

IN THE UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF DELAWARE

VISIBLE CONNECTIONS, LLC,

Plaintiff,

v.

CITRIX SYSTEMS, INC. and  
LOGMEIN, INC.

Defendants.

CIVIL ACTION NO.

**JURY TRIAL REQUESTED**

**COMPLAINT FOR PATENT INFRINGEMENT**

Plaintiff Visible Connections, LLC (“VisiCon” or “Plaintiff”) files this Complaint for Patent Infringement against Defendant Citrix Systems, Inc. (“Citrix”) and LogMeIn, Inc. (“LogMeIn”) (collectively, “Defendants”), and states as follows:

**THE PARTIES**

1. Plaintiff is a limited liability company organized and existing under the laws of the State of Georgia, having its principal office at 4725 Peachtree Corners Circle, Day Building, Suite 230, Peachtree Corners, Georgia 30092.

2. Defendant Citrix Systems, Inc. is Delaware corporation with its principal place of business at 851 West Cypress Creek Road, Fort Lauderdale, Florida 33309. Citrix may be served via its registered agent, Corporation Service Company, 251 Little Falls Drive, Wilmington, Delaware 19808.

3. Defendant LogMeIn, Inc. is Delaware corporation with its principal place of business at 320 Summer Street, Boston, Massachusetts 02210. LogMeIn may be served via its registered agent, Corporation Service Company, 251 Little Falls Drive, Wilmington, Delaware 19808.

### **JURISDICTION AND VENUE**

4. This Court has exclusive subject matter jurisdiction over this case pursuant to 28 U.S.C. §§ 1331 and 1338(a) on the grounds that this action arises under the Patent Laws of the United States, 35 U.S.C. § 1 *et seq.*, including, without limitation, 35 U.S.C. §§ 271, 281, 284, and 285.

5. This Court has personal jurisdiction over Defendants on the grounds that Citrix and LogMeIn have minimum contacts with the State of Delaware and have purposefully availed themselves of the privileges of conducting business in the State of Delaware including through, at least, the sale and offer for sale of products accused of infringement in this action throughout the State of Delaware.

6. Citrix resides within this district.

7. LogMeIn resides within this district.

8. Venue is proper in this district pursuant to 28 U.S.C. § 1400(b).

**FACTUAL BACKGROUND**

9. VisiCon is the owner by assignment of all right, title and interest in and to United States Patent Number 6,665,392 (“the ’392 Patent”), titled “Associating Data Connections With Conference Call Telephone” including the right to sue for all past, present, and future infringement.

10. A true and correct copy of the ’392 Patent is attached hereto as Exhibit A.

11. The ’392 Patent issued from application no. 09/610,566 (“the ’566 Application”) filed on July 3, 2000.

12. The Patent Office granted the ’392 Patent on December 16, 2003, after a full and fair examination.

13. The ’392 Patent is valid and enforceable.

14. VisiCon is the owner by assignment of all right, title and interest in and to United States Patent Number 7,284,203 (“the ’203 Patent”), titled “Method and Apparatus for Application Sharing Interface” including the right to sue for all past, present, and future infringement.

