

## 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.

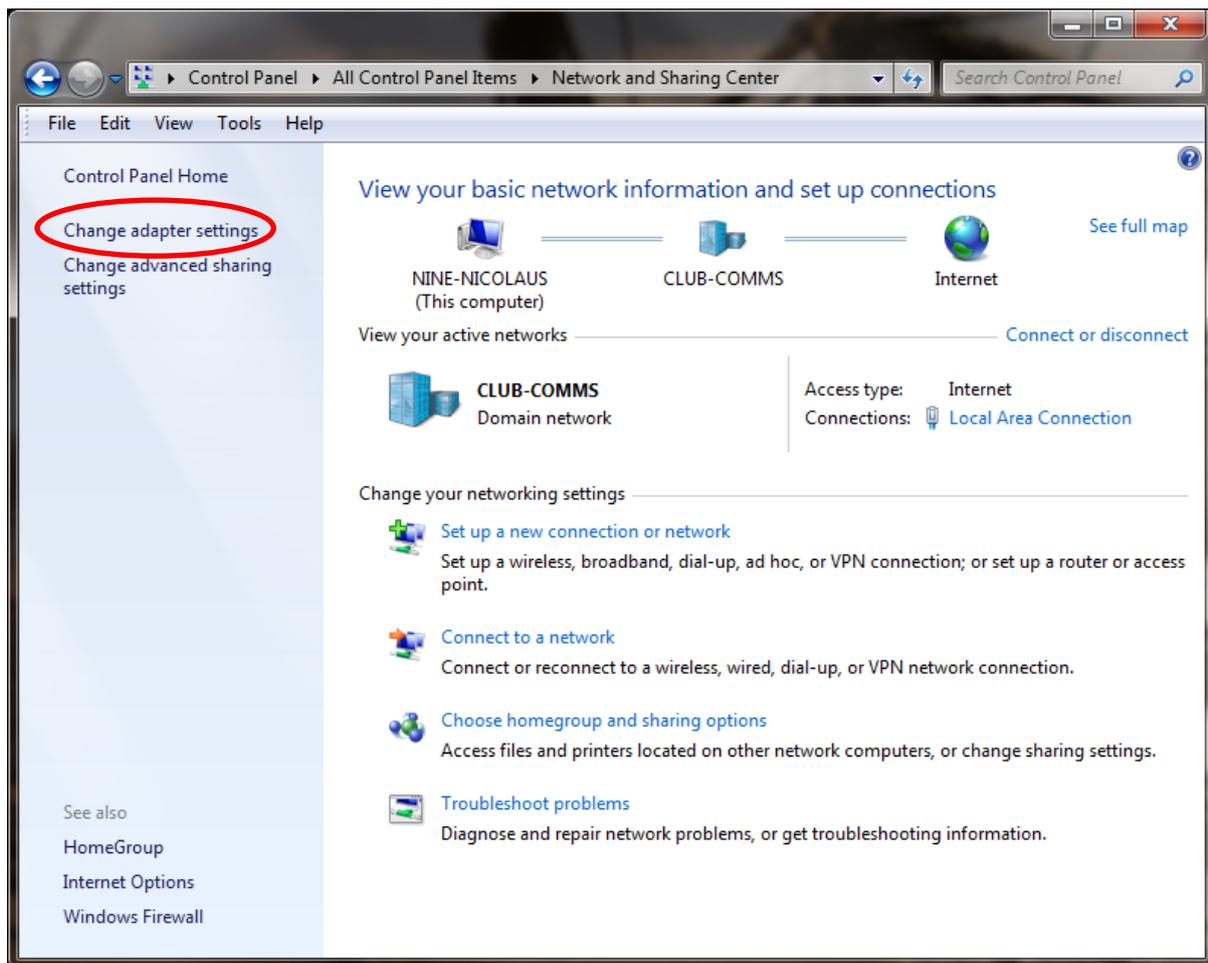
Occasionally you may find that the router, although connected to the internet, is not allowing devices to access it although physically or via connected wirelessly. This usually because the router is not supplying IP addresses via DHCP. This can sometimes become disabled if someone has logged into the 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.

