

Title (en)

METHOD AND APPARATUS FOR CONFIGURATION OR DIAGNOSTICS OF A COMMUNICATION DEVICE

Title (de)

VERFAHREN UND VORRICHTUNG ZUR KONFIGURATION ODER DIAGNOSE EINES KOMMUNIKATIONSGERÄTS

Title (fr)

PROCEDE ET APPAREIL PERMETTANT DE CONFIGURER UN DISPOSITIF DE COMMUNICATION OU DE LE SOUMETTRE A UN DIAGNOSTIC

Publication

**EP 1332564 A4 20090617 (EN)**

Application

**EP 01992113 A 20011101**

Priority

- US 0148400 W 20011101
- US 70615300 A 20001103

Abstract (en)

[origin: WO0237739A2] A system for remote diagnosis of a communication device is disclosed. In one embodiment the system diagnoses or optimizes a DSL device. To diagnose or configure a first communication device a second communication device establishes a communication channel between local diagnosis software of the first communication device and a remote diagnosis center. In one embodiment the remote diagnostic center includes remote diagnostic software configured to interface with the local diagnostic software. The local diagnostic system or software establishes a communication channel to the remote diagnostic software using a second communication device. The second communication device in conjunction with the local diagnostic software records and transmits the settings, configuration, or behavior data of the first communication device to the remote diagnostic software. The remote diagnostic software analyzes the information and determines desired changes to the configuration of the first communication device. These changes are transmitted via the communication channel to the local diagnostic software and the changes implemented on the first communication device. In this manner the undesirable operation of the first communication device is diagnosed and altered to achieve desired operation.

[origin: WO0237739A2] A system for remote diagnosis of a communication device (200) is disclosed. In one embodiment the system diagnoses or optimizes a DSL device (202). To diagnose or configure a first communication device (200) a second communication device (202) establishes a communication channel between local diagnosis software (210) of the first communication device and a remote diagnosis center (120). In one embodiment the remote diagnostic center includes remote diagnostic software (222) configured to interface with the local diagnostic software (210). The local diagnostic system or software (210) establishes a communication channel to the remote diagnostic software (222) using a second communication device. The second communication device in conjunction with the local diagnostic software (210) records and transmits settings, configuration, or behavior data of the first communication device to the remote diagnostic software (222). The remote diagnostic software analyzes the information and determines desired changes to the configuration of the first communication device. These changes are transmitted via the communication channel to the local diagnostic software and the changes are transmitted via the communication channel to the local diagnostic software and the changes implemented on the first communication device. In this manner the undesirable operation of the first communication device is diagnosed and altered to achieve desired operation.

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CPC (source: EP)

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Citation (search report)

- [X] US 5557612 A 19960917 - BINGHAM JOHN A C [US]
- [X] WO 9950967 A1 19991007 - MATSUSHITA GRAPHIC COMMUNIC [JP], et al
- [X] WO 9953637 A1 19991021 - TELCORDIA TECH INC [US]
- See references of WO 0237739A2

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DOCDB simple family (publication)

**WO 0237739 A2 20020510; WO 0237739 A3 20020906**; AU 3258702 A 20020515; CN 1505868 A 20040616; EP 1332564 A2 20030806; EP 1332564 A4 20090617

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