

Course Description

Learn the essential skills and procedures you need to maintain, monitor, and troubleshoot AXOS platforms.

Objectives

- Upgrade AXOS and ONT software
- Maintain cards in AXOS systems
- Monitor alarms on AXOS systems
- Use AXOS diagnostic utilities to monitor system information
- Find and resolve network and transport related problems
- Find and resolve subscriber services related problems
- Find and resolve common provisioning errors

Who should attend?

- Network Operators
- Central Office Technicians
- Customer Service Representatives
- Personnel who manage, maintain, troubleshoot, and configure AXOS systems

Prerequisite Training and Skills

- Understanding of Ethernet networks including Layer 2 switching and VLANs
- Completion of *Introduction to SMx* self-paced course or equivalent knowledge and experience
- Completion of either *Introduction to E9-2* or *Introduction to E7-2 AXOS* courses or equivalent knowledge and experience
- Completion of either *E9-2 Turn-Up and Transport* or *E7-2 AXOS Turn-Up and Transport* courses or equivalent knowledge and experience

Training Resources in My Calix

- [Learning Solutions](#)
- [Certifications](#)

Delivery Mode

This instructor-led course consists of learning content delivered by an experienced Calix instructor in a virtual classroom or at a physical location. Learners are provided with access to a live lab environment for hands-on lab exercises that reinforce the course content.

Course Duration: 4 hours

Lessons	Topics
01 Course Introduction	AXOS Overview and Platforms Training Lab Network
02 Upgrading Software	AXOS Software Upgrade ONU Software Upgrade
03 Maintaining Cards	Replacing a Card Deleting a Card Moving a Card Unlinking ONTs and removing Services
04 Monitoring Alarms	Alarm Overview Viewing Alarms Acknowledging and Shelving Alarms Lab: View and Manage Alarms in SMx
05 Using AXOS Diagnostic Utilities	Remote Packet Capture tcpdump Lab: Use tcpdump to View DHCP Messaging Video Channel Analyzer Lab: Use VCA to View Multicast Video Analytics
06 Validating and Troubleshooting Network Transport	Showing ERPS Data Lab: Verify and Troubleshoot ERPS Showing LAG Data Lab: Verify and Troubleshoot a LAG

07

Validating and Troubleshooting Subscriber Services

Diagnosing SIP Service

Diagnosing Data and Video Service

Lab: Verify and Troubleshoot Data Service

Lab: Troubleshoot and Verify SIP Service

Lab: Troubleshoot and Verify Video Service

08

Troubleshooting Common Provisioning Errors

Lab: Troubleshooting Common Provisioning Errors