



Best Choice for Contact Center!

Multiple Phone  
***Unicall***®

User's Manual

Korea MutalTech, Inc.

# Contents

<b>1. About Unicall</b> .....	<b>3</b>
1.1 Service Type.....	3
1.2 Use Environment.....	5
1.3 After Sales Service.....	6
<b>2. Installation</b> .....	<b>7</b>
2.1 Installing Main Program.....	7
2.2 Main Program Reinstallation.....	9
<b>3. Starting</b> .....	<b>11</b>
3.1 Softphone.....	11
3.2 Starting.....	12
3.3 Environment Setting.....	13
<b>4. Making Calls</b> .....	<b>15</b>
4.1 PC Client to PC Agent Call.....	15
4.2 Phone Client and PC Agent Call.....	16
4.3 PC Client to Phone Agent Call.....	18
4.4 Internet Phone Call.....	19
<b>5. Supplement</b> .....	<b>22</b>
5.1 Chatting.....	22
5.2 Gateway Installation and System Management.....	23

## Separate Volume: System Management Guide

# 1. About Unicall

Unicall is a multiple phone for contact centers that allows both regular phone and internet phone conversation using PCs connected to the internet and PSTN.

## 1.1 Service Type

### ① Characteristics of Unicall

Unicall is a PC-based multiple phone which is convergence of normal phone and web phone, and the initial purchase cost of Unicall is lower than other similar products. Once equipments are purchased, users need not expend additional costs. Normal phone can make/receive regular phone calls through PCs and you can contact your PSTN customer with it. Web phone can make web calls and web to phone calls from PCs. Anyone who visits your web site and ask questions of your members can use it immediately.

Unicall is suitable for the customer center, the contact center, the web call center, the CTI(Computer Telephony Integration) call center, the ITI(Internet Telephony Integration) call center, etc. It is possible to construct IP call center with the conventional PBX, and it is very convenient and economical. Because it can be usable as an internet phone in international calls and long distance calls and it has its own voice recording function, it is also possible to cut expenses dramatically.

### ◆ Functions and Advantages

- PC client to PC agent call
- Phone client and PC agent call
- PC client to phone agent call
- Internet phone call
- Chatting
- Free conversation between PCs.
- Very convenient and economical
- Very flexible for constituting contact centers
- Once purchased, usable for lifetime.
- Usage is independent of manufacturer
- No additional cost like registration fee or monthly charge

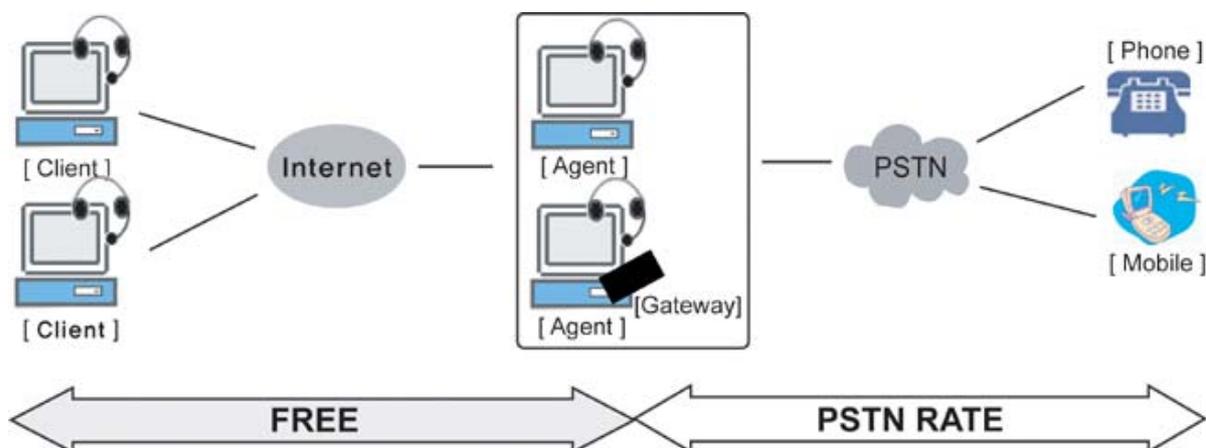
### ◆ PC Classification

Unicall's PCs are composed of two groups: PCs without phone network(gateway not installed) and PCs with phone network(gateway installed).

- PCs without phone network: They are PCs which have not installed gateway and make calls for free at PC client to PC agent conversation.
- PCs with phone network: They are PCs which have installed gateway and can perform the functions of PCs without phone network, and make calls between phone client and PC agent, and act as relay for calls made from PC client to phone agent.

### ◆ System Composition

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



### ◆ Model

Service types of Unicall for each model are shown in the table below.

Model	Service Type	Rate
Standard	<ul style="list-style-type: none"> <li>• All Service Types</li> </ul>	<ul style="list-style-type: none"> <li>• Between PCs: Free</li> <li>• Between Phone and PC: PSTN Rate</li> </ul>
Economy	<ul style="list-style-type: none"> <li>• PC Client to PC Agent Call</li> </ul>	<ul style="list-style-type: none"> <li>• Free</li> </ul>

### 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	Standard	Economy
Product Composition	<ul style="list-style-type: none"> <li>• Program CD: 1</li> <li>• Gateway: 1</li> <li>• Phone line cable: 1</li> <li>• User's manual: 1</li> </ul>	<ul style="list-style-type: none"> <li>• Program CD: 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. 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	
Internet	Connected	
Sound	Speaker and microphone	

#### ◆ Verify that the speaker and microphone function is properly operating.

- Record on Sound Recorder after clicking <Sound Recorder> from the Windows screen(Start -> Programs -> Accessories -> Entertainment), and play the recorded file. If you can hear the recorded sound, it means both speaker and microphone are properly operating.
- If you can hear your own voice through the speaker while you are recording, the quality of conversation may be deteriorated. Check the sound elimination at microphone balance at the Volume Control screen after clicking <Volume Control>.

### ② IP Environment

IP is an address that indicates the location of a computer on the internet. The IP(public IP)s are uniquely defined on the entire internet and are divided into fixed IP and dynamic IP. Fixed IP means IP does not change once it is assigned to a computer. Dynamic IP is assigned to a computer by the internet service provider every time the computer is booted up and connected to the internet and thus the IP changes every time.

When multiple computers use the internet with one public IP, the IP is called a private IP. The private IP is not the unique address on the internet. If you want to know what type of IP is assigned to your computer, contact your internet service provider. There are pseudo internets which can not support all internet protocols. Those pseudo internets mostly use private IP in both sides, or sometimes use public IP with limited functions.

In operating Unicall, IP plays a very important role and Unicall might not operate properly depending on combinations of IPs. Unicall operates well in all the regular internets. Because Unicall might not operate properly in case of pseudo internet, it is strongly recommended to use regular internets when users constitute contact center with Unicall.

### **1.3 After Sales 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([customer@mutaltech.com](mailto:customer@mutaltech.com)), phone, or mail.

#### **◆ Questions and Technical Support**

- If you have any questions regarding the use of Unicall, 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. Installing

### 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>.



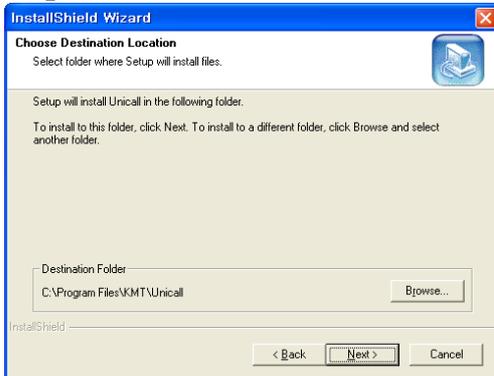
**Step 3** Input user name(PC ID), the IP address of Unicall Server and product number. Click <Next>.



