

## UCOM Hikari Residence Service Manual

All the residences  
in the building have been equipped with  
the optical fiber Internet service as standard.

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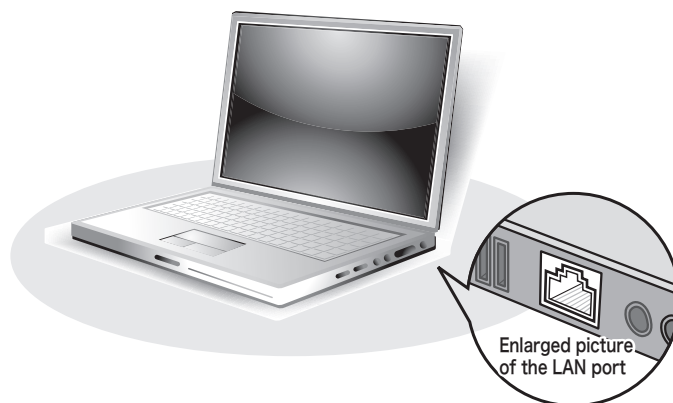
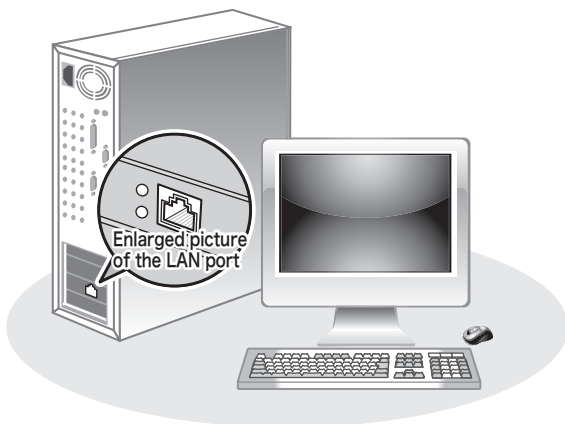
③ Register as a user on the Web/Use member services

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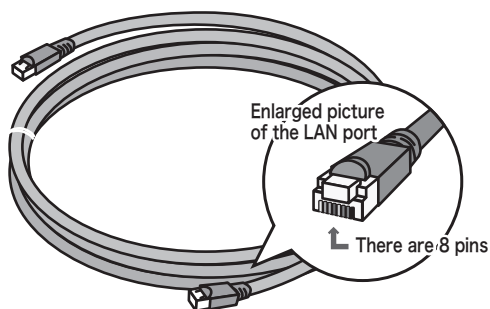
# ① Connect to the Internet by wired LAN

<Preparation> You will need to prepare the following:

## □ Devices for connecting to the Internet by LAN cable



## □ LAN cable (Category 5e or higher)

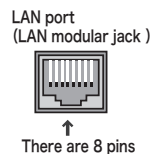
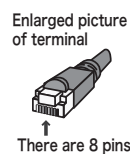


The LAN cable is used to connect your PC to the LAN modular jack on the wall or the terminal adapter, etc. Prepare a length of cable that suits to your installation environment. The cable standard should be Category 5e or higher.

## Be careful about the shapes of the LAN cable and the telephone line connectors!

The shapes of the LAN cable and the telephone line look similar, but the size and the number of pins are different. Be careful, as inserting the wrong cables may break your device.

### ○ LAN cable and LAN port

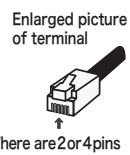


LAN port symbol on PCs



The LAN port is generally indicated by symbols similar to the above, though it may vary depending on the manufacturer or the model of your PC.

### × Telephone line and telephone port



Telephone port symbol on PCs



The telephone port is generally indicated by symbols similar to the above, though it may vary depending on the manufacturer or the model of your PC.

## □ Router

To use a wireless LAN router, refer to "Connect to the Internet by wireless LAN (Wi-Fi)" on page 5.



