

FAQ

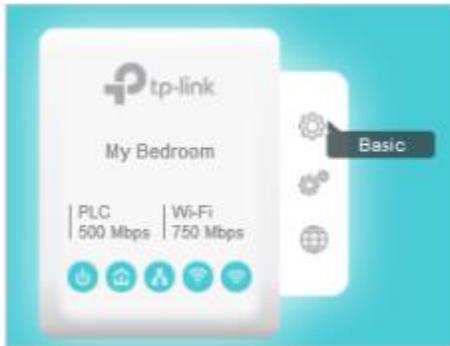
How to customize wireless settings on tpPLC Utility (new logo)?

For a powerline extender (wireless powerline device), you can customize its wireless settings. Follow the steps below to customize:

Please note: If the Utility hasn't been installed yet, please refer to [How to prepare for using the tpPLC Utility \(new logo\)?](#)

1. Open the utility, move your mouse over a device, and click the  (**Basic**) icon.

Note: Login is required at your first access to basic settings of a powerline extender. The login username and password (**admin/admin** by default) are the same as those of the web management interface.



2. Go to the **Wireless** page, click **2.4GHz** or **5GHz**.

Note: If your computer use a static IP address, you should keep the IP address of your computer in the same segment as your Powerline device. We recommend you change your computer to obtain an IP address automatically.

The screenshot shows a web interface titled "Basic - My Bedroom" with a close button (X) in the top right corner. On the left is a sidebar menu with the following items: "Rename" (with a pencil icon), "LED" (with a lightbulb icon), "Wireless" (with a Wi-Fi icon and highlighted in blue), "Reset" (with a circular arrow icon), and "Version" (with a stack of books icon). The main content area is divided into two sections. The top section has two buttons for "2.4GHz" and "5GHz". Below that is the "Wireless:" section, which includes a checked checkbox for "Enable Wireless Radio". Underneath are two input fields: "SSID:" containing "TP-LINK_1702" and "Password:" containing "12345670". At the bottom right of the main area is a large blue "Save" button.

3. Keep the **Enable Wireless Radio** checkbox selected, enter a new SSID and password, and click **Save**.

Note: The password type is the same as that on the web management interface. To change the password type, go to the Wireless > Settings page on the web management interface.

Now you can wirelessly connect to the powerline extender using the new SSID and password you set.

Note: Some powerline extenders support Wi-Fi Move. If such devices are on a powerline network that does not use the default name (HomePlugAV), changes made to the wireless settings of one device will be synchronized to other devices.

IMPORTANT: If wireless section does not appear on the utility, please make sure your product is conneted to is wireless device, and please reconnect the product to your computer and open the utility again.

You may also refer to [How to customize Powerline ac Extender's wireless settings via web-based management interface \(new logo\)?](#)

What can I do if I can't have Internet connection after connected to powerline adapter ?

There are several reasons why you may not have an Internet connection. Below is an example of a normal topology of powerline network.



Step 1:

Please make sure the modem or router is currently connected to the Internet.. You can simply connect a computer to the device to check.

Step 2:

Please make sure the physical connection is correct. The Ethernet LED should be on. If not, change the Ethernet cable or try on another computer or device.

Step 3:

Please make sure the Powerline LED is light up on your all adapter. If not, please refer to the Installation Guide in the package or [FAQ 258](#) to pair them. Additionally, you can reset them; plug them into wall sockets directly; move away from high-power appliances.



Step 4:

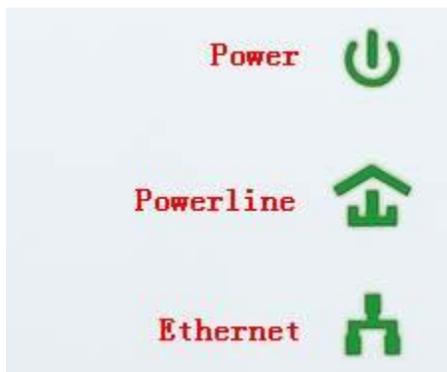
Please check the IP of your computers. It should be in your router's subnet. Please refer to [FAQ_838](#) to check the IP address.

