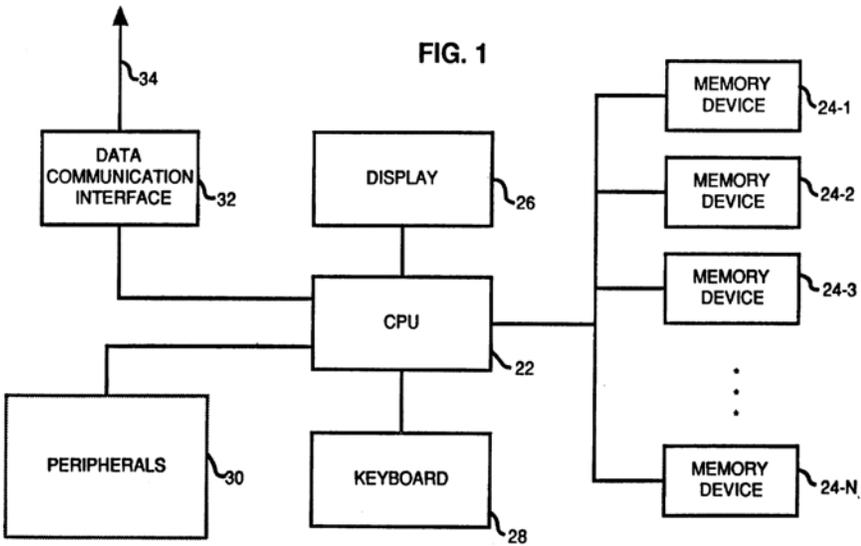
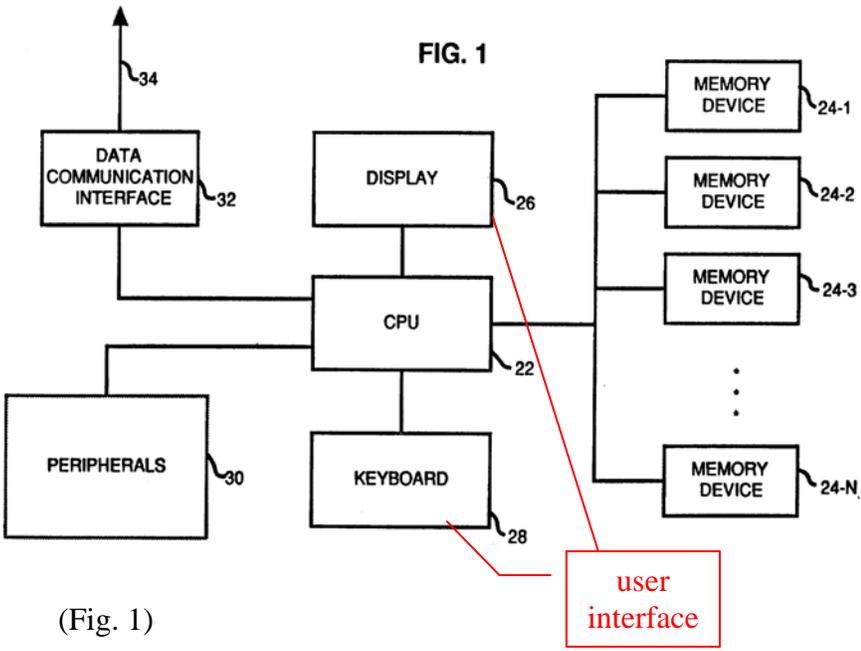


EXHIBIT CC-E

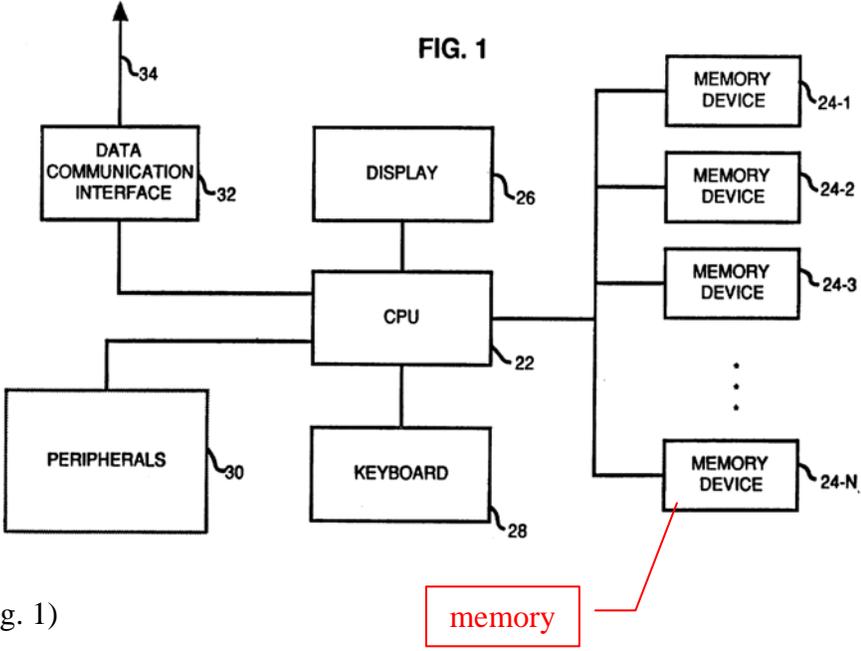
5,956,505 (“MANDULEY”) ANTICIPATES CLAIMS 1-7, 10, 15-16, 18, 22, 24, 25, 30-32, 38, 46-48, 50-53, AND 69-74 OF US PATENT 7,222,078 UNDER 35 U.S.C. §102(E)

