
Why Do People
Avoid Phone Calls
on Japanese Trains?
日本電車上為什麼很少有人講電話？

A shared carriage

為什麼旅客少講電話



Illustrative scene · 情境示意

Shared space

共用空間

On a busy commuter train, nearby passengers cannot move away from a conversation easily. Operators ask passengers to avoid voice calls.
通勤尖峰時，旁人很難離開通話聲。鐵路業者因此請旅客避免在車廂通話。

Manner mode

禮貌模式

The Japanese phrase manā mōdo refers to a silent or vibration setting. Switch it on before boarding and also check media volume.
「マナーモード」指靜音或震動模式，上車前先設定，也檢查媒體音量。

Silent use

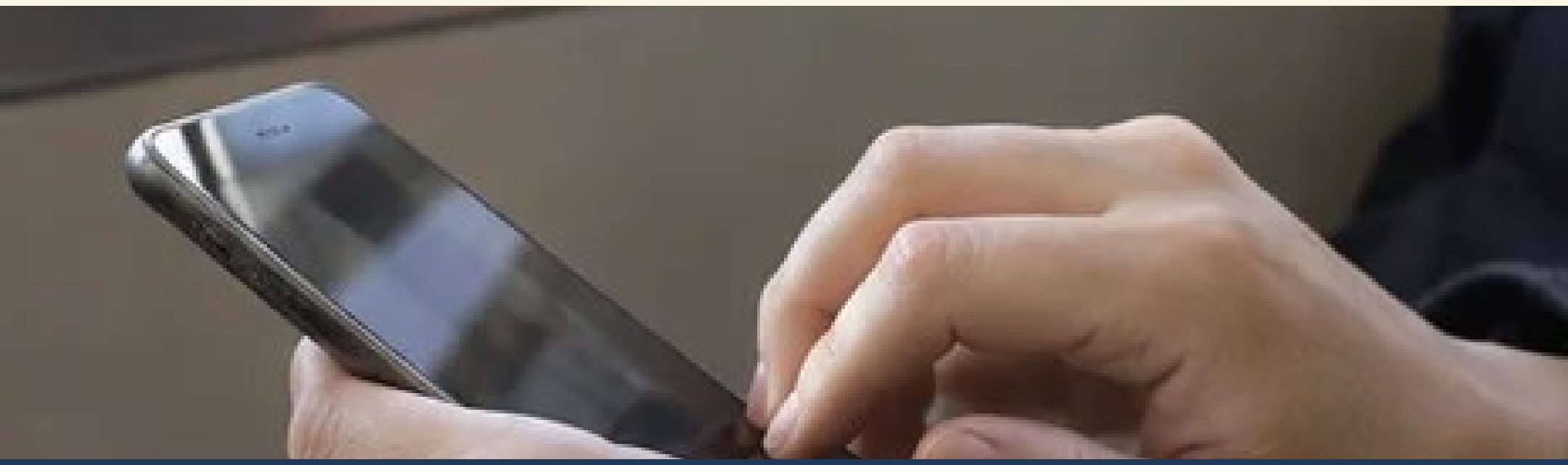
安靜使用

Looking up a connection or typing a reply is usually possible on a commuter train. Check signs for location-specific phone instructions.
通常可以查轉乘或打字回覆，特定位置仍要看車廂內的手機標示。

[1] [2]

When your phone rings

車上接到來電



Illustrative scene · 情境示意

Silence it

先靜音

Mute the ringtone first. If this is an ordinary call, let it go unanswered until you can speak in a suitable place.

先把鈴聲關掉。一般來電可以等到適合說話的地方再回撥。

Text back

文字回覆

Send a short message such as “On the train. I’ll call after I get off.” Include the station if someone is meeting you.

傳「我在電車上，下車回電」。如果對方在等你，再加上下車站名。

At the station

下車後

Leave the stream of passengers before calling back. A quiet spot away from the platform edge and doors is easier for everyone.

