

How to stay connected during a power outage to your fibre-to-the-home phone service using the Home Hub 4000

To maintain phone service during a power outage, you need an uninterrupted power supply (UPS) to power your Home Hub 4000. You can purchase one from various retailers who sell electronics and related devices.

FAQs

What is an uninterrupted power supply (UPS)?

A UPS, also known as a battery backup, provides electricity when your regular power source fails. When the electricity goes out, devices plugged into the UPS (modem, computers, TV, etc.) will be powered by its battery.

What kind of UPS do I need to power my modem?

To power your modem, a UPS should meet these requirements:

- Rated for a capacity of at least 300 volt-amperes (VA)
- Must support three-prong power plugs (National Electrical Manufacturers Association NEMA 5-15P)

Also, opt for a UPS that meets your capacity and runtime needs. A variety of UPS units are available and a sales representative can help make a recommendation.

How long will a UPS power my service?

The length of time (also referred to as runtime) depends on various factors such as:

- How many devices you have connected to the UPS.
- The type of devices you are powering during a power outage.
- The make and model of your UPS. See its manufacturer for details

How can I optimize the length of time my Internet service will be operational during an outage?

We recommend connecting only your Bell modem to the UPS. Contact the manufacturer for other ways to optimize your UPS.

How do I install my UPS?

Follow the manufacturer's installation instructions and connect your Home Hub 4000 into it.

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