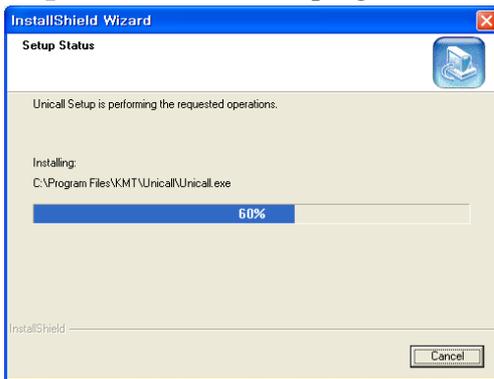
<b>Caution</b>	When user name or the IP address of Unicall Server is not input or product number is incorrect, the window below shows up.
	

**Caution** Installing program with same product number at more than two PCs, the execution of the program is hung up because of program bomb.

**Step 4** Click <Next>.



**Step 5** Installation is in progress. Wait till completed.



**Step 6** Click <Finish>. The installation of the main program is completed.



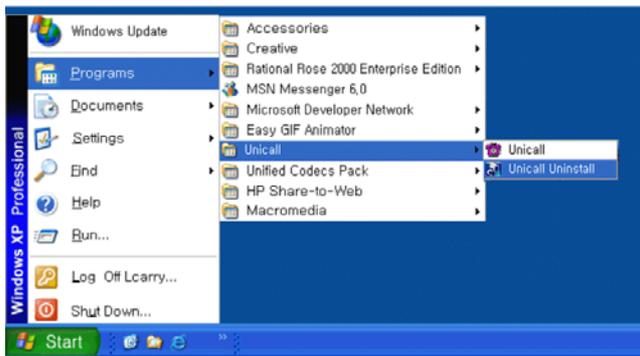
## 2.2 Main Program Reinstallation

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

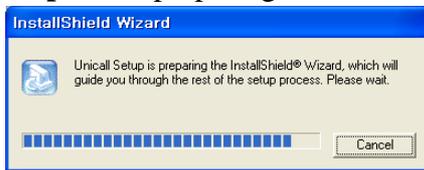
※ Following is the method of deleting on Windows XP. The method is the same on Windows 98/2000 except some differences in window composition.

### ◆ Uninstalling Main Program

**Step 1** Click <Unicall uninstall> from the Windows screen(Start -> Programs -> Unicall)



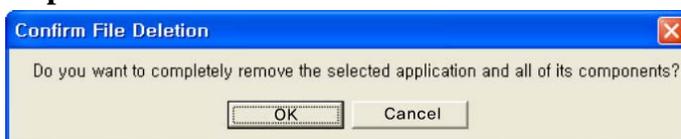
**Step 2** It is preparing for uninstallation. Please wait



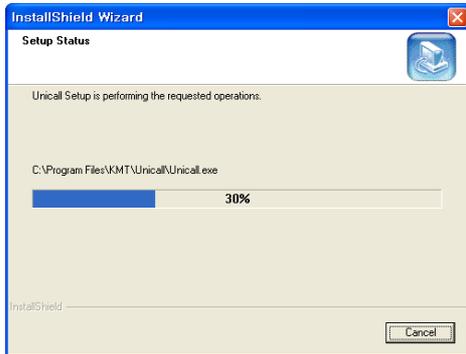
**Step 3** Select Remove and click <Next>.



**Step 4** Click <OK>.



**Step 5** Uninstalling in progress. Please wait till completed.



**Step 6** Uninstallation is successfully completed. Click <Finish>



**Step 7** Confirm uninstallation of Unicall from the Windows screen(Start -> Programs).

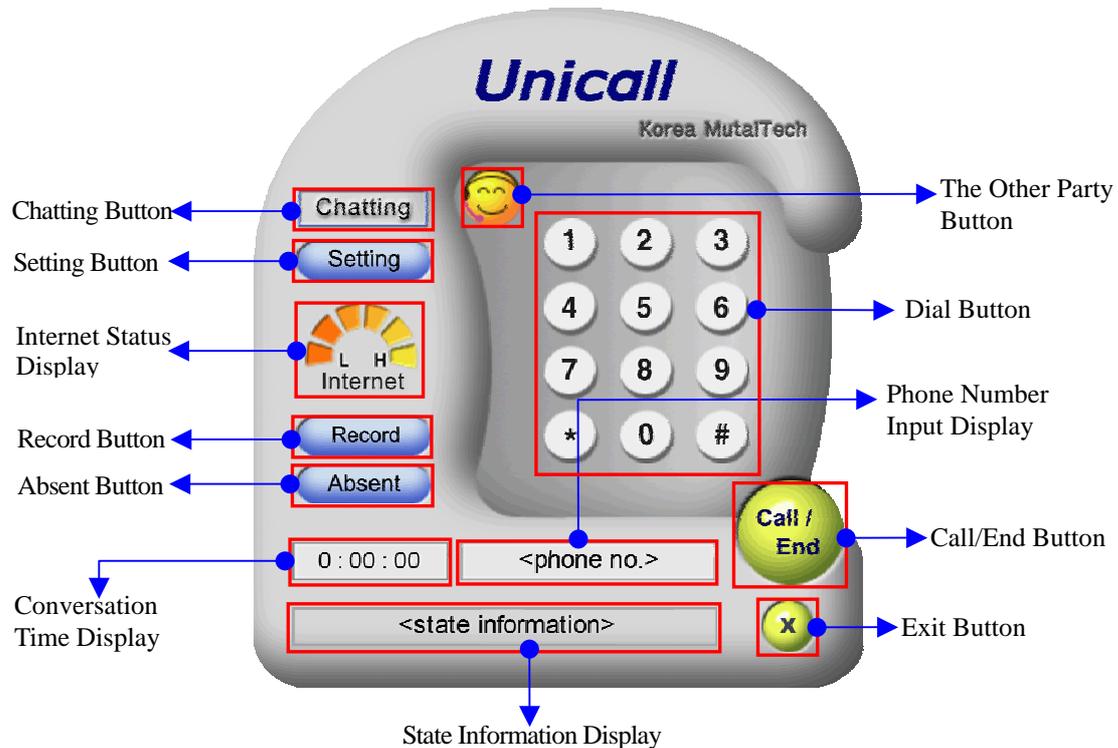
◆ **Reinstalling Main Program**

Reinstall according to the procedure for **2.1 Installing Main Program.**

### 3. Starting

#### 3.1 Softphone

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



#### ◆ Internet Status Display

It displays the internet status between two Unicall PCs. If the internet status is close to H, it means good status. If it is close to L, the status is not good and can cause inconvenience to conversation.

#### ◆ Conversation Time Display

On the client PC, the time starts to count from the point when call is requested, while on the agent PC, the time starts to count from the point when the call is received.

#### ◆ State Information Display

State information of Unicall such as 'Standby', 'Under connecting to other party', 'Connection' is displayed to the user.

