

Unicall<sup>®</sup>/DDS



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Designated Driver for hire Service with CID

**Designated Driver system**

**Unicall<sup>®</sup>/DDS**

User's Manual

Korea MutalTech, Inc

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# 1. About Unicall/DDS

Unicall/DDS 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/DDS

Unicall/DDS means a designated driver for hire service with CID function. Unicall/DDS is suitable for the call center of DDS. It is possible to construct DDS call center with the conventional PBX or Centrex, and it is suitable for constructing a global call center. It is also possible to cut expenses dramatically.

### ◆ Functions and Advantages

Unicall/DDS, 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 certain 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.

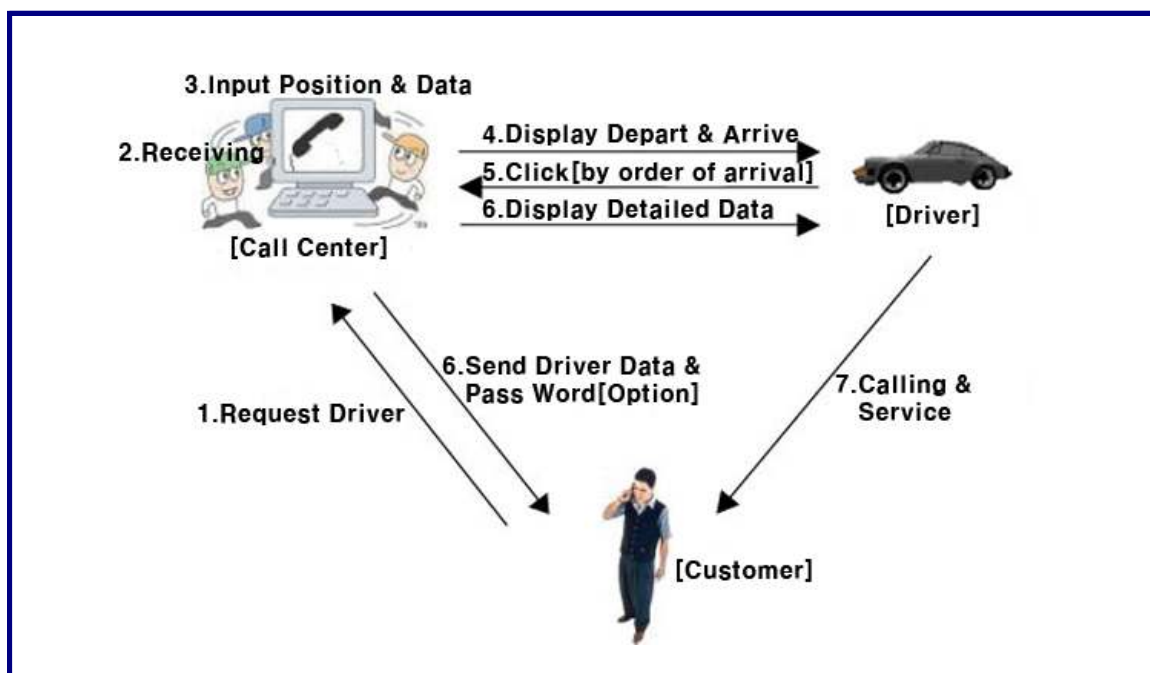
- Analyzes the sales profile of the given category within a specified period
- Saves the result, etc.

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/DDS 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/DDS
Product Composition	<ul style="list-style-type: none"><li>• Program CD: 1</li><li>• CID Device: 1</li><li>• RJ11 6P2C Phone line: 1</li><li>• USB cable A-B: 1</li><li>• User's manual: 1</li></ul>

## 1.2 Use Environment

### ① PC Environment

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

Item	Basic Requirements	Check
CPU	Pentium 166MHZ or above	
Memory	64MB or above	
OS	Windows 98, 2000, XP	

### ② Internet Environment

To use the Unicall/DDS 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](http://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/DDS, 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.

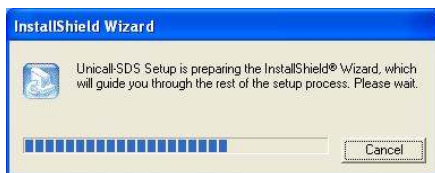
## 2. Installation

### 2.1 Installing Main Program

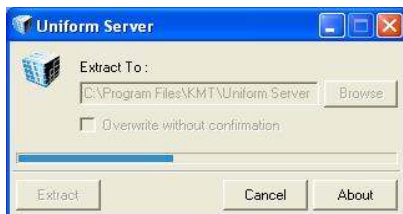
**Step 1** If you insert the program CD into CD-ROM, 'Setup' screen automatically pops up. Click <Installing Main Program> button.



**Step 2** It is preparing for installation. Please wait.



**Step 3** Uniform Server is automatically installed.




**Step 4** Starting installation. Click <Next>.



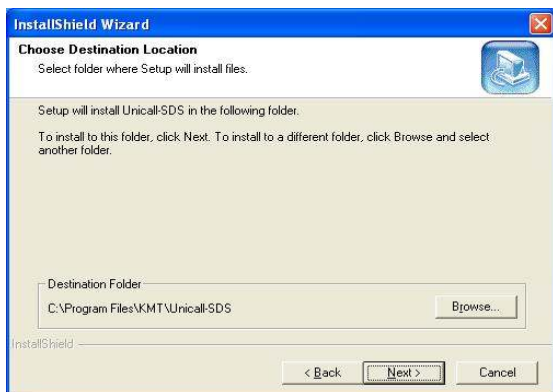
**Step 5** Input user name(PC ID) and serial number. Click <Next>.



