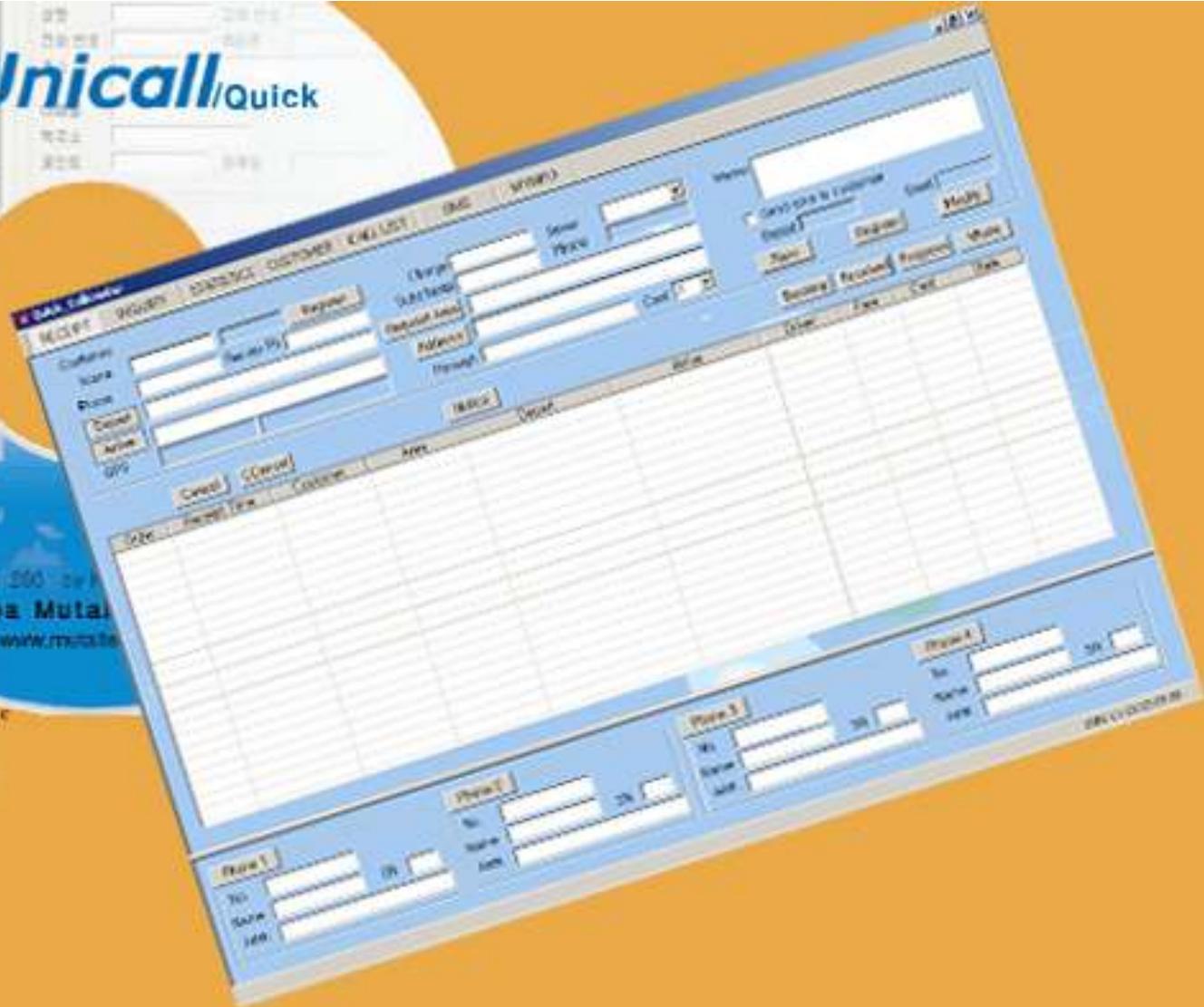


Unicall/Quick



Quick Service System at the Rate of Distance

Quick Service System

Unicall/Quick[®]

User's Manual

Korea MutalTech, Inc

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1. About Unicall/Quick

Unicall/Quick has many efficient functions to improve customer services. and can manage the customer, receipt, sales and business easy and conveniently.

1.1 Service Type

① Characteristics of Unicall/Quick

Unicall/Quick is the system to manage the quick service center and is suited to open new quick service biz. It is based on the smart phone internet and CID and supplies very powerfool functions and service in spite of it's low price. It can be used all through the world without any restriction because of it's unique system design concept.

◆ Functions and Advantages

Unicall/Quick, based upon the CRM program, has many efficient functions to improve customer services, and is very easy and convenient to manage the customer, order, sales and business.

- ① Mobile Internet: The call center supplies the customer list to the drivers in realtime. Once a driver selects a certern customer, other drivers can't select the customer.
 - The call center supplies the customer list.
 - A driver selects a customer.
- ② Unmanned/Auto Mode: If the unmanned/auto mode is set, it is possible to operate the call center without human beings. You don't need to intervene.
- ③ Security Function: Supplies a pass word to both the customer and the driver for each call.
- ④ Customer Function: It is the functions for displaying the customer

information, registering the new customer's information, managing the existing customer's information and retrieving the customer with various search conditions.

- Displays the customer information
- Registers the new customer information
- Modifies and deletes the existing customer information
- Files and modifies point, and displays its contents
- Retrieves the customer list with address, name, phone number, point, order frequency, etc.

⑤ Receipt Function: Processes the customer's order quickly and efficiently, also displays and manages the process from order taking to delivery.

- Displays the customer information and order contents
- Inputs, modifies and cancels the order
- Displays the order list under processing

⑥ Sales Function: It is the functions for displaying and managing the detailed volume of sales and sales revenue periodically and characteristically.

- Displays the sales profile of the given item within a specified period
- Displays the sales profile of the given category within a specified period
- Displays the gross and volume of sales within a specified period
- Displays the total sum of the delivery and store sales
- Displays the gross sales and order quantity

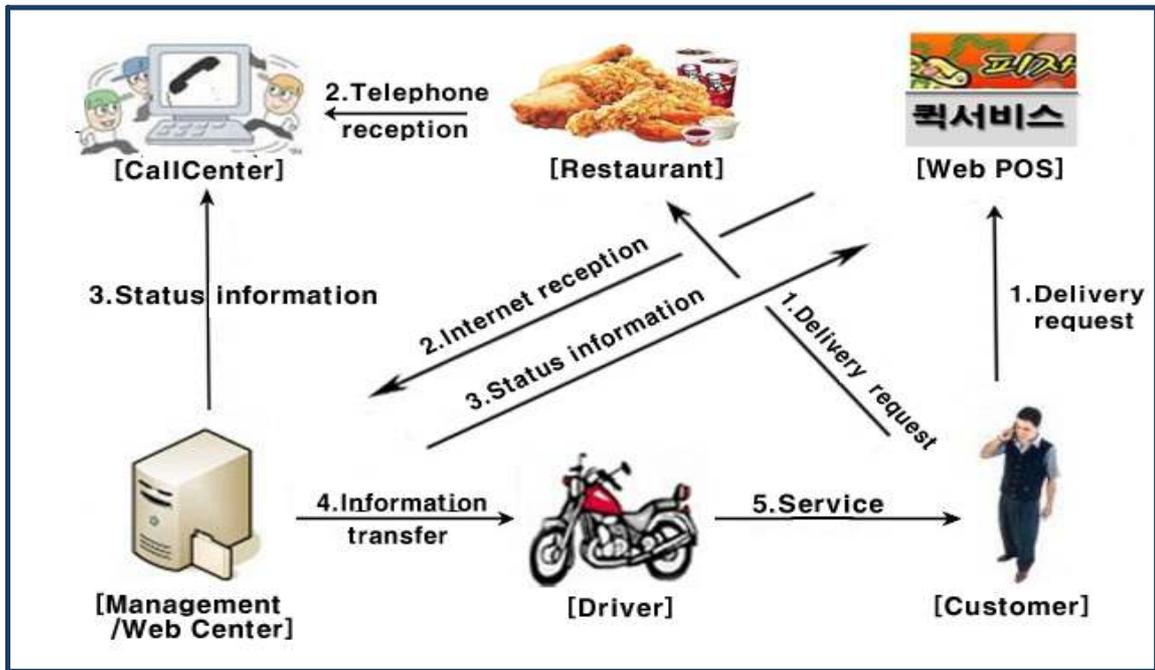
⑦ Business Function: It is the functions for managing the sales by analyzing the customer information and characteristics of sales and order type.

- Analyzes the detailed information of the customer
- Analyzes the sales breakdown in a day, month, year, etc.

- Analyzes the sales profile of the given category within a specified period
- Saves the result, etc.
- ⑧ Supplementary Function : It is the optional or supplementary functions
 - Memo: Memos for the reference on customer information screen, order taking screen, etc..
 - E-mail sending: Sends e-mail to the customer.
 - SMS sending: Sends SMS by PC.

◆ System Composition

The system composition of Unicall/Quick is shown in the figure below.



② Product Package

Open the package box and see if the composition of package is as shown in the table below and if there is any damage on the appearance.

Model	Unicall/Quick
Product Composition	<ul style="list-style-type: none"> • Program CD: 1 • CID Device: 1

	<ul style="list-style-type: none"> • RJ11 6P2C Phone line: 1 • USB cable A-B: 1 • User's manual: 1
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1.2 Use Environment

① PC Environment

Following PC environment must be provided to use Unicall/Quick. Check on the box if you confirm the items.

Item	Basic Requirements	Check
CPU	Pentium 166MHZ or above	
Memory	64MB or above	
OS	Windows XP, 7(32bit)	
Internet	Internet connection	

② Internet Environment

To use the Unicall/Quick is required to use the public IP.

1.3 After Service

Korea MutalTech, Inc. is doing its best to provide the best after sales service to its customers. Customers can get after sales service and customer support through Korea MutalTech, Inc. homepage (www.mutaltech.com), e-mail(webmaster@mutaltech.com), phone, or mail.

◆ Questions and Technical Support

- If you have any questions regarding the use of Unicall/Quick, please first refer to this User's Manual and the Electronic Manual.
- If you refer to the Product Q&A on Korea MutalTech, Inc. homepage and send questions, we will reply quickly.
- For other matters, please use e-mail, phone, or mail.

