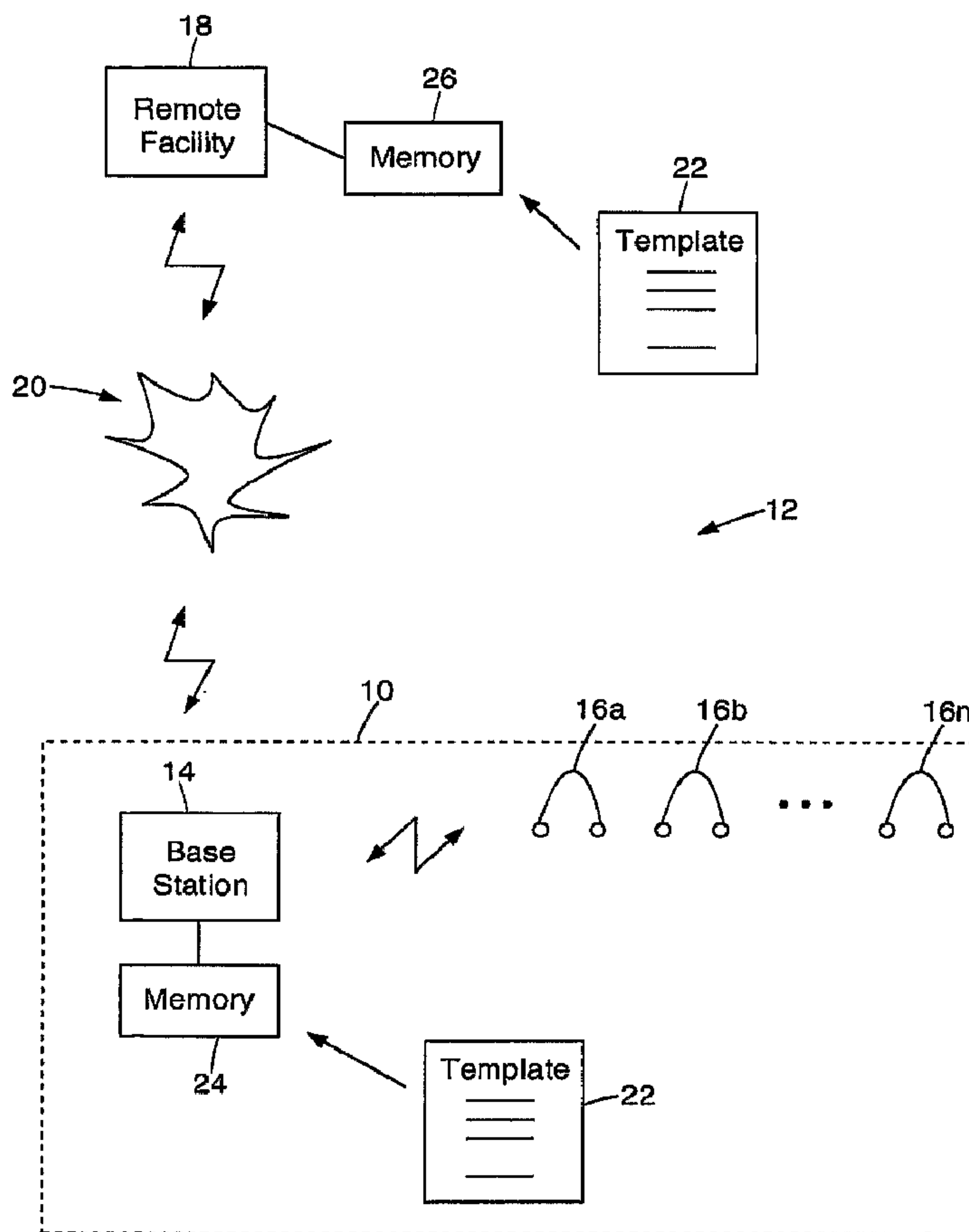




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 (72) **Inventeur/Inventor:**
 AWISZUS, STEVEN T., US
 (73) **Propriétaire/Owner:**
 3M INNOVATIVE PROPERTIES COMPANY, US
 (74) **Agent:** SMART & BIGGAR

(54) **Titre : SYSTEME D'INTERPHONE SANS FIL CONFIGURABLE A DISTANCE DESTINE A UN ETABLISSEMENT**
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(57) **Abrégé/Abstract:**

A remotely configurable wireless intercom system and method for an establishment having a staff. A base station is connectable to a wide area communication network. A plurality of headsets are in two-way wireless communication with the base station. Wireless

(57) Abrégé(suite)/Abstract(continued):

communication between each of the plurality of headsets and the base station are configurable with at least one parameter being adjustable by the staff of the establishment. The parameter is remotely reviewable and being remotely adjustable via the wide area communication network. Also disclosed is a method of providing a remotely configurable wireless intercom system. Wireless communication is configured between each of the plurality of headsets and the base station with at least one parameter being adjustable by the staff of the establishment. The parameter is remotely reviewed and adjusted via the wide area communication network. A parameter is reviewable and may be remotely reset via the wide area communication network, particularly if a fault condition exists.

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(71) Applicant (for all designated States except US): **3M INNOVATIVE PROPERTIES COMPANY** [US/US];
3M Center, Post Office Box 33427, Saint Paul, Minnesota 55133-3427 (US).

(72) Inventor: **AWISZUS, Steven T.**; 3M Center, Post Office Box 33427, Saint Paul, Minnesota 55133-3427 (US).

(74) Agents: **BUCKINGHAM, Stephen W.**, et al.; 3M Center, Office of Intellectual Property Counsel, Post Office Box 33427, Saint Paul, Minnesota 55133-3427 (US).