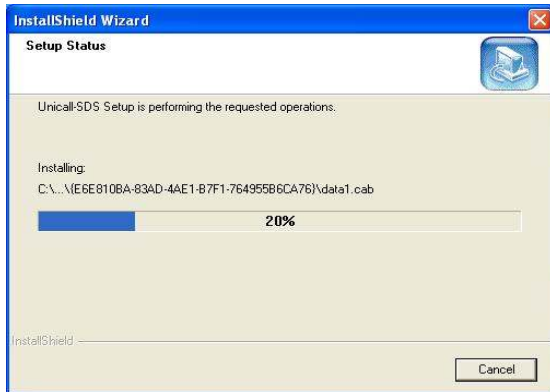
<b>Caution</b>	When user name is not input or serial number is incorrect, the window below shows up.
	

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

**Step 6** Click <Next>



**Step 7** Installation is in progress. Wait till completed.



**Step 8** Click <Finish>. The installation of the main program is completed.



## 2.2 Installing CID Device

Install CID device according to the procedure of 'CID Device Installation Manual'.

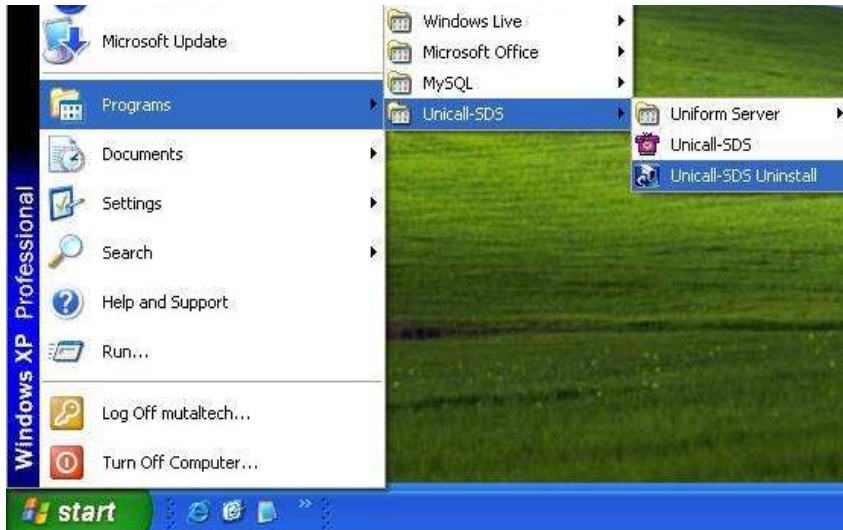
## 2.3 Reinstallation

Reinstallation is needed when the program is updated or the existing program is deleted for reinstallation because Unicall/DDS does not properly operate.

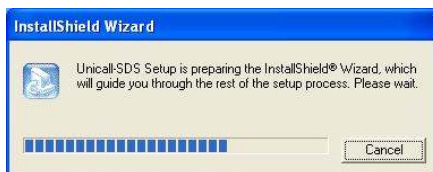
## ◆ Uninstalling Main Program

※ Following is the method of deleting on Windows XP. The method is the same on Windows except some differences in window composition.

**Step 1** Click <Unicall/DDS Uninstall> from the Windows screen(Start -> Programs ->Unicall/DDS



**Step 2** It is preparing for uninstallation. Please wait.



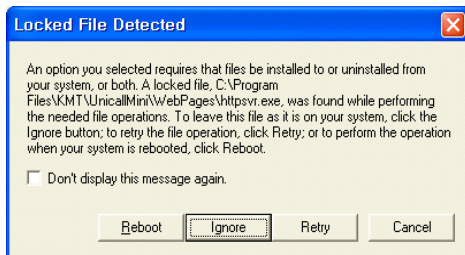
**Step 3** Select Remove and click <Next>.



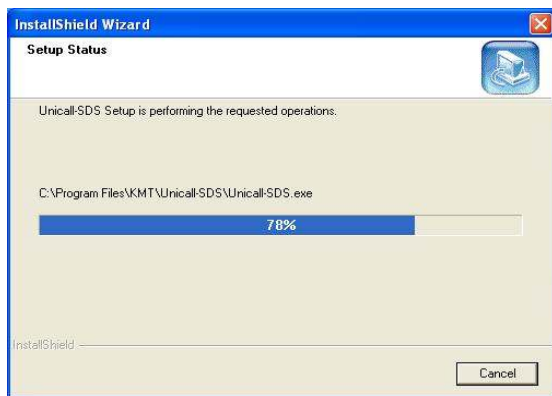
Step 4 Click <OK>.



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/DDS 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-DDS\dbm' to delete the 'UnicallCRM-Pro. mdb' file by the Windows Explorer.

