

# Speed Wi-Fi HOME L02

## Notes on usage

As instruction manuals of the product, refer to "Quick Start Guide", "Notes on usage" (this manual), or "取扱説明書詳細版 (Full Instruction Manual)" (Japanese) available on the au homepage. Collectively, they are called "Instruction Manual" in this manual.

In this manual, "Speed Wi-Fi HOME L02" is referred to as "the product".

### Using the product

- Before using the product, be sure to read the "Safety Precautions (Observe Strictly)" of "Notes on usage" to ensure correct use.
- Before you assume that the product is malfunctioning, check for possible remedies in "Troubleshooting" in this manual.
- During communication, keep farther than 20 cm away from your body without any metals between them.
- Communication is not possible even inside of the service area in places where the signal does not reach (e.g. tunnels and basements). Also, communication is sometimes not possible in a place where the signal reception is poor. Communication is sometimes interrupted if you move to a place where the signal reception is poor.
- Since the product uses radio waves, the possibility of communication intercepts by third parties cannot be eliminated (However, WiMAX 2+ and LTE system has highly secure confidential communication features).
- This product is designed for use in Japan only and cannot be used in any other country.
- The product is designed for indoor use and cannot be used outdoor.
- Since the product is a radio station under the Radio Law, you may be asked to temporarily submit the product for inspection in accordance with the Radio Law.
- The IMEI information of the product is automatically sent to KDDI CORPORATION for maintenance and monitoring operational status.
- The Company is not liable for any damages arising from earthquakes, lightning, storms, floods or other natural disasters, as well as fires, actions by third parties, other accidents, intentional, mistaken, or incorrect use by the customer, or use under other unusual conditions outside the responsibility of the Company.
- The Company is not liable for any incidental damages (change/disappearance of described content, loss of business income, disruption of business, etc.) arising from use of or inability to use the product.
- The Company is not liable for any damages arising from failure to observe the described content of the "Instruction Manual".
- The Company is not liable for any damages arising, for example, from malfunction caused by combination with connected devices or software not related to the Company.
- Settings etc. may sometimes be altered or lost due to faults, repair or other handling of the product. The Company is not liable for any damage or lost income resulting from the alteration or loss of these data.
- It is recommended you keep a copy of important data on your computer's hard disk etc. Whatever the cause of the defect or malfunction may be, the Company assumes no responsibility for alteration or loss of saved data.
- You can use the product under the WiMAX 2+ network environment. However, UQ Communications Inc., is not liable for the quality of the product.
- Contents registered in the product might be altered or lost in an accident, fault, repair or mishandling. Be sure to keep a copy of important contents. Note that Company assumes no responsibility for any damages or lost profits resulting from altered or lost contents.
- Do not discard the product together with general garbage. Please cooperate in the collection of the product (including optional accessories) when it is no longer needed to protect the environment and effectively use resources. Old products are collected at au shops and other places.

\* The "Company" as appears in the manual refers to the following companies:

Sold by: KDDI CORPORATION OKINAWA CELLULAR TELEPHONE COMPANY

Imported by: HUAWEI Technologies Japan K.K.

Manufactured by: HUAWEI TECHNOLOGIES CO., LTD.

\* Reproduction of the content of this manual in part or in whole is prohibited.

\* The content of this manual is subject to change without notice.

\* Every effort has been made in the preparation of this manual. Should you notice any unclear points, omissions, etc., feel free to contact us.

### Safety Precautions (Observe Strictly)

- Before using the product, thoroughly read these safety precautions for proper use.
- These "Safety Precautions" describe instructions that should be observed to prevent bodily injury to the customer and others as well as damage to property using the product.
- This symbol indicates that bodily injury or damage to property may directly and immediately result from improper use.

**DANGER** This symbol indicates the potential and imminent danger of death or serious injury<sup>1</sup> to a person from improper use.

**WARNING** This symbol indicates the possibility of death or serious injury<sup>1</sup> to a person from improper use.

**CAUTION** This symbol indicates the possibility of minor injury<sup>2</sup> to a person or physical damage<sup>3</sup> from improper use.

