



# *ZipLine*

*(& ZipLine 2)*

**Quickstart Installation Manual**

**May 5, 2010**

## **Introduction**

The Teletics ZipLine is a wireless system that allows up to two standard analog (POTS) phone lines and an ethernet LAN (internet) connection to be quickly installed between two buildings or locations up to 1 mile / 1.6 kilometers apart.

The ZipLine is designed to be easy to install. You will need the following tools:

- Power Drill / Screwdriver w/ Phillips bits
- 10mm nut driver / wrench
- Wire fish line

## **Box Contents**

The Teletics ZipLine box contains the following:

- 2 ZipLine Outdoor Radios, LINE & PHONE
- 2 power adapters
- 2 Antenna Mounts
- Accessory Kit (White Box)

## **Cabling**

Each ZipLine radio comes equipped with 30 Meters / 100 feet of OUTDOOR RATED cable which runs from the ZipLine to the Power / POTS Power Injector, which is usually mounted in the customer's telco room. The cable is used for the phone connections as well as power. YOU MAY SHORTEN THIS CABLE IF YOU WISH, BUT YOU MAY NOT LENGTHEN IT.

Keep in mind that this cable length maximum distance is due to the maximum length allowable for the power wires inside this cable only. The cable length FROM the Teletics power injector POTS RJ11 connector TO the telco line, PBX or deskset may be up to 300 feet in total using

unshielded twisted pair cat3 cable for the telephone circuits and cat5e or cat6 for ethernet/data, or even greater distances when using shielded cables. This allows for almost any installation to use the ZipLine system.

There are two connections coming out of the ZipLine. The precabled connection has the POTS lines and power, the bottom middle weatherproof connector is for Cat5e data.

Each outdoor ZipLine radio should be electrically grounded by use of a ground lug installed on one of the bolts used to hold the ZipLine on the pole mount brackets and run to a proper electrical ground. This is not only a safety requirement for lightning dissipation purposes, but also improves system radio performance, since the enclosure provides radio shielding against unwanted radio and electrical noise on the phone lines.

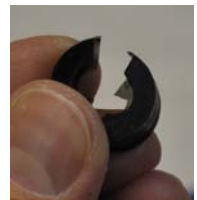
Assuming that the outlet which the Teletics Power Injectors power supply is properly installed according to electrical codes, no further grounding points in the system is required. The electrical circuits for the phone and ethernet/data connections should NEVER be grounded. This includes all connections in the power injector. Phone connections “float”.

### **Cable Gland Assembly**

Inside the accessory box that came with the ZipLine, you will find 2 black cable glands that look like this:

You should unscrew the two parts. You should leave the small rubber O-ring where it is.

You will notice that the O-ring has a slit in it. This is to allow the ethernet cable to be completely assembled on the ground, prior to installing it on the radio.



This is the order that everything goes together prior on the cable:



The next step is to push the rubber ring into position so that it will compress when the gland is assembled. You should GENTLY use a small screwdriver to slide it inside the main body of the gland housing until it is flush with the little plastic fingers at the bottom of the gland, like shown in the picture to the right->



You can now slide the gland up and down the cable while you plug in the ethernet connector into the bottom of the radio:



Screw in the gland housing:



And then the bottom gland cap:



# Bench Testing

When bench testing the ZipLine, you need to know the following:

- The minimum distance between the radios must be 25 feet or 8 meters. If you have the Line and Phone ZipLine closer together than this during testing, the system may not operate properly, especially in modem testing.
- You should always orient the radios similarly to how they will be oriented when they are installed. Optionally, you may sit them BOTH sideways with the SKY arrow pointing at the same wall to facilitate easy RJ45 cable installation.
- Both units should be electrically grounded on their chassis to ensure noise from lights and motors in the vicinity do not affect call quality.

# Installation

Mount the ZipLine Radios as high up as possible on both buildings. The radios must “see” each other without obstructions between them, and since radio travels in a “football” shape between antennas, you must not only have a direct path between the antennas, but the path also must be wide enough, as determined by the distance between the radios:

| Radio height required by distance between radios |           |          |         |
|--|-----------|----------|---------|
| <b>Distance</b> (mi./km)                         | .25 / .40 | .5 / .80 | 1 / 1.6 |
| <b>Minimum Height</b> ( ft/m)                    | 10 / 3    | 14 / 4.3 | 19 / 6  |

For example, if you have two buildings a half mile apart, the ZipLine radios should be 14 feet above the ground, plus the height of anything else that is in between the buildings. So, if there are delivery trucks moving between the radios, they need to be 14 above the height of the trucks, so about 30 feet up. Same rule applies for trees, etc.

