

EXHIBIT CC-B

5,077,582 (“KRAVETTE”) ANTICIPATES CLAIMS 1-6, 8-11, 13-15, 17-19, 21, 22, AND 25-32 OF US PATENT 7,620,565 UNDER 35 U.S.C. §102(E)

Claim 1	Disclosure In Kravette
A unit, comprising:	<p>Kravette discloses a unit.</p> <p>Kravette discloses a computer control (“unit”).</p> <p style="padding-left: 40px;">“Computer control 16 includes a monitoring central processing unit ("CPU") 24 which receives the count signal produced by counter 18 along a data bus 25.” (6:15-17)</p>
a memory;	<p>Kravette discloses a memory.</p> <p>Kravette discloses a RAM.</p> <p style="padding-left: 40px;">“Monitoring CPU 24 counts the number of count signals detected by storing a total count value in a random access memory ("RAM") 28 which is incremented each time a count signal is received.” (6:18-21)</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.” (9:14-18)</p>

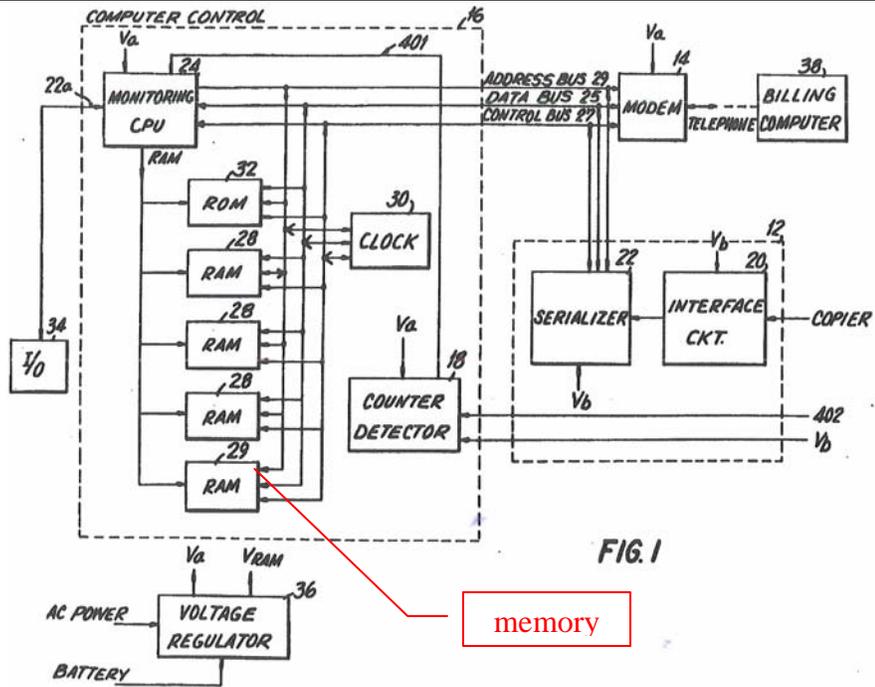


FIG. 1

(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)

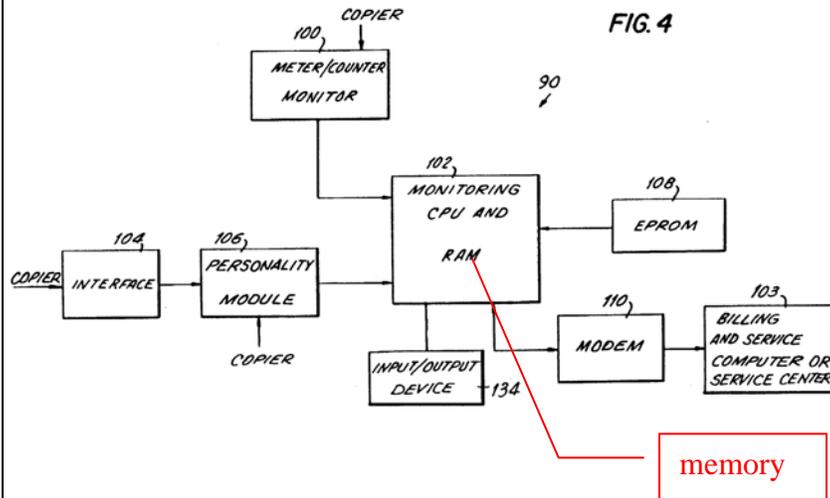


FIG. 4

(Fig. 4)

a transmitter; and

Kravette discloses a transmitter.