◆ Electronic Manual

- To provide better services, the User's Manual contained in the product package can be partially modified.
- If you visit Korea MutalTech, Inc. homepage for the Electronic Manual, you can view the updated and detailed Electronic Manual.

2. Installation

2.1 Installing Main Program

Step 1 If you insert the program CD into CD-ROM, 'Setup' screen automatically pops up. Click <Installing Main Program> button.



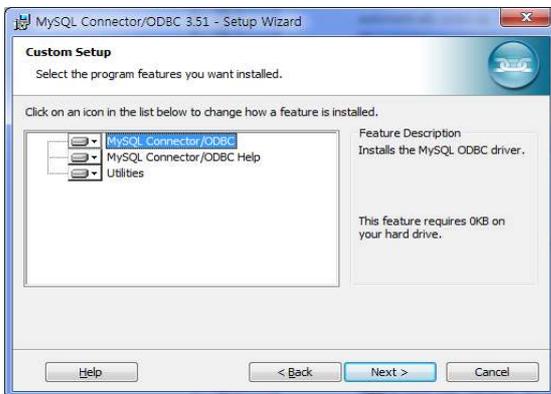
Step 2 Starting installation. Click <Next>.



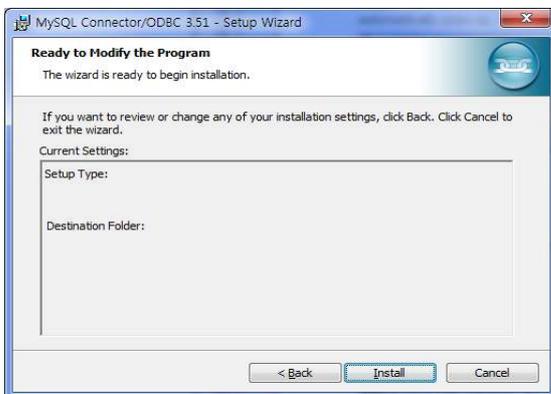
Step 3 Click <Next>



Step 4 Click <Next>



Step 5 Click the Install button



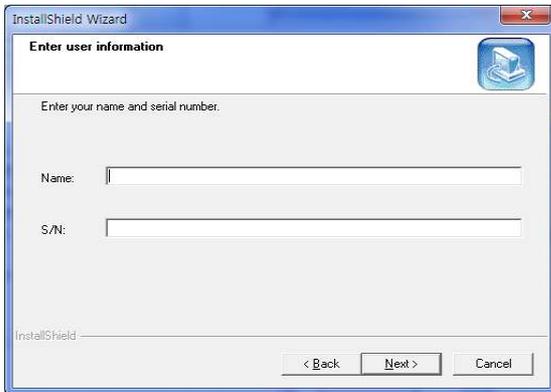
Step 6 Click <Finish>



Step 7 Click <Next>



Step 8 Input user name(PC ID) and serial number. Click <Next>.



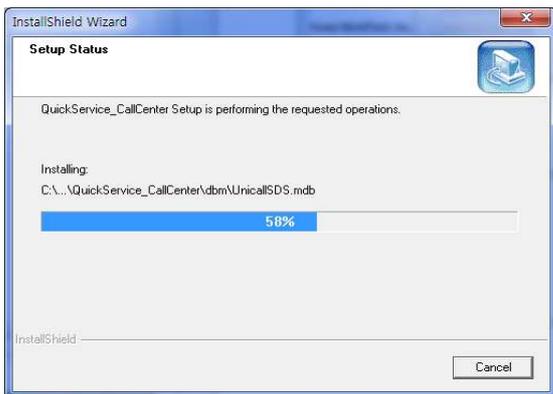
Caution	<p>When user name is not input or serial number is incorrect, the window below shows up.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
----------------	---

Caution	<p>Installing program with same serial number at more than two PCs, the execution of the program is hung up because of program bomb.</p>
----------------	--

Step 9 Click <Next>



Step 10 Installation is in progress. Wait till completed.



Step 11 Click <Finish>. The installation of the main program is completed.



2.2 Installing Management Center

Step 1 If you insert the program CD into CD-ROM, 'Setup' screen automatically pops up. Click <Installing Management Center> button.



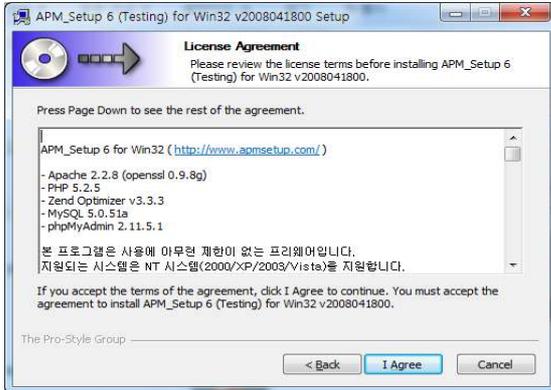
Step 2 Choose the language. <OK> Button click



Step 3 start Installing. <Next> Button click



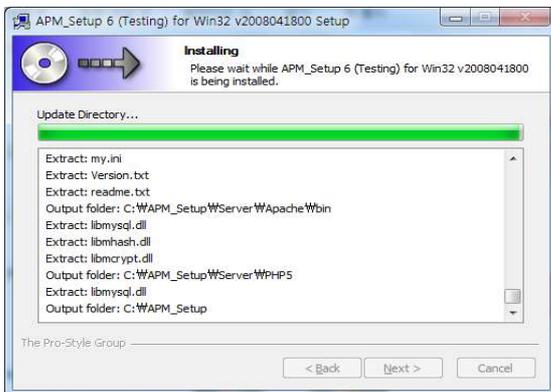
Step 4 <Agree> Button Click



Step 5 Choose an installation location. <Install> Button click.



Step 6 Installation is in progress. Wait till completed.



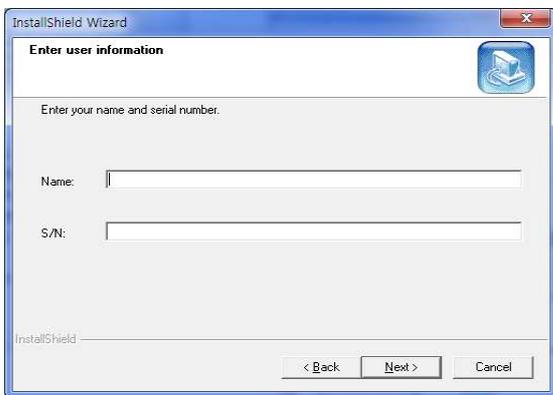
Step 7 Click <Finish>. The installation of the main program is completed.



Step 8 Check that you are running MySQL.



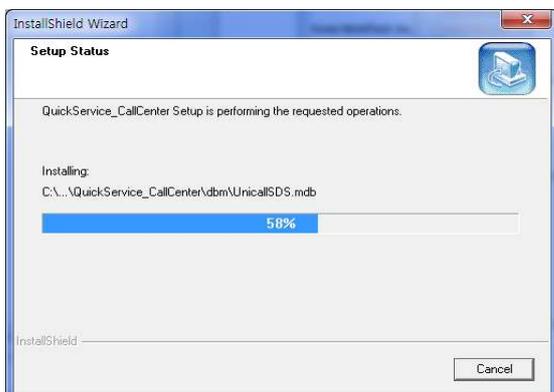
Step 9 Input user name(PC ID) and serial number. Click <Next>.



Step 10 Click <Next>



Step 11 Installation is in progress. Wait till completed.



Step 12 Click <Finish>. The installation of the main program is completed.



2.3 Installing Caller Indicator

Caller indicator indicators install the sender should be installed according to the installation manual.

2.4 Reinstallation

To update the program or if Unicall / Quick does not work properly, remove and then reinstall the existing program is that if you want to.

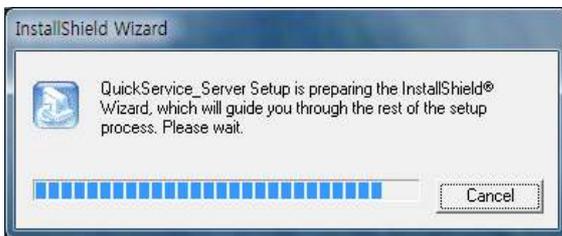
① Callcenter Program Reinstallation

◆ Callcenter Program Delete

Step1 Windows screen(Start -> Program -> Quick_Callcenter)
<Quick_Callcenter Delete> Click.



Step 2 Prepare for the deletion operation. Please wait.



Step 3 Remove select after <Next> Button click



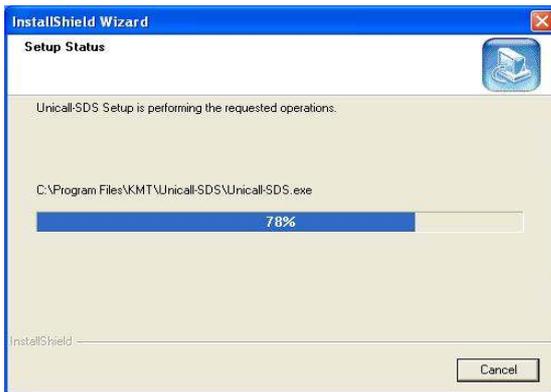
Step 4 Click <OK>.



Step 5 Click <Ignore>.



Step 6 Uninstalling in progress. Please wait till completed.



Step 7 Uninstallation is successfully completed. Click <Finish>



Step 8 Confirm uninstallation of Unicall/Quick from the Windows screen (Start ->Programs)

Step 9 Though the program is uninstalled, the DB files is not deleted. When you reinstall the main program, you can still use the existing DB. To completely remove the DB file, run the Windows Explorer in the Windows screen(Start -> Programs -> Accessories). Navigate the location of 'C:\Program Files\KMT\Unicall-Quick\dbm' to delete the 'UnicallCRM-Pro. mdb' file by the Windows Explorer.

◆ Reinstalling Callcenter Program

Reinstall according to the procedure for 2.1 Installing Callcenter Program.

