

Panasonic

Operating Instructions Manuel d'utilisation Wireless LAN Adaptor Adaptateur de réseau local sans fil



Model No. **DY-WL10**

Modèle **DY-WL10**



Panasonic Consumer Electronics Company,
Division of Panasonic Corporation of North America
One Panasonic Way Secaucus, New Jersey 07094
<http://www.panasonic.com>
Panasonic Canada Inc.
5770 Ambler Drive, Mississauga, Ontario L4W 2T3
www.panasonic.ca

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ENGLISH

Dear customer

Thank you for purchasing this product.
For optimum performance and safety, please read these instructions carefully.
Before connecting, operating or adjusting this product, please read the instructions completely.
Please keep this manual for future reference.

**This wireless LAN adaptor is intended for use with
Panasonic wireless LAN-compatible televisions, players,
recorders, etc.
(This wireless LAN adaptor is not designed to use with PC.)**

- For how to connect or use this wireless LAN adaptor
Please refer to the respective operating instructions.
- For information on devices confirmed for use with this wireless LAN adaptor
Please refer to the Panasonic website.
<http://panasonic.jp/support/global/cs/>
(This site is in English only.)

Accessory

- 1 **USB extension cable (K2KYYY00064)**
 - Use according to the connection status of the device to be connected. Please refer to the appropriate instruction manual for details on how to use.
 - Do not use any other USB extension cables except the supplied one.
- Product numbers correct as of November 2009. These may be subject to change.
 - To order accessories, call the dealer from whom you have made your purchase.

THE FOLLOWING APPLIES IN THE U.S.A. AND CANADA

This device complies with Part 15 of FCC Rules and RSS-Gen of IC Rules.
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 this device.
This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.
This product is restricted to indoor use due to its operation in the 5.15 to 5.25 GHz frequency range.
FCC and IC require this product to be used indoors for the frequency range 5.15 to 5.25 GHz to reduce the potential for harmful interference to co-channel Mobile Satellite systems. High power radars are allocated as primary users of the 5.25 to 5.35 GHz and 5.65 to 5.85 GHz bands. These radar stations can cause interference with and/or damage this product.
The available scientific evidence does not show that any health problems are associated with using low power wireless devices. There is no proof, however, that these low power wireless devices are absolutely safe.
Low power Wireless devices emit low levels of radio frequency energy (RF) in the microwave range while being used. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low-level RF that does not produce heating effects causes no known adverse health effects.
Many studies of low-level RF exposures have not found any biological effects. Some studies have suggested that some biological effects might occur, but such findings have not been confirmed by additional research.
Wireless LAN adaptor (DY-WL10) has been tested and found to comply with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET-68 and RSS-102 of the IC radio frequency (RF) Exposure rules.

THE FOLLOWING APPLIES ONLY IN THE U.S.A.

FCC Note:
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.

FCC caution: To maintain compliance with FCC regulations, shielded interface cables must be used with this equipment. Operation with non-approved equipment or unshielded cables may result in interference to radio and TV reception. Any changes or modifications not approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:
Panasonic Corporation of North America
One Panasonic Way
Secaucus, NJ 07094
Support Contact:
Panasonic Consumer Electronics Company
Telephone No.: 1-800-211-PANA (7262)

THE FOLLOWING APPLIES ONLY IN CANADA

This Class B digital apparatus complies with Canadian ICES-003.
Product Identification Marking is located on the bottom of unit.

When this unit is not recognized

- Messages such as "No Adaptor" is displayed.
- Check if this unit is inserted fully and securely.
 - Try removing this unit once, and inserting it again.
- If it does not get recognized even after performing the above, consult the dealer where you purchased this unit.

CE QUI S'APPLIQUE AU CANADA ET AUX ÉTATS-UNIS

Cet appareil est conforme à la section 15 de la réglementation de la FCC et à la section RSS-Gen de la réglementation IC. Son utilisation est soumise aux deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférence et (2) cet appareil doit tolérer les différentes interférences reçues, y compris les interférences susceptibles de provoquer un dysfonctionnement.
Cet émetteur ne doit pas être placé à proximité d'une autre antenne ou d'un autre émetteur, ni être utilisé de pair avec de tels autres appareils.