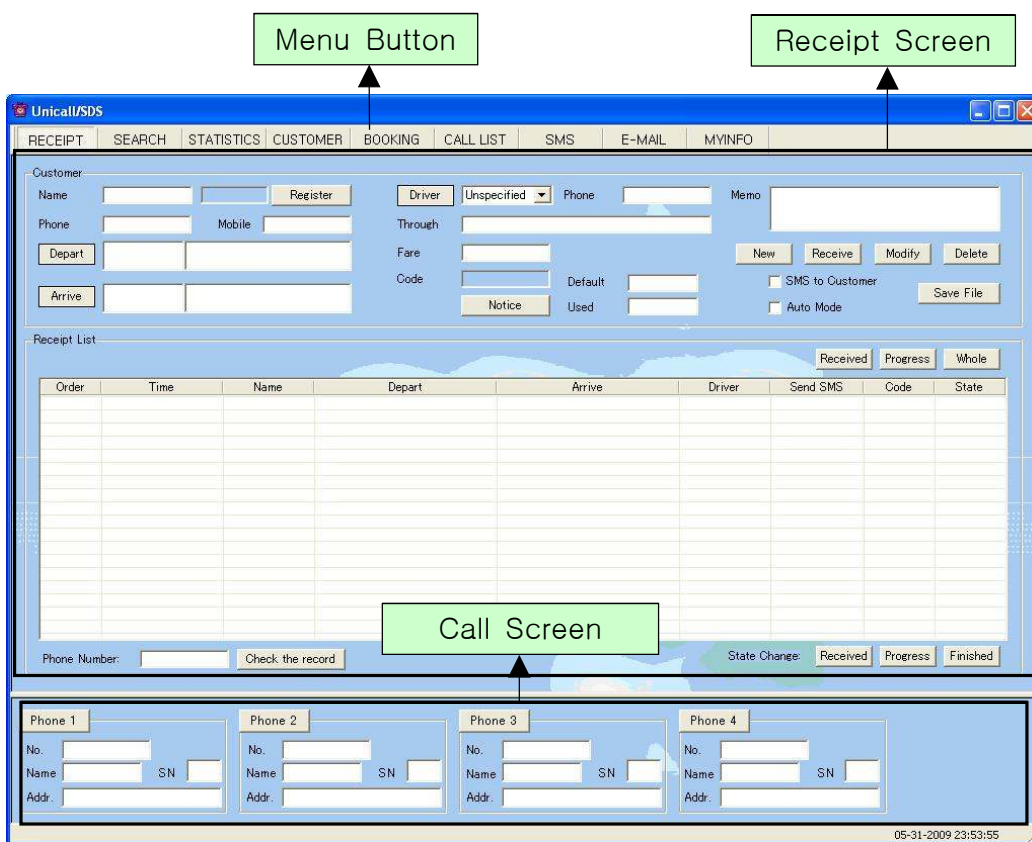
◆ **Reinstalling Main Program**

Reinstall according to the procedure for [2.1 Installing Main Program.](#)

## 3. Starting

### 3.1 Basic Display

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




#### ◆ Menu Button and Receipt 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

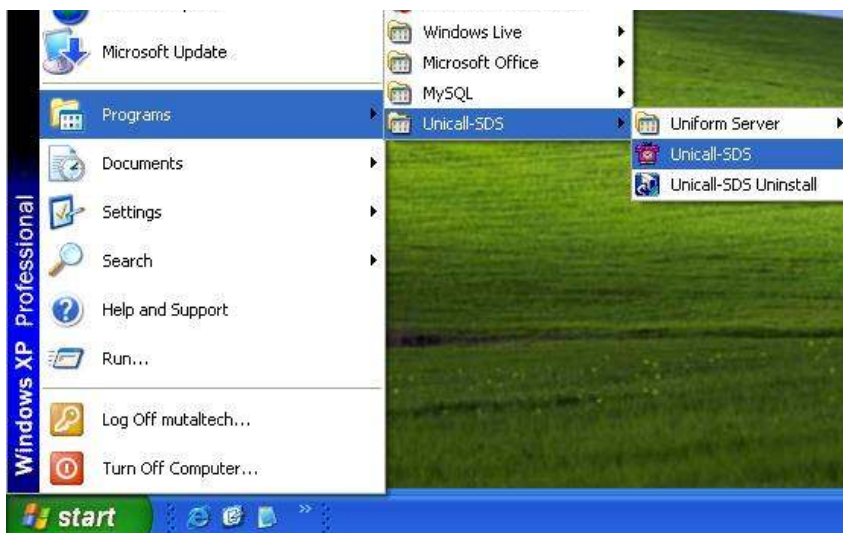
Call screen displays all of the caller information and its sequence number.

### 3.2 Starting

When the installation is successfully completed, double-click on the desktop  and run the program.



