Speed Wi-Fi HOME L02

Quick Start Guide

Preface
Thank you for buying the Speed Wi-Fi HOME L02 (simply called "the product" from here on).
Before using the product, be sure to read the "Quick Start Guide" (this manual) and "Notes on usage" to ensure correct use.

Packaged items
Before start using the product, make sure that you have all the following packaged with the product.
● Speed Wi-Fi HOME L02 main unit   ● Speed Wi-Fi HOME AC Adapter (HWS31PJA)   ● Ethernet cable (sample)

● 保証書 (Warranty) (for main unit) ● Wi-Fi 初期設定 (Wi-Fi Initialization) sticker (Japanese)
● はじめてガイド (Quick Start Guide) (Japanese) ● ●ご利用にあたっての注意事項 (Notes on usage) (Japanese)
● ACアダプタ取扱説明書／保証書 (Manual/Warranty for AC Adapter) (Japanese)

* Keep the included accessories including warranty at hand.
* Illustrations of the product in the descriptions are sample images. They may differ from the actual ones.

About Instruction Manual
■ **Quick Start Guide (This manual)**
Main operations for the main features are explained.

■ **"取扱説明書 詳細版 (Full instruction manual)" (Japanese)**
"取扱説明書 詳細版 (Full instruction manual)" (Japanese) which describes the detail explanations for various functions is available on the au homepage.
https://www.au.com/support/service/mobile/guide/manual/

• PDF file of "取扱説明書 詳細版 (Full instruction manual)" (Japanese) is also stored in the product.
  To view, connect the product and a PC, etc. via wireless LAN (Wi-Fi®) or Ethernet cable (sample) → Activate a web browser → Enter "http://speedwifi.home " in the address field → In "言語 (Language)" list, select "English" → Login → "Help" → "Please refer to the manual".
  * For instructions on how to log in, refer to "Activating Speed Wi-Fi HOME setting tool" in this manual.

About descriptions
In this manual, descriptions are based on the screen display and operations of the product with au Nano IC Card 04 LE installed.
Illustrations and screens shown in this manual may look different from the actual ones. In some cases minor details or a part of a screen may be omitted.
• In this manual, descriptions are written on the assumption that you are skilled in basic operations of Windows PC/Mac, smartphones, etc. For operations of your PC or smartphone, refer to the manual of the PC or the smartphone.
• In this manual, "au Nano IC Card 04 LE" is referred to as "au IC card".
• Company names and product names referred to in this manual are trademarks or registered trademarks of respective companies. The TM marks or ® marks may be omitted in the description.
* "The Company" as appears in the manual refers to the following companies:
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  Imported by: HUAWEI Technologies Japan K.K.
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* 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.

What you can do with Speed Wi-Fi HOME L02
You can connect multiple wireless LAN (Wi-Fi®) devices such as PCs or smartphones up to 40 devices at the same time (up to 20 for 2.4 GHz/5 GHz respectively) via wireless LAN (Wi-Fi®) function, or connect a PC using included Ethernet cable (sample). Also, the data communication via Internet connection using WiMAX 2+ or LTE system is available (best effort[1]) from connected devices through the product.
*1: Communication speed may not reach the maximum value depending on connection environment.
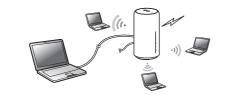
* The product automatically determines the most suitable network at that time to connect.

■ **Connecting via wireless LAN (Wi-Fi®)**
In this manual, how to connect with a PC, smartphone, etc. via wireless LAN (Wi-Fi®) is described.

■ **Connecting via Ethernet cable (sample)**
* You can use the wireless LAN (Wi-Fi®) connection and LAN connection at the same time. Up to 42 devices in total can be connected.

Setting communication mode (WAN)
You can perform data communication via WiMAX 2+ or LTE system with the product. You can select from the following communication modes to use.

	WiMAX 2+	LTE
High Speed Mode	○	—
High Speed Plus Area Mode	○	○

* Monthly data usage amount for each communication mode differs depending on your billing plan.
* By default, it is set to "High Speed Mode". Note that additional fee may be applied depending on your billing plan if you switch it to "High Speed Plus Area Mode".

