

How to enable Remote Assistance

1. Plug in 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

Home > Toolbox

Toolbox
 Your Technicolor Gateway device offers multiple services. Those services enable you to protect your network, to ease sharing of games and applications with other people on the Internet, or manage your local network.

Remote Assistance	Disabled	Game & Application Sharing	UPnP: Enabled
Parental Control	Address Filtering: Disabled	Firewall	Security Level: Standard
Intrusion Detection	Enabled	Dynamic DNS	Disabled
User Management	Logged In As: Administrator Switch User	Content Sharing	FTP: Disabled

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

Home > Toolbox > Remote Assistance

Remote Assistance
 Remote assistance is currently disabled. By clicking on the 'Enable Remote Assistance' button your Technicolor Gateway will be accessible from your broadband connection. After 20 minutes of inactivity, or on reboot, remote assistance will be automatically disabled.

Provide the following parameters to your ISP:

Mode: Permanent Mode Temporary Mode

URL: https://[redacted]34800

Username: tech

Use Random Password:

Password: ziait6pz

[Enable Remote Assistance](#) [Quit](#)

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

The screenshot shows the 'Remote Assistance' configuration page in a Technicolor Gateway interface. The left sidebar contains a navigation menu with sections: Home, Technicolor Gateway, Broadband Connection, Toolbox (highlighted), Home Network, and Help. Under 'Toolbox', 'Remote Assistance' is selected. The main content area shows the 'Remote Assistance' status as 'enabled'. It includes a 'Disable Remote Access' button and a 'Quit' button. The configuration details are as follows:

Field	Value
URL:	https://[redacted]:34800
Username:	tech
Use Random Password:	No
Password:	*****

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