If you haven't downloaded the directions, please do so here:

http://firewallinstall.5gcentral.com/

A YouTube playlist containing a video walkthrough can be found here:

https://www.youtube.com/playlist?list=PLTBOses6SJT2ij6liFxNIpw4rIT6o_DQY

If LEDs on the front of the XG Firewall come up Red or normal POS operation is not restored:
- Return network to original configuration
- Join Sophos office hours for services support between 8am – 9am ET to troubleshoot
   - https://sophos.zoom.us/my/five.guys
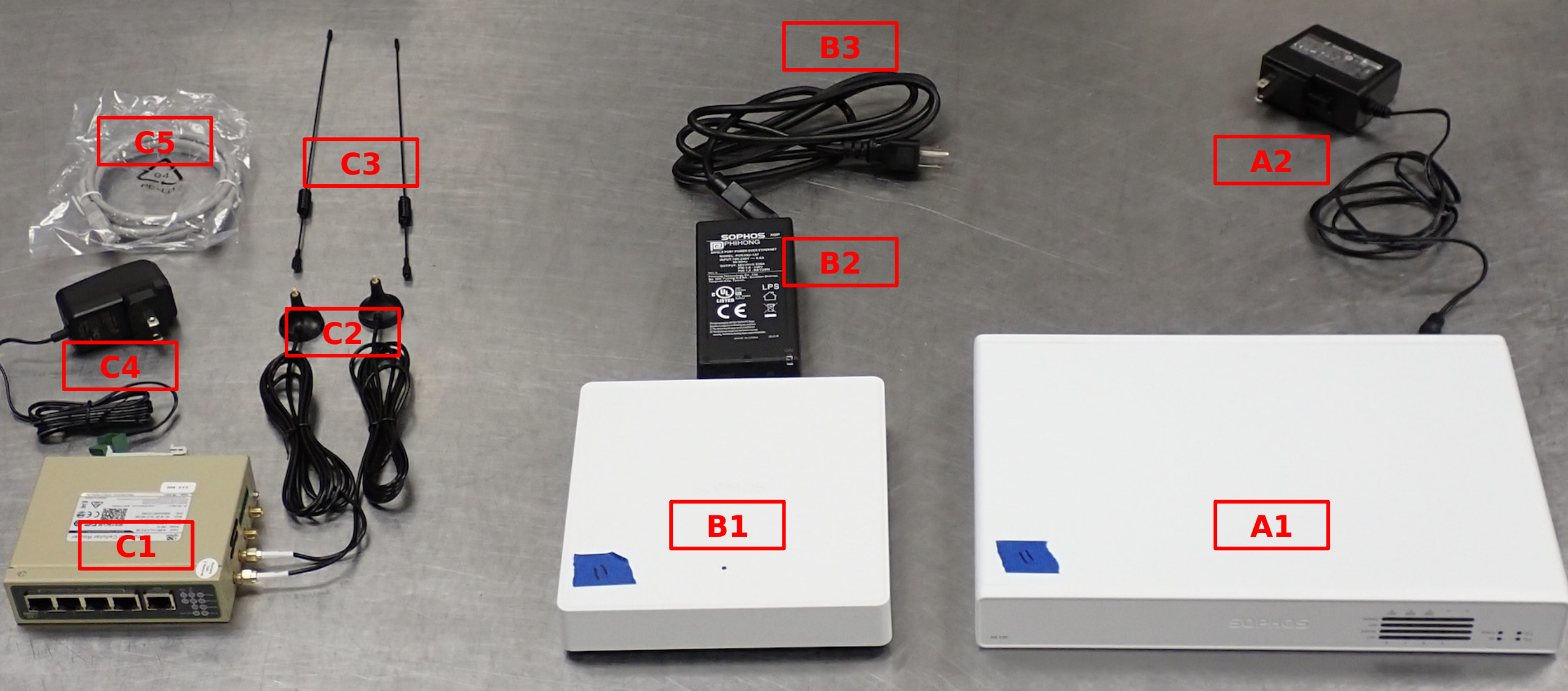
Pictured above is the full list of equipment shipped to your store

Take the pronged-end of Plug (A2) and plug in to a wall outlet.
Take the other end of Plug (A2) and plug in to Device (A1) in left-side port labeled "DC IN 1" and screw it in until secured tightly.
Lights on front of Device (A1) should now be blinking as well as ports on the back.

A1 (Zoom)

