

Digital Debris

TRADEMARK WARS

This is a follow-up to a story in our April 2000 issue, **What's In A Digital Name?!**

Digital Times is a U.S. trademark. In the Spring of this year my attorney gave notice to a British company using Digital Times in their URL and as a name for *their* online newsletter. The U.K. business had opened an office in the U.S.A.. The U.K registered business claimed entitlement via a common law trademark [not registered in Europe], and quickly responded to our writ by applying to the U.S. Department of Commerce Patent and Trademark Office on May 21, 2001 for the U.S. servicemark Digital Times and in June 2001 for servicemark DigitalTimes.IT.

Stay Tuned ...
editor@digitaltimes.com

FastTrack --

KaZaa, a Napster replacement by a company located in Amsterdam known as FastTrack, is the place on the Web to get top-selling albums, movies and software via file-sharing. "There have been about one million downloads in the past week," their chief executive said in a recent interview. KaZaa circumvents the central server or distribution point model, making it difficult for the entertainment industry to shut it down.

When you download KaZaa software, it installs Morpheus, TOPText and other ad-related programs to your hard drive. Uninstalling some of these programs is possible using a software program called Ad-Aware available at:
www.lavasoftusa.com

Product Review

Harman
Kardon



Check out the coolest speakers on the planet for desktops, featuring two 10-watt satellite speakers and a 20-watt subwoofer with a 6" cone. These babies reach lows of 44 Hz and highs of 20 kHz.

Sound Sticks

The satellites (10" tall, 2" diameter) look like overgrown test tubes mounted upside down on a base that recalls a silvery donut. Each has four 1" silver-on-black Odyssey transducers for drivers.

The subwoofer produces clear, accurate and ample bass. Unfortunately, it was created for USB-equipped Apple Computers and Mac OS 9.0.4 or later is required.

There is a more conservative package for PCs with beige satellites and black subwoofers. The \$160 SoundSticks system works with USB-equipped PCs running Windows 98 Special Edition, Millenium and 2000.
<http://www.harman-multimedia.com>

STAMPS.COM
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Streaming AUDIO

FoneStream is newly developed technology from iMedia Networks that enables you to broadcast over the Web using an analog phone line.

Streaming audio, or broadcasting voices and/or music over the Internet is coming of age. **Already 49 million Internet users say they listen to streaming audio at least once a week**, according to Forrester Research analyst Eric Scheirer. By 2005, 99 million consumers will be tuned in online.

In the music industry, "the Internet has effectively transferred some power from the labels to their artists. More and more big-name artists are threatening to cut out the labels and use the Web to distribute their music directly to consumers if they aren't offered better deals, says Morrison & Foerster associate M. Lorraine Ford."

Performers are receiving 45% of royalties paid by Internet-only Webcasters like Launch.com and Spinner and by traditional radio stations that broadcast online.

This is quite a good deal, because artists usually don't get more than 7% of the record label's profits, and labels don't start paying out those profits until they have recouped all of the costs that went into making an album, often including touring and marketing expenses.

Digitally Cool

Energy Alerts via Wireless Devices

Owners of Web-enabled cell phones, pagers and PDAs in California can obtain free wireless Stage 2 or Stage 3 alerts prior to rolling energy blackouts that frequently hit homeowners and businesses due to high electricity demands there. The State of California is offering this free service at their website: <http://my.ca.gov>.



High on the convenience scale, this Web-based, doctor-patient communication service is creating a lot of buzz in San Francisco. Healinx offers patients convenience and access: the ability to communicate directly with their doctors at any time, from any place. Healinx doctors provide efficient, secure online services to their patients.

At the center of the Healinx™ service is a webVisit™, that guides patients through an interactive questioning process, then a message is formulated and sent to the doctor based upon answers provided by the patient. Doctors can rapidly respond to the patient by referencing the patient's online health profile and a database of customizable treatment options.

The information contained in Digital Times is a combination of original editorial content and information pulled from wire services, research and various online resources.

STAMPS.COM REVISITED

Poor Customer Relations Process ... editor

Our story on **Stamps.com** began in our **May issue**, when I signed up for a basic account. Several negative aspects about this service have surfaced.

First, it's difficult to use. It prints the return address in addition to the address of the person you are sending your letter to. This means you can't use their service if your return address is printed on your envelopes! The way around this, I was told, is to purchase expensive labels specifically for this purpose, from their on-line store.

Second, cancelling an account is not easy! I tried to cancel for one of my client's, who had a 'Power Plan' but didn't know how to use it. That was 22 JUNE. The audiotext menu didn't give me the option I needed in order to cancel, and there was NO option for talking to an agent!

I sent support@stamps.com a cancellation message that day, June 22, at 1:00p.m. Support got back to me 3 days later, on June 25, with a special phone number and was informed it is not an option on the audiotext menu. I called the special number. got a live agent, and cancelled the account. At no time did the agent mention that we were now one day into a 'new' billing cycle and the account would be charged \$15.99 once again--for JULY.

Today, when I discovered this charge on my statement I phoned Stamps.com and they said 'too bad.' I emailed support@stamps.com and they replied with the following email message: "You have reached an email address at Stamps.com that is not monitored for response. "A web-based contact form has been implemented for your account and technical inquiries. Please visit this form via our website at: <http://www.stamps.com/support/contact/>. Of course, that didn't work because a username was required and the person who set up the account had left the company. -editor

step keeper



Made in Japan by Hagiwara Sys-Com this gizmo attaches to your belt while you're walking--counting the number of steps you take and measuring the distance you've gone. When you're through walking, you insert the device into your handy-dandy Springboard expansion port on the **Mindspring Visor PDA** and the Step Keeper software takes over.

Once you've entered your height, weight and other personal data, it helps calculate how many calories you've burned, exactly how far you've walked and other information about your activity, including graphs and charts.

It sells for about \$50, and is available online at Palmgear.com.

<http://www.digitaltimes.com>

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an "ecommerce publication reporting on the development and/or availability of interactive products and services."

One St. Francis Pl., #6116
San Francisco, CA 94107

Sandra D. Knowles, Founder
editor@digitaltimes.com

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