Claims

[Claim 1] A method of operating a mobile terminal, the method comprising:
displaying a service request menu through a display unit;
receiving a selection input of the service request menu;
displaying a service request schedule input window through the display unit when the service request menu is selected and inputted;
inputting a service request schedule through the service request schedule input window; and
transmitting service request information, which includes the service request schedule inputted through the service request schedule input window, to another mobile terminal connected via a wireless communication network.

[Claim 2] The method of claim 1, further comprising displaying a service request transmission menu through the display unit, wherein when the service request transmission is selected and inputted, the service request information is transmitted to another mobile terminal connected via a wireless communication network.

[Claim 3] The method of claim 1, wherein the service request schedule input window is divided into a day input window, a month input window, and a time input window and is displayed in order to receive the service request schedule by a day, a month, and a time.

[Claim 4] The method of claim 3, wherein when one of the day input window, the month input window, and the time input window is selected, a day selection input window, a month selection input window, and a time input selection window are displayed, where a desired day, month, or time slot is selected and inputted through a predetermined list that divides a day, a month, and a time by a day unit, a month unit, and a time slot unit, respectively, according to the selected input window.

[Claim 5] The method of claim 4, wherein when one of the day selection input window, the month selection input window, and the time input selection window is selected, once a day, a month, or a time slot is selected and inputted through the selected selection input window, a selection input window having no input is displayed among the day selection input window, the month selection input window, and the time input selection window.

[Claim 6] The method of claim 1, further comprising displaying an abnormal symptom list that divides and displays abnormal symptoms of an

electronic device by each item, through the display unit.

[Claim 7] The method of claim 6, further comprising, when one of items in the abnormal symptom list is selected, displaying action information on the selected item through the display unit.

[Claim 8] The method of claim 7, wherein the action information and the service request schedule input window are displayed on the same screen and the action information is displayed above the service request schedule input window.

[Claim 9] The method of claim 7, wherein the displaying of the action information comprises displaying an action that a user can take according to an abnormal symptom of an electronic device through at least one of an image or a video.

[Claim 10] The method of claim 7, further comprising receiving update information on the action information through a wireless communication network, wherein the action information displayed through the display unit is based on the update information.

[Claim 11] The method of claim 1, further comprising:
displaying a service request list display menu through the display unit; and
when the service request list display menu is selected, displaying a service request list, where service requests that the transmission of the service request schedule information is completed are divided by each item, through the display unit.

[Claim 12] The method of claim 11, further comprising:
selecting a service request item that the transmission of the service request information is completed from the service request list; and
when the service request item is selected, displaying a service satisfaction input window for receiving a service satisfaction on the selected service request item through the display unit.

[Claim 13] The method of claim 12, when a service satisfaction is inputted through the service satisfaction input window, further comprising transmitting the inputted service satisfaction to another portable via a wireless communication network.

[Claim 14] The method of claim 12, wherein when the service satisfaction input window is selected, ratings selectable through the display unit are divided and displayed and a satisfaction selection input window for receiving a selection input on one of the ratings is displayed.

[Claim 15] The method of claim 12, further comprising displaying an additional in-

formation input window for receiving a predetermined text, in addition to the service satisfaction input window.

[Claim 16] The method of claim 1, further comprising:
displaying a user information input menu through the display unit; and
when the user information input menu is selected, displaying a user information input window for receiving user information through the display unit.

[Claim 17] The method of claim 16, wherein the user information input window comprises at least one of a user name input window, a user gender input window, a user address input window, a user postal code input window, and a user contact input window.

[Claim 18] The method of claim 16, further comprising transmitting information inputted through the user information input window to another terminal via a wireless communication network.

[Claim 19] The method of claim 16, wherein the service request information transmission via the wireless communication network is based on the condition that user information input is made previously through the user information input window.

