

PEGATRON PB018A2

PEGATRON PB018A2 Cable Modem Battery User Manual

Model: PB018A2 (Upgrade from PB013)

1. INTRODUCTION

This manual provides essential instructions for the safe and effective use of your PEGATRON PB018A2 Cable Modem Battery. This battery is designed to provide backup power for the **phone service** functionality of compatible cable modems during power outages. It is an upgrade from the PB013 model and is compatible with Docsis 2.0, Docsis 3.0, and Docsis 3.1 Gateway Cable Modems, including specific models like DPC3939, DPC3941T, DPQ3925, and DPQ3212.

Important Note: This battery is intended to support the phone service part of your modem only. It does not provide backup power for internet connectivity during a power outage.

2. SAFETY INFORMATION

- Do not disassemble, open, or shred the battery pack.
- Do not expose the battery to heat or fire. Avoid storage in direct sunlight.
- Do not short-circuit the battery pack. Do not store battery packs haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by other metal objects.
- Do not remove the battery pack from its original packaging until required for use.
- Do not subject battery packs to mechanical shock.
- In the event of a battery leaking, do not allow the liquid to come into contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- Do not use any charger other than that specifically provided for use with the equipment.
- Observe the plus (+) and minus (-) marks on the battery and equipment and ensure correct use.
- Keep the battery pack out of the reach of children.
- Seek medical advice immediately if a cell or battery has been swallowed.
- Consult your modem's manual for specific battery compartment instructions.

3. PACKAGE CONTENTS

Verify that your package contains the following items:

- 1 x PEGATRON PB018A2 Cable Modem Battery
- This User Manual

4. SETUP AND INSTALLATION

Follow these steps to install the battery into your compatible cable modem:

1. **Identify the Battery Compartment:** Locate the battery compartment on your cable modem. This is typically on the back or bottom of the device. Refer to your modem's specific user manual if you have difficulty locating it.
2. **Open the Compartment:** Carefully open the battery compartment cover. This may involve sliding a latch or removing screws.
3. **Insert the Battery:** Align the PEGATRON PB018A2 battery with the compartment, ensuring the connectors match the modem's terminals. Gently push the battery into place until it is securely seated.



Figure 1: Side view of the battery, highlighting the connector pins for proper insertion.

4. **Close the Compartment:** Replace the battery compartment cover and secure it.
5. **Initial Charging:** After installation, the battery will begin to charge. It may take up to **5 days** for the battery to fully charge and assume its full backup power capacity. During this period, the modem's battery indicator light may show a charging status.



Figure 2: Top view of the PEGATRON PB018A2 battery, showing model number and specifications.

5. OPERATING INSTRUCTIONS

Once installed and fully charged, the PEGATRON PB018A2 battery operates automatically:

- **Normal Operation:** When your modem is connected to AC power, the battery remains in standby mode, continuously charging to maintain full capacity.
- **Power Outage:** In the event of a power outage, the battery will automatically provide power to your cable modem's phone service functionality. This allows you to continue making and receiving calls through your landline phone service for approximately 8 hours, depending on usage and modem model.
- **Power Restoration:** When AC power is restored, the modem will switch back to wall power, and the battery will automatically begin recharging.

6. MAINTENANCE

- **Battery Life:** The typical lifespan of a Lithium-Ion battery is several years. However, performance may degrade over time.
- **Replacement:** If you notice a significant reduction in backup time or if the battery indicator on your modem suggests a fault, it may be time to replace the battery.
- **Storage:** If storing the battery for an extended period, ensure it is partially charged (around 50%) and stored in a cool, dry place within the recommended temperature range (-20°C to 60°C).
- **Disposal:** Dispose of old batteries responsibly according to local regulations for Lithium-Ion batteries. Do not dispose of in household waste.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Battery not charging or modem not recognizing battery.	<ul style="list-style-type: none">• Battery not inserted correctly.• Battery is faulty or at end of life.• Modem battery compartment issue.	<ul style="list-style-type: none">• Ensure the battery is fully seated and connectors are aligned.• Allow up to 5 days for initial full charge.• If problem persists, consider replacing the battery.• Consult your modem's manual or service provider.
No phone service during a power outage.	<ul style="list-style-type: none">• Battery not charged.• Battery is faulty.• Phone service not active or modem issue.	<ul style="list-style-type: none">• Verify the battery is fully charged (allow 5 days for initial charge).• Check modem's battery indicator.• Ensure phone service is active with your provider.• If the battery is old, consider replacement.
Battery causes interference or cuts Wi-Fi signal.	<ul style="list-style-type: none">• This is highly unusual for a modem battery.• Possible faulty battery or modem.	<ul style="list-style-type: none">• Remove the battery and see if the issue resolves.• If the issue resolves, the battery may be faulty. Contact support.• If the issue persists without the battery, the problem is with the modem or Wi-Fi setup.

8. SPECIFICATIONS

Feature	Detail
Model Number	PB018A2 (Upgrade from PB013)
Battery Type	Lithium-Ion
Capacity	3000mAh
Operating Temperature	-20°C to 65°C (-4°F to 149°F)
Storage Temperature	-20°C to 60°C (-4°F to 140°F)
Compatible Modems	DPC3939, DPC3941T, DPQ3925, DPQ3212 (Docsis 2.0, 3.0, 3.1 Gateway Cable Modems)
Estimated Backup Time	Up to 8 hours (for phone service only)
Manufacturer	PEGATRON

9. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided with your purchase or contact the seller directly. Keep your proof of purchase for any warranty claims.

For specific questions regarding your cable modem's functionality or compatibility, please contact your internet service provider (e.g., Comcast Xfinity).