

Maintenance

Battery Backup for Telephone Service

Your telephone service requires electrical power from your home to operate and in case of a power outage a battery backup is used to provide this service. You will not be able to make any calls, including 911 calls, during a power outage if your battery backup unit is not operational. SureWest only provides a backup battery option for use during a customer's commercial power outage. While other backup power solutions exist, SureWest does not have specific knowledge of these alternate backup solutions. If you decide that you want additional backup power during a commercial power outage, you should contact an appropriate energy contractor/dealer that specializes in the design and installation of power backup systems.

Battery Life:

The battery backup unit will provide phone service for up to 8 hours during a power outage. Use your telephone sparingly during a power outage because the more you use it, the faster your battery backup power will be used up. This will reduce the time available for emergency calls. For those living in areas where long power outages occur, we recommend that you have other available means (e.g. cell phone) of contacting help in an emergency, or that you keep a spare battery handy for replacement.

Some battery backup units have an emergency reserve to protect you in an emergency. Once your telephone and battery powers off after a power outage and you need to make an emergency phone call, press the Battery Emergency Use button once to have up to one hour of extra battery life for talk time. After the button is pushed, all remaining battery life is used once the battery power is drained.

Alerts:

In the event of a power outage, some battery backup units will alert you with an audible alarm that they are supplying power from the battery. You can silence this alarm by pushing the alarm silence button.

Placement:

You will be provided options regarding where to place the battery backup unit, subject to the following conditions:

- Distance
- Home utility entry points
- Services ordered

Cordless Phones:

Cordless phones need electrical power to operate and thus will not work during a power outage because the cordless phone base unit will not have any power. Your backup battery power does not back up your cordless phones or other equipment you may have connected to the telephone line that require electrical power. We recommend keeping a corded phone (one that does not need electrical power to operate) either plugged into a telephone outlet or have one handy to plug in during a power outage. Or have other backup power on hand to supply electrical power to your cordless phones or other equipment you may have connected to the telephone line.

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Warranty:

SureWest provides a 90-day warranty on the battery, during which time we will replace it for free. If your battery fails during this 90-day period, please call us at: **866.SureWest** (866.787.3937).

After the 90-day warranty period, it is your responsibility to monitor and replace the battery when necessary. Expected battery life is 3 to 5 years. Note that battery age and the temperature of the environment in which it operates both affect battery life. The battery alarms will indicate when the battery needs to be replaced.

Replacement:

Battery replacement is a safe procedure, isolated from electrical hazards. You may leave the battery backup unit and connected equipment on for this procedure.

- **Replacement batteries can be purchased at:**
 - Any SureWest customer service center for **\$34.99**
 - Retail stores such as:
 - BatteriesPlus
 - Fry's Electronics
 - Radio Shack
 - Online from numerous companies' websites, including the stores listed above

If you go to a battery store, we recommend taking your old battery with you to ensure purchase of an exact match.

Recycle:



When you replace the sealed lead-acid battery in your battery backup unit, dispose of your old battery properly. All batteries are considered hazardous waste. California law requires that they must be recycled, or taken to a household hazardous waste disposal facility, a universal waste handler, or an authorized recycling facility. In most situations, except purchases made online, wherever you purchase your replacement battery will accept your old battery for recycling. If needed, visit the Call2Recycle website to find a recycling location near you: call2recycle.org

Types of Battery Backups:

As a SureWest customer you will have one of the following Battery Backups:

1. Allied Telesis DUPS-1232GI (AT-iMG008)



2. APC ES 750



3. APC PowerShield CP24



4. APC PowerShield CP27U13 U12



5. APC PowerShield CP24D12

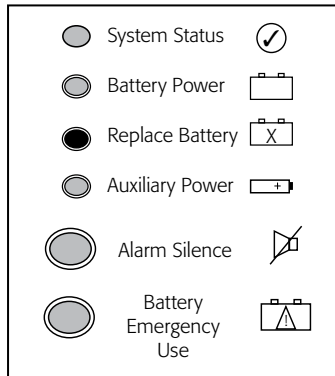


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Please see below for instructions and information on the Battery Backups listed above.

1. Allied Telesis DUPS-1232GI (AT-iMG008)

Indicator Signals:



TYPE	SYMBOL	CONDITION	ALARM ACTION
System Status		System ON and normal, idle or discharging	ON GREEN
Battery Power		Battery Charging	OFF
		Battery Discharging	ON
		<45% capacity remaining	FLASH GREEN
Replace Battery		Battery failed self test	ON RED
Auxiliary Power		Aux source connected to unit	ON GREEN

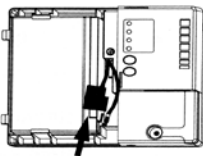
The ALARM SILENCE button is used to silence the battery backup unit's alarm. The BATTERY EMERGENCY USE button provides power for an emergency call in the event of a lengthy power outage.

TYPE	CONDITION	BUZZER
Input Power Fail	Loss of input power	None
Replace Battery	Battery failed self test	Beep once every 15 minutes
Low Battery	<45% capacity remaining	None
ON Battery	Battery being discharged	None
Battery Missing	No battery installed or battery disconnected	None

Battery Replacement:

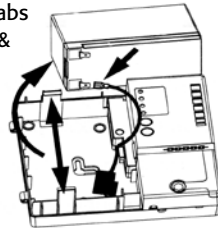
1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover

Battery Removal Instructions:



(1) Disconnect "+" Terminal

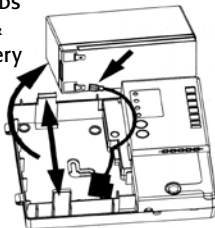
(2) Push Tabs Outwards & Remove Battery



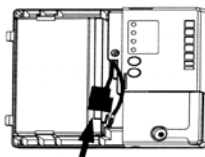
(3) Disconnect "-" Terminal

Battery Installation Instructions:

(2) Push Tabs Outwards & Install Battery



(1) Connect "-" Terminal



(3) Connect "+" Terminal

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2. APC ES 750

In order to maintain maximum emergency telephone service capability, avoid plugging any other devices into the top row of 5 battery backup outlets. You can use the bottom row of 5 surge-protected outlets as a power strip for any devices you may wish to connect.