② Reinstalling program management center

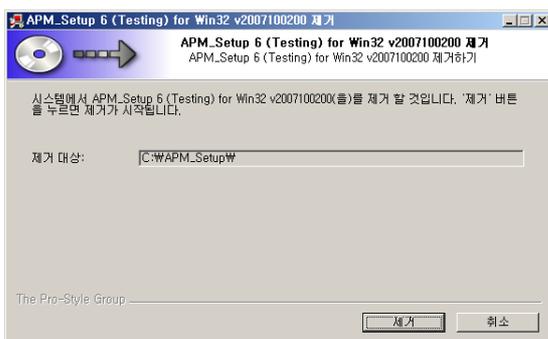
If the Administration Center to update the programs or the management center application server does not work properly, delete the existing administrative center and reinstall the program is that if you want to

◆ Delete Callcenter Program

Step 1 Windows screen(Start→Program→APM_Setup 6 (Testing) for Win32) →<Remove APM_Setup 6> Click



Step 2 <Delete> Button Click



Step 3 Prepare for the deletion operation. Please wait



Step 4 Uninstalling in progress. Please wait till completed.



Step 5 Uninstallation is successfully completed. Click <Finish>

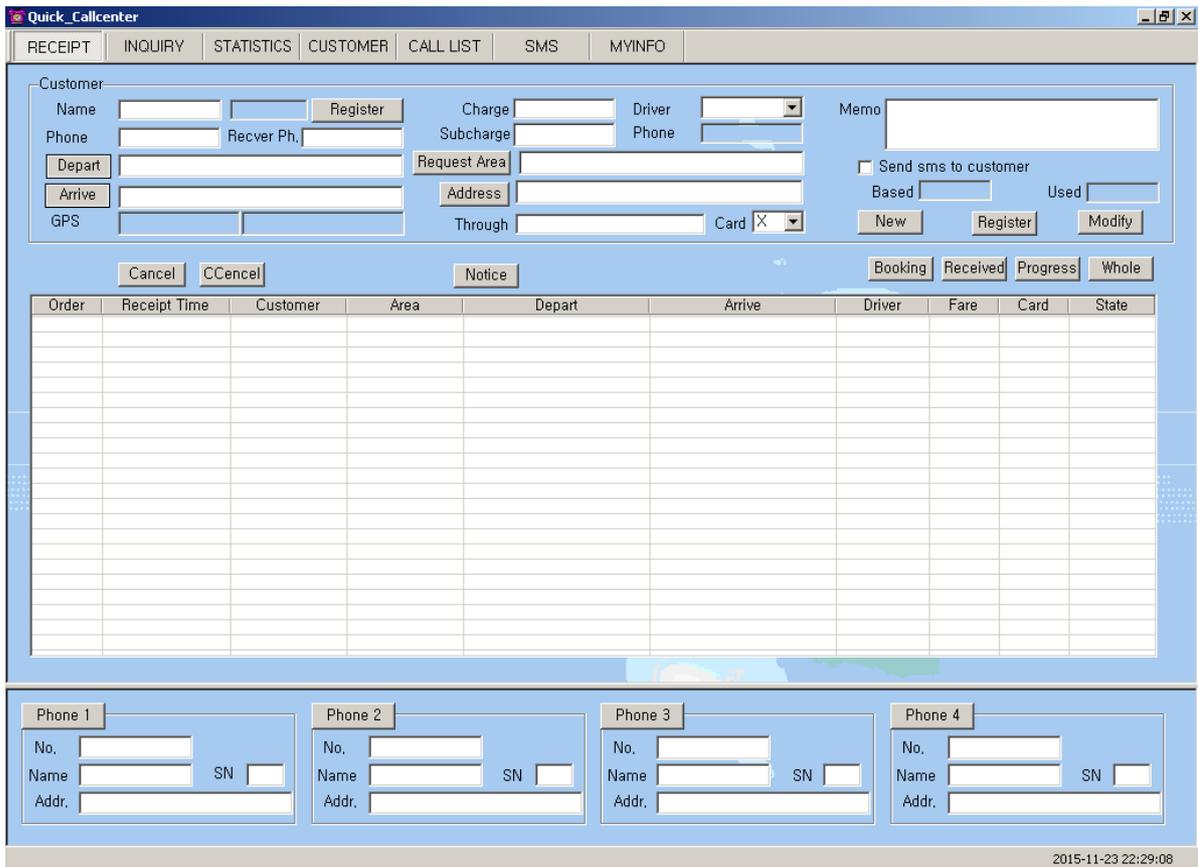


- ◆ Reinstalling program management center
Management Center 2.2 installation in order to reinstall it.

3. Starting

3.1 Basic Display

The following shows basic display of Unicall/Quick and its components. Getting used to basic display is very helpful in making the most use of Unicall/Quick.



◆ Menu Button and Menu Screen

The menu screen for each function is displayed if the menu button is pressed. The menu screen of the basic display is the receipt screen.

◆ Call Screen

Call screen displays all of the caller information and it's sequence number.

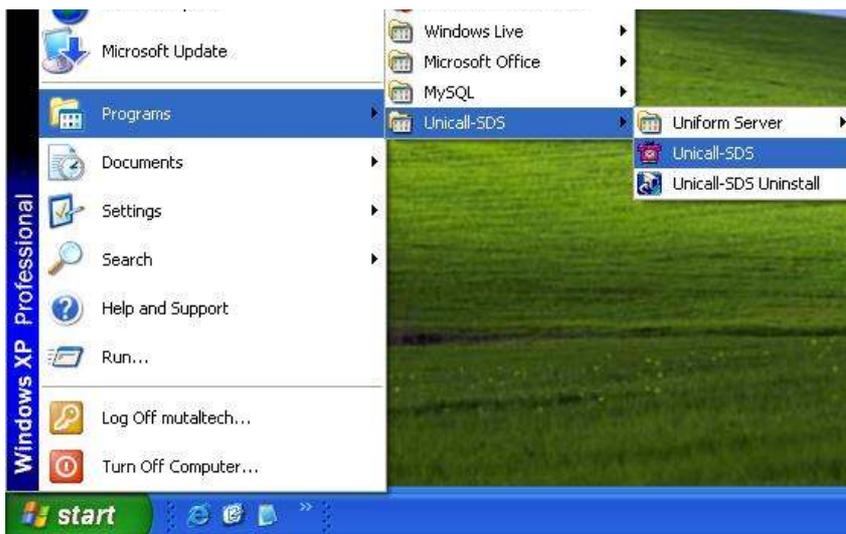
3.2 Starting

When the installation is successfully completed, double-click on the

desktop  and run the program.



◆ When **Unicall-Quick** icon is not on the desktop, click <Unicall-Quick> from the Windows screen (Start → Programs → Unicall-Quick) to run it.

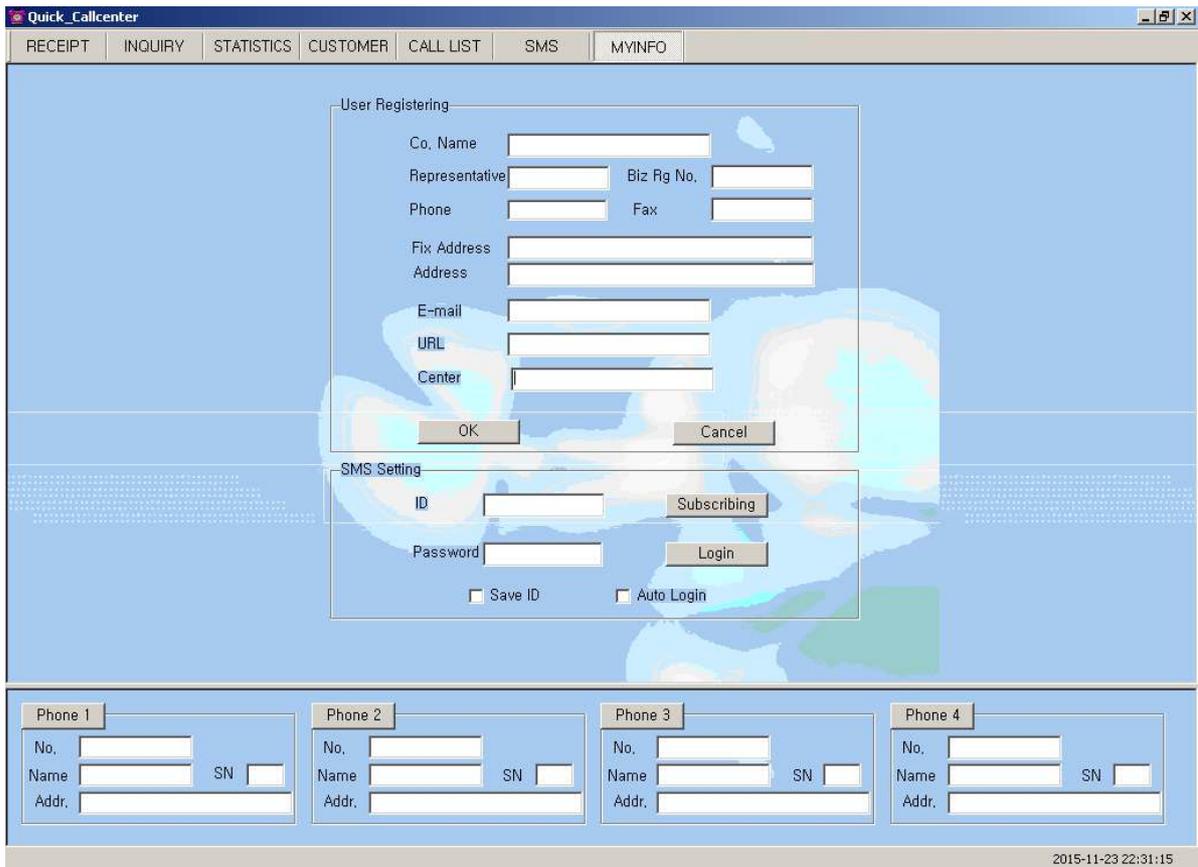


◆ This screen is shown when Unicall/Quick is run properly.

3.3 Environment Setting

Before using Unicall/Quick, it is necessary to make environment setting with user registration and SMS setting.

① My Information



◆ User Registration

This part is to register the user information. Input homepage, e-mail, address, fax, phone number and name.

◆ SMS Setting

This part is to input the ID and password that is needed to send SMS to other person.

- Save ID: If it is set, you are not required to enter ID.
- Auto Login: After login once, you are not required to login again if it is set.

② LAN environment

◆ LAN connection

4. Using

Unicall/Quick can manage customers, orders, sales and etc. For efficient

use of each function, it is necessary to know the way of using.