Ce produit est strictement destiné à un usage en intérieur en raison de son fonctionnement dans la bande de fréquence 5,15 à 5,25 GHz. La FCC et IC exigent que cet appareil soit utilisé en intérieur pour la plage de fréquence entre 5,15 et 5,25 GHz afin de réduire les éventuelles interférences nuisibles au canal commun des systèmes de service mobile par satellite. Des radars haute puissance sont désignés utilisateurs primaires des bandes 5,25 à 5,35 GHz et 5,65 à 5,85 GHz. Ces stations radars peuvent causer des interférences et/ou endommager l'appareil.

Les connaissances scientifiques disponibles ne font état d'aucun problème de santé associé à l'utilisation d'appareils sans fil à faible puissance. Par contre, il n'existe aucune preuve que ces appareils ne posent absolument aucun risque pour la santé. Les appareils sans fil de faible puissance émettent de bas niveaux d'énergie radiofréquence (RF) dans la plage des micro-ondes pendant leur utilisation. Bien que des niveaux élevés de RF peuvent avoir des effets nocifs sur la santé (en faisant augmenter la température des tissus), l'exposition à de bas niveaux de RF n'entraînant aucun effet thermique ne pose aucun risque connu à la santé. Les nombreuses études portant sur les expositions RF de faible intensité n'ont décelé aucun effet biologique. Certaines études ont suggéré l'existence de certains effets biologiques, mais leurs conclusions n'ont pas été corroborées.
L'adaptateur de réseau local sans fil (DY-WL10) est conforme aux limites d'exposition aux radiofréquences FCC/IC établies pour un environnement non contrôlé et satisfait aux exigences de conformité pour l'exposition aux radiofréquences (RF) de la FCC, Supplément C à OET-68 et RSS-102 des exigences d'exposition au RF de l'IC.

CE QUI S'APPLIQUE QU'AU CANADA

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.
La plaque signalétique se trouve sur le dessous de l'appareil.

Lorsque cet adaptateur n'est pas reconnu

- Les messages tels que "Aucun adaptateur" sont affichés :
- vérifiez que l'adaptateur soit bien inséré à fond et de façon sécuritaire;
 - ressaisiez en retirant l'adaptateur et en l'insérant de nouveau.
- Si l'adaptateur n'est toujours pas reconnu, consultez le détaillant où l'appareil a été acheté.

Precautions

The following limits are in place regarding the usage of this device. You must be aware of these limits before using this device.
Panasonic will in no way be responsible for any incidental damage which may arise due to a failure to obey these limits, or to any condition of use or misuse of this device.

- **This device is to be used as a wireless LAN device.**
- **Do not use this device to connect to any wireless network for which you do not have usage rights.**
During automatic searches in a wireless network environment, wireless networks (SSID*) for which you do not have usage rights may be displayed; however, using these networks may be regarded as illegal access.
 - * An SSID (Service Set Identification) is a name used by wireless LAN to identify a particular network. Transmission is possible if the SSID matches for both devices.
- **Data transmitted and received over radio waves may be intercepted and monitored.**
- **This wireless LAN adaptor contains delicate electronic components.**
Please use this adaptor in the manner in which it was intended and follow the following points:
 - Do not expose the adaptor to high temperatures or direct sunlight.
 - Do not bend, or subject the adaptor to strong impacts.
 - Keep the adaptor away from moisture.
 - Do not disassemble or alter the adaptor in any way.
 - Do not attempt to install the adaptor in any incompatible device.
- **Select an 802.11n (2.4 GHz or 5 GHz) wireless router (Access point).**
Simultaneous use with a microwave, cordless telephone etc. at 2.4 GHz may result in connection interruptions or other problems. Also, set encryption type to "AES".

Wireless LAN Adaptor is prohibited from export or bringing into nations* upon which the United States place embargoes.
Wireless LAN Adaptor is subject to Export Administration Regulations (EAR) due to the installation of encryption device made in the United States. (Current as of November 2009)
* Cuba, Iran, Syria, North Korea, Sudan etc.