DC IN 1

DC IN 2
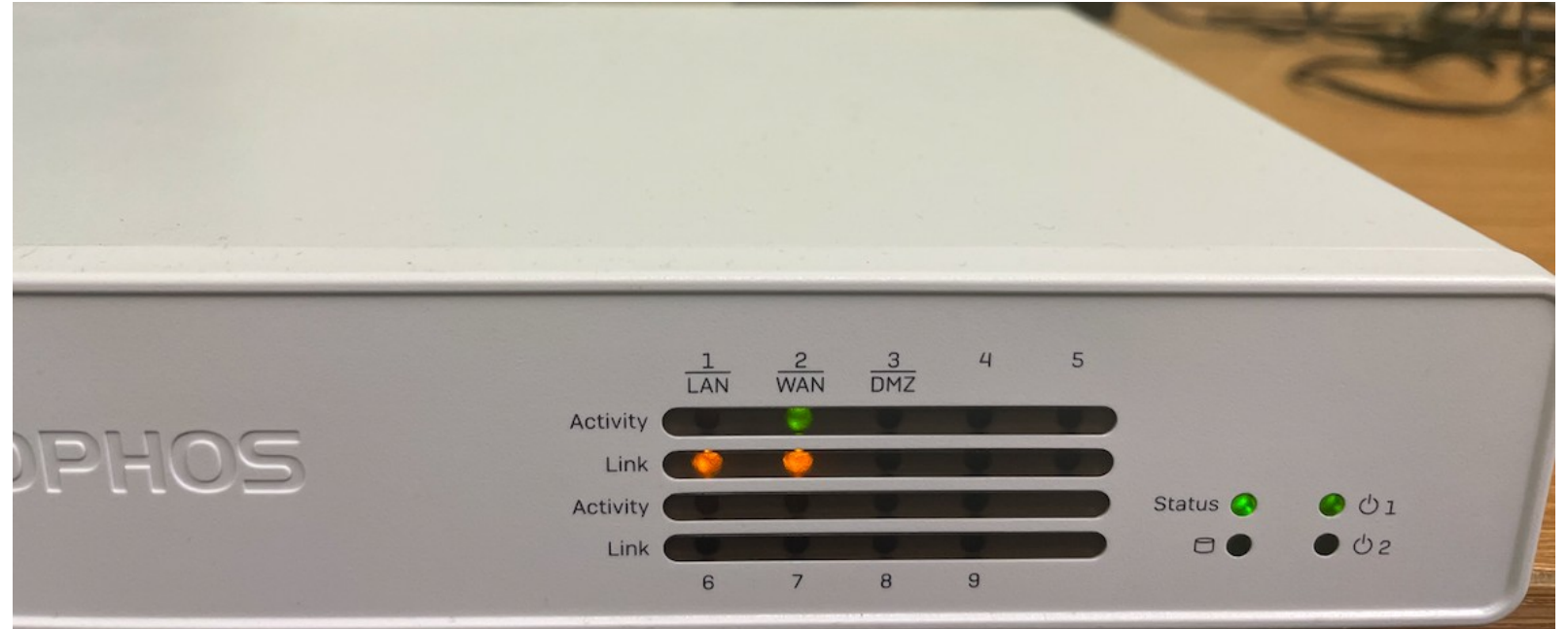
12V

12V

HDMI

COM

A1

A2
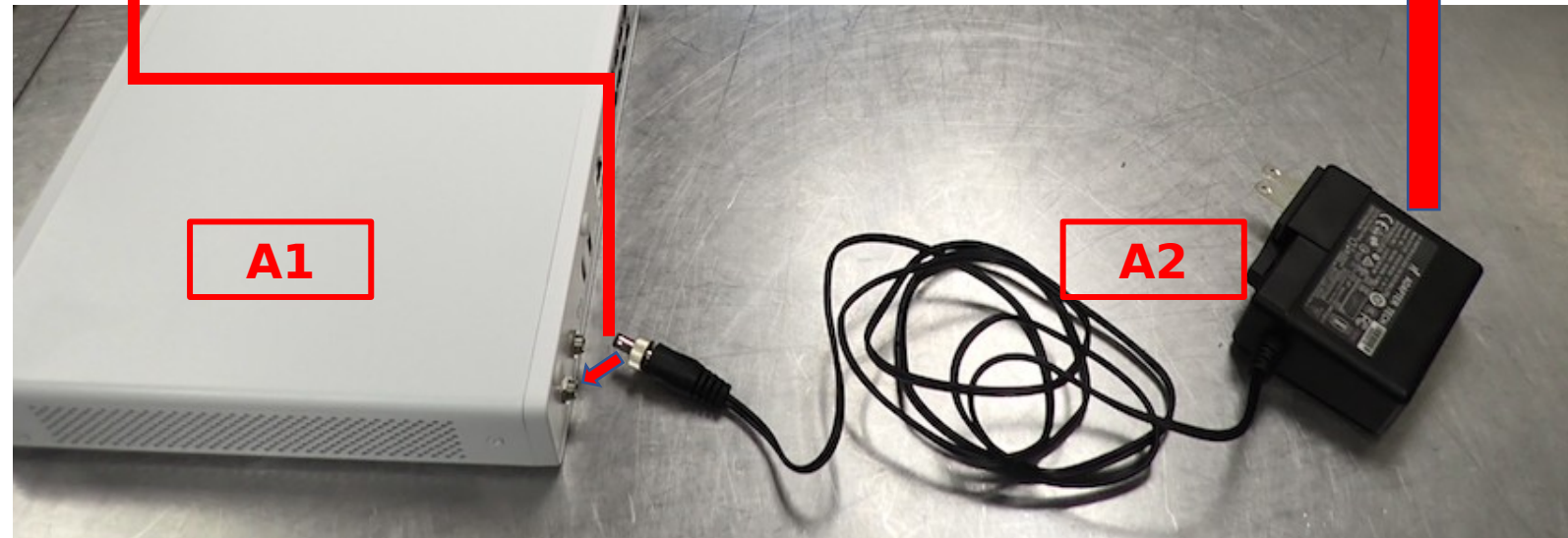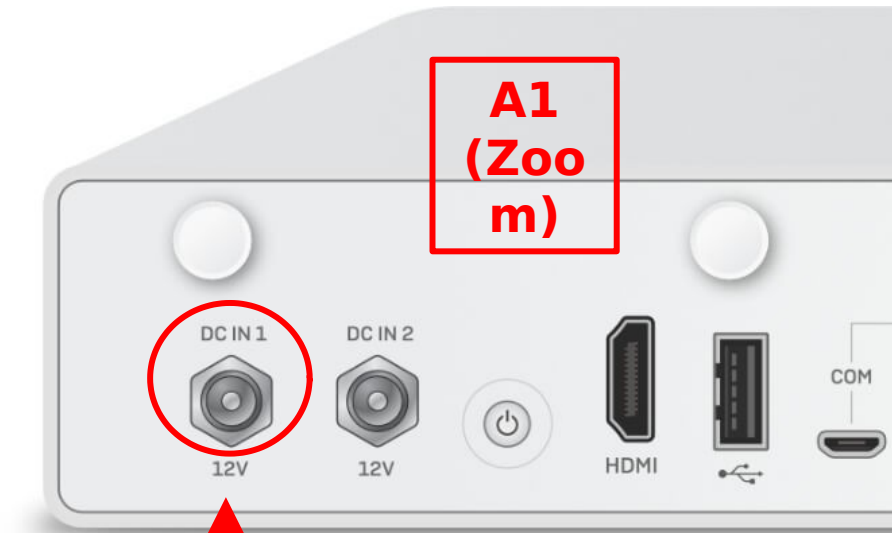
The following steps are to be performed in the order they are outlined below (A to A, B to B). The diagram is color and label coordinated to represent where each cable is moving. Your cables may be different colors.

