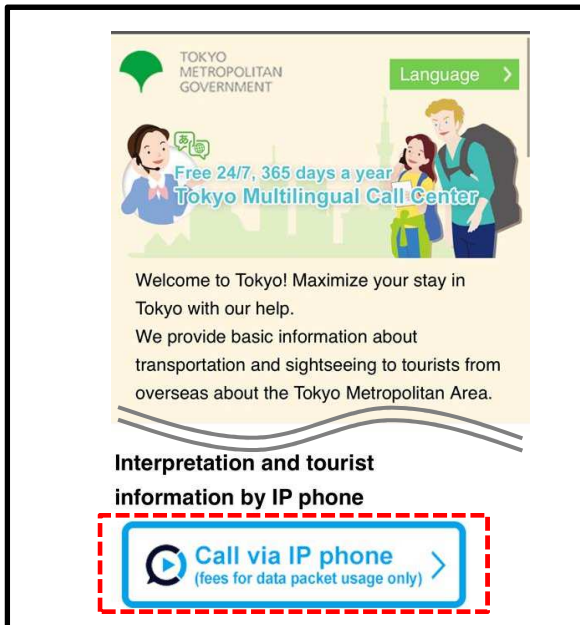


User Guide (iOS version)

1

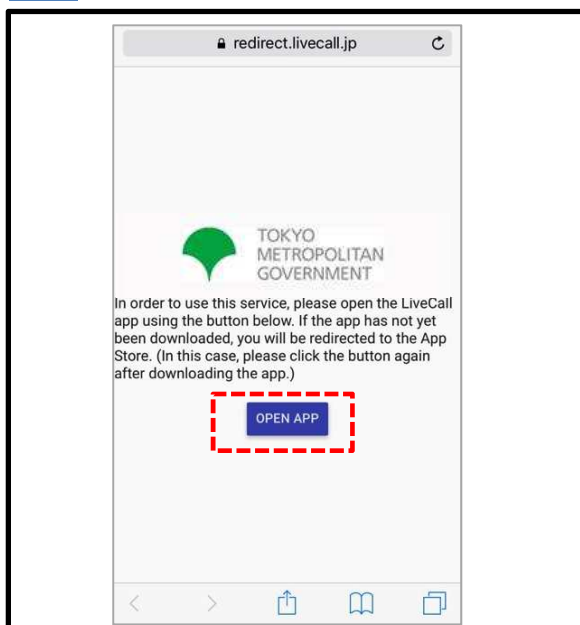


1

Tap the **Call via IP phone** button on the Tokyo Multilingual Call Center Website.

※ Please use this service after agreeing to the Disclaimer.

2



2

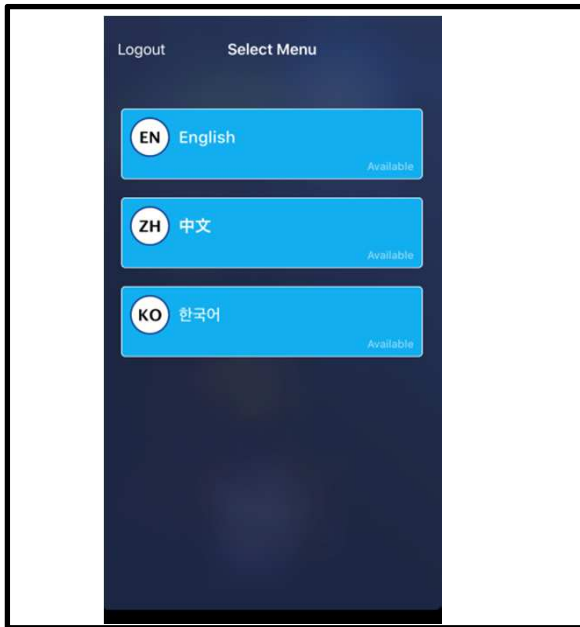
Tap the **OPEN APP** button on the screen to the left to activate the application.

※If the app (LiveCall) has not yet been downloaded, you will be automatically redirected to the App Store.

After installation has finished, do not tap the “Start” button, tap the **OPEN APP** button on the Tokyo Multilingual Call Center website. For more details, please see page 16.




