

**2. I have verified that my Powerline device is connected to my workstation, but I cannot detect other Powerline devices. What should I do?**

1. Verify that you are using Cat. 5, Cat 5e or Cat. 6 Ethernet network cables from each TPL-310AP adapter.
2. Verify that the power outlet of the TPL-310AP is plugged into is on the same electrical power distribution and/or circuit breaker box.
3. If you are still not able to establish connectivity after performing the above steps, please reset the TPL-310AP other powerline devices to factory default. The default network name/key is "HomePlugAV". The Reset button is located on the bottom of the TPL-310AP.
  - a: With a pin or paperclip, press and hold the reset button for 1 second and release it. The PWR and PL LEDs will turn off and turn back on. (Note: The PL LED will flash in amber.)
  - b: To verify connectivity, the PL LED will become solid when the powerline adapters establish connectivity. The TPL-310AP and your other powerline devices must have the same network name/key in order to connect to each other.

Note: If you have problems resetting the device, unplug the powerline access point(s) from the power outlet, wait 15 seconds and plug the access point(s) back into the outlet, then repeat the reset procedure.

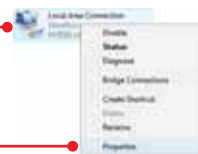
**3. I can detect my Powerline devices on my Powerline network, but I cannot connect to the Internet. What should I do?**

Assuming that the Powerline network is connected to a router:

1. Make sure you are not connecting the device into a surge protector or power strip.
2. Make sure that your Router is connected to the Internet and one of the Router's LAN port is connected to a TPL-310AP or other powerline device. Check both the powerline device and the router's network port LED for positive connection status.
3. Make sure the TCP/IP setting for your computer's network adapter is set to Obtain an IP address automatically (see the steps below).

**Windows 7**

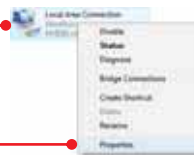
1. Go into the **Control Panel**, click **Network and Internet**, click **Network and Sharing Center**, click **Change Adapter Settings** and then right-click the **Local Area Connection** icon and then click **Properties**.



2. Click **Internet Protocol Version 4(TCP/IPv4)** and then click **Properties**. Then click on **Obtain an IP address automatically**.

### Windows Vista

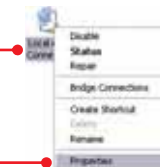
1. Go into the **Control Panel**, click **Network and Internet**, click **Network and Sharing Center**, click **Manage Network Connections** and then right-click the **Local Area Connection** icon and then click **Properties**.



2. Click **Internet Protocol Version 4(TCP/IPv4)** and then click **Properties**. Then click on **Obtain an IP address automatically**.

### Windows XP/2000

1. Go into the **Control Panel**, double-click the **Network Connections** icon and then right-click the **Local Area Connection** icon and then click **Properties**.



2. Click **Internet Protocol (TCP/IP)** and then click **Properties**. Then click on **Obtain an IP address automatically**.

4. I have a HomePlug 1.0 or HomePlug Turbo network. Can I use this with my network?  
The TPL-310AP is not backwards compatible with HomePlug 1.0 or HomePlug Turbo.

5. I typed `http://192.168.10.100` in my Internet Browser's Address Bar, but an error message says "The page cannot be displayed." How can I get into the TPL-310AP web configuration page?

1. Check your hardware settings again by following the instructions in section 2.
2. Make sure the **ETH** and **WIFI** lights are lit.
3. Make sure the TCP/IP settings are configured properly (see question 1).
4. Since the Access Point's default IP address is 192.168.10.100, make sure that no other network devices are assigned an IP address of 192.168.10.100.
5. Reset the Access Point. Take a pin or paperclip and press the **RESET** button for 5 seconds, then let go. Then type `http://192.168.10.100` into your browser.

