
How to connect your Battery Backup Unit (BBU) to alternate power source during an extended power outage

Due to our 100% underground network, it's not likely that a power outage from natural forces such as hurricanes or thunderstorms would damage your ITS Fiber connection. However, in the event of an extended power outage (beyond 8 hours), here are the instructions to connect your BBU to another power source (*i.e. generator or other devices*)

1. Locate your Battery Backup Unit.

Check near your computer, home alarm panel, garage or laundry room.

2. Get power to the BBU.

Unplug the BBU powercord and plug it into an alternate power source (i.e., generator).

3. Check the BBU lights.

If the AC and Output lights are green, the BBU is powered and your phone and/or internet** services should be available to use.

****IMPORTANT:** Electronic devices such as cordless phones, desktop computers, wired and wireless routers, etc. will not work properly even if the BBU is powered by a generator, since they require their own power. Therefore, these items must also be plugged into a generator or other power source to operate.

HOWEVER, A TRADITIONAL CORDED PHONE THAT ONLY CONNECTS TO A PHONE JACK WILL WORK WITHOUT ELECTRICITY IF THE BBU IS CHARGED OR POWERED PROPERLY.

ITS Telecom

**For Questions about any of your ITS Telecom
supplied equipment contact: 772.597.2111**

Battery Backup (BBU)

This is the battery backup ITS installs so your ITS Fiber Voice and/ Internet service continues to work properly if the power goes out.

The battery lasts for 8 hours after a power outage occurs.

You are not required to have this device installed by ITS, although it is highly recommended due to the frequent power surges and outages that occur in our South Florida climate.

ITS will install, maintain and replace your battery when needed for a modest maintenance fee or you may purchase, install and maintain your own battery.



You may have one of these types of battery backups installed depending on the type of services available at your residence.
OR



Trouble Shooting Your BBU



Front Panel of Battery Backup Unit

- **SYSTEM STATUS LIGHT:**
Green light = Normal status
- **DC LIGHT:**
Turns green if commercial power fails. The unit will also beep.
- **MUTE LIGHT:**
Flashes orange after pressing the ALARM SILENCE button.
- **BATTERY LIGHT:**
Turns red if the battery is bad/dead.
- **ALARM SILENCE:**
Press to mute the beeping noise.
- **COLD START:**
Press to reset your GigaCenter ONT/router.