

Speed Wi-Fi HOME 5G L11

Notes on usage

- In this manual, "Speed Wi-Fi HOME 5G L11" is referred to as "the product".
- In this manual, "はじめてガイド (Quick Start Guide)" (Japanese), "ご利用にあたっての注意事項 (保証書) (Notes on usage (warranty))" (Japanese), and "取扱説明書 詳細版 (Full instruction manual)" (Japanese) are collectively referred to as "Instruction Manual".
- In this manual, "au Nano IC Card 04 LE" is abbreviated as "au IC card".
- Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM and ® marks may be omitted in this manual.

■Note■	
Please read the phrases in this manual as those shown on the table below according to your carrier.	
Phrase	Read as
au shop/au Style Toyota store Customer Center Repair and Delivery Support Center	your WiMAX carrier*
au homepage	your WiMAX carrier* homepage
Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY	Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY, UQ Communications Inc.
Use only optional accessories specified by au for the product.	Use the optional products specified by your WiMAX carrier*.
au Nano IC Card 04 LE au IC card	au Nano IC Card 04 LE U SIM card

* We will let you know about the contact for WiMAX carrier when you purchase 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, refer to "Quick Start Guide", and also refer to "故障とお考えになる前に (Troubleshooting)" in "取扱説明書 詳細版 (Full Instruction Manual)" (Japanese) available on au homepage.
https://www.au.com/support/service/mobile/guide/manual/ (Japanese)
- 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, 5G, LTE, and WiMAX 2+ system have highly secure confidential communication features).
- This product is designed for use in Japan only and cannot be used in any other countries/regions.
- 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.
- 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 the 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 an au shop/au Style and other places.
- "The Company" as appears in the manual refers to the following companies:
Sold by: KDDI CORPORATION, OKINAWA CELLULAR TELEPHONE COMPANY
Manufactured by: ZTE Corporation
Imported by: ZTE Japan, K.K.

- 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 injury to the customer and others or damage to property using the product.
- The following symbols indicate the different levels of injury or damage that may result if the guidelines are not observed and the product is used improperly.







 DANGER	This symbol indicates that "death or serious injury" ¹ may directly and immediately result from improper use*.
 WARNING	This symbol indicates that "death or serious injury" ¹ may result from improper use*.
 CAUTION	This symbol indicates that "minor injury" ² and/or property damage ³ may result 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 Property 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, AC adapter, au IC card, Ethernet cable (sample), peripheral devices

DANGER


-  Do not use, store or leave the product 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 product 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 product on them. Also, do not touch the product 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 product 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 product. Doing so might cause fire, burns, injury, electric shock, etc.


-  Do not let the product 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 port. 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 product 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 port, or allow dust to get inside of them. Doing so might cause fire, burns, injury, electric shock, etc.


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


-  If you notice anything unusual about the product such as an unusual odor, abnormal noise, smoke generation, heat generation, discoloration or deformation during operation or storage, perform the following measures carefully.
 - Remove the power plug from the power outlet.
 - Remove the devices connected to the product.
 Failure to do instructions above might cause fire, burns, injury, electric shock, etc.


CAUTION


-  Do not use damaged product. 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 product 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 accidental ingestion, injury, electric shock, etc.


-  Keep the product out of the reach of babies and infants. Failure to do so might cause accidental ingestion, 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 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 au 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".


■ AC adapter


WARNING


-  Do not use the AC adapter if the cord gets damaged. Doing so might cause fire, burns, electric shock, etc.

-  Do not touch the 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 the cord of the 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 (such as a travel converter for overseas travel) to the AC adapter. Doing so might cause ignition, heat generation, electric shock, etc.


-  Do not put excessive force to the connection part with the 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 AC adapter with wet hands. Doing so might cause fire, burns, electric shock, etc.


-  Use the AC adapter only on the specified power supply and voltage. Using the incorrect power supply and voltage might cause fire, burns, electric shock, etc. AC adapter: 100V AC (Make sure to connect to a household AC power outlet.)

-  Wipe dust off the power plug. Using with dust on it might cause fire, burns, or electric shock.


-  When connecting the power plug to a power outlet, insert it firmly. Insecure insertion might cause fire, burns, electric shock, etc.


-  When you disconnect a power plug from a power outlet, do not apply excessive force to it such as pulling the cord of the AC adapter. Instead, grasp the power plug of the AC adapter to disconnect. Pulling the cord of the AC adapter might damage the cord and cause fire, burns, electric shock, etc.

