

User Guide (iOS version)

When using smart phones and tablets, please use the latest version of OS and Safari 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

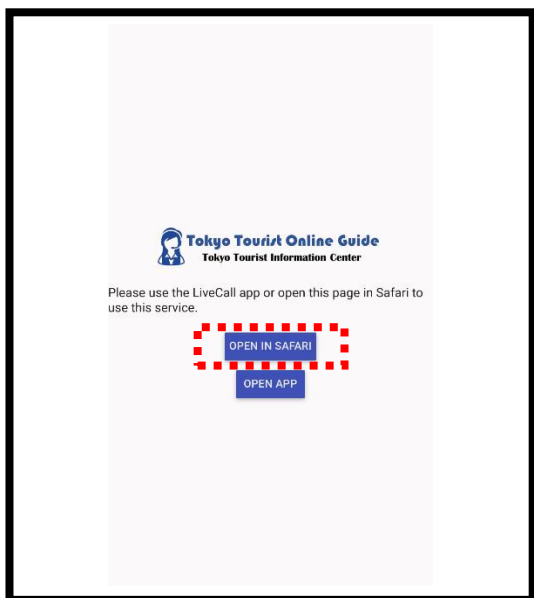


1

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



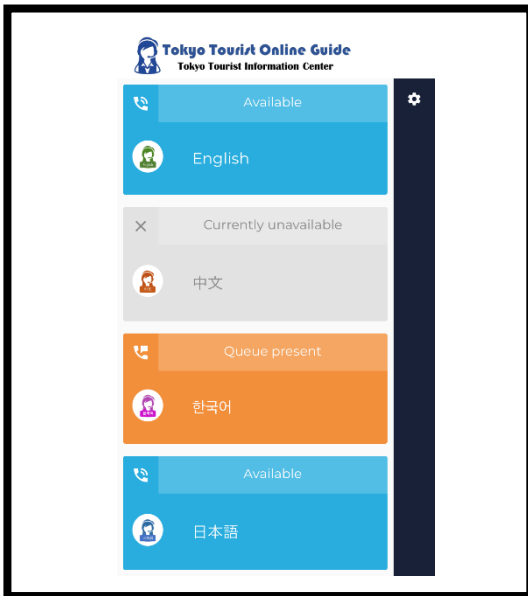
2

Tap the **OPEN IN SAFARI** button in the screen on the left to connect to the Language Selection Menu.

- ※ For how to install the special app (Live Call), please see page 7.

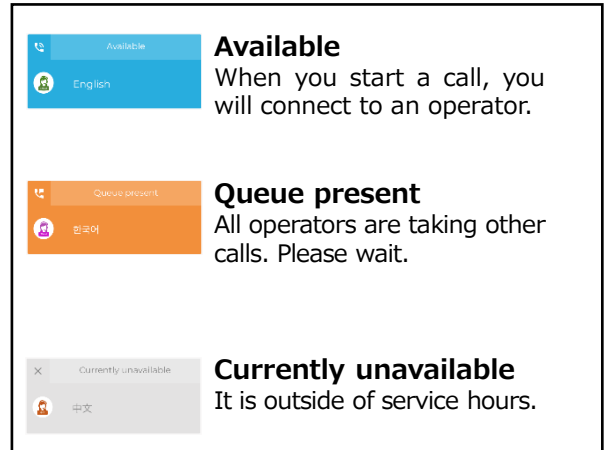
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3

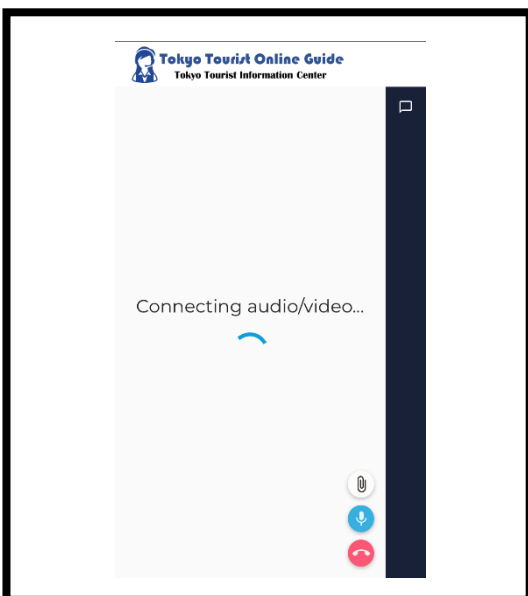


3

Connect to the Language Selection Menu. You will connect to an operator of the language written on the button you push.