[Claim 20] The method of claim 1, further comprising:
displaying a warrantee information input menu through the display unit; and
when the warrantee information input menu is selected, displaying a warrantee information input window for receiving warrantee information through the display unit.

[Claim 21] The method of claim 20, wherein the warrantee information input window comprises at least one of an electronic device purchase date input window, an electronic device identification information input window, and a supplier information input window.

[Claim 22] The method of claim 20, further comprising transmitting information inputted through the warrantee information input window to another terminal through a wireless communication network.

[Claim 23] The method of claim 20, wherein the service request information transmission via the wireless communication network is based on the condition that warrantee information input is made through the warrantee information input window.

[Claim 24] The method of claim 1, further comprising:
receiving a response to a service request via a wireless communication network; and

displaying an alarm window for notifying that a service request is reserved through the display unit.

[Claim 25] The method of claim 24, wherein the alarm window displays a schedule that a technician is dispatched to provide a service.

[Claim 26] A mobile terminal comprising:
a display unit displaying a service request menu;
a wireless communication unit connected to be communicated with another mobile terminal connected to a wireless communication network; and
a control unit controlling the display unit to display a service request schedule input window when the service request menu is selected, and controlling the wireless communication unit to transmit service request information, which includes a service request schedule inputted through the service request schedule input window, to another mobile terminal.

[Claim 27] The mobile terminal of claim 26, wherein the control unit further displays a service request transmission menu through the display unit, and transmits the service request information through the wireless communication unit when the service request transmission menu is selected.

[Claim 28] The mobile terminal of claim 26, wherein the service request schedule input window is divided into a day input window, a month input window, and a time input window and is displayed in order to receive the service request schedule by a day, a month, and a time.

[Claim 29] The mobile terminal of claim 28, wherein when one of the day input window, the month input window, and the time input window is selected, the control unit displays a day selection input window, a month selection input window, and a time input selection window through the display unit, where a desired day, month, or time slot is selected and inputted through a predetermined list that divides a day, a month, and a time by a day unit, a month unit, and a time slot unit, respectively, according to the selected input window.

[Claim 30] The mobile terminal of claim 29, wherein when one of the day selection input window, the month selection input window, and the time input selection window is selected, once a day, a month, or a time slot is selected and inputted through the selected selection input window, a selection input window having no input is displayed among the day selection input window, the month selection input window, and the time input selection window.

[Claim 31] The mobile terminal of claim 26, wherein the control unit displays an abnormal symptom list that divides and displays abnormal symptoms of an electronic device by each item, through the display unit.

[Claim 32] The mobile terminal of claim 31, wherein when one of items in the abnormal symptom list is selected, the control unit displays action information on the selected item through the display unit.

[Claim 33] The mobile terminal of claim 32, wherein the action information and the service request schedule input window are displayed on the same screen and the action information is displayed above the service request schedule input window.

[Claim 34] The mobile terminal of claim 32, wherein the action information is displayed by displaying an action that a user can take according to an abnormal symptom of an electronic device through at least one of an image or a video.

[Claim 35] The mobile terminal of claim 32, where
the wireless communication unit receives update information on the action information through a wireless communication network, and
the action information displayed through the display unit is based on the update information.

[Claim 36] The mobile terminal of claim 26, wherein the control unit displays a service request list display menu through the display unit; and when the service request list display menu is selected, displays a service request list, where service requests that the transmission of the service request schedule information is completed are divided by each item, through the display unit.

[Claim 37] The mobile terminal of claim 36, wherein when a service request item that the transmission of the service request information is completed is selected from the service request list, the control unit displays a service satisfaction input window for receiving a service satisfaction on the selected service request item through the display unit.

[Claim 38] The mobile terminal of claim 37, wherein when a service satisfaction is inputted through the service satisfaction input window, the control unit controls the wireless communication unit to transmit the inputted service satisfaction to another portable.

[Claim 39] The mobile terminal of claim 37, wherein when the service satisfaction input window is selected, the control unit divides and displays ratings selectable through the display unit and displays a satisfaction selection input window for receiving a selection input on one of the ratings.

