



An overview of the CoreTalk Architecture

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Overview of CoreTalk Architecture

Date: August 2007



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1. CoreTalk Overview and Design Considerations

1.1. CoreTalk Overview

CoreTalk is a GSM/CDMA communication platform. The product is innovative, leading edge and highly desirable to all businesses.

Essentially, CoreTalk brings the most pervasive communication tool in history, the cell phone, into the business as more than just an instrument for voice communication. It enables effective business information communication with these devices.

CoreTalk virtually provides a 24x7x365 wide area network to the small/medium business sector and the roaming businessman.

It enables:

Provides the equivalent of

- Communications with customers, employees and suppliers via SMS and eMail;
- The ability to receive and send report information via SMS;
- The ability to connect to databases and extract requested information for the mobile user
- The ability to receive "pushed" information from a database and forward this to selected user/s and customers
- Marketing abilities via its SMS based competitions, which are now familiar around the world, as well as HTML based marketing pages.
- SMS to SMS forwarding, eMail to SMS and SMS to eMail
- Besides other business functionality

And it provides this in an ordered, value based format.

In brief, CoreTalk is an essential business utility.

1.2. CoreTalk Design Considerations

CoreTalk was designed from the outset as a communication platform for small and medium business that would utilise the GSM (Global System for Mobile Communication) network services and SMS in particular, as a communication carrier.

The following design attributes were factored into the CoreTalk product:

- o It must be affordable to all businesses and ideally, should actually save them money whilst improving their abilities to generate business through improved communications and service levels.
- o Utilised SMS as the prime message carrier because:
 - Cost Effective,
 - A feature of all cell phones – the most pervasive communication device in history,

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- Has high effectiveness as a communication tool and has been described as the “platinum card” of communication in that it gets in front of other communication methods. It will reach you where other communications are not able to,
 - Essentially provides a 24x7x365 Wide Area network that can receive messages at any time without cost; although there is an associated outgoing cost
 - Provides what is virtually real-time communication
- The CoreTalk solution should offer more than just SMS or Internet GPRS/EDGE/3G/HSDPA connectivity, it must offer process improvement abilities and essentially, immediately improve the communication process within any business where it is implemented.
 - For effective communication it should accommodate two-way communication – inwards and outwards.
 - It would provide “call centre” type functionality for the small/ medium business
 - As a part of our continual development philosophy we adopted a lease based model which would ensure that CoreTalk costs could easily be absorbed by any business as a part of their working costs. New developments would be distributed free of charge to this user base.
 - CoreTalk would aim towards providing a fully integrated communication platform and new functionality would be determined by user requests/consensus.
 - Any functionality being deployed would have to have generic applicability to all businesses

1.3. The CoreTalk Vision

The CoreTalk strategy is to utilise the GSM data channel services (SMS, MMS, Internet, eMail) in order to provide solutions to small and medium business, which is where we believe the biggest opportunity for growth lies. We are strongly of the opinion that networks have invested heavily in data carrying infrastructure, but that this has not been utilised effectively in any country yet.

However, in business terms we believe that mobile technology has opened the door to a far wider customer base than has ever been addressed before, and that this market will experience exponential growth over the next few years. We further believe that the enablement of business through the utilisation of the cell phone /mobile as a utility business tool for marketing, enquiries, and database updates is strategically appropriate.

Consequently CoreTalk has adopted the position that alignment with GSM data services will open up many new business opportunities and our focus is to provide business value to this base in an affordable manner.

CoreTalk has a policy of continued development towards the development of a fully integrated communication platform. Future development areas to be addressed include full integration with an email client, Instant Messaging (IM) and Voice over IP (VOIP) and eMail integration.

Thereafter, it is likely that we will start building vertical applications that are focussed at high-volume businesses that can best benefit from cost effective IT solutions such as Schools, Churches, Beauty Industry, Agriculture, Small retailers etc.



