

# COMMANDER & KEY PHONE DEDICATED VOICE ACCESS - NBN

## Managing the power supply with battery backup

You have chosen to have a NBN Power Supply with Battery Backup installed with your Commander or Key Phone Voice Services.

Please make sure you read all the information below and understand your rights and responsibilities. It is your responsibility to maintain a backup battery facility if you choose this option.

### WITH BATTERY BACKUP

- › During a power outage, battery backup will provide a steady 12v power supply to your NBN connection box.
- › Battery backup will last for approximately five hours (including the battery emergency reserve) It is always good to have another way of calling someone during a power outage such as a charged mobile phone.

To ensure that your phone (or data) services continue to operate during a power outage please note:

- › Only standard corded phones (that don't need to be plugged into a power point) will work during a power outage, and only if your phone service is also provided over the NBN connection box's voice (UNI-V) port. All other devices require their own battery backup to operate during a power outage.
- › If your phone plugs into a separate router/gateway from your phone or internet service provider, you won't be able to make calls unless that router/gateway also has its own battery backup.
- › Examples of devices that require their own battery backup include wireless routers, all mains powered phones, computers or modem/routers.
- › Uninterruptable power supply (UPS) systems help power devices during a power outage and are readily available through technology retailers.

### HOW LONG BATTERY BACKUP LASTS

- › If you have a Power Supply with Battery Backup, your NBN connection box will continue to be powered for approximately five hours during a power outage.
- › When approximately 40% of the battery charge is

remaining (after about 3 to 3.5 hours), the power supply will automatically turn off to preserve the remaining charge for emergency use.

- › When you need to use the remaining charge press the emergency reserve button and within a few minutes your services will operate for the remaining 1.5 to 2 hours.

Extremely cold conditions (less than -1 degrees Celsius) may cause the battery to run out more quickly.

### HOW TO REPLACE YOUR BATTERY BACKUP

#### 1. Purchase a new battery

You should buy a replacement battery that is equivalent to the original. You can purchase the battery at most specialist battery retailers – you can find a list at [nbnco.com.au/battery](http://nbnco.com.au/battery) along with other useful information about the model of battery required.

#### 2. Remove the old battery

- › Turn off at the power point and disconnect the power supply from the mains power.
- › Open the front cover of the Power Supply with Battery Backup **(A)**.
- › Disconnect the red '+' plug from the battery **(B)**.
- › Push the tabs holding the battery, one above and one below, outward and then lift the battery out **(C)**.
- › Disconnect the black '-' plug and remove battery **(D)**.

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### HOW TO REPLACE YOUR BATTERY BACKUP (CONTINUED)

#### 3. Install the new battery

- › Reconnect the black '-' plug to the new battery **(E)**.
- › Push the battery retaining tabs outward and insert the battery into the Power Supply with Battery Backup **(F)**.
- › Reconnect the red '+' plug to the new battery **(G)**.
- › Make sure the wires are not being pinched by the battery or the front cover.
- › Close the front cover and plug the power supply back into the power point and turn the power on.
- › The new battery will take 24 hours to completely charge. Please retain the old battery as a precaution during this time unless its charge was completely exhausted.

Please note, your broadband and/or phone service delivered over the NBN will be unavailable while the battery is being replaced and for up to 10 minutes afterwards.

To learn more about how to replace your battery or maintain your equipment, please visit <https://www.vocus.com.au/support/commander/dedicated-voice-access/nbn> for video walkthroughs.

For further information about Battery Backup, please read the NBN Fibre User Guide provided to you by the NBN Technician at time of installation.

