

# Introducing your Hawaiian Telcom battery back-up equipment.

The battery back-up equipment we installed will keep the fiber optic service to your home operational during a commercial power outage. This means you'll be able to make 911 emergency calls for up to 8 hours.



LED Name	LED Color and Status
AC Power	Green Solid – Operational
AC Power	Green Flashing – Commercial power not available
Low Battery	Green Solid – Battery back-up power is in use
Low Battery	Green Flashing – Battery back-up power is low
Replace Battery	Red Solid – Replace battery
Missing Battery	Green Solid – No battery installed

Your battery is guaranteed to last for at least 1 year. If it stops operating within the first year of use, call 643-6111 and Hawaiian Telcom will replace it at no charge to you.

## Frequently asked questions

### **What's connected to the battery back-up equipment?**

The battery back-up is connected to the Optical Network Terminal (ONT) serving your home. This enables fiber optic service to continue for up to 8 hours during a commercial power outage.

### **Will my Internet and TV services keep working, too?**

During a commercial power outage, the battery back-up equipment will only provide phone service. To find out how to back-up your other services, visit [hawaiiantel.com/battery](http://hawaiiantel.com/battery).

### **Will my cordless phone work during a commercial power outage?**

No. Cordless phones will not work, as they require electricity. Corded phones do work, so be sure to keep one handy and plug it into a phone jack in your home when needed.

### **How should I store the battery?**

The battery we provided should be stored at room temperature with moderate humidity levels. For more specific requirements, visit the manufacturer's website at [gsbattery.com](http://gsbattery.com) and search for GS Battery – GT12080 12 volt 8Ah.

### **Should I monitor and test the battery back-up equipment?**

Yes. It's important to periodically check to ensure that it's charged and operating. The other side of this brochure has instructions on how to read the LED displays on the equipment.

### **How do I dispose of the equipment if I'm no longer using it?**

If you want to discontinue use of the battery back-up equipment, please call 643-6111 to have a Hawaiian Telcom Technician disconnect it. For information on how to dispose of a used battery, visit [opala.org](http://opala.org) and go to the e-waste section.

### **What if I want to provide my own battery back-up equipment?**

Visit [hawaiiantel.com/battery](http://hawaiiantel.com/battery) for information on purchasing and installing your own equipment.

