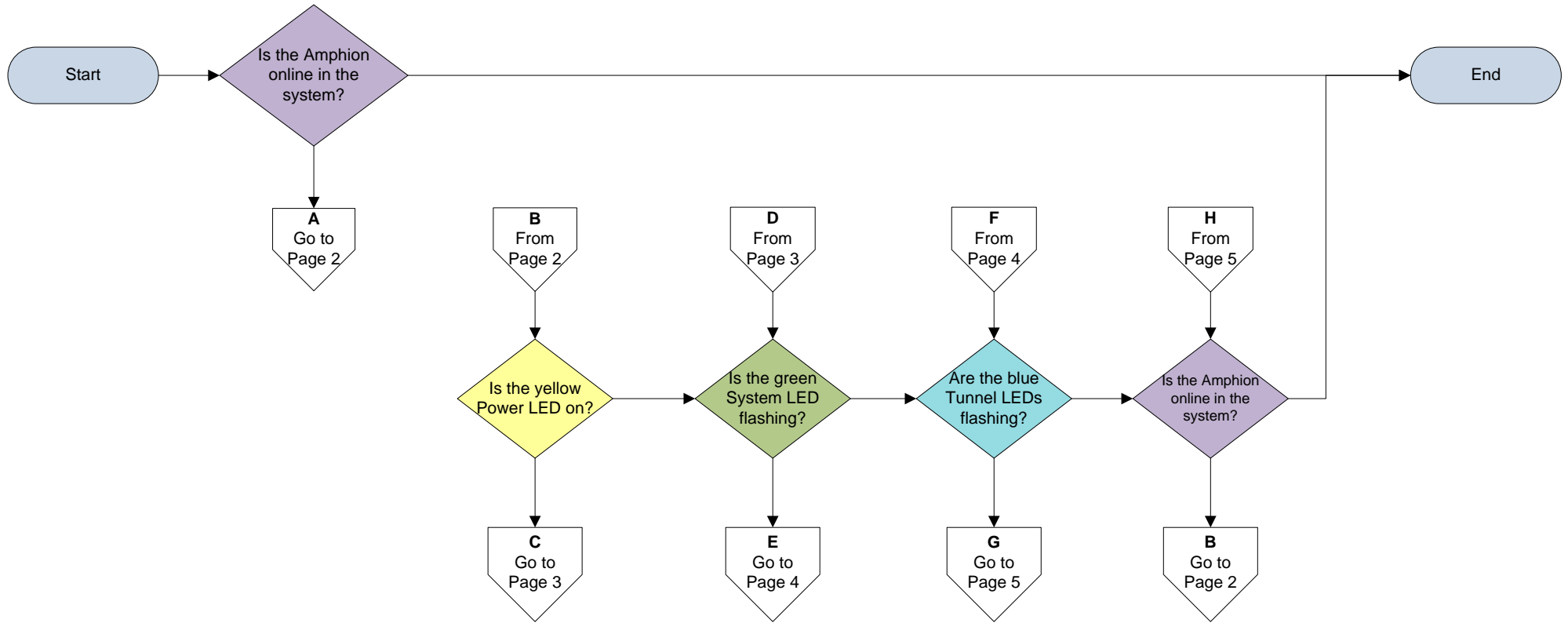
