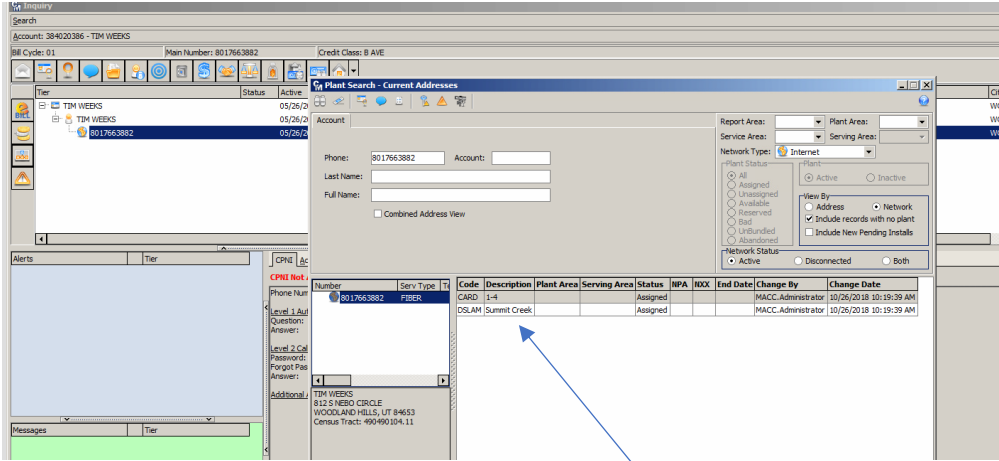Troubleshooting Fiber to the Home

Look up customer in MACC or get card and port info from CSR

Like DSL it will tell you where the customer is located.   The number refers to GPON-ONU/ONT

Once you have that info open the Links Sheet and open the GPON that your customer is located on

MICROS	Calix OCCAM	Calix OCCAM Cont..	FTTH Fiber To The Home
Beaver Mountain Zyxel	Aspen Cove	Mt. Pleasant Hospital	Brookline Condos
Birdseye	Birdseye	Mt. Pleasant Hospital 1 Mt. Pleasant Hospital 2	466 467 473 474 476
		Mt. Pleasant Hospital 3 Mt. Pleasant Hospital 12	479 482 483 488
Bridgerland	Bluewater		
Bridgerland Zyxel	Bluewater 1 Bluewater 2 Bluewater 3 Bluewater 4 Bluewater 12	Scofield	2395 2447 2452 2457
		Scofield 1 Scofield 2	2472 2487 2497 2510
Canal Canyon	Bolotas		2510E 2515 2517 2520
Clear Creek		SCO MO HO	2522 2525 2527 2530
Colton Micro	Boys Ranch		2542 2547 2577
	Boys Ranch 1 Boys Ranch 12	Skyline Mountain	Syslog
Crawford		Skyline Mountain 1 Skyline Mountain 12	
Crawford 1 Crawford 2	Bridgerland		Calix E7 GPON
	Bridgerland 1 Bridgerland 2	Soldier Summit	Nephi Vault
Ditto			Santaquin CO
Ditto Ditto 2	Camperworld	Spring City	Summit Creek
Elberta	Chester	Sunderland	Ubiquiti GPON
Elberta South Elberta South 2	Chester 1 Chester 12	Sunderland Calix 1 Sunderland Calix 2	
			AF NOC
Ensign Ranch	Covered Bridge	Swan Creek	Richfield
	Covered Bridge 1 Covered Bridge 2 Covered Bridge 3	Swan Creek 1 Swan Creek 2	Willow Creek
Moroni Hill			Automall
Mosida	Edge of Eden	Sweetwater Trailer	Dugway CO
Nephi Canyon			Spanish Fork Vault
Panorama Woods ZyXel (Indianola)	Elberta	Thistle	
Sheep Creek	Elberta Elberta South		Updated 04/09/2019
Skull Valley Zyxel		Wales	
Skyview	Eureka	Wales 1 Wales 2 Wales 3 Wales 12	

All fiber GPON's are located on the right

We will go over the Calix GPON info first

Click on the GPON your customer is on and login

E7

UNIFIEDACCESS

User Name admin
Password ●●●●●●●●●●
OK

After login in you will need to select the card and GPON and ONT that you want to view

This will give you the information you need to verify and troubleshoot the customer.