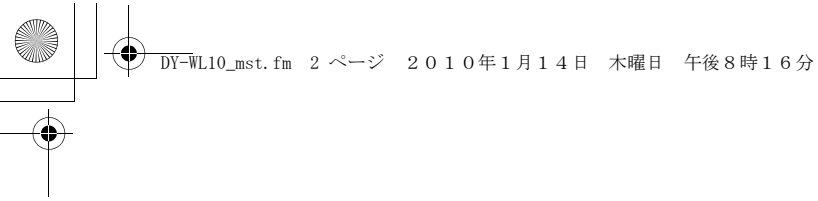
Précautions

Les limites suivantes ont été établies quant à l'usage de cet appareil. Vous devez connaître ces limites avant d'utiliser cet appareil.
Panasonic n'assume aucune responsabilité pour tout dommage pouvant être causé par l'omission du respect de ces limites ou toute autre condition d'usage ou l'abandon de cet appareil.

- **Cet appareil doit être utilisé en tant qu'appareil de réseau local sans fil.**
- **Ne pas utiliser cet appareil pour la connexion à un réseau sans fil pour lequel vous ne détenez pas de droits d'usage.**
Au cours du processus de recherche automatique dans un environnement de réseau sans fil, il peut arriver que des réseaux sans fil (SSID*) pour lesquels vous ne détenez pas de droits d'usage soient affichés; or, l'utilisation de tels réseaux pourrait être considérée comme relevant d'un accès illégal.
 - * Un identifiant de réseau sans fil (Service Set Identification - SSID) est un nom utilisé par un réseau local sans fil pour identifier un réseau donné. La transmission est possible lorsque le SSID des deux appareils est le même.
- **Les données émises et reçues par ondes radio peuvent être interceptées et surveillées.**
Cet adaptateur de réseau local sans fil comporte des composants électroniques délicats.
Veuillez l'utiliser aux fins pour lesquelles il a été conçu et prendre les précautions suivantes :
 - Ne pas exposer l'adaptateur à des températures élevées ou à la lumière directe du soleil.
 - Ne pas plier l'adaptateur ni lui faire subir de chocs violents.
 - Protéger l'adaptateur de l'humidité.
 - Ne pas démonter ni modifier l'adaptateur.
 - Ne pas tenter d'installer l'adaptateur dans un appareil non compatible.
- **Sélectionner un routeur sans fil (point d'accès) 802.11n (2,4 GHz ou 5 GHz).**
L'utilisation simultanée avec un four à micro-ondes, téléphone sans fil, etc. à 2,4 GHz peut interrompre la connectivité ou causer d'autres problèmes. Il faut également établir le type de chiffrement à "AES".

Il est interdit d'exporter un adaptateur de réseau local sans fil ou d'en apporter dans les pays* sur lesquels les États-Unis ont imposé un embargo. Aux États-Unis, l'adaptateur de réseau local sans fil est assujéti aux règlements de Export Administration Regulations (EAR) en raison de l'installation d'un dispositif de chiffrement fabriqué aux États-Unis (en vigueur depuis novembre 2009)
* Cuba, Iran, Syrie, Corée du Nord, Soudan, etc.

Confidential until 2010/1/12

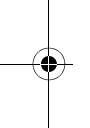


ENGLISH

Specifications	
Power supply	DC 5 V (USB powered) 500 mA
Power consumption	Max 2500 mW
Dimensions (W×H×D)	44 mm (W)×27 mm (H)×72 mm (D) (1 3/4" × 1 1/8" × 2 7/8")
Mass (Weight)	Approx. 29 g (1.02 oz)
Antenna	Tx 1, Rx 2
Interface	USB 2.0
Standard Compliance	IEEE802.11n / IEEE802.11a / IEEE802.11g / IEEE802.11b
Transmission system	MISO-OFDM system, OFDM system, DSSS system
Frequency Range	IEEE802.11n / IEEE802.11a: 5.15 GHz - 5.35 GHz 5.47 GHz - 5.825 GHz IEEE802.11g / IEEE802.11b / IEEE802.11n: 2.4 GHz - 2.4835 GHz
Transfer rate (standard)¹	IEEE802.11n: Tx Max. 150 Mbps, Rx Max. 300 Mbps IEEE802.11g / IEEE802.11a: Max. 54 Mbps IEEE802.11b: Max. 11 Mbps
Access Mode	Infrastructure mode
Security²	WPA2-PSK (TKIP/AES) WPA-PSK (TKIP/AES) WEP (64 bit / 128 bit)

¹ Transfer rates are theoretical values; however, actual communication rate will vary according to communication environment or connected equipment.
² This unit supports WPA and WPA2 encryption.

The Wi-Fi CERTIFIED Logo is a certification mark of the Wi-Fi Alliance.
 MAC address for this unit is located on the bottom of unit.

