

Battery Backup Customer Guide for FiOS® by Frontier Customers

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

PowerReserve™ Battery Backup Unit (BBU)

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.

Sealed Lead Acid (SLA) Battery Backup Unit (BBU)

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.

Install Your Battery

PowerReserve BBU Installation:

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.

How to 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.

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

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

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.