Fios box beeping

Have you been hearing a weird, intermittent beeping from your FIOS equipment? Then you probably need a new ONT battery. Need a quick fix without the research? But then, one day, maybe after 5 or 8 years of wonderful fiber internet… it beeps. And then, 15 minutes later, it beeps again. The point of the ONT battery is for backup purposes. Here is what happens: If your home were to lose power then you would lose your internet connection. If you use fiber-based phone calls then your emergency number in most cases goes through your Verizon internet telephony and you need a powered-up ONT to get internet. No power means no internet, which means no ! The fix is to have an battery to power your emergency call. So why the beeping? Even if you never use the backup battery it will wear out. Do you hear a brief about 0. Then there is no doubt about it, your battery backup unit BBU needs to be replaced. With some newer ONTs the BBU can simply be removed, but for the most part you are going to want to replace it if you want to preserve your emergency calling through your Verizon fiber telephone connection. If your battery is dead, the easiest thing to do is replace it. Verizon requires the use of a volt, 7. There are many ways to stop your ONT battery beeping. The beeping will resume and the next day, exactly on schedule. You can also disconnect the battery and reconnect it. This is best used if you are fairly confident that your battery is good and you just want the ONT to take a second look. After all, in the case of emergency and power loss, most people would use their mobile phone anyway. To test, disconnect the battery and see if the ONT unit beeps within the next few minutes. You can confirm this with a call to Verizon tech support. The typical ONT has a battery backup unit tucked away in a compartment. This is the only user-serviceable part of the ONT and, as such, it can be opened without tools. Inside you will see the volt, 7. The most useful part, aside from the battery, will be the silence button, which will mute your Verizon ONT beep for hours. You just need to press it and hold for a few seconds. If you lose power you can expect to lose internet connectivity even if you have an ONT battery backup. This is the case because the ONT battery exists to ensure phone service during an internet outage, but not internet! What about if you want to maintain phone and internet service during a power outage? This will ensure the internet is working proper so long as the other required pieces are working as well! That means your computer, cable modem, router, switches etc. If you have a simple setup then you just need to be concerned with the ONT unit, cable modem, and your laptop, tablet, or phone. These other units, known as the PowerReserve Battery Backup Unit, will use 12 D-cell batteries, which can provide the unit with 24 hours of power but then must be replaced.. To dispose of your old battery you can talk to your local municipal disposal center, call 1. These batteries should not be simply thrown in the normal garbage. This will stop the Verizon box from beeping for about 24 hours. You must use a sealed lead acid battery that is volt and 7. No, you do not. FIOS internet and call will work without a battery in the backup unit, so long as your home has power. If your home were experience a power outage and the battery backup unit was missing a working battery, your FIOS phone including Emergency and internet service would not work. First, you must unplug the battery backup unit from the wall outlet. Always do this before working with the unit. Then open the door to the battery unit and locate the small plug to the left of the battery itself. You will see a red and black cable leading from the battery to a plug component. Grab, pinch, and pull the cable connector out of the battery backup unit to disconnect the battery before removal. Note: HelpAtMyHome. FIOS and other terms are the copyright of Verizon. Skip to primary navigation Skip to main content. We select and review products independently. If you buy through affiliate links, we may earn commissions, which help support the site. Table of Contents show. How do I throw out my old battery? How do I temporarily pause battery beeping? What kind of battery goes in the Verizon ONT unit? How do I disconnect the battery from the battery backup unit? In addition to cable television and internet service, Verizon provides land-line telephone service. This service uses a voice over IP protocol, meaning it uses the internet service to deliver voice communications. To ensure uninterrupted land-line telephone service Verizon is required to provide a battery backup to keep the line alive during a power outage. If, during an extended outage, the battery completely drains and cannot be recharged, then this unit will produce a loud shrill alarm. Think smoke alarm shrill and loud. The alarm will sound every hour until the battery is replaced. Verizon will not replace the battery for free. The official policy is to charge customers 30 dollars for a replacement unless it is covered by a year warranty. This Instructable will teach you how to silence the alarm. You will be able to permanently remove the alarm feature from the battery backup unit. This is for people who do not want to replace the battery for 30 dollars, and who no longer want to hear the annoying alarm. This Instructable will require you to get your hands dirty, but electronics experience is not required. This project involves basic electrical safety. You will be required to disconnect some wires before working on the unit. Failure to follow instructions in the correct order can result in exposure to uncomfortable but harmless electric shock. Note that a backup unit without a battery can no longer provide phone service during a

