Frequently Asked Questions

Questions and Answers C55

This document contains the most frequently asked Questions relating to Siemens C55. If you are asked questions relating to a specific subject matter for which you do not know the answer, please refer the question to a member of staff at the Siemens' booth.

Content

Positioning

Q: Who is the target group for the C55?

A: The primary target groups are female mobile users that like to....

- ... stay in close contact with **friends & family**
- ... enhance **communication** between members of the social group
- **... personalize** of the phone in terms of design and features / Technology is a social fun
- ... demonstrate **individuality** / personality to others
- **... have an emotionally** attractive design & non technical appearance

Q: What are the key benefits of the C55

A: The C55 is the perfect phone for the target group, because it ...

- ... is a stylish and trendy fellow
- ... allows to use a new dimension of sound as one of the most emotional ways to express feelings
- … becomes a very personal device when upgrading the phone with new applications, games
- … organises private life and daily tasks
- … has an intuitive & easy navigation

Features

Q: What are the key features of the Siemens C55?

A: The key features are:

- Chic and desirable design
  Young, trendy and personal appearance supported by a wide range of CLIPit covers including the unique photochrome series
- **Personal Sound Concept**
  Use one of the most emotional ways to express your feelings
- Advanced Messaging Possibilities
  Share emotions with members of your social group via emotive sound and picture messaging* or instant messaging solutions.
- Open Software Platform (wireless Java)
  Create a personal and trendy fellow and download new applications or game extensions.

A: Other important features are:

- Integrated Handsfree
  Let people participate in your life
- Voice dial & voice command
  Handle the phone via voice – easy and convenient
- Calling Image**
  Save the photo of your friend as Calling Image, screensaver or logo
- Short Cut Buttons
  Easy and fast access to my-siemens.com or other provider portals
- Diary
  Write down anything you don't want to forget and protect it with a password
- Flexible Memory Management
  Allocate storage space according to individual needs
- Fast data transfer via GPRS
  Download of applications, ringer melodies, etc.

*EMS:

⇨ User defined pictures animations & sounds
⇨ text formatting (alignment, font size, style)

** Calling Image: photo of friend is displayed by incoming call

Sound Concept

Q: Why is sound focussed in such a strong way?

A: **Focus groups are pointing out the importance of sound:**

- The C55 sound solution offers new dimension for personalization and will continue the C45 storyline
- Nearly 40 % of the target group rate polyphonic sound as a desirable or a „must have“ feature
- **Recording** of own sounds or **download** melodies/ voices/ noises is highly important for the target group - Recordable sounds allow to carry a very personal part of life within the device (e.g. children’s voice or pet)
- Sound & messaging (EMS) – as an evolution of SMS – is a key feature for the target group
- Enhanced convenience and usability through integrated handsfree, voice command & dial

Q: What features are supporting the sound concept ?

A: Sound is not a single feature in the C55. A wide range of different functionalities is enhancing the general story:

- Record & download of social voices
- Download of polyphonic melodies
- “Real sound” used for gaming, MMI, ringer melodies
- Sound messaging (EMS monophone)
- Link sound to group phone book entries
- Voice command and voice dial
- Integrated handsfree

Q: What sound formats are supported ?

A: Polyphonic melodies: General MIDI
Social voices: ADPCM, (.wav)

Voice Dialing and Voice Command

Q: Does the C55 offer Voice Dialing and voice command?

A: C55 offers both functionality's. Up to 20 names or commands can be stored.

Q: What is the difference between Voice Dialing and Voice Command?

A: Voice dialing means that phone numbers entered in the phone book can be dialed via voice. Voice Command offers the opportunity to speak certain menu commands e.g. "phone book" and thus access the specific menu point via voice instead of pressing a button.

Handsfree

Q: Does the C55 offer a handsfree functionality?

A: Yes, the C55 can be used in the handsfree mode, allowing users to talk on the mobile phone while putting it on a desk, for example. The handsfree mode is very powerful with an excellent quality loud speaker facility which allows users to move about whilst doing other tasks and makes conference calls via the mobile phone possible.

Organizer

Q: How many phone numbers can be stored on the C55?

A: Apart from the SIM card, 50 additional phone numbers can be stored on the phone.

