

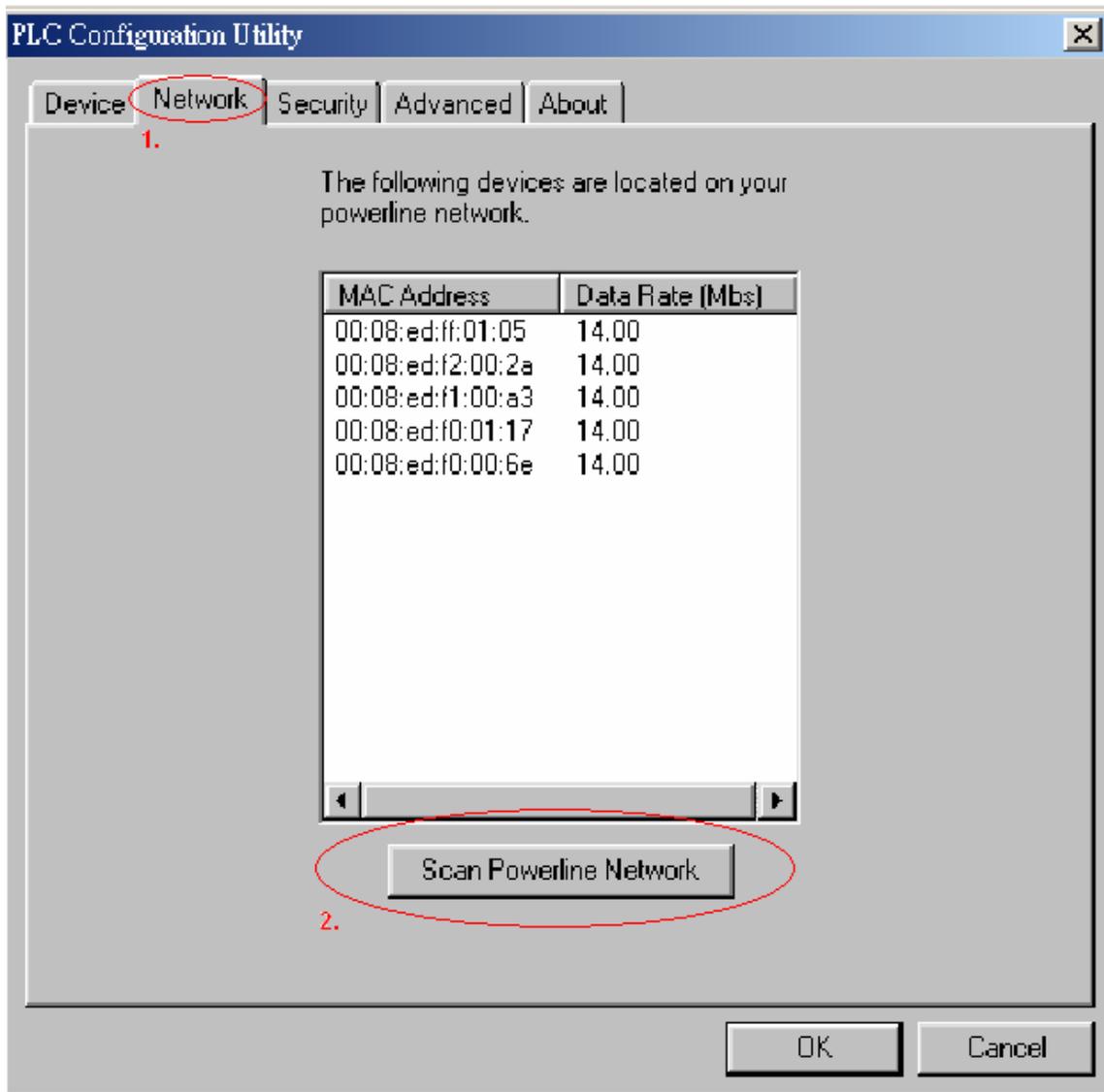
F.A.Q' s for TPL-101U and TPL-102E

Q1: I completed all the steps in the quick installation guide, but my powerline adapter isn't connecting to any of my powerline devices. What should I do?

