

External Backup Battery Guide

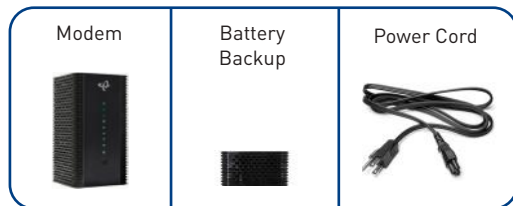
Installation/Replacement for Hitron CODA-4589

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 911 and connected home alarm systems. Note that a fully charged battery can last between 4 and 8 hours depending on usage. Also, cordless phones will not function during a power outage.

Caution: While you are installing or replacing your modem's 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 phone or Internet service.

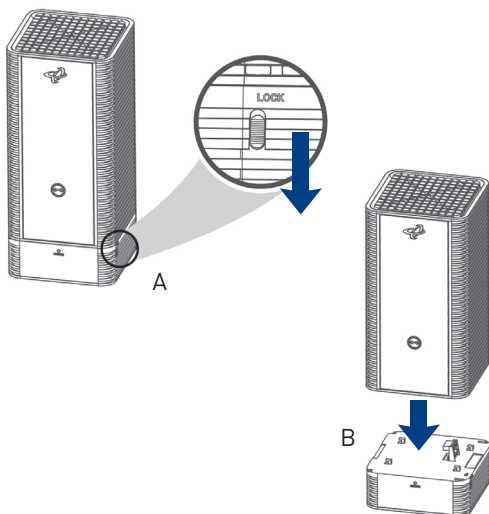
1 Installation/Replacement

Gather the following items to facilitate the installation/replacement.



2 Replace your external backup battery

This section only applies if you have an existing battery. If you do not have a battery to be replaced, skip to Installation on the following page.



A. Disconnect the modem's power cable from the wall outlet. Remove the existing battery by doing the following: unlock the battery currently in place by sliding the "LOCK" switch down.

B. In order not to damage your equipment, use both hands to pull the modem away from the battery carefully.

Now you can proceed with the installation of the new battery. Don't forget to return your old battery to be recycled. To do this, follow the steps in the Returning your old battery section at the end of this document.

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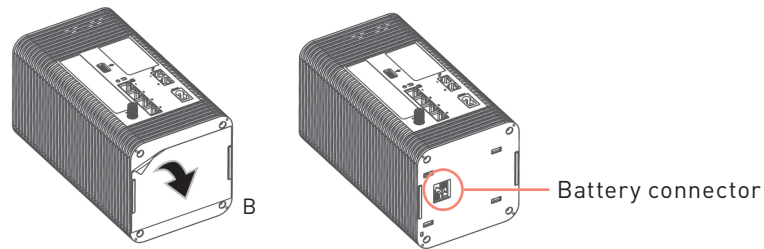
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3 Install your external backup battery

For a first-time battery installation, start with step 1 to expose the battery connector on the bottom of the modem. For a battery replacement, skip to step 2 as the connector should already be exposed.

1. Expose the battery connector.

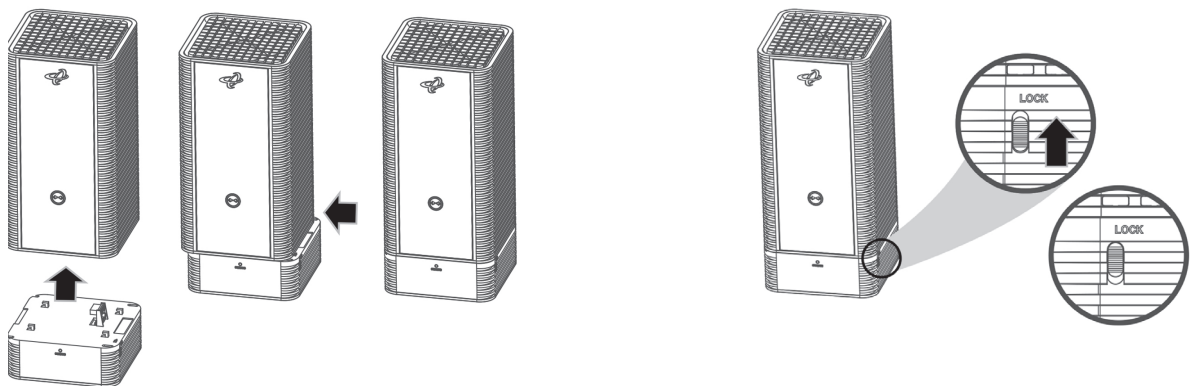
- A. Disconnect the modem's power cable from the wall outlet.
- B. Turn the modem onto its side, and peel off the black Mylar sticker sheet from the bottom.



2. Unpack the backup battery and remove it from the box.

3. Secure the modem to the external backup battery.

- A. Set the battery down on a stable surface with the connectors facing upward. Hold the modem above the external backup battery in a vertical position, then slide it onto the base so that the connectors line up.
- B. Lock the battery in place by sliding the "LOCK" switch upwards. This can be found on the right-hand side of the battery.



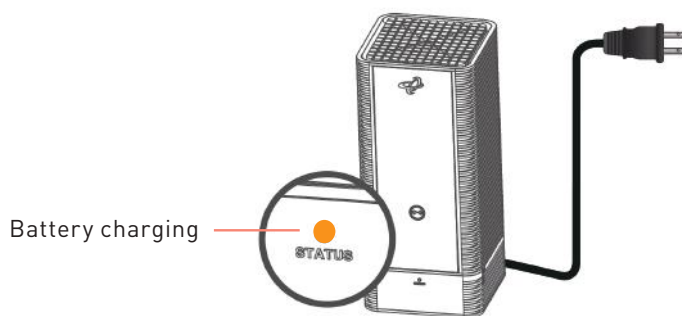
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4. Reconnect the power cable to the modem and wall outlet.

Once you do this, the lights on the front of your modem will turn on, and your phone and Internet services will be restored in a few minutes.

The flashing orange battery light means the battery is currently charging. The light will turn off automatically when the battery is fully charged and when the equipment is powered by the electrical wall outlet.



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 locations

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: <https://www.cogeco.ca/battery>

French: <https://www.cogeco.ca/batterie>

Phone support

For additional support, please contact Cogeco technical support:

Ontario: 1-866-774-8888

Quebec: 1-800-665-3131