4.1 Calling

① Receiving Calls

◆ For one Call

1. The customer makes a call by the phone number.

<p>Phone 1</p> <p>No. 0428252535</p> <p>Name gildong SN 1</p> <p>Addr. Fine B/D, Kung-Dong</p>	<p>Phone 1</p> <p>No. 0428252535</p> <p>Name New Cus. SN 1</p> <p>Addr.</p>
<p><Registered Customer></p>	<p><New Customer></p>

2. The customer's basic information will be displayed on this part of 'Call Screen'.

3. Make a conversation to pick up the handset. Press the 'Phone X' button and then 'Receipt Screen' automatically displays detailed information of the customers. During the call, you can handle the customer and order management.

4. Hang on the phone to end the call.

◆ For more than two Calls

1. The customer makes a call by the phone number.

2. The customer's basic information and the sequence number of the call will be displayed on this part of 'Call Screen'.

3. Referring to the customer's basic information and the sequence number, select and press the 'Phone X' button and then 'Receipt Screen' automatically displays the detailed information of the customer.

4. Other calls may be answered by another person. And you need to note the contents, and the call may be terminated.

Caution

When the 'Phone X' button is pressed or a new call is arrived, the customer's basic information of "Call Screen" is cleared. And the sequence number each call is recalculated in order of arrival.

4.2 Customer Management

The existing customer and a new one can be distinguished by displaying and managing customer information, and it is possible to search by various criteria.

① Customer Management

◆ Customer Information Registration

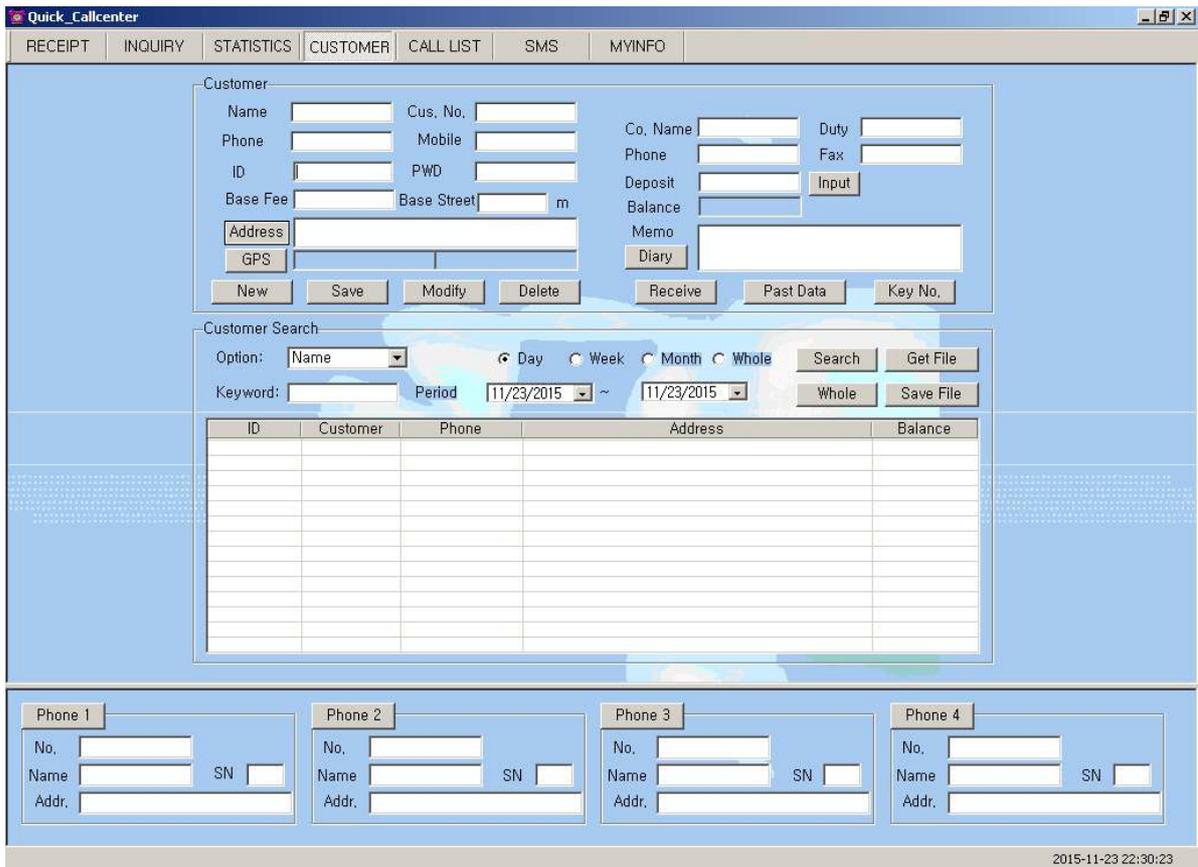
– New registration

• Press the 'New' button => Enter customer's information => Press the 'Save' button

• Press the 'Phone X' button in 'Call Screen' and press the 'Register' button in 'Receipt Screen'. then the customer will be registered.

– Using an existing file

Refer to ⑥ Data Portability of 4.5 Additional Functions.



◆ Inputting Addresses

– Inputting address directly

Input the address directly in the 'Address' column.

– Using the 'Address' button

Press the 'Address' button => The frequent stub address can be added by the 'Add List' button => Input the stub address and detailed address in 'Input Add.' column => Press the 'Address Move' button => The address automatically inputted in the 'Address' column of 'Customer Screen'.

◆ Customer Search

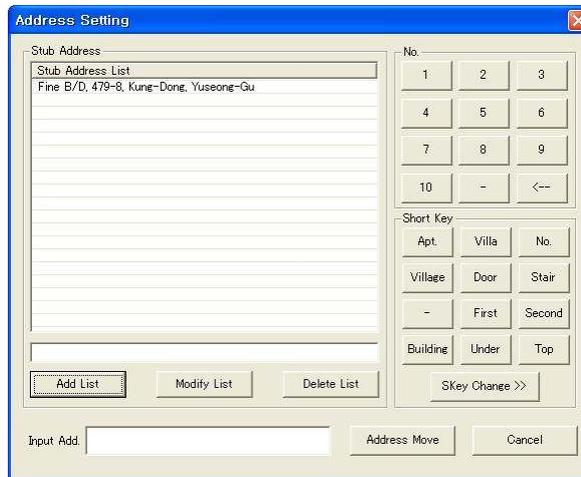
– Search options

- Select one among the 'Name', 'Phone', 'Address' and 'Cus. no.' in 'Option' column => Input keyword for the selected one => Press the 'Search' button (You can search in part of the keyword).

- Select the 'Reg. Date' in 'Option' column => Select period => Press the 'Search' button

– Search all your customers

Press the 'Whole' button, and you can see all registered customers.



<Address Setting Screen>

◆ Customer Information Modification and Deletion

– Modification

Select the item to modify in 'Customer List' => Modify the contents =>

Press the 'Modify' button

– Deletion

Select the item to delete in 'Customer List' => Press the 'Delete' button

◆ Registering Key Numbers

Select the customer in 'Customer List' => Press the 'Key No.' button =>

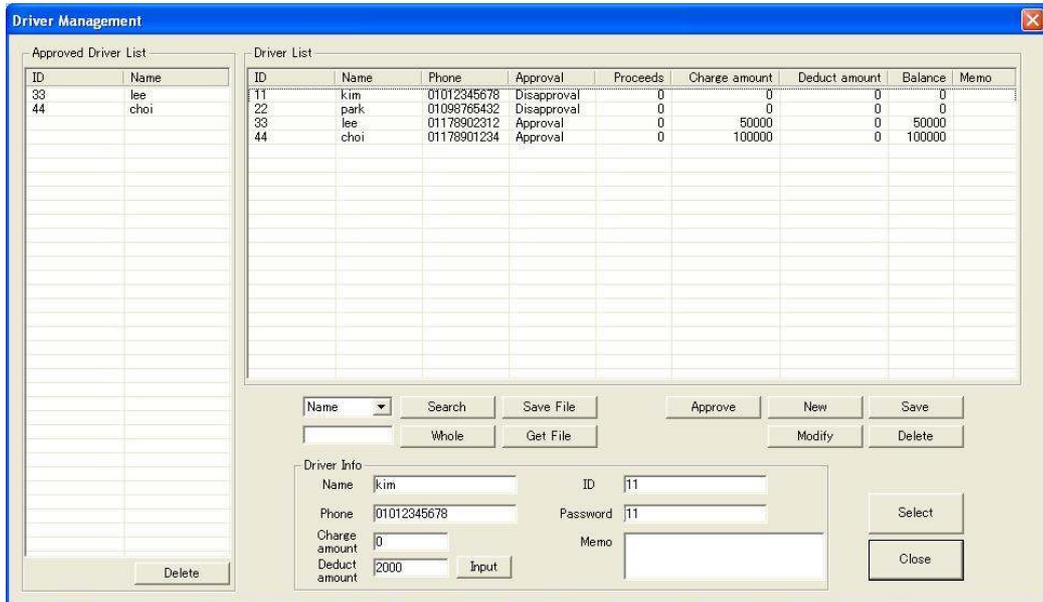
Register phone numbers (both phone number and mobile number can be registered).

◆ Diary Management

Press the 'Diary' button => It is possible to add a new note or to edit, or to delete it. The registered notes will be saved with the date and time.

◆ Viewing the Past Data

If you press the 'Past Data' button, you can see 'Reg. Date', 'Depart', 'Arrive', 'Driver', 'Through' and 'Fare'.