Useful features of Speed Wi-Fi HOME L02

■ **Auto Mode Settings**
When data usage reaches to a specified value while communicating in High Speed Plus Area Mode, the product automatically switches the mode from High Speed Plus Area Mode to High Speed Mode.
Setting method: On the menu of Speed Wi-Fi HOME setting tool, "Settings" → "WAN Settings" → "Auto Mode Settings" → Set each item
* If you turn on Auto Mode Settings when WAN is set to "High Speed Mode", the communication mode switches to "High Speed Plus Area Mode". Note that additional charge may be applied depending on your billing plan.

■ **Data Usage Counter**
You can check data usage amount for each communication mode. Also, Data Usage indicator notifies you if specified data usage amount is exceeded.
Setting method: On the menu of Speed Wi-Fi HOME setting tool, "Settings" → "WAN Settings" → "Data Usage Counter" → Set each item
* Data usage amount is counted by the product main unit as a guide. It differs from the actual data amount that you used.

■ **"HUAWEI HiLink" app**
Install "HUAWEI HiLink" app to your smartphone so that you can connect the product by scanning the QR code. After connection to the product, log in to the app as administrator so that you can check the status of the product or set some functions.
* You can download "HUAWEI HiLink" app by scanning the QR code on the right.
* If you are already a user of "HUAWEI HiLink" app, update to the latest version before using.

■ **Best Position**
You can check the detailed signal strength of a place where the product is installed with "Best Position" feature of "HUAWEI HiLink" app.
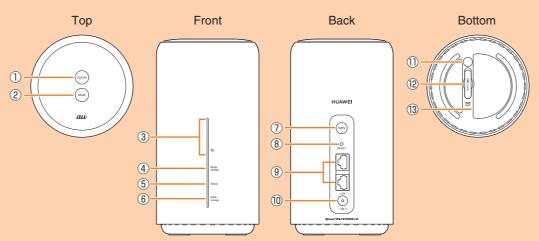
■ **Wi-Fi setting copy feature**
You can copy the setting of Wi-Fi router which you have used so far to the product. Changing the settings on your wireless LAN (Wi-Fi®) devices are not needed so that you can connect them simply.
* For details, "Connecting by using Wi-Fi setting copy feature" in this manual.

■ **5GHz Preferred**
You can switch automatically to 5 GHz band which is less prone to cause deterioration of the communication quality due to radio wave interference than 2.4 GHz band if the radio wave condition of 5 GHz is good.
Setting method: On the menu of Speed Wi-Fi HOME setting tool, "Settings" → "LAN Settings" → "Security Settings 2.4GHz" → Turn on "5GHz Preferred"

Names and functions of parts

Top / Front / Back / Bottom

① **Update button**
Use to start software update.
② **Mode button**
Switch communication modes.
③ **Signal indicator**
Indicates signal strength of WiMAX 2+ or LTE signal.
④ **Mode/Update indicator**
Indicates the communication mode or notification of software update.
⑤ **Status indicator**
Indicates the status of the product.
⑥ **Data Usage indicator**
Indicates when specified data usage amount is exceeded.
⑦ **WPS button**
Use to connect a WPS compatible device via wireless LAN (Wi-Fi®).
⑧ **RESET button**
Reset settings to the factory default.
⑨ **LAN connection terminal**
Use to connect a PC etc. via Ethernet cable (sample).
⑩ **Power terminal**
Connect Speed Wi-Fi HOME AC Adapter.
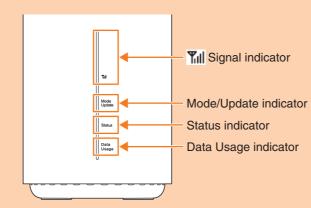⑪ **WARRANTY SEAL**
Do not remove this sticker. If it is removed, free-of-charge repair warranty is invalid.
⑫ **Nano IC Card slot**
Attach au IC card.
⑬ **Label**
Check SSID, security key (password), IMEI, etc. Do not remove it.

