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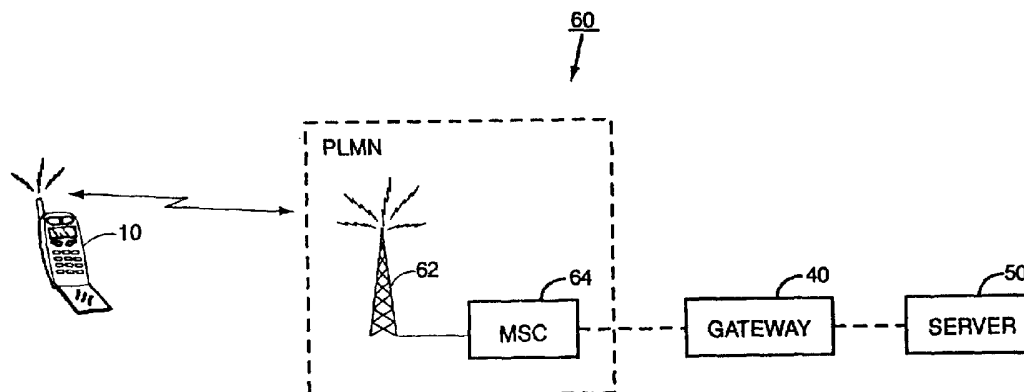
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(54) Title: METHOD OF RECEIVING SPECIFIC INFORMATION AT A MOBILE TERMINAL



(57) Abstract: A system and method of receiving specific information at a mobile terminal (10) from a help server (50). The mobile terminal (10) sends a request to the help server (50) that includes at least one context sensitive datum. The help server receives the request and obtains a reply based on the context sensitive data. The reply is then sent to the mobile terminal (10) where it is communicated to a user. In one embodiment, a help request may be sent from the mobile terminal (10) as the user is in need of specific help in overcoming a problem.



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INTERNATIONAL SEARCH REPORT

International Application No

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A. CLASSIFICATION OF SUBJECT MATTER
 IPC 7 H04L12/28 H04Q7/38

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 7 H04L H04Q

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X A	WO 00 46776 A (SMARTMOVE) 10 August 2000 (2000-08-10) page 8, line 25 -page 13, line 28; figures ---	1,8-12, 16,19 2-7, 13-15, 17,18
X	WO 00 22860 A (DEGNBOL) 20 April 2000 (2000-04-20) page 9, line 16 -page 25, line 3; figures ---	1,9,10, 12,16,19
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☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

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* & * document member of the same patent family

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

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