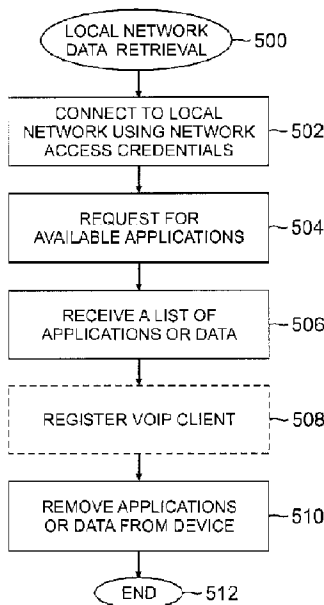




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 (72) Inventeur/Inventor:
HILLIER, PETER MATTHEW, CA
 (73) Propriétaire/Owner:
MITEL NETWORKS CORPORATION, CA
 (74) Agent: PERRY + CURRIER

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 (54) Title: SYSTEM PROVIDING RELEVANT SERVICES TO TRANSIENT DEVICES IN WIRELESS NETWORKS AND METHODS THEREOF



(57) **Abrégé/Abstract:**

Generally described, the present disclosure relates to communications and more particularly, to a system providing relevant services to transient devices in wireless networks and methods thereof. In one illustrative embodiment, a Unified Communications and Collaboration (UCC) client on a device can be synchronized with a network so that the device can appear as a local entity. The UCC client can facilitate exchange of data to ease the integration of the device into the local environment. After being synchronized, the UCC client can seek out available assistance from the local network and provide it to the user. Typically, the data retrieved from the local network pertains to the current location. The local network can be used to provide wireless service to mobile devices in order to remove them from their carrier network, including providing a local breakout via a Private Branch Exchange (PBX).

ABSTRACT OF THE DISCLOSURE

Generally described, the present disclosure relates to communications and more particularly, to a system providing relevant services to transient devices in wireless networks and methods thereof. In one illustrative embodiment, a Unified Communications and Collaboration (UCC) client on a device can be synchronized with a network so that the device can appear as a local entity. The UCC client can facilitate exchange of data to ease the integration of the device into the local environment. After being synchronized, the UCC client can seek out available assistance from the local network and provide it to the user. Typically, the data retrieved from the local network pertains to the current location. The local network can be used to provide wireless service to mobile devices in order to remove them from their carrier network, including providing a local breakout via a Private Branch Exchange (PBX).

SYSTEM PROVIDING RELEVANT SERVICES TO TRANSIENT DEVICES IN WIRELESS NETWORKS AND METHODS THEREOF

TECHNICAL FIELD

[0001] This disclosure generally relates to communications, and more particularly, to a client application operating on a device synchronized with a network to receive local services or data.

BACKGROUND

[0002] Wireless networks offer many advantages over traditional wireline connections. Wireless networks can be found at almost any location, for example, in large cities, businesses or even homes. At any given moment, a mobile or wireless device can be in range of a network that can offer local services to the user. Allowing open and free access to this network, however, is not always desirable. One disadvantage of current systems is allowing access to these services to some while preventing others. Based on the user, it is also difficult to determine which services to provide. To further explain these disadvantages, a number of examples are provided below.

[0003] In a first example, a consumer enters into their local building supply store to find an item. All the floor personnel are busy serving other consumers. The consumer needs to find out which isle the item is in and further, to know in advance if it is in stock. If the consumer can get the internal customer service number, a store map or access to the store inventory, they can quickly address the issue. Access to a WiFi™, Picocell, Digital Enhanced Cordless Telecommunication (DECT) or fixed network is handled by an administrator. A unique device attribute, such as a Media Access Control (MAC) address or an International Mobile Equipment Identity (IMEC) is required to be programmed before network access is given. Alternatively, a username and password can be used. As the device attributes need to be setup in advance, this poses a

significant disadvantage. When the administrator modifies the network access credentials, which happens frequently, attempting to connect to the network fails.

[0004] The consumer could use their mobile devices' carrier Internet connection to access the store website to obtain customer service information. Alternately, or if the consumer has no data contract with the carrier, they can also access "411" or other voice directory services to obtain data to call the store for assistance. Often this is front ended by an Automatic Call Distributor (ACD) to direct calls to the proper area of service. This number can be permanently stored in the contacts, but persistent storage of rarely used numbers has its own problems. Repeatedly using "411" or other means of obtaining contacts can be costly in terms of carrier charges for directory assistance or internet access. Calls can incur toll charges despite being answered locally within the Private Branch Exchange (PBX) infrastructure of the building, often by an individual only meters away.

[0005] Current mobile devices do not provide a means for data, such as a phone number, obtained through internet browsing to be automatically added to the consumer's carrier based mobile device. Some 411 systems can send an SMS containing the requested number, but it is often the task of the mobile owner to add the obtained contact information manually using the phone interface or a PC based application. Due to limited screen real estate, if the number cannot be remembered during entry, the user must access multiple screens back and forth to complete the task. These methods (carrier internet or 411) can incur charges for phone usage.

[0006] In a second example, an employee works for a multi-national corporation and travels around the world visiting corporate offices. The employee's company uses a Fixed Mobile Convergence (FMC) solution that guarantees that they can always be reached, but their calls are always routed through their main office in Ottawa, Canada. This solution includes a softphone client using WiFi™, but the WiFi™ network credentials are independently managed by each office and change frequently due to security reasons. Once the employee sets this up, their roaming charges are reduced by using the internal network, but from the enterprise network perspective, the employee's location is assumed to be Ottawa. Any calls local to the user in Germany

are actually charged as long distance from Ottawa, incurring costs to the company. For example, the employee has a speed call for a taxi, but it is for Ottawa. The company cafeteria number is also for Canada, as is the corporate speech activated employee directory number. To resolve these issues the employee needs to know data relevant to the current office they are in. Furthermore, local calls should originate from the local Public Switched Telephone Network (PSTN) breakout associated with their location, for example, Germany, and not from the location associated with their business extension, for example, Ottawa.

[0007] In a third example, a frequent traveler is a member of an elite consumer rewards program with a hotel chain. One hotel within the chain offers the traveler a complimentary Voice over Internet Protocol (VoIP) client for their mobile phone during their stay in the hotel. This phone is twinned with their room phone and allows them to make and receive calls. At each hotel the traveler visits, the client must be reconfigured to the local network. The traveler wants the hotel chain to provide a client that operates in all of its hotels consistently, and has the same services that can easily be accessed without knowing the various numbers for each location. Often on guest networks, the traveler requests for access to the network from the front desk. This requires an identification number to be provided which is entered from the device. This number, however, changes frequently for security reasons causing a number of issues.