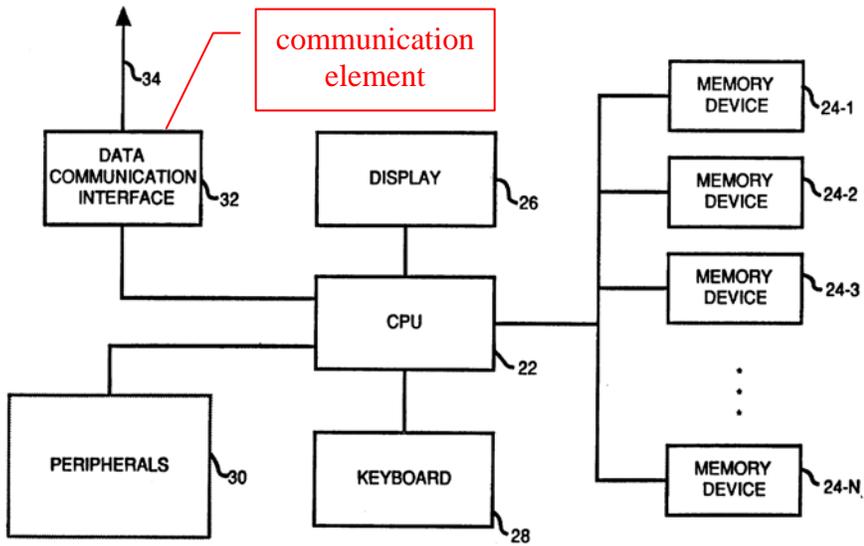
Claim 1	Disclosure In Manduley
<p>A system comprising</p>	<p>Manduley discloses a system.</p> <p>Manduley discloses an embedded system (“system”).</p> <p style="padding-left: 40px;">“Among other alternatives, the hardware just described may advantageously be realized in a conventional personal computer, or may be incorporated in an embedded system such as the STAR 110 described above.” (3:45-48)</p>
<p>units of a commodity that can be used by respective users in different locations,</p>	<p>Manduley discloses units of a commodity that can be used by respective users in different locations.</p> <p>Manduley’s data processing device (“unit of a commodity”) may be a STAR 110 or STAR 200.</p> <p style="padding-left: 40px;">“The STAR 200 includes an IBM PC-compatible microcomputer interfaced to an electronic scale. Also included in the STAR 200 is a customized keyboard that includes special keys for selecting a parcel carrier or class of service. Software and data are loaded into the computer for storage on a hard disk.” (1:44-49).</p> <p style="padding-left: 40px;">“The STAR 110 resembles a conventional electronic scale in outward appearance. A microprocessor, memory, weighing scale hardware and software, and a keyboard and small display, are all integrated into a single housing.” (1:50-53)</p> <p>Manduley discloses a data processing device (“unit of a commodity”).</p> <p style="padding-left: 40px;">“Device 20 includes CPU 22, which may be a conventional microprocessor. Connected to CPU 22 are a plurality of memory devices 24-1 through 24-N. Memory devices 24 may include, for example, program memory ROMs, detachable PROMM paddles, working RAMs, fixed and/or floppy disk drives, CD ROM drives, etc. It will be appreciated that at least some of the memory devices are read/write memory while others may be read only.” (3:34-41)</p>

Claim 1	Disclosure In Manduley
	<p>Figure 1 shows the data processing device (“unit of a commodity”).</p>  <p>(Fig. 1)</p> <p>Manduley also discloses a personal computer or an embedded system (“unit of a commodity”).</p> <p>“Among other alternatives, the hardware just described may advantageously be realized in a conventional personal computer, or may be incorporated in an embedded system such as the STAR 110 described above.” (3:45-48)</p> <p>Manduley discloses that the data processing devices (“units of a commodity”) can be located various zip codes (“used by respective users in different locations”).</p> <p>“The accessed or entered data may include zip code or other data identifying the location of device 20.” (6:42-44)</p>
<p>a user interface, which is part of each of the units of the commodity,</p>	<p>Manduley discloses a user interface, which is part of each of the units of the commodity.</p> <p>Manduley discloses a display and a keyboard (“a user interface”) of the data processing device.</p> <p>“Also connected to CPU 22 is a display 26 and a keyboard 28...” (3:42-43)</p>

Claim 1	Disclosure In Manduley
	<p style="text-align: center;">FIG. 1</p>  <p style="text-align: center;">(Fig. 1)</p>
<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>Manduley 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>Manduley discloses allowing a user to input data to the device (“unit of the commodity”).</p> <p style="padding-left: 40px;">“Block 40 represents user interface software that allows the user to input data into, and control, device 20 and to receive information from device 20.” (3:59-61)</p> <p>Manduley discloses that the display and the keyboard (“a user interface”) provides a medium for displaying and inputting (“two-way local interaction”).</p> <p style="padding-left: 40px;">“Also connected to CPU 22 is a display 26 and a keyboard 28...” (3:42-43)</p> <p>Manduley discloses displaying menu items (“medium for two-way local interaction”) between the user and the device (“corresponding unit of the commodity”).</p> <p style="padding-left: 40px;">“With respect to at least some of the features available for activation, there may be menu items that indicate that either temporary or permanent activation is</p>

