Anite

NEMO Q™

PRODUCT DESCRIPTION

CONTENTS

1 NEMO Q™ OVERVIEW 2

1.1 HARDWARE AND SOFTWARE REQUIREMENTS 3

2 WORKING WITH NEMO Q 3

2.1 OPERATION FROM END USERS POINT OF VIEW 3

2.2 OPERATION FROM OPERATORS POINT OF VIEW 4

3 NEMO PRODUCTS 6

4 CONTACT INFORMATION 7

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1 NEMO Q™ OVERVIEW

Nemo Q is a Symbian -based extremely lightweight and portable engineering tool for customer-assisted network problem solving in the air interface of wireless networks. Nemo Q supports measurements on GSM, GPRS, EDGE, WCDMA, and HSDPA networks.

Nemo Q is a remarkably user-friendly and efficient network troubleshooting solution, embedded in a Nokia Symbian-based smart phone. While Nemo Q is constantly running automatically in the background, the user can use the terminal as a regular phone for voice and video calls, surfing the Internet, and so forth. When faced with a problem in the network, the user only needs to push a button on the phone, and the log file containing the error information on the RF environment is sent straight to the operator, while the user can return to his or her previous activities.

Nemo Q is an ideal network performance measurement tool for collecting accurate and detailed information based on customer experience. The operators can, for example, distribute a large number of Nemo Q software to Symbian-based mobile phones to be used by their employees or customers, who can with great ease report any problems occurring in the network straight to the operator. As a consequence, network troubleshooting is made fast and efficient by addressing key customer complaints, and the operators are able to achieve greater service reliability and customer satisfaction.

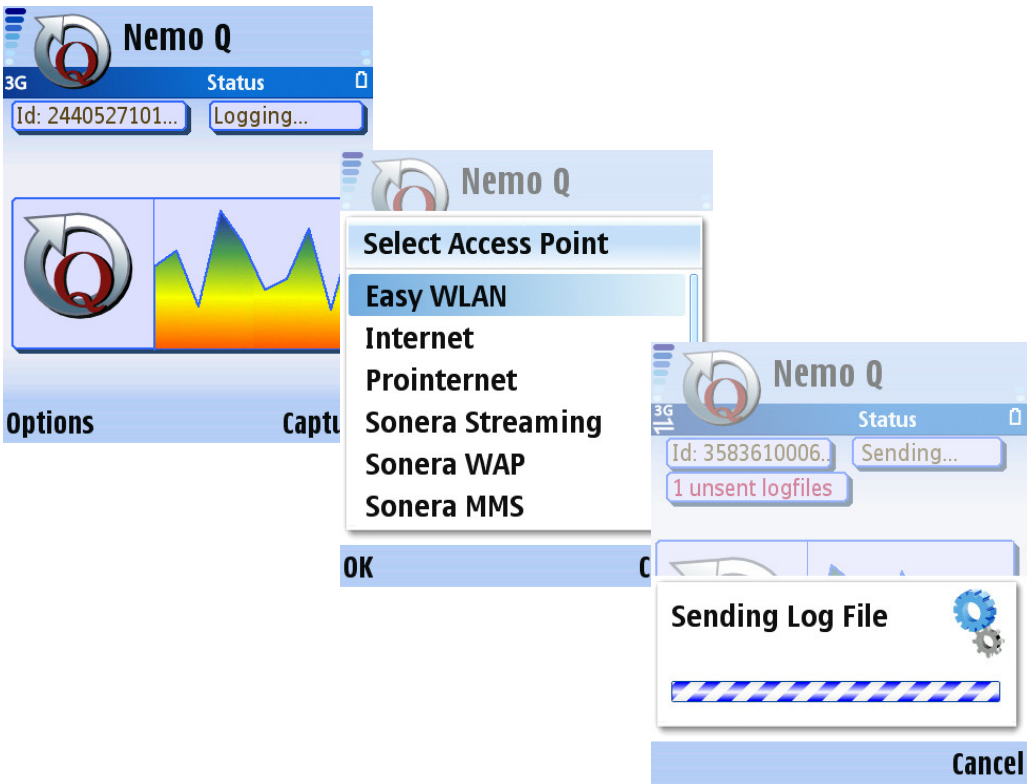
1.1 HARDWARE AND SOFTWARE REQUIREMENTS

Nemo Q will work on Nokia N75, N80, and N95.

2 WORKING WITH NEMO Q

2.1 OPERATION FROM END USERS POINT OF VIEW

Most of the time the user does not need to pay any attention to Nemo Q which automatically runs in the background on the user's mobile phone. The user involvement in sending the error report to the operator consists of three steps. First, when experiencing a problem in the network, e.g., in case of a dropped call, the user selects 'Q' from the menu, clicks on the button for 'Capture', and selects 'Send log files' from the Capture menu. After that, the user selects the used access point, after which the log file is saved locally and sent forward to the operator without further user intervention. In the Capture menu, the user can also alternatively select to save the log file for later sending or send previously saved log files.