[0008] In each of these examples, the devices are considered transient to the network such that they are not always connected, or infrequently connected. A need exists for a device to obtain data and access to a local area network while removing those issues described above. Once access is achieved, the device should be able to receive a list of services to determine if possible information exists to assist them. These, as well as other related advantages, will be described in the present disclosure.

BRIEF DESCRIPTION OF DRAWINGS

[0009] The novel features believed to be characteristic of the disclosure are set forth in the appended claims. In the descriptions that follow, like parts are marked throughout the specification and drawings with the same numerals, respectively. The drawing

figures are not necessarily drawn to scale and certain figures can be shown in exaggerated or generalized form in the interest of clarity and conciseness. The disclosure itself, however, as well as a preferred mode of use, further objectives and advantages thereof, will be best understood by reference to the following detailed description of illustrative embodiments when read in conjunction with the accompanying drawings, wherein:

[0010] **FIGURE 1** is a block diagram representing illustrative hardware and software components of a typical mobile device for receiving local services in accordance with one or more aspects of the present disclosure;

[0011] **FIGURE 2** is a block diagram representing illustrative hardware and software for a synchronization server communicating with the mobile device to provide local services in accordance with one or more aspects of the present disclosure;

[0012] **FIGURE 3** is an exemplary system for synchronizing a device in accordance with one or more aspects of the present disclosure;

[0013] **FIGURE 4** is a flow chart depicting illustrative processes for setting up a synchronization server in accordance with one or more aspects of the present disclosure;

[0014] **FIGURE 5** is a flow chart depicting illustrative processes for retrieving local network data from the synchronization server in accordance with one or more aspects of the present disclosure;

[0015] **FIGURE 6** is an exemplary system for distributing localized data in accordance with one or more aspects of the present disclosure;

[0016] **FIGURE 7** is a flow chart depicting illustrative processes for accessing a synchronization server in accordance with one or more aspects of the present disclosure;

[0017] **FIGURE 8** is an exemplary system for localizing a device to independent wireless networks in accordance with one or more aspects of the present disclosure;

and

[0018] **FIGURE 9** is flow chart depicting illustrative processes for setting up a collective interface within many independent wireless networks in accordance with one or more aspects of the present disclosure.

DESCRIPTION OF THE DISCLOSURE

[0019] The description set forth below in connection with the appended drawings is intended as a description of presently preferred embodiments of the disclosure and is not intended to represent the only forms in which the present disclosure can be constructed and/or utilized. The description sets forth the functions and the sequence of steps for constructing and operating the disclosure in connection with the illustrated embodiments. It is to be understood, however, that the same or equivalent functions and sequences can be accomplished by different embodiments that are also intended to be encompassed within the spirit and scope of this disclosure.

[0020] The data structures and code described in this detailed disclosure are typically stored on a non-transitory computer-readable storage medium, which can be any device or medium that can store code and/or data for use by a computer system. The non-transitory computer-readable storage medium includes, but is not limited to, volatile memory, non-volatile memory, magnetic and optical storage devices such as disk drives, magnetic tape, CDs (compact discs), DVDs (digital versatile discs or digital video discs), or other media capable of storing code and/or data now known or later developed.

[0021] The methods and processes described in the detailed disclosure section can be embodied as code and/or data, which can be stored in a non-transitory computer-readable storage medium as described above. When a computer system reads and executes the code and/or data stored on the non-transitory computer-readable storage medium, the computer system performs the methods and processes embodied as data structures and code and stored within the non-transitory computer-readable storage medium. Furthermore, the methods and processes described below can be included in hardware modules. For example, the hardware modules can include, but are not limited

to, application-specific integrated circuit (ASIC) chips, field-programmable gate arrays (FPGAs), and other programmable-logic devices now known or later developed. When the hardware modules are activated, the hardware modules perform the methods and processes included within the hardware modules.

[0022] Generally described, the present disclosure relates to communications and more particularly, to a system providing relevant services to transient devices in wireless networks and methods thereof. In one illustrative embodiment, a Unified Communications and Collaboration (UCC) client on a device can be synchronized with a network so that the device can appear as a local entity. The UCC client can facilitate exchange of data to ease the integration of the device into the local environment. After being synchronized, the UCC client can seek out available assistance from the local network and provide it to the user. Typically, the data retrieved from the local network pertains to the current location. The local network can be used to provide wireless service to mobile devices in order to remove them from their carrier network, including providing a local breakout via a Private Branch Exchange (PBX).

[0023] Numerous advantages can be offered by the illustrative embodiment described above. The UCC client can provide a single network sign-on to access local network data. Forced network presence can also be provided when the mobile device having the UCC client is within range, implying the device must reside in the scope of the local network, that is be "present", in order to access network services. In addition, almost any type of data specific to the user's location can be provided without carrier charges. A local breakout can provide the UCC client with the ability to make or receive calls without receiving additional carrier charges. Automatic cleanup can also be provided within the UCC client, such as when it leaves the scope of the local network. These as well as many additional advantages of the present disclosure will become apparent to those skilled in the relevant art as provided for in the following description.

[0024] An exemplary transient device for receiving relevant services will be described in **FIGURE 1**, while a synchronization server for providing those relevant services is provided in **FIGURE 2**. **FIGURES 3** through **5** will provide exemplary procedures for establishing a connection between the UCC client and the server to

retrieve and provide local services. In **FIGURES 6 and 7**, illustrative procedures are described for providing services to the UCC client at a more specific location. A device localized to various local networks having a common interface is described in **FIGURES 8 and 9**.

[0025] The term transient device can refer to devices that are mobile or wireless and are able to be moved between numerous locations, often freely. A transient device can include a cell phone, personal digital assistant (PDA), smart phone, web tablet, laptop computer, pocket PC, portable television set, mobile IP device or the like. Transient device can also be referred to as a mobile or wireless phone within the present disclosure. The term realm can refer to a region covered by a synchronization server defining a local network. The UCC client can also be part of Mitel®'s Unified Communicator Advanced (UCA) system.

[0026] The technology described herein can be implemented as logical operations and/or modules. The logical operations can be implemented as a sequence of processor-implemented executed steps and as interconnected machine or circuit modules. Likewise, the descriptions of various component modules can be provided in terms of operations executed or effected by the modules. The resulting implementation is a matter of choice, dependent on the performance requirements of the underlying system implementing the described technology. Accordingly, the logical operations making up the embodiment of the technology described herein are referred to variously as operations, steps, objects, or modules. It should be understood that logical operations can be performed in any order, unless explicitly claimed otherwise or a specific order is inherently necessitated by the claim language.

