



# Sealed Lead Acid Battery Backup Unit for Frontier FiOS® Digital Voice or Vantage Voice over Fiber

Your Frontier FIOS Digital Voice or Vantage Voice over Fiber 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 Frontier FIOS Digital Voice or Vantage Voice over Fiber 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 Frontier FIOS Digital Voice/Vantage Voice over Fiber 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. Sealed Lead Acid (SLA) BBU is offered for sale or for free to FIOS Digital Voice/Vantage Voice over Fiber customers depending on their location. Sealed Lead Acid BBU is offered for sale to existing customers in CA, FL, and TX, to new and existing customers in IN, OR, and WA, and to existing Vantage Voice over Fiber customers with Optical Network Terminal (ONT). New Vantage Voice over Fiber customers with ONT receive a free SLA BBU. To purchase the SLA BBU, please contact customer service.

The Frontier-supplied ONT battery in your unit is designed specifically for use with the Frontier FiOS/Vantage Network. Use of a different type of battery is not recommended since other battery types may impact the performance of your FiOS/Vantage Voice over Fiber services. Frontier is not responsible for damages resulting from use of an improper battery.

*The particular Sealed Lead Acid batteries pictured here are only offered in certain areas.*

## **Sealed Lead Acid (SLA) Battery Backup Unit (Goldtop 12-Volt 8Ah GT12080-HG)**

Frontier offers for sale Sealed Lead Acid (SLA) BBU to existing FIOS Digital customers (FDV) in CA, FL, and TX, to new and existing FDV customers in IN, OR, and WA, and to existing Vantage Voice over Fiber customers with ONT (Optical Network Terminal). New Vantage Voice over Fiber customers with ONT receive free SLA BBU.



Your 12-Volt 8Ah GT12080-HG SLA Sealed Lead Acid (SLA) Battery

Backup Unit is connected to the Power Supply Unit (PSU) inside your Optical Network terminal (ONT). Your ONT is usually located inside your garage or house where it can be easily monitored. If your ONT is accidentally unplugged or the power goes out, your back-up battery will provide you with power for voice service for a minimum of 8 hours.

The PSU that connects to the SLA BBU contains a series of indicator lights that tell you whether your service is being powered by your home's electricity or the battery. If you are experiencing trouble with your phone service, check your PSU and BBU. A green light on the PSU indicates that your BBU is operating normally. A yellow light means it is operating on battery power. If the light is not lit, check that the unit is plugged in. A red light or a low-battery alarm indicates that the battery is not connected or needs to be replaced.

The average life of your battery is between 2 and 4 years, depending on the average temperature of the environment.

You can determine what type of ONT Power Supply Unit (PSU) you use at your home with the SLA BBU by referring to the images below:



Delta One Piece PSU



Delta Two Piece PSU



CyberPower PSU



APC PowerShield PSU's  
(Two models that look  
the same  
model numbers  
CP24U12 & CP27U1)

## How to determine or monitor if your battery needs to be replaced

Choose the appropriate PSU below for instructions on how to determine if your battery needs to be replaced:

### Delta One Piece PSU

There are status lights on the front right of the Delta One Piece PSU. Refer to the Replace Battery and Missing Battery status lights. The Replace Battery status light will be red if the battery needs to be replaced. An audible alarm will also sound, with one beep every 15 minutes, when the battery needs to be replaced. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply. The Missing Battery status light will be green if no battery is connected to the power supply.

### Delta Two Piece PSU

There are status lights on the front right of the Delta Two Piece PSU. Refer to the Replace Battery status light - third down from the top. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every 15 minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery. When the power supply begins using battery power, it will beep once and then remain silent. While running on battery power, if the battery begins to run low, the alarm will beep four times per minute. The alarm can be silenced for 24 hours by pushing the blue button on the front of the power supply.



### **CyberPower PSU**

There are status lights on the front right of the CyberPower PSU. The Replace Battery status light on the right will be red if the battery needs to be replaced. An audible alarm also will sound, with two beeps every three minutes when the battery needs to be replaced. While running on battery power, if the battery begins to run low, the alarm will beep four times every two minutes. The alarm can be silenced for 24 hours by pushing and holding the blue button on the front of the power supply for three seconds. This unit also has a Missing Battery status light, which will be red if no battery is connected to the power supply.

### **APC PowerShield PSU Model# CP24U12**

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. There is no audible alarm on this unit. To determine if the battery is missing, open the door and look for a battery

### **APC PowerShield PSU Model# CP24U13**

There are status lights on the front right of the APC PSU. Refer to the Battery Status light. It will be red if the battery needs to be replaced or if it is missing. An audible alarm will also sound, with one beep every fifteen minutes, when the battery needs to be replaced. To determine if the battery is missing, open the door and look for a battery; there is no audible alarm for a missing battery.

[Here is a video on how to troubleshoot your PSU and SLA BBU.](#)

## **How to replace the Optical Network Terminal (ONT) Battery**

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 is a video on how to replace your SLA BBU.](#)

## **Warranty for your Sealed Lead Acid (SLA) Battery**

SLA BBU comes with a 1-year manufacturer 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 SLA BBU at additional fee.



## **Recycling and Disposal of Your SLA Batteries**

All batteries used are sealed lead batteries. Batteries should be recycled. For more information about recycling, you can contact Call2Recycle at 1.877.RECYCLE (1.877.273.2925) or visit [call2recycle.org](http://call2recycle.org) to find a list of the drop-off locations closest to you. You may also visit <http://www.ehso.com/ehshome/batteries.php> or call the EPA at 202.272.0167 for instructions. Your local municipality may also have information about proper disposal of batteries.