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COMTREND PG-9172AC

Comtrend G.hn 1.2 Gbps Powerline Ethernet Adapter AC1200 PG-9172AC User Manual

Brand: COMTREND | Model: PG-9172AC

1. INTRODUCTION

The Comtrend G.hn 1.2 Gbps Powerline Wireless Ethernet Bridge Adapter AC1200 PG-9172AC is designed to enhance your home network by transforming any electrical outlet into a high-speed internet access point. This solution provides a strong and stable connection without requiring additional wiring. Utilizing G.hn technology, data can be transmitted between electrical circuits, ensuring minimal interference and optimized performance for activities such as video streaming. It is suitable for homes with multiple devices and high-bandwidth demands. The adapter features dual-band AC1200 WiFi and a Gigabit Ethernet port, offering flexible connectivity options for streaming, gaming, or remote work. This device is intended to extend internet coverage to areas that are difficult to reach with standard Wi-Fi.

2. WHAT'S IN THE Box

- Comtrend G.hn 1.2 Gbps Powerline Ethernet Adapter (PG-9172AC)
- Quick Installation Guide (QIG)
- Ethernet Cable

3. SETUP INSTRUCTIONS

3.1 Initial Connection and Pairing

To begin, ensure you have at least two G.hn compatible devices. For initial setup, plug both adapters directly into wall outlets in the same room. Avoid using power strips or surge protectors, as these can block signals and hinder performance.

Upon plugging in, observe the LED indicators on the adapters. The Power light should be green, and the Connection light should be solid. If the Connection light is not solid green, you may need to pair the devices manually.

To pair the adapters, press and hold the "Config" button on both adapters for approximately 15 seconds. This action secures the network and synchronizes the devices.

3.2 Wi-Fi Model Setup (PG-9172AC)

For models with wireless capabilities, such as the PG-9172AC, follow these steps:

1. Connect one PG-9172AC adapter to your existing router using the provided Ethernet cable.
2. Plug the second PG-9172AC adapter into a wall outlet in a remote room where you desire extended Wi-Fi coverage.
3. Pair the two adapters as described in Section 3.1 by holding the "Config" button on both for 15 seconds.

Your Wi-Fi network name (SSID) and password are typically located on a label at the bottom of the unit. You can change these settings by logging into the unit's web interface, as detailed in the full user manual.



Image: Comtrend G.hn 1.2 Gbps Powerline Ethernet Adapter (PG-9172AC). This image shows the top-down view of the black adapter with two antennas, indicating its wireless capabilities.

4. OPERATING INSTRUCTIONS

The Comtrend PG-9172AC adapter provides a robust network connection through your home's electrical wiring. Its dual-band AC1200 Wi-Fi and Gigabit Ethernet port offer versatile connectivity for various devices.

- **Dual-Band Wi-Fi:** The AC1200 Wi-Fi supports both 2.4GHz and 5GHz bands, allowing for flexible connection options for different devices and reducing network congestion.
- **Gigabit Ethernet Port:** Connect wired devices such as smart TVs, gaming consoles, or desktop computers directly to the adapter for maximum speed and stability.
- **Quality of Service (QoS):** The 8-level QoS prioritization feature helps manage network traffic, ensuring that critical applications like video streaming or online gaming receive sufficient bandwidth for smooth performance.
- **Secure Connection:** The one-touch pairing process not only establishes a connection but also encrypts your network, protecting your data from unauthorized access.

5. MAINTENANCE

To ensure optimal performance and longevity of your Comtrend Powerline Adapter, consider the following maintenance tips:

- **Keep Clean:** Regularly wipe the device with a soft, dry cloth to remove dust. Ensure ventilation holes are clear of obstructions.
- **Ventilation:** Place the adapter in a well-ventilated area to prevent overheating. Do not cover the device or place it in enclosed spaces.
- **Firm Connections:** Periodically check that the adapter is firmly plugged into the wall outlet and that all Ethernet cables are securely connected.

- **Avoid Overloading:** Do not plug the adapter into an overloaded electrical circuit, as this can affect performance.

6. TROUBLESHOOTING

6.1 No Connection

- **Direct Wall Outlet:** Ensure both Powerline adapters are plugged directly into wall outlets, not power strips, surge protectors, or extension cords. These can significantly degrade or block the Powerline signal.
- **Check LEDs:** Verify the Power LED is green and the Powerline Connection LED is solid green on both adapters. If the Connection LED is off or blinking, the devices are not properly paired or connected.
- **Re-Pair Devices:** If the Connection LED is not solid, press and hold the "Config" button on both adapters for approximately 15 seconds to re-pair them. Do this within two minutes of each other.
- **Test in Same Room:** For initial troubleshooting, plug both adapters into wall outlets in the same room to confirm they can establish a connection.

6.2 Slow Speeds

While G.hn technology supports speeds up to 1200 Mbps, actual performance can vary based on your home's electrical wiring and other factors.

- **Avoid Interfering Devices:** Do not plug Powerline adapters into outlets connected to AFCI (Arc Fault Circuit Interrupter) or GFCI (Ground Fault Circuit Interrupter) breakers. Also, avoid outlets near noisy electrical devices like phone chargers, hair dryers, or microwaves, as these can cause significant speed drops (potentially to 40-80 Mbps).
- **Electrical Circuit:** Powerline adapters perform best when on the same electrical circuit. Performance may decrease if devices are on different circuits.
- **Wiring Quality:** Older or poorly maintained electrical wiring can impact Powerline performance.
- **Contact Support:** If you are consistently experiencing speeds below 40 Mbps after trying the above steps, contact customer support for further assistance.

6.3 Apartment/Multi-Dwelling Unit (MDU) Issues

In multi-dwelling units like apartments, neighboring Powerline networks can potentially interfere with your connection.

- **Network Isolation:** G.hn's advanced algorithms are designed to isolate your network from others. However, for enhanced security and performance, it is recommended to secure your network.
- **Secure Your Network:** Hold the "Config" button on each adapter for 15 seconds to encrypt your Powerline network. This ensures that only your paired devices can communicate over your electrical wiring.
- **Device Limit:** You can connect up to 16 G.hn devices within a single Powerline network, making it suitable for larger homes or small office environments.

7. SPECIFICATIONS

Feature	Detail
Brand	COMTREND

Feature	Detail
Model Number	PG-9172AC
Wireless Type	802.11ac, 802.11n
Hardware Interface	Ethernet
Data Link Protocol	Ethernet
Data Transfer Rate	1200 Megabits Per Second
Compatible Devices	Desktop
Item Weight	1.75 pounds (0.79 kg)
Product Dimensions (LxWxH)	5.35 x 1.61 x 7.08 inches (13.59 x 4.09 x 17.98 cm)
Date First Available	April 24, 2017

8. SUPPORT

If you encounter issues that cannot be resolved using the troubleshooting steps provided, or if you require further assistance, please contact Comtrend customer support. Refer to the Quick Installation Guide (QIG) included with your product for specific contact information or visit the official Comtrend website.

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