power outage. You will have to rely on other means of communication cell phones, telegram, smoke signals until power is restored. Find the battery backup unit. The battery backup unit should look something like the picture above. It will be attached to a wall near where the power lines connect to the building. Have your tools ready and clear a space to work. Accessing the unit may involve cramped working conditions. Remove the cover of the leftmost box in the battery backup unit. This will expose the battery. This should be removed by sliding the red and black connectors off of the posts one the battery. The battery will be somewhat heavy so be prepared and try not to drop it on your feet. Batteries of this sort are made almost entirely of lead, and should not be simply thrown in the trash. Should you choose to discard your dead battery, be sure to dispose of it properly. Almost any retailer who sells lead-acid batteries of any sort are required to accept old batteries for recycling. This includes automotive outlets. With the battery removed, locate and remove the screws holding the unit to the wall. Note that you do not have to remove the smaller unit as well, but it may make it easier to work with the unit if you do. Locate and remove the screws in the recessed hole in the back of the unit. These are the screws that normally face the wall, and cannot be removed without detaching the battery backup unit from the wall. This allows access to the circuit board inside. Do not touch the circuit board until you have disconnected the green connector pictured. Failure to disconnect the green connector from the circuit board first may result in a mild and uncomfortable electric shock. Find the Piezo buzzer on the circuit board. A Piezo buzzer is thin metal sheet that is encased in plastic. This sheet is shaken extremely fast to produce an annoying noise. They are used in smoke alarms to save people's lives in the case of a fire. They are also used by Verizon to drive people to buy 30 dollar batteries. The Piezo buzzer should be located near the bottom corner of the circuit board. Grip the Piezo buzzer with your vice grips or pliers. Using a rocking and twisting motion pull the Piezo buzzer off the circuit board. It should pop off with a modest effort. This will permanently remove the alarm feature of the battery backup unit. Note that this will not effect any other function of the unit. The circuit board should look like the one pictured when done. Where there was a Piezo buzzer there should be a white circle. Alternately for a less destructive option you can apply superglue or rubber cement to the hole in the top of the Piezo buzzer to permanently silence it as well. Working in reverse order, reattach the green connector, close and secure the unit, then reattach it to the wall. The Piezo buzzer can't make noise while disconnected to the circuit board. Enjoy your uninterrupted sleep. Just keep in mind that alarms are often included in things for good reasons, and not just to annoy people into spending money. Thanks for reading. When I originally posting this instruction set to Youtube, I got many positive comments. I hope this has help you as well. As a Verizon employee who is trained to work with these. All you have to do is press and hold the alarm silence button for a 5 count. And I'm sure a mega corp like them prefer to not have stuff ripped out. Reply 5 years ago on Introduction. I can confirm that this does not work. Your method will silence the alarm for a day or two,but it will continue to beep after a day or two. This is a permanent solution. If Verizon has a problem, then I know Comcast would like my business. Reply 1 year ago. I agree with DanielL18 - A few years back I paid the replacement battery although I didn't want it, and didn't care for landline during an outage. That battery has recently started beeping - but removing the battery doesn't stop the beeping, and holding the reset button only stops it for a short period of time before it starts again. I've just arranged for a tech to come out, which the agent assures me won't cost me. My understanding is that newer boxes will stop beeping after battery is removed - but older boxes like mine won't stop - ever - ever!!! Was getting ready to do this then saw another YT video, turns out you simply disconnect the battery and reconnect - this buys you about 30 days silence. I'm moving soon so this was a better option than surgery on the unit. I've read online that newer ones stop beeping. Older ones like miine keep going and going, and going Tip 2 years ago. I twisted the speaker gently back and forth until i felt less resistance. Then I left it slightly twisted degrees so that one connector wasn't in contact with the board. I don't want to be charged for this thing being sabotaged by VZ. I love this "rip it out" technique. Reminds me of when I worked customer service for an alarm company and a guy I was talking with ripped his security panel off the wall and threw it outside. Just a word of caution, if anything ever goes bad with that VoIP box it may not be covered under warranty because of the missing piezo beeper. Reply 2 years ago. Thank you. Your instructions were spot on. I was a bit surprised at just how small the piezo actually is. For what I pay each month, they can afford to throw me a new battery every few years. Problem solved. I got a Genesis NP battery to replace the Verizon Fios Portalac PX, and the size of the battery is the same, but the connection posts on the new battery are slightly smaller - the thickness of the metal is the same, but the width is about a mm less than the original and it doesn't "lock in". Is this going to work or should I swap it out? This couldn't be easier and eliminating the piezo buzzer eliminates the problem for good. Great instructions here. Thanks for the information. I decided to force glue into the opening and glue plastic over