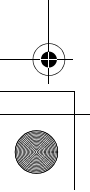


FRANÇAIS

Spécifications	
Alimentation	DC 5 V (alimenté par USB) 500 mA
Consommation	Max. 2500 mW
Dimensions (L × H × P)	44 mm (L)× 27 mm (H) × 72 mm (P) (1 3/4 po × 1 1/8 po × 2 7/8 po)
Poids	Environ 29 g (1,02 oz)
Antenne	Tx 1, Rx 2
Interface	USB 2.0
Conformité	IEEE802.11n / IEEE802.11a / IEEE802.11g / IEEE802.11b
Système de transmission	Systèmes MISO-OFDM, OFDM, DSSS
Plage de fréquences	IEEE802.11n / IEEE802.11a : 5,15 GHz - 5,35 GHz 5,47 GHz - 5,825 GHz IEEE802.11g / IEEE802.11b / IEEE802.11n : 2,4 GHz - 2,4835 GHz
Débit de transfert (standard)¹	IEEE802.11n : Tx 150 Mbits/s max., Rx 300 Mbits/s max. IEEE802.11g, IEEE802.11a : 54 Mbits/s max. IEEE802.11b : 11 Mbits/s max.
Mode d'accès	Mode infrastructure
Sécurité²	WPA2-PSK (TKIP/AES) WPA-PSK (TKIP/AES) WEP (128 / 64 bits)

¹ Les vitesses de transfert sont des valeurs théoriques; cependant, le débit de communication réel variera en fonction de l'environnement de communication ou de l'appareil raccordé.
² Cet appareil prend en charge les chiffrements WPA et WPA2.

Le logo Wi-Fi CERTIFIED est une marque d'homologation de Wi-Fi Alliance.
 L'adresse MAC pour cet adaptateur est indiquée sous l'appareil.



For U.S.A.

Panasonic Consumer Electronics Company,
 Division of Panasonic Corporation of North America
 One Panasonic Way, Secaucus, New Jersey 07094

Panasonic Wireless LAN Adaptor Limited Warranty

Limited Warranty Coverage (For U.S.A. and Puerto Rico Only)
 If your product does not work properly because of a defect in materials or workmanship, Panasonic Consumer Electronics Company (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by the warrantor.

Product or Part Name	Parts	Labor
Wireless LAN adaptor	Ninety (90) days	Not Applicable

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. This Limited Warranty excludes both parts and labor for non-rechargeable batteries, antennas, and cosmetic parts (cabinet). This warranty only applies to products purchased and serviced in the United States or Puerto Rico. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

Mail-in Service
 For assistance in the U.S.A. and Puerto Rico in obtaining repairs, please ship the product prepaid to:
Panasonic Exchange Center
4900 George McVay Drive
Suite B
McAllen, TX 78503
panacare@us.panasonic.com

When shipping the unit, carefully pack, include all accessories, and send it prepaid, adequately insured and preferably in the original carton. Include a letter detailing the complaint, a return address and provide a daytime phone number where you can be reached. A valid registered receipt is required under the Limited Warranty.

IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.

Limited Warranty Limits And Exclusions
 This warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE". THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY.
 (As examples, this excludes damages for lost time, travel to and from the servicer, loss of or damage to media or images, data or other memory or recorded content. The items listed are not exclusive, but for illustration only.)

ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to the warrantor's Consumer Affairs Department at the addresses listed for the warrantor.
PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.

Customer Services Directory (United States and Puerto Rico)

Obtain Product Information and Operating Assistance; locate your nearest Dealer or Service Center; purchase Parts and Accessories; or make Customer Service and Literature requests by visiting our Web Site at:
<http://www.panasonic.com/help>
 or, contact us via the web at:
<http://www.panasonic.com/contactinfo>
 You may also contact us directly at:
**1-800-211-PANA (7262),
 Monday-Friday 9 am-9 pm; Saturday-Sunday 10 am-7 pm, EST.**

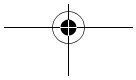
For hearing or speech impaired TTY users, TTY: 1-877-833-8855

Accessory Purchases (United States and Puerto Rico)

