Technicolor TG582n – Check and Enable DHCP

Note: When a router is factory reset DHCP is enabled by default. If you are unable to log into the router we recommend factory resetting the router first. Before doing this make sure you have the ADSL/FTTC authentication details to hand.

Occasionally you may find that the router, although connected to the internet, is not allowing devices to access it although physically or via connected wirelessly. This usually because the router is not supplying IP addresses via DHCP. This can sometimes become disabled if someone has logged into the router and made a small change to it's configuration (e.g. wireless password or network/SSID name).

The following steps will allow you to check DHCP and enable.

<u>Step 1 – Check your network adaptor settings</u>



Right-click on the network icon and select 'Open Network and Sharing Centre'. Alternatively, go to the Windows control panel and double-click on the Network and Sharing Center.





Click on 'Change adapter settings' (or Local Area Connection – see fig 3)



(fig 2)

Double-click on the network adaptor.

🖞 Local Area Connection Status	Network Connection Details
General	Network Connection Details:
Connection	Property Value
IPv4 Connectivity: Internet	Connection-specific DN CLUB-COMMS
IPv6 Connectivity: No Internet access	Description Realtek PCIe GBE Family Controller
Media State: Enabled	Physical Address 6C-62-6D-B8-A4-73
Duration: 05:32:01	DHCP Enabled Xes
Speed: 100.0 Mbps	IPv4 Address 192.168.101.9
	IPv4 Subnet Mask 255.255.252.0
Details	Lease Obtained 11 June 2013 08:56:13
	Lease Expires 19 June 2013 08:56:13
	IPv4 Default Gateway 192.168.100.253
Activity	IPv4 DHCP Server 192.168.100.6
	IPv4 DNS Servers 192.168.100.6
Sent — Neceived	192.168.100.8
and the second se	IPv4 WINS Server 192.168.100.6
Buten 294 502 207 2 752 525 425	NetBIOS over Tcpip En Yes
Bytes: 304,503,297 3,763,626,436	Link-local IPv6 Address fe80::693e:c83c:967e:5ad6%11
	IPv6 Default Gateway
Properties Diagnose	IPv6 DNS Server
Close	Close

(fig 3)

(fig 4)

To check the current IP address click on 'Details...'. If the IP address starts with 169.*.*.* then it means that the computer cannot get an IP address from the router. If configured correctly it should read something like 192.168.1.64

	🕌 Local Area Connection Properties
Local Area Connection Status	Networking
Connection IPv4 Connectivity: Internet IPv6 Connectivity: No Internet access Media State: Enabled Duration: 05:32:01 Speed: 100.0 Mbps Details	Connect using: Realtek PCIe GBE Family Controller Configure This connection uses the following items: Configure This connection uses the following items: Configure
Activity Sent Received	Internet Protocol Version 4 (TCP/IPv4) Internet Protocol
Bytes: 384,503,297 3,763,626,436	Description Allows your computer to access resources on a Microsoft network. OK Cancel
(fig 5)	(fig 6)

If the IP address is incorrect you will first need to manually set it. Click on 'Properties' and then double-click on 'Internet Protocol Version 4 (TCP/IP)'

Internet Protocol Version 4 (TCP/IPv4) Properties	Internet Protocol Version 4 (TCP/IPv4) Properties
Obtain an IP address automatically	Obtain an IP address automatically
O Use the following IP address:	Use the following IP address:
IP address:	IP address: 192 . 168 . 1 . 200
Subnet mask:	Subnet mask: 255 . 255 . 255 . 0
Default gateway:	Default gateway: 192 . 168 . 1 . 254
Obtain DNS server address automatically	Obtain DNS server address automatically
O Use the following DNS server addresses:	Use the following DNS server addresses:
Preferred DNS server:	Preferred DNS server: 8 . 8 . 8 . 8
Alternate DNS server:	Alternate DNS server: 4 . 4 . 4 . 4
Validate settings upon exit Advanced	Validate settings upon exit Advanced
OK Cancel	OK Cancel
fig 7)	(fig 8)

By default the setting should be set as fig 7. You will need to manually set the details as per fig 8. Once done click 'OK'.

You can then check these settings have taken place by repeating the steps in fig 3 and fig 4.

Step 2 – Check DHCP on the router

Technicolor TG582n <u>Administrator</u>			technicolor
Home Technicolor Gateway Broadband Connection	Technicolor Gatewa • Information Product Name: Software Release:	TG582n 8.4.4.I	
Home Network Help	Broadband Connect Internet:	tion Connected	Disconnect
**	Toolbox • <u>Game & Application</u> <u>Sharing</u> • <u>Firewall</u> : • <u>Parental Control</u>	Standard	
æ	Home Network	<u>Rachels-PC</u>	
	Ethernet:	NINE-NICOLAUS Unknown-90-21-55-d5-21-a7 No devices detected	

Log into your router by navigating to 192.168.1.254 with Internet Explorer: Enter the username which by default is 'Administrator'

Enter the password. By default this is the Serial Number located on the bottom of the router. Click on 'Home Network'.

Technicolor TG582n		technicolor
	Home > Home Network	
Home Technicolor Gateway Broadband Connection	Home Network	
Toolbox Home Network	(((<u>Rachels-PC</u> (((<u>NINE-NICOLAUS</u>	
Interfaces Help	Ethernet	
	ethport1 (100Mbps) 	
	ethport3 (100Mbps) ethport4 (100Mbps)	

Now select 'Interfaces'

Technicolor TG582n Administrator	technicolor
Home Technicolor Gateway Broadband Connection Toolbox Home Network Devices	Home > Home Network > Interfaces
Interfaces Help	<pre> ethport4 (100Mbps) wLAN: TNCAP934D97 (52Mbps) </pre>

Now select 'Local Network'



This page shows you the overview of the current settings. First, make sure there is a DHCP Pool Address Range showing.

Next, if 'Use DHCP Server' shows as disabled click 'configure'.

Technicolor TG582n Administrator		technicolor
Home Technicolor Gateway Broadband Connection Toolbox Home Network Devices Interfaces	Home > Home Network > Interfaces > LocalNetwork Interface - LocalNetwork Interface Group: Ian TCP/IP Configuration Auto-IP Enabled: Use DHCP Server: Auto-IP Configuration Auto-IP Enabled: Auto-IP Enabled	erview Configure
Help	IP Addresses IP Addresss/Mask Type 10.0.0.138/24 Static Edit Delete 192.168.1.254/24 Static Edit Delete 192.168.0.254 255.255.255.0 Add DHCP Pools Gateway LAN_VIRT 10.0.0.137 10.0.0.138 dhcp_pool_1 192.168.1.64 - 192.168.1.99 192.168.1.254 Add	

Tick the option 'Use DHCP Server' and then Apply.

It's sometimes a good idea to reboot the router and connected computers, however, device trying to connect for the first time should now get an IP address.

<u>Step 3 – Revert your adaptor settings</u>

Internet Protocol Version 4 (TCP/IPv4)	nternet Protocol Version 4 (TCP/IPv4) Properties		
General Alternate Configuration			
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.			
Obtain an IP address automatically			
Use the following IP address:			
IP address:	· · · ·		
Subnet mask:			
Default gateway:			
Obtain DNS server address autom	natically		
Ouse the following DNS server add	resses:		
Preferred DNS server:	· · · ·		
Alternate DNS server:			
Validate settings upon exit	Advanced		
	OK Cancel		

If you had to change the adaptor settings repeat the first step but set it to 'Obtain an IP address automatically' and click 'OK'.