\*1 Serious injury: This refers to loss of sight, injury, burns (high- and low-temperature), electric shock, broken bones, injuries with residual aftereffects from poisoning, etc., and injuries requiring hospital admission for treatment or long-term hospital attendance as an outpatient.

\*2 Minor injury: This refers to injuries, burns (high- and low-temperature), electric shock, etc. that do not require hospital admission for treatment or long-term hospital attendance as an outpatient.

\*3 Physical damage: This refers to extended damage to buildings, furniture, livestock, pets, etc.

### Explanation of graphic symbols used in this manual

Indicates an action that is not allowed.

Indicates that handling with wet hands is not allowed.

Indicates that disassembly is not allowed.

Indicates an action that must be done.

Indicates that use in a place where the product is likely to get wet or allowing the product to get wet is not allowed.

Indicates that the power plug must be disconnected from the power outlet.

### Precautions common to the main unit, Speed Wi-Fi HOME AC Adapter, au IC card, Ethernet cable (sample), peripheral devices

#### DANGER

Do not use, store or leave the equipment in locations subject to high temperature or accumulation of heat (e.g. by the fire, near a heater, under a kotatsu or bedding, in direct sunlight, in a car in the hot sun). Doing so might cause fire, burns, injury, electric shock, etc.

Do not put the equipment in or near microwave ovens, cooking appliances such as IH cooking heaters, or high pressure containers such as pressure cookers. Doing so might cause fire, burns, injury, electric shock, etc.

Do not splash sand, soil or mud, or do not directly place the equipment on them. Also, do not touch the equipment with hands with sand etc. adhered. Doing so might cause fire, burns, injury, electric shock, etc.

Do not use when the product gets wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.). Or, do not use the equipment in a place where the product is exposed to moisture such as bathroom. Doing so might cause fire, burns, injury, electric shock, etc.

Do not disassemble or modify the equipment. Doing so might cause fire, burns, injury, electric shock, etc.

Do not let the equipment get wet with liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.). Doing so might cause fire, burns, injury, electric shock, etc.

Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet animals, etc.) to get inside the power terminal or LAN connection terminal. Doing so might cause fire, burns, injury, electric shock, etc.

Use only optional accessories specified by au for the product. Use of unspecified accessories might cause fire, burns, injury, electric shock, etc.

#### WARNING

Do not subject the equipment to strong force, impacts, or vibration such as letting it fall, stepping on it or throwing it. Doing so might cause fire, burns, injury, electric shock, etc.

Do not allow conductive materials (such as metal objects and pencil lead) to contact the power terminal or LAN connection terminal, or allow dust to get inside of them. Doing so might cause fire, burns, injury, electric shock, etc.

Do not cover or wrap the equipment with bedding while it is in use. Doing so might cause fire, burns, etc.



If you notice anything unusual about the equipment such as an unusual odor, abnormal noise, smoke generation, heat generation, discoloration or deformation during operation or storage, perform the following measures.

- Remove the power plug from the power outlet.
- Power off external devices.

Failure to do so might cause fire, burns, injury, electric shock, etc.

#### CAUTION



**Do not use damaged equipment.**

Doing so might cause fire, burns, injury, etc.



**Do not place the product on an unstable or inclined platform.**

Doing so might cause the device to fall etc. and cause injury.



**Do not use or keep the equipment in a place where it is very humid, dusty, or subject to high temperature.**

Doing so might cause fire, burns, electric shock, etc.



**If a child uses the product, his/her guardian should teach how to handle the product to avoid improper use.**

Failure to do so might cause injury etc.



**Keep the equipment out of the reach of babies and infants.**

Failure to do so might cause accidental swallowing, injury, electric shock, etc.



**Note that the temperature of the product might rise when the product is used continuously. And, be careful not to touch the product unintentionally and continuously, for example, when falling asleep while touching.**

The temperature of the product or Speed Wi-Fi HOME AC Adapter might rise if you use them continuously. If you are directly in contact with a high temperature part continuously, a redness of skin, itch, rash, low-temperature burn, etc. might occur depending on your physical condition.

#### Main unit

#### DANGER



**Do not throw the product into fire or apply heat.**

Doing so might cause fire, burns, injury, etc.



**Do not apply excessive force such as sticking a sharp object (nail etc.) into the product, hitting it with a hard object (hammer etc.), or stepping on it.**

Doing so might cause fire, burns, injury, etc.

