

Title (en)
CONSUMER ELECTRONIC REGISTRATION, CONTROL AND SUPPORT CONCIERGE DEVICE AND METHOD

Title (de)
PFÖRTERNVORRICHTUNG UND VERFAHREN FÜR ELEKTRONISCHE VERBRAUCHERREGISTRIERUNG, -STEUERUNG UND -
UNTERSTÜTZUNG

Title (fr)
DISPOSITIF COMPAGNON ET PROCÉDÉ D'ENREGISTREMENT, DE COMMANDE ET D'ASSISTANCE POUR APPAREIL ÉLECTRONIQUE
GRAND PUBLIC

Publication
EP 2661865 A2 20131113 (EN)

Application
EP 12731950 A 20120105

Priority

- US 201161530370 P 20110901
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Abstract (en)
[origin: WO2012094520A2] We disclose a concierge device that can be configured to register, control and support a consumer device. It can alternatively or redundantly connect to a home management bridge and/or cloud-based management servers. It can accept menus that allow a single concierge device to provide a wide range of functions for various consumer devices. The concierge device allows the user in a single action to initiate a support session, automatically identifying the consumer device. The concierge device can be configured for voice or video support calls. The concierge device in conjunction with a home management bridge or gateway can manage on boarding of components of an automated home, such as switches and lamps. Implementations of the concierge device that include a display can show supplemental information, such as advertising, optionally in coordination with media being played on a consumer device coupled in communication with the concierge device.

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CPC (source: EP)
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