Continue to **3** on Page 2

3

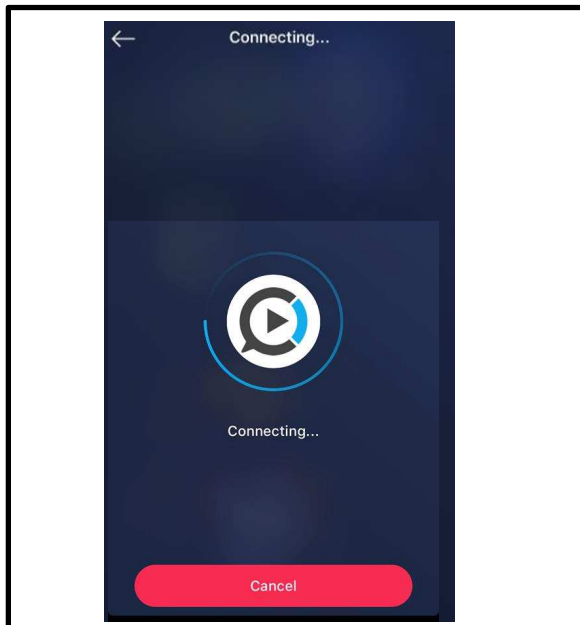


3

Connect to the Language Select Menu. You will connect to an operator of the language written on the button you push.
※Depending on your device settings, it may be necessary to allow access to the microphone. Tap "OK" when prompted to allow the app access to the microphone.

	Available When you start a call, you will connect to an operator.
	Queue present All operators are taking other calls. Please wait.
	Currently unavailable It is outside of service hours.

4

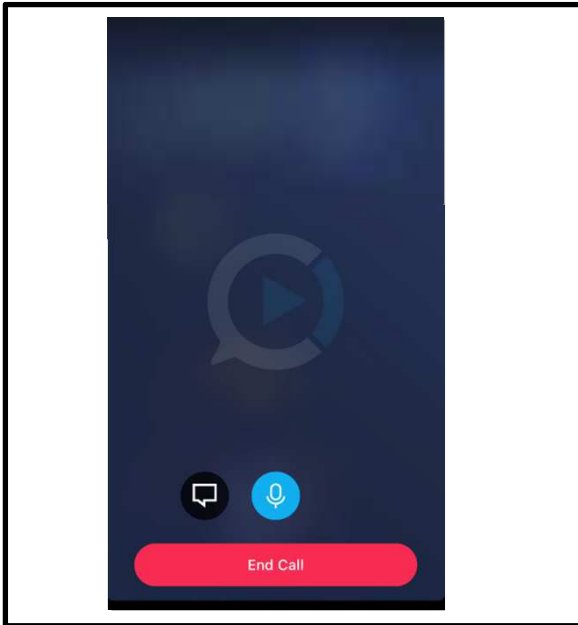


4

You are being connected. If this screen appears for a while, it is possible the operator is on a different call. You may stay on the line and connect to an operator in the order in which you called, or hang up and try again after a little time.

Continue to **5** on Page 3

5



5

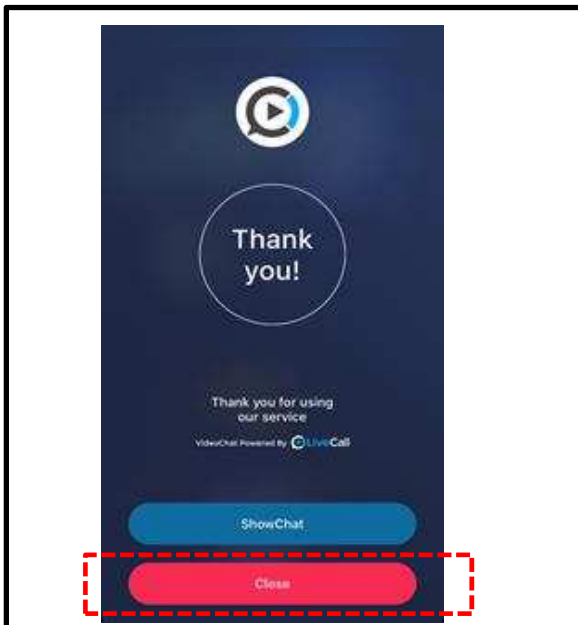
You are connected to an operator.

