

TROUBLE SHOOTING 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

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