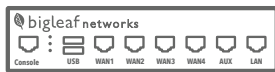




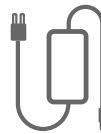
PREP

1 Gather Equipment Needed

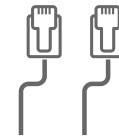
Included in Box



Bigleaf router



Power supply



2 Ethernet cables (CAT6)

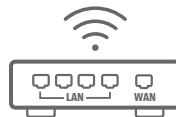
Not included (you provide):



Internet connection



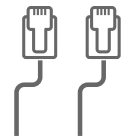
ISP Modem with WiFi disabled



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 need to plug the Bigleaf router into a power source. We recommend utilizing 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 modem/router combo. If you are unsure how to access your router or modem/router combo, consult the user guide provided with the device or call your ISPs Customer Support for instructions.



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.

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 your Telesystem Implementation Manager 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

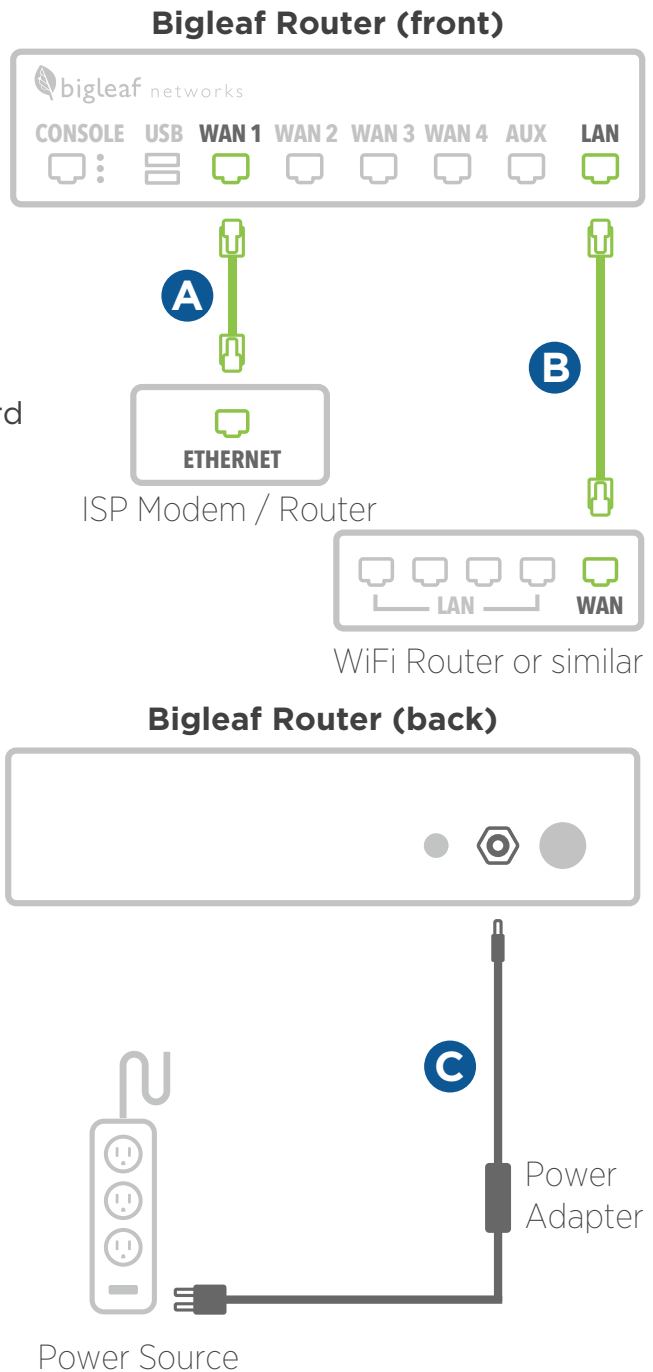
The Bigleaf router requires connections to your Internet circuits and your network. Wait to plug in the Bigleaf power connection until all network connections are plugged in.

- 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

- 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 cycle (power off and then back on) the device connected to the Bigleaf's LAN port, to get the device to link up.





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.

The screenshot shows a web interface titled "Internet Connection" with the following fields:

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

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, you will 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.

