

User Guide (Tourist Guide Android version)

When using smart phones and tablets other than Apple devices, please use Android 4.2 OS or above, and the latest version of Google Chrome for a browser. Without using the above system requirements there is a possibility you will be unable to use this service ※For the Medical Guide User Guide, please see page 7.

1



1

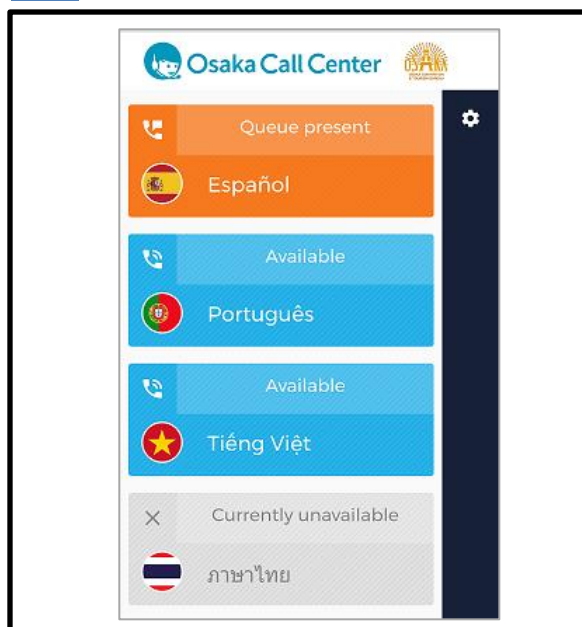
Tap the  button on the Osaka Call Center Website.

※ Please use this service after viewing the Points to Note.

※ This service cannot be used outside of the service hours (23:00-7:00).



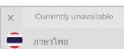
2



2

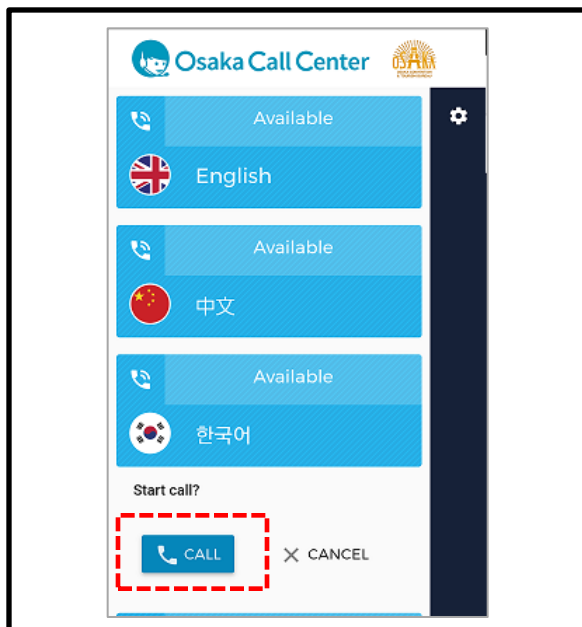
Connect to the Language Selection Menu.

※ For using a browser other than Google Chrome, please see page 15.

	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

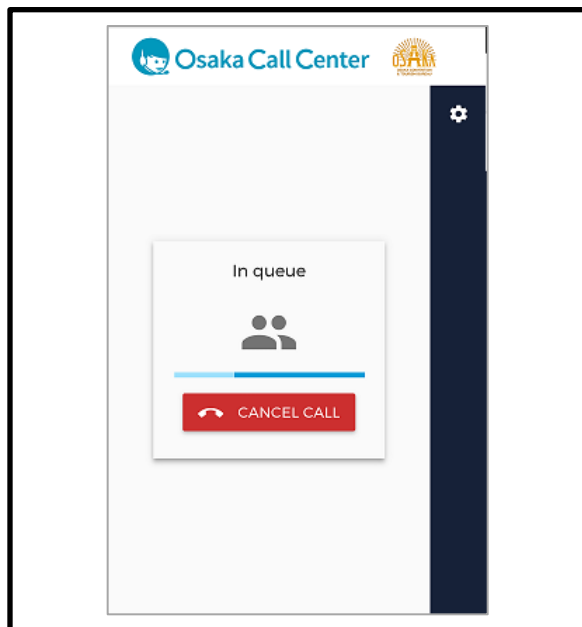
3



3

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

4

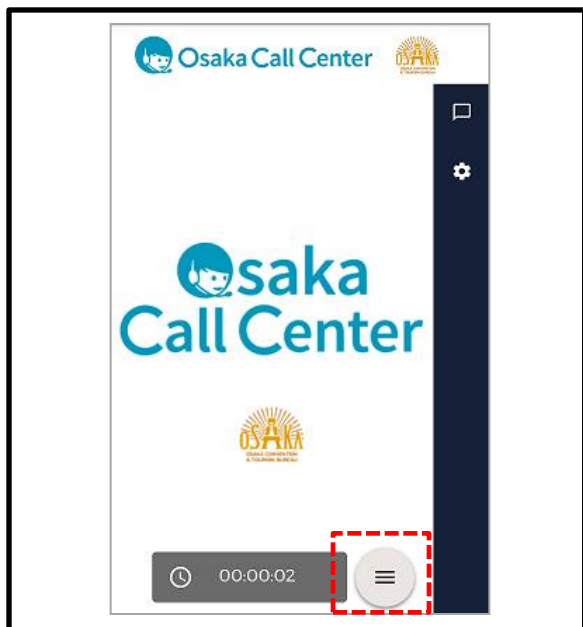


4

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.

