

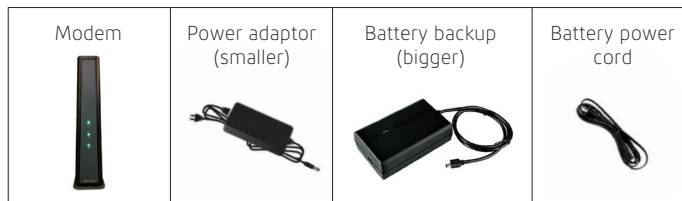
External Backup Battery Installation/Replacement Guide for Arris TG3452

Thank you for being a Cogeco Phone subscriber. This guide will assist you in connecting your new external backup battery. The battery allows your telephone service to function during a power outage, including calls to 9-1-1 and connected home alarm systems.¹ Cordless phones will not function during a power outage. A fully charged battery can last between 4 to 8 hours depending on usage.

Caution: While you are replacing your modem's power adaptor with this external backup battery, your phone and Internet services will not be operational. Although the process will only take a few minutes, we recommend you perform the procedure when your household is not actively using the phone or Internet service.

1 Installation/Replacement

You can follow the same procedure for the installation of a new backup battery or to replace an existing one. The battery backup is bigger than the power adaptor. Gather the following items to facilitate the installation/replacement.



2 Before connecting your battery

- Disconnect existing power adaptor from wall outlet.
- Disconnect power cable from modem.



3 External backup battery package

Unpack and remove the external backup battery and its power cord from the box.

- Battery backup
- Power cord



4 Powering the backup battery

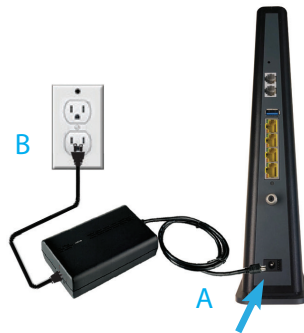
Connect the power cord to the battery backup.



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5 Connecting the backup battery

- A. Connect the other end of the external backup battery to your modem.
- B. Connect the backup battery to the wall outlet.
- C. The lights in the front of your modem will turn on. Your phone and Internet service will be restored in just a few minutes.



RETURNING YOUR OLD BATTERY

RETURNING YOUR BATTERY TO COGECO

If your battery has been replaced (whether under warranty or not) we ask that you return your old battery to Cogeco to be recycled. Place your old battery in the box received with the new battery, affix the provided return label to the outside of the box, and take it to your nearest Canada Post outlet.

Note: If the battery being replaced is under warranty, or if you are not sure whether it is still under warranty, it must be returned to Cogeco.

OTHER DROP-OFF LOCATION

If your old battery is no longer under warranty, you may drop it off at your closest recycling location. Consult the following link for a drop-off location near you: www.call2recycle.ca.

TECHNICAL SUPPORT

FAQ

For more information on the external backup battery, please refer to Cogeco's FAQ.
English: www.cogeco.ca/battery

PHONE SUPPORT

For additional support, please contact Cogeco Technical Support:
Ontario: 1-866-774-8888
Quebec: 1-800-665-3131

1. Phone Equipment must stay at the same address where it was initially installed in order to allow 911 to associate the call with the correct address in the event of an emergency. Please do not move your phone equipment without Cogeco's consent. New generation Phone Equipment does not include an external backup battery. Sold separately with any subscription to an UltraFibre 60 and higher Internet package.