### **Step 1 – Check your network adaptor settings**

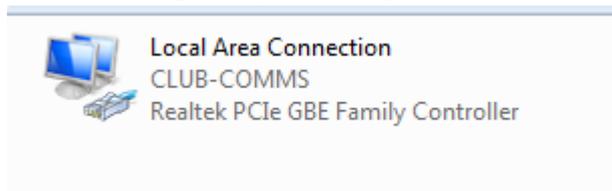


Right-click on the network icon and select 'Open Network and Sharing Centre'. Alternatively, go to the Windows control panel and double-click on the Network and Sharing Center.



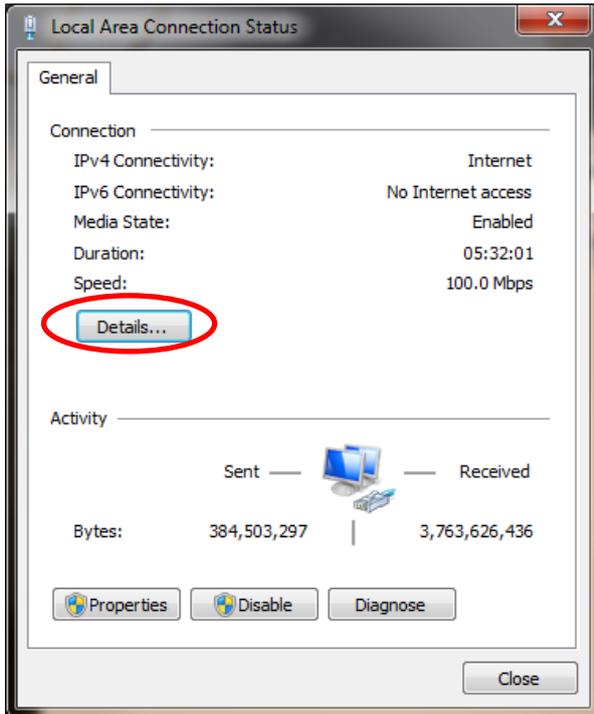
(fig 1)

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

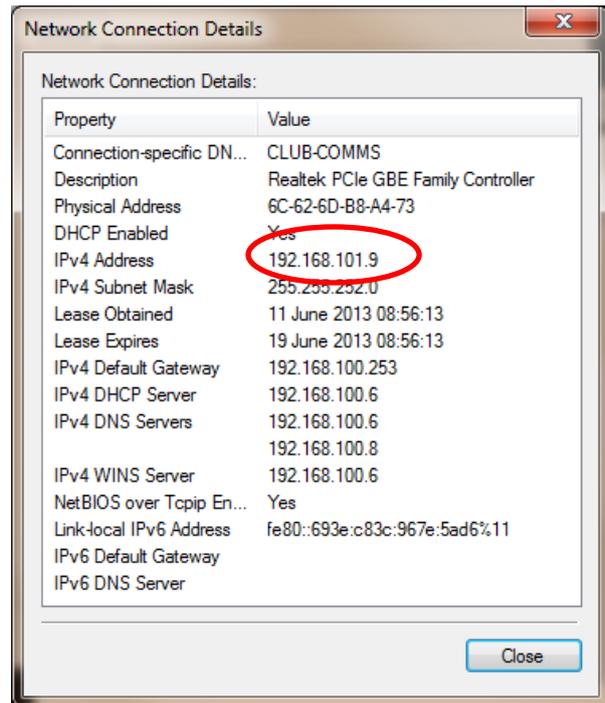


(fig 2)

Double-click on the network adaptor.

