

Giosg Mobile App Guide

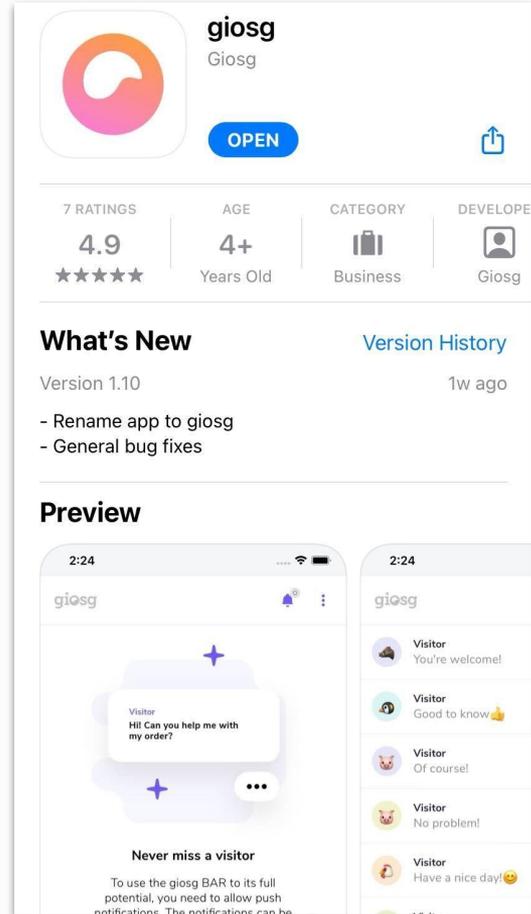


Content

- 1 Downloading the app**
- 2 Logging in and notifications**
- 3 Chatting**
- 4 Chat history**
- 5 Video & voice call**

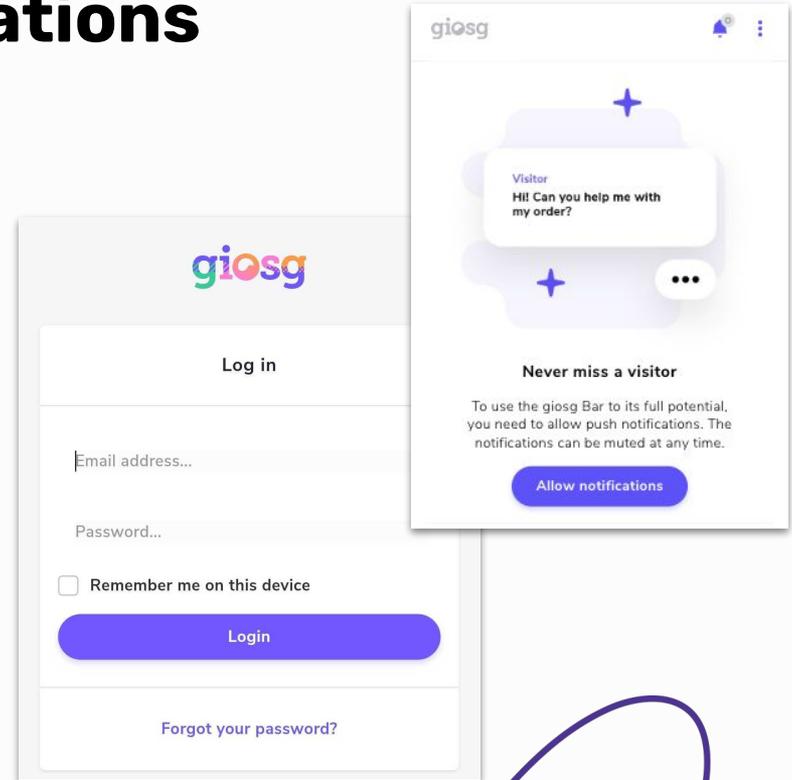
1 Downloading the app

- Download the giosg app from the App Store on your iOS device, or Google Play Store on your Android device.

