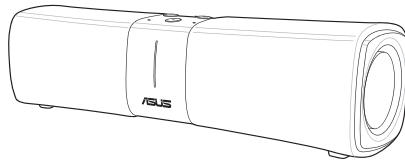


# User Instructions

## Lyra Voice

Wireless-AC2200 Tri Band Gigabit Router



E15051

First Edition

December 2018

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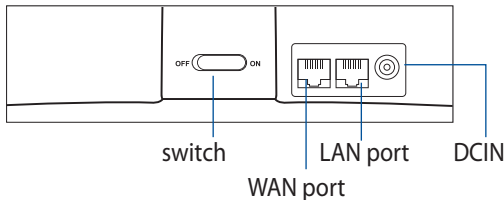
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# 1 Setting up your Lyra Voice

1. Plug the adapter into the DCIN port of your Lyra Voice.
2. Connect an Ethernet cable with Internet access to the WAN port on the rear side of your Lyra Voice.



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## WAN PORT

Connect your modem to this port with a network cable.

---

## LAN PORT

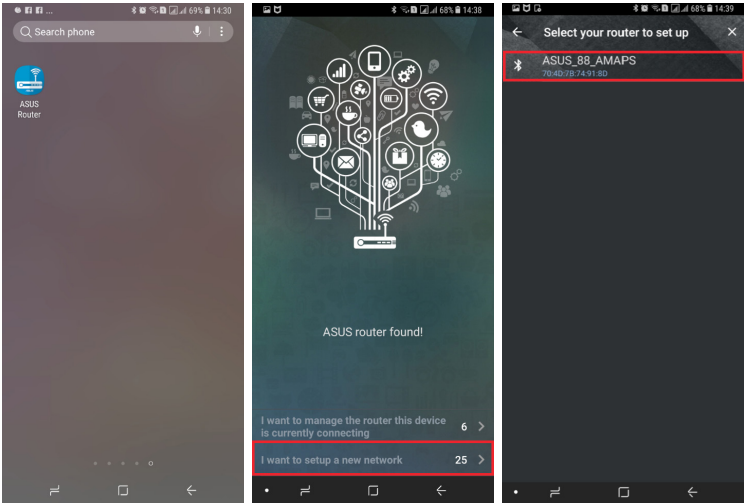
Connect your PC to this port with a network cable.

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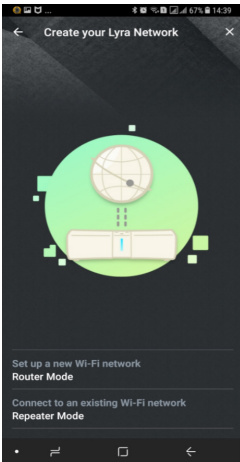
3. Slide the switch to ON to power on your device.
4. Use your mobile device to scan either of the QR codes below to install the **ASUS Router** app for iOS or Android and setup Wi-Fi and Alexa functionality on your Lyra Voice.



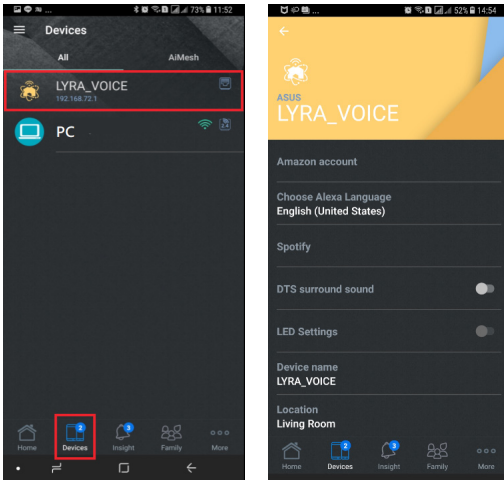
5. After installing the **ASUS Router** app, tap on the app and complete the following steps.



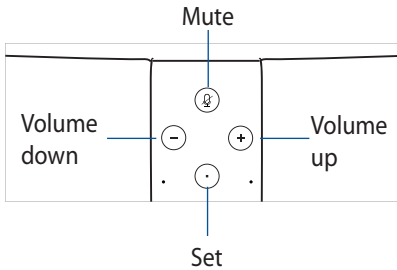
6. Choose whether you want to setup your Lyra Voice as a router or as a repeater. If you have existing routers, you can choose Repeater Mode to connect your Lyra Voice to your existing routers for Wi-Fi signal extension.



7. When you have finished setting up your Lyra Voice, tap on the **Devices** icon for more settings, such as Amazon account configuration, Alexa Language settings, DTS surround sound and LED settings.



8. Now your Lyra Voice is ready to use Alexa. Launch Alexa via voice commands or by tapping on the Set button.



## 2 Device usage and supported language

### 1. Device usage

Currently Lyra Voice can be set up in Router/AP/Repeater mode, and AVS Client will be initiated once there is an available Internet connection. It can be set up via the ASUS Router app.