Main LED indicators
The status of the product can be notified with the LED color and the lighting pattern. Main LED indicators are as follows.

Signal indicator / Mode/Update indicator / Status indicator / Data Usage indicator

Signal indicator

● (Turn off)	Out of service area, au IC Card is not inserted
● (Turn on)	LTE/WiMAX 2+ connected (Signal level: 1 - 4)

Mode/Update indicator

● (Turn on)	High Speed Mode
● (Turn on)	High Speed Plus Area Mode[1]
(Blink)	Auto Mode Settings ON[1][2]
(Blink)	Software update detected * See "Updating the software" in this manual.

Status indicator

● (Turn on)	Power on → Acquiring WAN IP address → Normally connected
(Blink)	au IC card not inserted/au IC card error/PIN locked/Connection error due to APN setting error etc.
● (Turn on)	Connection error due to out of service

Data Usage indicator

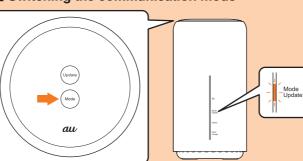|	
● (Turn on)	Not exceeded the specified data usage limit[3]
● (Turn on)	Exceeded the specified data usage limit[3]

*1: Note that additional fee may be applied depending on your billing plan if you switch it to "High Speed Plus Area Mode".
*2: You can set in "Auto Mode Settings" of "Speed Wi-Fi HOME setting tool".
*3: You can set in "Data Usage Counter" of "Speed Wi-Fi HOME setting tool".

Button operations
Switch the communication mode or update the software etc. by button operation.
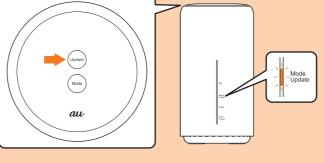
■ **Switching the communication mode**

Mode button
Switch the communication mode.

Mode button	Mode/Update indicator	Operation
Press and hold for over approximately two seconds	● (Turn on)	Switch to High Speed Mode
	● (Turn on)	Switch to High Speed Plus Area Mode[1]

*1: Note that additional given charge may be incurred for use in High Speed Plus Area Mode.
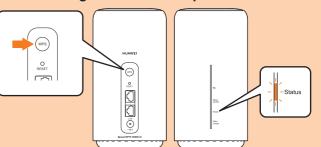
■ **Updating the software**

Update button
When there is software update, start updating.

Update button	Mode/Update indicator	Operation
—	(Blink)	Update detected
Press for over approximately one second	(Blink)	Updating
—	● (Turn on) or ● (Turn on)	Update is complete

* For notes for updating software, see "Updating the software" on the next page.

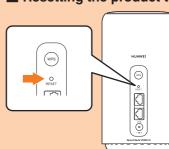## ■ Connecting with a WPS compatible wireless LAN (Wi-Fi®) device

WPS button
Connect with a WPS compatible wireless LAN (Wi-Fi®) device.

WPS button	Status indicator	Operation
Press for over approximately one second	(Blink)	Performing WPS connection (2.4 GHz/5 GHz)

* To stop WPS connection, press the WPS button for over approximately one second again during WPS connection.

■ Resetting the product to the factory default state

RESET button
Reset settings to the factory default.
* With the power of the product turned on, press this button with a fine-tipped object.

RESET button	Operation
Press and hold for over approximately two seconds	Reset the product setting to the factory default.

* This erases all of the settings done after you purchase the product. Please be careful to use this function.

Preparation

■ **Attaching au IC card**
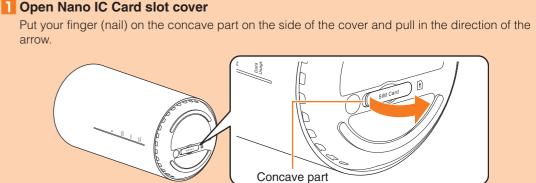Your phone number etc. is recorded in the au IC card.
The product is compatible with au Nano IC Card 04 LE.
* Although the phone number is stored to the au IC card as customer information, making/receiving calls etc. is not available with the product.
* Note the following points, otherwise handling the au IC card may cause malfunction or damage.
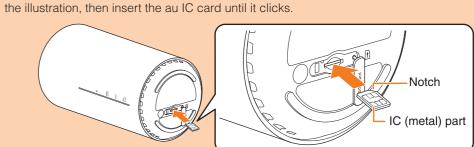 • Do not touch the IC (metal) part of the au IC card
  • Insert in the correct direction.
  • Do not force to attach or remove.
Before attaching/removing the au IC card, turn off the power of the product. au IC card is not recognized on the product if it is attached without turning off the power.

