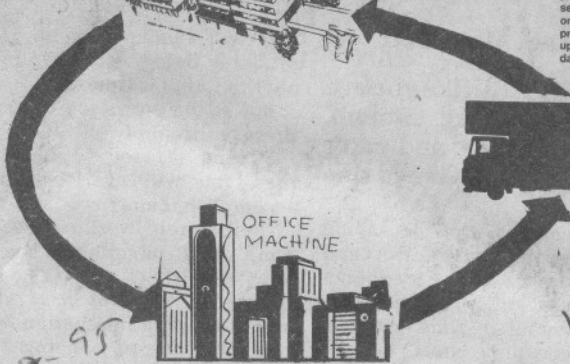


Communications technology can make  
the small office  
as connected with information and cus-  
tomer as a big company

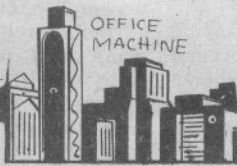
1. A customer calls with a problem. She plugs a telephone line directly into the faulty office machine.



3. Agent in the field performs repair service vehicle's on-board computer prepares bill and update customer database.



2. Small office's computer analyses the problem, varieties that a service vehicle has the replacement part, and sends repair information to the vehicle's portable computer.



# Communications in the 21st century

*Dawn Journalism Press*

By Iftikhar M. Mohsini

Wireless communication is probably the latest communication breakthrough in our lifetimes. The ability to reach anyone while you are mobile is the closest to thought projection, we're going to get, this is the opinion of the President of Mobile Digital Corp.

Today's communication technology is in the process of drastic modification. All this will change when information is digitalised by any device can become a "receiver" as long as it is capable of the display, a TV can receive and display computer text, a radio can receive a phone call and so on.

Most telecommunication industry observers envision a worldwide linking of information network. New devices called Personal Communicators or Personal Digital Assistants will be able to tap into those networks. They will recognise handwriting, send and receive faxes, even include tele-

on will become interac-  
s presentation written  
including multi-  
tion, will be sent to  
y ways of phone  
other people will  
ot the presenta-  
s on it, even  
ou want them

lines and allow a screen full of data to be sent during a phone conversation.

The technological translation of that notion comes in a computer based Hardware/Software Package called VISIT, which enables the user to view persons they are telephoning on their PC screens while they work together on text, graphic and other visual images. For example a graphic designer using VISIT can talk "face-to-face" with a client while working with an image of a proposed layout or design which simultaneously appear's on the PC screen of both parties.

For "real time" video conferencing, you have to go to more expensive technologies but the prices are too high for small companies that need only an occasional teleconference. Instead of giving up on the idea, however, consider using a central location to rent teleconferencing time and capabilities.

The idea started when corporations wanted to include this facility in their smaller offices in the video conferencing loop, but decided permanent installations would not be cost-effective. So they began renting the video rooms of other corporations and today many room owners in the United States are doing a brisk business in rentals.

Then their is a more advanced version of video conferencing that is Digital Video Teleconferencing System called DVTS. DVTS uses