bigleaf networks

Installation Guide

Home Office

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: (844) 464-6682

If you require technical support, please contact us so a Bigleaf Support Engineer can provide assistance. You can reach Bigleaf Home Office Support at (844) 464-6682 (6am-5pm PST) or you can send us an e-mail at homesupport@bigleaf.net. To allow our technicians to help you effectively, please include as much detail as possible in your e-mail.
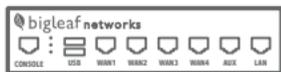
(844) 464-6682 / homesupport@bigleaf.net / www.bigleaf.net

PREP

Begin here when you are ready to get started. If you have a static public IP add-on, verify that a Configuration Details card is included with your router before proceeding.
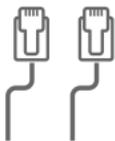
1 Gather Equipment Needed

Included in Box

Bigleaf router

Power supply
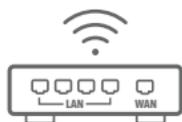
2 Ethernet cables (CAT6)

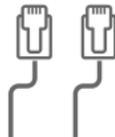### Not included (you provide):

Internet connection

ISP Modem with WiFi disabled

WiFi router or similar

UPS or surge protector

Extra Ethernet cables (CAT6)

2 Prepare for Setup

Gather Ethernet Cables

You will need one Ethernet cable (CAT5E or CAT6) for each Internet Service Provider (ISP) modem/router, plus one additional cable. For instance, if you have 2 ISP modems or routers (or access points, switches or a firewall) that you plan to use, you will need a total of no less than 3 Ethernet cables prior to installation.

Plan your power source

During the setup process, you will plug the Bigleaf router into a power source. We recommend using an Uninterruptible Power Supply (UPS), as this will protect the router from power surges and brownouts. At a minimum the Bigleaf router should be connected to a surge protector to prevent any damage from occurring to the device.

Verify access to your firewall or WiFi router

Before you start the setup process, verify that you have access to edit your router configuration. You may be required to make changes depending on your Bigleaf service plan and if you have a modem/router combo device. If you are unsure how to access your router settings, refer to the user guide provided with the device, or call your Internet Service Provider.

3 Make IP-related Changes *(Static Public IP Add-on)*

The following considerations only apply if you have static public IPs. If you do not, proceed to Step 4. If you are unsure if you have a static public IP add-on, consult your IT Admin or Bigleaf order confirmation email.

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. To set this up, email **homesupport@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.

4 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 corresponding Bigleaf router WAN port.
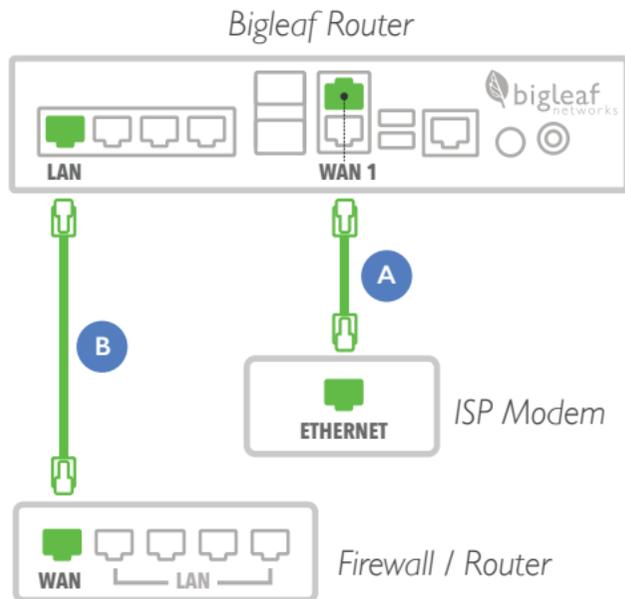
**For Standard Home Office:**
Plug modem into WAN port 1.
For Static IP:
Follow Configuration Details card

B Plug your WiFi router into the Bigleaf router LAN port.

Bigleaf Router

LAN **WAN 1**

ISP Modem

ETHERNET

Firewall / Router

WAN **LAN**

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

Note: You may need to power off the WiFi router, wait a few seconds, and then power it back on to bring everything online