au Nano IC Card 04 LE
(Front) (Back)
IC (metal) part

1 Open Nano IC Card slot cover
Put your finger (nail) on the concave part on the side of the cover and pull in the direction of the arrow.

Concave part

2 Insert au IC card into the Nano IC Card slot
With the IC (metal) side facing up, confirm the orientation of the card with the notch as shown in the illustration, then insert the au IC card until it clicks.

Notch
IC (metal) part

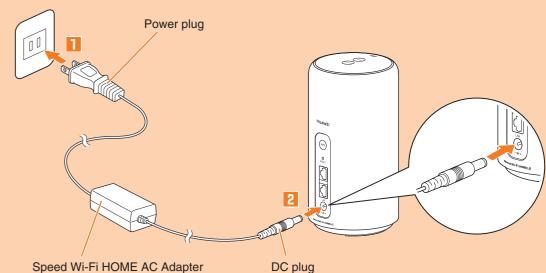**3** Align the Nano IC Card slot cover with the Nano IC Card slot

4 Gently press the Nano IC Card slot cover

* To remove the au IC card, gently push the au IC card until it clicks, let it back without releasing your finger, and then gently pull out the au IC card.

■ **Turning the power on**

1 Insert the power plug of Speed Wi-Fi HOME AC Adapter into an AC 100V outlet

2 Connect the DC plug of Speed Wi-Fi HOME AC Adapter to the power terminal of the product
Insert it straight all the way.

Power plug
Speed Wi-Fi HOME AC Adapter
DC plug

* For using Wi-Fi setting copy feature, turn on the power while pressing the WPS button. See "Connecting by using Wi-Fi setting copy feature" in this manual.

Connecting wireless LAN (Wi-Fi®)
You can connect with wireless LAN (Wi-Fi®) devices by any one of the following method

■ **Wi-Fi setting copy**
* See "Connecting by using Wi-Fi setting copy feature" in this manual.

■ **Using "HUAWEI HiLink" app**
* See "Connecting with a smartphone using "HUAWEI HiLink" app" in this manual.

■ **Manual settings**
* See "Connecting by manual setting" in this manual.

■ **WPS connection**
* See "Connecting with a WPS compatible wireless LAN (Wi-Fi®) device" in this manual.

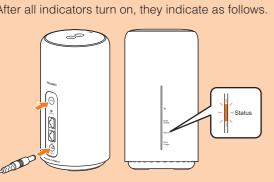## Connecting by using Wi-Fi setting copy feature

When starting use of the product instead of a Wi-Fi router which you have used so far, the SSID and the password can be copied to the product.
Changing the settings on wireless LAN (Wi-Fi®) devices are not needed so that you can connect them simply.
・This feature is available only when WPS function is equipped on your former Wi-Fi router. Copying may not be available depending on the settings of Wi-Fi router.

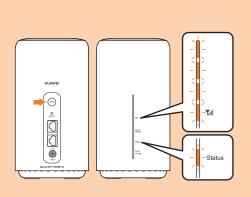**1 Connect the power plug while pressing the WPS button (Turn the power on)**
After all indicators turn on, they indicate as follows.

