



Swish
Voice



Your Battery Backup Unit (BBU)

Your Battery Backup Unit (BBU) will provide power to your ONT for at least one hour following a power failure.



Swish fibre™

Your BBU will provide power to your ONT for at least one hour following a power failure, allowing you to make calls to the emergency services during that time.

Please note that if you're using the alternative power supplied by your BBU for things other than calls to the emergency services e.g. streaming, this may shorten the amount of time you'll be able to make calls to less than one hour. Your BBU should only be connected to one device, your ONT.

Please make sure your BBU is fully charged so it's ready if you need to use it. You may also see your BBU (Battery Backup Unit) called a UPS (Uninterrupted Power Supply).



Charging your BBU

Plug the AC input plug to the wall outlet. The BBU will automatically be turned on and a green LED will come on. If the BBU is not fully charged the BBU will automatically charge and the green LED will flash. When fully charged the green LED will remain on.

Using your BBU

Plug the DC output connector of your BBU into the power socket of your ONT. This replaces the power lead of your ONT. Your ONT is now protected by your BBU. If there is a power cut (or the power is turned off at the socket) the BBU will automatically provide power to your ONT for at least one hour. Remember to fully recharge the BBU so it's ready for when you need it again.

On/Off button

The BBU will automatically turn on when plugged into the wall outlet under normal conditions. If the BBU is in fault mode, holding the On/Off button for over 1 sec will reset it. If the BBU is operating in battery mode, to avoid battery drain, press and hold the On/Off button for 5 seconds to shut down. If the mains power is not available and the BBU is fully charged, you may simply press this button for 5 seconds to turn on the BBU.

LED Indicator

The LED is a two-colour indicator: green or red depending on the operational status.

Status	Colour	On/ Flash
Power on with battery fully charged	Green	On
Power on with charging battery	Green	Steady Flash
BBU on battery and discharging	Green	Quick Flash
A fault on the BBU	Red	On
BBU has detected that the battery is not connected while the power is available.	Red	Steady Flash

Testing

You should test and recharge your BBU every 6 months. To test your BBU:

- 1 Ensure your BBU is fully charged.
- 2 Switch off the power to the BBU e.g. turn it off at the socket or unplug it.
- 3 Check that the ONT remains powered on, and for how long.
- 4 Remember to recharge the BBU at the end of the test so it's ready if you need it.

If your BBU no longer provides power to your ONT for at least one hour you will need to call Swish to get a replacement.

Troubleshooting

Problem	Possible Cause	Solutions
Red LED is ON	Battery insulator tab.	Remove Battery insulator tab
	Overload or short circuit occurred and BBU transferred to fault mode	Remove excess load. Press the ON/OFF button for more than 1 second and release to restart the BBU
Battery backup time is shorter than normal / less than 1 hour	Battery near end of life	Contact Swish
No output and LED indicator light is not on (and BBU is switched on)	Internal fault	Contact Swish
Red LED is flashing	BBU has detected that battery is not connected or battery voltage is too low or battery is defective	If it's not already removed, remove the battery insulator tab from the battery. If the red LED flashes even after battery insulator tab removed, contact Swish to replace battery



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Important Safety Information

CAUTION! Do **NOT** place this unit in a hot and humid environment.

CAUTION! Do **NOT** disassemble this product.

CAUTION! If the battery level is low, please recharge the battery immediately.

NOTE! Warranty is voided if the battery compartment is opened.

For more support get in touch:

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RATED EXCELLENT

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