Title (en)
METHOD AND DEVICE FOR CONTROLLING USER DIALOGS ON A TECHNICAL INSTALLATION

Title (de)
VERFAHREN UND VORRICHTUNG ZUR STEUERUNG VON BENUTZERDIALOGEN AN EINER TECHNISCHEN EINRICHTUNG

Title (fr)
PROCÉDÉ ET DISPOSITIF SERVANT À COMMANDER DES DIALOGUES UTILISATEUR AU NIVEAU D'UNE INSTALLATION TECHNIQUE

Publication
EP 2269117 B1 20140820 (DE)

Application
EP 09732204 A 20090331

Priority
• EP 2009053794 W 20090331
• DE 102008019478 A 20080417

Abstract (en)
[origin: WO2009127516A1] The invention relates to a method and a device for controlling user dialogues on a technical installation that is to be controlled or to be maintained, for example, a cash dispenser or a deposit refund device. According to said method or said device, a calculating unit evaluates the data relating to the state of the technical installation and in accordance with said data, emits at least one visual request consisting of textual and/or pictorial instructions (INSTR; CHK) for a user who controls the technical installation. The method processes the data using a directed graph (GRPH) comprising nodes (1000,..., 1300...) and edges (INSTR, CHK) connecting the nodes. Said nodes relate to different maintenance conditions of the installation, and the edges relate to the instructions (INSTR; CHK) for the user for transferring the installation from one of the nodes to another node.

IPC 8 full level
G03G 15/00 (2006.01)

CPC (source: EP US)
G03G 15/5016 (2013.01 - EP US); **G03G 15/502** (2013.01 - EP US)

Citation (examination)
US 2007018986 A1 20070125 - HAUSER RAINER F [CH]

Designated contracting state (EPC)
AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO SE SI SK TR

DOCDB simple family (publication)
DE 102008019478 A1 20091022; CN 102027419 A 20110420; CN 102027419 B 20141029; EP 2269117 A1 20110105; EP 2269117 B1 20140820; US 2011035797 A1 20110210; US 8656500 B2 20140218; WO 2009127516 A1 20091022

DOCDB simple family (application)
DE 102008019478 A 20080417; CN 200980113501 A 20090331; EP 09732204 A 20090331; EP 2009053794 W 20090331; US 93686309 A 20090331