



Battery Backup Notification - Voice Service

Many of today's advanced home voice services require backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during an outage, and to maintain the ability to connect to 911 emergency services, Nuvera offers you the option of purchasing backup power for your home phones.

What Your Battery Can and Can't Do for You

Nuvera's backup batteries allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phones is by using some form of backup power. Our backup battery does not provide power to any services other than hard-wired phones and will not provide power for cordless handsets. It is not recommended to use for home security systems, medical monitoring devices or other equipment.

Purchase and Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option. The battery offered by Nuvera is approximately four pounds and is roughly the size of a tablet. You can purchase a backup battery directly through Nuvera or through another retailer of your choice. If you have any questions or want to purchase a backup battery through us, please call 888.354.4111, visit nuvera.net, or go to your local Nuvera retail store. Our 8-hour backup batteries cost approximately \$130 and should give you 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery or additional 8-hour batteries. The backup battery can be delivered and set up for free when your service is installed. If you decide to purchase a backup battery after installation and do not feel comfortable installing your own battery, call us to make an appointment and we would be happy to assist you. However, note there may be a charge for this service.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend you store your battery above 41 degrees F and below 104 degrees F. These batteries are not rechargeable. They will not last forever and should be replaced every three years, or when your device starts to make a loud beeping sound. That sound means the battery is depleted and must be replaced. See the instructions above for purchase and replacement options. You should also periodically remove and test your battery to verify both the operation and condition (see instructions included with battery).