

Installation guidance

Getting the best from your Battery Backup

Where should the Battery Backup be installed?

- Only use the Battery Backup indoors.
- Install it in a clean, dust-free environment.
- Position it on a stable, flat surface.
- Avoid putting strain on its cables and connectors.
- Make sure the Battery Backup is easy to reach so you can switch on its reserve power if needed.

Ideal operating environment

- Ensure good airflow around the Battery Backup.
- Keep it away from heat and direct sunlight.
- Avoid using it in extremely hot or cold rooms.
- Avoid locations with high humidity.

Operating temperature

The Battery Backup is designed for indoor use at typical room temperatures. It may get warm during a power cut or when charging. This is normal.

If the Battery Backup gets too warm or too cold:

- It may not charge and may show an error.
- It may not power your hub/ONT in a power cut.
- It may turn itself off to protect its internal battery.

Handling and cleaning

- Do not operate with wet hands.
- Do not drop the Battery Backup or its power supply.
- Do not use liquid or spray cleaners.
- Clean with a soft dry cloth.

Safety information

Using your Battery Backup safely

General product safety

- Avoid exposure to liquids, moisture and high humidity.
- Keep the Battery Backup away from sources of heat.
- Never store or operate at room temperatures below 0°C or above 45°C.
- Read and follow installation and operating instructions carefully before connecting to mains power.

Power and charging

- Only use the supplied mains power adaptor.
- Only use the power ‘OUT’ socket to power hubs (routers) and ONTs.
- Only connect compatible products.
- Only use approved accessories.

In case of damage

- Stop using immediately if either the Battery Backup or the mains adaptor are damaged or immersed in liquid.
- Do not disassemble or attempt to repair the device.
- Contact your provider to arrange replacement.
- The device contains no user-serviceable parts.
- The internal battery is not user-replaceable.

Proper disposal

- Dispose of this product separately from household waste at a designated battery collection facility or contact your provider to arrange collection.
- Do not crush or cut open batteries.
- Do not dispose of this device in a fire.



Need help?

How to get support for your Battery Backup

Are your hub and ONT further than 2 metres apart? If so contact us using the details below:

If you’re a BT customer, go to:

bt.com/help/landline/set-up-battery-back-up

Call us Monday to Friday 8am–9pm and Saturday and Sunday 8am–8pm for free on **150** or **0330 123 4150** from a BT or EE number in the UK.

Charges may apply if you’re calling from another network. International call costs vary. Make sure you’re next to your devices if you call.

Chat with us online at bt.com/chat

We’re here to help seven days a week between 7am and 10:30pm.

Get help from other users

Join the conversations in the BT Community forum at **community.bt.com**

If you’re an EE customer, go to:

ee.co.uk/help/home-phone/getting-started/set-up-a-battery-back-up or to the **EE App**. It’s the quickest and easiest way to get help, all day, every day.

Call us Monday to Friday 8am–9pm and Saturday and Sunday 8am–8pm for free on **150** or **0330 123 1105** from a BT or EE number in the UK.

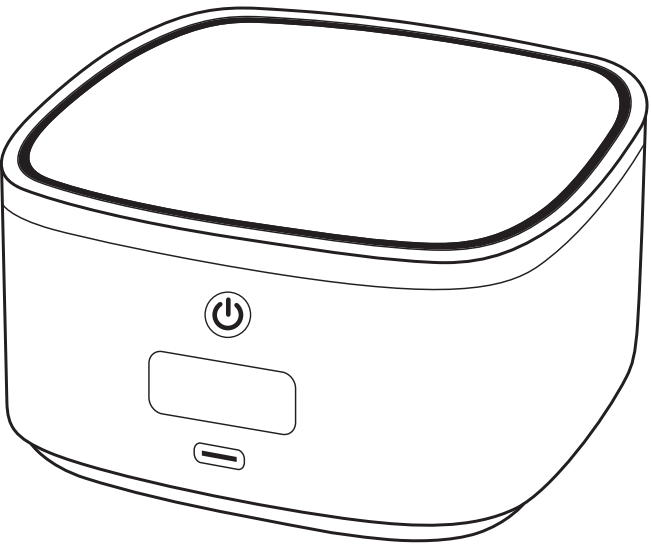
Charges may apply if you’re calling from another network. International call costs vary. Make sure you’re next to your devices if you call.

