



CUSTOMER SUPPORT BULLETIN

Using the Telos Zephyr in Australia with the US Terminal Adapter

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Many users inquire if they can use their Zephyr in Australia. Here is what you will need to know to do this.

1) Australian ISDN. All new ISDN lines in Australia use "Euro-ISDN", also called "ETS300" for their ISDN protocol. The Australian phone company, Telstra, markets this under the name "On-Ramp". Older lines, may use an older ISDN standard which is not supported by the Zephyr. Zephyrs with version 2.5 or later firmware support ETS300. You will need to set the Zephyr's "Telco" setting to "ETS300". No SPIDs or Directory numbers should be present. For best results with ETS300 your Zephyr should have version 2.70 or later. Contact Telos if you need to upgrade your firmware version. We will need to know what version your Zephyr is currently running.

Be sure to confirm what protocol the Telephone Company will be providing, as with most things, it is best not to make assumptions. Visit our web site www.zephyr.com for contact information for our dealer in Australia. They may be able to provide contact information for the local Telecom agency.

2) Note that the US terminal adapter versions have not received approval by the Australian Telecom agency (the European version has). This should not be an operational problem; it will work in Australia. However, you must decide on your own whether or not to do this.

3) ISDN lines and NT1's. In most parts of the world (US and Canada excluded), the NT1 is owned, operated, and powered by the telephone company. Thus the normal ISDN jack outside the US is the "S" or "4 wire" interface, and the user is not required to provide an NT1.

Therefore you will be using the RJ-45 to RJ-45 style cable which you received with your Zephyr to connect from the Zephyr's "S" jack to the NT-1. However, your US Terminal Adapter provides "PS-2 power" for the NT-1 on this same cable. Since the NT1 is powered by the Telephone Company it is highly advisable that you disable this power feed from the Zephyr by modifying one of the RJ-45 to RJ-45 cables as follows:

- Orient one end of the cable as follows. Hold the plug in your hand with the gold pins facing you and the rest of the wire hanging towards the floor. Observe the wire color codes through the transparent plug. Determine the color of the last 2 leads all the way to the right. These will normally be White/Brown and Brown/White. These 2 leads will need to be cut.
- Slit the insulation of the cable for about 2 inches about 3 inches back from one of the plugs. Locate the pair of wires identified above and cut these leads. Remove about 1/4" of each of the 2 leads. Stagger the cuts so that none of the ends can short to another.
- Tape up the cable and clearly label it "Euro S cable-No PS-2 power for NT1's"

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