

Battery Backup Customer Guide for Frontier® Internet Customers

For customers with the following services:

- Unlimited Digital Voice (UDV) - BBU required at Router only
- Digital Voice - BBU required at Router only

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
 - You will need to order a BBU for the Residential Gateway (router)
3. INSTALL the battery

Battery Backup Options for your Residential Gateway (Router)

Type 1: Belkin Battery Backup Unit (BBU)

The Belkin BBU will plug 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 2: PSI Li-36 Micro BBU

The PSI Li-36 Micro BBU utilizes a stackable battery technology to offer 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.