

External Power and the Arcata 2826 Phone Running In the Digital Mode

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| Product Line: | Voice Communications Systems |
| Product: | Arcata 2826 - Digital Mode & Ext Power |
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Arcata 2826 Phone and External Power

Summary:

Here at MedTel Services we strive to offer top quality products that are engineered to perform for many years contributing to our legacy of providing goods and services that are reliable and are long lasting. To that end we are publishing this Product Note to our customers and distributors to alert you to a practice that may damage your Arcata 2826 phones and possibly your switch as well.



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The effective operating range (or distance) from the switch for an Arcata 2826 phone is 1800 feet. This distance is reliant upon the gauge of wire and the quality of connecting cable between the switch and the phone. Beyond this distance the phone can experience power related issues that will cause it to operate erratically or not at all.

The solution to this problem was the creation of the 2826 Long-Loop phone. This instrument has been engineered in such a way that the phone no longer accepts power from the HDLU2 board in the switch and looks to local AC power to run the instrument.

Connecting standard 2826 phone to external power provides input power from two different sources and will ultimately damage the phone and the HDLU2 port it is connected over time and thus void any warranty or extended support coverage we offer on these devices.

Any 2826 phone operating beyond the ability of the HDLU2 board to power the phone must be replaced with the following phone:

Cerato® Arcata™ 2826 Long Loop (Extended range to 1km) PN: 929826LL

Please contact you MedTel Services Sales representative for pricing and availability.