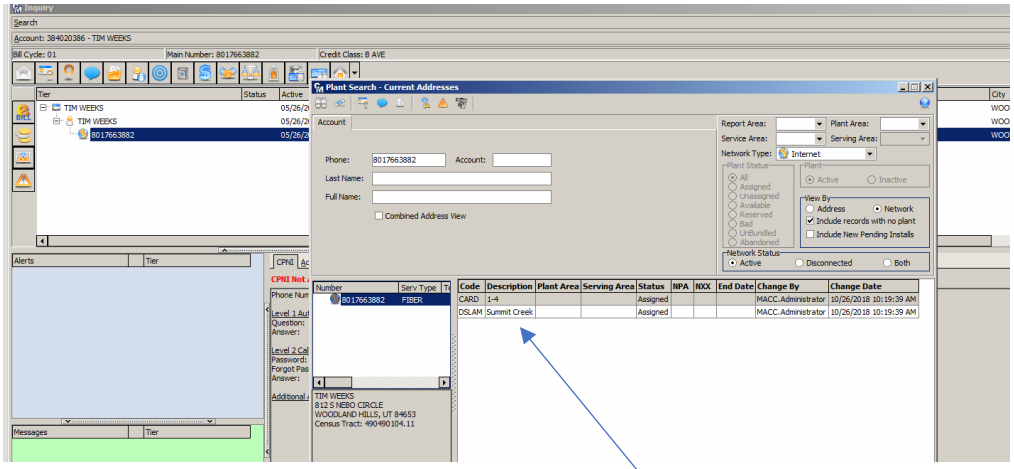
Troubleshooting Fiber to the Home

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

Beaver Mountain Zyxel
Birdseye

Bridgerland
Bridgerland Zyxel

Canal Canyon
Clear Creek
Colton Micro

Crawford
Crawford 1 Crawford 2

Ditto
Ditto Ditto 2

Elberta
Elberta South Elberta South 2

Ensign Ranch

Moroni Hill
Mosida
Nephi Canyon
Panorama Woods ZyXel (Indianola)
Sheep Creek
Skull Valley Zyxel
Skyview

Calix OCCAM

Aspen Cove
Birdseye

Bluewater
Bluewater 1 Bluewater 2 Bluewater 3 Bluewater 4 Bluewater 12

Bolotas

Boys Ranch
Boys Ranch 1 Boys Ranch 12

Bridgerland
Bridgerland 1 Bridgerland 2

Camperworld

Chester
Chester 1 Chester 12

Covered Bridge
Covered Bridge 1 Covered Bridge 2 Covered Bridge 3

Edge of Eden

Elberta
Elberta Elberta South

Eureka

Calix OCCAM Cont..

Mt. Pleasant Hospital
Mt. Pleasant Hospital 1 Mt. Pleasant Hospital 2
Mt. Pleasant Hospital 3 Mt. Pleasant Hospital 12

Scofield
Scofield 1 Scofield 2

SCO MO HO

Skyline Mountain
Skyline Mountain 1 Skyline Mountain 12

Soldier Summit

Spring City

Sunderland
Sunderland Calix 1 Sunderland Calix 2

Swan Creek
Swan Creek 1 Swan Creek 2

Sweetwater Trailer

Thistle

Wales
Wales 1 Wales 2 Wales 3 Wales 12

FTTH Fiber To The Home

Brookline Condos
466 467 473 474 476
479 482 483 488

2395 2447 2452 2457
2472 2487 2497 2510
2510E 2515 2517 2520
2522 2525 2527 2530
2542 2547 2577
Syslog