ASUS Router

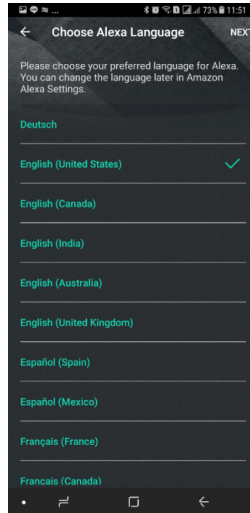
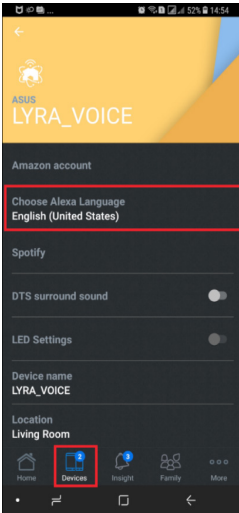
### 2. Language support

- Deutsch (Germany)
- English (United States)
- English (Canada)
- English (India)
- English (Australia)
- English (United Kingdom)
- Español (Spain)
- Français (France)
- Italiano (Italy)
- 日本語 (Japan)

The following languages will be supported soon in 2019:

- Español (Mexico)
- Français (Canada)

After setting up your device, you can change the Alexa language by tapping on **Device > Choose Alexa Language**:





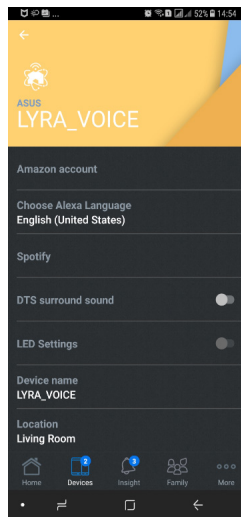
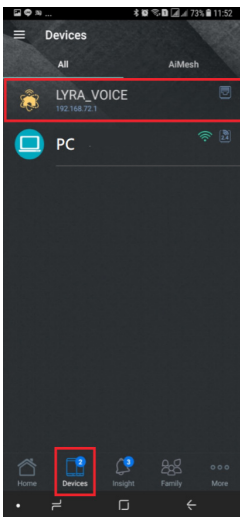
### 3 Setting up your Amazon account for Alexa voice service

1. When you have completed setting up your Lyra Voice via the ASUS Router app, tap on **Amazon account** to log into your Amazon account of each Lyra Voice device, you can use the Alexa voice service once completing the set up process.

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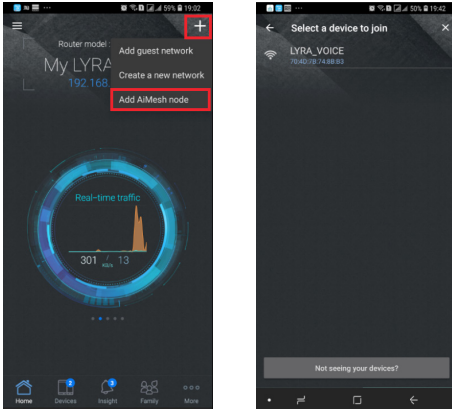
**NOTE:** You can also set different Amazon accounts on different Lyra Voice devices.

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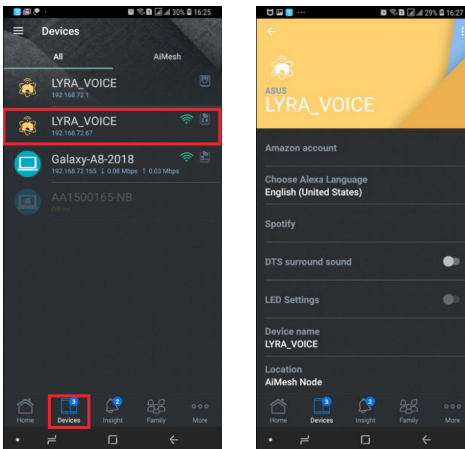


## 4 Setting up AiMesh

If you want to add an AiMesh node to your existing network, you can go to ASUS Router app and follow the steps below.



It takes around 2 minutes to connect your Router and node, once connected, go to **Devices** icon and choose the node for more settings.

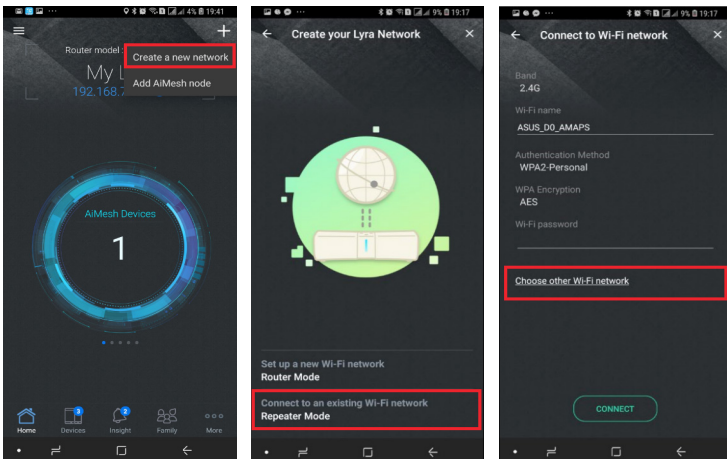


## 5 Setting up Repeater Mode

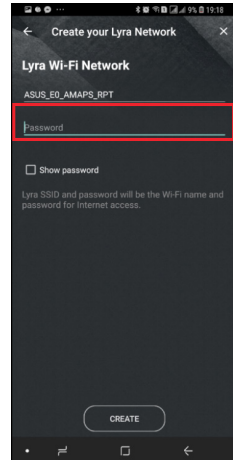
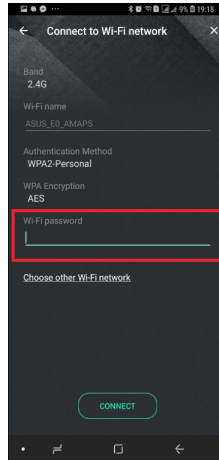
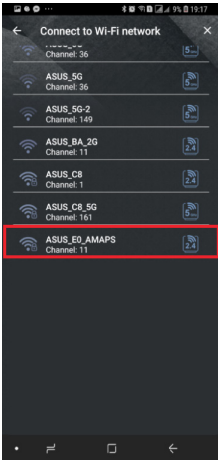
If you already have an existing router, you can configure your Lyra Voice as a repeater to extend the Wi-Fi signal in your home by following the instructions below:

**NOTE:** Your Lyra Voice should be in its default status before starting the setup process and the LED should be white and spinning. If your device isn't in its default status, press the volume- and mute button simultaneously for around 6 seconds to reset the system.