#### ◆ Record Button

If pressed, the voice record function is set and the color is turned to pink. If released, the color is to blue

### ◆ Absent Button

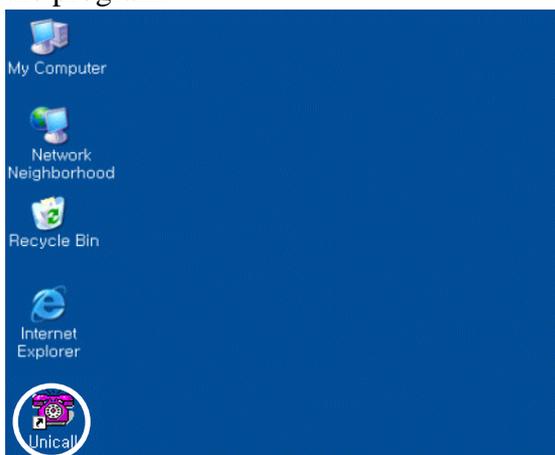
If pressed, the absent function is set and the color is turned to pink. If released, the color is to blue

### ◆ Exit Button

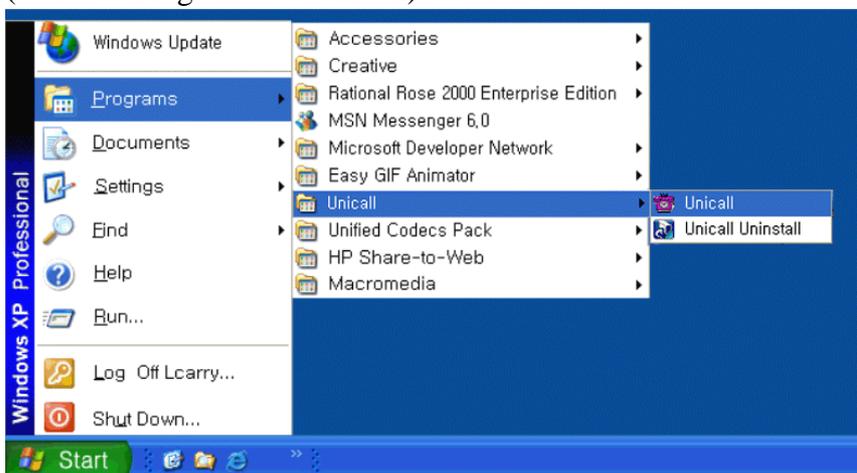
Press to stop Unicall execution

## 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> from the Windows screen (Start -> Programs -> Unicall) to run it.

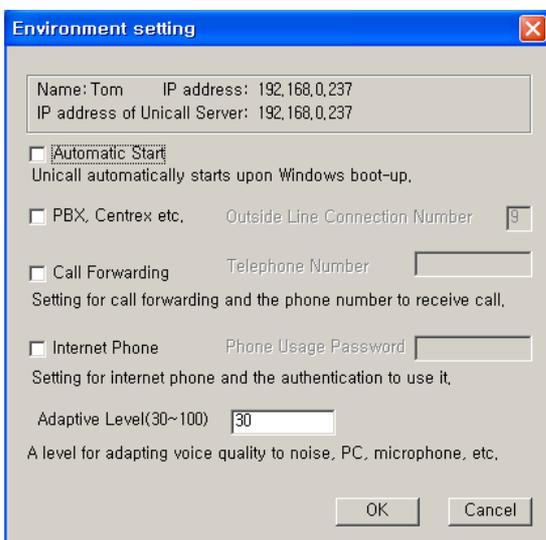


- ◆ This screen is shown when Unicall is run properly.



### 3.3 Environment Setting

In order to utilize Unicall better, environment setting is necessary. The content of environment setting can always be modified when necessary. Press 'Setting' button to see the following screen.



※ Only parts of the options are displayed as activated on PCs which have not installed gateway.

- ◆ **Automatic Start**

This option makes Unicall to start automatically when booting computer.

◆ **PBX, Centrex etc.**

– This option is selected when the phone line of PC with phone network is connected to PBX, Centrex etc.

– ‘PBX, Centrex etc.’ is selected first, and input ‘Outside Line Connection Number’.

Ex) If number ‘9’ must be pressed to connect the trunk line, input ‘9’ as ‘Outside Line Connection Number’.

◆ **Call Forwarding**

– If the agent leave the agent PC and want to contact on the phone, the agent may set it and can receive calls at the phone number which is input.

– The ‘Absent’ button must not be pressed at that agent PC to operate.

◆ **Internet Phone**

– This option is selected to use internet phone function.

– Only the agent PC in which the Unicall Server program is installed can use this function.

– The password is needed for verification when the client tries to make a phone call through PC-to-Phone internet conversation.

◆ **Adaptive Level(30~100)**

– It is the level needed when the user tries to adapt voice quality to the noise of environment, the status of the PC, the status of the microphone, etc.

– The default value is 30 that is assumed to the good condition, it will be increased to be adaptive if these is more echo or noise.

**[Remarks Related to Conversation]**

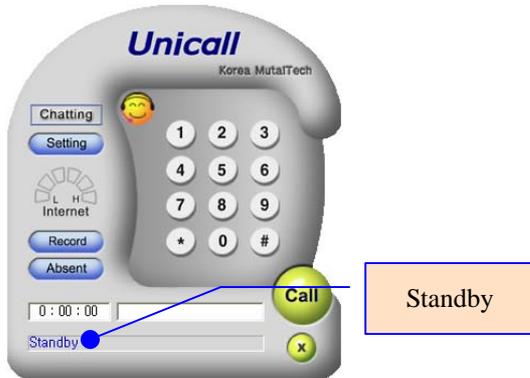
1. ‘All agents are on the line. Please call again’ screen is displayed and the call is not connected successfully if all agents are busy. In this case, it is recommended to try again in a minute.

2. The lines may be mixed, if the telephone line of PC with phone network and regular phone is used together.

## 4. Making Calls

[Matters to be checked before calling]

- ◆ Is Unicall executed on 'Agent PC'?

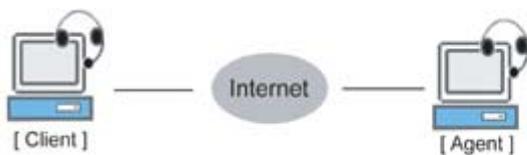


- ◆ Are you using other audio devices (eg: Windows Media, WinAmp, or Recorder)?

<b>Caution</b>	When window like this shows up, check whether 'client PC' or 'agent PC' is using audio device. In some cases, calls cannot be made when audio devices are in use.
	

### 4.1 PC Client to PC Agent Call

This call is made from the PC client to the PC agent. It is free of charge.

