



Installation Guide



Thank you for choosing Bigleaf!

The router shipped to you is pre-configured and ready for use, so you can install it right away.

Tech Support: (888) 244-3133

If you have any trouble connecting or you think there may be a problem with your Bigleaf service, please call us so we can help you immediately. For a routine request like a DNS change, feel free to email us.

(888) 244-3133 / support@bigleaf.net / www.bigleaf.net

PREP

Begin here when you are ready to get started. Before proceeding, verify that your Configuration Details card is included with your router.

1 Prepare Equipment



Gather Ethernet Cables

You will need one CAT5E or CAT6 Ethernet cable for each ISP modem/router, plus one additional cable. For instance, if you have 2 ISP modems or routers that you plan to use, you will need a total of 3 Ethernet cables prior to installation.



Plan your power source

During the setup process, you will need to plug the Bigleaf router into a power source. We strongly recommend utilizing an Uninterruptible Power Supply (UPS), as this will protect the router from power surges and brownouts.



Verify access to your firewall or router

Before you start the setup process, verify that you have access to edit your firewall or router configuration. It will need to be updated with your new Bigleaf IP addresses in Step 5.

2

Consider IP-related Changes

The following considerations may apply. If none of these apply to you, you may proceed to Step 3.



DNS Records

Do you have DNS records pointing at your existing ISP IP addresses? If so, you will need to plan to update those to your new Bigleaf IP addresses during the router install. A day or two before the install, you should lower the TTL for those records to a small value like 10 minutes to ensure a quick transition.



Mail Server

Are you hosting a mail server on-site? If so, Bigleaf will need to set up a reverse-DNS PTR record for the server. In order for us to set this up, email support@bigleaf.net with:

- The Bigleaf IP address that you will use for your mail server
- The full hostname of the mail server



VPNs

Do you have any VPNs, or other network resources that are statically configured with WAN IP addresses? If so, prepare to update these during Step 5.

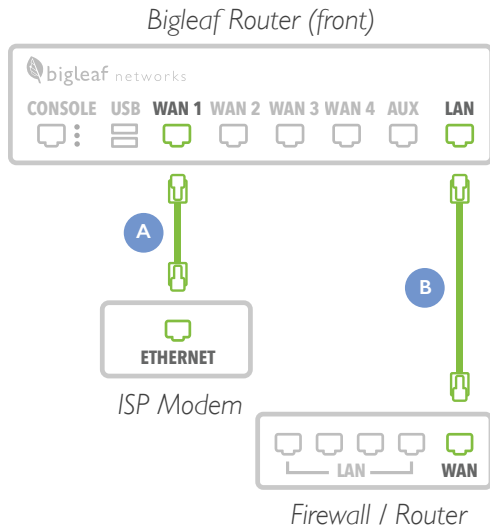
INSTALL

Once you have completed all necessary prep steps, follow these steps to get your Bigleaf service up and running.

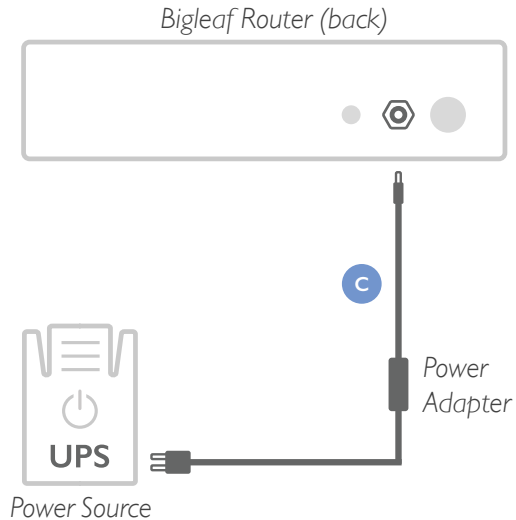
3 Connect the Bigleaf Router

The Bigleaf router requires connections to your Internet circuits and your network. Wait to plug in the Bigleaf power connection until all network connections are plugged in.

- A** Using Ethernet cables, plug each ISP circuit into the correct Bigleaf router WAN port as assigned on your Configuration Details card.
- B** Plug your firewall or router into the Bigleaf router LAN port.



- C Connect the Bigleaf power adapter to the port on the back of the router. Then plug the power adapter into a power source.



4

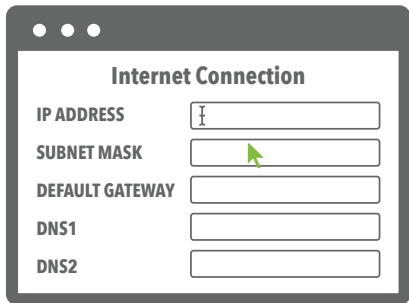
Configure the Firewall or Router

To connect your network to the Bigleaf service, re-configure your firewall or router with your new Bigleaf IP address information.

Log in to your firewall or router interface and navigate to the page where you set the WAN or Internet IP address.

Input the information for the fields listed on your Configuration Details card.

Save and apply the new configuration. You may need to reboot the device.



The screenshot shows a web browser window with a title bar containing three dots. The main content area is titled "Internet Connection" and contains five rows of configuration fields. Each row consists of a label on the left and a text input field on the right. The labels are "IP ADDRESS", "SUBNET MASK", "DEFAULT GATEWAY", "DNS1", and "DNS2". The "IP ADDRESS" field has a cursor inside it. The "SUBNET MASK" field has a mouse cursor hovering over it.

| Internet Connection | |
|---------------------|----------------------|
| IP ADDRESS | <input type="text"/> |
| SUBNET MASK | <input type="text"/> |
| DEFAULT GATEWAY | <input type="text"/> |
| DNS1 | <input type="text"/> |
| DNS2 | <input type="text"/> |

5

Test Connection and Make Final Updates

You should now be up and running on your Bigleaf service. If you identified any IP-related changes in Step 2, you will make those changes now.

Run a test or two, like browsing to a website, to make sure connectivity is working properly.

If things look good, proceed by making any IP-related updates identified in Step 2.

Congrats! Your setup should now be complete. If you have any questions or issues, call Support at (888) 244-3133.



Simply Stay Connected.

(888) 244-3133 / support@bigleaf.net / www.bigleaf.net