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Remarks

Approved by

To all EMEA Customer Service Managers

Regional Service Plan

K600i, V600i & K608i

1   GENERAL

1.1   Product Description

Product description   GSM 900/1800/1900 + UMTS (2100)

	K600	V600	K608
Product name	Mirai	Nanami	Yui
Customisation	Generic	Vodafone	T-Mobile & Hutchinson
Availability	05w26	05w26	05w31
Display:	262k colour TFT	262k colour TFT	262k colour TFT
Colours:	Aluminium Silver	Traditional Green, Moonlight Silver	Silky White
Free user memory	Up to 37Mb	Up to 37Mb	Up to 37Mb
Memory stick:	No	No	No
Camera:	1.3 Megapixel	1.3 Megapixel	1.3 Megapixel
Camera Zoom:	Digital 4x	Digital 4x	Digital 4X
Autofocus	No	No	No
FM radio	Yes - RDS	Yes - RDS	Yes - RDS
Fast Port	No	No	No

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Talk time:	Up to 8hrs 15 min (GSM), up to 2 hrs 10 min (UMTS)	Up to 8hrs 15 min (GSM), up to 2 hrs 10 min (UMTS)	Up to 8hrs 15 min (GSM), up to 2 hrs 10 min (UMTS)
Standby time:	Up to 370 hrs (GSM), up to 290 hrs (UMTS)	Up to 370 hrs (GSM), up to 290 hrs (UMTS)	Up to 370 hrs (GSM), up to 290 hrs (UMTS)
Battery:	NEO 3.6 V, 900 mAh, Li-Ion, Exchangeable	NEO 3.6 V, 900 mAh, Li-Ion, Exchangeable	NEO 3.6 V, 900 mAh, Li-Ion, Exchangeable
Size:	104.3 x 44 x 18.9 mm	104.3 x 45 x 19,2 mm	TBA
Weight:	105 g	105 g	
Messaging:	MMS/EMS/SMS/Email	MMS/EMS/SMS/Email	MMS/EMS/SMS/Email
Wireless Village:	Yes	Yes	Yes
PIM:	Yes	Yes	Yes
Polyphonic ring tones:	72 tones	72 tones	72 tones
Bluetooth	Yes	Yes	Yes
IrDA	Yes	Yes	Yes
PC – Software package:			
Image Editor	Yes	Yes/No	Yes
Adobe Photoshop starter edition	Yes	Yes/No	Yes
Modem Drivers	Yes	Yes/No	Yes
Sony Ericsson file manager	Yes	Yes/No	Yes
Sony Ericsson mobile networking wizard	Yes	Yes/No	Yes
PC Suite	Yes	Yes/No	Yes

Note the products still utilize the standard connector.

1.2 Product Structure

Language Packages	MMI Mirai	MMI Nanami	MMI Yui
EMEA 1	English, Estonian, Polish Latvian, Lithuanian, Russian Ukrainian		
EMEA 2	English, Czech, Croatian Serbian, Slovenian, Slovak		
EMEA 3	English, Greek, Albanian		
EMEA 4	English, Romanian, Hungarian Bulgarian, Russian		
EMEA 5	English, Arabic, Hebrew Russian, French, Farsi		
EMEA 6	English, Arabic, Russian French, Farsi		
EMEA 7	English, Turkish, Russian		
Europe 1	English, Portuguese, Spanish French		
Europe 2	English, French, German Turkish, Sesotho, Zulu		
Europe 3	English, Dutch, French German		
Europe 4	English, Finnish, Danish Icelandic, Swedish, Norwegian		
Europe 5	English, French, German, Italian		
Customer FS			
Orange 1 generic	Orange UK English, Orange French, Orange Dutch, Orange Romanian, Orange Slovak, Orange		

