



SureReach Q&A: Answers to Frequently Asked Questions

- Q Is there a particular upstream power source that is necessary for the SureReach units to operate effectively?
- A Customers in North America have generally deployed SureReach with the GE (formally Lineage) CPS3200U and the Alpha (formally Argus) CMS36 upstream power shelves, but any power system meeting the NEC830 standards would be suitable.
- Q How many devices are supported by one upstream port?
- A Each upstream port can support one to four SureReach units. We recommend only one as this allows each customer to be reset without affecting other customer's devices. Depending on how much power a device requires, and the gage of the twisted pair line and the distance from the upstream port, multiple devices may share one upstream port; however, the power should be tested by connecting ALL the devices, then powering down then up the port. The combined inrush power requirement on start-up of devices such as ONTs may be much greater than the steady state. Whenever a device is added or replaced, it should be retested to make sure the single port can handle the initialization of multiple devices.
- Q How many ONTs can be powered from one SureReach unit?
- A One SureReach can supply 55 watts continuous power. Depending on the inrush (startup) power required by an ONT, it can handle one or possibly two.
- Q How much power can a SureReach unit provide?
- A 55 watts, continuous, and surges up to 75 watts, depending on Loop resistance. See [SureReach Network Line Power Calculator \(requires Excel or Openoffice\)](#) for details.
- Q What is the standard lead-time for purchasing SureReach products?
- A 4-6 weeks, depending on order size.
- Q Is the SureReach product line approved by the FCC, UL and RUS?
- A The entire SureReach product line is FCC and UL approved, and is also on the RUS "List of Acceptable Materials".



Q Which distributors offer the SureReach product line?

A The following distributors stock or sell the SureReach product line:

GrayBar
Goldfield Telecomm
KGP Logistics
Power & Tel
Walker & Associates

Q Does the +/-190DC interfere with other services within the binder group or cable?

A No, the use of +/-190DC was approved for use by the FCC and tested with ADSL, HDSL, POTS and other services and did not cause any interference with other services within the same binder group or cable.

Q Can the upstream shelf detect faults on the cable pairs?

A The upstream shelf will detect shorts and grounds, but not opens.

Q Does SureReach contain protection from lightning and power crosses?

A Yes. SureReach protects against both lightning and power crosses.

Q Do network line power circuits require any special protectors in the Central Office MDF?

A Yes. Due to the higher voltages, the CommScope ATT (3C3E) or Bourns 2420-33-G-T protectors or equivalent are recommended at the Central Office.

Q Does the switchable SureReach protect against power surges that originate from within the house?

A Yes. The Switchable SureReach protects against power surges that originate from within the house, and these units will automatically re-set themselves so there is no need to re-set them manually.

Q What specific SureReach products are available?

A See our Web page for the latest product news. The newest release of SureReach is available in four different models:

SR2-12190 – Provides a continuous 15Vdc, 55W output with up to 75W surge from a +/-190Vdc network line power input.

The Leader in Network Line Power



The Right Power Choice.

SR2-12190S – Provides a zero delay switchover from the customer's AC grid power to a network line powered 12Vdc output and +-190Vdc input. This product was designed to eliminate the need to power the ONTs from the telecom's network and still eliminate the need for battery backup at the customer premises.

SR2-24190 – Provides a continuous 24Vdc, 55W output with up to 75W surge from a +-190Vdc network line power input.

SR2-48190 – Provides a continuous 48Vdc, 55W output with up to 75W surge from a +-190Vdc network line power input.

"Good Planning Deserves Reward."