

Troubleshooting steps

- We highly recommend relocating the adapters closer to each other and different wall sockets around the house to verify whether the cause is not environmental. We also recommend resetting and pairing the adapters using the steps outlined here: <http://www.tp-link.com/uk/faq-1617.html>.
- Avoid connecting Powerline adapters to surge protectors or extension leads and connect directly to wall sockets.
- We would also advise you to turn OFF the Power Saving mode on the adapters using the tpPLC Utility for good performance.
- Make sure the Firmware on the Powerline adapters is up to date by checking our official website or by contacting us via email.
- The power line circuit is very complex, there may be much interference. Electrical equipment's with electromotor, like washing machine/air-condition, can generate interference may even cut off your Powerline speed connection. If possible, please avoid such devices as The Powerline rate is mainly decided by the quality of power line environment and quality of wires used.

How to secure your powerline network by pairing?

All powerline adapters share some common factory settings, and can communicate with one another. If you want your powerline adapters to communicate only with your own powerline adapters, you should pair them. Thus a secured powerline network is formed and other powerline adapters can no longer join your powerline network without being paired.

Note: You can only pair two devices at a time.

I want to:

Secure my powerline network and prevent other powerline devices from being added to my network. For example, I've extended my network using the Plug & Play method. Now I want to secure my network.

How can I do that? Here takes TL-PA9020P KIT as demonstration.

1. Verify all powerline devices' Power LEDs are solid on.

Tips: We recommend that you plug in your powerline devices next to each other, or as close to each other as possible when pairing. Your settings will not be affected. The devices can be relocated to where they are needed once pairing is complete.

2. Press the Pair button on one of the powerline devices for 1 second. Its Power LED  starts blinking.

3. Within two minutes, press the Pair button on another powerline adapter for 1 second. Its Power LED  starts blinking. When the Powerline LED  stays on, the pairing process is complete.



Done!

Enjoy your secure powerline network!

Get to know more details of each function and configuration please go to [Download Center](#) to download the manual of your product.