4

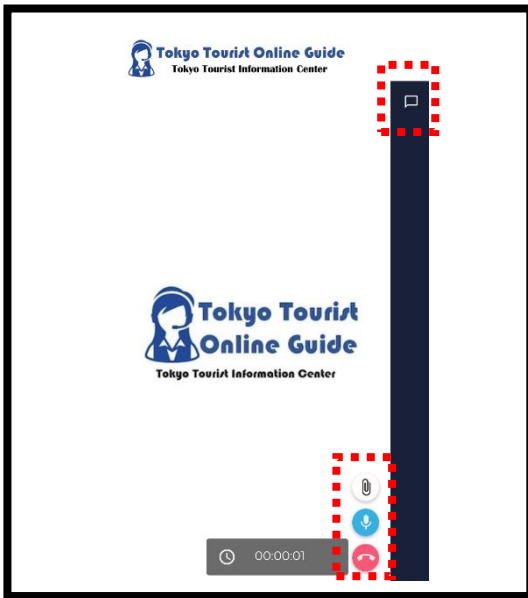


4

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.



【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

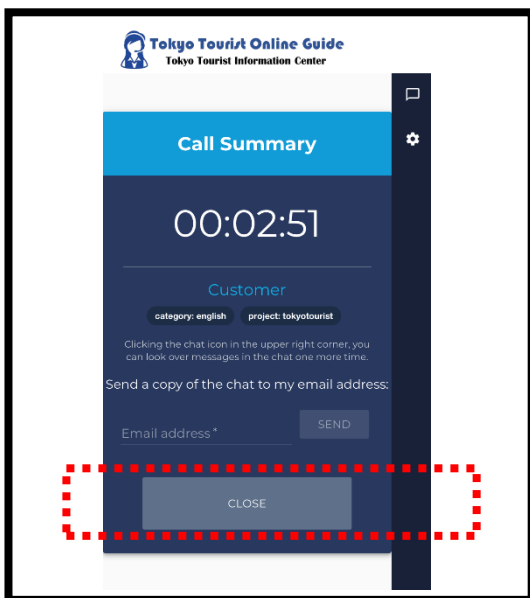


【End Call Button】

- Tap to end the call



6



6

After finishing the call, tap the "Close" button.

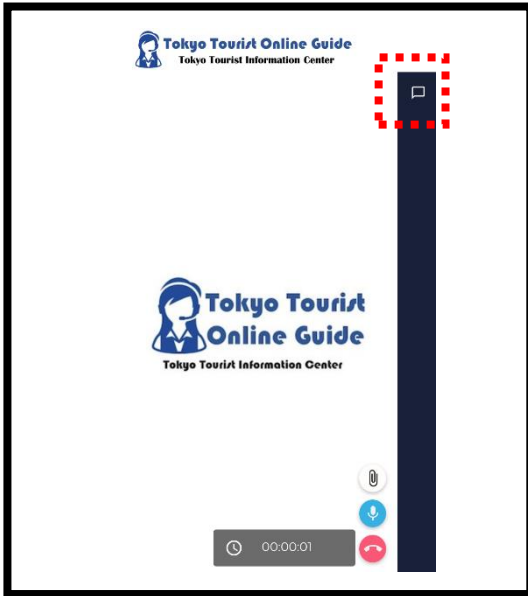


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User Guide (iOS version)

(When using the chat)

7

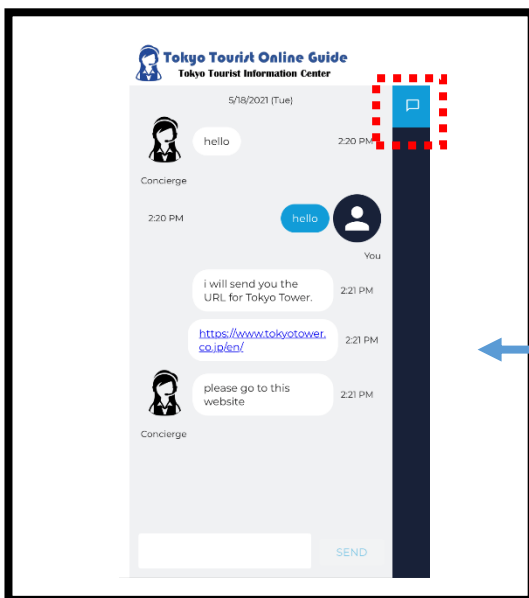


7

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.

