



Bigleaf Router Installation Guide

Home Office

Let's get started

When setting up the Bigleaf router, the steps you take depend on how your Internet Service Provider (ISP) hands off IP addresses and whether you provided WAN circuit settings to Bigleaf during the order process. You received a link to a **Configuration Details** card with your Shipment Confirmation email from Bigleaf. Refer to this card to help determine your setup path:

- If your ISP uses dynamically assigned IP addresses (DHCP), you will not need to configure WAN ports. Your Configuration Details card shows that your WAN ports are using DHCP.
- If your ISP uses static IP addresses and you provided those IP address details when ordering your Bigleaf service, your Configuration Details card specifies which of your Bigleaf router WAN ports have already been configured with your ISP's static IP details. No other configuration is needed.
- If your ISP uses static IP addresses and you did not provide those IP address details when ordering your Bigleaf service (those details are not shown on your Configuration Details card), you'll need to configure the WAN ports to use those static IP addresses. You'll add IP address information in the Bigleaf Web Dashboard and on the router as well.

We're here to help

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 contact us.

Tech Support: (888) 244-3133

General questions, helpful information, and Chat Support: [Bigleaf Help Center](#)

Email: Support@bigleaf.net

Step 1 – Gather equipment

Included in the Bigleaf box

- Bigleaf router
- Power supply
- [Rack mount kit](#) for the BLR-108 router

You need to supply

- Internet connection
- DHCP access device, such as an access point or wi-fi router if your ISP is using a modem/router combo
- Uninterruptible Power Supply (UPS)
- Extra network cables

Step 2 – Prepare for setup

Have the Bigleaf Shipment Confirmation email available

You received a Shipment Confirmation email from Bigleaf that includes the information needed for setting up your Bigleaf router, specifically the Configuration Details card. Have this information close by when connecting your router.

Determine your wi-fi device and purchase a new wi-fi router if needed

There are two different connection scenarios depending on the type of equipment you have from your internet service provider (ISP):

- One device provided from the ISP that includes a combined modem (internet access) and wi-fi router. If you have this type of configuration, you'll need to purchase a new WIFI 5/6 router to use in place of the ISP-provided wi-fi router.
- A modem provided by the ISP (internet access) and a separate wi-fi router that you set up. No need to purchase any additional equipment. You can continue to use your wi-fi router with the Bigleaf service.

Verify access to your ISP device

Verify that you have access to edit your ISP's router/modem configuration. If you're unsure how to access your router/modem settings, refer to the user guide provided with the device, or call your internet service provider.

Gather network cables

You need one Ethernet cable 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), you will need at least 3 Ethernet cables.

Plan your power source

The Bigleaf router should be connected to an Uninterruptible Power Supply (UPS).

VPNs

Do you have any VPNs, or other network resources that are statically configured with WAN IP addresses? If so, you will update these after the Bigleaf router is connected.

Step 3 – Configure the WAN ports for the Bigleaf router if needed

Important: This step is needed only if you are using static IP addresses and you did not provide your WAN circuit details for your internet connection(s) to Bigleaf during the order process. Routers are shipped using DHCP by default, so the WAN circuit settings need to be updated to use your static IP addresses.

If you're unsure whether the information was sent to Bigleaf, check the Router Configuration details card that you received with the Shipment Confirmation email. If your Configuration Details card specifies that at least one of your WAN ports has already been configured with your ISP's circuit details, you can skip this step.

Add WAN circuit information in the Bigleaf Web Dashboard

1. Log in to the [Bigleaf Web Dashboard](#) with **Super Admin** credentials. If you're not sure who has these credentials at your site, contact Bigleaf Support at (888) 244-3133 or via the [Bigleaf Help Center](#).
2. Select the **Configuration** tab for the site you want to add a WAN circuit, and then select **Edit**.
3. Scroll down to the **Circuits** settings.
4. For new circuits, select **New Circuit** and enter the information for your circuit.
5. When you're finished entering circuit information, select **Save**.

