

06-10-2002

FORM PTO-1594 F
(Rev. 03/01)
OMB No. 0651-0027 (exp. 05/31/2002)

U.S. DEPARTMENT OF COMMERCE
Patent and Trademark Office



102116728

To the Honorable Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):
SYNTELLECT, INC.
6-4-02
 Individual(s) Association
 General Partnership Limited Partnership
 Corporation-State DE
 Other
Additional name(s) of conveying party(ies) attached? Yes No

2. Name and address of receiving party(ies):
Name: **Silicon Valley Bank**
Internal Address: **HA155**
Street Address: **3003 Tasman Drive**
City: **Santa Clara** State: **CA** ZIP: **95054**

3. Nature of conveyance:
 Assignment Merger
 Security Agreement Change of Name
 Other _____
Execution Date: **5/14/02**

Individual(s) citizenship
 Association
 General Partnership
 Limited Partnership
 Corporation-State **DE**
 Other
If assignee is not domiciled in the United States, a domestic representative designation is attached: Yes No
Additional name(s) & address(es) attached? Yes No

4. Application number(s) or registration number(s):
A. Trademark Application No.(s)
75/771,074
Additional numbers attached? Yes No

B. Trademark No.(s)
1,330,649 2,053,106 2,182,315 2,516,199
1,465,845 1,896,856 2,276,845 2,456,786
1,500,243 1,899,651 2,216,209 2,526,558
1,493,935 2,136,852 2,234,194 2,107,088
1,497,468 2,224,831 2,317,219
1,871,845 2,132,113 2,482,794

5. Name and address of party to whom correspondence concerning document should be mailed:
Name: **Silicon Valley Bank**
Internal Address: **Loan Documentation HA155**
Street Address: **3003 Tasman Dr.**
City: **Santa Clara** State: **Ca** ZIP: **95054**

6. Total number of applications and registrations involved: **23**
7. Total fee (37 CFR 3.41): **\$590.00**
 Enclosed
 Authorized to be charged to deposit account
8. Deposit account number:
(Attach duplicate copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

06/07/2002 TBIAZ1 00000111 75771074

01 FC:481 40.00 DP
02 FC:482 550.00 DP

9. Statement and signature.
To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Shannon Hubbard
Name of Person Signing *Shannon Hubbard* Signature **5/14/02** Date

Total number of pages including cover sheet, attachments, and document: **13**

Mail documents to be recorded with required cover sheet information to:
Commissioner of Patent & Trademarks, Box Assignments
Washington, D.C. 20231

TRADEMARK
REEL: 002522 FRAME: 0001

INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Intellectual Property Security Agreement (this "IP Agreement") is made as of May 14, 2002 by and between Syntellect Inc. ("Grantor"), and Silicon Valley Bank, a California banking corporation ("Bank").

RECITALS

A. Bank will make advances to Grantor ("Advances") as described in the Accounts Receivable Financing Agreement (the "Financing Agreement"), but only if Grantor grants Bank a security interest in its Copyrights, Trademarks, Patents, and Mask Works. Defined terms used but not defined herein shall have the same meanings as in the Financing Agreement.

B. Pursuant to the terms of the Financing Agreement, Grantor has granted to Bank a security interest in all of Grantor's right title and interest, whether presently existing or hereafter acquired in, to and under all of the Collateral.

NOW, THEREFORE, for good and valuable consideration, receipt of which is hereby acknowledged and intending to be legally bound, as collateral security for the prompt and complete payment when due of Grantor's Indebtedness under the Financing Agreement, Grantor hereby represents, warrants, covenants and agrees as follows:

1. Grant of Security Interest. As collateral security for the prompt and complete payment and performance of all of Grantor's present or future Indebtedness, obligations and liabilities to Bank, Grantor hereby grants a security interest in all of Grantor's right, title and interest in, to and under its Intellectual Property Collateral (all of which shall collectively be called the "Intellectual Property Collateral"), including, without limitation, the following:

