

User Guide (Android version)

When using Android smart phones and tablets, please use the latest version of Android OS and Google Chrome for a browser. Without using the above system requirements there is a possibility you will be unable to use this service

※This service is only offered in Japanese, English, Chinese, and Korean.

1



1

Tap the button on the Tokyo Tourist Information Center – online tourist guide Website.

- ※ Please use this service after agreeing to the Disclaimer.
- ※ This service cannot be used outside of the service hours.

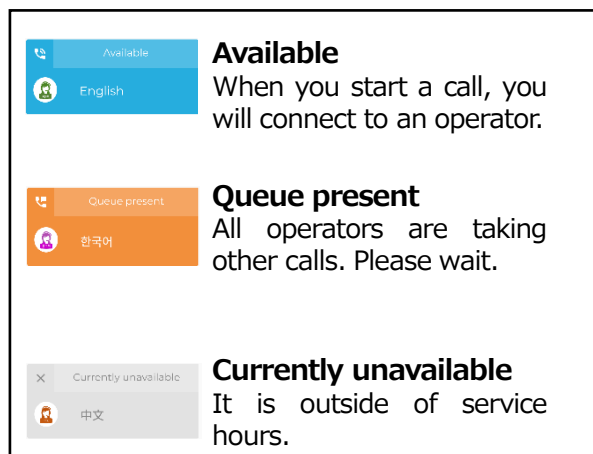
2



2

Connect to the Language Selection Menu.

- ※ For using a browser other than Google Chrome, please see page 8.



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3

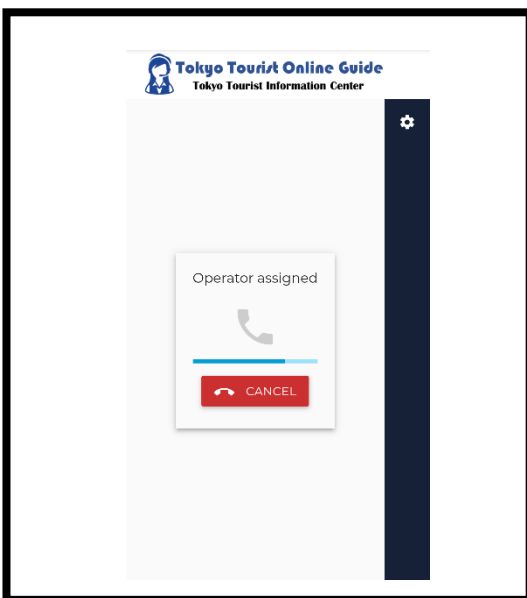


3

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



4



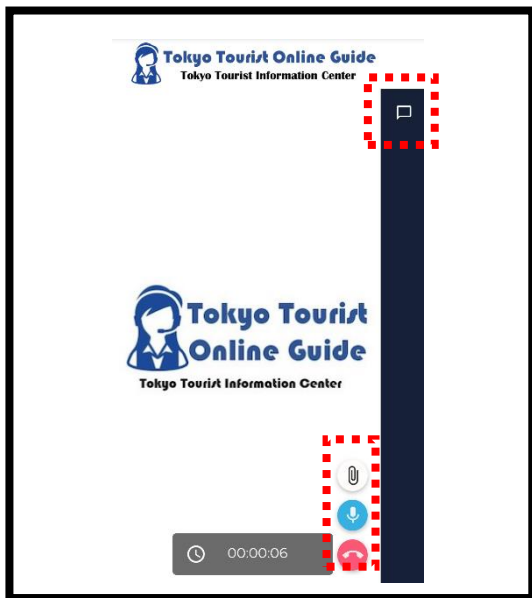
4

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.



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5



5

You are connected to an operator.

※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.



