


FAQ

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How can I download?

You can download by searching for the desired site using your browser, or by directly inputting the URL.

1. Browser → Search → Tap the file to download
2. Click  in Transmit → Input the Resource Link of the file to download

Note: Download methods may vary according to the site.

What do I do after downloading the file?

- All downloaded files are saved in “Files”.
You should view the files there.

How can I manage my files?

- You can perform all management tasks in Files,
- You can perform tasks such as creating folders, rename, move and deleting files.

What should I do if I can't save a file?

- There are a number of reasons why you may not be able to save a file.
 1. You are using the wrong download method.
 2. It is not possible to download that particular file type.

3. The specifications of the site have changed.
4. There is a problem with your internet connection etc.

The solution to the problem will vary according to its cause, so please first contact our support department.

Is there a limit to the number of files I can save?

- We do not set any limit on the number of files that can be saved.
It depends entirely on the space available on the device being used.

How can I use the Passcode Lock function?

- 1. Tap the “Settings”.
2. Turn on the Advanced Passcode Lock in “Privacy”.

How can I move files to the Camera Roll?

- Find your files in “Files”, click  and find “Add to Camera Roll”.
However only certain types of files can be moved.

What kind of problems can I get support for?

- Basically we can only offer support for problems relating to the application's functions.

Examples of issues we cannot offer support for.

- ◆ Issues related to your internet connection (download speed)
- ◆ Legal issues etc

Please contact us at “Issues & Suggestions” in Settings for other problem.