

Troubleshooting

6.1 Power and Light Problems

The PLA does not turn on. None of the lights turn on.

- 1 Disconnect and re-connect the PLA.
- 2 Remove the powerline adapter from the outlet. Then connect an electrical device that you know works into the same power outlet. This checks the status of the power outlet.
- 3 If the problem continues, contact the vendor.

The ETHERNET light does not turn on.

- 1 Check the hardware connections. See the Quick Start Guide.
- 2 Inspect your cables for damage. Contact the vendor to replace any damaged cables.
- 3 Check the Ethernet adapter on your computer and make sure it's enabled and working properly.
- 4 If the PLA is connected to an Ethernet switch or router, make sure the device is working correctly, and that the LAN network is working and configured correctly as well.

The HomePlug light does not turn on.

- 1 Use the **ZyXEL PLA Series Configuration** utility to detect all other HomePlug devices on your powerline network. Make sure that the network name (sometimes called the network password) is the same on all of your powerline adapters.
- 2 Check the DAK password and MAC address for all powerline adapters are typed correctly in the utility.

3 Make sure that all your powerline adapters are HomePlug AV compliant. Check the package it came in or ask your vendor. This PLA cannot detect earlier versions of HomePlug powerline adapters such as HomePlug 1.0 or 1.0.1. (Although they can coexist on the same electrical wiring without interfering with each other.)

4 Make sure that the powerline adapters on your network are all on the same electrical wiring. Connect another powerline adapter into an outlet close to your PLA's power outlet. They are probably now on the same electrical wiring. Check the HomePlug () light. If it now lights up your powerline adapter was probably previously on separate electrical wiring. Ask an electrician for more information on the electrical wiring in your building.

5 Make sure that you do not have a power meter between powerline adapters. Powerline signals cannot pass this.

The **POWER** and **HomePlug** light blink at the same time.

- You have pressed the **RESET/ENCRYPT** button for more than three seconds. Try setting up a connection again, this time pressing the **RESET/ENCRYPT** buttons on both devices for less than three seconds.

6.2 Configuration Utility Problems

The **ZyXEL PLA Series Configuration** utility displays an error during installation.

- Make sure your computer is using the supported operating system

The **ZyXEL PLA Series Configuration** utility does not display all or any of my devices.

- Inspect the LEDs on your PLA and make sure that the ETHERNET and HomePlug LEDs are on or blinking.
- Check you are using the latest version utility. Earlier version utilities cannot communicate with PLAs using the latest firmware. If you do not have the latest utility, download it from the ZyXEL website.
- If you are running another tool such as the **Firmware Detection Tool**, the utility will not detect your local device.
- If your computer has more than one network interface card (NIC), make sure you select the right NIC to which the PLA is connected in the utility's **Configuration** screen.

6.3 Powerline Problems

The signal on my powerline network is weak.

- 1 Your powerline adapters may be connected to electrical surge protectors. Connect them to standard power outlets.
- 2 Your powerline adapters may be located close to large appliances such as refrigerators or air conditioners that cause interference with the powerline signal. Move the adapters further away from such appliances to reduce interference.
- 3 Your powerline adapters may be placed close to electrical devices such as electrical insect-killers which produce radio waves. These may interfere with the powerline signals. Move the adapters further away from such electrical devices.
- 4 Your wiring may be old and/or low quality or with a long wiring path.

6.4 RESET/ENCRYPT Button Problems

This section applies only to PLAs with the **RESET/ENCRYPT** button. In this guide **RESET/ENCRYPT** refers to the **ENCRYPT** button in PLAs that have separate **RESET** and **ENCRYPT** buttons.

The HomePlug light is already on, but I haven't pressed the RESET/ENCRYPT button yet.

Your device has already connected to another powerline device. Press the **RESET/ENCRYPT** button for 5 to 8 seconds to release the connection.

The POWER light does not blink when I press the **RESET/ENCRYPT** button.

- Check the device is on.
- Press the **RESET/ENCRYPT** button again, making certain you have pressed the button for 0.5 to 3 seconds.
- The POWER light on some powerline devices do not blink as part of the ENCRYPT process. Check your powerline device is a PLA.
- For PLA, you cannot use the **RESET/ENCRYPT** button when it is in standby mode. Connect the PLA to a computer/router then try again.

The POWER light blinks two times quickly then pauses, before repeating.

The ENCRYPT process has failed. Press the **RESET/ENCRYPT** button on both devices for 5 to 8 seconds, then try to reconnect.

The POWER lights on both devices blink when I press the RESET/ENCRYPT buttons, but the HomePlug light does not turn on.

- Ensure you have pressed the **RESET/ENCRYPT** button on both devices.

- Wait for about a minute while the devices set up a connection.
- If that does not work, try again with both devices connected to a power strip next to each other.

If they now connect, then the devices were not on the same electrical circuit before.

The POWER lights on both devices blink, then many lights blink and the HomePlug light blinks red.

Do not worry, the connection process is proceeding normally.

The POWER lights on both devices finished blinking, but only one device's HomePlug light is on.

One device may have connected to a third powerline device. To check device A is connected to device B and not another device, disconnect device B from its power source. Device A's HomePlug () light will turn off if the connection is with Device B. Press the **RESET/ENCRYPT** button on both devices for 5 to 8 seconds, then try to reconnect, pressing the **RESET/ENCRYPT** button for 0.5 to 3 seconds on both devices.

I pressed the RESET/ENCRYPT button for 5 to 8 seconds, but the HomePlug light is still on.

The HomePlug light is on, indicating it is still connected to another powerline device. Try again, pressing the **RESET/ENCRYPT** button for 5 to 8 seconds.