Time Sensitive Information!

These Configuration Changes Must Be Applied Ten Days Prior to Norcom Solutions Group Cut-Over

SimpleWan Router Configuration
For Norcom Solutions Group Cloud Telephony Deployment
Document Version 1

October 27th, 2016

Read Me!

1. These changes must be applied before client implements their Norcom Solutions Group hosted telephony solution.
2. If you are <u>experienced</u> with business class firewalls and routers, please have your IT staff/contractor perform these changes for you.
3. Please read this entire document before attempting to make any changes.
4. If you have questions about this document, you can call 877-667-2661 to schedule an appointment with one of our firewall support specialists. We will attempt schedule your appointment within 24- 48 hours of your call to us so please allow adequate time.
5. After changes are completed please let your client or Norcom Solutions Group Customer Support specialist know.
6. Once completed, a Norcom Solutions Group technician will be requesting access or a collaborative web session to verify settings prior to customer cut over.

SimpleWan Instructions

Instructions for connecting and activating Simplewan are listed below. The device is preconfigured for VoIP and for further recommendation or customization to the configuration please contact SimpleWan support at 480.223.0942

1. UNBOXING

Your SimpleWan firewall comes with the 1 firewall, 1 ethernet cable, and 1 power supply. For installation, you need an Internet connection, two ethernet cords, and a network switch.

Whether you have the SimpleWan Professional or Advanced unit, the set up process will be the same. The following images illustrate the ports you will use for each type of firewall. Otherwise, all of the steps will remain the same for each installation.

*YOU MUST PROVISION THE DEVICE IN THE SIMPLEWAN DASHBOARD BEFORE CONTINUING.

PROFESSIONAL

18vDC

ADVANCED

12vDC

2. PLUG INTO POWER

*For this product to work properly, please make sure your "ISP" has your modem in (Transparent Bridge Mode) before proceeding. Some modems require a reboot when connecting a new device.

Plug your Internet connection coming from your modem (Cable/DSL) or Ethernet (Fiber/T1) into the (WAN) Port "A" - "Wide Area Network." Connect the (LAN) Port "B" or "Local Area Network" from the SimpleWan unit to your network switch.

Finally, connect your (Power Supply) Port "C" to your SimpleWan unit.

The (OPT) Port "D" is for an optional failover secondary Internet connection.

*AFTER THE DEVICE IS CONNECTED AND POWERED ON, CONNECT A COMPUTER TO THE NETWORK. BE SURE TO REBOOT THE COMPUTER BEFORE PROCEEDING.

3. TESTING

Once the SimpleWan unit is plugged in, wait **1 minute** (It is recommended you reboot your computer you are using to set up during this time to get a fresh DHCP lease). Then open a browser and type in www.google.com, you will see one of two screens come up. Either a testing screen as in **Fig. 1** or the Failed to Detect Screen as in **Fig. 2**
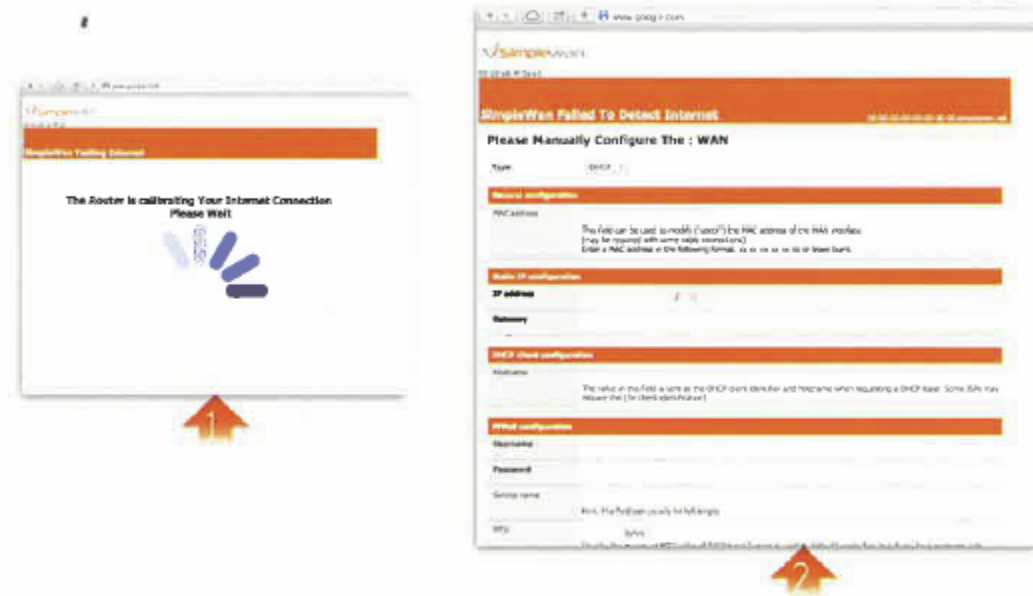
If you see the testing screen, wait **1-2 minutes**, once it's finished you will be connected to www.google.com, you are finished.

If the Failed to Detect Screen appears, you may need some basic information from your ISP.

- Your Static IP Address
- PPPOE/PPTP Username and Password

Input this information and save. **IMPORTANT NOTE:** If you input information on this screen, and it successfully connects the information will be saved to the dashboard on completion. You should never have to enter this information again. After you have saved, go back to your browser and type in www.google.com. The testing page will now come up; wait **2-3 minutes.** When Google comes up, you are online. It's that **simple...**

Front Light Key:

1 Solid Light: Unit has power
2 Solid Lights: The Internet has been detected
3. 1 Solid Light, 1 Flashing Light: Testing Internet connection in progress
4. 3 Solid Lights: System is up and operational

For additional support contact us at support@simplewan.com
or call us at 855-GET-A-WAN

![SimpleWan logo]