SVC BATTERY BACKUP GUIDE

500840

12/12/19

Javelin | AT&T

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Version 1

FTTP W/ BGW320 WITH INTERNAL ONT

Setting Up Your Battery Backup

A simple guide

How to Install:
PSI Rechargeable Battery Units for your Gateway

What you need:

- (2) PSI Li-75 Power Supplies
- (6) PSI PS36L-EX Batteries
- PSI-BGW320 Adapter Cable

Before you begin:

Each battery stack will provide up to 16 hours of backup power. One battery stack will be connected to the Gateway to provide automatic backup and will need to be replaced with the other standby battery stack as needed during an outage.

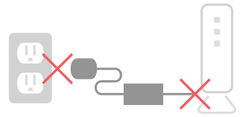
Keep standby rechargeable battery stack connected to power source to maintain charge.

Prepare standby backup rechargeable batteries

Connect the other three rechargeable batteries and the power supply to the other backplane and plug into an electrical outlet (not controlled by a wall switch). Note: to get the best power available, you should plug your battery stack directly into a wall receptacle.

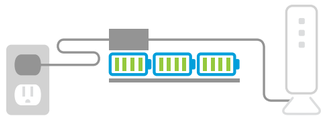
Connect first backup battery:

1. Disconnect existing black power supply from the Gateway and wall outlet.



2. Stack three battery units and the power supply on the backplane.

3. Connect the rechargeable battery stack to the Gateway using supplied power cord.



4. Make sure the battery is On and the Gateway is working.

Completed Setup

How to Check & Replace: PSI Rechargeable Battery Units

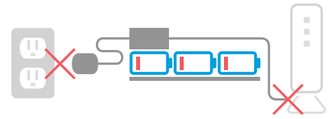
Important information:

- Each battery stack will provide up to 16 hours of backup power. One stack will be connected to the Gateway to provide automatic backup and should be replaced as needed. The other will be a standby battery stack to use during a power outage.
- Keep all rechargeable batteries connected to a power source to maintain charge.

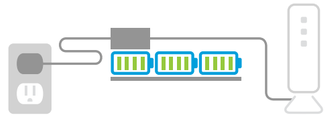
Note: Battery Backup unit will not power a cordless phone. It will only power a corded phone.

Replace your batteries:

1. Unplug the entire battery stack from the Gateway.



2. Connect the fully charged standby battery stack into the Gateway.



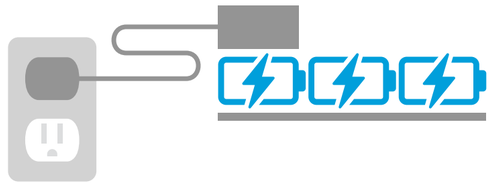
3. Press the Cold Start Button on the Power Supply.
4. Press the Power Button on the Gateway.

Check your batteries:

It's important to **check your batteries periodically** to ensure full charge in case of a power outage. Your batteries will automatically display the charge level when turned on—if the battery is exhausted, replace it with one of the standby units.

Recharge your batteries:

Make sure the old battery is connected to the power outlet so it will recharge when the power comes back on.



Troubleshooting:
For PSI Rechargeable Battery Units

If your phone does not have a dial tone during a power outage:

Check your Gateway and Rechargeable Batteries

NEED MORE HELP & TROUBLESHOOTING?

PSI Rechargeable Battery Units:
go to **https://www.powertecsolutions.net/solutions/att-solutions/**

1. Make sure corded phone is plugged into the Gateway.
2. If Gateway does not have power, make sure:
   - Gateway is plugged into rechargeable battery
   - Rechargeable battery is turned On
   - Rechargeable battery still has a charge. If not, replace it with one of the standby rechargeable batteries.
3. Make sure Gateway is connected to AT&T network box.

Version 2

CVOIP OVER OUTDOOR FIBER BGW320

Setting Up Your Battery Backup

A simple guide

How to Install:
PSI Rechargeable Battery Units for your Gateway

What you need:

- (2) PSI Li-75 Power Supplies
- (6) PSI PS36L-EX Batteries
- PSI-BGW320 Adapter Cable

Before you begin:

Each battery stack will provide up to 16 hours of backup power. One battery stack will be connected to the Gateway to provide automatic backup and will need to be replaced with the other standby battery stack as needed during an outage.