Bigleaf Router

POWER

Power Source

UPS

Power Adapter
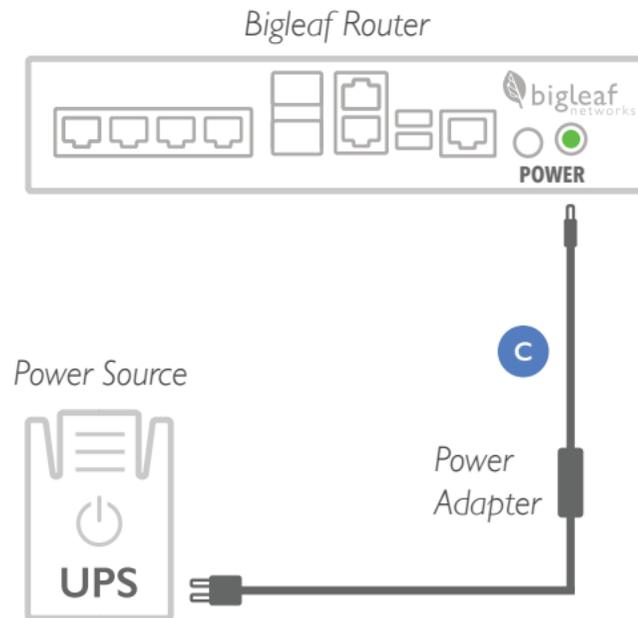
5 Configure Firewall/Router *(Static Public IP Add-on)*

To connect your network to the Bigleaf service, re-configure your firewall or router with your new Bigleaf IP address information. Note that this step is only required for public IP add-on customers.

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.
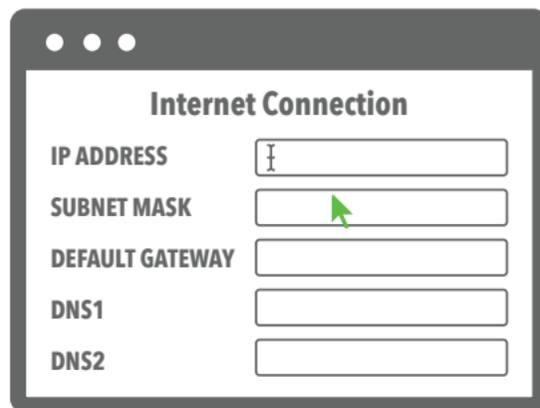
Internet Connection

IP ADDRESS	
SUBNET MASK	
DEFAULT GATEWAY	
DNS1	
DNS2	

6 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 3, make those changes now.

To make sure connectivity is working properly, run the following tests:
- Open up a web browser
- Test a streaming service
- Connect to your VPN (if applicable)

Congrats! Your setup is now complete and ready to be configured, as detailed in the following pages.

If you have any questions or issues, call Bigleaf Support at **(844) 464-6682** or email us at **homesupport@bigleaf.net**.
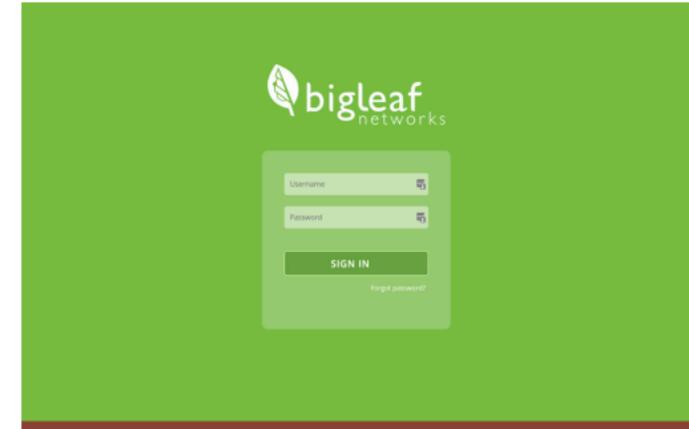
CONFIGURATION

Update your provider's speeds in the Bigleaf Web Dashboard, this step ensures that our proprietary Quality of Service algorithms will appropriately prioritize your traffic. The following steps can only be completed if you are an administrator of the site you are configuring. If your service is being managed by someone else or your company's IT, please provide them with the needed information shown.
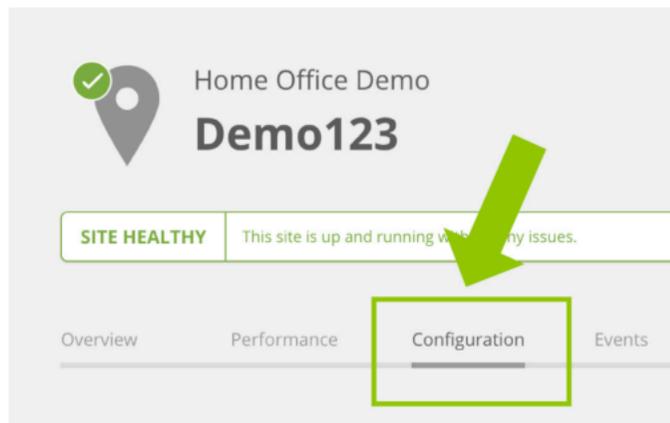
STEP 1

Browse to **app.bigleaf.net** and login with the credentials.