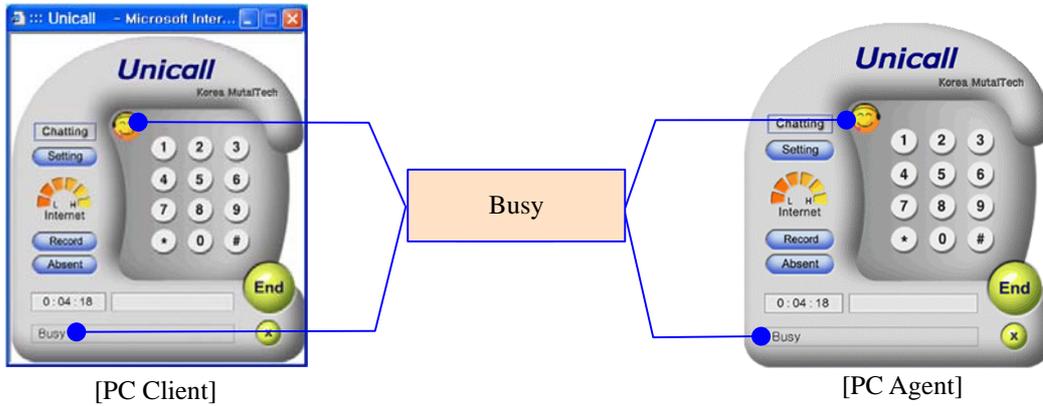


**Step 1** 'PC client' presses 'Web Call' button on the web page.

**Step 2** 'PC agent' clicks 'OK' if 'Call Request' window shows up.

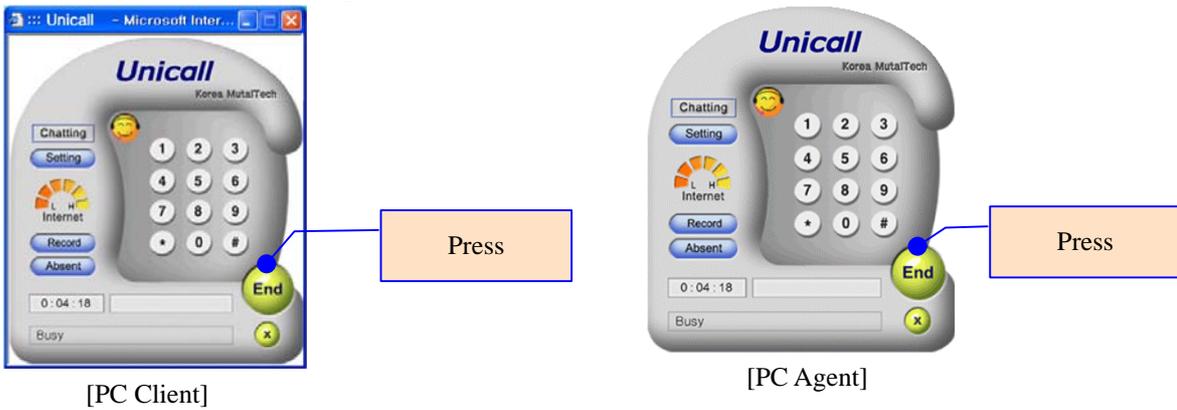


**Step 3** 'PC client' and 'PC agent' make conversation.



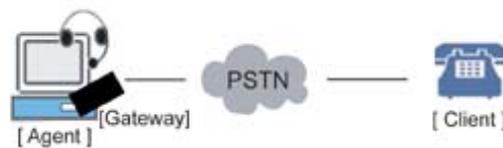
**Step 4** To end calls

'PC client' and 'PC agent' press 'End' button.



## 4.2 Phone Client and PC Agent Call

There are two kinds of calls.



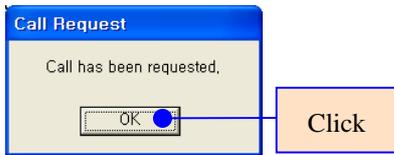
### ① Phone Client to PC Agent Call

This call is made from the phone client to the PC agent. The telephone fee is charged to the client phone.

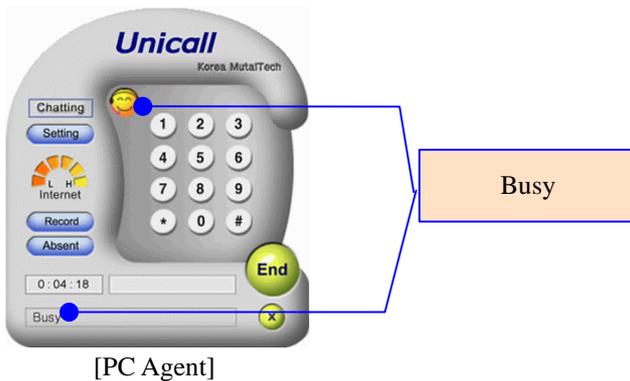


**Step 1** 'Phone client' dials wanted telephone number.

**Step 2** 'PC agent' clicks 'OK' if 'Call Request' window shows up.

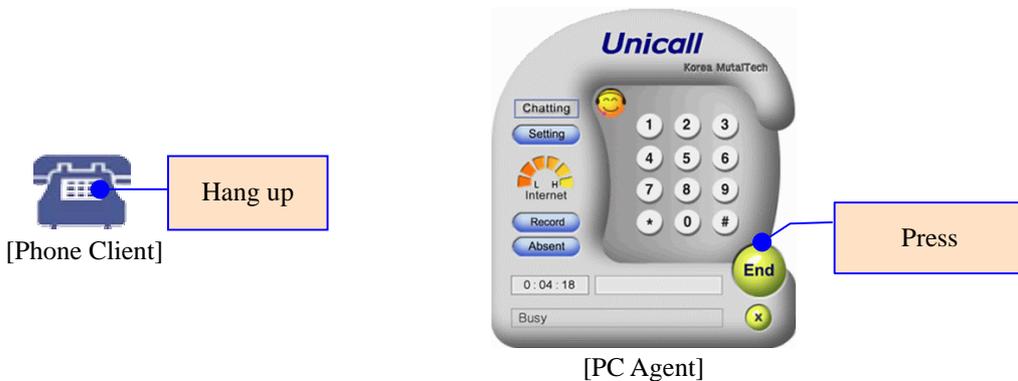


**Step 3** 'Phone client' and 'PC agent' make conversation. If 'PC agent' wants 'call transfer' while talking, input phone number and click 'The other party's button'.



**Step 4** To end calls

'Phone client' hangs up handset, and 'PC agent' presses 'End' button.

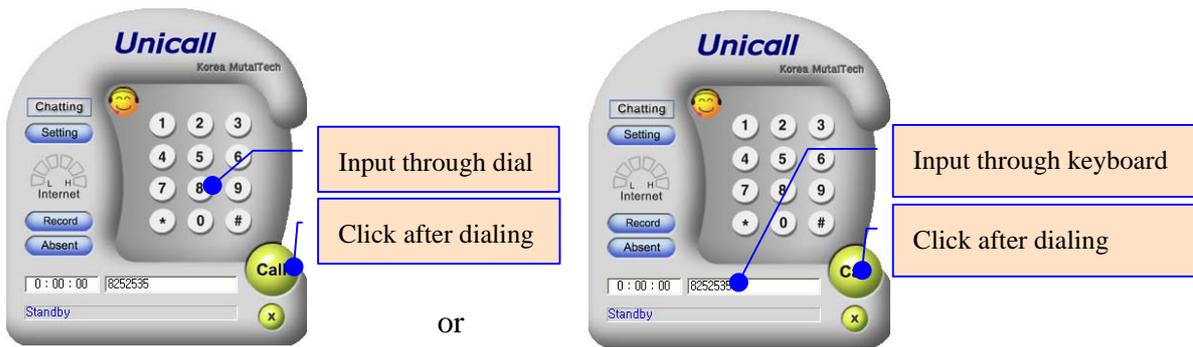


## ② PC Agent to Phone Client Call

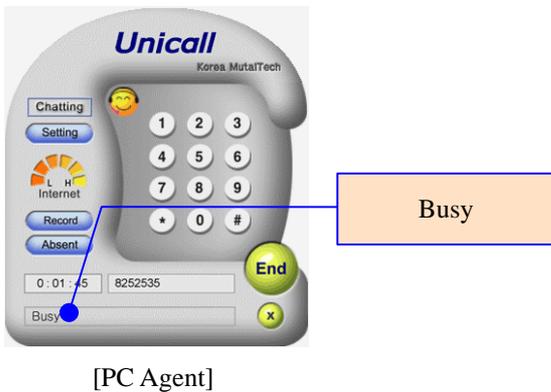
This call is made from the PC agent to the phone client. The telephone fee is charged to the phone which is connected to the agent PC.