15. A true and correct copy of the ’203 Patent is attached hereto as Exhibit B.

16. The '203 Patent issued from application no. 09/362,014 filed on July 27, 1999 (“the '014 Application”).

17. The Patent Office granted the '203 Patent on October 16, 2007, after a full and fair examination.

18. The '203 Patent is valid and enforceable.

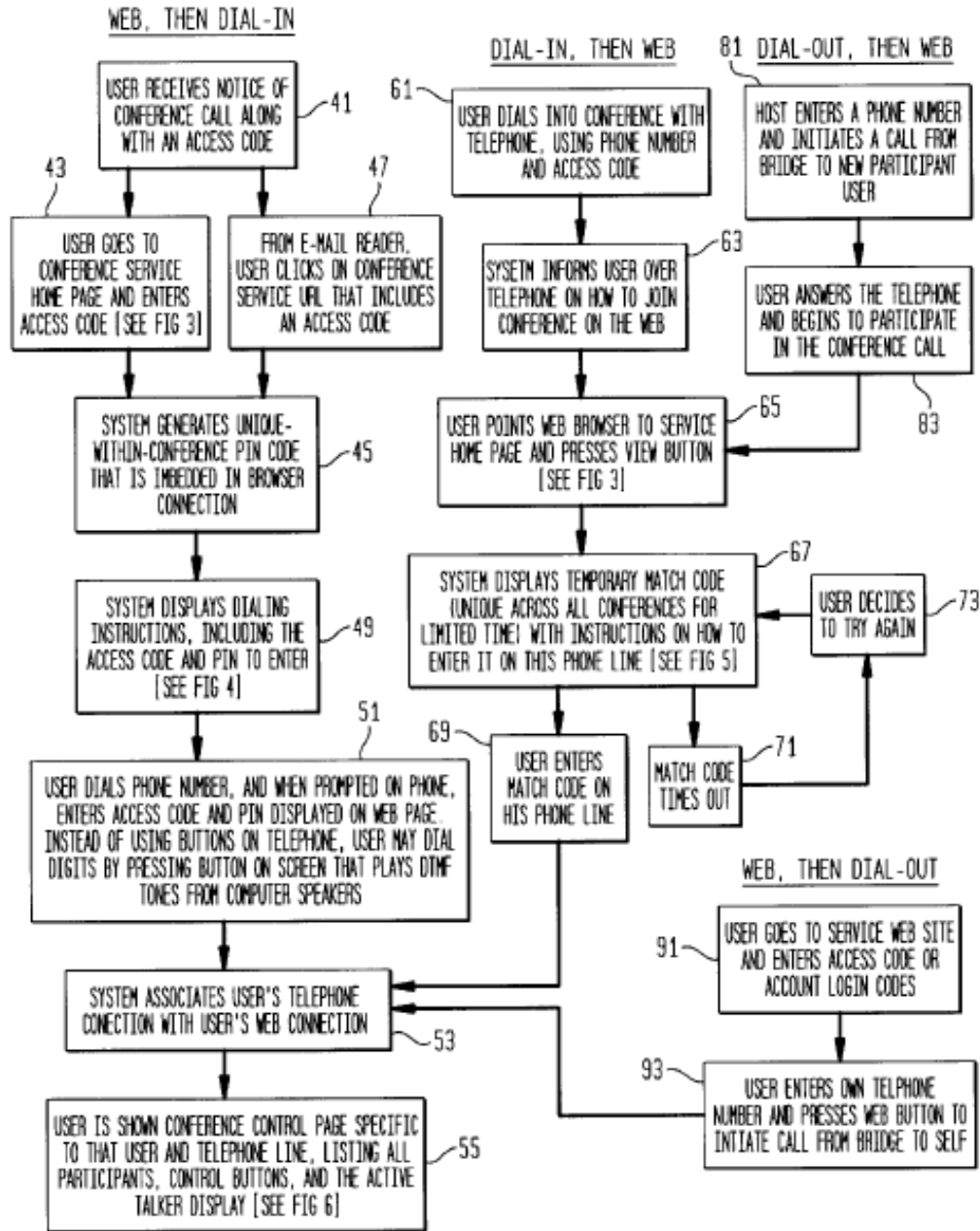
**SUBJECT MATTER OF THE '392 PATENT**

19. The '392 Patent describes a method for operationally associating a participant's telephone connection to a conference call system with a data connection via the internet.

20. The '392 Patent is directed to solving problems particular to conferencing programs and the claimed subject matter relates to telecommunications conferencing. '392 Patent, 1:19-22.

21. As described in the figure below the system associates the user's telephone connection with the user's web connection.