Claim 1	Disclosure In Kravette
	<p>Kravette discloses a dual asynchronous receiver/transmitter device (“transmitter”).</p> <p>“In an exemplary embodiment serializer 22 is a dual asynchronous receiver/transmitter device which provides two channel asynchronous serial communication for interfacing with computer control 16 and modem 14.” (8:65-9:1)</p> <p>Kravette discloses a modem (“transmitter”)</p> <p>“When ROM 32 has been triggered monitoring CPU 24 sends a signal through modem 14 indicating that the predetermined number has been reached.” (8:19-22)</p>
<p>a processor, coupled to the memory and to the transmitter, configured to:</p>	<p>Kravette discloses a processor, coupled to the memory and to the transmitter.</p> <p>Kravette discloses that the monitoring CPU (“processor”) is coupled to a serializer (“transmitter”).</p> <p>“In an exemplary embodiment serializer 22 is a dual asynchronous receiver/transmitter device which provides two channel asynchronous serial communication for interfacing with computer control 16 and modem 14.” (8:65-9:1)</p> <p>Kravette discloses that the monitoring CPU (“processor”) stores a total count value in the RAM (“memory”).</p> <p>“Monitoring CPU 24 counts the number of count signals detected by storing a total count value in a random access memory ("RAM") 28 which is incremented each time a count signal is received. In an exemplary embodiment three RAMs 28 are provided. Monitoring CPU 24 controls where the respective total count values have been stored by assigning an address to each total count value. Monitoring CPU 24 may be a Hitachi 6305 microprocessor.” (6:18-26).</p> <p>Figure 1 illustrates that the monitoring CPU (“processor”) is coupled to the RAM (“memory”) and the serializer or modem (“transmitter”).</p>

Claim 1	Disclosure In Kravette
	<p>(Fig. 1)</p>
<p>monitor a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events,</p>	<p>Kravette discloses that the processor is configured to monitor a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events.</p> <p>Kravette discloses a paper processing device/photocopier (“product”).</p> <p>“A system for monitoring a variable output paper processing device is provided.” (Abstract:1-2)</p> <p>Kravette discloses counting the number of papers (“monitoring .. a trigger event”) occurring in the copier (“product”).</p> <p>“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.” (2:56-60)</p> <p>Kravette also discloses a real time clock that measures elapsed time (“monitoring ... a trigger event”).</p> <p>“monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 1	Disclosure In Kravette
<p>increment a counter corresponding to the trigger event upon detection of the occurrence of the trigger event,</p>	<p>Kravette discloses that the processor is configured to increment a counter corresponding to the trigger event upon detection of the occurrence of the trigger event.</p> <p>Kravette discloses a counter (“counter”) that increments a counter value based on the number of papers (“trigger event”).</p> <p>“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.” (2:56-60)</p> <p>“Each paper processing device has an internal paper counter, this counter counts paper and produces an internal count signal 402 which increments the counter.” (5:19-21)</p> <p>Kravette also discloses that the real time clock counts the elapsed time using an internal real time clock (“counter”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
<p>cause the display of a user interface, configured to probe for information regarding a use of the product,</p>	<p>Kravette discloses that the processor is configured to cause the display of a user interface, configured to probe for information regarding a use of the product, if the counter exceeds a threshold.</p> <p>Kravette discloses a display device (“user interface”) that displays the photocopier’s status (“information regarding a use of the product”).</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 display device (“user interface”) has a readable counter for displaying the paper count value (“information regarding a use of the product”).</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. A paper count signal drives</p>

Claim 1	Disclosure In Kravette
	<p>the display device, in this case usually an internal, readable counter to display a total paper count value corresponding to the number of sheets of paper processed by the photocopier." (4:42-50)</p> <p>Kravette also discloses that each copier ("product") has a visual display device ("user interface") for displaying diagnostic and monitoring signals ("information regarding a use of the product").</p> <p>"each copier contains an internal copier CPU for generating the diagnostic and monitoring signals which are displayed on a visual display device." (12:21-24)</p> <p>Kravette discloses that the photocopier ("a product") displays on the visual display device ("user interface") a diagnostic signal (<i>e.g.</i>, "information regarding a use of the product") for signaling to the user.</p> <p>"The photocopier (not shown) produces internal signals for producing an output on a visual display device or like display including a diagnostic signal for signaling to the user of the copier when a system failure, such as a paper jam or a part malfunction has occurred. Each different copier model produces different formats of diagnostic signals. This signal is provided along a cable between a copier's internal CPU for generating the diagnostic signal and the copier's display device for users." (8:29-38)</p> <p>It is understood that the paper count value and/or diagnostic and monitoring signals can be displayed on the display device when the counter counts or after the counter exceeds a threshold.</p>
<p>if the counter exceeds a threshold,</p>	<p>Kravette discloses causing the display of a user interface, if the counter exceeds a threshold.</p> <p>Kravette discloses determining when the count value reaches a predetermine count number ("counter exceeds a threshold").</p> <p>"ROM 32 contains a program for allowing monitoring CPU 24 to determine when the count value generated by monitoring CPU 24 equals the predetermined count value stored in a RAM 28. ROM 32 acts as a secondary clock allowing monitoring CPU 24 to identify when a predetermined count number has been reached. When ROM 32 has been triggered monitoring CPU 24 sends a signal through modem 14 indicating that</p>

Claim 1	Disclosure In Kravette
	<p>the predetermined number has been reached.” (8:13-22)</p> <p>Kravette also discloses determining when the time generated by the real time clock equals the predetermined time period (“counter exceeds a threshold”).</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>cause the memory to store an input received from the user interface, and</p>	<p>Kravette discloses that the processor is configured to cause the memory to store an input received from the user interface.</p> <p>Kravette discloses that a service person enters data (“input”) using the input/output device (“user interface”).</p> <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 also discloses that the input/output device is a part of the system (“product”) and has an internal memory for storing an input received by the service person.</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. In another embodiment it may be input through an auxiliary input external to interface 12. Input/output device 34 may also include internal memory (not shown).” (9:41-48)</p>
<p>cause the transmitter to transmit the input to a server.</p>	<p>Kravette discloses that the processor is configured to cause the transmitter to transmit the input to a server.</p> <p>Kravette discloses that the service person’s input is transmitted to the</p>