Calix E7 GPON
Nephi Vault
Santaquin CO
Summit Creek

Ubiquiti GPON

AF NOC
Richfield
Willow Creek
Automall
Dugway CO
Spanish Fork Vault

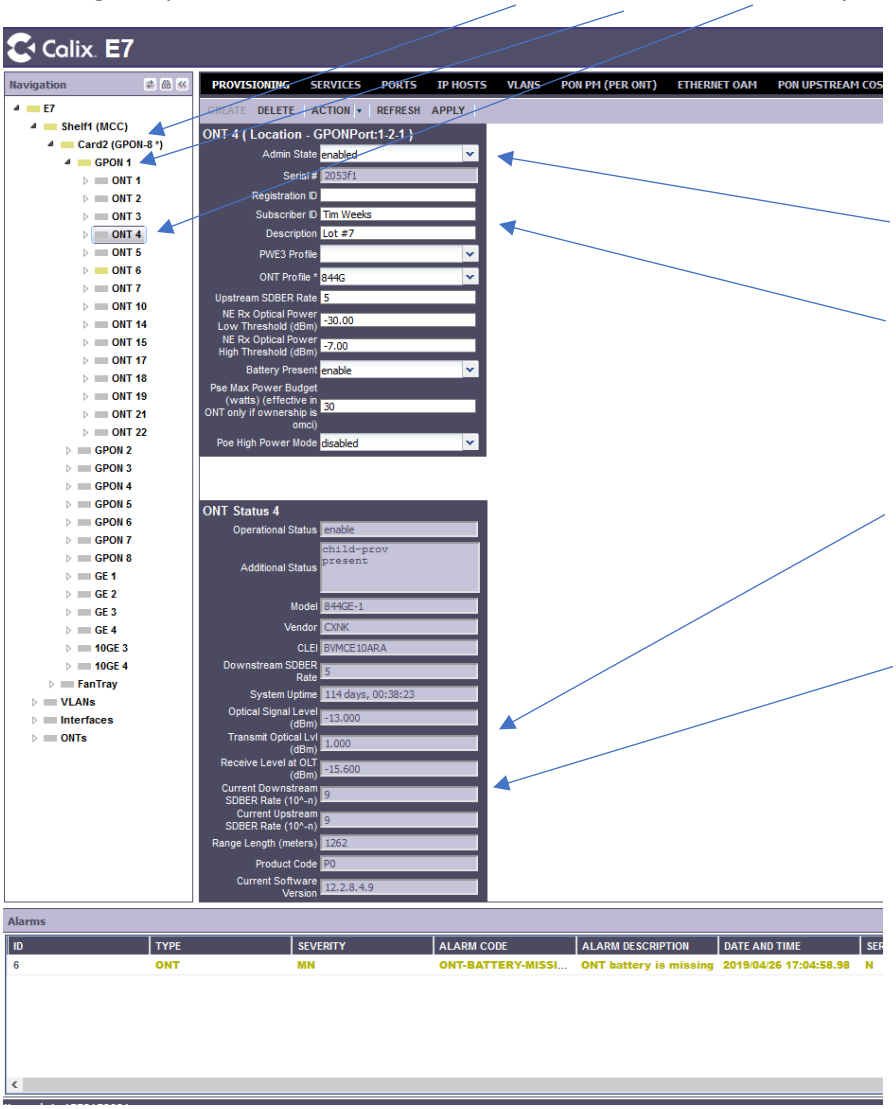
Updated 04/09/2019

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

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

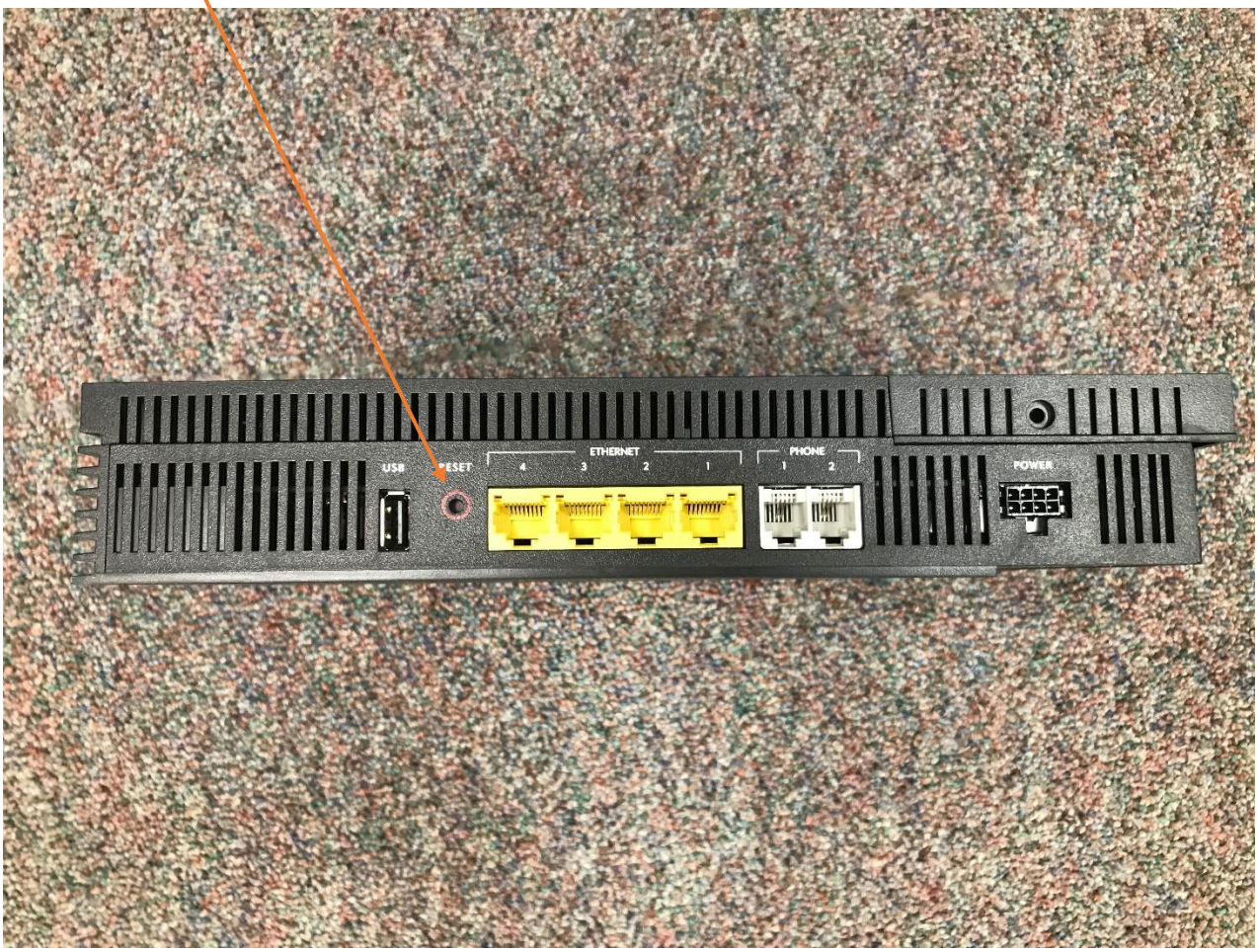
Uptime (how long they have been online for)