FIG. 3



22. The inventors of the '392 Patent recognized that “Conference call systems that integrate personal computers with telephones often need to establish an operational association between a user’s computer screen and that user’s telephone

line.” ’392 Patent 1:25-28. By improving communication conferencing systems to associate data and voice connections, conference organizers and participants eliminate barriers to connecting to a conferencing system in systems existing at the time. This enabled faster and more efficient conference set-up and avoids a cumbersome pre-registration process requiring conference line reservation or distribution of access PIN codes in advance of a conference call.

23. By associating voice and data communication lines on a conferencing system, the inventions claimed in the ’392 Patent enables a conference administrator to identify data recipients and providers and associate them with active voice call participants.

24. The ’392 Patent provides several advantages over the prior art: a) participants do not have to pre-register with the system to enjoy its benefits and capabilities; b) participants do not have to remember a personal identification number from one conference to the next (a unique temporary code is generated) and c) the conference host can broadcast the details about joining the call via email or other medium without the necessity of sending individualized invitations to participants each with a unique access code. ’392 Patent 2:1-8.

25. The ’392 Patent describes and claims a specific way to overcome connection and communication problems by 1) generating a unique temporary code

when a data connection is established between the participant and said conference call system; 2) displaying the code over the data connection to the participant on that participant's computer screen; and 3) instructing the participant to enter the code over his telephone connection to the conference call system. '392 Patent, 2:34-45.

26. For example, in a web-then-dial-in scenario, the operational association between the participant's telephone and data connections is accomplished by: 1) establishing a data connection between the participant's computer screen and the conference system; 2) receiving a conference access code from the participant for a specific conference call; 3) generating a PIN (personal identification number) code unique to the specific conference; 4) sending the PIN code over the participant's data connection to the participant's computer; 5) displaying dialing instructions on the participant's computer screen explaining to the participant how to enter the conference; 6) dialing into the conference call according to the displayed dialing instructions; 7) establishing an operational association between the participant's data and telephone connections; and 8) displaying a conference control web page specific to the participant and the participant's telephone connection. '392 Patent, 2:56-3:5.

27. A person of ordinary skill in the art at the time of the invention would recognize that the steps and methods claimed in the '392 Patent were unconventional

and describe associating conferencing lines of communication in a way that was not routine.

28. The '392 Patent recognized that “[i]n the past, systems have typically solved the operational association problem by pre-registering each participant with a unique ID (identification).” ’392 Patent 1:49-51.

29. A person of ordinary skill in the art at the time of the invention would understand that the conventional way of solving these problems at the time of the invention was to pre-register users and provide unique personal IDs in addition to the conference codes on their connection via the public switched telephone network and on their computer over the data network. A skilled artisan would recognize that convention presented redundancy and barriers to access that did not allow for dynamically establishing connections and associating the user’s connection over the public switched telephone network with their data connection on the conference call system.

30. The '392 Patent described the operation of the pre-registering technique described in the preceding paragraph: “[w]hen participants dial in to the conference bridge, they must not only enter their conference codes but must also enter their unique personal IDs, using the same personal ID when connecting to the system from a computer over the data network.” ’392 Patent, 1:51-55.