1. Take ethernet cable out of Port labeled "Internet" (Labeled "A" in top diagram)
2. Plug cable A into Port on Device A1 labeled "2/WAN" (Labeled "A" in bottom diagram)
3. Take ethernet cable out of Port labeled "1" (Labeled "B" in top diagram)
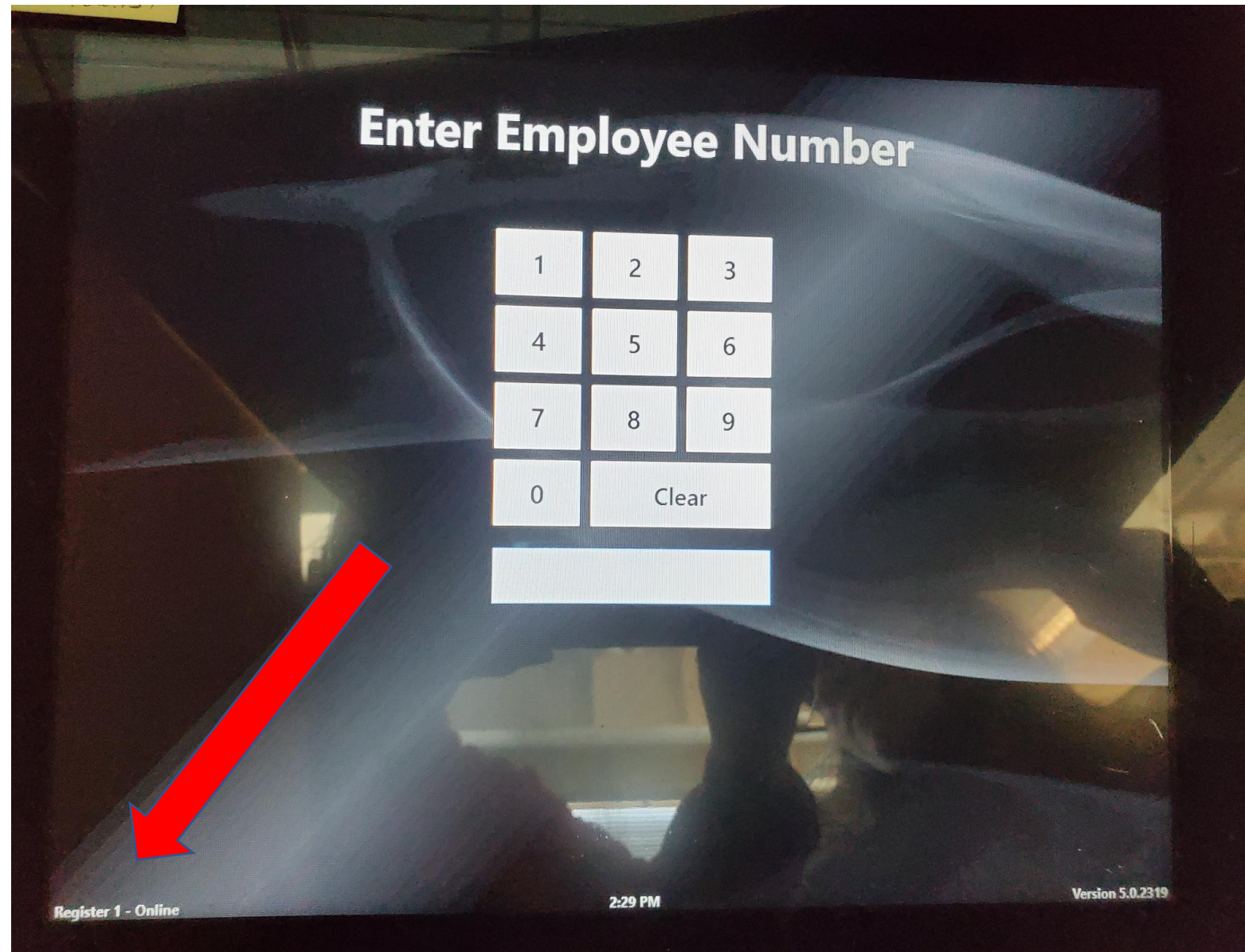4. Plug cable B into Port on Device A1 labeled "1/LAN" (Labeled "B" in bottom diagram)
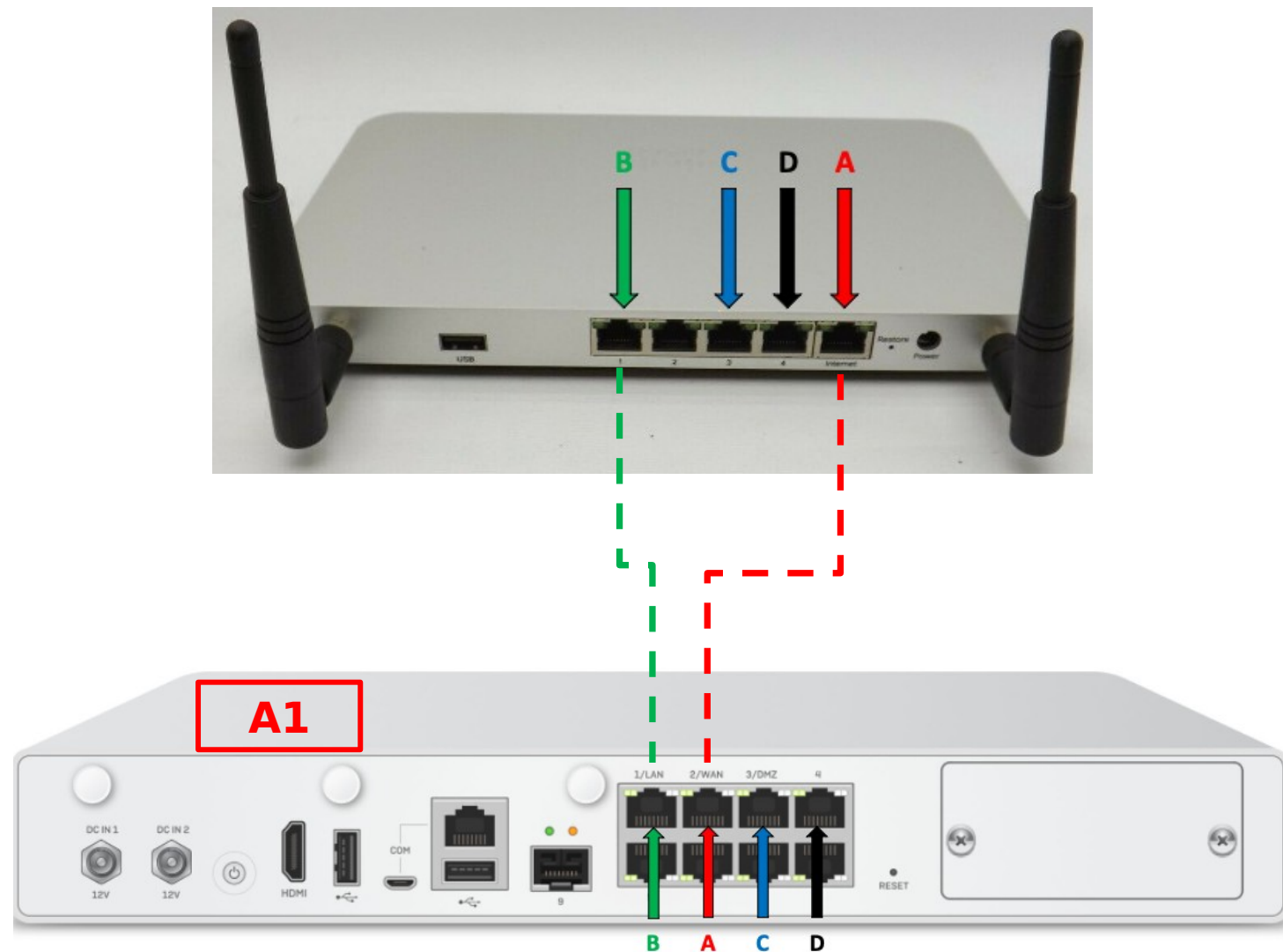
Within 10 minutes the Sophos Firewall (A1)'s lights should look like this. If so, please continue to next step.

