

Fidelity Digital Home Phone Equipment Guide and Backup Power Information



Fidelity Home Phone works like most every other phone service; however, it does require equipment that you may not be familiar with. A Fidelity Technician will connect a device called a Multimedia Terminal Adaptor (MTA) between your cable line and the existing phone jacks in your home to power the service. If you have high-speed internet service with Fidelity, the MTA may also act as your Internet cable modem.

Phone Equipment

Note: Not all Multimedia Terminal Adaptors (MTAs) look alike. Yours may vary slightly from this image.

1. Power Light: indicates whether AC power is available to the unit.
2. Downstream: indicates downstream connectivity.
3. Upstream: indicates upstream connectivity.
4. Online: indicates Internet data transmission status.
5. 2.4G: 2.4GHz wireless network is enabled/active.
6. 5G: 5GHz wireless network is enabled/active.
7. Line 1: indicates status of telephone line 1
8. Line 2: indicates status of telephone line 2 (if applicable)
9. MoCA: indicates status of the MoCA connection/activity.

Reset Button

You use the reset button to restore your modem to its factory default settings (which also erases any customized settings you may have programmed into it). Using a paper clip to push the Reset button on the back of the MTA will reset the modem.

- Straighten a paper clip and press into the reset hole in the back of the MTA.
- Hold down this button until the lights on the front of the MTA turn off and then release.

Battery Backup

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

Fidelity's telephony MTAs rely on electrical power to operate. Without a battery backup or alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911, in a power outage. During a power outage, many subscribers must rely on a battery backup, or an uninterruptible power supply (UPS), to ensure that their service will continue to operate.

Our telephony MTAs come equipped with a built-in battery backup in case of a power outage. This battery backup will continue to supply power to your phone service until external power is restored or the battery runs out. The battery backup does not provide power to services such as home security systems, medical monitoring devices or any other equipment that will not run off of your MTA.



Battery Backup (Continued)

Expected Backup Power Duration

The MTA battery is expected to last at least eight hours on standby. How many hours of talk time this equals depends on your usage during an outage. We recommend having at least one telephone in your home that does not require external power (does not plug into an electrical outlet), or have your own backup power supply handy, such as a generator, that you may use to run your MTA and other important devices during an extended outage. If you would like to extend your standby power, you may purchase additional eight-hour batteries for storage from a local or online retailer, such as www.Amazon.com, Best Buy or Batteries Plus. To determine your battery type, reference the manufacturer and model number on the MTA identification tag, as shown to the right.



If you have any questions about your MTA model, please contact Fidelity for assistance.

Fidelity currently offers a UPS Solution bundled with an external battery pack for purchase that will provide a minimum of 24-hours of standby backup power. Please note – BOTH pieces of equipment are required in order to meet 24-hours of backup power. Please ask a Fidelity representative for more details. You may also purchase these items, or a different 24-hour solution, from a local or online retailer, such as www.amazon.com, Best Buy, Batteries Plus, or www.APC.com.

- [UPS: APC Smart-UPS](#)
- [Battery Pack: APC Smart-UPS XL 24V Battery Pack](#)

Proper Care and Use of your Battery

The estimated life of our telephony MTA batteries is 6 to 10 years, and the battery is rechargeable. If you do not store your MTA correctly, it may shorten your battery's useful life. We recommend placing your MTA in an area above 40°F and below 100°F in order to preserve your battery's life, and storing any backup batteries in the same environmental conditions.

Fidelity does not manufacture or warrant the MTA or any battery backup solution. Warranty information is via the battery manufacturer, and manufacturer warranties vary. If, during customer monitoring and testing, the battery fails in a device provided by Fidelity, contact Fidelity Customer Service and we will replace the failed unit free of charge.

If the battery light on your MTA turns amber or begins to flash, this means that the battery is depleted and must be replaced. If the battery light is off, your battery may already be dead. Please contact Fidelity to make battery replacement arrangements.

Network Outages

Fidelity service delivery infrastructure relies on commercial power; while Fidelity has attempted to deploy generators and battery backups for redundancy, a commercial outage in network will result in a service outage regardless of whether you have a battery backup.