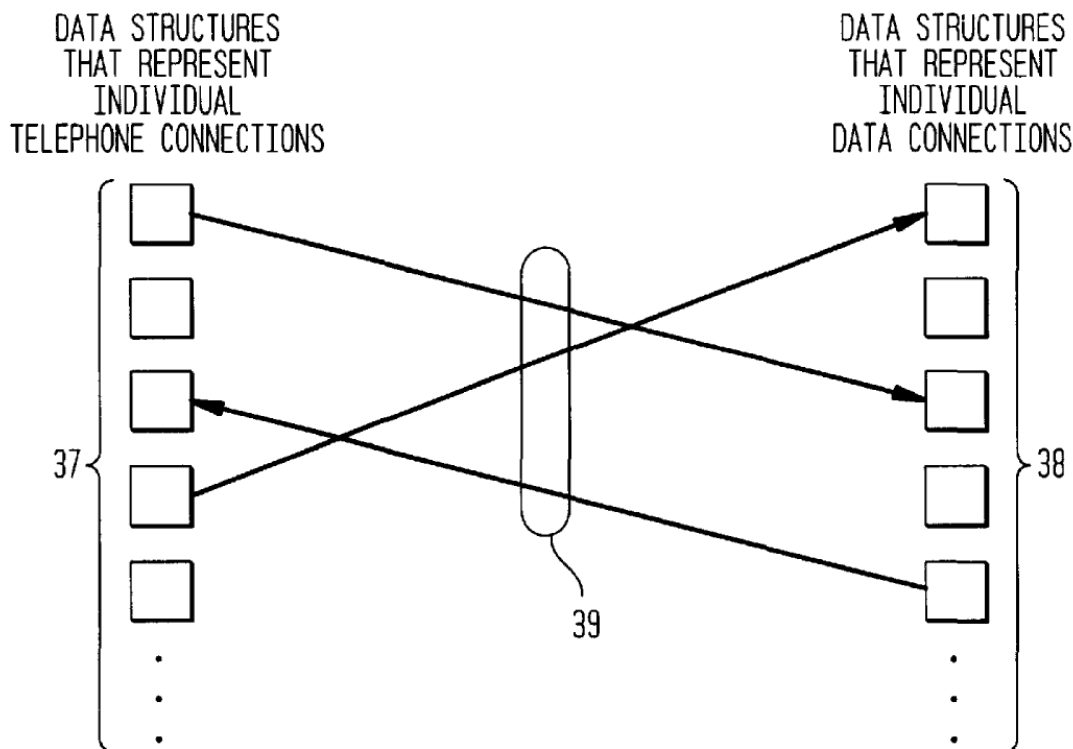
31. The '392 Patent noted certain problems with this approach: “[u]nregistered participants cannot be identified. Drawbacks to this approach are that participants must be pre-registered to enjoy the full benefits of the user interface and must also remember their personal identification numbers.” '392 Patent, 1:55-59.

32. The '392 Patent provides technical solutions to these and other deficiencies in the prior art: “This invention enables a conference call system to establish efficiently an operational association between a particular user’s computer on a public data network (e.g., a web browser on the Internet world wide web and that same user’s telephone on the public switched telephone network (PSTN).” '392 Patent at 1:62-67.

33. For example, the '392 Patent addresses deficiencies in the art by providing that: “[i]n accordance with the invention, a participant’s telephone connection to a conference call system is operationally associated with a data connection from that participant’s computer screen to a conference call system which establishes voice connections between itself and multiple conference call participants by: (1) generating a unique temporary code when a data connection is established between the participant and said conference call system; (2) displaying the code over the data connection to the participant on that participant’s computer

screen; and (3) instructing the participant to enter the code over his telephone connection to the conference call system.” ’392 Patent, 2:34-45.

**FIG. 2**



34. As shown above in Figure 2, an operational association, represented by each of a plurality of arrows **39**, between a specific telephone connection and data connection is established when the unique identifier for a specific data connection is stored in the data structure for a specific telephone connection, or when the unique identifier for a particular telephone connection is stored in the data structure of a specific data connection. In other words, the data structure representing a telephone connection can store a pointer that identifies a specific data connection, and the data

structure representing a data network connection can store a pointer that identifies a telephone connection. '392 Patent, 4:39-57.

35. In the '392 Patent security and authentication of a user is improved through operational association. The '392 Patent claims a method to authenticate a participant controlling a data connection with access to a telephone connection. '392 Patent, 1:33-35

36. Claim 1 of the '392 Patent states a method for operationally associating a participant's telephone connection to a conference call system with a data connection from said participant's computer screen to the conference call system:

1. A method of operationally associating a participant's telephone connection to a conference call system with a data connection from said participant's computer screen to said conference call system, said conference call system establishing voice connections between itself and multiple conference call participants, said method comprising the steps of:

generating a unique temporary code when a data connection is established between said participant and said conference call system;  
displaying said code over said data connection to said participant on that participant's computer screen; and  
instructing said participant to enter said code over his telephone connection to the conference call system.