If the lights do not look like this within 10 minutes, please contact support

Check Register 1

Please check that Register 1 shows this on it's screen.

The following steps are to be performed in the order they are outlined below (C to C, D to D). The diagram is color and label coordinated to represent where each cable is moving. Your cables may be different colors.

1. Take ethernet cable out of Port labeled "3" (Labeled "C" in top diagram)
2. Plug cable C into Port on Device A1 labeled "3/DMZ" (Labeled "C" in bottom diagram)
3. Take ethernet cable out of Port labeled "4" (Labeled "D" in top diagram)
4. Plug cable D into Port on Device A1 labeled "4" (Labeled "D" in bottom diagram)
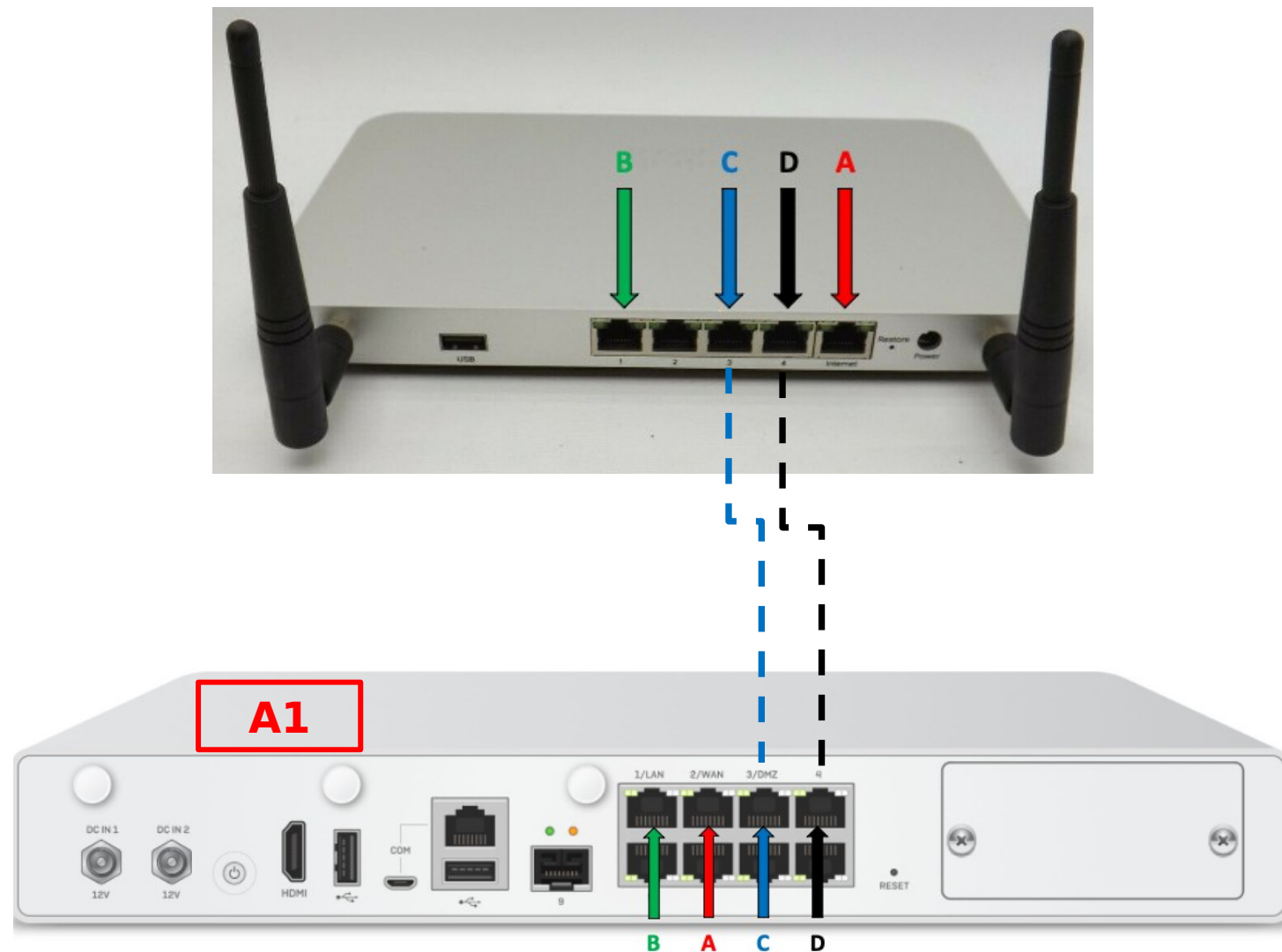
Once complete, Device A1 should look like this.
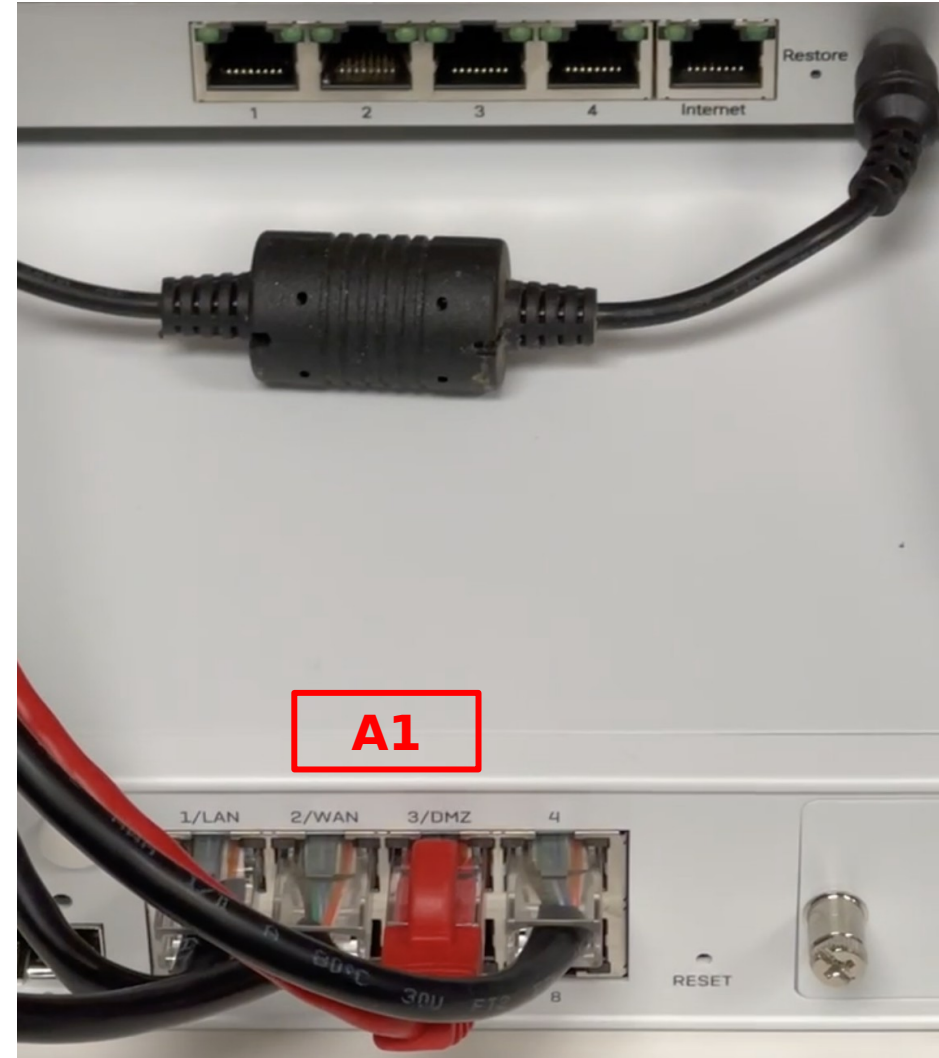
Locate and unplug this device if you have one in the store..
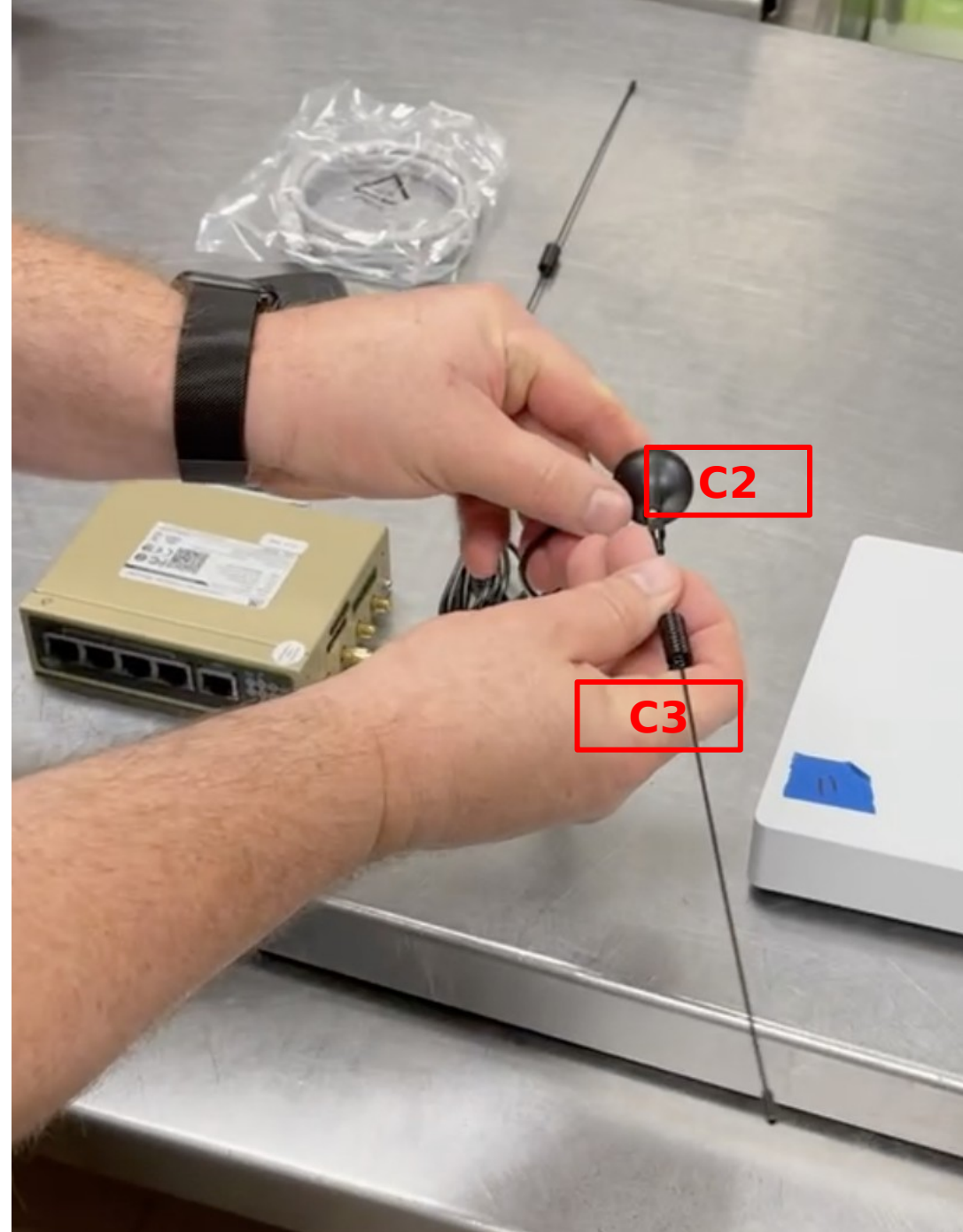
1. Plug ethernet cable into Device B2 port labeled "OUT"
2. Plug other end of ethernet cable into Device B1 port labeled "ETH0/POE"
3. Plug additional ethernet cable into Device B2 port labeled "IN"
4. Plug other end of the second ethernet cable into Device A1 port labeled "5"