2. The CoreTalk Architecture

2.1. The CoreTalk Software Environment.

CoreTalk has been developed using Java and utilises the Microsoft MSDB (Microsoft Database Engine) in the Microsoft 2000/2003/XP environments and the newer SQL Express in the Microsoft Vista environment. Hence in setting up CoreTalk we need to load the .Net environment, the Java runtime environment, the CoreTalk application software and one of the database environments mentioned above. This requires approximately 300 MB of disc space.

2.2. The CoreTalk Desktop



The CoreTalk Desktop displays the wide ranging event management functionality that CoreTalk provides.

Across the top is the communications dashboard. *Outstanding Items* panel indicates appointments, messages, notes, tasks, reports and database accesses that have not yet been dealt with.



The

Overview of CoreTalk Architecture

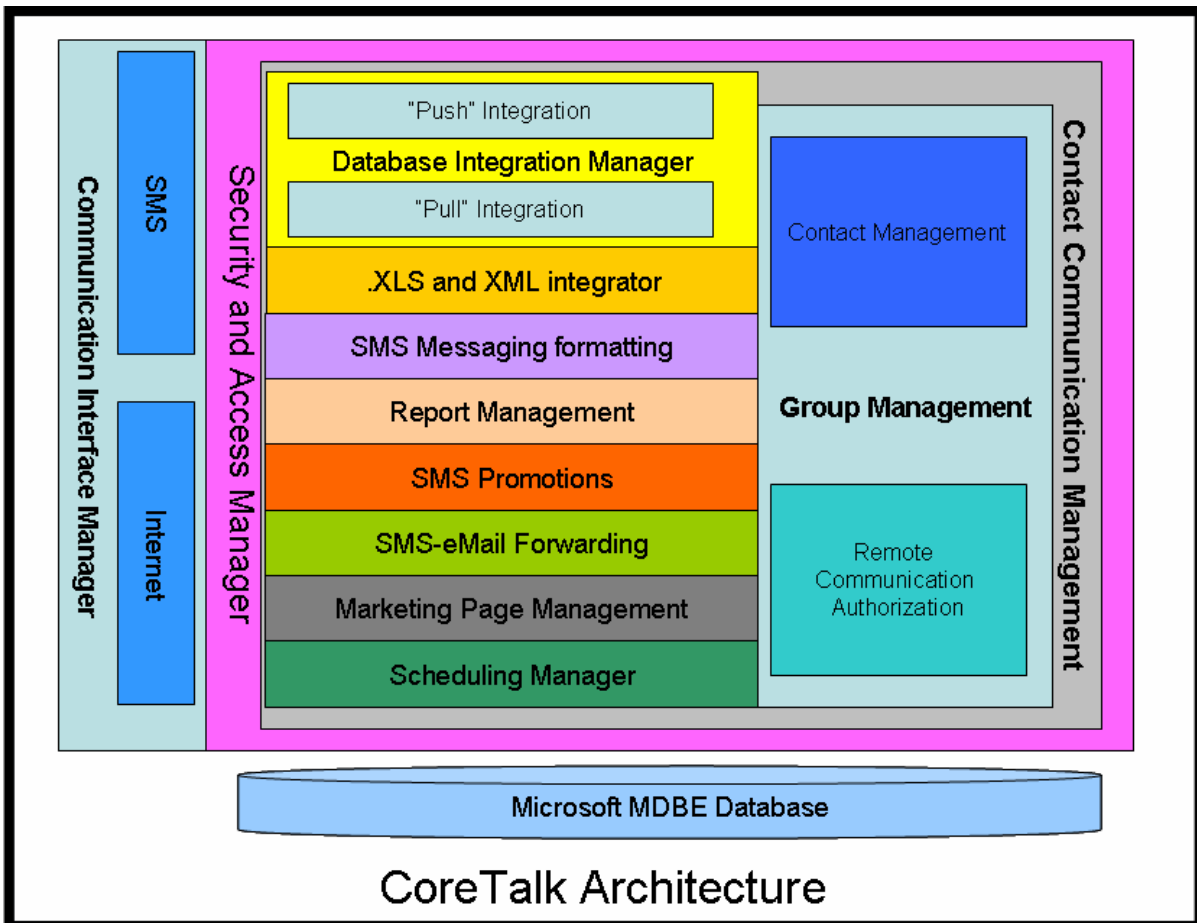
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To the left of the Outstanding Items is the *Communications management interface*. In this instance it shows via the “green” signal lights that both Internet and SMS communication channels are available. It also shows the number of messages queued or sent via the SMS engine as well as the GSM/CDMA signal strength (67%).