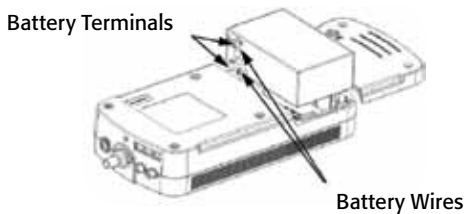
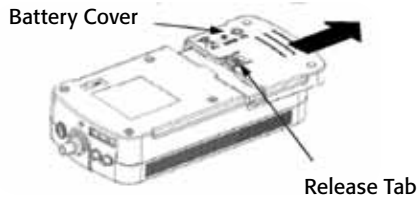
Indicator Signals:

Status	Visual Indications (Power On- Green Replace Battery- Red)	Audible Indication	Alarm Terminates When
Power On - UPS is supplying conditioned utility power to the load.	Power On LED - ON	None	Not applicable
On Battery - UPS is supplying battery power to load connected to Battery outlets	Power On LED - ON (off during beep)	Beeping 4 times every 30 seconds	UPS transfers back to Power On operation, or when UPS is turned off.
Low Battery Warning - UPS is supplying battery power to the load connected to the Battery outlets and the battery is near exhausted	Power On LED - flashing (every 1/2 second)	Rapid beeping (every 1/2 second)	UPS transfers back to normal operation, or when UPS is turned off.
Replace Battery - The battery is disconnected. The battery is in need of charging or is at the end of its usual life and must be replaced	Power On and Replace Battery LEDs - flashing (alternating) Replace Battery LED - flashing	Constant tone Constant tone	UPS is turned off with the power switch
Overload Shutdown - During On Battery operation a battery power supplied outlet overload was detected	None	Constant tone	UPS turned off with the power switch
Overload Alarm - Online power exceeded Back-UPS capacity.	Power On LED - ON	Constant tone	Equipment power plugs are moved from Battery Backup outlets to Surge or Client outlets.
Sleep Mode - During On Battery operation the battery power has been completely exhausted, and the UPS is waiting for utility power to return to normal.	None	Beeping once every 4 seconds	Utility power is restored, or if utility power is not restored within 32 seconds, or the UPS is turned off.
Building Wiring Fault - Your building wiring presents a shock hazard that should be corrected by a licensed electrician.	Building Wiring Fault LED (red) - ON	None	UPS is unplugged, or is plugged into a properly wired outlet.

Battery Replacement:

Replace the battery when the Replace Battery Indicator light is flashing.

1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover
8. Use the indicator lights to confirm proper battery operation

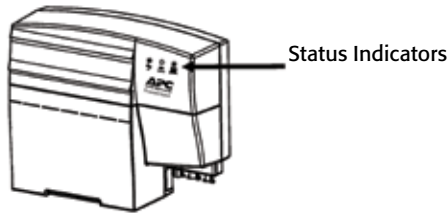





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3. and 4. APC PowerShield CP24U12 & CP27U13

Then only difference in the CP24U12 & CP27U13 is the alarm silence indicator. CP24U12 does not have this feature.

Indicator Signals:



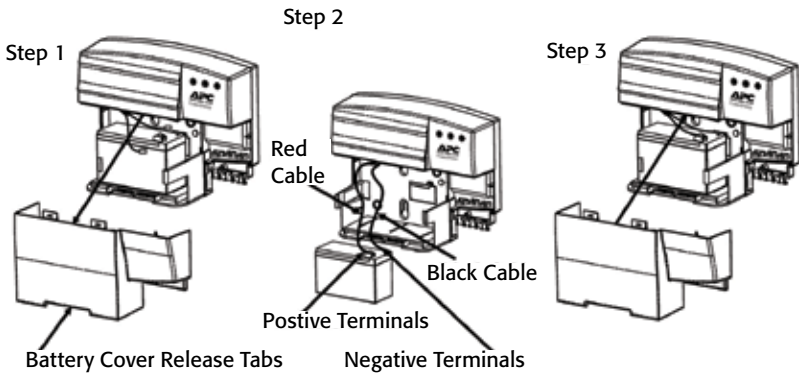
Indicator	Description
	Solid green indicates the unit is on utility power. Solid yellow indicates that utility power is not present and the unit is on battery power. Flashing green LED indicates the unit is fast-charging.
	Green indicates the unit is working properly and DC output power is provided by the battery or the utility power.
	Red indicated that the battery must be replaced or that the battery is disconnected. See Battery Replacement . Pressing this button will silence the audible alarm. See Alarm Silence Button .

Audible Alarm

Explanation	Description
On Battery	Four beeps in four seconds will be emitted one time only. This alarm will sound when the utility power is lost and the unit goes on battery power.
Low Battery Voltage	Every five minutes, four beeps in four seconds will be emitted. This alarm will sound when operating on battery and the battery voltage has dropped below threshold, indicating that less than 20% of available runtime remains.
Replace Battery	Every fifteen minutes, there will be a quarter-second beep when the battery fails the automatic self-test.

Battery Replacement:

1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover
8. Use the indicator lights to confirm proper battery operation



5. APC PowerShield CP24D12

If your battery needs to be replaced on the APC PowerShield CP24D12 battery backup unit shown below, call SureWest at **866.SureWest (866.787.3937)**. We will replace your entire battery backup unit for free.