※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

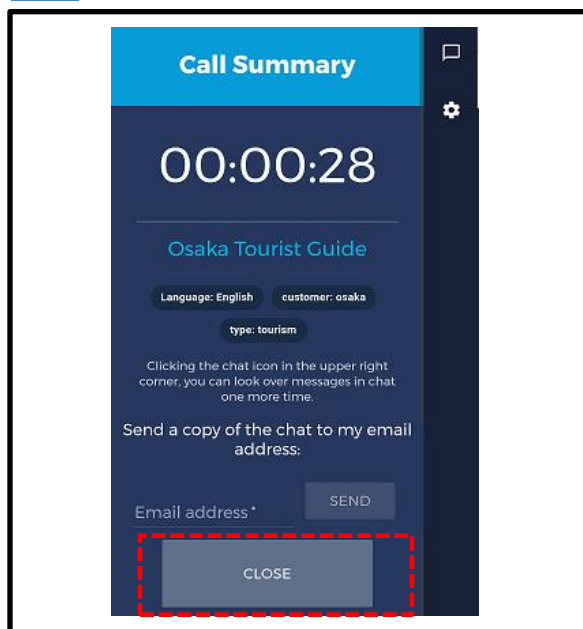


【Call Support Button】

- Display the buttons above

Tap the Call Support Button to display the buttons listed above.

6



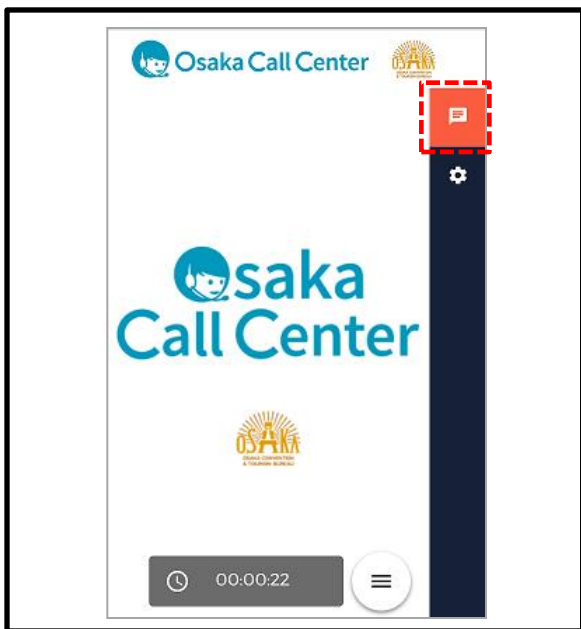
6

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)

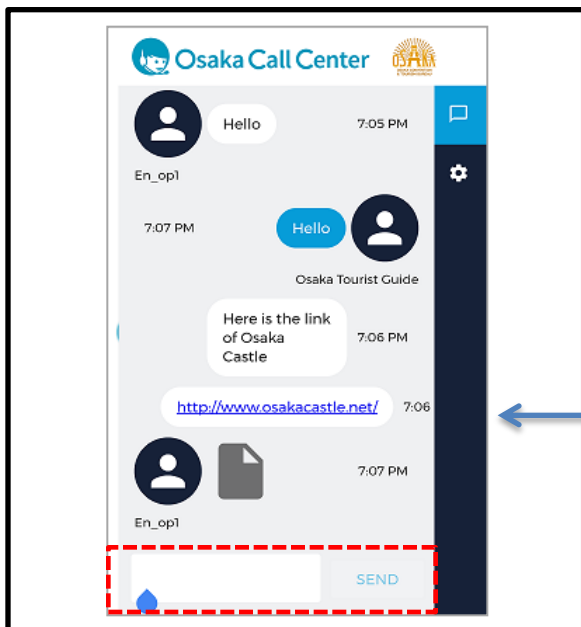
7



7

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

8



8

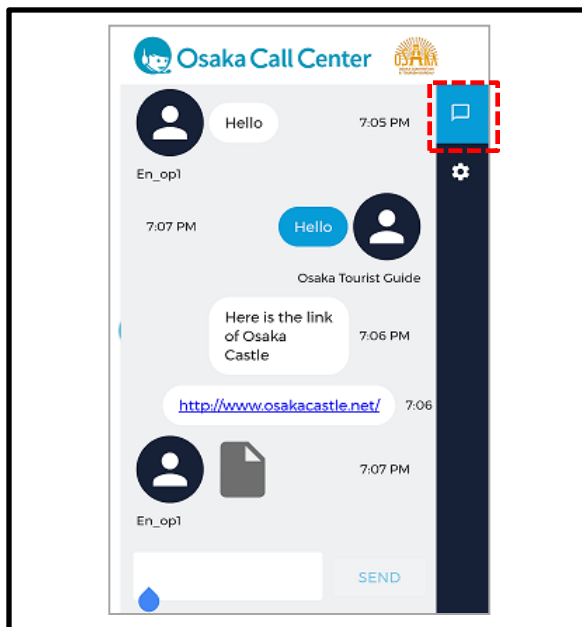
Enter text and tap the **SEND** button to send a message.