Claim 1	Disclosure In Kravette
	<p>central station (“a server”)</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 2	Disclosure In Kravette
The unit of claim 1,	Kravette discloses the unit of claim 1 as described above.
wherein the input reflects a request to schedule maintenance.	<p>Kravette discloses that the input reflects a request to schedule maintenance.</p> <p>Kravette discloses that the service person’s input is transmitted to the central station (“a server”)</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>Kravette also discloses reporting maintenance requirement.</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 3	Disclosure In Kravette
The unit of claim 1,	Kravette discloses the unit of claim 1 as described above.
wherein the input reflects a submission of a purchase order.	<p>Kravette discloses that input reflects a submission of a purchase order.</p> <p>Kravette also discloses report of toner and paper refill (“purchase order”).</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 4	Disclosure In Kravette
The unit of claim 1,	Kravette discloses the unit of claim 1 as described above.
wherein the input reflects a request for interactive assistance.	<p>Kravette discloses that the input reflects a request for interactive assistance.</p> <p>Kravette discloses that the service person communicates (“interactive assistance”) with the central station (“a server”)</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 5	Disclosure in Kravette
The unit of claim 1, wherein the processor is further configured to:	Kravette discloses the unit of claim 1 as described above.
monitor the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events, and	<p>Kravette discloses monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events.</p> <p>Kravette discloses monitoring internal real time clock (“a second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
increment a second counter corresponding to the second trigger event upon detection of the occurrence of the second trigger event in the product.	<p>Kravette discloses incrementing a second counter corresponding to the second trigger event upon detection of the occurrence of the second trigger event in the product.</p> <p>Kravette discloses incrementing the real time clock (“second counter”) that counts the elapsed time corresponding to the internal real time clock (“occurrence of the second trigger event”). For example, the minute counter increments at every 60 counts of the second counter (“second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 6	Disclosure in Kravette
The unit of claim 5,	Kravette discloses the unit of claim 5 as described above.

<p>wherein the processor is further configured to:</p>	
<p>cause the memory to store the second counter; and</p>	<p>Kravette discloses that the processor is configured to cause the memory to store the second counter.</p> <p>Kravette discloses determining when the time generated by the real time clock (“second counter”) equals the predetermined time period.</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>It is understood from this disclosure that the second counter is stored in memory.</p>
<p>cause the transmitter to transmit a value of the second counter.</p>	<p>Kravette discloses that the processor is configured to cause the transmitter to transmit a value of the second counter.</p> <p>Kravette discloses sending a signal (“value of the second counter”) to the billing computer. The signal indicates that the predetermined time period counted by the real time clock (“second counter”) has ended.</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>It is understood from this disclosure that the signal sent to the billing computer contains the value of the real time clock (“second counter”).</p>

Claim 8	Disclosure In Kravette
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Claim 8	Disclosure In Kravette
The unit of claim 1,	Kravette discloses the unit of claim 1 as described above.
wherein one of the predefined plurality of trigger events is a problem associated with the product.	<p>Kravette discloses that one of the predefined plurality of trigger events is a problem associated with the product.</p> <p>Kravette discloses detecting a malfunction of the photocopier (“problem associated with 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>

Claim 9	Disclosure In Kravette
The method [sic] of claim 8,	Kravette discloses the method [sic] of claim 8 as described above.
wherein the problem is an equipment problem.	<p>Kravette discloses that the problem is an equipment problem.</p> <p>Kravette discloses detecting a malfunction of the photocopier (“equipment problem”).</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>

Claim 10	Disclosure In Kravette
The unit of claim 1,	Kravette discloses the unit of claim 1 as described above.
wherein a trigger event of the predefined plurality of trigger events is a use of at least one product feature.	<p>Kravette discloses that a trigger event of the predefined plurality of trigger events is a use of at least one product feature.</p> <p>Kravette discloses counting the number of papers (“use of at least one product feature”).</p> <p>“A counter counts the number of papers processed by</p>

Claim 10	Disclosure In Kravette
	<p>the copier producing a count signal. A monitoring system computer receives the count signal and increments a count value over a predetermined period.” (2:56-60)</p> <p>Kravette also discloses a real time clock that measures elapsed time (“use of at least one product feature”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 11	Disclosure In Kravette
The method [sic] of claim 10,	Kravette discloses the method [sic] of claim 10 as described above.
wherein the at least one product feature is “undo.”	<p>Kravette discloses that the at least one product feature is “undo.”</p> <p>Kravette discloses a paper processing device/photocopier (“product”).</p> <p>“A system for monitoring a variable output paper processing device is provided.” (Abstract:1-2)</p> <p>It is understood that the paper processing device has an interface to cancel a current paper processing job (e.g., “cancel” button on the user interface).</p>

Claim 13	Disclosure In Kravette
The unit of claim 1,	Kravette discloses the unit of claim 1 as described above.
wherein the product is a cellular telephone.	<p>Kravette discloses that the product is a cellular telephone.</p> <p>Kravette discloses a telephone modem (“telephone”) providing serial communication.</p> <p>“In an exemplary embodiment serializer 22 is a dual asynchronous receiver/transmitter device which provides two channel asynchronous serial communication for interfacing with computer control 16 and modem 14.” (8:65-9:1)</p> <p>It is understood that the photocopier (“product”) can have a cellular telephone for the serial communication.</p>