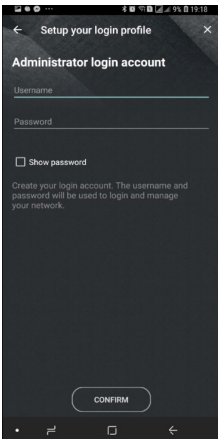
- a. Go to ASUS Router app > **Create a new network** > **Repeater Mode** and choose an existing Wi-Fi network you would like to connect to, you can also manually fill in the Wi-Fi name and password on this page.



- b. If you choose connecting to an existing router ASUS\_E0\_AMAPS, please key in the Wi-Fi password of ASUS\_E0\_AMAPS first, and set up the Wi-Fi password for your repeater, and its default SSID will be ASUS\_E0\_AMAPS\_RPT.



- c. Set up your Administrator login account and password for your repeater.

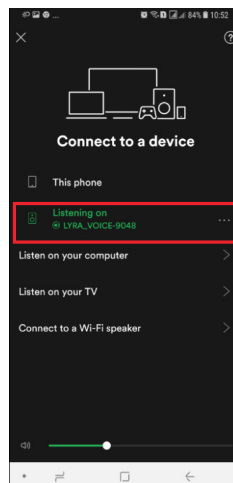


## 6 Enabling Bluetooth for music streaming

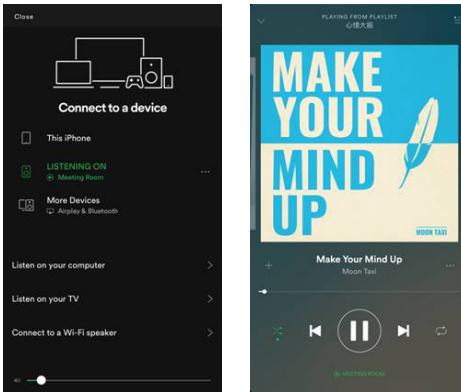
1. Bluetooth pairing can be triggered by pressing and holding the volume+ and volume- buttons on your Lyra Voice for 5 seconds. The LED will pulse with a blue light (timeout 3 minutes). This mode can be used when the ASUS Router app > QIS setup or Web QIS setup process has been completed.
2. You can also use voice command “Alexa, pair my phone” to trigger Bluetooth on your Lyra Voice, then turn on your mobile device’s bluetooth and choose Lyra\_Voice\_XX to pair.
3. Once Bluetooth pairing is completed, you can stream any music source from your target devices to your Lyra Voice via Bluetooth.

## 7 Configuring Spotify

1. Connect your mobile device to the same Wi-Fi network (SSID) as your Lyra Voice.
2. Open **Spotify** APP and play a song.
3. Tap **Devices Available** and choose the device name LYRA\_VOICE to stream your music from the device to your Lyra Voice.
4. If your Lyra Voice is in its system defaults (not setup via Lyra app > QIS), the Device ID will be LYRA\_VOICE-XXXX (XXXX stands for the last two bytes of its MAC address).



5. If your Lyra Voice has been configured using the Lyra app > QIS, the Device ID will be the name assigned during the QIS setup process. The following images show the Device ID configured as “Meeting Room”.

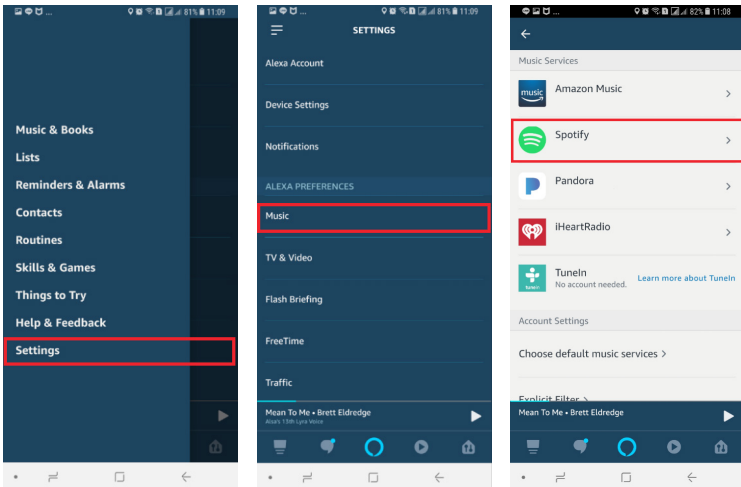


6. You can also use Spotify Music after binding your Spotify account to your Amazon account via the Alexa app, you can ask Alexa to play music from Spotify using the voice command “Alexa, play [song] from Spotify”.

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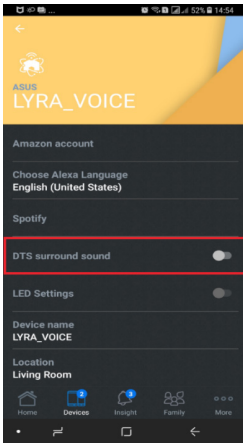
**NOTE:** Please download the Amazon Alexa app and follow the steps below to setup your Spotify account on Amazon Alexa app before asking Alexa to play music from Spotify.

---



## 8 DTS surround sound

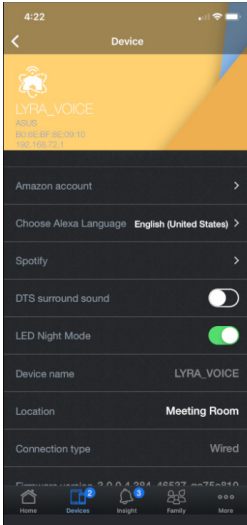
1. Your Lyra Voice has been designed to include DTS surround sound technology. DTS (dedicated to sound) is a series of multichannel audio technologies owned by Xperi Corporation. When you are streaming music via your Lyra Voice, you can turn on DTS surround sound to make the sound similar to a movie theater experience.
2. Go to **Devices** and turn on DTS surround sound to use this feature.