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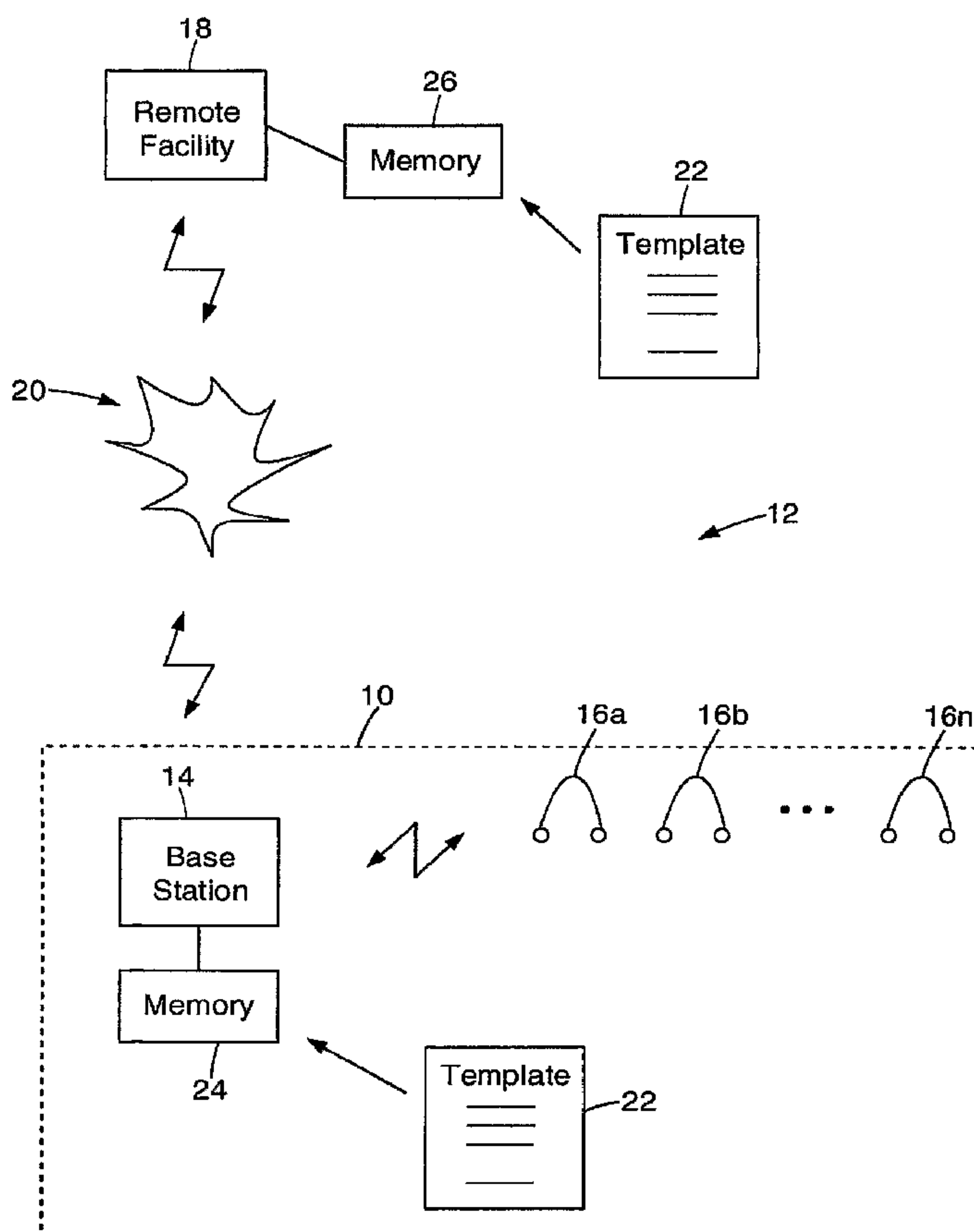
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(54) Title: REMOTELY CONFIGURABLE WIRELESS INTERCOM SYSTEM FOR AN ESTABLISHMENT



(57) Abstract: A remotely configurable wireless intercom system and method for an establishment having a staff. A base station is connectable to a wide area communication network. A plurality of headsets are in two-way wireless communication with the base station. Wireless communication between each of the plurality of headsets and the base station are configurable with at least one parameter being adjustable by the staff of the establishment. The parameter is remotely reviewable and being remotely adjustable via the wide area communication network. Also disclosed is a method of providing a remotely configurable wireless intercom system. Wireless communication is configured between each of the plurality of headsets and the base station with at least one parameter being adjustable by the staff of the establishment. The parameter is remotely reviewed and adjusted via the wide area communication network. A parameter is reviewable and may be remotely reset via the wide area communication network, particularly if a fault condition exists.

WO 2007/094981 A1

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REMOTELY CONFIGURABLE WIRELESS INTERCOM SYSTEM FOR AN ESTABLISHMENT

FIELD OF THE INVENTION

The present invention is generally related to wireless intercom systems and, more particularly, to wireless intercom systems for commercial establishments.

BACKGROUND OF THE INVENTION

It is common for establishments, such as retail establishments, and particularly restaurants, to facilitate drive-up customers with drive-up lanes and windows to service the customer. A customer will typically drive up to a menu/order board and communicate the customer's wishes from the vehicle to staff, including an order taker, inside the retail establishment. The customer, still in the vehicle, will then proceed to one or more windows in order to pay for the purchase, if required, and pick up the merchandise.

An intercom system can facilitate communication within and around the establishment, particularly between the occupant of the vehicle, the customer, and the staff inside the establishment. In a "quick service" restaurant situation, a post mounted speaker and microphone, located near a menu board, is hard wired to an intercom base station located inside the restaurant. The base station can wirelessly communicate with a portable device worn by an order taker. The portable device is typically a transceiver worn as a belt pack and an accompanied wired headset. Alternatively, in some instances, the portable device is self-contained on a wearable headset eliminating the need for a belt pack. The order taker typically listens continually to the post mounted microphone and presses a button in order to speak to the vehicle occupant as needed.

In many systems and methods of ordering items from an establishment from a drive-up or drive-thru facility, the order is orally communicated directly from the post-mounted speaker and microphone to an order taking facility, typically a drive-thru order specialist wearing a headset, in the establishment. The order specialist, or others, then collect the ordered item or items and handle the transaction with the customer at a drive-up window, taking money for the ordered item, making change and handing the order to the customer. The drive-through ordering system is vitally important for a quick service restaurant. In some quick service restaurants, the drive-through is sixty percent (60%) or more of the revenue of the establishment. Thus, there is a great need for a reliable intercom system for

60557-7960

use, for example, in obtaining orders from the drive-through facility. If the intercom system develops a fault, becomes mal-adjusted or otherwise malfunctions, the establishment may be unable to process orders from the drive-through facility not only preventing the establishment from booking the revenue which otherwise would have been obtained but also potentially
5 alienating customers.

While systems and methods have been developed in which the order taking process is moved off-site from the establishment, for example, U.S. Patent Application Publication No. US2003/0225622, Doan, entitled "Method and System For Entering Orders of Customers," such systems may not prevent a problem locally associated with the intercom system of the
10 establishment from disrupting communication.

Furthermore, many intercom systems utilize wireless techniques to facilitate communication among staff of the establishment. Such wireless intercom systems can have parameters, such as volume or gain, which affect the ability of the intercom system to function well and reliably. Such intercom systems can, over time, either through changing conditions, personnel,
15 inappropriate adjustment, for example, become unreliable and/or inoperable.