下車後先離開車門和月臺邊緣，在不妨礙人流的位置回電。

[1] [2]

Read the priority-seat sign

優先席旁看標示



Illustrative scene · 情境示意

Find the zone

認位置

Look for the priority-seat symbol near the seats or windows. JR East has a specific request for the area immediately around these seats.

從椅背或車窗找優先席標誌。JR 東日本對座位附近另有規定。

When crowded

擁擠時

JR East asks passengers near priority seats to switch phones off when crowded. In that situation, changing the ringtone setting alone is insufficient.

JR 東日本請旅客在車廂擁擠時，於優先席附近關機，單純切靜音仍不夠。

Another operator

換路線

When transferring, read the next operator's signs. A phone symbol with Japanese or English wording tells you what that train asks passengers to do.

轉乘後重新看車窗或車門標示。手機圖示旁的文字會說明該列車的規定。

[1] [2]

Keep media quiet

媒體播放也要留意



Illustrative scene · 情境示意

Video

影片

Turn the device's media volume down before opening a clip. Ringtone and media settings can be separate, even on a muted phone.

開啟影片前先調低媒體音量；鈴聲和媒體音量可能是分開的設定。

Headphones

耳機

Check that headphones are connected before pressing play. Keep the volume low enough that a nearby passenger cannot hear the sound.

播放前確認耳機已連線，將音量調到旁邊乘客聽不到。

Navigation

導航

Read your route and transfer details on screen. If a map gives spoken directions, mute its voice guidance for the ride.

從螢幕看路線和轉乘資訊。地圖若會播報導航，可暫時關閉語音。

[1] [2]

Choose a response

遇到這三種情況

Ordinary call

先靜音，用訊息回覆

If a friend only needs your arrival time, look up the timetable and send the answer in one short message.

朋友只想知道你幾點到，就查好時間，用一則訊息回覆。

Meet-up changed

傳出口名稱、編號或截圖

If a group changes its meeting place, send the exit name or number by text. A screenshot can help everyone identify the same exit.

約見地點改了，就傳出口名稱或編號；附截圖可幫大家確認同一個出口。

Immediate danger

立即通知站車人員或求援

If someone is in immediate danger, alert train staff or seek emergency help at once. Give the train, carriage or next station if known.

若有人有立即危險，請立刻通知站車人員或求援；知道時告知列車、車廂或下一站。

Three messages to save

可先存下來的回覆

On the train

今、電車の中です。

Ima, densha no naka desu means “I’m on the train now.” Send it as a brief explanation when an ordinary call comes in.

「今、電車の中です。」意思是「我現在在電車上」，一般來電時可先傳這句。

I’ll call later

降りたら電話します。

Oritara denwa shimasu means “I’ll call once I get off.” Add an approximate arrival time if the caller is waiting.

「降りたら電話します。」是「我下車後回電」。對方在等的話，可加上預計抵達時間。

Meet at the east exit

東口で会いましょう。

Higashiguchi de aimashō means “Let’s meet at the east exit.” Replace the exit with the one displayed at your station.

「東口で会いましょう。」是「在東口碰面吧」。請換成該站實際的出口名稱。

Phone etiquette on the train

用手機時怎麼顧及車廂？

Before boarding

上車前

On Tokyo Metro, set your phone to silent and avoid talking on it aboard. If a call is needed, finish it before boarding or after leaving the train.

東京 Metro 請乘客開靜音、避免在車廂內通話。需要講電話可等上車前或下車後。

Around priority seats

優先席周圍

Tokyo Metro asks passengers to switch off their phones near priority seats when it is crowded. Read the operator’s notice on the train.

東京 Metro 請乘客在人潮擁擠時，於優先席附近關機。以該列車的告示為準。

If plans change

行程臨時變動

Use a quiet text message to update your party where appropriate, then make longer calls away from the boarding flow.