Claim 14	Disclosure In Kravette
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Claim 14	Disclosure In Kravette
The unit of claim 1,	Kravette discloses the unit of claim 1 as described above.
wherein the processor is further configured to increment the counter corresponding to the trigger event upon detection of a second occurrence of the trigger event.	<p>Kravette discloses that the processor is further configured to increment the counter corresponding to the trigger event upon detection of a second occurrence of the trigger event.</p> <p>Kravette discloses a secondary clock for identifying when (“a second occurrence”) a predetermined count number (“occurrence of the trigger event”) has been reached.</p> <p>“ROM 32 acts as a secondary clock allowing monitoring CPU 24 to identify when a predetermined count number has been reached. When ROM 32 has been triggered monitoring CPU 24 sends a signal through modem 14 indicating that the predetermined number has been reached.” (8:17-22)</p>

Claim 15	Disclosure In Kravette
A method, comprising:	<p>Kravette a method.</p> <p>“Accordingly, it is an object of this invention to provide an improved system and method for monitoring photocopiers.” (3:37-39)</p>
monitoring a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events;	<p>Kravette discloses monitoring a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events.</p> <p>Kravette discloses a paper processing device/photocopier (“product”).</p> <p>“A system for monitoring a variable output paper processing device is provided.” (Abstract:1-2)</p> <p>Kravette discloses counting the number of papers (“monitoring .. a trigger event”) occurring in the copier (“product”).</p> <p>“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.” (2:56-60)</p> <p>Kravette also discloses a real time clock that measures elapsed time (“monitoring ... a trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal</p>

Claim 15	Disclosure In Kravette
	<p>real time clock in a step 309.” (15:62-63)</p>
<p>incrementing a counter corresponding to the trigger event upon detection of the occurrence of the trigger event in the product;</p>	<p>Kravette discloses incrementing a counter corresponding to the trigger event upon detection of the occurrence of the trigger event in the product.</p> <p>Kravette discloses a counter (“counter”) that increments a counter value based on the number of papers (“trigger event”).</p> <p>“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.” (2:56-60)</p> <p>“Each paper processing device has an internal paper counter, this counter counts paper and produces an internal count signal 402 which increments the counter.” (5:19-21)</p> <p>Kravette also discloses that the real time clock counts the elapsed time using an internal real time clock (“counter”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
<p>displaying a user interface, configured to probe for information regarding a use of the product,</p>	<p>Kravette discloses displaying a user interface, configured to probe for information regarding a use of the product, if the counter exceeds a threshold.</p> <p>Kravette discloses a display device (“user interface”) that displays the photocopier’s status (“information regarding a use of the product”).</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 display device (“user interface”) has a readable counter for displaying the paper count value (“information regarding a use of the product”).</p> <p>“The internally generated signals which drive the display device include diagnostic signals which cause the photocopier display to display malfunctions within</p>

Claim 15	Disclosure In Kravette
	<p>the photocopier or report maintenance requirements such as toner and paper refill. A paper count signal drives the display device, in this case usually an internal, readable counter to display a total paper count value corresponding to the number of sheets of paper processed by the photocopier.” (4:42-50)</p> <p>Kravette also discloses that each copier (“product”) has a visual display device (“user interface”) for displaying diagnostic and monitoring signals (“information regarding a use of the product”).</p> <p>“each copier contains an internal copier CPU for generating the diagnostic and monitoring signals which are displayed on a visual display device.” (12:21-24)</p> <p>Kravette discloses that the photocopier (“a product”) displays on the visual display device (“user interface”) a diagnostic signal (<i>e.g.</i>, “information regarding a use of the product”) for signaling to the user.</p> <p>“The photocopier (not shown) produces internal signals for producing an output on a visual display device or like display including a diagnostic signal for signaling to the user of the copier when a system failure, such as a paper jam or a part malfunction has occurred. Each different copier model produces different formats of diagnostic signals. This signal is provided along a cable between a copier’s internal CPU for generating the diagnostic signal and the copier’s display device for users.” (8:29-38)</p> <p>It is understood that the paper count value and/or diagnostic and monitoring signals can be displayed on the display device when the counter counts or after the counter exceeds a threshold.</p>
<p>if the counter exceeds a threshold;</p>	<p>Kravette discloses displaying the user interface, if the counter exceeds a threshold.</p> <p>Kravette discloses determining when the count value reaches a predetermine count number (“counter exceeds a threshold”).</p> <p>“ROM 32 contains a program for allowing monitoring CPU 24 to determine when the count value generated by monitoring CPU 24 equals the predetermined count value stored in a RAM 28. ROM 32 acts as a secondary clock allowing monitoring CPU 24 to identify when a predetermined count number has been</p>