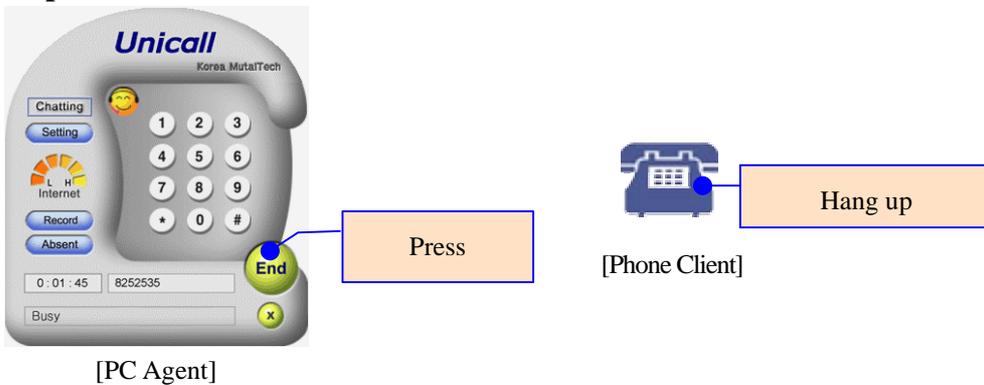
**Step 1** 'PC agent' dials the client phone number.



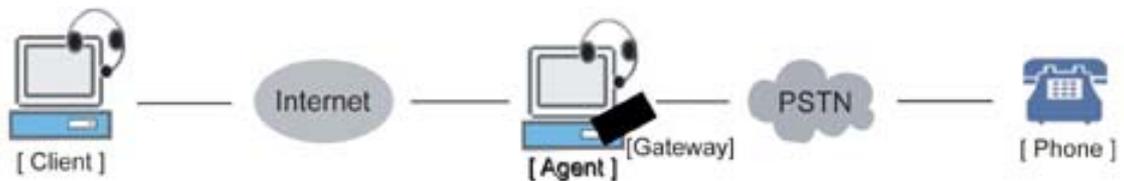
**Step 2** 'Phone client' and 'PC agent' make conversation.



**Step 3** To end calls



### 4.3 PC Client to Phone Agent Call



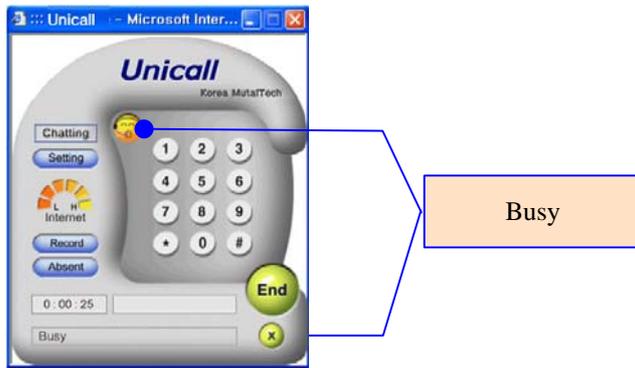
This call is made from the PC client to the normal phone (including cellular phone) of the

agent. Telephone charge is paid by the phone which is connected to the agent PC.

**Step 1** 'PC client' presses 'Web Call' button on the web page.

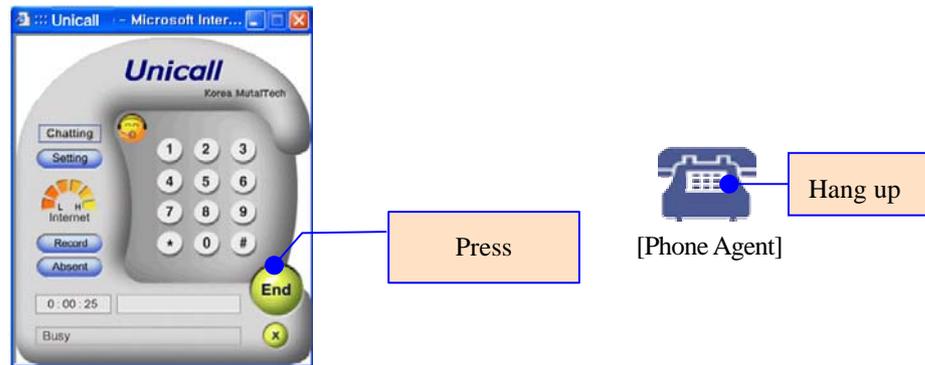
**Step 2** 'Phone agent' receives the call which is forwarded.

**Step 3** 'PC client' and 'phone agent' make conversation.



[PC Client]

**Step 4** To end calls



[PC Client]

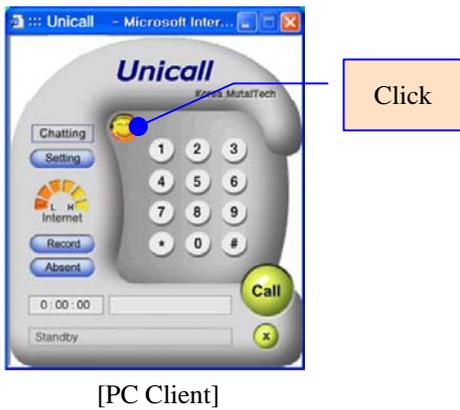
## 4.4 Internet Phone Call

Internet phone call may be used when a member who is on a trip abroad or outside makes calls to another member inside of the organization. To operate this function, the 'Internet Phone' function must be selected at the agent PC. There are two kinds of calls.

### ① PC-to-PC Call

**Step 1** 'PC client' presses 'Internet Phone' button on the web page.

**Step 2** 'PC client' presses 'The other party' button, if initial window of Unicall shows up.

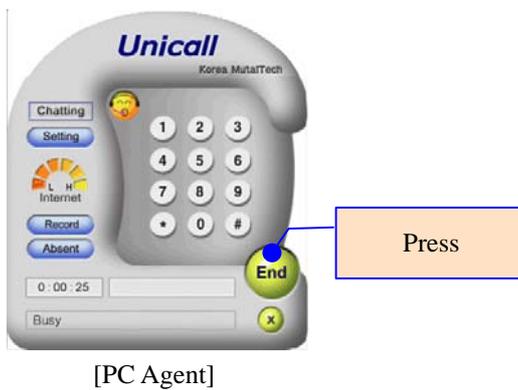
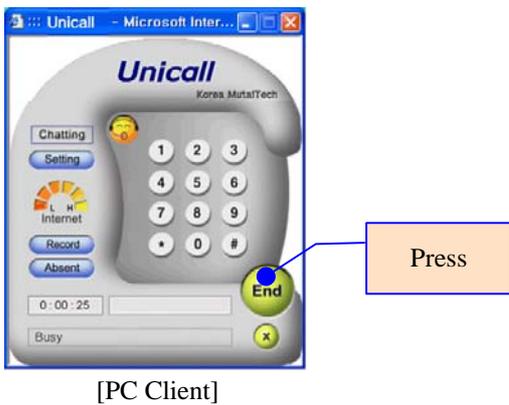


**Step 3** 'PC agent' clicks 'OK' if 'Call Request' window shows up.



**Step 4** 'PC client' and 'PC agent' make conversation.

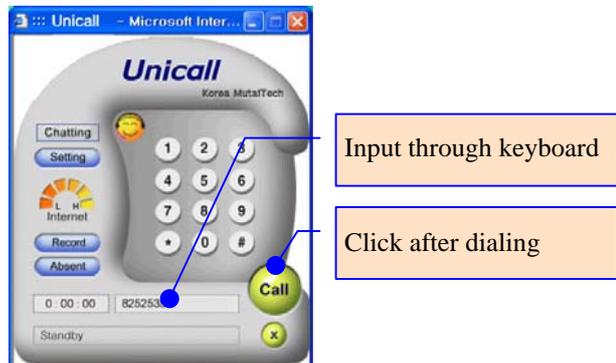
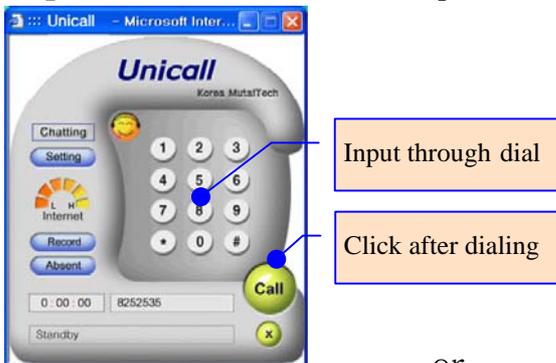
**Step 5** To end calls



## ② PC-to-Phone Call

**Step 1** 'PC client' presses 'Internet Phone' button on the web page.

**Step 2** 'PC client' dials the client phone number.



OR

### [Phone Number Input Method]

Type in phone number based on the area where the agent PC is located.

