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Battery Back-Up Unit (BBU) Guide

If you depend on your landline telephone for medical reasons or do not own a mobile phone, in accordance with Ofcom General Conditions, your service provider can provide a free Battery Back-Up Unit (BBU) for your ONT.

This will keep your ONT powered for a minimum duration of 1 hour in the event of a power outage, which will allow you to continue to make and receive calls, including to the emergency services.

This BBU remains the property of Open Fibre Networks (OFNL) who will be responsible for maintaining this device as necessary for as long as it is required.
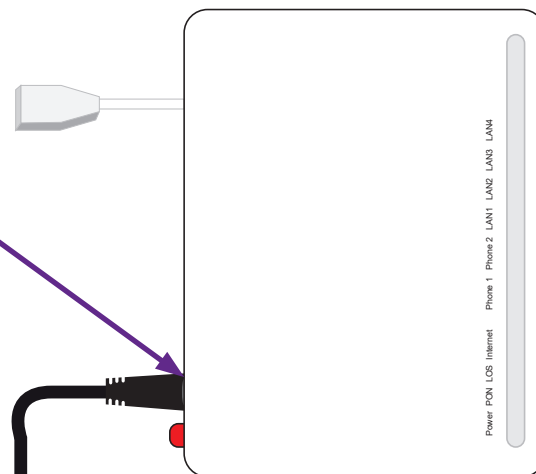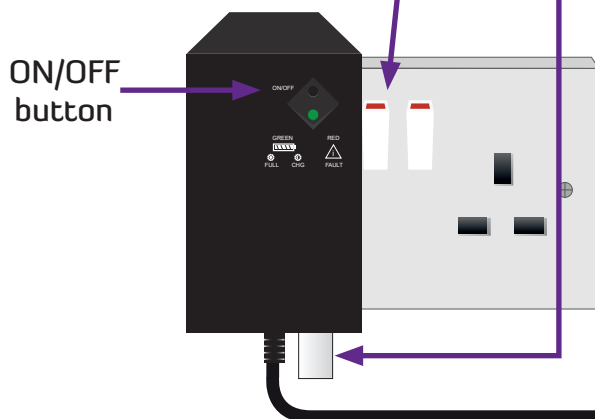
If you would like to enquire about a BBU, please contact your service provider.

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How to use/install your BBU

1. Plug the round power connector of the BBU into the power port of your ONT.

2. Remove the clear plastic tab from the underside of the battery back up to enable the battery.

3. Plug the BBU into your mains supply and switch it on.

ON/OFF button

The Lights on your BBU

Green – Power on and battery fully charged.

Flashing Green – Battery charging.

Red – Fault – check the unit is plugged in and the power is turned on. Also check the plastic tab has been removed.

If the red light persists, contact your service provider.

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Important Information

In order to be able to make calls in the event of a power cut, a corded phone should be connected to the ONT, either directly or via home wiring. A Digital Enhanced Cordless Technology (DECT) phone is reliant on mains power and will fail in the event of a power cut.

The BBU is designed to meet the Ofcom requirement of one hour backup. To increase the availability of the voice service above this one hour duration, avoid making unnecessary calls.

Maintenance of the BBU

Periodically test your BBU by powering off your mains supply and check your ONT still works. Please remember to turn your main power supply back on after the test.

If there are no lights illuminated on your BBU then please check the power connection.

Check there is no red light on the BBU – if there is, then check the unit is plugged in and the power is turned on. If this doesn't resolve the problem then contact your service provider.

If you are unable to check the lights on your BBU, due to a sight impairment or disability, please ask for assistance, or call your service provider.

Safety Information

- Do not place this unit in hot or humid environments
- Do not disassemble the BBU
- Avoid unnecessary discharging of battery. If it does become discharged, recharge the battery as soon as possible.