

# User Guide (Tourist Guide iOS version)

The system requirements for smart phones and tablets are **OS11.2 or above**. Without using the above system requirements there is a possibility you will be unable to use this service.

1

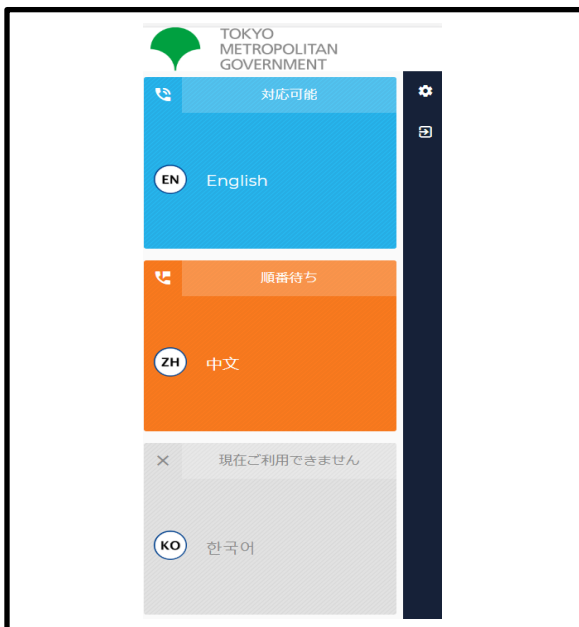


1

Tap the  button on the Tokyo Multilingual Call Center Website.



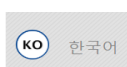
※ Please use this service after agreeing to the Disclaimer.

2



2

Go to the Language Selection Menu.

-  **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.

Continue to **3** on page 2

3



3

Select a language and the call will start when you tap the “CALL” button.

4

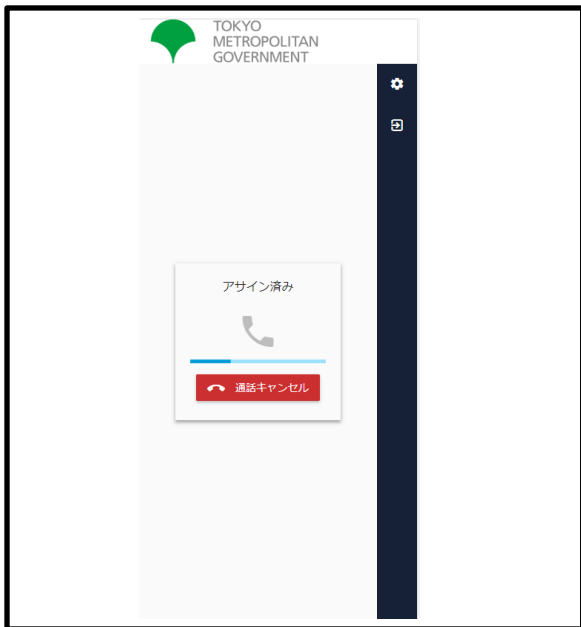


4

If you give the app permission to use your current location, the operator will be shown where you are.

Continue to **5** on page 3

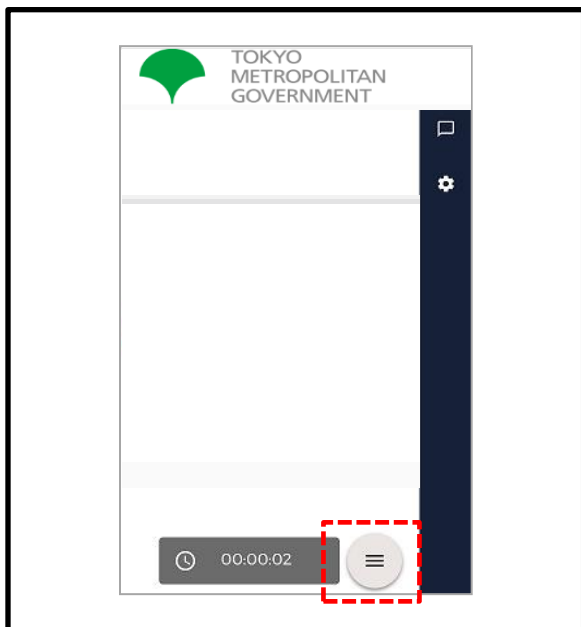
5



5

**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.

6



6

**You are connected to an operator.**  
※Tap “Allow” when prompted to allow the app access to the microphone on your device.



【Send File Button】

- Choose a file from your library
- Take a picture with the camera



【Mic/Mute Button】

- Tap to mute/unmute your own voice



【End Call Button】

- Tap to end the call



【Call Support Button】

- Display the buttons above

Tap the Call Support Button in the lower right hand corner to display the buttons listed above.

Continue to **7** on page 4

7



7

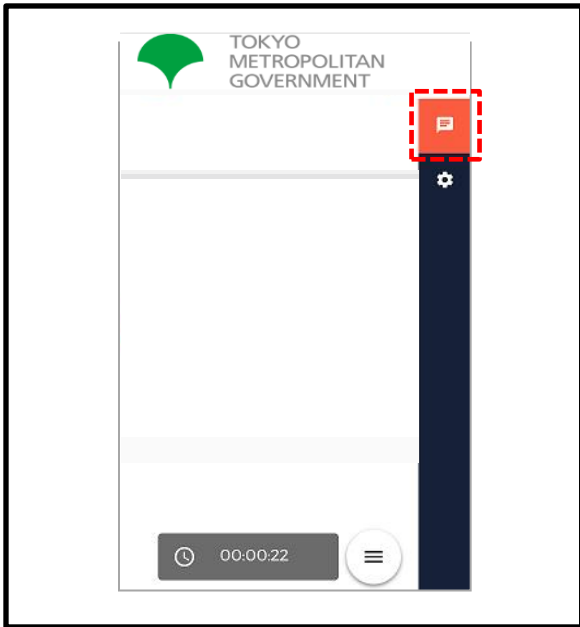
After finishing the call, tap the “CLOSE” button.



Continue to **8** on Page 5 for how to use the chat feature

(When using the chat)

8



8

Tapping the chat icon in the upper right corner opens the chat window with the operator.

9



9

Enter text and tap the **SEND** button to send a message.

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

Continue to **10** on page 6

(When using the chat)

10



10

Even after the call is finished, you can see the chat by tapping the chat icon.

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

11



11

If you wish to send the chat contents to an email address, enter the address and tap the **SEND** button.

Continue to **12** on page 7

## (When using the chat)

12

noreply@livecall.jp  
宛先: Tourism Demo  
件名: LiveCall chat on 2017-02-23 10:14

[10:13 En\_op1]  
Hello

[10:13 Tokyo Multilingual Call Center]  
Hello

[10:14 En\_op1]  
Here is the website for Tokyo Skytree:

[10:14 En\_op1]  
<http://www.tokyo-skytree.jp/>

[10:15 En\_op1]  
File: <https://livecall-uploads.s3.amazonaws.com/a5dc5052f668452e9fd246e04088d029?Signature=e%2Fwp%2BJFIDCX7eJOHdFasDnZx11k%3D&Expires=1488417648&AWSAccessKeyId=AKIAJRCYAGZCTE7VWPFA>  
(link expires 2017-03-02 10:20)

12

You may then view the chat in a text base, and access URLs, etc.  
※The email is automatically generated and cannot be replied to.

A link to the chat source (images).  
The link is valid for 24 hours.