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

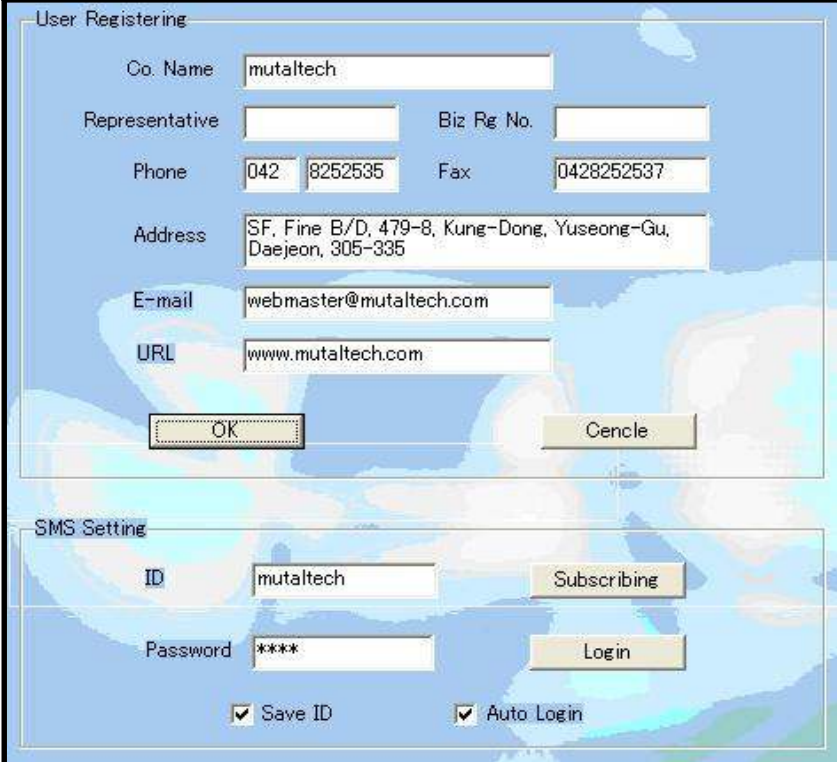


◆ This screen is shown when Unicall/DDS is run properly.

### 3.3 Environment Setting

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

#### ① My Information



The image shows two web forms. The top form, titled "User Registering", contains the following fields: Co. Name (mutaltech), Representative (empty), Biz Rg. No. (empty), Phone (042 8252535), Fax (0428252537), Address (SF, Fine B/D, 479-8, Kung-Dong, Yuseong-Gu, Daejeon, 305-335), E-mail (webmaster@mutaltech.com), and URL (www.mutaltech.com). It has "OK" and "Cancel" buttons. The bottom form, titled "SMS Setting", contains: ID (mutaltech), Password (\*\*\*\*), "Save ID" (checked), "Auto Login" (checked), "Subscribing" button, and "Login" button.

#### ◆ 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.

## 4. Using

Unicall/DDS 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>&lt;Registered Customer&gt;</p>	<p>&lt;New Customer&gt;</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



## 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'.

Stub Address List			
Stub Address	No.		
Fine B/D, 479-8, Kung-Dong, Yuseong-Gu	1	2	3
	4	5	6
	7	8	9
	10	-	<--

Short Key

Apt.	Villa	No.
Village	Door	Stair
-	First	Second
Building	Under	Top

Buttons: Add List, Modify List, Delete List, SKey Change >>, Input Add. [text field], Address Move, Cancel

<Address Setting 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.

### ◆ 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

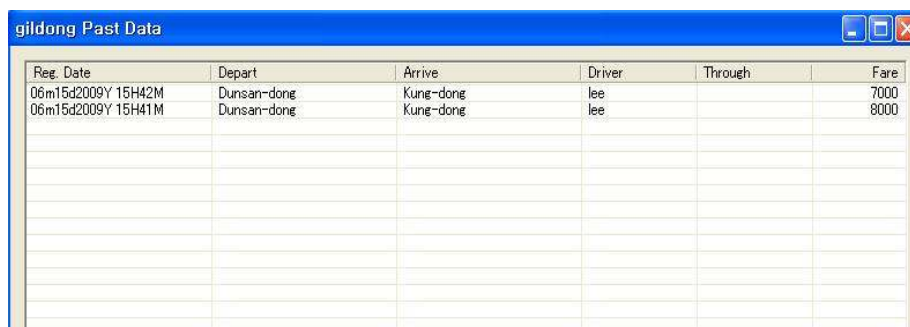
Select the customer in 'Customer List' => Press the 'Key No.' button => Register phone numbers (both phone number and mobile number can be registered).

### ◆ 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'.



Reg. Date	Depart	Arrive	Driver	Through	Fare
06m15d2009Y 15H42M	Dunsan-dong	Kung-dong	lee		7000
06m15d2009Y 15H41M	Dunsan-dong	Kung-dong	lee		8000

<Individual Specification Screen>

## ② Driver Management

### ◆ Registering Driver

Press the 'Driver' button in 'Receipt Screen' => Input driver name, mobile number, ID, password, etc.(ID and password is required to login from driver's mobile phone).

### ◆ Importing the Driver Files

Press the 'Get File' button in 'Driver Management Screen' => Press the 'Load' button in 'Get Driver Screen' => Select opening file => Press the 'Open' button

### ◆ Approval Process

The registered driver must be approved to do job. The approved driver is only able to login by the mobile. Press the 'Approve' button after selecting the driver to approve, and the driver is displayed in 'Approved Driver List'.

Approved Driver List		Driver List								
ID	Name	ID	Name	Phone	Approval	Proceeds	Charge amount	Deduct amount	Balance	Memo
33	lee	11	kim	01012345678	Disapproval	0	0	0	0	
44	choi	22	park	01098765432	Disapproval	0	0	0	0	
		33	lee	01178902312	Approval	0	50000	0	50000	
		44	choi	01178901234	Approval	0	100000	0	100000	

Name: [kim] Search: [ ] Save File: [ ] Approve: [ ] New: [ ] Save: [ ]  
Whole: [ ] Get File: [ ] Modify: [ ] Delete: [ ]

Driver Info  
Name: [kim] ID: [11]  
Phone: [01012345678] Password: [11]  
Charge amount: [0] Memo: [ ]  
Deduct amount: [2000] Input: [ ] Select: [ ] Close: [ ]