Claim 15	Disclosure In Kravette
	<p>reached. When ROM 32 has been triggered monitoring CPU 24 sends a signal through modem 14 indicating that the predetermined number has been reached.” (8:13-22)</p> <p>Kravette also discloses determining when the time generated by the real time clock equals the predetermined time period (“counter exceeds a threshold”).</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>storing an input received from the user interface on a device; and</p>	<p>Kravette discloses storing an input received from the user interface on a device.</p> <p>Kravette discloses that a service person enters data (“input”) using the input/output device (“user interface”).</p> <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 also discloses that the input/output device is a part of the system (“product”) and has an internal memory for storing an input received by the service person.</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. In another embodiment it may be input through an auxiliary input external to interface 12. Input/output device 34 may also include internal memory (not shown).” (9:41-48)</p>
<p>transmitting the input to a server.</p>	<p>Kravette discloses transmitting the input to a server.</p> <p>Kravette discloses that the service person’s input is transmitted to the</p>

Claim 15	Disclosure In Kravette
	<p>central station (“a server”)</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 17	Disclosure In Kravette
The method of claim 15, further comprising:	Kravette discloses the method of claim 15 as described above.
monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events;	<p>Kravette discloses monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events.</p> <p>Kravette discloses monitoring internal real time clock (“a second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
incrementing a value of a second counter corresponding to the second trigger event upon detection of the second trigger event in the product.	<p>Kravette discloses incrementing a value of a second counter corresponding to the second trigger event upon detection of the second trigger event in the product.</p> <p>Kravette discloses incrementing the real time clock (“second counter”) that counts the elapsed time corresponding to the internal real time clock (“occurrence of the second trigger event”). For example, the minute counter increments at every 60 counts of the second counter (“second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 18	Disclosure In Kravette
The method of claim 17, further comprising:	Kravette discloses the method of claim 17 as described above.
storing the second counter on the device; and	<p>Kravette discloses storing the second counter on the device.</p> <p>Kravette discloses determining when the time generated by the real time clock (“second counter”) equals the predetermined time period.</p> <p>“Computer control 16 contains a ROM 32 which contains</p>

	<p>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>It is understood from this disclosure that the second counter is stored in memory.</p>
<p>transmitting a value of the second counter to the server.</p>	<p>Kravette discloses signaling to the host computer that a batch has been completed (“value of the second counter”).</p> <p>Kravette discloses sending a signal (“value of the second counter”) to the billing computer. The signal indicates that the predetermined time period counted by the real time clock (“second counter”) has ended.</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>It is understood from this disclosure that the signal sent to the billing computer contains the value of the real time clock (“second counter”).</p>

Claim 19	Disclosure In Kravette
<p>The method of claim 15,</p>	<p>Kravette discloses the method of claim 15 as described above.</p>
<p>wherein one of the predefined plurality of trigger events is a problem associated with the product.</p>	<p>Kravette discloses that one of the predefined plurality of trigger events is a problem associated with the product.</p> <p>Kravette discloses detecting a malfunction of the photocopier (“problem associated with 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</p>

Claim 19	Disclosure In Kravette
	<p>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>

Claim 21	Disclosure In Kravette
<p>The method of claim 19,</p>	<p>Kravette discloses the method of claim 19 as described above.</p>
<p>wherein the problem is an equipment problem.</p>	<p>Kravette discloses that the problem is an equipment problem.</p> <p>Kravette discloses detecting a malfunction of the photocopier (“equipment problem”).</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>

Claim 22	Disclosure In Kravette
<p>The method of claim 15,</p>	<p>Kravette discloses the method of claim 15 as described above.</p>
<p>wherein one of the predefined plurality of trigger events is a use of at least one product feature.</p>	<p>Kravette discloses that one of the predefined plurality of trigger events is a use of at least one product feature.</p> <p>Kravette discloses counting the number of papers (“use of at least one product feature”).</p> <p>“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.” (2:56-60)</p> <p>Kravette also discloses a real time clock that measures elapsed time (“use of at least one product feature”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 25	Disclosure In Kravette
The method of claim 15,	Kravette discloses the method of claim 15 as described above.
wherein the product is a cellular telephone.	<p>Kravette discloses that the product is a cellular telephone.</p> <p>Kravette discloses a telephone modem (“telephone”) for serial communication.</p> <p>“In an exemplary embodiment serializer 22 is a dual asynchronous receiver/transmitter device which provides two channel asynchronous serial communication for interfacing with computer control 16 and modem 14.” (8:65-9:1)</p> <p>It is understood that the photocopier (“product”) can have a cellular telephone for the serial communication.</p>

Claim 26	Disclosure In Kravette
The method of claim 15,	Kravette discloses the method of claim 15 as described above.
further comprising: incrementing the counter corresponding to the trigger event upon detection of a second occurrence of the trigger event in the product.	<p>Kravette discloses incrementing the counter corresponding to the trigger event upon detection of a second occurrence of the trigger event in the product.</p> <p>Kravette discloses a secondary clock for identifying when (“a second occurrence”) a predetermined count number (“occurrence of the trigger event”) has been reached.</p> <p>“ROM 32 acts as a secondary clock allowing monitoring CPU 24 to identify when a predetermined count number has been reached. When ROM 32 has been triggered monitoring CPU 24 sends a signal through modem 14 indicating that the predetermined number has been reached.” (8:17-22)</p>

Claim 27	Disclosure In Kravette
A tangible computer readable medium having stored thereon, computer executable instructions that, if executed by a computing device,	<p>Kravette discloses a tangible computer readable medium having stored thereon, computer executable instructions that, if executed by a computing device, cause the computing device to perform a method.</p> <p>Kravette discloses a paper processing device (“computing device”).</p> <p>“A system for monitoring a variable output paper</p>