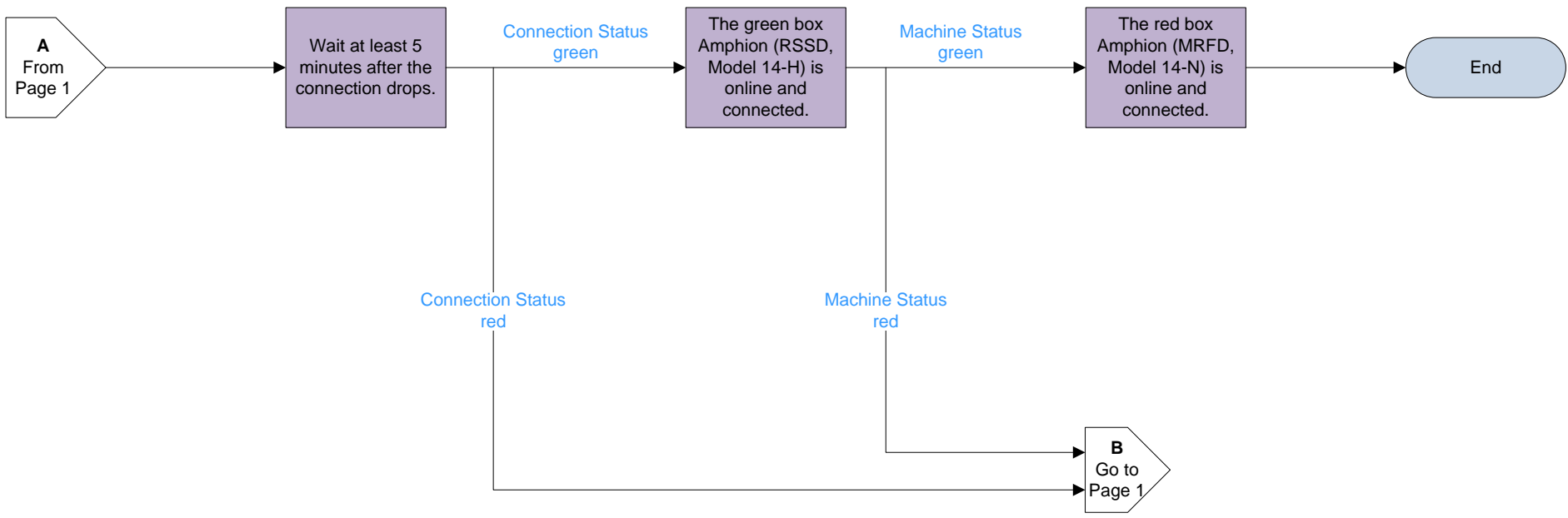