Adding to the difficulty in establishing and maintaining a reliable and effective intercom system, is that establishment utilizing such intercom systems have become ubiquitous in many geographic areas, including communities in which highly-skilled personnel trained in the maintenance and repair of such intercoms are non-existent. Such personnel can often be
20 located a considerable distance away from the site of the establishment, often a number of hours apart. Any failure or other inoperability of the intercom system in such a geographic location could result in a significant downtime for the intercom system and for the establishment to obtain a significant portion of their revenue until the such time as a maintenance and/or repair person can travel to the establishment. Even if the establishment is
25 not distant from the location of service personnel, sending service personnel on a service call results in a significant expense, both in terms of money but also in the time expended to perform any required repair.

60557-7960

BRIEF SUMMARY OF THE INVENTION

According to an aspect of the present invention, there is provided a remotely configurable wireless intercom system for an establishment having a staff, comprising: a base station connectable to a wide area communication network; a plurality of headsets each configured for two-way wireless communication with said base station; said wireless communication between each of said plurality of headsets and said base station being configurable with at least one parameter comprising a volume setting; said at least one parameter being locally adjustable by said staff at said establishment; said at least one parameter being remotely reviewable and being remotely adjustable from a location remote from said establishment via said wide area communication network.

According to another aspect of the present invention, there is provided a remotely configurable wireless intercom system for an establishment having a staff, comprising: a base station connectable to a wide area communication network; a plurality of headsets configured for two-way wireless communication with said base station; said wireless communication between each of said plurality of headsets and said base station being configurable with at least one parameter comprising a volume level; at least one parameter being remotely reviewable via said wide area communication network; and said at least one parameter being remotely re-settable via said wide area communication network.

According to another aspect of the present invention, there is provided a method of providing a remotely configurable wireless intercom system for an establishment having a staff, having a base station connectable to a wide area communication network and having a plurality of headsets in two-way wireless communication with said base station, comprising the steps of: configuring wireless communication between each of said plurality of headsets and said base station with at least one parameter being adjustable by said staff of said establishment; and remotely reviewing and adjusting said at least one parameter via said wide area communication network, wherein the at least one parameter comprises a volume level.

According to another aspect of the present invention, there is provided a method of providing a remotely configurable wireless intercom system for an establishment having a staff, having

60557-7960

a base station connectable to a wide area communication network and having a plurality of headsets in two-way wireless communication with said base station, comprising the steps of: configuring wireless communication between each of said plurality of headsets and said base station with a plurality of parameters; and remotely reviewing at least one parameter of the
5 plurality of parameters via said wide area communication network; remotely determining if a fault condition exists with said plurality of parameters; and resetting said at least one parameter to a predetermined value via said wide area communication network.

Aspects of the present invention allow the intercom system of an establishment to be remotely adjusted by a technician or other user without the need for such technician or

60557-7960

other user to be dispatched to the establishment itself, saving both a considerable amount of both time and money.

A technician, or other user, may access the intercom system, for example, via the internet, from great distances and in some embodiments, may be able to immediately remedy any of a number of adjustment-based issues. Further, in some embodiments, the intercom system itself may be able to self-report

fault conditions, such as errors in hardware, errors in software and errors in adjustment, for example, or warn of possible service needs at the time of or prior to system failure. This is of great value to the establishment as it may prevent costly downtime to the establishment. In an embodiment, the present invention provides a remotely configurable wireless intercom system for an establishment having a staff. A base station is connectable to a wide area communication network. A plurality of headsets are in two-way wireless communication with the base station. Wireless communication between each of the plurality of headsets and the base station are configurable with at least one parameter being adjustable by the staff of the establishment. The parameter is remotely reviewable and being remotely adjustable via the wide area communication network.

In an embodiment, the present invention provides a method of providing a remotely configurable wireless intercom system for an establishment having a staff, having a base station connectable to a wide area communication network and having a plurality of headsets in two-way wireless communication with the base station. Wireless communication is configured between each of the plurality of headsets and the base station with at least one parameter being adjustable by the staff of the establishment. The parameter is remotely reviewed and adjusted via the wide area communication network.

In an embodiment, the system also includes a plurality of parameters, at least one of the plurality of parameters being adjustable by the staff of the establishment. The plurality of parameters are remotely adjustable via the wide area communication network.

In an embodiment, the plurality of parameters are grouped into a template of parameters.

In an embodiment, the template is saved for future recall.

In an embodiment, the template is saved locally at the establishment.

In an embodiment, the template is saved to a location remote from the establishment.

In an embodiment, the plurality of parameters may be restored from the template previously stored.

60557-7960

In an embodiment, the plurality of parameters may be remotely restored from the template previously stored remotely from the establishment.

In an embodiment, the template is derived from another establishment.

5 In an embodiment, the template of the plurality of parameters is established in conjunction with installation of the wireless intercom system and is saved.

In an embodiment, the template of the plurality of parameters established in conjunction with installation is recalled at a point in time following the installation.

In an embodiment, the template of the plurality of parameters is established as a factory default.

10 In an embodiment, the template of the plurality of parameters established as default is recalled at a point in time following establishment.

In an embodiment, wireless communication is established between an ordering point and at least one of the plurality of headsets.

15 In an embodiment, a remote facility monitors communication on the wireless intercom system.

In an embodiment, the parameter is adjusted by the remote facility in response to monitoring of communication of the wireless intercom system.

In an embodiment, the establishment comprises a quick service restaurant.

In an embodiment, the parameter is an audio level.

20 In an embodiment, the present invention provides a remotely configurable wireless intercom system for an establishment having a staff. A base station is connectable to a wide area communication network. A plurality of headsets are in two-way wireless communication with the base station. Wireless communication between each of the plurality of headsets and the base station is configurable with at least one parameter being
25 remotely reviewable via the wide area communication network. The parameter is remotely re-settable via the wide area communication network.

In an embodiment, the present invention provides a method of providing a remotely configurable wireless intercom system for an establishment having a staff, having a base station connectable to a wide area communication network and having a plurality of
30 headsets in two-way wireless communication with the base station. Wireless communication is configured between each of the plurality of headsets and the base station. At least one parameter is remotely reviewed via the wide area communication

60557-7960

network. It is remotely determined if a fault condition exists with the plurality of parameters. If a fault condition exists, the parameter is reset to a predetermined value via the wide area communication network.

In an embodiment, the parameter is reset upon the detection of a fault condition via the
5 wide area communication network.

In an embodiment, the parameter is adjustable by the staff of the establishment.

