

If you are prompted to enter the name of the event you wish to join after setting up KEK-Spot, the Random MAC Address setting may be set to "On." Please change the setting to "Off."

【Turn off IOS Private address display】

1. Select Settings > Wi-Fi.
2. Select the information button (i) next to the network name.
3. Select "Private Address" and turn it "Off".



Change the Random MAC Address setting to "Off."

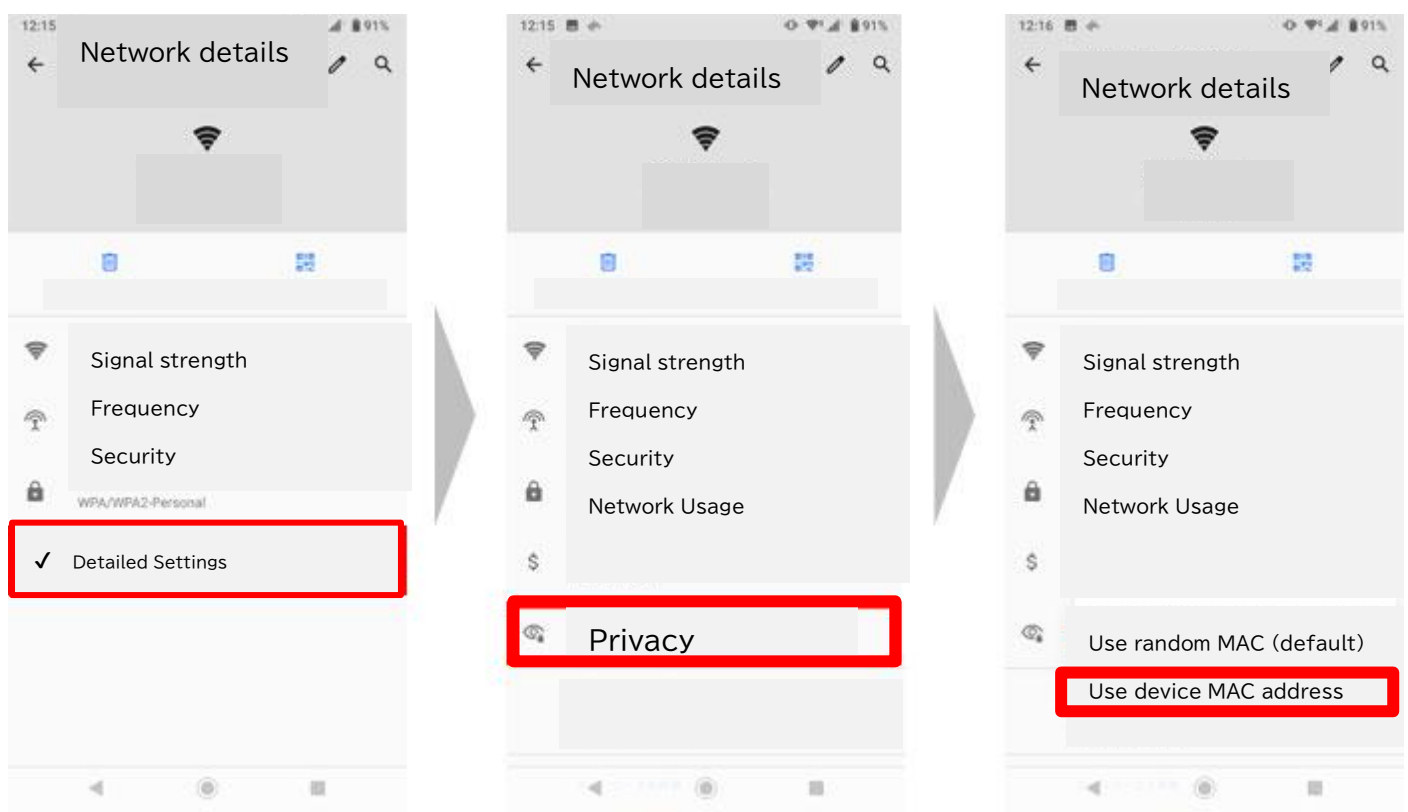
After checking the above network settings, delete (disconnect) the network connection SSID "Keyaki" and reboot your device and check the wireless MAC address again.

If the registered MAC address is incorrect, please reapply from your user support system.