Q: What other functions does the organiser provide?

A: The organiser offers useful functionality such as...

- diary (notes)
- alarm clock
- greetings (event reminder)

Q: Is it possible to protect notes with a special PIN?

A: Password / PIN protection of notes is possible.

Q: Does the alarm clock also sound when the mobile is switched off?

A: In the 55 series mobile phones, the alarm is activated even when the phone is switched off. A special "aircraft mode" is available for situations where any alarm should be switched off (e.g. during a flight).

Flexible Memory

Q: What Does Flexible Memory mean?

A: It means that users of the C55 can allocate the memory storage space according their own personal needs. For example, they can allocate as much or as little memory to storing phone numbers, allocate data memory for writing notes, complete task lists or store additional SMS / EMS in the phone.

Bitmaps/ Screensaver

Q: What is the bitmap size of the C55 ?

A: The existing operator bitmaps can have up to 101 x 64 pixels (b&w).

Q: What is a screensaver?

A: The C55 has a so-called screensaver. That means that after a user-defined period of time a screensaver appears and can be saved with a password protecting your phone against unauthorised usage. Screensaver could be a still image or an animation. It is also possible to download new screensaver over the air into the phone.

T9

Q: Is T9 supported by the C55?

A: The C55 supports the use of Tegic / T9. In addition, you can also use T9 for personal notes or Java™ applications, such as instant messaging.

EMS

Q: What is EMS?

A: EMS stands for enhanced message service and is a manufacturer independent standard. The C55 supports several EMS features such as

- sending and receiving of predefined pictures and melodies.
  Here are some examples for predefined EMS pictures:



- sending & receiving of user defined pictures / animations & sounds

Q: Does the C55 support extra long SMS?

A: Yes, the C55 is able to send SMS with up to 760 characters.

Q: Can I send pictures and sounds to mobile phones of other manufacturers?

A: C55 support the EMS function (Enhanced Message Service) of sending pictures, animations and sounds ("Picture & Sound"). Thus, you can send pictures and sounds to mobile phones of those manufacturers who support this service as well.

Q: Does the C55 support the new m-services?

A: Yes, the following features are supported:

- WAP browser with graphical user interface
- Predefined emotive pictures and sounded messages that can be sent within a SMS - Enhanced Message Service (EMS)
- Choosing and saving personal screensavers, melodies and bitmaps swift, fun and easy - over the air download via WAP and SMS
- Secure mobile business with new security features of the WAP 1.2.1 browser

Over the air download (OTA)

Q: What is Over the Air download?

A: One of the easiest ways of personalizing a mobile phone is to download distinctive content - be it an unusual ringer melody or a humorous bitmap. Over the Air is a way to download new content quickly and easily. By simply selecting the desired content from a dedicated Internet site, the user can receive content via SMS or WAP without the need for synching or cables. The Java™ applications and games are provided through a http-based data call to a content server.
Increasingly users are also being contacted directly by content providers offering compelling new content via SMS or WAP, creating a refreshing two-way relationship.

Personalization

Q: How can the C55 be personalized?

A: The C55 can be customized in a variety of ways. Both front and back cover can be exchanged (so called CLIPit Covers). Applications and games can be downloaded on the phone. Moreover, polyphonic ringer melodies (16 voices) and social voices/ sounds can be chosen from libraries of Over the Air downloads, screensavers can be downloaded to differentiate the display and users can also download bitmaps. On top of this the C55 supports certain EMS features - the new industry standard enhanced message service (EMS) - to offer enhanced sound & picture messaging (EMS), and enable pictures to be sent within the body of an SMS, to Siemens and non-Siemens mobile phones.

GPRS

Q: What does GPRS mean?

A: GPRS stands for General Packet Radio Service.

Q: What is GPRS?

A: GPRS is a fast way to send relatively large amounts of information over current GSM networks. It works by slicing up a large message into small pieces, called packets, which are then individually routed to the destination address, thereby saving time and money. And with GPRS even greater speeds can be reached. GPRS devices can be "always on"; i.e. always connected to the Internet. They are perfect tools for people who need to stay updated for commercial or private reasons (e.g. messaging, chatting).

Q: Can I subscribe to GPRS with my old mobile phone?