Ex) Area where the agent PC is located: Daejeon

Daejeon area: 825-2535(digit input only)

Areas other than Daejeon: area code-825-2535

### Step 3 User authentication screen output



Type in the password given for internet phone call.

Click

### Step 4 'PC client' and 'phone client' make conversation.

### Step 5 To end calls



[PC Client]



Hang up

[Phone Client]

Press

### [Storing Call Information]

Call information(phone number, time, date and conversation time) of the call which the telephone charge is paid by the agent PC is stored in that PC.

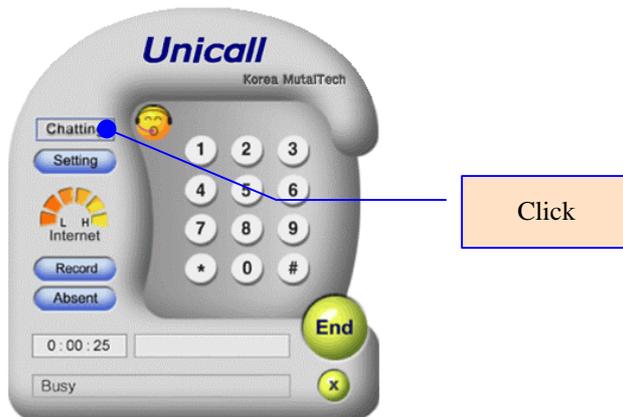
## 5 Supplement

### 5.1 Chatting

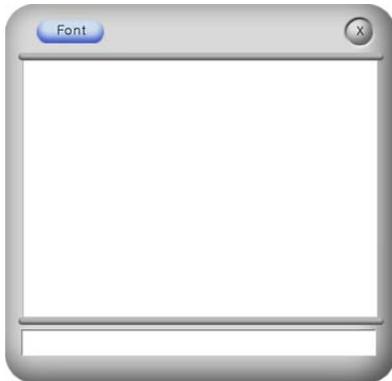
Chatting is a communication function using characters between PCs.

#### ① Chatting

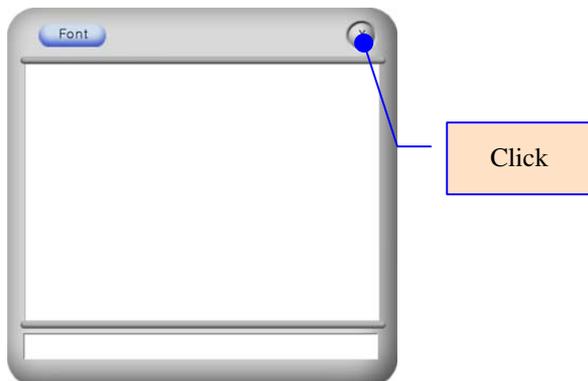
**Step 1** Click 'Chatting' button.



**Step 2** Chatting screen is displayed and characters are exchanged.

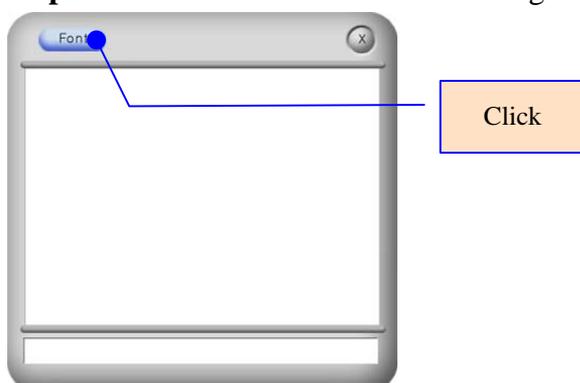


**Step 3** To end chatting, click 'X'.

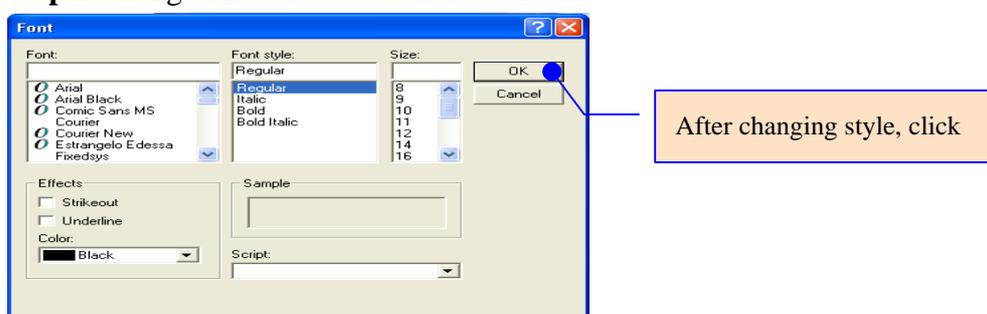


## ② Changing Font

**Step 1** Click 'Font' button on the chatting screen.



**Step 2** Change the attribute on 'Font' screen.



## 5.2 Gateway Installation and System Management

To use Unicall, gateway must be installed at the PC with phone network and system management must be necessary.

### ① Gateway Installation

Please install gateway according to the gateway installation manual.

### ② System Management

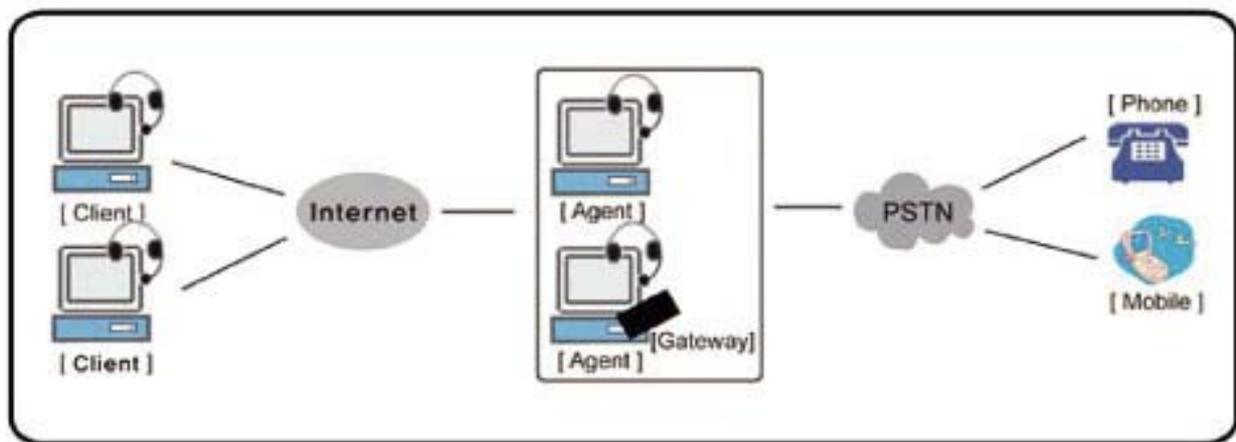
System management includes installing management program, Unicall indication, PC list and agent list management. This part may be an interface or a bridge to the contact center. For details, please refer to 'System Management Guide' which is a separate volume of this manual.

***Unicall***<sup>®</sup>

Cut Expenses Dramatically!

