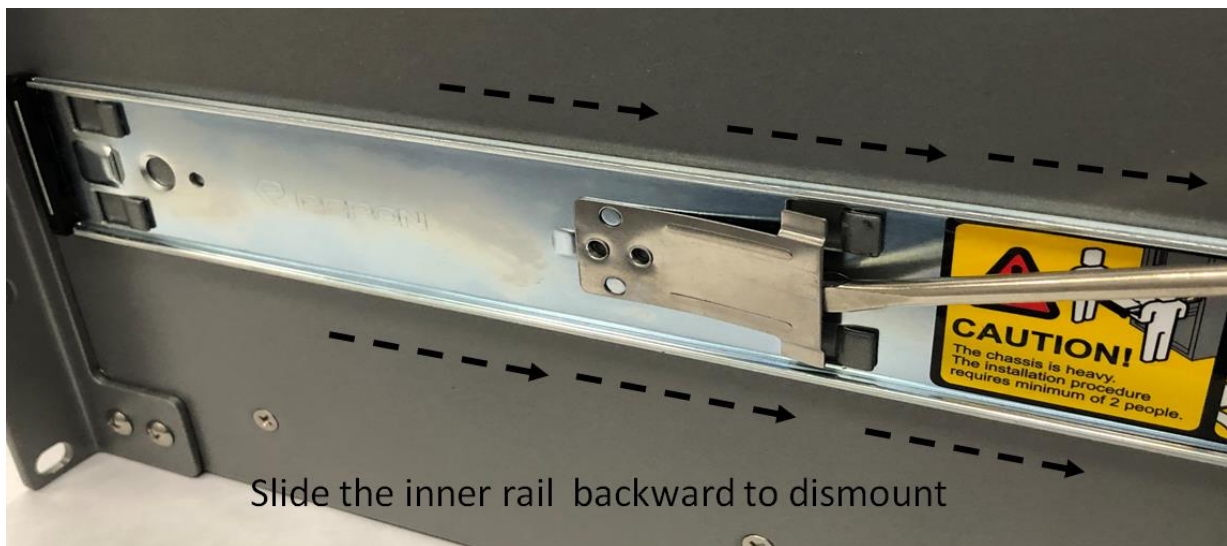


3 Dismounting the Inner Rail

Insert the flat screwdriver in between the metal locking tab and the rail, see photo below.

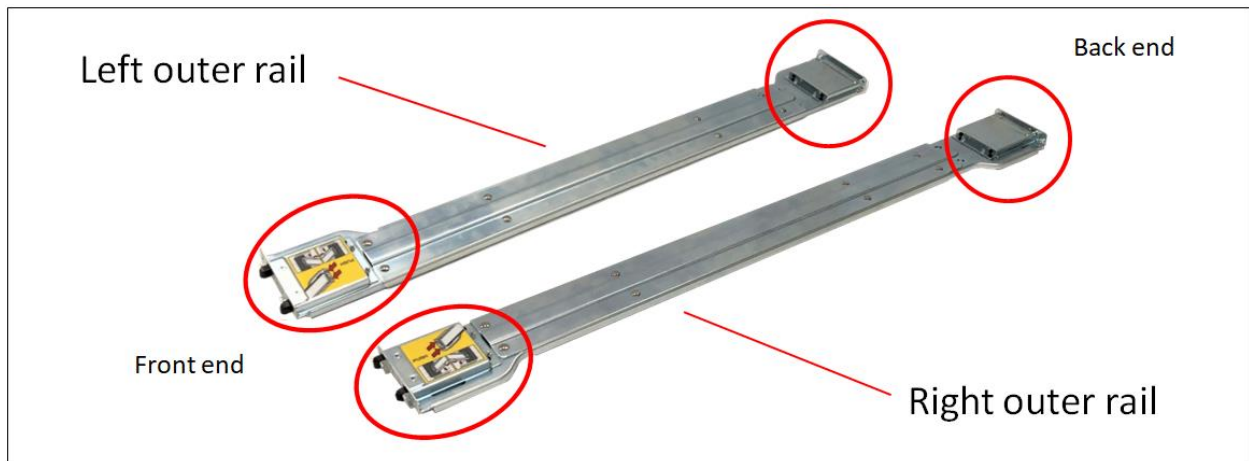


Once you have the flat screw driver inserted, pry out or lift the metal locking latch and push the inner rail outward to dismount.



