

Bigpipe Modem Setup



Bigpipe Modem

The Bigpipe modem/router is pre-configured to work on all Bigpipe plans. It comes with everything you need to get up and running – just plug and play!

[Find Out More](#)

[About the Bigpipe Modem](#)

[Modem Setup for ADSL / VDSL](#)

[Modem Setup for UFB](#)

[Bigpipe Modem WiFi Connection](#)

[Bigpipe Modem Advanced Settings](#)

About the Bigpipe modem

What's in the box, modem specifications, and pictures





About the Bigpipe Modem

The Bigpipe Modem is a Huawei HG659. It's an incredibly powerful modem that we've pre-configured to work seamlessly on Bigpipe, straight out of the box. You can use it on any Bigpipe plan, from Basic through to Elite, and it'll perform on all of them. It's about as good as modems get and it's all yours for a one-off payment of \$99 when you [sign up for Bigpipe](#).

But why modems?

Up until now, Bigpipe's been an exclusively BYO modem service – and if you do want to use your own modem, that's fine. We've started offering modems because it makes Bigpipe setup easier

than ever. There's no settings to enter when you set up your modem – you can just plug and play. Plus, it's a really good way to get a great modem for an excellent price. Once you've paid, it's yours to keep forever.

Here's what you'll find in the Bigpipe modem box

- The Bigpipe modem (Huawei HG659)
- 1x Blue Ethernet (RJ45-RJ45) cable
- 1x Yellow Ethernet (RJ45-RJ45) cable
- 2x Grey RJ11-RJ11 cables (AKA phone/ADSL cables)
- 1x Black RJ45-RJ11 cable (AKA VDSL cable)
- 1x xDSL splitter/filter (BT male to RJ11 female, used to connect to a BT jackpoint)
- Power supply
- Welcome pack (welcome letter, stickers, default login info)
- User manual from Huawei
- Box sleeve (cover for the box, with Quick Start guide on the back.)

Specifications

- 1x ADSL/VDSL port (labelled as DSL)
- 1x Gigabit Ethernet WAN port
- 4x Gigabit LAN ports
- 2x ATA ports for VoIP (unlocked, labelled as Phone1 and Phone2)*
- 2x USB ports for media sharing or 3g backup (unlocked)*
- 802.11n and 802.11ac wireless (up to 1300Mbps)
- Supports all Bigpipe plans.

***Note:** ATA and USB ports aren't supported by Bigpipe. You can use them, but as we can't provide support for them, only use these ports if you know what you're doing.

How to connect on ADSL / VDSL

How to connect with a Bigpipe modem on the Basic, Fast or Turbo plans

Advanced ADSL or VDSL (Basic, Fast, Turbo) Setup

Required items:

- The Bigpipe Modem (HG659)
- Power supply unit (PSU)
- Ethernet cable (RJ45-RJ45)
- Computer

Depending on jackpoint type:

EITHER

- 1x RJ11-RJ11 cable (DSL cable)
- 1x xDSL splitter

OR

- 1x RJ45-RJ11 cable (VDSL cable)

Physical connections:

- Power needs to be applied to HG659 through included PSU
- PSU needs to be connected to a working power point
- LAN port on HG659 needs to be connected to computer with Ethernet cable
- HG659 needs to have DSL port connected to jackpoint through either:

In case of BT jackpoint (older phone connection, most common in NZ):



- RJ11-RJ11 cable (ADSL cable) connected to DSL port on HG659
- Other end of RJ11-RJ11 connected to ADSL/DSL port on splitter
- BT male cable from splitter connected to BT jackpoint
- No other devices or cables connected to jackpoint(s) on wall(s)

OR

In case of RJ45 jackpoint (standard in newer buildings):



- RJ45-RJ11 cable (VDSL cable)
- RJ11 end connected to DSL port on HG659
- RJ45 end connected to RJ45 port on wall
- No other devices or cables connected to jackpoint(s) on wall(s)

Troubleshooting an ADSL or VDSL connection:

When the HG659 has been connected up correctly, your connection to Bigpipe is ready, and the modem has been powered on for at least five minutes, the lights on the front should show as follows:

Power: Solid green

WAN: Solid green. Will flash while connecting.

Internet: Solid green. Will flash while connecting. Flashing after turning solid is normal.

Basic troubleshooting if lights do not show as above:

Leave HG659 powered on for 5 minutes, with all cables connected. Check lights again. If they do still not show as expected check info below on how to continue:

Power: Off

1. Check power supply unit is connected to HG659
2. Check power switch on HG659 is turned on (found on right side)
3. Check power point works with another appliance
4. If the power light is off, [go to the Bigpipe Support Centre](#) and contact support.

