

## How to reset the Private Network Name of your HomePlugs

(Utility only available for Windows Operating Systems)

1. Download the Power Packet Utility from our website and make note of the directory you are downloading it to – e.g. Desktop, Downloads, etc...

[http://www.solwise.co.uk/downloads/files/homeplug-power\\_packet\\_utility\\_7-13-10.zip](http://www.solwise.co.uk/downloads/files/homeplug-power_packet_utility_7-13-10.zip)

Please note: If your product has **PLV-500AV** in its part code (see label on back of product if not visible on the front) then you must download [the PPU7 upgrade](#) after the installation of the above and then follow same outlined procedures.

2. To unzip the file, double-click to open it, click and drag over the two files to highlight, then click, hold and drag to place them on the Desktop or into a folder on your computer.

Install both files the starting with the **WinPcap\_4\_1\_2.exe** first then followed by the **PowerPacketUtilitySetup.msi**.

3. Once you have done this, collect up all of the HomePlug(s) in the premises together (including the one connected to the router) and place and then connect only one to the mains one at a time.
4. Connect your HomePlug to your computer's Ethernet/Network port using an Ethernet cable.
5. Open the Power Packet Utility from the Desktop icon and wait until the device shows up in top box in the 'Main' tab/Local Devices window.
6. Click on the **Privacy** tab (via **Option** in PPU7 upgrade), and then press the **Use Default (Public Network)** button.  
This will set the HomePlug back to its original Private Network Name.
7. Then click the **Set Local Device Only** button.

Repeat the procedures 4 to 7 above for any other HomePlugs in your premises to ensure they are all set to the SAME Private Network Name, once this is done they should all be paired and able to pass data among each other.

If you have a HomePlug that does not show up in the utility it could either be faulty, or perhaps that your Ethernet cable or Ethernet port is broken, though the latter is uncommon.