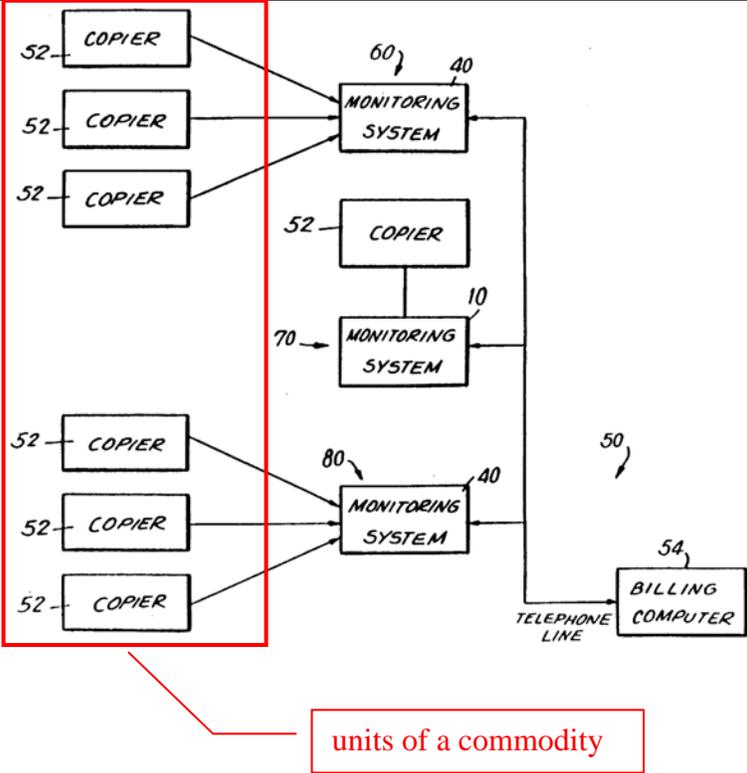
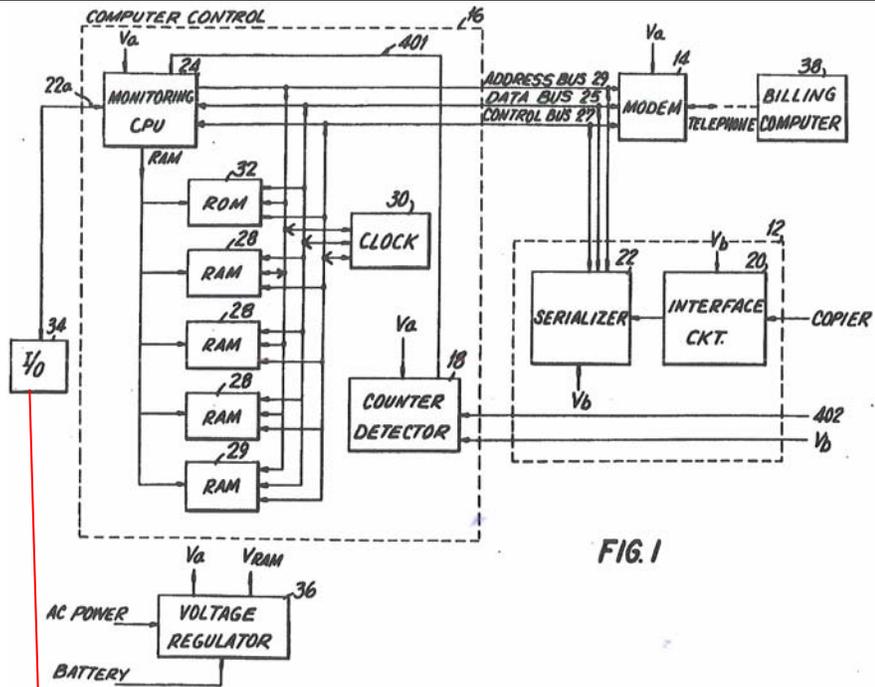


EXHIBIT CC-B

5,077,582 (“KRAVETTE”) ANTICIPATES CLAIMS 1-7, 10, 15-16, 18, 22, 24, 25, 30-32, 38, 46-48, 50-53, AND 69-74 OF US PATENT 7,222,078 UNDER 35 U.S.C. §102(E)

| Claim 1 | Disclosure In Kravette |
|--|---|
| <p>A system comprising</p> | <p>Kravette discloses a system.</p> <p style="text-align: center;">“A system for monitoring a variable output paper processing device is provided.” (Abstract:1-2)</p> |
| <p>units of a commodity that can be used by respective users in different locations,</p> | <p>Kravette discloses units of a commodity that can be used by respective users in different locations.</p> <p>Kravette discloses a plurality of copiers (“units of a commodity”) that can be used by respective users/operators/service persons in different locations.</p> <p style="text-align: center;">“Monitoring system 60 includes a plurality of copiers 52 and a photocopier monitoring system 40 for connection with a billing or other computer 54 located at a central station.” (11:1-4)</p> <p>Kravette discloses that each copier (“unit of the commodity”) can be further equipped with a portable hand-held input/output device that can be used by respective service persons in different locations.</p> <p style="text-align: center;">“Each service person may be equipped with a portable hand held input/output device 34 in the form of a keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24.” (9:41-44)</p> |

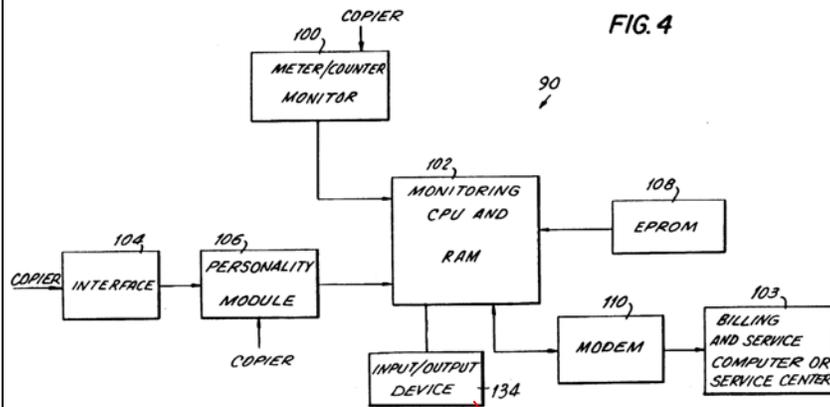
| Claim 1 | Disclosure In Kravette |
|---|---|
| | <p data-bbox="516 327 607 359">FIG. 3</p>  <p data-bbox="591 1079 688 1110">(Fig. 3)</p> |
| <p data-bbox="196 1150 466 1289">a user interface, which is part of each of the units of the commodity,</p> | <p data-bbox="495 1150 1401 1215">Kravette discloses a user interface, which is part of each of the units of the commodity.</p> <p data-bbox="495 1255 1385 1358">Kravette discloses that the portable input/output device (“a user interface”) has a keypad/display and becomes a part of each of the copiers (“units of the commodity”).</p> <p data-bbox="591 1398 1317 1572">“Each service person may be equipped with a portable hand held input/output device 34 in the form of a keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24.” (9:41-44)</p> |



user interface

(Fig. 1)

“A portable input/output device 134 carried by a serviceman may be coupled to monitoring CPU and RAM 102 to receive and input information to the system.” (12:18-20)



user interface

| Claim 1 | Disclosure In Kravette |
|---|---|
| | (Fig. 4) |
| <p>configured to provide a medium for two-way local interaction between one of the users and the corresponding unit of the commodity, and</p> | <p>Kravette discloses that the user interface is configured to provide a medium for two-way local interaction between one of the users and the corresponding unit of the commodity.</p> <p>Kravette discloses a counter that counts the number of papers. It starts with the user's action (<i>e.g.</i>, pressing a start button).</p> <p style="padding-left: 40px;">“A counter counts the number of papers processed by the copier producing a count signal.” (2:56-58)</p> <p>Kravette discloses that the status of the copier (<i>e.g.</i>, paper count) is displayed to the display device of the copier (“user interface”).</p> <p style="padding-left: 40px;">“Generally, paper printing and processing devices, and in particular photocopiers, contain a display device, usually a liquid crystal, LED or other alpha-numeric display, for visually displaying to the user the status of the devices.” (4:38-42)</p> <p>Kravette discloses that the input/output device (“medium”) has a keypad and display (“two-way local interaction”) between the user/service person and the photocopier/monitoring system.</p> <p style="padding-left: 40px;">“Each service person may be equipped with a portable hand held input/output device 34 in the form of a keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24. (9:41-44)</p> <p>Kravette discloses that the input/output device is configured to input and retrieve various information (“two-way local interaction”) between the service person (“one of the users”) and the photocopier (“corresponding unit of the commodity”).</p> <p style="padding-left: 40px;">“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted.” (9:14-22)</p> |