If online (Enabled on, Disabled off)

Verify the Customer info

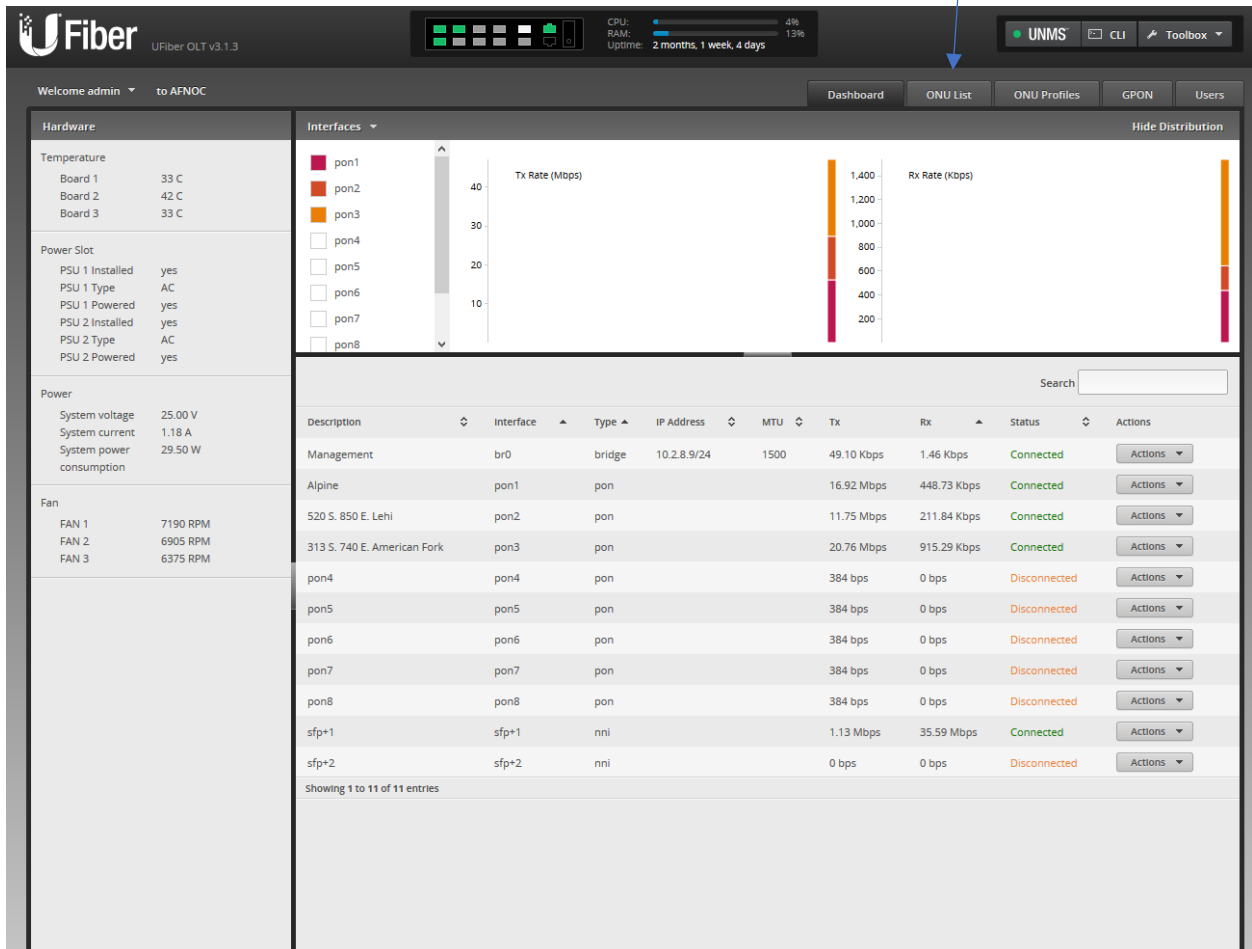Uptime (how long they have been online for)

The Tx and Rx level dBm

From this info you can see whether the customer is online and what the Tx Rx levels are. Follow basic troubleshooting by having the customer reboot the router or by bypassing the router and hard wiring into the POE device.