Claim 1	Disclosure In Manduley
	available.” (6:15-17).
further configured to elicit, from a user, information about the user’s perception of the commodity,	<p>Manduley discloses that the user interface is further configured to elicit, from a user, information about the user’s perception of the commodity.</p> <p>Manduley discloses that the keyboard is used to select a menu item (e.g., “information about the user’s perception of the commodity”).</p> <p>“The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40.” (5:8-11)</p>
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>Manduley 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>Manduley discloses that the devices include memory devices (“memory”).</p> <p>“Device 20 includes CPU 22, which may be a conventional microprocessor. Connected to CPU 22 are a plurality of memory devices 24-1 through 24-N. Memory devices 24 may include, for example, program memory ROMs, detachable PROMM paddles, working RAMs, fixed and/or floppy disk drives, CD ROM drives, etc. It will be appreciated that at least some of the memory devices are read/write memory while others may be read only.” (3:34-41)</p> <p>Manduley’s memory devices (“memory”) are shown in Figure 1.</p>

Claim 1	Disclosure In Manduley
	<p style="text-align: center;">FIG. 1</p>  <p>(Fig. 1)</p> <p>It is understood from these teachings of Manduley that a user's activation request ("results of the two-way local interaction") is stored in the memory device.</p>
<p>a communication element associated with each of the units of the commodity</p>	<p>Manduley 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>Manduley discloses a data communication interface ("communication element") of the data processing device ("unit of the commodity").</p> <p style="padding-left: 40px;">"Also connected to CPU 22 is a data communication interface 32, which may be a conventional modem, and which is capable of establishing a data communication path (represented by arrow 34) between device 20 and another data processing system (not shown)." (3:52-56)</p>

Claim 1	Disclosure In Manduley
	 <p>(Fig. 1)</p>
<p>capable of carrying results of the two-way local interaction from each of the units of the commodity to a central location, and</p>	<p>Manduley 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.</p> <p>Manduley discloses the user's activation request code ("results of the two-way local communication") is transmitted from the device ("unit of the commodity") to a data center ("central location").</p> <p style="padding-left: 40px;">"Following step 150 is step 152, at which the integrated request code is transmitted from device 20 to the data center." (7:24-26).</p> <p>Manduley discloses carrying request codes from users or device ("results of the two-way local interaction) to a data center ("central location").</p> <p style="padding-left: 40px;">"FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20." (7:40-43)</p>
<p>a component capable of managing the interactions of the users in different locations and collecting the results</p>	<p>Manduley 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>Manduley discloses that the data center ("central location") receives</p>

Claim 1	Disclosure In Manduley
of the interactions at the central location.	<p>user's request codes ("collecting the results of the interactions").</p> <p>"FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20. Such a data center may be maintained, for example, by a company that manufactures or markets devices 20." (7:40-45)</p> <p>Manduley also discloses that the data center ("central location") receives telephone calls ("interactions of the users").</p> <p>"The routine begins with step 200, at which the data center receives a telephone call." (7:46-47)</p>

Claim 2	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
in which the user interface is triggered based on user behaviors to generate two-way interactions with each of the users,	<p>Manduley discloses that the user interface is triggered based on user behaviors to generate two-way interactions with each of the users.</p> <p>Manduley discloses that the application manager provides the user interface.</p> <p>"The request is presented to application manager 42 through user interface software 40." (5:10-11)</p> <p>Manduley discloses a diagnostic software module is displayed via the application manager ("user interface") initiated by the user's keyboard input ("triggered based on user behaviors").</p> <p>"Also accessible via application manager 42 is a diagnostic software module 72 which includes self-diagnosis software routines that may be initiated by keyboard input." (4:54-56)</p>
each of the interactions relating to a corresponding specific one of the behaviors.	<p>Manduley discloses that each of the interactions relates to a corresponding specific one of the behaviors.</p> <p>Manduley discloses each of the request codes ("interactions") corresponds to user's input ("specific one of the behaviors").</p> <p>"FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to</p>

Claim 2	Disclosure In Manduley
	users or devices 20.” (7:40-43)

Claim 3	Disclosure In Manduley
The system of claim 1	Manduley 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>Manduley 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>Manduley discloses “use of a feature.”</p> <p>“It will be appreciated that temporary activation allows a user to have use of a feature on a rental or free trial basis.” (7:11-13)</p> <p>Manduley discloses the number of times the feature is available for use (“repeated uses of a feature”).</p> <p>“If the user selects temporary activation, there may be menu items that indicate such options as the number of times the feature will be made available for use, or a length of time during which the feature will be available.” (6:17-21).</p>

Claim 4	Disclosure In Manduley
The system of claim 1	Manduley 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>Manduley 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>Manduley discloses performing functions under the control (“functional user interface of the unit of the commodity that can be used to control features of the commodity”)</p> <p>“This application relates to operation of data processing devices and more particularly to such devices that perform a plurality of functions under the control of a stored software program.” (1:13-16)</p> <p>Manduley discloses carrying out functions of the device (“control features of the commodity”) to control features of an application program.</p>

Claim 4	Disclosure In Manduley
	“the programs being for controlling the microprocessor to carry out intended functions of the device , at least one of the applications programs including at least one optional feature ” (2:36-39)