### ◆ Driver Fee Management

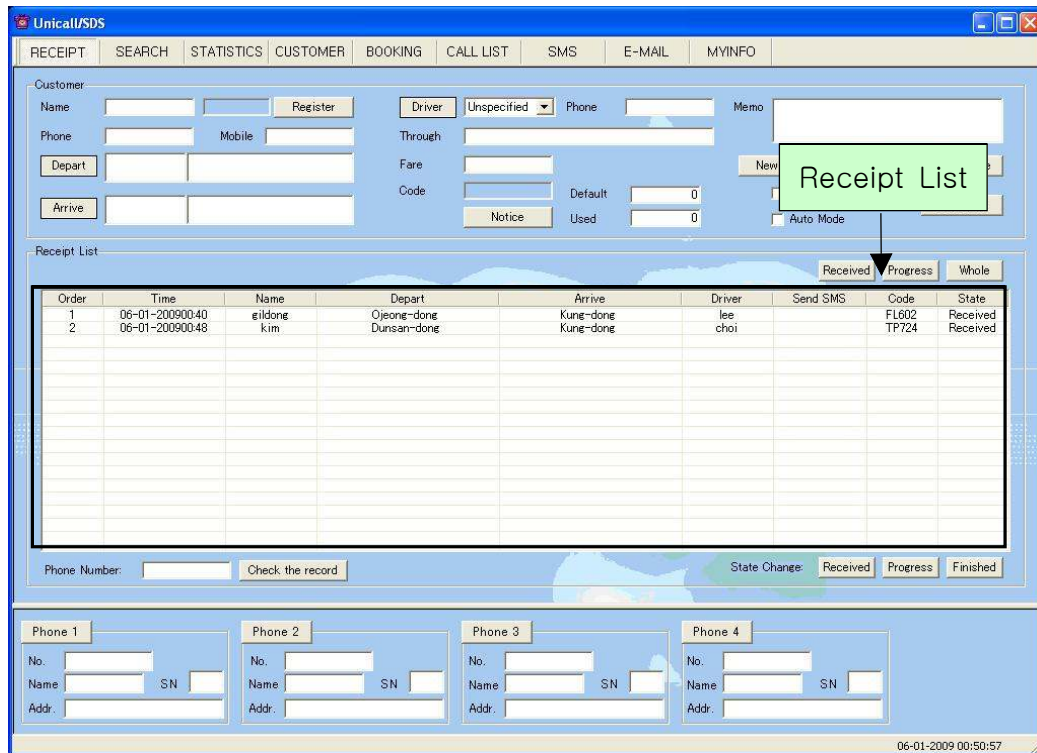
Total fees will be displayed in the 'Driver Management Screen'. If a driver made a payment to the company, select the driver and input the amount and the added amount is displayed. Total fees that registered items as

'Finished' state in the 'Search Screen' will displayed. If input the new charge amount to the driver, the finished record should be deleted. Then the amount of 'Proceeds' item does not showed.

### 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.

#### ① Receipt



<Receipt Screen>

#### ◆ Receiving

- Receiving on 'Receipt Screen'

Press the 'Phone X' button that you want to answer. The customer information will be displayed on 'Receipt Screen', then you can start to

process the order.

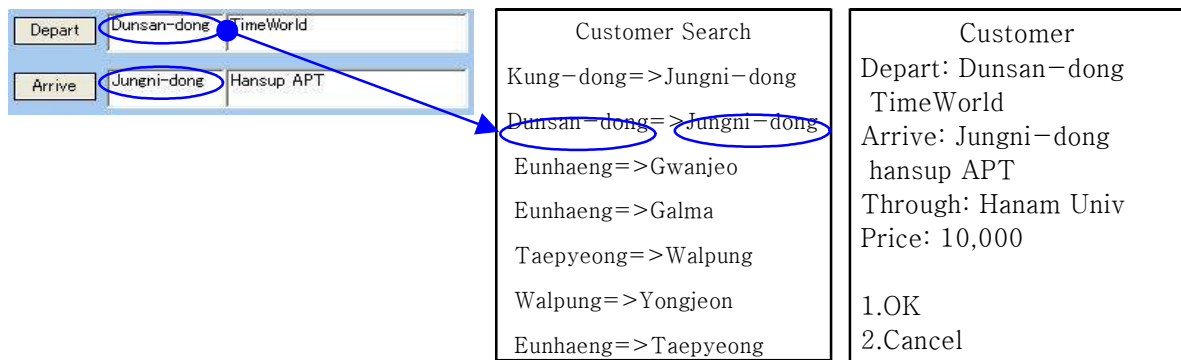
- Receiving on 'Customer Screen'

When the 'Receive' button is pressed after selecting the customer on the list, you can see the 'Receipt Screen'.