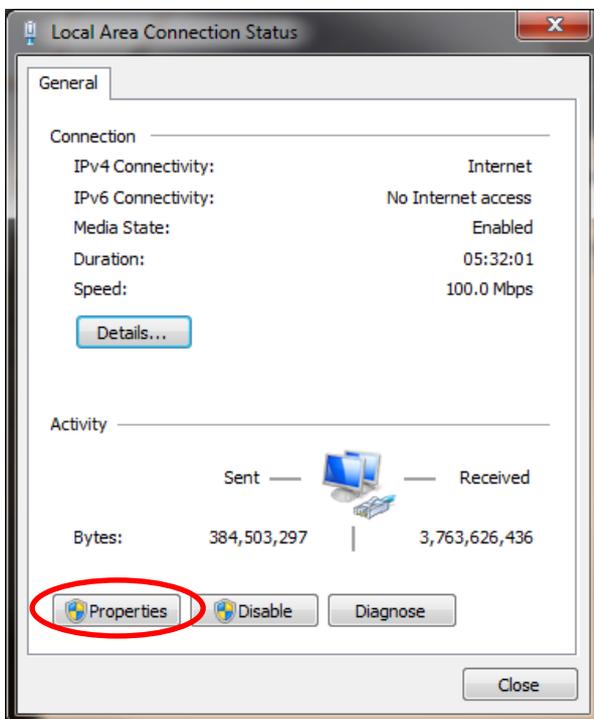


(fig 3)

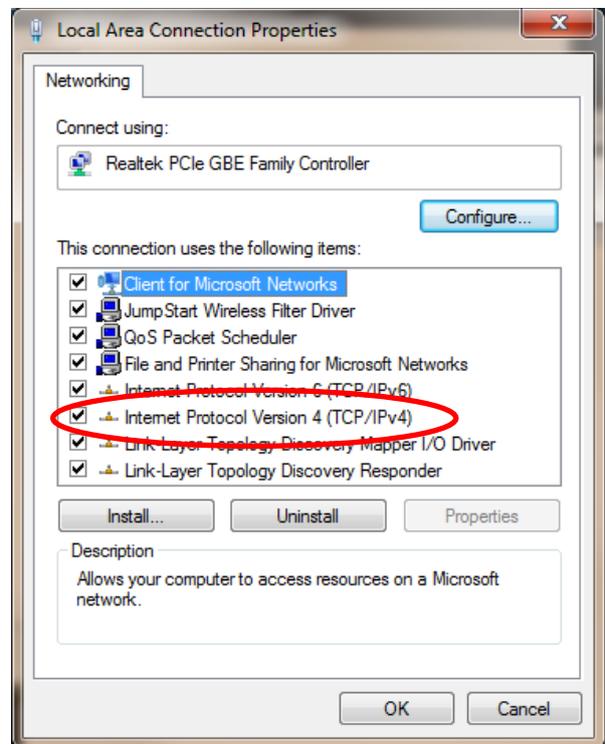


(fig 4)

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

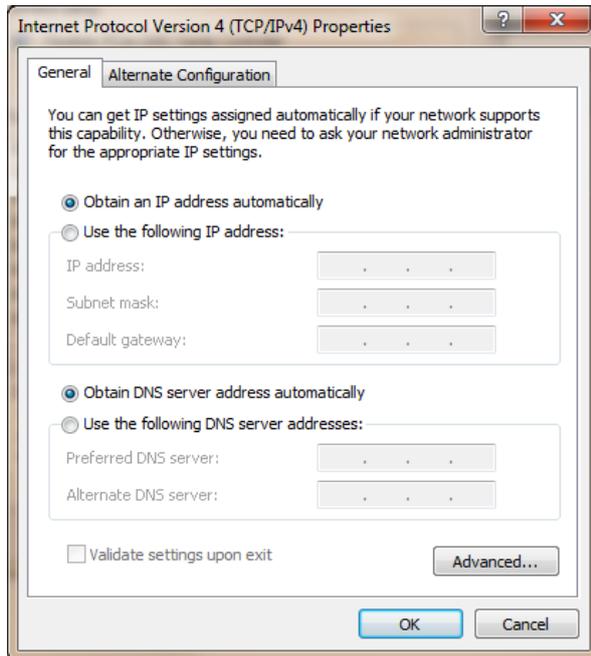


(fig 5)