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

Continue to **9** on Page 5

(When using the chat)

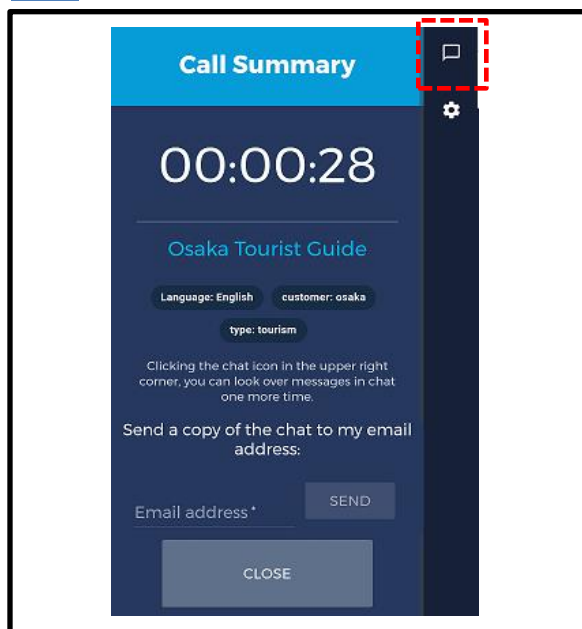
9



9

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

10



10

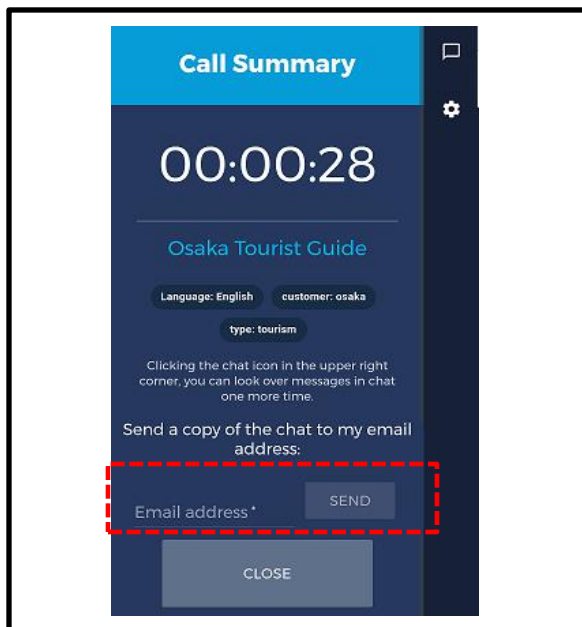
Even after the call is finished, you can see the chat by tapping the chat icon.

※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)

Continue to **11** on Page 6

(When using the chat)

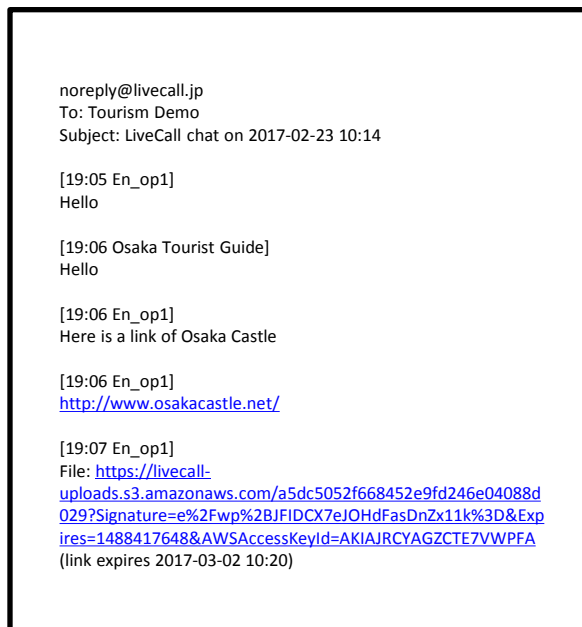
11



11

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

12



12

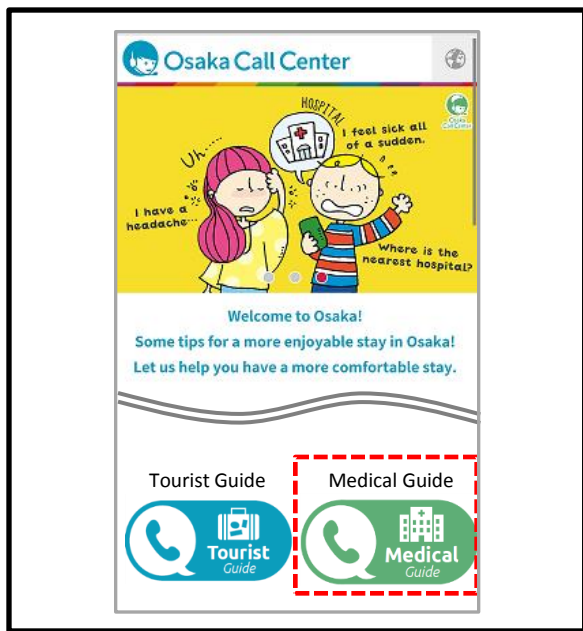
You may then view the chat in a text base, and access URLs, etc.
※The email is automatically generated and cannot be replied to.