If you don't get an IP address, please refer to [FAQ_14](#) to configure the IP parameters manually.

What do TP-Link Powerline adapter's LED lights stand for?

Usually, TP-LINK powerline adapters have three LED lights:

1. First one stands for power;
2. Second one stands for powerline connection;
3. Third one stands for Ethernet connection.



Explanation:

Power LED:

It should be on all the time. If it is off, please change a socket to have a try. If still can't power on, please arrange to exchange a new one.

When it is in the pairing procedure or in power-save mode, the Power LED will flash. After the process is over, the Power LED will back to steady on. For homeplugAV2 like TL-PA8010P, TL-PA8030P it will be blinking every 15 seconds when power-saving mode is on. About how to pair them, please refer to the FAQ below:

How to secure (pair) the Powerline Network

Powerline LED:

After you have successfully made the powerline connection, the Powerline LED will be on. **It will be off when it is in Power-save mode.**

For TL-PA511/TL-PA551, there are three colors for this light.

Green	Data rate is more than or equal to 80Mbps.
Orange	Data rate is between 48Mbps and 80Mbps.
Red	Data rate is less than or equal to 48Mbps.

For homeplugAV2 like TL-PA8010P, TL-PA8030P, there are three kinds of status.

Item	Status	Indication
 Powerline LED	Yellow-green	Powerline network is in good condition.
	Red	Powerline network is in poor condition. We recommend trying another wall socket.
	Off	The powerline adapter is not connected to any powerline network or is in Power-Saving Mode.

Ethernet LED:

When any device is connected to the Ethernet port and be powered on, the Ethernet LED will be on. It will flash with data transfer. Only when the LED is off more than 5 minutes, it will be in power-save mode.

For homeplugAV2 like TL-PA8010P, TL-PA8030P it only has on/off, which means the Ethernet port is connected or not connected.

Wi-Fi LED:

Normally Wi-Fi LED is on or flashing rapidly mean wireless connection is enabled. In Wi-Fi cloning process, the light will flash slowly. Press and hold the Wi-Fi button for at least 5 seconds to turn the wireless function on or off. The wireless function is on by default. You can turn it off at night and then on in the morning by pressing this button.

How to Reset the Powerline Adapters to Factory Defaults?

To perform a factory reset, please follow the instructions as below. There are two situations.

Situation 1 is applicable to all the Ethernet PLC adapters. **Situation 2** is applicable to wireless PLC adapters, like TL-WPA271, TL-WPA281, TL-WPA4220, and TL-WPA2220.

Situation 1:

Here we take TL-PA4010 as an example.

Step 1

Connect the TL-PA4010 to a windows computer via an Ethernet cable and power it on.

Note: The source CD can not be used on a Mac computer. Download the management utility for Mac OS please click [here](#).

Step 2

Insert the source CD in the computer or click [here](#) to download the utility from TPLINK official website, and then click on **Management Utility** to install the management utility.