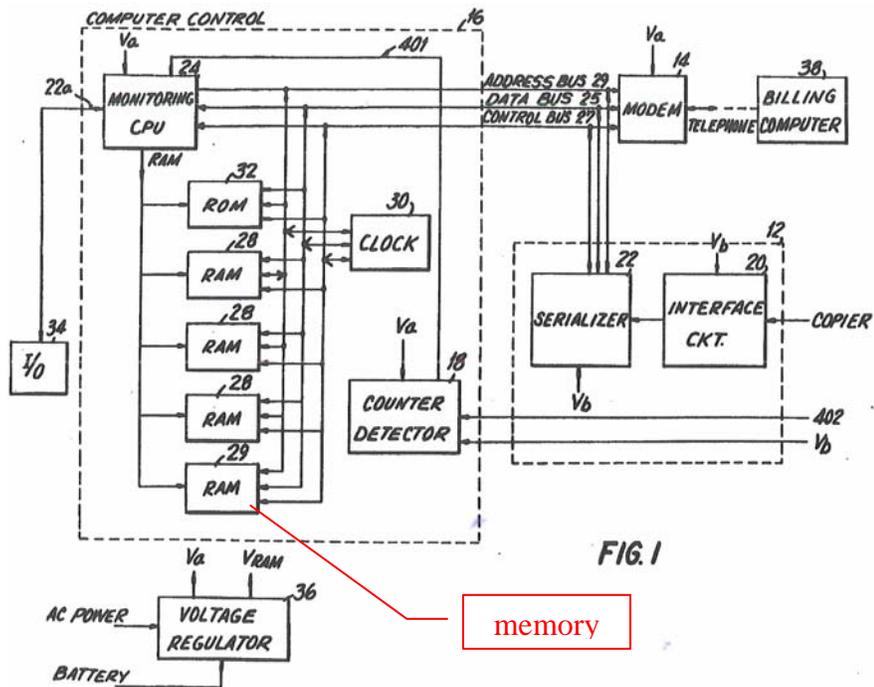
| Claim 1 | Disclosure In Kravette |
|---|---|
| <p>further configured to elicit, from a user, information about the user's perception of the commodity,</p> | <p>Kravette discloses that the user interface is further configured to elicit, from a user, information about the user's perception of the commodity.</p> <p>Kravette discloses that the input/output device is configured to elicit information (“information about the user’s perception”) from the service person of the photocopier (“unit of the commodity”).</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted.” (9:14-22)</p> <p>Kravette discloses that the photocopier monitoring system also provides various information.</p> <p>“the photocopier monitoring system also provides photocopier diagnostic information, preventive maintenance information and end of service contract information.” (7:28-31)</p> <p>Kravette discloses that the service person (“user”) can manually enter identification information (“information about the user’s perception”) of the photocopier (“unit of the commodity”).</p> <p>“The monthly meter count that is stored in the transaction log data base is then utilized to update the meter count information as stored in the customer identification data base. This data base may now be used to prepare a billing report for each customer. This may be done manually by reentering the updated identification data base into an already existing billing system or by directly inputting this information into a billing software program for automatically generating a billing report upon the input of the updated count.” (7:6-16)</p> <p>Kravette further discloses that an end user determines the condition of the photocopiers from diagnostic signals (“information about the user’s perception”) received from the photocopier (“unit of the commodity”).</p> <p>“A photocopier monitoring system constructed in accordance with the invention monitors the diagnostic</p> |

| Claim 1 | Disclosure In Kravette |
|---------|------------------------|
|---------|------------------------|

| | |
|--|---|
| | signals and upon detection of a diagnostic signal, translates the diagnostic signal into a signal usable by an off site end user to determine the condition of the photocopiers. " (4:50-55) |
|--|---|

| | |
|--|---|
| a memory within each of the units of the commodity capable of storing results of the two-way local interaction, the results including elicited information about user perception of the commodity, | <p>Kravette discloses a memory within each of the units of the commodity capable of storing results of the two-way local interaction, the results including elicited information about user perception of the commodity.</p> <p>Kravette discloses a memory within each of the photocopiers that is capable of storing diagnostic and service data ("results of the two-way local interaction") including the information input by the service person ("information about user perception") of the photocopier ("unit of the commodity").</p> |
|--|---|

"The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted." (9:14-22)



(Fig. 1)

| Claim 1 | Disclosure In Kravette |
|---|---|
| | <p>Kravette also discloses storing in the memory maintenance information (“information about the user’s perception”) of the photocopier (“unit of the commodity”) that is input by a service person.</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted.” (9:14-22)</p> <p>Kravette discloses that the input/output device is coupled to a memory.</p> <p>“A portable input/output device 134 carried by a serviceman may be coupled to monitoring CPU and RAM 102 to receive and input information to the system.” (12:18-20)</p> <div data-bbox="488 1008 1323 1512" data-label="Diagram"> </div> <p>(Fig. 4)</p> |
| <p>a communication element associated with each of the units of the commodity</p> | <p>Kravette discloses a communication element associated with each of the units of the commodity capable of carrying results of the two-way local interaction from each of the units of the commodity to a central location.</p> <p>Kravette discloses a modem (“a communication element”) associated with each of the photocopiers (“unit of the commodity”).</p> <p>“The service person at the job site may also</p> |

communicate with the central station through modem 14 by becoming part of system 10, through input/output device 34.” (9:49-52)

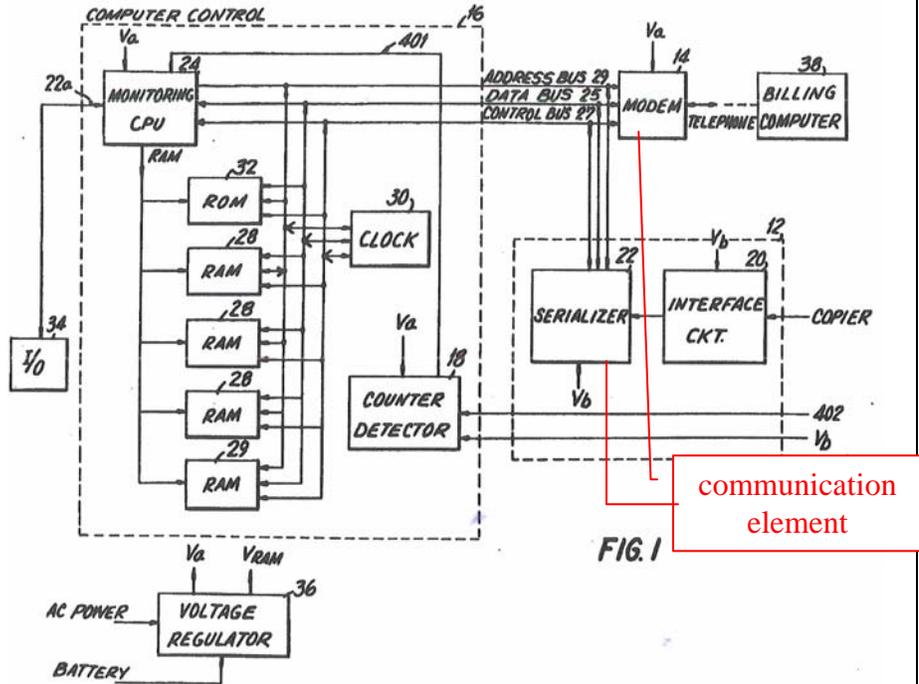


FIG. 1

(Fig. 1)

“Once monitoring CPU and RAM 102 determines that a predetermined number of monitor counts has been accumulated in the RAM, monitoring CPU and RAM 102 reports to the billing or service computer through a **modem 110** in accordance with a program stored in EPROM 108.” (13:35-40)