適合時先用文字更新同行者，再到不擋動線的地方通話。

[3]

REFERENCES

Sources & links

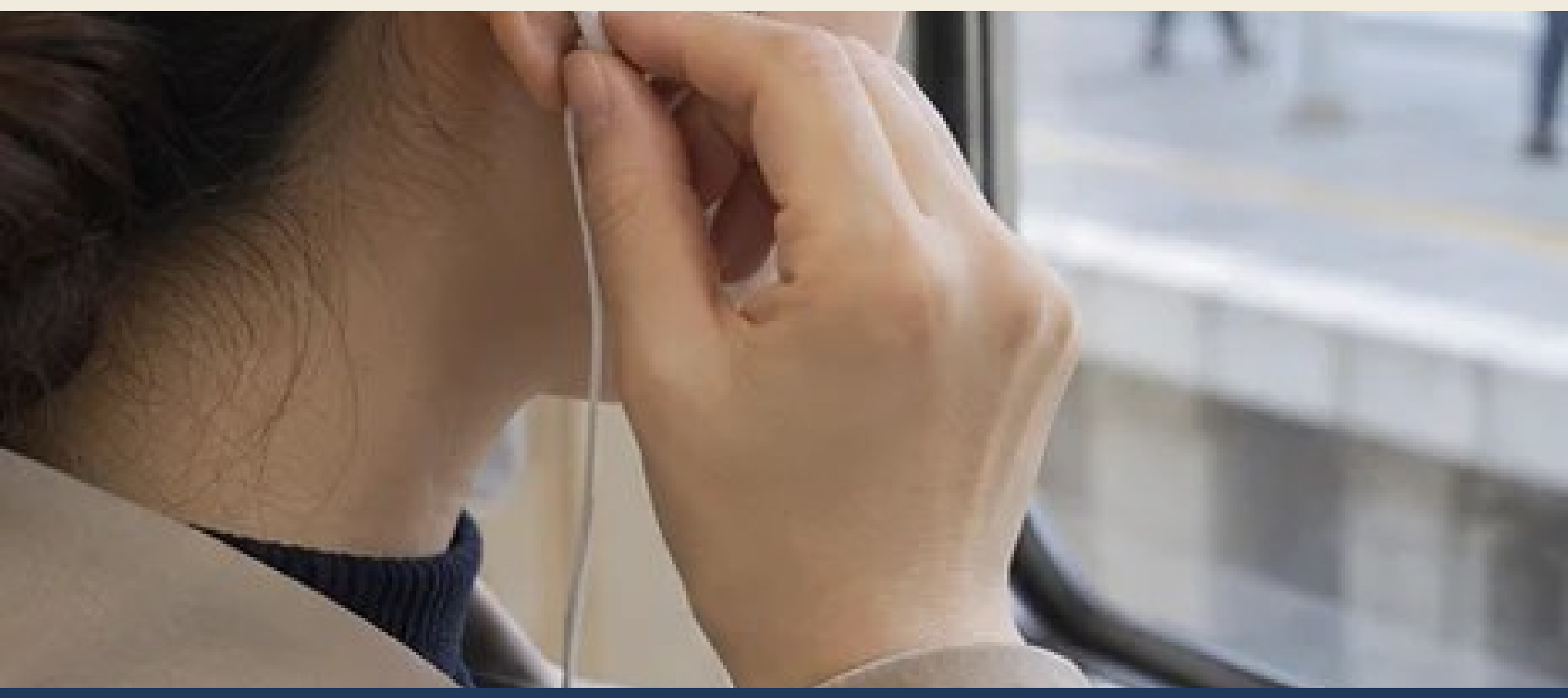
資料來源與原文連結

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01 **jreastfaq.jreast.co.jp**
JR東日本・車内手機使用禮儀 →

02 **jreast.co.jp**
JR東日本・旅客英文指南 →

03 **Tokyo Metro · Passenger requests**
東京メトロ | 車内での携帯電話のマナー →



Illustrative scene · 情境示意

Diagrams redrawn for this edition. Scene images are illustrative.
圖解依資料重新編排。內頁影像用於說明情境。