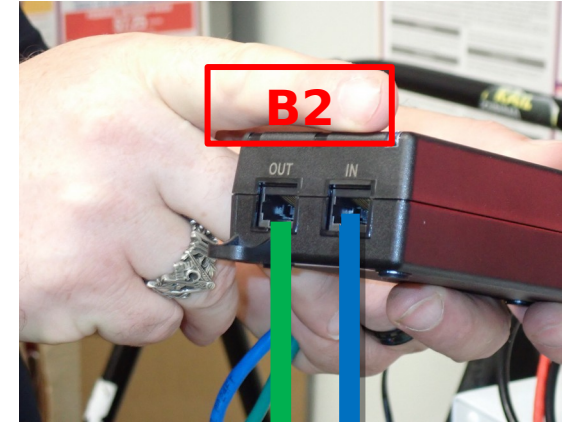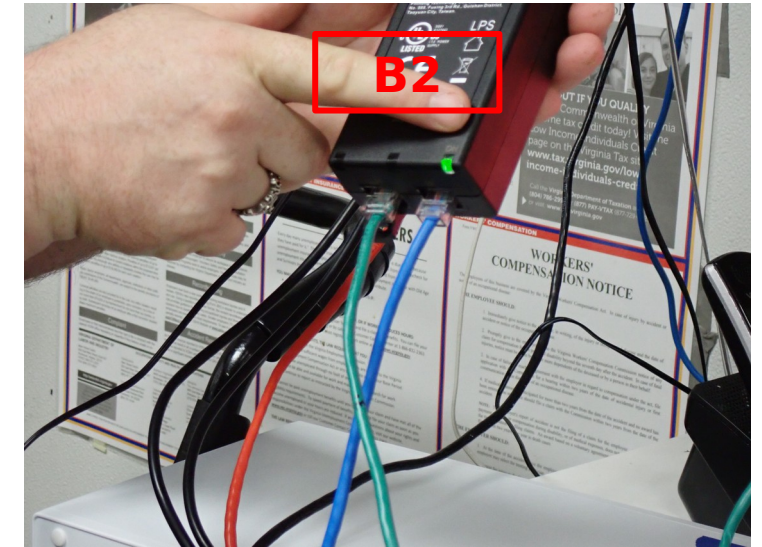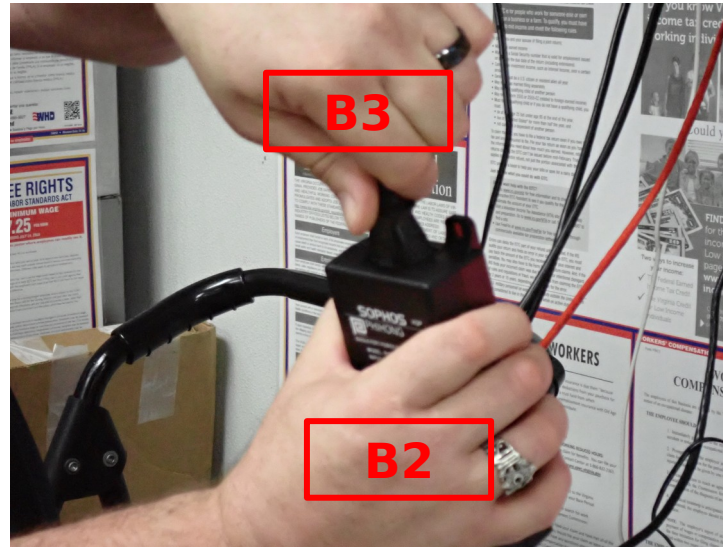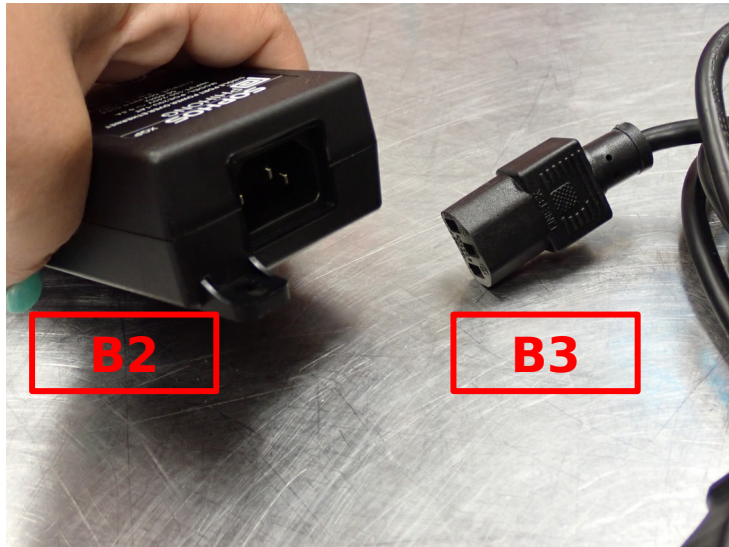
1. Plug cord (B3) that came with device B2 into the other side of device B2
2. Plug other end of cord (B3) into wall outlet
3. Confirm solid green light located near label "PORT ON" on device B2
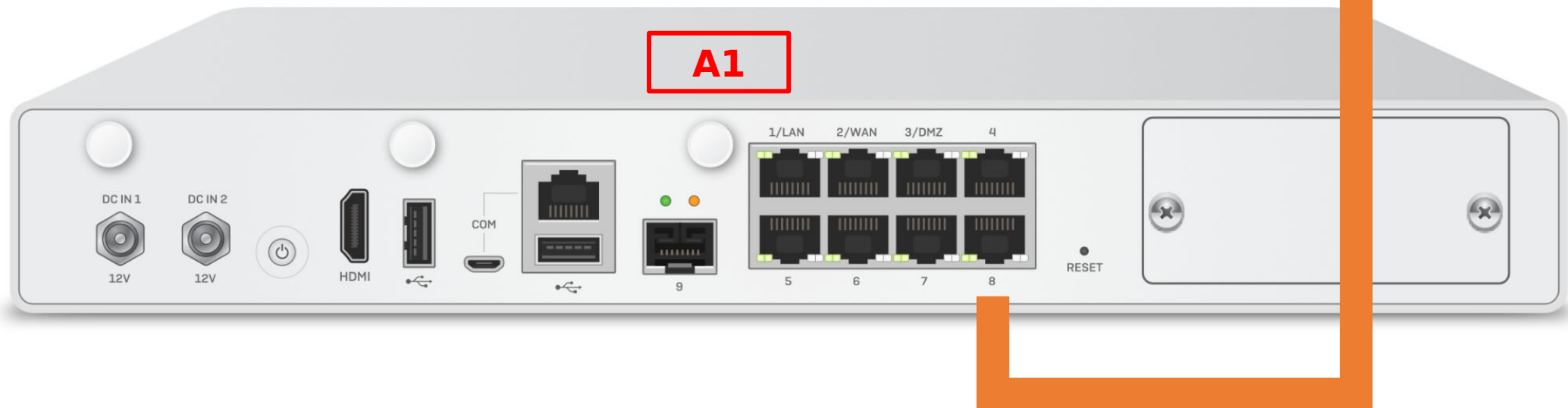
1. Insert antenna (C3) into its base (C2)
2. Slightly rotate the movable metal part until it cannot be rotated
3. NOTE: Do not forcibly screw the antenna by holding the black rubber lining
4. Repeat steps for second antenna

