RTIST76104SS2P
User Manual

Forewords

About this manual

Thank you for using products from Other World Computing.
This manual will introduce the OWC RTIST76104SS2P product. Before using OWC RTIST76104SS2P, you are advised to read this manual first. All information contained in this manual has been carefully confirmed before printing, but the actual product specifications shall be in accordance with those at the time of delivery; any update to product specifications or relevant information may be found on ***http://www.macsales.com***, and no separate notification will be made.

Note : Other World Computing will only provide technical support and services on products purchased directly from the company. General consumers and third-party buyers who did not purchase from the company should contact their distributor or supplier directly to receive faster support and response. If you did not purchase products directly from our company, please avoid contacting our company directly because your support and response may be delayed to your satisfaction.

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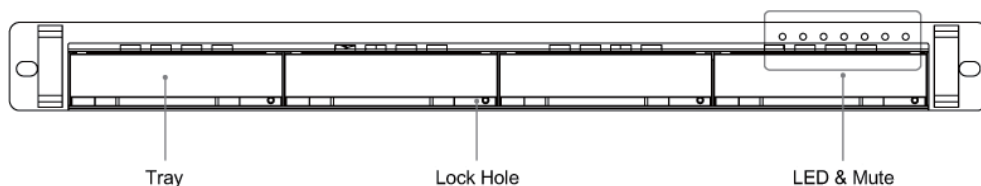I
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Chapter 1　　Installation

1.1　Accessories Check

After you open the outer package, make sure that the following accessories are contained in the package:

・RTIST76104SS2P product body
・AC Power cord
・eSATA Cable
・User Manual
・Accessories Kit

Make sure the related accessories and the product body are not damaged or missing. If you have any questions, contact the distributor or sales.
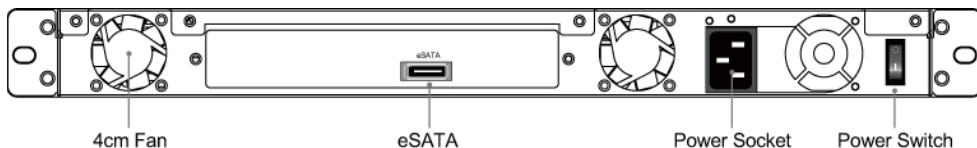
1.2　Hardware Introduction

Front View

Tray　　　　　　　　　Lock Hole　　　　　　　　LED & Mute

Status Indications of LEDs :　・When the power is turned ON, the power LED bright blue.
　　　　　　　　　　　　　　・When the data is accessed, the Access LED blinks blue.
　　　　　　　　　　　　　　・When overheat or Fan fail, the Fail LED bright red.

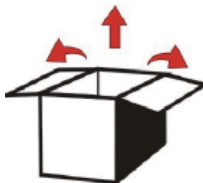When the audio alarm beeps, press the Mute button to turn off the beep.

Rear View

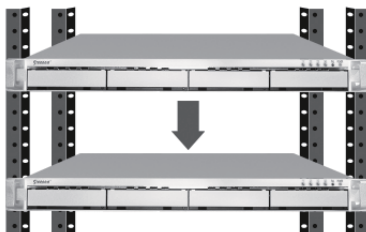4cm Fan　　　　　　　eSATA　　　　　　　Power Socket　　　Power Switch

1.3 Hardware Installation

After verifying that the product body and related accessories are not missing or damaged, please follow the following procedures to complete the hardware assembly
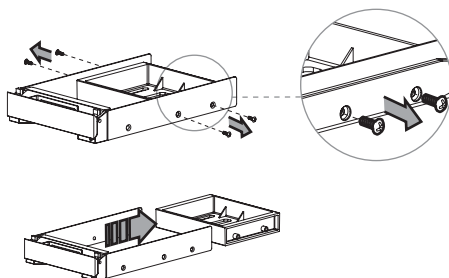
Step 1   Open the outer package and take out the product body. (Make sure the related accessories and the product body are not damaged or missing. If you have any questions, contact the distributor or sales)
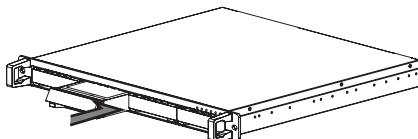
Step 2   Mount the product to the rack. Make sure that the ventilation fan is not obstructed and appropriate ventilation space is provided around the product. (Do not place the product nearby water area or any environment that may cause damage to the product)

Step 3   Take out the tray and install your hard disk in it. Make sure to fasten the hard disk securing screws to prevent damages caused by unnecessary movement.

