Troubleshooting Fiber to the Home

gearch			
Account: 384020386 - TIM WEEKS			
Bill Cycle: 01 Main Number: 80176	3882	Credit Class: 8 AVE	
🖻 🔄 💽 😑 😓 🎯 🗉 😂 🙅	🌆 🧴 🎰		
Ter	Status Active	Gr Plant Search - Current Addresses	
B TIM WEEKS	05/26/2	00 ≪ 4 ♥ ≥ % ▲ %	
BICL B: S TIM WEEKS	05/26/2	Account	Report Area: Plant Area: W
8017663882	05/26/3		Service Area: V Serving Area: V
		Phone: 3017663382 Account:	Network Type: 👲 Internet 🔹
		Last Name:	All Active O Inartive
			Assigned
		Pullivane:	Available O Address O Network
		Combined Address View	Bad Include records with no plant
I			UnBundled Indude New Pending Installs
Alarta			Network Status
			Active Disconnected Both
	CPNI Not	Number Serv Type T Code Description Plant Area Serving Area Status NPA	DXX End Date Change By Change Date
	Phone Nur	8017663882 FIBER CARD 1-4 Assigned	MACC. Administrator 10/26/2018 10:19:39 AM
	Level 1 Au Ouestion:	DSLAM Summit Creek Assigned	MACC.Administrator 10/26/2018 10:19:39 AM
	Answer:		
	Level 2 Ca		
	Password: Forgot Pas		
	Answer:		
	Additional	TIM WEEKS	
		WOODLAND HILLS, UT 84653	
Messages Tier		Census Tract: 490490104.11	
	H		

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



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



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

Please Login admin
roBut

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

U Fiber]	CPU: RAM: Jptime: 2 months	, 1 week, 4	496 1396 4 days			• UNMS" 🖻	CLI 🖋 Tool	lbox 🔻
Welcome admin 🔻	to AFNOC								Dashboard		ONU Profiles		Users
Hardware		Interfaces 👻										Hide Distri	ibution
Temperature Board 1 Board 2 Board 3 Power Slot PSU 1 Installed PSU 1 Powered PSU 2 Installed PSU 2 Type PSU 2 Provend	33 C 42 C 33 C yes AC yes AC yes	pon1 pon2 pon3 pon4 pon5 pon6 pon7	40 30 20 10	Tx Rate (Mb	ps)				1,400 - 1,200 - 1,000 - 800 - 600 - 400 - 200 -	Rx Rate (Kbps)			
Power	yes										Search		
System voltage System current	25.00 V 1.18 A	Description	\$	Interface 🔺	тур	e 🔺 IP Addre	ss \$	MTU ≎	тх	Rx 🔺	Status 🗘	Actions	
System power consumption	29.50 W	Management		br0	brid	dge 10.2.8.9	/24	1500	49.10 Kbps	1.46 Kbps	Connected	Actions 🔻	
Fan		Alpine		pon1	por	ı			16.92 Mbps	448.73 Kbps	Connected	Actions 🔻	
FAN 1	7190 RPM	520 S. 850 E. Lehi		pon2	por	ı			11.75 Mbps	211.84 Kbps	Connected	Actions 💌	
FAN 2 FAN 3	6905 RPM 6375 RPM	313 S. 740 E. American F	ork	pon3	por	ı			20.76 Mbps	915.29 Kbps	Connected	Actions 🔻	
		pon4		pon4	por	1			384 bps	0 bps	Disconnected	Actions 🔻	
		pon5		pon5	por	ı			384 bps	0 bps	Disconnected	Actions 🔻	
		pon6		pon6	por	ı			384 bps	0 bps	Disconnected	Actions 🔻	
		pon7		pon7	por	ı			384 bps	0 bps	Disconnected	Actions 🔻	
		pon8		pon8	por	ı			384 bps	0 bps	Disconnected	Actions 🔻	
		sfp+1		sfp+1	nni				1.13 Mbps	35.59 Mbps	Connected	Actions 💌	
		sfp+2		sfp+2	nni				0 bps	0 bps	Disconnected	Actions 💌	
		Showing 1 to 11 of 11 entr	les										