Signal indicator	● (Turn off)
	● (Turn off)
	● (Turn off)
	● (Turn off)
Mode/Update indicator	● (Turn off)
Status indicator	●●●(Blink)
Data Usage indicator	● (Turn off)

2 Press the WPS button for over one second
Wi-Fi setting copy starts.

Signal indicator	● (Turn off)
	●●●●(Blink): Copying 5 GHz setting
	● (Turn off)
	●●●●(Blink): Copying 2.4 GHz setting
Mode/Update indicator	● (Turn off)
Status indicator	●●●(Blink)
Data Usage indicator	● (Turn off)

3 Perform the WPS function of the router which you have used so far
・For procedure of performing the WPS function, see the manual of the router which you have used so far

4 Check the result of Wi-Fi setting copy
You can learn which setting copy of 2.4 GHz or 5 GHz succeeded by Signal indicator.
・If you failed the setting copy, operate step 2 and step 3 again. If you failed even if you performed the steps again, see "Connecting by manual setting" in this manual and try setting manually.

2.4 GHz setting copy succeeded

Signal indicator	● (Turn off)
	● (Turn off)
	● (Turn off)
	● (Turn on)

5 GHz setting copy succeeded

Signal indicator	● (Turn off)
	● (Turn on)
	● (Turn off)
	● (Turn off)

2.4 GHz/5 GHz setting copy failed

Signal indicator	● (Turn off)
	● (Turn off)
	● (Turn off)
	● (Turn off)

5 Perform the setting copy for the other frequency band
To perform the setting copy for the other frequency band (2.4 GHz or 5 GHz), operate step 2 and step 3.
・If you failed the setting copy, operate step 2 and step 3 again. If you failed even if you performed the steps again, see "Connecting by manual setting" in this manual and try setting manually.
・If you perform Wi-Fi setting copy only for either frequency band, it is not necessary to operate step 5 and step 6. Turn off and on the power of the product.

2.4 GHz setting copy succeeded and copying 5 GHz setting

Signal indicator	● (Turn off)
	●●●●(Blink)
	● (Turn off)
	● (Turn on)
Mode/Update indicator	● (Turn off)
Status indicator	●●●(Blink)
Data Usage indicator	● (Turn off)

5 GHz setting copy succeeded and copying 2.4 GHz setting

Signal indicator	● (Turn off)
	● (Turn on)
	● (Turn off)
	●●●●(Blink)
Mode/Update indicator	● (Turn off)
Status indicator	●●●(Blink)
Data Usage indicator	● (Turn off)

6 Check that the Wi-Fi setting is successfully copied
When the Wi-Fi settings of 2.4 GHz and 5 GHz are successfully copied, the indicators indicate as follows and after three seconds, the product goes into normal operation automatically.

Signal indicator	● (Turn off)
	● (Turn on): 5 GHz setting copied
	● (Turn off)
	● (Turn on): 2.4GHz setting copied
Mode/Update indicator	● (Turn off)
Status indicator	● (Turn on)
Data Usage indicator	● (Turn off)

7 Turn off the Wi-Fi router which you have used so far

Connecting with a smartphone using "HUAWEI HiLink" app

Install "HUAWEI HiLink" app to a smartphone and scan the QR code for connection to connect the product automatically.

* There are two types QR codes: for 2.4 GHz band connection and for 5 GHz band connection.
・For 2.4 GHz band connection: Depicted on both the Wi-Fi初期設定 (Wi-Fi Initialization) sticker and on the bottom of the main unit.
・For 5GHz band connection: Depicted on the Wi-Fi初期設定 (Wi-Fi Initialization) sticker only.

1 Use a QR code scanning app of your smartphone to scan the following QR code to install "HUAWEI HiLink" app
・Install a QR code scanning app on your smartphone in advance.
・Follow the QR code reader app's instructions to connect to the scanned URL.
 "HUAWEI HiLink" app download (Google Play™/App Store)
 https://consumer.huawei.com/minisite/mobilewifiapp/download.html
・The QR code is also printed on the package of the product.

2 From the app list of the smartphone, tap "HUAWEI HiLink" and flick the app guide which appears when activating the app for the first time to show the last page
The device selection screen appears.
・When activating for the first time, "HUAWEI HiLink" app introduction appears. Follow the onscreen instructions.
・Turn on wireless LAN (Wi-Fi®) of the smartphone in advance.