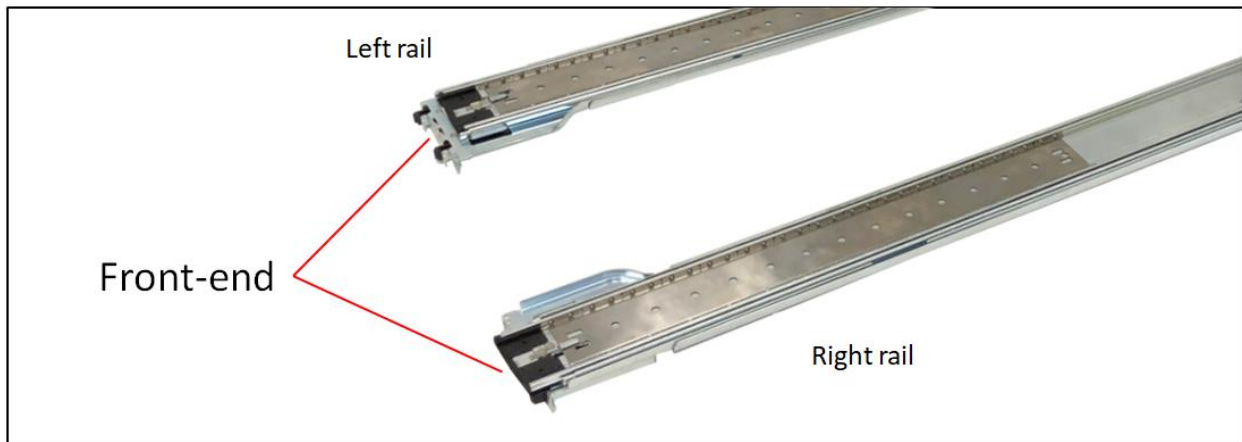
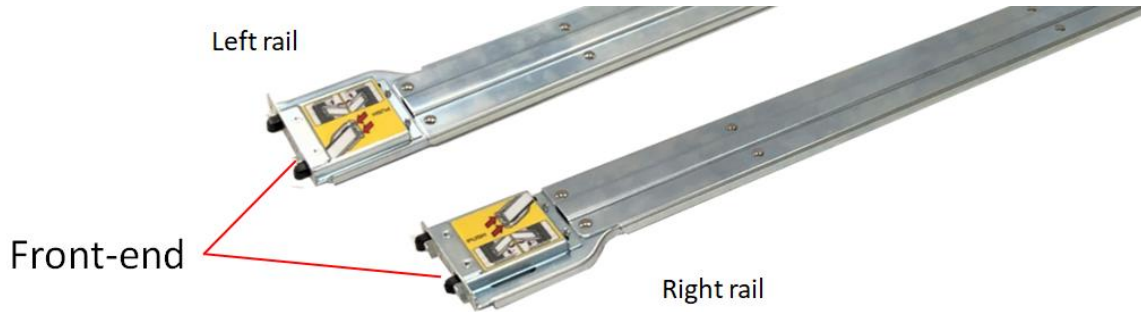
4 Mounting the Outer Rails

The outer pieces of the rail are mounted in the rack post. Use the photos below as a guide on how to identify the “Left” or and Right” outer rails and to spot the correct location of the front-end and back- end part of the rails.