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.

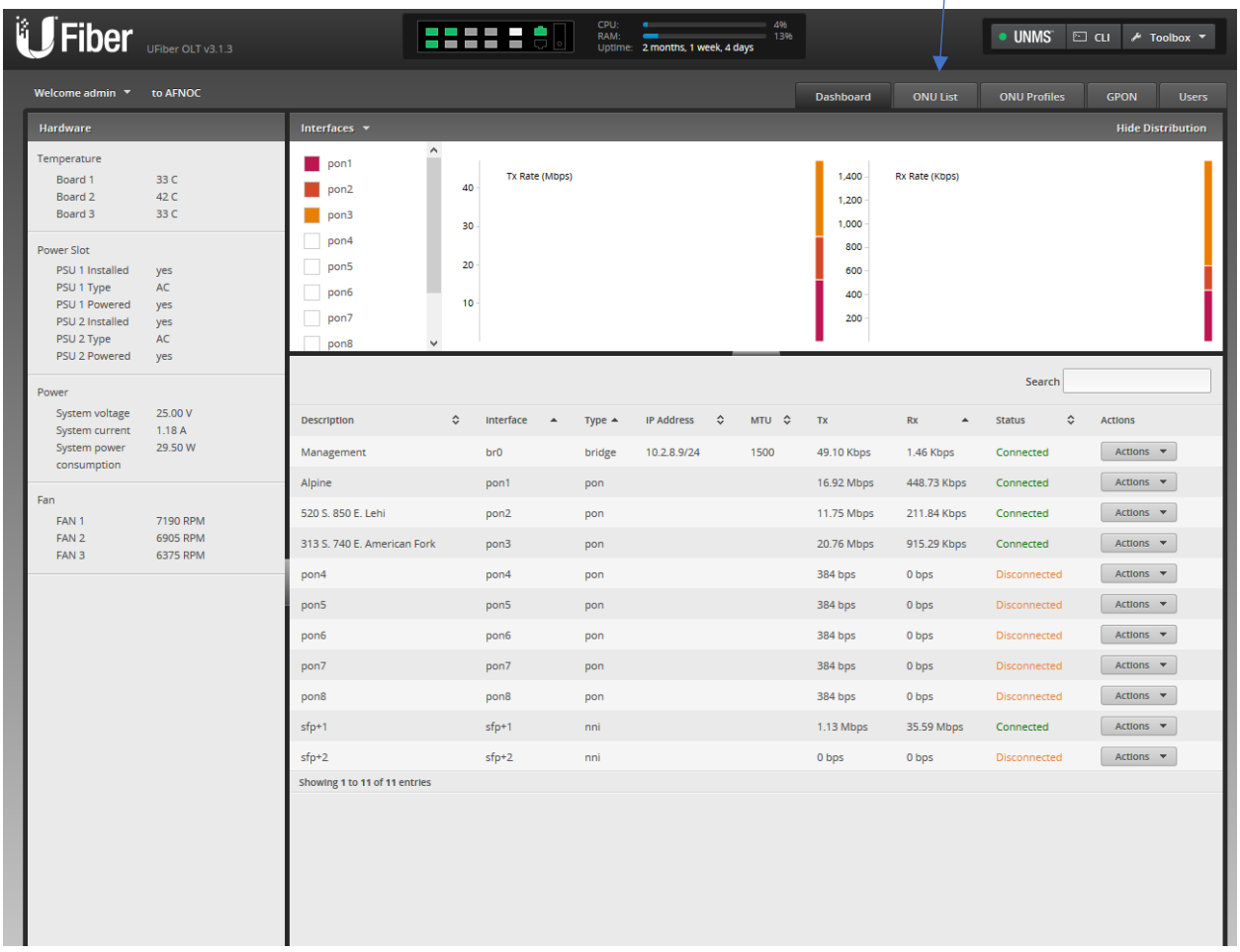
When checking make sure the Tx is between +5 and -5 and the Rx is under -20 anything beyond -25 is usually trouble

