

Spare Cartridge Magazine Instructions

This document describes how to remove and replace a cartridge magazine in a NEO 200s or NEO 400s library from Overland Storage.

WARNING: To reduce the risk of electric shock or damage to equipment, always remove any power cords while working with the unit.

AVERTISSEMENT: Pour réduire le risque de choc électrique ou endommagement de l'équipement, retirez toujours les cordons électriques en travaillant avec l'appareil.

CAUTION: While working with the unit, observe standard Electrostatic Discharge (ESD) precautions to prevent damage to micro-circuitry or static-sensitive devices.

IMPORTANT: To properly support magazines loaded with tape cartridges, use both hands keeping one hand under the magazine. Keep magazine level to prevent tapes from falling out.



Remove the Old Magazine

NOTE: If the magazines are not pulled out of the library within 15 seconds of being released, they will relock.

- If the library is functioning, use one of the following to eject the **defective cartridge magazine**:
 - Web User Interface – Under **Manage Library > Release Magazine**, select the magazine to be released and click **Release**.
 - Operator Control Panel – Press **Control > Magazine** and select the magazine to be released.

Proceed with [Step 3](#).

- If the library is not functioning, **manually** release it:
 - Power **OFF** the library by holding the Power button for four seconds.
 - Find the **access hole** for the magazine.
 - Push the end of a **straightened paper clip** into the access hole no more than 1/2 inch (12 cm).
 - While holding the paper clip, have a second person pull the **magazine** out of the front a couple of inches.
- The magazine can now be removed from the library by gently pulling it out of the **library**.

IMPORTANT: If there are additional tapes still in the library, or if you were unable to manually remove the magazines, contact Overland Storage Technical Support for further instructions.



Right Magazine Release



Left Magazine Release



Install the New Magazine

1. Move any **tape cartridges** from the old magazine to the new one.
2. Supporting the **magazine** with both hands, insert the rear end of the magazine into the front of the library and gently push the magazine into the library.
The magazine will lock when inserted into the library.
3. If the library was powered OFF to manually remove the magazines, power it back **ON** now.

 **IMPORTANT:** After inserting the magazines into the library, you must wait for the library to complete its inventory before proceeding with normal library operations.



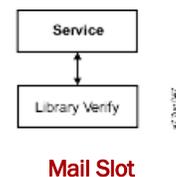
Complete the Exchange

Validate the System

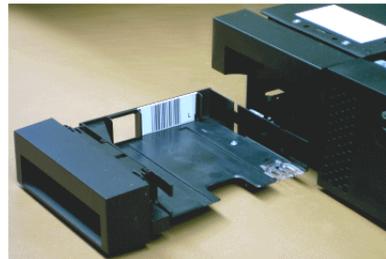
1. Run the Library Verify test. (Operator Control Panel: **Service > Library Verify**).

NOTE: The verify test requires the use of a scratch (blank) cartridge. Insert it using the Mail Slot.

2. Do **one** of the following:
 - If the test **passes**, remove the cartridge, press **Cancel** to exit, and resume normal operations.
 - If the test **fails**, an error code will be displayed. Refer to the Troubleshooting chapter in the *NEO 200s/400s User Guide* for additional instructions.



Mail Slot



Return Old Part to Overland

For return shipping details and RMA number, go to:

<http://docs.overlandstorage.com/return-instructions>

1. Place the **old part** in the anti-static bag and put it in the replacement part's box.
2. Use a return merchandise authorization (RMA) number to return the part to **Overland Storage**.