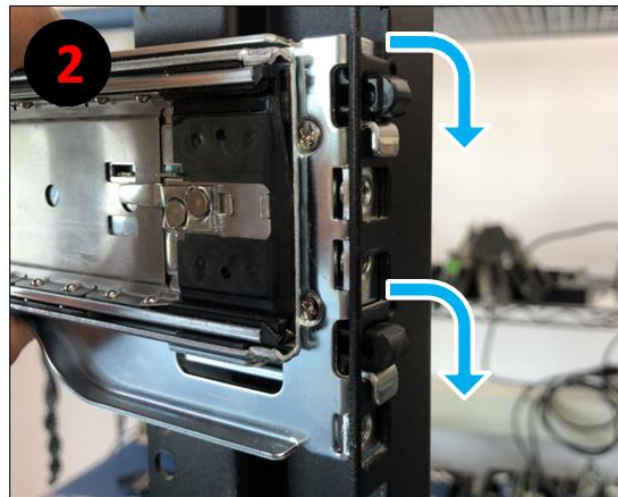
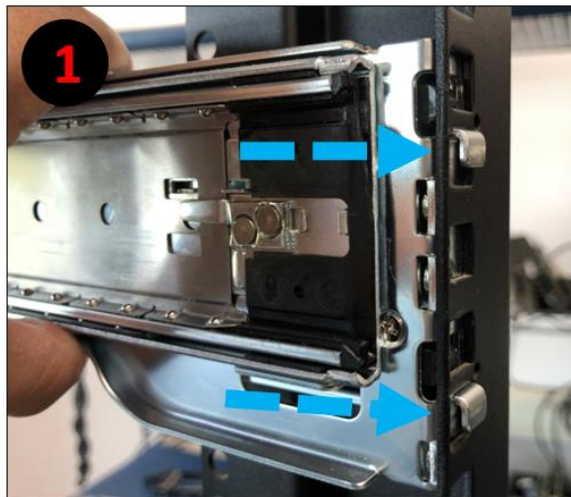


4.1 Mounting the front-end rails

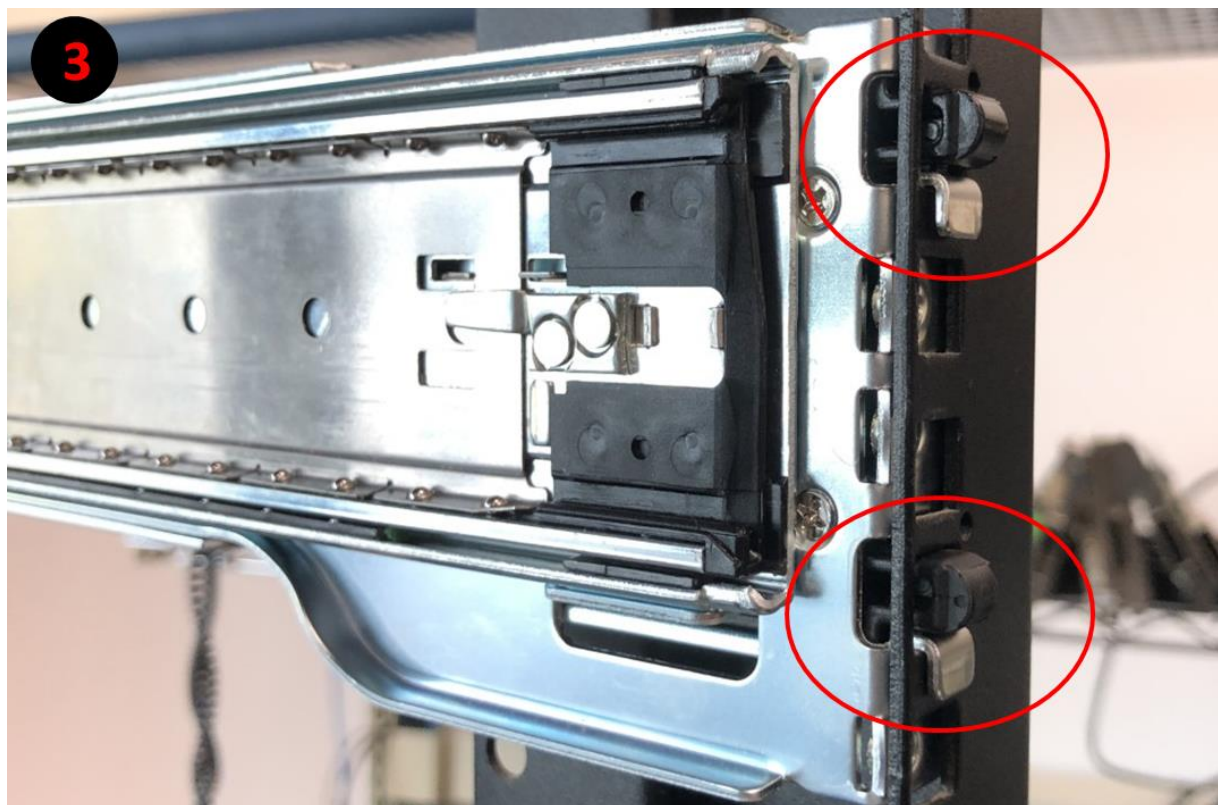
Locate the front-end of the outer rail.