BRIEF DESCRIPTION OF THE DRAWINGS

Figure 1 is a block diagram of the functional components of an intercom system;

Figure 2 is flow chart illustrating monitoring of intercom communications and remote
10 adjustment of intercom system parameters;

Figure 3 is a flow chart illustrating storage of and subsequent recall of intercom system parameters; and

Figure 4 is a flow chart illustrating remote review of intercom system fault conditions and remote resetting of such parameters.

15 DETAILED DESCRIPTION OF EMBODIMENTS

Intercom systems, e.g., wireless intercom systems, used at establishments, e.g., quick service restaurants, typically can have several parameters which govern the operation of the intercom system.

As shown in Figure 1, establishment 10 is served by intercom system 12. Base station 14
20 communicates wirelessly with a plurality of headsets 16a, 16, ... 16n. Headsets 16a, 16, ... 16n are worn by personnel, or staff of establishment 10 and, in a preferred embodiment can be used by such personnel to receive orders taken from a drive-through facility (not shown). At least one of the staff members communicates with a customer in the drive-through facility to obtain an order from the customer. This staff members may be
25 wearing, and communicating through, one of headsets 16a, 16, ... 16n or may be in wired communication with base station 14. Other staff members will wear headsets 16a, 16, ... 16n or the remaining ones of headsets 16a, 16, ... 16n, primarily to listen, or monitor communication between the customer and staff member taking the order.

Intercom system 12 at establishment 10, e.g., a quick service restaurant, has several
30 parameters which govern the operation of the system. For example, each of headsets 16a,

16, ... 16n can be in full duplex communication with base station 14 and each of headsets 16a, 16, ... 16n may have a receive audio level, or volume, and/or a transmit audio level associated with it. Separate volume, or gain, controls, may be available to each of headsets 16a, 16, ... 16n for each direction of communication. Many other parameters are also possible, such as lane assignment, receive volume, transmit volume, master volume for a speaker associated with the drive-through facility, individual volume for each channel received by the drive-through facility, base station receive volume, base station transmit volume, page, greeter, vehicle detection alert, vehicle approaching alert, for examples. Many, if not all, of these parameters may be available to one or more staff members for individual adjustment.

It is recognized, however, that an intercom system 12 involving a drive-through facility, drive-through lane, a base station 14 and, potentially, several headsets 16a, 16, ... 16n with each unit located in a potentially unique environment and unique conditions can be complex to set up and adjust properly. Failure to perform proper set-up and balance could result in unsatisfactory operation, e.g., resulting in annoying feedback and/or instability perhaps making communication difficult, if not impossible. Providing a staff member or staff members with adjustment control of at least one parameter, e.g., volume of their headset 16, is desirable to take into account individual speaking patterns and hearing capabilities. However, it is possible for individual adjustments to throw the balance of intercom system 12 and, possibly, to render it unstable and/or unusable.

Since the location of the establishment 10 may be a significant distance geographically from the location of a qualified service technician, it may take a considerable amount of time for such service technician, once summoned, to arrive at the location of establishment 10 in order to begin repairs. In some cases establishment 10 may be located hours away from a service technician. Even if establishment 10 is not located a significant distance from a qualified service technician, sending a service technician on-site to perform a repair can still be a significant expense in terms of both time and money.

However, intercom system 12 allows personnel from establishment 10 to call a technical service facility 18 located remotely from the location of establishment 10.

However, a technical service facility 18 located remotely from the location of establishment 10 may be alerted, by personnel of establishment 10, automatically or by other means, to access the parameters controlling intercom system 12 remotely via a wide

area network 20, such as by way of the internet. The service technician may be able to access the parameters associated with intercom system 12, review the parameters of intercom system 12, and potentially make adjustments to the parameters to place intercom system 12 back in operation or to improve the operation of intercom system 12.

5 The service technician may be able to resolve the issue with intercom system 12 quickly without a need to dispense a service technician to the site of establishment 10. If the site of establishment 10 is remote, many hours of establishment down time may be saved, perhaps even a day if it is necessary to fly or otherwise transport a service technician to a very remote site. Even if the site of establishment is not remote, a service technician may
10 be able to service many more establishments and solve many more issues more efficiently by making remote adjustments than by incurring site visits. Remote adjustment of parameters of intercom system 12 may minimize, or eliminate altogether, service interruption by establishment 10.

It is to be recognized and understood that one or more than one parameter of intercom
15 system 12 may be accessed, reviewed and, potentially, modified or adjusted. One parameter, e.g., the master volume of intercom system 12, may be the only parameter reviewed and/or adjusted. On the other hand, it is also contemplated that multiple parameters may be reviewed, and one or more of the parameters reviewed may be adjusted. For example, the volume levels of all of headsets 16a, 16, ... 16n may be
20 reviewed. Following review, it may be necessary to adjust the volume level of a single headset 16, say headset 16a, or it may be desirable to adjust the volume of more than one or all of headsets 16a, 16, ... 16n.

Since multiple parameters may be involved in the setting up, adjusting and balancing of intercom system 12 and because one parameter may have an effect on other aspects of the
25 intercom system, it may be desirable to form multiple parameters into parameter sets. A given set of parameters for intercom system 12 may form a template 22, i.e., a set of parameters for intercom system 12 that, when implemented, will give rise to a particular operational characteristic for intercom system 12. For example, known settings for parameters which provide for a particular response or performance of intercom system 12
30 or which may typically eliminate common issues associated with maladjustment of parameters may be formed as a template. Such a template of parameters may be utilized, for example, either in a later point in time in the same establishment or another

establishment having a similar intercom system 12 or a similar facility, structure and/or layout.

Individual parameters or a template 22 or templates of parameters may be saved or stored for later recall. Template 22 may be saved to memory 24 located locally with respect to establishment 10. Once saved in memory 24, template 22, or one of a plurality of templates 22, may be recalled later to reset intercom system 12 or to bring about a desired change of operational parameters. If intercom system 12 parameters are adversely adjusted, then a previously stored template may be recalled from memory 24 and utilized to provide a new operational guidebook for intercom system 12. In particular, a service technician, located remote from the location of establishment 10, may access memory 24 and recall a template 22 previously stored and make the parameters associated with that template 22 active. Additionally, a remotely located service technician may recall a previously stored template 22 from memory 24 and then, perhaps, make further adjustments or modifications to one or more individual parameters in order to improve or optimize the performance characteristics of intercom system 12.