1. Plug green end of C4
   into green port of C1
2. Plug other end of C4
   into wall outlet

C4

C1

WLAN2　WLAN1　AUX　ANT

V+　V-　TXD　RXD　GND　A　B　SIM1　SIM2　RESET
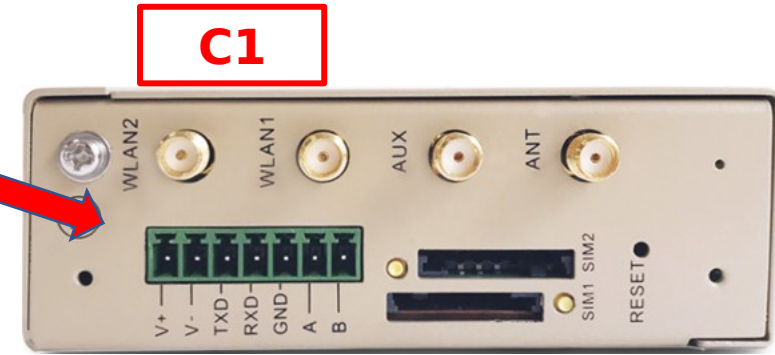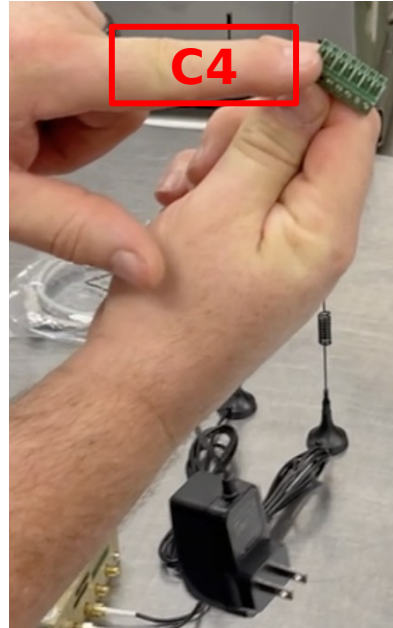
1. Plug ethernet cable into Port labeled "1" on device C1
2. Plug other side of ethernet cable into Port labeled "8" on device A1

