Title (en)

SYSTEM AND METHOD FOR ON DEMAND DIAGNOSTICS OF A DEVICE UTILIZING SECURE DATA TO INTERACT WIRELESSLY WITH ONE OR MORE THIRD PARTY SYSTEMS

Title (de)

SYSTEM UND VERFAHREN FÜR ABRUFBARE DIAGNOSEN EINER VORRICHTUNG UNTER VERWENDUNG GESICHERTER DATEN ZUR DRAHTLOSEN INTERAKTION MIT EINEM ODER MEHREREN DRITTANBIETERSYSTEMEN

Title (fr)

SYSTÈME ET PROCÉDÉ POUR DES DIAGNOSTICS SUR DEMANDE D'UN DISPOSITIF UTILISANT DES DONNÉES SÉCURISÉES AFIN D'INTERAGIR SANS FIL AVEC UN OU PLUSIEURS SYSTÈMES DE TIERCE PARTIE

Publication

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Application

EP 11841424 A 20111116

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- US 2011061048 W 20111116

Abstract (en)

[origin: WO2012068289A1] ? system and method for remotely providing an end user with a solution to a failure, in a mobile transaction is disclosed. The system includes a portable, communication device having a diagnostics agent configured to transmit the communication device's unique identification number and present status over a mobile network. The system further includes a retailer subsystem in short proximity communication with the communication device, and a remote, system management back end in wireless communication with both the communication devices and the retailer subsystem. The system management back end has a diagnostics management system configured to receive failure data from the portable communication device, and to determine a solution based on the failure data., The system may also utilize RF presence data from the portable communication device anchor information from a sound beacon associated with the point of sale device,to help in diagnosing the failure. The system also includes a mobile network in communication with the system management back end, via which the solution is wirelessly transmitted to the end: user.

IPC 8 full level

G06Q 20/32 (2012.01)

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