



Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services – Ritter Communications provides you a modem containing a battery backup and the option of purchasing additional backup power for your home phones.

What Your Battery Can – and Can't – Do for You

Ritter Communications' backup batteries for telephone modems allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls when your power is out. That includes emergency calls to 911. The only way to maintain the ability to use your phone during a power outage is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

You can purchase a backup battery directly through Ritter Communications. If you have any questions or simply want to purchase a backup battery through us, please call 888-336-4466, visit our website at www.rittercommunications.com or go to your local Ritter Communications Customer Service location. Our eight-hour backup batteries can be picked up in one of our Customer Service locations. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note there may be a charge for this service.

You can also purchase a backup battery through many of your local retailers or online, including from the vendor identified below. Be sure to purchase the battery model that matches the type of modem you have according to the chart listed below:

Battery Product Model Number & Description						
Standby Hold time	Up to 8 hours			Up to 12 hours	Up to 24 hours	
Battery Model Number	BPB044S	BPB026S	TB160	BPB044S	TB260	BPB088S
Battery SKU number	790512	794068	1000500	790512	1000932	790514
Approximate Cost	\$ 59.95	\$ 44.95	\$ 48.99	\$ 59.95	\$144.95	\$ 109.95
Modem Model Capability:						
TG852G		X		X		
TG862G & TG862R		X		X		
TG2472G	X					
TG3452			X		X	
TM602G				X		
TM604G				X		X
TM608G				X		X
TM802		X		X		
TM804				X		
WTM652G				X		

<http://shop.surfboard.com/arris-telephony-modem-back-up-batteries/>

Expected Backup Power Duration

Backup batteries are expected to last at least eight hours on standby power. The backup battery should give you about six hours of talk time. If you require a backup battery with a longer standby and talk time, please contact us. Beginning February 13, you may extend your standby power by purchasing a 24-hour battery or additional 8-hour batteries.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F.

You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition. These batteries are rechargeable. They will not last forever and should be replaced every six to 10 years, or when your device starts to display a flashing battery warning light. That flashing light means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options.

Warranty Information

If, within the first 12 months after you receive a battery purchased from Ritter Communications, you notify Ritter Communications that the battery is not working properly, Ritter Communications will install a replacement battery at no additional cost to you.

If, within the first 12 months after you receive a battery purchased from Arris, you can contact Arris customer support at 1-877-466-8646 to begin the warranty replacement process.