



CUSTOMER SUPPORT BULLETIN

Telos Products Software Updates

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This document describes the software update procedure for the following Telos Systems products:

- Series 2101
- TWOx12
- Telos 2
- Zephyr Xstream

All of the above products perform software updates by reaching out to an FTP server to retrieve updated software.

Telos maintains an FTP site accessible on the Internet at [ftp.zephyr.com](ftp://zephyr.com). This site holds complete sets of software for all of the above products. Each product knows the proper files to retrieve from the FTP site.

For those situations where you do not have access to the Internet, Telos makes available an FTP server application that you can run on a local Windows PC on the same network as your Telos product to be updated.

Performing a Software Update

If your Telos product is plugged into a network that has access to the Internet simply point the product to the [ftp.zephyr.com](ftp://zephyr.com) site and follow the software update procedures outlined in the product manual.

If your Telos product does not have access to the Internet, follow the steps described on the next page to install the Telos FTP server and perform the software update locally.

Using the Telos FTP Server

Follow these steps to perform a local software update using the Telos FTP server on a Windows PC attached to the same network as your Telos product. You may download software update packages from the Telos Systems web site (<http://www.telos-systems.com>) or may have received them via email from Telos support.

1. Install the software update package on your PC. This will install both the Telos FTP server and the latest version of the system software for your product.
2. Note the IP address of the PC where you installed the software update package. You can find out the IP address of a Windows PC by opening an MS-DOS console window and running *ipconfig*.
3. Start the Telos FTP server (*tsFTP*) on the PC.
4. On your Telos product enter the IP address of the PC running the Telos FTP server under the product's "FTP site" setting. Perform the software update as described in the product's manual.