[0027] Various embodiments of the present disclosure can be programmed using an object-oriented programming language, such as SmallTalk, Java, C++, Ada, or C#. Other object-oriented programming languages can also be used. Alternatively, functional, scripting, and/or logical programming languages can be used. Various aspects of this disclosure can be implemented in a non-programmed environment, for example, documents created in HTML, XML, or other format that, when viewed in a window of a browser program, render aspects of a GUI or perform other functions.

Various aspects of the disclosure can be implemented as programmed or non-programmed elements, or any combination thereof.

[0028] Turning now to **FIGURE 1**, a block diagram representing illustrative hardware and software components of a typical mobile device **102** for receiving local services in accordance with one aspect of the present disclosure is provided. The mobile device **102** can have a processor **104** for implementing logic, a memory **106**, a display **108** and a keypad **110**. The display **108** of the mobile device **102** can be a liquid crystal display (LCD), or any other type of display commonly used in mobile devices **102**. The display **108** can be touch-sensitive, and can act as an input device. The keypad **110** can be a push button numeric dialing pad (such as on a typical telephone), a multi-key keyboard (such as a conventional keyboard), or any other device for inputting textual data.

[0029] The memory **106** generally includes both volatile memory (e.g., RAM) and non-volatile memory (e.g., ROM, Flash Memory, or the like). The non-volatile portion of the memory **106** can be used to store persistent data which is typically not lost when the mobile device **102** is powered down. The mobile device **102** can include an operating system (OS) **120**, such as Windows CE™ or Windows Mobile™ available from Microsoft Corporation, Android™ from Google, or other OS. The OS can reside in the memory **106** and be executed on the processor **104**. The memory **106** can also include one or more device managers **122** for interacting with one or more I/O devices. The device managers **122** can be software installed on the mobile device **102**. A device manager **122** can correspond to each I/O device.

[0030] A UCC client **124** can be loaded into memory **106** and run on or in association with the operating system **120**. The UCC client **124** can facilitate the exchange of data between the synchronization server **200** and the mobile device **102**. The UCC client **124** can reside on the mobile device **102** and can be activated as a background task. The UCC client **124** can be used in combination with applications **126** present within or outside of memory **106**. For example, the client **124** can add and remove contacts from the user phone book, download maps, stream video, display advertisements or flyers, update contact services and more. These abilities are

configurable by the end user for security and content limitation reasons. The UCC client **124** can connect to the synchronization server **200** to obtain data.

[0031] When the mobile device **102** enters within a realm defined by the synchronization server **200**, the client **124** can interact with the server **200** to obtain access and to act on data provided by the server **200**. For example, if phone contacts are provided within the realm of the server **200**, they are populated into the phone contact list. The client **124** is able to operate a number of features of the phone **102** either through native integration or via a thick client. Web addresses can be added to the web browser favorites. Maps can be added to the web browser and then launched either by the user clicking on a link or automatically. Contacts can be added to the phone **102** or associated applications **126**. If a WiFi™ network is available, the WiFi™ client can be activated, and an alternate Voice over Internet Protocol (VoIP) phone registered.

[0032] The UCC client **124** described above can be repurposed for numerous uses, including but not limited to a single sign-on solution for multiple/distributed networks. A UCC/Fixed Mobile Convergence (FMC) solution can be used for corporations or the like with multi-site buildings across the city, country, or world. Hospitality solutions for individual hotels or hotel chains that wish to provide a uniform service to travelers who frequent many of the chains hotels can also be integrated for the UCC client **124**. Through the client **124**, prices, availability, reservations, airlines, restaurants, taxis, and other content can be supplied. In the health care field, hospitals can provide mapping services, patient locations (room number or more advanced), wait times for services (clinics), etc. In retail, malls and stores can provide product inventory, location, specials, comparisons, etc. For resorts and cruises, mapping services, guest locations (room numbers) and guest services can be provided. In the legal field, a list of lawyers accepting service, specialties, location (office number/floor), etc. can be provided by the client **124**. Known to those skilled in the relevant art, the UCC client **124** within a local network can provide a number of different services.

[0033] The services provided by the server **200** can support the notion of “common” or “public” numbers, and “private” numbers. Public numbers are available for use to

UCC clients **124**, whereas private numbers are not shared. A range of numbers can also be determined as “public”. For example, if audio/video conferencing services are available, the access numbers could be public to allow transient network users access to these services (such as hotel conference rooms). The concept of private or public can be applied to any data or service, and is not restricted to numbers only.

[0034] The applications **126** operating within memory **106** can include a phone book, contacts, etc. Any number of applications **126** can exist and be used with the UCC client **124**. In one embodiment, the applications **126** are provided by the server **200**. Alternatively, data is provided to the applications **126** operating on the device **102**. The memory **106** can also include a collection of one or more APIs **128** for facilitating wireless communication between the mobile device **102** and one or more remote I/O devices. The APIs **128** can be invoked by the UCC client **124** or applications **126** to recognize and control the one or more remote I/O devices. In this manner, the mobile device **102** is able to take advantage of services or functionalities of the one or more remote I/O devices.

[0035] The mobile device **102** can also include a power supply **118**, which can be implemented as one or more batteries, fuel cells, or other sources of electrical power. The mobile device **102** can include one or more audio, visual, and/or vibratory notification mechanisms **112**. A location module **114** can be provided as a standalone component or be a part of memory **106**. The location module **114** can be used to retrieve the location of the mobile device **102** through a number of different techniques that include, but are not limited, to Global Positioning System (GPS) coordinates, cellular triangulation or via some input/pick list mechanism. The mobile device **102** can also include a wireless module **116**, such as a WiFi™ module that facilitates wireless connectivity between the mobile device **102** and the server **200**.

[0036] **FIGURE 2** is a block diagram representing illustrative hardware and software of a synchronization server **200** in accordance with one or more aspects of the present disclosure. The server **200** can include ROM **202**, operating system and software instructions **204**, RAM **206**, central processor unit (CPU) **210**, network interface **212** and data storage device **214**. A conventional personal computer or computer workstation

with sufficient memory and processing capabilities can be used as the server **200**. In one embodiment, the synchronization server **200** can take the form of another mobile device or the like. This device can act as the server **200** and publish information for consumption by the UCC client **124** operating on the mobile device **102** receiving the information. As such, the synchronization server **200** does not need each and every component described herein and can take on many different forms. For purposes of illustration, a smartphone or mobile device can offer WiFi™ to surrounding mobile devices **102** and their clients **124**. Alternatively, multiple interconnected servers can also act as the server. The synchronization server **200** can have two main tasks. The first task is typically to validate administrators and allow content to be published. The second is to validate clients and provide content to them. Other tasks known to those skilled in the relevant art will be appreciated from the description provided below.

