How to Enjoy Onboard Content

STEP1



Tap [Start Speed Measurement!]

STEP2



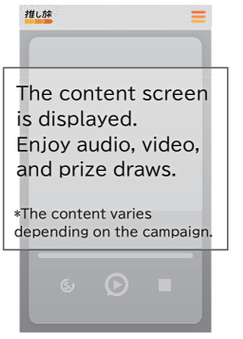
While the speed is being measured, “Measuring Speed” is displayed.

STEP3



Once a certain speed is reached, boarding is confirmed, the survey screen will appear, and you can complete the survey.

STEP4



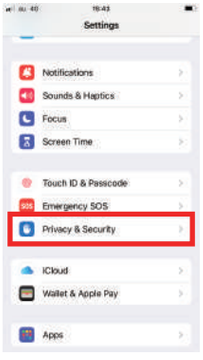
When the survey is submitted, the content screen is displayed.

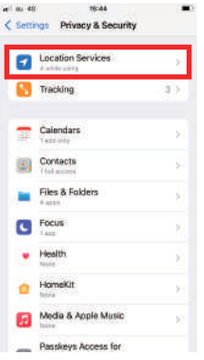
*If a message such as “Location information could not be obtained” is displayed, enable the acquisition of location information in your device settings.
*The timing when the survey is displayed may differ from the above.

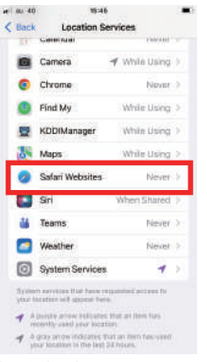
How to Enable Use of Location Information

For iOS

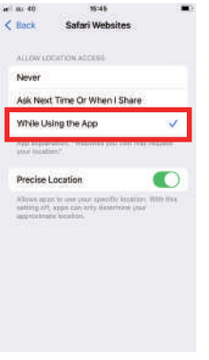
Setting Item 1





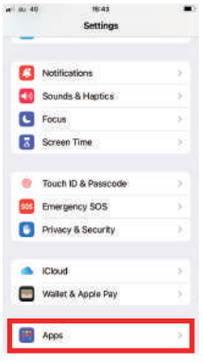


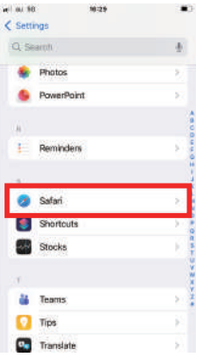
Select the browser you will use (Safari is recommended).

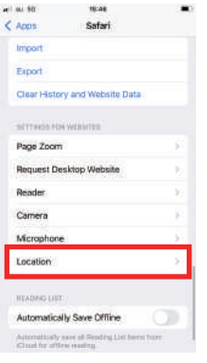


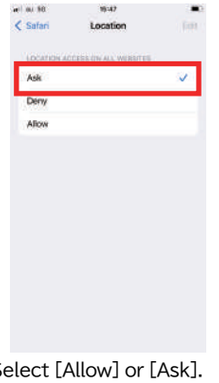
Select [While Using the App].

Setting Item 2



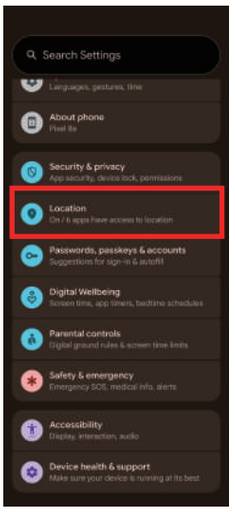


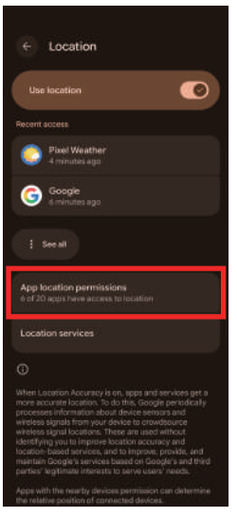


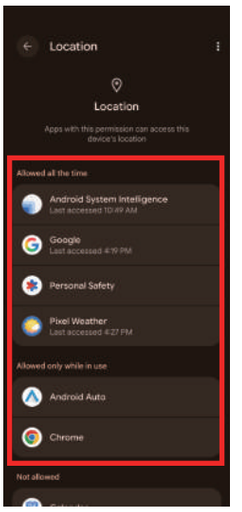


Select [Allow] or [Ask].
If you select [Ask], select [Allow] when using location information in the browser.

For Android







Select the browser you will use (Chrome is recommended) and select [Always allow] or [Allow only while using the app].

If you select [Always ask], select [Allow] when using location information in the browser.

*The illustration is for illustrative purposes only.

If the service is unavailable even after enabling location information

There may be notifications about disruptions on the Oshi-tabi official X account. Be sure to check there.
If the situation is unclear even after checking the official X account, please contact us by email at the Oshi-tabi Office. However, we cannot respond to inquiries sent directly to the Oshi-tabi official X account via replies or DMs.

If the content is unavailable due to an error, include the following information

(1) Date and time of use (e.g., around 0:00 on 0/0)
(2) Name of the content you planned to access
(3) Project details (e.g., in-train exclusive voice, giveaway prize draw)
(4) Reply-to email address
(5) Your mobile phone (manufacturer/brand name, etc.)
(6) OS and version (iOS, Android, etc.)
(7) Name and version of your browser (such as Chrome, Safari)
(8) User ID (leave blank if unknown)
(9) Login ID (enter if your User ID is unknown). If unknown, you may leave it blank.
(10) Items that verify your travel (ticket receipt, EX Usage Slip [Seat Information], EX Service usage history, etc.)

in an email and send your inquiry email to the Oshi-tabi Office. We will review the details you reported and take appropriate action.