A1: Please check your hardware installation. Make sure that the TPL-101U/TPL-102E is connected to your workstation and make sure that the USB cable is working properly.

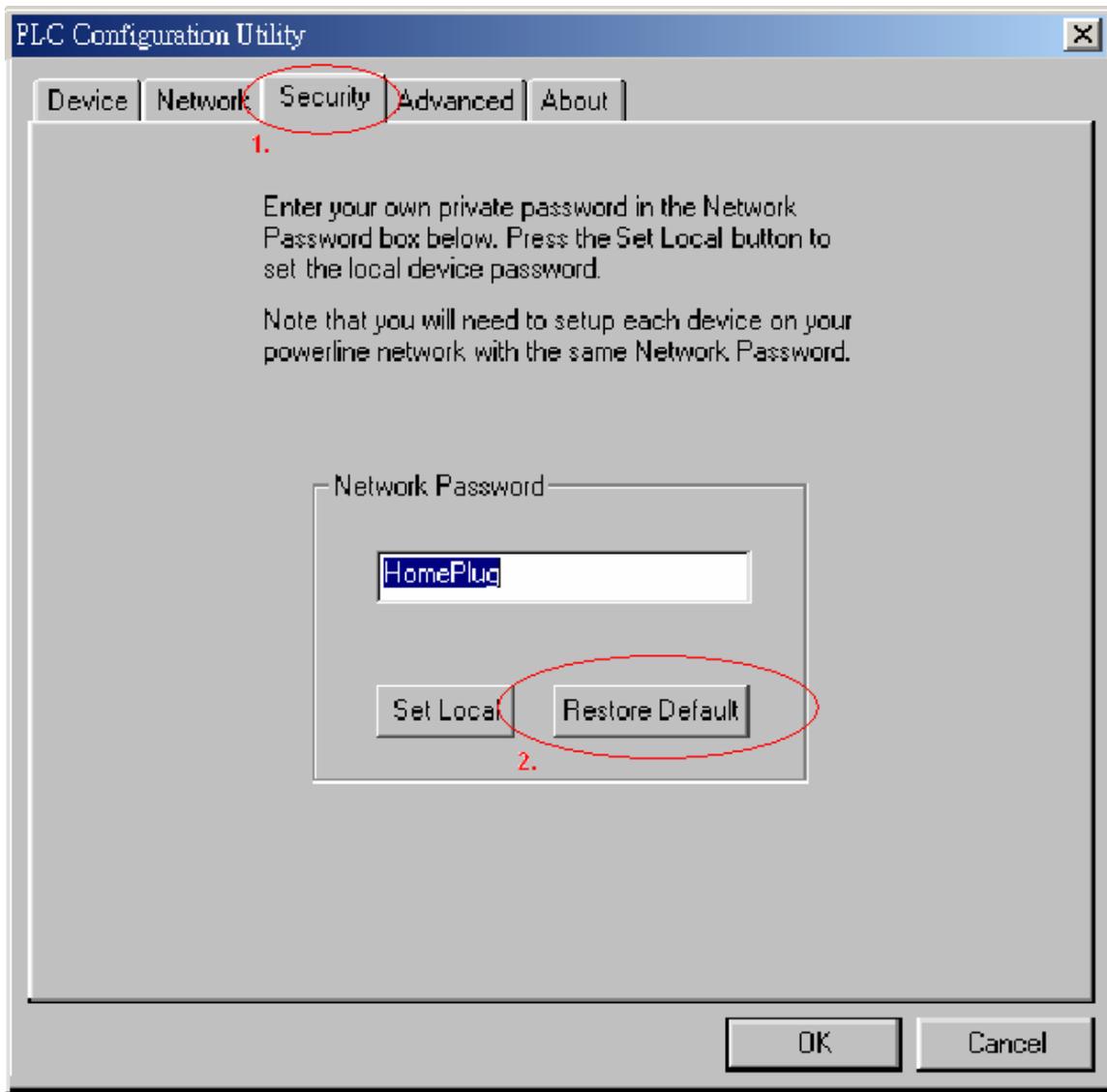
Q2: I have verified that my powerline device is properly connected to my workstation/router but I cannot detect other powerline devices. What should I do?