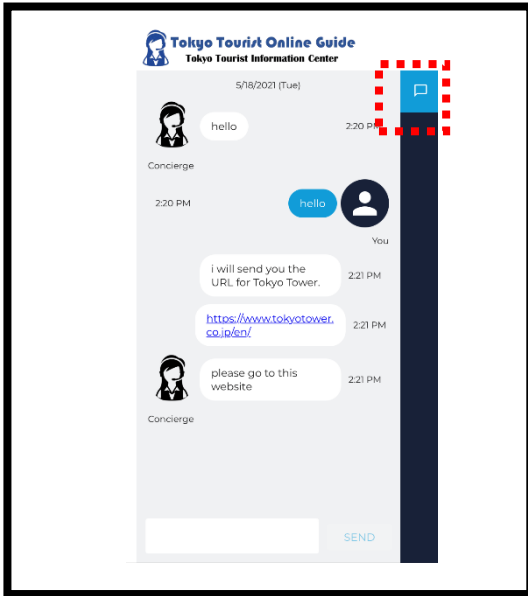


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(When using the chat)

9

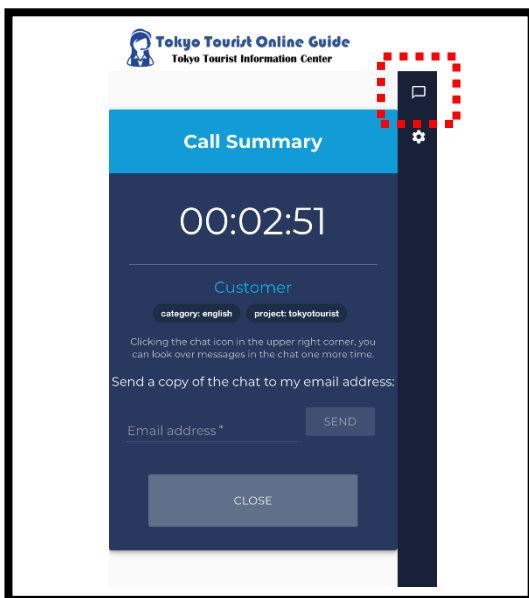


9

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)

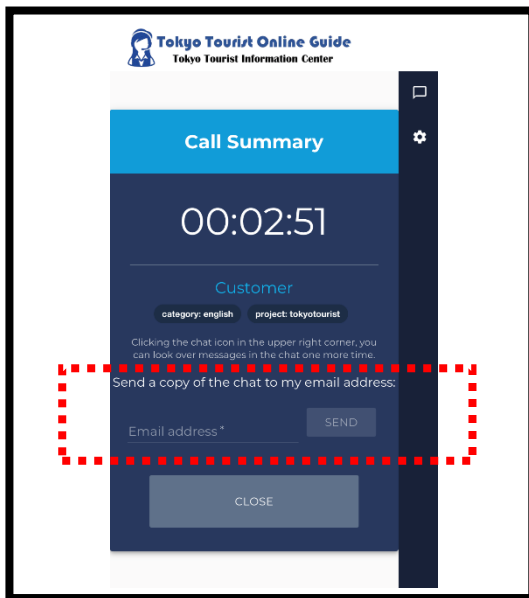


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(When using the chat)

11

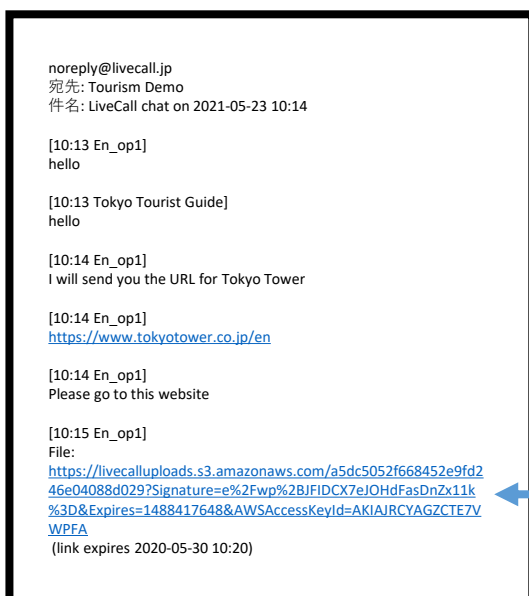


11

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.

