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 an Optical Network Terminal (ONT) between your fiber line and the existing phone jacks in your home to power the service. If you have high-speed internet service with Fidelity, the ONT may also act as your Internet connection.

Phone Equipment

Note: Not all Optical Network Terminals (ONTs) look alike. Yours may vary slightly from this image.

1. Power Light: indicates whether AC power is available to the unit
2. Broadband Light: indicates whether a physical connection has been made to the GPON network.
3. Service.
4. Wifi: indicates if 2.4GHz/5GHz is enabled/active.
5. Ethernet1 through Ethernet4: indicates if a powered device is connected to the port.
6. Phone1/Phone2: Indicates status of telephone lines 1 and 2.
7. USB: Indicates if a USB device is connected to the port.
8. WPS: Green if currently searching for WPS device. Red if an error has occurred.

Reset Button

You use the reset button to restore your ONT to its factory default settings. To perform a factory reset, please follow the below steps.

- Power on the ONT, then place a paper clip or pin into the hole on the back of the Router labeled Reset.
- Hold the paper clip or pin down for 10 to 15 seconds and release.
- The ONT will reboot on its own. Once the WLAN light stops blinking, the ONT is reset.

Please note, resetting the ONT will change all settings back to factory defaults. It will also erase any customized settings you may have programmed into it.

IMPORTANT: The RESET button must be pressed and held until the GigaCenter LEDs flash (at least 5 seconds). Pressing the RESET button momentarily (less than 5 seconds) executes a simple reboot of the GigaCenter (Home Gateway values persisted).

Labels (top to bottom): Power, Broadband, Service, WiFi 2.4 GHz, WiFi 5 GHz, Ethernet 4, Ethernet 3, Ethernet 2, Ethernet 1, POTS 1, POTS 2, USB, WPS

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 are 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.