-  When connecting/disconnecting the AC adapter to/from the product, do not apply excessive force such as pulling the cord. Insert/remove the plug straight against a terminal. Incorrect insertion/removal might cause fire, burns, injury, electric shock, etc.


-  If the connector of the AC adapter is deformed such as being bent, etc., stop using immediately. Do not use it with the deformation restored. Failure to do so might cause fire, burns, injury, etc. due to short-circuit of the power terminal.


-  Always remove the power plug of the AC adapter from a power outlet when not using it. Keeping with the power plug connected might cause fire, burns, electric shock, etc.

-  Immediately remove the power plug from a power outlet if liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.) get adhered. Failure to do so might cause fire, burns, electric shock, etc. due to short-circuit by adhered object, etc.

















-  Before cleaning, remove the power plug from a power outlet. Failure to do so might cause fire, burns, electric shock, etc.

CAUTION


-  Do not touch the AC adapter for a long time when it is connected to a power outlet. Doing so might cause burns, etc.

-  If abnormalities on skin are developed by using the AC adapter, 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".

■ Ethernet cable (sample)


 WARNING
 Do not use the Ethernet cable (sample) if the cord gets damaged. Doing so might cause fire, burns, electric shock, etc.
 Do not touch the Ethernet cable (sample) if you hear thunder. Doing so might cause electric shock, etc.
 Do not short-circuit the terminal while it is connected to the product, a PC, etc. Do not touch the terminal 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 the cord of the Ethernet cable (sample), or do not apply unreasonable force to the cord such as pulling. Doing so might cause fire, burns, electric shock, etc.
 Do not allow the plug of the Ethernet cable (sample) to contact a metal object such as metal accessory when inserting to or removing from the product, a PC, etc. Doing so might cause fire, burns, electric shock, etc.
 Do not put excessive force to the connection part with the Ethernet cable (sample) connected to the product, a PC, etc. Doing so might cause fire, burns, injury, electric shock, etc.
 Do not touch the Ethernet cable (sample) with wet hands. Doing so might cause fire, burns, electric shock, etc.
 Wipe dust off the terminal. Using with dust on it might cause fire, burns, or electric shock.
 When connecting the Ethernet cable (sample) to the product, a PC, etc., insert it firmly. Insecure insertion might cause fire, burns, electric shock, etc.
 When disconnecting the Ethernet cable (sample) from the product, a PC, etc., do not apply excessive force such as pulling the cord. Instead, grasp the connector to disconnect. Pulling the cord might damage the cord and cause fire, burns, electric shock, etc.
 When connecting/disconnecting the Ethernet cable (sample) to/from the product, do not apply excessive force such as pulling the cord. Insert/remove the plug straight against a terminal. Incorrect insertion/removal might cause fire, burns, injury, electric shock, etc.
 If the connector is deformed such as being bent, etc., stop using immediately. Do not use it with the deformation restored. Doing so might cause fire, burns, injury, electric shock, etc. due to short-circuit of the LAN port.
 Disconnect the Ethernet cable (sample) from the product, a PC, etc. when it is not used. Keeping with the Ethernet cable (sample) connected might cause fire, burns, electric shock, etc.
 Immediately remove the Ethernet cable (sample) from the product, a PC, etc. if liquid such as water (drinking water, sweat, seawater, urine of pet animals, etc.) get adhered. Failure to do so might cause fire, burns, electric shock, etc. due to short-circuit by adhered object, etc.
 Before cleaning, disconnect the Ethernet cable (sample) from the product, a PC, etc. Failure to do so might cause fire, burns, electric shock, etc.

CAUTION

-  If abnormalities on skin are developed by using the Ethernet cable (sample), 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".





■ au IC card

CAUTION

-  Be careful of the cut surface not to hurt your body parts such as fingers when handling the au IC card. Cut surface may be sharp and it might cause injury, etc.

■ Using near medical equipment or in healthcare facilities

WARNING

-  If you have electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator, carry or use the product 15 cm or more away from the implant at all times. The radio waves from the product might have harmful effects on the operation of electronic medical equipment.
-  If you need to use electronic medical equipment other than implantable cardiac pacemaker or implantable cardioverter defibrillator outside medical facilities such as treating at home, consult the relevant electronic medical equipment manufacturer for effects on the equipment by radio waves. The radio waves from the product might have harmful effects on the operation of electronic medical equipment.
-  If there is any chance that the distance between the product and a person closest to you may get shorter than 15 cm such as when you cannot freely move around, set the product not to emit radio wave in advance (power off). A person in close proximity may be equipped with electronic medical equipment such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. The radio waves from the product might have harmful effects on the operation of electronic medical equipment.
-  Follow the instructions given by the respective medical facility regarding the use of the product on their premises. The radio waves from the product might have harmful effects on the operation of electronic medical equipment.