[0037] The server **200** can be able to handle high volumes of transactions and large amounts of queries for communication and data processing. RAM **206** and ROM **202** are used to support the program codes that are operated by the CPU **210**. The memory can be in a form of a hard disk, CD ROM, or equivalent storage medium. The CPU **210** can support the authentications such as communications from external data servers, as well as allowing for anonymous transactions and general data encryption. The data storage device **214** can include hard disk magnetic or optical storage units, as well as CD ROM, CD RW or DVD ROM and flash memory such as compact flash and secure digital cards.

[0038] The data storage device **214** contains databases used in the processing of transactions. These databases can include a consumer database **216** and a location database **218**. The consumer database **216** can track information about a number of devices **102** and their users that are connected with the server **200**. The consumer database **216** can maintain identifications (IDs) for each of these connected devices **102**. In one embodiment, IP addresses of the devices **102** or usernames can be associated with each device **102** and stored in the consumer database **216**. A Personal Identification Number (PIN) can also be stored within the database **216** for each connected device **102** and be associated with the IP address or username.

[0039] Data about a consumer's realm can also be maintained within the database **216**. Each synchronization server **200** can be associated with a network realm for which it provides services. Devices **102** entering within this realm can add data and services that can be accessed by others in the realm, or create their own realm with specific content and services. Each realm can be configured by administrators who are responsible for providing and updating content and services for the realm. Usernames, passwords or certificates can be used to authenticate administrators. Each realm can be configured with clients, or be left open. The usernames, passwords or certificate exchanges can be used to limit or protect access to some or all of the content and services used by clients **124**, which will become more apparent from the description provided below.

[0040] Realm data can also be stored within the location database **218**. The location database **218** can also store access credentials. The access credentials can include, but are not limited to, a Service Set Identifier (SSID) and a Pre-Shared Key (PSK). Continuing with **FIGURE 2**, the server **200** can include a network interface **212** in order to communicate with other components. Conventional internal or external modems can serve as the network interface **212**. A cable or DSL modem can be used as a network interface **212**. The network interface **212** can support modems at a range of baud rate from 2400 and upwards. The interface **212** can be at least one of WiFi™, Bluetooth™, etc.

[0041] While the above embodiment describes a single computer system acting as the server **200**, the functionality can be distributed over multiple computing systems. The databases **216** and **218** can also be distributed over a cloud computing environment. In one embodiment, the server **200** is configured in a distributed architecture, wherein the databases and processors are housed in separate units or locations. Some servers perform the primary processing functions and contain at a minimum RAM, ROM, and a general processor. Each of these servers can be attached to a WAN hub which serves as the primary communication link with the other servers and interface devices. The WAN hub can have minimal processing capability itself, serving primarily as a communications router. Those skilled in the art will appreciate

that an almost unlimited number of controllers can be supported. This arrangement yields a more dynamic and flexible system, less prone to catastrophic hardware failures affecting the entire system.

[0042] Referring now to **FIGURE 3**, an exemplary system **300** for synchronizing a device **102** in accordance with one or more aspects of the present disclosure is provided. The system **300** can include the synchronization server **200** coupled to a number of different components including, but not limited to, the mobile device **102**. To prevent access to data on the server **200**, network credentials are typically required from the transient device **102**, as indicated by the lock **306** placed around communications going to and received from the server **200**. While several components have been described, fewer or more components can be placed within the system **300** which are known to those skilled in the relevant art.

[0043] A system administrator terminal can be connected to the synchronization server **200**. The system administrator can provide program data **304** to the server **200**. The administrator terminal can communicate with the server **200** through a trusted or secure connection. Transient devices **102** can also provide program data **304**. A number of advantages can be provided when a user of a device **102** entering into the realm serviced by the server **200** provides program data **304**. For example, a spill within a grocery store can be communicated to management through the device **102**.

[0044] The transient device **102** can communicate with the consumer database **216** of the server **200** while the administrator terminal can communicate with the location database **218**. The synchronization server **200** can broadcast services from within its wireless realm **302**. When the UCC client **124** of the transient device **102** is within range of the wireless network, it can register and the client **124** and server **200** can exchange data. The realm **302** can be provided in a WiFi™, Digital Enhanced Cordless Telecommunications (DECT), Picocell, Femto or cellular network.

[0045] To illustrate features of the present disclosure, **FIGURE 3** depicts a synchronization server **200** placed within a mall that provides local services. The data **304** provided by the administrator of the mall can include a SSID and PSK as access

credentials. The SSID can be "The_Best_Mall_WiFi" while the PSK can be "#@!5428@" as shown. These credentials can be stored directly in the location database **218** of the server **200**. The access credentials can be used by the client **124** on the device **102** to access the synchronization server **200** and thereby removing the lock **306** associated with the data on the server **200**.

[0046] In one embodiment, the credentials can be used to separate varying degrees of access to data **304** within the server **200**. For example, a transient device **102** such as a smartphone having voice capabilities would be given different access to the program data **304** than a cell phone having fewer capabilities. The access credentials can also be used to provide varying levels of permissions and data to specific consumers. For example, Gold or Platinum members can be given access to more data **304** than those who have no preexisting relationship.

[0047] The program data **304**, in accordance with the illustration, can include dial in numbers that are specific to that particular local network. For example, an operator can be called when a "0" is pressed on the transient device **102**. Security can be called when "6000" is entered, medical assistance can be dialed when "1111" is entered and a taxi can be called when "555-555-4912" is entered. These contacts can be automatically placed within the contact list of the device **102**. Uniform Resource Links (URLs) can be provided to the device **102** that have a map of the mall or stores therein. These links can be automatically placed into a browser operating on the device **102** when requested.

[0048] In addition to phone contacts or layouts, many valuable services can be offered, including localized store maps and location detection within the store, local apps for the store, streaming video for advertising and flyers, presence and recent store guest information, which friends shopped there, what they bought, most popular items and other social services. Almost any type of local data **304** can be provided to the device **102** when properly synchronized with the server **200**. Data specific to the consumer can be stored in the consumer database **216**.

[0049] As shown in **FIGURE 3**, a local Public Switched Telephone Network (PSTN) breakout **308** can be provided. The PSTN breakout **308** can be used to route communications such that calls can be received and made by a user of the device **102** locally through the server **200**, typically through the use of a PBX within the realm **302**. Access to the PSTN breakout **308** can be established through the program data **304** provided by the administrator. This access data can then be stored in the location database **218** on the synchronization server **200**. When the UCC client **124** on the transient device **102** leaves the realm **302** of the network operated by the server **200**, the services can be removed. Previously existing contacts or other data can be restored.

