

Can't Connect

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Use these troubleshooting guides if you can't connect at all

Just Switched, Can't Connect

Follow these steps if you've just been switched to Bigpipe but are having trouble getting connected for the first time. If you have had a working Bigpipe connection and it has dropped out, then follow the Full Outage steps.

1. Check that you have definitely received an email from Bigpipe confirming that you have been connected.

You can check this on your smartphone, or you can tether your smartphone to your computer for internet access.

2. Check that you have the right modem for your type of connection.

If you have the Bigpipe modem, it should just work on any type of Bigpipe connection.

If you've got UFB, you need a UFB-compatible modem. If you're not sure if your modem is UFB compatible, Google your modem model number to find out.

If you have the Turbo plan, you need a VDSL modem. If you aren't sure whether your modem is VDSL, and you currently don't have VDSL with a different provider, then it probably isn't! Google search your modem model number to confirm.

If you have the Basic or Fast plan, you need an ADSL2 or ADSL2+ modem. If you already have a modem that works well and is less than 3 years old then it is very likely to be ADSL2+. If your modem is older than this, Google the modem model number to check. If your search shows only shows ADSL1 and not ADSL2, then it should still work, but your speeds will be very limited. We highly recommend you invest in an ADSL2 modem.

3. Check that your modem is plugged into the correct socket.

If you have the Turbo plan (VDSL), and you are moving from another VDSL provider, then there is typically one main socket and you must be plugged into that. If you have a Master Filter installed (because you previously had either VDSL or a monitored alarm) the main socket will probably be labelled “broadband”, “VDSL” or “DSL”.

If you have the Basic or Fast plan (i.e. ADSL) then you can probably use any socket in the house. However, you’ll get the best experience if you are plugged into the first/main socket. If one socket doesn’t work at all for your broadband, try some others.

4. Check your modem lights:

- **Power light** – Should be solid green. If it is not, check the modem/router is securely connected to a working power point and switched on. If that is the case, and the power light is still off, you probably have a faulty modem/router. Try using a different one.
- **DSL light** – Should be solid green. If it’s not, try a hard restart (unplug, wait 30 seconds, plug in, wait 5 minutes). If that doesn’t work then it is likely you haven’t been connected at the exchange yet. Submit a support query.
- **Internet/Broadband light** – Should be solid green or

flickering. If it is either off or orange, try a hard restart (i.e. unplug, wait 30 seconds, plug in, wait 5 minutes). If that doesn't work then it is likely you are not being authenticated and you will need to submit a support query.

5. Check your modem settings:

These are the settings we recommend for connecting to Bigpipe. Most modems will work right out of the box with no changes to settings, but if you are having issues it is worth checking these.

ADSL (Fast, Basic)

If you have an ADSL modem, use these settings.

Name	Value	Description
VPI	0	Virtual Path Identifier. Every provider has a unique VPI. This is ours.
VCI	100	Virtual Channel Identified. Every provider has a unique VCI. This is ours.
Encapsulation	PPPoA PPPoATM RFC 2364	Tunnel-connection encapsulation method. You can select any one of these three options.
Multiplexing	VCMUX	The high-level protocol to be used on the circuit. You want Virtual Circuit Multiplexing.
PPP Username and Password	Anything	Just don't leave these fields blank

VDSL (Turbo)

If you have a VDSL modem, use these settings:

Name	Value	Description
VPI	0	Virtual Path Identifier. Every provider has a unique VPI. This is ours.
VCI	110	Virtual Channel Identified. Every provider has a unique VCI. This is ours.
Mode	VDSL2	The access technology to be used. You want Very-high-bitrate Digital Subscriber Line 2.
PPP Protocol	PPPoE	You want Point-to-Point Protocol over Ethernet.
Encapsulation	802.1Q	Tunnel-connection encapsulation method. You can select any one of these three options.
Multiplexing	VCMUX	Networking standard. You want to use this one because it supports VLANs and we use a VLAN to communicate with your local cabinet.
PCP / QoS Marking	0	
VLAN ID	10	This is the number assigned to the VLAN that we use to communicate with your local cabinet.
PPP Username and Password	Anything	Just don't leave these fields blank

It could also be worth checking your modem's manual to see if there are any other settings they recommend.