the piezo opening. I did this just in case the glue doesn't silence the piezo enough. The plastic I used was from an old store loyalty card. Also, I removed the battery before I did any thing. That means DanielL18 is correct. I also did a manual reset by pressing the Alarm Silence button for about 10 seconds or until the green System Status button went out. I then release the Alarm Silence button and the unit rebooted. The Replace Battery lamp stayed lit throughout the process. You may opt to replace the battery if you need the battery back-up to power your landline phone in case of a power outage. In my case, my phones need power from the wall socket and will not work with the battery back-up supplied by Verizon. So I am not going to simply replace the battery. I don't need and cannot use the back-up. I have yet to hear the beep to know if it is still annoying. I still expect to hear it some. If it is annoying I will cut the piezo out entirely. I don't know what to pull out or off. We r renting and its old equipment. Husband got electricity off of it but now it's beeping probably due to low battery. Tried superglue as a half measure with limited success. I really got it in there, but it merely muffled the alarm. Went back in and removed the piezo as instructed. Thanks for putting this together! My only addition for the mechanically ignorant like myself would be to advise care when removing the cover to get to the circuit board. It didn't occur to me that there's a wire connecting it to the main assembly that is relatively short and I could have easily hulled it out of place. Introduction: Silencing the Verizon Battery Alarm. All that is required are some pretty basic hand tools. Pliers Phillip's style screwdriver. Did you make this project? Share it with us! I Made It! Easy Zoom Quit Button by randofo in Arduino. Mars Clock by prdassonville in Clocks. Reply Upvote. DanielL18 buster Reply 5 years ago on Introduction. AndyM64 DanielL18 Reply 1 year ago. AndyM64 vahpr Reply 1 year ago. DarenLaw 1 year ago on Introduction. MichaelG Tip 2 years ago. Was tempting to pour cement over the piezo, but in the end, I chose the destructive route. KennethL 2 years ago. EdW91 2 years ago. KristyS29 3 years ago. DanB 3 years ago. DonF32 4 years ago. RandyL16 5 years ago. Kristeney 5 years ago on Step 7. My house is silent, and no batteries were wasted on that silence. There is a RED Reset button that is lite. Go to Solution. Thanks so much for the tip about the 'false negative'. I did as you suggested unplugged ONT and disconnected battery. Waited 2 minutes, plugged ONT back in and waited until "replace battery" light appeared. Reconnected existing battery and no more beeps! The "replace battery" warning was just a glitch. View solution in original post. Check this website FiOS services will continue to work as long as the ONT remains plugged in and continues to receive electrical power. Failure to replace your battery, however, may cause damage to the Verizon network equipment through leakage. If the beeping stops and everything is ok, then it was just a hiccup or a glitch. If it doesn't go away, then you need to replace the battery with one of the above mentioned ways. I have had this condition 4 times. The first time I just purchased a new battery. This has happened 3 times. The battery company who supplies lots of these batteries indicated that there is an updated version of the FIOS unit and I should request my existing unit to be replaced. Can you confirm this? Thank-you for the useful info about unplugging and replugging back in. It worked. Really appreciate it. In order to keep discussion on the community current, this topic has been locked to prevent new replies. If you have a similar question or issue that you wish to discuss, then please feel free to post a new message on the most relevant board. Shop online or through the My Verizon app and get your orders fast. Your order will be held for 3 days from the time it's placed. In-Store Pickup is available across the U. Curbside Pickup available at select stores. Same-day delivery: Same-day delivery is available in select areas. Personal Business. Responsibility Responsibility Privacy Privacy. Close Choose your cart Mobile solutions. Home solutions. Turn on suggestions. Auto-suggest helps you quickly narrow down your search results by suggesting possible matches as you type. Showing results for. Search instead for. Did you mean:. FIOS box beeps!!!!! All forum topics Previous Topic Next Topic. Posts: 1. Message 1 of 6. Have same question. Accepted Solutions. Re: FIOS box beep

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 s!!!!! Message 5 of 6. Helped me too. Platinum Contributor III. Posts: 5, Message 2 of 6. Verizon considers the battery in your BBU as a power source that you own. You are responsible for maintaining the battery in the BBU. Much like you would need to replace the batteries in a portable radio from time to time, periodically the BBU battery needs to be replaced. If you need to purchase your own, I have seen them as little as dollars amazon. So try this as well. Disconnect the AC Wire that plugs into your electrical outlet. Message 3 of 6. Message 4 of 6. Posts: 2, Message 6 of 6. How-To Videos. The following videos were produced by users like you! Browse Categories. My Fios Fios TV. Verizon Troubleshooters. Unable to find your answer here? Try searching Verizon Troubleshooters for more options. Accessibility Resource Center