Power flashing or red

- [Go to the Bigpipe Support Centre](#) and contact support.

WAN: Off (or flashing green)

1. Check that DSL port is connected properly.
2. Try connecting at other jackpoints around house
3. If WAN is still off or flashing, [go to the Bigpipe Support Centre](#) and contact support.

Internet: Off (or flashing green without first turning solid green)

1. [Factory reset HG659.](#)
2. Wait for 5 minutes
3. If internet is still off or flashing, [go to the Bigpipe Support Centre](#) and contact support.

How to connect on UFB

How to connect with a Bigpipe modem on the Starter, Pro or Elite plans

Advanced UFB (Starter, Pro, Elite, Gigatown) Setup

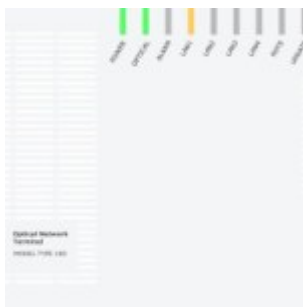
Required items:

- The Bigpipe Modem (HG659)
- Power supply unit (PSU)
- 2x Ethernet (RJ45-RJ45) cables
- Computer
- Active ONT (Optical Network Terminal)

Physical connections:

- Power needs to be applied to HG659 through included PSU
- PSU needs to be connected to a working power point
- LAN port on HG659 needs to be connected to computer with Ethernet cable
- WAN port on HG659 needs to be connected to active port on ONT with Ethernet cable
- Active port may be marked LAN 1-4 or GE 1-4.
- By default port 1 will be active. May differ on case by case basis
- ONT needs to be powered on

ONTs by region



ONT in Chorus region



ONT in Enable region



ONT in UFF region (1)



ONT in UFF region (2)

Troubleshooting a UFB connection

When HG659 has been connected up correctly, the line is provisioned and the HG659 has been on for at least five minutes the lights on the front should show as follows:

Power: Solid green

WAN: Solid green. Will flash while connecting.

Internet: Solid green. Will flash while connecting. Flashing after turning solid is normal.

Basic troubleshooting if lights do not show as above

Leave HG659 powered on for 5 minutes, with all cables connected as described in section 3. Check lights again. If they do still not show as expected check info below on how to continue:

Power light: Off

- Check power supply unit is connected to HG659
- Check power switch on HG659 is turned on (found on right side)
- Check power point works with another appliance

If none of these steps works, [go to the Bigpipe Support Centre](#) and contact support.

Power light: Flashing or red

[Go to the Bigpipe Support Centre](#) and contact support.

WAN: Off (or flashing green for more than 5 minutes)

- Check HG659 is connected as described in section 3
- Make sure ONT is powered, with power light on
- Try connecting WAN port on HG659 to other LAN ports on ONT. Try each port on ONT.
- After connecting to a different port on ONT, reboot HG659, wait 5 minutes
- If WAN light on HG659 will not turn on solid green while connected to ONT, swap to the other included Ethernet cable and repeat steps 4+5
- If after trying all ports on ONT, and both Ethernet cables the WAN light will not turn on solid green, [go to the Bigpipe Support Centre](#) and contact support.

Internet: Off (or flashing green without first turning solid green)

- Ensure HG659 is connected as described in section 3
- Hold reset button (next to DSL port) with pen or paperclip while powered on
- Wait for power light to turn off
- Let go of reset button
- Wait for 5 minutes
- [Go to the Bigpipe Support Centre](#) and contact support.

Lights on ONT

The lights on the ONT can help determine whether there is a problem. The lights on a working ONT will show as below:

Chorus ONT:

- Power: Green
- Optical: Green
- Alarm: Off
- LAN1-4 (depending on active port): Green or orange. Flashing shows data is flowing.

Enable/UFF ONT:

- Power: Green

- PON: Green
- LOS: Off
- LAN1-4 (depending on active port): Green. Flashing shows data is flowing.

If the power light does not turn on, ensure ONT is powered.

If optical light turns red:

- Reboot ONT
- Optical light should turn on green
- If optical light does not turn on green, [go to the Bigpipe Support Centre](#) and contact support.
- If PON light turns off or LOS light turns on:
- Ensure ONT optical cable is connected securely. **Note:** it is quite fragile.
- Reboot ONT
- If PON light does not turn on, or LOS light stays on, [go to the Bigpipe Support Centre](#) and contact support.
- If LAN1-4 (depending on active port) do not turn on: Ensure HG659 WAN port is connected to active port with an Ethernet cable.

Connecting to WiFi

How to set up WiFi on the Bigpipe modem

How to connect to the wireless network

The Bigpipe Modem produces two default wireless networks on both 2.4Ghz and 5Ghz. The default network names can be found on the sticker on the **back** of the unit. The default password or WLAN Key is also printed on the back. **You can choose to change these in the modem settings** – we recommend doing this for better security.