Claim 27	Disclosure In Kravette
<p>cause the computing device to perform a method comprising:</p>	<p>processing device is provided.” (Abstract:1-2)</p> <p>Kravette discloses a computer control (“computing device”).</p> <p>“Computer control 16 includes a monitoring central processing unit ("CPU") 24 which receives the count signal produced by counter 18 along a data bus 25.” (6:15-17)</p> <p>Kravette discloses a ROM (“tangible computer readable medium”) storing a program.</p> <p>“To indicate the appropriate intervals at which preventive maintenance should occur, ROM 32 contains a program for allowing monitoring CPU 24 to determine when the count value generated by monitoring CPU 24 equals the predetermined count value stored in a RAM 28.” (8:12-17)</p> <p>Kravette discloses that an interchangeable EPROM (“tangible computer readable medium”) contains a software that determines how the monitoring CPU (“computing device”) process data.</p> <p>“An interchangeable EPROM 108 provides software for controlling the function of monitoring CPU and RAM 102. Monitoring CPU and RAM 102 reads programs from EPROM 108. The software contained in EPROM 108 determines how the monitoring CPU and RAM 102 processes the data received and stored in RAM and the flags stored in RAM. EPROM 108 may also contain programs for controlling the processing of the output from meter/counter monitor 100.” (13:22-30)</p>
<p>monitoring a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events,</p>	<p>Kravette discloses monitoring a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events.</p> <p>Kravette discloses a paper processing device/photocopier (“product”).</p> <p>“A system for monitoring a variable output paper processing device is provided.” (Abstract:1-2)</p> <p>Kravette discloses counting the number of papers (“monitoring .. a trigger event”) occurring in the copier (“product”).</p> <p>“A counter counts the number of papers processed by the copier producing a count signal. A monitoring system computer receives the count signal and</p>

Claim 27	Disclosure In Kravette
	<p>increments a count value over a predetermined period.” (2:56-60)</p> <p>Kravette also discloses a real time clock that measures elapsed time (“monitoring ... a trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
<p>incrementing a counter corresponding to the trigger event upon detection of the occurrence of the trigger event in the product;</p>	<p>Kravette discloses incrementing a counter corresponding to the trigger event upon detection of the occurrence of the trigger event in the product.</p> <p>Kravette discloses a counter (“counter”) that increments a counter value based on the number of papers (“trigger event”).</p> <p>“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.” (2:56-60)</p> <p>“Each paper processing device has an internal paper counter, this counter counts paper and produces an internal count signal 402 which increments the counter.” (5:19-21)</p> <p>Kravette also discloses that the real time clock counts the elapsed time using an internal real time clock (“counter”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
<p>displaying a user interface, configured to probe for information regarding a use of the product,</p>	<p>Kravette discloses displaying a user interface, configured to probe for information regarding a use of the product.</p> <p>Kravette discloses a display device (“user interface”) that displays the photocopier’s status (“information regarding a use of the product”).</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 display device (“user interface”) has a readable counter for displaying the paper count value (“information</p>

Claim 27	Disclosure In Kravette
	<p>regarding a use of the product”).</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. A paper count signal drives the display device, in this case usually an internal, readable counter to display a total paper count value corresponding to the number of sheets of paper processed by the photocopier.” (4:42-50)</p> <p>Kravette also discloses that each copier (“product”) has a visual display device (“user interface”) for displaying diagnostic and monitoring signals (“information regarding a use of the product”).</p> <p>“each copier contains an internal copier CPU for generating the diagnostic and monitoring signals which are displayed on a visual display device.” (12:21-24)</p> <p>Kravette discloses that the photocopier (“a product”) displays on the visual display device (“user interface”) a diagnostic signal (<i>e.g.</i>, “information regarding a use of the product”) for signaling to the user.</p> <p>“The photocopier (not shown) produces internal signals for producing an output on a visual display device or like display including a diagnostic signal for signaling to the user of the copier when a system failure, such as a paper jam or a part malfunction has occurred. Each different copier model produces different formats of diagnostic signals. This signal is provided along a cable between a copier’s internal CPU for generating the diagnostic signal and the copier’s display device for users.” (8:29-38)</p> <p>It is understood that the paper count value and/or diagnostic and monitoring signals can be displayed on the display device when the counter counts or after the counter exceeds a threshold.</p>
<p>if the counter exceeds a threshold;</p>	<p>Kravette discloses displaying the user interface, if the counter exceeds a threshold.</p> <p>Kravette discloses determining when the count value reaches a predetermine count number (“counter exceeds a threshold”).</p> <p>“ROM 32 contains a program for allowing monitoring</p>

Claim 27	Disclosure In Kravette
	<p>CPU 24 to determine when the count value generated by monitoring CPU 24 equals the predetermined count value stored in a RAM 28. ROM 32 acts as a secondary clock allowing monitoring CPU 24 to identify when a predetermined count number has been reached. When ROM 32 has been triggered monitoring CPU 24 sends a signal through modem 14 indicating that the predetermined number has been reached.” (8:13-22)</p> <p>Kravette also discloses determining when the time generated by the real time clock equals the predetermined time period (“counter exceeds a threshold”).</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>storing an input received from the user interface on a device; and</p>	<p>Kravette discloses storing an input received from the user interface on a device.</p> <p>Kravette discloses that a service person enters data (“input”) using the input/output device (“user interface”).</p> <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 also discloses that the input/output device is a part of the system (“product”) and has an internal memory for storing an input received by the service person.</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. In another embodiment it may be input through an auxiliary input external to interface 12. Input/output</p>