It is also contemplated that parameters for establishment 10 may be stored remotely from establishment 10. For example, the same wideband communication network allowing a service technician at remote facility 18 to access parameters of intercom system 12 may also or alternatively used to transmit parameters, preferably in a template 22, to remote facility to be saved or stored in memory 26. Such parameters or templates 22 may be subsequently recalled as discussed to bring about an operational scheme for intercom system 12 as discussed above with respect to locally stored parameters and/or templates 22. Further, memory 26 associated with remote facility 18 may be used to store a template or templates 22 which may apply to more than one of establishments such as establishment 10. For example, a particular brand or chain of establishment may store a template 22 that may be pertinent for a "standard" quick service restaurant of which many may be constructed in different locations. Thus stored, it would be relatively easy for a service technician to recall the template 22 in order to initially setup and make intercom system 12 operational in a new location or a new establishment meeting that brand's or chain's "standard" layout. As above, of course, the service technician may fine tune the operational parameters for intercom system 12. However, the standard template 22 may have provided the service technician with a substantial head start and made the entire

process easier and faster. It is to be recognized and understood that while memory 26 is illustrated connected directly to remote facility 18, that memory 26 may also be remote, not only from establishment 10, but also from remote facility 18. Memory 26 may be physically located in remote facility 18 or may be located elsewhere and accessed by remote facility 18 remotely.

Communication occurring on intercom system 12 may be monitored by other personnel in or associated with establishment 12, either by listening through base station 14 or one or more of headsets 16a, 16, ... 16n. In the alternative or in addition, personnel associated with remote facility 18 may monitor communication occurring on intercom system 12, particularly communication used in receiving orders from customers. Such personnel associated with remote facility 18, in addition to performing normal quality control of ordering functions, may also analyze the quality of the communications and may preemptively access parameters associated with intercom system 12 and adjust or modify such parameters, if desired, to maintain or improve the operational characteristics of intercom system 12. In this case, personnel associated with establishment 10 do not need to request assistance from a service technician and may not even know that a service technician from remote facility 18 performed service on intercom system 12.

Further, intercom system 12 may contain hardware and/or software used for the purpose of determining if a fault condition exists, i.e., that it is desired that a service technician inspect intercom system 12. If so, intercom system 12 may notify a service technician at remote facility 18 of the existence of a fault condition as determined by commonly available hardware and/or software and a service technician at remote facility 18 may review parameters and/or other aspects of intercom system 12 remotely. The service technician may be able to adjust and/or repair intercom system 12, again preemptively, by reviewing and/or adjusting or modifying parameters associated with intercom system 12.

Figure 2 is a flow chart illustrating a method of remotely configuring a wireless communication system, such as that used in intercom system 12 of establishment 10. The wireless intercom system is configured (110), in part by setting the parameters associated with the system. Such configuration can be done locally through conventional techniques or by recalling or installing a template 22, may be done remotely, e.g., using remote facility 18, or in any other way. Once configured, the wireless intercom system is then ready to perform communications (112) for establishment 10. Optionally,

communications occurring on the wireless intercom system may be monitored (114), either locally or remotely as, for example, by remote facility 18. In response to a request from establishment 10, in response to an indication of a fault condition or preemptively, remote facility 18 remotely reviews (116) communication parameters associated with the wireless intercom system by way of wideband communications network 20. A service technician, or automated equipment, associated with remote facility 18 may then analyze the setting of such parameters and the operation of the wireless intercom system and, if necessary, may remotely adjust or modifying (118) one or more of the communication parameters. Typically such adjustment is performed in order to improve the operation of the wireless intercom system or in order to make the wireless intercom system operational. Figure 3 is a flow chart illustrating a method of configuring a wireless intercom system with saved and subsequently recalled parameters. The wireless intercom system is configured (130), in part by setting communication parameters associated with the system. Again, such configuration can be locally through conventional techniques or by recalling or installing a template 22, may be done remotely, e.g., using remote facility 18, or in any other way. Once configured, the wireless intercom system is then ready to perform communications for establishment 10. Communication parameters associated with the wireless intercom system are saved (132), either in local memory or memory located remote from establishment 10. Such parameters are preferably saved as a set of parameters in a template 22. Subsequent to saving such parameters, one or more of such parameters are recalled (134) from memory and utilized to establish, at least in part, the operational characteristics of the wireless intercom system. Once established, the wireless intercom system may then be utilized to communicate (136) in the operational environment of the establishment.

Figure 4 is a flow chart illustrating a method of remotely configuring a wireless intercom system responsive to a fault condition. The wireless intercom system is configured (150), in part by setting communication parameters associated with the system. Again, such configuration can be done locally through conventional techniques or by recalling or installing a template 22, may be done remotely, e.g., using remote facility 18, or in any other way.

Remote facility 18 remotely reviews (152) communication parameters associated with the wireless intercom system by way of wideband communications network 20. A service

technician, or automated equipment, associated with remote facility 18 may then analyze the setting of such parameters and the operation of the wireless intercom system to determine (154) if a fault condition exists. A fault condition could be the result of one or more inappropriate settings of communication parameters or another hardware and/or software fault condition. Upon determination of a fault, remote facility may then reset (156) the communication parameters associated with the wireless communication system in order to attempt to eliminate the fault condition.

Thus, embodiments of the remotely configurable wireless intercom system for an establishment are disclosed. One skilled in the art will appreciate that the present invention can be practiced with embodiments other than those disclosed. The disclosed embodiments are presented for purposes of illustration and not limitation, and the present invention is limited only by the claims that follow.

60557-7960

CLAIMS:

1. A remotely configurable wireless intercom system for an establishment having a staff, comprising:
- a base station connectable to a wide area communication network;
- 5 a plurality of headsets each configured for two-way wireless communication with said base station;
- said wireless communication between each of said plurality of headsets and said base station being configurable with at least one parameter comprising a volume setting;
- said at least one parameter being locally adjustable by said staff at said
- 10 establishment;
- said at least one parameter being remotely reviewable and being remotely adjustable from a location remote from said establishment via said wide area communication network.
2. A remotely configurable wireless intercom system as in claim 1 comprising a
- 15 plurality of parameters, at least one of said plurality of parameters being adjustable by said staff at said establishment and wherein said plurality of parameters are remotely adjustable via said wide area communication network.
3. A remotely configurable wireless intercom system as in claim 2 wherein said plurality of parameters are grouped into a template of parameters.
- 20 4. A remotely configurable wireless intercom system as in claim 3 wherein said template is saved for future recall.
5. A remotely configurable wireless intercom system as in claim 4 wherein said template is saved locally at said establishment.