Align and push the rail front guide pins into rack square hole and press it down to latch in place.

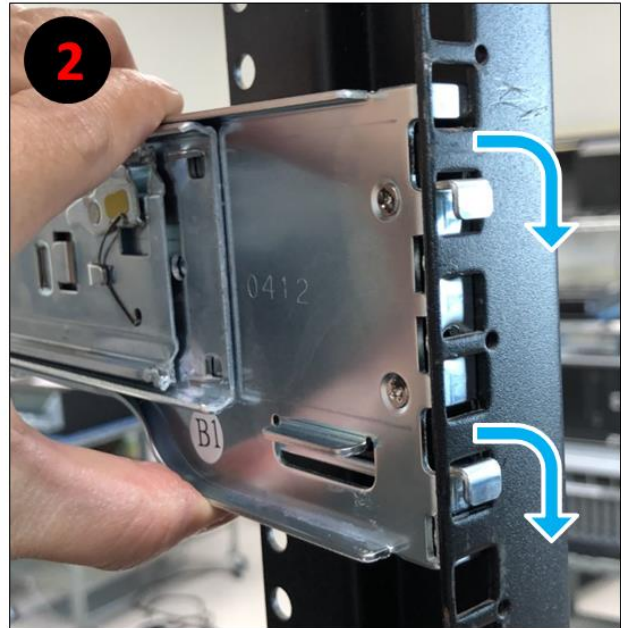
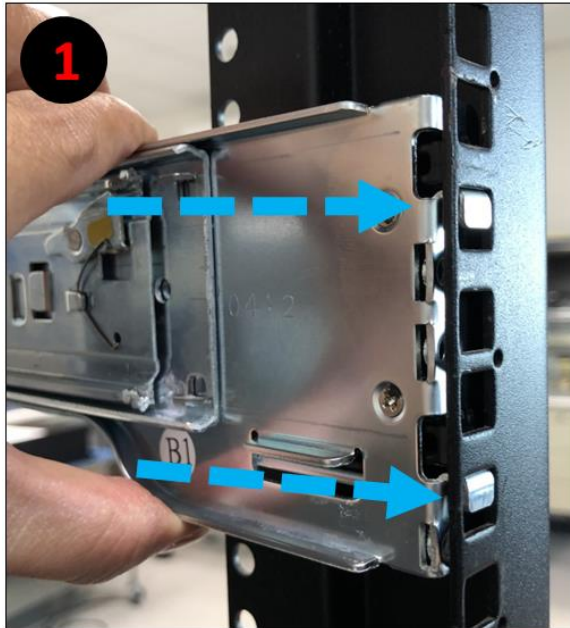


The photo below shows the front-end rail in “locked position”.