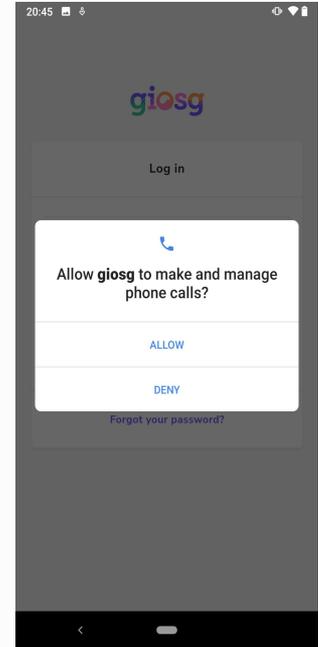
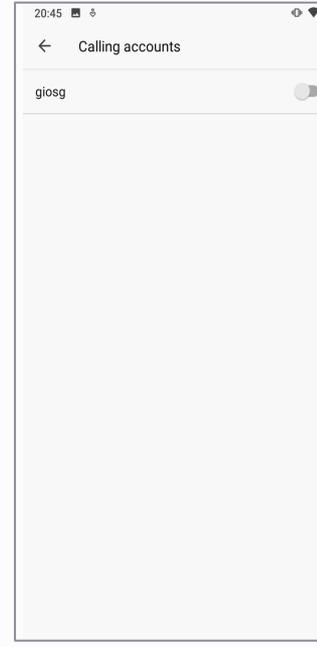
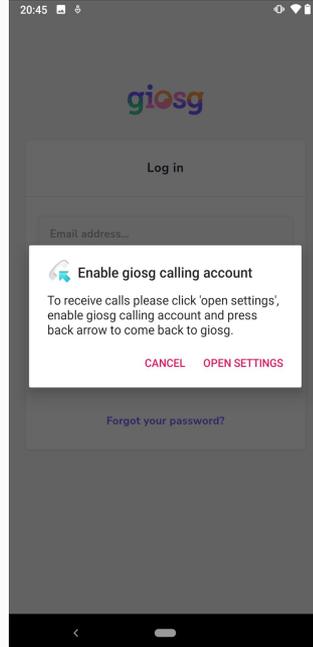
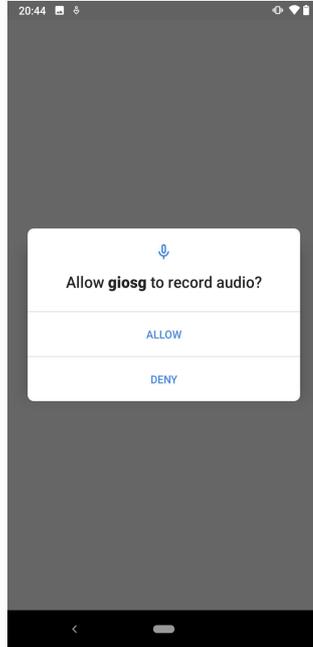
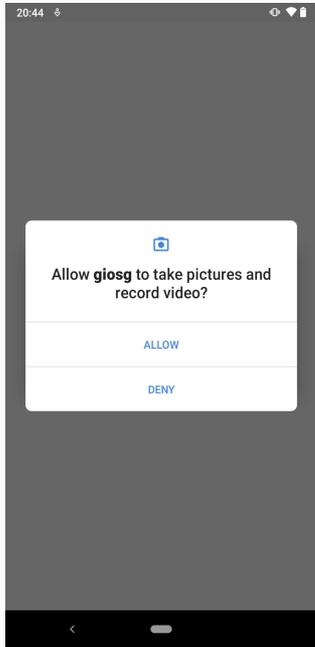


2 Logging in and notifications

- Launch the 'giosg' app and log in using your giosg chat credentials.
- When logging in for the first time, the application will ask you to allow push notifications.
 - Afterwards, the notifications can be muted in the application settings at any time.