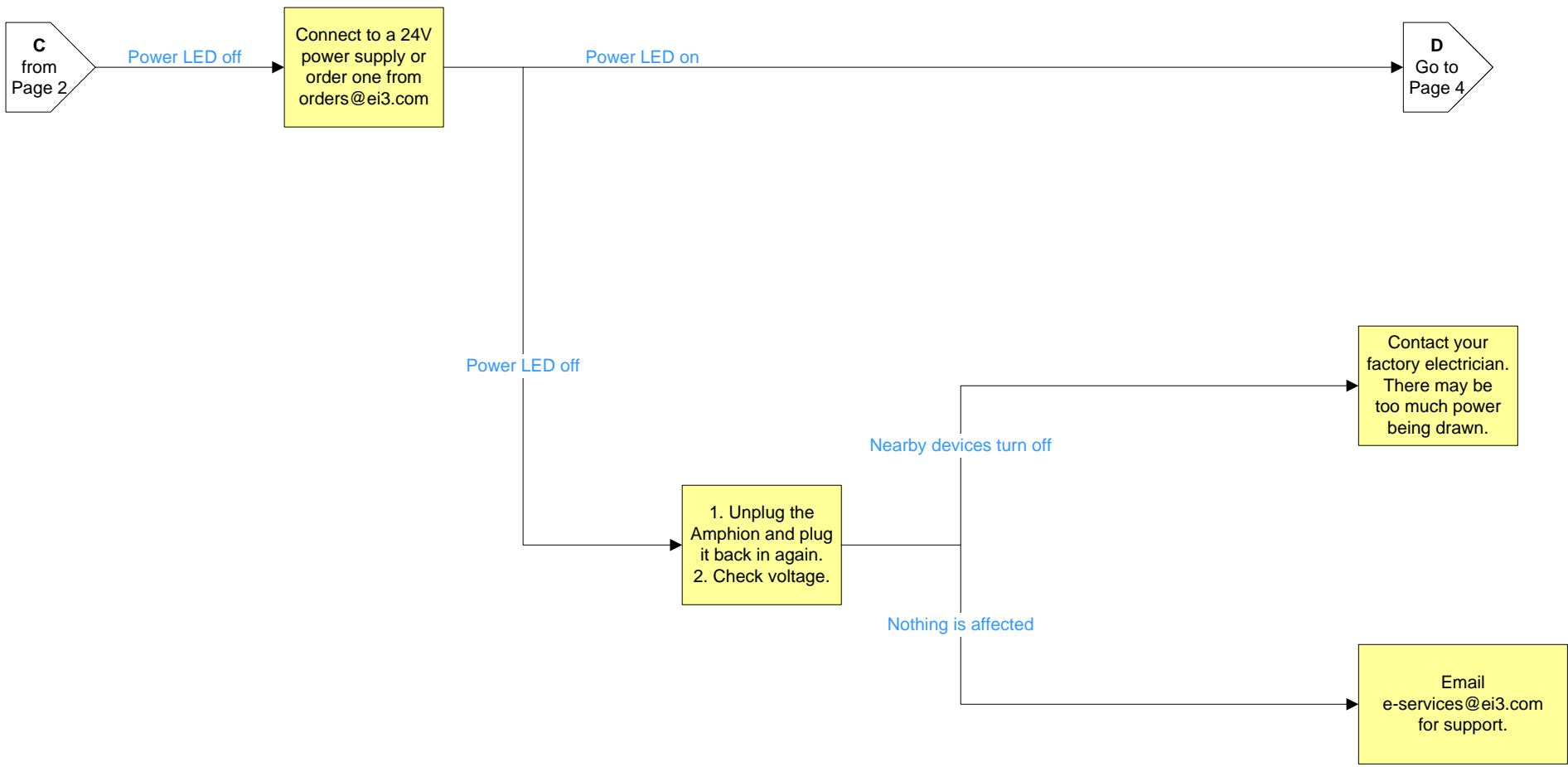
# Amphion A14 Connection Troubleshooting Tree