It is possible to access CoreTalk functionality either via the button menus on the right hand side – which shows a full set of normal process options, the small menus’ bar below the Communications Interface which shows the a subset of the management menus OR via the >>Menu bar which gives complete functional access to CoreTalk, inclusive of setup and configuration parameters.

2.3. The CoreTalk System Architecture



2.3.1. Security and Access Manager

CoreTalk provides security at both a “User Logon” level and at a screen access level, which in effect means that system functionality can either be withheld or granted to the CoreTalk user.

2.3.2. Contact Communication Manger

The Contact Communication Manger ensures that all communications that relate to a specific contact are filed against this contact. CoreTalk in effect provides CRM type of functionality whereby eMails, SMS-Text, Reports Received, and Database Accesses will all be stored and readily visible when dealing with a contact.



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2.3.3. Contact Management

Contact Management allows for the administration of Individual, Group and Remote Communications Authorisation.

2.3.3.1. *Administration of an individual contact*

CoreTalk provides the ability to Create, Delete or Edit a contact from several points. It is also has the ability to synchronise with Microsoft Outlook and to import contacts via a delimited text file.

CoreTalk does not physically delete a contact; instead the record is flagged and stored as inaccessible. This is done in order to provide a full audit trail of communications should this be required some time in the future.

2.3.3.2. *Group Management*

CoreTalk allows for groups to be created and contacts added to a group at any time. Groups are useful for segmenting the contact base according to communication requirements. Hence a group could be my Management Team, Sales Team, Football Team, Customers groupings, Suppliers groupings etc. CoreTalk will also assign all entries from an SMS Promotion (Competition) to a group for ease of administration.

2.3.3.3. *Remote Text Group Authorisation*

CoreTalk allows for the authorisation of certain users to communicate with a group remotely. In essence this allows authorised user/s to send a SMS message into CoreTalk from their cellphone. CoreTalk will then automatically forward that message to a predefined group of people.

By adding the Group prefix to the message CoreTalk is able to identify for which group the message is intended and will automatically forward the message to persons within that group.

2.3.3.4. *Extending the Contact Information via Custom Fields*

CoreTalk allows the user to extend the information gained around a contact through its custom fields abilities. It is easy to add and display and search via custom fields. This flexibility allows CoreTalk to be adapted to virtually any business requirement.

2.3.4. Scheduling Management

CoreTalk has an exceptionally strong SMS based scheduler. The scheduler has been designed so that it can be configured by either category or user.

2.3.4.1. *Category scheduling*

CoreTalk recognises that some businesses want minimum interaction when scheduling appointments. Their schedules are also defined by fixed times. Examples of Categories are:

- Beautician
 - Facial - 45 minutes
 - Head and Neck Massage - 30 minutes
- Restaurant

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- Table for 2 - 2.0 hours
- Table for 4 - 2.0 hours

Each of the categories above is standard to a certain business type. In all instances the person completing the schedule requires the process to be as quick and precise as possible. CoreTalk allows for this via definition of a category which has its own colour code, time duration etc. For the person to complete the schedule all they do is locate the person, select the category and time of schedule and complete the task. CoreTalk then sends a message to the concerned attendee via SMS confirming the appointment.

2.3.4.2. User Scheduling

CoreTalk alternately recognises that in certain businesses it is prerequisite to identify the business person involved in the scheduled process. It allows for colour coding of the each individual for easy reference.

2.3.4.3. Advanced CoreTalk Scheduling Features

CoreTalk has some very advanced configuration features and is able to accommodate the scheduling requirements of most businesses. As one of its more advanced features it provides associated Schedule/Appointment agenda documentation as shown below.