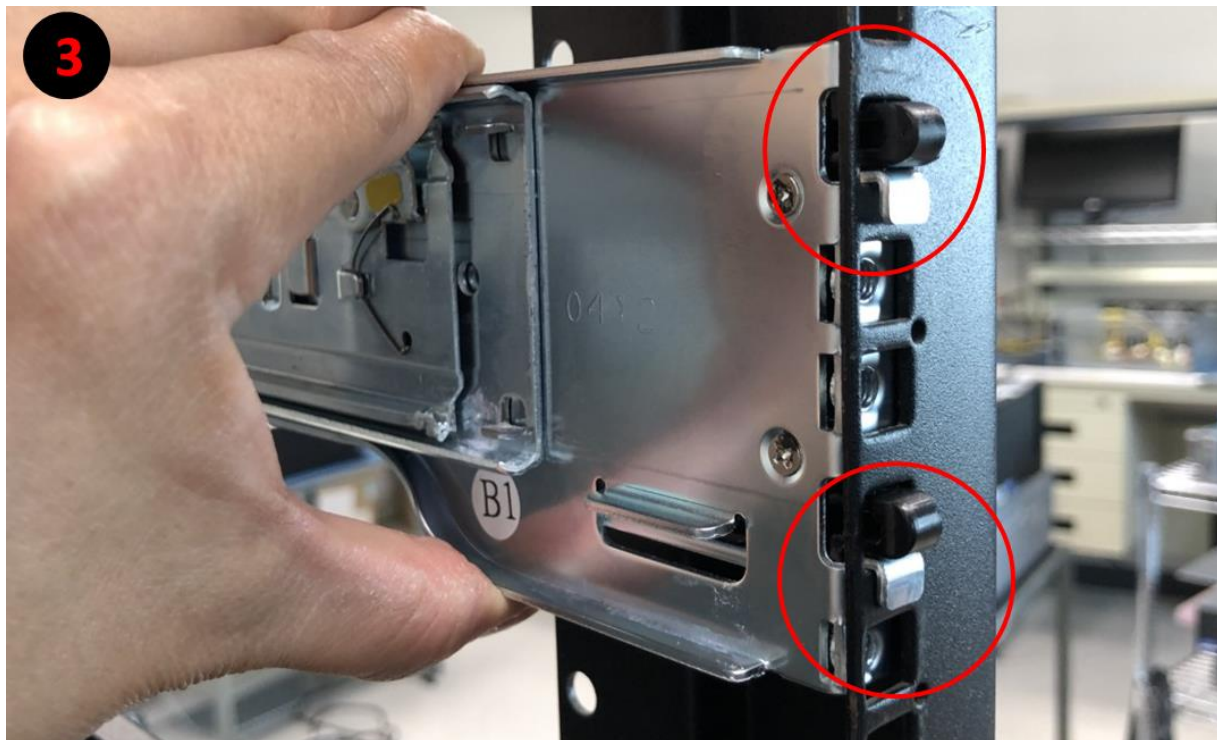


4.2 Mounting the back-end rails

Align and push the rail rear guide pins into rack square hole and press it down to latch in place.

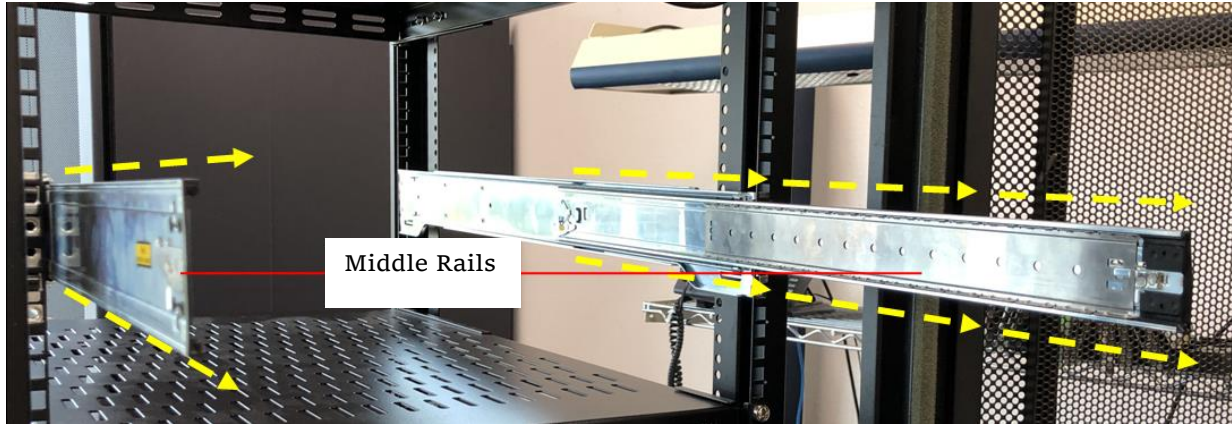


The photo below shows the back-end rail in "locked position".

