


at&t

Important Battery Backup Information Regarding your AT&T Voice and Internet Service, including owner manuals. *Please retain for your records.*

Required Optical Network Terminal Battery Backup Power

Your AT&T voice and Internet services require electrical power from your home to operate. Electricity from your home powers the Optical Network Terminal (ONT), an equipment box where AT&T's fiber network terminates and inside wiring for your home originates. AT&T provides a Power Supply Unit (PSU) for the ONT, which can be placed within 100 feet of the ONT and is installed inside your home or garage. AT&T supplies an initial backup battery for the power supply unit to the first resident of the premises where AT&T services are installed. All subsequent backup batteries are the responsibility of the customer at the premises.

If a power outage occurs, you will not be able to make or receive calls, including 911 calls, unless you have battery backup power for the ONT. During a power outage, if you wish to conserve battery power for making and receiving necessary calls, you should avoid making unnecessary calls and not use AT&T Internet service. (If you have AT&T Internet or U-verse Voice service(s), there are additional requirements for battery backup power for the Residential Gateway—see Note #1 below).

Optical Network Terminal Backup Battery Replacement

You are responsible for monitoring the backup battery and will need to replace it when necessary. AT&T shall have no liability for the failure of your service to function during a power outage, including failure due to the absence or insufficiency of battery backup power. For ONT battery replacement and recycling please contact GS Battery (USA) Inc. at 1 (800) 472-2879 or www.gsbattery.com. Be sure to have the battery model number available, which is PX12072-HG. The battery number is also located on the label on the side of the battery. AT&T does not supply replacement batteries.

You may also be able to purchase replacement batteries through other suppliers (e.g., Batteries Plus, Radio Shack and via the Internet from Amazon or Sears). Batteries must be of the 12Volt - 7.2 Amp Hour Variety with F2 Faston connectors and a size not to exceed 6.05" Length x 2.6" Depth x 4.05" Height. Locations where batteries are available are subject to change.

Portable generators with 120-volt outlets and extension cords will power the PSU in the event of extended power outages. See manufacturer details for operating and safety procedures when using a portable generator. Other 120-volt PSU backup solutions may be available at certain home and electronics stores (e.g., Uninterruptible Power Sources (UPSs) and Duracell® Standby Power Plugs).

Determine Power Supply Unit (PSU) Type At Your Home – Refer To Images Below:



Delta One Piece PSU



Delta Two Piece PSU



CyberPower PSU



**APC PowerShield PSU's
(Two models that look the same; refer to model numbers below)**

How to tell when to replace your battery

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 fifteen 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.

For more information see the owner's manual: [Learn More](#)

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 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. 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.

For more information see the owner's manual: [Learn More](#)

CyberPower PSU:



There are status lights on the front right of the CyberPower 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 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. The Missing Battery status light will be red if no battery is connected to the power supply.

For more information see the owner's manual: [Learn More](#)

APC PowerShield PSU Model # CP24U12:



Model #CP24U12

To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift the PSU up, and look at the model number on the back of the unit. 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.

For more information see owner's manual: [Learn More](#)

APC PowerShield PSU Model # CP27U13:



Model #CP27U13

To determine the model number, loosen the screws in the battery compartment located at the bottom left of the PSU, lift the PSU up, and look at the model number on the back of the unit. 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.

For more information see owner's manual: [Learn More](#)

Replacing the Battery

Open the door, carefully pull the battery off the shelf and remove the black and red wires. Connect the black (-) and red (+) wires onto the new battery noting the proper battery polarity. Slide the new battery onto the shelf and secure. Close the door.

NOTE #1: If you have AT&T U-verse services (voice, high speed Internet, and/or TV), you must also have battery backup power for the Residential Gateway for your AT&T U-verse services to function during a power outage. For Residential Gateway battery-replacement and recycling information contact BELKIN at 866-539-5791 or www.belkin.com/gatewaybattery. For more information, please refer to your Feature Guide and your Belkin® | Residential Gateway Battery Backup User Manual.

NOTE #2: If you have Internet Service, you must provide battery backup power for your computer, if you would like to have access to the Internet during a power outage. For example, your computer could be plugged into an Uninterruptible Power Source (UPS), available at certain home and electronics stores.

NOTE #3: If you have a monitored home alarm that uses AT&T voice or Internet service as the communications pathway, your monitored home alarm will not function during a power outage without battery backup power for your AT&T voice or Internet service, as applicable. (AT&T voice service requires ONT battery backup power, and AT&T U-verse services, including AT&T U-verse Voice service, require both ONT and Residential Gateway battery backup power to function during a power outage).

NOTE #4: The ONT battery backup will not power cordless phones, home alarm panels, or other equipment, such as telecommunications devices used to assist customers with disabilities, that are connected to the telephone line and require electricity from the customer's premises.

NOTE #5: A new, fully charged ONT backup battery will provide four to eight hours of backup power. Actual results will vary, depending, among other things, on battery age, usage patterns, and environmental conditions, including temperature extremes and fluctuations. To conserve battery backup power for emergency calls, you should not use Internet services, U-verse TV or make unnecessary voice calls during a power outage.

NOTE #6: Batteries are not available through APC [American Power Conversion]. Please contact GS Battery (U.S.A.) Inc. to order a new battery for all PSU types - see section above labeled ***Optical Network Terminal Backup Battery Replacement*** for more information.

If you have any additional questions, please call 1-800-ATT-2020 or 1-800-288-2020.