【Chat Button】
• Tap to display/hide the chat screen

【Mic/Mute Button】
• Tap to mute/unmute your own voice

【End Call Button】
• Tap to end the call

6



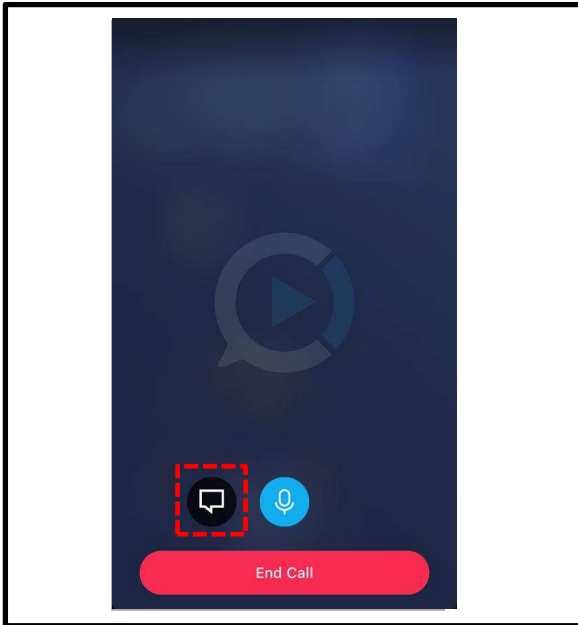
6

After finishing the call, tap the “Close” button.

Continue to 7 on Page 4 for how to use the chat feature

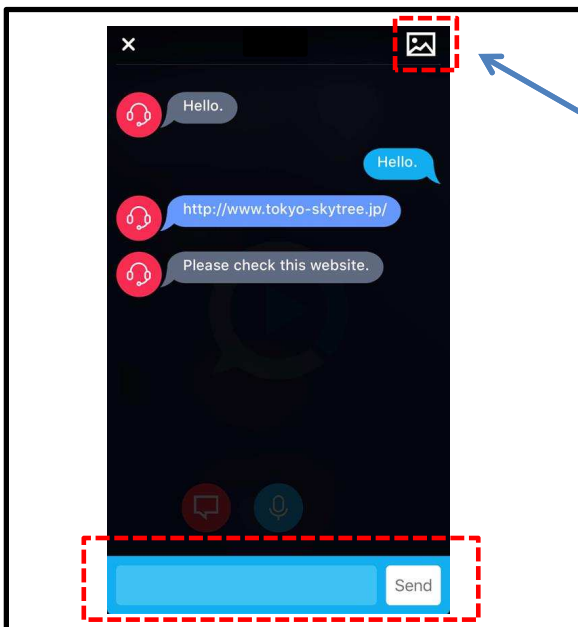
(When using the chat)

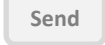
7



7 Tapping the chat icon (speech bubble) to the lower left opens the chat window with the operator.

8



8 Enter text and tap the  button to send a message.

Images can be sent.



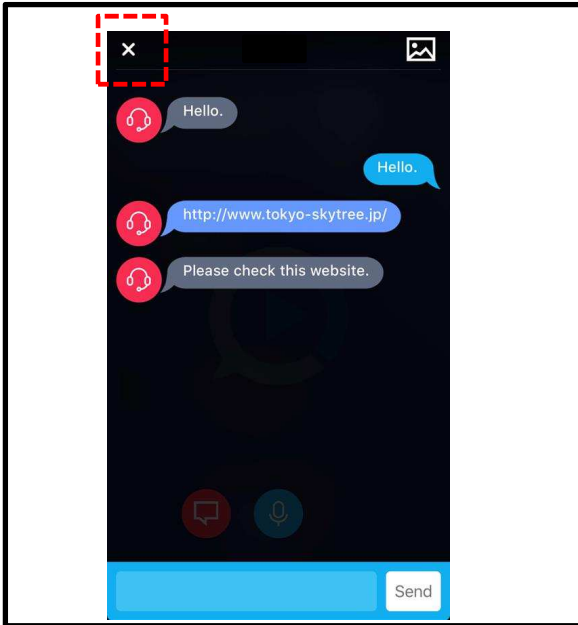
- Choose an image from your library
- Take a picture with the camera
- Send from iCloud Drive

You will be able to see images and URLs sent to you by tapping on them. Save them if necessary.