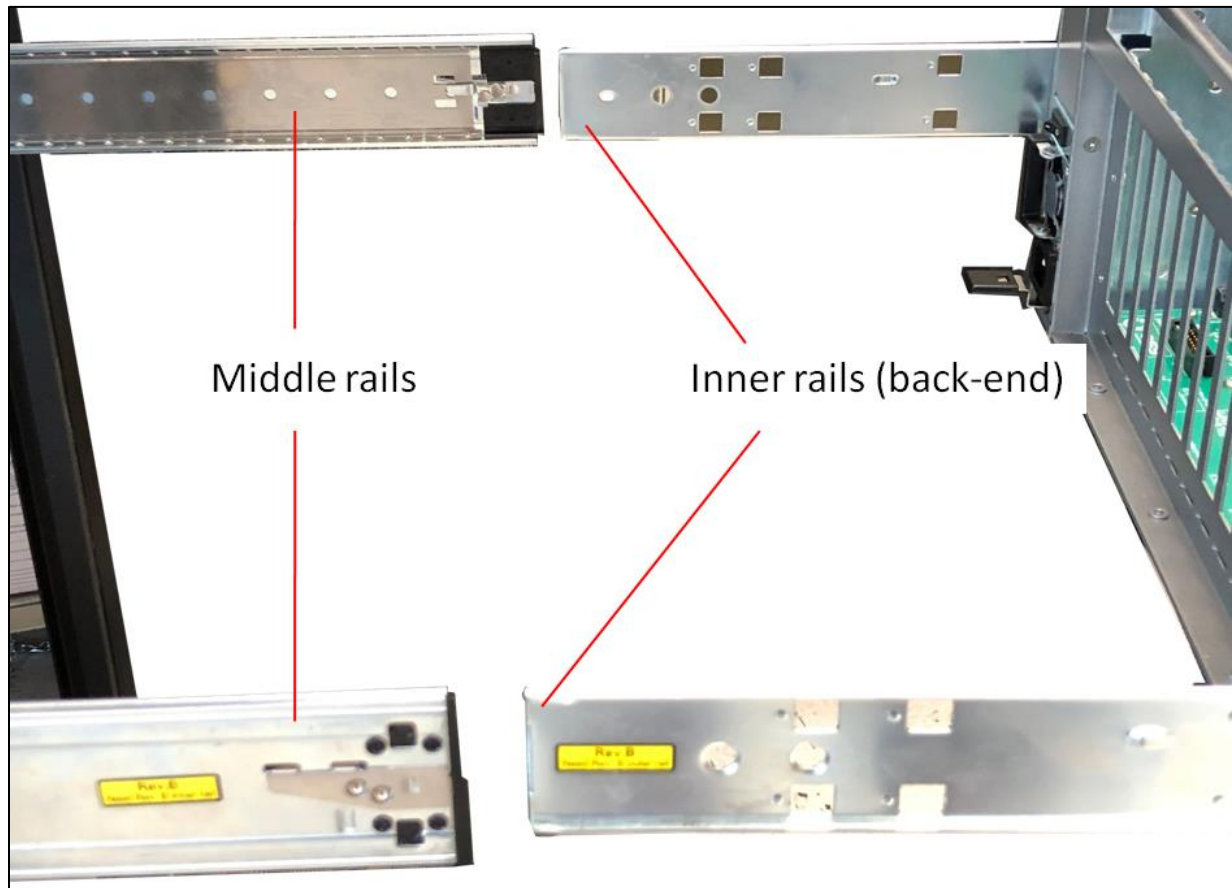


5 4UP Chassis Installation

Extend both middle rails by sliding it out from the outer rails.