[0050] **FIGURE 4** is a flow chart depicting illustrative processes for setting up a synchronization server **200** in accordance with one or more aspects of the present disclosure. The processes can begin at **block 400**. At **block 402**, program data **304** can be received. The program data **304** typically comes from an administrator operating on a separate terminal or in the alternative, from users operating devices **102** themselves. For the transient device **102** to access the provided program data **304**, the UCC client **124** obtains the proper access credentials. To obtain these, the user activates their client **124**. The graphical user interface supported by the device **102** can display a "Sync" option. After enabling this, the UCC client **124** can activate the location module **114** on the device **102** to obtain the current location of the device **102**. The location can be identified using GPS coordinates, cellular triangulation, or via some input or pick list mechanism. Numerous types of input methods for defining the user's location can be considered.

[0051] At **block 404**, the location data of the device **102** is received by the consumer database **216** of the server **200**, which can be saved. An ID and PIN of the device **102** can then be stored on the consumer database **216**. This information can be used to store data about the particular device **102** for the entire duration that the device **102** is within the realm **302**. In one embodiment, the client **124** can be authenticated using the ID and PIN if the server is protected or is operated as a paid service. At **block 406**, network access credentials are determined based on the location of the device **102** by

the server **200**. When the consumer database **216** receives a request for the credentials, the consumer database **216** can consult with the location database **218**, which maintains the SSID and PSK to access the server **200**.

[0052] After retrieving the proper credentials from the location database **218**, they can be provided to the UCC client **124** by the server **200** from the consumer database **216** at **block 408**. A log of the access credentials provided to the client **124** can be maintained within the consumer database **216**. This log can be used to determine who had access to the data **304** maintained within the location database **218**. The UCC client **124** can enable WiFi™ or the like and reconnect to the internal network using the credentials. The processes for synchronization service setup can end at **block 410**.

[0053] The system **300** can provide a single network sign on. From the synchronization server **200**, the network administrator can modify the network access parameters at any time. When the UCC client **124** on the device **102** performs a location “Sync” the network parameters are obtained from the synchronization server **200**, thus insuring they are always up to date. The connection between the network administrator and synchronization server **200** is trusted, as is the connection between the UCC client **124** and server **200**. Through the secure connections network credentials remain protected.

[0054] The synchronization server **200** can employ a strategic access model that provides a forced network presence. After selecting “Sync” from the UCC application **124**, the device **102** can be placed onto the localized network, if applicable. As will be shown below, services can then be obtained from within that realm **302**. This provides access control and requires the user to be present within the network provided at the location in order to obtain location specific data **304**. This is an optional feature but one which can be used to enforce local presence for security and marketing reasons.

[0055] Referring to **FIGURE 5**, a flow chart depicting illustrative processes for retrieving local network data **304** in accordance with one or more aspects of the present disclosure is provided. The processes can begin at **block 500**. At **block 502**, the client **124** can reconnect to the internal synchronization server instance and continue.

Through the network credentials previously received, the client **124** can automatically connect with the local network operated by the server **200**. At **block 504**, the user of the device **102** can request for available applications **126**. Alternatively, the client **124** can request for data **304** to be used with applications **126** already on the device **102**.

[0056] At **block 506**, the device **102** can receive a list of applications **126** or data **304** for operation on the device **102**. For example, data **304** regarding store hours and location can be sent to an application **126** residing on the device **102**. Alternatively, a “canned” application **126** operating on top of the device **102** can be used to integrate it into the system **300**. Continuing with the mall illustration provided in **FIGURE 3**, the mall can have re-skinned the UCC/FMC solution to provide an application **126** instead of requiring the carrier services integration. The user can simply select the mall application from their application list and have access to some local numbers, such as security, taxi and mall operator numbers. In one embodiment, the mall does not provide an internal mapping service such that it does not work with GPS, WiFi™ or other method. The synchronization server **200** simply offers a website for a static mall map as well as a web based store directory that provides store lookup, location, and PBX extension. Depending on the technology deployed by the mall, this could easily be expanded to offer turn by turn directions, voice activated directory, etc.

[0057] The required or relevant application data **304** is dependent on the location of the device **102**, which was determined by the location module **114**. The data **304** is generally only available when the device **102** is within the realm **302**. Based on the client access credentials, varying access permissions and applications can be available. The location can be selected from a drop down list or automated via GPS coordinates. Application data **304**, such as phone contacts, are available on demand and do not have to be permanently stored in the phone, for example, a contact list. The data **304** can be available each time the network is accessed. Alternatively, persistent storage can be made available if a local data network is not provided. In one embodiment, services that are distributed are based on a more exact location determined by the location module **114**. For example, if a user is within an isle of a store, all available

coupons or discounts in that isle can be provided to the user through their client application **124**.

[0058] The UCC client **124** on the device **102** can provide an interface to local contacts, maps, and other services. Depending on the level of device integration, these can be web-based or integrated. Integrated implies that applications **126** can update the phone contact menu, map menu, app download menu, and web browser favorites directly with localized data, allowing native device interfaces to be used to access the data **304**. For example, in the phone contacts the entry "Taxi" can exist. This has a default value when the phone is in its home environment, and this number is overwritten when the phone is synchronized to another locale.

[0059] Optionally, at **block 508**, the device **102** can register a VoIP client. Within some embodiments, the mall can have an internal PBX system. The PBX can facilitate calls through the PSTN breakout **308**. The WiFi™ telephony client can be activated from the UCC client **124** and registered to the PBX such that calls can be made. The UCC/FMC integration can allow the VoIP component of the application to associate its contact number with the local PBX so that calls originate from the location. In the case of large enterprise FMC networks, this implies dialing a "9" for a PSTN breakout **308** local to the user, not local to the user account which could be programmed on another PBX at a geographically distant location that incurs long distance charges.

[0060] At **block 510**, once the UCC client **124** loses synchronization with the server **200**, the data **304** can be removed from the device **102**. This can occur when the device **102** moves out of the realm **302** defined for the server **200**. Alternatively, the user of the device **102** can stop the operation by themselves. By removing the data **304**, clutter or memory usage that occurs with persistent storage can be removed from the device **102**. Furthermore, the information placed within the consumer database **216** in the server **200** for the specific device **102** can be removed, for example, any IDs, IP addresses, usernames, passwords, etc. associated with the device **102**. The data **304** retrieved from the server **200** generally is not relevant to other networks and locations. In one embodiment, the data **304** is only removed after a period of time such that the

user can reenter the local network and the data will not be lost. The processes can end at **block 512**.