### ◆ Inputting Order Sheet

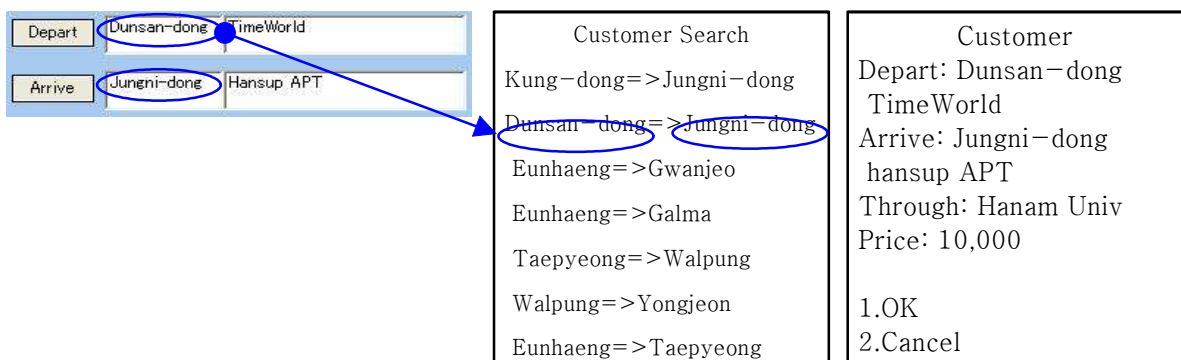
- Input 'Depart' and 'Arrive'

The most recent data of the existing customers has been displayed. Press the 'Depart' button or the 'Arrive' button. Select the address, and then input the detailed address directly.



- Input 'Depart', 'Arrive'

Existing customers who have received recent history has been displayed the information. Press the '**Depart**' button or the '**Arrive**' button. Select the address, and then input the detailed address directly.



When you input the address like the left side picture, it will be displayed on the mobile screen of the driver like the right side picture.

- Selecting driver

If a driver clicks to select a customer in mobile, the driver will be assigned to the customer.

– Clicking 'Receive' button, after inputting 'Through' and 'Fare'.

When register the item on the list, the driver of mobile can be viewed by search customer.

#### ◆ **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.

Order	Time	Name	Depart	Arrive	Driver	Send SMS	Code	State
1	06-01-200900:48	kim	Dunsan-dong	Kung-dong	choi		TP724	Progress
2	06-01-200900:40	gildong	Ojeong-dong	Kung-dong	lee		FL602	Received

<Search Screen>

## ◆ 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"

## 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.

Driver	Amount	Count
choi	2	16000
lee	1	8000

<Statistics Screen>

#### ◆ 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'

#### ◆ Print Analysis List



### ◆ 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'.

### ◆ Receiver Input

- Search customer => Select the customer in the list => Press 'Select' button(the number of people may be selectable)

- Re-entering receiver

Press the 'Delete' button => Do as 'Receiver Input'

Cus. No.	Name	Phone	Address	Reg. Date
2	gildong	0101234567	SF, Fine B/D, 479-8, Kung-Dong, Yuseong-Gu, Dae...	06-01-2009
3	kim	01098765432		06-01-2009

<SMS Screen>

### ◆ Contents Input

- Directly inputting contents

You can input message in 'content' box not exceeding 80 bytes. 'Used' is the number of used SMS characters.

- Re-inputting contents

You can re-input any new message by pressing 'New' button.

### ◆ Sending SMS

Press 'Send' button to send SMS.(All who are in 'Receiver' will be sent simultaneously.)

### ③ E-mail Sending

If Outlook is installed on your PC, you can use E-mail with your account. Press 'E-MAIL' button to see the 'E-mail Screen'.

Cus. No.	Name	Phone	E-mail	Reg. Date
2	gildong	8262635	gildong@mutaltech.com	06-01-2009

<E-mail Screen>

### ◆ Receiver Input

- Directly inputting receiver

Input directly the customer's E-mail in 'Receiver'.

- Inputting receiver by search

Search customer => Select customer in the list => Press 'Select' button

- Re-entering receiver

Press the 'New Address' button => Do as 'Receiver Input'

### ◆ Contents Input

- Directly inputting contents

Input directly contents.

- Re-entering contents

Press the 'Rewriting' button, then the title and content of the current input will be cleared. Do as 'Contents Input'.

### ◆ Sending E-mail

Input title and contents and press the 'Send' button to be sent. E-mail will be send by Outlook account.

### ④ Setting Booking Call

Press the 'BOOKING' button to see the 'Booking Screen'.

### ◆ Search Customer

Refer to "◆ Customer Search" of "4.2 Customer and Driver Management"

### ◆ Booking Call

Select the item in the list => Input booking date, time and memo => Press the 'Booking' button then will be registered in 'Call Booking List'.