For details about how to add or edit WAN circuit information, see this [Help Center article](#).

Update the WAN ports on the Bigleaf router

Update the router ports to match the information you entered in the Bigleaf Web Dashboard.

1. Connect a laptop into the LAN port of the Bigleaf router. There is a LAN-side only network 198.19.8.0/23 with the IP address 198.19.8.1 assigned to the router LAN bridge. Assign your laptop to use an IP address from this network, with the subnet mask 255.255.252.0.
2. On the laptop, open a web browser and browse to **http://198.19.8.1**
3. Enter **admin** for the username, and **admin** for the password.
4. The Router Configuration page lists ports with their associated IP configuration.
5. Configure the WAN port settings as you did in the Bigleaf Web Dashboard above.
6. When finished making changes, select **Apply Networking Changes** and then select **Submit**.

Step 4 - Connect the Bigleaf router

The Bigleaf router requires connections to your internet circuits and your network. There are two different connection scenarios depending on the type of equipment you have from your internet service provider (ISP):

- One device provided from the ISP that includes a combined modem (internet access) and wi-fi router. You'll need a new, separate WIFI 5/6 router for this installation.
- A modem provided by the ISP (internet access) and a separate wi-fi router that you set up.

Connecting the Bigleaf router to a single ISP device (modem/router)

1. Disable the wi-fi setting on the ISP device before connecting the Bigleaf router. If you're unsure how to do this, contact your ISP Support.
2. Using network cables, plug each ISP circuit on the modem into the corresponding Bigleaf router WAN port. This information is provided in the Shipment Confirmation email from Bigleaf.
3. Connect the new wi-fi router's WAN port into the Bigleaf router's LAN port.
4. Set up the new wi-fi router, following the directions that came with the router.
Important: When setting up the new router, use the same wi-fi name and password that was used with the ISP-provided wi-fi service. This ensures that your devices and services will automatically connect to the new wi-fi router.
If you're using Static addresses, input the information for the internet connection as provided in the Shipment Confirmation email from Bigleaf. This is not necessary if using DHCP.
5. Save and apply the new configuration. You may need to reboot the device.
6. Connect the Bigleaf power adapter to the router. Then plug the power adapter into a power source.
The router powers on automatically and the power light turns on.
 - A Green light indicates that the router is powered on.
 - A Blue light indicates the router has power but is turned off.

Connecting the Bigleaf router to a separate modem and router configuration

1. Using network cables, plug each ISP circuit on the modem into the corresponding Bigleaf router WAN port. This information is provided in the Shipment Confirmation email from Bigleaf.
2. Connect the wi-fi router's WAN port into the Bigleaf router's LAN port.

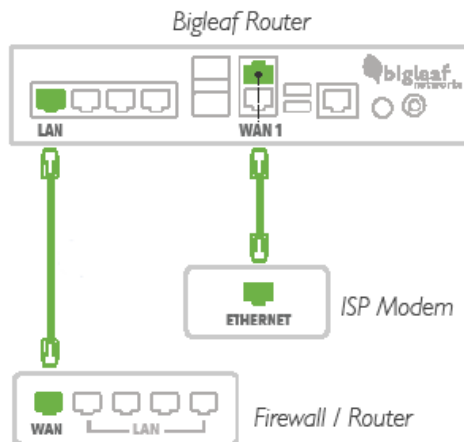
3. If your wi-fi router settings are using Static addresses, log in to the router's interface and navigate to the page where you set the WAN or internet IP address information. (This is not necessary if using DHCP.)
Input the information for the internet connection as provided in the Shipment Confirmation email from Bigleaf.
4. Save and apply the new configuration. You may need to reboot the device.
5. Connect the Bigleaf power adapter to the router. Then plug the power adapter into a power source.

The router powers on automatically and the power light turns on.

- A Green light indicates that the router is powered on.

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Connection example



Test connection and make final updates

The installation is complete. Open a web browser and browse to some pages, connect to your VPN, test a streaming device to make sure everything is connected and working properly.

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