Seperate Volume of *Unicall*® User's Manual

# System Administrator's Manual



**Integrated Phone *Unicall*®**

**Integrated call center from 100 dollars  
Very flexible in the center size**

**Korea MutalTech, Inc.**

# Contents

<b>1. About System Management</b> .....	3
<b>2. Installing Program</b> .....	4
2.1 Installing .....	4
◆ Web Site Program Installation	
◆ Unicall Server Program Installation	
2.2 Reinstallation .....	6
◆ Web Site Program Reinstallation	
◆ Unicall Server Program Reinstallation	
2.3 Starting .....	7
<b>3. Managing PC List</b> .....	8
◆ Logging In .....	8
◆ Registering PC .....	9
◆ Modifying PC List .....	10
◆ Deleting PC .....	10

## **1. About System Management**

System management means that you can locate Unicall indication on the specific location of the web site and page, and the administrator of the system can manage the PC list effectively. After installing the system management program, make sure Unicall indication shows up. You can use Unicall after registering the PC list.

The system management program creates Unicall indication on the web site, makes the administrator to manage the PC list and check and monitor the status of the agent's PC through communication between the Unicall Server and the agent's PC. In addition, you can register, modify and remove the list whenever you want.

### **◆ Unicall Indication**

You can see the three parts of Unicall indication on the web site; "Web Call", the phone number for counseling and "Internet Phone". Clients can use these parts for counseling. If one push "Web Call" button, automatically Unicall system checks up a connectable agent, so one can make a call for counseling. The phone number for counseling is the phone number to the call center. "Internet Phone" is to make phone calls through the Internet. If you finish installing the system management program, automatically Unicall indication is created.

### **◆ PC List Management**

PC list management means that you can manage the PC list, including registering, modifying and deleting. You may register the PC list when you use Unicall for the first time, and add a new PC. PC list is created one by one according to the registration order. You should register the PCs with phone network(gateway installed) first, after that, register the PC for Unicall Server, and lastly, register the PCs without phone network. You can modify PC ID and MAC address whenever you want, and delete one of the PCs out of the list, then registered PC number is rearranged automatically.

### **◆ Agent and PC Status**

Unicall Server manages the agent and PC status through the following kinds of state; service start, service end, agent absence, call forwarding, busy and standby. If you add some application programs to the program, you can check and manage the agent and PC status more effectively.

## 2. Installing Program

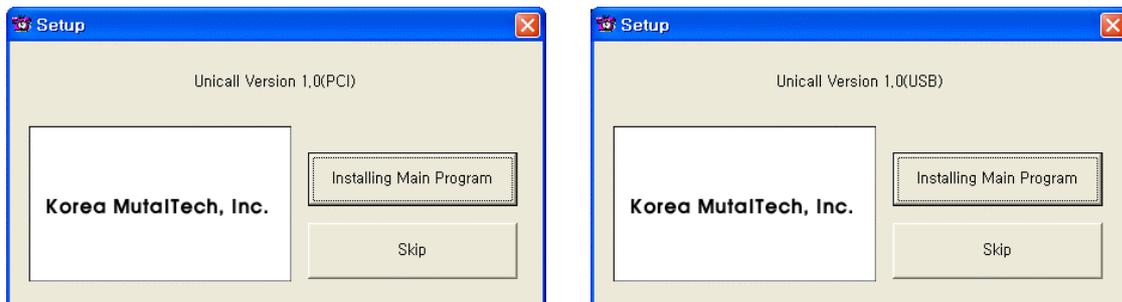
### 2.1 Installing

There are two kinds of installation of the system management program; Web site program installation and Unicall Server program installation. You should install the system management program in the PC for Unicall Server.

#### ◆ Web Site Program Installation

Web site program installation means that you install the ActiveX and make Unicall indication, necessary web link in the web site server.

**Step 1** Insert program CD into CD-ROM. Click “Skip” when “Setup” screen shows up.



**Step 2** Copy “Unicall” folder in the program CD, and paste the folder on the directory of PC.

**Step 3** Go to “Unicall” folder and run “IpSetting.exe” file.

**Step 4** Copy “Unicall” folder and log on the web site server, and then paste the folder on the root directory.

**Step 5** Open “uc.html” file with the html editor. Copy the first part and paste that between <head> and </head> tag of the web page, and copy the second part and paste that on the location of the web page which you want to mark the Unicall indication.

```
<script language="javascript">
    function open_WebCall(theURL){
        window.open(theURL, "Unicall", "toolbar=no, menubar=no, resizable=no, width=313, height=352");
    }
    function open_IPhone(theURL){
        window.open(theURL, "Unicall", "toolbar=no, menubar=no, resizable=no, width=313, height=352");
    }
</script>
```

```


<map name="Map">
    <area shape="rect" coords="4, 5, 64, 64" href="javascript:open_WebCall('..\Unicall\WebCall.html')">
    <area shape="rect" coords="14, 80, 113, 95" href="javascript:open_IPhone('..\Unicall\IPhone.html')">
</map>

```

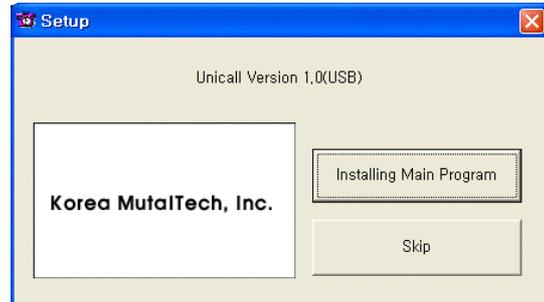
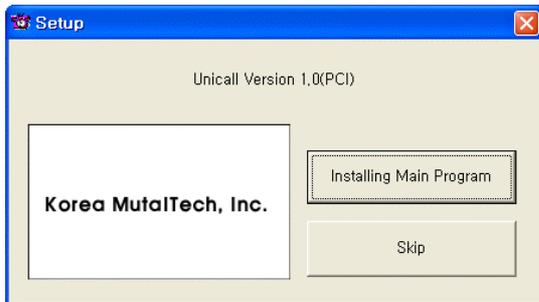
### [Making Unicall Indication Image]

1. There is a sample image of Unicall indication in your program. Input the phone number on the indication. You can modify the image whenever you want.
2. If you want to input the phone number into 'Phone Number' part, open 'unicall.psd' file with the Photoshop program, and then modify the phone number layer and save the file as 'unicall\_btn.jpg'.
3. If you want to modify the image or linkable web area, specify the image map with '<map></map>' tag, and modify the click-able web area(coords value) with <area> tag.

### ◆ Unicall Server Program Installation

You can register, modify and delete the agent's PC and look up the PC state through the Unicall Server program.

**Step 1** Insert program CD into CD-ROM. Click "Skip" when "Setup" screen shows up.



**Step 2** Go to "UCSvr" folder in the program CD and run "Setup.exe" file.

**Step 3** Installation is starting. Click <Next>.

**Step 4** Input ID and password, and then click <Next>.

**Step 5** Click <Next> when "Choose Destination Location" screen shows up. Installation is in progress. Wait till completed.

**Step 6** Installation is completed. Click <Finish>.

**Step 7** Restart your PC and Unicall Server will be activated.

## **2.2 Reinstallation**

### **◆ Web Site Program Reinstallation**

**Step 1** Log on the web site server, in which you've installed the web site program.

**Step 2** Delete the html tag that is related to the Unicall indication on the web page.

**Step 3** Delete "Unicall" folder.

**Step 4** Reinstall according to the procedure for **2.1 Web Site Program Installation**.

### **◆ Unicall Server Program Reinstallation**

**Step 1** Click "Unicall Server Uninstall" from the Windows screen(Start -> Programs -> UCSvr).

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

**Step 3** Select "Delete" and click <Next>.

**Step 4** Click <OK> on "Confirm File Deletion" screen. Deletion is in progress. Wait till completed.

**Step 5** When "Locked File Detected" screen shows up, do not check "<input type="checkbox"/> Don't display this message again.>" and just click <Ignore>.