If you are prompted to enter the name of the event you wish to join after setting up KEK-Spot, the Random MAC Address setting may be set to "On." Please change the setting to "Off."

[Turn off Android random MAC address display]

- 1 Select "Settings"
- 2 Select "Network and Internet"
- 3 Select "Wi-Fi"
- 4 Select the "Wi-Fi" you are using
- 5 Select "Detailed Settings"
- 6 Select "Privacy"
- 7 Select "Use device MAC address"
- 8 Reboot the device and recheck the wireless LAN MAC address.



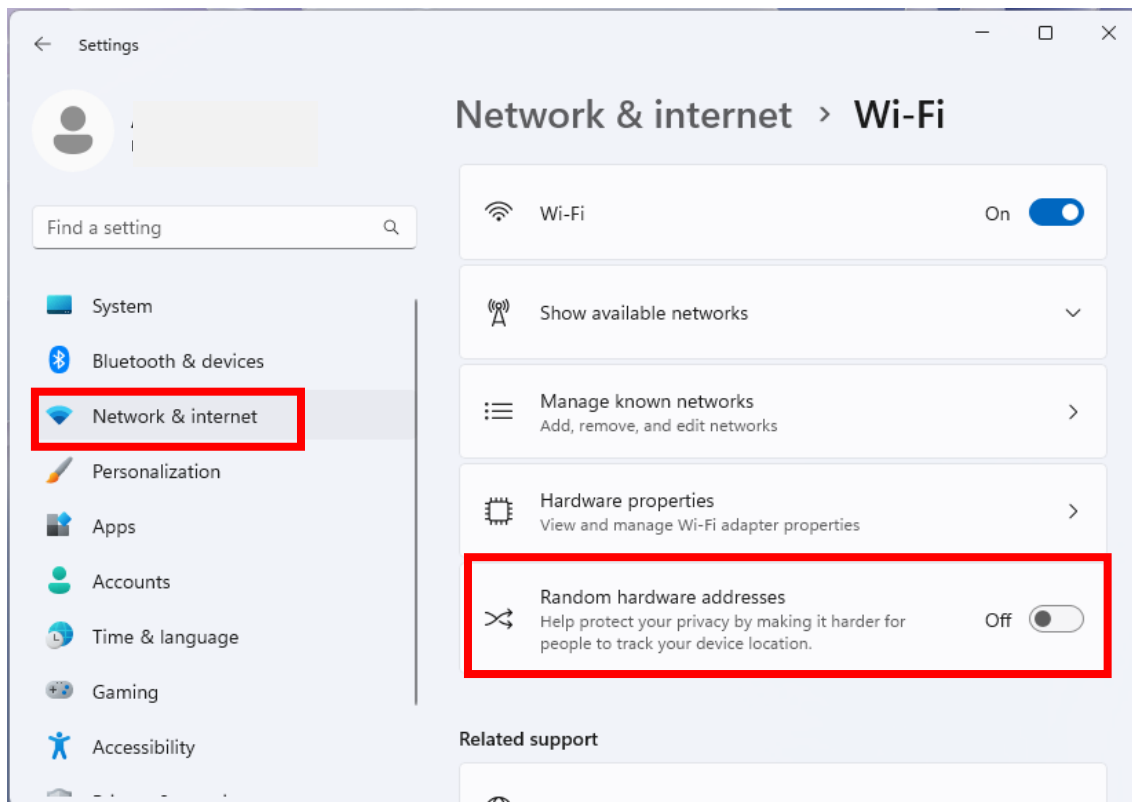
After checking the above network settings, delete (disconnect) the network connection SSID "Keyaki" and reboot your device and check the wireless MAC address again.

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How to Turn Off Random Hardware MAC Addresses for Wi-Fi in Windows11

If you are prompted to enter the name of the event you wish to join after setting up KEK-Spot, the Random MAC Address setting may be set to "On." Please change the setting to "Off."

1. Open Start Menu and go to Settings.
2. Click on Network and Internet.
3. In the left panel, click on Wi-Fi.
4. In the right panel, go to Manage Wi-Fi Settings.
5. **Select Off for Random Hardware Address.**



After checking the above network settings, delete (disconnect) the network connection SSID "Keyaki" and reboot your device and check the wireless MAC address again.

If the registered MAC address is incorrect, please reapply from your user support system.