6. If my network's IP is different than the Access Point's range, what should I do?

You should still configure the Access Point first. In Step 9 in section 2: Configure the Access Point, select **Disabled** for DHCP and change the IP address of the Access Point to match your network's IP (e.g. 192.168.2.x, 192.168.0.x).

**7. After I successfully configured the Access Point to meet my network settings, I cannot connect to my network using wireless computers.**

If you have a DHCP server in your network, you need to go into TCP/IP settings again and re-select "Obtain an IP address automatically" to allow the PC to regain an IP address from your DHCP server.

**8. All the settings are correct, but I cannot make a wireless connection to the Access Point.**

1. Double check that the WIFI light on the Access Point is lit.
2. Power cycle the TPL-310AP. Move the power switch to the off position. Wait 15 seconds, and then move the switch to the on position.
3. Contact the manufacturer of your wireless network adapter. Make sure the wireless network adapter is configured with the proper SSID. The default SSID of the Access Point is TRENDnet310. If you have enabled encryption on the Access Point, make sure to configure the wireless network adapter with the same encryption key.

If you still encounter problems or have any questions regarding the **TPL-310AP**, please refer to the User's Guide included on the Utility CD-ROM or contact TRENDnet's Technical Support Department.

## Wireless Tips

The following are some general wireless tips to help minimize the impact of interference within an environment.

### **Assign your network a unique SSID**

Do not use anything that would be identifying like "Smith Family Network". Choose something that you would easily identify when searching for available wireless networks.

### **Do not turn off the SSID broadcast**

The SSID broadcast is intended to be on and turning it off can cause connectivity issues. The preferred method of securing a wireless network is to choose a strong form of encryption with a strong and varied encryption key.

**Note: after setting up the SSID, encryption type and encryption key/passphrase, please make a note of them for future reference. You will need this information to connect your wireless computers to the wireless router/access point.**

### **Change the channel**

Most wireless access points and routers are defaulted to channel 6. If you have a site survey tool that will display the channels you can plan your channel selection around neighboring access points to minimize interference from them. If your site survey tool does not display the channel try using channels 1 or 11.

If you are using 802.11n you should be securing the network with WPA2 security.

**Note: Due to Wi-Fi certification considerations if you choose WEP, WPA or WPA2-TKIP encryption this device may operate in legacy wireless mode (802.11b/g). You may not get 802.11n performance as these forms of encryption are not supported by the 802.11n specification.**


Please also make sure that the wireless hardware is not placed in any type of shelving or enclosures.

### **Avoid stacking hardware on top of each other to prevent overheating issues**

Maintain enough free space around the hardware for good ventilation and airflow. There should also be plenty of free space around the antennas to allow the wireless signal to propagate.

### **There are a number of other environmental factors that can impact the range of wireless devices.**

1. Adjust your wireless devices so that the signal is traveling in a straight path, rather than at an angle. The more material the signal has to pass through the more signal you will lose.
2. Keep the number of obstructions to a minimum. Each obstruction can reduce the range of a wireless device. Position the wireless devices in a manner that will minimize the amount of obstructions between them.

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3. Building materials can have a large impact on your wireless signal. In an indoor environment, try to position the wireless devices so that the signal passes through less dense material such as dry wall. Dense materials like metal, solid wood, glass or even furniture may block or degrade the signal.
  4. Antenna orientation can also have a large impact on your wireless signal. Use the wireless adapter's site survey tool to determine the best antenna orientation for your wireless devices.
  5. Interference from devices that produce RF (radio frequency) noise can also impact your signal. Position your wireless devices away from anything that generates RF noise, such as microwaves, HAM radios, Walkie-Talkies and baby monitors.
  6. Any device operating on the 2.4GHz frequency will cause interference. Devices such as 2.4GHz cordless phones or other wireless remotes operating on the 2.4GHz frequency can potentially drop the wireless signal. Although the phone may not be in use, the base can still transmit wireless signals. Move the phone's base station as far away as possible from your wireless devices.

