

Most frequently asked questions about TP-Link powerlin

Q&A of functional explanation or specification parameters

Update

This Article Applies to: 

Part1: Configuration on Powerline Devices

Q1.1: What can I do if the powerline adapters do not work automatically by "plug &play"?

A: In most cases, our powerline adapters will pair up automatically. If not, please press the pair buttons to pair them up, or use the Powerline Utility to [\[APP\]](#), [\[Pair Button\]](#) or [\[tpPLC Utility\]](#).

Q1.2: How do I add a new powerline adapter to an existing powerline network?

A: You can either press the pair buttons to add or use the Powerline Utility to add. For detailed instruction, please refer to [\[APP\]](#), [\[Pair Button\]](#) or [\[tp](#)

Q1.3: How do I clone the Wi-Fi if pressing WPS buttons does not work or there is no WPS button on my router?

A: We can manually change the powerline extender's wireless name and password to be the same as the router, please click [\[Setup Video\]](#) and che Link Powerline Extender to Your Wi-Fi Network]to get help or refer to the following FAQs.

[FAQ]: [\[APP\]](#), [\[Web UI\]](#) or [\[tpPLC Utility\]](#) to get more details.

Q1.4: How can I manage the Powerline adapters on MAC or Ubuntu OS?

A: For MAC 10.6 or later, we also provide Powerline Utility to manage our powerline adapters.

For Ubuntu or older versions of MAC, we don't provide configuration utility for them, please configure the adapters on Windows OS. Or use the pair interface to configure our wireless powerline adapters.

For how to secure powerline adapters, please refer to [\[APP\]](#), [\[Pair Button\]](#) or [\[tpPLC Utility\]](#).

[How Do I Secure My Wireless Powerline Extender on a Mac Computer?](#)

Q1.5: Do I need to reset the powerline adapters/extenders if I've changed my router?

A: Not necessary. Just keep the way that existing adapters/extenders hook up to your old router. If you need to change the wireless settings of the router's settings, please press the WPS button on the router and then Wi-Fi button on the adapter; or click [\[Setup Video\]](#) and check out the video [Extender to Your Wi-Fi Network] to get help or refer to the following FAQs.

[FAQ]:

[\[APP\]](#), [\[Web UI\]](#), or [\[tpPLC Utility\]](#) to get more details about how to customize the wireless settings on powerline devices.

Q1.6: Can I install a powerline device if my router does not have a WPS button?

A: Yes, WPS is just one of the methods to copy the SSID/ WiFi name from the main router. If there is no WPS button on your router, we can copy the change the Wi-Fi settings, please click [\[Setup Video\]](#) and check out the video [How to Configure the TP-Link Powerline Extender to Your Wi-Fi Network] FAQs.

[FAQ]: [\[APP\]](#), [\[Web UI\]](#) or [\[tpPLC Utility\]](#) to get more details.

Part2: Troubleshooting on Powerline Device**Q2.1: What can I do if I can't have Internet connection after connected to powerline adapter?**

A: Please check out the video [How to Troubleshoot a TP-Link Powerline Product] to get more detailed information



Or you can click [HERE](#) to get more information about what we can do if there is no Internet connection after connected to the powerline adapter.

Q2.2: What can I do if the internet speed is slow when connecting to the powerline adapter?

A: Click [here](#) to see the detailed troubleshooting steps.

Q2.3: What can I do if the internet connection is unstable when connecting to the powerline adapter?

A: Click [here](#) to see more tips for the unstable issue.

Q2.4: What can I do if my powerline rate is very slow?

A: Powerline products transmit data through the power line of your house. The powerline rate is mainly decided by the quality of the power line environment suggestions.

Q2.5: Why can not my powerline rate reach 600Mbps, 1200Mbps, or 2000Mbps?

A: 600Mbps, 1200Mbps, or 2000Mbps are the highest powerline rate in theory. However the power line circuit is very complex, there may be much electromagnetic interference, like washing machine/air-condition, can generate interference may even cut off your powerline connection. If possible, please avoid

Part3: Other questions about Powerline Device**Q3.1: Can several Powerline networks exist simultaneously in same power circuit?**

A: Yes. The powerline networks can be separated by different network names. About how to change the network name, it can be made by the pairing button. If the overall throughput is shared by the multiple networks, please be informed of this. Please refer to the [\[APP\]](#), [\[Pair Button\]](#) or [\[tpPLC Utility\]](#). to change

Q3.2: How many PLC adapters can be paired together?

A: For more detail information, please refer to [FAQ 434](#)

Q3.3: If there are many powerline adapters in the same private network, how will the power line rate be of each device?