4.3 Order Management

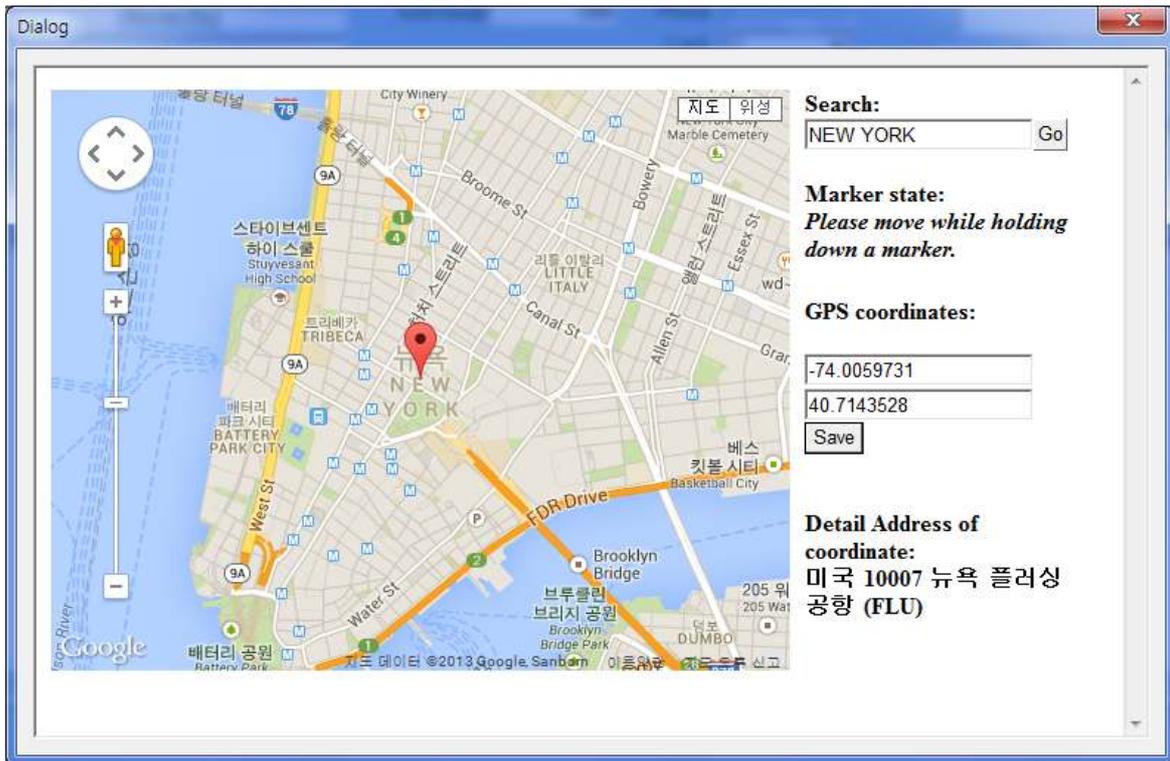
The customer's order will be processed quickly and efficiently, and the state of the order will be displayed as 'Received', 'Progress' or 'Finished'. You can search about the order information by the driver name and the customer name.

the 'Depart' button or the 'Arrive' button. Select the address, and then input the detailed address directly.

- GPS coordinates input

Enter the coordinates for the destination distance by calculating the coordinates of the GPS on extra charge

Automatically attached to the role of the



-Select driver

By default, the quick-service driver are to connect to the mobile will be automatically selected.

-After we receive the click of a button, enter destinations and rates

Receipt received registered on the list by clicking the button, the deputy and the driver of the mobile

You can select a customer searches.

◆ Unmanned center / order online and create a chain connection

Unicall / Quick unattended online customers are stored in the center / chain order online A method of document receipt.

First unmanned center / online center will be connected to an after written orders

-Unmanned Center / chain connecting online

Unmanned centers and online chain connection in the following ways:

Unicall / Quick is installed in the PC IP address or URL, type the following:

Ex) 118.42.65.169 / o or www.mutaltech.com/o

- unattended Center

Go to the appropriate URL.

- online chain

Login required.

Customer Number : Password :

After moving to the URL stored in the customer account number and password to the online chain of our customers to have a login screen and the like.

- Unmanned center / online order creating a chain

- unattended Center

Mutual access to unattended Center, baedalji phone number, cell phone number baedalji, baedalji address, enter a note and "accepting" When you click Unicall / Quick program and will be automatically received.

- online chain

After you log in, you can access the online chain will be automatically entered into mutual baedalji phone number, cell phone number baedalji, baedalji address, enter a note and "accepting" When you click Unicall / Quick program and will be automatically received.

◆ Modification and Deletion

- Modifying Receipt

Select the item to modify in the list => Modify contents => Press the 'Modify' button

- Deleting Receipt

Select the item to delete in the list => Press the 'Delete' button

◆ Confirming Information and Changing State

- Confirming information

Select the item in the list => You can see receipt contents of the customer.

– Changing state

- Manual change: Select the item in the list => Press one of 'Received', 'Progress' and 'Finished' button

- Automatic change: When the driver selects any customer in mobile, the state will be changed as 'Progress' automatically.

– When the driver presses the 'Service Completed' button in mobile, The state will be changed as "Finished" automatically.

– When SMS sending is checked, the state will be changed as 'SMS' automatically.

- Auto update time is 10 seconds. When the 'Received', 'Progress', 'Finished' and 'Whole' button is pressed, "Receipt List" be updated every time.

– View by state

- 'Received' button: Displays the list of the received state.

- 'Progress' button: Displays the list of the progress state.

- 'Finished' button: Displays the list of the finished state.

◆ Input Notice

Press the 'Notice' button => If you want to notify to the drivers, input the title and content. The drivers can see the notices on the mobile.

② Search

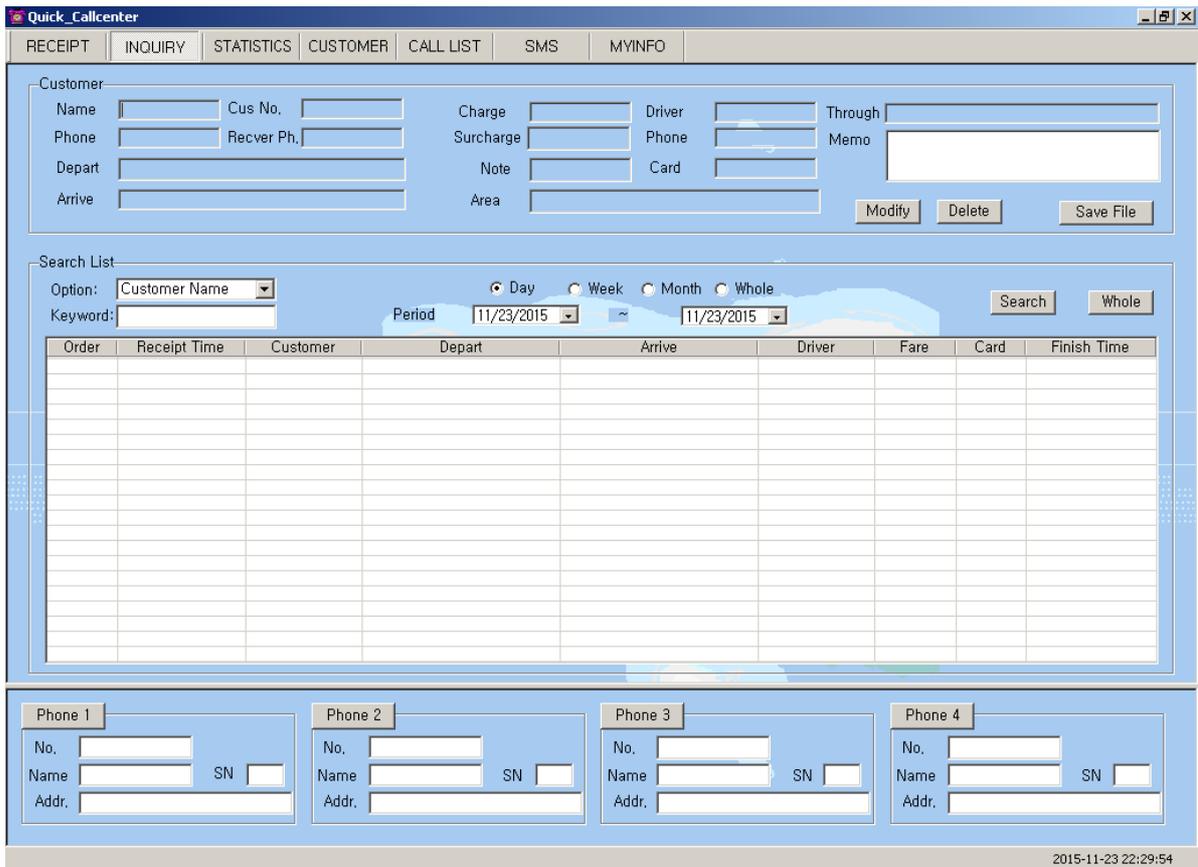
◆ Search List

– Search options

Select one among 'Name Search', 'Driver Search' and 'Date Search' in 'Option' column => Select date and time(When you select the 'Day', the 'Period' is set from 12 pm to 12 pm the next day.) => Press the 'Search' button

– Search all

'Press the 'Whole' button, and then you can see all registered customers.



◆ Modification and Deletion

– Modifying Receipt

Select the item to modify in the list => Modify contents => Press the 'Modify' button

– Deleting Receipt

Select the item to delete in the list => Press the 'Delete' button

◆ Confirming Information and Changing State

Refer to "◆ Confirming Information and Changing State" of "① Receipt"

◆ chain look up online

Received a list of the features of the query "online" chain features unique to online customers create their own chain, you can view the status of the order.

– Online chain queries

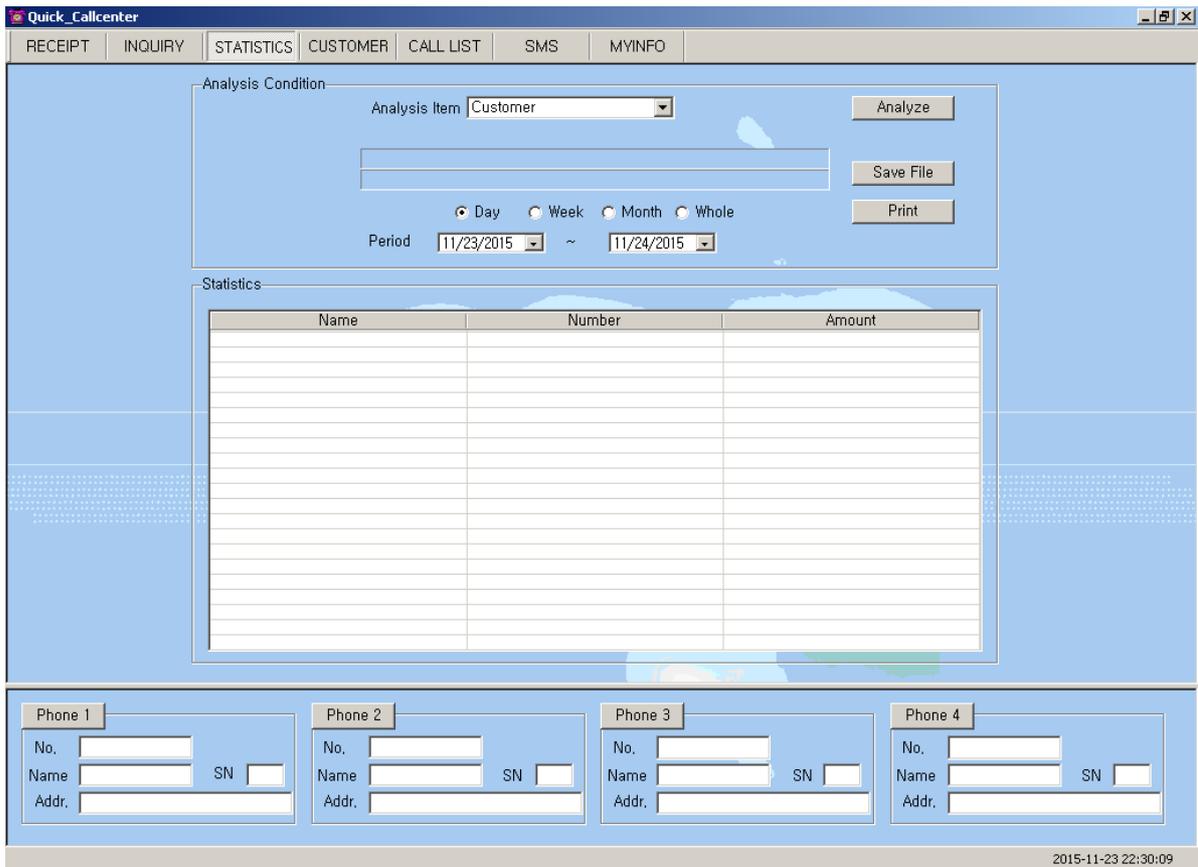
- according to the order you have created, the driver will be assigned, the status is "received" in the "progress" of change, and the name of the driver, the driver phone number and placement of time and will be displayed as shown below.