[Claim 40] The mobile terminal of claim 37, wherein the control unit further displays an additional information input window for receiving a predetermined text, in addition to the service satisfaction input window.

[Claim 41] The mobile terminal of claim 26, wherein the control unit displays a user information input menu through the display unit, and when the user information input menu is selected, displays a user information input window for receiving user information through the display unit.

[Claim 42] The mobile terminal of claim 41, wherein the user information input window comprises at least one of a user name input window, a user gender input window, a user address input window, a user postal code input window, and a user contact input window.

[Claim 43] The mobile terminal of claim 41, wherein the control unit controls the wireless communication unit to transmit information inputted through the user information input window to another terminal.

[Claim 44] The mobile terminal of claim 41, wherein the service request information transmission via the wireless communication network is based on the condition that user information input is made previously through the user information input window.

[Claim 45] The mobile terminal of claim 26, wherein the control unit displays a warrantee information input menu through the display unit; and when the warrantee information input menu is selected, displays a warrantee information input window for receiving warrantee information through the display unit.

[Claim 46] The mobile terminal of claim 45, wherein the warrantee information input window comprises at least one of an electronic device purchase date input window, an electronic device identification information input window, and a supplier information input window.

[Claim 47] The mobile terminal of claim 45, wherein the control unit transmits information inputted through the warrantee information input window to another terminal through a wireless communication network.

[Claim 48] The mobile terminal of claim 45, wherein the service request information transmission via the wireless communication network is based on the condition that warrantee information input is made through the warrantee information input window.

[Claim 49] The mobile terminal of claim 26, wherein the control unit displays at least one of a service request list display menu, a user information input menu, and a correction information input menu in addition to the service request menu through the display unit.

[Claim 50] The mobile terminal of claim 49, where menus displayed through the display unit are arranged horizontally at the bottom of the screen displayed on the display unit.

[Claim 51] The mobile terminal of claim 26, wherein the wireless communication unit receives a response to a service request via a wireless communication network; and
the control unit displays an alarm window for notifying that a service request is reserved through the display unit.

[Claim 52] The mobile terminal of claim 51, wherein the alarm window displays a schedule that a technician is dispatched to provide a service.

CLAIMS

1. A method of operating a mobile terminal for scheduling service on an air conditioner, the method comprising:

displaying a service request menu through a display unit;

receiving a selection input of the service request menu;

displaying a service request schedule input window through the display unit when the service request menu is selected and inputted;

inputting a service request schedule through the service request schedule input window;

transmitting service request information, which includes the service request schedule inputted through the service request schedule input window, to another mobile terminal connected via a wireless communication network;

displaying a service request list display menu through the display unit; and

when the service request list display menu is selected, displaying a service request list, where service requests that the transmission of the service request schedule information is completed are divided by each item, through the display unit.

2. The method of claim 1, further comprising displaying a service request transmission menu through the display unit, wherein when the service request transmission is selected and inputted, the service request information is transmitted to another mobile terminal connected via a wireless communication network.

3. The method of claim 1, wherein the service request schedule input window is divided into a day input window, a month input window, and a time input window and is displayed in order to receive the service request schedule by a day, a month, and a time.

4. The method of claim 3, wherein when one of the day input window, the month input window, and the time input window is selected, a day selection input window, a month selection input window, and a time input selection window are displayed, where a desired day, month, or time slot is selected and inputted through a predetermined list that divides a day, a month, and a time by a day unit, a month unit, and a time slot unit, respectively, according to the selected input window.

5. The method of claim 4, wherein when one of the day selection input window, the month selection input window, and the time input selection window is selected, once a day, a month, or a time slot is selected and inputted through the selected selection input window, a selection input window having no input is displayed among the day selection input window, the month selection input window, and the time input selection window.