There are two ZipLine radios included in each kit. There is one **LINE** unit and one **PHONE** unit. **The PHONE unit needs to be connected to a Phone at the “remote” end. The LINE unit needs to be connected to the PBX, Key System, or POTS LINE at the “main” location.**

Dial tone is locally generated on the PHONE unit, so if you reverse the radios, you will not get dial tone at the phone end. The fastest way to check if you have the correct radio at each end is to look at the color of the cable gland on the ZipLine. **PHONE ZipLine radios** have **BLACK** cable glands on the telco cable. **LINE Zipline radios** have **Beige** cable glands on the telco cable:



Beige (LINE) Radio



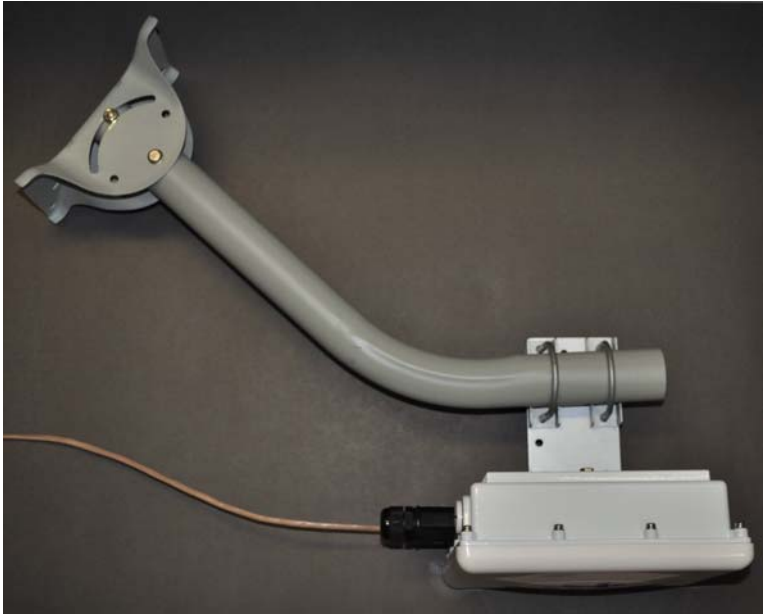
Black (PHONE) Radio

## Assembly Tips

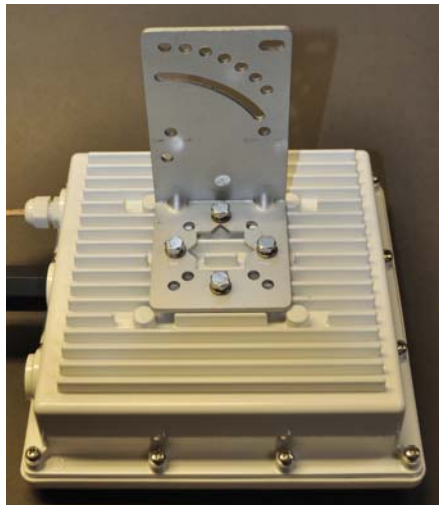
There are two of everything. Here are some basic set up tips:

- It **REALLY** matters what radio is at what end!!
- The ZipLine unit that has a **BLACK** cable gland on the cat3 cable should plug into a phone or modem or fax machine. (You may also say that this is the radio that goes to the **REMOTE** end, or the end that currently does not have a phone)
- The ZipLine that has a **BEIGE** (or **WHITE**) cable gland on the cat3 cable should plug into a telephone **LINE** (that comes from a phone company, or office **PBX**).

