

September 24, 2019

Bureau of Transportation, Tokyo Metropolitan Government

## Introduction of Multilingual Services Using “Omotenashi Guide” on Toei Subway Lines

~ We provide safety and security to foreign visitors and hearing-impaired customers ~

The Bureau of Transportation, Tokyo Metropolitan Government has started to provide station information in multiple languages easily on your smartphone, etc. without connecting to the Internet by using “Omotenashi Guide” near the 26 ticket gates in 11 stations nearest to the Tokyo 2020 Games venues, so that foreign visitors to Japan and people with hearing impairments can use Toei Transportation with greater peace of mind.

### Notice

#### 1. Location

The multi-language information is available near 26 ticket gates of the following 11 Toei Subway stations:

- Asakusa Station, Daimon Station, Mita Station, and Sengakuji Station on the Asakusa Line
- Hibiya Station on the Mita Line
- Kudanshita Station of the Shinjuku Line
- Hikarigaoka Station, Shinjuku Station, Kokuritsu-kyogijo Station, Aoyama -itchome Station and Ryogoku Station on the Oedo Line

#### 2. Seven languages

Japanese, English, Chinese (traditional and simplified), Korean, Thai, French, Spanish

#### 3. Time of Introduction

Scheduled at the end of this year

#### 4. How to use the application

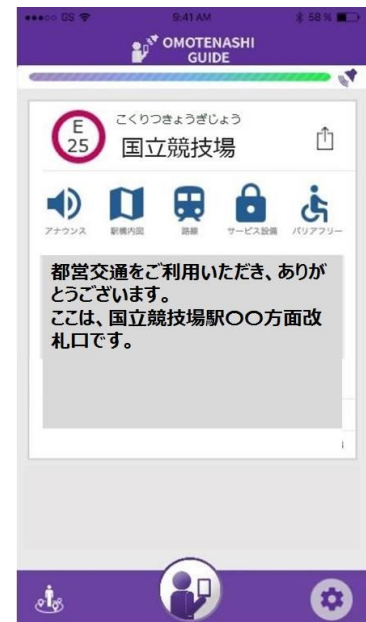
① App Store or Google Play Download “Omotenashi Guide” from the store.

② Activate the application near the station ticket gate.

③ Station information will be displayed on your smartphone screen in the language you select.



Information is transmitted by Bluetooth signal, So, turn on Bluetooth of your smartphone.



\* The above is an image of services.

#### [Reference] About Omotenashi Guide

Omotenashi Guide is the “Sound Universal Design Support System” (SoundUD) developed by Yamaha Corporation. Character information translated into multiple languages can be checked on smartphones, etc. at the corresponding locations of the “Omotenashi Guide”.

App name: “OMOTENASHI GUIDE”

Supported environment: supports iOS 8.0 and up / Android 4.4 and up

Price: free of charge (but, communication charges for downloading applications, etc. will be borne by the customer.)

Omotenashi Guide official website: <http://omotenashiguide.jp/>

\*This project is a collaboration of 15 companies including railways, buses and airlines in the Tokyo metropolitan area.

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