Claim 5	Disclosure In Manduley
The system of claim 1	Manduley 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>Manduley discloses that the communication element also carries information from a passive probe that monitors the user’s use of the commodity.</p> <p>Manduley discloses that the user’s entry of data or selection of a menu item (“use of the commodity”) is monitored.</p> <p>“The routine commences with step 100, at which the user requests that an application be actuated. The request may be made by entry of appropriate data or selection of a menu item through keyboard 28.” (5:7-10)</p> <p>Manduley discloses that the device updates the display, thus “monitors” the user’s entry of a request code (“use of the commodity”).</p> <p>“After step 142 is step 144 at which device 20 displays the integrated request code that was generated at step 136.” (6:60-62)</p> <p>Manduley discloses that a communication module takes results of the user’s entry of data or selection of a menu item (“user’s use of the commodity”), thus acts as a “passive probe.”</p> <p>“Returning now to step 138, if device 20 was equipped for direct communication with the data center, step 150 will follow step 138. At step 150 appropriate action is taken through communication module 56 to establish a direct data link with a data center.” (7:18-22)</p>

Claim 6	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
in which the units of the commodity comprise telephone extension equipment	Manduley discloses that the units of the commodity comprise telephone extension equipment.

Claim 6	Disclosure In Manduley
and	Manduley discloses a modem (“telephone extension equipment”). “Also connected to CPU 22 is a data communication interface 32, which may be a conventional modem , and which is capable of establishing a data communication path (represented by arrow 34) between device 20 and another data processing system (not shown).” (3:52-56)
the central location comprises a private branch exchange or other central telephone network facility.	Manduley discloses that the central location comprises a private branch exchange or other central telephone network facility. Manduley discloses that the data center communication with the device via telephone. It is understood that the data center has a “central telephone network facility.” “Communication via conventional telephone , or alternatively cellular telephone or other wireless communication is contemplated.” (7:22-24)

Claim 7	Disclosure In Manduley
The system of claim 1	Manduley 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.	Manduley discloses that the results of the interactions are forwarded from the central location to a remote server for analysis. Manduley disclose a system for remotely charging postage meters (“a remote server”) connected to the data center (“central location”) that calculates postage (“analysis”). “The data center to which request codes are to be sent and from which activation codes are received is preferably of the same general type as the data center described in U.S. Pat. Nos. 3,792,446 and 4,097,923 in connection with a system for remotely charging postage meters. ” (7:29-33)

Claim 10	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
in which the two-way interaction provides instructions on how to use the commodity.	Manduley discloses that the two-way interaction provides instructions on how to use the commodity. Manduley discloses displaying information advising the user how to

Claim 10	Disclosure In Manduley
	<p>request activation (“instructions on how to use the commodity”)</p> <p>“Next following step 310, is step 312, at which there would be displayed information advising the user as to how to request activation.” (11:20-22)</p>

Claim 15	Disclosure In Manduley
<p>The system of claim 1</p>	<p>Manduley discloses the system of claim 1 as described above.</p>
<p>in which the two-way interaction is mediated by a publicly or privately accessible on-line computerized information service.</p>	<p>Manduley discloses that the two-way interaction is mediated by a publicly or privately accessible on-line computerized information service.</p> <p>Manduley discloses AddressRight system providing various information services, <i>e.g.</i>, mailing list correction, duplicate address elimination, etc. (“computerized information service”).</p> <p>“Addressing program 46 preferably includes the functionality of the AddressRight system available from Pitney Bowes Inc. Thus addressing program 46 preferably includes a plurality of features 52 such as mailing list correction, duplicate address elimination, merging of two or more mailing lists, envelope printing or barcode generation.” (4:20-25)</p> <p>Manduley also discloses a computerized parcel manifest system that provides a plurality of carriers or classes of service (“computerized information service”).</p> <p>“A type of data processing device that illustrates the foregoing is the computerized parcel manifest system, of which well known examples are the STAR 200 and the STAR 110, both marketed by Pitney Bowes Inc., Stamford, Conn.” (1:36-40)</p> <p>“Manifesting program 48 preferably includes the functionality of the aforesaid STAR 200 parcel manifest system. The features 54 making up manifesting program 48 may therefore include a plurality of carriers or classes of service for which manifests can be produced and a plurality of accounting and reporting capabilities concerning manifesting activities performed by manifesting program 48.” (4:26-32)</p>

Claim 16	Disclosure In Manduley
The system of claim 1	Manduley 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>Manduley 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>Manduley discloses displaying menu items (<i>e.g.</i>, “text”).</p> <p>“With respect to at least some of the features available for activation, there may be menu items that indicate that either temporary or permanent activation is available.” (6:15-17).</p> <p>Manduley discloses a list (“lists”) of the features and/or applications.</p> <p>“After step 140 is step 142 at which system 20 displays a list of the features and/or applications requested for activation by the user.” (6:55-57)</p> <p>Manduley discloses an activation map (“graphical maps”).</p> <p>“This is accomplished through program activation module 58 which consults a part of configuration record 66 which is referred to as the “activation map”. The activation map contains data indicating which application programs, and which features of the programs, have been activated and whether the activation is permanent or temporary.” (5:19-25)</p> <p>Manduley discloses displaying on the display (“user interface”) a listing (“lists”) and a description (“descriptions”) of advantages of the unactivated functions.</p> <p>“If so, there is displayed on display 26 a suggestion that there are one or more unactivated functions available on device 20 and a listing, and preferably also a description of the advantages, of those functions.” (11:1-5)</p>

Claim 18	Disclosure In Manduley
The system of claim 16	Manduley discloses the system of claim 16 as described above.
in which the style is hypertext.	<p>Manduley discloses that the style is hypertext.</p> <p>Manduley discloses displaying menu items (<i>e.g.</i>, “text”).</p>