2 Installation steps on Android *(Skip if you are using an iOS device)*



- Select **ALLOW** to take pictures and record video and audio

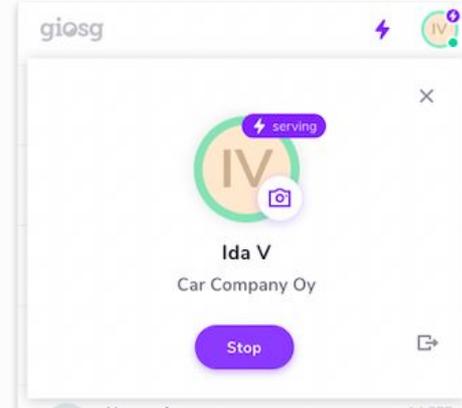
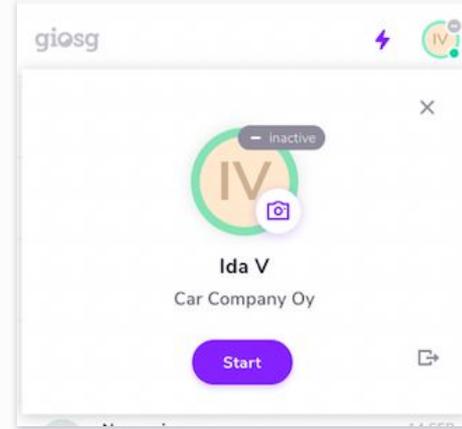
- Enable giosg calling account in your phone by selecting **OPEN SETTINGS**

- Select **ALLOW** to manage and make phone calls



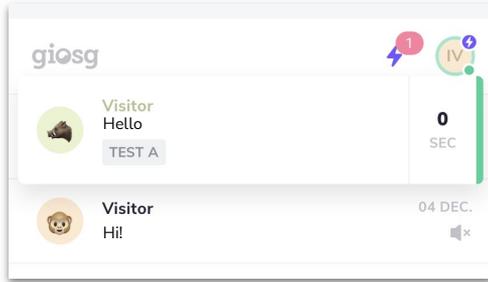
3 Chatting

- Click “Start” in the menu, when you want be available to chat with your website visitors.
- When you want to go offline in the chat, click “Stop” in the menu.

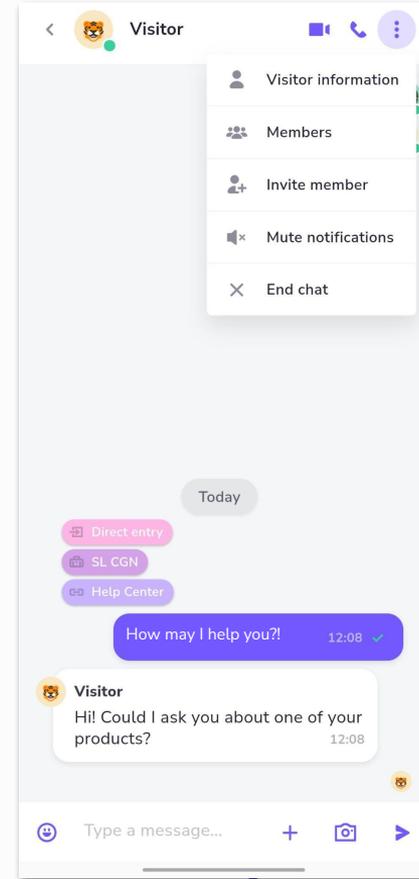


3 Chatting

- When you have pressed start, you will get notified when a new chat starts



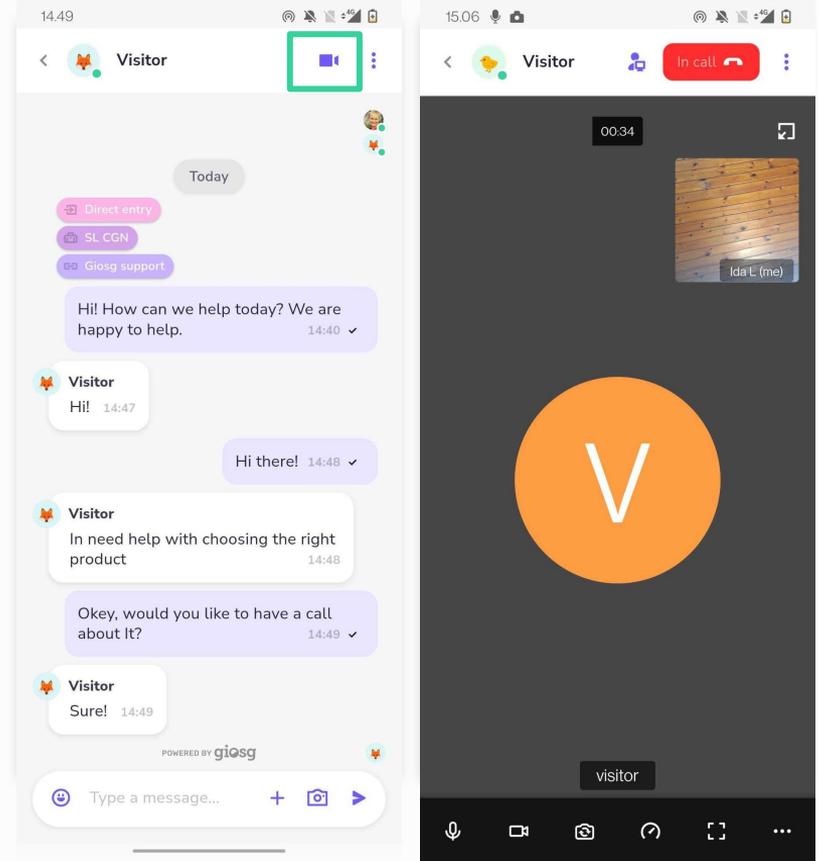
- In the chat conversation you will also see information about the visitor. You can also send pictures or files, and invite a colleague to the chat.