【Chat Button】

- Tap to display/hide the chat screen



【Send File Button】

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



【Mic/Mute Button】

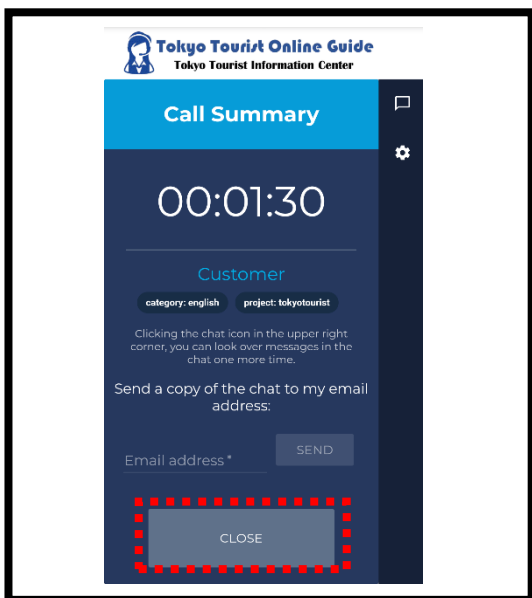
- Tap to mute/unmute your own voice



【End Call Button】

- Tap to end the call

6



6

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

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

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(When using the chat)

7



7

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



8



8

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 the text link. Save them if necessary.

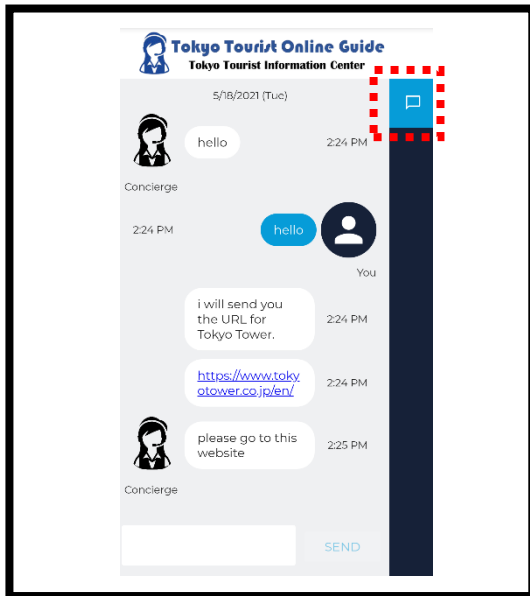


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9

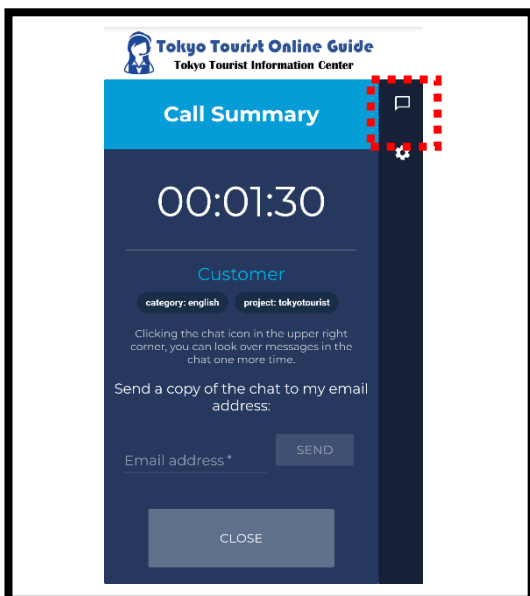


9

To close the chat window, tap the chat icon in the upper right corner again.