## 9 LED Night Mode

Lyra Voice devices have an LED Night Mode function, allowing users to reduce the brightness of the LED strip, making it easier to sleep with your Lyra Voice in your bedroom.

**LED effect** includes Mute mode (RED)/ Reset Combo buttons pressed (Yellow)/ Internet not available (Orange) etc. When under night mode, the brightness of the LED will be reduced by 90%.





## 10 Using Web GUI for advanced settings



Lyra Voice also has a Web GUI allowing users to use more advanced settings.

### To log into the web GUI:

1. On your web browser, enter <http://router.asus.com>.
2. On the login page, key in your user name and password.
3. You can now configure various settings of your ASUS Wireless Router using the Web GUI.

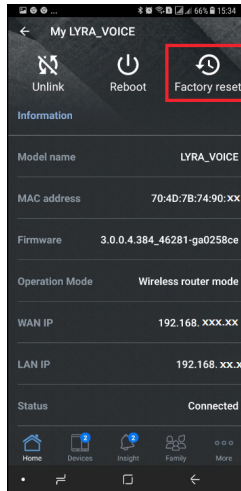
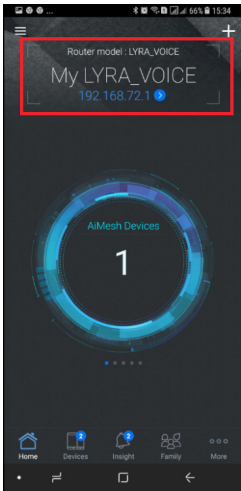


# 11 Resetting Lyra Voice

1. Press the mute  and volume –  buttons simultaneously for around 6 seconds to reset the system, the LED light bar will turn yellow first and then will start the reset process.

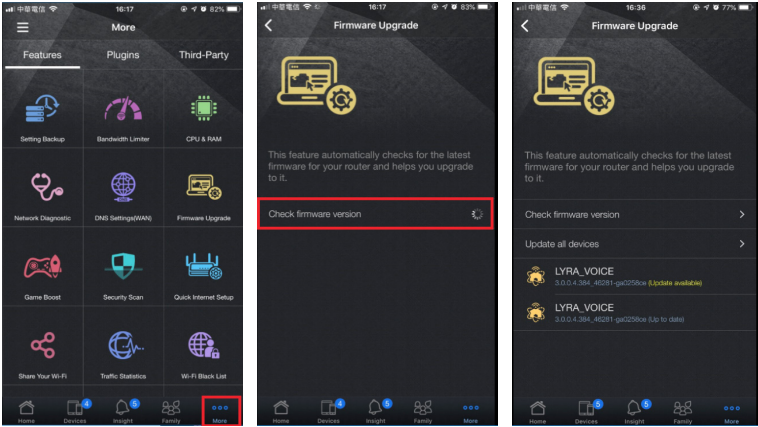


2. You can also follow the steps below to reset your system using the ASUS Router app.



# 12 Updating firmware on Lyra Voice

1. You can update the firmware from the ASUS Router app. Go to ASUS Router app > **More** > **Firmware Upgrade** > **Check firmware version**, and the system will check whether there is an update available, upgrade each Lyra Voice to the latest firmware by tapping on each one.



2. You can also upgrade the firmware via Web GUI (via Lyra Voice's default IP router.asus.com). Go to **Advanced Settings** > **Administration** > **Firmware Upgrade** page. Click on **Firmware Version** > **Check** button for OTA update, or **Choose File** and upgrade manually.

Firmware Version	
Product ID	LYRA_VOICE
Signature Version	2.065 <input type="button" value="Check"/>
Firmware Version	3.0.0.4.382_20628-ga9be4c0 <input type="button" value="Check"/> <input type="checkbox"/> Get Beta Firmware
Audio Version	20180601 / 6.180.4.2
New Firmware File	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/>

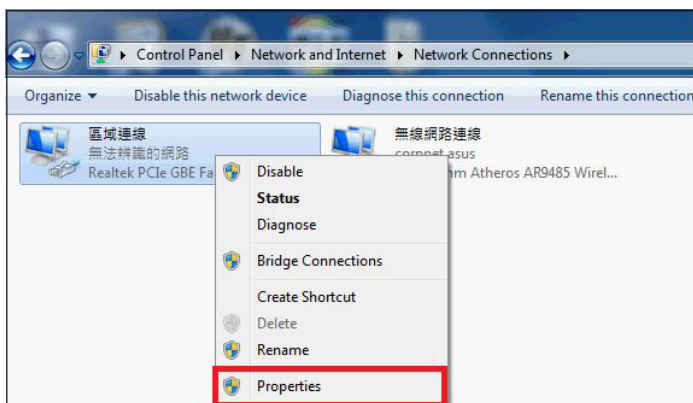
## 13 Enabling Rescue Mode (Firmware Restoration)

1. If you brick your router while upgrading the firmware or some other actions, you can try to run the firmware restoration program to fix your device.