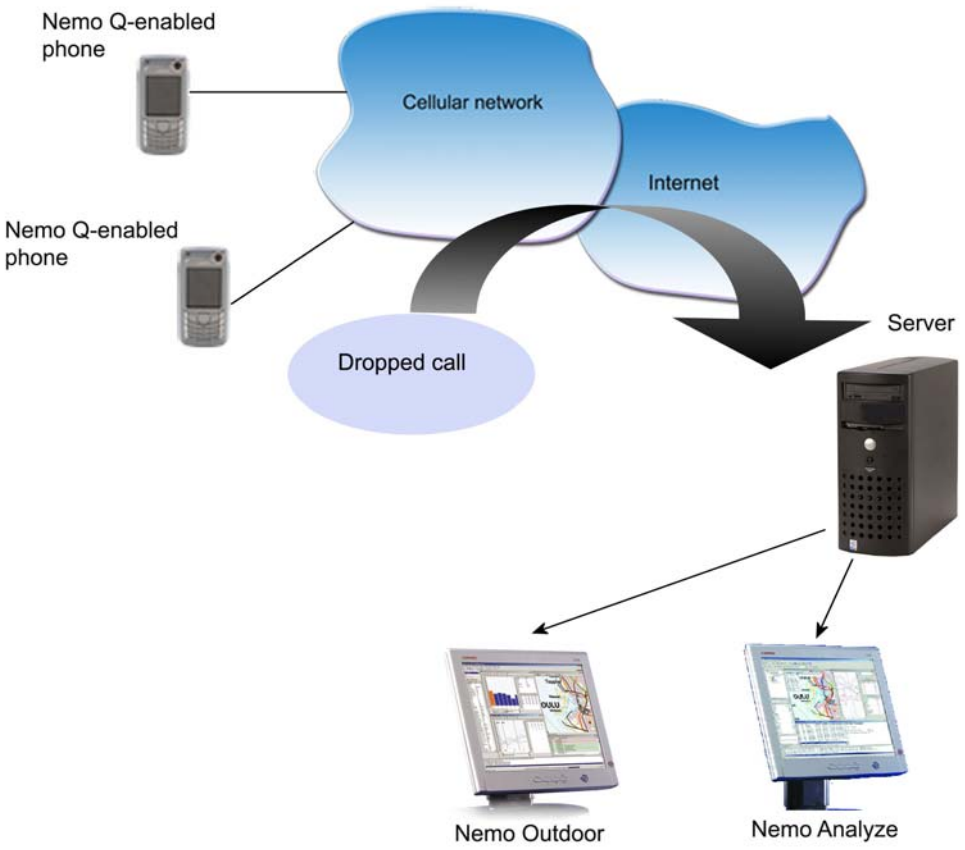


2.2 OPERATION FROM OPERATORS POINT OF VIEW

The operator can assign an FTP server with an applicable username and password to each deployed Nemo Q terminal. Nemo Q terminals will send problem log files automatically to the server assigned to them. The log files contain network data from the past five minutes prior to the occurred network performance problem. The transfer of saved log files can also be scheduled to occur automatically at a predefined time of day. Individual ID numbers can be assigned to each Nemo Q-enabled terminal deployed in the network in order to identify the log files from different terminals.

The operator can also preset Nemo Q to present a questionnaire with fully configurable questions to the end customer when a log file is sent. This makes it easier for the operator to narrow down the problem the customer has experienced. The questions could cover issues such as whether the customer was making a voice call, whether the call dropped, was the call attempt unsuccessful, and how the customer would rate the voice quality of the call.

After the log files are sent to the FTP server, they can be retrieved from there and post processed with any tool which supports the standard Nemo File Format, for example, Nemo Analyze and Nemo Outdoor.



The exact and detailed data in the problem log file is automatically converted to Nemo File Format on the server, and can be viewed with Nemo Analyze or Nemo Outdoor playback developed by Anite Finland Ltd.

3 NEMO PRODUCTS

In addition to the previously described product, Anite Finland Ltd has a range of tools and software that can be used for measuring and analyzing wireless networks.

Nemo Outdoor	A portable engineering tool for measuring and monitoring the air interface of GSM (HSCSD, GPRS, EDGE), WCDMA (UMTS), TDMA (IS-136), AMPS, cdmaOne, and CDMA 2000, HSDPA and TETRA wireless networks.
- with Indoor Option	Nemo Outdoor is ideal for indoor measurements. Lightweight Tablet PC makes it is easy to carry and allows the user to plot the measurement route on a floorplan with a click of a pen.
- with Multi Option	Nemo Outdoor Multi enables benchmarking measurements on multiple networks and even on multiple technologies at the same time. Possibility to establish up to four simultaneous packet / circuit-switched data connections from test terminals.
Nemo Handy	A lightweight, Symbian-based air interface measurement tool for EGSM, GPRS, EDGE, WCDMA, and WLAN wireless networks.
Nemo Analyze	A first-class post-processing tool for analyzing measurements. Powerful built-in search facilities enable the easy locating of specific events, trends, or problems.

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