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

User Guide (Medical Guide Android version)

When using smart phones and tablets other than Apple devices, please use Android 4.2 OS or above, and the latest version of 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 English, Chinese, and Korean. ※Ambulances cannot be called.

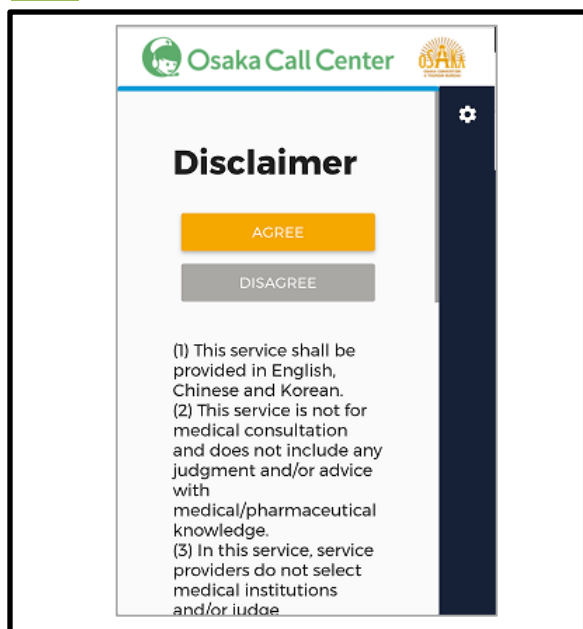
1



1

Tap the  button on the Osaka Call Center Web Site.

2



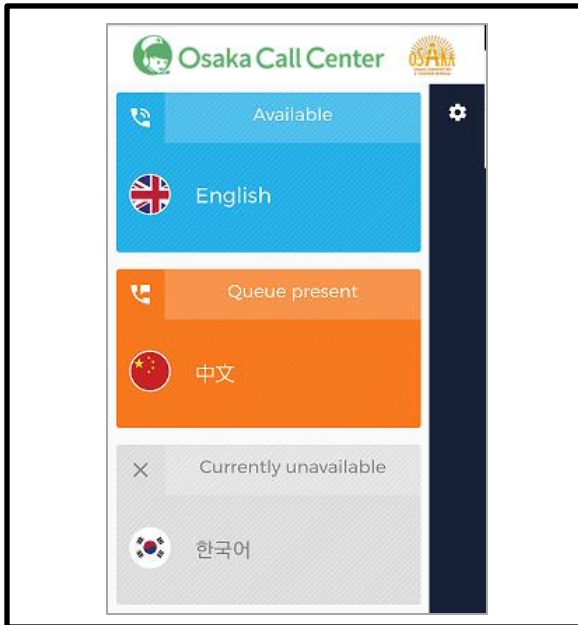
2

After reading the Disclaimer, if you agree, please tap the “Agree” button. You will move to the next page. If you do not agree, the service cannot be used.

※For using a browser other than Google Chrome, please see page 15.

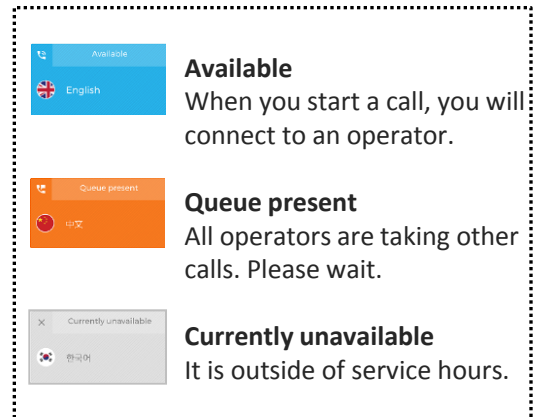
Continue to **3** on Page 8

3

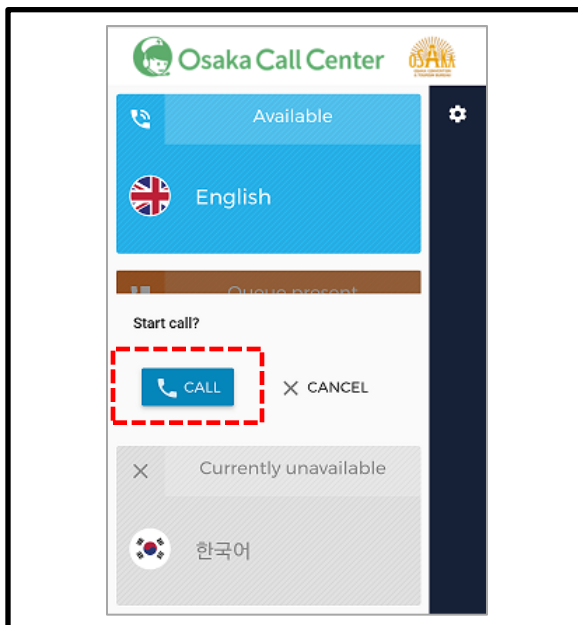


3

Connect to the Language Selection Menu.