37. Claim 5 of the '392 Patent depends from Claim 1 and specifies:

5. The method of claim 1 in which the operational association between said participant's telephone and data connections is accomplished by the steps of:

- establishing a data connection between said participant's computer screen and the conference system;
- receiving a conference access code from said participant for a specific conference call;
- generating a PIN (personal identification number) code unique to the specific conference;
- sending said PIN code over said participant's data connection to said participant's computer;
- displaying dialing instructions on said participant's computer screen explaining to said participant how to enter the conference;
- dialing into the conference call according to said displayed dialing instructions;
- establishing operational association between said first participant's data and telephone connections; and
- displaying a conference control web page specific to said participant and said participant's telephone connection.

38. A person skilled in the art at the time of the invention would understand that the claims recite steps and structural limitations operating in an unconventional manner to achieve an improved authentication and operational association of the telephone connection and the data connection in the conference call system.

39. These technological improvements provide greater flexibility for participant log-in and participation by establishing an operational association between a user's computer and a data connection and the same user's phone connection.

40. The novel use and arrangement of the specific combinations and steps recited in the '392 claims were not well-understood, routine, or conventional to a person skill in the relevant field at the time of the inventions.

41. In its Order denying a motion to dismiss based on the allegation that the '392 Patent was directed to unpatentable subject matter filed by Zoho Corporation in *Visible Connections, LLC v. Zoho Corporation*, (Case No. 1:18-cv-859-RP, W.D. Tex., Dkt. 36), the United States District Court for the Western District of Texas considered the question of whether claims 1 and 5 of the '392 Patent contain limitations that, considered together, form an ordered combination of steps that was not well-understood, routine, and conventional at the time of the invention and held that VisiCon, in its First Amended Complaint in that action, "has alleged in non-conclusory fashion that they do." *Id.* at 8.

#### **SUBJECT MATTER OF THE '203 PATENT**

42. The '203 Patent describes a method and apparatus for application sharing. The claimed subject matter of the '203 Patent relates to improvements to computer functionality and user interfaces for electronic devices used in conferencing systems. '203 Patent, 1:6-10.

43. The '203 Patent is directed to real-time application sharing via a conferencing interface program that maintains connectivity status and active participant information.

44. The inventors of the '203 Patent recognized that “[s]ome application programs allow a computer system user to contemporaneously share electronic media with users of other computer systems (“application sharing”)” and that “[t]hese programs conventionally comprise some level of conferencing capability.” '203 Patent, 1:26-31. But they noted that these had problems.

45. These prior conferencing systems lacked status information pertaining to participants, so administrators and other conference participants were unable view shared documents with known participants, unable to know who was viewing a shared document, and unable to assess audience size or participation. The '203 Patent addressed these shortcomings by using an interface program in cooperation with a call manager to maintain this information during a conference call. This enabled real-time shared viewing between at least one audience member and a host user having up-to-the-moment user information.

46. The inventors recognized and addressed operational problems with existing systems because “these conferencing programs require knowledge on how to use them for conferencing and require knowledge on how to configure them for

application sharing.” ’203 Patent, 1:39-42. The ’203 Patent describes and claims a solution to sharing a document (as opposed to simply sharing a window) in real-time with audience members in connection with maintaining status information about the audience members that is available to the host for improved conference administration.

47. The inventors recognized that “it would be desirable to enable a user to share applications without having to have any knowledge of an underlying application” and that “[t]hus, an application sharing interface is needed which is easier to use than those heretofore.” ’203 Patent, 1:56-60.

48. The claimed subject matter of the ’203 Patent provides a technical solution to problems in the prior art by “provid[ing] method[s] and apparatus for an application-sharing interface. More particularly, an aspect of the present invention is an interface program for application sharing. This interface program facilitates application sharing by reducing prior art complexity associated therewith. In particular, this interface program allows application sharing to be minimally established by selecting one or more documents to be shared and one or more participants with whom to share such one or more documents. After which, connectivity and any associated activity is automatically initiated.” ’203 Patent, 1:64 – 2:7.