#### WARNING



**Do not allow liquids such as water (drinking water, sweat, seawater, urine of pet, etc.), metal pieces, burnable items, and other foreign objects to get inside the Nano IC Card slot.**

**Do not insert au IC card into wrong slot, or insert it in wrong orientation.**

Doing so might cause fire, burns, injury, electric shock, etc.



**Follow the instructions of each medical facility for the use of the product on their premises.**

Do not use the product in a place where the use is prohibited.

The radio waves from the product might affect electronic devices or electronic medical equipment.



**If you are wearing any electronic medical equipment, check with the relevant medical electronic equipment manufacturer or vendor whether the operation might be affected by radio waves.**

The radio waves from the product might have harmful effects on electronic medical equipment etc.



**Do not use the product near electronic devices or equipment operating on high precision control or weak signals.**

The radio waves from the product might interfere with the operation of electronic devices or equipment.

\* The following are some electronic devices or equipment that you should be careful of:

Hearing aids, implantable cardiac pacemaker, implantable cardioverter defibrillator, other electronic medical equipment, and other automatically controlled devices or equipment. If you use an implantable cardiac pacemaker, implantable cardioverter defibrillator, or other electronic medical equipment, check with the medical electronic equipment manufacturer or vendor whether the operation can be affected by radio waves.



**Be careful not to allow a pet etc. to bite the product.**

Doing so might cause heat generation resulting in fire, burns, injury, etc.

#### CAUTION



**If abnormalities on skin are developed by using the product, immediately stop using and take medical treatment.**

The use of the product might cause itching, rashes, eczema, or other symptoms depending on the user's physical condition.

For material of each part, see "Material list".

#### Speed Wi-Fi HOME AC Adapter

#### WARNING



**Do not use the Speed Wi-Fi HOME AC Adapter if the cord gets damaged.**

Doing so might cause fire, burns, electric shock, etc.



**Do not touch the Speed Wi-Fi HOME AC Adapter if you hear thunder.**

Doing so might cause electric shock etc.



**Do not short-circuit the DC plug while it is connected to a power outlet. Do not touch the DC plug with your hands, fingers, or any part of your body.**

Doing so might cause fire, burns, electric shock, etc.



**Do not place heavy objects on a cord of Speed Wi-Fi HOME AC Adapter, or do not apply unreasonable force to the cord such as pulling.**

Doing so might cause fire, burns, electric shock, etc.



**When you insert or remove the power plug to or from a power outlet, do not contact metal straps or other metal accessories with the power plug.**

Doing so might cause fire, burns, electric shock, etc.



**Do not connect a voltage converter for overseas travel (travel converter) to Speed Wi-Fi HOME AC Adapter.**

Doing so might cause ignition, heat generation, electric shock etc.



**Do not put excessive force to the connection part with the Speed Wi-Fi HOME AC Adapter connected to the product.**

Doing so might cause fire, burns, injury, electric shock, etc.



**Do not touch the DC plug or power plug of Speed Wi-Fi HOME AC Adapter with wet hands.**

Doing so might cause fire, burns, electric shock, etc.



**Use the adapter only on the specified power supply and voltage.**

Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc.

Speed Wi-Fi HOME AC Adapter: 100V AC (Make sure to connect to a household AC power outlet.)



**Clean dust from the power plug.**

Using with dust on it might cause fire, burns, or electric shock.

## Handling precautions

These precautions are provided to prevent the product from damage and ensure that performance can be fully demonstrated. Thoroughly read these precautions to ensure correct use.