Either the 2.4Ghz or 5Ghz network can be used. Depending on local interference levels one may give better performance than

the other. In order to take advantage of the highest wireless speeds the client device must be connected to the 5Ghz network, and support 802.11ac.

Example network info:

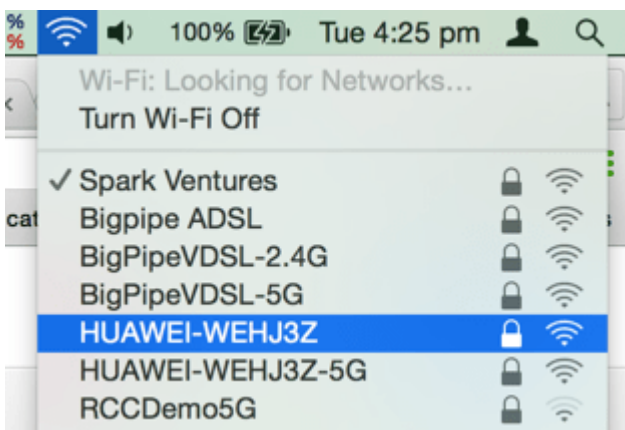
This is what the information on the back of the modem will look like. This information is for example only, and will **not** work on your own Bigpipe Modem.

2.4Ghz SSID: HUAWEI-WEHJ3Z

5Ghz SSD: HUAWEI-WEHJ3Z-5G

WLAN Key:12345678

The default configuration will allow any device to connect which has the correct network information.

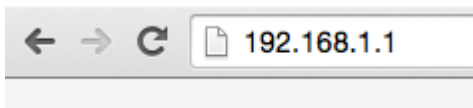


The HG659 also has a WPS button on the right side. Some client devices support WPS. WPS allows client devices to connect to a network by pressing the WPS button on the router, and activating WPS on the device at the client device at the same time.

Changing WiFi settings

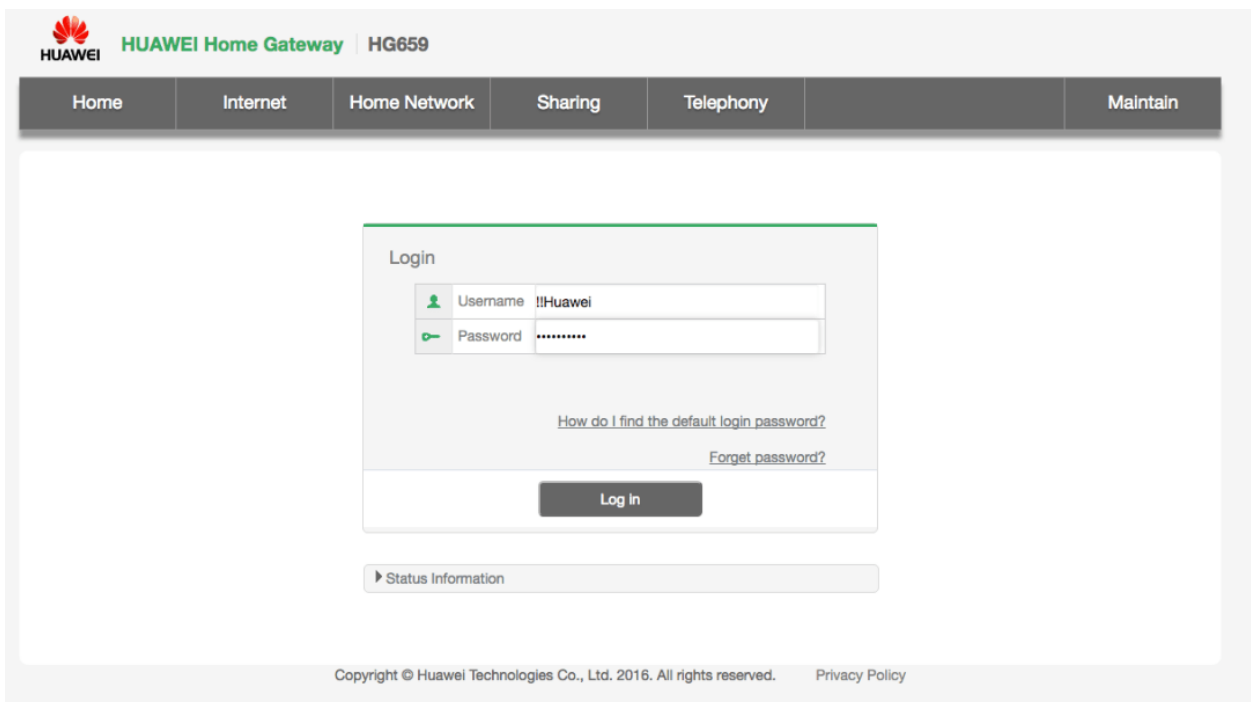
1. Connect computer to LAN port on HG659 with an Ethernet cable
2. Open browser (IE, Chrome, Firefox, etc)