### ◆ Modification and Deletion

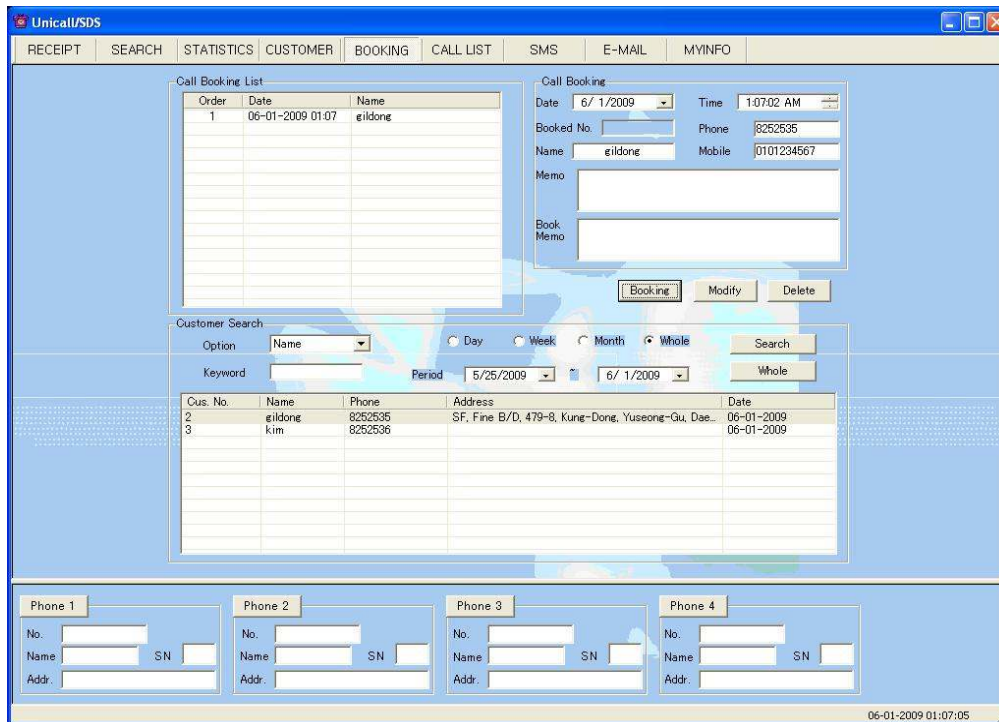
- Modify

Select the item in 'Call Booking List' => Modify date, time and memo =>

Press the 'Modify' button

- Delete

Select the item in 'Call Booking List' => Press the 'Delete' button



<Booking Screen>

◆ Booked Call Alarm

When the scheduled time is up, 'Booked Call Alarm Screen' appears. The customers will be deleted in "Call Booking List".



<Booked Call Alarm Screen>

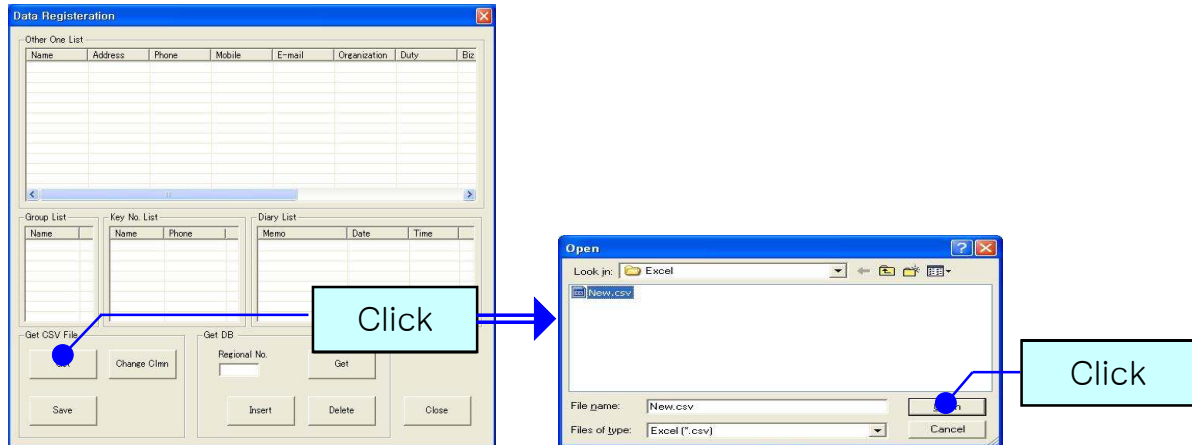
⑥ Data Portability

◆ 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'

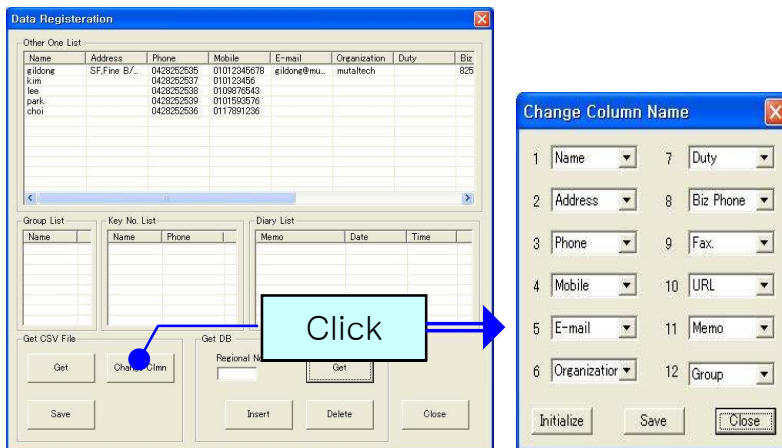
– CSV file conversion

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

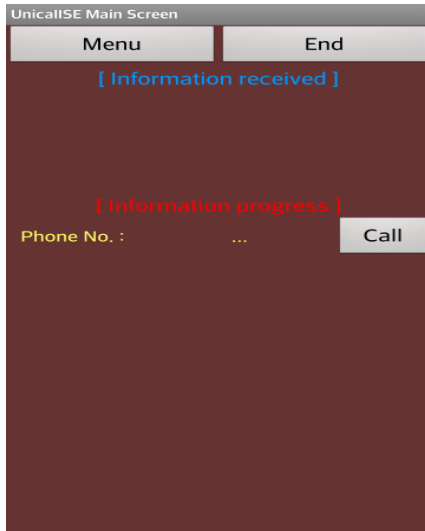
Press the 'Save File' button in 'Customer, Receipt and Search Screen' => Select the path and file name => If you press the 'Save' button, items will be saved in .xls file. The file name is created by the date and time.

