



In this section you should find relevant questions and their answers to give a clearer view of the product CREA-RE Device Management Platform from CREALAB SRL.

1. What is CREA-RE?

CREA-RE is a powerful Device Management Platform for Mobile Smartphone Devices.

It is used by the Customer Care of Wireless Telephone Carrier to manage and support customer device problems.

2. How do I register?

For the registration you must access to the following link **https://www.crealab.com/CREARE_business/login.jsp**. When you have added your Username, Password and e-mail, the our support we'll send you the key of registration.

3. How can access "demo"?

After registering a new user is possible to access "demo"

4. Who can use CREA-RE?

CREA-RE can be used by the Customer Care of a Wireless Telephone Carrier or direct by the Customer in Web Self Service.

It provides access profiles and hierarchy restrictions so it can be used by expert operators and less skilled operators that may not have access to all functionalities of the Platform. Provides Administration profiles and Operator Profiles.

5. What can CREA-RE do?

CREA-RE can manage mobile device settings on which it can:

- Create New Settings
- Read Settings
- Modify Settings
- Delete Settings

6. Which settings can it manage?

CREA-RE can manage almost all device setting as in the following list:

- SMS Settings
- MMS Settings
- E-MAIL Settings



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- APN Settings
- BOOKMARK Settings
- Clock Setting

7. Which functions can be found in CREA-RE?

Setting: (Date – Hour – Sms – Mail – Apn – MMS - WLAN)

Application & Software: (Proces – Aplication – Sent File)

Content: (Backup Restore – PIM – Bluetooth – GPS – CHAT – Wipe e Lock)

8. What other information can CREA-RE get from Smartphones?

Other than manage settings, CREA-RE can retrieve:

- Manufacturer/Maker
- Model
- IMSI
- IMEI
- Battery level
- Bluetooth status
- Network Type
- Network coverage level
- Memory usage
- Installed Applications
- Active Processes

9. What other operations can CREA-RE perform?

For more flexibility CREA-RE can:

- Send any type of Files to the Device
- Send text messages (Chat) for direct interaction between Customer Care operator and Customer
- Kill Active Processes
- Execute any type of file
- Install Software
- Backup/Restore of Settings, PIM Information and File
- Provides Logs/History of Operations

10. How many components does CREA-RE have?

CREA-RE is a Platform having four main components: a Client on Device, a Communication Server, an Application Server and a Web Application interface.

- *Client:* is the Application Component which resides on the Smartphone that Receives/Sends/Executes operations requested by the Server/Operator



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- *Communication Server*: is the Application Component which resides on the data center and manage the protocol to Receives/Sends/Executes operations requested by Client/Operator
- *Application Server*: is the central component that manage and switch the requests, action and answers among the other components
- *Web Server*: is the component where the Operator has interactions with the Platform in order to manage the Device.

11. What kind of network communication does it use?

It simply needs a Data Connection, based on the TCP/IP communication protocol, between Server and Client installed on the customer device (usually a simple APN).

12. Which network standards does CREA-RE supports?

The Platform is tested on following kind of Networks

- GSM/GPRS
- EDGE
- UMTS

13. Does it support other network standards?

Yes since the Platform is Network Transport independent. Needs only a Data connection on TCP/IP, so every Network able to create a TCP/IP data connection can be used by CREA-RE. In any case there are some test in progress on the following Mobile Phone Standards:

- TDMA (Time Division Multiple Access) Standard for Mobile Technology
- CDMA EV-DO (Code Division Multiple Access / Evolution-Data Optimized) Standards for high speed wireless broadband Standards
- NAMPS (Narrow-band Analog Mobile Phone Service) standards for combines cellular voice processing with digital signaling
- IDEN (Integrated Digital Enhanced Network) Standards for mobile telecommunications technology
- TETRA (Terrestrial Trunked Radio) for modern digital Private Mobile Radio (PMP)

14. Which Device Operating Systems does CREA-RE supports?

The "limitation" of CREA-RE is on Device, in fact actually there are available the Clients only for family Devices where running on following Operating Systems:

- Symbian 7
- Symbian 8
- Symbian 9
- Microsoft PocketPC 2003
- Microsoft Windows Mobile 5
- Microsoft Windows Mobile 6



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15. Does it support other operating systems?

