

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

Title (de)
PFÖRTNERVORRICHTUNG 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 A4 20141008 (EN)

Application
EP 12731950 A 20120105

Priority

- US 201161530370 P 20110901
- US 201161430099 P 20110105
- US 201161430103 P 20110105
- US 201161561732 P 20111118
- US 2012020363 W 20120105

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.

IPC 8 full level
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CPC (source: EP)
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Citation (search report)

- [I] US 2009009586 A1 20090108 - CASSANOVA JEFFREY [US]
- See references of WO 2012094520A2

Designated contracting state (EPC)
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DOCDB simple family (publication)
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CN 103685527 A 20140326; CN 103685527 B 20200703; CN 108494883 A 20180904; CN 108494883 B 20230414; EP 2661865 A2 20131113;
EP 2661865 A4 20141008; EP 3174269 A1 20170531; JP 2014238843 A 20141218; JP 2014511579 A 20140515; JP 2016154361 A 20160825;
JP 2017188940 A 20171012; JP 2020005264 A 20200109; JP 2021052401 A 20210401; JP 5563168 B2 20140730; JP 5911914 B2 20160427;
JP 6159440 B2 20170705; JP 6562972 B2 20190821; JP 7189919 B2 20221214

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US 2012020363 W 20120105; CN 201280004517 A 20120105; CN 201310699468 A 20120105; CN 201810380637 A 20120105;
EP 12731950 A 20120105; EP 17000077 A 20120105; JP 2013548549 A 20120105; JP 2014120922 A 20140611; JP 2016068497 A 20160330;
JP 2017114469 A 20170609; JP 2019134734 A 20190722; JP 2020191380 A 20201118