

How to Use HH cross Wi-Fi

HH cross Wi-Fi is a free Wi-Fi service available in some Hankyu Hanshin Group trains, stations, shopping malls, etc. To use this service, you need to download and install the exclusive app and register as an HH cross member. Please visit our website for the most up-to-date information on service areas, etc. If you encounter any problems, please refer to the FAQs on our website.



- * The display may differ depending on your device.
- * Please contact the manufacturer or your carrier for how to set up and operate Wi-Fi on your device.

1 Download & Install the Exclusive App

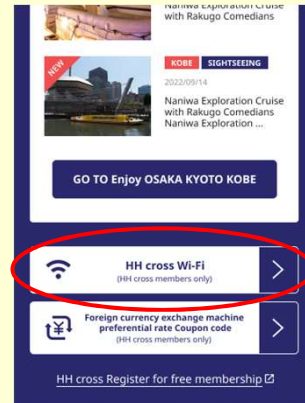
Tap to access the "Enjoy! OSAKA KYOTO KOBE".



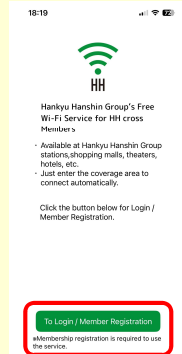
Add "Enjoy! OSAKA KYOTO KOBE" to your home screen.



Launch "Enjoy! OSAKA KYOTO KOBE" and tap "HH cross Wi-Fi" from the top screen.



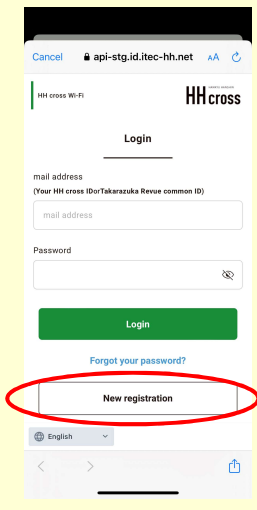
Install and launch the HH cross Wi-Fi AutoConnect App from the app store and tap "To Login / Membership Registration."



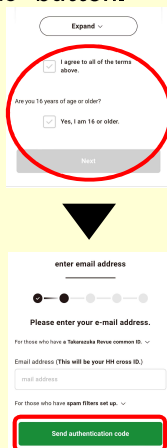
2 New HH cross Member Registration & Login

HH cross ID is required to use HH cross Wi-Fi. Please register as a new member if you don't have the ID. If you have the ID, please log in with it.

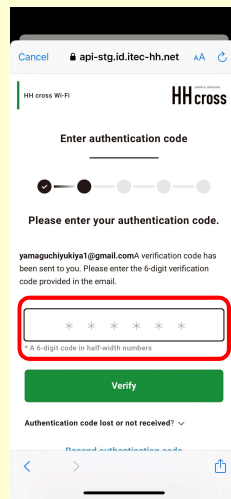
Tap the "New registration" button at the bottom of the app screen.



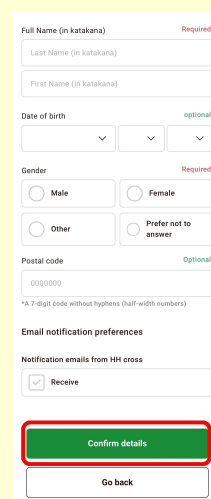
Enter your e-mail address, review the details of each Terms of Use, check the box to agree, and tap the "Send authentication code" button.



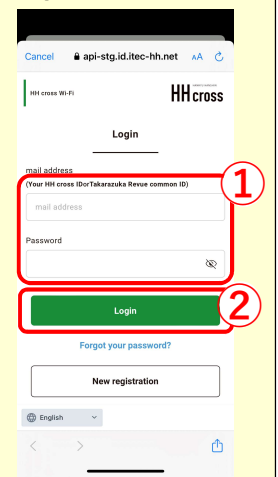
Enter the verification code you received in the input field and tap the "Verify" button.



Enter each field and tap the "Confirm details" button to complete membership registration.



