

Firewalla Installation Guide

Welcome to Firewalla Box Installation Guide

Feel free to email us at help@firewalla.com if you have any questions, it will create a support case, and our engineers will help you directly.

STEP 1: Download and install Firewalla App



STEP 2: Wire up the box

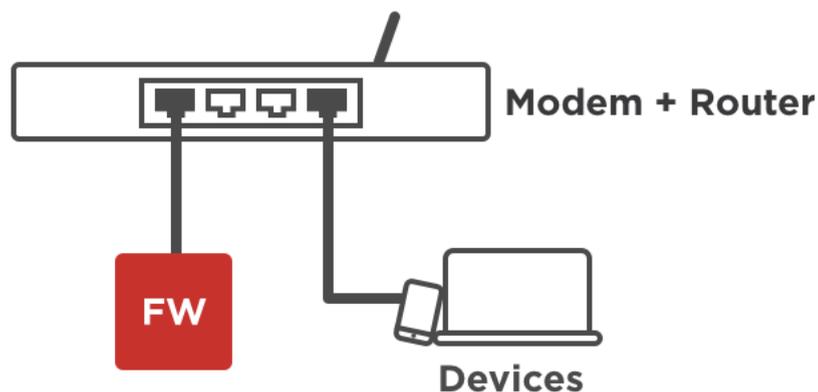
Connect Firewalla box to the main router of your network using the Ethernet cable provided in the package. Then, connect the device to a power source using the Micro-USB cable provided in the package.

**Note:* You can also connect Firewalla Box to any power source that has 2A current. Once the device is powered, the light next to the Ethernet cable will start blinking.

Here are some common scenarios to show you where Firewalla box should connect to. If your network is more complex and need help, please send us an email:

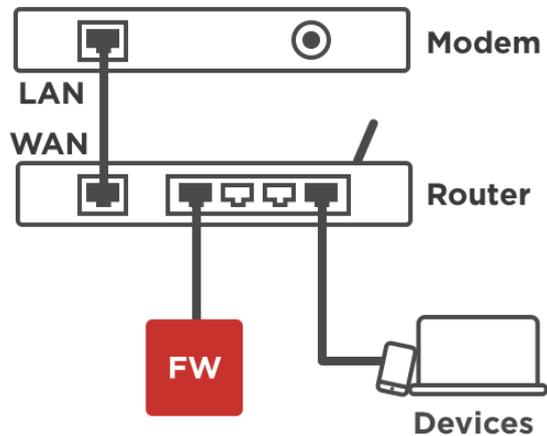
help@firewalla.com, describe your network topology, we will help you out.

Case A: ISP Provided Modem / Router



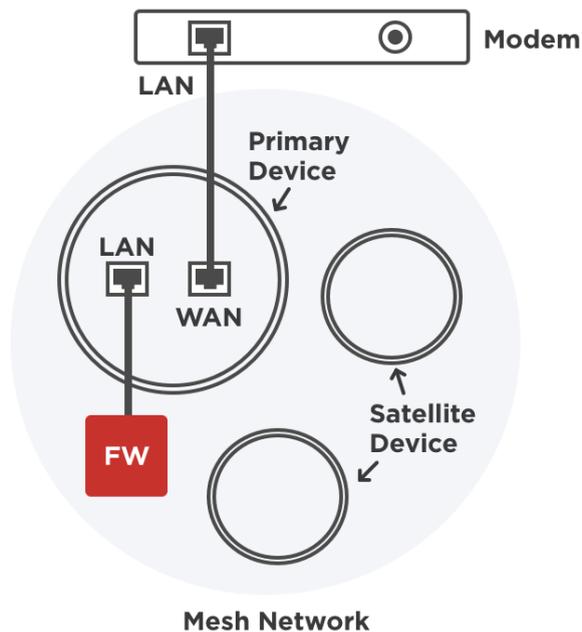
If you are using the modem/router combo provided by your ISP, you just need to plug Firewalla box to one of the LAN port of the modem/router.