6. Check your WiFi

If nothing that we have suggested has helped, your internet light is green or flickering green, then you're connected and it is likely your problem is with your internal WiFi network or LAN.

This isn't something that we can directly fix, unfortunately, but suggest you try these suggestions:

- Checking that your internal WiFi is powered up and configured correctly. You might benefit from trying different WiFi channels – these can be configured in your modem router, check your manual for how to do it.
- If you are using a separate device as your Wireless Access Point, ensure it is securely connected to your modem router.
- Checking that the device you were having issues with (e.g. phone, tablet or PC) is definitely connected to the wireless network. If it is securely connected, and you're still having issues, that it isn't just that specific device that is having the issue.

Full Outage - Help! My connection has stopped working

Follow these steps if things have previously been working well on your Bigpipe connection, but now you can't connect to the internet at all.

Note: If you've never been connected using Bigpipe before, see our [No Connectivity](#) troubleshooting guide.

1. Check the outage isn't limited to a single website.

Try logging into a different website or service. If you can access that successfully the issue is probably with the provider and you should just wait and try again.

2. Check the outage isn't limited to a specific device.

Try logging into the original website or service using a different device. If you can access that successfully the issue is probably with the original device.

3. Check the lights on the modem/router:

- **Power light** – Should be solid green. If it isn't:
 - Check the modem/router is securely plugged into a working power point and switched on.
- **DSL light** – Should be solid green. If it isn't, try a hard restart (i.e. unplug, wait 30 seconds, plug in again then wait 5 minutes). If the light still isn't solid green, try the following:
 - If you're using a plug-in filter, swap in a different one. Filters do fail and this could impact your connection.
 - Create a support query so we can do a quick line check. You'll need to include the following information:
 - Issue is a full outage.
 - Your DSL light is turning on and off.
 - How long you've been experiencing the outage (e.g. since the switch to Bigpipe or only over the past week).
 - If our check determines no issue with your line you may need to check out your home wiring.
- **Internet/Broadband light** – Should be solid or flickering green. If it isn't, try a hard restart (i.e. unplug, wait 30 seconds, plug in again then wait 5 minutes). If the light still isn't solid or flickering, create a support query. You'll need to include the following information:
 - Issue is a full outage.
 - Your DSL light is turning on and off.

- How long you've been experiencing the outage (e.g. since the switch to Bigpipe or only over the past week).
- **LAN port lights** (if applicable) – This will only be applicable if you connect the modem to the router using the LAN port. Should be solid green. If off, check the connection between the modem and router and, if that looks okay, consider swapping out the modem/router.

4. Check the modem/router connections:

- **Power point** – The power point, that modem/router is plugged into, should not be loose in anyway. If the socket is loose then it can cause the power to go in and out – especially if it is in a high traffic area and can be bumped.
- **Router to modem** – If the modem and router are separate devices, the cable that connects them should be securely connected at both ends.

5. Try using a different modem/router.

If you've tried all of the above steps, please visit our [Contact Us](#) page and let us know about the fault. Select "No Connection" from the drop-down list and let us know about the fault as soon as possible.

Intermittent Drop-Outs

Follow these steps if your connection seems to be dropping in and out on a regular (or irregular) basis. That means, you'll be surfing fine one minute and then things just stop working for a while – but do come back up again.

1. Check the outages aren't limited to

only one device:

1. Repeat exactly what you've been doing on a different device.
2. If you find the outage is limited to one device then you may need to get that device looked at (e.g. the WiFi adapter on your computer may need replacing). Otherwise, continue to the next step.