Actually in the development and testing stage the new Clients for the following Operation Systems:

- RIM
- PalmONE

16. Which Device does it support by now?

Even if the Clients is based on family Device of Operation Systems, the following devices are well tested, certify and in production now in a real Customer Care:

Symbian

NOKIA	N71	Symbian 9
NOKIA	N73	Symbian 9
NOKIA	N75	Symbian 9
NOKIA	N76	Symbian 9
NOKIA	N77	Symbian 9
NOKIA	N78	Symbian 9
NOKIA	N80	Symbian 9
NOKIA	N81 8G	Symbian 9
NOKIA	N91	Symbian 9
NOKIA	N92	Symbian 9
NOKIA	N93	Symbian 9
NOKIA	N93i	Symbian 9
NOKIA	N95	Symbian 9
NOKIA	N95 8G	Symbian 9
NOKIA	N96	Symbian 9
NOKIA	E50	Symbian 9
NOKIA	E51	Symbian 9
NOKIA	5320	Symbian 9
NOKIA	6110	Symbian 9
NOKIA	6120	Symbian 9
NOKIA	E61	Symbian 9

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NOKIA	6121	Symbian 9
NOKIA	6210	Symbian 9
NOKIA	E60	Symbian 9
NOKIA	N97 - mini	Symbian 9
NOKIA	N97	Symbian 9
NOKIA	6760 Slide	Symbian 9
NOKIA	6220	Symbian 9
NOKIA	E61	Symbian 9
NOKIA	E61i	Symbian 9
NOKIA	E62	Symbian 9
NOKIA	E65	Symbian 9
NOKIA	E70	Symbian 9
NOKIA	E71	Symbian 9
NOKIA	E90	Symbian 9
SAMSUNG	SGH-i450	Symbian 9
SAMSUNG	SGH-i550	Symbian 9
NOKIA	3250	Symbian 9
NOKIA	5700	Symbian 9
NOKIA	5500	Symbian 9
LG	KS10	Symbian 9
LG	KT610	Symbian 9
LG	KT770	Symbian 9
LG	KT 615	Symbian 9
SAMSUNG	SGH-i400	Symbian 9
SAMSUNG	SGH-i450	Symbian 9
SAMSUNG	SGH-i520	Symbian 9
SAMSUNG	SGH-i550	Symbian 9
SAMSUNG	SGH-i560	Symbian 9
SAMSUNG	SGH-G810	Symbian 9
SAMSUNG	i8510	Symbian 9
SAMSUNG	SGH-L870	Symbian 9

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SAMSUNG	i520	Symbian 9
NOKIA	6630	Symbian 8
NOKIA	6680	Symbian 8
NOKIA	6681	Symbian 8
NOKIA	6682	Symbian 8
NOKIA	N70	Symbian 8
NOKIA	N72	Symbian 8
NOKIA	N90	Symbian 8
NOKIA	3230	Symbian 7
NOKIA	3650	Symbian 7
NOKIA	6260	Symbian 7
NOKIA	6600	Symbian 7
NOKIA	6620	Symbian 7
NOKIA	6670	Symbian 7
NOKIA	7610	Symbian 7
Arima	U300	Symbian UIQ 3.0
Arima	U308	Symbian UIQ 3.0
Benq	P30	Symbian UIQ 3.0
Motorola	A1000	Symbian UIQ 3.0
Motorola	A920	Symbian UIQ 3.0
Motorola	A925	Symbian UIQ 3.0
Motorola	M1000	Symbian UIQ 3.0
Motorola	Motorizr Z8	Symbian UIQ 3.0
NOKIA	N93	Symbian UIQ 3.0
NOKIA	N93i	Symbian UIQ 3.0
Sony Ericsson	M600i	Symbian UIQ 3.0
Sony Ericsson	P800	Symbian UIQ 3.0
Sony Ericsson	P900	Symbian UIQ 3.0
Sony Ericsson	P910	Symbian UIQ 3.0
Sony Ericsson	P990	Symbian UIQ 3.0
Sony Ericsson	W950i	Symbian UIQ 3.0