### Precautions common to the main unit, Speed Wi-Fi HOME AC Adapter, au IC card, Ethernet cable (sample), peripheral devices

- Do not apply excessive force to the product during use. Be sure not to put the product into a tightly packed bag or place a heavy object on the product in a bag. If the cable is connected to the power terminal or LAN connection terminal, the connector might cause damage or a malfunction. Such damage and malfunction are not covered by the warranty, even if there is no external damage.
- Do not use the product in extremely hot, cold, or humid places (Use within an ambient temperature range of 0°C to 40°C and humidity range of 5% to 90%).
- Do not use in places subject to lots of dust or vibration. Doing so might cause a malfunction.
- Clean the power terminal or LAN connection terminal with dry cotton swabs, etc. every now and then. Soiled terminals might cause poor connection. Do not deform the terminal by exerting a strong force when cleaning the terminal.
- Clean the product with a soft dry cloth (such as used for cleaning eyeglasses). Forceful rubbing with a dry cloth may scratch the main unit. The main unit may be stained if water or dirt is kept on the surface. Wiping the product using alcohol, thinner, benzene, detergent, glass cleaner, etc. might erase the printing on the outer casing resulting in a malfunction.
- Use as far away as possible from a land-line phone, TV, or radio to prevent them from being affected.
- The product might become warm depending on the use condition, but this is not abnormal.
- Do not place near corrosive chemicals or in places where corrosive gas is generated. Doing so might cause a malfunction.
- Do not use when you can hear thunder from outside. Doing so might risk lightning strikes and electric shock.
- Be sure to use the Speed Wi-Fi HOME AC Adapter. Use of other than Speed Wi-Fi HOME AC Adapter might cause a malfunction.
- Do not put the product in a cooking apparatus such as microwave oven or a pressure vessel. Doing so might cause a malfunction.
- The customer is not allowed to disassemble, modify or repair the product. Doing so might cause a malfunction. Modification of the product is in violation of the Radio Law and Telecommunications Business Act.
- Do not allow a part of your body such as your finger or a conductive foreign object (metal fragment, pencil lead, etc.) to come into contact or get inside of the power terminal or LAN connection terminal to avoid short-circuit. Doing so might cause a malfunction.
- Do not splash liquid such as water on the product. Also, never use in humid places such as bath areas, or use with wet hands. Doing so might cause a malfunction due to short-circuit or corrosion of electronic circuits.
- Malfunctions due to water wetting or humidity are not covered by the warranty and charges will be incurred for repairs.
- In the event that the product gets wet while using, immediately disconnect the power plug of Speed Wi-Fi HOME AC Adapter.
- Using while it is covered with bedding might cause a malfunction.
- When connecting the Speed Wi-Fi HOME AC Adapter or a PC, insert/remove the plug and connector straight to/from the product. Make sure the orientation of the connector is correct. Unless it's correct, it might cause a malfunction.
- Do not store the product in places subject to direct sunlight (e.g. in a car), places that get hot, places that get extremely cold, and in humid or dusty places. Doing so might cause a malfunction.
- Do not place the product on unstable location such as wobbly platform or inclined place. The product might drop resulting in cause of malfunction.
- Do not exceed the rating of a power outlet or wiring device when using the product, for example, by starburst connection etc.

### Main unit

- Do not forcefully press, hit or intentionally subject to strong impact. Doing so might cause scratches or damage.
- Do not forcefully press your fingernails, sharp objects or hard objects against keys. Doing so might cause scratches or damage.
- "Technical Conformity Mark" depicted in the IMEI label attached to the bottom of the product is a certification that the product and the communication module are compiled with the Radio Law and the Telecommunications Business Law. Do not remove the sticker.
- Never use modified the product. Use of a modified device violates the Radio Law and Telecommunications Business Act. The product obtains a technical standards conformity certification of specified wireless equipment based on the Radio Law and a technical standards conformity approval based on the Telecommunications Business Act, and as a proof, the "Technical Conformity Mark" is displayed on the bottom of the product. If any modifications are made to the internal components, the certification of conformity with technical regulations will become invalid. Never use the product without the valid certification. Doing so violates the Radio Law and Telecommunications Business Act.
- Take care not to place magnetized item such as a magnetic card, speaker and TV set near the product, as it might cause a malfunction. Putting a strong magnetism close to the product might cause false operation.
- Do not bring magnetized cards such as cash cards, credit cards and pre-paid cards closer to the product. Doing so might cause loss of the recorded data.
- When suddenly brought into a warm place from a cold place, or when in a humid location, or when used where temperature suddenly changes (e.g. near the air discharge port of an air conditioner), water droplets (i.e. condensation) sometimes are formed inside of the product. Note that when used under such conditions, the humidity might cause corrosion or a malfunction.
- Use the product with the Nano IC Card slot cover closed. If you use with the Nano IC Card slot cover open, dust or water might get inside and cause a malfunction.
- Do not allow liquids, metal objects, or other foreign objects to get inside of the Nano IC Card slot. Doing so might cause a malfunction.
- Do not give strong impact on the product such as dropping, throwing, stomping. Doing so might cause a malfunction.
- Do not place the product directly on a sandy beach, etc. If sand etc. gets inside of the product, it might cause a malfunction.