When checking make sure the Tx is between +5 and -5 and the Rx is under -20 anything beyond -25 is usually trouble

The Ubiquiti devices are different. Click on the link to the GPON you need to access and login

After logging in you will see the main page Click on ONU List to view customers

After clicking ONU list you will see customer info

Here you can see if the customer is Online

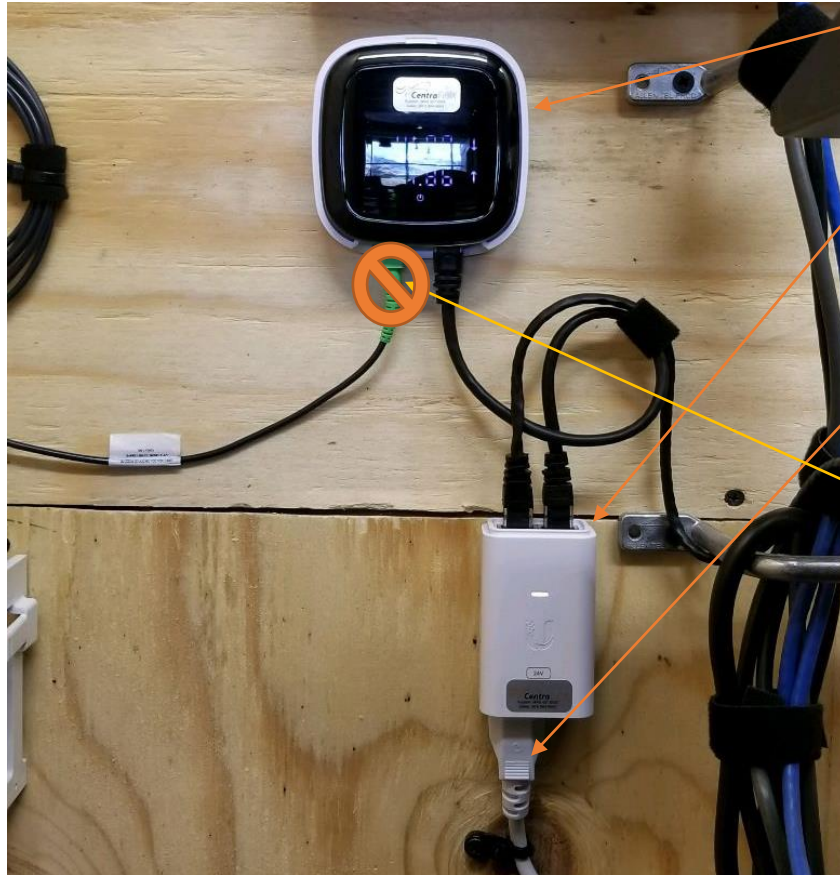The Customer info

Tx and Rx Info

Device Uptime (how long online)

From this info you can see whether the customer is online and what the Tx Rx levels they should be as follows the Tx is between +5 and -5 and the Rx is under -20 anything beyond -25 is usually trouble

Follow basic troubleshooting by having the customer reboot the router or by bypassing the router and hard wiring into the POE device.

Most fiber to the home setups will look like this

ONU device

POE Device

To reboot the POE hav customer unplug the POE here wait for 30 seconds then plug it back in.

DO NOT tell them to unplug the fiber line. They should not be touching this line

After troubleshooting if they are still having issues send a trouble over to dispatch as normal and they will send it to the tech. Make sure to include the GPON-ONU/ONT info like you would a DSL