60557-7960

6. A remotely configurable wireless intercom system as in claim 4 wherein said template is saved to a location remote from said establishment.
7. A remotely configurable wireless intercom system as in any one of claims 4 to 6, wherein said plurality of parameters may be restored from said template previously stored.
8. A remotely configurable wireless intercom system as in claim 6 wherein said plurality of parameters may be remotely restored from said template previously stored remotely from said establishment.
9. A remotely configurable wireless intercom system as in any one of claims 3 to 7, wherein said template is derived from another establishment.
10. A remotely configurable wireless intercom system as in any one of claims 4 to 8, wherein said template of said plurality of parameters is established in conjunction with installation of said wireless intercom system and is saved.
11. A remotely configurable wireless intercom system as in claim 10 wherein said template of said plurality of parameters established in conjunction with installation is recalled at a point in time following said installation.
12. A remotely configurable wireless intercom system as in any one of claims 4 to 8, wherein said template of said plurality of parameters is established as a factory default.
13. A remotely configurable wireless intercom system as in claim 12 wherein said template of said plurality of parameters established as default is recalled at a point in time following establishment.
14. A remotely configurable wireless intercom system as in any one of claims 1 to 13, further comprising an ordering point and wherein wireless communication occurs between said ordering point and at least one of said plurality of headsets.

60557-7960

15. A remotely configurable wireless intercom system as in any one of claims 1 to 14, further comprising a communication between said establishment and a remote facility allowing said remote facility to monitor communication on said wireless intercom system.

16. A remotely configurable wireless intercom system as in claim 15 wherein said
5 at least one parameter is adjusted by said remote facility in response to monitoring of communication of said wireless intercom system.

17. A remotely configurable wireless intercom system as in any one of claims 1 to 16, wherein said establishment comprises a quick service restaurant.

18. A remotely configurable wireless intercom system for an establishment having
10 a staff, comprising:

a base station connectable to a wide area communication network;

a plurality of headsets configured for two-way wireless communication with
said base station;

said wireless communication between each of said plurality of headsets and
15 said base station being configurable with at least one parameter comprising a volume level;

at least one parameter being remotely reviewable via said wide area
communication network; and

said at least one parameter being remotely re-settable via said wide area
communication network.

20 19. A remotely configurable wireless intercom system as in claim 18 wherein said at least one parameter is reset upon detection of a fault condition via said wide area communication network.

20. A method of providing a remotely configurable wireless intercom system for an establishment having a staff, having a base station connectable to a wide area

60557-7960

communication network and having a plurality of headsets in two-way wireless communication with said base station, comprising the steps of:

configuring wireless communication between each of said plurality of headsets and said base station with at least one parameter being adjustable by said staff of said establishment; and

remotely reviewing and adjusting said at least one parameter via said wide area communication network, wherein the at least one parameter comprises a volume level.

21. A method as in claim 20 wherein said at least one parameter comprises a plurality of parameters.

10 22. A method as in claim 21 further comprising the step of grouping said plurality of parameters into a template of parameters.

23. A method as in claim 22 further comprising the step of saving said template for future recall.

15 24. A method as in claim 23 wherein said template is saved locally at said establishment.

25. A method as in claim 23 wherein said template is saved to a location remote from said establishment.

26. A method as in any one of claims 23 to 25, further comprising the step of restoring said plurality of parameters from said template previously stored.

20 27. A method as in claim 25 wherein said step of restoring said plurality of parameters is accomplished from said template previously stored remotely from said establishment.

28. A method as in any one of claims 22 to 26, further comprising the step of deriving said template from another establishment.

60557-7960

29. A method as in any one of claims 23 to 27, further comprising the step of establishing said template of said plurality of parameters in conjunction with installation of said wireless intercom system.

30. A method as in claim 29 further comprising the step of recalling said template
5 of said plurality of parameters established in conjunction with installation at a point in time following said installation.

31. A method as in any one of claims 23 to 27, further comprising the step of establishing said template of said plurality of parameters as a factory default.

32. A method as in claim 31 further comprising the step of recalling said template
10 of said plurality of parameters established as default at a point in time following establishment.

33. A method as in any one of claims 20 to 32, further comprising the step of wirelessly communicating between an ordering point and at least one of said plurality of headsets.

15 34. A method as in any one of claims 20 to 33, further comprising the step of monitoring communication on said wireless intercom system by a remote facility.

35. A method as in claim 34 further comprising the step of adjusting said at least one parameter by said remote facility in response to monitoring of communication of said wireless intercom system.

20 36. A method as in any one of claims 20 to 35, wherein said establishment comprises a quick service restaurant.

37. A method of providing a remotely configurable wireless intercom system for an establishment having a staff, having a base station connectable to a wide area communication network and having a plurality of headsets in two-way wireless
25 communication with said base station, comprising the steps of:

60557-7960

configuring wireless communication between each of said plurality of headsets and said base station with a plurality of parameters; and

remotely reviewing at least one parameter of the plurality of parameters via said wide area communication network;

5 remotely determining if a fault condition exists with said plurality of parameters; and

resetting said at least one parameter to a predetermined value via said wide area communication network.

38. A method as in claim 37 wherein said at least one parameter is reset upon
10 detection of a fault condition via said wide area communication network.