- You can use any other component at either end of the installation. This includes the ZipLine Power Injectors
- Here is what each end will look like just before you install it:



- First, attach the aluminum bracket to the back of the ZipLine. Use the 4 bolts, washers, and lock washers that are already on the back of the radio:



- Next, put the U-Bolts in place. These are also packaged in the Accessory Kit (the white box), and are wrapped in plastic wrap, along with washers and lock washers:

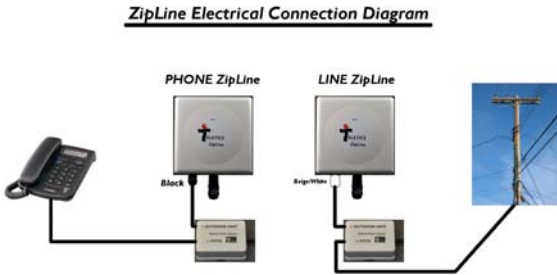


- The hardware for the pole mounts is included with the brackets themselves. Look for three bolts and 3 nuts in brass. Here is how you should put the pieces together prior to tightening anything:



# Electrical Connections

Here is a diagram of all the components in the ZipLine kit, and how they hook together:



- The electrical connection between the power injectors and the wall adapters have not been shown for clarity. They must be plugged into the wall once the other connections have been made.
- The only difference (electrically) between the ZipLine and the ZipLine 2 is the ZipLine 2 had connections to extend a second line over the radio link. The ZipLine 2 has a second “dongle” that is connected to the Power Injector for the second POTS circuit. In all other respects, the installation of the system is identical.



- It does not matter the order in which the radios are powered up.
- The weatherproof RJ45 connectors may be left unused, as long as you tighten them to ensure no moisture or contaminants get inside them.
- The RJ45 connection performance is about the same as an office network LAN connection. It is suitable for email, internet access etc.
- The RJ-45 connection on the LINE side may be plugged into an office router, etc. If the PHONE RJ-45 connection is to be shared between computers, it is recommended that it is routed as well, to ensure LAN traffic between computers at the remote end does not go “over the air”, thereby affecting the performance of the wireless LAN connection by relaying unnecessary LAN traffic.
- When using the ZipLine with devices other than standard phones and telco lines, you need to be careful about the polarity lines in use. Some third party devices will not automatically switch when the lines are reversed.
- Standard telephone cables have the two ends reversed. This means that red will be on pin 2 on one end and pin 3 on the other, and vice versa for green.
- If you have a phone cable that is a straight through cable, ie. Red is always pin 2 and green is always pin 3, it may cause an issue with the ZipLine operation.

## **Aiming the antennas**

Once you have completed the installation, try to get both radios pointing at the other as best as you can. It is essential that the radios are mounted in such a way that the cabling comes out the bottom (towards the ground).

The ZipLine antennas allow up to 15 degrees variation in between the PHONE and LINE units left/right and up/down. Your aiming does not have to be perfect to have the system work. You can essentially “eyeball them in” and get a good, stable signal.

For example, if your ZipLine PHONE and LINE units are 500 yards/meters apart, and one is mounted 5 feet higher than the other, and the left/right angle is out by 3 or 4 degrees, you will still have a good stable link.

The Teletics website has software that can assist you in getting the best signal possible. The software is called TUtil ZipLine 24, and can be obtained at [www.teletics.com/support](http://www.teletics.com/support). There is no charge for this software.

## **Bench Testing**

When bench testing the ZipLine prior to doing a field installation, there are a few important things to know.

First, the radios are designed to be at least 20 feet apart when in operation. It is possible to overdrive the radios if they are only a few feet apart and facing each other.

Generally, it is okay to put both ZipLine radios on the bench facing upwards and a few feet apart when testing. This will bring the signal strength down to a reasonable level.

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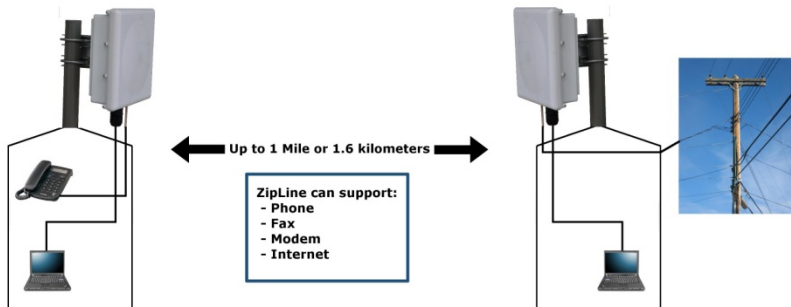
## **Startup / Testing**

Once the antennas have been aligned, you may test the system by dialing in and out of the phone at the remote end. You do not need to do anything different than you would for any other phone that is on the system, with one exception. If your phone system requires you to dial “9” for an outside line, you need to dial the entire phone number with the leading 9 at one time, ie. 919165551212, instead of “9” (Wait for dial tone), then the number. This is called one stage dialing, and is the only method used with the ZipLine.