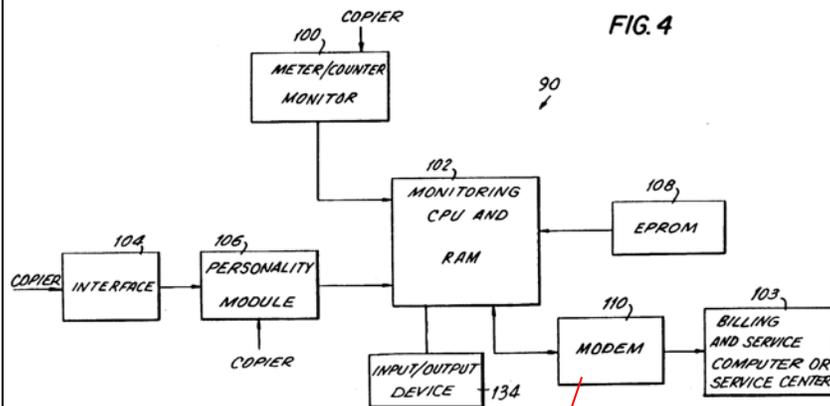


FIG. 4

communication element

| Claim 1 | Disclosure In Kravette |
|---------|------------------------|
|---------|------------------------|

(Fig. 4)

capable of carrying results of the two-way local interaction from each of the units of the commodity to a central location, and

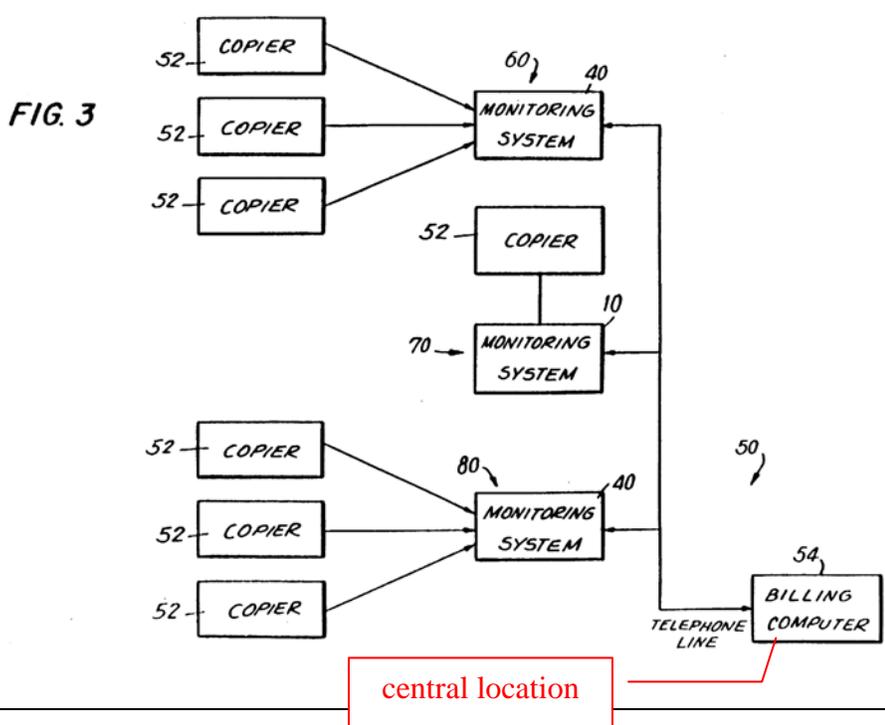
Kravette discloses that the communication element is capable of carrying results of the two-way local interaction from each of the units of the commodity to a central location.

Kravette discloses carrying diagnostic data and billing data (“results of the two-way local interaction”) to a billing computer and/or a service computer located at a central station (“a central location”).

“Each photocopier monitoring system sends **billing data to the billing computer** which is off site at the central station at a predetermined time for processing.” (3:30-33)

“Monitoring system 60 includes a plurality of copiers 52 and a photocopier monitoring system 40 for **connection with a billing or other computer 54 located at a central station.**” (11:1-4)

“The service person at the job site may also **communicate with the central station** through modem 14 by becoming part of system 10 through input/output device 34.” (9:49-52)



| Claim 1 | Disclosure In Kravette |
|---|---|
| | <p>(Fig. 3)</p> <p>“Monitoring CPU and RAM 102 translates the signal into a form useable by a service computer 103 at the central station.” (12:65-67)</p> <div data-bbox="532 541 1365 940" data-label="Diagram"> </div> <p>(Fig. 4)</p> <p>Kravette discloses reporting data to a billing or service computer (“central location”).</p> <p>“Once monitoring CPU and RAM 102 determines that a predetermined number of monitor counts has been accumulated in the RAM, monitoring CPU and RAM 102 reports to the billing or service computer through a modem 110 in accordance with a program stored in EPROM 108.” (13:35-40)</p> |
| <p>a component capable of managing the interactions of the users in different locations and collecting the results of the interactions at the central location.</p> | <p>Kravette discloses a component capable of managing the interactions of the users in different locations and collecting the results of the interactions at the central location.</p> <p>Kravette discloses that the billing computer (“a component”) validates messages received from the photocopier monitoring system (“managing the interactions”) and recording the messages (“collecting the results of the interactions”).</p> <p>“When this information is transmitted to the billing computer, the billing computer again validates the incoming message and records the incoming message</p> |

| Claim 1 | Disclosure In Kravette |
|---------|--|
| | <p>in a transaction log file.” (7:31-34)</p> <p>Each photocopier monitoring system sends billing data to the billing computer which is off site at the central station at a predetermined time for processing. (3:30-33)</p> <p>Kravette discloses that the billing computer and the service computer (“a component”) receive reports (“collecting the results of the interactions”) from the photocopier monitoring system.</p> <p>“Once monitoring CPU and RAM 102 determines that a predetermined number of monitor counts has been accumulated in the RAM, monitoring CPU and RAM 102 reports to the billing or service computer through a modem 110 in accordance with a program stored in EPROM 108.” (13:35-40).</p> <p>“Monitoring system 60 includes a plurality of copiers 52 and a photocopier monitoring system 40 for connection with a billing or other computer 54 located at a central station.” (11:1-4)</p> |

| Claim 2 | Disclosure In Kravette |
|---|--|
| <p>The system of claim 1</p> <p>in which the user interface is triggered based on user behaviors to generate two-way interactions with each of the users,</p> | <p>Kravette discloses the system of claim 1 as described above.</p> <p>Kravette discloses that the user interface is triggered based on user behaviors to generate two-way interactions with each of the users.</p> <p>Kravette discloses a counter that counts the number of papers. It starts with the user’s action (<i>e.g.</i>, pressing a start button).</p> <p>“A counter counts the number of papers processed by the copier producing a count signal.” (2:56-58)</p> <p>Kravette discloses that the status of the copier (<i>e.g.</i>, paper count) is displayed to the display device of the copier (“user interface”).</p> <p>“Generally, paper printing and processing devices, and in particular photocopiers, contain a display device, usually a liquid crystal, LED or other alpha-numeric display, for visually displaying to the user the status of the devices.” (4:38-42)</p> <p>Kravette discloses that the input/output device (“user interface”) has a keypad and display for input/output (“two-way local interaction”)</p> |

| Claim 2 | Disclosure In Kravette |
|--|--|
| | <p>between the user/service person and the photocopier/monitoring system.</p> <p>“Each service person may be equipped with a portable hand held input/output device 34 in the form of a keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24. (9:41-44)</p> <p>Kravette discloses that the input/output device is configured to input and retrieve various information (“two-way local interaction”) between the service person (“one of the users”) and the photocopier (“corresponding unit of the commodity”).</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted.” (9:14-22)</p> |
| <p>each of the interactions relating to a corresponding specific one of the behaviors.</p> | <p>Kravette discloses that each of the interactions relates to a corresponding specific one of the behaviors.</p> <p>Kravette discloses a counter that counts the number of papers. It starts with the user’s action (<i>e.g.</i>, pressing a start button). The counting of the number of papers corresponds to the user’s action.</p> <p>“A counter counts the number of papers processed by the copier producing a count signal.” (2:56-58)</p> <p>Kravette discloses that the service person’s use of the input/output device (“each of the interactions”) relates to the service person’s specific behaviors (<i>e.g.</i>, input and retrieval of information).</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central</p> |