### ● Choosing a router

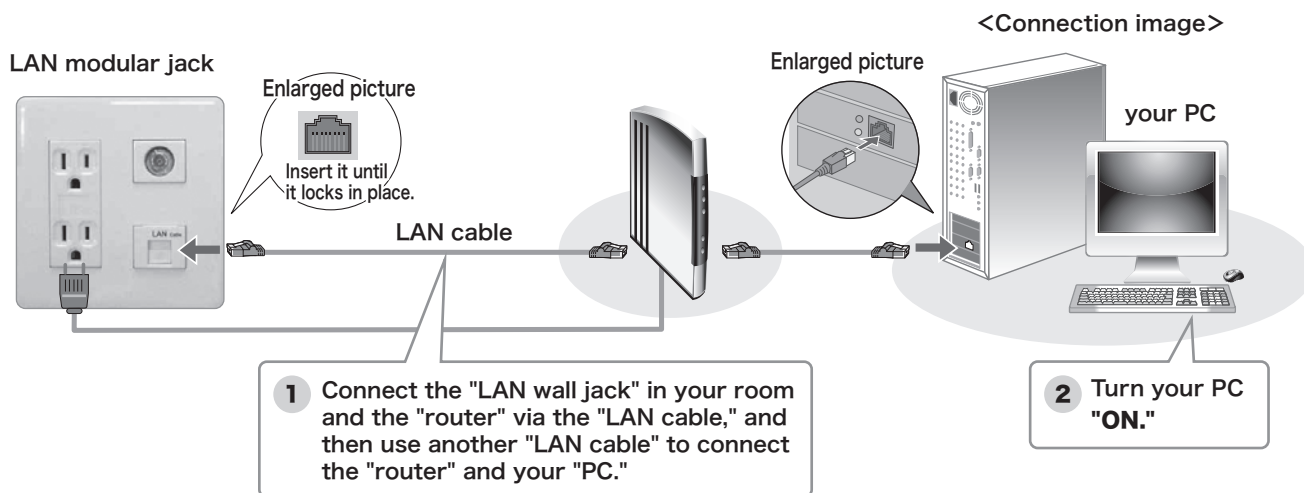
We have no specific wired or wireless router to recommend for this building. You can use any router that supports the automatic assignment of an IP address (DHCP connection) (Almost all routers generally support the DHCP connection as standard). **If you are using a router, enable the "DHCP Connection."**

## <Connect> How to set up the cables

※ You may have to register as a user before using the service, depending on the building. In such a case, refer to "(3) Register as a user on the Web/Use member services" on page 11 to register as a user for the first time.