39. A method as in claim 37 or 38 wherein said at least one parameter is adjustable by said staff of said establishment.

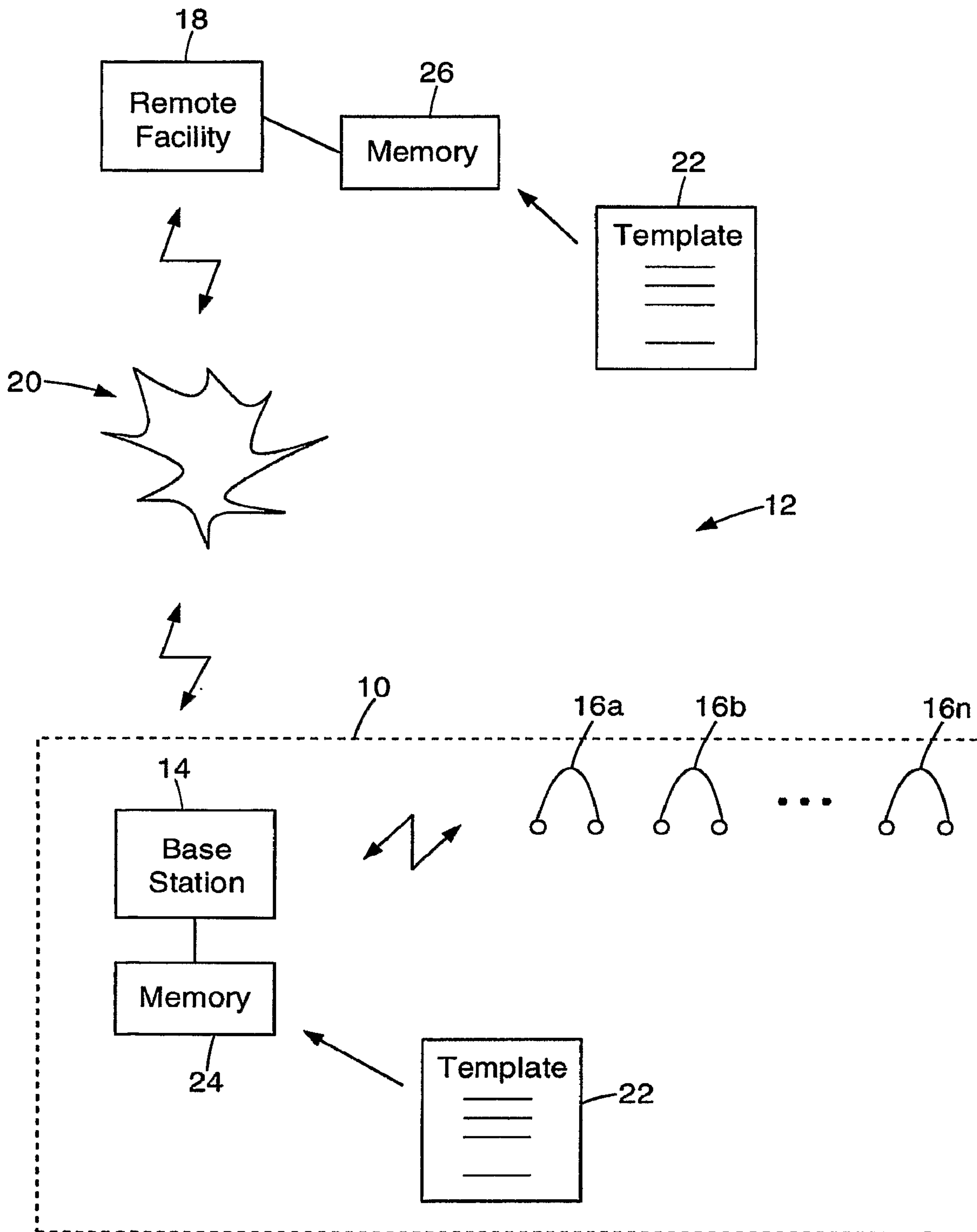