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Number Online Non-concerte Description Description<	weic	ome admin *	to AFNOC			_	_			Dashboard	ONU List	ONU Profil	customer is
Number Description Description <t< th=""><th></th><th colspan="10">All Connected Disconnected Disabled</th><th>Online</th></t<>		All Connected Disconnected Disabled										Online	
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 Cenneted UBN12072077 Bed Bender VAN 1398 CON 1 GIG Nendi 1.6 XBm 1.6 XBm		Status 🔺	Serial Number	Name 🗘	Profile 🗘	PON Port \$	Model	Tx Power	Rx Power	Connection	Address \$	LAN Ports	
Connected UNIT2073064 AVX 1338 CGN 1 GIG 1 NameG 2.138/bit 14.7168b 20d 44.2m INTO Connected UNIT2073064 David & Cindy Pierce VLAN 138 CGN 1 GIG 1 NameG 1.3848/bit 54 h.34m 1s TX and RX Info Connected UNIT20730840 Bord & Scindy Pierce VLAN 138 CGN 1 GIG 1 NameG 1.3848/bit 70d 44.2m TX and RX Info Connected UNIT20730840 Bord & Scindy Pierce VLAN 138 CGN 1 GIG 1 NameG 1.3848/bit 156 758m 70d 44.2m TX and RX Info Connected UNIT2073084 Bord & Scindy Pierce VLAN 138 CGN 1 GIG 1 NameG 1.3848/bit 156 758m 70d 44.2m TX Devicce Connected UNIT2073084 Bord & Scindy Pierce VLAN 138 CGN 1 GIG 1 NameG 1.3848/bit 154 658m 70d 44.2m Devicce Uptime (how 001 490 428 Connected UNIT2073084 Abrid Scindy Fierce VLAN 138 CGN 1 GIG 1 NameG 2.0688m 154 442m Devicce Uptime (how 001 490 428 Connected UNIT20732046 Abrid Hintsheet <td></td> <td>Connected</td> <td>UBNT2073077b</td> <td>Brad Rencher 650-814-1010</td> <td>VLAN 1938 CGN 1 GIG</td> <td>1</td> <td>NanoG</td> <td>1.67dBm</td> <td>-15.69dBm</td> <td>46d 1h 29m 11s</td> <td></td> <td>•</td> <td>The Customer</td>		Connected	UBNT2073077b	Brad Rencher 650-814-1010	VLAN 1938 CGN 1 GIG	1	NanoG	1.67dBm	-15.69dBm	46d 1h 29m 11s		•	The Customer
 Connected UBNT2073088 Beil 44.0119 VAN 1938 CGN 10 GG NanoG Loddim 16.57d8m 70d 4h 42m Connected UBNT2073080 Rek & Sondia Freed VAN 1938 CGN 10 GG NanoG Loddim 16.57d8m 70d 4h 42m Tod 4h 42m Connected UBNT2073080 Rek & Sondia Freed VAN 1938 CGN 10 GG NanoG Loddim 16.57d8m 70d 4h 42m Tod 4h 42m Tod 4h 42m Tod 4h 42m Tod 4h 42m Connected UBNT2073084 Boid & Haster Eaon VAN 1938 CGN 10 GG NanoG Loddim 16.5648m 70d 4h 42m Tod 4h 42m		Connected	UBNT207307d5	Alvin Stosich 801-664-3756	VLAN 1938 CGN 1 GIG	1	NanoG	2.12dBm	-14.71dBm	70d 4h 42m 29s		٠	INTO
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Image: Connected UBNT207308df Spincer Colling VLAN 1938 CGN 1 GIG 1 NanoG 1.9948m 1.15.668m 704 4h 42m Poid 4h 42		Connected	UBNT207308c0	Rick & Sanda Powell 801-319-7251	VLAN 1938 CGN 1 GIG	1	NanoG	2.10dBm	-15.07dBm	70d 4h 42m 28s		•	
Image: Connected UBNT20730844 Devid & Heather Eaton B01-622-1332 VLAN 1938 CGN 1016 1 Nano6 1.38dBm -15.65dBm 70d 4h 42m Total 4h 4		Connected	UBNT207308cf	Spencer Collins 801-420-1350	VLAN 1938 CGN 1 GIG	1	NanoG	1.99dBm	-15.26dBm	70d 4h 42m 28s			
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Showing 1 to 22 of 22 entries		Connected	UBNT20781d6a	Alan Paulson 801-473-4565	VLAN 1938 CGN 1 GIG	1	NanoG	2.15dBm	-14.72dBm	1d 17h 34m 9s		•	
(Copyrig	Show	ving 1 to 22 of 22	entries						_			© Converier	

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