If the troubleshooting fails to fix the issue have the customer press the reset button on the back of the device.

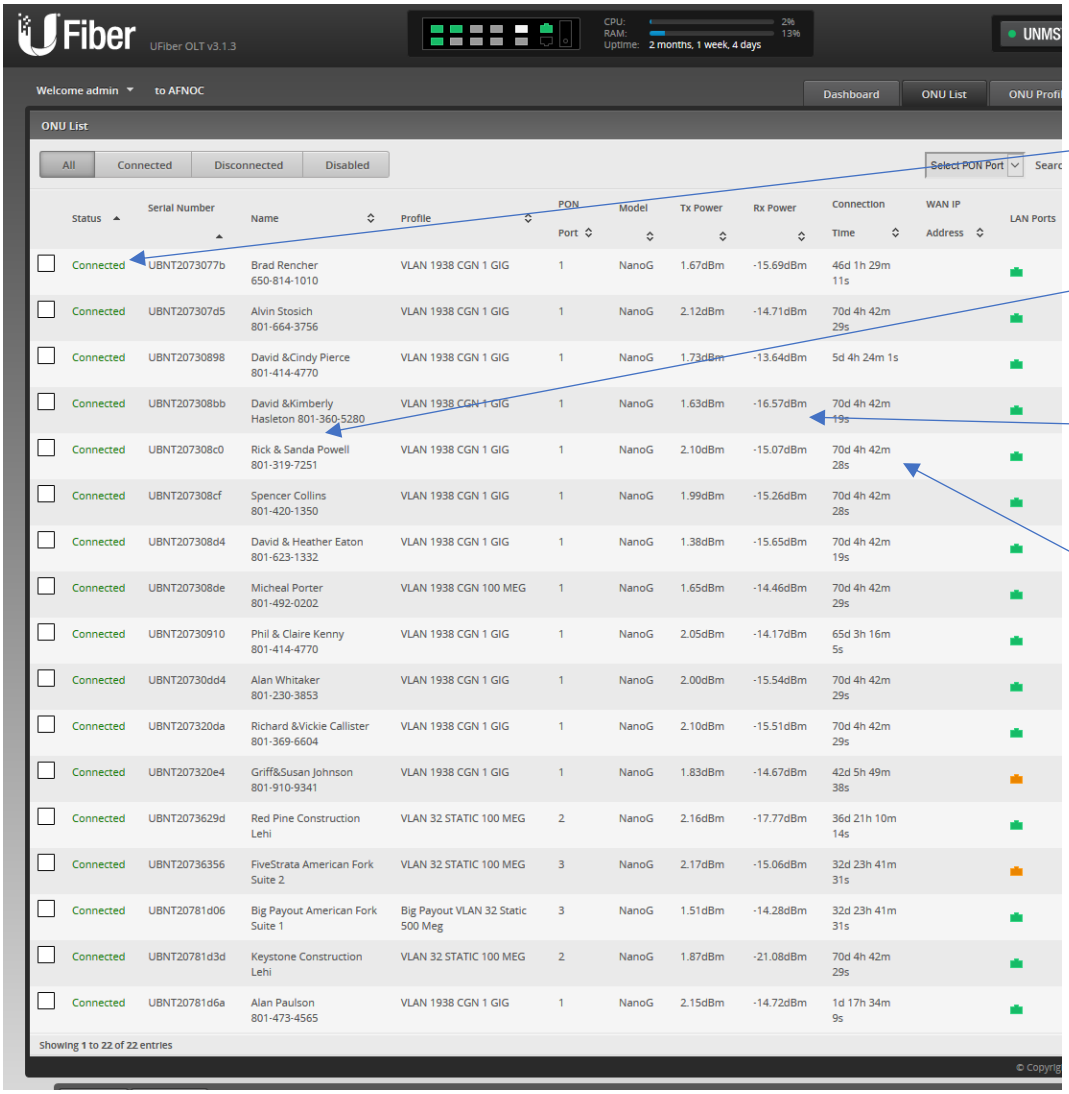


The Ubiquiti devices are different. Click on the link to the GPON you need to access and login

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



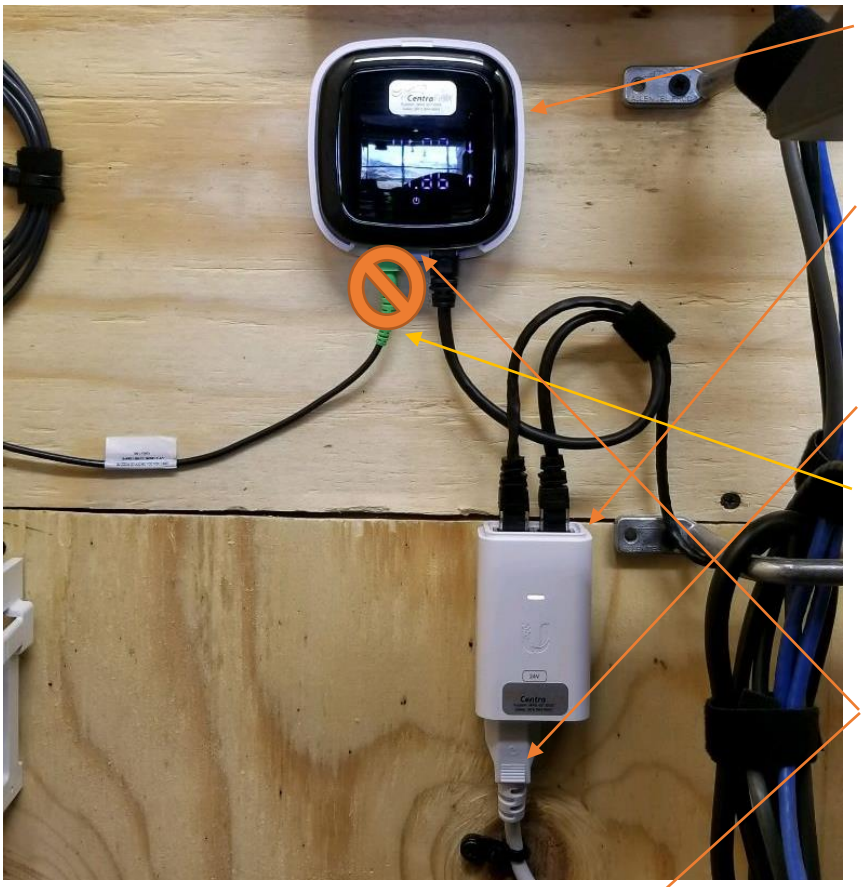
After clicking ONU list you will see customer info



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



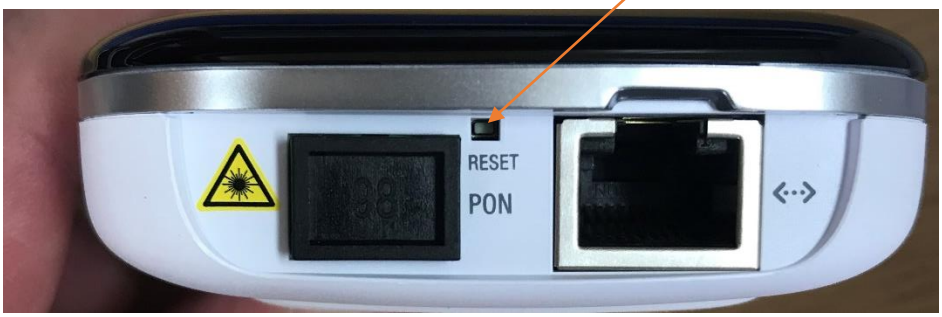
ONU device

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

If these Fail they can reset the ONU device by pressing the reset button here



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