

# FiberSafe™12

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Installation and Operation  
Manual  
FiberSafe™12 Battery

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FIGURE 1 - FiberSafe™12 Backup Battery



FIGURE 2 – AT&amp;T U-verse intelligent Power Supply Unit (iPSU)

### Introduction

Once properly installed and utilized, the FiberSafe™12 battery, see Figure 1, is designed to provide backup battery power for your AT&T U-verse Voice<sup>SM</sup> service in the event of a short disruption to your commercial power service. Unlike traditional land line telephone services whose power is provided in the telephone network, your AT&T U-verse Voice, including 911 dialing, will not function without AC electrical power or battery-backup power. Therefore, you must at all times maintain a working backup battery for your service to function in case of a temporary power outage.

Note: At installation, your AT&T U-verse Voice service was equipped with a separate backup battery, see Figure 1, which is located within AT&T's Power Supply Unit (iPSU), see Figure 2. You are required to monitor (lights and alarms) the iPSU and periodically replace the FiberSafe™12 backup battery when the iPSU battery indicator light flashes red and the alarm sounds in order to maintain service during a temporary power outage. Your FiberSafe™12 backup battery should typically last 3 - 5 years at 77°F (25°C).

The FiberSafe™12 battery within the iPSU requires regular battery monitoring and periodic replacement. You are solely responsible for monitoring the battery (light and alarm indicators) and periodically replacing it to provide battery backup power in the event of a short power outage. AT&T does not monitor or maintain the FiberSafe™12 battery and is not responsible for its replacement.

Your home's cordless phones will not function during a power outage without a separate battery backup, and not all cordless phones are so equipped. Therefore, in the event of a temporary power outage, you should ensure that you have one corded single-line, touchtone phone directly connected to your home networking hub or your in-home wiring. (Rotary/Pulse phones do not work with AT&T U-verse Voice service.)

Note:

- If you connect more than one corded phone during a power outage, it will use more battery power, thus the backup battery power will not last as long.
- To conserve battery backup power, do not use any service other than AT&T U-verse Voice during a power outage.
- If you have a monitored home alarm system, you should never plug a multi-line phone directly into your home networking hub – it could interfere with the alarm signals.
- When replacing and recycling used lead acid batteries, they must be properly recycled in accordance with all manufacturer, local, state, and federal regulations.
- Without a properly working backup battery for your AT&T U-verse Voice service, you will not be able to make or receive calls, including 911 calls, during a power outage. Therefore, you should always have an alternative means of dialing 911, such as via a cellular telephone.

For battery support contact [www.fibersafebattery.com](http://www.fibersafebattery.com) or call the following toll-free number: 866-327-5755.

**Safety Information:**

- The iNID internal battery voltage is 12 VDC.
- Incorrect or substitute battery replacement creates a risk of an explosion.
- The FiberSafe™12 battery is located within the AT&T Power Supply Unit (iPSU). (Figures 1 & 2)
- The iPSU contains a small battery. It is a FiberSafe™12 backup battery a 12VDC 12 Ah Sealed Valve Regulated Lead Acid (VRLA) battery. At the end of service life the used FiberSafe™12 backup battery must be properly recycled.
- The iPSU battery is intended for installation and operation in a controlled environment i.e., off the floor inside the garage area free of conductive contaminants.

No user-serviceable parts exist inside the iNID. Refer any repair issues only to qualified personnel. Substitution of non-identical parts can cause fire and other safety hazards as well as voiding any warranty considerations.

**FiberSafe™12 Back up Battery Removal**

Tools Required: A Phillips screwdriver



FIGURE 3 - FiberSafe™12 Backup Battery to be removed

storing them both in a safe place until they are needed. See Figures 5, 6 & 7.



FIGURE 5

1. Locate the AT&T U-verse iPSU, typically located on your inside garage wall or a sheltered area inside your home. See Figure 4.



FIGURE 4



FIGURE 6

2. Using a Phillips screwdriver, remove the two screws located on the sides of the iPSU (one on each side) by turning them in a counterclockwise direction. Save the 2 side screws and remove the front iPSU cover



FIGURE 7

**Caution: The FiberSafe™12 battery weighs approximately 9 pounds.**

3. Bring the battery cable and battery cable connector into view, press down on the tension springs and pull to disconnect the battery cable connector from the battery cable. See Figures 8 & 9.