Case B: Multiple Routers



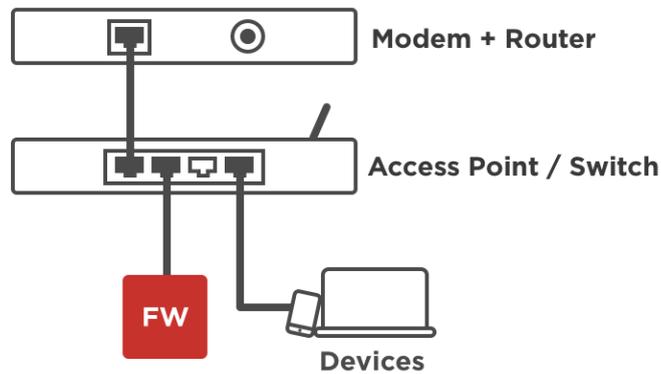
In addition to the modem/router combo provided by ISP, you have purchased another router and use that to connect all your household devices. In such case, plug Firewala box to one of the LAN port of the router that you purchased. **Make sure the mobile phone which will launch Firewala App is connected to the WIFI network provided by the same router that Firewala box is plugged in.**

Case C: Wireless Mesh Network



If you own a mesh network, make sure to connect Firewala to the **primary device (not the satellite device)**. After installation, please disable monitoring of the satellite devices in the Firewala app after app installation.

Case D: Access Point (AP) / Switch



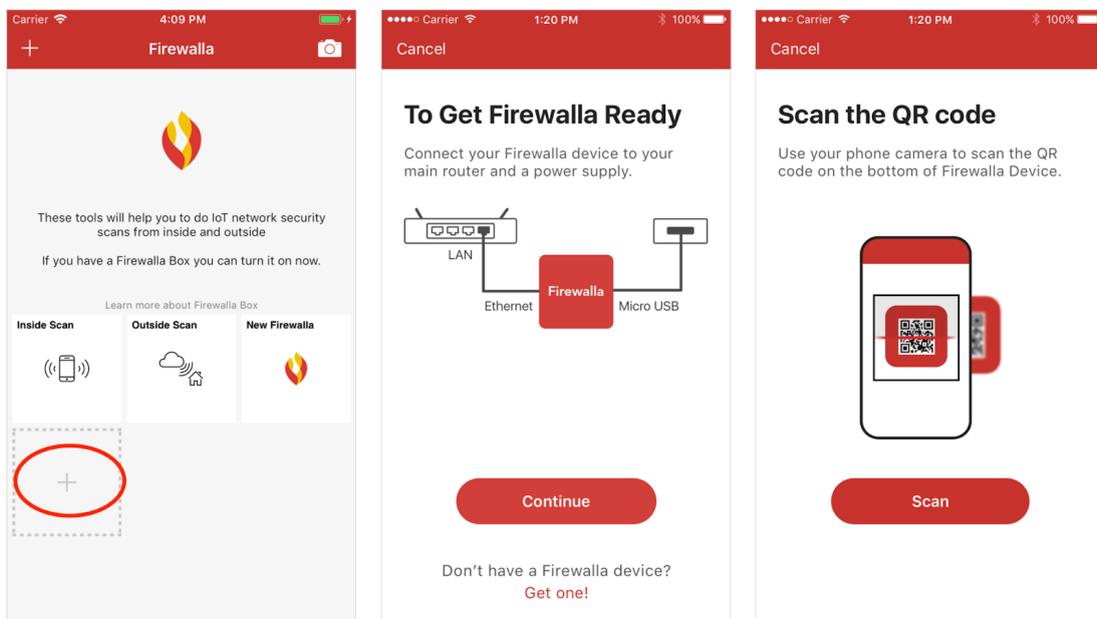
In addition to the modem/router combo provided by ISP, you have installed a wifi access point (AP) or a switch (not a router) to connect your household devices. In such case, plug Firewalla box to either one of the LAN port of the AP/Switch or the LAN port on modem/router combo.