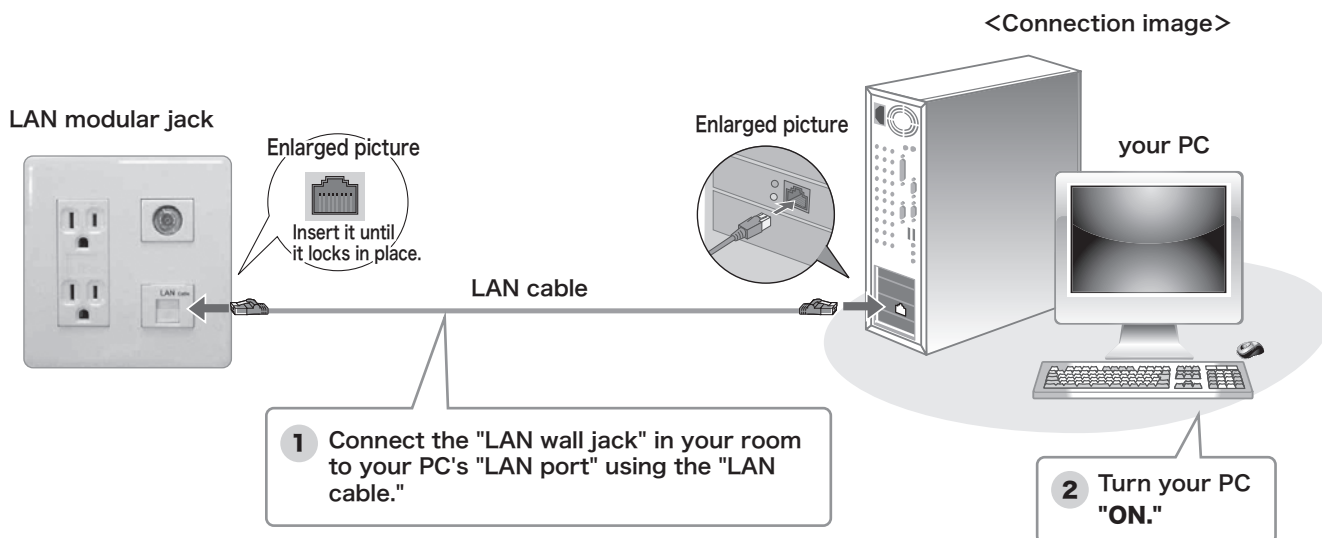
### ● Cabling when using a router

The method of setting up a router may vary according to the manufacturer or the model of your router, so please read your router's manual. Use a router that supports the line rate offered by your building. You do not need to set your user ID and password (user authentication by PPPoE) to use the Internet.



### ● Cabling without using a router

You can also connect to the Internet without a router. If you do not have a router, or you are not using a router in order to identify the cause of an Internet connection problem, try the following cabling method.



To use a global IP address for the connection, you need to take sufficient security measures, as using a global IP address will make access to your computer from outside (including illegal access) easier. Installing a router will be an effective security measure. For security reasons, we do not recommend staying constantly connected to the Internet without a router.  
※It might not be possible to use a global address. This will depend on the building.

You are ready to use the Internet after finishing the cabling.

## <Connect> If you cannot connect to the Internet after cabling

Try the following procedure, as it may be necessary to change your settings, depending on the settings of your previous service provider.

### ● When you connect your PC directly to the LAN port

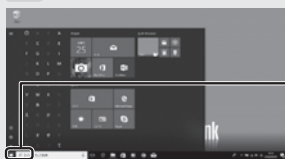
1. If you previously used a user ID and password for NTT FLET'S, etc., delete any connection settings you no longer use.
2. Set to <<Local Area Connection>> or <<Ethernet Connection>> to enable automatic assignment of TCP/IP.

The procedure is as follows:

#### Windows 10

- 1 Start your PC and log on as an Administrator.

- 2 Click the "Start" menu and open "Setup" window from the Windows menu.



- 1 Click [Setup]

- 3 Click "Network & Internet" on the "Setup" window.



- 1 Click the "Network & Internet" icon.

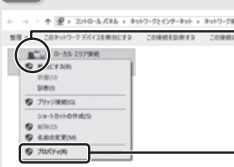
- 4 The "Network & Internet" window will open.



- 1 Click "Ethernet"

- 2 Click "Change Adapter Settings"

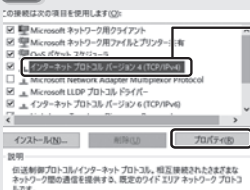
- 5 The "Network Connection" window will open.



- 1 Right-click the "Local Area Network Connection" icon.

- 2 Click "Properties (R)"

- 6 The "Local Area Properties" window will open.



- 1 Click "Internet Protocol Version 4 (TCP/IPv4)"

- 2 Click "Properties (R)"

- 7 The "Internet Protocol Version 4 (TCP/IPv4)" window will open.



- 1 Select "Obtain an IP address automatically (O)"

- 2 Select "Obtain DNS server address automatically (B)"

- 3 Click "OK"

- 8 Go back to the "Local Area Properties" window.



- 1 Click "OK"

#### Windows 8.1

- 1 Start your PC and log on as an Administrator.

- 2 Open the "Setup" window and open the Control Panel.



- 1 Click "Control Panel"

※You can also open the Control Panel using [Windows key +X], followed by [Control Panel].

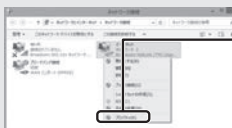
- 3 Open "View Network Status and Tasks"

- 4 "The Network and Sharing Center" window will open.



- 1 Click "Change Adapter Settings"

- 5 The "Network Connection" window will open.



- 1 Right-click "Ethernet" and select "Properties (R)"

- 6 The "Ethernet Properties" window will open.



- 1 Select "Internet Protocol Version 4"

- 2 Click "Properties (R)"

- 7 The "Internet Protocol Version 4 (TCP/IPv4)" window will open.



- 1 Select "Obtain an IP address automatically (O)"

- 2 Select "Obtain DNS server address automatically (B)"

- 3 Click "OK"

- 8 Go back to the "Ethernet Properties" window.