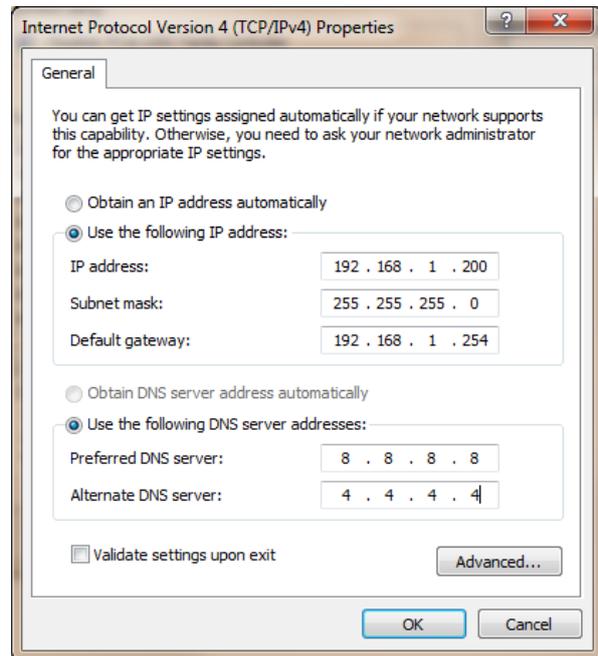


(fig 6)

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)'



(fig 7)

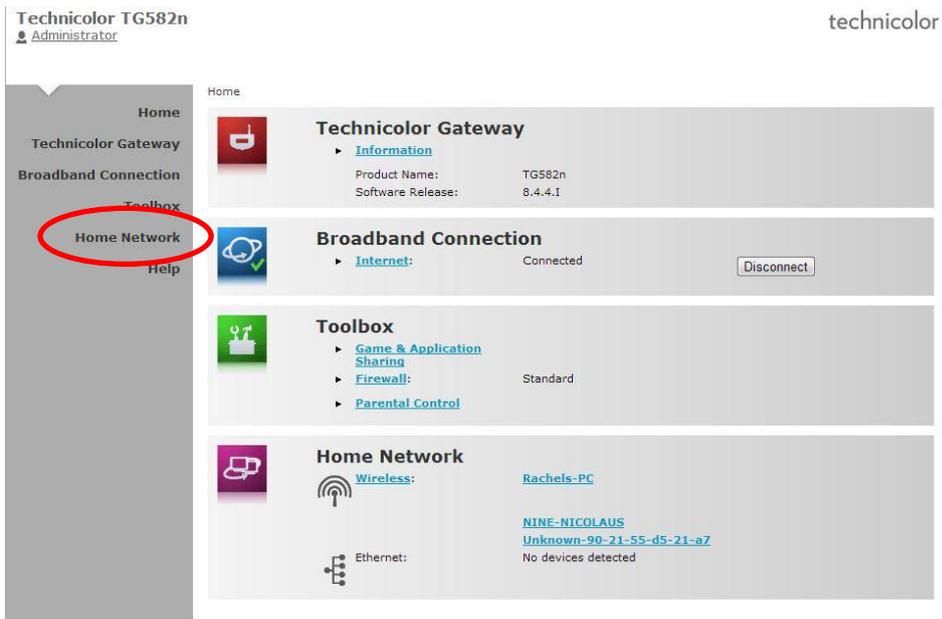


(fig 8)