Claim 18	Disclosure In Manduley
	<p>“With respect to at least some of the features available for activation, there may be menu items that indicate that either temporary or permanent activation is available.” (6:15-17).</p> <p>It is understood that the menu item can contain hypertext.</p>

Claim 22	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
wherein the elicited information is information about the user’s needs with respect to use of the commodity.	<p>Manduley discloses that the elicited information is information about the user’s needs with respect to use of the commodity.</p> <p>Manduley discloses ordering of additional hardware when needed to implement a feature or application (“information about the user’s need with respect to use of the commodity”).</p> <p>“Reference was previously made to automatic ordering of additional hardware when needed to implement a feature or application for which activation was requested.” (10:21-23)</p>

Claim 24	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as in claim 1 as described above.
wherein the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.	<p>Manduley discloses that the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.</p> <p>Manduley discloses billing (“transaction for sale”) and maintenance and/or lease payment (“service contract of the commodity”).</p> <p>“The routine then proceeds to step 222, at which the data center issues instructions that will result in billing the holder of device 20 for any charges applicable to the requested programs or features and any ordered hardware, with updated or supplementary billing of maintenance and/or lease payments.” (8:23-28)</p> <p>Manduley discloses maintenance agreement or product leasing arrangement (“service contract”).</p> <p>“Step 220, where appropriate, also includes updating of</p>

Claim 24	Disclosure In Manduley
	any applicable maintenance agreement or product leasing arrangement. ” (8:21-23)

Claim 25	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
wherein the two-way local interactions comprise a request for servicing of the commodity by the user.	<p>Manduley discloses that the two-way local interactions comprise a request for servicing of the commodity by the user.</p> <p>Manduley discloses that the display and the keyboard is configured to accept data or selection of a menu item (“a request for servicing of the commodity”).</p> <p>“The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40.” (5:7-11)</p> <p>Manduley discloses user’s activation request (“a request for servicing”) of an application or a feature on the data processing device (“commodity”).</p> <p>“If activation is requested, the routine proceeds to step 124 (FIG. 3-C) at which it is determined whether the user is authorized to request activation.” (6:1-3)</p>

Claim 30	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
wherein the user interface includes a console displaying text or graphics.	<p>Manduley discloses that the user interface includes a console displaying text or graphics.</p> <p>Manduley discloses a display (“console”).</p> <p>“Also connected to CPU 22 is a display 26 and a keyboard 28...” (3:42-43)</p>

Claim 30	Disclosure In Manduley
	<div data-bbox="532 241 1396 793" data-label="Diagram"> <p>The diagram, labeled FIG. 1, shows a central CPU (22) connected to several components: a DATA COMMUNICATION INTERFACE (32) with an upward-pointing arrow, PERIPHERALS (30) to the left, a KEYBOARD (28) below, a DISPLAY (26) above, and a vertical stack of MEMORY DEVICES (24-1, 24-2, 24-3, ..., 24-N) to the right. A red box labeled 'console' is connected to the DISPLAY (26) and has an arrow pointing to the label '34' above the DATA COMMUNICATION INTERFACE (32).</p> </div> <p data-bbox="591 848 688 884">(Fig. 1)</p> <p data-bbox="493 919 1344 989">Manduley discloses that the display displays a menu item (“text or graphics”).</p> <p data-bbox="591 1031 1304 1171">“The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40.” (5:8-11)</p>

Claim 31	Disclosure In Manduley
The system of claim 30	Manduley discloses the system of claim 30 as described above.
wherein the console comprises a display of a computer, phone, or handheld device.	<p data-bbox="493 1360 1409 1430">Manduley discloses that the console comprises a display of a computer, phone, or handheld device.</p> <p data-bbox="493 1465 1401 1535">Manduley discloses that the display (“console”) is a display of the data processing device (“computer”).</p> <p data-bbox="591 1577 1222 1646">“Also connected to CPU 22 is a display 26 and a keyboard 28...” (3:42-43)</p> <p data-bbox="493 1682 1344 1751">Manduley discloses that the display displays a menu item (“text or graphics”).</p> <p data-bbox="591 1793 1325 1892">“The routine commences with step 100, at which the user requests that an application be actuated. The request may be made by entry of appropriate data or selection of a</p>

Claim 31	Disclosure In Manduley
	<p data-bbox="591 237 1143 273">menu item through keyboard 28.” (5:7-10)</p> <p data-bbox="496 306 1198 342">Manduley discloses a personal computer (“computer”).</p> <p data-bbox="591 375 1292 554">“Among other alternatives, the hardware just described may advantageously be realized in a conventional personal computer, or may be incorporated in an embedded system such as the STAR 110 described above.” (3:45-48)</p>

Claim 32	Disclosure In Manduley
The system of claim 1	Manduley 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 data-bbox="496 741 1403 814">Manduley discloses that the component is configured to provide access to the collection of results to vendors of the commodity.</p> <p data-bbox="496 848 1406 989">Manduley discloses that the request codes are transmitted to a company that manufactures or markets the device (“vendor of the commodity”), thus the manufacturer or marketing company accesses to the request codes (“collection of results”).</p> <p data-bbox="591 1022 1321 1241">“FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20. Such a data center may be maintained, for example, by a company that manufactures or markets devices 20.” (7:39-44)</p> <p data-bbox="496 1274 1419 1381">Manduley also discloses that the system with a postage meter (“vendor of the commodity”) accesses the activation request codes (“collection of results”).</p> <p data-bbox="591 1415 1292 1633">“The data center to which request codes are to be sent and from which activation codes are received is preferably of the same general type as the data center described in U.S. Pat. Nos. 3,792,446 and 4,097,923 in connection with a system for remotely charging postage meters.” (7:29-33)</p>