10



10

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

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

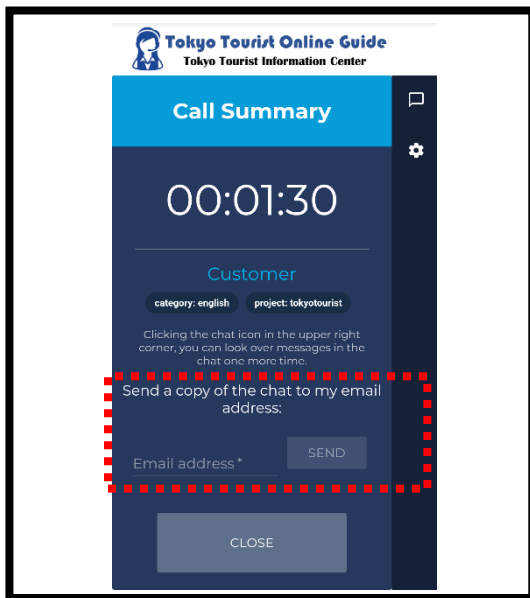


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11

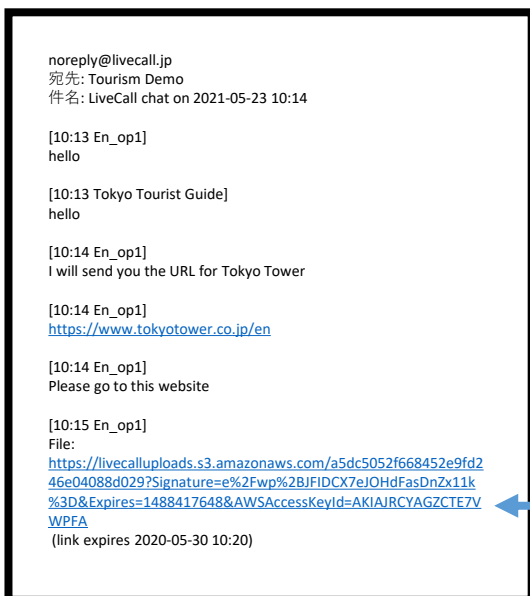


11

If you wish to send the chat contents to an email address, enter the address and tap the **SEND** button on the bottom of the confirmation screen.



12



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.