4

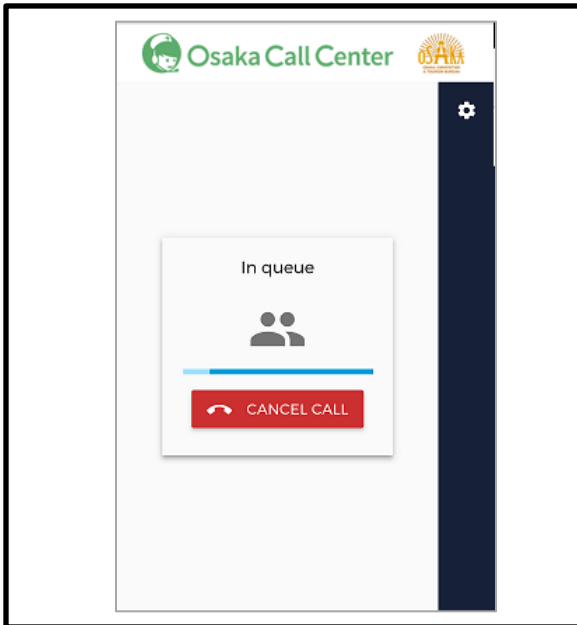


4

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

Continue to **5** on Page 9

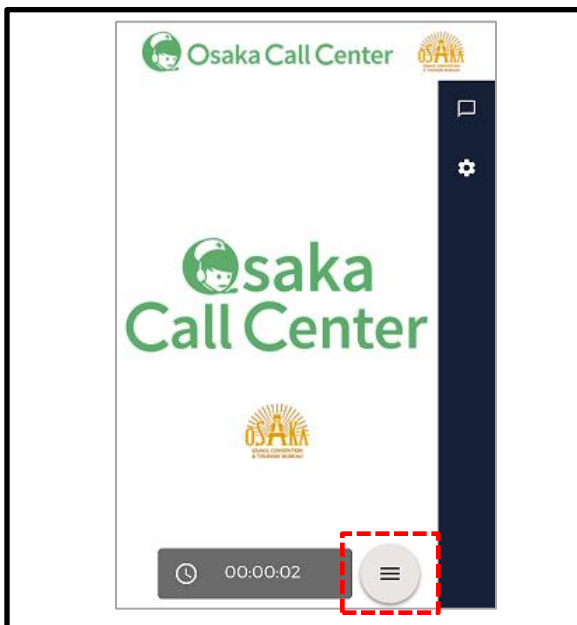
5



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



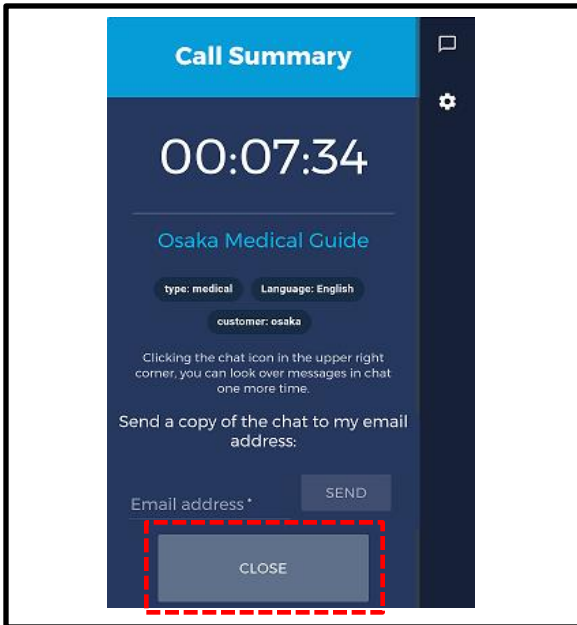
【End Call Button】
• Tap to end the call



【Call Support Button】
• Display the buttons above

Tap the Call Support Button to display the buttons listed above.