2. If possible, check the outage isn't being caused by issues with your internal WiFi network.

1. If you have one, and your computer has the required port, plug your ethernet cable directly into your computer.
2. If you find that your speeds are immediately restored then you may need to troubleshoot your internal WiFi network. Otherwise, continue to the next step.

3. Complete a hard reset on your modem/router:

1. Unplug the modem/router.
2. Wait for 30 seconds.
3. Plug in the modem/router.
4. Wait 5 minutes.

4. Check the modem/router connections:

- Power point – The power point, into which the modem/router is plugged, should not be loose in anyway. If the socket is loose then it can cause the power to go in and out – especially if it is in a high traffic area and can be bumped.
- Router to modem – If the modem and router are separate devices, the cable that connects them should be securely

connected at both ends.

5. The next time you notice the connection has gone down, check the modem/router lights:

- Power light – Should be solid green. If it is switching itself off and then on by itself:
 - Plug the modem/router into a different power point. This is a quick way of checking that there isn't an issue with the power point you were using.
- DSL light – Should be solid green. If it is turning on and off:
 - If you're using a plug-in filter, swap in a different one. Filters do fail and this could impact your connection.
 - Create a support query so we can do a quick line check. You'll need to include the following information:
 - Problem is an intermittent outage.
 - Your DSL light is turning on and off.
 - How often your connection is going down (e.g. once a day, multiple times an hour)
 - How long the outages are typically lasting (e.g. 1-2 minutes)
 - How long you've been experiencing the intermittent outages (e.g. since the switch to Bigpipe or only over the past week).
 - If our check determines no issue with your line you may need to check out your home wiring.
- Internet/Broadband light – This should be solid or flickering green. If this light is off or orange, please go to our [Contact Us](#) page and create a support query. You'll need to include the following information:
 - Select "Regular drop-outs" from the drop-down

menu.

- Let us know that your Internet/Broadband light is either off or orange.
- How often your connection is going down (e.g. once a day, multiple times an hour)
- How long the outages are typically lasting (e.g. 1-2 minutes)
- How long you've been experiencing the intermittent outages (e.g. since the switch to Bigpipe or only over the past week).

6. If you have access to another modem/router, swap to that modem/router.

This is particularly recommended if the power light was turning itself on and then off. That behaviour can often indicate a faulty modem/router.

7. Check the problem is not being caused by interference:

- Check that the outages aren't just occurring when you're using a specific wireless device (e.g. cordless phone or mouse).
- Log into your modem/router and change the channel that is being used for the WiFi.

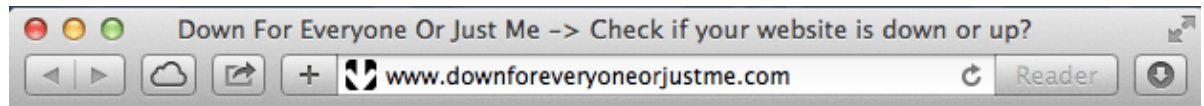
Can't connect to certain sites

Follow these steps if you're having trouble accessing a specific site or group of sites.

1. Check the site hasn't been reported as being down:

1. Visit downforeveryoneorjustme.com?
2. Type the name of the website into the box (e.g.

nzherald.co.nz) :



Is down for everyone
[or just me?](#)

Web Hosting built for designers & developers -> [Special Offer](#)

Short URL at [isup.me](#)

3. Click "or just me?"
4. If the site has been reported as being down then wait and try again later. Otherwise, proceed to the next step.

2. Check that you're using the latest version of your current browser and, if not, update it.

Tip: Most modern browsers automatically update themselves. However, if you installed your browser a while ago it may not be doing that properly, so it is worth checking.

3. Try accessing the same website using a different browser (e.g. Chrome or Firefox).

4. Try accessing the same website using a

different device (e.g. another phone or your PC).

5. Create a support query

If you've tried all of the above steps and it hasn't fixed your problem, please visit our [Contact Us](#) page and let us know about the fault. Select "No Connection" from the drop-down list and let us know about the fault as soon as possible.