How to enable Remote Assistance

1. Plugin a network cable between the TG582 and your PC, check your network connection is set to DHCP.
2. Open up a browser and connect to the TG582n on 192.168.1.254
3. Login with Username: Administrator
   Pw: s3cur3acc355

4. On the left hand side menu can you click on Toolbox

5. Just below that in the same column click on Remote Assistance.
6. Select Permanent Mode, **untick** Random password and type lotuss81

7. Click the button "Enable Remote Assistance" – you should see the screen below

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Technicolor Gateway

Broadband Connection

Toolbox

Remote Assistance

Game & Application Sharing

Parental Control

Firewall

Intrusion Detection

Dynamic DNS

User Management

Content Sharing

Home Network

Help

Remote Assistance

Remote access is currently enabled.

Click on the 'Disable Remote Access' button to disable remote access to your Technicolor Gateway.

URL:	https://▮▮▮▮▮▮:34800
Username:	tech
Use Random Password:	No
Password:	********

[Disable Remote Access] [Quit]

Please email the full URL to support@linebroker.co.uk - if you are having trouble please call Linebroker support on 01883770353