Fig. 1

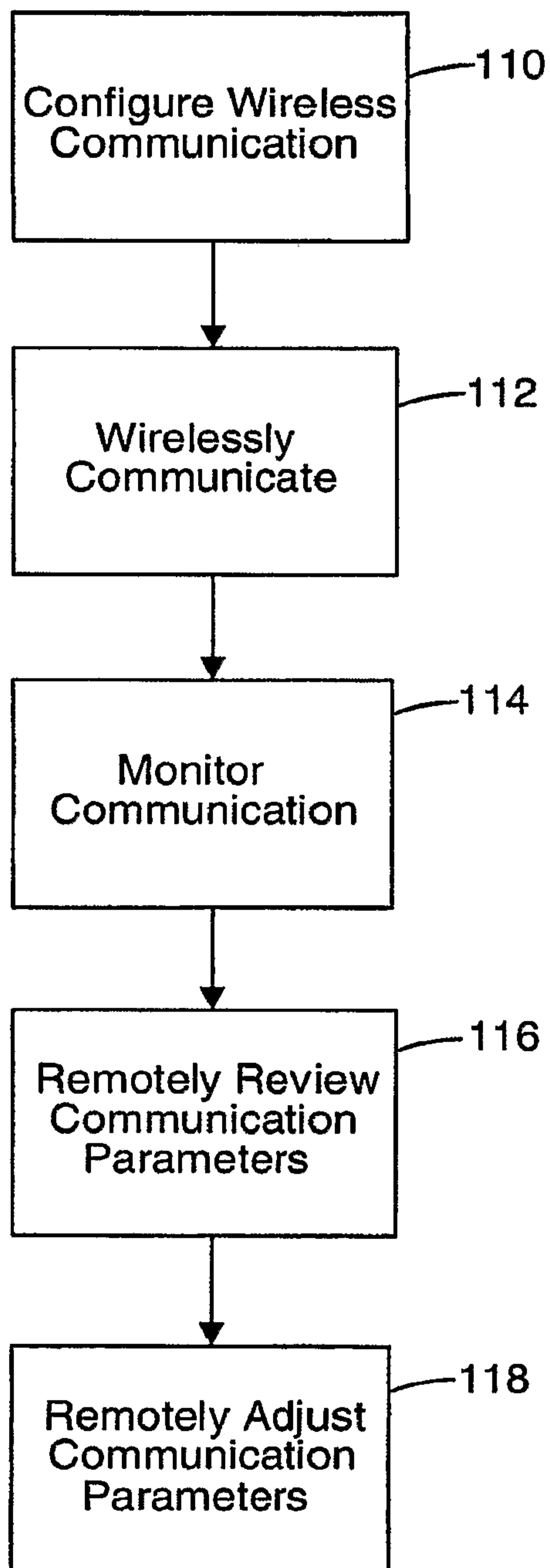


Fig. 2

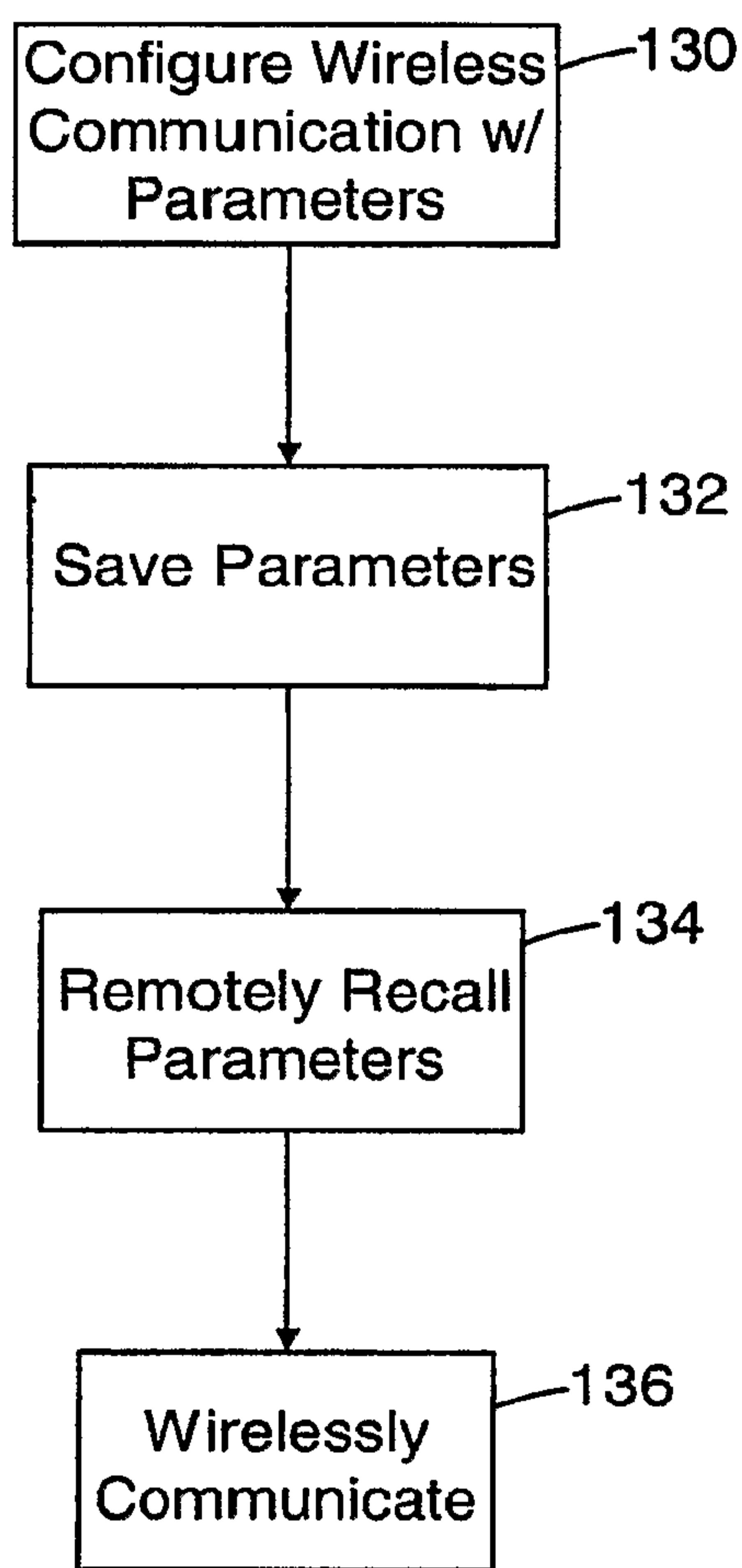
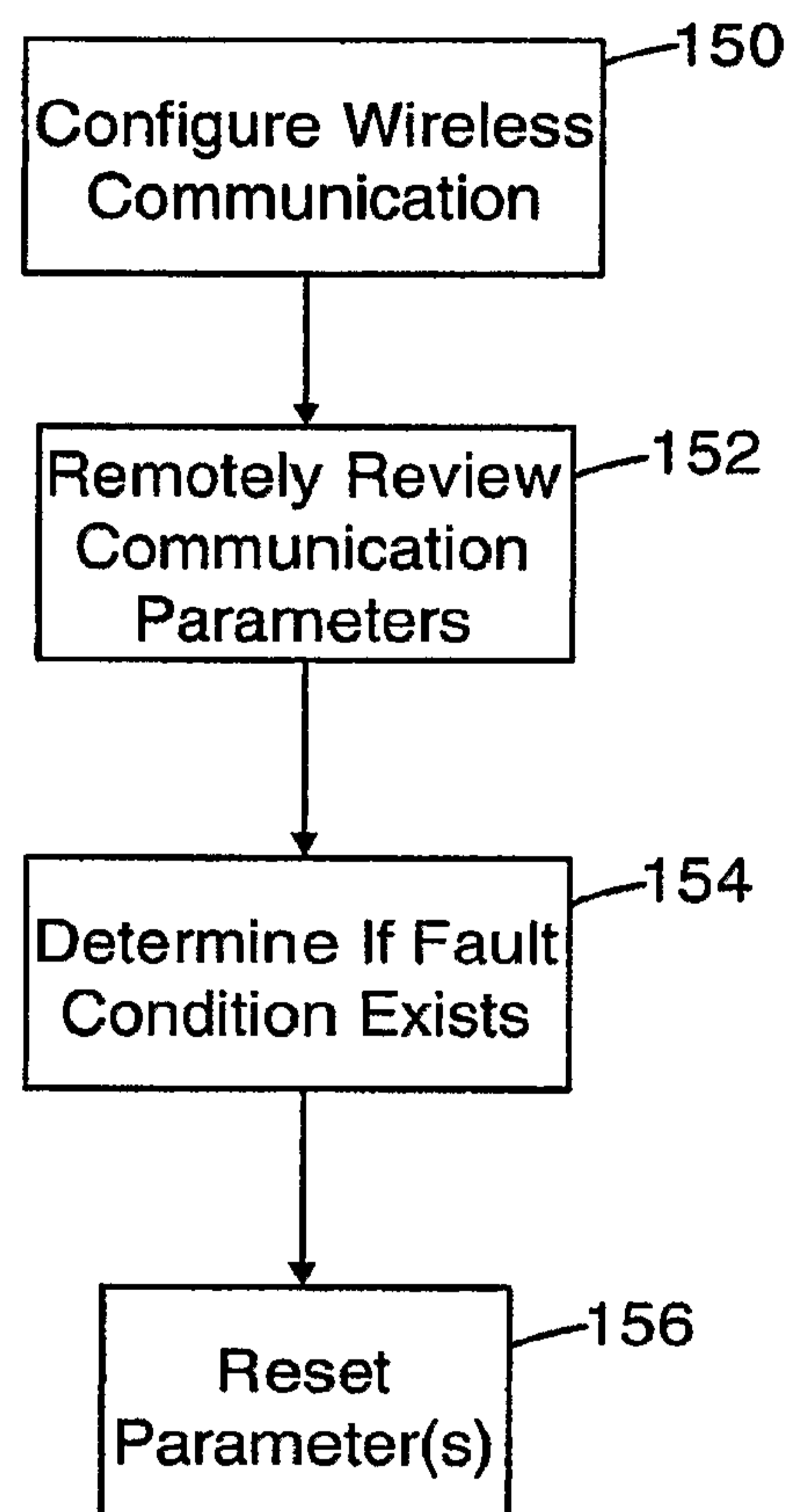


Fig. 3

3/3

***Fig. 4***

