

## RACKCONV1701 / RACKCONV1901 series Rackmount LCD KVM Console

**Dated:** 12/23/2010

Dear Valued Customer,

An issue has been identified through long term field testing of LCD console models listed above. After extended use, the hinge in the center of the arm may occasionally bind while sliding the mounted console back into the rack. This issue can be simply and quickly remedied at your location with no hassle of shipping back the unit, nor the wait times incurred by doing so.

Please follow the instructions below, using the washer hardware kit included with this letter:

If you are uncomfortable performing these steps, please contact our technical support department at: 1-800-265-1844

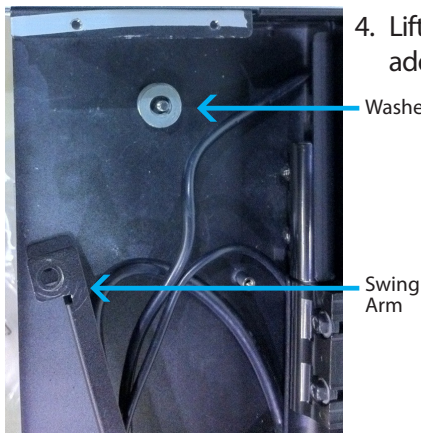
1. Disconnect power, and remove the rackmount LCD console from the rack.
2. Remove the 6 screws indicated in the photo on the rear of the unit using a standard Phillips head screwdriver, and remove the top of the case.



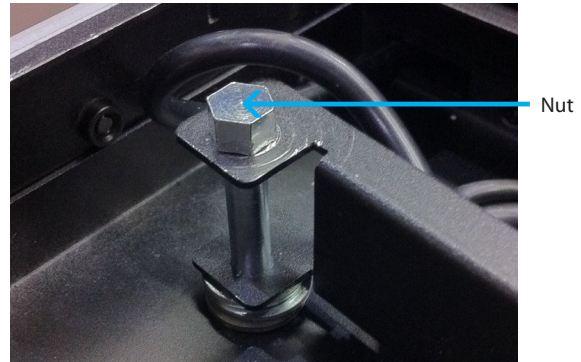
3. Unscrew the nut indicated with a wrench or socket(8mm).



4. Lift off the swing arm, and add the included washers.



5. Replace the swing arm, and screw the nut back in to place.



6. Replace the top cover, and remember to route the cable through the hole as per the photo.



7. Replace the 6 screws on the top of the unit.
8. Re-install the rackmount LCD console into the server rack or cabinet

### Tools Needed:

8mm wrench or socket  
Phillips head screwdriver