Setting up your Battery Backup

A simple guide
How to Install: APC Rechargeable Battery Units for your Gateway

What you Need:

- (3) Rechargeable batteries
- (2) power supplies
- Plug adapters (may not be required for all Gateways)

Before you Begin:

Each battery will provide up to 8 hours of backup power. One battery will be connected to the Gateway to provide automatic backup and will need to be replaced with the other standby batteries as needed during an outage.

Keep standby rechargeable batteries connected to power source to maintain charge.

Connect First Backup Battery:

1. Disconnect existing black power supply from the Gateway.
2. Connect the power supply to one of the rechargeable batteries.
3. Connect rechargeable battery to Gateway using supplied plug adapter (if needed).
4. Make sure the battery is ON and the Gateway is working.

Prepare Standby Backup Rechargeable Batteries

Connect the other power supplies to each rechargeable battery and plug into an electrical outlet (not controlled by a wall switch). Note: to get the best power available, you should plug your battery directly into a wall receptacle.
How to Check & Replace: APC Rechargeable Battery Units

Important Information:

• Each battery provides up to 8 hours of backup power. One will be connected to the Gateway to provide automatic backup and should be replaced as needed. The others will be standby batteries to use during a power outage.

• Keep all rechargeable batteries connected to a power source to maintain charge.

• During a power outage you may need to replace batteries more than once depending on the duration of the outage.

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

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.

Replace Your Batteries:

1 Unplug battery from power supply and Gateway.

2 Unplug one of the fully charged standby batteries from its power supply, and connect it to the power supply and the Gateway.

Recharge Your Batteries:

Connect the old battery to the power supply from the previous standby battery. Make sure the power supply is still connected to the power outlet and the outlet has power.
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.

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<thead>
<tr>
<th>LED Indicator</th>
<th>Condition</th>
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<td>GOOD</td>
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<td>REPLACE</td>
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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 above.)

4. Turn unit OFF when finished testing. You will need to turn the unit back on during a power outage.
Troubleshooting for D-cell & APC Rechargeable Battery Units

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

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 (ONT).

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 with your:

**APC rechargeable battery:** go to [www.apc.com/us/en/campaign/battery-backup-for-voip.jsp](http://www.apc.com/us/en/campaign/battery-backup-for-voip.jsp) or call 800.300.7141

**D-cell battery unit:** go to [att.com/dcellbatterybackup](http://att.com/dcellbatterybackup) or call 800.650.0954