| Claim 2 | Disclosure In Kravette |
|---------|----------------------------------|
| | station is disrupted.” (9:14-22) |

| Claim 3 | Disclosure In Kravette |
|---|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user. | <p>Kravette discloses that the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user.</p> <p>Kravette discloses a counter that counts the number of papers. Copier users can repeatedly use the photocopier for making copies (“repeated uses of a feature of a unit of the commodity”).</p> <p>“A counter counts the number of papers processed by the copier producing a count signal.” (2:56-58)</p> <p>Kravette discloses that the service person uses the input/output device (“interactions”). Other service persons can also repeatedly use the input/output device for inputting and retrieving information (“repeated uses of a feature of a unit of the commodity”).</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted.” (9:14-22)</p> |

| Claim 4 | Disclosure In Kravette |
|---|--|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the user interface comprises part of a functional user interface of the unit of the commodity that can be used to control features of the commodity. | <p>Kravette discloses that the user interface comprises part of a functional user interface of the unit of the commodity that can be used to control features of the commodity.</p> <p>Kravette discloses providing software for controlling the function (“features of the commodity”) of the monitoring system associated with the photocopier.</p> <p>“An interchangeable EPROM 108 provides software for controlling the function of monitoring CPU and RAM</p> |

| Claim 4 | Disclosure In Kravette |
|---------|--|
| | <p>102.” (13:22-24)</p> <p>“The basic EPROM 108 may be replaced with different EPROMs to provide different software control making photocopier monitoring system 90 more complex by allowing monitoring CPU and RAM 102 to perform a greater variety of functions.” (13:40-45)</p> <p>Kravette discloses that the monitoring system has an interface (“functional user interface”) that performs functions (“functional user interface”) such as formatting and translating diagnostic signals.</p> <p>“Generally the monitoring system has two components-- an interface 104 and a control portion 107. In one of the examples of the invention described previously, a photocopier monitoring system includes a interface 104 which formatted the internal diagnostic signal and contained a personality module for translating the diagnostic signal. However, these functions as well as others performed by monitoring CPU and RAM 102 and personality module 106 in photocopier monitoring system 90 may be performed by structure found entirely in the interface or may be split between the monitoring system CPU and the interface, or may even in part be performed at the central station.” (14:20-32)</p> |

| Claim 5 | Disclosure In Kravette |
|---|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the communication element also carries information from a passive probe that monitors the user's use of the commodity. | <p>Kravette discloses that the communication element also carries information from a passive probe that monitors the user's use of the commodity.</p> <p>Kravette discloses that the service person's input information and retrieval request for information are monitored and carried to the central location.</p> <p>“The service person at the job site may also communicate with the central station through modem 14 by becoming part of system 10, through input/output device 34.” (9:49-52)</p> |

| Claim 6 | Disclosure In Kravette |
|---------|------------------------|
|---------|------------------------|

| Claim 6 | Disclosure In Kravette |
|---|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the units of the commodity comprise telephone extension equipment and | <p>Kravette discloses that the units of the commodity comprise telephone extension equipment.</p> <p>Kravette discloses a master controller (“telephone extension equipment”).</p> <p>“A master controller containing a single modem is attached to a single telephone line.” (3:18-19)</p> |
| the central location comprises a private branch exchange or other central telephone network facility. | <p>Kravette discloses that the central location comprises a private branch exchange or other central telephone network facility.</p> <p>Kravette discloses that the central station billing computer (“central location”) has a modem (“central telephone network facility”).</p> <p>“A modem located at the central station billing computer answers the phone and receives the count data from modem 14 of photocopier monitoring system 10.” (6:65-68)</p> <p>Kravette discloses a local area network and local area network transceivers (“other central telephone network facility”).</p> <p>“Computer control 46 transmits its signals through modem 14 to a billing or other computer at a central station along the telephone lines. Local area network transceivers 42, 44 may be a carrier current modem utilizing the power lines contained within an office space, a high frequency transmitter and receiver or a telephone and modem located at both the copier station and the computer control circuit 16 station.” (10:49-56)</p> |

| Claim 7 | Disclosure In Kravette |
|---|--|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the results of the interactions are forwarded from the central location to a remote server for analysis. | <p>Kravette discloses that the results of the interactions are forwarded from the central location to a remote server for analysis.</p> <p>Kravette discloses a billing computer and a service computer. It is understood that the information entered by the service person (“results of the interactions”) can be sent to either a billing computer or service computer and forwarded from one to the other.</p> |

| Claim 7 | Disclosure In Kravette |
|---------|---|
| | <p>“Monitoring CPU and RAM 102 also contains internal software for maintaining an internal real time clock which in connection with an EPROM as will be discussed below allows photocopier monitoring system 90 to send time cycle related reports to the billing or service computers. Additionally, monitoring CPU and RAM 102 includes preprogrammed software for controlling the modem allowing photocopier monitoring system 90 to make the necessary report to the billing or service computers.” (12:8-17)</p> |

| Claim 10 | Disclosure In Kravette |
|---|--|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the two-way interaction provides instructions on how to use the commodity. | <p>Kravette discloses that the two-way interaction provides instructions on how to use the commodity.</p> <p>Kravette discloses that the service person retrieve instructions as to how to service the photocopier.</p> <p>“The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service person to call into the central station for further instructions.” (9:62-68)</p> |

| Claim 15 | Disclosure In Kravette |
|--|--|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the two-way interaction is mediated by a publicly or privately accessible on-line computerized information service. | <p>Kravette discloses that the two-way interaction is mediated by a publicly or privately accessible on-line computerized information service.</p> <p>Kravette discloses that the billing computer provides an information service (“publicly or privately accessible on-line computerized information service”) including receiving information and validating and recording messages.</p> <p>“the photocopier monitoring system also provides photocopier diagnostic information, preventive maintenance information and end of service contract information. When this information is transmitted to the</p> |

| Claim 15 | Disclosure In Kravette |
|----------|---|
| | billing computer, the billing computer again validates the incoming message and records the incoming message in a transaction log file. ” (7:28-34). |

| Claim 16 | Disclosure In Kravette |
|---|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the user interface presents information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, or hypertext. | <p>Kravette discloses that the user interface presents information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, or hypertext.</p> <p>Kravette discloses that the service person’s input/output device prints out messages (“information”) on the display (<i>e.g.</i>, LED or LCD). It is understood that the message displayed on the LED or LCD is in the form of text, lists, charts, views, etc.</p> <p>“The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service person to call into the central station for further instructions. The message would be printed out on a display (not shown) of input/output device 34. The display of input/output device 34 may comprise an LED or LCD display.” (9:62-10:3)</p> |

| Claim 18 | Disclosure In Kravette |
|----------------------------------|--|
| The system of claim 16 | Kravette discloses the system of claim 16 as described above. |
| in which the style is hypertext. | <p>Kravette discloses that the style is hypertext.</p> <p>Kravette discloses that the service person’s input/output device prints out messages (“information”) on the display (<i>e.g.</i>, LED or LCD). It is understood that a message displayed on the LED or LCD can be hypertext.</p> <p>“The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service</p> |

| Claim 18 | Disclosure In Kravette |
|----------|---|
| | <p>person to call into the central station for further instructions. The message would be printed out on a display (not shown) of input/output device 34. The display of input/output device 34 may comprise an LED or LCD display." (9:62-10:3)</p> |

| Claim 22 | Disclosure In Kravette |
|---|--|
| <p>The system of claim 1</p> | <p>Kravette discloses the system of claim 1 as described above.</p> |
| <p>wherein the elicited information is information about the user's needs with respect to use of the commodity.</p> | <p>Kravette discloses that the elicited information is information about the user's needs with respect to use of the commodity.</p> <p>Kravette discloses that the service person ("user") can manually enter meter count information ("user's needs with respect to use of the commodity").</p> <p>"The monthly meter count that is stored in the transaction log data base is then utilized to update the meter count information as stored in the customer identification data base. This data base may now be used to prepare a billing report for each customer. This may be done manually by reentering the updated identification data base into an already existing billing system or by directly inputting this information into a billing software program for automatically generating a billing report upon the input of the updated count." (7:6-16)</p> |