6. The method of claim 1, further comprising displaying an abnormal symptom list that divides and displays abnormal symptoms of an electronic device by each item, through the display unit.

7. The method of claim 6, further comprising, when one of items in the abnormal symptom list is selected, displaying action information on the selected item through the display unit.

8. The method of claim 7, wherein the action information and the service request schedule input window are displayed on the same screen and the action information is displayed above the service request schedule input window.

9. The method of claim 7, wherein the displaying of the action information comprises displaying an action that a user can take according to an abnormal symptom of an electronic device through at least one of an image or a video.

10. The method of claim 7, further comprising receiving update information on the action information through a wireless communication network, wherein the action information displayed through the display unit is based on the update information.

11. The method of claim 1, further comprising:

selecting a service request item that the transmission of the service request information is completed from the service request list; and

when the service request item is selected, displaying a service satisfaction input window for receiving a service satisfaction on the selected service request item through the display unit.

12. The method of claim 11, when a service satisfaction is inputted through the service satisfaction input window, further comprising transmitting the inputted service satisfaction to another portable via a wireless communication network.

13. The method of claim 11, wherein when the service satisfaction input window is selected, ratings selectable through the display unit are divided and displayed and a satisfaction selection input window for receiving a selection input on one of the ratings is displayed.

14. The method of claim 11, further comprising displaying an additional information input window for receiving a predetermined text, in addition to the service satisfaction input window.

15. The method of claim 1, further comprising:

displaying a user information input menu through the display unit; and

when the user information input menu is selected, displaying a user information input window for receiving user information through the display unit.

16. The method of claim 15, wherein the user information input window comprises at least one of a user name input window, a user gender input window, a user address input window, a user postal code input window, and a user contact input window.

17. The method of claim 15, further comprising transmitting information inputted through the user information input window to another terminal via a wireless communication network.

18. The method of claim 15, wherein the service request information transmission via the wireless communication network is based on the condition that user information input is made previously through the user information input window.

19. The method of claim 1, further comprising:

displaying a warrantee information input menu through the display unit; and

when the warrantee information input menu is selected, displaying a warrantee information input window for receiving warrantee information through the display unit.

20. The method of claim 19, wherein the warrantee information input window comprises at least one of an electronic device purchase date input window, an electronic device identification information input window, and a supplier information input window.

21. The method of claim 19, further comprising transmitting information inputted through the warrantee information input window to another terminal through a wireless communication network.

22. The method of claim 19, wherein the service request information transmission via the wireless communication network is based on the condition that warrantee information input is made through the warrantee information input window.

23. The method of claim 1, further comprising:

receiving a response to a service request via a wireless communication network; and

displaying an alarm window for notifying that a service request is reserved through the display unit.

24. The method of claim 23, wherein the alarm window displays a schedule that a technician is dispatched to provide a service.

25. A mobile terminal for scheduling service on an air conditioner, the mobile terminal comprising:

a display unit displaying a service request menu;

a wireless communication unit connected to be communicated with another mobile terminal connected to a wireless communication network; and

a control unit controlling the display unit to display a service request schedule input window when the service request menu is selected, and controlling the wireless communication unit to transmit service request information, which includes a service request schedule inputted through the service request schedule input window, to another mobile terminal,

wherein the control unit displays a service request list display menu through the display unit; and when the service request list display menu is selected, displays a service request list, where service requests that the transmission of the service request schedule information is completed are divided by each item, through the display unit.

26. The mobile terminal of claim 25, wherein the control unit further displays a service request transmission menu through the display unit, and transmits the service request information through the wireless communication unit when the service request transmission menu is selected.

27. The mobile terminal of claim 25, wherein the service request schedule input window is divided into a day input window, a month input window, and a time input window and is displayed in order to receive the service request schedule by a day, a month, and a time.