A1

1/LAN 2/WAN 3/DMZ 4

DC IN 1 DC IN 2

12V 12V

HDMI COM

5 6 7 8

RESET

9

B1

SOPHOS

B2

C1

C3

ERR
WARN
STATUS
PWR

WAN 1 2 3 4 LAN

inhand

C2
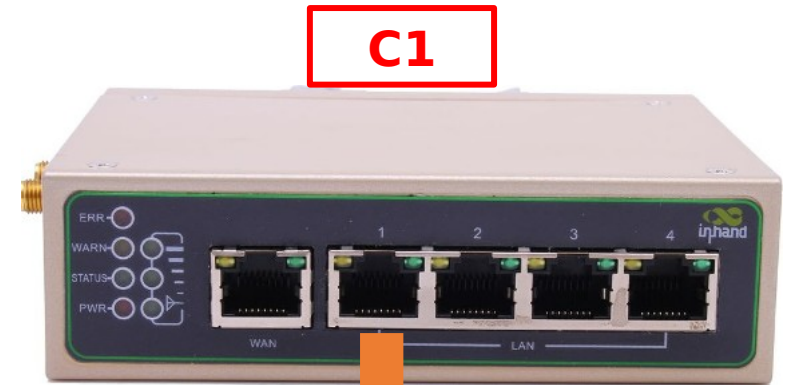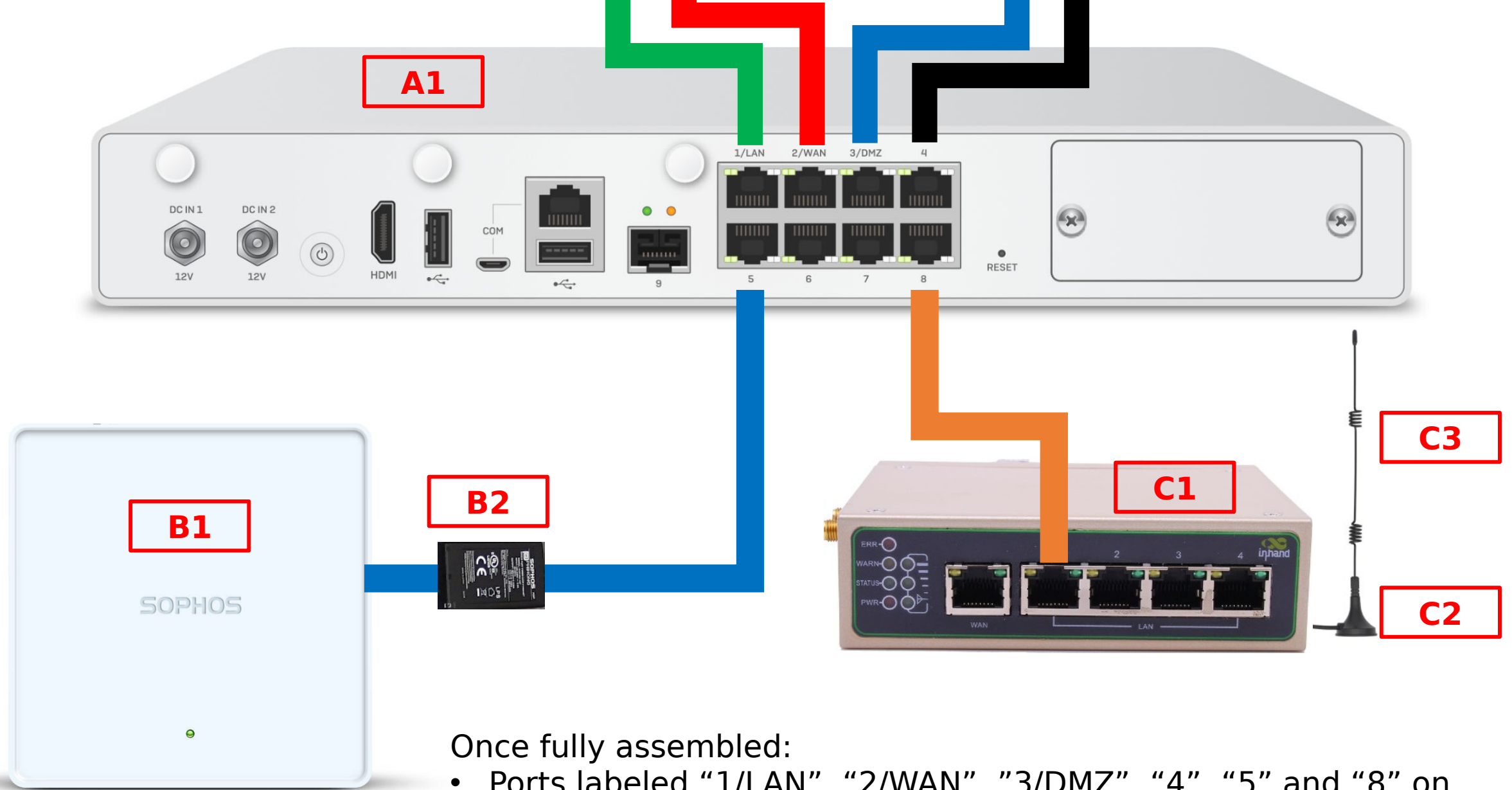
Once fully assembled:
- Ports labeled "1/LAN", "2/WAN", "3/DMZ", "4", "5" and "8" on device A1 should have cable connections and lights blinking.
- Device B1 should have a solid green light on the top
- Port labeled "1" on device C1 should be blinking.

Please check the registers, credit card processing machines and printers to ensure all are online and working as expected. If there are any issues noted at this time with these please contact Five Guys Help Desk through the normal channels.

Please let them know you are doing the Firewall Migration.
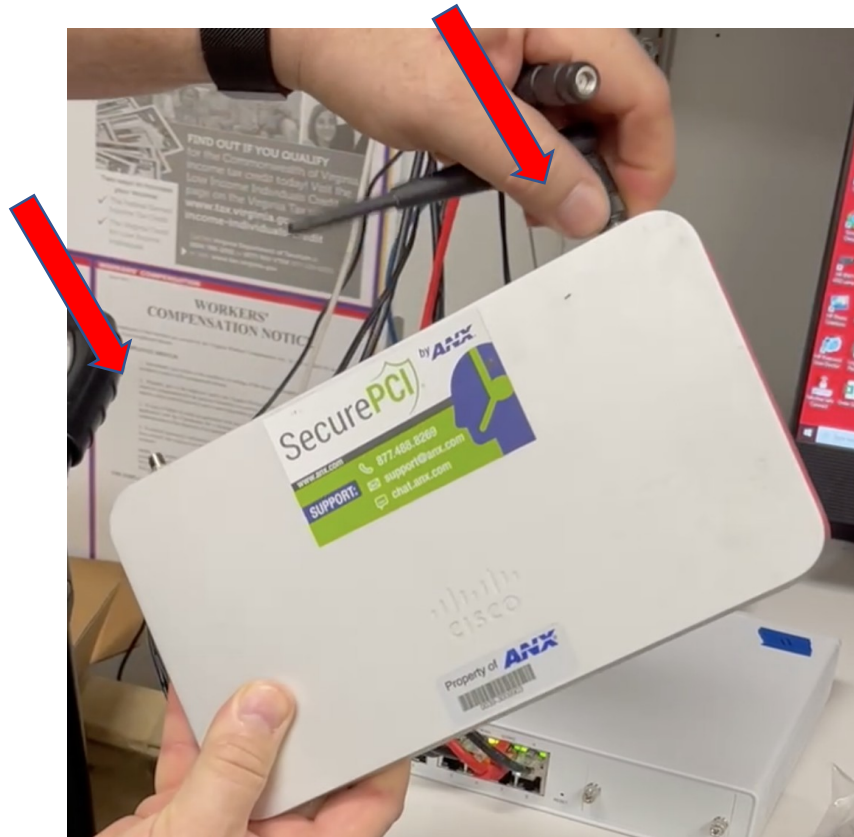
1. Unscrew Antennas from the old device
2. Unplug old device from wall outlet
3. Place old device, antennas, and wall plug in the smaller Sophos box

Contents of the box to be shipped:

1. Old device
2. Antennas (2)
3. Power cable

Use shipping label emailed to the GM to ship contents back

Trouble Shooting Slides

These steps are provided to be used in conjunction with the Office Hours (Firewall wall support) or call to Five Guys Help Desk.

1. Find the cable modem. Your specific device may vary, but it should look similar to the pictures to the right
2. Unplug the black power cord in the back of the modem
3. Wait 10 seconds and plug the power cord back in
4. Confirm you see lights on the front of modem

FRONT

BACK