| Claim 24 | Disclosure In Kravette |
|---|--|
| <p>The system of claim 1</p> | <p>Kravette discloses the system of claim 1 as in claim 1 as described above.</p> |
| <p>wherein the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.</p> | <p>Kravette discloses that the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.</p> <p>Kravette discloses that the billing data ("a transaction for sale").</p> <p>"Each photocopier monitoring system sends billing data to the billing computer which is off site at the central station at a predetermined time for processing." (3:30-33)</p> <p>Kravette also discloses end of service contract information ("a service contract") of the photocopier ("unit of the commodity").</p> |

| Claim 24 | Disclosure In Kravette |
|----------|---|
| | <p>“the photocopier monitoring system also provides photocopier diagnostic information, preventive maintenance information and end of service contract information.” (7:28-31)</p> |

| Claim 25 | Disclosure In Kravette |
|--|--|
| <p>The system of claim 1</p> | <p>Kravette discloses the system of claim 1 as described above.</p> |
| <p>wherein the two-way local interactions comprise a request for servicing of the commodity by the user.</p> | <p>Kravette discloses that the two-way local interactions comprise a request for servicing of the commodity by the user.</p> <p>Kravette discloses that the maintenance requirements such as toner or paper refill are forwarded to a service center. It is understood that the service person can report and make a request for servicing using his input/output device.</p> <p>“The internally generated signals which drive the display device include diagnostic signals which cause the photocopier display to display malfunctions within the photocopier or report maintenance requirements such as toner and paper refill.” (4:42-46)</p> |

| Claim 30 | Disclosure In Kravette |
|---|---|
| <p>The system of claim 1</p> | <p>Kravette discloses the system of claim 1 as described above.</p> |
| <p>wherein the user interface includes a console displaying text or graphics.</p> | <p>Kravette discloses that the user interface includes a console displaying text or graphics.</p> <p>Kravette discloses that the service person’s input/output device prints out messages (“information”) on the display (<i>e.g.</i>, LED or LCD, “console”).</p> <p>“The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service person to call into the central station for further instructions. The message would be printed out on a display (not shown) of input/output device 34. The display of input/output device 34 may comprise an LED or LCD display.” (9:62-10:3)</p> |

| Claim 31 | Disclosure In Kravette |
|---|--|
| The system of claim 30 | Kravette discloses the system of claim 30 as described above. |
| wherein the console comprises a display of a computer, phone, or handheld device. | <p>Kravette discloses that the console comprises a display of a computer, phone, or handheld device.</p> <p>Kravette discloses that the service person’s input/output device (“handheld device”) has the LED or LCD display (“console”).</p> <p>“The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service person to call into the central station for further instructions. The message would be printed out on a display (not shown) of input/output device 34. The display of input/output device 34 may comprise an LED or LCD display.” (9:62-10:3)</p> |

| Claim 32 | Disclosure In Kravette |
|---|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| wherein the component is configured to provide access to the collection of results to vendors of the commodity. | <p>Kravette discloses that the component is configured to provide access to the collection of results to vendors of the commodity.</p> <p>Kravette discloses that the billing computer (“a component”) records the messages in a transaction log file (“collection of results”). It is understood that the transaction log file can be shared with the service center including vendors of the photocopiers (“vendors of the commodity”).</p> <p>“When this information is transmitted to the billing computer, the billing computer again validates the incoming message and records the incoming message in a transaction log file.” (7:31-34)</p> |

| Claim 38 | Disclosure In Kravette |
|---|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the units of commodity store one or more probes that elicit specific | Kravette discloses that the units of commodity store one or more probes that elicit specific information from the respective users through the user interfaces. |

| Claim 38 | Disclosure In Kravette |
|---|--|
| <p>information from the respective users through the user interfaces.</p> | <p>Kravette discloses an EPROM that provides software for controlling the function including probing and storing the service person's input ("one or more probes").</p> <p style="padding-left: 40px;">"An interchangeable EPROM 108 provides software for controlling the function of monitoring CPU and RAM 102." (13:22-24)</p> <p>Kravette discloses that the service person uses his input/output device ("through the user interface") for inputting and retrieving information ("elicit specific information from the respective users").</p> <p style="padding-left: 40px;">"The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted." (9:14-22)</p> |

| Claim 46 | Disclosure In Kravette |
|---|---|
| <p>The system of claim 1</p> <p>in which the two way local interaction enables the user to request help or support.</p> | <p>Kravette discloses the system of claim 1 as described above.</p> <p>Kravette discloses that the two way local interaction enables the user to request help or support.</p> <p>Kravette discloses that the service person uses his input/output device ("through the user interface") for retrieving information ("requesting help or support").</p> <p style="padding-left: 40px;">"The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted." (9:14-22)</p> <p>Kravette also discloses that the service person communicates with the central station for instructions ("help or support")</p> |

| Claim 46 | Disclosure In Kravette |
|----------|---|
| | <p>“The service person at the job site may also communicate with the central station through modem 14 by becoming part of system 10 through input/output device 34.” (9:49-52)</p> <p>Kravette also discloses that the dispatcher at the central station can transmit data (“help or support”) at the service person’s request for instructions.</p> <p>“the dispatcher at the central station can transmit data for the service person by storing retrievable information in RAM 29. The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service person to call into the central station for further instructions.” (9:60-68)</p> |

| Claim 47 | Disclosure In Kravette |
|---|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| in which the information relates to perception of a problem relating to use of the commodity. | <p>Kravette discloses that the information relates to perception of a problem relating to use of the commodity.</p> <p>Kravette discloses detecting a malfunction of the photocopier (“problem relating to use of the product”).</p> <p>“An interface circuit monitors the operation of the copier by monitoring the internal diagnostic signals of the copier as displayed on a photocopier display device associated with each copier and signals a central station when a malfunction of the copier has occurred, indicating the nature of the problem by translating the diagnostic signal and transmitting a translated diagnostic signal.” (2:60-67)</p> <p>It is understood that the service person (“user”) can manually enter the status of malfunction (“problem relating to use of the product”) of the photocopier.</p> <p>“The monthly meter count that is stored in the transaction log data base is then utilized to update the meter count information as stored in the customer identification data</p> |

| Claim 47 | Disclosure In Kravette |
|----------|---|
| | base. This data base may now be used to prepare a billing report for each customer. This may be done manually by reentering the updated identification data base into an already existing billing system or by directly inputting this information into a billing software program for automatically generating a billing report upon the input of the updated count.” (7:6-16) |

| Claim 48 | Disclosure In Kravette |
|---|---|
| The system of claim 47 | Kravette discloses the system of claim 47 as described above. |
| in which the two-way local interaction includes suggestions of the user to solve the problem. | <p>Kravette discloses that the two-way local interaction includes suggestions of the user to solve the problem.</p> <p>Kravette also discloses that the service person communicates with the central station for instructions. It is understood that the communication includes suggestions of the service person to solve the malfunction of the photocopier (“problem”).</p> <p>“The service person at the job site may also communicate with the central station through modem 14 by becoming part of system 10 through input/output device 34.” (9:49-52)</p> |

| Claim 50 | Disclosure In Kravette |
|--|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| wherein the commodity is a demonstration unit. | <p>Kravette discloses that the commodity is a demonstration unit.</p> <p>Kravette discloses a plurality of copiers (“units of a commodity”). It is understood that the copiers can be demonstration units.</p> <p>“Monitoring system 60 includes a plurality of copiers 52 and a photocopier monitoring system 40 for connection with a billing or other computer 54 located at a central station.” (11:1-4)</p> |

| Claim 51 | Disclosure In Kravette |
|---------------------------|---|
| The system of claim 1 | Kravette discloses the system of claim 1 as described above. |
| wherein the communication | Kravette discloses that the communication element also carries objective information about the user’s use of the commodity. |