4.4 Sales and Business Management

Detailed volume of sales and sales revenue will be displayed periodically and characteristically. You can manage efficiently sales and business to analyze the information you want.

◆ Sales Analysis by Item

Select one among 'Customer', 'Driver', 'Fare-Day' and 'Fare-Month' in 'Analysis Item' => Select date and time => Press the 'Analyze' button and the analyzed results will be displayed in 'Analysis List'



<Statistics screen>

◆ Print Analysis List

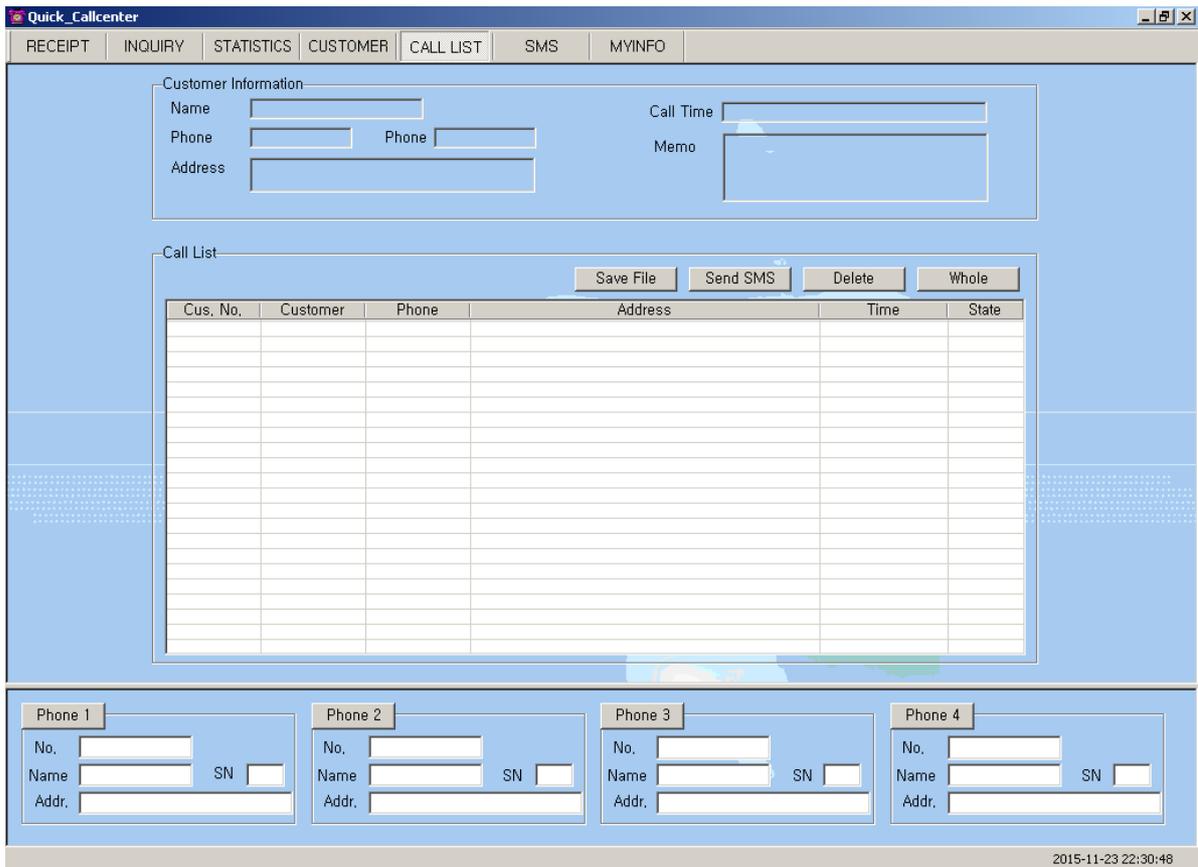
To print the contents of the analysis item, press the 'Print' button.

4.5 Supplementary Functions

They are optional and supplementary functions. They are very convenient and you can manage the center easy and efficiently.

① Call List

It displays the call list. 'Call List Screen' will be displayed if the 'CALL LIST' button is pressed.



<Call List Screen>

◆ Call List Display

Going to the 'Call List Screen' from another screen or being pressed the 'Whole' button in the 'Call List Screen', the updated latest information is displayed. 'Name', 'Phone', 'Time' and 'Phone X' is displayed in 'Call List'. When you select an item in the 'Call List', the customer information is displayed.

◆ Call List Deletion

Select the item to delete in the list => Press the 'Delete' button.

② SMS Sending

Pressing the 'Subscribing' button in 'MyInfo Screen' and getting a membership, then SMS can be used. Press the 'SMS' button to see 'SMS Screen'.

simultaneously.)

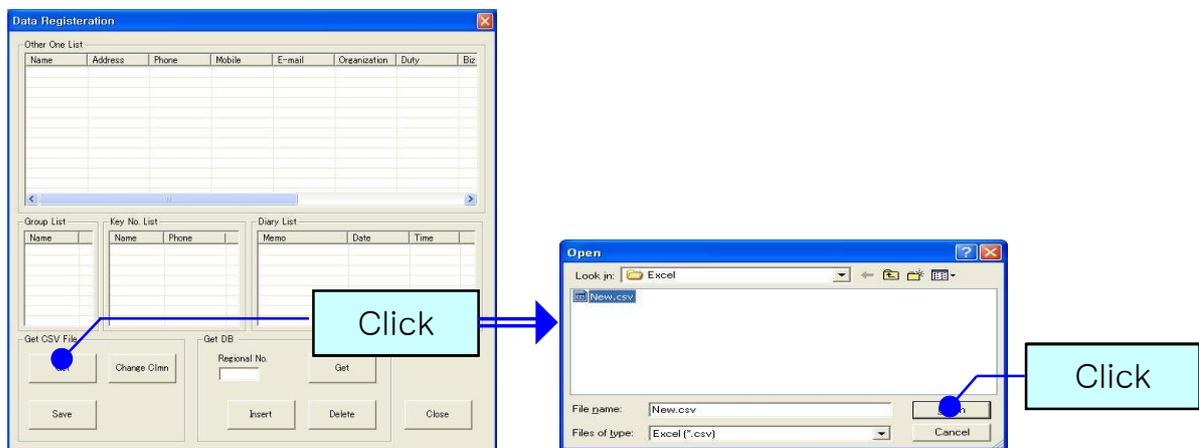
③ Data Portability

◆ CSV File Portability

Data of all CSV files is interoperability.

– Saving CSV file

Press the 'Save File' in the 'Customer, Receipt and Search Screen' => Select the path and file name => If you press the 'Save' button, items will be saved in .csv file. The file name is created by the date and time.



ex) 'CustomerList_06m01d2009Y 14H02M.csv'

– CSV file conversion

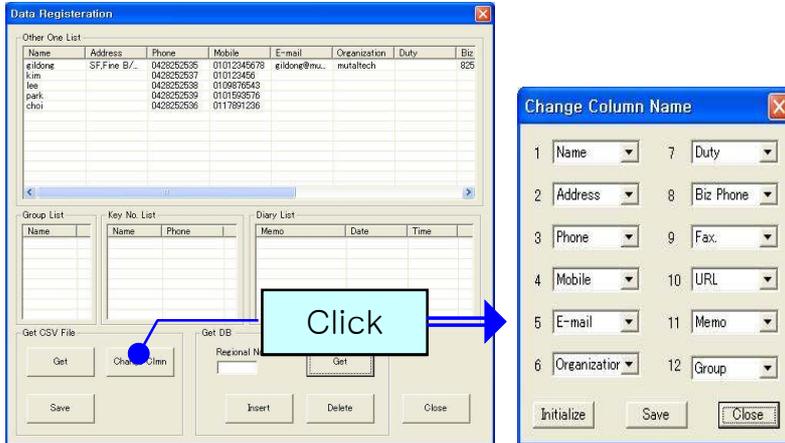
The .csv file can be registered in DB. Press the 'Get File' button and then 'Data Registration' will be displayed.

Press the 'Get' button => Select the file to open => Press the 'Open' button

The contents of the file is displayed in 'Data Registration' screen. Press the 'Change Clmn' button, then column's name is changed and saved in 'Change Column Name'. If Press the 'Initialize' button, the column's name be initialized.

The contents of the file displays in 'Data Registration' screen. Press the 'Change Clmn' button, and then column's name change and save in

'Change Column Name'. If Press the 'Initialize' button, the column's name be initialize.



◆ Excel Portability

– Saving Excel

Press the 'Save File' button in 'Customer, Receipt and Search Screen' => Select the path and file name => If you press the 'Save' button, items will be saved in .xls file. The file name is created by the date and time.