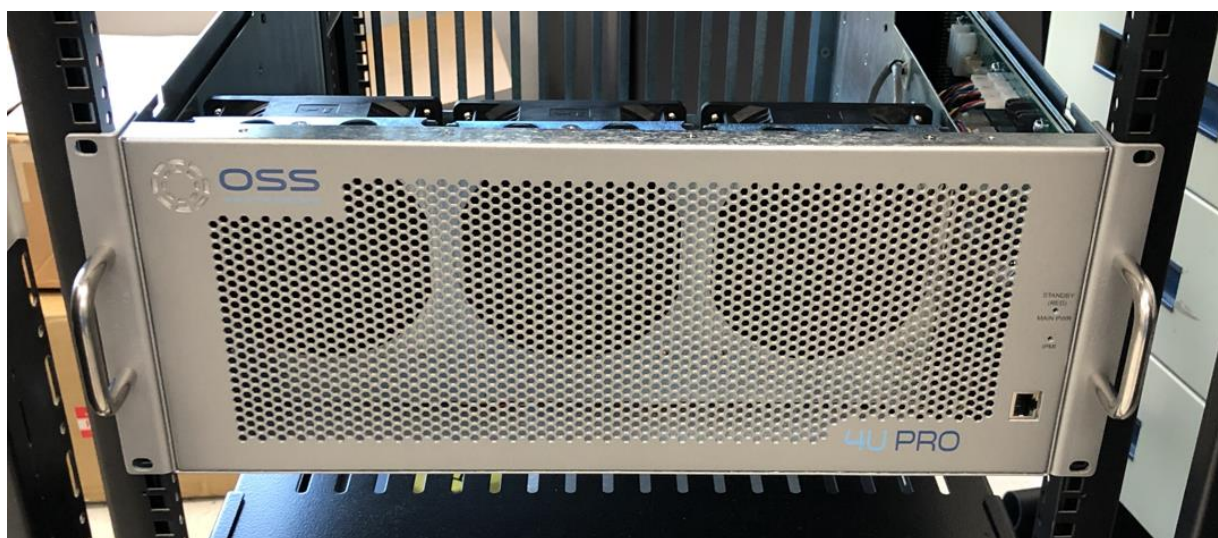
Align the back-end inner rails from the chassis to the middle rails.



Slowly push the back-end inner rail from the chassis toward the middle rails until both rails are mated properly.



Chassis enclosure / expansion unit is now mounted on the rack cabinet.



6 Contacting Technical Support

Our support department can be reached by fax at (858) 530-2733 or by phone at (858) 530-2511. Support is available Monday through Friday, 8:00 AM to 5:00 PM PT. When contacting One Stop Systems Technical Support, please be sure to include the following information:

- | | |
|------------------|--|
| 1) Name | 7) Serial Number |
| 2) Company Name | 8) Computer Make |
| 3) Phone Number | 9) Computer Model |
| 4) Fax Number | 10) Operating System and Version |
| 5) Email Address | 11) Make/Model of PCI cards in expansion chassis |
| 6) Model Number | 12) Detailed description of the problem |

You can also visit our web site at: <https://www.onestopsystems.com/support-o>

To submit a support ticket or case, use our OSS Online Support portal:

<https://onestopsystems.desk.com/customer/portal/emails/new>

For a quick response, use the Technical Support and RMA Request Form available in the Support Section of the website. Simply complete the form with all required information. Please make sure that your problem description is sufficiently detailed to help us understand your problem.

For example: Don't say "Won't boot up." Do say "Tried all the steps in the Troubleshooting Section and it still won't boot up."

For faster diagnosis of your problem, please run the two utility programs described in the following sections and include the diagnostic files they generate with your email.

7 Returning Merchandise to One Stop Systems

If factory service is required, you must contact OSS Service Representative to obtain a Return Merchandise Authorization (RMA) number. Put this number and your return address on the shipping label when you return the item(s) for service. **One Stop Systems will return any product that is not accompanied by an RMA number.** Please note that One Stop Systems WILL NOT accept COD packages, so be sure to return the product freight and duties-paid.

Ship the well-packaged product to the address below:

RMA # _____
One Stop Systems
2235 Enterprise Street, Suite#110
Escondido, CA 92029
USA

It is not required, though highly recommended, that you keep the packaging from the original shipment of your One Stop Systems product. However, if you return a product to One Stop Systems for warranty repair/ replacement or take advantage of the 30-day money back guarantee, you will need to package the product in a manner similar to the manner in which it was received from our plant. One Stop Systems cannot be responsible for any physical damage to the product or component pieces of the product (such as the host or expansion interfaces for the PCIe expansion chassis) that are damaged due to inadequate packing. Physical damage sustained in such a situation will be repaired at the owner's expense in accordance with Out of Warranty Procedures. Please, protect your investment, a bit more padding in a good box will go a long way to insuring the device is returned to use in the same condition you shipped it in. Please call for an RMA number first.



2235 Enterprise Street, Suite#110, Escondido CA 92029

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