Claim 27	Disclosure In Kravette
	device 34 may also include internal memory (not shown).” (9:41-48)
transmitting the input to a server.	<p>Kravette discloses transmitting the input to a server.</p> <p>Kravette discloses that the service person’s input is transmitted to the central station (“a server”)</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 17	Disclosure In Kravette
The method of claim 15, further comprising:	Kravette discloses the method of claim 15 as described above.
monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events;	<p>Kravette discloses monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events.</p> <p>Kravette discloses monitoring internal real time clock (“a second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
incrementing a value of a second counter corresponding to the second trigger event upon detection of the second trigger event in the product.	<p>Kravette discloses incrementing a value of a second counter corresponding to the second trigger event upon detection of the second trigger event in the product.</p> <p>Kravette discloses incrementing the real time clock (“second counter”) that counts the elapsed time corresponding to the internal real time clock (“occurrence of the second trigger event”). For example, the minute counter increments at every 60 counts of the second counter (“second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 18	Disclosure In Kravette
The method of claim	Kravette discloses the method of claim 17 as described above.

17, further comprising:	
storing the second counter on the device; and	<p>Kravette discloses storing the second counter on the device.</p> <p>Kravette discloses determining when the time generated by the real time clock (“second counter”) equals the predetermined time period.</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>It is understood from this disclosure that the second counter is stored in memory.</p>
transmitting a value of the second counter to the server.	<p>Kravette discloses signaling to the host computer that a batch has been completed (“value of the second counter”).</p> <p>Kravette discloses sending a signal (“value of the second counter”) to the billing computer. The signal indicates that the predetermined time period counted by the real time clock (“second counter”) has ended.</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>It is understood from this disclosure that the signal sent to the billing computer contains the value of the real time clock (“second counter”).</p>

Claim 28	Disclosure In Kravette
The tangible computer readable medium of claim 27,	Kravette discloses the method of claim 27 as described above.

wherein the monitoring further includes:	
monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events; and	<p>Kravette discloses monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events.</p> <p>Kravette discloses monitoring internal real time clock (“a second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
incrementing a value of a second counter corresponding to the second trigger event upon detection of the occurrence of the second trigger event in the product.	<p>Kravette discloses incrementing a value of a second counter corresponding to the second trigger event upon detection of the second trigger event in the product.</p> <p>Kravette discloses incrementing the real time clock (“second counter”) that counts the elapsed time corresponding to the internal real time clock (“occurrence of the second trigger event”). For example, the minute counter increments at every 60 counts of the second counter (“second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 29	Disclosure In Kravette
The tangible computer readable medium of claim 27 [sic], wherein the method further includes:	Kravette discloses the method of claim 28 as described above.
storing the second counter on the device; and	<p>Kravette discloses storing the second counter on the device.</p> <p>Kravette discloses determining when the time generated by the real time clock (“second counter”) equals the predetermined time period.</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</p>

	<p>value to the billing computer.” (7:67-8:8)</p> <p>It is understood from this disclosure that the second counter is stored in memory.</p>
<p>transmitting the value of the second counter to the server.</p>	<p>Kravette discloses transmitting a value of the second counter to the server.</p> <p>Kravette discloses sending a signal (“value of the second counter”) to the billing computer. The signal indicates that the predetermined time period counted by the real time clock (“second counter”) has ended.</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>It is understood from this disclosure that the signal sent to the billing computer contains the value of the real time clock (“second counter”).</p>

Claim 30	Disclosure In Kravette
<p>A physical unit, comprising:</p>	<p>Kravette discloses a physical unit.</p> <p>Kravette discloses a computer control (“physical unit”).</p> <p>“Computer control 16 includes a monitoring central processing unit ("CPU") 24 which receives the count signal produced by counter 18 along a data bus 25.” (6:15-17)</p>
<p>means for monitoring a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events;</p>	<p>Kravette discloses means for monitoring a product for an occurrence in the product of a trigger event of a predefined plurality of trigger events.</p> <p>Kravette discloses a paper processing device/photocopier (“product”).</p> <p>“A system for monitoring a variable output paper processing device is provided.” (Abstract:1-2)</p> <p>Kravette discloses counting the number of papers (“monitoring .. a</p>

Claim 30	Disclosure In Kravette
	<p>trigger event”) occurring in the copier (“product”).</p> <p>“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.” (2:56-60)</p> <p>Kravette also discloses a real time clock that measures elapsed time (“monitoring ... a trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
<p>means for incrementing a counter corresponding to the trigger event upon detection of the occurrence of the trigger event;</p>	<p>Kravette discloses means for incrementing a counter corresponding to the trigger event upon detection of the occurrence of the trigger event.</p> <p>Kravette discloses a counter (“counter”) that increments a counter value based on the number of papers (“trigger event”).</p> <p>“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.” (2:56-60)</p> <p>“Each paper processing device has an internal paper counter, this counter counts paper and produces an internal count signal 402 which increments the counter.” (5:19-21)</p> <p>Kravette also discloses that the real time clock counts the elapsed time using an internal real time clock (“counter”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
<p>means for probing for information regarding a use of the product</p>	<p>Kravette discloses means for probing for information regarding a use of the product if the counter exceeds a threshold.</p> <p>Kravette discloses a display device (“means for probing”) that displays the photocopier’s status (“information regarding a use of the product”).</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</p>