3 Tap "3G/4G wireless routers" → "Later"
HUAWEI HiLink home screen appears.

4 Tap "Tools" → "Scan"

5 Scan the QR code for connecting on the Wi-Fi初期設定 (Wi-Fi initialization) sticker or the bottom surface of main unit
When the wireless LAN (Wi-Fi®) signal icon is displayed on the screen of smartphone, the setting is complete.
* Connection cannot be established automatically by scanning the QR code of the product with other than "HUAWEI HiLink" app. Be sure to use "HUAWEI HiLink" app.
* If you cannot connect the product automatically by scanning the QR code, refer to "Connecting by manual setting" in this manual.
* For inquiries about "HUAWEI HiLink" app, contact the developer of the app or from the following homepage. https://consumer.huawei.com/jp/support/index.htm (Japanese)
* With "HUAWEI HiLink" app, you can also use "Best Position" feature.
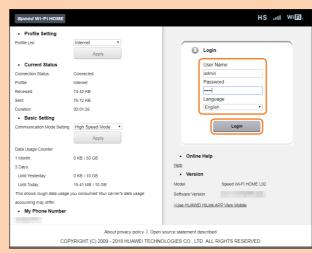
Connecting by manual setting

Connect the product and wireless LAN (Wi-Fi®) devices via wireless LAN (Wi-Fi®) to perform data communication.
* Use "SSID1 (WPA2/WPA)" of the product to connect. You can also check the SSID1 network name (SSID) and security key (password) on the included Wi-Fi初期設定 (Wi-Fi Initialization) sticker or on the bottom of the main unit.
* Set up to establish wireless LAN (Wi-Fi®) connection when the product is connected to each wireless LAN (Wi-Fi®) device for the first time. Once you set up connection, the connection for the wireless LAN (Wi-Fi®) device resumes automatically from a second time (when you set "Connect automatically", "Save the setting", etc. on the wireless LAN (Wi-Fi®) device).

1 Turn on the power of the product

2 On a wireless LAN (Wi-Fi®) device, turn on wireless LAN (Wi-Fi®) function

3 Select the SSID of the product from the displayed network list etc.

4 Enter the security key (password)
・Confirm that the connection to the product is established on the display of the wireless LAN (Wi-Fi®) device etc.

Activating Speed Wi-Fi HOME setting tool

Make the device settings of the product from Speed Wi-Fi HOME setting tool on a web browser of a PC etc. connected via wireless LAN (Wi-Fi®) or using Ethernet cable (sample). The following procedure is explained for connection via wireless LAN (Wi-Fi®) as an example.
* To use Speed Wi-Fi HOME setting tool via wireless LAN (Wi-Fi®) connection, use "SSID1".

1 Turn on the power of the product

2 Activate a wireless LAN (Wi-Fi®) device and connect to the product via wireless LAN (Wi-Fi®)

3 Activate the web browser and enter "http://speedwifi.home" in the URL entry field
The Login screen appears.

4 In "言語 (Language)" field, click ▼ to open the language list and select "English", enter user name "admin" and password → "Login"
・Default login password for Speed Wi-Fi HOME setting tool can be found in the "初回ログインID/パスワード (Default log in ID/Password)" on the bottom of the main unit.
・When you activate it for the first time, "Request for automatic update function setting." and "5GHz preferred" confirmation screen appear. Follow the onscreen instructions.
・When you select "Login", a confirmation screen requesting "change of password" appears.

5 Select "Change Now"/"Later"
・When you select "Change Now", the password change screen appears. Follow the onscreen information to change the password and then log in with the new password.
・When you select "Later", log in with the current password.

When you log in to Speed Wi-Fi HOME setting tool successfully, Settings or Connection screen of the Speed Wi-Fi HOME setting tool appears.

Checking own phone number

You can check your own phone number in the Login screen of Speed Wi-Fi HOME setting tool.

1 Display the Login screen of Speed Wi-Fi HOME setting tool
・See "My Phone Number" in the Login screen.
* Making/receiving calls etc. is not available with the product.