Ex.) 'StatisticsInfo\_06m01d2009Y 14H03M.xls'

## 5. Mobile

### 5.1 Main Screen

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



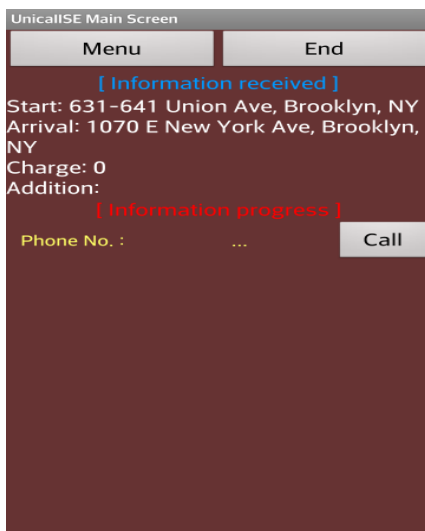
#### ① [Menu] Button

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-Unicalls." Seems to connect with the server will be shut down.

### 5.2 Using main screen



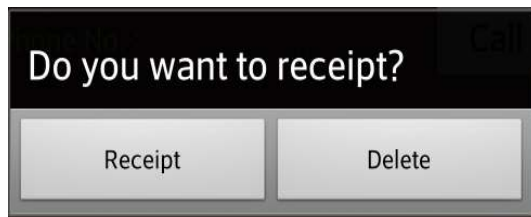
### ① Reception Contents

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



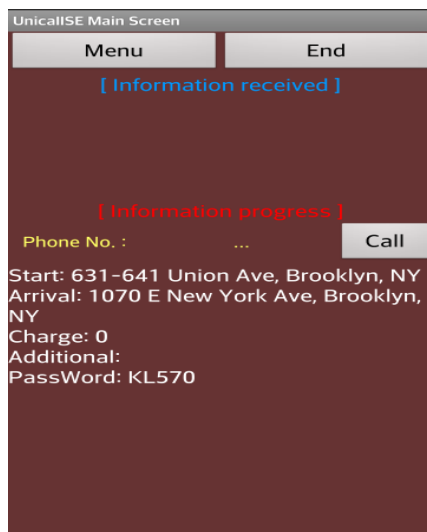
The receipt of the information received to the receipt of the above information, click

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

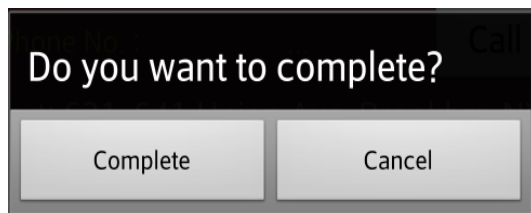


For success in progress at the time of receipt of the following information is displayed.

If you click the information below and complete the same message appear on the screen

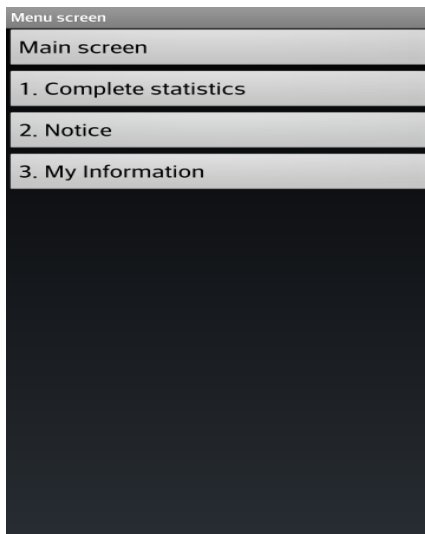
If you press the gun can be completed.

In addition, the [Call] button when the phone will automatically connect to customers



### 5.3 Using menu screen

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



### ① [Main screen] Button

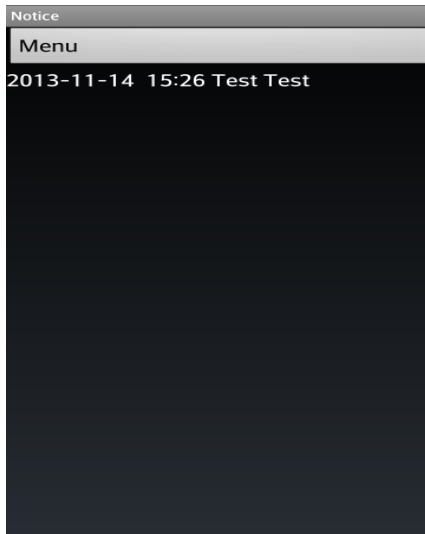
When you click the button to go to the main screen

### ② [1.Complete statistics] Button



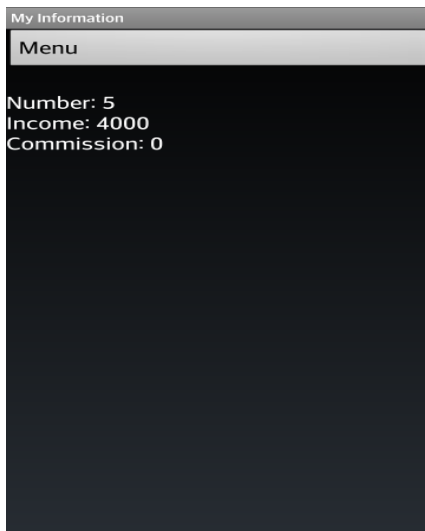
If you click the button, and the number of their completed and income will appear.

### ③ [2. Notice] Button



If you click the button "DDS" 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.

# Unicall<sup>®</sup>/DDS

Designated Driver for hire Service With CID