



SYNERGY MODE LAB

LAB MATERIALS

- Peplink routers (Balance, MAX, BR1 Mini, B One) running firmware 8.5.3 or higher
- Access to InControl2 for remote management
- Optional: eSIM data pool for cellular WAN connections
- PoE-capable switch (for VLAN/PoE scenarios)
- Factory-reset devices
- Active Care Plan on the Synergy Controller (main router)
- Ethernet cables

**A limited number of lab kits will be provided for attendees to share. Recommended for attendees to bring their own materials, but not necessary.*

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PREPARATION

- Ensure all devices are powered, online, and visible in InControl2
- Firmware is current and matches across all routers
- Care Plan is active on the controller router
- Devices have been factory-reset to clear previous configurations
- Plug in each router (no Ethernet yet)
- Connect to InControl2 and download the latest firmware
- Confirm provisioning and online status
- If using eSIM, add the device to your eSIM data pool through InControl2

STEP 1: ENABLE THE SYNERGY CONTROLLER

- Log into the master router using Remote Web Admin
- Navigate to **Network** → **WAN** → **Synergy Controller**
- Enable Synergy on WAN2 and VLAN WAN
- Optionally restrict synergy to specific serial numbers for security
- Save and apply changes

STEP 2: CONFIGURE LAN IP (AVOID CONFLICTS)

- Update LAN IPs to prevent overlap between synergized devices
 - Example:
 - Master Router → 192.168.99.1
 - Synergized Device → 192.168.51.1
- Go to **Network Settings** → **LAN** and apply the new IP

STEP 3: CONNECT THE SYNERGIZED DEVICE

- Plug the BR1 Mini (or other device) into the master router's WAN2 port
- If the device isn't synergizing, perform a factory reset again via InControl2
 - Factory reset ensures proper synergy negotiation

STEP 4: VERIFY SYNERGY CONNECTION

- Wait for the BR1 Mini to reboot
- On the controller's dashboard, confirm:
 - The synergized device's WAN interfaces now appear
 - IP assignment is correct and the device is online
- If not visible, verify firmware, Care Plan status, and that the device was freshly reset

STEP 5: VLAN-BASED SYNERGY SETUP

- On the controller, create a **Virtual WAN** using a VLAN ID (example: 3200)
- Assign priority levels and apply changes
- Create VLAN in InControl2 and assign to switch
- Choose a port (e.g., Port 8) for the BR1 Mini
- Set the port as an Access Port on VLAN 3200
- Enable DHCP and PoE if required
- Disable Loop Protection

STEP 6: TRUNK VLAN TO ROUTER

- Edit the uplink ports on the switch
- Set them to Trunk VLAN 3200
- Save and apply changes.

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STEP 7: VERIFY VLAN SYNERGY

- Wait for the VLAN connection to initialize.
- Check IP assignments and synergy status on both devices
 - The synergized device should migrate to the VLAN interface

BEST PRACTICES & TIPS

- Always factory-reset devices before enabling Synergy.
- Maintain matching firmware on all routers.
- Use InControl2 for remote management, monitoring, and backups
- Document all serial numbers for future security and diagnostics
- Test failover by unplugging the master and watching for slave takeover
- Monitor WAN priorities for optimal load distribution
- Use SpeedFusion bonding for true multi-WAN aggregation
- Keep firmware updated for access to the latest features and fixes

TROUBLESHOOTING

- Synergy not forming: Confirm firmware versions, Care Plan activation, and factory resets
- IP conflicts: Re-assign unique LAN IPs
- VLAN failure: Re-check trunking and access-port configurations
- No WAN data: Verify DHCP and VLAN assignment on the switch