5 Voice & video call

Starting a call

- Start a voice or a video call by clicking the call icons in the top right corner of a chat discussion
- During your call, you can choose to turn on your camera, change its direction or mute your microphone
- You can go back to the text chat by clicking the minimize icon in the top right corner



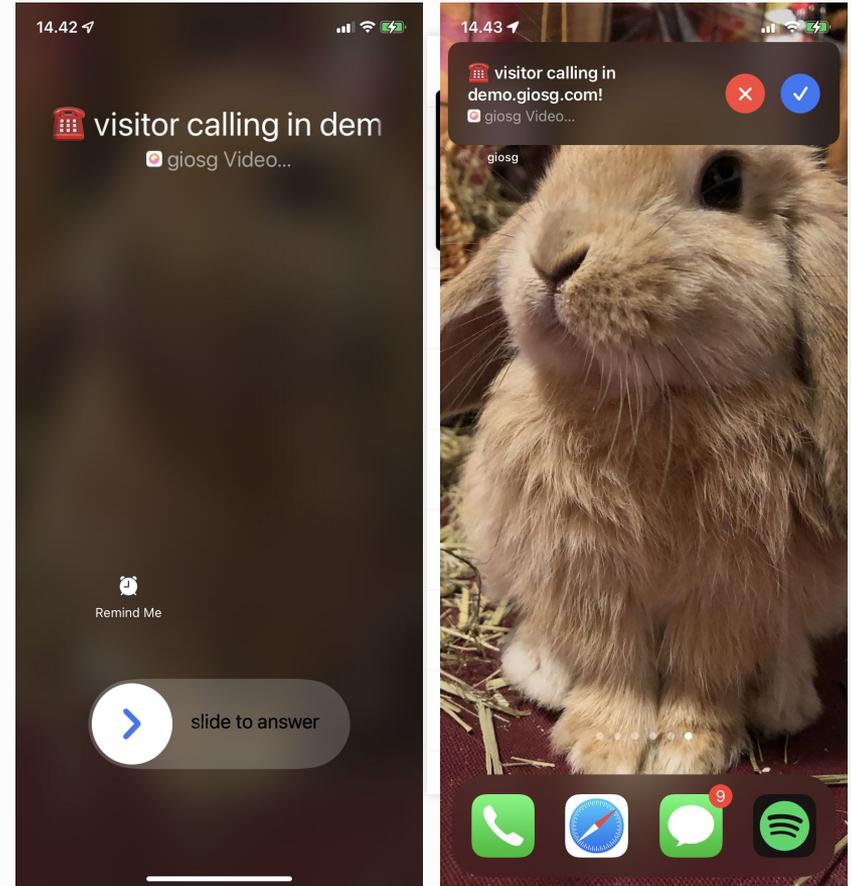
5 Voice & video call

Receiving a call



To receive calls you need the giosg Interaction Builder tool. Want to know more? [Chat with us or call us!](#)

- When you are receiving a call, you will see a notification on your phone
 - The notification is showing until someone in your organisation picks up the call





Visit our web page and we can discuss further:

www.giosg.com