

# TWIN LAKES: *Fiber*

## Backup Power

Our fiber-optic network gives you the advanced and dependable services you want today while providing the capability to meet the demands of the future. This network requires electric power to operate. To avoid a disruption during a power outage—and to maintain the ability to connect to 911 emergency services—Twin Lakes offers battery backup power options.

### What Your Backup Battery Can — and Can't — Do for You

The backup battery is about two pounds and is roughly the size of a brick. It is expected to last at least 8 hours on standby power and is available for \$74.99. You may extend your standby power up to 24 hours by purchasing two additional 8-hour batteries for \$59.99 each. Our backup battery does not provide power to any other equipment, such as home security systems, medical monitoring devices, and routers.

### Where to Obtain Additional Battery Backup

Twin Lakes encourages you to have reliable backup batteries that enable continual use of your dial tone during a power outage. We offer fiber subscribers an 8-hour battery backup for \$74.99 during installation (if additional batteries are purchased later, applicable installation fees will be assessed). Each battery backup has an 8-hour capacity, with a maximum of three batteries totaling 24 hours. By purchasing your battery backup from Twin Lakes, you're guaranteed the battery will be compatible with your equipment. We'll provide helpful information about how to self-monitor and self-test the backup battery.

### Instructions for Proper Care and Use of Your Battery

Please follow the detailed instructions included with your battery for proper use, storage, and care, and to ensure it will function as needed during a power outage. Incorrect storage may shorten its useful life. We recommend storing your battery between 32°F and 100°F. While the batteries are rechargeable, they have a finite life and should be replaced every 8-10 years or when your device starts to make a loud beeping sound (indicating the battery is depleted). See instructions for purchase and replacement options. You should also periodically inspect your battery to verify both its operation and condition (as described in the included instructions).



8

**Each backup battery lasts 8 hours**

24

**Purchase additional batteries for a total of 24 hour backup battery coverage**

8-10

**Each battery lasts 8-10 years**

# BACKUP POWER: *Testing & Replacement*

## Customers with a Fiber Connection have an ONT & Power Supply with Battery Backup



### Fiber ONT

**Testing** — Using a screwdriver, unscrew the fastener and open the cover. Unplug the existing jack and plug a working phone directly into the port. Wait one minute, then lift receiver to check for dial tone. If you have dial tone, the problem is in your premises equipment or wiring. If no dial tone, contact Twin Lakes.

## Power Supply with CyberPower Battery Backup



### Battery Indicator:

- Green — Indicates normal mode of operation.
- Red — Battery replacement required. Alarm will beep once every 15 minutes. The LED also illuminates when battery is absent.

### Battery Replacement:

As long as utility power is on, you may leave the UPS and connected equipment on while replacing with a new battery.

- Step 1** Remove the battery cover.
- Step 2**
  - a. Disconnect battery cable connector to remove battery.
  - b. Replace with new battery and re-connect the battery connector.
- Step 3** Make sure the battery is fixed properly in the compartment and close the battery cover.

## PSI Battery Backup

### Visual Indicators:

#### 1. Battery

Color: ● Red — Replace battery or battery is not installed.

#### 2. Mute

Color: ● Yellow, flashing — Audible alarm silenced for 24 hrs.  
● Solid — Audible alarm is silenced until manually enabled.

#### 3. DC

Color: ● Green — NXG-Vision is working off standby power.

#### 4. System Status:

Color: ● Green — NXG-Vision is receiving AC power to operate normally.



### Battery Replacement:

- Step 1:** Remove NXG-Vision from wall mount by sliding up and disengaging locking tabs.
  - Step 2:** Remove Battery Pack from the Power Supply/Charger by sliding up and disengaging locking tabs.
  - Step 3:** Replace new battery by attaching back to Power Supply/Charger by aligning locking tabs and sliding down until flush. There will be an audible click when battery is fully seated.
  - Step 4:** Reattach NXG-Vision to wall mount by aligning tabs and sliding down.
- Note:** As long as AC line power is available, NXG-Vision can resume operation while battery is replaced.