- 1 Click "OK"

**1 Start your PC and log on as an Administrator.****1 Click "System Preferences"****2 The "System Preferences" window will open.****1 Click "Network"****3 The "Network" window will open.****1 Select "Ethernet"****2 Select "Use DHCP Server" for IPv4 configuration****3 Click "Apply"**

⚠ If "Apply Immediately" is disabled, the Internet connection has already been configured and you do not have to make any changes.

**4 Click "Close"****● When using a router**

- You can use the Internet without setting a user ID and password (user authentication by PPPoE).
- Use your router by setting your device to **"Auto assignment"** in **"Connection method: DHCP"**
- Set IPv6 passthrough to OFF.
- Contact your router manufacturer for any questions about the router's operation.

**Report the following when you contact your router manufacturer:**

- Your desire to change Internet lines
- Your previous Internet line (FLET'S, CATV, etc.)
- Instructions from your new Internet service provider (UCOM Hikari Residence) to change the router connection setting to <<DHCP Connection>>

**Contact the Technical Support Center on the back cover of this manual if you still cannot connect to the Internet after making the above settings**



## ② Connect to the Internet by wireless LAN (Wi-Fi)

<Preparation> You will need to prepare the following:

- **Devices supporting wireless LAN (PCs, smartphones, Devices supporting wireless LAN (PCs, smartphones, tablets, etc.)**



- **Wireless LAN router**



### ●Choosing a router

We have no specific wired or wireless router to recommend for this building. You can use any router that supports the automatic assignment of an IP address (DHCP connection) (Almost all routers generally support the DHCP connection as standard). If you are **using a router, enable the "DHCP Connection."**

### Note

**For residents of buildings with wall-embedded wireless LAN (Wi-Fi) devices or optical network units (ONU) with Wi-Fi.**

We have already provided you with a separate Guide. Refer to the Guide to check the SSID and password, etc.

**You do not have to prepare a wireless LAN router.**



Wall-embedded wireless LAN device

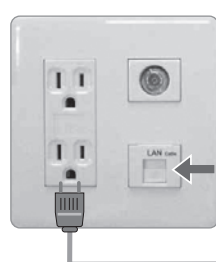


Optical network units (ONU) with Wi-Fi

## <Connect> How to set up the cables

Use the LAN cable to connect the wireless LAN router to the LAN modular jack in your living room. Check the SSID and password (encryption key) and set the terminal connections. \* Refer to the following pages for the terminal connection settings.

LAN modular jack

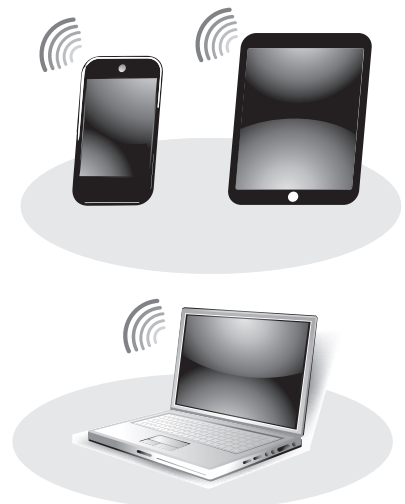


Enlarged picture

Insert it until it locks in place.

LAN cable

Wireless LAN router or optical network unit with Wi-Fi



<Connection image>

The method of setting up a router may vary according to the manufacturer or the model of your router, so please read your router's manual. Use a router that supports the line rate offered by your building. You do not need to set your user ID and password (user authentication by PPPoE) to use the Internet.

## <Connect> Set up terminal connections

After preparing a wireless LAN router, set up connections for terminals (PCs, smartphones, etc.) you wish to connect.

- ※ We cannot support PCs with expired OS support periods. Be sure to use PCs with valid support (within the period of providing security patches) for secure Internet use.
- ※ The functioning of the WPS setting may vary according to the device. Check the device's manual.
- ※ Similar IDs may be assigned to SSIDs by the same manufacturer. Carefully check the SSID to the last digit.
- ※ Contact the router manufacturer (or PC manufacturer in some cases) if the SSID is not displayed.