Find more contact details at **ee.co.uk/contact-ee**

Get help from other users

Join the conversations in the EE Community forum at **community.ee.co.uk**

Broadband
Battery Backup
Set up and user guide

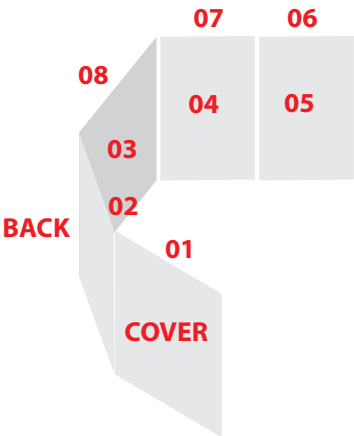


This product is designed and intended for use solely within the United Kingdom.

Manufactured by Wire Technologies Ltd,
Cirencester, GL7 1YG, UK

WT12VBBU0011 (BT/EE) V1.0

Please read this guide carefully before installing your Battery Backup and keep it safe for future reference.



Your Battery Backup

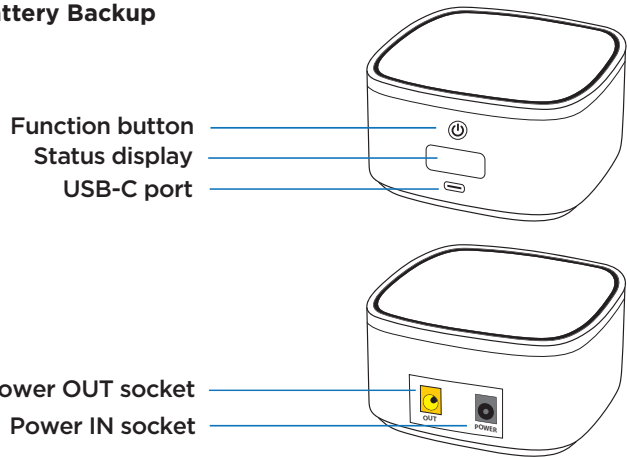
Keeping you connected when you need it most

Your Battery Backup helps to keep you connected during power cuts by powering your broadband hub (often called a 'router') and your fibre connection box (known as an 'ONT').

- Please install your Battery Backup as soon as it arrives.
- It will charge when you first connect it to mains power.
- Once installed, keep it plugged in all the time.

What's inside the box?

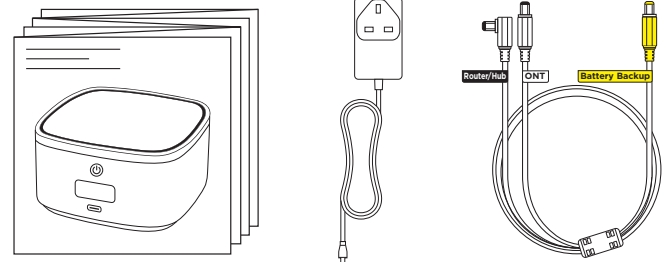
Battery Backup



Setup and user guide with safety information

Mains adaptor

Splitter cable (in its own box)



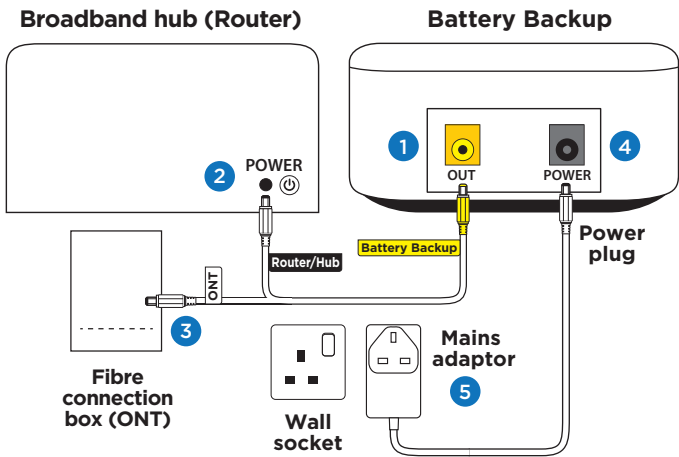
1

Set up your Battery Backup

With a fibre connection box

Before you start

- Unplug your existing hub and ONT mains adaptors.
- Disconnect their power cables from the hub and ONT.
- Keep both adaptors safe in case you need them again.



Installation steps

- 1 Insert the yellow splitter cable plug labelled 'Battery Backup' into the yellow Battery Backup 'OUT' socket.
- 2 Insert the splitter cable plug labelled 'Router/Hub' into the power socket of your hub.
- 3 Insert the white splitter cable plug labelled 'ONT' into the power socket of your fibre connection box (ONT).
- 4 Insert the power plug from the Battery Backup mains adaptor into the Battery Backup 'POWER' socket.
- 5 Plug the adaptor into the mains and switch it on. The Battery Backup will start charging.

