


[10-2] How to handle video calls with MySOS (human operator)

iPhone

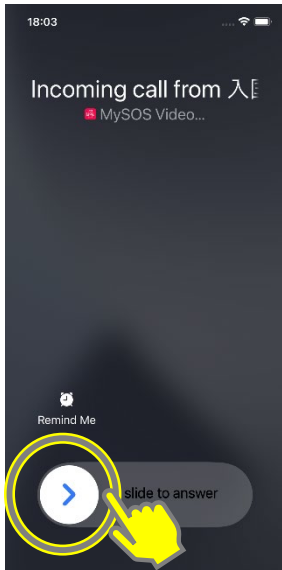
Android

In the case of an incoming video call from a human operator, your screen display will be as shown below.

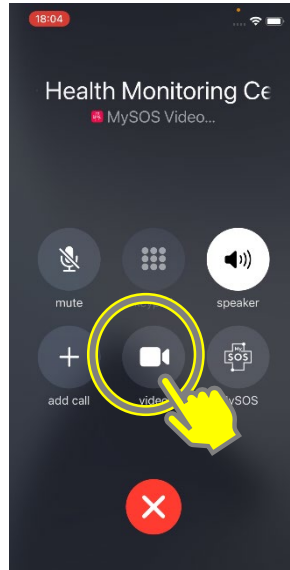
The operator's image will not appear on your screen.

 **To answer, slide to open or tap on the notification banner. There is no way to answer by directly launching the app.**

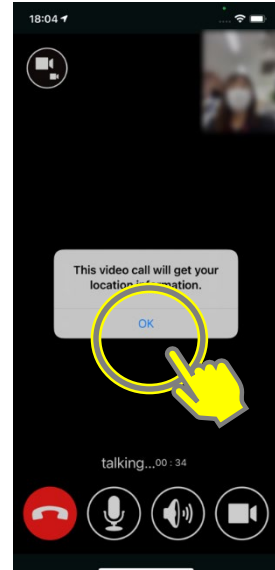
When iPhone is locked



Slide to answer

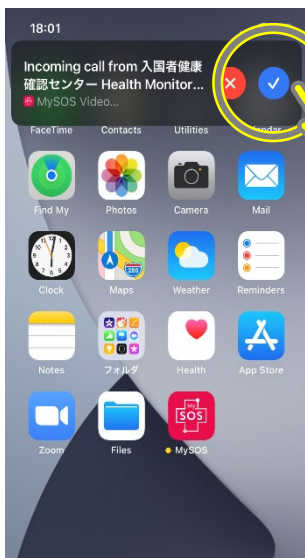


Tap "Video" icon



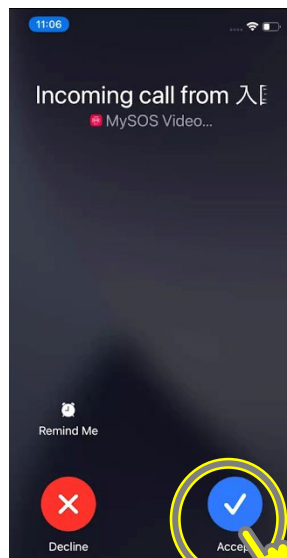
Tap "OK," hold camera to include your head and background, and speak with the operator

When iPhone is not locked



Tap check mark ✓

Or



Tap check mark ✓ to accept



Tap "OK," hold camera to include your head and background, and speak with the operator

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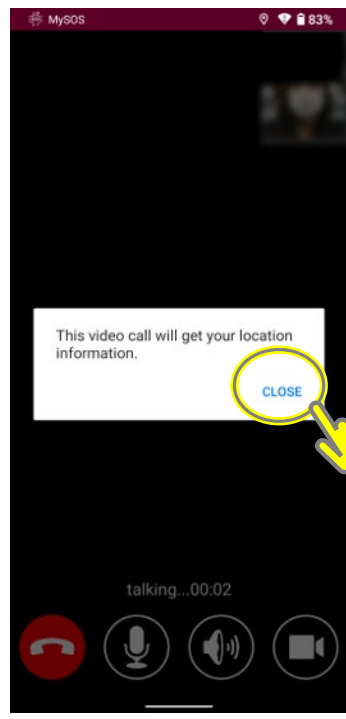
Android (Wording and icons may differ for some Android devices, depending on version and model.)



Tap to answer notification



Tap "Accept"



Tap "CLOSE," hold camera to include your head and background, and speak with the operator