### Speed Wi-Fi HOME AC Adapter

- Do not wrap the cord of the Speed Wi-Fi HOME AC Adapter around the adapter main unit. Do not bend connection part of the plug of Speed Wi-Fi HOME AC Adapter and the cord forcedly. Do not place a heavy object on a cord of adapter, or do not apply unreasonable force to the cord such as pulling. Doing so might cause a malfunction.
- Grasp the power plug of Speed Wi-Fi HOME AC Adapter when removing from a power outlet. If you pull the cable, the cable might be damaged.
- Connect Speed Wi-Fi HOME AC Adapter to a power outlet which is located in a place where you can easily disconnect the power plug in case of abnormality occurrence.

### Ethernet cable (sample)

- Do not bend the connection part of the cable and the product, a PC, etc. forcedly. Do not place heavy objects on the cord of cable, or do not apply excessive force to the cord such as pulling. Doing so might cause a malfunction.
- when disconnecting from the product, a PC, etc., grasp the plug. If you pull the cable, the cable might be damaged.

### au IC card

- Do not forcibly remove or insert the au IC card. Be careful not to exert excessive force when inserting the card into the product.
- You are responsible for any damage caused by inserting the au IC card into other IC card reader/writer etc.
- Do not put a sticker etc. on au IC card.
- Do not insert au IC card with a conversion adapter. Doing so might cause a malfunction.
- Do not damage the card by using the product in a hot place, dropping into fire, contacting to the metal part with foreign object, giving an impact, bending, applying load, etc. Doing so might cause loss of data or a malfunction.

### Copyrights & portrait rights

- You are not allowed to copy, distribute, publish, modify, or edit the data you downloaded using the product without consent of the copyright holder, except for personal use, under the copyright law. In addition, do not use or modify portraits or names of other individuals without the consent, as it might infringe on rights of portrait.

### Backup content on the product

- Please back up important content you registered to the product. Content recorded to the memory of the product might disappear or be altered by unexpected factors, such as static electricity or a malfunction, repair, mishandling, etc.

## Notes on using Wireless LAN (Wi-Fi®) function

- Use wireless LAN (Wi-Fi®) function of the product in Japan. The wireless LAN (Wi-Fi®) function of the product conforms to domestic wireless standards in Japan, and has been certified. Use of it overseas may be subject to punishment by law.
- The 2.4 GHz band used by wireless LAN (Wi-Fi®) devices is operated by various other devices. For this reason, the communication speed and connectable range may be decreased, or disconnection may occur, due to interference by other devices.
- Do not use the product in places near electric products, AV, OA equipment, or other magnetized devices, or where electromagnetic waves are generated.
- Subjecting the product to magnetic or electrical noise might increase noise and hinder the communication (particularly when it is used near a microwave oven).
- Using the product near a TV, radio or similar appliance might cause reception interference and disrupt TV images.
- Searching might not be successful if there are multiple wireless LAN (Wi-Fi®) access points near the product and they use the same channel.
- The communication speed and communication range vary depending on the distance between communication devices, obstacles, and connected devices.

### Cautions on using 2.4 GHz band

Wireless LAN (Wi-Fi®) function of the product uses 2.4 GHz band. In this frequency band, other similar wireless stations, implant wireless stations for mobile unit identification that require a license to use, such as factory production lines, specific small power wireless stations that do not require licenses, amateur wireless stations (collectively called "other wireless stations" from here on) are operated in addition to home electrical appliances such as microwave ovens, devices for industrial, scientific and medical devices.