Continue to **9** on Page 5

(When using the chat)

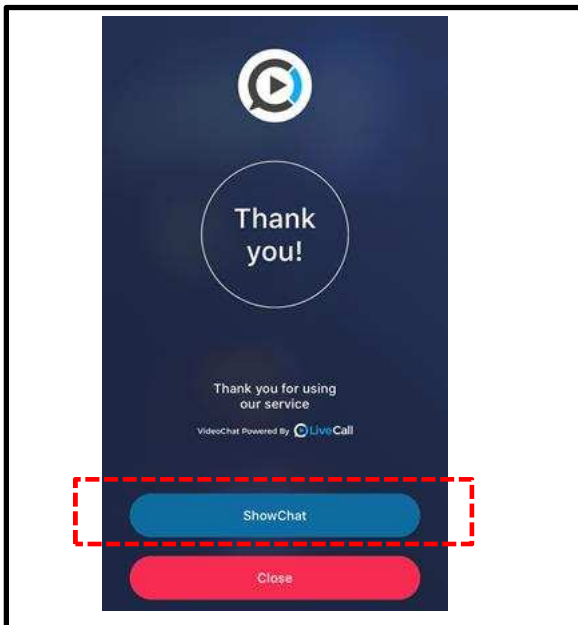
9



9

To close the chat window, tap the “x” button in the upper left corner.

10



10

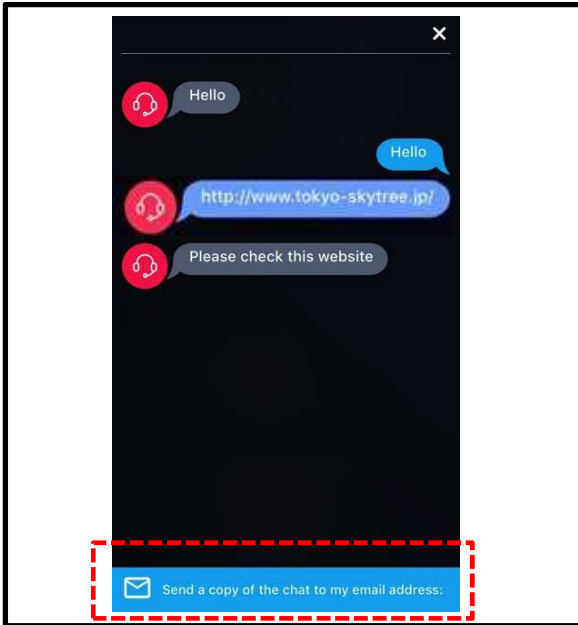
Even after the call is finished, you can see the contents of the chat by tapping the **ShowChat** button.

※If you tap the “Close” button at the bottom of the screen, or the “go back” button of the browser in the upper left corner, the contents of the chat will be erased. Before closing, we recommend you send the chat history to your email address. (see page 6)

Continue to **11** on Page 6

(When using the chat)

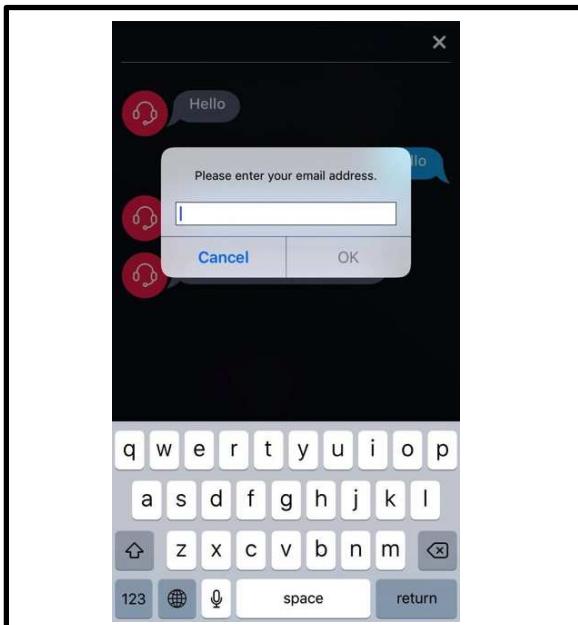
11



11

Tap the button on the bottom of the chat window screen.

12



12

Please enter your email address and tap "OK".