If you haven't received an email to setup your password, email **homesupport@ bigleaf.net** or call support at **(844) 464-6682** (6am-5pm PT) to have the email re-sent.
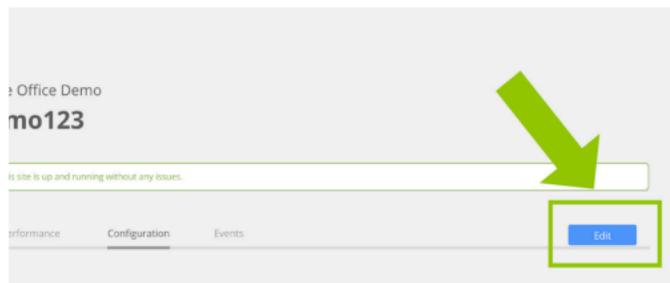
STEP 2

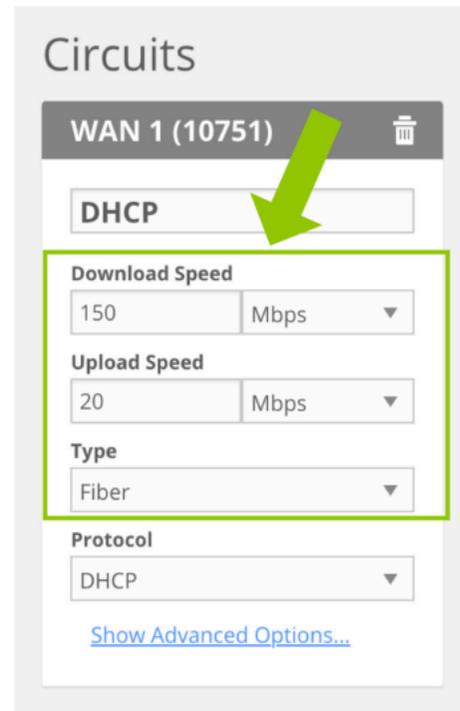Click on the **Configuration** tab.

STEP 3

Click the **Edit** button that appears.

STEP 4

Your circuit section will be available for editing. Update the **Download Speed**, **Upload Speed**, and **Type** if necessary.

If you do not know your provider speeds or circuit type, contact your ISP.

STEP 5

Click **Save** to exit the configuration view.

STEP 6

Take some time to explore the different pages and settings in the Web Dashboard. Visit the **Support** link at the top of the page to learn more about your new Bigleaf Service.

If you ever need support or answers to questions, feel free to email **homesupport@bigleaf.net** or call us (6am-5pm PT) at 844-464-6682, option
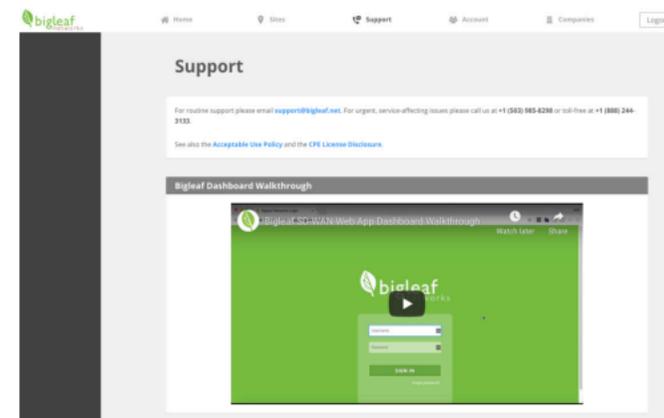
Frequently Asked Questions

Q: I have a modem from my ISP and a separate WiFi router. Are there any special steps I need to take?

A: If you have a dedicated ISP modem separate from your router, you need only follow the steps to connect your Bigleaf Router between your existing modem and router.

Q: Should I disable my ISP modem's WiFi?

A: YES! If the device connected to the Bigleaf WAN port has WIFI capability, then that will need to be disabled, otherwise some Bigleaf features may not work correctly. Refer to your device's user guide to understand how to accomplish this.

Q: I plugged in all my cables and powered on the Bigleaf router. How can I tell that it is on and working?

A: The Bigleaf router beeps once while starting up. When fully online after 1 to 2 minutes, the power light should be lit and lights on each network port should be blinking to indicate activity.

Q: I ordered the Static Public IP add-on, what do I do with the information provided?

A: The Bigleaf router will be the new gateway router for your network, but with a private IP block, the Bigleaf router will not perform Network Address Translation (NAT). This means you'll need a router or firewall downstream of the Bigleaf router to perform NAT and provide private IP addresses for devices on your network. That router or firewall can be configured with the private IP information visible in the Web Dashboard. The Bigleaf router will also provide the private IP block via DHCP on the LAN port. Refer to your device's user guide to understand how to set a static IP address if desired.

Q: Does my modem/router need to be set into Bridge Mode?

A: No, this is not a required step but enabling this mode will not cause problems for the Bigleaf service unless your ISP connection requires PPPoE negotiation to connect. This is unlikely unless your ISP connection type is DSL.

Simply Stay Connected.

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