7



7

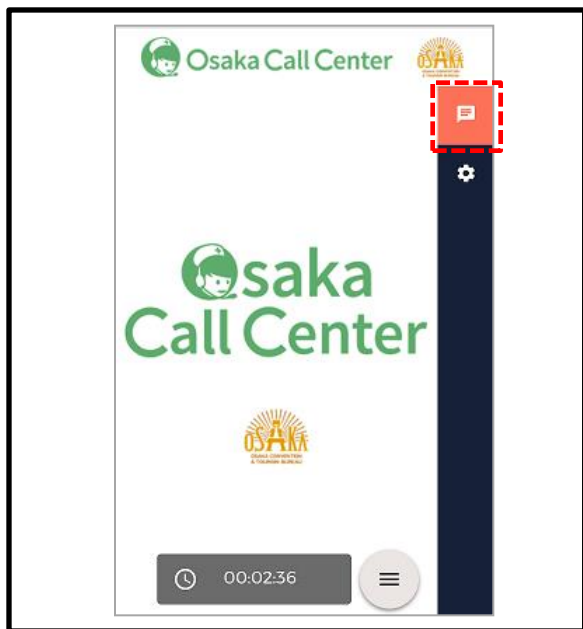
After finishing the call, tap the “CLOSE” button.



Continue to **8** on Page 11 for how to use the chat feature

(When using the chat)

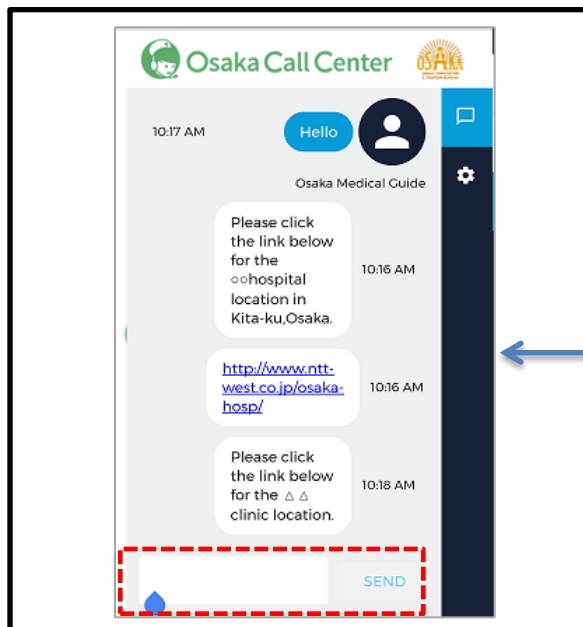
8



8

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

9



9

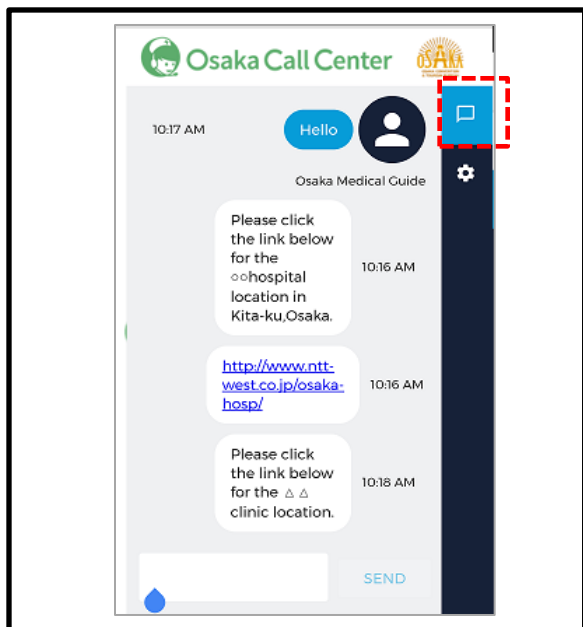
Enter text and tap the **SEND** button to send a message.

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 12

(When using the chat)