CoreTalk recognises that any business meeting ought to have an agenda of “what the meeting is intended to accomplish” and there after minutes that reflect the meeting result and actions to be taken.

Pre-Meeting Agenda

Weekly sales meeting

2007-08-15 09:00
173 Main Road Bryanston

Type Of Meeting
Sales Meeting

Meeting Called By
Ian Rundle

Chairperson
Ian Rundle

Attendees
Mark Whetton, Joseph Itodo, Ian Rundle

Minute Keeper
Jessica Selby

Topics

Number	Topic	Responsible	Time (Minutes)
1	Strategy for Market Penetration	Joseph Itodo	80
2	Penetrating International Markets	Ian Rundle	80
3	Review of Sales Pipeline	Mark Whetton	45

Additional Information

Please Bring
Last Minutes, Sales Pipeline

Please Read
The growth of SMS in the business, Strategizing for Wireless Products

Notes
We need to formulate a strategy whereby we can gain better penetration of wireless markets with our CoreTalk Product.

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The Agenda is generated through a wizard driven process, thus considerably simplifying the generation of Agendas

The Agenda is distributed via either eMail and/or SMS/TXT

Post-Meeting Minutes

Weekly sales meeting

15 August 2007, 09:00

173 Main Road Bryanston

Members In Attendance: - Mark Whetton, - Joseph Itodo, - Ian Rundle

Strategy for Market

Penetration (- Joseph Itodo)

(- **Joseph Itodo**) CoreTalk considerably enhances communications across African Countries. It provides the equivalent of a sophisticated WAN to business, in places where this is not available. We must sell it n these features

(- **Ian Rundle**) We need to build business usage profiles in order to convince business of the value

(- **Ian Rundle**) We need to canvas our existing customer base for references

Conclusion

Complete necessary marketing material

ToDo

Jenny Fischer

Deadline

2007-08-31 15:00

Penetrating International

Markets (- Ian Rundle)

(- **Ian Rundle**) The "New" CoreTalk attains our requirements for penetration of Networks and Business. We need to build marketing material and distribute this as widely as possible.

Conclusion

Will be the same material as Jenny develops. Ian needs to draw up a strategy to approach networks

ToDo

Deadline

Ian Rundle, Josphe Itodo 2007-08-24 13:00

Review of Sales Pipeline (-

Mark Whetton)

(- **Mark Whetton**) Our Pipeline is as follows: To close in next 3 weeks: Ghana (80%), Kenya (95%), Mauritius (80%). New leads: Namibia, Hungary

Conclusion

We have a 80% closing success with CoreTalk. Hence we need to bring in 5 new leads per month if we are to attain our 4 new customers strategy

ToDo

Deadline

Sales Team guided by Mark

Starts September 2007

The Minutes are again wizard driven and easy to complete. Minutes are distributed via eMail in a ".pdf" format.



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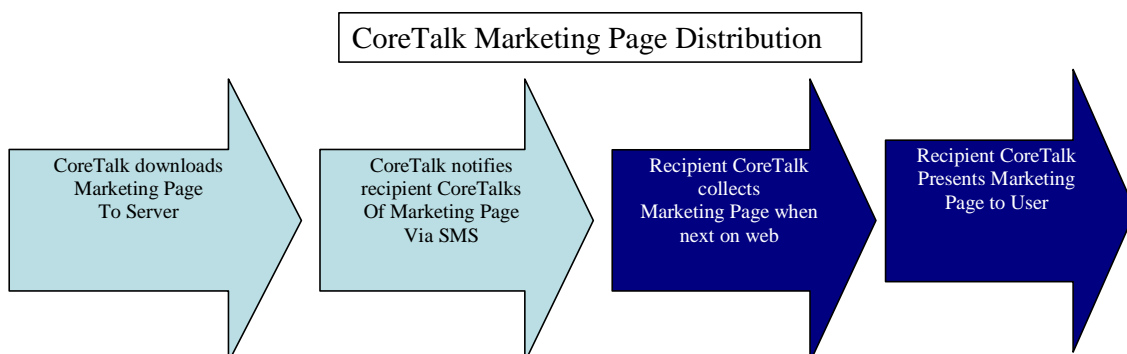
2.3.5. Marketing Pages

Marketing pages are HTML pages that CoreTalk is able to distribute automatically to other CoreTalk applications within a defined group. A marketing page is created in an HTML editor such as WORD or any other and is then saved and managed by CoreTalk.