FIGURE 8



FIGURE 9

4. Release the Velcro battery strap and remove the battery from the iPSU housing. Note: The FiberSafe™12 battery (Fig. 1) weighs approximately 9 pounds. See Figures 10 & 11.



FIGURE 10



FIGURE 11

**5. Recycling the FiberSafe™12 backup battery.**

Once the battery is removed, place it in a sturdy plastic bag, and properly dispose of it through your local battery recycling center or national automotive supply store.

Other lead acid battery recycling centers can be located by calling the Portable Rechargeable Battery Association (PRBA) at 202-719-4978. Another source is [www.enersys.com](http://www.enersys.com) or [www.fibersafebattery.com](http://www.fibersafebattery.com).

### FiberSafe™12 Backup Battery Replacement

Tools Required: A Phillips screwdriver & a FiberSafe™12 backup battery.

1. With the iPSU front panel removed insert a new FiberSafe™12 backup battery into the compartment. Make sure the battery goes over the bottom front lip. See Figures 12 & 13.

2. Connect the FiberSafe™12 backup battery connector to the iPSU connector. Make sure the connectors “snap” into place. See Figure 14.



FIGURE 12



FIGURE 13

Note: The BATTERY indicator on the iPSU should light green when the unit is communicating properly with the outside and inside units.



FIGURE 14

4. Secure the battery by tightly connecting the two front Velcro straps together. See Figure 15.



FIGURE 15

5. Replace the front cover. See Figure 16.



FIGURE 16

6. Screw in the two side screws by turning them Clock Wise (CW) until the screws are snug. Do not over torque the screws. See Figures 17 & 18.



FIGURE 17



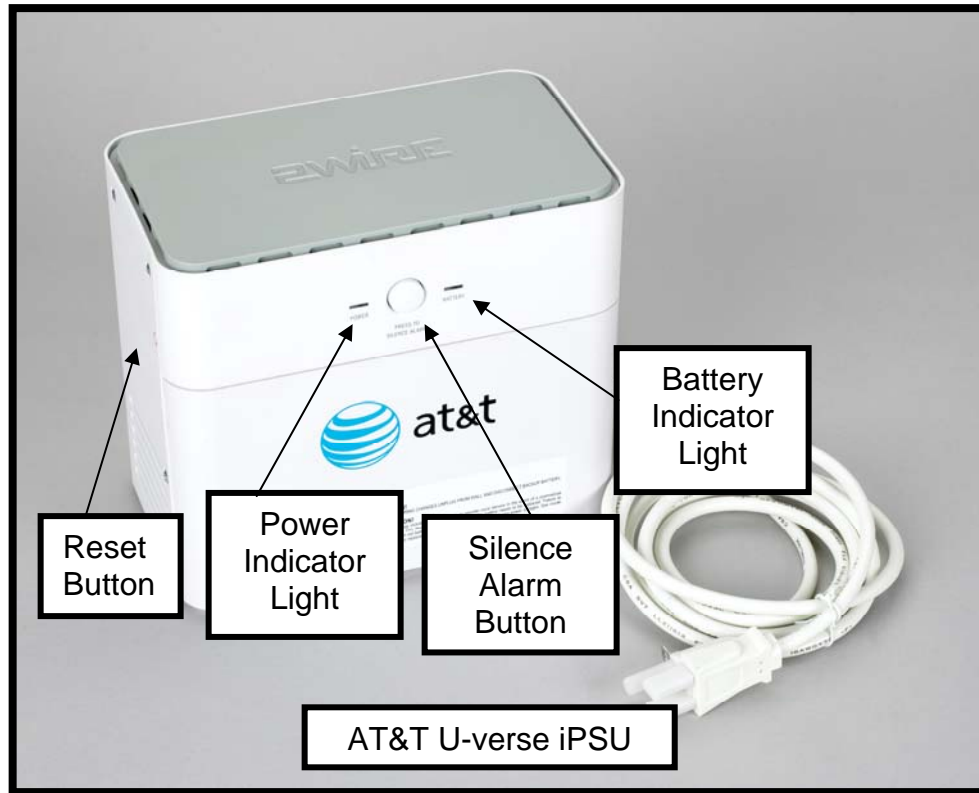
FIGURE 18

7. The iPSU is now ready to provide your back up power.

Any Questions call 1-866-327-5755 or go to the FiberSafe™12 web site: [www.fibersafebattery.com](http://www.fibersafebattery.com).