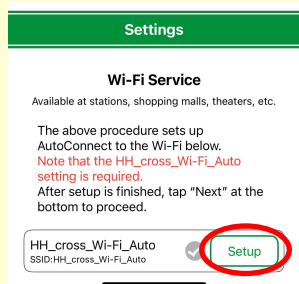
Enter the e-mail address and password you set when you registered as an HH cross ID member and tap the "Login" button.



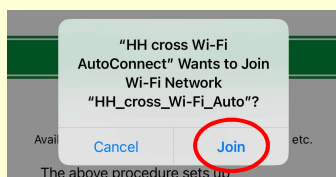
3 HH cross Wi-Fi AutoConnect App Initial Setup

■ For iOS (iPhone, etc.) Device Users

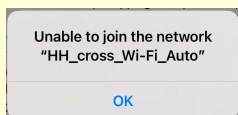
Set up your device to automatically connect to HH cross Wi-Fi. Tap the "Setup" button for "HH cross Wi-Fi Auto" in the "Settings" part a little further down.



Tap "Join" when the following dialog box is displayed.



Outside the HH cross Wi-Fi area, such as at home, the message below is displayed, but the connection is set up without any problems.



To also use the Wi-Fi of each facility, tap the "Setup" button for the Wi-Fi of the facility you wish to use.

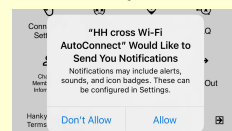
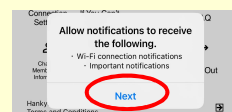


Tap "Next" when you finished adding Wi-Fi.



(More can be added at any time after the start of use.)

After the on-screen explanation, you will be asked to confirm your notification settings.



Tap either one ("Allow" is recommended).

Initial setup is now completed.

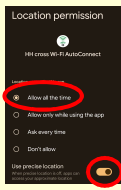
■ For Android Device Users

Follow the on-screen instructions to grant location permissions to the app.

[1st Time] Select "Precise" and "While using the app."

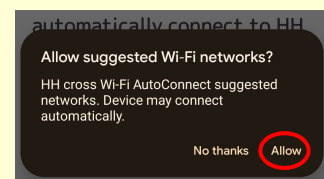


[2nd Time] Select "Allow all the time" and turn "Use precise location" on. *Use your device's back button after setting.

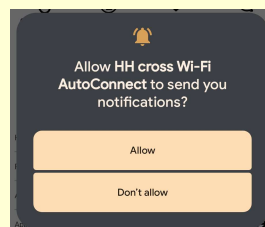


Allow Wi-Fi administrative permissions.

- * This setting is for Android 10 or later only.
- * This operation must be performed in the HH cross Wi-Fi area for Android 10 only.



After the on-screen explanation, you will be asked to confirm your notification settings.



Tap either one ("Allow" is recommended).

Initial setup is now completed.

[Android Devices]

Location permissions are used only for Wi-Fi name information. Positioning information will not be used for anything.

Screen examples may vary by Android version or model.

This completes the initial setup. You will automatically connect to Wi-Fi within the area where the HH cross Wi-Fi signal is available.

Usage Illustration

① Preparing Your Device

Complete the HH cross Wi-Fi AutoConnect App initial setup and stay logged in. It's OK to close the app.



② Going to the Coverage Area

When your device detects the HH cross Wi-Fi signal in the coverage area, it will automatically connect to the Wi-Fi.



- * There may be places in the area with poor Wi-Fi reception.
- * Enable Wi-Fi on your device.
- * iOS will only automatically connect to the set up Wi-Fi.
- * For Android, turn on location information function.

③ Receiving a connection notification.

You will receive a notification when you have connected to HH cross Wi-Fi. The App will display "Connected."



- * To connect to Wi-Fi at your convenience, turn off "AutoConnect" for that Wi-Fi in your device's Wi-Fi settings (some devices may not allow this setting).
- * You will not be notified if the Wi-Fi disconnects due to a weak signal, etc. (Your device will automatically switch back to mobile communication, etc.)

If you have any problems using the service, please check FAQ/Inquiries on the website or in the app.



(FAQ)

[HH cross Customer Support]

<https://help.hcross.hankyu-hanshin.jp/hc/en-us/requests/new>