Marketing Pages are extremely useful for the distribution of data across departments, branches etc. A marketing page is bought convincingly to once notice and is not lost in the general melee of correspondence.

CoreTalk manages the distribution of Marketing pages automatically. The process is as follows:



Marketing pages are extremely useful for the distribution of Company Policy documents, New product Information and General Marketing information.



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2.3.6. SMS-Email Forwarding

CoreTalk has the ability to interrogate a pop3 mail server at prescribed intervals and forward eMails passing its configurable selection to the recipient's cellphone as an SMS message. Obviously this does not include attachments. The recipient may then send an SMS reply, with the eMail address as a message leader, back to CoreTalk and it will connect up to the SMTP server and send the eMail reply back to the originator.

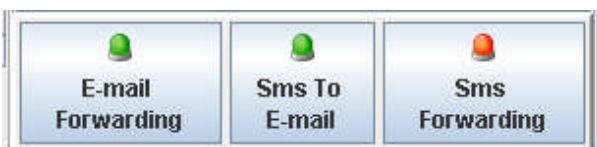
It is possible to filter messages either by "Allow" or "Exclude" parameters in order to receive only the requisite messages.

Type	Compare	Value	Remove
subject	contains	celest96@m...	
subject	contains	mark@wirele...	
subject	contains	paul@wirele...	

CoreTalk also provides SMS to SMS forwarding as a feature.

A communications history is retained of all communications that pass through the system.

Once the SMS-Email function is setup it is easy to activate and deactivate. Merely press a toggle button to switch it on when leaving your online eMail environment and switch it off when you return to that environment.





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2.3.7. SMS Promotions

CoreTalk is able to run a number of SMS Promotions/Competitions. It is able to manage seven (7) different promotion types.



Setting up of the seven (7) promotions is via a wizard driven interface.

Allocation of prizes, where this takes place, is either managed automatically or where this is not possible as in a “Promotion where the answer is only known later” it is done through the user providing an answer or “answer range” from which the system will select winners.

Automatic prize giving is either done randomly at the end of the competition, or based on some sequential interval e.g. Every 100th Correct Submission.



2.3.8. Report Management

CoreTalks provides an excellent SMS based reporting facility that enables vital information to be sent via an SMS string to the intended report recipient. In essence what CoreTalk does is produce a report template format that is distributed either via an internet connection, eMail or other electronic media to the intended recipients of that report.

Information updates are then passed to the recipients via SMS text message strings with a report identifier that enables CoreTalk to assign the information to the correct template. The creation of a report is a simple wizard driven exercise.

Example of a CoreTalk reporting

2.3.8.1. Banking Assessment Report Template

View Report Template

Service Levels

General Service Level rating * 1 2 3 4 5

Peak Time Service Rating 1 2 3 4 5

Product Usage

Current Account * Yes No Savings Account * Yes No

Mortgage Account * Yes No

Salary Level

Salary Level *

Additional Banking Services required

Foreign Bank Account Yes No Insurance Requirements Yes No

Foreign Account monthly value

Close



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2.3.8.2. Oil Pipe-Line Leakage process report

CoreTalk 2006 RC 9.3.5.0 © Backbone Technologies

coretalk SMS Internet Queue 0 Signal 58% Outstanding Items 1

Menu Back Forward

View Received Reports

Progress remediation

Date Completed Friday 08 December 2006 01:24 Received From Caleb Laptop Deal With A Contact