STEP 3: Pairing Firewalla App with the box

Please make sure the following:

- **In case you have multiple networks (case B above), your phone needs to connect to the same router that your Firewalla box is plugged in.**
- **VPN is disabled on your Phone.**
- It may take **up to 5 mins** for Firewalla Box to completely boot and upgrade process when powered on. Please be patient.

Launch Firewalla App. If Firewalla Box is ready to be paired, you shall see either '+' or 'New Firewalla' icon, or see both icons.

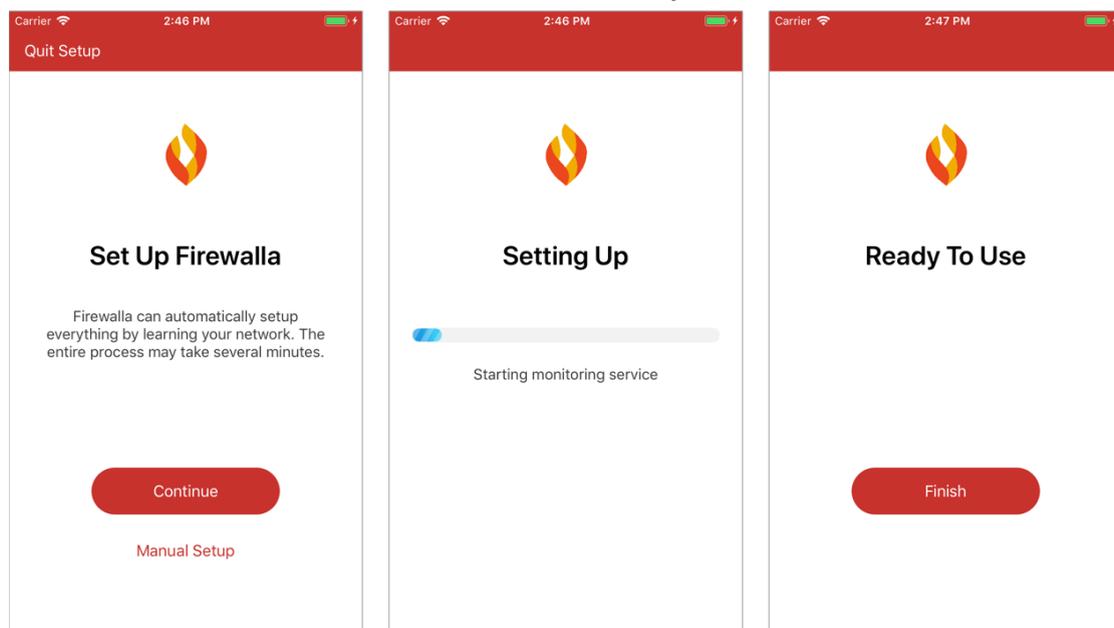


Tap on either '+' or 'New Firewalla' icon, and follow the instruction on installation wizard. When asked to scan QR code, it is the sticker located at the **bottom of the little box**. Once it is done, the Box will be able to communicate with the App.

If the Box can not be found by Firewalla App, please consult Firewalla Installation Troubleshooting Guide.

STEP 4: Initial Setup of the box

After the pairing, a setup dialog will appear on the installation wizard. Tap “Continue”, it will automatically set up the device by learning your network. The entire process may take several more minutes. Once it is done, the Box is ready to work.



Notes:

- If during the setup process, the device finds your main router is **not compatible** with **Simple Mode**, it will advise you to use **DHCP Mode** instead. If you want to know what is Simple Mode and DHCP Mode before deciding which mode to choose, check out our article on “How does Firewalla Intercept Traffic”.
- To use DHCP mode, some manual configuration on your router is required.
- If you are using mesh routers, make sure you disable monitoring on all the satellites. Any question on mesh routers, please consult meshed router guide on our website.
- If you have wifi network extenders please also disable monitoring on them after installation.

A reminder, if you see a bright red 'B' next to any feature, this means, 'beta'. We are testing, and it is not ready for prime time. We will be likely to have that feature in production for around 30 days.