

# Windows 7 & 8

## Q. What does error 691 in Windows 7 mean?

A. This error appears when either the user name or password has been entered incorrectly. The only other instance in which this message appears is when the connection ID you have received from Rakuten Broadband Premium does not match the service type from NTT. For example, if you are using a Mansion type fiber optic service from NTT but have received a Family type connection ID from us. If this is the case, please [contact us](#) so that we can update the connection ID or go to the [Members Station](#) and make the change there

Unique solution ID: #1053

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Last update: 2017-07-03 03:19