Stage 1

Building of Ridges Yes No

Bush Clearing Yes No

If No what Percentage has been completed 35 %

Pit Digging Yes No

If No what percentage has been dug %

Stage 2 - Collection of oil

has the oil been collected? Yes No

If No what percentage has been collected? 60 %

has the oil been containerised? Yes No how many drums have been filled? 65

Stage 3 - gathering and stumping

has this been carried out? Yes No

If no what percentage has been gathered? %

has the gathered vegetation been moved to the incineration pits? Yes No if No what percentage has been moved %

Stage 4 - Application of Absorbent

Close

The CoreTalk reporting process is a simple and effective report management tool that can be utilised for all types of reporting, whether this be financial, project management, market research or human resource management,

2.3.8.3. Report Export

CoreTalk allows for reports to be:

- printed,
- exported to an ODBC compliant Database
- exported to an Excel spreadsheet
- Transferred in Bulk between various users.

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Select A Report By Ticking The Check Box
Then Click On An Appropriate Action On The Right Of The Table

2 Results

<input type="checkbox"/>	Template Name	Date Completed	User Name (Login)	Done By
<input checked="" type="checkbox"/>	Financial	28 Mar 2008 10:00	Ian	Ian
<input checked="" type="checkbox"/>	Financial	28 Mar 2008 09:59	Ian	Ian

Management Actions

- Export
- Print
- Export To Excel
- Export To Database
- Bulk Transfer

2.3.8.4. An example of data exported to an Excel Spreadsheet.

Microsoft Excel - Financial.xls

Report Name	Done By	Done With	Income	Income	Cost of Sales	Inc
Financial	Ian	Ian		356000	120000	
Financial	Ian	Ian		325000	164000	

Line Chart Data:

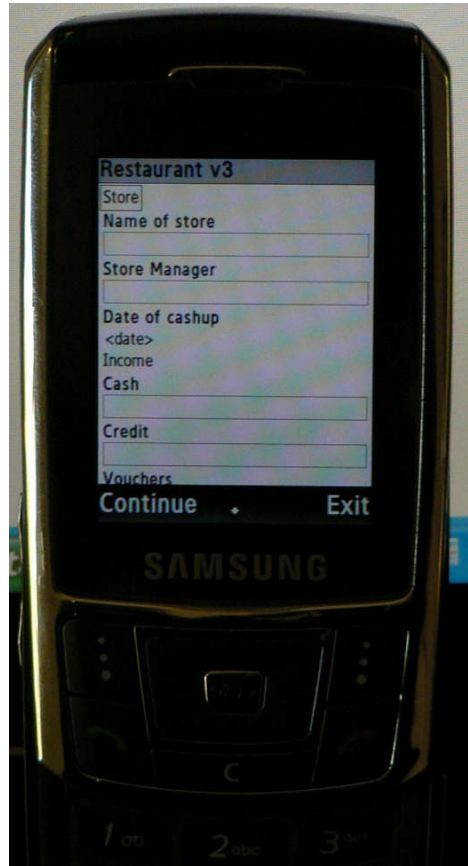
Series	Income	Cost of Sales
Series1	356000	120000
Series2	325000	164000



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2.3.8.5. Cellphone Reporting

CoreTalk has the ability to export a report template to a cellphone where the user may complete the operation and return the completed report to the central CoreTalk.



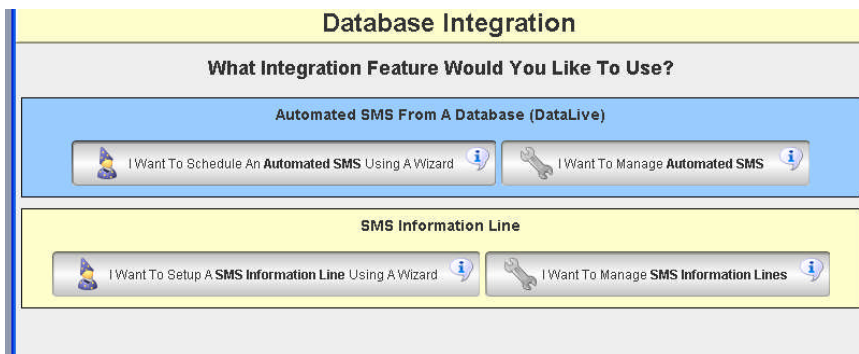
A report template for any type of report can be drawn up within CoreTalk and then this can be passed to the cellphone for completion. Accordingly, items such as labour reports, fuel reports, timesheets etc. can be completed on the cellphone and then updated to a central database.