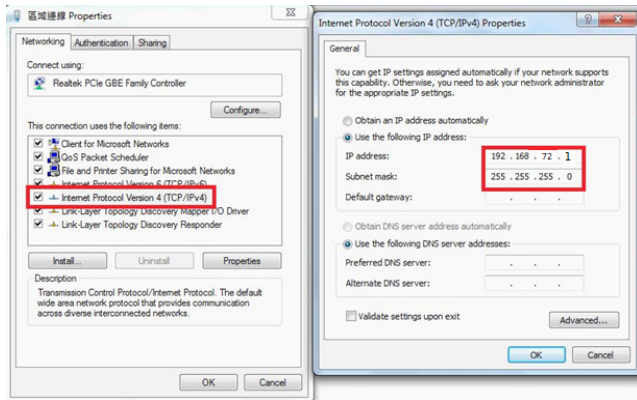
To enable the Rescue Mode:

- a. Use an Ethernet cable to connect your PC to the LAN port of your Lyra Voice.
- b. Install the Firmware Restoration tool to your PC first, you can download the tool from our support site.
- c. Turn off your Lyra Voice.
- d. Press the Set button for 6 seconds while powering on your device, do not release the Set button until the LED color changes to purple.
- e. Computer:

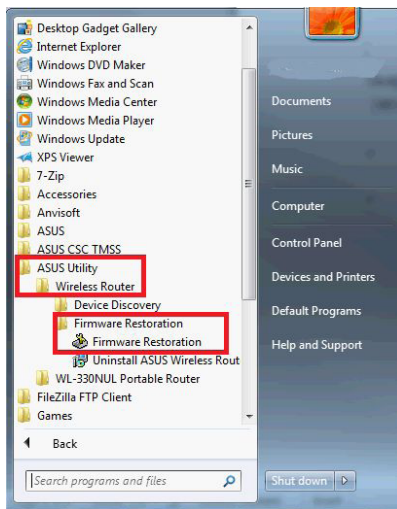
Click **Start > Control panel > Network and Internet > Network and Sharing Center > Change adapter settings > LAN > Properties.**



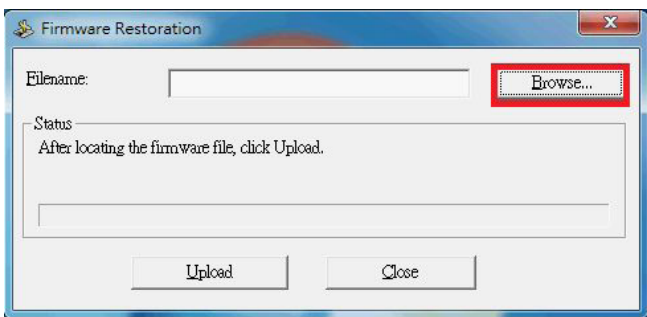
- f. Click **Internet protocol version 4 (TCP/IPv4) > Properties.** Modify the content of **Internet Protocol Version 4 (TCP/IPv4) Properties** as shown below:
- g. Key in the following IP address and click **OK.**  
IP address:192.168.72.2  
Subnet mask: 255.255.255.0



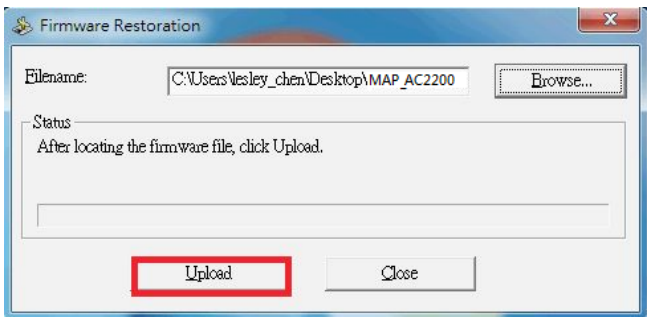
- h. Click **Start > All programs > ASUS Utility > Wireless Router > Firmware Restoration**.



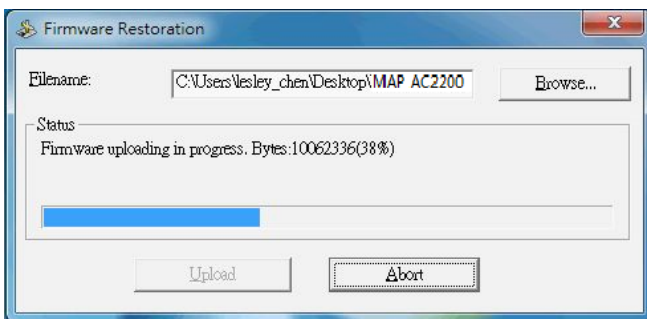
- i. On the **Firmware Restoration** window, click **Browse** and choose the latest firmware which you downloaded from the ASUS support site.



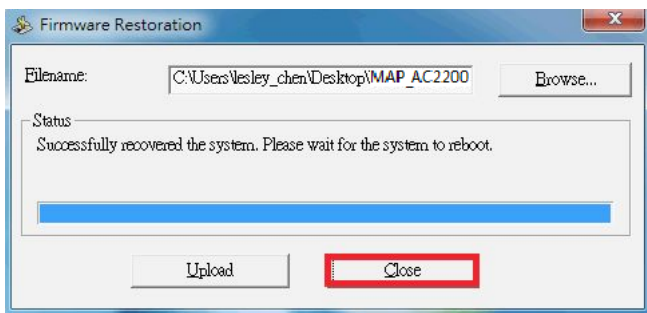
- j. Click **Upload**.



- k. Wait for 60 seconds.