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Windows Mobile

HP	iPAQ 914	W.Mobile 6.1 / 6.5
HP	iPAQ	W.Mobile 6.1 / 6.5
Palm	Treo Pro	W.Mobile 6.1 / 6.5
Acer	DX900	W.Mobile 6.1 / 6.5
Acer	Tempo F900	W.Mobile 6.1 / 6.5
Acer	Tempo M900	W.Mobile 6.1 / 6.5
Acer	Tempo X960	W.Mobile 6.1 / 6.5
Acer	Tempo DX900	W.Mobile 6.1 / 6.5
Acer	neoTouch	W.Mobile 6.1 / 6.5
Acer	beTouch	W.Mobile 6.1 / 6.5
Asus	Garmin Nuvifone M20	W.Mobile 6.1 / 6.5
Asus	P835	W.Mobile 6.1 / 6.5
Asus	P565	W.Mobile 6.1 / 6.5
Asus	P552w	W.Mobile 6.1 / 6.5
Asus	P320	W.Mobile 6.1 / 6.5
Asus	P560	W.Mobile 6.1 / 6.5
Asus	M536	W.Mobile 6.1 / 6.5
Asus	Lamborghini ZX1	W.Mobile 6.1 / 6.5
E-ten	Glofiish DX900	W.Mobile 6.1 / 6.5
E-ten	Glofiish X900	W.Mobile 6.1 / 6.5
Gigabyte	Gsmart S1200	W.Mobile 6.1 / 6.5
Gigabyte	Gsmart MW720	W.Mobile 6.1 / 6.5
Gigabyte	Gsmart MS820	W.Mobile 6.1 / 6.5
Hewlett Packard iPAQ	Voice Messenger	W.Mobile 6.1 / 6.5
Hewlett Packard iPAQ	Data Messenger	W.Mobile 6.1 / 6.5
HTC	Touch Cruise 09	W.Mobile 6.1 / 6.5
HTC	Touch Diamond 2	W.Mobile 6.1 / 6.5
HTC	Max 4G	W.Mobile 6.1 / 6.5
HTC	Touch Pro	W.Mobile 6.1 / 6.5

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HTC	Touch HD	W.Mobile 6.1 / 6.5
HTC	Touch Viva	W.Mobile 6.1 / 6.5
HTC	Touch 3G	W.Mobile 6.1 / 6.5
HTC	S740	W.Mobile 6.1 / 6.5
HTC	Touch Diamond	W.Mobile 6.1 / 6.5
HTC	X7510	W.Mobile 6.1 / 6.5
HTC	HD2	W.Mobile 6.1 / 6.5
HTC	Touch2	W.Mobile 6.1 / 6.5
HTC	Touch Pro 2	W.Mobile 6.1 / 6.5
HTC	S740	W.Mobile 6.1 / 6.5
HTC	Snap HTC Snap	W.Mobile 6.1 / 6.5
HTC	TyTN 2	W.Mobile 6.1 / 6.5
i-mate	810-F	W.Mobile 6.1 / 6.5
LG	GW300	W.Mobile 6.1 / 6.5
LG	GM730	W.Mobile 6.1 / 6.5
LG	GM750	W.Mobile 6.1 / 6.5
MiTAC	Mio Explora K70	W.Mobile 6.1 / 6.5
Motorola	A3100 Surf	W.Mobile 6.1 / 6.5
Motorola	Q Global	W.Mobile 6.1 / 6.5
Motorola	Q11	W.Mobile 6.1 / 6.5
Palm Treo	Pro	W.Mobile 6.1 / 6.5
Samsung	GT-C6625	W.Mobile 6.1 / 6.5
Samsung	SGH-i900 Omnia Reloaded	W.Mobile 6.1 / 6.5
Samsung	SGH-i740	W.Mobile 6.1 / 6.5
Samsung	GT-C6620	W.Mobile 6.1 / 6.5
Samsung	SGH-i900 Omnia	W.Mobile 6.1 / 6.5
Samsung	SGH-i200	W.Mobile 6.1 / 6.5
Samsung	Omnia Pro B7610	W.Mobile 6.1 / 6.5
Samsung	Omnia Pro B7330	W.Mobile 6.1 / 6.5
Samsung	Omnia II	W.Mobile 6.1 / 6.5
Samsung	Giorgio Armani	W.Mobile 6.1 / 6.5

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Samsung	C6625 Office	W.Mobile 6.1 / 6.5
Sony Ericsson	Xperia X1	W.Mobile 6.1 / 6.5
Sony Ericsson	X2	W.Mobile 6.1 / 6.5
Toshiba	TG01	W.Mobile 6.1 / 6.5
Toshiba	Portégé G810	W.Mobile 6.1 / 6.5
HTC	Touch Dual	W.Mobile 6
HTC	Touch Find Travel Edition	W.Mobile 6
HTC	Touch Find	W.Mobile 6
Motorola	Moto Q 9h	W.Mobile 6
SAMSUNG	SGH-i780	W.Mobile 6
Asus	P535	W.Mobile 5
Asus	P525	W.Mobile 5
BenQ-Siemens	P51	W.Mobile 5
E-ten	Glofiish M700	W.Mobile 5
E-ten	Glofiish X500	W.Mobile 5
E-ten	Glofiish M600+	W.Mobile 5
Gigabyte	Gsmart T600	W.Mobile 5
Gigabyte	Gsmart i120	W.Mobile 5
Gigabyte	Gsmart i128	W.Mobile 5
Grundig	GR980	W.Mobile 5
HTC	Advantage	W.Mobile 5
HTC	Vox	W.Mobile 5
HTC	Athena	W.Mobile 5
HTC	P6300	W.Mobile 5
HTC	Excalibur	W.Mobile 5
HTC	Muse	W.Mobile 5
HTC	Hermes	W.Mobile 5
HTC	Trinity	W.Mobile 5
HTC	Prophet	W.Mobile 5
HTC	P4350	W.Mobile 5
HTC	S310	W.Mobile 5