49. In an embodiment described in the '203 Patent, the interface program “uses two user steps for invoking application sharing: accordingly, in any order selecting one or more documents [ ] and selecting one or more persons [ ]. Notably, a set of documents or a set of persons may be selected to avoid having to select individual documents or participants.” '203 Patent, 4:35-37.

50. Claims 34 and 35 of the '203 Patent recite:

**34.** A system for application sharing, comprising:  
a call manager, the call manager having an interface program;  
a plurality of communication devices for electrical communication with the call manager;  
the call manager configured to manage calls to and from the plurality of communication devices for establishing connectivity for the application sharing; and  
the interface program in cooperation with the call manager configured to maintain status information regarding the connectivity, the status information including current number of active participants.

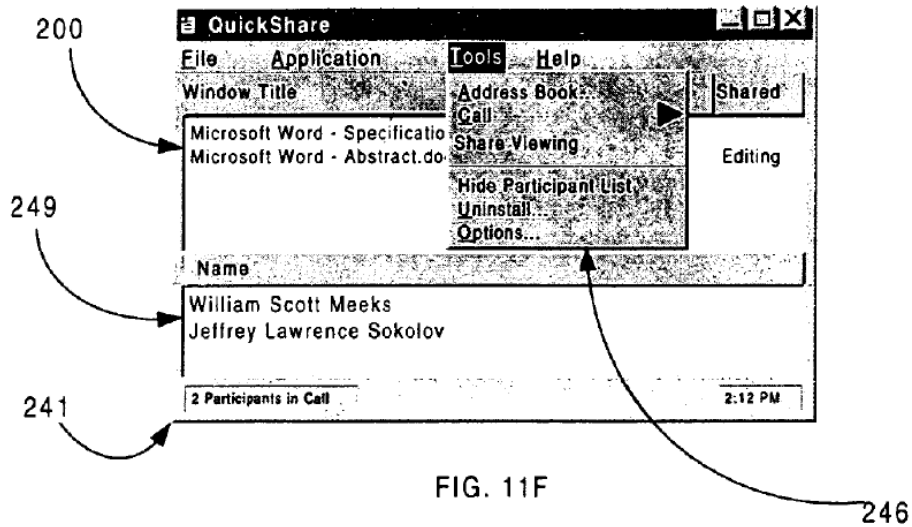
**35.** The system of claim **34**, wherein the interface program automatically establishes at least a substantially real-time shared viewing of at least one document between at least one audience member and a host user, wherein the host user only selects the at least one document to be shared and the at least one audience member with whom to share the at least one document to initiate the substantially real-time shared viewing.

51. A person skilled in the art at the time of the inventions claimed in the '203 Patent would recognize that then-existing systems lacked real-time shared viewing and user status information.



52. A person skilled in the art at the time of the invention would understand that the improvements of claim 35 of the '203 Patent allow the users to share documents (as opposed to application windows) and view status information regarding connectivity and a current number of active participants.

53. Claim 36 of the '203 Patent includes the additional limitation of providing an active list of names of the participants as shown in Fig. 11F below.



**CITRIX, LOGMEIN, AND THE GOTOMEETING PRODUCTS**

54. Citrix is an American multinational software company that provides server, application and desktop virtualization, networking, software as a service, and cloud computing technologies.

55. At least as early as 2013, Citrix provided a family of products under the “GoTo” name, including the GoToMeeting videoconferencing and collaboration product.

56. Citrix provided the GoToMeeting product through at least as late as February 2017.

57. In or about July 2016 Citrix and LogMeIn announced that the companies had entered into a definitive merger agreement for LogMeIn to combine with Citrix’s GoTo business in a Reverse Morris Trust Transaction.

58. In connection with the merger of LogMeIn and Citrix’s GoTo business, Citrix created a wholly owned subsidiary called GetGo, to hold the GoTo business.