- I. Click **Close** when the **Status** message shows **Successfully recovered the system. Please wait for the system to reboot.**



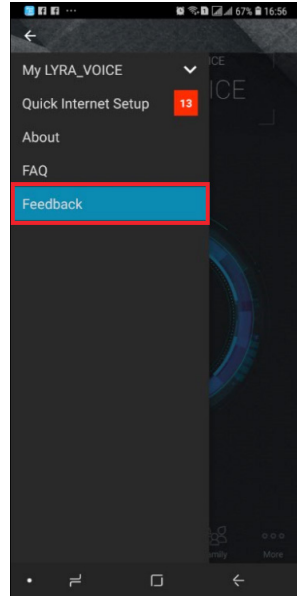
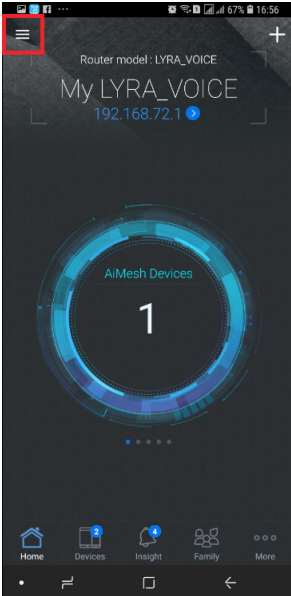
# 14 Enabling/view logging for troubleshooting

1. Go to firmware UI (via Lyra Voice's default IP 192.168.72.1), **Advanced Settings > System Log**, and then check General Log (and other logs if needed) for troubleshooting. If you would like the ASUS team to look into your issue(s), then go to **Advanced Settings > Administration > Feedback**, and check all debug options, fill in the email/ comments section and then submit the form. Once we receive your feedback, our support team will analyze it (refer to the screenshot below).

The screenshot shows the 'Administration - Feedback' form in the ASUS firmware UI. At the top, there are navigation tabs: 'Operation Mode', 'System', 'Firmware Upgrade', 'Restore/Save/Upload Setting', and 'Feedback'. The 'Feedback' tab is active. Below the tabs, the form title is 'Administration - Feedback'. A welcome message reads: 'We welcome your feedbacks, comments, suggestions, and feature ideas about ASUS products.' The form contains several input fields: 'Your Country \*' (text input), 'Your e-mail Address \*' (text input), 'Extra information for debugging \*' (checkboxes for 'System Log', 'Setting file', '3G/4G log', and 'Wi-Fi log'), 'Feedback problem type' (dropdown menu with 'Please select ...'), and 'Feedback problem description' (text input with 'Others' selected). Below these is a larger text area for 'Comments / Suggestions \*' with a character count 'Maximum of 2000 characters - characters left: 2000'. A 'Send' button is located below the form. A 'Note' section at the bottom contains the following text: '• The Firmware Version will be submitted in addition to any info you choose to include above. • Feedback will be used to diagnose problems and help to improve the firmware of LYRA\_VOICE, any personal information you submitted, whether explicitly or incidentally will be protected in accordance with our [privacy policy](#). • By submitting this Feedback, you agree that ASUS may use feedback that you provided to improve ASUS Networking & Wireless product. • If you have any urgent matter, please ask local technical support.'



2. You can also use the ASUS Router app > Feedback section (refer to the screenshot below), send back issue description via our feedback button, related logs will be included, directly send this mail to already filled in address which is router\_feedback@asus.com, and our support team will analyze it.



## 15 Supported functions

Overview	AC2200 Mesh Router + Alexa Voice Assistant+ Bluetooth Speaker
Speaker size	1.8" Stereo speaker x 2
	Passive Radiator x 2
Language Support	Deutsch (Germany)
	English (United States)
	English (Canada)
	English (India)
	English (Australia)
	English (United Kingdom)
	Español (Spain)
	Français (France)
	Italiano (Italy)
日本語 (Japan)	
Music service	Amazon Music, Spotify, Pandora, SiriusXM, TuneIn, iHeartRadio...etc
Controls smart home devices	V
Free audio calls to US, Mexico, and Canada	May support in the near future
Bluetooth Speaker	V
Alexa Skill	V
AiMesh	V
Router/AP/Repeater Mode	V
Spotify Connect Speaker	V
AiProtection	V
Far Field MIC Array	V
Echo cancellation	V
360 degree sound detection	V

# Appendices

## Notices

### ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components, as well as the packaging materials. Please go to <http://csr.asus.com/english/Takeback.htm> for the detailed recycling information in different regions.

### REACH

Complying with the REACH (Registration, Evaluation, Authorisation, and Restriction of Chemicals) regulatory framework, we published the chemical substances in our products at ASUS REACH website at

<http://csr.asus.com/english/reach.aspx>

### Federal Communications Commission Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- 

**WARNING!** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

---

**IMPORTANT!** This device within the 5.15 ~ 5.25 GHz is restricted to indoor operations to reduce any potential for harmful interference to co-channel MSS operations.

---

**WARNING!** This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

---

### **Prohibition of Co-location**

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

## IMPORTANT NOTE

**Radiation Exposure Statement:** This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC exposure compliance requirement, please follow operation instruction as documented in this manual. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

## Declaration of Conformity for Ecodesign directive 2009/125/EC

Testing for eco-design requirements according to (EC) No 1275/2008 and (EU) No 801/2013 has been conducted. When the device is in Networked Standby Mode, its I/O and network interface are in sleep mode and may not work properly. To wake up the device, press the Wi-Fi on/off, LED on/off, reset, or WPS button.

## Canada, Industry Canada (IC) Notices

This Class B digital apparatus complies with Canadian ICES-003 and RSS-247. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

## Radio Frequency (RF) Exposure Information

The radiated output power of the ASUS Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The ASUS Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been certified for use in Canada. Status of the listing in the Industry Canada's REL (Radio Equipment List) can be found at the following web address:

<http://www.ic.gc.ca/app/sitt/reltel/srch/nwRdSrch.do?lang=eng>

Additional Canadian information on RF exposure also can be found at the following web:

<http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08792.html>

## Canada, avis d'Industry Canada (IC)

Cet appareil numérique de la classe B est conforme aux normes ICES-003 et RSS-247 du Canada.

