

Battery Backup for Fiber to the Home

In the event of a power outage the Optical Network Terminal (ONT) provided by Hickory Telephone will not function. A backup power supply (battery) can be added to allow digital voice to be in service in the event of a power outage. A backup battery and power supply can be purchased from us at the time of install or at any time thereafter. A backup battery will allow regular corded land line phones to work during a power outage. Cordless phones will not work unless the base station is connected to a working power supply. All other ONT functions may be powered down during a power outage to conserve battery.

There are two different models of Battery backup that we have supplied. One has a single 12 volt battery and a newer one uses 12 D-cell batteries as a backup. Currently we are only supplying the D-Cell battery option. If you would like your 12 volt single battery backup model replaced with the D-cell battery backup model please call our office at 724-356-2211 for replacement. The rest of the document will be split between the D-cell battery model and the 12v battery model as the operations are different for each.

D-Cell battery backup

The battery backup is expected to last over 24 hours in the event of a power outage if using new D-cell batteries. The estimated life expectancy for the battery is dependent upon the battery manufacturer and is either printed on the battery or on the packaging when the battery is purchased.

The battery backup should be kept indoors away from moisture and between 32°F and 113°F.

The battery backup can be tested by unplugging the battery backup's power cord from the wall. The D-Cell battery backup will not power the ONT automatically by default to conserve battery for when it is needed. All functions of the ONT including phone and Ethernet ports can be restored by pressing the power button on the D-Cell battery backup Unit. This will power up the ONT. Please allow 5 minutes for all ONT function to be restored. If it is working correctly, the Optical Network Terminal will remain powered and regular corded land line phones will still work in the house. The ONT can be turned off by pressing the power button again on the battery backup unit. This can conserve battery life to make sure that the ONT will be operational when it is needed. Please remember to plug the battery backup unit into AC power again once testing has been completed.

The battery backup unit has a display that will show the amount of battery power remaining. Please refer to the battery backup units instruction manual for details on the warning indicator lights and the battery replacement procedure.

Hickory Telephone Company and HTC Communications do not supply any warranty on the Battery Backup Unit. Please refer to the instruction manual that came with the unit for warranty details.

The customer has the option only turn on the power to the ONT when it is necessary during longer outages. This will allow the battery to last longer. In default mode, the power button will need to be pressed on the battery backup for the ONT to turn on. It will take approximately 5 minutes for the ONT to start and allow phone calls to be made. Also the more the phone is used the shorter the battery life. Using the phone only to make emergency calls will prolong the battery life as much as possible. The customer has the option to purchase additional D-cell batteries to extend the battery backup time

The battery backup unit does not come with batteries. It is up to the customer to purchase the 12 D-cell batteries needed for operation. Replacement batteries can be purchased at Walmart or any other retailer selling standard dry D-cell batteries.

12v single battery backup

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon model used, battery age, usage, and environment. The estimated life expectancy for the battery is 2-4 years depending upon model used, power outage frequency, and environment.

The battery backup should be kept indoors away from moisture and between 32°F and 113°F.

The battery backup unit can be tested by unplugging it from the power outlet. If it is working correctly, the ONT will remain powered and regular corded land line phones will still work in the house. Make sure to plug the unit back in at the end of testing.

Some battery backup units will include a Cold Start button. These battery backup units will keep some battery power in reserve before shutting down. Pressing this button will activate the reserve and power the Optical Network Terminal for an emergency call. It will take approximately 5 minutes for the Optical Network Terminal to start and allow phone calls to be made.

Battery backup units will display a battery light when the battery needs replaced. Please refer to the battery backup unit's instruction manual for details on the warning indicator lights and the battery replacement procedure.

Hickory Telephone Company and HTC Communications do not supply any warranty on the Battery Backup Unit. Please refer to the instruction manual that came with the unit for warranty details.

The customer has the option to unplug the Optical Network Terminal from the battery backup unit during longer outages. This will allow the battery to last longer. The battery backup will need to be plugged back into the Optical Network Terminal to use the phone. It will take approximately 5 minutes for the Optical Network Terminal to start and allow phone calls to be made. Also the more the phone is used the shorter the battery life. Using the phone only to make emergency calls will prolong the battery life as much as possible. The customer has the option to have their battery backup changed at any time to a D-cell model so that they can keep as many D-cell batteries as they like to supply power during an extended power outage.

The battery backup unit comes with one battery. Replacement batteries can be purchased at Amazon.com or any other battery retailer. There is a part number on the battery that can be used to find a replacement. If the customer would rather not replace the battery but get a D-Cell battery backup unit, please call our office at 724-356-2211 during business hours to schedule a replacement of the battery backup unit.