

Customer Tips

dc99cc39
October 28, 2003

... for the user

ISDN Terminal Adapters

Issue

With the advent of faster modes of data transfer, you might have an ISDN (Integrated Services Digital Network) line available for sending and receiving faxes from the Document Centre. Xerox multifunction devices transfers data at 33.6 kbps.

Recommendation

Install an ISDN adapter interface to increase the transfer rate. The ISDN terminal adapter can transfer 64 to 128 kbps of data.

Requirements

- A third-party ISDN Terminal Adapter. Some examples are:
 - ZyXel Omni.net (Europe and North America)
 - Teles iTA-2 (Europe)
 - 3Com Impact II (Europe and North America)
- ISDN cable and telephone cable
- Power outlet
- ISDN connection from your service provider

This document applies to these **Xerox** products:

	WC Pro 32/40 Color
	WC Pro 65/75/90
x	WC Pro 35/45/55
x	WC M35/M45/M55
	DC 555/545/535
	DC 490/480/470/460
x	DC 440/432/425/420
x	DC 340/332
	DC 265/255/240
x	DC 230/220
	DCCS 50

Supporting Information

NOTE: The paragraph below applies ONLY to the DC 332/340 ST.

DC 332/340 ST Only: There are many adapters on the market but only a few are widely available and have a double analog port. The Document Centre requires a double analog port to support the two fax kits available with the Document Centre. The adapters listed in the "Requirements" section of this document, have the double analog port and are not too expensive (approximately \$200). Different models have a variety of features. Select the model based on your specific requirements.

The Document Centre plays a small role in enabling an ISDN Terminal Adapter. If you were able to send and receive faxes using phone lines, no additional changes are required on the system. To set up the ISDN Terminal Adapter, you must have the correct ISDN line and settings on the terminal adapter. The majority of problems are the result of incorrect ISDN or Terminal Adapter settings.

Installation

Follow the procedure below to install stand-alone ISDN devices.

1. Connect the ISDN cable to your site's ISDN system jack.
2. Connect the phone cable into the multifunction device and the ISDN Terminal Adapter.
3. Connect the power supply to the Terminal Adapter.
4. Configure the features of the Terminal Adapter to reflect your system configuration and desired functionality.

For example, the ZyXel Omni.Plus has a serial connector for programming the Terminal Adapter. This allows you to program the device. You must load the driver and Configuration Manager software onto a PC. Then, using the Configuration Manager, you can select ISDN line protocols, data rate, and other connection settings. These include switch configuration settings, phone numbers and SPID (service profile ID) values.

5. Verify functionality by sending and receiving faxes.

NOTE: There are no unique multifunction device settings needed for the ISDN Terminal Adapter. Make all adjustments to ISDN line configuration or Terminal Adapter settings.

Troubleshooting Tips

- Check that all cables are connected and power is supplied to the ISDN Terminal Adapter.
- If you are unable to communicate with another fax machine, connect a telephone and make and receive calls to ensure the line is viable.
- Some Terminal Adapters are set up to function with pulse dialing. Ensure the fax set-ups are correctly configured for the multifunction device.
- If you are able to send, but are not able to receive a fax, you might have to adjust the fax ring detect parameters.
- If you are receiving a single fax to both multifunction device lines, the Terminal Adapter may not be configured correctly. Call the manufacturer for help.
- If you are receiving a single fax to both multifunction device lines, the Terminal Adapter might not have received header information from the sending fax. Instruct the sender to adjust the system.

Additional Information

Refer to the ISDN Terminal Adapter's documentation for additional troubleshooting information.

Refer to the following Web sites for additional information:

- ZyXel Omni.net at <http://www.zyxel.com>
- Teles iTA-2 at <http://www.teles.com>
- 3 Com Impact II at <http://www.3com.com>

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>. Other Tips about Xerox multifunction devices are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

XEROX®, The Document Company®, the digital X®, and all Xerox product names are trademarks of XEROX CORPORATION. Other trademarks belong to their respective owners.

Copyright © XEROX CORPORATION 2003. All Rights Reserved.