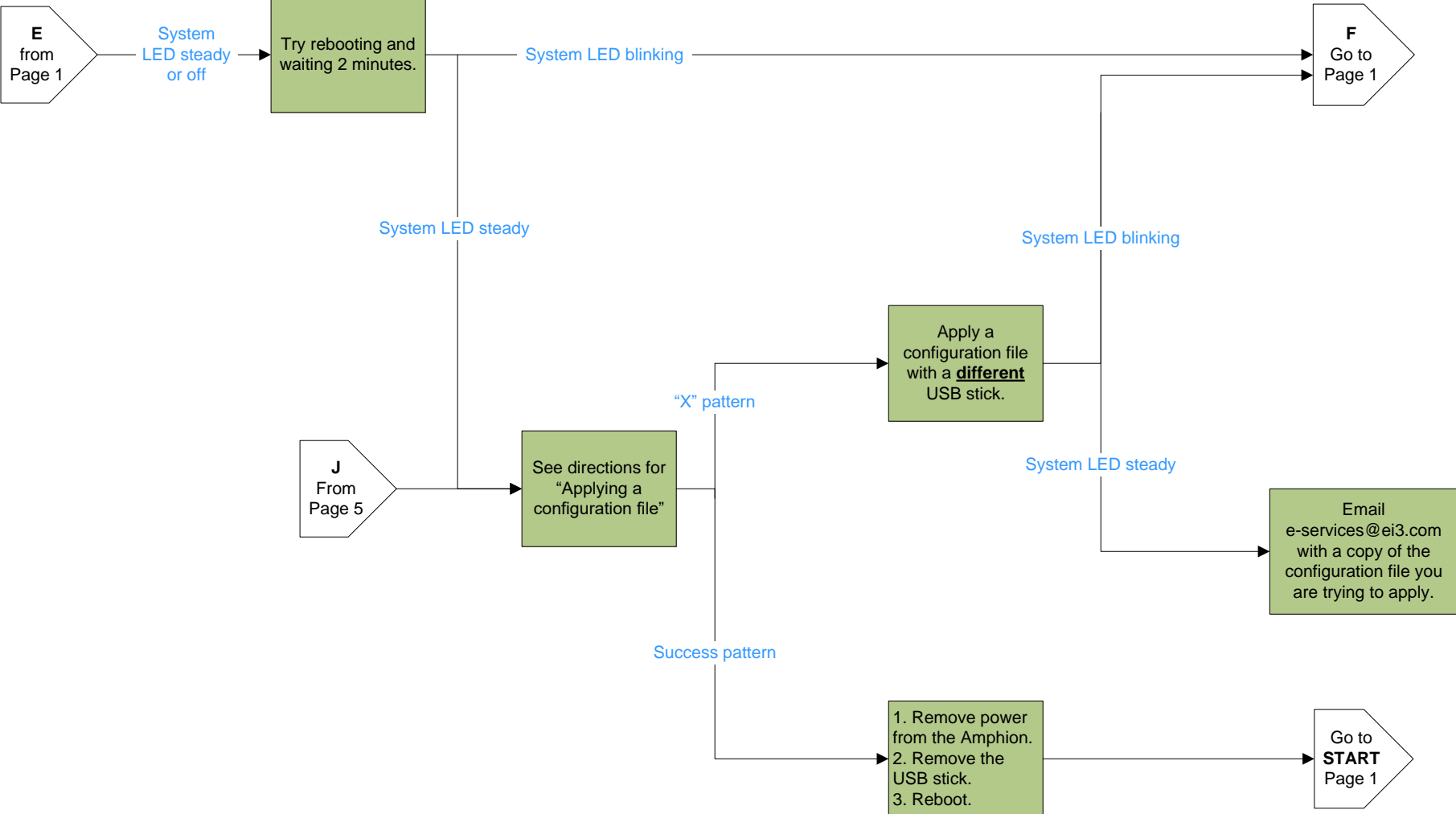
# Amphion Offline in the system



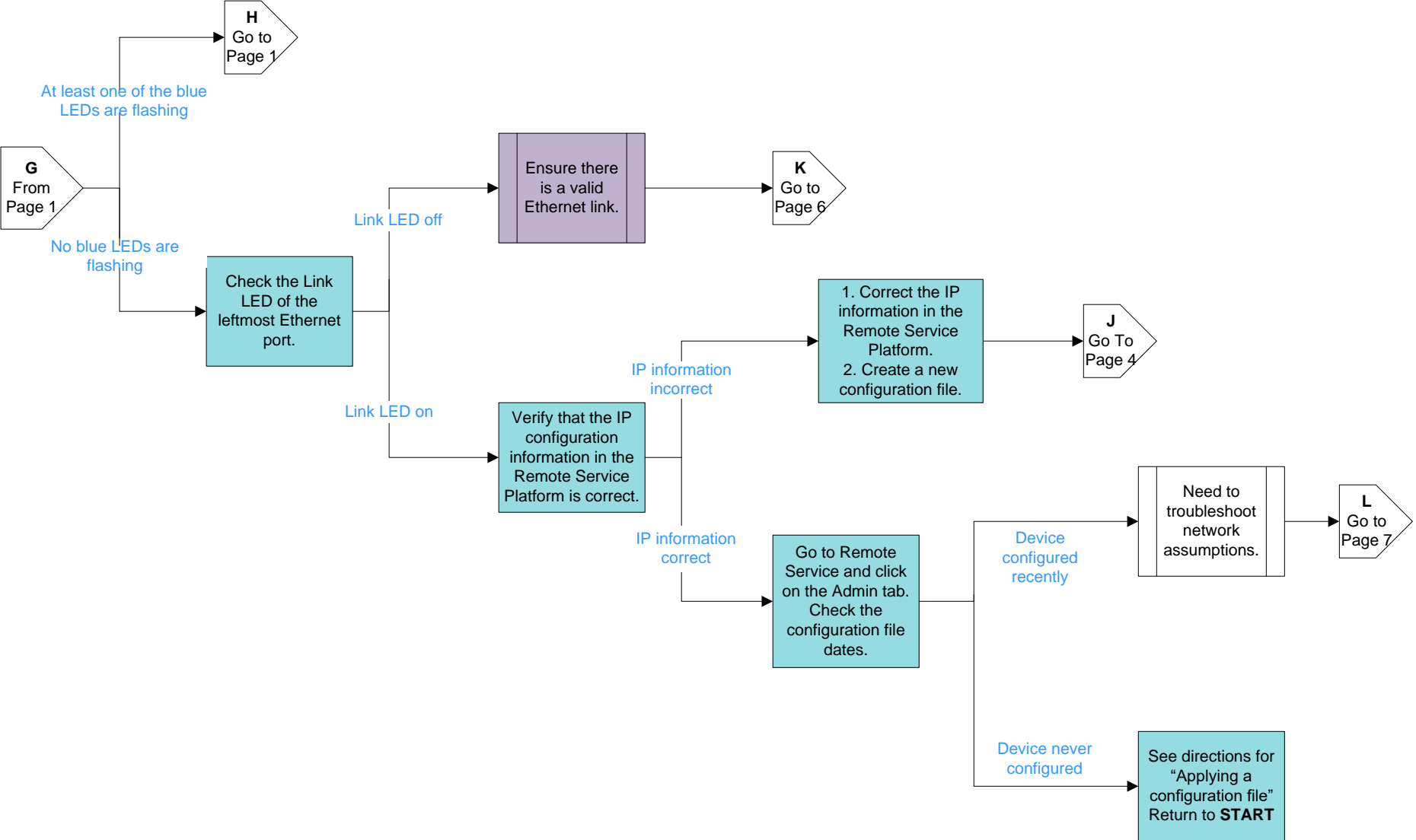
# Yellow Power LED is off



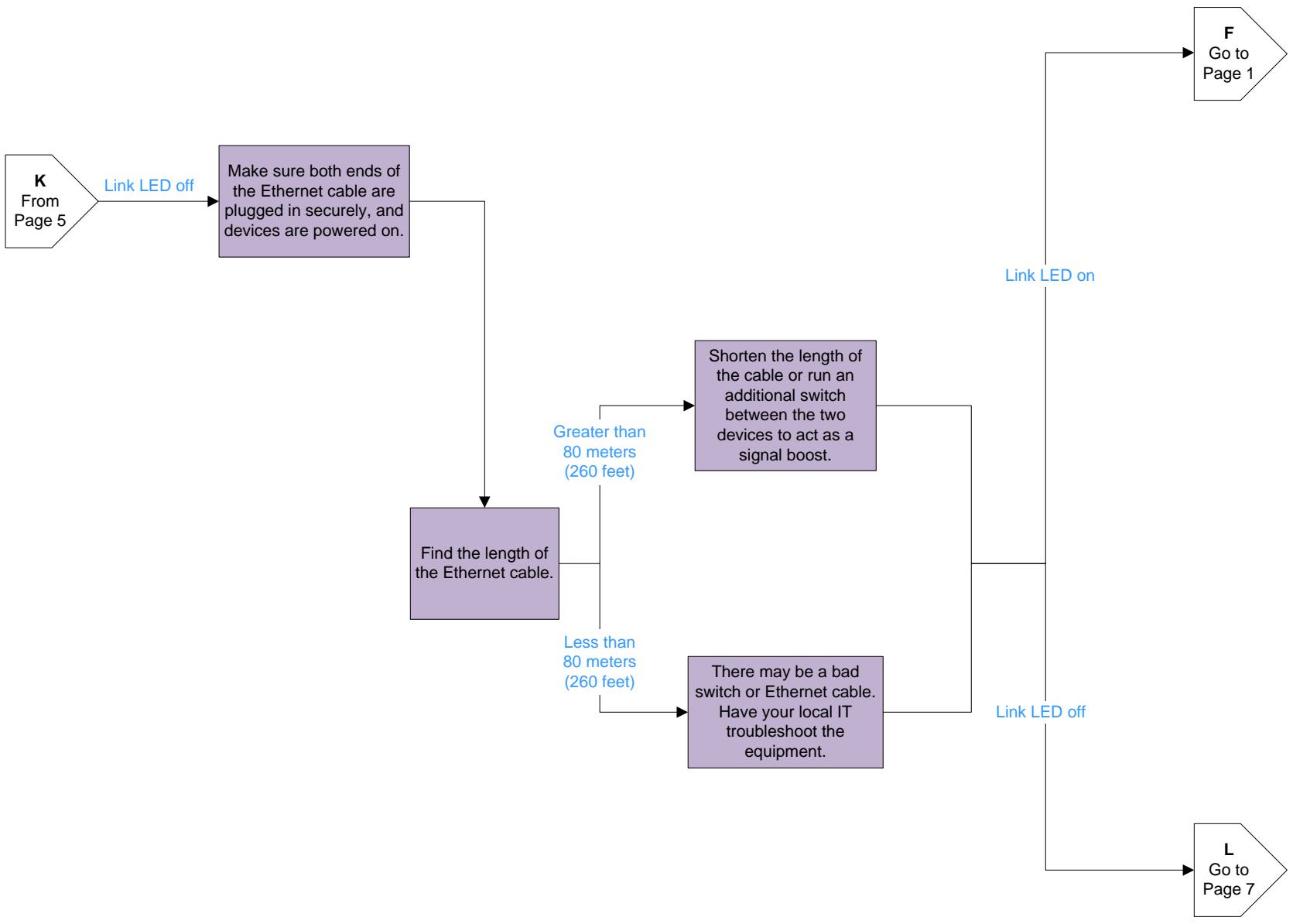
# Green System LED Not Flashing



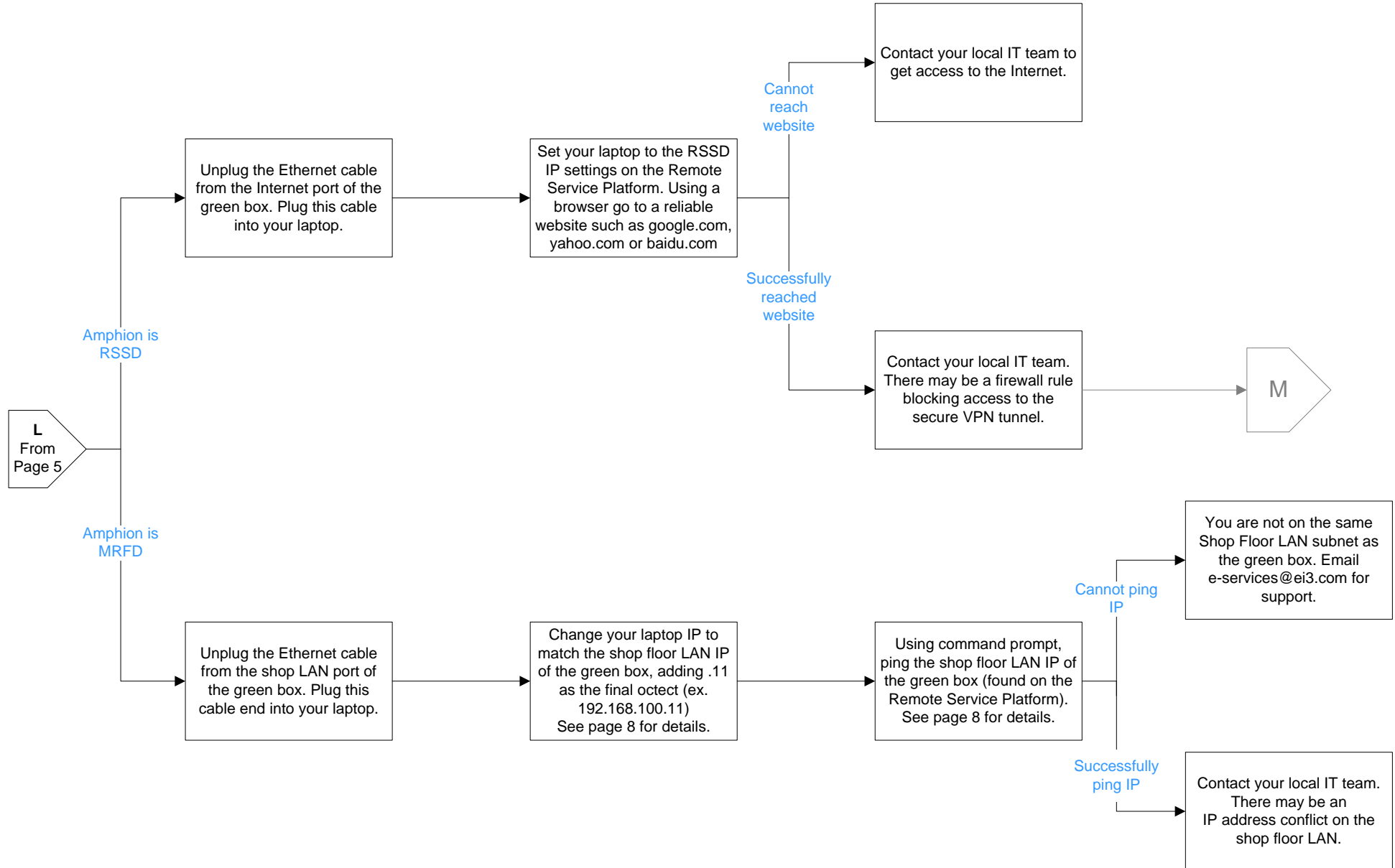
# Blue Tunnel LED Not Flashing



# Link LED is off



# Troubleshoot Network Assumptions



# Finding your Shop Floor LAN IP Address

To find your shop floor LAN IP address:  