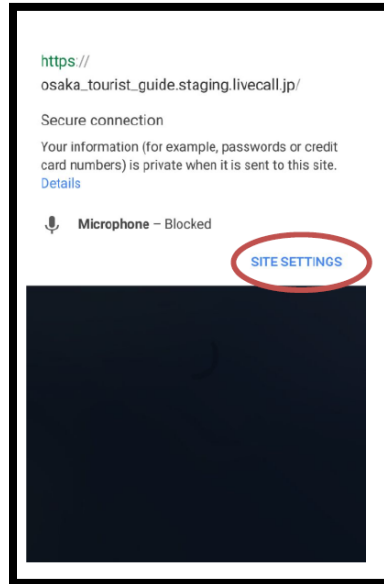
About Allowing Microphone Access

● If access to the microphone is blocked

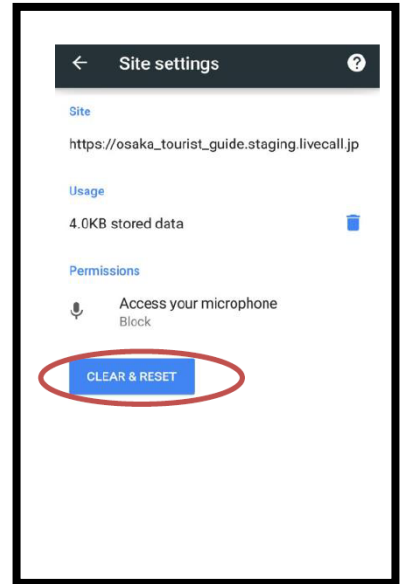
① Tap the  mark in the address bar



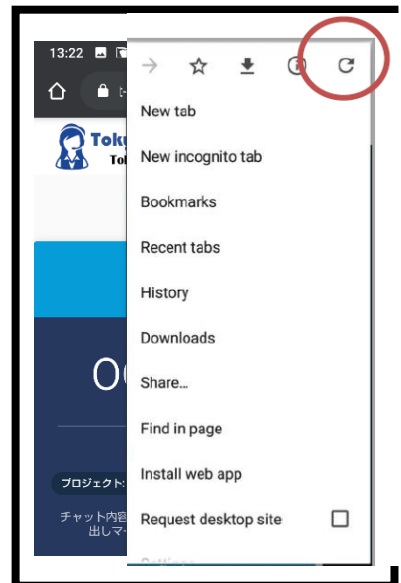
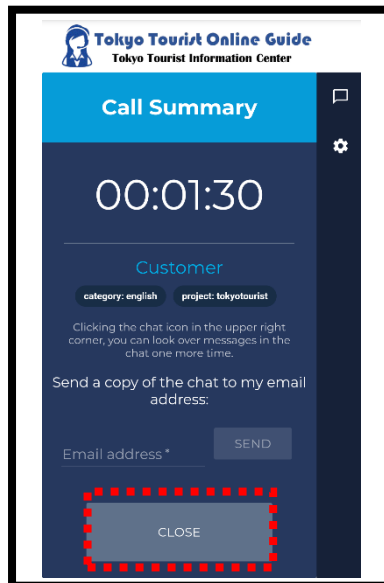
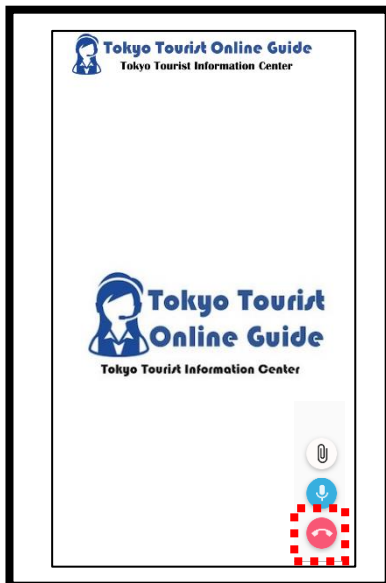
② Tap "SITE SETTINGS"



③ Tap "CLEAR & RESET"



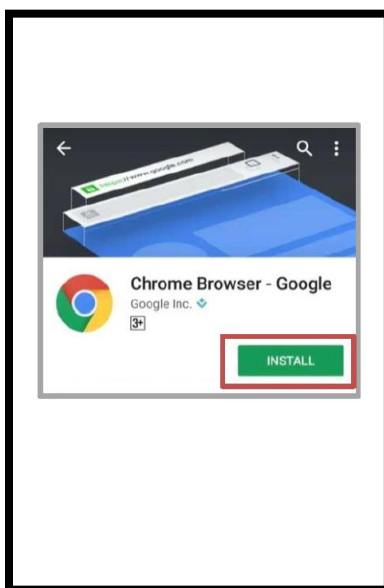
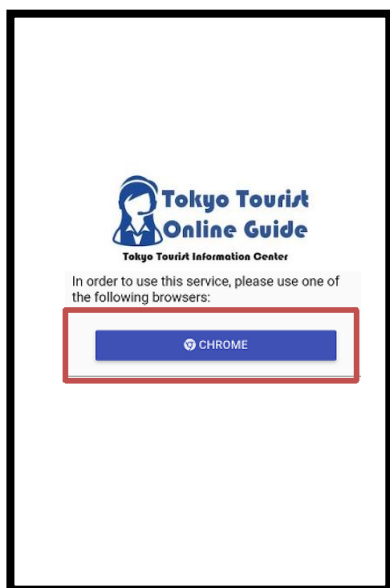
④ End the call, tap "CLOSE", and refresh the page. Place a call again.



When viewing on a browser other than Google Chrome

■ If Google Chrome is not installed

- ① Tap the button when the following message is displayed
- ② Tap "Install" button
- ③ Access the Tokyo Tourism Information Center - online tourist guide Website from Google Chrome.



■ If Google Chrome is already installed

- ① Tap the button when the following message is displayed
- ② Connect to the Language Selection Menu.