**Step 6** Deletion is completed. Click <Finish> and restart the PC. "Yes, I will want to restart my computer now" tap may show up according to the different system.

**Step 7** Confirm deletion of “UCSvr” folder from the Windows screen(Start -> Programs) after restarting the PC.

**Step 8** Reinstall according to the procedure for **2.1 Unicall Server Program Installation**.

### **2.3 Starting**

After finishing installation of the Unicall Server program, the program starts to run automatically. If you want to stop the program, delete the program or shut down the PC.

#### **[Cautions]**

1. Unicall can't be operated normally in case the Unicall Server program is logged off.
2. 'All agents are on the line. Please call again' screen is displayed and the call is not connected successfully. In this case, it is recommended to try again in a minute.
3. In case the agent didn't set “Internet Phone” on the “Environment Setting” screen, or internet phone is already used by others, or “Absent” button(including call forwarding) has been set, “Service Closed” screen pops up if you click “Internet Phone” button.

### 3. Managing PC List

If you want to use Unicall, you should install the Unicall program in each PC, register the PC in the PC list of Unicall Server and manage it.

#### ◆ Logging in

**Step 1** Double click the 'tray icon(  )' which is on the right bottom of the desktop. "Log In" window will show up.

**Step 2** Enter ID and password and click <Start>. If you want to change the password, click <Passwd>.



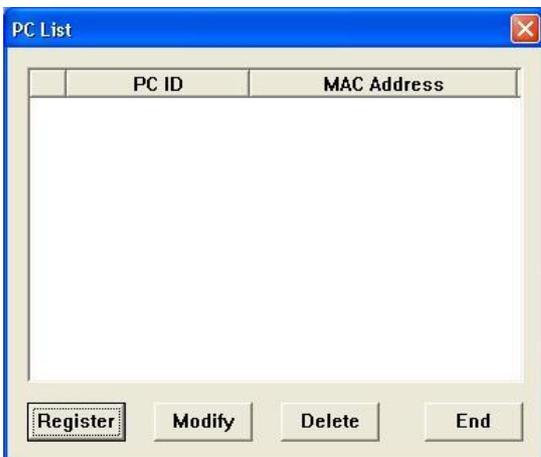
The 'Log In' dialog box has a title bar with 'Log In' and a close button. The main area contains the text 'Enter ID and Password.' Below this are two input fields: 'ID' and 'Password'. At the bottom, there are three buttons: 'Start', 'Passwd', and 'Cancel'.



The 'Change Password' dialog box has a title bar with 'Change Password' and a close button. The main area contains the text 'Enter the new password.' Below this are two input fields: 'Existing Password' and 'New Password'. At the bottom, there are two buttons: 'Change' and 'Cancel'.

<b>Caution</b>	 <p>The 'Error' dialog box has a title bar with 'Error' and a close button. It features a red 'X' icon and the text 'ID or Password is wrong. Please enter again.' Below the text is an 'OK' button.</p>	If you enter the wrong password, 'Error' message pops up. Please enter again.
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**Step 3** If "PC List" screen shows up, do the job you want. Click <End> if the job is completed.



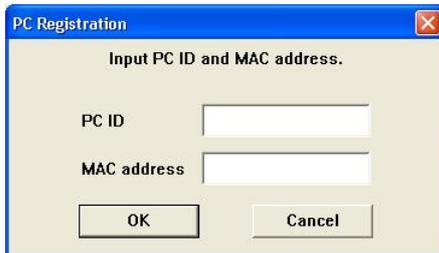
The 'PC List' dialog box has a title bar with 'PC List' and a close button. It contains a table with two columns: 'PC ID' and 'MAC Address'. The table is currently empty. At the bottom, there are four buttons: 'Register', 'Modify', 'Delete', and 'End'.

## ◆ Registering PC

**Step 1** Log in according to 'Logging in' steps.

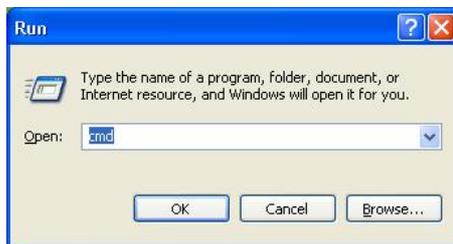
**Step 2** Determine the location where you want to insert on "PC List" screen, click <Register>.

**Step 3** Input PC ID and MAC address on "PC Registration" screen, and click <OK> to complete registration.

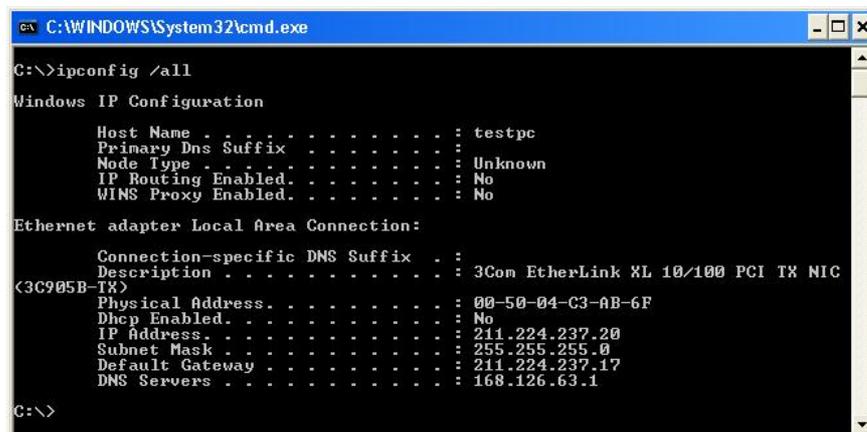


### [Checking MAC address]

1. Click (Start →Run) in the agent's PC.
2. Input 'command (or cmd)' and click <OK>.



3. Input 'ipconfig /all' on 'Command Prompt' screen and press Enter.
4. You can figure out that 'Physical Address(= MAC address)' is '00-50-04-C3-AB-6F'. The Physical Address is the MAC address of the PC.



```
C:\WINDOWS\System32\cmd.exe
C:\>ipconfig /all

Windows IP Configuration

Host Name . . . . . : testpc
Primary Dns Suffix . . . . . :
Node Type . . . . . : Unknown
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

   Connection-specific DNS Suffix  :
   Description . . . . . : 3Com EtherLink XL 10/100 PCI TX NIC
   (3C905B-18)
   Physical Address. . . . . : 00-50-04-C3-AB-6F
   Dhcp Enabled. . . . . : No
   IP Address. . . . . : 211.224.237.20
   Subnet Mask . . . . . : 255.255.255.0
   Default Gateway . . . . . : 211.224.237.17
   DNS Servers . . . . . : 168.126.63.1

C:\>
```

※ When you input the MAC address, make sure the capital, small letters and hyphens.

### ◆ Modifying PC List

**Step 1** Log in according to 'Logging in' steps.

**Step 2** Select the agent's PC you want to modify on "PC List" screen, and click <Modify>.

**Step 3** Input the new PC ID and MAC address, and click <OK>.

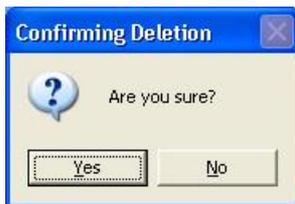


### ◆ Deleting PC

**Step 1** Log in according to 'Logging in' steps.

**Step 2** Select the agent's PC you want to delete on "PC List" screen, and click <Delete>.

**Step 3** When "Confirming Deletion" window pops up, click <Yes>.



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**Cut Expenses Dramatically!**