

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization
International Bureau



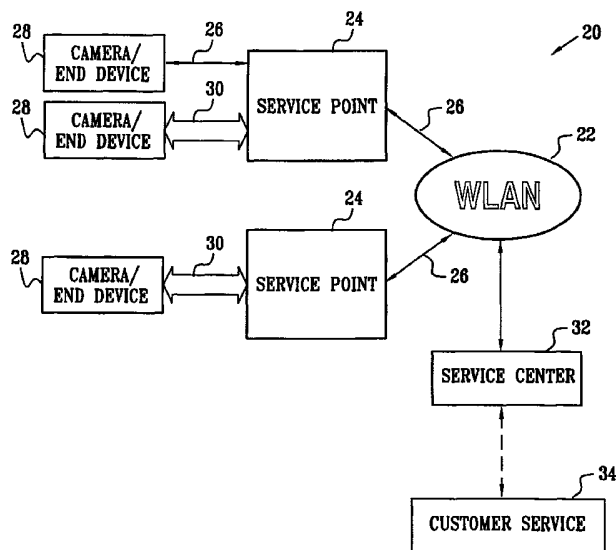
(43) International Publication Date
24 October 2002 (24.10.2002)

PCT

(10) International Publication Number
WO 02/084926 A3

- (51) International Patent Classification⁷: **A47F 1/00** (74) Agents: **ZIMMER, Kevin, J.**; Cooley Godward LLP,
3000 El Camino Real, Five Palo Alto Square, Palo Alto,
CA 94306-2155 et al. (US).
- (21) International Application Number: PCT/US02/11596
- (22) International Filing Date: 11 April 2002 (11.04.2002) (81) Designated State (national): JP.
- (25) Filing Language: English Published:
— with international search report
— before the expiration of the time limit for amending the
claims and to be republished in the event of receipt of
amendments
- (26) Publication Language: English
- (30) Priority Data: 09/835,284 12 April 2001 (12.04.2001) US
- (71) Applicant: **MOBILIAN CORPORATION** [US/US]; 7431 NW Evergreen Parkway, Suite 220, Hillsboro, OR 97124 (US). (88) Date of publication of the international search report: 13 March 2003
- (72) Inventor: **ZEHAVI, Ephraim**; 3 Moshe Sneh Street, 34987 Haifa (IL).
- For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.*

(54) Title: WIRELESS NETWORK WITH ENHANCED DATA RATE



(57) Abstract: Apparatus (20) for customer service (34) includes at least one wireless communication terminal, adapted to be deployed at a first location (32) in a facility that is visited by customers, so as to receive digital data over a wireless link (26, 30) from a portable device carried by at least one of the customers in a vicinity of the terminal. A service center, at a second location (24), which is not in the vicinity of the at least one wireless communication terminal, is in communication with the terminal so as to receive the digital data therefrom and to generate a permanent record of the data for delivery to the at least one of the customers.

WO 02/084926 A3

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US02/11596

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : A47F 1/00

US CL : 186/36

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)

U.S. : 186/36

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

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

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5,979,757 A (TRACY et al) 09 November 1999 (09.11.1999), entire document.	1-35
A	US 6,105,867 A (SHIMIZU et al) 22 August 2000 (22.08.2000), entire document.	1-35
A	US 5,965,861 A (ADDY et al) 12 October 1999 (12.10.1999), entire document.	1-35
A	US 4,569,421 A (SANDSTEDT) 11 February 1986 (11.02.1986), entire document.	1-35
A	US 5,838,798 A (STEVENS, III) 17 November 1998 (17.11.1998), entire document.	1-35
A, E	US 6,385,652 B1 (BROWN et al) 07 May 2002 (07.05.2002), entire document.	1-35
A	US 5,978,772 A (MOLD) 02 November 1999 (02.11.1999), entire document.	1-35

☐ Further documents are listed in the continuation of Box C.

☐ See patent family annex.

* Special categories of cited documents:	
"A" document defining the general state of the art which is not considered to be of particular relevance	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
"E" earlier application or patent published on or after the international filing date	"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
"O" document referring to an oral disclosure, use, exhibition or other means	
"P" document published prior to the international filing date but later than the priority date claimed	"&" document member of the same patent family

Date of the actual completion of the international search

28 May 2002 (28.05.2002)

Date of mailing of the international search report

25 JUN 2002

Name and mailing address of the ISA/US

Commissioner of Patents and Trademarks

Box PCT

Washington, D.C. 20231

Facsimile No. (703)305-3230

Authorized officer

Donald P. Walsh

Telephone No. (703) 308-1113

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US02/11596

Box III TEXT OF THE ABSTRACT (Continuation of Item 5 of the first sheet)

NEW ABSTRACT

Apparatus (20) for customer service (34) includes at least one wireless communication terminal, adapted to be deployed at a first location (32) in a facility that is visited by customers, so as to receive digital data over a wireless link (26, 30) from a portable device carried by at least one of the customers in a vicinity of the terminal. A service center, at a second location (24), which is not in the vicinity of the at least one wireless communication terminal, is in communication with the terminal so as to receive digital data therefrom and to generate a permanent record of the data for delivery to the at least one of the customers.