(a) Any and all copyright rights, copyright applications, copyright registrations and like protections in each work or authorship and derivative work thereof, whether published or unpublished and whether or not the same also constitutes a trade secret, now or hereafter existing, created, acquired or held, including without limitation those set forth on Exhibit A attached hereto (collectively, the "Copyrights");

(b) Any and all trade secrets, and any and all intellectual property rights in computer software and computer software products now or hereafter existing, created, acquired or held;

(c) Any and all design rights which may be available to Grantor now or hereafter existing, created, acquired or held;

(d) All patents, patent applications and like protections including, without limitation, improvements, divisions, continuations, renewals, reissues, extensions and continuations-in-part of the same, including without limitation the patents and patent applications set forth on Exhibit B attached hereto (collectively, the "Patents");

(e) Any trademark and servicemark rights, whether registered or not, applications to register and registrations of the same and like protections, and the entire goodwill of the business of Grantor connected with and symbolized by such trademarks, including without limitation those set forth on Exhibit C attached hereto (collectively, the "Trademarks")

(f) All mask works or similar rights available for the protection of semiconductor chips, now owned or hereafter acquired, including, without limitation those set forth on Exhibit D attached hereto (collectively, the "Mask Works");

(g) Any and all claims for damages by way of past, present and future infringements of any of the rights included above, with the right, but not the obligation, to sue for and collect such damages for said use or infringement of the intellectual property rights identified above;

(h) All licenses or other rights to use any of the Copyrights, Patents, Trademarks, or Mask Works and all license fees and royalties arising from such use to the extent permitted by such license or rights; and

(i) All amendments, extensions, renewals and extensions of any of the Copyrights, Trademarks, Patents, or Mask Works; and

(j) All proceeds and products of the foregoing, including without limitation all payments under insurance or any indemnity or warranty payable in respect of any of the foregoing.

2. Authorization and Request. Grantor authorizes and requests that the Register of Copyrights and the Commissioner of Patents and Trademarks record this IP Agreement.

3. Covenants and Warranties. Grantor represents, warrants, covenants and agrees as follows:

(a) Grantor is now the sole owner of the Intellectual Property Collateral, except for non-exclusive licenses granted by Grantor to its customers in the ordinary course of business.

(b) Performance of this IP Agreement does not conflict with or result in a breach of any IP Agreement to which Grantor is bound, except to the extent that certain intellectual property agreements prohibit the assignment of the rights thereunder to a third party without the licensor's or other party's consent and this IP Agreement constitutes a security interest.

(c) During the term of this IP Agreement, Grantor will not transfer or otherwise encumber any interest in the Intellectual Property Collateral, except for non-exclusive licenses granted by Grantor in the ordinary course of business or as set forth in this IP Agreement;

(d) To its knowledge, each of the Patents is valid and enforceable, and no part of the Intellectual Property Collateral has been judged invalid or unenforceable, in whole or in part, and no claim has been made that any part of the Intellectual Property Collateral violates the rights of any third party;

(e) Grantor shall promptly advise Bank of any material adverse change in the composition of the Collateral, including but not limited to any subsequent ownership right of the Grantor in or to any Trademark, Patent, Copyright, or Mask Work specified in this IP Agreement;

(f) Grantor shall (i) protect, defend and maintain the validity and enforceability of the Trademarks, Patents, Copyrights, and Mask Works, (ii) use its best efforts to detect infringements of the Trademarks, Patents, Copyrights, and Mask Works and promptly advise Bank in writing of material infringements detected and (iii) not allow any Trademarks, Patents, Copyrights, or Mask Works to be abandoned, forfeited or dedicated to the public without the written consent of Bank, which shall not be unreasonably withheld, unless Grantor determines that reasonable business practices suggest that abandonment is appropriate.