- Before using the product, make sure that "other wireless stations" are not in operation nearby.
- In the event that instances of radio wave interference have occurred between the product and "other wireless stations", immediately either relocate the product or stop operation of the device (stop emission of radio waves).
- If you are unclear on any points or are troubled by anything, contact an au shop or Customer Service Center.
- Connections between the product and all wireless LAN (Wi-Fi®) devices have not been confirmed. Therefore, connections with all wireless LAN (Wi-Fi®) devices are not guaranteed.
- The product supports security features for wireless communications that are compliant with the wireless LAN (Wi-Fi®) standard specifications, but the security may not be sufficient depending on the usage environment and configuration. Be careful when making data communication using wireless LAN (Wi-Fi®) function.
- Wireless LAN (Wi-Fi®) has the advantage that it can be freely connected anywhere within the radio wave range, as it uses radio waves for exchanging information. At the same time, there is a risk that a malicious third party may obtain unauthorized access if security settings have not been configured. You are recommended to configure security settings before using it at your decision and responsibility.
- The Company assumes no responsibility for leakage of data or information that may occur during wireless LAN (Wi-Fi®) communication.



IEEE802.11b/g/n

The product uses the 2.4 GHz band. DS-SS and OFDM are used as the modulation schemes. The interference distance is about 40 m or less. This means that all bandwidths are used, and that bands of mobile unit identification devices can be avoided.

### Cautions on using 5GHz band

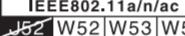
Wireless LAN (Wi-Fi®) function of the product uses 5 GHz band. Using the 5.2 GHz band and 5.3 GHz band outdoors is prohibited by the Radio Law (The product is dedicated to indoor use).

The channels used on the product are as follows.

W52 (5.2 GHz band/36, 40, 44, 48 ch)

W53 (5.3 GHz band/52, 56, 60, 64 ch)

W56 (5.6 GHz band/100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140 ch)



W52 W53 W56

### PIN code

#### PIN code

- To prevent unauthorized use of the au IC card by a third party, you can set the product to require PIN code entry every time the power is turned on. You need to enter the PIN code when setting whether to enter the PIN code or not.
- If the PIN code is incorrectly entered three times consecutively, the PIN code will be locked. You can unlock the PIN code using PUK code.
  - \* By default setting, PIN code is "1234" and PIN code entry is not needed. However, you can change the PIN code to any four- to eight-digit number and PIN code entry setting (entry is needed) as necessary. When an entry of security code is required for making settings, change the initial value of the security code to your own number and then use it.
  - \* PIN code is not reset by resetting the product.

#### PUK code

- In case the PIN code is locked, you can unlock it by entering the PUK code.
  - \* PUK code is an eight-digit number given at the time of purchase, and is printed on the back side of the plastic card on which your au IC card is attached.
  - \* After entering the PUK code, you need to set a new PIN code in "PIN Code Management".
  - \* If the PUK code is incorrectly entered ten times consecutively, contact an au shop or Customer Service Center.

### Notes on data communication charge

- Since a constant Internet connection is possible with the product, data communication may be performed automatically.
- To configure various settings, connection to the Internet is required, to which data communication charge applies.

### Operation environment of PC/browser

The operating environment for connection with the product are as follows (as of November 2018).

#### Compatible OS (PCs)

Windows 7 (32-bit/64-bit), Windows 8.1 (32-bit/64-bit), Windows 10 (32-bit/64-bit)  
Mac OS X 10.9 (64-bit), Mac OS X 10.10 (64-bit), Mac OS X 10.11 (64-bit)

macOS Sierra 10.12 (64-bit), macOS High Sierra 10.13 (64-bit)

macOS Mojave 10.14 (64-bit)

For each OS, Japanese version/English version is supported.

#### Memory

Windows 7: 1 GB or more is required (32-bit), 2 GB or more is required (64-bit)  
Windows 8.1: 2 GB or more is required

Windows 10: 1 GB or more is required (32-bit), 2 GB or more is required (64-bit)

Mac: 512 MB or more is recommended (256 MB or more is required)

#### Hard Disk

100 MB or more is recommended (50 MB or more free space is required)  
Windows 8.1: 2 GB or more free space is required

Windows 10: 16 GB or more free space is required (32-bit), 20 GB or more free space is required (64-bit)