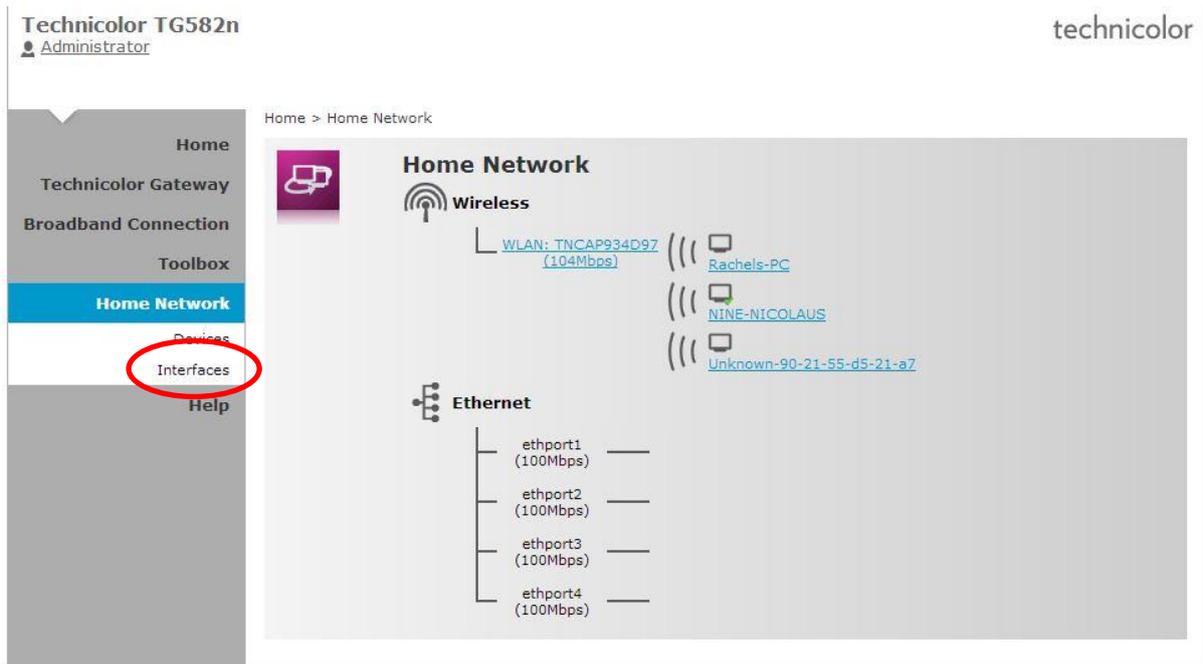
By default the setting should be set as fig 7. You will need to manually set the details as per fig 8. Once done click 'OK'.

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

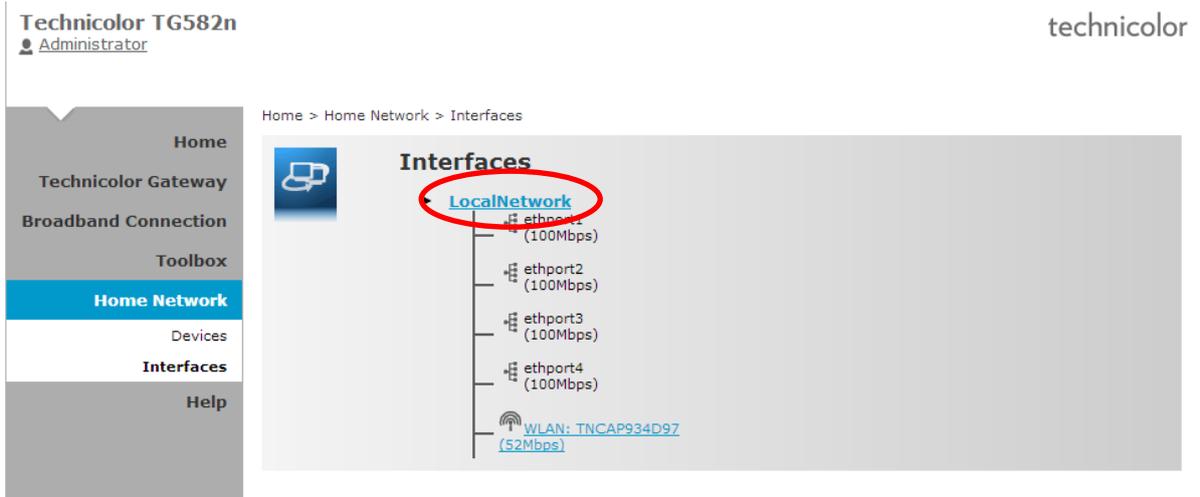
## **Step 2 – Check DHCP on the router**