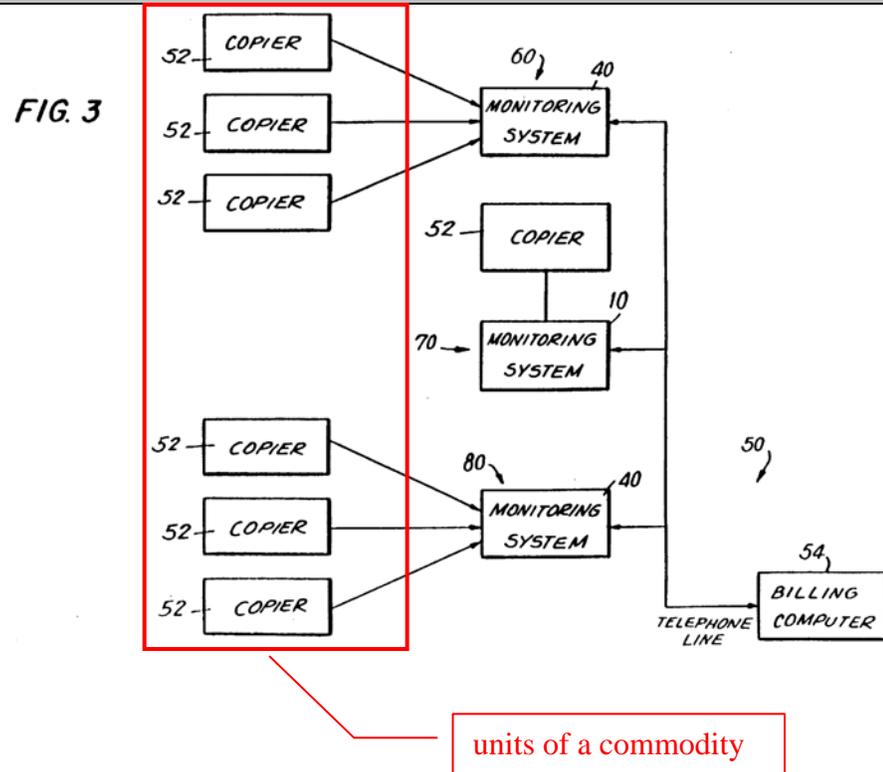
| Claim 51 | Disclosure In Kravette |
|--|--|
| <p>element also carries objective information about the user's use of the commodity.</p> | <p>Kravette discloses carrying billing data ("objective information").</p> <p style="padding-left: 40px;">"Each photocopier monitoring system sends billing data to the billing computer which is off site at the central station at a predetermined time for processing." (3:30-33)</p> <p>Billing data includes the number of paper counts ("user's use of the commodity").</p> <p style="padding-left: 40px;">"A counter counts the number of papers processed by the copier producing a count signal." (2:56-58)</p> |

| Claim 52 | Disclosure In Kravette |
|--|--|
| <p>The system of claim 1</p> | <p>Kravette discloses the system of claim 1 as described above.</p> |
| <p>wherein the two-way local interactions occur while the user is using the commodity.</p> | <p>Kravette discloses that the two-way local interactions occur while the user is using the commodity.</p> <p>Kravette discloses that the service person uses his input/output device. It is understood that the use of the input/output device occurs while the service person ("user") is using the photocopier ("commodity").</p> <p style="padding-left: 40px;">"Each service person may be equipped with a portable hand held input/output device 34 in the form of a keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24." (9:41-44)</p> |

| Claim 53 | Disclosure In Kravette |
|---|--|
| <p>The system of claim 1</p> | <p>Kravette discloses the system of claim 1 as described above.</p> |
| <p>wherein the component further manages collection of the results of the interactions along with information about a trigger event that initiated each respective interaction.</p> | <p>Kravette discloses that the component further manages collection of the results of the interactions along with information about a trigger event that initiated each respective interaction.</p> <p>Kravette discloses counting the number of papers ("information about a trigger event") initiated by the user's action (<i>e.g.</i>, pressing a start button).</p> <p style="padding-left: 40px;">"A counter counts the number of papers processed by the copier producing a count signal. A monitoring system computer receives the count signal and increments a count value over a predetermined period."</p> |

| Claim 53 | Disclosure In Kravette |
|----------|---|
| | <p data-bbox="591 237 711 273">(2:56-60)</p> <p data-bbox="496 306 1406 415">Kravette also discloses a real time clock that measures elapsed time (“information about a trigger event”) initiated by the user’s action (<i>e.g.</i>, pressing a start button).</p> <p data-bbox="591 449 1317 520">“monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p> |

| Claim 69 | Disclosure In Kravette |
|---|--|
| <p data-bbox="196 636 482 814">A method for gathering information from units of a commodity in different locations,</p> | <p data-bbox="496 636 1382 707">Kravette discloses a method for gathering information from units of a commodity in different locations.</p> <p data-bbox="496 741 1406 812">Kravette discloses gathering internal diagnostic signals (“information”) from printing devices (“units of a commodity in different locations.”)</p> <p data-bbox="591 846 1308 989">“Internal diagnostic signals in the printing device are intercepted as they are transmitted to an internal display device of the printing device and transmitted to the central computer through the modem.” (Abstract:8-12)</p> |
| <p data-bbox="196 1024 451 1203">each unit of the commodity being coupled to a remote database on a network,</p> | <p data-bbox="496 1024 1336 1096">Kravette discloses that each unit of the commodity is coupled to a remote database on a network.</p> <p data-bbox="496 1129 1386 1234">Kravette discloses a plurality of copiers (“units of a commodity”) that can be used by respective users/operators/service persons in different locations.</p> <p data-bbox="591 1268 1317 1411">“Monitoring system 60 includes a plurality of copiers 52 and a photocopier monitoring system 40 for connection with a billing or other computer 54 located at a central station.” (11:1-4)</p> <p data-bbox="496 1444 1406 1556">Kravette discloses that each copier (“unit of the commodity”) can be further equipped with a portable hand-held input/output device that can be used by respective service persons in different locations.</p> <p data-bbox="591 1589 1317 1768">“Each service person may be equipped with a portable hand held input/output device 34 in the form of a keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24.” (9:41-44)</p> |



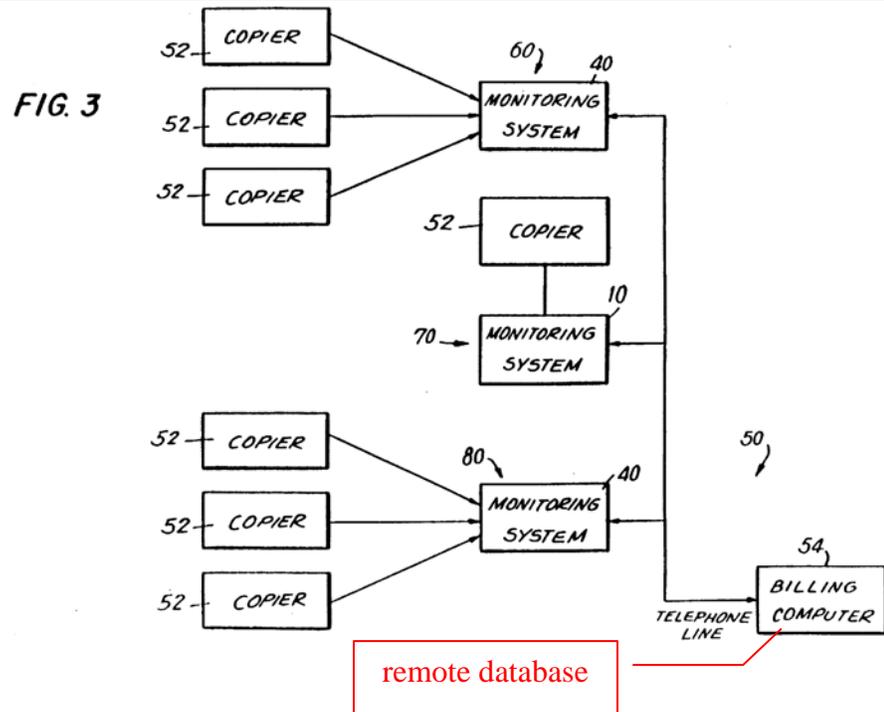
(Fig. 3)

Kravette discloses that the printing devices are coupled to a billing computer and/or a service computer located at a central station (“remote database on a network”).