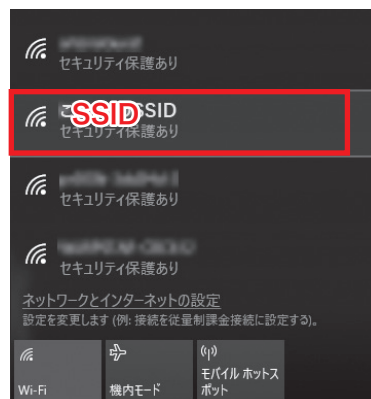


### Windows 10

[1] Display the desktop and click the wireless Internet access icon on the lower right of the desktop screen.



[2] The "Network" window will open. Click the SSID shown on the device you are using or in the manual, etc.



- ※ Similar IDs may be assigned to SSIDs by the same manufacturer. Carefully check the SSID to the last digit.
- ※ Contact the router manufacture (or PC manufacturer in some cases) if the SSID is not displayed.

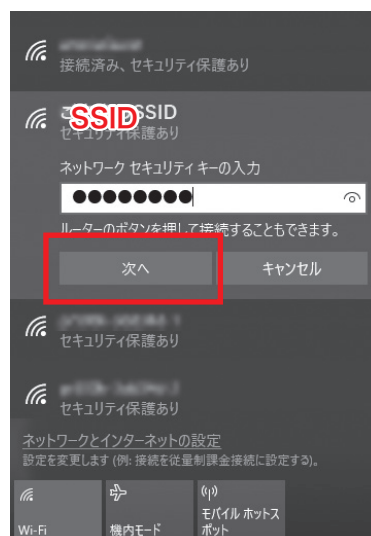
[3] After the indication is highlighted in blue, click [Connect] button displayed.



[4] The "Enter network security key" field will appear.

- **To enter the password:** Check and enter the "Encryption key (password)" in the blank field and click [Next].
- **To set the WPS:** Press and hold the "WPS" button at the top of the device until the WPS lamp starts blinking.

※ WPS setup may function differently, depending on the device. Please check your device's manual.



[5] Wait for a message to appear.

>The message after entering a password:  
"Verifying and connecting"

>The message after setting the WPS:  
"Getting settings from the router"

[6] The connection setting is complete once "Connected" is displayed for the wireless LAN.



## Windows 8.1

【1】 Display the desktop and click the wireless Internet access icon on the lower right of the desktop screen.

【2】 The "Network" window will open. Click the SSID shown on the device you are using or in the manual, etc. Click [Connect] button displayed.

※ Similar IDs may be assigned to SSIDs by the same manufacturer. Carefully check the SSID to the last digit.  
 ※Contact the router manufacture (or PC manufacturer in some cases) if the SSID is not displayed.

【3】 The "Enter network security key" field will appear.

- **To enter the password:** Check and enter the "Encryption key (password)" in the blank field and click [Next].
- **To set the WPS:** Press and hold the "WPS" button at the top of the device until the WPS lamp starts blinking.

※ WPS setup may function differently, depending on the device. Please check your device's manual.

【4】 Wait for a message to appear.

>The connection setting is complete once "Connected" is displayed for the wireless LAN.

>The message after setting the WPS: "Getting settings from the router"

【5】 The window to check connections between network devices will open. Select "Yes" to allow access to your PC from other devices via Wi-Fi, or "No" if you have no other devices to connect.

【6】 The connection setting is complete once "Connected" is displayed for the wireless LAN.







[1] Open [System Preferences] from the [Apple menu bar] or [Dock].



[2] Click [Network] after the [System Preferences] window opens



[3] Select [Wi-Fi] (See Picture①) on the left of the opened [Network] window. In the case of "Status: Not Connected," tick the "Display Wi-Fi status in menu bar" checkbox (See Picture ②) on the lower part of the window, and click "Turn Wi-Fi On" (See Picture③) on the upper right of the window.



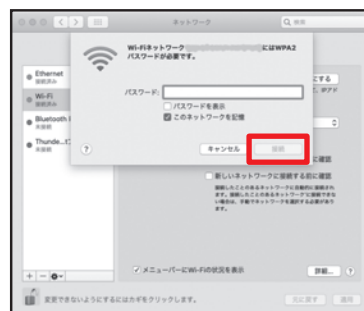
※ Go to the next step in the case of "Status: Connected."