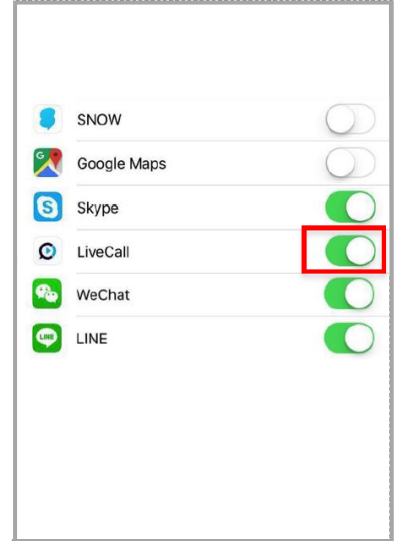
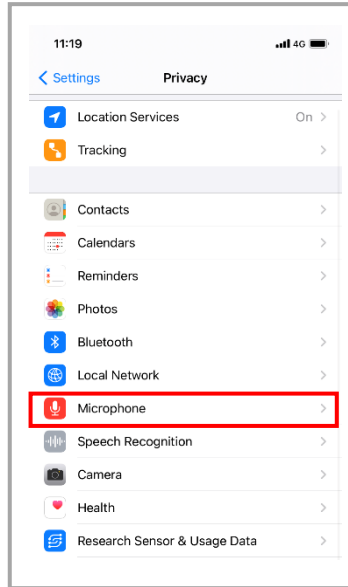
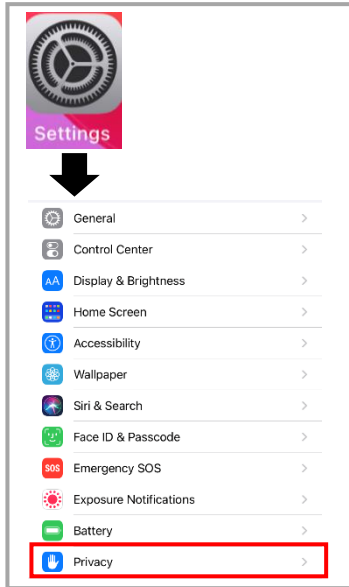
A link to the chat source (images).
The link is valid for 24 hours.

About Allowing Microphone Access

● If access to the microphone is blocked

In "Settings", select "Privacy"

Select "Microphone" and turn on "LiveCall".

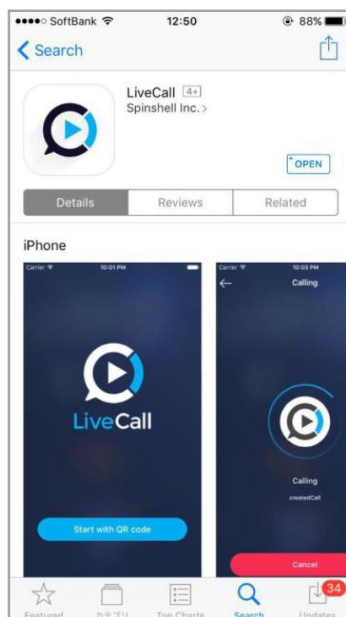
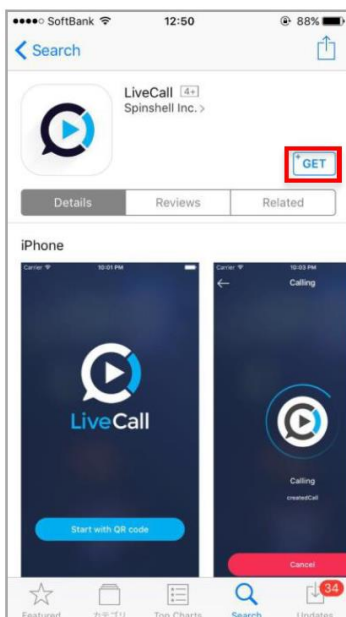


● Use after installation of the special app

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

Close the screen below without tapping "OPEN" of the App Store.

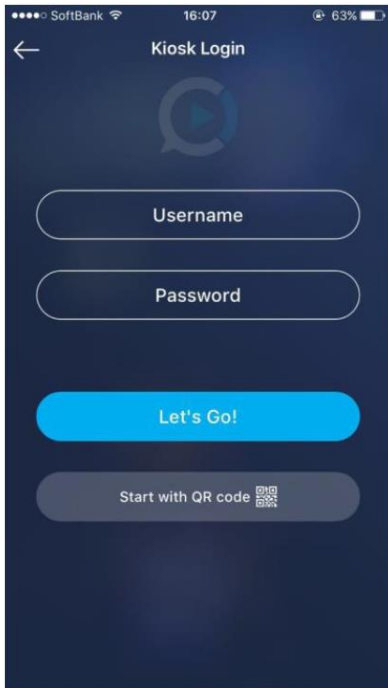
Start the app by tapping the **OPEN APP** button on the Tokyo Tourist Information Center - online tourist guide page.



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 Tourist Information Center - online tourist guide page.

