

## Belkin Battery Backup Unit for Vantage Voice by Frontier

Your Vantage™ Voice by Frontier® is an enhanced voice communication service using Frontier's IP or fiber-optic facilities and requires electrical power to function. Unlike a traditional line-powered landline phone service, your Vantage Voice by Frontier will not function—including calling 911—in the event of a power outage, **unless you have backup power.**

In compliance with an FCC requirement, Frontier offers for sale a battery backup unit (BBU) with a minimum of 8 hours of power to residential customers whose voice service is not line-powered. We highly recommend that you buy this optional BBU to keep your Vantage Voice by Frontier service working during a power outage.

Please note that the Frontier BBU does not provide power to telephone equipment that requires commercial power to operate, Internet services, television services, or your computer. It powers the voice service only. You may want to consider buying a separate battery backup system into which you can plug your telephone's power cord. These systems—also known as an Uninterrupted Power Supply or UPS—are available online or at electronics stores nationwide.

You are responsible for purchasing and/or replacing the BBU. To purchase the BBU for your voice service, visit our [Belkin Battery Backup Unit page](#).

*The particular Belkin BBU RG UPS BU3DC001-12V pictured here is only offered in certain areas.*

### Using your phone during a power outage

If you receive 2 Belkin battery backups (RG UPS BU3DC001-12V) with your order you must follow these instructions. Each battery backup unit can provide up to four (4) hours of backup power for a total of eight (8) hours.

The Battery Backup and the extra battery backup unit, if provided, shall and must be installed near an easily accessible power outlet and must be kept fully charged at all times including when not in use.





In the event of a power outage, you should ensure you have one corded single-line, touchtone phone connected directly to the Frontier Residential Gateway, and your in-home wiring and the Frontier Residential Gateway connected to one of the battery backup units. Once the first battery backup unit depletes its battery capacity (approximately 4 hours), it must be replaced immediately with the second fully charged battery backup unit.

Incorrect battery connection or replacement creates risk of explosion.

Rotary/pulse phones will not work with Frontier Vantage Voice. If you connect more than one corded phone, it will use more battery power; if you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

### **Conserving battery power**

To conserve battery power for your Frontier Vantage Voice service, you should not connect the Belkin Battery Backup Unit to any device other than the gateway or use it with any service other than your Frontier Vantage Voice service. However, if your alarm company installs an IP-based panel that will use Frontier High Speed Internet as the communications pathway, you must ensure you have functioning battery backup power for your gateway for your high speed Internet service to work with your alarm panel during a power outage.

If you have a monitored home alarm or a monitored medical device, you should never plug a multi-line phone directly into the gateway because it could interfere with the alarm signals.

### **Installation**

Before installation, inspect the RG Battery Backup (RG UPS BU3DC001-12V). Make sure that there is no damage to anything inside of the package.






The figures below illustrate how the Belkin Battery Backup Unit should be connected to the Frontier Residential Gateway. This is how the professional technician will configure your gateway and Battery Backup Unit when your Frontier Vantage Voice service is installed.


The RG Battery Backup must be installed near the Residential Gateway and be easily accessible. The unit should be kept upright in open area with 360 degree airflow. Do not cover with fabric or place other electronics on top of the BBU.

The Battery Backup Unit connects directly to your gateway. This external Belkin Battery Backup Unit is specifically designed to work with the Frontier RG gateway to act as an

uninterrupted power supply (UPS) in the event of a power failure. It should never be used to power other devices.

Please ensure the Battery Backup Unit is connected to the POWER connection on the back of the gateway and the Battery Backup Unit ON/OFF switch located on the back of the Battery Backup Unit is in the ON position.

Step		
1	<p><b>Connect to AC Utility Power</b></p> <p>Make sure that the power switch on the RG Battery Backup is in the OFF position. Plug the A/C cord on the RG Battery Backup directly into a wall outlet. Do not connect the RG Battery Backup into a power strip or surge protector.</p>	
2	<p><b>Connect to the Residential Gateway</b></p> <p>Connect the DC plug on the RG Battery Backup into the Residential Gateway.</p>	
3	<p><b>Turning on the RG Battery Backup</b></p> <p>Turn the switch on the RG Battery Backup to the ON position. The "On A/C" LED light should illuminate.</p>	
4	<p><b>Set Mute On/Off</b></p> <p>Use the switch on front to turn the mute function on/off. The audible alarms will be silenced when mute switch is in ON (down) position.</p>	
5	<p><b>Second External Battery Backup</b></p> <p>If a second external Belkin Battery Backup is provided to customer, plug into power and start the 18-hour charging process. This unit should be kept fully charged at all times. Ensure the customer understands the charging process and ensure instructions stay with the units.</p>	

6	<b>Commercial Power Loss</b>  During extended power loss the first BBU when battery has been depleted. Customer should immediately connect the second fully charged BBU as shown in the steps above.	
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### Important Notes

1. It is the customer's responsibility to ensure the Belkin Battery Backup Unit is kept fully charged at all times including when not in use, so that battery backup power is available at all times.
2. It takes approximately 18-hours to charge a new and fully depleted battery at normal indoor temperature. If a power outage occurs before the battery is fully charged, the battery-backup time will be reduced. Therefore, you should not rely on battery-backup power for at least 18 hours after your RG Battery Backup is initially installed or a replacement battery is thereafter installed. During these periods especially, and at all other times in general, you should ensure that you have an alternative means of dialing 911, such as via a cellular telephone. Your Frontier Voice service, including 911 dialing, will not function without electrical or battery-backup power.
3. In the event of a power loss, a single corded touchtone telephone should be connected to the RG phone port. During a commercial power loss, cordless telephones without power supplied to the base unit will not operate.



## The Belkin Battery Backup Status Alert

The Belkin Battery Backup Unit uses a combination of visual and audible alerts to indicate the status of the Battery Backup Unit. See table below for alert combinations.

Alert Combinations			
Front-Panel Label	Visual Indicator	Audible Alarm	Description
ON A/C	Green LED lights	None	The Residential Gateway (RG) Battery Backup Unit is operating on A/C.
Testing Battery	Green LED flashes	None	The RG Battery Backup Unit is conducting a self-test. This automatic procedure is normal and will occur when the unit is first switched on, and periodically thereafter. This procedure will last approximately 5 minutes.
ON Battery	Yellow LED lights	Tone every 5-10 seconds	The RG Battery Backup Unit is operating on battery power. The alarm will stop when main power is returned.
Low Battery	Yellow LED flashes	Tone every 1 second	The battery energy is running low. This alarm will continue until the unit performs a forced shutdown when the battery is depleted or main power is restored.
Replace Battery	Red LED flashes	Tone every 2- 5 seconds	This alarm warns that the battery has reached the end of its useful life. The user must replace the battery as soon as possible to ensure proper operation of the gateway Battery Backup Unit.
Fault	Red LED lights	Continuous tone	A fault has occurred. Disconnect equipment from the gateway Battery Backup Unit prior to checking equipment.

**NOTE:** Audible alarm will not sound when mute switch is in ON (down) position.

### Replacement Procedure, Warranty, and Recycling and Disposal of your battery

For detailed information on the Replacement Procedure, Warranty, and Recycling information, please refer to the Belkin Battery Backup User Manual below. For battery replacement, recycling and disposal information, please call Belkin at 866.539.5791 or visit the Belkin Battery Backup web site.

All batteries used are sealed lead batteries. Batteries should be recycled. The Belkin Battery Backup Unit comes with a 3 year warranty. During the warranty period, the manufacturer will provide you with a free replacement. Outside the warranty period, Frontier provides an option to purchase the Belkin BBU at additional fee.



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