Ex.) 'StatisticsInfo_06m01d2009Y 14H03M.xls'

5. Management Center

5.1 Management Center Operating

Acceptance of the entire call center management center to integrate and manage all functions related to driver and proxy the ability to manage the information. Management agency, where the driver of a gold filling.

① reception function

Receipt of each customer through a call center on behalf of the operation requests received and processed. 4.3 For more information, please refer to receipt of order management in ①.

② driver management

Belongs to the entire call center to manage all the information of the driver and the customer's request to a mobile phone call from the driver to a double-clicks on the process.

③ premium rate function

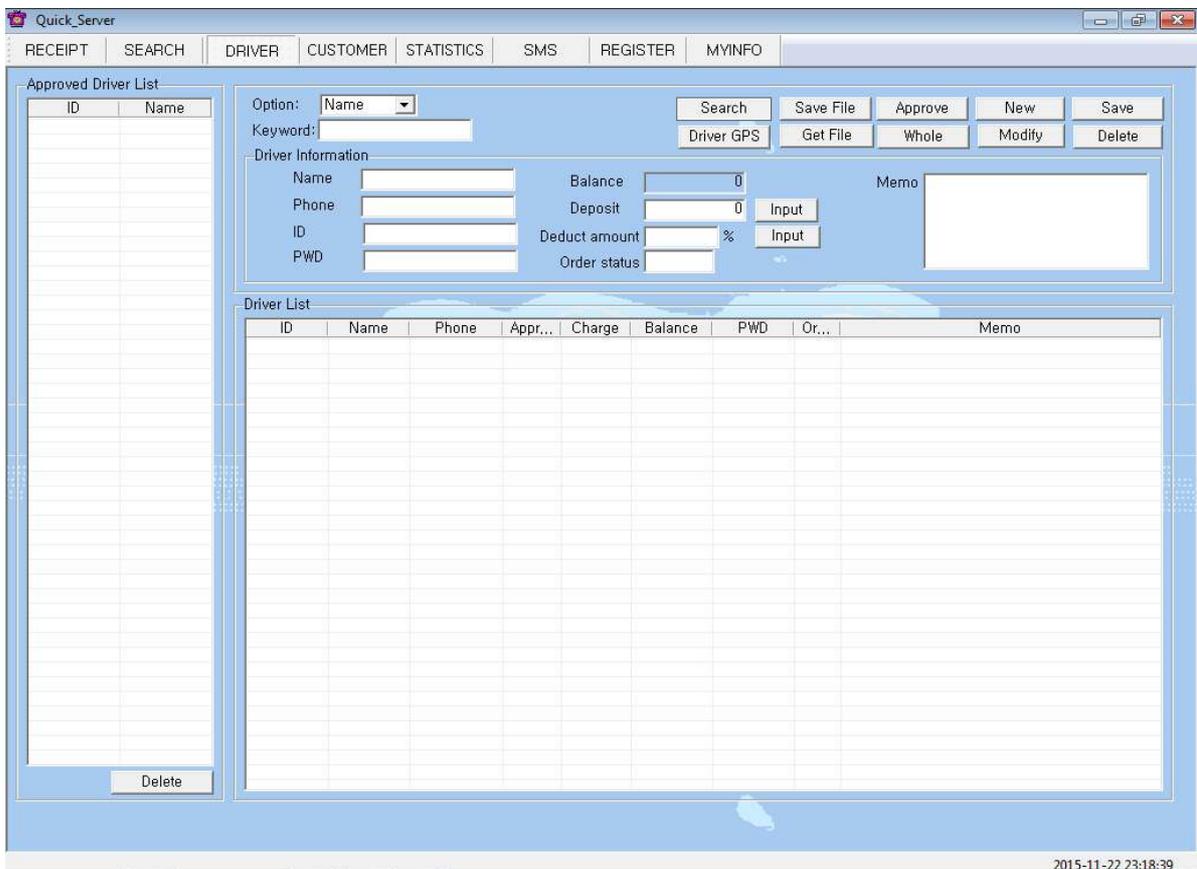
To calculate the distance to the source and destination after a certain distance per charge is added to the distance function can be set.

◆ Registration for driver

Reception, select "Drivers" button => the driver's name, phone number, username, enter the password and other registration information. (Username and password to log on the phone proxy when the driver is required.)

◆ The driver information file save / load

Management window, the driver 'File Import' button click => bring up the Select File => 'Open' button click



◆ approval process

Currently enrolled in quick-service chauffeur service, you need to be approved. Only authorized drivers can log in to a mobile phone. Authorize the driver to select the "Accept" button is pressed, "approved driver list" is displayed.

◆ driver management fees

Valet driver chauffeur service management window displays the fare. If you have deposited in the company driver to select and enter the amount of the deposit balance is calculated and displayed. The

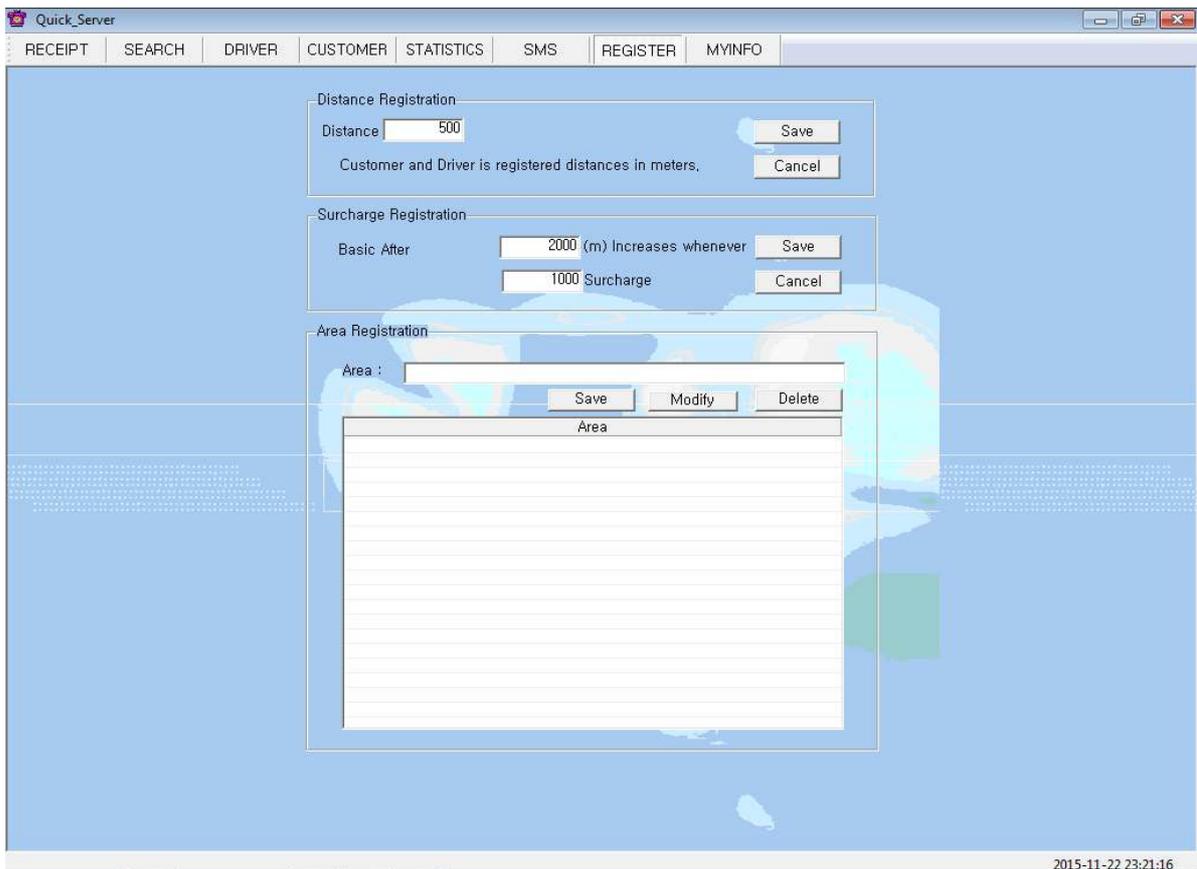
chauffeur service rates are "query screen" to complete the state as long as the record is stored and displayed combined. Deposit all amounts deposited with complete record of the driver, you must delete the "income" amount of the item is not displayed.

◆ Management fees charged

Under the administrative center of the fees charged per set if gold falls onto the mobile phone and the disapproval of the status changes can not be accepted (the administrative center of the force being accepted at the time of approval). Haejusyeoya than fees charged per transaction and the approval is received is available on mobile phones.

◆ Registration Information

Registering Care Center received notification from the premium rate setting and the distance between the driver and the customer can be set.



Registration Information Registration screen Athabasca distance can be set in units of m and 1000m is set to 1000 and showed 1km 1km radius of the customer and have the reception desk in the ring to alert

you. (Applications only)

Registration premium 1000m is also expressed in m units will be set to 1km to.

Example) 4000m 1000m since 1000 at a premium to each increment

-> Origin and destination, the default rate is less than the distance of 4km

Origin and destination, if the distance is more than 4km every 1,000 won extra 1km

If the distance is 5km base rate + ₩ 1,000

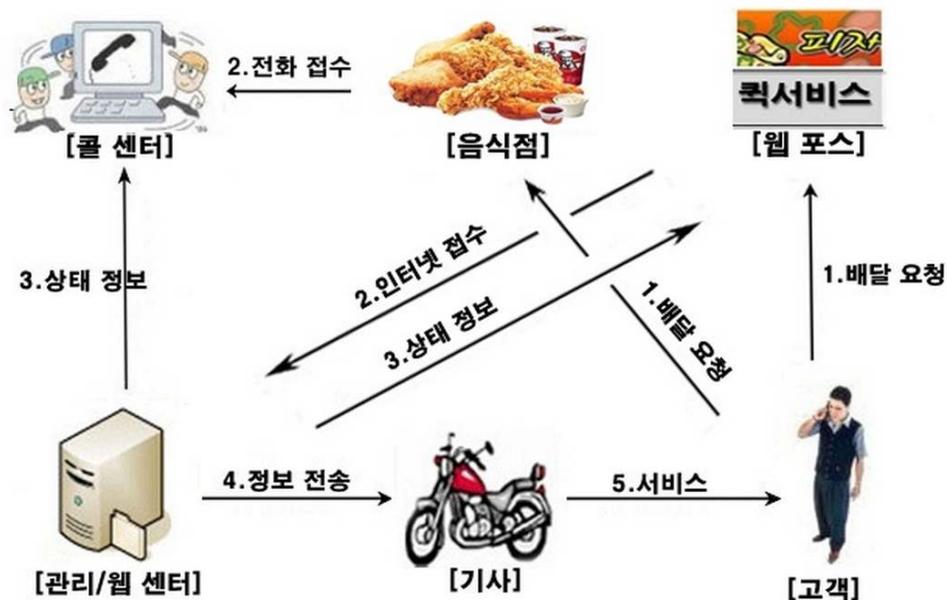
5.2 Web Center

Unicall / Quick is installed in the PC's IP address or URL, type the following

Ex) 118.42.65.169/o or www.mutaltech.com/o



Unicall/Quick WebCenter



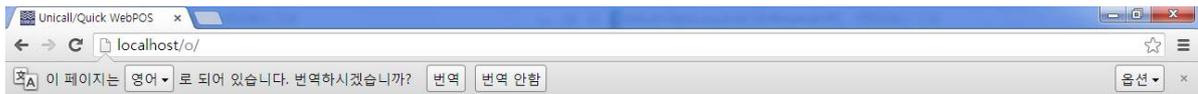
Login required.