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HTC	S620	W.Mobile 5
HTC	P3300	W.Mobile 5
HTC	P3600	W.Mobile 5
HTC	Oxygen	W.Mobile 5
HTC	TyTN	W.Mobile 5
HTC	MTeoR	W.Mobile 5
HTC	STRTrk	W.Mobile 5
HTC	Tornado	W.Mobile 5
HTC	Universal	W.Mobile 5
HTC	Wizard	W.Mobile 5
i-mate	Jama	W.Mobile 5
i-mate	SPL	W.Mobile 5
i-mate	JAQ	W.Mobile 5
i-mate	JASJAM	W.Mobile 5
i-mate	SP JAS	W.Mobile 5
i-mate	SP5m	W.Mobile 5
i-mate	SP5	W.Mobile 5
i-mate	JAMin	W.Mobile 5
i-mate	PDAL	W.Mobile 5
i-mate	JAQ3	W.Mobile 5
i-mate	Smartflip	W.Mobile 5
i-mate	JASJAR	W.Mobile 5
i-mate	K-JAM	W.Mobile 5
Motorola	Q	W.Mobile 5
Palm Treo	750	W.Mobile 5
Palm Treo	750v	W.Mobile 5
Qtek	8500	W.Mobile 5
Qtek	8300	W.Mobile 5
Qtek	9100	W.Mobile 5
Qtek	S200	W.Mobile 5
Samsung	SGH-i710	W.Mobile 5

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Samsung	SGH-i600 Ultra Messaging	W.Mobile 5
Samsung	SGH-i310	W.Mobile 5
Samsung	SGH-i320N	W.Mobile 5
Samsung	SGH-i320	W.Mobile 5
Samsung	SGH-Z700	W.Mobile 5
Telit	SP2000	W.Mobile 5
Telit	SP1000	W.Mobile 5
Toshiba	G500	W.Mobile 5
ASUS	My Pal A620	W. Mobile 2003
ASUS	My Pal A620BT	W. Mobile 2003
ASUS	My Pal A716	W. Mobile 2003
DELL	Axim X50	W. Mobile 2003
DELL	Axim X50v	W. Mobile 2003
HP	HP6515	W. Mobile 2003
HP	iPAQ h2210	W. Mobile 2003
HP	iPAQ h4150/h4155	W. Mobile 2003
HP	iPAQ h5550	W. Mobile 2003
HP	iPAQ h6340	W. Mobile 2003
HP	iPAQ hx2110	W. Mobile 2003
HP	iPAQ hx2410	W. Mobile 2003
HP	iPAQ hx2750	W. Mobile 2003
HP	iPAQ hx4700	W. Mobile 2003
HP	iPAQ rx3715 Mobile Media Companion	W. Mobile 2003
I-MATE	SP3	W. Mobile 2003
I-MATE	PDA 2K	W. Mobile 2003
LOOX	Pocket LOOX 720	W. Mobile 2003
PDA2K	PDA2k generico	W. Mobile 2003
Qtek	Qtek 2020	W. Mobile 2003
Qtek	Qtek 2020i	W. Mobile 2003
SAMSUNG	SCH-I730	W. Mobile 2003

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17. Does CREA-RE support earliest devices and which?

CREA-RE supports the latest Devices and an extended range of earliest Devices as the Device is running a minimum of:

- Symbian 7 for devices supporting Symbian Operating Systems
- Microsoft PocketPC 2003 for devices supporting Microsoft Operating Systems

18. Which technologies are used in CREA-RE Platform?

- J2EE
- JSP – XML – HTML - JavaScript
- Apache as Web Server
- Tomcat as Application Server
- JBoss as J2EE Container
- Oracle as Database

For all the containers and DB can be used different technology provider (WebLogic, Sun, MySQL, etc.)

19. Which kind of customer Phone Contracts of mobile carriers does CREA-RE give service to?

- Pre-Paid Contracts with a Pre-Paid SIM Card
- Post-Paid Contracts

20. Who is using the CREA-RE platform actually?

- TIM (Telecom Italia Mobile) – Customer Care Business e Consumer.
- TIM (Telecom Italia Mobile) – Dedicated service for Europe Assistance.



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