A2: Please wait between 5-10 minutes to detect other powerline devices. In the PLC Configuration Utility, click the Network tab and click the Scan Powerline Network button. Continue to press this button until you detect your Powerline devices.



Q3: I can detect my powerline devices on my powerline network, but I cannot connect to the Internet. What should I do?

A3: Make sure that all powerline devices share the same network password. Open the PLC Configuration Utility and click the Security tab. Click Restore Default to use the default password. Go to each powerline device, open the PLC Configuration Utility, and click Restore Default for each Powerline device.



Q4: All my powerline devices share the same network password, but I cannot connect to the Internet. What should I do?

A4: Make sure that your Router is connected to the Internet. If it is not connected to the Internet, double check your hardware settings and contact your ISP. Double-check and make sure that your Router or DHCP server is assigning IP Addresses to every workstation on your network.

Q5: Can I connect my TPL-101U or TPL-102E to a surge protector or UPS?

A5: No, powerline devices will not work through a surge protector or UPS.

Q6: What is the maximum distance that can be achieved with the TPL-101U and TPL-102E?

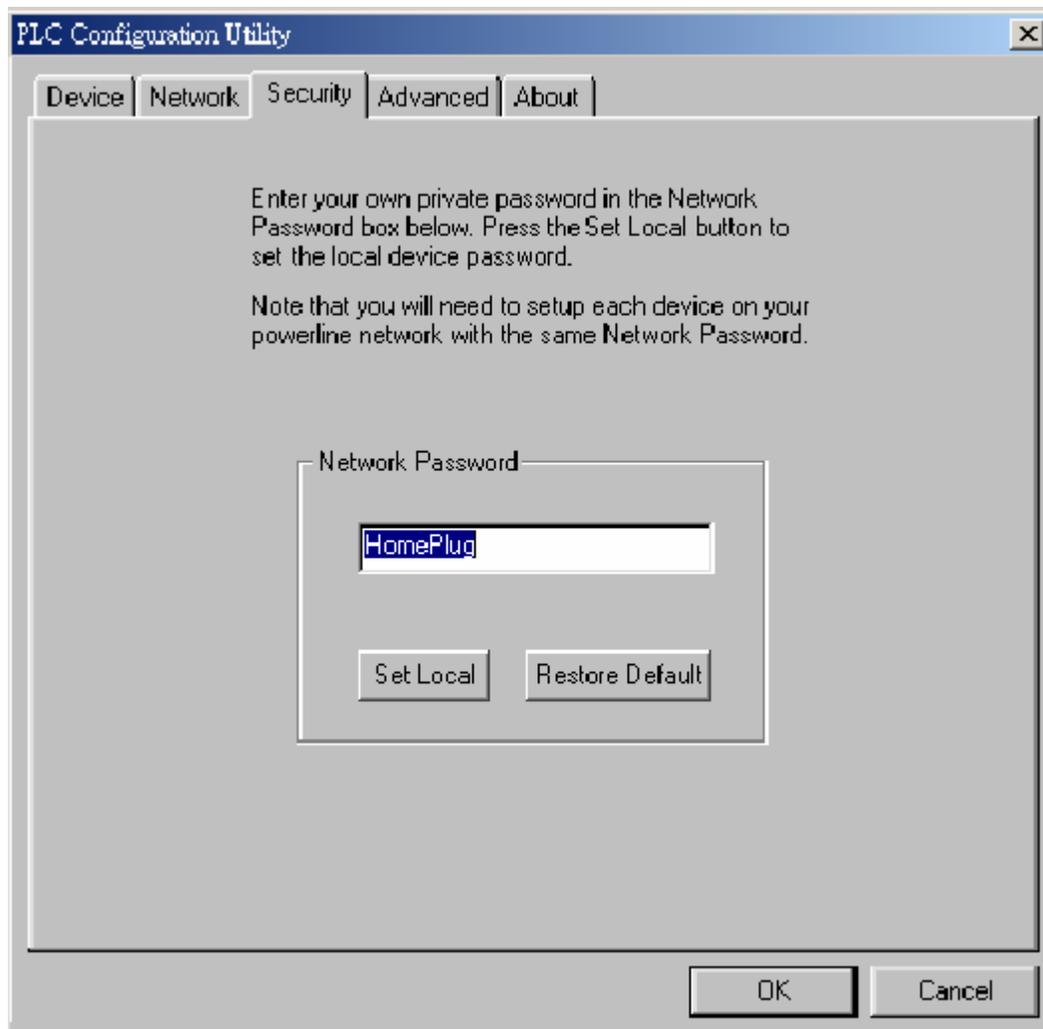
A6: Range of up to 300 Meters (depends on the environment)

Q7: How can I access the units again if I forget the password?