(g) Grantor shall promptly register the most recent version of any of Grantor's Copyrights, if not so already registered, and shall, from time to time, execute and file such other instruments, and take such further actions as Bank may reasonably request from time to time to perfect or continue the perfection of Bank's interest in the Intellectual Property Collateral;

(h) This IP Agreement creates, and in the case of after acquired Intellectual Property Collateral, this IP Agreement will create at the time Grantor first has rights in such after acquired Intellectual Property Collateral, in favor of Bank a valid and perfected first priority security interest in the Intellectual Property Collateral in the United States securing the payment and performance of the obligations evidenced by the Note and the Financing Agreement upon making the filings referred to in clause (i) below;

(i) To its knowledge, except for, and upon, the filing with the United States Patent and Trademark office with respect to the Patents and Trademarks and the Register of Copyrights with respect to the Copyrights and Mask Works necessary to perfect the security interests created hereunder and except as has been already made or obtained, no authorization, approval or other action by, and no notice to or filing with, any U.S. governmental authority of U.S. regulatory body is required either (i) for the grant by Grantor of the security interest granted hereby or for the execution, delivery or performance of this IP Agreement by Grantor in the U.S. or (ii) for the perfection in the United States or the exercise by Bank of its rights and remedies thereunder;

(j) All information heretofore, herein or hereafter supplied to Bank by or on behalf of Grantor with respect to the Intellectual Property Collateral is accurate and complete in all material respects.

(k) Grantor shall not enter into any agreement that would materially impair or conflict with Grantor's obligations hereunder without Bank's prior written consent, which consent shall not be unreasonably withheld.

Grantor shall not permit the inclusion in any material contract to which it becomes a party of any provisions that could or might in any way prevent the creation of a security interest in Grantor's rights and interest in any property included within the definition of the Intellectual Property Collateral acquired under such contracts, except that certain contracts may contain anti-assignment provisions that could in effect prohibit the creation of a security interest in such contracts.

(l) Upon any executive officer of Grantor obtaining actual knowledge thereof, Grantor will promptly notify Bank in writing of any event that materially adversely affects the value of any material Intellectual Property Collateral, the ability of Grantor to dispose of any material Intellectual Property Collateral or the rights and remedies of Bank in relation thereto, including the levy of any legal process against any of the Intellectual Property Collateral.

4. Bank's Rights. Bank shall have the right, but not the obligation, to take, at Grantor's sole expense, any actions that Grantor is required under this IP Agreement to take but which Grantor fails to take, after fifteen (15) days' notice to Grantor. Grantor shall reimburse and indemnify Bank for all reasonable costs and reasonable expenses incurred in the reasonable exercise of its rights under this section 4.

5. Inspection Rights. Grantor hereby grants to Bank and its employees, representatives and agents the right to visit, during reasonable hours upon prior reasonable written notice to Grantor, and any of Grantor's plants and facilities that manufacture, install or store products (or that have done so during the prior six-month period) that are sold utilizing any of the Intellectual Property Collateral, and to inspect the products and quality control records relating thereto upon reasonable written notice to Grantor and as often as may be reasonably requested, but not more than one (1) in every six (6) months; provided, however, nothing herein shall entitle Bank access to Grantor's trade secrets and other proprietary information.

6. Further Assurances; Attorney in Fact.

(a) On a continuing basis, Grantor will, subject to any prior licenses, encumbrances and restrictions and prospective licenses, make, execute, acknowledge and deliver, and file and record in the proper filing and recording places in the United States, all such instruments, including appropriate financing and continuation statements and collateral agreements and filings with the United States Patent and Trademarks Office and the Register of Copyrights, and take all such action as may reasonably be deemed necessary or advisable, or as requested by Bank, to perfect Bank's security interest in all Copyrights, Patents, Trademarks, and Mask Works and otherwise to carry out the intent and purposes of this IP Agreement, or for assuring and confirming to Bank the grant or perfection of a security interest in all Intellectual Property Collateral.

(b) Grantor hereby irrevocably appoints Bank as Grantor's attorney-in-fact, with full authority in the place and stead of Grantor and in the name of Grantor, Bank or otherwise, from time to time in Bank's discretion, upon Grantor's failure or inability to do so, to take any action and to execute any instrument which Bank may deem necessary or advisable to accomplish the purposes of this IP Agreement, including:

(i) To modify, in its sole discretion, this IP Agreement without first obtaining Grantor's approval or signature to such modification by amending Exhibit A, Exhibit B, Exhibit C, and Exhibit D hereof, as appropriate, to include reference to any right, title or interest in any Copyrights, Patents, Trademarks or Mask Works acquired by Grantor after the execution hereof or to delete any reference to any right, title or interest in any Copyrights, Patents, Trademarks, or Mask Works in which Grantor no longer has or claims any right, title or interest; and

(ii) To file, in its sole discretion, one or more financing or continuation statements and amendments thereto, relative to any of the Intellectual Property Collateral without the signature of Grantor where permitted by law.