[4] Clicking the Up/Down button in the [Network Name] field will open a list of networks available for connection. Click the SSID described on the device you are using or in the manual, etc.



※ Similar IDs may be assigned to SSIDs by the same manufacturer. Carefully check the SSID to the last digit  
 ※ Contact the router manufacture (or PC manufacturer in some cases) if the SSID is not displayed.

[5] The password entry window will open. Check and enter the SSID password in the blank field and click [Connect].



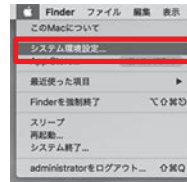
[6] The connection setting is complete once "Connected" is displayed for the wireless LAN.



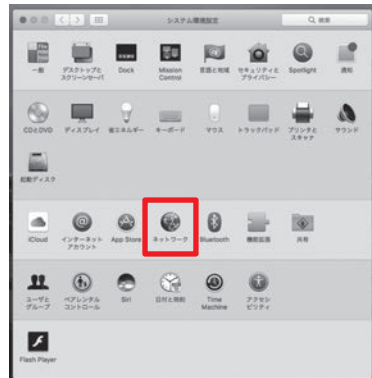


## macOS High Sierra / Sierra

[1] Open [System Preferences] from the [Apple menu bar] or [Dock].

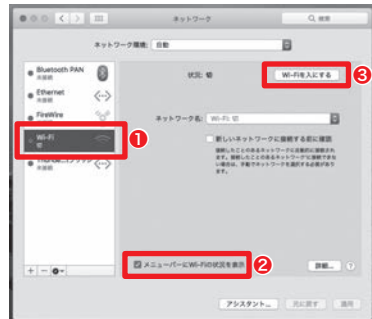


[2] Click [Network] after the [System Preferences] window opens.



[3] [elect [Wi-Fi] (See Picture ①) on the left of the opened [Network] window. In the case of "Status: Not Connected," tick the "Display Wi-Fi status in menu bar" checkbox (See Picture ②) on the lower part of the window, and click "Turn Wi-Fi On" (See Picture ③) on the upper right of the window

※ Go to the next step in the case of "Status: Connected."



[4] Clicking the Up/Down button in the [Network Name] field will open a list of networks available for connection. Click the SSID described on the device you are using or in the manual, etc.

※ Similar IDs may be assigned to SSIDs by the same manufacturer. Carefully check the SSID to the last digit  
 ※ Contact the router manufacturer (or PC manufacturer in some cases) if the SSID is not displayed.



[5] The password entry window will open. Check and enter the SSID password in the blank field and click [Connect].



[6] The connection setting is complete once "Connected" is displayed for the wireless LAN.





## Android

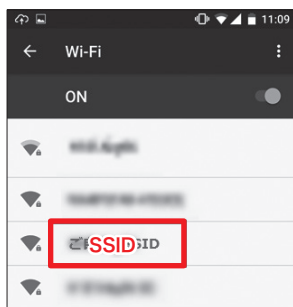
【1】 Tap [Settings] in the Home window/Drawer window.



【2】 The [Settings] window will open. Tap [Wi-Fi].



【3】 The "Wi-Fi" window will open. After confirming that [Wi-Fi] is available (in green), tap, from the "Select network" field, the SSID described on the device you are using or in the manual, etc.



※ Similar IDs may be assigned to SSIDs by the same manufacturer. Carefully check the SSID to the last digit.

【4】 The password entry window will open. Check and enter the SSID password in the blank field, and tap [Connect].



【5】 The connection setting is complete after the tapped wireless LAN moves to the top and [Connected] is displayed.



## iOS 11.x ~

【1】 Tap [Settings] in the Home window.



【2】 The [Settings] window will open. Tap [Wi-Fi].



【3】 The "Wi-Fi" window will open. After confirming that [Wi-Fi] is available (in green), tap, from the "Select network" field, the SSID described on the device you are using or in the manual, etc.



※ Similar IDs may be assigned to SSIDs by the same manufacturer. Carefully check the SSID to the last digit.

【4】 The password entry window will open. Check and enter the SSID password in the blank field, and tap [Connect].