A: No, GPRS requires specific mobile phones developed to work with this new technology.

Q: What is the difference between GSM and GPRS?

A: Currently mobile phones operate across the GSM (Global System for Mobile Communication) network. However, GSM cannot sustain the speed necessary to facilitate new technological advancements and GPRS (General Packet Radio Services) will supplement the existing GSM network, making data transfer swifter and more efficient than ever before.

Q: What are the benefits of GPRS for the user?

A: The mobile phone's GPRS facility allows users to
- surf Internet and WAP sites faster than ever before.
- download games or applications from the Internet to a PC or laptop via the C55 is faster than with an ordinary GSM mobile phone.

Another advantage of GPRS for the customer consist of new tariffing structures for data download (i.e. you pay only for the transmitted data volume, but not for the time like with current circuit switched connections).

Also, via GPRS the mobile phone can be “always on, always connected” to the server of his network provider, i.e. GPRS is permanently switched on and available for instant access to data. This ensures real time information (push services) and avoids time consuming dial up procedures for different transactions. This is very beneficial for applications such as instant messaging or high-score messaging.

GPRS enables higher data transfer rates due to packet switched data transfer, which means faster access to WAP based information services and shorter download times for emails or Intra-/ Internet content on a laptop. Another benefit of data transfer via GPRS is that no interruption of data transfers appears due to incoming phone calls, that downloads will be continued after completion of a voice call and that the user can use WAP services without new dial up.

Q: How fast is GPRS?

A: Speed certainly is a driving force behind the advancement of technology, as users require more wireless data quickly. With GPRS this is achieved by using several timeslots in parallel for the data transmission. The theoretical maximum speed for GPRS is up to 171,3 kbps, when eight timeslots are used. This is about three times faster than speeds possible over today’s fixed line telecommunications, but this speed is very unlikely to be reached in reality, where currently the achievable data-rate is about 40 to 50 kbps. In reality, the speed of GPRS will be dependent upon several issues: the amount of data being sent by multiple users, the configuration of handsets, the available infrastructure supporting GPRS and the overall GSM traffic in the network. All of these issues will impact on the available network capacity and therefore the achievable data-rate.

Q: How does Siemens view GPRS?

A: Siemens is committed to creating practical technology that will truly benefit the user, and as an industry leader, has introduced several high specification products that make full use of GPRS technology. Siemens offers four GPRS phones: S45i, ME45, M50 and C55. Siemens is excited by the potential of GPRS to effect real change in the transmission of data to mobile devices and will continue to develop products, which maximize this opportunity.

Q: What impact will GPRS have?

A: It is important that the introduction of GPRS is seen as the next stage in the technological advancement of mobile communications, which began with GSM data transmission. It will aid the evolution of wireless data through WAP, resulting in a more satisfying and enjoyable experience for the mobile phone user. It is the next step in building an efficient and exciting world of mobile data. Siemens is committed to developing applications that maximize the potential of this technology, and GPRS is set to make M-banking and wireless gaming a reality for many mobile phone users. It will take time for the overall-supporting infrastructure to be developed fully throughout the industry, but it is clear that the development of GPRS will bring fresh opportunities and possibilities to the wireless world. Siemens is fully committed to supporting this process.

Q: Does GPRS improve my voice call?

A: No, GPRS is only for data transfer and has no impact on voice communication.

Q: Will SMS over GPRS be supported?

A: Yes, we support SMS over GPRS.

Q: What is the difference between the current SMS and SMS via GPRS?

A: The end user will not see any difference. The only change that may effect users is the way in which operators charge for this service. (i.e. SMS via GPRS might be priced differently to the "old" SMS).

Q: Will GPRS have an effect on the Standby time of the mobile?

A: Standby time might be slightly lower than on pure GSM terminals due to more frequent interactions with the network. Details depend significantly on the network configuration.

Q: What frequencies are supported by the GPRS phones?

A: It is a GSM 900 MHz/1800 MHz Dualband terminal.

Q: What Multislot Class will be supported?

A: We support up to **MS Class 8 B/C**, i.e. up to 4 downlinks (4 Rx) and 1 uplink (1 Tx).

Java™

Q: What kind of software-platform does the C55 have?

A: The C55 supports Java™ 2 Micro Edition.