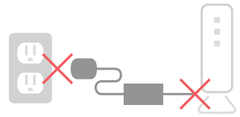
Keep standby rechargeable battery stack connected to power source to maintain charge.

Prepare standby backup rechargeable batteries

Connect the other three rechargeable batteries and the power supply to the other backplane and plug into an electrical outlet (not controlled by a wall switch). Note: to get the best power available, you should plug your battery stack directly into a wall receptacle.

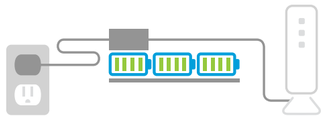
Connect first backup battery:

1. Disconnect existing black power supply from the Gateway and wall outlet.



2. Stack three battery units and the power supply on the backplane.

3. Connect the rechargeable battery stack to the Gateway using supplied power cord.



4. Make sure the battery is On and the Gateway is working.

Completed Setup

How to Check & Replace: PSI Rechargeable Battery Units

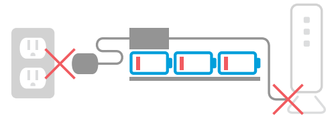
Important information:

- Each battery stack will provide up to 16 hours of backup power. One stack will be connected to the Gateway to provide automatic backup and should be replaced as needed. The other will be a standby battery stack to use during a power outage.
- Keep all rechargeable batteries connected to a power source to maintain charge.

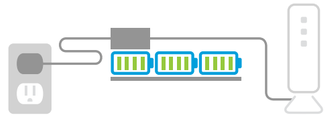
Note: Battery Backup unit will not power a cordless phone. It will only power a corded phone.

Replace your batteries:

1. Unplug the entire battery stack from the Gateway.



2. Connect the fully charged standby battery stack into the Gateway.



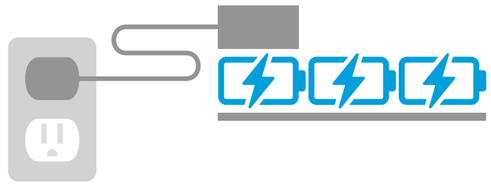
3. Press the Cold Start Button on the Power Supply.
4. Press the Power Button on the Gateway.

Check your batteries:

It's important to **check your batteries periodically** to ensure full charge in case of a power outage. Your batteries will automatically display the charge level when turned on—if the battery is exhausted, replace it with one of the standby units.

Recharge your batteries:

Make sure the old battery is connected to the power outlet so it will recharge when the power comes back on.



How to Check & Replace: D-cell Units

Important information:

- It's important that you **periodically check your batteries** to ensure they're functioning properly. Batteries have a limited lifespan, even if they are not in use. Older batteries may not provide a full 24 hours of backup. We recommend that you have a spare set of new alkaline batteries available.
- During a power outage, you may need to replace the batteries more than once to maintain working service.
- When replacing batteries, replace All of them at the same time with the same type and brand of alkaline batteries. Caution: Do not mix old and new batteries or use rechargeable batteries as it could damage the device.

Note: Backup battery will not power a cordless phone, it will only power a corded phone.

Check your batteries:

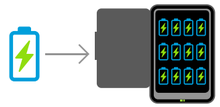
It's important to check your batteries from time to time to ensure you'll have service if there's a power outage.

Press Test button on the D-cell holder. The LED lights will indicate how much charge is left. Replace all 12 batteries with fresh batteries if necessary.

Replace your batteries:

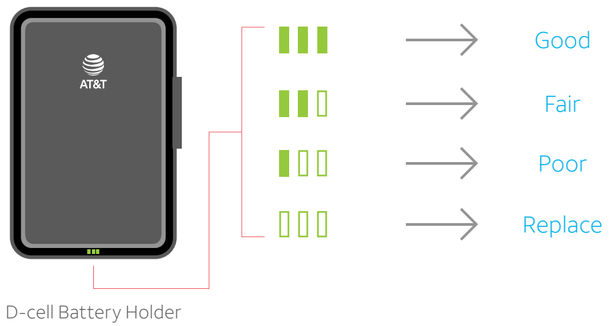
1. Turn the D-cell unit Off. Open cover of D-cell holder and remove all 12 of the old D-cell batteries.