	Polish		
Orange 2 Switzerland	Orange CH English, Orange CH French, Orange CH Italian, Orange CH German		
Orange 3 Belgium Mobitel	Orange BE English, Orange BE French, Orange BE Dutch, Orange BE German		
E-Plus	English, French, German Spanish, Dutch, Turkish		
TIM	English (TIM), French (TIM) German (TIM), Italian (TIM)		
T-Mobile Int A			English, German, Dutch, Czech Polish, Turkish
T-Mobile Int B			English, Hungarian, Croatian Slovak
Hutchinson			TBA
Vodafone 1		English (VFE), Dutch (VFE) Greek (VFE), Portuguese (VFE) Spanish (VFE), Swedish (VFE)	
Vodafone 2		English (VFE), French (VFE) German (VFE), Italian (VFE) Arabic (VFE), Hungarian (VFE) Turkish (VFE)	
Vodafone 3		English (VFE_BE), French (VFE_BE) Dutch (VFE_BE), German (VFE_BE) Croatian (VFE_BE), Slovenian(VFE_BE)	
Vodafone 4		Japanese, English, Spanish Portuguese	

Standard kit contents includes :

1x Mobile Phone K600/V600/K608
1x Standard battery BST-37
1x Standard charger
1x User manual
1x USB Cable
1x Lanyard
1x Stereo PHP
1x Product CD
1x Documentation set
  ➢ In Box Promotion Leaflet
  ➢ Service & Support leaflet
  ➢ Quickguide
  ➢ Warranty card

2 Repair Concept

The products will be supported within SEMC service & support structure

The general repair packages are software update, mechanical repairs, electrical repairs and extended electrical repairs.

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2.1 Software level

On software level the software of the phone can be updated.

EMMA III Application will be used for software upgrades. See Software section.

2.2 Mechanical level

On mechanical level most of the mechanical parts will be available.

2.3 Electrical level

On electrical level some electrical and electro-mechanical parts that are expected to have a high failure rate will be available.

The products are lead free and must be handled according to SEMC lead free repair instructions.

2.5 Extended repair

Extended repair is an addition to the electrical repair level.

Extended repair will be released on a later date (generally RTL+5 weeks).

2.6 Build swap level

On the build swap level there will be a possibility to build swap units out of repaired units. DPY/Z units will be used as swap units. DPY/Z kits will only consist of a phone (without battery & battery cover) and box. To customize the DPY/z, repair center will need to re-label, change co-brand inlay (if necessary), and customize software.

2.7 Spare Parts

The following Mechanical parts will be available (for Mirai)

Service Level	Part nr.	R-state	Description	Material Group	Shared
Mechanical	BKE90333	R1A	Vibrator	EM1	Mirai / Nanami / Yui
Mechanical	RLC509433	R1A	Microphone	EM1	Mirai / Nanami / Yui
Mechanical	RLE90830	R1B	Receiver	EM1	Mirai / Nanami / Yui
Mechanical	RLE90831	R1B	Loudspeaker	EM1	Mirai / Nanami / Yui
Mechanical	RNH942217	R1B	LCD	EM4	Mirai / Nanami / Yui
Mechanical	KNC20123	R1A	Camera (Rear)	EM6	Mirai / Nanami / Yui
Mechanical	KNC20124	R1A	Camera (Front)	EM6	Mirai / Nanami / Yui
Mechanical	SXA1095467	R1B	Frame (PWB)	ME1	Mirai / Nanami / Yui
Mechanical	SXA1095468	R1A	Lightguide (PL)	ME1	Mirai / Nanami / Yui
Mechanical	SXA1094884	R1B	Water Indicator	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095469	R1A	Grommet (Cam_F)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095472	R1B	Cushion (Cam_R)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095473	R1B	Sheet (Cam_F)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095475	R1A	Screw 1.4 x 5.5	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095476	R1A	Screw 1.7 x 8	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095623	R1B	Sheet, Shield (RF-D)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095734	R1B	Packing(PL)	ME4	Mirai / Nanami / Yui

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Service Level	Part nr.	R-state	Description	Material Group	Shared
Mechanical	SXA1095791	R1A	Cushion(Speaker)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095896	R1A	Mirai/Sheet (LCD_CON)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095897	R1A	Mirai/Cushion (KEY_MAIN)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095450	R1B	Bearing, Cover (Cam_R) Mirai	ME1	Mirai / Yui
Mechanical	SXA1095624	R1A	Screw 1.4 x 4.5W	ME4	Mirai / Yui
Mechanical	SXA1095640	R1A	Magnet	ME4	Mirai / Yui
Mechanical	SXA1095639	R2A	Frame Antenna	EM2	Mirai
Mechanical	SXA1095449	R1B	Cover(Cam_R) Mirai	ME1	Mirai
Mechanical	SXA1095452	R1B	Cover (USB) Mirai	ME1	Mirai
Mechanical	SXK1096313	R1B	Sub Assembly Case (Front) Mirai	ME1	Mirai
Mechanical	SXK1096314	R1B	Sub Assembly Case (Rear) Mirai	ME1	Mirai
Mechanical	SXA1095454	R1B	Key(Main) Mirai	ME1	Mirai
Mechanical	SXA1095456	R1A	Key (Volume) Mirai	ME1	Mirai
Mechanical	SXA1095457	R1A	Key (Videophone) Mirai	ME1	Mirai
Mechanical	SXA1095458	R1A	Key (Internet) Mirai	ME1	Mirai