Customer Number : Password :

※ Unicall / Quick is installed in the PC's IP address or URL of the registered favorites simyeon haedu easily available.

◆ Log in

On the login screen stored in the customer management center number and a password to login.



Unicall/Quick WebPOS

Receipt

Area
 Diamondbar

Dest. Phone

Destination

84 0286226
 -117 8103367

Book AM 12 : 0 0

Memo



Status of receipt

No.	Receipt Number	Registration hours	Reservation time	Assigned hours	Departure location	Arrival location	Charge	Driver Name	Driver Phone	State
No result										

Completed List

<Reception Screen>

◆ Reserve

After entering data in the Web Force Reserve after the scheduled check time.

After pressing accepting the reservation is received by the standby state when it is time to turn to the state after the receipt of the driver can be assigned.

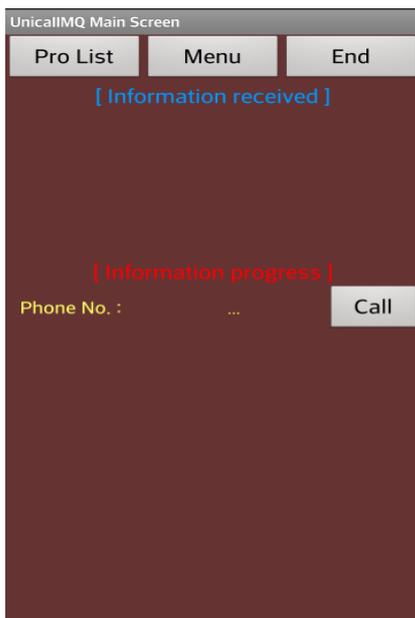
◆ Reception Cancel

If you received the wrong data to the corresponding receipt number, enter the case number of the data will be erased by pressing Cancel.

6. Smart phone App

6.1 Main Screen

"Smart-UnicallMQ", has been installed in the Driver's smartphone running the applications When the main screen appears as follows.



① [Menu] Button

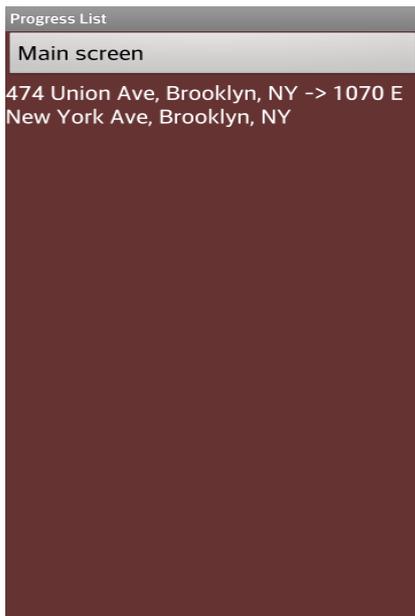
When you click the menu button to perform the functions menu screen appears.

② [End] Button

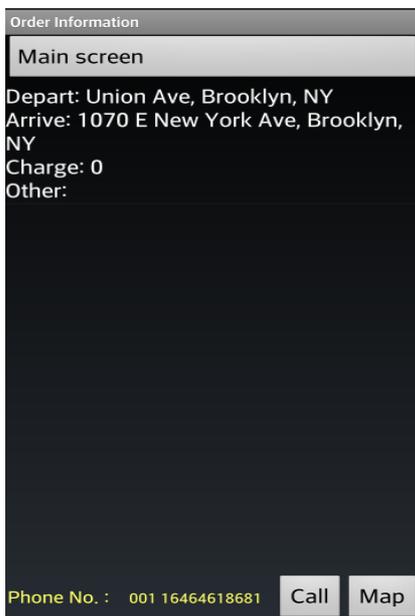
Button to exit the application for the phrase "Exit Smart-UnicalMQ." Seems to connect with the server will be shut down.

③ [Progress List button]

Click the list button to continue the progress the contents of the list in turn come part way out of the camera



Progress in the above list, select your screen, proceed as follows: For more information on the list will be displayed.



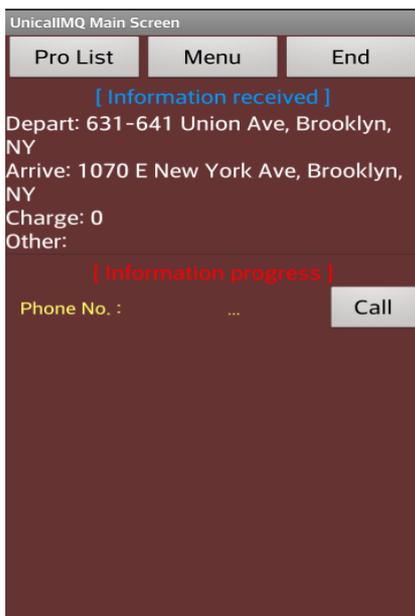
[Complete statistics button]

When you click the button to complete the number of their complete list of brief Will appear as shown above.

Complete list of simple thing you want to see more information about one of the simplest complete list

When you click in the completion of more information will appear.

6.2 Using Main Screen

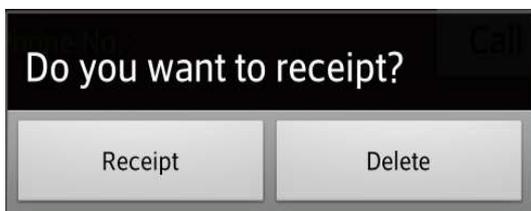


① Reception Contents

While the driver is connected to the control center program operators unspecified:

Upon receipt by the driver's smart phone is connected on the main screen, As shown above contains information received will come.

② Reception



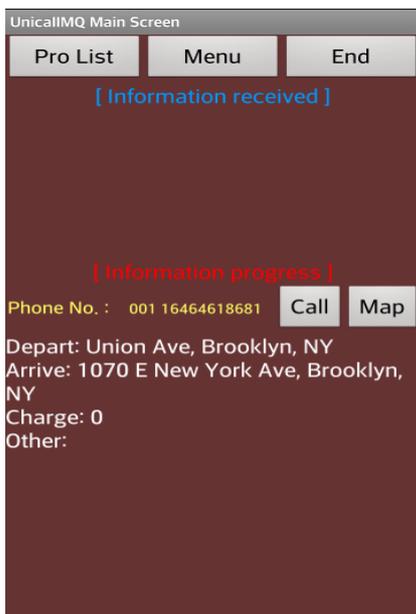
The receipt of the information received to the receipt of the above information, click

Messages appear in the middle of the screen is the main screen, press the received

Disappear from the message received and the receipt of information, progress information is displayed on success

If you click Delete, the main screen will be cleared from the list.

③ Progress contents

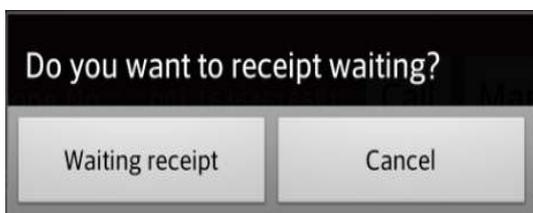


Upon successful receipt of the following information about the progress information is displayed.

If you click the content, and the front desk the following message screen will appear

When pressed to accept that Sahal group can wait.

In addition, the [Call] button When the customer is automatically connected to the call.



6.3 Using menu screen

From the main screen, click the menu button to the menu, the following screen appears.



① [Main screen] Button

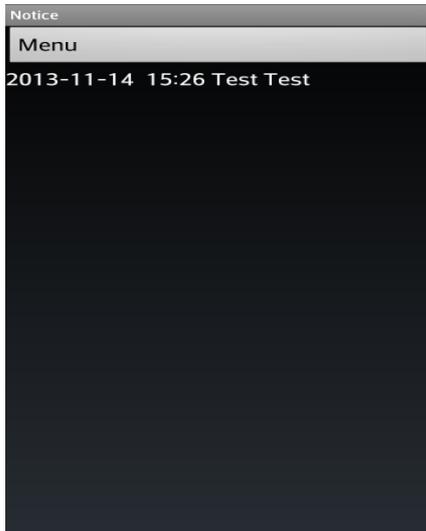
When you click the button to go to the main screen

② [1.Complete statistics] Button



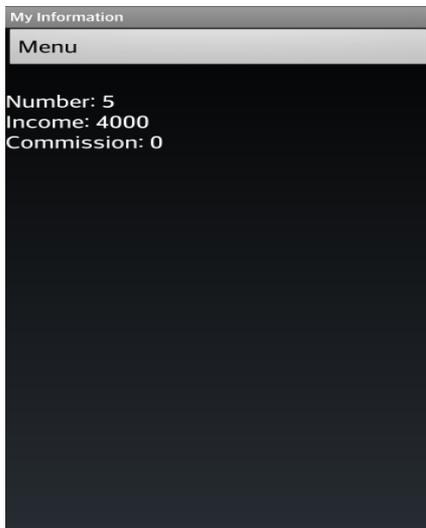
If you click the button, and the number of their completed and income will appear.

③ [2. Notice] Button



If you click the button "Quick" Notice of program input Recent announcements of one of the [Registration Date Time Title Content] First, as you can see above.

④ [3. My Information] 버튼



If you click the button to see their information, and [The number of charging import fees balance] in order above screen appears.

Unciall[®]/Quick

Quick Service System at the Rate of Distance