

Battery Backup Customer Guide for Vantage™ by Frontier® Fiber 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
 - You will need to order a BBU for the Optical Network Terminal (ONT) **and** a BBU for the Residential Gateway (router).
3. **INSTALL** the battery

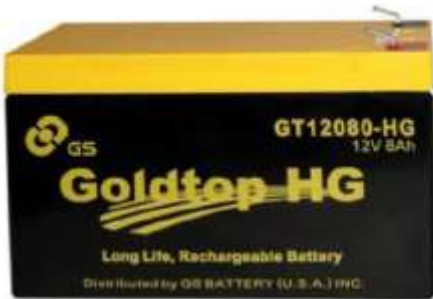
Sealed Lead Acid (SLA) Battery Backup Unit (BBU)

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.

Battery Backup Options for your Residential Gateway (Router)

A. 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.

B. 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
Packs

Includes Power Supply + Cord + (2) Battery

24 hours of Battery Backup
Battery Packs

Includes Power Supply + Cord + (3)

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

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

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.

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.