【5】 The connection setting is complete after the tapped wireless LAN moves to the top and [Connected] is displayed.



### ③ Register as a user on the Web/Use member services

#### Simple registration on the Web. ISP member registration for "UCOM Hikari Residence" (free)

You can use option services (email address and IP phone, etc.) by making member registration.

※You cannot register under a corporate name.



[Guide provided to you]

Keep the "UCOM Hikari Residence Service Description and Web Registration Guide" at hand.

#### 1 Access the "Customer Information Registration Page."

You can access this page by using the QR code or the URL shown below. A yellow popup window will open. Click "OK."

<https://tools.ucom.ne.jp/entry/>



Customer Information Registration Page



#### 2 STEP 1 Login

Enter the ID and login password you checked in the "Web Registration Guide," and click "Login."

#### 3 STEP 2 Check building

The building name and address will be displayed after entering the information. Check if they are correct and if so, click "Next."

#### 4 STEP 3 Enter Information

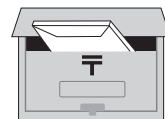
Review and agree to the terms of service. Enter the required information and click "Confirm."

#### 5 STEP 4 Check entered information

Check the information entered and click "Register."

#### 6 STEP 5 Registration completed

Your registration is complete once the "Registration Complete" window opens. The "Registration Certificate" will be mailed to you in about a week.



#### ■ Registration Certificate delivery date ■

・For customers who have already moved in or have a designated delivery address: The certificate will be sent to you in about one week to 10 days from the registration completion date.

・For customers who have not yet moved in but wishing to receive the certificate at that address: The certificate will be mailed to you around the planned relocation date.

※1 The "Web Registration Guide" is included in the documents to be provided at the time of moving into the building. Contact the UCOM Hikari Residence Support Center (described on the back cover of this manual) if you do not have a copy of the guide.

※2 The "Login ID" and the "Login password" described on the "Web Registration Guide" are different from the "Customer number" and the "Customer number password." They are unique ID numbers designed to simplify building information registration and are not personal contract information for customers.

## Using member services

After receiving the Registration Certificate, you can log into "My Page" by using the "Customer number" and "Customer number password" described on the certificate. You can set your email address, change your registration information and apply for optional services such as security service, etc. on "My Page."



Keep your "UCOM Hikari Residence Registration Certificate" on hand.



Log into UCOM Hikari Residence My Page



<https://mypage.ucom.ne.jp/>

### What you can do on My Page

You can use the following services on My Page:

Request/cancel optional services

Change your payment method (credit card information)

Review/change contract information

Terminate your UCOM Hikari Residence contract (delete registration)

### Optional services guide

All prices include consumption tax.

#### Basic service (free) :

#### email address/Web space

※ The service may differ, depending on the building.

- Email address ..... one address (mailbox capacity 1 GB)
- Web space ..... one homepage address (Web space capacity 20 MB)

#### Optional service (paid service) : Additional email addresses and capacities "Adding email addresses/capacities"

"Mail Pack" 330 yen/month	You can add up to 5 email addresses. One homepage address (Web space capacity of 20 MB) is added for each additional email address.
"Adding mailbox capacity" 330 yen/month	You can add mailbox capacity for each email address.
"Adding Web space capacity" 330 yen/month	You can add Web space capacity for each homepage address.

#### Optional service (paid service): "Security option" if you are looking for security software

**You can choose from 4 services, depending on your purpose**

This service offers, at a reasonable monthly fee, security functions similar to publicly available security software packages.

"Security 360" 628 yen/month	From anti-virus measures and security to PC data backup
"Security Online" 539 yen/month	Comprehensively enhances security
"Ansin (secure) Kids Filter" 330 yen/month	Protect your children from harmful websites
"Virus Check Service" 198 yen/month	If you are worried about virus-infected emails Check the Website for details and how to apply for the security options



Check the Website for details and how to apply for the security options. ^

#### Optional service (paid service): If you would like help to set up "UCOM Hikari Remote Support" for your PC

Get peace of mind when you need help operating your PC! Our operators offer phone or remote support for setting up emails and taking security measures, etc. for your PC. 550 yen/month

Check the Website for the details and to apply for the "UCOM Hikari Remote Support" >>



<Please Note> You need to register your credit card information to use optional services (paid services). You may not sign up for multiple UCOM Hikari Residence contracts using the same credit card.



