

Battery Backup Customer Guide for Frontier® FiberOptic Digital Voice Customers

For customers with the following services:

- Unlimited Digital Voice (UDV) - BBU required at ONT and Router
- FiberOptic Digital Voice - BBU required at ONT Only
- Digital Voice - BBU required at ONT and Router
- Digital Phone Unlimited - BBU required at ONT
- Digital Phone Essentials - BBU required at ONT
- Freedom Essentials - BBU required at ONT
- Regional Essentials - BBU required at ONT

Stay Connected During a Power Outage

If your power goes out, you will lose your digital voice service, and you will not be able to make emergency 911 calls. The Battery Backup Unit (BBU) provides power so that you will be able to make any calls from your home phone.

Follow 3 easy steps to have this protection:

1. IDENTIFY the right BBU for your home
2. ORDER the battery – get ordering information at frontier.com/batterybackup
3. INSTALL the battery

Identify the Right BBU for your Home

There are four types of BBUs:

1. PowerReserve™
2. Sealed Lead Acid
3. Belkin BBU
4. PSI Li-36

Type 1: PowerReserve™ Battery Backup Unit (BBU)

This type is a BBU at the Optical Network Terminal (ONT).

If your Fiber Optical Network Terminal (ONT) has a Power Adapter, you will need to order a PowerReserve BBU. See below for pictures of the Power Adapter.

Power Adapter Examples:



PowerReserve Details:



- Requires 12 D-cell batteries.
- Initial backup power will last at least 24 hours. Replacing with new “fresh” batteries will provide additional time. After 24 hours, you can replace with another set of 12 batteries for additional backup power.
- Comes with a 1-year manufacturer’s warranty.

Install Your PowerReserve Battery

1. Open the PowerReserve door by pressing the latched tab toward the unit and then pushing the tab up.
2. The PowerReserve device can be laid flat or mounted on a wall.
3. Uncoil the cable located in the center of the tray.
4. Insert 12 new D-cell alkaline batteries into the device. DO NOT use rechargeable or Lithium batteries.
5. Plug the PowerReserve power cable into the side of the Power Adapter
6. Recoil the extra cable on the top left of the tray.
7. Close the PowerReserve door.
8. Turn the unit OFF until needed during a power outage to conserve battery life.

Type 2: Sealed Lead Acid (SLA) Battery Backup Unit (BBU)

This type is a BBU at the Optical Network Terminal (ONT).

If your Fiber Optical Network Terminal (ONT) has a Power Supply Unit (PSU)/Battery Backup Unit (BBU) you will need to order a Sealed Lead Acid BBU. See below for pictures of the BBU/PSU or indoor ONT combination unit.



Sealed Lead Acid (SLA) Battery Details:



- Provides up to 8 hours of backup power for Voice calling, including E911 dialing.
- For backup power lasting 24 hours, contact Frontier to schedule a Field Technician to replace your current Power Supply Unit (PSU) with the Power Adapter. You will need to order the PowerReserve BBU.
- Comes with a 1-year manufacturer's warranty.

Replace the Optical Network Terminal (ONT) Battery SLA

Follow these steps to replace your Optical Network Terminal (ONT) Battery:

1. Open the door and carefully pull the battery off the shelf.
2. Remove the black and red wires.
3. Connect the black (-) and red (+) wires onto the new battery noting the proper battery polarity.
4. Slide the new battery onto the shelf and secure.
5. Close the door.

The Battery Backup Unit (BBU) and the Power Supply Unit (PSU) are required for Frontier FiberOptic Digital Voice services to the Optical Network Terminal (or ONT). Each Battery Backup Unit must have a Power Supply Unit that plugs into an outlet, supplying power to it. Each Power Supply Unit has a small green light on it. If it's illuminated, it has power. If not, it's not receiving power.

To determine if the PSU is receiving power, try testing the outlet with a lamp or hair dryer. This can easily determine if the outlet is supplying power.

Did you notice an intermittent beep coming from the Battery Backup Unit? This means it needs attention. Please note—even though there are different BBU models, the lights on BBUs are basically the same.

To test the battery for possible replacement:

- Remove the leads connecting to the BBU.
- Unplug the Battery Backup Unit from the AC power outlet.
- Wait 30 seconds and then plug it back in to AC power.
- Wait for the BBU to start beeping, indicating it's not getting battery power.
- Replace the battery by firmly re-attaching the leads and placing it back in the housing unit.

Here's a video on [how to replace your Sealed Lead Acid BBU](#).

Type 3: Belkin Battery Backup Unit (BBU)

This type is a BBU at the Residential Gateway (router). The Belkin BBU plugs directly into the Residential Gateway.



- Provides up to 4 hours of backup power.
- Unit includes a Sealed Lead Acid (SLA) battery.
- Must be installed near the Residential Gateway; one end plugs directly into the Residential Gateway.
- Requires approximately 18 hours to charge a new and fully depleted battery
- Limited 3-year warranty.

How to Replace the Residential Gateway (RG) Battery-Belkin BBU

1. Turn off power switch. Disconnect the RG Battery Backup from power and any connected devices.
2. Remove the battery door on the rear of the Belkin RG Battery Backup by pressing the tab on the top of the battery door.
3. Remove battery from enclosure; remove the wire connections from the battery.
4. Connect the new battery (black-to-black, red-to-red); place the battery into enclosure.
5. Securely reconnect battery door.

Type 4: PSI Li-36 Micro BBU

This type is a BBU at the Residential Gateway (router).

The PSI Li-36 Micro BBU utilizes a stackable battery technology to offer up to 24 hours of battery backup.



Each battery pack provides up to 8 hours of backup battery.

8 hours of Battery Backup	Includes Power Supply + Cord + (1) Battery Pack
16 hours of Battery Backup	Includes Power Supply + Cord + (2) Battery Packs
24 hours of Battery Backup	Includes Power Supply + Cord + (3) Battery Packs

How to Install the PSI Li-36 MICRO BBU

1. Slide MICRO BBU Battery Pack onto MICRO BBU Power Supply until Battery Pack becomes fully flush with the top of the Power Supply. You should hear a "click" when the Battery Pack is fully seated.
2. Connect provided AC power cord to AC input connector on the MICRO BBU Power Supply.
3. Connect 3-prong AC Power Cord into the wall outlet.
4. Verify "System Status" LED is "On" with green illumination.
5. Connect the UPS dc cable into the green port of the MICRO BBU Power Supply
6. Connect the other end of the cable to the Residential Gateway.
7. Ensure "system status" LED is the only illuminated LED on the MICRO BBU.
8. Your residential gateway will return to normal operating status within 3 minutes.

Recycle and Dispose of your Batteries Safely

Please store and handle all Sealed Lead Acid or D-Cell alkaline batteries in accordance with manufacturers' instructions. When switching out batteries, please make sure to dispose of your old batteries properly. For more information about recycling, you may contact Call2Recycle at 1.877.RECYCLE (1.877.273.2925) or visit call2recycle.org to find a list of drop-off locations closest to you. You may also visit www.ehso.com/ehshome/batteries.php or call the EPA at 1.202.272.0167 for instructions. Your local municipality may also have information about proper disposal of batteries.

Questions? Please contact us at 1.800.921.8106 or frontier.com/contact-us.