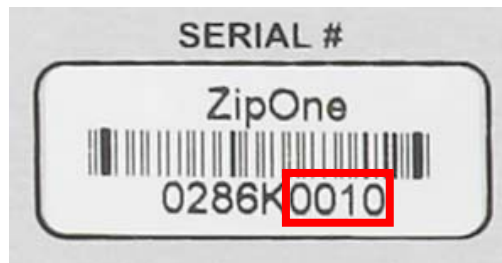# Telos Z/IP ONE Power Cable Field Replacement

January 10, 2012

Introduction

Some Z/IP ONE units bearing serial numbers up to and including #0286k0515, may experience intermittent connection problems during operation, or with booting the unit. We have traced this problem to an internal, 6-conductor power cable with connectors containing faulty pins. Not all Z/IP ONE units within this range are affected.

Please examine the serial number found on the rear panel of your Z/IP ONE:

The last four digits found after the letter "K" are the serial number of the unit. If this number reads "0515" or less, please contact Telos Support to determine if your unit is in need of a replacement cable.

Correcting this problem is simple and may be accomplished in the field, without the need to return the unit to Telos for service. A replacement cable will be supplied to affected Z/IP ONE owners at no charge. This document details the cable replacement procedure.

Installing the new cable

The new cable has gold-colored pins, contrasted with silver-colored pins in the faulty cable. Begin by removing the unit's cover.

Please take notice of the cable's orientation. Figure 1 below shows the motherboard end of the power cable; note that the **grey** wire goes toward the corner of the circuit board.
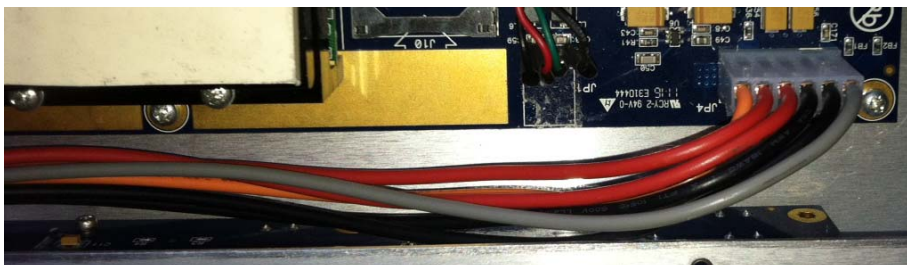

Figure 1: 6-conductor power cable, motherboard-end

The other end of the cable goes to the Z/IP ONE's power supply. Note that the **orange** wire is oriented towards the outside of the unit.
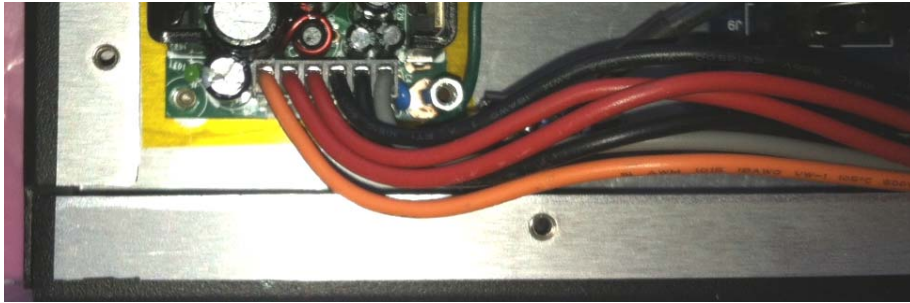

Figure 2: 6-conductor power cable, power supply-end

Important Note: In event that your old cable is installed in a way which does not match what is shown above, simply make sure when installing the new cable that the locking tang on the plug faces the lock tab on the connector, as shown below.
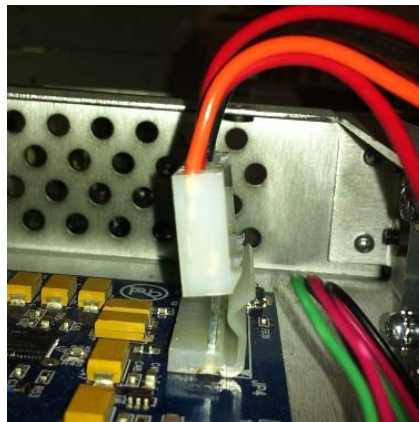

Figure 3: Proper orientation of connector locking tabs

Begin installation by removing the old cable by gently pulling straight up on the connectors.

Once removed, please dispose of the old cable.

Next, simply plug in the new cable (with gold pins), taking care to keep the new cable oriented in the same position as the one it is replacing:
- On the motherboard end, the grey wire goes toward the corner of the circuit board.
- On the power supply end, the orange wire goes towards the outside of the unit.

Figure 3: completed cable replacement

Double-check that the cable is pushed securely onto the pins at both end, and is placed so as to not cause interference when replacing the unit's cover plate.

Re-install the unit's cover and apply power. Your Z/IP ONE is now ready for broadcast.

If you have questions or require assistance, please contact Telos Support using the Web form at TelosAlliance.com/contact/ , or by phone at +1-216-622-0247.