2. Insert the 12 New D-cell batteries into holder.



3. Push Test button on D-cell holder. LED lights will indicate power level. (See chart below.)

4. Turn unit Off when finished testing. You will need to turn the unit back on during a power outage.



Troubleshooting:
For D-cell & PSI Rechargeable Battery Units

If your phone does not have a dial tone during a power outage:

Check your Gateway and Rechargeable Batteries

1. Make sure corded phone is plugged into the Gateway.
2. If Gateway does not have power, make sure:
   - Gateway is plugged into rechargeable battery
   - Rechargeable battery is turned On
   - Rechargeable battery still has a charge. If not, replace it with one of the standby rechargeable batteries.
3. Make sure Gateway is connected to AT&T network box.

Check your AT&T Fiber Service Box/ONT and D-cell Battery Unit

1. Make sure AT&T network box (ONT) has power and is turned On.
2. If AT&T network box (ONT) does not have power, make sure:
   - D-cell holder is plugged into power supply
   - D-cell holder is turned On
   - Power supply is plugged into AT&T network box (ONT)
   - D-cell batteries are installed and have enough charge. (Push the battery Test button to see the battery power level.) If not sufficiently powered, replace All the D-cell batteries.

NEED MORE HELP & TROUBLESHOOTING?

PSI Rechargeable Battery Units:
go to **www.powertecsolutions.net/solutions/att-solutions/**

D-cell Battery Unit:
go to **att.com/dcellbatterybackup** or call **800.650.0954**

Version 3

CVOIP OVER INDOOR FIBER BGW320

Setting Up Your Battery Backup

A simple guide

How to Install:
PSI Rechargeable Battery Units for your Gateway

What you need:

- (2) PSI Li-75 Power Supplies
- (6) PSI PS36L-EX Batteries
- PSI-BGW320 Adapter Cable

Before you begin:

Each battery stack will provide up to 16 hours of backup power. One battery stack will be connected to the Gateway to provide automatic backup and will need to be replaced with the other standby battery stack as needed during an outage.

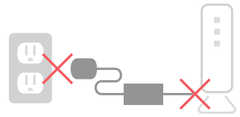
Keep standby rechargeable battery stack connected to power source to maintain charge.

Prepare standby backup rechargeable batteries

Connect the other three rechargeable batteries and the power supply to the other backplane and plug into an electrical outlet (not controlled by a wall switch). Note: to get the best power available, you should plug your battery stack directly into a wall receptacle.

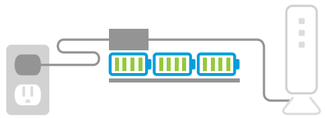
Connect first backup battery:

1. Disconnect existing black power supply from the Gateway and wall outlet.



2. Stack three battery units and the power supply on the backplane.

3. Connect the rechargeable battery stack to the Gateway using supplied power cord.



4. Make sure the battery is On and the Gateway is working.

Completed Setup

How to Check & Replace: PSI Rechargeable Battery Units

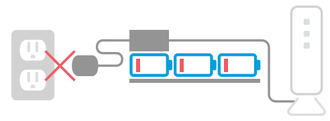
Important information:

- Each battery stack will provide up to 16 hours of backup power. One stack will be connected to the Gateway to provide automatic backup and should be replaced as needed. The other will be a standby battery stack to use during a power outage.
- Keep all rechargeable batteries connected to a power source to maintain charge.

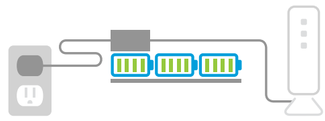
Note: Battery Backup unit will not power a cordless phone. It will only power a corded phone.

Replace your batteries:

1. Unplug the entire battery stack from the Gateway.



2. Connect the fully charged standby battery stack into the Gateway.



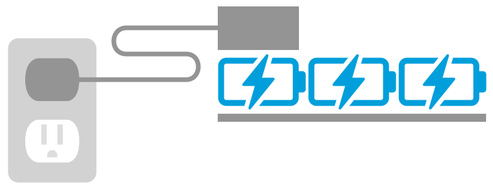
3. Press the Cold Start Button on the Power Supply.
4. Press the Power Button on the Gateway.