59. In or about February 2017, GetGo became a subsidiary of LogMeIn.

60. LogMeIn has provided the GoToMeeting product since at least February 2017.

61. LogMeIn is still providing the GoToMeeting product.

62. Upon information and belief, GoToMeeting has operated in substantially the same way with respect to the asserted claims of the '203 and '392 Patents. Accordingly, as used herein, GoToMeeting refers to the versions of GoToMeeting that have been made, used, tested, demonstrated, sold, offered for sale, provided, distributed, licensed, provisioned, supplied, imported into the United States by Citrix or LogMeIn in the six years prior to the filing of this Complaint.

63. GoToMeeting is an online meeting, video conferencing, and collaboration product. GoToMeeting allows users to instantly join, host or manage a video, audio or web meeting from a conference room, the user's desk, or a remote location via a personal computer or mobile device.

64. With GoToMeeting users can deliver presentations, perform product demonstrations, brainstorm with colleagues and securely share confidential information online from anywhere at any time. Meetings with GoToMeeting can be one-to-one or with multiple people at once.

65. With GoToMeeting users can meet with others online to share, discuss and edit any document.

### **COUNT I – DIRECT PATENT INFRINGEMENT OF '392 PATENT**

66. Plaintiff realleges and incorporates by reference the allegations set forth above, as if set forth verbatim herein.

67. Defendants have directly infringed the '392 Patent in violation of 35 U.S.C. § 271(a) by performing methods, including its own use and testing of GoToMeeting and other branded with the same or similar features and functionality as detailed in Count I (collectively "GoToMeeting" or "Accused Products") that embody the patented inventions of claims 1 and 5 of the '392 Patent.

68. The Accused Products satisfy each and every element of each asserted claim of the '392 Patent either literally or under the doctrine of equivalents.

69. The Accused Products operationally associate a participant's telephone connection to a conference call system (e.g., GoToMeeting) with a data connection from said participant's computer screen to a conference call system, wherein each Accused Product establishes voice connections between themselves and multiple conference call participants

70. GoToMeeting includes features for associating a participant's telephone connection and sharing applications with video-conferencing members.

71. GoToMeeting includes options to schedule a meeting in advance or start a new meeting instantly.

72. GoToMeeting includes video conferencing as well as audio conferencing capabilities.

73. GoToMeeting includes a conference call system.

74. With GoToMeeting, participants can dial-in to the GoToMeeting conference call system by dialing a phone number provided by GoToMeeting (e.g., 1-646-749-3112).

75. GoToMeeting establishes a data connection between the participant's computer and the conference system (e.g., GoToMeeting).

76. The Accused Products provide an "Access Code" that can be shared through email or through other methods (e.g., copied link). That Access Code is specific to the conference call.

77. Upon receiving meeting link and choosing to join the meeting from the participant's computer, the Accused Products generate an audio PIN unique to the conference and send the audio PIN to the participant over the participant's data connection.

78. GoToMeeting allows participants to enter a dial-in number followed by the Access Code and Audio PIN.

79. GoToMeeting displays dialing instructions on the participant's computer screen explaining how to enter the conference.

80. GoToMeeting displays the Audio PIN to the participant over the participant's computer screen.

81. In the ordinary operation of GoToMeeting, when a participant dials the displayed number, the participant is instructed via voice prompt to enter the Access Code and the Audio PIN over their telephone connection to GoToMeeting.

82. In the ordinary operation of GoToMeeting, a participant has established a data connection and a phone (audio) connection after dialing in and entering the Access Code and Audio PIN.

83. In the ordinary operation of GoToMeeting, after entering the unique code (Audio PIN), the data connection and the phone connection are operationally associated.

84. In the ordinary operation of GoToMeeting a conference control web page specific to the participant and the participant's telephone connection is displayed. This is, at least, the page that displays the dial-in conference number, Access Code, and Audio PIN.

85. Defendant's infringing activities are and have been without authority or license under the '392 Patent.

86. Plaintiff is entitled to recover from Defendants the damages sustained by Plaintiff as a result of Defendants' infringing acts in an amount subject to proof at trial, which, by law, cannot be less than a reasonable royalty, together with interest and costs as fixed by this Court, pursuant to 35 U.S.C. § 284.