7. Events of Default. The occurrence of any of the following shall constitute an Event of Default under this IP Agreement:

(a) An Event of Default occurs under the Financing Agreement; or

(b) Grantor breaches any warranty or agreement made by Grantor in this IP Agreement.

8. Remedies. Upon the occurrence and continuance of an Event of Default, Bank shall have the right to exercise all the remedies of a secured party under the California Uniform Commercial Code, including without limitation the right to require Grantor to assemble the Intellectual Property Collateral and any tangible property in which Bank has a security interest and to make it available to Bank at a place designated by Bank. Bank shall have a

nonexclusive, royalty free license to use the Copyrights, Patents, Trademarks, and Mask Works to the extent reasonably necessary to permit Bank to exercise its rights and remedies upon the occurrence of an Event of Default. Grantor will pay any expenses (including reasonable attorney's fees) incurred by Bank in connection with the exercise of any of Bank's rights hereunder, including without limitation any expense incurred in disposing of the Intellectual Property Collateral. All of Bank's rights and remedies with respect to the Intellectual Property Collateral shall be cumulative.

9. Indemnity. Grantor agrees to defend, indemnify and hold harmless Bank and its officers, employees, and agents against: (a) all obligations, demands, claims, and liabilities claimed or asserted by any other party in connection with the transactions contemplated by this IP Agreement, and (b) all losses or expenses in any way suffered, incurred, or paid by Bank as a result of or in any way arising out of, following or consequential to transactions between Bank and Grantor, whether under this IP Agreement or otherwise (including without limitation, reasonable attorneys fees and reasonable expenses), except for losses arising from or out of Bank's gross negligence or willful misconduct.

10. Reassignment. At such time as Grantor shall completely satisfy all of the obligations secured hereunder, Bank shall execute and deliver to Grantor all deed, assignments, and other instruments as may be necessary or proper to reinvest in Grantor full title to the property assigned hereunder, subject to any disposition thereof which may have been made by Bank pursuant hereto.

11. Course of Dealing. No course of dealing, nor any failure to exercise, nor any delay in exercising any right, power or privilege hereunder shall operate as a waiver thereof.

12. Attorneys' Fees. If any action relating to this IP Agreement is brought by either party hereto against the other party, the prevailing party shall be entitled to recover reasonable attorneys' fees, costs and disbursements.

13. Amendments. This IP Agreement may be amended only by a written instrument signed by both parties hereto.

14. Counterparts. This IP Agreement may be executed in two or more counterparts, each of which shall be deemed an original but all of which together shall constitute the same instrument.

15. Law and Jurisdiction. This IP Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard for choice of law provisions. Grantor and Bank consent to the nonexclusive jurisdiction of any state or federal court located in Santa Clara County, California.

16. Confidentiality. In handling any confidential information, Bank shall exercise the same degree of care that it exercises with respect to its own proprietary information of the same types to maintain the confidentiality of any non-public information thereby received or received pursuant to this IP Agreement except that the disclosure of this information may be made (i) to the affiliates of the Bank, (ii) to prospective transferee or purchasers of an interest in the obligations secured hereby, provided that they have entered into comparable confidentiality agreement in favor of Grantor and have deliver a copy to Grantor, (iii) as required by law, regulation, rule or order, subpoena judicial order or similar order and (iv) as may be required in connection with the examination, audit or similar investigation of Bank.

IN WITNESS WHEREOF, the parties hereto have executed this IP Agreement on the day and year first above written.

Address of Grantor:

16610 N. Black Canyon Highway, Suite 100
Phoenix, Arizona 85053

GRANTOR:

Syntellect Inc.