Step 4   Once the installation is completed, insert the tray back and fix it firmly in the proper place.

Step 5   Connect the cables to the corresponding ports.. Then connect the power cord.

Step 6   Hardware installation is completed. You can power on the system to start the related setup and application.
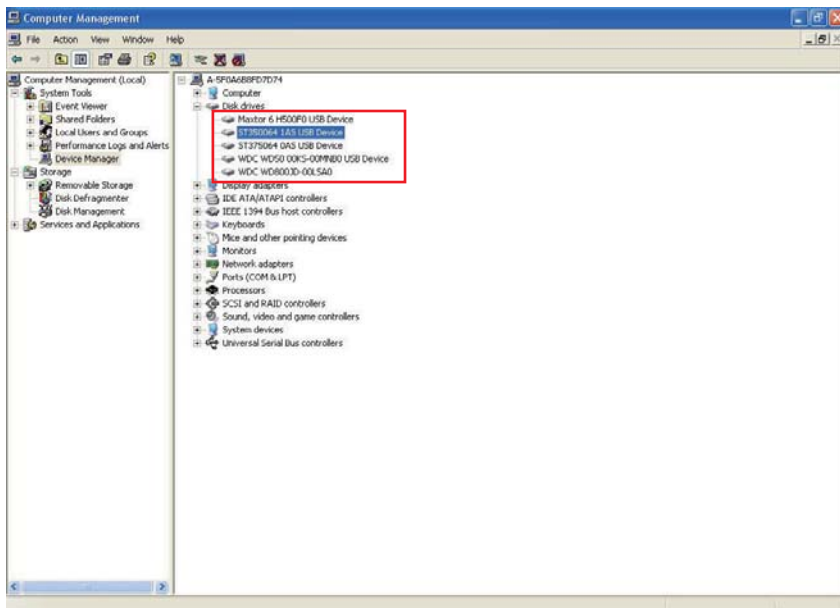
Note : 1. Make sure your SATA adapter card supports the port multiplier function, if not, it might not detect the RTIST76104SS2P system correctly.
2. If you require RAID functionality for the RTIST76104SS2P system, you may purchase a SATA port multiplier adapter card that supports RAID functionalities.
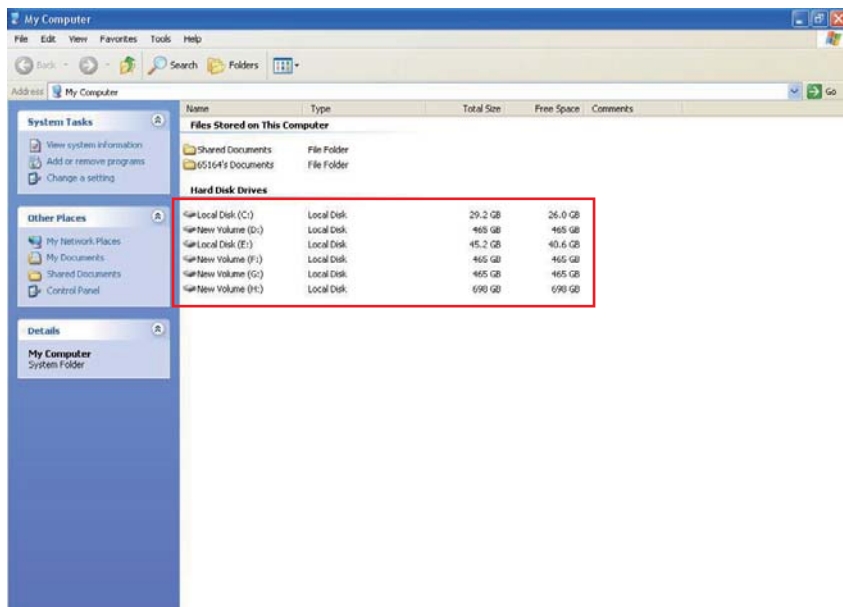
1.4 Formatting the HD