If you are using the RJ45 data connection as well, you should be able to use your computer in exactly the same way you would at the other end.

# System Diagram

Teletics ZipLine System Diagram



## Basic Troubleshooting

- If you do not get a dial tone when you pick up the phone, it is most likely that you either have no power to the PHONE ZipLine radio, or have accidentally installed the LINE unit at the remote end. Check that the phone is plug into a ZipLine unit with two black cable glands (one small and one large), and that the power adapters LED is illuminating when power is applied.
- If you are experiencing any kind of AC hum or noise during a phone call, this usually indicates that one of the outdoor units has not been properly grounded. You need to ground the outside chassis of the outdoor units in order to ensure a suitable path to ground, both in the case of a lightning strike, and to reduce spurious radio noise.
- Incoming ring forwarding delay is what happens to capture caller ID on incoming calls. If you dial into the remote site while you are right next to it, you will notice about two

rings occur before the remote site phone will ring. This is required by the ZipLine to capture the caller ID information, which is supplied after the first ring by the phone company, prior to completing the call to the remote site's phone. This is normal.

- **Grounding** – The ZipLine is considered to be a low voltage device, and therefore usually may be installed by anyone without need for permits or inspections. However, you need to make certain the outside case is grounded for lightning reasons, and you should consult your local electrical / safety codes in your area prior to performing any kind of permanent equipment installation. Additionally, the ZipLine Power Injector lid can be removed if you want to either permanently screw it to the communications room wall, or directly run telephone wire to the unit. However, **DO NOT GROUND ANY CONNECTIONS INSIDE THE ZipLine POWER INJECTOR.** The green wire inside the ZipLine Power Injector is a floating phone signal – the system will malfunction if you ground it!
- **Use with Modems** – The ZipLine has been tested up to 14.4kbps using standard modems and phone lines. In many cases, higher data rates can be obtained, due to compression that is automatically provided by the modem protocol. To improve dial up connection times and reliability, you should set the maximum connect speed for a ZipLine connected remote site to 14.4 Kbps. This is typically by setting register S37 using the AT S37=10 and AT&N8 commands to set maximum data rates. These commands may vary by your particular modem manufacturer.

- ZipLine systems that are shipped pre-programmed for operation with modems have a MODEM sticker on the shipping box. If you are uncertain what kind of ZipLine you have, or if you want to change a ZipLine from a Voice/Fax unit to a Modem unit, you will need the TUtil ZipLine 24 software utility, which can be obtained through Teletics technical support or on the Teletics website at [www.teletics.com/support](http://www.teletics.com/support).
- It is important to understand that each ZipLine system is programmed to ONLY talk to itself. If you have two ZipLine systems, you cannot mix and match Phone and Line units.
- The ZipLine does not currently support distinctive ring. If you require servicing two phone numbers from the same line, there are accessory products that may be used in conjunction with the ZipLine 2 to create a second line occurrence. Please contact Teletics support for details.
- If you are experiencing unclear voice or data performance problems, there is a testing utility called TUtil ZipLine 24 which may be downloaded from the Teletics website at [www.teletics.com](http://www.teletics.com) along with the manual for how to use this utility. If you need assistance, you may contact your local reseller, distributor, or Teletics technical support directly by contacting your regional technical support center, listed on the Teletics website under Support.
- Fax – The ZipLine supports fax machine receive and transmit up to 14.4kbps.

## **Technical Support**

Support can be obtained by calling your local dealer or at

[www.teletics.com/support](http://www.teletics.com/support)

## **Warranty**

Teletics warrants the ZipLine system for one year from date of purchase by the original owner.

Teletics will replace or repair, at its option, any ZipLine system that fails to perform under normal use, provided that the system is returned, at the cost of the owner, to Teletics. Items that are returned for warranty repair must be accompanied by a copy of the original invoice or proof of purchase. For further details about how to receive warranty or after warranty service information, please contact your Teletics distributor, or visit the Teletics website at [www.teletics.com](http://www.teletics.com)

Any operation of the ZipLine outside of specified temperatures, power, environment, or in a manner specified in this manual as harmful to the device will void any warranty. Additionally, any attempted repair or dismantling of any Teletics product, in any way, will void all warranties.

In no event shall Teletics liability exceed the original purchase price of the product from direct, indirect, special, incidental, or consequential damages resulting from the use, or misuse, of this product.