EMTA Battery Replacement for CA, OR and WA

Details & FAQs

- **Digital phone service** requires a working telephony modem (EMTA) **and *power* to the device** in order to function
- **Power outages** can possibly cause disruption to phone service
- EMTAs use a battery that keep phone service functioning for 3-8 hours (depending on use and age of the battery)

- Request a **free-self install kit** (residential only) when the installed EMTA does **not** have a battery installed
- Kits include information about how our phone service works in a power outage and our telephony modem batteries

- **Cordless phones** also require **electrical power** to their base to function. Having at least one **landline phone** just in the event of a power failure is recommended
- If an emergency alert system requires a landline phone (such as Life Alert) that system **does not work** if the phone service is not working
- Having a charged battery back-up or another secondary power source, as well as alternative methods of communication, such as a cell phone for

emergency situations is recommended

Cloud App

Free Cloud Phone App is available with home phone service on any WiFi connection through a mobile device

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**

Ordering a Battery

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

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4392