[0061] **FIGURE 6** is an exemplary system **600** for distributing localized data **602** in accordance with one or more aspects of the present disclosure. The system **600** can include the synchronization server **200**, as described above, that can be coupled to a number of different components including, but not limited to, at least one transient device **102**. Access can be prevented by the server **200** until proper credentials are obtained, as indicated by the lock **306**. A system administrator terminal can be connected to the synchronization server **200** for providing program data **602** specific to the user's location. As differentiated from the previous system **300**, this system **600** can provide more detailed data.

[0062] Continuing with the mall illustration depicted above, localized data **602** of a store within the mall can also be provided to a UCC client **124** when connected with the server **200**. A PBX extension of "45678" can be stored within the location database **218**. The store's corporate as well as their consumer service number can be provided by an administrator. A map of the store can be kept as a URL. In one embodiment, and to further facilitate the localized data **602**, a URL can be provided that lists items within the store. A Facebook® page can be provided that can be used for advertising or the like.

[0063] The data **602** can be placed within a location database **218**. The location database **218** can interact with the administrator, while the consumer database **216** can interact with the UCC client **124** on the device **102**. The data **602** within the location database can include a realm **302** for the store. Contacts, maps and inventory can also be stored within the database **218**. This data **602** can be accessed by the consumer database **216**. The consumer database **216** can maintain IDs for each of the connected devices **102**. IP addresses of the devices **102** can be stored within the consumer database **216**. A PIN can also be stored within the database **216** for each connected device **102**. The realm **302** for each of the connected devices **102** can also be maintained within the consumer database **216**.

[0064] Turning to **FIGURE 7**, a flow chart depicting illustrative processes for accessing a synchronization server **200** in accordance with one or more aspects of the present disclosure is provided. The processes can begin at **block 700**. To retrieve the localized data **602**, a user of the device can launch the UCC client **124** on their device **102**. In one embodiment, the client **124** can provide a “You Are Here” option on a browser operating atop the device **102**. After making this selection, the client **124** on the device **102** can connect with the server **200** via the WiFi™ network or the like, and not the carrier, to pull up the mall map. A secure connection is established and a location of the device **102** is found. The location of the device **102** can be received by the synchronization server **200** at **block 702**. Typically, the synchronization feature can occur automatically, that is the user does not always have to initiate it. For example, the mobile device **102** can periodically report its location, or detect other WiFi™ signatures denoting other network realms **302**.

[0065] Based on the location information, at **block 704**, the server **200** allows access to localized data **602**. The data **602** can then be provided to the client **124** on the device **102** at **block 706**. The processes can end at **block 708**. Continuing with the previous illustration, the user does not see the store that they are looking for labeled on the map. The user can select “Store Directory” from the web browser, and scroll to find the store. When the user clicks on the store, the web interface provided by the mall and stored on the location database **218** can load the map and highlight the store for the user. After the user finds the store, the user requires some assistance, but no staff is visible. The user again presses the synchronization button provided by the UCC client **124**.

[0066] The store does not provide an independent store network, so its localized information **602** can be contained within the mall network, for example, PBX extensions, web applications, etc. The user can access the store map and inventory stored on the location database **218** and determine which isle the item is in through the earlier provided data **602**. The data **602** can be maintained within the device **102** as the user wanders through the mall. As the user exits the mall and the WiFi™ link is dropped, the UCC client **124** can clean up the contacts, favorites, and disables the WiFi™ client **124**,

thus restoring the phone to its original state.

[0067] From the illustration provided above, it can be seen that logical hierarchies can be created, within and outside of the mall realm **302**. The carrier can provide the service, as can a mall, as can a store in the mall. Each can offer a different level of service. For example, dialing “0” on a carrier reaches a carrier operator, while dialing “0” when synchronized to the mall dials the mall operator or directory. Dialing “0” when synchronized with the store dials the store floor representative on duty. In the absence of any wireless network, a synchronization station can be used. This can be located in common areas such as building entrances. The user can manually synchronize their device **102** by placing it near the station. The synchronization station can use limited range, for example Bluetooth™/WiFi™ to populate the device **102**, or some other mechanism, including a Universal Serial Bus (USB) connection.

[0068] Referring to **FIGURE 8**, an exemplary system **800** for localizing a device **102** to independent wireless networks **802** in accordance with one or more aspects of the present disclosure is provided. The system **600** can include the synchronization server **200**, as described above, that can be coupled to a number of different components including, but not limited to, at least one transient device **102** and independent wireless networks **802**. Access can be prevented to the UCC client **124** on the device **102** by the server **200** until proper credentials are obtained, as indicated by the lock **306**. Each of the wireless networks **802** can require access credentials as shown by locks **804**.

[0069] Within the synchronization server **200**, the location database **218** can include the realm **302**. In addition, the database **218** can maintain locations serviced by the server **200**. While three different locations are shown, those skilled in the relevant art will appreciate that many more locations associated with independent wireless networks **802** can be provided such that large corporations can have numerous areas where employees work. The consumer database **216** can maintain information about connected devices **102** and their associated UCC clients **124**. IDs and PINs can be stored within the database **216** for each device **102**. The realm **302** covered for each device **102** can also be stored.

[0070] Localizing the networks **802** through the server **200** can provide a consistent dialing interface, for example, operator, security and taxi numbers. The UCC client **124** can also register a WiFi™ client with each network so that the user can make and receive calls locally through PSTN breakouts **308**. This model is similar to that which could be employed by hotel chains. The system **800** can be provided in a cloud based environment. Contacts, maps and inventory can also be stored within the database **218**. The consumer database **216** can then access this information. The consumer database **216** can maintain IDs for each of the connected devices **102**. IP addresses of the devices **102** can be stored in the consumer database **216**. A PIN can also be stored within the database **216** for each connected device **102**. The realm **302** for each of the connected devices **102** can also be maintained.

[0071] To illustrate those features provided by the system **800**, an employee who works for a company regularly travels between various corporate locations is described below. Independent wireless networks **802** exist for each location. At each of these sites, different data can exist. For example, at the Ottawa site, the SSID can be "Ottawa_WiFi" and the PSK can be "#@!5428@". To dial the operator, a "0" is entered. For security, "8888" is entered and "2323" is entered for the cafeteria. To dial a taxi, "555-262-3212" is entered. A URL can be provided for a map of the premises. Applications for the location can be found at another URL provided by the independent wireless network **802**.