Son utilisation est sujette aux deux conditions suivantes : (1) cet appareil ne doit pas créer d'interférences et (2) cet appareil doit tolérer tout type d'interférences, y compris celles susceptibles de provoquer un fonctionnement non souhaité de l'appareil.

### Informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie émise par l'appareil de sans I ASUS est inférieure à la limite d'exposition aux fréquences radio d'Industry Canada (IC). Utilisez l'appareil de sans I ASUS de façon à minimiser les contacts humains lors du fonctionnement normal.

Ce périphérique est homologué pour l'utilisation au Canada. Pour consulter l'entrée correspondant à l'appareil dans la liste d'équipement radio (REL - Radio Equipment List) d'Industry Canada rendez-vous sur:

<http://www.ic.gc.ca/app/sitt/reltel/srch/nwRdSrch.do?lang=eng>

Pour des informations supplémentaires concernant l'exposition aux RF au Canada rendezvous sur :

<http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08792.html>

## CE statement

### Simplified EU Declaration of Conformity

ASUSTek Computer Inc. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Full text of EU declaration of conformity is available at <https://www.asus.com/support/>.

### Declaration of Conformity for Ecodesign directive 2009/125/EC

Testing for eco-design requirements according to (EC) No 1275/2008 and (EU) No 801/2013 has been conducted. When the device is in Networked Standby Mode, its I/O and network interface are in sleep mode and may not work properly. To wake up the device, press the Wi-Fi on/off, LED on/off, reset, or WPS button.

This equipment complies with EU radiation exposure limits set forth for an

uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

### **CE Mark Warning**

This is a Class B product, in a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures. Operation Channels: CH1~11 for N. America; Ch1~13 for Japan; CH1~13 for Europe (ETSI)

This equipment may be operated in AT, BE, CY, CZ, DK, EE, FI, FR, DE, GR, HU, IE, IT, LU, MT, NL, PL, PT, SK, SL, ES, SE, GB, IS, LI, NO, CH, BG, RO, RT.

All operational modes:

2.4GHz: 802.11b, 802.11g, 802.11n (HT20), 802.11n (HT40), 5GHz: 802.11a, 802.11n (HT20), 802.11n (HT40), 802.11ac (VHT20), 802.11ac (VHT40), 802.11ac (VHT80)

The frequency, mode and the maximum transmitted power in EU are listed below:

2412-2472MHz (802.11 VHT40, MCS0): 19.909 dBm

5180-5240MHz (802.11VHT40, MCS0): 22.821 dBm

5260-5320MHz (802.11 VHT40, MCS0): 22.695 dBm

5500-5700MHz (802.11 VHT80 MCS0): 29.827 dBm


BT 2.0

2402-2480MHz (GFSK): 9.070 dBm

BT 4.0

2402-2480MHz: 7.630 dBm

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

	AT	BE	BG	CZ	DK	EE	FR
	DE	IS	IE	IT	EL	ES	CY
	LV	LI	LT	LU	HU	MT	NL
	NO	PL	PT	RO	SI	SK	TR
	FI	SE	CH	UK	HR		

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## Precautions for the use of the device

- a. Pay particular attention to the personal safety when use this device in airports, hospitals, gas stations and professional garages.
- b. Medical device interference: Maintain a minimum distance of at least 15 cm (6 inches) between implanted medical devices and ASUS products in order to reduce the risk of interference.
- c. Kindly use ASUS products in good reception conditions in order to minimize the radiation's level.
- d. Keep the device away from pregnant women and the lower abdomen of the teenager.

## Précautions d'emploi de l'appareil

- a. Soyez particulièrement vigilant quant à votre sécurité lors de l'utilisation de cet appareil dans certains lieux (les avions, les aéroports, les hôpitaux, les stations-service et les garages professionnels).
- b. Évitez d'utiliser cet appareil à proximité de dispositifs médicaux implantés. Si vous portez un implant électronique (stimulateurs cardiaques, pompes à insuline, neurostimulateurs...), veuillez impérativement respecter une distance minimale de 15 centimètres entre cet appareil et votre corps pour réduire les risques d'interférence.
- c. Utilisez cet appareil dans de bonnes conditions de réception pour minimiser le niveau de rayonnement. Ce n'est pas toujours le cas dans certaines zones ou situations, notamment dans les parkings souterrains, dans les ascenseurs, en train ou en voiture ou tout simplement dans un secteur mal couvert par le réseau.
- d. Tenez cet appareil à distance des femmes enceintes et du bas-ventre des adolescents.

## **Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.**

Para maiores informações, consulte o site da ANATEL

[www.anatel.gov.br](http://www.anatel.gov.br)

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此設備的安裝與操作要離使用者之最小距離為20公分；電磁波曝露量MPE標準值1 mW/cm<sup>2</sup>，送測產品實測值為：0.302 mW/cm<sup>2</sup>。

「產品之限用物質含有情況」之相關資訊，請參考下表：

單元	限用物質及其化學符號					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr <sup>+6</sup> )	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
印刷電路板及 電子組件	—	○	○	○	○	○
外殼	○	○	○	○	○	○
天線	—	○	○	○	○	○
其他及其配件	—	○	○	○	○	○

備考 1. "○" 係指該項限用物質之百分比含量未超出百分比含量基準值。  
備考 2. "—" 係指該項限用物質為排除項目。



D33005  
RoHS



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部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴 联苯 (PBB)	多溴二 苯醚 (PBDE)
印刷电路板及其电子组件	×	○	○	○	○	○
外壳	○	○	○	○	○	○
电源适配器	×	○	○	○	○	○
外部信号连接头及线材	×	○	○	○	○	○
中央处理器与内容	×	○	○	○	○	○
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## ASUS Contact information

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Website [asus.com/de](http://asus.com/de)