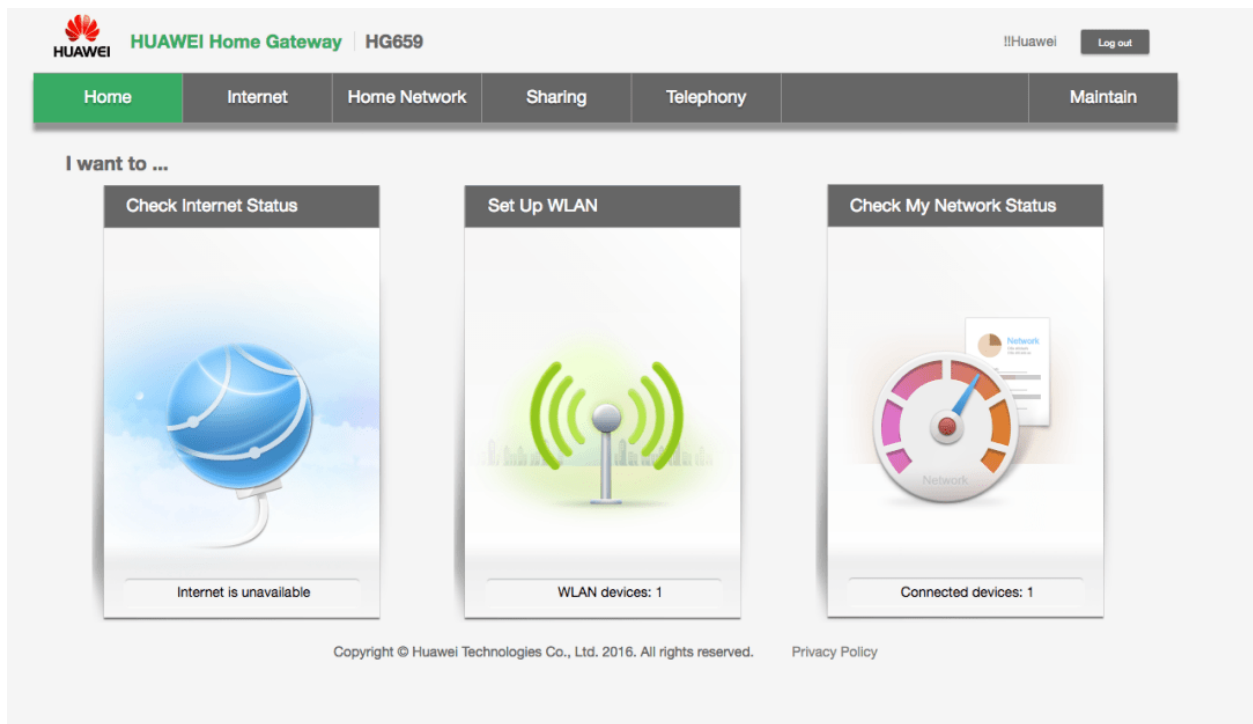
3. Enter "<http://192.168.1.1>" in the address bar. Press enter.



4. Browser will show login page for HG659:

- Default username: !!Huawei
- Default password: @HuaweiHgw





5. Wireless settings can be found under middle “Set Up WLAN” option:

To change the WiFi settings, enter new SSIDs for the 2.4 GHz and 5 GHz boxes, and enter a new password. It's a good idea to write this down on the sticker provided and put it somewhere handy (like the front of the modem).

Advanced settings

Changing advanced settings on the Bigpipe modem & factory reset

Factory resetting the Bigpipe modem

Warning! Factory resetting will remove any custom settings you've applied. Only do this if you've been instructed to by a troubleshooting guide, Bigpipe support, or if you *really* know what you're doing

1. Ensure HG659 is powered on
2. Hold reset button (next to DSL port) with pen or paperclip while powered on
3. Wait until the WLAN light turns off, and LAN1-4 turn on
4. Let go of reset button
5. Wait for HG659 to restart

Refer to image below:



How to factory reset the Bigpipe modem

Bigpipe Modem Firmware

Advanced users only! If you need to update the firmware on your HG659, [contact us](#).

Please note: The upgrade **must** be done over Ethernet, and **must not be interrupted**. If the update is interrupted it could result in your HG659 not working. Do not upgrade the firmware on your HG659 unless you know and can manage the risks, or have been asked to do so by Bigpipe support.