Check your batteries:

It's important to check your batteries periodically to ensure full charge in case of a power outage. Your batteries will automatically display the charge level when turned on—if the battery is exhausted, replace it with one of the standby units.

Recharge your batteries:

Make sure the old battery is connected to the power outlet so it will recharge when the power comes back on.



How to Install:
D-cell Unit for your AT&T Fiber Service Box

In your kit:

- D-cell batter holder with cable
- D-cell power supply
- Power cables (2)

You will need to supply 12 D-cell alkaline batteries.

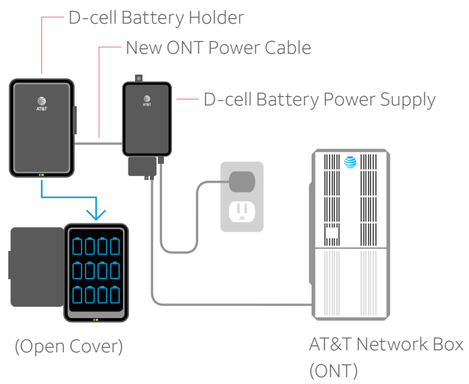
Before you begin:

Determine placement of D-cell unit near the AT&T network box (ONT).

Unit can be laid flat or mounted to wall.

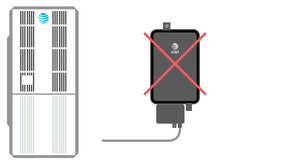
Select the power cable that fits your ONT.

Completed Setup (items not to scale)

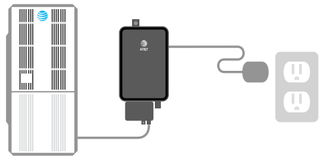


Follow these simple steps:

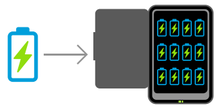
1 Unplug existing black power supply.



2 Remove plastic cover from bottom of power supply. Connect new power cable to ONT and D-cell power supply, then plug into outlet.



3 Insert all 12 D-cell batteries into the holder.



4 Plug holder into power supply.

5 Test the unit: Push Test button; LED lights will indicate power level.

6 Turn unit Off when finished testing. You will need to turn the unit back on during a power outage.

How to Check & Replace: D-cell Units

Important information:

- It's important that you **periodically check your batteries** to ensure they're functioning properly. Batteries have a limited lifespan, even if they are not in use. Older batteries may not provide a full 24 hours of backup. We recommend that you have a spare set of new alkaline batteries available.
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Replace your batteries:

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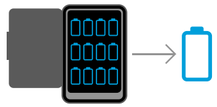
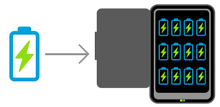
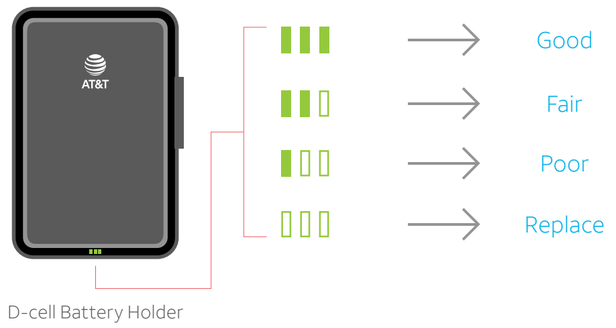


2. Insert the 12 New D-cell batteries into holder.



3. Push Test button on D-cell holder. LED lights will indicate power level. (See chart below.)
4. Turn unit Off when finished testing. You will need to turn the unit back on during a power outage.



Troubleshooting:
For D-cell & PSI Rechargeable Battery Units

If your phone does not have a dial tone during a power outage:

Check your Gateway and Rechargeable Batteries

1. Make sure corded phone is plugged into the Gateway.
2. If Gateway does not have power, make sure:
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3. Make sure Gateway is connected to AT&T network box.

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