How to Turn Off Random Hardware MAC Addresses for Wi-Fi in MacOS

If you are prompted to enter the name of the event you wish to join after setting up KEK-Spot, the Random MAC Address setting may be set to "On." Please change the setting to "Off."

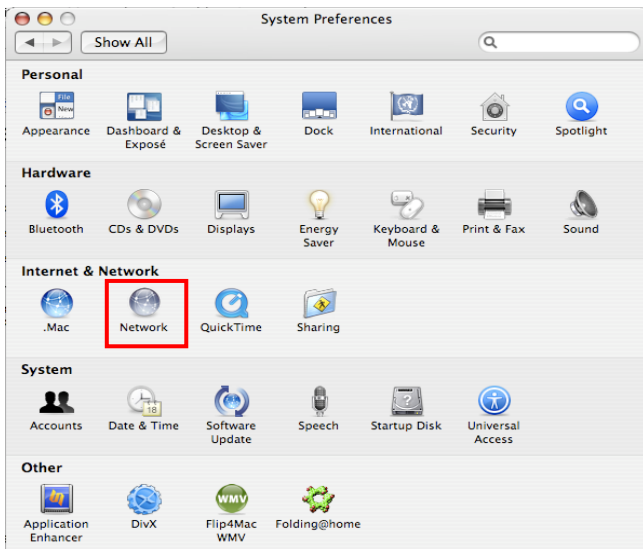
1. Open System Preferences

Click on the Blue Apple Logo  in the upper right hand corner of the screen

System Preferences

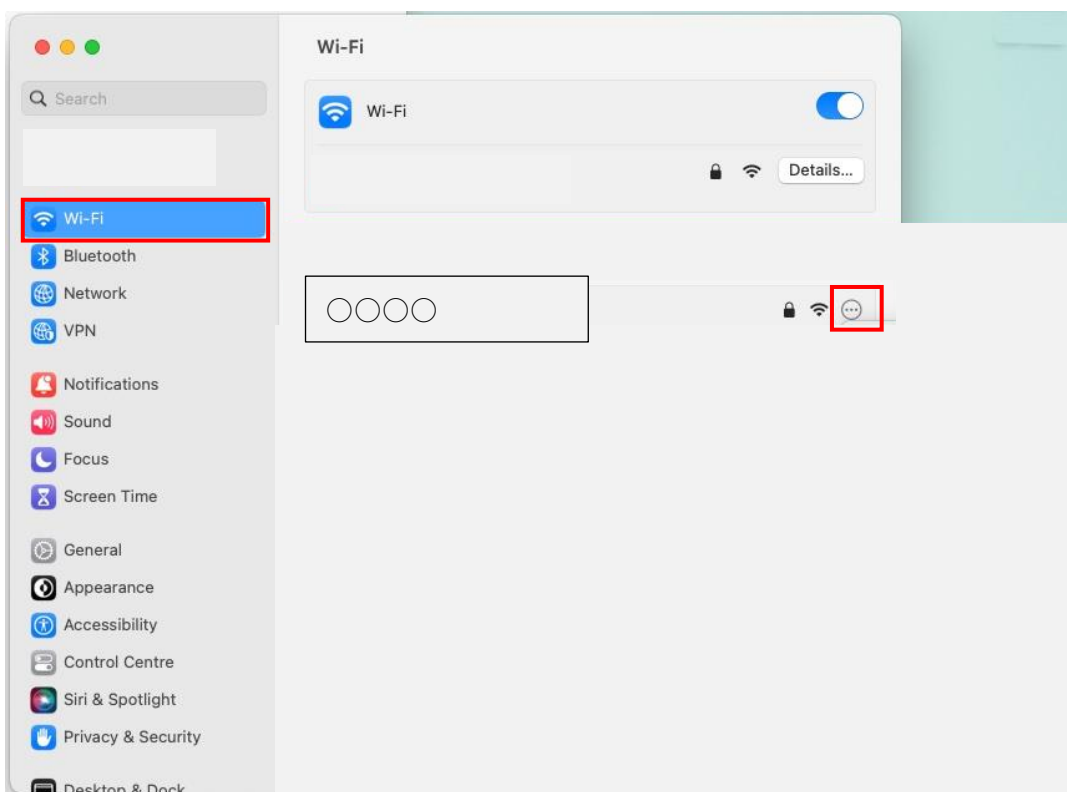
2. Select Network

While in **System Preferences** select the **Network** icon.