“Each photocopier monitoring system sends **billing data to the billing computer** which is off site at the central station at a predetermined time for processing.” (3:30-33)

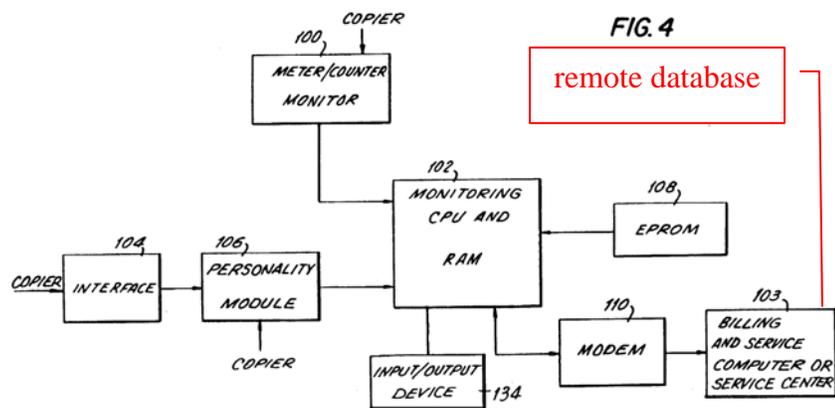
“Monitoring system 60 includes a plurality of copiers 52 and a photocopier monitoring system 40 for **connection with a billing or other computer 54 located at a central station.**” (11:1-4)

“The service person at the job site may also **communicate with the central station** through modem 14 by becoming part of system 10 through input/output device 34.” (9:49-52)



(Fig. 3)

“Monitoring CPU and RAM 102 translates the signal into a form useable by a service computer 103 at the central station.” (12:65-67)



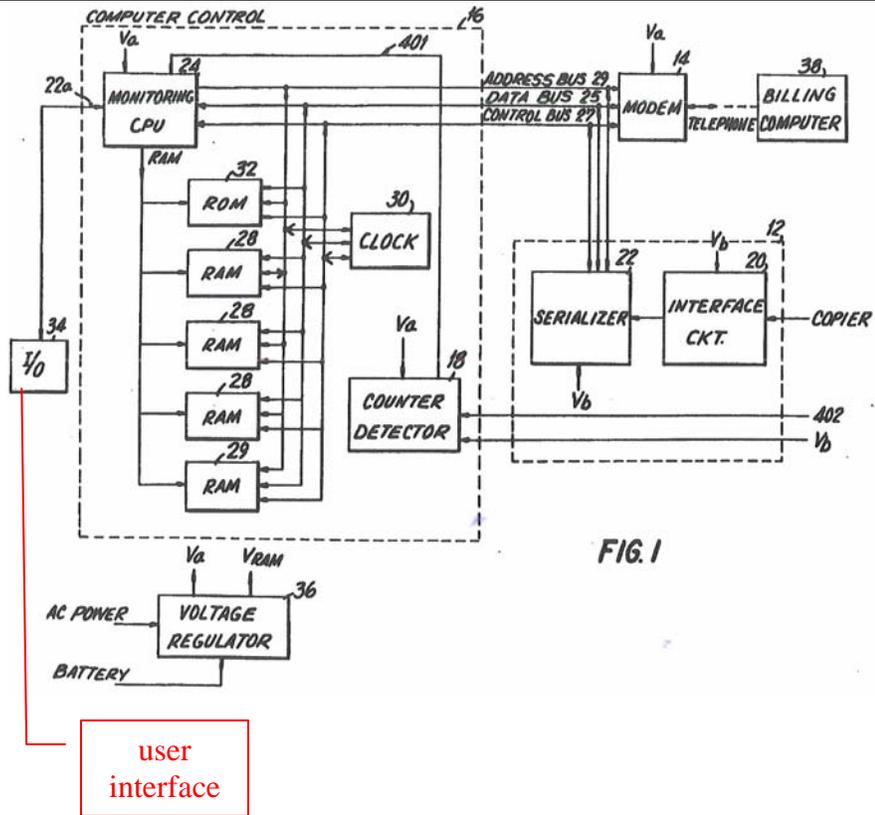
(Fig. 4)

Kravette discloses reporting data to a billing or service computer (“remote database on a network”).

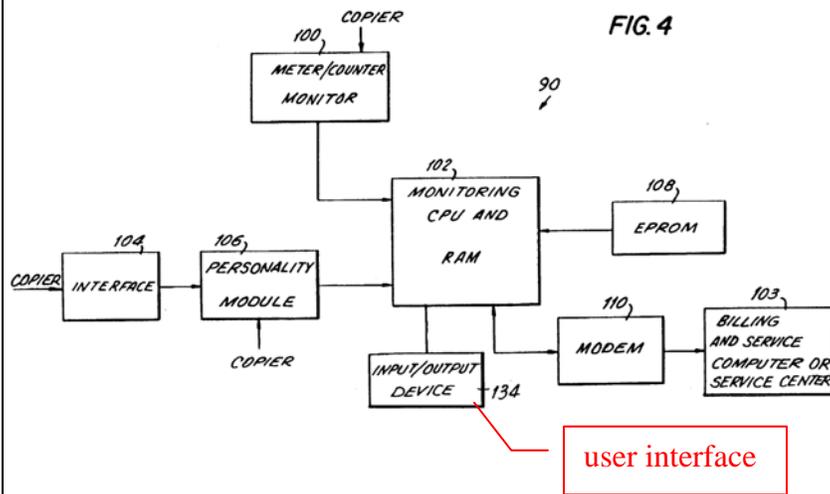
“Once monitoring CPU and RAM 102 determines that a

| Claim 69 | Disclosure In Kravette |
|--|---|
| | <p>predetermined number of monitor counts has been accumulated in the RAM, monitoring CPU and RAM 102 reports to the billing or service computer through a modem 110 in accordance with a program stored in EPROM 108.” (13:35-40)</p> |
| <p>the method comprising: eliciting user perceptions of respective units of the commodity through interactions at a user-interface of the respective unit;</p> | <p>Kravette discloses eliciting user perceptions of respective units of the commodity through interactions at a user-interface of the respective unit.</p> <p>Kravette discloses that the input/output device is configured to elicit information (“information about the user’s perception”) from the service person of the photocopier (“unit of the commodity”).</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted.” (9:14-22)</p> <p>Kravette discloses that the photocopier monitoring system also provides various information.</p> <p>“the photocopier monitoring system also provides photocopier diagnostic information, preventive maintenance information and end of service contract information.” (7:28-31)</p> <p>Kravette discloses that the service person can manually enter identification information (“user perceptions of respective units of the commodity”) of the photocopier (“unit of the commodity”).</p> <p>“The monthly meter count that is stored in the transaction log data base is then utilized to update the meter count information as stored in the customer identification data base. This data base may now be used to prepare a billing report for each customer. This may be done manually by reentering the updated identification data base into an already existing billing system or by directly inputting this information into a billing software program for automatically generating a billing report upon the input</p> |

| Claim 69 | Disclosure In Kravette |
|--|--|
| | <p>of the updated count.” (7:6-16)</p> <p>Kravette further discloses that an end user determines the condition of the photocopiers from diagnostic signals (“information about the user’s perception”) received from the photocopier (“unit of the commodity”).</p> <p>“A photocopier monitoring system constructed in accordance with the invention monitors the diagnostic signals and upon detection of a diagnostic signal, translates the diagnostic signal into a signal usable by an off site end user to determine the condition of the photocopiers.” (4:50-55)</p> |
| <p>generating perception information based on inputs of the users at the respective user-interfaces;</p> | <p>Kravette discloses generating perception information based on inputs of the users at the respective user-interfaces.</p> <p>Kravette discloses an input/output device (“user interface”).</p> <p>“A portable input/output circuit is provided so that servicemen may interface with the system at the repair site.” (3:8-10)</p> <p>Kravette discloses that a service person enters input data (“perception information”) using a portable input/output device (“user interface”).</p> <p>“A portable input/output device 134 carried by a serviceman may be coupled to monitoring CPU and RAM 102 to receive and input information to the system.” (12:18-20)</p> |



(Fig. 1)



(Fig. 4)

Kravette discloses that the service person enters data (“input”) using the input/output device (“user interface”).

