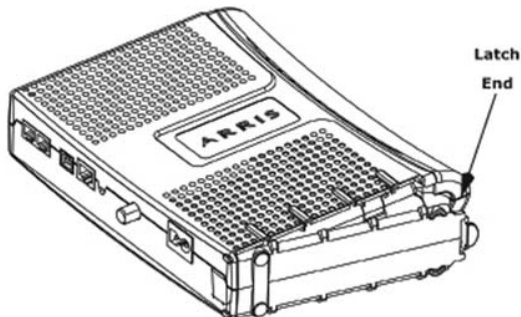


# Battery Installation and Replacement

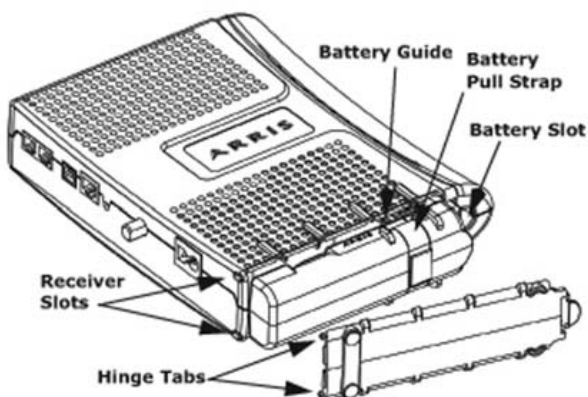
## ARRIS TM502G Model

### Battery Replacement Action

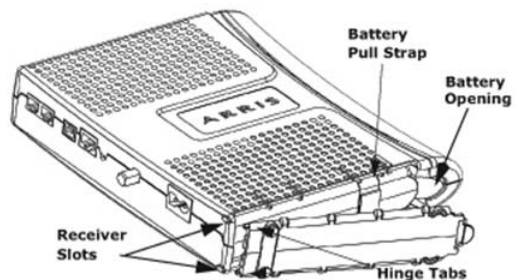
1. Insert a finger into the latch opening, press down and pull back on the latch holding the battery door (on the bottom of the modem). Pull the door toward you. Set the door aside in a safe place.



2. Hold the battery pack so that the guides on the battery align with the slots on the modem and slide the battery into the bay. The diagram below shows the proper orientation. Batteries will not insert completely into the modem if not oriented correctly.

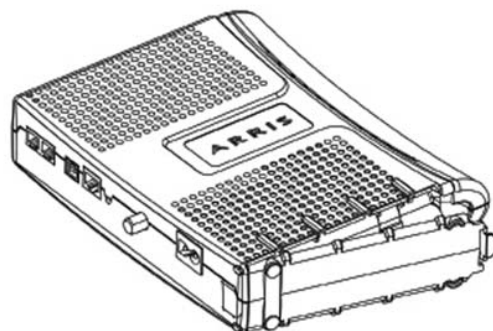


3. Push the battery pack into the bay until it latches into place. The following diagram shows a modem with a battery pack installed. If you are taking the battery out of the unit, make sure to use the battery pull strap to dislodge the battery.



**Note:** The modem will not begin operating until you apply AC power.

4. Replace the door. To do so, place the tabs of the battery door into the slot on the modem battery compartment. Rotate the door toward the unit until the latch snaps back into place.



Unplug your CDV modem from the power outlet to install the battery. Once the battery installation is complete, plug your CDV modem back into the power outlet. Check for dialtone. The battery can take up to 24 hours to fully recharge, If you do not have dialtone, please call us at 800-948-5385 for assistance. Thank you!