



#### Telecommunications Consultants India Ltd.

(A Govt. of India Enterprise)

114, Krishnapriya Residency, NH-5, Janla, Khordha, Odisha - 752054 Website: http://www.toil.net.in CIN: U74999DL1978GO1008911

CUSTOMER CARE

**19124 567 099** 

email: helpdesk@ictschoollab.com

# TRAINING MANUAL

Vertical Wall
Mounted Cabinet

**VER 1.0** 

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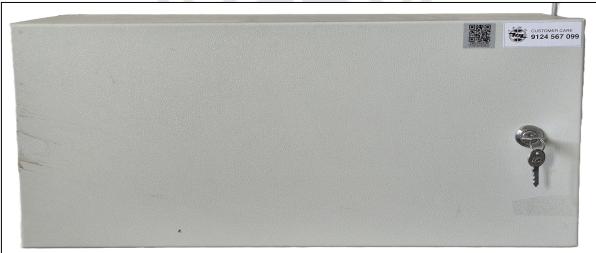


#### 1. Overview

#### 1a. Purpose:

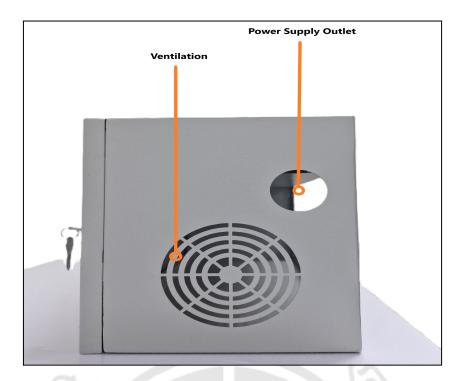
A vertical wall-mount metal cabinet for a UPS is an enclosure specifically designed to house an UPS (uninterruptible power supply) unit while being mounted on a wall. This provides a way to secure and protect your UPS unit while saving valuable floor space. It has a lock & key to secure the contents inside from misuse.





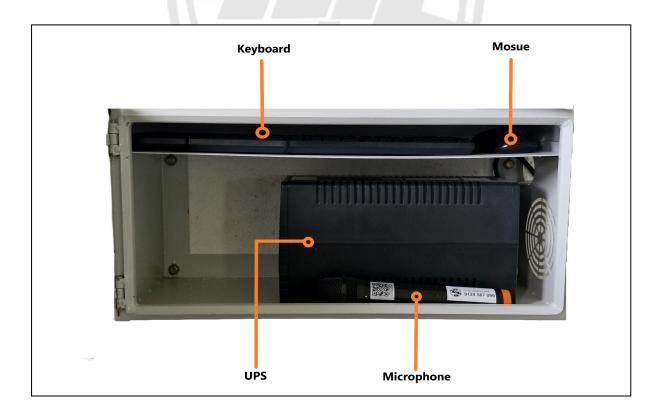
NOTE: Keep the cabinet locked when not in use.





## 1b. Placing the Equipment:

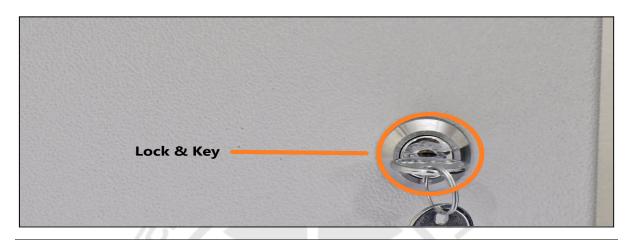
The Vertical Wall Mounted Metal Cabinet is designed to securely house a 1KVA Line Interactive UPS along with a mouse, keyboard, microphone, and additional accessories. It provides protection and easy access for maintenance.





The UPS is placed inside the cabinet, making sure the UPS fan is placed facing the exhaust outlet (ventilation).

The mouse, keyboard, and microphone are placed in designated areas within the cabinet, ensuring they are easily accessible and organized.



It features a robust metal construction with a locking mechanism to ensure the safety of the equipment and prevent unauthorized access.

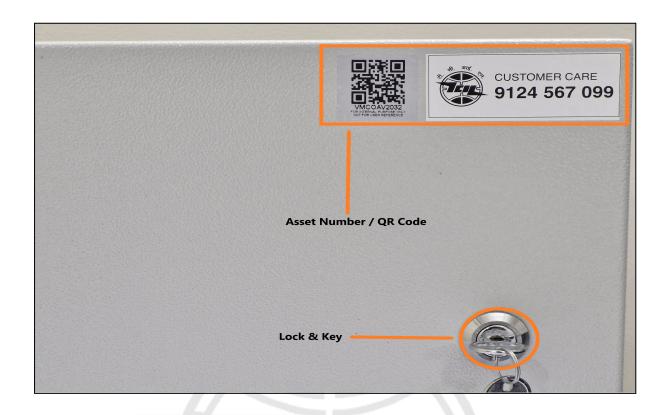
## 2. Troubleshooting

- Cabinet Door Not Locking: Ensure that the door is properly aligned with the lock mechanism. Lubricate the lock if necessary.
- Ventilation: Make sure the ventilation slots are clear of dust and debris, to avoid overheating the UPS.
- Power Issues: Verify that the power cable is securely connected and that the UPS is receiving power. Check for any loose connections inside the cabinet.
- Accessory Issues: Ensure that the mouse, keyboard, and microphone cables are securely connected and not damaged.

## 3. Product Support:

The Vertical wall mount is mapped to a serial number and a QR code, which can also be scanned for the product serial number. It is to be provided to the support staff during the lodging of a product issue/complaint for easy identification of the product.





The product is provided with a customer care contact number. You can raise the product issue with the help of the serial number mentioned or by scanning the QR to fetch the serial number.

#### For any queries or further assistance, please contact our Customer Support:

• **Phone:** 9124 567 099

• **Email:** helpdesk@ictschoollab.com