Updating the software

You can set to notify you of update information or update the software automatically with Speed Wi-Fi HOME setting tool. Download the latest software and update.
* For updating method, see "■Updating the software" of "Button operations" in this manual.
* Software update can also be performed with Speed Wi-Fi HOME setting tool.

■ Notes
・Make sure that the product is connected to the Internet before performing the online update.
・The 5-digit beginning numbers of IMSI (a subscriber identity recorded on IC card etc.) and SN (an equipment identity recorded on the device) will be sent to the update server for checking if software update is needed or not for your device before updating.
・When you failed to check the latest software, retry in a place where the signal condition is good.
・Charge of data communication is incurred when accessing the Internet from the product using the data communication.
・When updating the software is needed, you will be notified on au homepage etc. For details, contact an au shop or Customer Service Center (157 from au mobile phone/toll-free). Also, we may send notifications from au to the Speed Wi-Fi HOME L02 users who need the software update so that they can use the Speed Wi-Fi HOME L02 in good condition.
・You are recommended to back up your setting contents before the update.
・If you failed to download the software, the Mode/Update indicator of the product blinks three times in red (quick). Retry by pressing and holding the Update button for over approximately one second in a place where the signal condition is good.
・When the software update is failed, the Product may become inoperative. If the product becomes inoperative, bring it to an au shop or PiPit (except a part of shops).

Main specifications

■ Main unit

Dimensions	Approx. 178 (H) × 93 (W) × 93 (D) mm
Weight	Approx. 436 g
LAN port	10BASE-T, 100BASE-TX, 1000BASE-T
Power supply	100V - 240V AC, 50/60Hz, 12V DC
Wattage	Up to 24 W
Operation environment	Operating ambient temperature range: 0℃ - 40℃ Operating ambient humidity range: 5% - 90%

■ WAN

| Compatible Networks | WiMAX 2+, LTE |

■ LAN

Compatible Networks	Wi-Fi (IEEE802.11a/b/g/n/ac-compliant)
Frequency band	2.4 GHz (1 - 13ch*1), 5 GHz (W52, W53, W56)
Wi-Fi security	WEP: 64-bit/128-bit WPA-PSK: AES/AES+TKIP WPA2-PSK: AES/AES+TKIP
Maximum simultaneous connections	Wireless LAN (Wi-Fi®): 40 devices (2.4 GHz band: 20 devices/ 5 GHz band: 20 devices)/LAN: 2 devices

*1: By default setting, channel can be selected between 1 and 11 ch automatically.

■ Speed Wi-Fi HOME AC Adapter

Input power	100 - 240V AC, 0.8A 50/60Hz
Output power	12V DC, 2A
Dimensions	Approx. 46 (W) × 33 (H) × 91 (D) mm (Cord length: Approx. 2.2 m)
Weight	Approx. 215 g
Operation environment	Operating ambient temperature range: 0℃ - 40℃ Operating ambient humidity range: 5% - 90%

■ Ethernet cable (sample)

| Cord length | Approx. 1.5 m |
| Weight | Approx. 32 g |

Related accessory

Available related accessory is as follows.
・Speed Wi-Fi HOME AC Adapter (HWS31PJA)
* The above accessory can be purchased from au online shop.
 http://onlineshop.au.com (Japanese)

Operating Environment for Wireless LAN (Wi-Fi®)/LAN Connection

The operating environment for wireless LAN (Wi-Fi®)/LAN connection with the product are as follows. (as of November of 2018)

■ Compatible devices
PC, iPhone, iPod touch, iPad, iPad mini, iPad Pro, smartphone, game console, etc. compatible with IEEE802.11a/b/g/n/ac wireless LAN (Wi-Fi®) standard.
Windows PC/Mac with LAN port

■ LAN port
10BASE-T, 100BASE-TX, 1000BASE-T
* For operation environment of PC/browser or notes on usage, refer to "Operation environment of PC/browser" in "Notes on usage".