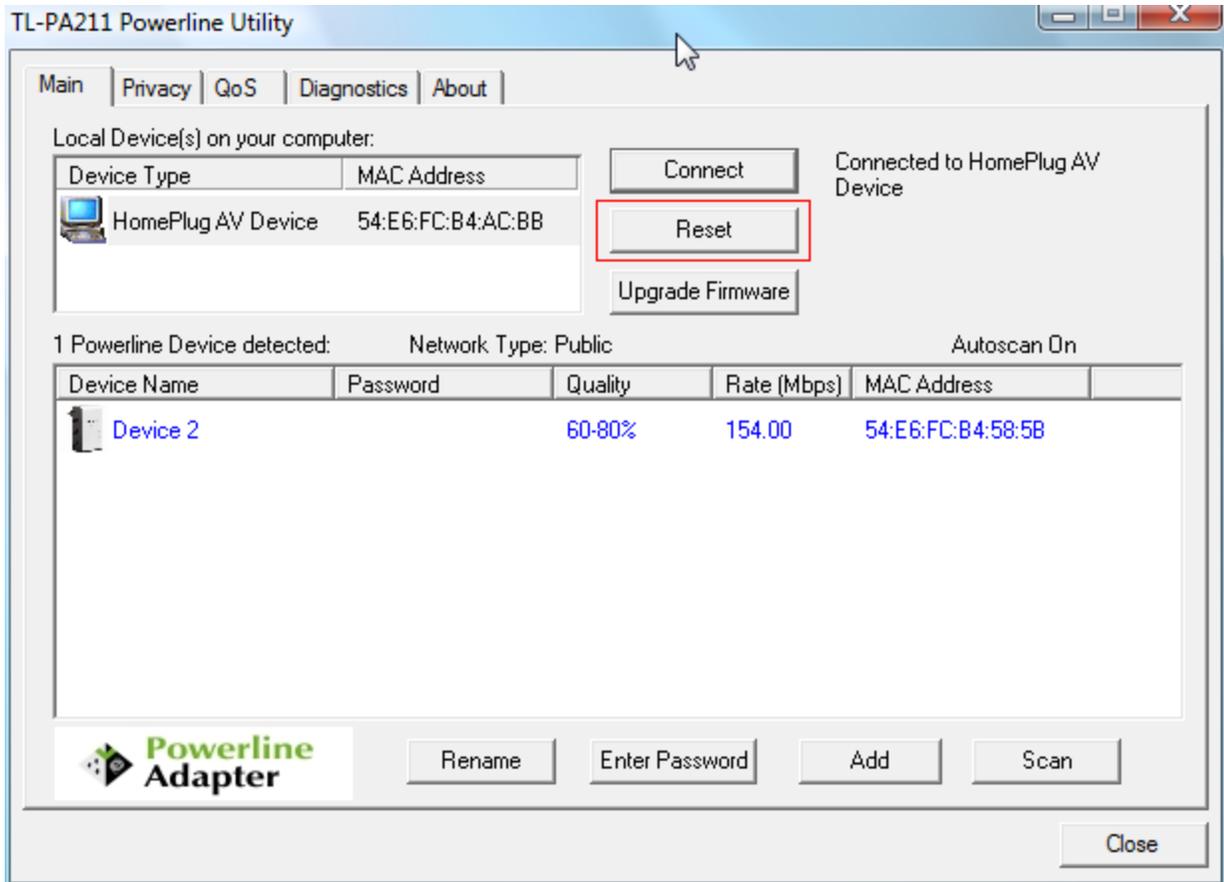


Step3

Open the management utility, go to **System**---click on **“Reset Local Device”** to reset it, as the below:



As to some old versions, like TL-PA211 V1, TL-PA210 V1, and TL-PA201, When installing the management utility, you will see a picture shown as the below, please open **Main** tab--click on **Reset** to reset your device.



Situation 2:

On the wireless PLC adapters, please use a pin to press and hold this Reset button for approximately 10 seconds, then the device will restore to factory defaults.

Note: when the PLC adapters are successfully reset to factory defaults, the network name of each one is the default “Homeplug AV”. With the same network name, all the PLC adapters connect to each other automatically so there is no need pressing the pair button to link them.

How to prepare for using the tpPLC Utility (new logo)?

1. Download the utility and install it on your computer.

• For Windows Users

a) Go to your product's **support** page at <http://www.tp-link.com> and download the tpPLC Utility package (You may type in the model No. on the search bar).

b) Double-click the package and follow the setup wizard to install the utility.

Note: WinPcap (version 4.1.2 or higher) is required for the tpPLC Utility. If it is not found on your computer, the wizard will guide you to install it.

c) Wait until the installation is completed. The following icon will appear on your desktop.



d) Double-click the tpPLC icon to open the utility.

• For Mac Users

a) Go to the product support page at <http://www.tp-link.com> and download the tpPLC Utility package.

b) Double-click the package and drag tpPLC to Applications.