If you are still experiencing low or no signal consider repositioning the wireless devices or installing additional access points. The use of higher gain antennas may also provide the necessary coverage depending on the environment.

## Declaration of Conformity



### Company Information:

Company Name:  
TRENDnet, Inc.

Company Address:  
20675 Manhattan Place  
Torrance, CA 90501  
USA

### Product Information:

Product Description:  
200Mbps Powerline AV Wireless Access Point

Model Number:  
TPL-310AP

Brand name:  
TRENDnet



### Technical Standards:

EN 300 328	V1.7.1: 10-2006	EN 55022	: 2006 + A1 : 2007
EN 301 489-1	V1.8.1: 04-2008	EN 61000-3-2	: 2006
EN 301 489-17	V2.1.1: 05-2009	EN 61000-3-3	: 2008
EN 50412-2-1	: 2005		
EN 60950-1	: 2006 + A11 : 2009		

### Declaration:

*The product is herewith confirmed to comply with the requirements of Directive 1999/5/EC of the Council (European Parliament) on the radio and telecommunications terminal equipment and Energy-related products Directive 2009/125/EC.*

*I hereby declare that the products and devices mentioned above are consistent with the standards and provisions of the guidelines.*

Sonny Su

Full Name

October 1, 2010

Date

Director of Technology

Position / Title

Signature

## Déclaration de conformité



### Coordonnées du fournisseur:

Nom:  
TRENDnet, Inc.

Adresse:  
20675 Manhattan Place  
Torrance, CA 90501  
USA

### Détails du produit:

Nom du produit:  
200Mbps Powerline AV Wireless Access Point

Modèle:  
TPL-310AP

Nom Commercial:  
TRENDnet



### Détails standard applicable:

EN 300 328	V1.7.1: 10-2006	EN 55022 : 2006 + A1 : 2007
EN 301 489-1	V1.8.1: 04-2008	EN 61000-3-2 : 2006
EN 301 489-17	V2.1.1: 05-2009	EN 61000-3-3 :2008
EN 50412-2-1	: 2005	
EN 60950-1: 2006 + A11	: 2009	

### Déclaration:

*L'appareil est conforme aux exigences essentielles de la directive 1999/5/EC du Conseil du Parlement Européen pour la radio et les équipements de terminaux de télécommunications ainsi que des équipements des produits liés à l'énergie sous la directive 2009/125/EC.*

*Je déclare par la présente que les produits et appareils mentionnés ci-dessus sont conformes aux standards et aux dispositions des directives.*

Sonny Su

Full Name

October 1, 2010

Date

Director of Technology

Position / Title

Signature

### Certifications

This equipment has been tested and found to comply with FCC and CE Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received. Including interference that may cause undesired operation.



Waste electrical and electronic products must not be disposed of with household waste. Please recycle where facilities exist. Check with you Local Authority or Retailer for recycling advice.



**NOTE:** THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

### ADVERTENCIA

En todos nuestros equipos se mencionan claramente las características del adaptador de alimentación necesario para su funcionamiento. El uso de un adaptador distinto al mencionado puede producir daños físicos y/o daños al equipo conectado. El adaptador de alimentación debe operar con voltaje y frecuencia de la energía eléctrica domiciliar existente en el país o zona de instalación.

### Description of Modes

Erp (EuP) Operation: Standby Mode

The EUT has no external mechanical switch and uses an internal program to control active and standby modes.

Disconnect the Ethernet cables from the device Ethernet ports, and after 3 minutes, the device will enter standby mode. The Power (PWR) LED will flash every 15 seconds to indicate that the device is currently in standby mode. To return to active mode, reconnect the Ethernet cables to the device Ethernet ports, and the device will re-enter active mode.



### FCC Warning statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.



## Product Warranty Registration

Please take a moment to register your product online.  
Go to TRENDnet's website at <http://www.trendnet.com/register>