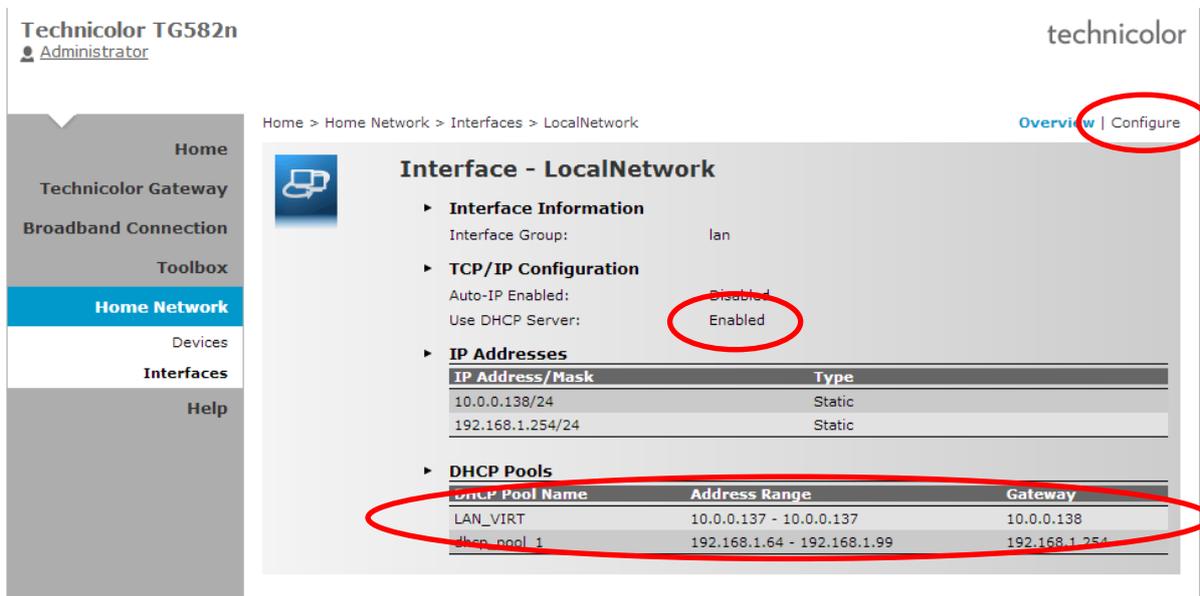
Log into your router by navigating to 192.168.1.254 with Internet Explorer:  
Enter the username which by default is 'Administrator'  
Enter the password. By default this is the Serial Number located on the bottom of the router.  
Click on 'Home Network'.



Now select 'Interfaces'



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 > Home Network > Interfaces > LocalNetwork Overview | [Configure](#)

**Interface - LocalNetwork**

- ▶ **Interface Information**  
Interface Group: lan
- ▶ **TCP/IP Configuration**  
Auto-IP Enabled:   
Use DHCP Server:
- ▶ **IP Addresses**

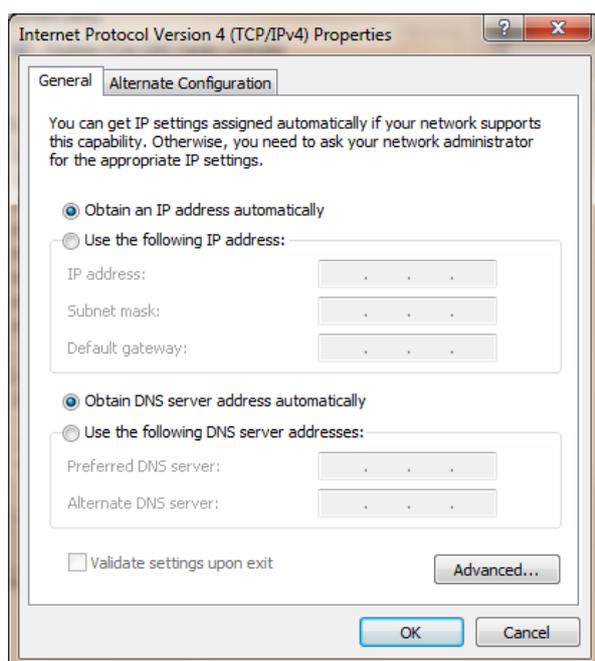
IP Address/Mask	Type		
10.0.0.138/24	Static	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
192.168.1.254/24	Static	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="text" value="192.168.0.254"/>	<input type="text" value="255.255.255.0"/>	<input type="button" value="Add"/>	
- ▶ **DHCP Pools**

DHCP Pool Name	Address Range	Gateway
LAN_VIRT	10.0.0.137 - 10.0.0.137	10.0.0.138
dhcp_pool_1	192.168.1.64 - 192.168.1.99	192.168.1.254

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.

## Step 3 – Revert your adaptor settings



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