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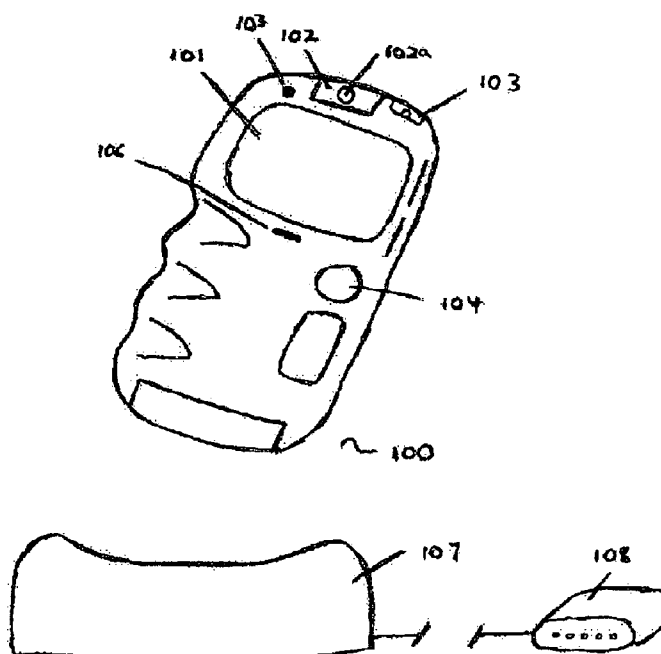
- as to the identity of the inventor (Rule 4.17(i))
- as to applicant's entitlement to apply for and be granted a patent (Rule 4.17(ii))
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- of inventorship (Rule 4.17(iv))

Published:

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[Continued on next page]

(54) Title: PORTABLE COMMUNICATION DEVICE



(57) Abstract: A novel system for remotely providing technical support services. The system utilizes a handheld device to provide bi-directional communications to a centralized center. Video or still images are used to convey the information to the remote support center for diagnosis, and instructions on how to fix the problem is relayed via text, video and /or voice to the remote user.

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— *before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments*

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US 07/72418

A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - H04L 12/26 (2007.10)

USPC - 370/241

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

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

USPC - 370/241; 710/10; 714/4

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

USPC - 370/241; 710/10; 714/4

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

PubWEST (USPT, PGPB, EPAB, JPAB); DialogPRO (Engineering); Google Scholar

Search term: handset, handheld, wirelessphone, wireless phone, screen, video, camera, microphone, speaker, transceiver, network, microprocessor, processor, computer

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X --- Y	US 2003/0222889 A1 (PARULSKI et al.) 04 December 2003 (04.12.2003), entire document especially fig 1-2, 4, 6 and para [0029], [0042], [0045], [0047]	1-3, 5-7, 9-11, 14-15, 17 ----- 4, 8, 12-13, 16
Y	US 2005/0282582 A1 (SLOTZNICK) 22 December 2005 (22.12.2005), para [0035]	4, 8
Y	US 2006/0074639 A1 (GOUDAR et al.) 06 April 2006 (06.04.2006), fig 1	12
Y	US 2006/0091268 A1 (LEE) 04 May 2006 (04.05.2006), fig 6	13
Y	US 2003/0163623 A1 (YEUNG) 28 August 2003 (28.08.2003), fig 3, para [0032]	16

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"&" document member of the same patent family

Date of the actual completion of the international search

26 December 2007 (26.12.2007)

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