28. The mobile terminal of claim 27, wherein when one of the day input window, the month input window, and the time input window is selected, the control unit displays a day selection input window, a month selection input window, and a time input selection window through the display unit, where a desired day, month, or time slot is selected and inputted through a predetermined list that divides a day, a month, and a time by a day unit, a month unit, and a time slot unit, respectively, according to the selected input window.

29. The mobile terminal of claim 28, wherein when one of the day selection input window, the month selection input window, and the time input selection window is selected, once a day, a month, or a time slot is selected and inputted through the selected selection input window, a selection input window having no input is displayed among the day selection input window, the month selection input window, and the time input selection window.

30. The mobile terminal of claim 25, wherein the control unit displays an abnormal symptom list that divides and displays abnormal symptoms of an electronic device by each item, through the display unit.

31. The mobile terminal of claim 30, wherein when one of items in the abnormal symptom list is selected, the control unit displays action information on the selected item

through the display unit.

32. The mobile terminal of claim 31, wherein the action information and the service request schedule input window are displayed on the same screen and the action information is displayed above the service request schedule input window.

33. The mobile terminal of claim 31, wherein the action information is displayed by displaying an action that a user can take according to an abnormal symptom of an electronic device through at least one of an image or a video.

34. The mobile terminal of claim 31, where the wireless communication unit receives update information on the action information through a wireless communication network, and the action information displayed through the display unit is based on the update information.

35. The mobile terminal of claim 25, wherein when a service request item that the transmission of the service request information is completed is selected from the service request list, the control unit displays a service satisfaction input window for receiving a service satisfaction on the selected service request item through the display unit.

36. The mobile terminal of claim 35, wherein when a service satisfaction is inputted through the service satisfaction input window, the control unit controls the wireless communication unit to transmit the inputted service satisfaction to another portable.

37. The mobile terminal of claim 35, wherein when the service satisfaction input window is selected, the control unit divides and displays ratings selectable through the display unit and displays a satisfaction selection input window for receiving a selection input on one of the ratings.

38. The mobile terminal of claim 35, wherein the control unit further displays an additional information input window for receiving a predetermined text, in addition to the service satisfaction input window.

39. The mobile terminal of claim 25, wherein the control unit displays a user information

input menu through the display unit, and when the user information input menu is selected, displays a user information input window for receiving user information through the display unit.

40. The mobile terminal of claim 39, wherein the user information input window comprises at least one of a user name input window, a user gender input window, a user address input window, a user postal code input window, and a user contact input window.

41. The mobile terminal of claim 39, wherein the control unit controls the wireless communication unit to transmit information inputted through the user information input window to another terminal.

42. The mobile terminal of claim 39, wherein the service request information transmission via the wireless communication network is based on the condition that user information input is made previously through the user information input window.

43. The mobile terminal of claim 25, wherein the control unit displays a warrantee information input menu through the display unit; and when the warrantee information input menu is selected, displays a warrantee information input window for receiving warrantee information through the display unit.

44. The mobile terminal of claim 43, wherein the warrantee information input window comprises at least one of an electronic device purchase date input window, an electronic device identification information input window, and a supplier information input window.

45. The mobile terminal of claim 43, wherein the control unit transmits information inputted through the warrantee information input window to another terminal through a wireless communication network.

46. The mobile terminal of claim 43, wherein the service request information transmission via the wireless communication network is based on the condition that warrantee information input is made through the warrantee information input window.

47. The mobile terminal of claim 25, wherein the control unit displays at least one of a service request list display menu, a user information input menu, and a correction information input menu in addition to the service request menu through the display unit.

48. The mobile terminal of claim 47, where menus displayed through the display unit are arranged horizontally at the bottom of the screen displayed on the display unit.

49. The mobile terminal of claim 25, wherein the wireless communication unit receives a response to a service request via a wireless communication network; and

the control unit displays an alarm window for notifying that a service request is reserved through the display unit.

50. The mobile terminal of claim 49, wherein the alarm window displays a schedule that a technician is dispatched to provide a service.