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

Claim 38	Disclosure In Manduley
<p>or more probes that elicit specific information from the respective users through the user interfaces.</p>	<p>the user interfaces.</p> <p>Manduley discloses that the keyboard is used to select a menu item (<i>e.g.</i>, “elicit information about the user’s perception of the commodity”).</p> <p>“The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40.” (5:8-11)</p> <p>Manduley discloses that a communication module (“one or more probes”) takes results of the user’s entry of data or selection of a menu item (“user’s use of the commodity”)</p> <p>“Returning now to step 138, if device 20 was equipped for direct communication with the data center, step 150 will follow step 138. At step 150 appropriate action is taken through communication module 56 to establish a direct data link with a data center.” (7:18-22)</p> <p>It is understood that respective user via his/her own user interface elicit information (<i>e.g.</i>, section of a menu item or entry a request code”)</p>

Claim 46	Disclosure In Manduley
<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>Manduley discloses the system of claim 1 as described above.</p> <p>Manduley discloses that the two way local interaction enables the user to request help or support.</p> <p>Manduley discloses an application guide that makes suggestions (“help or support”) to the user.</p> <p>“A third portion, represented by block 70, contains software that monitors operation of device 20 and makes suggestions to the user concerning unactivated programs or features that may be of value to the user. Portion 70, sometimes referred to as the "application guide", will be discussed in more detail below.” (4:46-52)</p> <p>Manduley discloses that the user’s execution of an application or feature initiates the application guide, which provides suggestions (“help or support”).</p>

Claim 46	Disclosure In Manduley
	<p>“Operation of application guide 70 is initiated upon execution of an application or a feature for which there are alternative or compatible applications or features resident among the application program stored in device 20.” (10:41-44)</p>

Claim 47	Disclosure In Manduley
The system of claim 1	Manduley 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>Manduley discloses that the information relates to perception of a problem relating to use of the commodity.</p> <p>Manduley discloses finding an error in decrypting the request code (“problem relating to use of the commodity”).</p> <p>“Following step 210 is step 212, at which it is determined whether an error is found by reference to the customer’s file or in decrypting the request code.” (8:6-8)</p>

Claim 48	Disclosure In Manduley
The system of claim 47	Manduley 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>Manduley discloses that the two-way local interaction includes suggestions of the user to solve the problem.</p> <p>Manduley discloses that the data center issues an error message to the user. It is understood that the error message may include “suggestions” to the user to solve the problem.</p> <p>“If so, step 214 follows, at which the data center issues an error message (either by direct communication to device 20 or to the user via the voice answer back unit, as the case may be) and the routine ends.” (8:8-12)</p> <p>Manduley also discloses making suggestions to the user via an application guide. It is understood that these suggestions are intended to activate programs or features (“solve the problem” of activation).</p> <p>“A third portion, represented by block 70, contains software that monitors operation of device 20 and makes suggestions to the user concerning unactivated programs or features that may be of value to the user. Portion 70, sometimes referred to as the "application guide", will be discussed in more detail below.” (4:46-</p>

Claim 48	Disclosure In Manduley
	52)

Claim 50	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
wherein the commodity is a demonstration unit.	<p>Manduley discloses that the commodity is a demonstration unit.</p> <p>Manduley's data processing device ("unit of a commodity") such as a STAR 110 or STAR 200.</p> <p>"The STAR 200 includes an IBM PC-compatible microcomputer interfaced to an electronic scale. Also included in the STAR 200 is a customized keyboard that includes special keys for selecting a parcel carrier or class of service. Software and data are loaded into the computer for storage on a hard disk." (1:44-49).</p> <p>"The STAR 110 resembles a conventional electronic scale in outward appearance. A microprocessor, memory, weighing scale hardware and software, and a keyboard and small display, are all integrated into a single housing." (1:50-53)</p> <p>It is understood that these STAR 110 or 220 can be demonstration units.</p>

Claim 51	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.
wherein the communication element also carries objective information about the user's use of the commodity.	<p>Manduley discloses that the communication element also carries objective information about the user's use of the commodity.</p> <p>Manduley discloses allowing a user to input data (<i>e.g.</i>, selection of a menu item or entry of a request code) ("objective information about the user's use of the commodity").</p> <p>"Block 40 represents user interface software that allows the user to input data into, and control, device 20 and to receive information from device 20." (3:59-61)</p>

Claim 52	Disclosure In Manduley
The system of claim 1	Manduley discloses the system of claim 1 as described above.