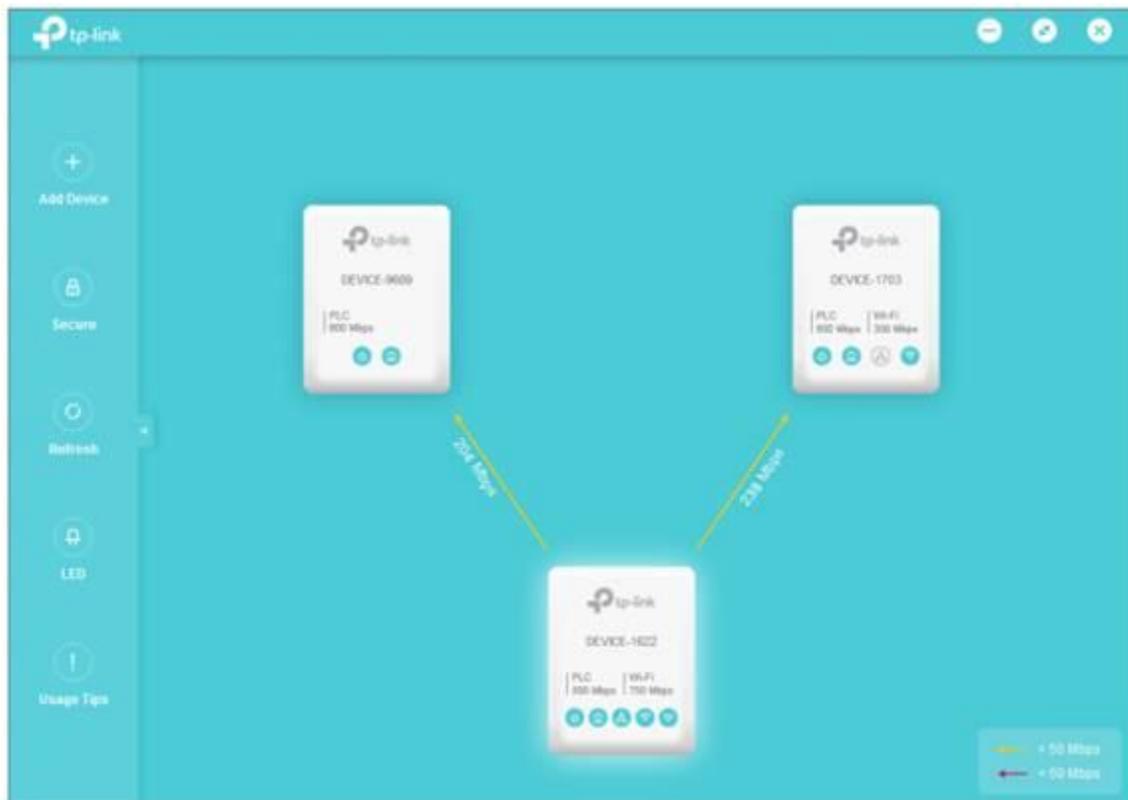


c) Find the utility in Launchpad or Applications. Click to open it.



2. Simply connect your computer to a powerline device via an Ethernet cable or wirelessly. Then the utility will show you the powerline network, with the local powerline device at the bottom and remote powerline devices above it.

Tips: You can click each device to view the current powerline data rates. If you see a red line between two devices, move either device to another location and check the rates again.



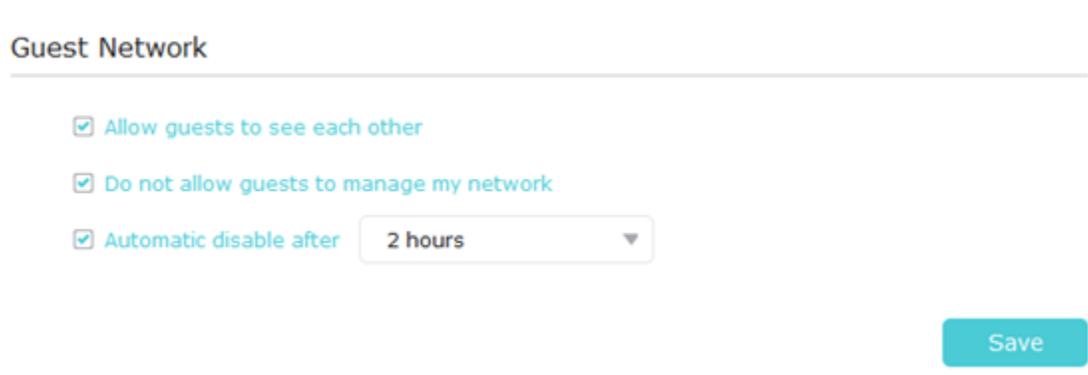
How to set up Guest Network of Powerline ac Extender (new logo)?

