

# 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

Our phone service utilizes equipment that is connected to your home's power. Because our equipment does not include a backup battery source, if there is power interruption to your home, your service will not work. Backup batteries can be purchased to supply power to the phone equipment should a power outage occur. An Uninterruptible Power Supply (UPS) can be purchased from brick-and-mortar or online retailers that can provide up to 24 hours of power for our equipment. We've identified and tested two products manufactured by APC that offer a 2 year warranty, can operate between 5°F and 113°F, have lights to monitor the power source, and include an easy test button. These two products can be listed below.

### Alternative Battery Backup

The following Uninterruptible Power Supply (UPS) solution is generally available for purchase in brick-and-mortar and electronic retail stores and can provide 24 hours of battery backup for the phone EMTA provided by Fidelity:

- APC Smart-UPS X 750VA Rack/Tower LCD 120V
  - APC Smart-UPS X-Series 48V External Battery Pack Rack/Tower
- (Both units are required for 24 hours of coverage)

## 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.