### Q.1 I cannot locate the LAN modular jack on the wall.

A. The LAN modular jack on the wall may be covered.

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### Q.2 The LAN port is too small to insert the LAN cable.

A. You may be trying insert the LAN cable into a telephone line port. Refer to "Be careful about the shapes of the LAN cable and the telephone line connectors!" on Page 1.

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### Q.3 I can no longer connect to the Internet.

A. Turn off your PC and, if any, router, wireless LAN or hub, and turn them on again about 3 to 5 minutes later.  
※ When you turn off the peripheral devices, be sure to turn off your PC at the same time. When you turn them on again, be sure to turn on the devices in order beginning with those located nearest to the LAN modular jack on the wall, while checking that the lamps, etc. are operating normally.

---

### Q.4 I cannot connect some of my devices to the Internet.

A. You cannot connect beyond the defined number of simultaneous connections. Refer to [Number of simultaneous connections] in the "Web Registration Guide" ("A4" paper size) we handed to you separately.

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### Q.5 I cannot receive emails through my previous Internet service provider.

A. We do not place any special restrictions on sending/receiving emails of other service providers. Check whether your previous Internet service provider allows emails to be sent/received through external connections. (Some service providers may restrict the sending/receiving of emails through external connections.)  
※ Please note that the UCOM Hikari Residence Support Center cannot answer questions about email services offered by other service providers.

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### Q.6 How many devices can be connected simultaneously?

A. Refer to the "Web Registration Guide" for the number of simultaneous connections.

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### Q.7 Can I use a global IP address?

A. You cannot use a global IP address for the Simple type service, but can use one for the other types. (You may have to apply for paid optional services.)

### Q.8 Can I use IPv6?

**A.** No, we do not provide IPv6.

---

### Q.9 I cannot find setting items on the screen as shown in this manual.

**A.** The screen display may vary according to your usage environment. Please contact us by phone.

---

### Q.10 I cannot click where this manual instructs me to "Click."

**A.** You cannot configure networks in Windows or Mac OS X unless you log in as an administrator. Log in again as an administrator, and click.

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### Q.11 How long does it take to register customer information?

**A.** The information cannot be registered immediately.

- \* Already moved in: a few days
- \* Before moving in: based on your planned relocation date

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### Q.12 Do I have to use the Internet to register as a user?

**A.** It depends on the building. To check the registration requirements, please refer to the "UCOM Hikari Residence Service Description and Web Registration Guide" we provided to you.

- ※ For the IP phone and optional services, you have to register as a user before applying for the services.

## Member Support

Member Support Site **<https://support.ucom.ne.jp/>**

Frequently Asked Questions **<https://support.ucom.jp/faq/>**



Contact the following for your questions: Available 9:00 am to 9:00 pm, 7 days a week

<For general questions> UCOM Hikari Residence Support Center (in Japanese only)

[Fixed-line phones and Mobile phones] **0120-359-841** (toll-free call)

[If the number on the left is unavailable] **03-6820-0978**

<For technical questions> UCOM Hikari Residence Technical Support Center (in Japanese only)

[Fixed-line phones and Mobile phones] **0120-359-842** (toll-free call)

[If the number on the left is unavailable] **03-5548-5167**

## Operating environment specifications

### Environmental requirements for Internet connection

- You can connect by using PCs, tablets and other terminals with Internet functionality.
- Devices and LAN cables other than those described in this manual may be required, depending on your usage environment.
- When connecting to the Internet, please do not use any OS with an expired support period, and be sure to upgrade the OS. Connect to the Internet under sufficiently secure communications environments. We ask for your understanding and cooperation to maintain the security of your usage environment to ensure safe use of the Internet.

※ Windows is a registered trademark of Microsoft Corporation in the U.S. and other countries.

※ The other product names are trademarks or registered trademarks of respective companies.

※ Please note that we have abbreviated "TM," "R" and other symbols in this manual.

※ The descriptions in this manual are current as of February 2021. Please note that the service descriptions, etc. are subject to change without prior notice.