A7: The powerline devices have a master password that is located on a sticker on the device.

Q8: Can my neighbors access my network if they also have powerline devices?

A8: Yes, they can if they are within 300 meters of the nearest powerline device. TRENDnet powerline devices use 56bit DES encryption to secure the network to prevent unwanted access to your network. Make sure you run the PLC Configuration utility and click on the Security tab. Enter the same network password for all powerline devices on your network.



Q9: What is a Powerline Network?

A9: A Powerline Network uses electrical wires in your home or office to connect computers, routers, or other network devices.

Q10: How does a Powerline device communicate with other powerline devices?

A10: A Powerline device sends data along AC wires by using a frequency common to powerline devices but different to other electrical appliances. Since a powerline device operates at a different frequency, appliances such as your T.V. or microwave will not receive any interference, and your powerline device will continue to communicate with other powerline devices at 14Mbps.

Q11: What are the benefits of using Powerline networking products?

A11: All homes and offices have power outlets in almost every room. Since power outlets are connected through electrical wiring, you can immediately network devices through AC wires without purchasing extra cables, switches, or other networking hardware. Because of the growing popularity of high-speed broadband technology, powerline devices present a cost-effective solution to easily share an Internet connection or other network resources.

Q12: What can I do with Powerline devices?

A12: You can transfer files between workstations such as, MP3s, videos, Word documents, or other media. You can also share an Internet connection, printers, hard drives, or other network resources.

Q13: How can I get high-speed Internet access through Powerline devices?

A13: First you need a broadband connection (DSL or Cable) from your local ISP. Then you need to have a router to share your Internet connection. Once you have these requirements, you can use powerline devices to connect to the Internet.

Q14: How do I provide Internet access to computers connected to powerline devices?

A14: Simply plug a powerline Ethernet adapter into an outlet, and connect this adapter to your router. Plug another powerline adapter into an outlet, and connect this adapter to your computer.

Q15: Is Powerline a proprietary networking standard?

A15: No, our powerline devices conform to the HomePlug industry standard.

Q16: Are Powerline devices secure?

A16: Yes, powerline devices use 56-bit DES (Data Encryption Standard) to encrypt data transmissions between your workstations and router. Through a shared network password, you can prevent other powerline devices from eavesdropping on your home network.

Q17: Can I share my network connection with a neighbor?

A17: If your neighbor has the same network password and is within 300 meters from the closest powerline device, then you can share your network connection.

Q18: Are powerline devices thoroughly tested?

A18: The HomePlug alliance has tested powerline technology in 500 homes throughout North America. Based on this extensive field trial, HomePlug specification 1.0 was announced in June 2001.

Q19: If I have older wiring in my home, will I experience a difference in performance?

A19: Field tests have shown consistent performance regardless of a home's age or size. Field tests confirm nearly 100 percent coverage for every home tested.

Q20: What are some companies that support HomePlug standards?

A20: Companies such as Intellon, Cogency, Cisco, Radio Shack, Texas Instruments, and many other companies support powerline technology.

Q21: What operating systems are compatible with powerline devices?

A21: When using powerline adapters, Windows 98SE/ME/2000/XP are compatible operating systems. If you are using powerline routers, access points, or bridges, these applications are platform independent.

Q22: Do your powerline devices handle power surges?

A22: Yes, our powerline devices can handle power surges.

Q23: When I run the PLC Configuration Utility I detect more PowerLine devices than I have. Why is this?

A23: One of your neighbors is using powerline devices as well.

You can identify your devices by their MAC addresses in the Network tab of the PLC Configuration utility.

Make sure you run the PLC Configuration utility and click on the Security tab. Enter the same network password for all powerline devices on your network.