Continue to **13** on Page 7

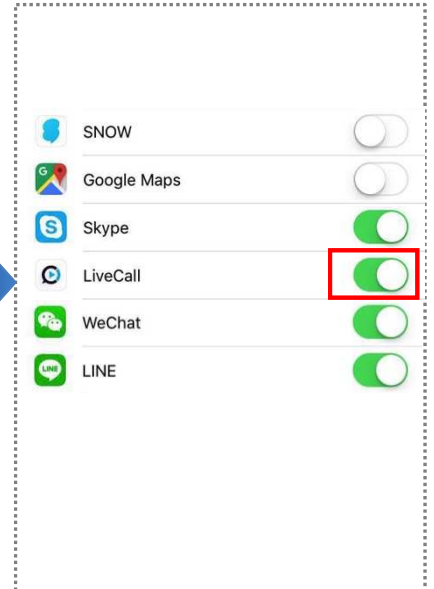
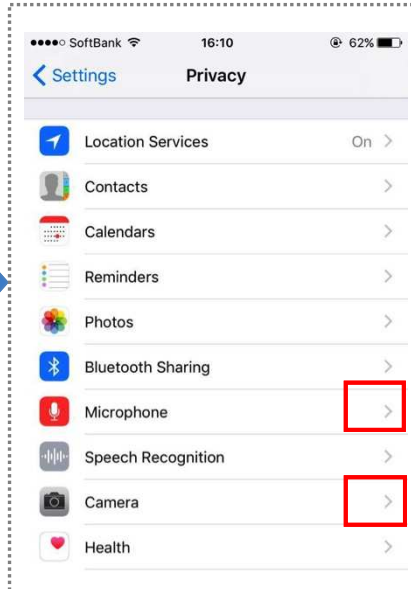
About Allowing Microphone Access

● If access to the microphone is blocked

In "Settings", select "Privacy"

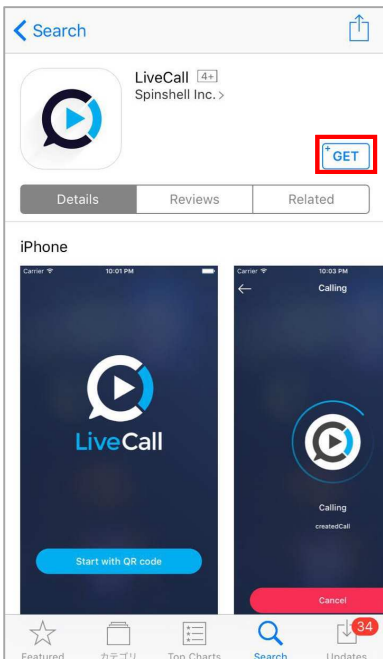


Select "Microphone" and turn on "LiveCall", then select "Camera" and turn on "LiveCall".

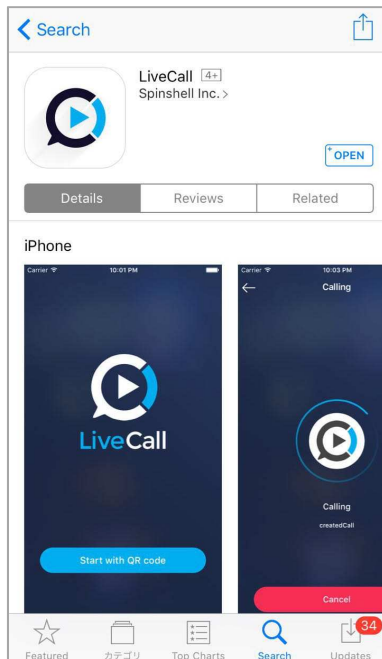


● Use after installation of the special app

Install the special app (LiveCall) through the App Store by tapping "GET".



Close the App Store without tapping "OPEN".



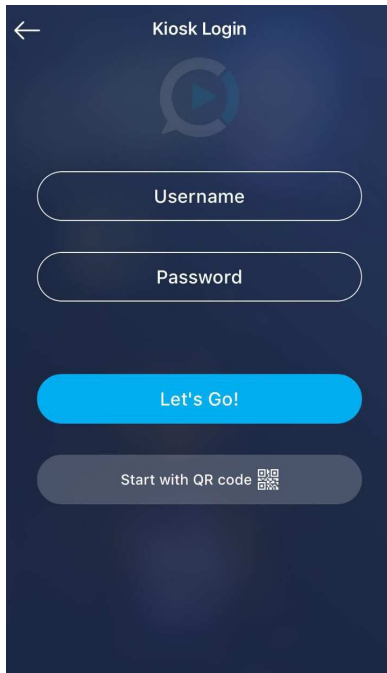
Start the app once more by tapping the **OPEN APP** button on the Tokyo Multilingual Call Center page.



If a screen asking for a Username and Password appears

● If a screen asking for a Username and Password appears

If you see the screen below, please close the app.



Start the app once more by tapping the **OPEN APP** button on the Tokyo Multilingual Call Center page.