By: 

Name: Jim Matrone

Title: Vice President & CFO

EXHIBIT "A"

COPYRIGHTS *— (See attached)*

SCHEDULE A - ISSUED COPYRIGHTS

<u>COPYRIGHT DESCRIPTION</u>	<u>REGISTRATION NUMBER</u>	<u>DATE OF ISSUANCE</u>
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SCHEDULE B - PENDING COPYRIGHT APPLICATIONS

<u>COPYRIGHT DESCRIPTION</u>	<u>APPLICATION NUMBER</u>	<u>DATE OF FILING</u>	<u>CREATION</u>	<u>FIRST DATE OF PUBLIC DISTRIBUTION</u>
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SCHEDULE C - UNREGISTERED COPYRIGHTS (Where No Copyright Application is Pending)

<u>COPYRIGHT DESCRIPTION</u>	<u>DATE OF CREATION</u>	<u>FIRST DATE OF DISTRIBUTION</u>	<u>ORIGINAL AUTHOR OR OWNER OF COPYRIGHT (IF DIFFERENT FROM GRANTOR)</u>	<u>DATE AND RECORDATION NUMBER OF IP AGREEMENT TO OWNER OF GRANTOR (IF ORIGINAL AUTHOR OR OWNER OF COPYRIGHT IS DIFFERENT FROM GRANTOR)</u>
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EXHIBIT "A"

SYNTELLECT U.S. COPYRIGHT STATUS CHART

Status as of February 14, 2002

TITLE COPYRIGHT DESC.	REG. DATE	REG. NUMBER	STATUS	S&W DOCKET NO.
INFOBOT RELEASE 9	7-8-88	TX 2-439-865	Registered	07234.4300
INFOBOT RELEASE 9	12-19-88	TX 2-662-107	Registered	07234.4313
INFOBOT RELEASE 1.1	11-23-90	TX 2-962-098	Registered	07234.4317
PREMIER VER. 3.7	9-21-98	TX 4-746-464	Registered	07234.8401
PREMIER 030 VER. 4.7	9-21-98	TX 4-746-462	Registered	07234.8402
PREMIER 030 VER. 4.8	9-21-98	TX 4-746-463	Registered	07234.8403

974513.1

EXHIBIT "B"

PATENTS

PATENT

<u>DESCRIPTION</u>	<u>DOCKET NO.</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>FILING DATE</u>	<u>STATUS</u>
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None




EXHIBIT "C"










TRADEMARKS

<u>TRADEMARK</u>	<u>DESCRIPTION</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>REG. NO.</u>	<u>STATUS</u>
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(see attached)

EXHIBIT "C"**SYNTELLECT TRADEMARK STATUS CHART**

MARK	COUNTRY	S.N./REG. NO.	STATUS	S&W FILE NO.
MD	U.S.	1,330,649	Registered	07234.0700
SYNTELLECT	U.S.	1,465,845	Registered	07234.4900
SYNTELLECT	Canada	TMA 339,071	Registered	07234.4903
SYNTELLECT	Denmark	0122/1989	Registered	07234.4904
SYNTELLECT	France	1,398,473	Registered	07234.4906
SYNTELLECT	Germany	1,116,850	Registered	07234.4907
SYNTELLECT	Japan	2,242,548	Registered	07234.4910
SYNTELLECT	Korea	161,576	Registered	07234.4911
SYNTELLECT	Mexico	362,113	Registered	07234.4913
SYNTELLECT	U.K.	1,304,028	Registered	07234.4921
SYNTELLECT	Benelux	431,085	Registered	07234.4926
SYNTELLECT	Norway	133,986	Registered	07234.4970
INFOBOT	U.S.	1,500,243	Registered	07234.5000
INFOBOT	Australia	A461791	Registered	07234.5001
INFOBOT	Canada	TMA 349,867	Registered	07234.5003
INFOBOT	France	1,398,472	Registered	07234.5006
INFOBOT	Germany	1,116,851	Registered	07234.5007
INFOBOT	Japan	2,242,549	Registered	07234.5010
INFOBOT	Korea	161,577	Registered	07234.5011
INFOBOT	Mexico	362,114	Registered	07234.5013
INFOBOT	U.K.	1,304,029	Registered	07234.5021
INFOBOT	Benelux	431,084	Registered	07234.5026
INFOBOT	Norway	135,460	Registered	07234.5070
INFOBOT	Spain	1,187,405	Registered	07234.5082
	U.S.	1,493,935	Registered	07234.5300
	Canada	TMA 404,723	Registered	07234.5303
	Mexico	362,115	Registered	07234.5313