2.3.9. Database Integration Manager

CoreTalk has the ability to integrate with virtually any SQL database (Microsoft, Oracle, MySQL etc), in fact any database that is ODBC or JDBC compliant.

It has both “Push” and “Pull” functionality.



2.3.9.1. CoreTalk Database Integration “Push” functionality (DataLive)

CoreTalk has the ability to monitor a database in order to detect a stipulated change or condition. When that condition is met CoreTalk will automatically perform a prescribed action.

For instance:

- CoreTalk can be set to monitor the re-order levels of a stock database. When the stock level reaches the reorder level it will send an SMS to the relevant personnel advising them of this.
- CoreTalk can monitor an accounts file and end out an unpaid account advise via SMS at prescribed intervals.

CoreTalk has a wizard driven interface that will allow for the construction of relatively simple SQL queries via an ODBC or JDBC connection. If a complex multi-database, multi-file environment is to be interrogated, this may require System Query Language (SQL) expertise to accomplish.

2.3.9.2. CoreTalk Database Integration “Pull” functionality (SMS Information line)

CoreTalk’s - SMS Information line - “Pull” functionality allows for the interrogation **and/or** updating of a database from a cell phone or any other SMS communication devise.

Setting up an SMS Information Line is a wizard driven process, although for more complex environments it may be necessary to have SQL expertise to assist with the configuration of the database queries.

Examples of the type of activities that CoreTalk “pull” functionality is used for are:

- To obtain pricing and stock availability information on stock items.
- To query account balances
- To pull transaction statements
- To place requisition orders.

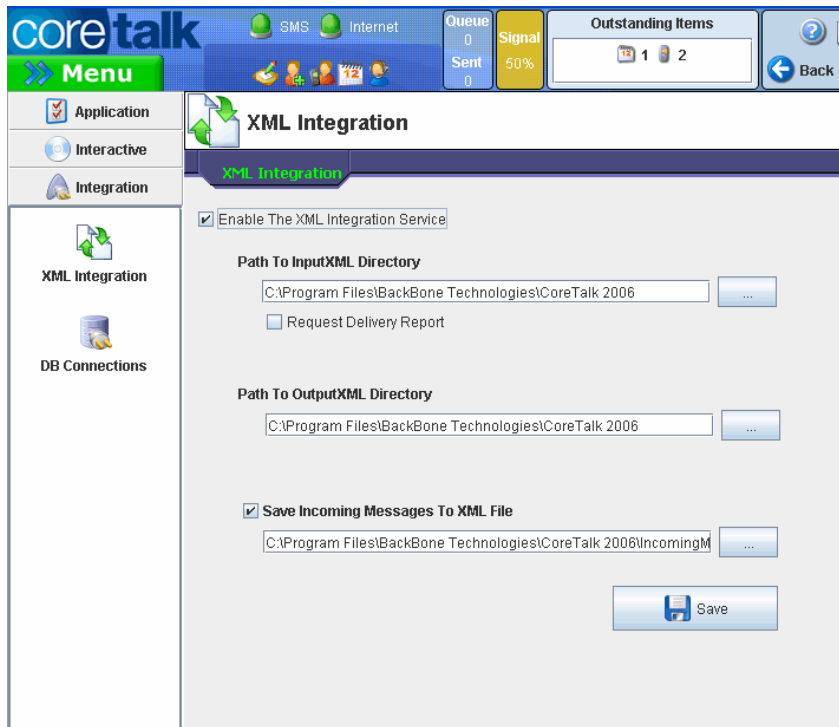


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2.3.10. XML Integration

CoreTalk provides an XML interface which can be utilised by XML enabled third party programs to send and receive SMS's. CoreTalk will interrogate an Input XML directory to find out whether a new XML file has been delivered, if so it will act on this delivery and return a response to an Output XML Directory into an XML file.