The following Mechanical parts will be available (for Nanami)

Service Level	Part nr.	R-state	Description	Material Group	Shared
Mechanical	BKE90333	R1A	Vibrator	EM1	Mirai / Nanami / Yui
Mechanical	RLC509433	R1A	Microphone	EM1	Mirai / Nanami / Yui
Mechanical	RLE90830	R1B	Receiver	EM1	Mirai / Nanami / Yui
Mechanical	RLE90831	R1B	Loudspeaker	EM1	Mirai / Nanami / Yui
Mechanical	RNH942217	R1B	LCD	EM4	Mirai / Nanami / Yui
Mechanical	KNC20123	R1A	Camera (Rear)	EM6	Mirai / Nanami / Yui
Mechanical	KNC20124	R1A	Camera (Front)	EM6	Mirai / Nanami / Yui
Mechanical	SXA1095467	R1B	Frame (PWB)	ME1	Mirai / Nanami / Yui
Mechanical	SXA1095468	R1A	Lightguide (PL)	ME1	Mirai / Nanami / Yui
Mechanical	SXA1094884	R1B	Water Indicator	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095469	R1A	Grommet (Cam_F)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095472	R1B	Cushion (Cam_R)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095473	R1B	Sheet (Cam_F)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095475	R1A	Screw 1.4 x 5.5	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095476	R1A	Screw 1.7 x 8	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095623	R1B	Sheet, Shield (RF-D)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095734	R1B	Packing(PL)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095791	R1A	Cushion(Speaker)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095896	R1A	Mirai/Sheet (LCD_CON)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095897	R1A	Mirai/Cushion (KEY_MAIN)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095450	R1B	Bearing, Cover (Cam_R) Mirai	ME1	Mirai / Yui

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Mechanical	SXA1095624	R1A	Screw 1.4 x 4.5W	ME4	Mirai / Yui
Mechanical	SXA1095640	R1A	Magnet	ME4	Mirai / Yui
Mechanical	SXA1095639	R2A	Frame Antenna	EM2	Mirai
Mechanical	SXA1095449	R1B	Cover(Cam_R) Mirai	ME1	Mirai
Mechanical	SXA1095452	R1B	Cover (USB) Mirai	ME1	Mirai
Mechanical	SXK1096313	R1B	Sub Assembly Case (Front) Mirai	ME1	Mirai
Mechanical	SXK1096314	R1B	Sub Assembly Case (Rear) Mirai	ME1	Mirai
Mechanical	SXA1095454	R1B	Key(Main) Mirai	ME1	Mirai
Mechanical	SXA1095456	R1A	Key (Volume) Mirai	ME1	Mirai
Mechanical	SXA1095457	R1A	Key (Videophone) Mirai	ME1	Mirai
Mechanical	SXA1095458	R1A	Key (Internet) Mirai	ME1	Mirai

The following Mechanical parts will be available (for Yui)