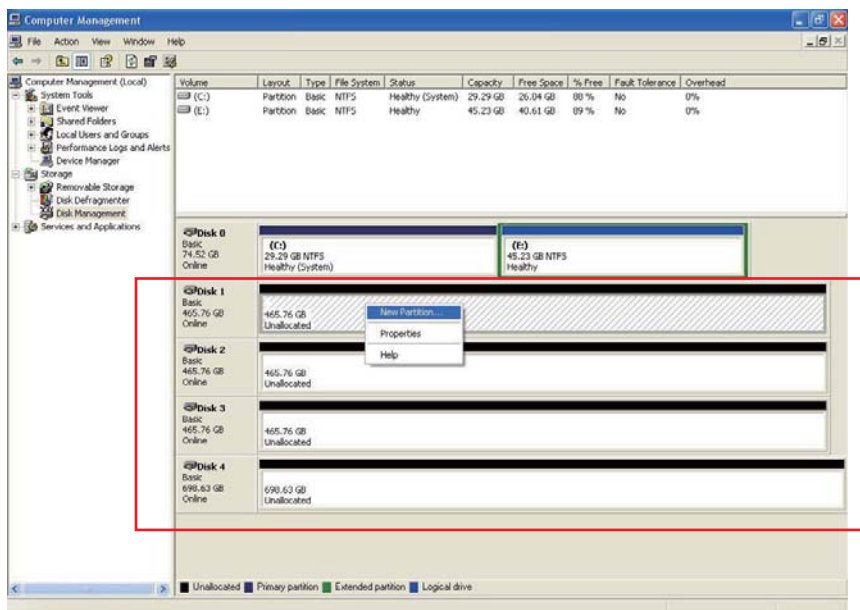After you properly complete hardware installation and turn on your PC, the operating system will automatically recognize your HD. You will have to format the HD before storing data in it. Please follow the following procedures to format the HD if you using Microsoft Windows.

Step 1   After the computer boots properly, please go to "Device Manager", in which you will see the newly added HD drive

Step 2   Enter the "Disk Management" and Select the newly added HD drive, and start "initializing" the HD. After the initialization is done, you can "format" the HD as a desired one according to your preference or need. After the formation, you can start using the HD device

Appendix A   Questions & Answers

Q : Does RTIST76104SS2P require additional driver upon different operating systems?
A : No. Users do not need any additional driver in different operating systems. OWC built-in
systems support a variety of operating systems, e.g. Window XP, Linux and Macintosh, etc.

Q : Is RTIST76104SS2P compatible with any hard disk drive?
A : The product has no problem with any hard disk regarding compatibility. OWC provides the
SATA II interface, which is a cost-efficient system with high performance. Please feel free to contact
us for any hard disk compatibility problem.

Q : What can I do if I turn on my PC, but the system cannot detect the hard disk drive?
A : 1. Please confirm your SATA Host (PCI card or motherboard) supports Port-multiplier function.
2. Typically RTIST76104SS2P fails to detect the hard disk drive because of improper connection.
To solve this problem, you can try the following procedure: (1) Power off RTIST76104SS2P.
(2) Turn off the PC. (3) Make sure the cables are connected properly. (4) Restart RTIST76104SS2P.
3. If the hard disk drive cannot still be detected, please contact us via phone or contact our technical
support directly through the RMA system.

Q : Why can't I use the storage device in the operating system, even the system has detected the hard
disk drive?
A : 1. Please refer to the Hardware Installation Procedure & Hard Disk Drive Format Procedure in the
Installation Guide and make sure the storage devices have been installed successfully.
2. New hard disk drives can only be displayed in the system after disk partition and format.

Q : Does RTIST76104SS2P work as RAID?
A : RTIST76104SS2P is a series of external storage devices without RAID functionalities. However, you
may purchase suitable SATA port multiplier adapter card that supports RAID functionalities.

Q : What should I do when the Fail LED indicator lights on?
A : If the Fail LED indicator lights on, it could mean either the a fan has stopped operating or the overall
system temperature has overheated. When this occurs, please check the fan to see if it has failed, if
not, make sure that the system is operating within 35℃.

Q : Can an operating system be installed to this system?
A : No. An operating system must be initiated first in order to detect any storage device with the port-
multiplier function.