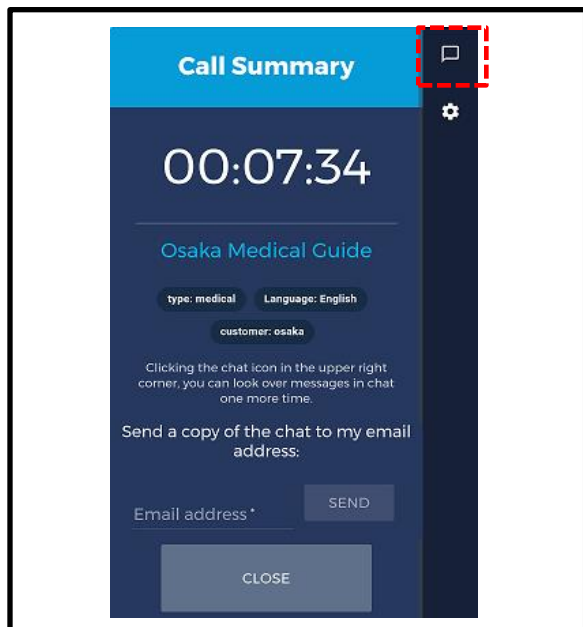
10



10

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

11



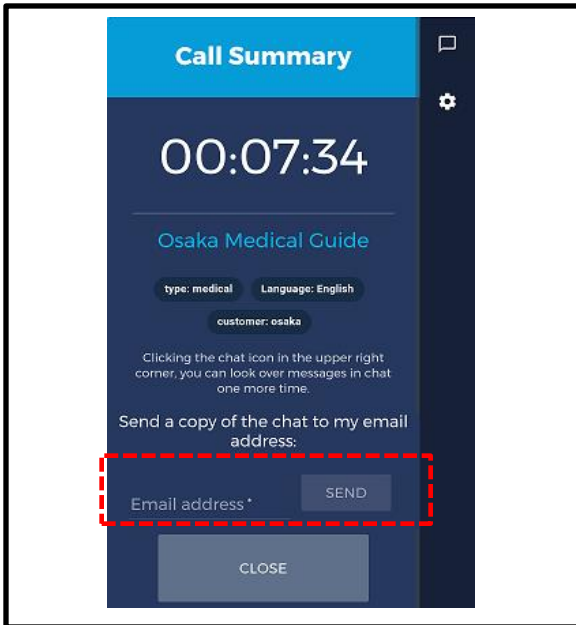
11

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" 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 13)

(When using the chat)

12

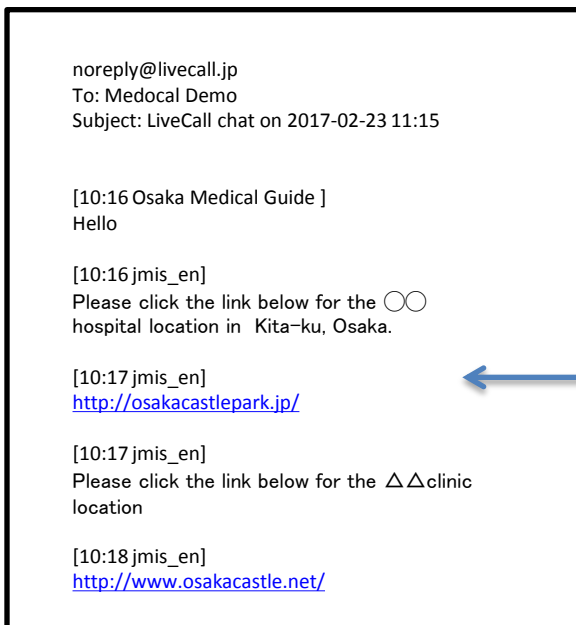


12

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



13



13

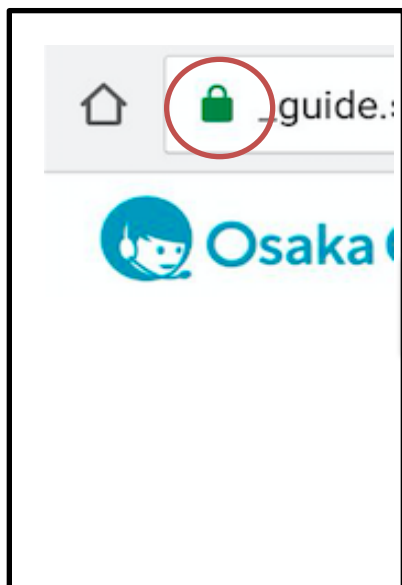
You may then look over the chat in a text base, and access URLs, etc.
※The email is automatically generated and cannot be replied to.

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

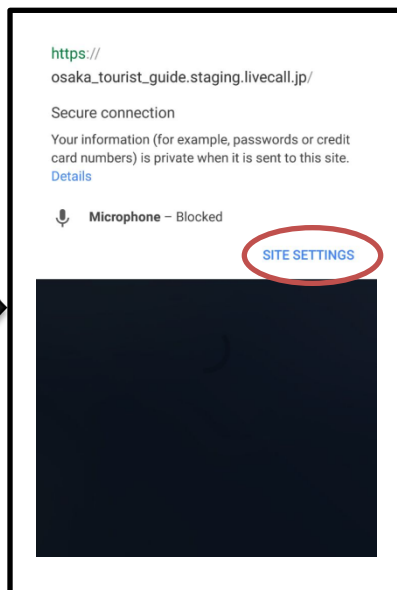
About Allowing Microphone Access

● If access to the microphone is blocked:

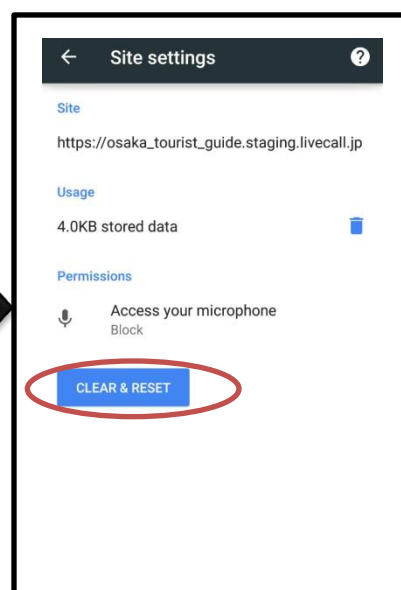
① Tap the  mark in the address bar



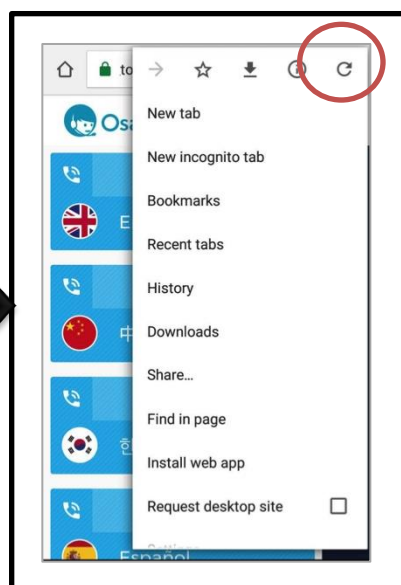
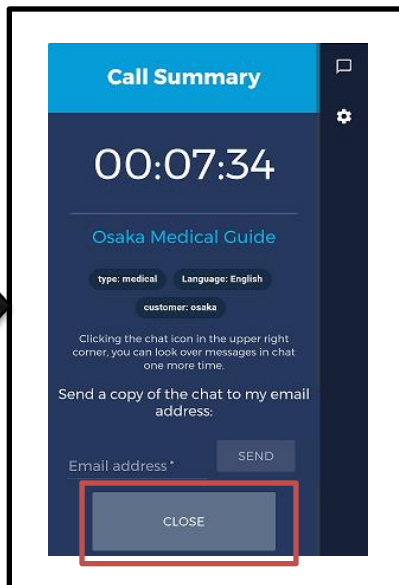
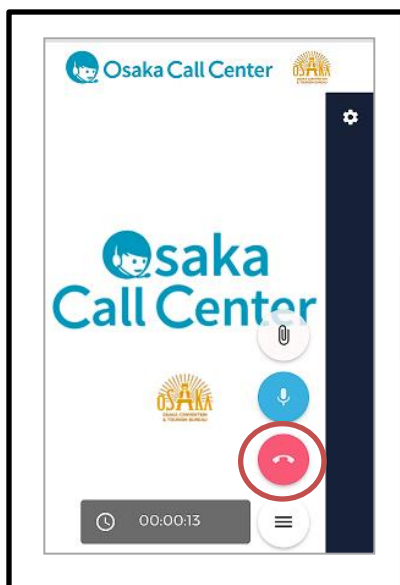
② Tap "SITE SETTINGS"



③ Tap "CLEAR & RESET"



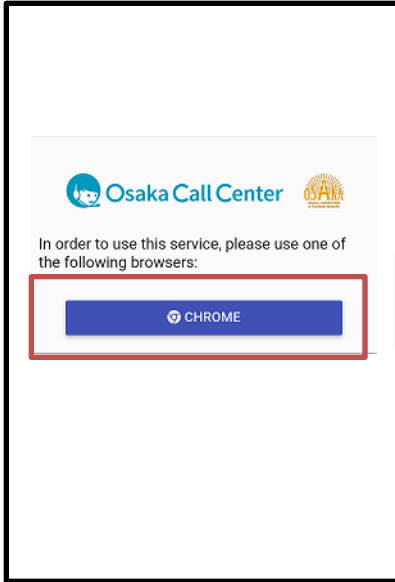
④ End the call, tap CLOSE, and refresh the page. Place a call again.



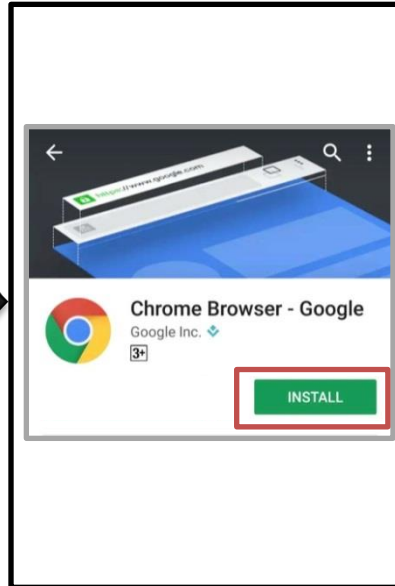
When viewing on a browser other than Google Chrome

■ If Google Chrome is not installed

① Tap the button when the following message is displayed

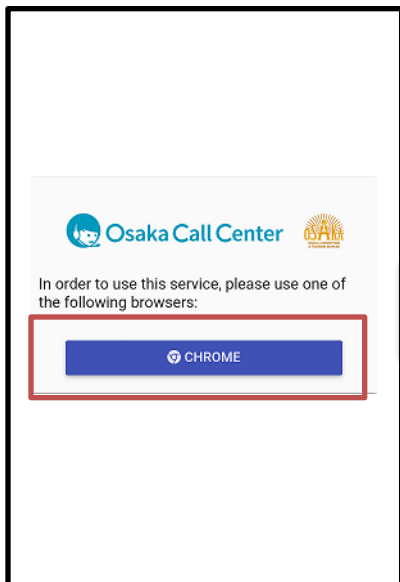


② Tap "Install", and access the Osaka Call Center Website from Google Chrome.



■ If Google Chrome is already installed

① Scroll to the bottom of the screen and tap "View on Play Store"



② Connect to the Language Selection Menu.

