EMTA Battery Replacement

Details & FAQs

- **It is mandatory to offer a 24 hour EMTA back-up battery to *new* residential phone customers**
- You can still make phone calls and have access to 911
- You will need a corded phone; this type of phone can usually function with a working battery back-up in your phone modem during a power outage
- Cordless phones are also powered by electricity and typically do not work in a power outage; a back up battery does not power a cordless phone
- The battery does not provide power to any services other than voice
- For home security, medical alert systems, etc., contact the providers of those services

  - See FAQs

Always use a Self Install to send a backup battery (Residential only)

Existing Customers 8 hr

Existing customer requests to **add or replace** an **8 hour** back-up battery:

- First, **direct customer to the local office** to pick up an 8 hour battery (they no not need to return the old battery)

- If the customer cannot pick up the battery **or** if there is no local office:

  - Click **Create Work Order or Technical Case** on the **Work Orders Tab** in **BOLT**

- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case:	Trouble Call
Service Category:	Telephone
Problem Description:	CA - No Dial Tone* (on all phones/lines)
Select:	Phone Lines Affected
Enter:	Valid contact name and number
Notes:	Requests 8 hr. EMTA back-up battery

Existing Customers 24 hr

Existing customer wants to **add / replace a 24 hour battery**; these are **not available** at a local office

- If customer wants to purchase the battery from us:
    - Click **Create Work Order or Technical Case** on the **Work Orders Tab** in **BOLT**
- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case:	Trouble Call
Service Category:	Telephone
Problem Description:	CA - No Dial Tone* (on all phones/lines)
Select:	Phone Lines Affected
Enter:	Valid contact name and number
Notes:	Requests 24 hr. EMTA back-up battery

- **Battery fee and truck roll fee applies**
- Batteries can also be purchased at a retail store and installed by the customer
- If customer requests tech assistance, a truck roll fee applies

Installations

- **New phone customer:** **offer a 24 hour battery we have for purchase**
  - If customer wants to purchase a battery *from us*, add appropriate one time charge in the installation work order:
    - **R24EMTA** - $59.99
    - **R24GPON** (FTTH) - $134.99
  - Upon purchase, the customer **owns the battery** and should **remove it** before returning the EMTA to us; missing / lost batteries are handled as equipment disputes
    - *Local market* personnel **only** are authorized to issue adjustments for back-up batteries
  - New customers may buy their battery from a retail or online store and **must** also have battery **installed by our technician**
- Note: An 8 hour battery may be installed at the customer's request (no cost)

Lights

- **Solid light:** battery is **working and charged**

- **Blinking light:** battery is **charging**
- If light is still blinking **after 8 hours:** battery may be weak and may need to be replaced
  - **No light:** battery may be missing, depleted or not correctly installed

  - If an external battery or UPS is in use, please **refer to the manual** for **that device**

- **enTouch 24 hour battery:**
  - **Green:** Receiving AC power load to operate under normal conditions and Working off Battery

  - **Yellow Flashing:** Audible Alarm Silenced for 24 hrs

  - **Yellow Solid:** Audible Alarm silenced until manually enabled again

  - **Red:** Service or replace battery, or battery missing

- **Manual:** Precision Power 36W Micro UPS Battery

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