



Bigleaf Router Installation Guide

Essential Setup

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.

Tech Support: (888) 244-3133

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

Email: Support@bigleaf.net

Step 1 – 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.

Gather network cables

You need one network cable for each Internet Service Provider (ISP) modem/router, plus one additional cable. For instance, if you have 2 ISP modems or routers, and a firewall, switch, or access point, you will need at least 3 network cables.

Plan your power source

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

Verify access to your firewall

Verify that you have access to edit your firewall configuration. You will update firewall settings with your new Bigleaf IP addresses after the Bigleaf router is connected. If you're unsure how to access your firewall settings, refer to the user guide provided with the device, or contact your network administrator.

Step 2 - Consider IP-related changes

DNS Records

Do you have DNS records pointing at your existing ISP IP addresses? If so, you will need to update those to your new Bigleaf IP addresses during the router install.

To-Do:

A day or two before the install, lower the TTL for those records to a small value like 10 minutes (600 seconds) 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 [Support](#) with:

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

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 more 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 the same 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

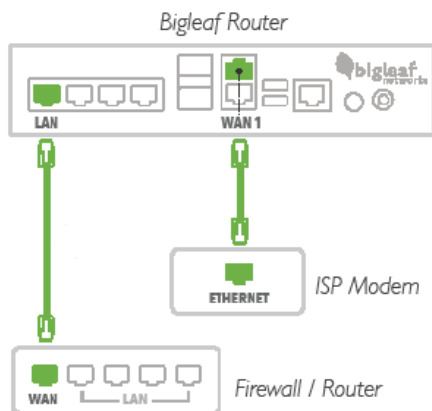
The Bigleaf router requires connections to your internet circuits and your network. This step shows how to connect a Bigleaf BLR-108 router, and a BLR-112 router with and without an expansion card installed.

Connecting the Bigleaf router

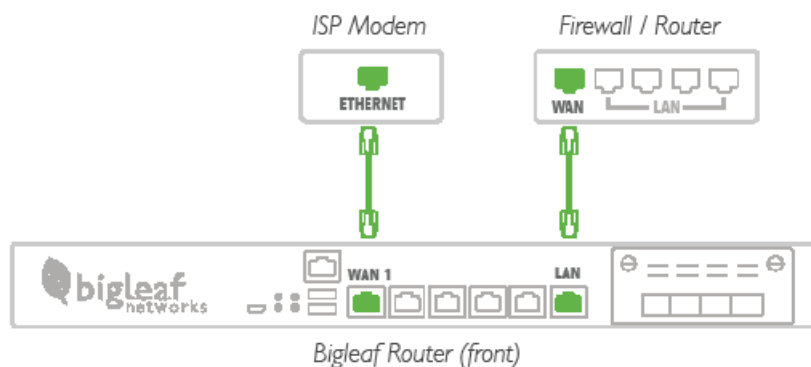
1. Using Ethernet or Fiber cables, plug each ISP circuit into the corresponding Bigleaf router WAN port. This information is provided in the Welcome email from Bigleaf.
2. Connect your access device (access point or firewall) into the Bigleaf router LAN port.

If you have an expansion card on your BLR-112 router, connect the access device to a LAN port on the expansion card.

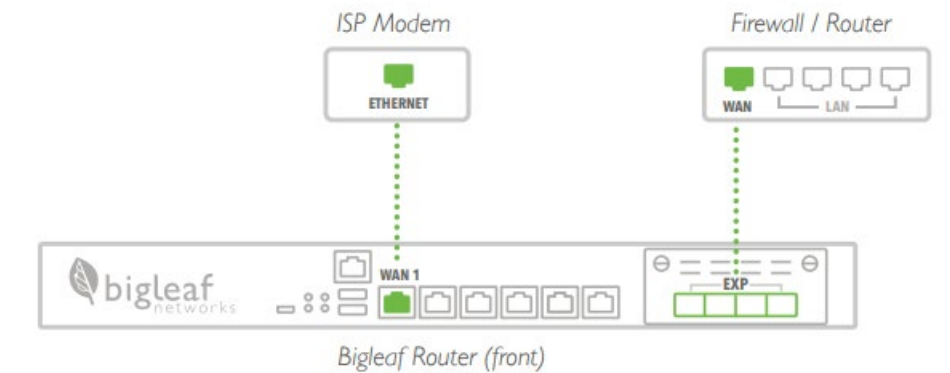
Connection example for the BLR-108 router



Connection example for the BLR-112 router



Connection example for the BLR-112 with an expansion card



3. Connect the Bigleaf power adapter to the router. Then plug the power adapter into a power source.
The router powers on automatically.

Note: The BLR-108 router ships with a [rack mount kit](#) if you want to add the router to a rack.

Step 5 - Configure your Firewall or Router

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

1. Log in to your firewall or router interface and navigate to the page where you set the WAN or internet IP address information.
2. Input the information for the internet connection as shown in the Configuration Details card that was provided in your Shipment Confirmation email from Bigleaf:

IP address

Subnet Mask

Default Gateway/Route

DNS1

DNS2

3. Update any firewall policies, such as firewall or NAT rules, to use the new IP address information.
4. Save and apply the new configuration. You may need to reboot the device.

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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