How to make a video or voice call?

Fan Questions · https://help.fansyme.com/docs/fan/how-to-make-a-video-or-voice-call/

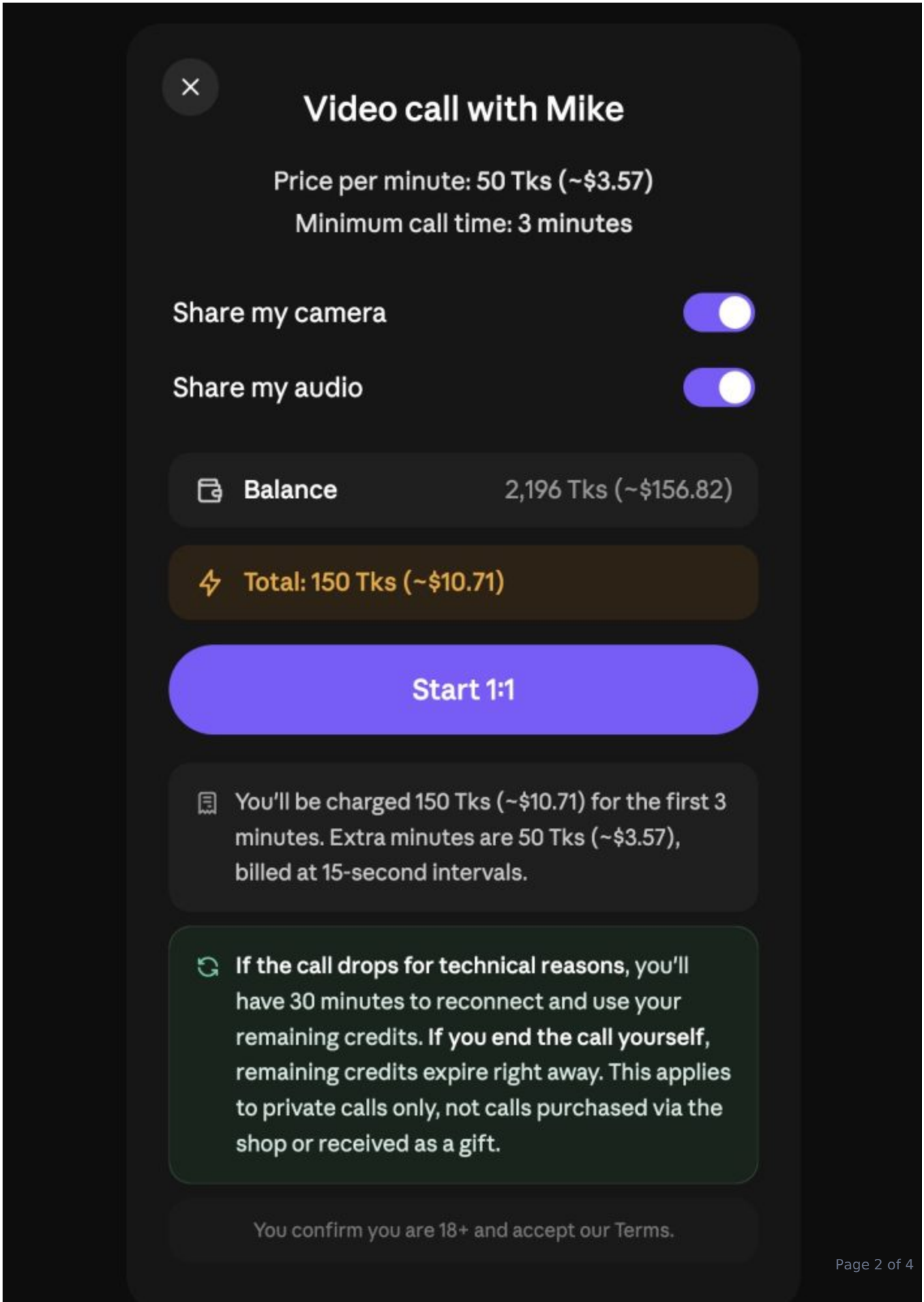
This post is also available in: Deutsch (German)

There are three ways to start a call with a creator:

- **From their profile** — visit the creator's profile and tap the video or voice call icon.
- **From chat** — open a conversation with the creator and tap the call icon at the top.
- **During a live stream** — if a creator is live, you can start a private call with them directly from the stream. This ends the public stream for everyone else and moves it into a 1:1 call with you.

Keep in mind that not all creators offer video or voice calls, but you can always ask them to activate it.

Be nice and respect creators during calls — check our Terms for the full guidelines.


Video call with Mike
Price per minute: 50 Tks (~$3.57)
Minimum call time: 3 minutes
Share my camera
Share my audio
Balance
2,196 Tks (~$156.82)
Total: 150 Tks (~$10.71)
Start 1:1
You'll be charged 150 Tks (~$10.71) for the first 3 minutes. Extra minutes are 50 Tks (~$3.57), billed at 15-second intervals.
If the call drops for technical reasons, you'll have 30 minutes to reconnect and use your remaining credits. If you end the call yourself, remaining credits expire right away. This applies to private calls only, not calls purchased via the shop or received as a gift.
You confirm you are 18+ and accept our Terms.

Making a video call

Before starting a call, you can see the price per minute and the minimum call duration. When you start the call, you're charged for the minimum duration upfront. Extra minutes are billed at the same per-minute rate, calculated at 15-second intervals.

If your connection drops for technical reasons, your remaining credits stay on hold for 30 minutes. Reconnect within that window and you'll pick up where you left off, using the credits you already paid for — no new minimum charge.

If you end the call yourself, any remaining credits from that call are gone. Starting a new call is treated as a fresh session with its own minimum charge.

This 30-minute reconnect window applies to direct calls only. Any minutes purchased in the shop, purchased in chat, or received as a gift can be used anytime, but expire after 7 days.

If your balance runs low during a call, you'll be notified and can add credits instantly using your credit card, or your preferred payment method from your wallet.

You can also choose your input video or audio device before the call, and hide your camera if you'd rather not be seen — you can turn it back on at any time, same as your audio.

Making a voice call

Voice calls work the same way. You'll see the price per minute and minimum call time before starting, and you're charged for the minimum duration upfront.

If your connection drops for technical reasons, you have 30 minutes to reconnect and use your remaining credits, no new minimum charge. **If you end the call yourself**, the remaining credits expire. This 30-minute window applies to direct calls only. Any minutes purchased in the shop, purchased in chat, or received as a gift can be used anytime, but expire after 7 days.

Call credits, explained

There are two kinds of call credit, with different expiry rules:

- **Credits from a dropped direct call** — if a call disconnects for technical reasons, your unused minutes are held for **30 minutes** so you can reconnect and pick up where you left off. If you don't reconnect in time, or you ended the call yourself, they're gone.
- **Credits purchased in the shop, purchased in chat, or received as a gift** — these can be used anytime, but expire **7 days** after you receive or purchase them.