VBG (Fiber Box/Modem) Troubleshooting

1- Open a browser and go to : https://portal.ammonfiber.com/
   a. Login with your username and password
   b. Here you can see your Fiber device status and subscriptions.
2- The image on the dashboard will display either a clear image or a red image, depending on its status.
   a. If the image is Clear That means your Fiber device is online.
      • Talk to your ISP. The problem could be your router or ISP service.
   b. If the image is Red, That means your Fiber device has lost communication with Ammon Fiber.
   c. Talk to Ammon Fiber 208-612-4080 or submit a ticket @ help.ammonfiber.com
      • Could be a failed device, broken fiber line
      • Could be a mouse. This is very common. Sorry no resident wants to hear this.
         • If this is the case the resident will be required to put in a ¾" or 1" surf tube from the box outside to where the fiber box is inside.
         • Once this is done we will then run a new indoor fiber line.
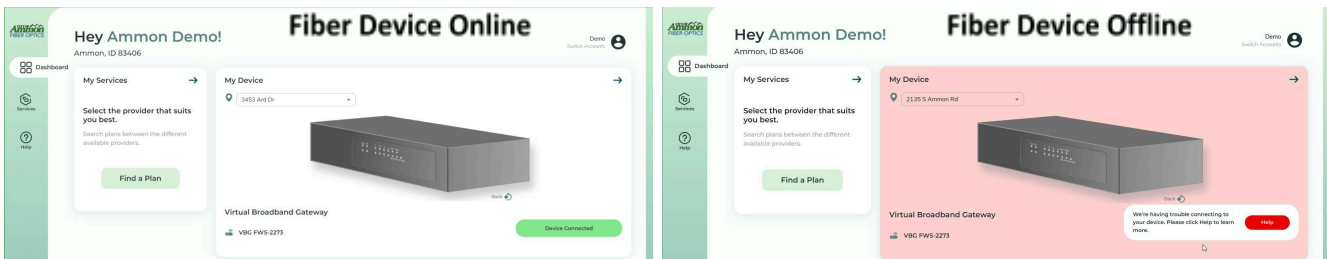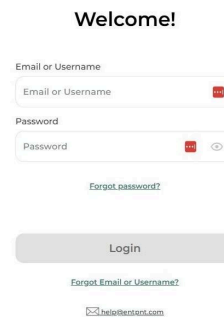
3- Is it a Router issue?
   a. If you have factory reset your router you will need to go through the setup process completely before your router will pass the internet through.
   b. Most new routers can be set up via an app on your phone.
4- Technology changes so fast they (the industry) says changing a router every 3-5 years will keep you current with technology. Will a 5 year old or 10 year old router still work… "Yes it will"
5- If you need router help, recommend calling your ISP.
6- Powercycling your Router
   a. Unplub the power cord for about 10 - 15 sec. Then plug it back in. A router can take up to 5 min to reboot
   b. Verify you can see your wifi name. If you can't see it, your router may have been reset, by you or by failure. Look to see if you see the default name, …ie netgear##, linksys##, or TP_Link_##...
7- You can plug your PC right into the fiber box. With some ISP's it could take up to 10 min to re-negotiate the connection.

8- ALL VBG's (Fiber Device/Modem) Status LED's
   a. Anything plugged into LAN Ports? Your router should plug in here
   b. Are they plugged into the COM Port?
      • If their router is plugged into the COM port the VBG will not boot. Move the router back to the service port (1-4) and powercycle the router and VBG.
      • Powercycling both can take between 3 - 5 min to boot.
   c. Did they factory reset their router?
   d. Routers have to be set up prior to passing traffic.

9- Gen 1 [Virtual Gateway Labs - Silver]
   a. LED's
      • Power {Solid Green]
         • If Dim means PSU or the unit has failed or failing.
      • CPU [Blinking Green and Amber]
         • If it is solid, after booting, it means the unit has failed.
      • WAN [Indicated that the physical fiber is connected]
         • Should be Blinking, If it is not blinking then there is a disconnect in the fiber somewhere.
   b. Have you powercycled?
      • Could take up to 3 or 5 min to boot.
      • Power LED will be solid
      • CPU LED will be solid while booting and then will blink after.
      • WAN LED will Blink

Virtual Gateway Labs v1.

10- Gen 2 [Virtual Gateway Labs - Black Square]
   a. LED's
      • Power {Solid Green]
         • If Dim means PSU or the unit has failed or failing
      • CPU [Blinking Green and Amber {This can be hard to see}]
         • If it is solid, after booting, it means the unit has failed.
      • WAN [Indicated that the physical fiber is connected]
         • Should be Blinking, If it is not blinking then there is a disconnect in the fiber somewhere.
   b. Have you powercycled?
      • Could take up to 3 or 5 min to boot.
      • Power LED will be solid
      • CPU LED will be solid while booting and then will blink after.
      • WAN LED will Blink

Virtual Gateway Labs v2.

11- Gen 3 [Aaeon - Black Rectangle]
   a. LED's {Cable Side}
      • Silver Power Button {Next to the yellow fiber jumper}
         • Reset wording is next to it {Reset is disabled}
         • Blue {VBG is On} - Red {VBG is Off}
      • LED {sfp2}
         • Left {Blink Yellow} - Right {Solid Orange}
   b. LED's {Front Side}
      • S2
         • Top {Blink Green} - Bottom {Solid Orange}
         • Pwr - {Solid Green}
      • Ports 1-4 - Top {Blink Green} - Bottom {Solid Orange}

Aaeon v1.

12- Have you powercycled?
   a. Could take up to 3 or 5 min to boot.
   b. After booting, all LED's will turn off for 8 - 10 Sec then back on.

13- Gen 4 [Venoen - Black Rectangle {EntryPoint Label}]
   a. LED's {Front Side}
      • Silver Power Button
         • Blue {VBG is On} - Red {VBG is Off}
      • Are they plugged into the COM Port?
         • If their router is plugged into the COM port the VBG will not boot. Move the router back to the service port (1-2) and powercycle the router and VBG.
         • Powercycling the VBG takes between 3 - 5 min to boot.
   b. LED's {Back Side}
      • LED {sfp1}
         • Right {Blink Green} - Left {Solid Red}

14- Have you powercycled?
   a. Could take up to 3 or 5 min to boot.
   b. After booting, all LED's will turn off for 8 - 10 Sec then back on.

Venoen