Log in to the Remote Service Platform.  
Go to **Admin > Networks**.  
Search for the desired network, and click Edit (in the **Actions** column).  
The shop floor LAN will be displayed

**Edit Network**

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Customer: Montvale HQ  
Network Name: 3132-00  
Amphion Model: A14 H ▾  
Amphion Software Version: 3.0.1.0  
Short Code: 8D5ESE  
Auto-Provision:   
Configuration: RSSD - DEFAULT ▾

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<b>Internet / Customer LAN</b>	<b>Shop Floor LAN</b>	<b>Proxy</b>	<b>DNS</b>	<b>Tunnel IPs</b>
MAC Address: <input type="text"/>	Gateway: <input type="text" value="192.168.100.10"/>	IP: <input type="text"/>	Primary IP: <input type="text"/>	Europe: <input type="text" value="10.7.6.142"/>
Use DHCP: <input checked="" type="checkbox"/>	Subnet Mask: <input type="text" value="255.255.255.0"/>	Port: <input type="text"/>	Secondary IP: <input type="text"/>	U.S.: <input type="text" value="10.9.6.142"/>
	Subnet ID: <input type="text" value="192.168.100.0"/>	User Name: <input type="text"/>		Asia: <input type="text" value="10.6.6.142"/>
		Password: <input type="text"/>		Password: <input type="text" value="aMKmTVuXAQ2P"/>

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Notes:

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Active: