

many information have documents on FTP,
please read it first

Please find out what kind of problem you have
and follow the SOP to report problem, this will save your time

Requirement(DesignIn partner must apply)

VDSL communication problem need to setup VDSL debug enviroment first (SOP#01)

Hope/Award software problem need to setup remote debug enviroment(SOP#02)

Send related information to tech_support@metanoia-comm.com

HW problem?

Power issue?

phone line connected?

can't connect

Showtime LED blinking?

yes->HW problem

no->FW problem

firmware not compatible

2.x can't connect with 3.x

line quality?

bridge tap

cross talk?

FTP performance low

Interleave mode?

yes->latency inference throughput, change to fastmode, retest

Please compare to standard throughput report

VDSL/Aero

low performance

How about upgrade to latest version?

How about upgrade to latest version?

what is the IP?

How to restore to default?

maintainer

How to connect to console
How to connect to console by network
How to upgrade firmware
How to upgrade system

check out UserManual

check out SoftwareMaintainGuide.pdf

Hope/Award

What can we have?

checkout SoftwarePackage.pdf

1k/per month? ^_^

How to get sourcecode?

sign NDA with Star

get package from metanoia

DesignIn

How to build system by myself

SoftwarePackageGuide.pdf

rebuild the component only when you change it

compile kernel (support by star)

CLI

customize web

check customization guide

Modify file system

pack new system

#01: VDSL debug enviroment setup

#02: remote debug by VNC

#03: remote debug by public IP address

#10: debug VDSL general problem

#11: debug VDSL can't connect

#12: debug VDSL low performance

#20: debug software general

Problem report procedure

Debug Support Methodology

What kind of problem

DebugSupportSOP.pdf(Ongoing)