

TROUBLESHOOTING STEPS

Issues regarding WIFI connection to the item

- 1) For the Powerline system to work, the customers house should be on a single main electrical fuse board or there should be only a single incoming phase into the house.
- 2) We highly recommend relocating the adapters closer to each other to verify whether the cause is not environmental.
- 3) Avoid connecting Powerline adapters to surge protectors or extension leads and connect directly to wall sockets.
- 4) To reduce dropouts issue with Wi-Fi Powerline Extenders, we can change the wireless channels on the Powerline Extender by logging into the web based management settings using the browser.
- 5) Make sure the Firmware on the Powerline adapters is up to date by checking our official website or by contacting us via email.