MARK	COUNTRY	S.N./REG. NO.	STATUS	S&W FILE NO.
	U.K.	1,312,193	Registered	07234.5321
	Mexico	359,263	Registered	07234.5363
 SYNTELLECT INC.	U.S.	1,497,468	Registered	07234.5400
 SYNTELLECT INC.	Mexico	362,116	Registered	07234.5413
 SYNTELLECT INC.	Mexico	359,262	Registered	07234.5463
VOCALPOINT	U.S.	1,871,845	Registered	07234.5600
VOCALPOINT	Hong Kong	7071/95	Registered	07234.5608
VOCALPOINT	U.K.	1,548,689	Registered	07234.5621
INFOWATCH	Hong Kong	B9213/95	Registered	07234.5808
INFOWATCH	U.K.	1,548,677	Registered	07234.5821
VOTERPOINT	Sweden	300078	Registered	07234.6019
FAXPOINT	Sweden	300077	Registered	07234.6119
FAXPOINT	U.K.	1559116	Registered	07234.6121
SCREENRESPONSE	U.S.	2,053,106	Registered	07234.6400
VOCALPAGE	U.S.	1,896,856	Registered	
DISPLAYVOICE	U.S.	1,899,651	Registered	
	U.S.	2,136,852	Registered	07234.6800
	Canada	TMA 514,917	Registered	07234.6803
	Germany	397 15 852	Registered	07234.6807
	U.K.	2,128,539	Registered	07234.6821



MARK	COUNTRY	S.N./REG. NO.	STATUS	S&W FILE NO.
SYNTHESIZER	U.S.	2,224,831	Registered on Supplemental Register	07234.6900
SYNTHESIZER	Germany	397 15 854.8	Registered	07234.6907
SYNTHESIZER	U.K.	2,128,535	Registered	07234.6921
	U.S.	2,132,113	Registered	07234.7100
	U.S.	2,107,088	Registered	07234.7200
VOCALPOINT INTERACTIVE WEB RESPONSE	U.S.	2,182,315	Registered	07234.7400
VOCALPOINT INTERACTIVE WEB RESPONSE	Germany	397 49 673.7	Registered	07234.7407
VOCALPOINT INTERACTIVE WEB RESPONSE	U.K.	2,148,156	Registered	07234.7421
WEBCALLBACK	U.S.	2,276,845	Registered	07234.7500
WEBCALLBACK	Canada	875,673	Allowed; Decl. of Use due 5/9/02	07234.7503
VISTALINK	U.S.	2,216,209	Registered	07234.7600
VISTALINK	Canada	875,672	Pending	07234.7603
VISTALINK	Germany	398 21 054	Registered	07234.7607
VISTALINK	U.K.	2,164,315	Registered	07234.7621
CYBERSTATS	US	2,234,194	Registered	07234.7800
VISTAGEN	U.S.	2,317,219	Registered	07234.8000
VISTAVIEW	U.S.	2,482,794	Registered	07234.8100
SYNTELLECT INTERACTIVE SERVICES EASYPAY	U.S.	2,516,199	Registered	07234.9300
MEDIAVOICE ON HOLD	U.S.	75/771,074	Pending; Statement of Use due 4/2/02	07234.9500
MEDIAVOICE	U.S.	2,456,786	Registered	08234.0300
HOME TICKET	U.S.	2,526,558	Registered	08234.0800

EXHIBIT "D"

MASK WORKS

MASK WORK
DESCRIPTION COUNTRY SERIAL NO. REG. NO. STATUS

None