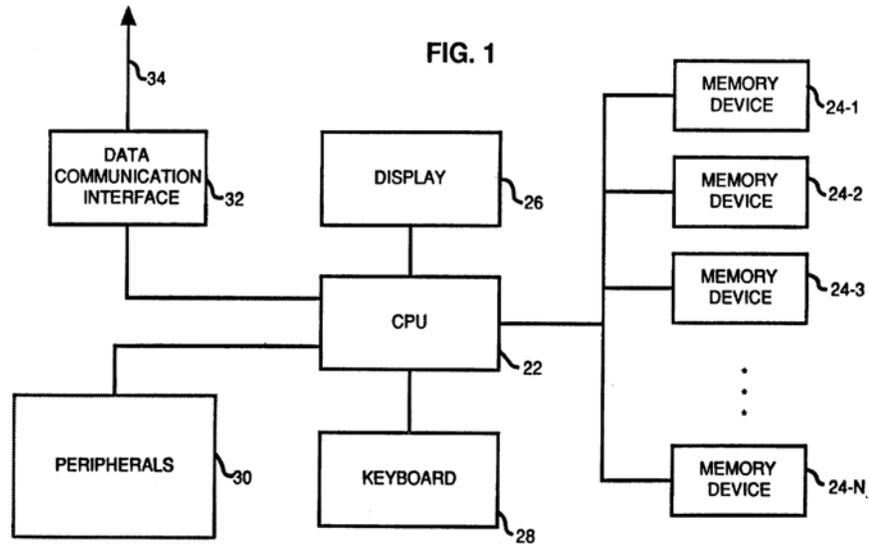
Claim 52	Disclosure In Manduley
<p>wherein the two-way local interactions occur while the user is using the commodity.</p>	<p>Manduley discloses that the two-way local interactions occur while the user is using the commodity.</p> <p>Manduley discloses allowing a user to input data (<i>e.g.</i>, selection of a menu item or entry of a request code, “) while using the device (“commodity”).</p> <p>“Block 40 represents user interface software that allows the user to input data into, and control, device 20 and to receive information from device 20.” (3:59-61)</p> <p>Manduley discloses displaying menu items (“medium for two-way local interaction”) while using the device (“commodity”).</p> <p>“With respect to at least some of the features available for activation, there may be menu items that indicate that either temporary or permanent activation is available.” (6:15-17).</p>

Claim 53	Disclosure In Manduley
<p>The system of claim 1</p>	<p>Manduley 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>Manduley 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>Manduley discloses diagnostic software routines are initiated by the user’s keyboard input (“trigger event that initiated each respective interaction”).</p> <p>“Also accessible via application manager 42 is a diagnostic software module 72 which includes self-diagnosis software routines that may be initiated by keyboard input.” (4:54-56)</p> <p>Manduley discloses collecting the user’s input (<i>e.g.</i>, selection of a menu item or entry of a request code).</p> <p>“Block 40 represents user interface software that allows the user to input data into, and control, device 20 and to receive information from device 20.” (3:59-61)</p> <p>Manduley also discloses that the user’s request made by entry of data or selection of a menu item is presented to, thus “collected” application</p>

Claim 53	Disclosure In Manduley
	<p>manager (“component”).</p> <p>“The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40.” (5:8-11)</p>

Claim 69	Disclosure In Manduley
<p>A method for gathering information from units of a commodity in different locations,</p>	<p>Manduley discloses a method for gathering information from units of a commodity in different locations.</p> <p>Manduley discloses a data processing device (“unit of a commodity”).</p> <p>“Device 20 includes CPU 22, which may be a conventional microprocessor. Connected to CPU 22 are a plurality of memory devices 24-1 through 24-N. Memory devices 24 may include, for example, program memory ROMs, detachable PROMM paddles, working RAMs, fixed and/or floppy disk drives, CD ROM drives, etc. It will be appreciated that at least some of the memory devices are read/write memory while others may be read only.” (3:34-41)</p> <p>Manduley discloses a method of receiving a request (“information”) from each of the devices (“units of a commodity”).</p> <p>“The method also includes receiving a request to operate one of the optional features...” (Abstract: 12-13)</p> <p>Manduley discloses that the data processing devices (“units of a commodity”) can be located various zip codes (“used by respective users in different locations”).</p> <p>“The accessed or entered data may include zip code or other data identifying the location of device 20.” (6:42-44)</p>
<p>each unit of the commodity being coupled to a remote database on a network,</p>	<p>Manduley discloses that each unit of the commodity is coupled to a remote database on a network.</p> <p>Manduley discloses a data processing device (“unit of a commodity”).</p> <p>“Device 20 includes CPU 22, which may be a conventional microprocessor. Connected to CPU 22 are</p>

a plurality of memory devices **24-1** through **24-N**. Memory devices **24** may include, for example, program memory ROMs, detachable PROMM paddles, working RAMs, fixed and/or floppy disk drives, CD ROM drives, etc. It will be appreciated that at least some of the memory devices are read/write memory while others may be read only.” (3:34-41)



(Fig. 1)

Manduley also discloses a personal computer or an embedded system (“unit of a commodity”).

“Among other alternatives, the hardware just described may advantageously be realized in a **conventional personal computer**, or may be incorporated in an **embedded system** such as the STAR 110 described above.” (3:45-48)

Manduley discloses that the user’s device is connected to a data center (“remote database on a network”).

“Following step **150** is step **152**, at which the integrated request code is **transmitted from device 20 to the data center.**” (7:24-26).

Manduley discloses carrying request codes from users or device (“unit of a commodity) to a data center (“remote database on a network”).