2.3.10.1. The XML Directory Configuration



2.3.10.2. Batch Send File

```
= <SMS_Batch>
=<SMS>
  <Reference_Number>ct001</Reference_Number>
  <Username>coretalk</Username>
  <Password>coretalk</Password>
  <Data type="Text">test message</Data>
=<Recipients>
  <Mobile_Number>27833062591</Mobile_Number>
  </Recipients>
</SMS>
</SMS_Batch>
```



2.3.10.3. CoreTalk XML response

```
<?xml version="1.0" encoding="UTF-8" ?>
- <SMS_Response>
- <SMS>
  <Reference>ct001</Reference>
  <Status>Messages Successfully Submitted</Status>
  <Recipients>1</Recipients>
  <Errors>0</Errors>
  <Log>>> Checking Credentials >> Authenticated >> Checking SMS
    Credit >> (1) Message(s) sent</Log>
</SMS>
```

2.3.10.4. Sent Messages response from Networks

```
<?xml version="1.0" encoding="UTF-8" ?>
- <SMS>
- <SMS_Received>
  <Reference_Number>61644</Reference_Number>
  <From>27833996524</From>
  <Status>_MESSAGE_SENT</Status>
  <UserName />
  <Data type="Text">Hi, just a test message</Data>
  <DateTime>2005-03-02 12:38:46.333</DateTime>
  </SMS_Received>
</SMS>
```

CoreTalk's ability to integrate via an XML interface means that it may be easily integrated with many of the new software applications that utilise an XML interface.



3. CoreMerge - Synchronizing data between stand alone CoreTalks

CoreTalk allows for information (contacts and messages) to be merged between recipient CoreTalks. Through this CoreTalk is able to offer the advantages of a networked database environment whilst still allowing for independent CoreTalk installations – for instance between a desktop and laptops that are utilised away from the networked environment.

CoreMerge is indispensable in collaborative environments, where several individuals with separate CoreTalks are empowered with the ability to share contacts and communications. Depending on the environment, a CoreMerge operation can be completed either via TCP/IP connections or via SMS messaging with the help of a central server.



4. Bulk SMS Sending

4.1. Clickatell integration

CoreTalk provides an integration interface to one of the world's premier SMS aggregators, Clickatell.

Clickatell is an international enterprise that offers aggregation services in virtually every country in the world. More details can be sourced from <http://www.clickatell.com/>

Integration with Clickatell was done in order to provide business with a mechanism to send bulk messages to its client base. It provides a relatively easy integration path and is easily configured within CoreTalk.

The advantages of the Clickatell interface within CoreTalk is that it supports:

- Sending SMS messages online, this is faster than via a modem,
- Less complexity – no need to add multiple modems to achieve higher throughput,
- Ability to add value added services such as short codes that attract revenues from incoming messages
- Users can choose to select between modem sending and Clickatell sending based on their requirements.

To utilise the Clickatell facility, the user must set up a Clickatell account, via the website. Once this is done the account details can be configured into CoreTalk and the CoreTalk system will allow the user to select which transmission method they want to use.

4.2. SMPP Connection

CoreTalk also provides the ability to integrate directly to a networks SMSC (Small Message Service Centre) via a direct line TCP/SMPP connection in order to be able to send bulk SMS's at a far faster rate where this is required.



5. TECHNICAL REQUIREMENTS

5.1.1. Hardware and Software Requirements

.CoreTalk requires the following resources to operate.

Minimum	Recommended
Pentium III 500 Mhz	Pentium IV/Duo OR AMD equivalent.
Microsoft 2000	Windows 2000/2003/XT/Vista
126 Mb RAM	256/500 Mb RAM
USB Port	USB Port
Disk Space 300MB	Disk Space 300MB