Claim 30	Disclosure In Kravette
	<p>devices.” (4:38-42)</p> <p>Kravette discloses that the display device has a readable counter (“means for probing”) for displaying the paper count value (“information regarding a use of the product”).</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. A paper count signal drives the display device, in this case usually an internal, readable counter to display a total paper count value corresponding to the number of sheets of paper processed by the photocopier.” (4:42-50)</p> <p>Kravette also discloses that each copier (“product”) has a visual display device (“means for probing”) for displaying diagnostic and monitoring signals (“information regarding a use of the product”).</p> <p>“each copier contains an internal copier CPU for generating the diagnostic and monitoring signals which are displayed on a visual display device.” (12:21-24)</p> <p>Kravette discloses that the photocopier (“a product”) displays on the visual display device (“means for probing”) a diagnostic signal (<i>e.g.</i>, “information regarding a use of the product”) for signaling to the user.</p> <p>“The photocopier (not shown) produces internal signals for producing an output on a visual display device or like display including a diagnostic signal for signaling to the user of the copier when a system failure, such as a paper jam or a part malfunction has occurred. Each different copier model produces different formats of diagnostic signals. This signal is provided along a cable between a copier’s internal CPU for generating the diagnostic signal and the copier’s display device for users.” (8:29-38)</p> <p>It is understood that the paper count value and/or diagnostic and monitoring signals can be displayed on the display device when the counter counts or after the counter exceeds a threshold.</p>
if the counter exceeds a threshold;	Kravette discloses probing for information regarding a use of the product, if the counter exceeds a threshold.

Claim 30	Disclosure In Kravette
	<p>Kravette discloses determining when the count value reaches a predetermine count number (“counter exceeds a threshold”).</p> <p>“ROM 32 contains a program for allowing monitoring CPU 24 to determine when the count value generated by monitoring CPU 24 equals the predetermined count value stored in a RAM 28. ROM 32 acts as a secondary clock allowing monitoring CPU 24 to identify when a predetermined count number has been reached. When ROM 32 has been triggered monitoring CPU 24 sends a signal through modem 14 indicating that the predetermined number has been reached.” (8:13-22)</p> <p>Kravette also discloses determining when the time generated by the real time clock equals the predetermined time period (“counter exceeds a threshold”).</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>means for storing an input received from the means for probing; and</p>	<p>Kravette discloses means for storing an input received from the means for probing.</p> <p>Kravette discloses that a service person enters data (“input”) using the input/output device (“means for probing”).</p> <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 also discloses that the input/output device is a part of the system (“product”) and has an internal memory for storing an input received by the service person.</p> <p>“Each service person may be equipped with a portable hand held input/output device 34 in the form of a</p>

Claim 30	Disclosure In Kravette
	<p>keypad/display which may become part of the system through an auxiliary input 22a of monitoring CPU 24. In another embodiment it may be input through an auxiliary input external to interface 12. Input/output device 34 may also include internal memory (not shown).” (9:41-48)</p>
<p>means for transmitting the input to a server.</p>	<p>Kravette discloses means for transmitting the input to a server.</p> <p>Kravette discloses that the service person’s input is transmitted to the central station (“a server”)</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 31	Disclosure In Kravette
<p>The unit of claim 30, further comprising:</p>	<p>Kravette discloses the physical unit of claim 30 as described above.</p>
<p>means for monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events; and</p>	<p>Kravette discloses means for monitoring the product for an occurrence in the product of a second trigger event of the predefined plurality of trigger events.</p> <p>Kravette discloses monitoring internal real time clock (“a second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>
<p>means for incrementing a value of a second counter corresponding to the second trigger event upon detection of the occurrence of the second trigger event in the product.</p>	<p>Kravette discloses means for incrementing a value of a second counter corresponding to the second trigger event upon detection of the second trigger event in the product.</p> <p>Kravette discloses incrementing the real time clock (“second counter”) that counts the elapsed time corresponding to the internal real time clock (“occurrence of the second trigger event”). For example, the minute counter increments at every 60 counts of the second counter (“second trigger event”).</p> <p>“...monitoring system CPU 102 generates an internal real time clock in a step 309.” (15:62-63)</p>

Claim 32	Disclosure In Kravette
The unit of claim 30 [sic], further comprising:	Kravette discloses the unit of claim 31 as described above.
means for storing the second counter on the device; and	<p>Kravette discloses means for storing the second counter on the device.</p> <p>Kravette discloses determining when the time generated by the real time clock (“second counter”) equals the predetermined time period.</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>It is understood from this disclosure that the second counter is stored in memory.</p>
means for transmitting the value of the second counter to the server.	<p>Kravette discloses means for transmitting a value of the second counter to the server.</p> <p>Kravette discloses sending a signal (“value of the second counter”) to the billing computer. The signal indicates that the predetermined time period counted by the real time clock (“second counter”) has ended.</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>It is understood from this disclosure that the signal sent to the billing computer contains the value of the real time clock (“second counter”).</p>