Claim 69	Disclosure In Manduley
	<p>“FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20.” (7:40-43)</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>Manduley discloses eliciting user perceptions of respective units of the commodity through interactions at a user-interface of the respective unit.</p> <p>Manduley discloses that the display and the keyboard (“user interface”) are used to generate an activation request code (<i>e.g.</i>, “user perceptions of respective units of the commodity”).</p> <p>“The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40.” (5:8-11)</p> <p>Manduley also discloses that the user may request activation (<i>e.g.</i>, “user perceptions”) of an application or a feature on the data processing device (“respective units of the commodity”).</p> <p>“If activation is requested, the routine proceeds to step 124 (FIG. 3-C) at which it is determined whether the user is authorized to request activation.” (6:1-3)</p>
<p>generating perception information based on inputs of the users at the respective user-interfaces;</p>	<p>Manduley discloses generating perception information based on inputs of the users at the respective user-interfaces.</p> <p>Manduley discloses allowing a user to input data to the device (“unit of the commodity”).</p> <p>“Block 40 represents user interface software that allows the user to input data into, and control, device 20 and to receive information from device 20.” (3:59-61)</p> <p>Manduley discloses that user’s data input or selection is generated at the menu item (“user interface”).</p> <p>“The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40.” (5:8-11)</p>
<p>transmitting the perception</p>	<p>Manduley discloses transmitting the perception information to the</p>

Claim 69	Disclosure In Manduley
information to the remote database;	<p>remote database.</p> <p>Manduley discloses that the user’s request code (“perception information”) is transmitted to a data center (“remote database”).</p> <p>“Following step 150 is step 152, at which the integrated request code is transmitted from device 20 to the data center.” (7:24-26).</p>
receiving the transmitted perception information from different units of the commodity; and	<p>Manduley discloses receiving the transmitted perception information from different units of the commodity.</p> <p>Manduley discloses that a data center (“remote database”) receives the user’s request codes (“perception information”) from different user’s devices (“units of the commodity”).</p> <p>“FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20.” (7:40-43)</p>
collecting and storing the received information at the remote database.	<p>Manduley discloses collecting and storing the received information at the remote database.</p> <p>Manduley discloses that the request codes (“received information”) are received (“collecting”) and maintained (“storing”) at the data center (“remote database”).</p> <p>“FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20. Such a data center may be maintained, for example, by a company that manufactures or markets devices 20.” (7:40-45)</p>

Claim 70	Disclosure In Manduley
The method of claim 69 further comprising	Manduley discloses the method of claim 69 as described above.
enabling users of the commodities to access the received information.	<p>Manduley discloses enabling users of the commodities to access the received information.</p> <p>Manduley discloses that the device updates the display the user’s entry of a request code (“received information”), thus enables the user to access the entered request code.</p>

Claim 70	Disclosure In Manduley
	<p>“After step 142 is step 144 at which device 20 displays the integrated request code that was generated at step 136.” (6:60-62)</p> <p>Manduley discloses displaying information (“received information”) advising the user how to request activation. This information is generated based on the user’s input that is received by the device.</p> <p>“Next following step 310, is step 312, at which there would be displayed information advising the user as to how to request activation.” (11:20-22)</p>

Claim 71	Disclosure In Manduley
The method of claim 69 further comprising	Manduley discloses the method of claim 69 as described above.
enabling third parties to access the received information.	<p>Manduley discloses enabling third parties to access the received information.</p> <p>Manduley disclose a system for remotely charging postage meters (“third parties”) that calculates postage based on the received activation codes (“received information”).</p> <p>“The data center to which request codes are to be sent and from which activation codes are received is preferably of the same general type as the data center described in U.S. Pat. Nos. 3,792,446 and 4,097,923 in connection with a system for remotely charging postage meters.” (7:29-33)</p>

Claim 72	Disclosure In Manduley
The method of claim 71	Manduley discloses the method of claim 71 as described above.
in which the third parties include vendors or designers of the commodities.	<p>Manduley discloses that the third parties include vendors or designers of the commodities.</p> <p>Manduley discloses a company that manufactures or markets devices (“vendors or designers of the commodities”).</p> <p>“FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20. Such a data center may be maintained, for example, by a company that</p>

Claim 72	Disclosure In Manduley
	manufactures or markets devices 20. " (7:39-44)

Claim 73	Disclosure In Manduley
The method of claim 69 further comprising	Manduley discloses the method of claim 69 as described above.
making a design change using the received information, or marketing the commodity using the received information.	<p>Manduley discloses making a design change using the received information, or marketing the commodity using the received information.</p> <p>Manduley discloses a company that manufactures or markets devices ("marketing the commodity") based on the received request codes ("using the received information").</p> <p>"FIGS. 4-A and 4-B illustrate a software routine for controlling a data center to receive request codes from users or devices 20 and to transmit activation codes to users or devices 20. Such a data center may be maintained, for example, by a company that manufactures or markets devices 20." (7:39-44)</p>

Claim 74	Disclosure In Manduley
The method of claim 69	Manduley 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>Manduley discloses interacting with the users through the respective user-interfaces of units of commodity.</p> <p>Manduley discloses that users use the keyboard to select a menu item ("interacting with the users through the respective user interfaces of units of commodity").</p> <p>"The request may be made by entry of appropriate data or selection of a menu item through keyboard 28. The request is presented to application manager 42 through user interface software 40." (5:8-11)</p> <p>Manduley discloses that the user enters data or selects a menu item ("interacting with the users through the respective user interfaces of units of commodity").</p> <p>"Returning now to step 138, if device 20 was equipped for direct communication with the data center, step 150 will follow step 138. At step 150 appropriate action is taken through communication module 56 to establish</p>

Claim 74	Disclosure In Manduley
	a direct data link with a data center.” (7:18-22)
<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>	<p>Manduley 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>Manduley discloses an application guide that makes suggestions (“training or support”) to the user.</p> <p>“A third portion, represented by block 70, contains software that monitors operation of device 20 and makes suggestions to the user concerning unactivated programs or features that may be of value to the user. Portion 70, sometimes referred to as the "application guide", will be discussed in more detail below.” (4:46-52)</p>