| Claim 69 | Disclosure In Kravette |
|--|--|
| | <p>“This may be done manually by reentering the updated identification data base into an already existing billing system or by directly inputting this information into a billing software program for automatically generating a billing report upon the input of the updated count.” (7:11-16)</p> <p>Kravette discloses storing diagnostic data of the photocopier is stored. It is understood that the diagnostic data and maintenance information can be entered by the service person using the input/output device.</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced.” (9:14-18)</p> <p>Kravette discloses storing diagnostic information, preventive maintenance information and end of service contract information that can be input by the service person.</p> <p>“the photocopier monitoring system also provides photocopier diagnostic information, preventive maintenance information and end of service contract information. When this information is transmitted to the billing computer, the billing computer again validates the incoming message and records the incoming message in a transaction log file.” (7:28-34).</p> |
| <p>transmitting the perception information to the remote database;</p> | <p>Kravette discloses transmitting the perception information to the remote database.</p> <p>Kravette discloses transmitting a signal to a billing computer (“remote database”). It is understood that the signal transmitted to the billing computer can include perception information generated based on an input by the service person.</p> <p>“Computer control 16 contains a ROM 32 which contains a program for allowing monitoring CPU 24 to determine when the time generated by real time clock 30 equals the predetermined time period stored in a designated RAM 28. When the two time periods match, monitoring system CPU 24 sends a signal through modem 14 to billing computer 38 indicating that the predetermined time period has ended and forwards the total count value</p> |

| Claim 69 | Disclosure In Kravette |
|--|--|
| | <p>to the billing computer.” (7:67-8:8)</p> <p>Kravette discloses transmitting a flag stored in the memory to a service center (“remote database”). It is understood that the flag transmitted to the service center includes perception information generated based on an input by the service person.</p> <p>“By providing a flag contained within the memory of computer control 16, the copier monitoring system provides an automatic preventive maintenance signal to a service center.” (8:22-25)</p> <p>Kravette also discloses that the input received from the input/output device is transmitted to the central station (“remote database”).</p> <p>“The service person at the job site may also communicate with the central station through modem 14 by becoming part of system 10, through input/output device 34.” (9:49-52)</p> |
| <p>receiving the transmitted perception information from different units of the commodity; and</p> | <p>Kravette discloses receiving the transmitted perception information from different units of the commodity.</p> <p>Kravette discloses receiving a signal (“perception information”) at a billing computer. It is understood that the signal received at the billing computer can include perception information generated based on an input by the service person at each photocopier.</p> <p>“Computer control 16 contains a ROM 32 which contains a program for allowing monitoring CPU 24 to determine when the time generated by real time clock 30 equals the predetermined time period stored in a designated RAM 28. When the two time periods match, monitoring system CPU 24 sends a signal through modem 14 to billing computer 38 indicating that the predetermined time period has ended and forwards the total count value to the billing computer.” (7:67-8:8)</p> <p>Kravette discloses transmitting a flag stored in the memory to a service center. It is understood that the flag transmitted to the service center includes perception information generated based on an input by the service person at each photocopier.</p> <p>“By providing a flag contained within the memory of computer control 16, the copier monitoring system provides an automatic preventive maintenance signal to a</p> |

| Claim 69 | Disclosure In Kravette |
|---|---|
| | <p>service center.” (8:22-25)</p> <p>Kravette also discloses that the input received from the input/output device is transmitted to the central station.</p> <p>“The service person at the job site may also communicate with the central station through modem 14 by becoming part of system 10, through input/output device 34.” (9:49-52)</p> |
| collecting and storing the received information at the remote database. | <p>Kravette discloses collecting and storing the received information at the remote database.</p> <p>Kravette discloses that the billing computer receives diagnostic and preventive maintenance information (“received information”) and receives and records messages (“received information”).</p> <p>“the photocopier monitoring system also provides photocopier diagnostic information, preventive maintenance information and end of service contract information. When this information is transmitted to the billing computer, the billing computer again validates the incoming message and records the incoming message in a transaction log file.” (7:28-34).</p> |

| Claim 70 | Disclosure In Kravette |
|---|--|
| The method of claim 69 further comprising | Kravette discloses the method of claim 69 as described above. |
| enabling users of the commodities to access the received information. | <p>Kravette discloses enabling users of the commodities to access the received information.</p> <p>Kravette discloses that the service person retrieves diagnostic data and maintenance information (“received information”) using his input/output device.</p> <p>“The diagnostic data of the photocopier may be stored, if required, in RAM 29, which can also store maintenance information, such as data related to recent service and data as to when certain copier parts were replaced. Such information can be input and retrieved by the service person using a portable input/output device 34 more particularly described below. This information is particularly useful where communication with the central station is disrupted.” (9:14-22)</p> |

| Claim 71 | Disclosure In Kravette |
|--|--|
| The method of claim 69 further comprising | Kravette discloses the method of claim 69 as described above. |
| enabling third parties to access the received information. | <p>Kravette discloses enabling third parties to access the received information.</p> <p>Kravette discloses reporting maintenance requirements to a service center (“third party”) from the received information (<i>e.g.</i>, billing data including paper counts).</p> <p>“The internally generated signals which drive the display device include diagnostic signals which cause the photocopier display to display malfunctions within the photocopier or report maintenance requirements such as toner and paper refill.” (4:42-46)</p> |

| Claim 72 | Disclosure In Kravette |
|---|--|
| The method of claim 71 | Kravette discloses the method of claim 71 as described above. |
| in which the third parties include vendors or designers of the commodities. | <p>Kravette discloses that the third parties include vendors or designers of the commodities.</p> <p>Kravette discloses that the maintenance requirements such as toner or paper refill are forwarded to a service center (“vendor”).</p> <p>“By providing a flag contained within the memory of computer control 16, the copier monitoring system provides an automatic preventive maintenance signal to a service center.” (8:22-25)</p> <p>“The internally generated signals which drive the display device include diagnostic signals which cause the photocopier display to display malfunctions within the photocopier or report maintenance requirements such as toner and paper refill.” (4:42-46)</p> |

| Claim 73 | Disclosure In Kravette |
|---|--|
| The method of claim 69 further comprising | Kravette discloses the method of claim 69 as described above. |
| making a design change using the received information, or marketing the commodity using the | <p>Kravette discloses making a design change using the received information, or marketing the commodity using the received information.</p> <p>Kravette discloses that the maintenance requirements such as toner or</p> |

| Claim 73 | Disclosure In Kravette |
|-----------------------|---|
| received information. | <p>paper refill are forwarded to a service center. It is understood that the received maintenance requirement information can be used for design change or marketing (<i>e.g.</i>, marketing the photocopier for lower maintenance cycles).</p> <p style="text-align: center;">“By providing a flag contained within the memory of computer control 16, the copier monitoring system provides an automatic preventive maintenance signal to a service center.” (8:22-25)</p> |

| Claim 74 | Disclosure In Kravette |
|--|---|
| The method of claim 69 | Kravette discloses the method of claim 69 as described above. |
| said eliciting step includes interacting with the users through the respective user-interfaces of units of commodity | <p>Kravette discloses interacting with the users through the respective user-interfaces of units of commodity.</p> <p>Kravette discloses that each of the service persons (“users”) interacts with his/her portable input/output device (“a user interface”).</p> <p style="text-align: center;">“Each service person may be equipped with a portable hand held input/output device 34 in the form of a keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24.” (9:41-44)</p> |
| to elicit perception information about (i) steps that a vendor of the commodity could take to improve user satisfaction or (ii) training or support provided for users of the commodity. | <p>Kravette discloses eliciting perception information about (i) steps that a vendor of the commodity could take to improve user satisfaction or (ii) training or support provided for users of the commodity.</p> <p>Kravette discloses that the service person communicates with a dispatcher at the central location and retrieves instructions. It is understood that this communication can be used for training or support provided for the service persons (“users”) of the photocopier (“commodity”).</p> <p style="text-align: center;">“the dispatcher at the central station can transmit data for the service person by storing retrievable information in RAM 29. The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service person to call into the central station for further instructions.” (9:60-</p> |

| Claim 74 | Disclosure In Kravette |
|----------|--|
| | <p data-bbox="591 243 634 275">68)</p> <p data-bbox="496 310 1414 380">It is understood that the instructions that the service person receives can be used for training or support.</p> <p data-bbox="591 415 1317 667">“The service person may then connect his input/output device 34 and retrieve the information stored in RAM 29 so that the central station may communicate with each service person directly through photocopier monitoring system 10 saving the time necessary for the service person to call into the central station for further instructions.” (9:62-68)</p> |