Service Level	Part nr.	R-State	Description	Material Group	Shared
Mechanical	BKE90333	R1A	Vibrator	EM1	Mirai / Nanami / Yui
Mechanical	RLC509433	R1A	Microphone	EM1	Mirai / Nanami / Yui
Mechanical	RLE90830	R1B	Receiver	EM1	Mirai / Nanami / Yui
Mechanical	RLE90831	R1B	Loudspeaker	EM1	Mirai / Nanami / Yui
Mechanical	RNH942217	R1B	LCD	EM4	Mirai / Nanami / Yui
Mechanical	KNC20123	R1A	Camera (Rear)	EM6	Mirai / Nanami / Yui
Mechanical	KNC20124	R1A	Camera (Front)	EM6	Mirai / Nanami / Yui
Mechanical	SXA1095467	R1B	Frame (PWB)	ME1	Mirai / Nanami / Yui
Mechanical	SXA1095468	R1A	Lightguide (PL)	ME1	Mirai / Nanami / Yui
Mechanical	SXA1094884	R1B	Water Indicator	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095469	R1A	Grommet (Cam_F)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095472	R1B	Cushion (Cam_R)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095473	R1B	Sheet (Cam_F)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095475	R1A	Screw 1.4 x 5.5	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095476	R1A	Screw 1.7 x 8	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095623	R1B	Sheet, Shield (RF-D)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095734	R1B	Packing(PL)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095791	R1A	Cushion(Speaker)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095896	R1A	Mirai/Sheet (LCD_CON)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095897	R1A	Mirai/Cushion (KEY_MAIN)	ME4	Mirai / Nanami / Yui
Mechanical	SXA1095450	R1B	Bearing, Cover (Cam_R) Mirai	ME1	Mirai / Yui
Mechanical	SXA1095624	R1A	Screw 1.4 x 4.5W	ME4	Mirai / Yui

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Mechanical	SXA1095640	R1A	Magnet	ME4	Mirai / Yui
Mechanical	SXA1095934	R1A	Frame Antenna (YUI)	EM2	Yui
Mechanical	SXA1095776	R1A	Cover (CAM_R)Yui	ME1	Yui
Mechanical	SXA1095777	R1A	Cover (USB) Yui	ME1	Yui
Mechanical	SXK1096502	R1A	Sub Assembly Case (Front) Yui	ME1	Yui
Mechanical	SXK1096504	R1A	Sub Assembly Case (Rear) Yui	ME1	Yui
Mechanical	SXA1095756	R1A	Key (Volume) Yui	ME1	Yui
Mechanical	SXA1095757	R1A	Key(Main) Yui	ME1	Yui
Mechanical	SXA1095758	R1A	Key (Videophone) Yui	ME1	Yui
Mechanical	SXA1095759	R1A	Key (Internet) Yui	ME1	Yui

2.8 Service tools

No unique service tools required.

2.9 Test equipment

No unique test equipment is required for GSM/WCDMA test. See supported test equipment in CSPN.

2.10 Software

2.10.1 EMMA III

a. Flash software

Support is only planned in EMMA III. There will be no support in EMMA II.

b. Service software

User data swap service software will not be available.

Other service software will be supported in EMMA III.

2.10.2 Update Service

SEUS will be supported from MR1 sw release onwards.

Update Service Pro will be supported from MR1 sw release onwards.

2.10.3　Customer Services Customization Application

CSCA will be available for the products & will be supported in EMMA III.

2.10.4　FOTA (Firmware Over the Air)

FOTA will not be supported in the products.

2.11　Repair Training

The products will not be implemented in Learning Community for repair course. All needed information about how to repair the products can be found in CSPN. There will also be no test and certification.

3.　Support Concept

a. Phone Setup
WAP　　OTA (Over the Air) configuration of WAP Settings
MMS　　OTA (Over the Air) configuration of MMS Settings
E-mail　OTA (Over the Air) configuration of E-mail Settings

b. Product Information
Getting Started　　　　Short guide on how to use a specific feature/application manual
User Guides　　　　　Manuals
Facts and Features　　Product Specification
Environment　　　　　Environmental declaration of the product
SAR Information　　　Information about the SAR value for the product
Service & Warranty　　Information about Service & Warranty

c. Software
Here the user will find different applications and drivers for the product and PC that are supported by SEMC.

Themes, ring tones, games etc are not available through the support web site. Non support related information is generally available on the Fun & Download pages.

If there are applications that have a limited support, trials etc then it has be clearly marked with a disclaimer and/or notification.

d. Troubleshooting
Trouble-shooter　Animation that will explain for the consumer how to fix the simplest problems that are counted as no trouble found (only the product generic variant will be animated)
FAQ　　　　　　Frequently Asked Questions
Knowledge base　Advanced search tool where users can ask questions in English
Contact us　　　Contact information for e-mail and phone

e. More
Accessories　　　　　　　　　All accessories compatible with this phone
Did you know?　　　　　　　Tips on how to get the most out of your product
Sony Ericsson Update Service　Update the phone software