A: In the same private power line network, all devices share the whole bandwidth.

Q3.4: Can Powerline adapters work if they are separated by different electric circuits?

A: No. If they can pair in the same room, but the powerline LED turns off when you move one powerline device to another area, this usually means they are on different electric circuits, preventing them from communicating. Please try different locations.

Q3.5: Can TP-LINK powerline adapters work in an unstable power line circuit?

A: Yes. The voltage range that powerline adapters can work with is 100-240V, the general voltage fluctuation will not affect the stability.

**Q3.6: Can Powerline adapters work if they are separated by UPS?**

A: No. Usually, UPS has a filter function. It can cut the powerline connection. Some air-switches or breakers also have the same function. Besides, there are also some surge protectors with a similar function which can also cut the powerline connection. You'd better not plug powerline adapters into outlets.

Q3.7: Why my powerline adapters interfere with some other devices?

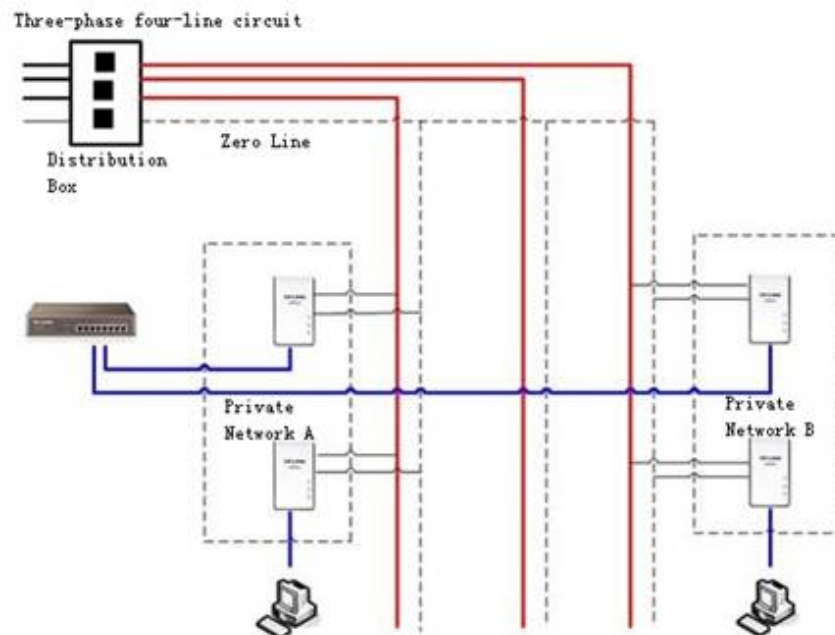
A: Since HomePlug AV/AV2 protocol uses the same frequency band as some other devices, Powerline products may interfere with devices such as a touch-sensitive on/off feature, short wave radios, cable television system, VDSL devices, speakers, or other Powerline devices that do not follow the standard.

Q3.8: Can appliances affect the performance of Powerline products?

A: It depends, please refer to [FAQ 882](#) for more details.

Q3.9: Can TP-LINK powerline adapters work in different phases of the three-phase circuit?

A: Yes, but its rate will be affected when crossing the phases. For a three-phase four-line circuit, we suggest you use the topology below to get good performance.



Q3.10: Can Powerline adapters work if they are separated by Circuit Breakers/ Fuse Boxes/ Fuse Boards?

A: Generally speaking, PLC can be used across Circuit Breakers/ Fuse Boxes/ Fuse Boards. A few Circuit Breakers/ Fuse Boxes/ Fuse Boards have a communication. In most cases, they have little influence on the communication of PLC. So generally, PLC can be used if they are separated by Circuit Breakers/ Fuse Boxes/ Fuse Boards.

Q3.11: Can TP-Link Powerline devices transfer IPv6 packets?

A: Yes, all the on-sale TP-Link powerline devices can transfer IPv6 packets. Kindly note this is supported by default and does not require any configuration entries for IPv6 either.

Q3.12: How many powerline adapters need to be plugged into the main router if several powerline units work in the same network?

A: We only need to have one of the powerline adapters (wired units) plugged into the main router with the Ethernet cable directly, then pair the other powerline adapters with the main router. Refer [here](#) to check how to add the additional units into the existing powerline network.

Q3.13: How to distinguish the wired units and wireless units of the powerline devices?

A: The wireless unit has wireless LEDs but the wired unit doesn't, we take the TL-WPA8631PKIT as an example as below:

**Q3.14: Do all the TP-Link powerline adapters have wifi?**

Only the models which start with **TL-WPAXXXX** have wifi feature, "**W**" means "**Wireless**". Please refer [here](#) to select the product that you need.

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