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Telephone Austria  
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Support Fax +49-2102-959911

Online support [www.asus.com/support/](http://www.asus.com/support/)

## Networks Global Hotline Information

Region	Country	Hotline Number	Service Hours
Europe	Cyprus	800-92491	09:00-13:00 ; 14:00-18:00 Mon-Fri
	France	0033-170949400	09:00-18:00 Mon-Fri
	Germany	0049-1805010920	
		0049-1805010923 (component support)	09:00-18:00 Mon-Fri 10:00-17:00 Mon-Fri
		0049-2102959911 ( Fax )	
	Hungary	0036-15054561	09:00-17:30 Mon-Fri
	Italy	199-400089	09:00-13:00 ; 14:00-18:00 Mon-Fri
	Greece	00800-44142044	09:00-13:00 ; 14:00-18:00 Mon-Fri
	Austria	0043-820240513	09:00-18:00 Mon-Fri
	Netherlands/ Luxembourg	0031-591570290	09:00-17:00 Mon-Fri
	Belgium	0032-78150231	09:00-17:00 Mon-Fri
	Norway	0047-2316-2682	09:00-18:00 Mon-Fri
	Sweden	0046-858769407	09:00-18:00 Mon-Fri
	Finland	00358-969379690	10:00-19:00 Mon-Fri
	Denmark	0045-38322943	09:00-18:00 Mon-Fri
	Poland	0048-225718040	08:30-17:30 Mon-Fri
	Spain	0034-902889688	09:00-18:00 Mon-Fri
	Portugal	00351-707500310	09:00-18:00 Mon-Fri
	Slovak Republic	00421-232162621	08:00-17:00 Mon-Fri
	Czech Republic	00420-596766888	08:00-17:00 Mon-Fri
	Switzerland-German	0041-848111010	09:00-18:00 Mon-Fri
	Switzerland-French	0041-848111014	09:00-18:00 Mon-Fri
	Switzerland-Italian	0041-848111012	09:00-18:00 Mon-Fri
United Kingdom	0044-1442265548	09:00-17:00 Mon-Fri	
Ireland	0035-31890719918	09:00-17:00 Mon-Fri	
Russia and CIS	008-800-100-ASUS	09:00-18:00 Mon-Fri	
Ukraine	0038-0445457727	09:00-18:00 Mon-Fri	

# Networks Global Hotline Information

Region	Country	Hotline Numbers	Service Hours
Asia-Pacific	Australia	1300-278788	09:00-18:00 Mon-Fri
	New Zealand	0800-278788	09:00-18:00 Mon-Fri
	Japan	0800-1232787	09:00-18:00 Mon-Fri
		09:00-17:00 Sat-Sun	
		0081-570783886 ( Non-Toll Free )	09:00-18:00 Mon-Fri 09:00-17:00 Sat-Sun
	Korea	0082-215666868	09:30-17:00 Mon-Fri
	Thailand	0066-24011717	09:00-18:00 Mon-Fri
		1800-8525201	
	Singapore	0065-64157917	11:00-19:00 Mon-Fri
		0065-67203835	11:00-19:00 Mon-Fri
		( Repair Status Only )	11:00-13:00 Sat
	Malaysia	1300-88-3495	9:00-18:00 Mon-Fri
	Philippine	1800-18550163	09:00-18:00 Mon-Fri
	India	1800-2090365	09:00-18:00 Mon-Sat
			09:00-21:00 Mon-Sun
Indonesia	0062-2129495000 500128 (Local Only)	09:30-17:00 Mon-Fri	
		9:30 – 12:00 Sat	
Vietnam	1900-555581	08:00-12:00	
		13:30-17:30 Mon-Sat	
Hong Kong	00852-35824770	10:00-19:00 Mon-Sat	
Americas	USA	1-812-282-2787	8:30-12:00 EST Mon-Fri
	Canada		9:00-18:00 EST Sat-Sun
	Mexico	001-8008367847	08:00-20:00 CST Mon-Fri
08:00-15:00 CST Sat			

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Region	Country	Hotline Numbers	Service Hours
<b>Middle East + Africa</b>	Egypt	800-2787349	09:00-18:00 Sun-Thu
	Saudi Arabia	800-1212787	09:00-18:00 Sat-Wed
	UAE	00971-42958941	09:00-18:00 Sun-Thu
	Turkey	0090-2165243000	09:00-18:00 Mon-Fri
	South Africa	0861-278772	08:00-17:00 Mon-Fri
	Israel	*6557/00972-39142800 *9770/00972-35598555	08:00-17:00 Sun-Thu 08:30-17:30 Sun-Thu
<b>Balkan Countries</b>	Romania	0040-213301786	09:00-18:30 Mon-Fri
	Bosnia Herzegovina	00387-33773163	09:00-17:00 Mon-Fri
	Bulgaria	00359-70014411	09:30-18:30 Mon-Fri
		00359-29889170	09:30-18:00 Mon-Fri
	Croatia	00385-16401111	09:00-17:00 Mon-Fri
	Montenegro	00382-20608251	09:00-17:00 Mon-Fri
	Serbia	00381-112070677	09:00-17:00 Mon-Fri
Slovenia	00368-59045400	08:00-16:00 Mon-Fri	
	00368-59045401		
<b>Baltic Countries</b>	Estonia	00372-6671796	09:00-18:00 Mon-Fri
	Latvia	00371-67408838	09:00-18:00 Mon-Fri
	Lithuania-Kaunas	00370-37329000	09:00-18:00 Mon-Fri
	Lithuania-Vilnius	00370-522101160	09:00-18:00 Mon-Fri

### NOTES:

- For more information, visit the ASUS support site at: <https://www.asus.com/support>
- UK support email: network\_support@asus.com

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