**COUNT II – DIRECT PATENT INFRINGEMENT OF '203 PATENT**

87. Plaintiff realleges and incorporates by reference the allegations set forth above, as if set forth verbatim herein.

88. Defendants have directly infringed the '203 Patent in violation of 35 U.S.C. § 271(a) by making, using (including its own use and testing), selling, or offering to sell in the United States, or importing into the United States products that embody the inventions of claims 34-39 of the '203 Patent including GoToMeeting and also including other audio and video conferencing solutions with the same or similar features and functionality as detailed in Count II (collectively “GoToMeeting” or “Accused Products”).

89. The Accused Products satisfy each and every element of each asserted claim of the '203 Patent, as detailed herein, either literally or under the doctrine of equivalents.

90. GoToMeeting includes features that enable users to share screens and collaborate with video conferencing.

91. GoToMeeting includes a call manager having an interface program, namely, for example, the GoToMeeting downloadable software.

92. During a GoToMeeting video conference, users can share a specific document with other attendees.

93. In the ordinary operation of GoToMeeting, a user can select the Screen tab during a conference and then select the “Start sharing my” dropdown selector. When a user of GoToMeeting selects the “Start sharing my” dropdown selector GoToMeeting enables the user to select, among other things, specific documents (e.g., Word documents, PowerPoint presentations, etc.) to share with other attendees. Once selected, the document is shared with other attendees and its “shared” status is reflected on the user’s screen by outlining the document with a blue border and displaying “On Air” in the border that surrounds the document (e.g., in the upper right corner).

94. In the ordinary operation of GoToMeeting, it includes a plurality of communication devices for electrical communication with the call manager (e.g., a plurality of computers, mobile phones, tablets, and the like).

95. GoToMeeting includes an interface for receiving calls from the plurality of communication devices (for example, through users dialing in for audio connections or audio connections via internet connections (or VoIP)). This connectivity is then used for document (or application) sharing.

96. GoToMeeting maintains status information regarding the connectivity of participants including the current number of active participants. GoToMeeting



has an “Attendees” tab that lists the number of attendees and tracks their names (or other identifiers).

97. GoToMeeting includes software within the interface program that automatically establishes at least a substantially real-time shared viewing of at least one document between at least one audience member and a host user, wherein the host user only selects the at least one document to be shared and the at least one audience member with whom to share the at least one document to initiate the substantially real-time shared viewing.

98. Defendants’ infringing activities are and have been without authority or license under the ’203 Patent.

99. Plaintiff is entitled to recover from Defendants the damages sustained by Plaintiff as a result of Defendants’ infringing acts in an amount subject to proof at trial, which, by law, cannot be less than a reasonable royalty, together with interest and costs as fixed by this Court, pursuant to 35 U.S.C. § 284.

**JURY DEMAND**

100. Plaintiff hereby demands a trial by jury of all issues so triable pursuant to Fed. R. Civ. P. 38.

**PRAYER FOR RELIEF**

Plaintiff respectfully requests that the Court find in its favor and against Defendants, and that the Court grant Plaintiff the following relief:

- A. An adjudication that one or more claims of the '392 Patent have been infringed, either literally and/or under the doctrine of equivalents, by Defendants;
- B. An adjudication that one or more claims of the '203 Patent have been infringed, either literally and/or under the doctrine of equivalents, by Defendants;
- C. An accounting and an award to Plaintiff of damages adequate to compensate Plaintiff for the Defendants' acts of infringement, together with pre-judgment and post-judgment interest and costs pursuant to 35 U.S.C. § 284;
- D. That this Court declare this to be an exceptional case and award Plaintiff its reasonable attorneys' fees and expenses in accordance with 35 U.S.C. § 285; and
- E. Any further relief that this Court deems just and proper.

Respectfully submitted this 12th day of November 2019.

Dated: November 12, 2019

By /s/ Stamatios Stamoulis

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