[0072] At another site, in Chandler, the SSID can be "Chandler_WiFi" and the PSK can be "#@!5428@". The operator dial code can be "0", the security code can be "6000", the cafeteria can be "1111" and the taxi can be "555-555-4912". A URL can be provided for a map of the premises. Applications for the location can be found at another URL provided by the independent wireless network **802**. At the Reno site, the independent wireless network **802** can have a SSID of "Reno_WiFi" and a PSK of "!Fse328@G#wqar2". The operator dial code can be "411", the security code can be "911" and the taxi can be "555-429-2000". A URL can be provided for a map of the premises. Applications for the location can be found at another URL provided by the independent wireless network **802**. As shown, the locations can provide WiFi™

service, an operator, security, taxi and map, but it is the task of the synchronization server **200** to provide the details associated with these services based on the location of the user.

[0073] **FIGURE 9** is flow chart depicting illustrative processes for setting up a collective interface within many independent wireless networks **802** in accordance with one or more aspects of the present disclosure. The processes can begin at **block 900**. The company can employ the synchronization server **200** which is used to localize the user's device **102** to each independent wireless networks **802** within the overall corporate system **800**. Similar to previous examples, the user can select their location from a drop down list or this can be done automatically via a GPS location. The user of the client application **124** on the device **102** enters into any of the independent wireless networks **802**. The user can synchronize their device **102** at **block 902**.

[0074] The wireless network **802** can then search for the device **102** at **block 904**. At decision **block 906**, a determination is made whether the device **102** is found within the consumer database **216** of the server **200**. If found, a standard set of data or operations can be presented, which is typically programmed by the user, at **block 908**. Otherwise, local data is provided to the device **102** at **block 910**. For example, when the user is at the Reno site and is not found within the server **200**, the user dialing "0" will not be a valid entry. If the user is found within the server **200**, however, the common interface will interpret "0" to indicate that a call to the operator in Reno is required. The processes can end at **block 914**. Each of the independent wireless networks **802** can provide a PSTN breakout **308** to receive or make local calls.

[0075] In software implementations, computer software and/or data is stored on a machine readable medium as part of a computer program product, and is loaded into a computer system or other device or machine via a removable storage drive, hard drive, or communications interface. Computer programs, also called computer control logic or computer readable program code, are stored in a main and/or secondary memory, and executed by one or more processors, controllers, or the like to cause the one or more processors to perform the functions of the disclosure as described herein.

[0076] The figures and examples above are not meant to limit the scope of the present disclosure to a single embodiment, as other embodiments are possible by way of interchange of some or all of the described or illustrated elements. Moreover, where certain elements of the present disclosure can be partially or fully implemented using known components, only those portions of such known components that are necessary for an understanding of the present disclosure are described, and detailed descriptions of other portions of such known components are omitted so as not to obscure the disclosure. In the present disclosure, an embodiment showing a singular component should not necessarily be limited to other embodiments including a plurality of the same component, and vice-versa, unless explicitly stated otherwise herein. Moreover, applicants do not intend for any term in the specification or claims to be ascribed an uncommon or special meaning unless explicitly set forth as such. Further, the present disclosure encompasses present and future known equivalents to the known components referred to herein by way of illustration.

[0077] The foregoing description is provided to enable any person skilled in the relevant art to practice the various embodiments described herein. Various modifications to these embodiments will be readily apparent to those skilled in the relevant art, and generic principles defined herein can be applied to other embodiments. Thus, the claims are not intended to be limited to the embodiments shown and described herein, but are to be accorded the full scope consistent with the language of the claims, wherein reference to an element in the singular is not intended to mean "one and only one" unless specifically stated, but rather "one or more." All structural and functional equivalents to the elements of the various embodiments described throughout this disclosure that are known or later come to be known to those of ordinary skill in the relevant art are expressly incorporated herein by reference and intended to be encompassed by the claims. Moreover, nothing disclosed herein is intended to be dedicated to the public regardless of whether such disclosure is explicitly recited in the claims.

What is claimed is:

1. A system comprising:
 - a synchronization server providing location specific services to localized wireless regions;
 - wherein a communications device connects to an internal synchronization instance of said synchronization server when said communications device is within a localized wireless region, said communications device retrieving said services through a common interface from said localized wireless region, the connection comprising an increased level of permission between said communications device with said localized wireless region; and
 - wherein said device provides location specific data to said synchronization server for access credentials to connect with said synchronization server, and wherein the location specific data is removed from the communications device in response to determining that the communications device has lost synchronisation with the synchronisation server.
2. The system of claim 1, wherein said device connects with said localized wireless region automatically via a drop-down list provided on said device.
3. The system of claim 1, wherein said device includes a phone client for making and receiving calls locally in said localized wireless region.
4. The system of claim 3, wherein said phone client interacts with a private branch exchange.
5. The system of claim 1, wherein said localized wireless regions comprise a plurality of options each activated through said common interface.
6. A method, performed by a communications device, for providing localized services on the communications device, the method comprising:

determining a device location of the communications device;
determining that the device location is within a realm defined by a synchronization server;
synchronizing the communications device with the synchronization server, the synchronizing comprising
connecting the communications device to an internal synchronization server instance;
requesting location specific data for the device location available via the synchronization server;
receiving location specific data from the synchronization server;
determining a more exact device location of the communications device;
providing one or more distributed services based on the more exact location; and
removing the location specific data from the communications device in response to determining that the communications device has lost synchronization with the synchronization server.

7. The method of claim 6, wherein synchronizing the communications device with the synchronization server comprises receiving access credentials provided by the synchronization server to the communications device.

8. The method of claim 6, wherein the request comprises access credentials and wherein access permissions and applications for the location specific data are based on the access credentials.

9. The method of claim 6, wherein the access credentials are used to separate varying degrees of access to data, and where different access credentials are provided in dependence on capabilities of the communications device.

10. The method of claim 6, wherein the location specific data comprises one or more of: a web address; a map; a contact; a video; or an inventory.

11. The method of claim 6, wherein the realm is defined by one or more wireless network access points.

12. The method of claim 6, further comprising providing the communications device with access to a PSTN breakout via a local network on which the synchronization server is located and based on the device location.

13. The method of claim 6, further comprising transmitting user data from the communications device to the synchronization server in response to a user input to the device.