Material list



	Part	Material <Surface treatment>
Main unit	Top cover, exterior case, bottom cover, button/LAN port panel part	PC + ABS resin
	Button	PC + ABS resin
	LED lamp	Front side: PC resin, Back side (LAN port part): high heat-resistant epoxy resin
	LAN port (metal part)	Brass
	Bottom label	PET
	Rubber foot	Silicon rubber
AC adapter	au IC card slot cover	Outer part: PC + ABS resin, Inner part: TPU resin
	Power cable	PVC resin
	Power plug (resin part)	PVC resin
	Power plug (metal part)	Copper <nickel plated>
	Power plug (cover)	Nylon
	AC adapter	PC resin
	DC plug (resin part)	PVC resin
	DC plug (metal part)	Copper <nickel plated>
Ethernet cable (sample)	Cable	PVC resin
	Terminal (resin part)	PVC resin (white part) + PC resin (transparent part)
	Terminal (metal part)	Copper <gold plated>

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, 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 port, 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 port 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, benzine, 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 specified AC Adapter. Use of other than specified 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 port 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 AC Adapter. Using while it is covered with bedding might cause a malfunction.
 - When connecting the 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 complied 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) are sometimes 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 au IC Card slot cover closed. If you use with the au 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 au 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.
- Do not cover the ventilator of the main unit. Doing so might cause a malfunction.

■ AC Adapter

- Do not wrap the cord of the AC Adapter around the adapter main unit. Do not bend connection part of the plug of AC Adapter and the cord forcedly. Do not place a heavy object on the cord of the adapter, or do not apply unreasonable force to the cord such as pulling. Doing so might cause a malfunction.
- Grasp the power plug of AC Adapter when removing from a power outlet. If you pull the cable, the cable might be damaged.
- Connect 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 Ethernet cable (sample) and the product, a PC, etc. forcedly. Do not place heavy objects on the cord of the Ethernet cable (sample), 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 Ethernet cable (sample), 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, getting wet, 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 such as copying or quoting where provided for 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.

Cautions on using 5 GHz 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)

IEEE802.11b/g/n/ax
IEEE802.11a/n/ac/ax
 W52 W53 W56

Operation environment of wireless LAN (Wi-Fi®)/LAN connection/PC/browser

The operating environment for connection with the product is as follows (as of June 2021).

■ Compatible devices

PCs compliant with IEEE802.11a/b/g/n/ac/ax wireless LAN (Wi-Fi®) standard, iPhone, iPod touch, iPad, iPad mini, iPad Pro, smartphones, devices such as game machines
Windows PC/Mac equipped with a LAN port

■ LAN port

10BASE-T, 100BASE-TX, 1000BASE-T

■ Compatible OS (PCs)

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), macOS Catalina 10.15 (64-bit)
macOS Big Sur 11 (64-bit), macOS Big Sur 11.1 (64-bit)
For each OS, Japanese version/English version is supported.

■ Memory

Windows: CPU of 1.0 GHz or more and 1 GB or more memory are required (32-bit), 2 GB or more memory is required (64-bit)

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

■ Hard Disk

Windows: 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) (as of June 2021)

Microsoft Internet Explorer 8.0 - 11.0
Microsoft Edge
Safari 10.0 - 14.0
Firefox 24.0 - 84
Chrome 41 - 88
Opera 41 - 73
iOS 8.0 - 14 standard browser
Android 7.0, 7.1, 8.0, 8.1, 9, 10, 11 standard browser/Chrome

Under environment other than 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.

For inquiries

Customer Center


For general information (toll free)

Business hours 9:00–20:00 (7 days a week)

From au mobile phones

157 without area code

In case above numbers are not available (toll free).

 0120-977-033

From non-au mobile phones/general subscriber phones

 0077-7-111

In case above numbers are not available (toll free).

 0120-977-033

For theft, loss, or malfunction (toll free)

Business hours : 24 hours live support (7 days a week)

From au mobile phones

113 without area code

In case above numbers are not available (toll free).

 0120-925-314

Repair and Delivery Support Center

(Repair and Delivery Service for members)

For repair or replacement cell phone delivery service (toll free)

Business hours 9:00–20:00 (7 days a week)

From au mobile phones/non-au mobile phones/general subscriber phones

 0120-925-919