I want to create a network for my guests, providing internet access for them, while at the same time limit the network authorities for guests to ensure network security and privacy.

How can I do that?

Here takes TL-WPA9610 as demonstration:

1. To log into the web-based management interface, please refer to [How to log into the web-based management interface of Powerline ac Extender \(new logo\)?](#)
2. Go to **Guest Network**.
3. Check the box of relative entry to limit network authorities. If you have problems understanding these items, click the question mark on the upper right corner to have more information.
4. Click **Save** to make the settings effective.



Guest Network

- Allow guests to see each other
- Do not allow guests to manage my network
- Automatic disable after 2 hours

Save

5. Click **2.4GHz** or **5GHz** to choose a wireless band, and configure the following settings.



Guest Network Settings 2.4GHz | 5GHz

2.4GHz:

- Enable Guest Network
- Network Name (SSID): TP-LINK_Guest_1720
- Security: No Security WPA/WPA2-Personal
- Password: 12345670

Save

To enable or disable the guest network function:

Select the box to enable the guest network function. Deselect the box to disable guest network function. If disabled, all guest network settings of the corresponding band will be ineffective.

To change the guest network name (SSID) and password:

The default SSID is TP-LINK_Guest_XXXX for 2.4GHz guest network and TP-LINK_Guest_XXXX_5G for 5GHz guest network. The default password is the same as the host network's which is printed on the Wi-Fi Info Card. You can change the default ones by directly entering new ones in the field. SSID is up to 32 characters, and the value in both SSID and password is case sensitive.

How to set up Wi-Fi Schedules of Powerline ac Extender (new logo)?

I want to automatically turn off my wireless network at times when I do not need the wireless connection. **For example**, I want to turn them off from 00:00am to 7:00am. Yet if I have my wireless devices connected to the extender at that time, I want the wireless on till all devices are disconnected from the internet.

How can I do that?

Here takes TL-WPA9610 as demonstration:

1. To log into the web-based management interface, please refer to [How to log into the web-based management interface of Powerline ac Extender \(new logo\)?](#)
2. Go to **Wireless > Wi-Fi Schedules**.

Note: Please make sure that the system time is correct before using this function.

Wi-Fi Schedules

Note: Please make sure the time settings are correct before using this function.

Wi-Fi Scheduler:



Do not turn off Wi-Fi while clients are connected to it.

Save

Wi-Fi Off Schedules

+ Add - Delete

<input type="checkbox"/>	ID	From	To	Day(s)	Status	Modify
<input type="checkbox"/>	--	--	--	--	--	--

3. Toggle **On** to enable the Wi-Fi Scheduler. If you are prompted like the following picture, click **Continue**.



4. Check the box of **Do not turn off Wi-Fi while clients are connected to it** and click **Save**.

5. Click **Add** to add an entry.

6. Choose 00:00 and 7:00 from the drop-down list. Check all boxes from Sunday to Saturday.

7. Click **Enable this entry** to make it effective.

Wi-Fi Off Schedules

[+ Add](#) [- Delete](#)

<input type="checkbox"/>	ID	From	To	Day(s)	Status	Modify
<input type="checkbox"/>	--	--	--	--	--	--

Wi-Fi Off Time: -

Repeat Every: Sun. Mon. Tue. Wed. Thu. Fri. Sat.

Enable this entry

8. Click **OK** to save the settings.

Now your Wi-Fi will be automatically turned off at 00:00 and turned on at 7:00am the next morning.

Note: The Wi-Fi LED will turn off if the wireless network is disabled.

How to Reset the Powerline Adapter to Factory Default?

Here we take TL-PA4010 as an example.

To reset it, you have to install the related Powerline Utility on your computer first. Run the CD came with Powerline adapter, select your model and click the Management Utility. Or download it from our [download center](#).

When installation is done, run it and you could see the “**Reset Local Device**” button in System page, see as below:



Click the reset button to reset your device.
After reset, all settings are restored back to factory default.