Included stickers

■ Wi-Fi初期設定 (Wi-Fi Initialization) sticker (Japanese)
For connecting the product with wireless LAN (Wi-Fi®) devices such as PCs or smartphones (wireless LAN (Wi-Fi®) devices (herein after referred to as wireless LAN (Wi-Fi®) devices), entering the SSID1 network name (SSID) and security key (password) is required. For connecting to wireless LAN (Wi-Fi®) devices, see "Connecting wireless LAN (Wi-Fi®)" in this manual.
The SSID1 network name (SSID) and security key (password) are printed on the Wi-Fi初期設定 (Wi-Fi Initialization) sticker (Japanese) (by default). The sticker is needed to connect with wireless LAN (Wi-Fi®) devices when the product is in default state or after you reset the product. Keep it for example by attaching to the specified section of the included はじめてガイド (Quick Start Guide) (Japanese) to refer when it is necessary. You can also check the SSID1 network name (SSID) and security key (password) on the bottom of the main unit.*1

Paste the sticker to this position of the included " はじめてガイド (Quick Start Guide) (Japanese).

*1: To check SSID2 information, select "Settings" on Speed Wi-Fi HOME setting tool → "LAN Settings" → In the menu of "Security Settings 2.4GHz" or "Security Settings 5GHz", turn "SSID2 Module" to "On" → "Apply" → "OK" → "Continue".

Troubleshooting

Please check the following if you have trouble, for example, Internet access cannot be established, etc. even after referring to this manual and making settings.
* Signal strength, communication congestion, amount of contents may affect communication status.

■ Cannot connect wireless LAN (Wi-Fi®) devices.
1. Check if wireless LAN (Wi-Fi®) function is enabled on the wireless LAN (Wi-Fi®) device.
2. When connecting with WPS function is not available, refer to manual etc. of the wireless LAN (Wi-Fi®) device. Even if connecting is failed, set wireless LAN (Wi-Fi®) function manually.
3. Depending on wireless LAN (Wi-Fi®) device, connecting may fail when "Wi-Fi PMF" is set to On. Select from the menu of Speed Wi-Fi HOME setting tool, "Settings" → "LAN Settings" → "Security Settings 2.4GHz" or "Security Settings 5GHz" → "Wi-Fi PMF" and turn off "Wi-Fi PMF", and then connect it again.

■ Internet connection fails.
1. Check that you are in the service area.
2. Signal reception may be poor. Try again in a place with better reception.
3. Connection destination may be busy at certain time. Wait a while and try again.
4. Activate Speed Wi-Fi HOME setting tool and make sure that the product connects to the Internet correctly.

■ Communication stops intermittently.
1. Signal reception may be poor. Check in a good reception area.
2. Make sure that the product and a PC etc. are correctly connected via wireless LAN (Wi-Fi®) or the Ethernet cable (sample).
3. When the product and wireless LAN (Wi-Fi®) device are connected via wireless LAN (Wi-Fi®), restart the product.
4. When the product and a PC are connected with the Ethernet cable (sample), disconnect the product from the PC and then reconnect it.
 If connection is not established after the above-mentioned steps are performed, disconnect the product, restart the PC, and then connect the product again.

■ Communication speed is slow.
1. Signal reception may be poor. Check in a good reception area.
2. Connection destination may be congested. Wait a while and try again.

* If the problem persists, try resetting the product, or removing and inserting au IC card after turning off the power of the product and turning it on again.

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For inquiries

Customer Service Center

For general information, charge and operation information (toll-free)
Business hours: 9:00–20:00 (7 days a week)
From fixed-line phones: ☎ 0077-7-111
From au mobile phones: 157 without area code
Pressing "zero" will connect you to an operator, after calling "157" on your au cellphone.
In case above numbers are not available, call (toll-free)
☎ 0120-977-033 (except Okinawa)
☎ 0120-977-699 (Okinawa)

For loss, theft or damage (Stop the service) (toll-free)
Business hours: 24 hours (7 days a week)
From fixed-line phones: ☎ 0077-7-113
From au mobile phones: 113 without area code
In case above numbers are not available, call (toll-free)
☎ 0120-925-314

Repair and Delivery Support Center

For loss, theft, damage (toll-free)
From fixed-line phones/au mobile phones,
☎ 0120-925-919
Business hours 9:00-20:00 (7 days a week)