#### Screen resolution

1024 x 768 or more is recommended

#### Compatible browser (for Speed Wi-Fi HOME setting tool)

Microsoft Internet Explorer 8.0 - 11.0  
Microsoft Edge  
Safari 10.0 - 12.0  
Firefox 24.0 - 55  
Chrome 41 - 69  
Opera 41 - 55  
iOS 8.0 - 12 standard browser  
Android 4.1, 4.2, 4.3, 4.4, 5.0, 5.1, 6.0, 7.0, 7.1, 8.0, 8.1, 9.0 standard browser/Chrome

Under environment other than indicated in "Operating Environment for Wireless LAN (Wi-Fi) LAN Connection" in "Quick Start Guide" and above mentioned, the product may not work. Also, even if an operating environment is applicable, the product may not work properly depending on your using environment (PC, connected peripheral devices, applications, etc.). Operation may not be performed properly depending on web browser settings such as proxy or security in Internet options.

\* For inquiries on PC support, OS version upgrade information, etc., see corresponding manufacturer's manual and follow the instructions.

## After-sales service

### When asking for repair

For repair, contact Repair and Delivery Support Center

During the warranty period	Repairs will be done based on the terms of services of the free-of-charge repair warranty described on the warranty card.
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Outside the warranty period	We shall repair the product for a charge as requested by the customer if repair renders it usable.
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\* The warranty period is one year from the day you purchased the new product.

\* Before handing in the product for repair, make a backup of the contents of memory since they may disappear during repair. Note that the Company shall not be liable for any damages and loss of income should the contents of memory be altered or lost.

\* Recycled parts that meet the Company's quality standards may be used for repair.

\* Collected product by Replacement mobile phone delivery service which you used before are recycled to products for replacement after repairs. Also replaced parts by au after-sales service are collected and recycled by KDDI. They are not returned to customers.

\* Modified, remodeled, analyzed (including software alteration, analysis (including rooting), reverse engineering, decompiling, or disassembling) products, or products repaired by repair offices other than the Company etc. specified are out of warranty and repairs might be refused.

\* Ethernet cable (sample) is not covered by the free-of-charge repair warranty.

### Performance parts for repair

The Company retains performance parts for repair of Speed Wi-Fi HOME L02 main unit and its peripherals for four years after discontinuation of production.

"Performance parts for repair" refers to parts required for maintaining the functions of the product.

### Warranty card

At the store of purchase, thoroughly check and read the name of the retailer, date of purchase and other necessary details filled in on the warranty card, and be sure to keep it in a safe place.

### Repair and Delivery Support

An after-sales service membership program on a monthly basis called "Repair and Delivery Support" is available for using your au product for a long time without worries. This service expands coverage for many troubles including malfunction, theft and loss. For monthly fee or details of services, refer to au homepage.

<https://www.au.com/mobile/service/kosho-funshitsu/>

\* You can apply for membership only at the time of purchasing your au product.

\* Once you cancel the membership, you cannot reapply for it until you purchase an au product next time.

\* Note that when changing the model or purchasing an extra au product, this service only covers the most recently purchased au product.

\* When an au product is handed over to you or someone else, the Repair and Delivery Support membership is also handed over to the successor of the product.

\* When you get a new au product by changing the model or purchasing an extra product, the Repair and Delivery Support membership for the old au product is automatically canceled.

\* Service contents are subject to change without notice.

### au IC card

The au IC card is lent to you by au. In case of loss or damage, the card will be replaced at your expense. When malfunction is suspected, or in case of theft or loss, contact an au shop or PiPi.

## Export Administration Regulations

The product and its accessories may be subject to the Japan Export Administration Regulations ("Foreign Exchange and Foreign Trade Law" and its related laws). In addition, U.S. Re-export Regulations (Export Administration Regulations) may apply to the product and its accessories. To export and re-export the product and its accessories, take the required measures on your responsibility and at your expenses. For details on the procedures, contact the Ministry of Economy, Trade and Industry or the U.S. Department of Commerce.

### Trademarks

• Wi-Fi®, Wi-Fi Alliance®, Wi-Fi CERTIFIED®, WPA™, WPA2™, Wi-Fi Protected Setup™ logos are registered trademarks or trademarks of Wi-Fi Alliance.

• HUAWEI is a registered trademark or trademark of HUAWEI TECHNOLOGIES CO., LTD. in China.