U.S. PATENT DOCUMENTS

5,442,759	A *	8/1995	Chiang et al.	705/1
5,701,419	A *	12/1997	McConnell	705/27
5,999,908	A *	12/1999	Abelow	705/1
7,133,834	B1 *	11/2006	Abelow	705/10
7,222,078	B2 *	5/2007	Abelow	705/1

OTHER PUBLICATIONS

Kerwien, C., "PC MagNet: A Guide to ZiffNet," PC Magazine, vol. 11, No. 1, p. 383, Jan. 14, 1992.*

Anon., "Direct Dispatch Gives Businesses Software-Based Trouble Management System; Breaks New Ground in Achieving Efficient Problem Resolution," PR Newswire, Jan. 24, 1994.*

Levine, R., "Protecting Your Power," DEC Professional, vol. 10, No. 4, p. 52, Apr. 1991.*

Abelow, D., "Wake up! You've Entered the Transition Zone," Computer Language, vol. 10, No. 3, p. 40, Mar. 1993.*

* cited by examiner