



VTX1 Battery Backup Information

If your VTX1 home phone service is provided through our advanced fiber optic network or VoIP, it requires electric power to operate. In the event of a power outage, phone service will not function, so a battery backup provides temporary power to your phone and Optical Network Terminal (ONT). VTX1 already provides a UPS battery backup device that provides power to your phone line for approximately 3-6 hours. However, you may want to purchase an upgraded UPS (Uninterruptible Power Supply) that provides 24-hour backup battery power for emergency voice services, including Emergency 911 dialing.

Pursuant to a new FCC requirement, VTX1 now offers a new UPS backup battery option with 24 hours of backup battery power:



Precision Power 36W Micro UPS with Spare Battery Module -- \$200.00

With a fully charged UPS battery backup in place, you will have the peace of mind knowing you can still use your phone during a power outage and have access to 911 services. This UPS battery backup device will be mounted outside your home and is charged from a nearby electrical outlet. Contact us to purchase your UPS today at 1-800-446-2031.

During a power outage, please use your VTX1 phone service only for emergency calls to preserve your battery power. VTX1 will not provide credits and is not liable for interruptions of service due to power outages.



VTX1 Companies

Note: The UPS battery backup should be used to power only the VTX1 ONT (Optical Network Terminal), located on the exterior of your home or business, to maximize the amount of backup power time. **The UPS must be installed by a qualified VTX1 technician.**

Batteries may degrade over time, so there is a test button that you can easily access on the UPS battery backup device to check the status of the battery. VTX1 can replace defective batteries during the warranty period. Customers may purchase out-of-warranty batteries from VTX1.

There may be other commercially available sources of backup power, such as a generator or other brands of UPS, that may provide backup power for your phone service and access to 911 services. Please consult the manufacturers of those types of devices for more information about their functions and capabilities. To support voice service, the battery inside the UPS unit should have a minimum rating of 8Ah.

Frequently Asked Questions

Will I be able to call 911 during a power outage?

Yes, if you have battery backup that's fully charged and connected to your phone equipment. To maintain full backup charge, keep the equipment plugged in at all times.

What needs to be plugged into the battery backup equipment?

Depending on the services provided to your home, the Optical Network Terminal (ONT) should be plugged into battery backup equipment. If you are using a cordless phone, it will not operate during a power outage. To conserve battery power, limit the use of your backup power to voice emergency calling only.

How do I use the battery backup and store it?

Batteries should be stored at room temperature with moderated humidity levels. Your battery backup should be easily accessible in case of emergency. For specific requirements for your battery, refer to the manufacturer's website or call them directly. The battery manufacturer's name can usually be found on the bottom or side of the battery unit.

When do I replace my battery backup?

Many battery backup units provide audible feedback in a variety of situations, such as when the battery backup power starts being used or when the battery backup power begins to run low. Audible feedback might be in the form of intermittent beeping or another sound coming from the unit. The display lights in some units may change from green to red. Listen for audible tones or a change in display lights that might indicate that you need a new battery backup. For information specific to your battery backup unit, see the owner's manual, refer to the manufacturer's website or call them directly. The battery manufacturer's name can usually be found on the bottom or side of the battery unit.

Where can I find battery backup manufacturer information?

The battery backup manufacturer's name can usually be found on the bottom or side of the battery unit. The manufacturer for the Micro Vision UPS is Core Telecom Systems, and their website address is www.coretelecom.net.