Purchase Parts, Accessories and Instruction Books online for all Panasonic Products by visiting our Web Site at:
<http://www.npc.panasonic.com>
 or, send your request by E-mail to:
npcparts@us.panasonic.com
 You may also contact us directly at:
1-800-332-5368 (Phone) 1-800-237-9080 (Fax Only)
(Monday - Friday 9 am to 9 pm, EST.)
Panasonic Service and Technology Company
20421 84th Avenue South, Kent, WA 98032
(We accept Visa, MasterCard, Discover Card, American Express, and Personal Checks)

For hearing or speech impaired TTY users, TTY : 1-866-605-1277

As of November 2009



For CANADA

Panasonic Canada Inc.
 5770 Ambler Drive, Mississauga, Ontario L4W 2T3

PANASONIC PRODUCT – LIMITED WARRANTY

Panasonic Canada Inc. warrants this product to be free from defects in material and workmanship and agrees to remedy any such defect or replace the product for a period as stated below from the date of original purchase.

Wireless LAN Adaptor	Ninety (90) days
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LIMITATIONS AND EXCLUSIONS
 This warranty does not apply to products purchased outside Canada or to any product which has been improperly installed, subjected to usage for which the product was not designed, misused or abused, damaged during shipping, or which has been altered or repaired in any way that affects the reliability or detracts from the performance, nor does it cover any product which is used commercially. Dry cell batteries are also excluded from coverage under this warranty.
 This warranty is extended to the original end user purchaser only. A purchase receipt or other proof of date of original purchase is required before warranty service is performed.
THIS EXPRESS, LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
IN NO EVENT WILL PANASONIC CANADA INC. BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES.
 In certain instances, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or the exclusion of implied warranties, so the above limitations and exclusions may not be applicable.

CONTACT INFORMATION

For product information and operation assistance, please contact:
 Our Customer Care Centre: Telephone #: (905) 624-5505
 1-800 #: 1-800-561-5505
 Fax #: (905) 238-2360
 Email link: "Customer support" on www.panasonic.ca

For defective product repair or exchange within the warranty period, please contact the original dealer or our Customer Care Centre.

Pour CANADA

Panasonic Canada Inc.
 5770 Ambler drive, Mississauga, Ontario L4W 2T3

Certificat de garantie limitée Panasonic

Panasonic Canada Inc. garantit cet appareil contre tout vice de fabrication et accepte de remplacer le produit pendant la période indiquée ci-dessous et commençant à partir de la date d'achat original.

Adaptateur de réseau local sans fil	Quatre-vingt-dix (90) jours
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LIMITATIONS ET EXCLUSIONS
 Cette garantie n'est valide que pour les appareils achetés au Canada et ne couvre pas les dommages résultant d'une installation incorrecte, d'un usage abusif ou impropre ainsi que ceux découlant d'un accident en transit ou de manipulation. De plus, si l'appareil a été altéré ou transformé de façon à modifier l'usage pour lequel il a été conçu ou utilisé à des fins commerciales, cette garantie devient nulle et sans effet. Les piles sèches ne sont pas couvertes sous cette garantie.
 Cette garantie est octroyée à l'utilisateur original seulement. La facture ou autre preuve de la date d'achat original sera exigée pour toute réparation sous le couvert de cette garantie.
CETTE GARANTIE LIMITÉE ET EXPRESSE REMPLACE TOUTE AUTRE GARANTIE, EXPRESSE OU IMPLICITE, INCLUANT LES GARANTIES IMPLICITES DU CARACTÈRE ADÉQUAT POUR LA COMMERCIALISATION ET UN USAGE PARTICULIER.
PANASONIC N'AURA D'OBLIGATION EN AUCUNE CIRCONSTANCE POUR TOUT DOMMAGE DIRECT, INDIRECT OU CONSÉCUTIF.
 Certaines juridictions ne reconnaissent pas les exclusions ou limitations de dommages indirects ou consécutifs, ou les exclusions de garanties implicites. Dans de tels cas, les limitations stipulées ci-dessus peuvent ne pas être applicables.

DEMANDE DE RENSEIGNEMENTS

Pour des renseignements ou de l'aide sur le fonctionnement de l'appareil, veuillez contacter notre service à la clientèle au :
 N° de téléphone : (905) 624-5505
 Ligne sans frais : 1-800-561-5505
 N° de télécopieur : (905) 238-2360
 Lien courriel : « support à la clientèle » à www.panasonic.ca

Pour la réparation ou l'échange de produits défectueux durant la période de garantie, veuillez contacter votre détaillant ou notre service à la clientèle.