3. Click "Wi-Fi"

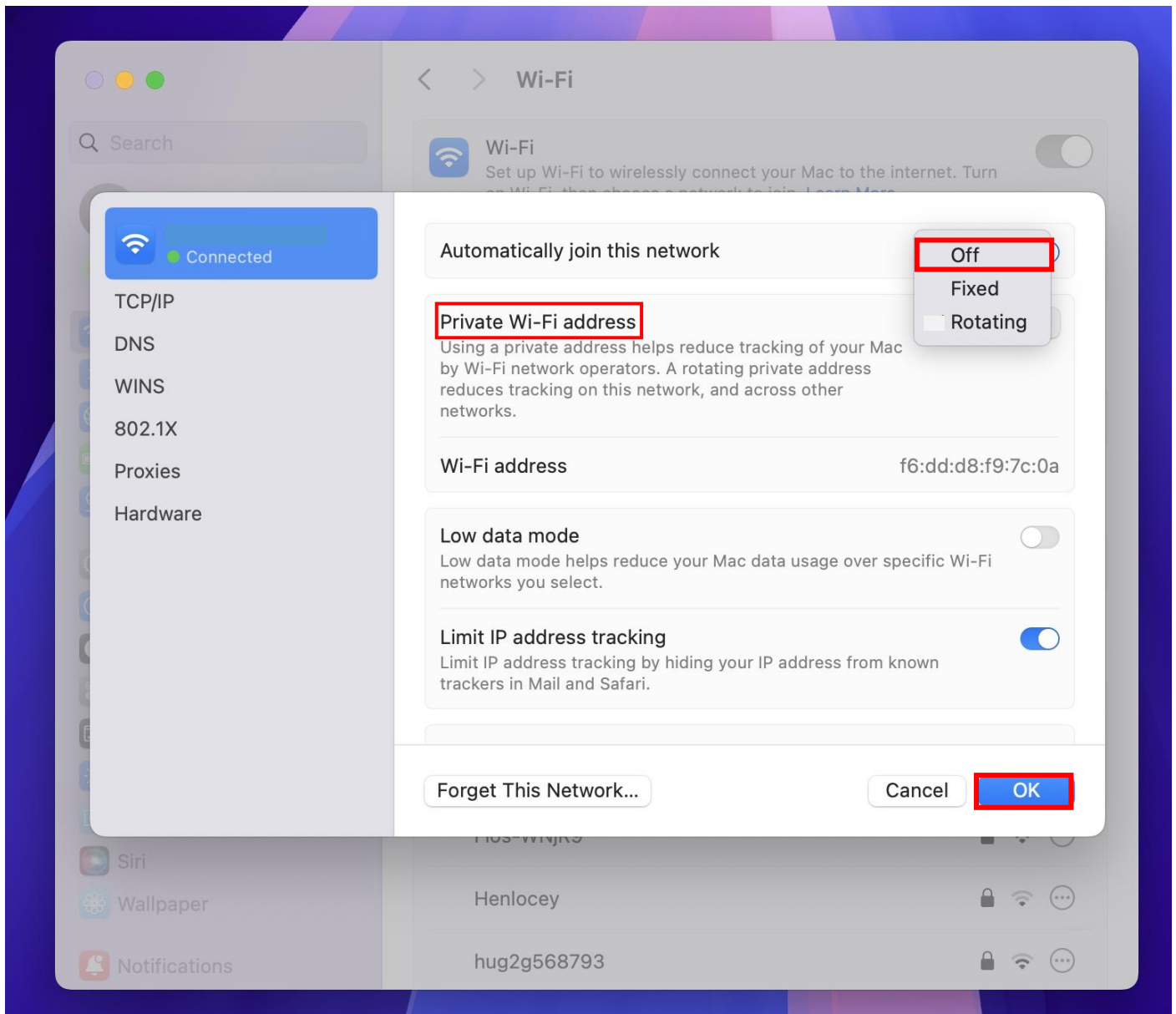
4. Click next to the network name (...)



5. Select the “Private Wi-Fi Address” pull-down menu.

6. Select “off.”

7. Click “OK”



After checking the above network settings, delete (disconnect) the network connection SSID "Keyaki" and reboot your device and check the wireless MAC address again.

If the registered MAC address is incorrect, please reapply from your user support system.