

Backup Power for Home Phone Service during Power Outages

A backup power supply (battery) is required for your digital voice service to be in service in the event of a power outage. A backup battery will allow regular corded land line phones to work during a power outage and to maintain the ability to connect to 911 emergency services. When a power outage occurs, you should ensure that you have one corded single-line touchtone phone connected directly to the Wi-Fi gateway or your in-home wiring (wall jack) and the gateway connected directly to the Battery Backup Unit. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

What Your Battery Can-and Can't-Do for You

A backup battery allows you to continue to use your home voice service during a power outage. Without a backup battery, you will not be able to make any calls, including emergency calls to 911. A backup battery does not provide power to any service other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

Backup battery replacements are available for purchase directly from Zona Communications. If you have any questions on how to request and obtain a replacement unit as well as instruction on the installation of the replacement unit, please call (623) 455-4555.

If you decide to purchase a backup battery, you can purchase one through many of your local retailers or on-line. Be sure to purchase the battery model that matches the type of modem that you have.

Expected Backup Power Duration

The battery backup is expected to last up to 24 hours in the event of a power outage depending upon battery age, usage, and environment. The estimated life expectancy for the battery is 2-4 years depending on power outage frequency and environment.

Instructions for Proper Care and Use of Your Battery

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored in locations under normal room temperatures.

You should periodically remove and test your battery to verify both operation of the backup battery and its condition. The battery backup unit can be tested by unplugging it from the power outlet. If it is working correctly, the Optical Network Terminal 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.

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.

Zona Communications does not supply any warranty on the battery backup unit. Please contact our office at (623) 455-4555 if you have any questions regarding backup power.