You're all set

Your connection is now supported during power cuts.

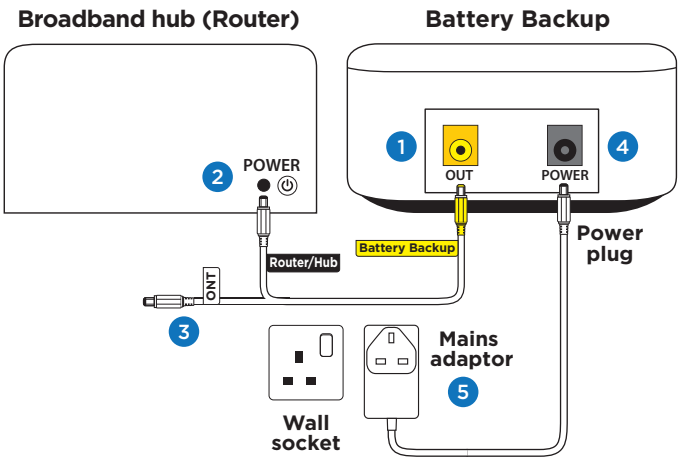
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Set up your Battery Backup

Without a fibre connection box

Before you start

- Unplug your existing hub mains adaptor.
- Disconnect the power cable from your hub.
- Keep the mains adaptor safe in case you need it again.



Installation steps

- 1 Insert the yellow splitter cable plug labelled 'Battery Backup' into the yellow Battery Backup 'OUT' socket.
- 2 Insert the splitter cable plug labelled 'Router/Hub' into the power socket of your hub.
- 3 The plug labelled 'ONT' may be needed in future if you upgrade to full fibre. Keep this part of the cable tidy.
- 4 Insert the power plug from the Battery Backup mains adaptor into the Battery Backup 'POWER' socket.
- 5 Plug the adaptor into the mains and switch it on. The Battery Backup will start charging.

You're all set

Your connection is now supported during power cuts.

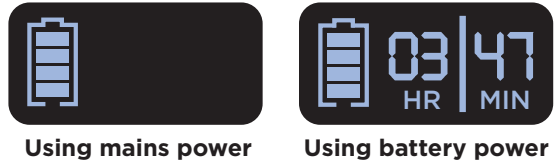
3

How it works

Using your Battery Backup

When the power is on

- The Battery Backup charges automatically.
- When all four bars are lit, the battery is fully charged.
- Your broadband connection works normally.



When there's a power cut

- Your broadband connection keeps working.
- The display shows how much battery power is left and approximately how long until the battery runs out.

Saving power (automatic hibernation)

When the battery gets low:

- The Battery Backup saves some power to use later.
- Your broadband connection will be unavailable.

To re-establish your connection:

- Press the button to use the remaining power.
- It takes a few minutes for your connection to be ready.

Using the power button (manual operation)

During a power cut, you can press the button to:

- Turn off the Battery Backup to keep power for later.
- Turn on the Battery Backup to use remaining power.
- It takes a few minutes for your connection to be ready.

Charging a phone or tablet (USB-C port)

- Devices may show a warning about slow charging.
- Charging your device may take longer than normal.
- Charging during a power cut drains the battery quickly.
- Only charge during a power cut if absolutely necessary.

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What do the lights mean?

See what's happening at a glance

Button light When everything's working fine...

- Mains power is on.
- Your broadband connection is working.
- You don't need to do anything.
- There's a power cut.
- Your broadband connection is working.
- The display shows the time remaining.
- The Battery Backup is saving power.
- Your broadband connection is unavailable.
- Press the button to use remaining power.

Button light If there's a problem, here's what to do...

- There is an internal fault.
- E|1 will be shown on the display.
- Contact your provider for help (Page 8).
- A connected device is causing a problem.
- E|2, E|4, or E|5 will be shown on the display.
- Disconnect the yellow plug. Switch off at the mains, then turn off using the button.
- After 5 minutes, reconnect the yellow plug and switch on the mains adaptor.
- The Battery Backup is too warm.
- It will stop charging until it cools down.
- E|3 will be shown on the display.
- The battery symbol will be flashing.
- Refer to 'Installation guidance' (Page 6).
- Regular beeps mean that the Battery Backup needs help to cool down. If this happens:
 - Disconnect the yellow plug. Switch off at the mains, then turn off using the button.
 - Allow it to cool down for at least one hour before reconnecting and switching on.

If you still need help, contact your provider (Page 8).

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