Q: Which advantages does a Java™-platform have?

A: The most important advantages are:

- applications are portable, that means they run on any kind of device that supports this platform, e.g. on other mobile phones, on PDA's, …
- Java is an open standard, therefore any manufacturer can place it on it's devices and everyone can develop applications for it. As a result, there will be a broad range of available applications.
- Java™ technology offers excellent performance for games and other applications.

Q: Is Siemens the first manufacturer to provide a phone with a Java™-platform?

A: Siemens is one of the first manufacturers to offer a **GSM-mobile phone** with a Java™ platform. The C55 is the first mass-market device with Java.

Q: Why did Siemens choose Java™ as software-platform?

A: Java technology is already widespread in other fields and has proved itself to be a success. Siemens believes that Java will establish itself in the near future as most successful software platform for mobile phones.

Q: Will future Siemens devices also support J2ME?

A: We are planning to offer a wide range of future devices that support Java™.

Applications

Q: What kind of applications will be available?

A: Siemens C55 will come with several JAVA games as standard. After purchase the phone can be personalized with different games and other applications offered by Siemens and third parties.

Q: Do OEM-extensions not prevent portability of applications?

A: No, it is possible to write applications that use the Siemens OEM-Extensions without getting proprietary.

Q: How big is a Wireless Java™ application?

A: Wireless Java™ applications or so called MIDlets have usually the size from 5 to– 90 kilobyte.

Q: How do I get new applications?

A: You can select the download of an application via **WAP** realized as a so-called **pull-service**. The download of an application can be initiated by an **SMS** realized as a so-called **push-service**. The user will receive an SMS with the request to confirm the download, which is direct (http-based) data call to a content server. After the download is completed he just has to install it.

Q: Who offers applications?

A: Of course further applications will be offered by Siemens and it's partners, especially on the Siemens-Internet-Portal. But the concept of an open software platform, like J2ME is one, is to enable anybody to develop applications for it. Consequently applications will also be offered by network operators, service providers, software developers and others.

Q: With which application suppliers does Siemens work together?

A: Siemens works with many successful companies as part of its Partner program.

Security

Q: What about viruses?

A: The Java™ platform runs in a secure environment separated from the native operating system. For this reason errors occurring in Java™ do not affect the phone. All sensitive data like phone book, etc. cannot be accessed by a Java™-application without permission.

Q: Can applications create air-time without my permission

A: No, all sensitive functions (Download, SMS, Call ...) have to be confirmed by the phone user.

Q: Can Java™ damage my phone?

A: No, the Java™ 2 Micro Edition is a separate program and does not affect the operating system of the mobile phone.

Relation to other technologies

Q: Is Java™ different to i-Mode? How do they compete?

A: Java™ and i-Mode are both standards, which can run along side each other. NTT DoCoMo use using both standards in one phone. i-Mode is for the moment a proprietary standard by NTT DoCoMo in Japan. The development of Java™ can profit out of the i-Mode success. Java™ can improve the applications, which already exist on the i-Mode standard.

Q: Will Java™ replace WAP?

A: Java™ will not replace but supplement WAP. Java™ enables the user to act offline. That means for existing WAP-Services higher speed. In addition, Java™ adds security protocols that are needed for handling sensitive data like banking.

WAP

Q: What is WAP?

A: WAP, or wireless application protocol, brings the world of the Internet to the display of your mobile phone. It consists of specially designed WAP pages that provide text-based information. A WAP gateway filters out graphics so that your mobile can surf the WAP Web quickly and efficiently. Everything from event tips to the latest in news and weather, to reading your e-mails or ordering flowers or CDs. With the new GPRS technology, WAP will get even faster.

Q: What is the benefit of the new WAP 1.2.1 browser the C55 offers?

A: WAP 1.2.1, with its improved user interface and enhanced security standards, allows users to undertake powerful m-commerce tasks such as financial transactions and confidential communication, safe in the knowledge that it cannot be intercepted.

Specific Absorption Rate

Q: What is the SAR level of the C55?

A: Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) energy recommended by international guidelines (ICNIRP). These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The limits include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The **SAR limit for mobile phones used by the public is 1.6 watts/kilogram (W/kg)** averaged over ten grams of body tissue. The guidelines incorporate a substantial margin of safety to give additional protection for the public and to account for any variations in measurements. SAR values may vary depending on national reporting requirements and the network band.

Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a base station, the lower the power output of the phone.

The specific SAR value is currently under testing and will be published at the time of the commercial launch of this product.

Profiles

Q: Does the C55 have user profiles?

A: The C55 has six pre-programmed profiles (normal, quiet and noisy environment, headset, car-kit and aircraft mode). These can be adjusted by the user. In addition the user has the possibility of programming further two profiles.

Integrated antenna

Q: How good is the performance of the C55 integrated antenna compared to fixed helix antennas?

A: The advanced integrated antenna in the C55 has equally good performance with regard to radiated power when compared to the values of external solutions.

Q: How do the SAR values of the C55 compare to that of typical fixed helix antennas?

A: The SAR values of the C55 are well under the required limits and typically ¼ to ½ of the values of a fixed helix antenna.

Performance

Q: What is the talktime of the C55?

A: The talktime is 6 hours (best case). This is achieved when the phone is transmitting with the lowest output power and DTX is utilized.

Q: What is the standby time of the C55?

A: The standby time (best case) is 250 h

Colors

Q: Which colors are available?

A: Three standard colors are available for the C55 – Aqua, Champagne and Bordeaux. Furthermore, a whole range of exchangeable CLIPit™ Covers will be offered. The colors available to the end user depend on the pre choice made by network operator, service provider or retailer.

Accessories

Q: What kind of accessories will be offered with the C55?

A: The whole accessory range will be offered with the C55. A **broad range** of different CLIPis covers will be available for Tuna. As part of the standard range new photochrome covers will be available. The luminescent material of the CLIPit Covers give this line its distinctive characteristic. After it is exposed to light the cover continues to **glow in the dark** in a green light without any further light..

Q: What are the advantages of the new Lumberg Concept?

A: The C55 starts a new generation of small-sized phones, that required a new accessory connector -

- **Slim & Light:**
  Improved and downsized connector system for the new phone generation of light and slim phones.
- **Minor error rate:**
  Shielding of connector for fewer defaults with High-Speed Data Transmission (GPRS/USB)
- **Future proofed:**
  Future proofed for future High-Speed Data Transmission (EDGE/UMTS).
- **Compatibility:**
  Slim Lumberg compatible with Siemens future mobile phones and accessory generations. Upgrades for ´45 generation Car Kits possible through exchange of cradle.

Price & Distribution

A. What is the price range of the product?

A: The C55 will be positioned in the emotion segment – which means it will be offered in the mid price segment.

Q: Where and when will the C55 be available?

A: The C55 will be offered in Europe and Asia from the beginning of Sep 2002.

Positioning in Siemens Portfolio

Q: What is the advantage of the C55 in comparison to the C45?

A: Compared to the C45, the C55 has the following additional features:

- **Polyphonic Sound for ringer melodies, gaming (download)**
- **Social voices (download & record)**
- **Integrated Handsfree**
- **Voice Command & Voice Dial**
- **Calling Images**
- **Dynamic vibra & light effects**
- **Wireless Java**
- **Flexible Memory Management**
- **Fast data transfer via GPRS class 8**
- **Long lasting operating times and lightweight due to Li-Ion Battery**

Q: Does the C55 offer improved water, dust and shock resistance?

A: No, the C55 does not offer improved water, dust or shock resistance. The SIEMENS phone that offers these features is the ME45.

Q: Why does the C55 not have a color display?

A: The C55 has a very high-resolution display, with excellent contrast and definition. The applications supplied and offered for the C55 now and in the near future do not require a color display. In that context, a distinctly higher price for a phone equipped with such a display could not be justified. Color displays will have added attraction when new applications like video telephony and colored WAP or STK applications are standardized.

Q: What is the SAR level of the C55?

A: Your mobile phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the limits for exposure to radio frequency (RF) energy recommended by international guidelines (ICNIRP).

The **SAR limit for mobile phones used by the public is 2.0 watts/kilogram (W/kg)** averaged over ten grams of body tissue. The guidelines incorporate a substantial margin of safety to give additional protection for the public and to account for any variations in measurements. SAR values may vary depending on national reporting requirements and the network band.