## iPSU Troubleshooting Guide



iPSU Troubleshooting Guide			
<b>Initial Start-up</b>			
Visual Indicator	Front Panel	Audible Alarm	Description
Power indicator shows a Red Light for 2 minutes then turns to Green Light	AC OK	None	Initial plug in of iPSU to AC Power
Battery indicator Green Light on	Battery OK	None	Initial connection of battery to iPSU
Battery indicator Green Light does not light in 5 minutes	Faulty Battery or No Battery installed	None	If a battery is installed, press reset button. If light is not lit, replace battery.
<b>Normal Conditions</b>			
Visual Indicator	Front Panel	Audible Alarm	Description
Solid Green Power indicator light on	AC OK	None	iPSU is on AC power
<b>AC Power Outage</b>			
Visual Indicator	Front Panel	Audible Alarm	Description
Flashing Battery indicator red light on	Battery Light is on	None	iPSU is on battery power

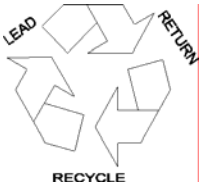


## iPSU Troubleshooting Guide (Continued)

<b>Reset Button (Located on the upper left side panel)</b>			
<b>Visual Indicator</b>	<b>Front Panel</b>	<b>Audible Alarm</b>	<b>Description</b>
Red recessed button	On top Left Panel		Resets the iPSU
Reset iPSU			Hold in for up to 9 seconds to Reset iPSU.
Resets the outside iNID			If pushed in for longer than 10 seconds the outside iNID resets to the factory default settings
<b>Power indicator light (Located to the left of the Silence Alarm Button)</b>			
<b>Visual Indicator</b>	<b>Front Panel</b>	<b>Audible Alarm</b>	<b>Description</b>
Solid Green	Normal Operation		iPSU is running on AC Power
Off			The Power supply is not receiving AC or Battery power
Flashing Red	AC Power Outage		Power is being supplied by the battery back-up or that the outside iNID unit is not yet communication with the iPSU.
<b>Silence Alarm Button (Located in-between the Power and Battery indicators)</b>			
<b>Visual Indicator</b>	<b>Front Panel</b>	<b>Audible Alarm</b>	<b>Description</b>
Push Silence Alarm Button		Continual Tone	When AC Power is interrupted, pushing the silence alarm button within 15 seconds immediately silences the alarm.

**iPSU Troubleshooting Guide (Continued)**

Push Silence Alarm Button		Intermittent Chirps	Press the Reset button. If the alarm continues to chirp, the battery needs replacing. Pushing the silence alarm will silence the alarm for 12 hours. The alarm will continue to chirp until the battery is replaced.
<b>Battery indicator light (Located to the right of the Silence Alarm Button)</b>			
<b>Visual Indicator</b>	<b>Front Panel</b>	<b>Audible Alarm</b>	<b>Description</b>
Solid Green			Battery is installed and working properly.
Off			Indicates no battery is installed
Flashing Red			Press the Reset Button. If the flashing red light persists, the battery needs replacing
<b>If Power and Battery indicator lights are both flashing red.</b>			
<b>Visual Indicator</b>	<b>Front Panel</b>	<b>Audible Alarm</b>	<b>Description</b>
Red recessed button	On top Left Panel		Resets the iPSU
Flashing Red	Both Power and Battery Indicator Lights are Flashing Red	Chirps or Tones	Press the Reset Button. If the condition does not change, contact AT&T at 1-866-465-1496 inquiring about help with the iNID system.



*When ordering new batteries, also remember to properly recycle your old lead batteries. Federal and state regulations require lead-acid batteries be recycled. EnerSys' nationwide service organization can arrange pickup, transportation to and recycling at any one of our company affiliated smelters. Call 1-800-972-7372 for more information.*



*Please check our website for literature updates.*



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Represented by:

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