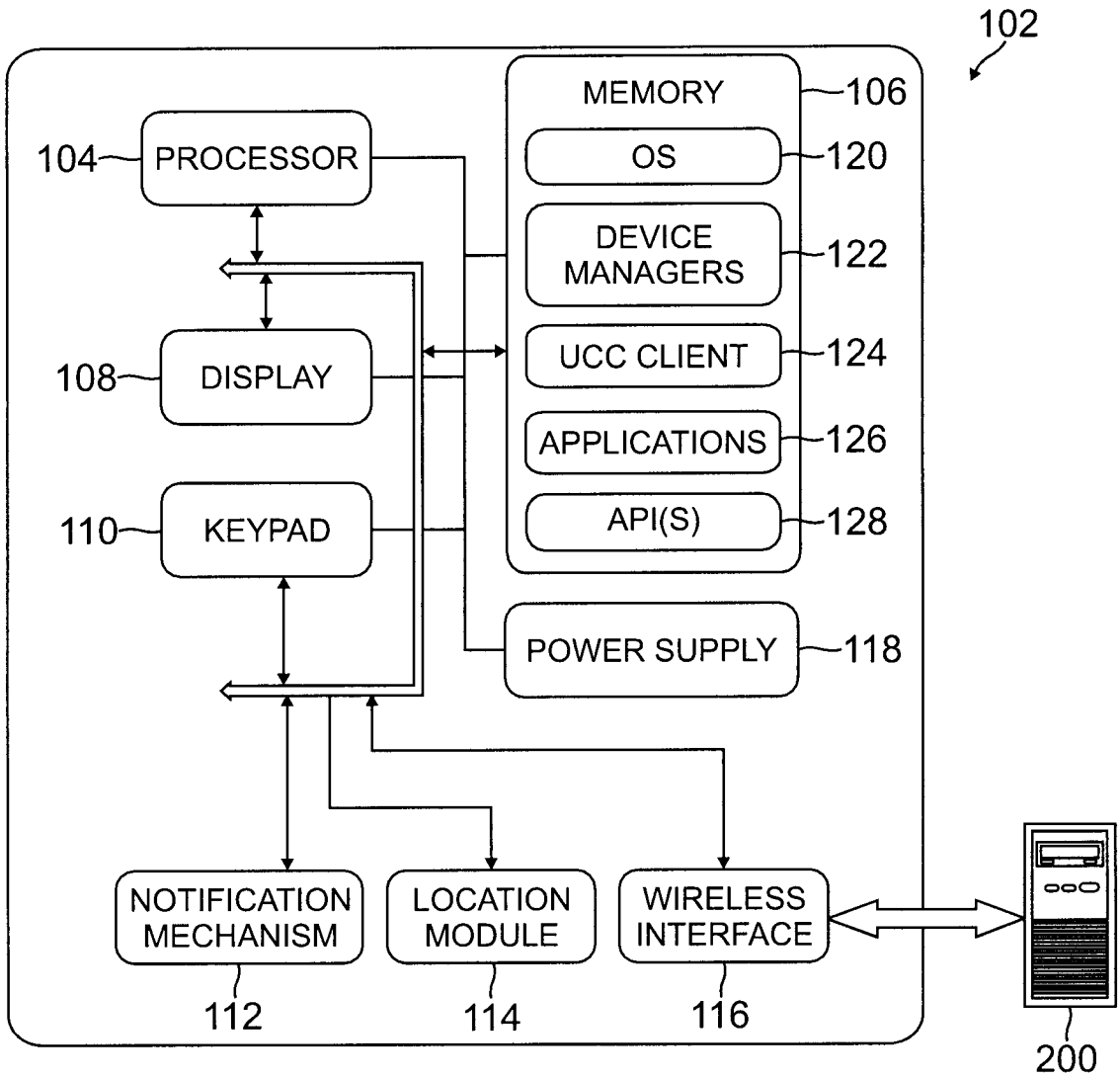


FIG. 1

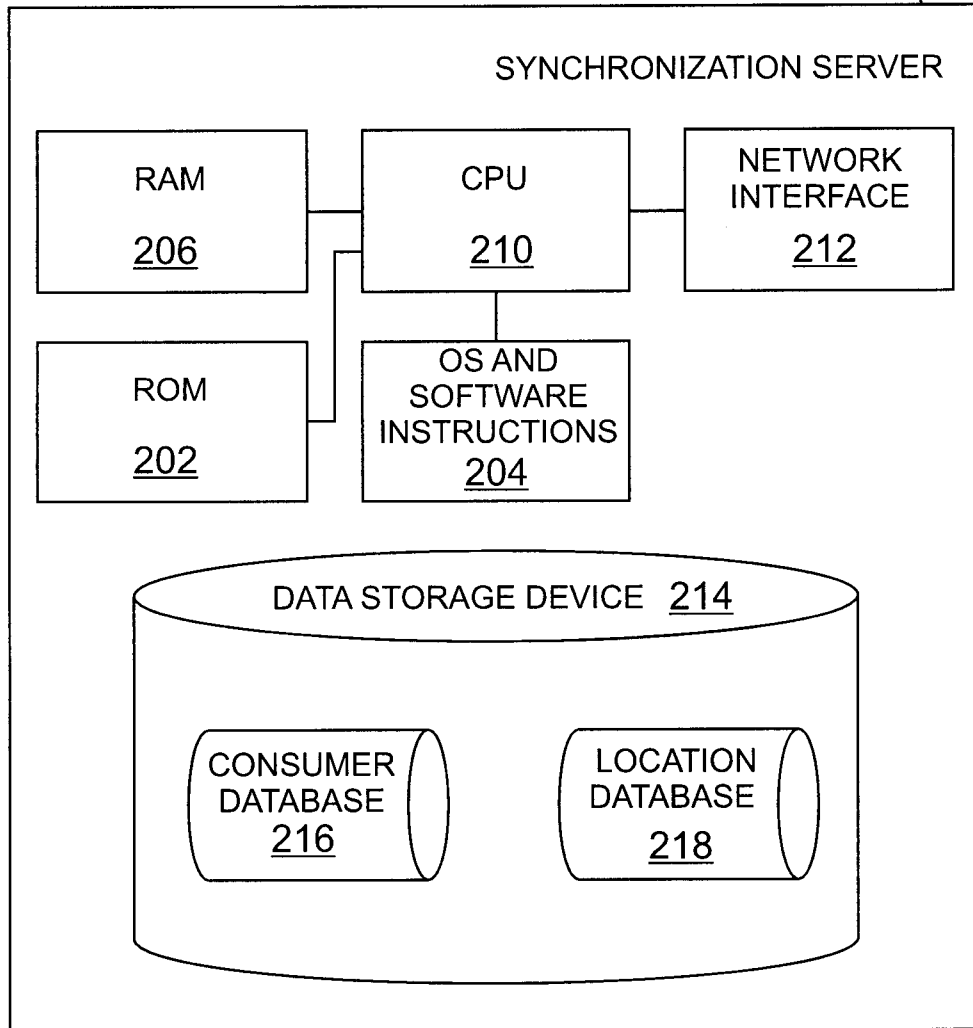


FIG. 2

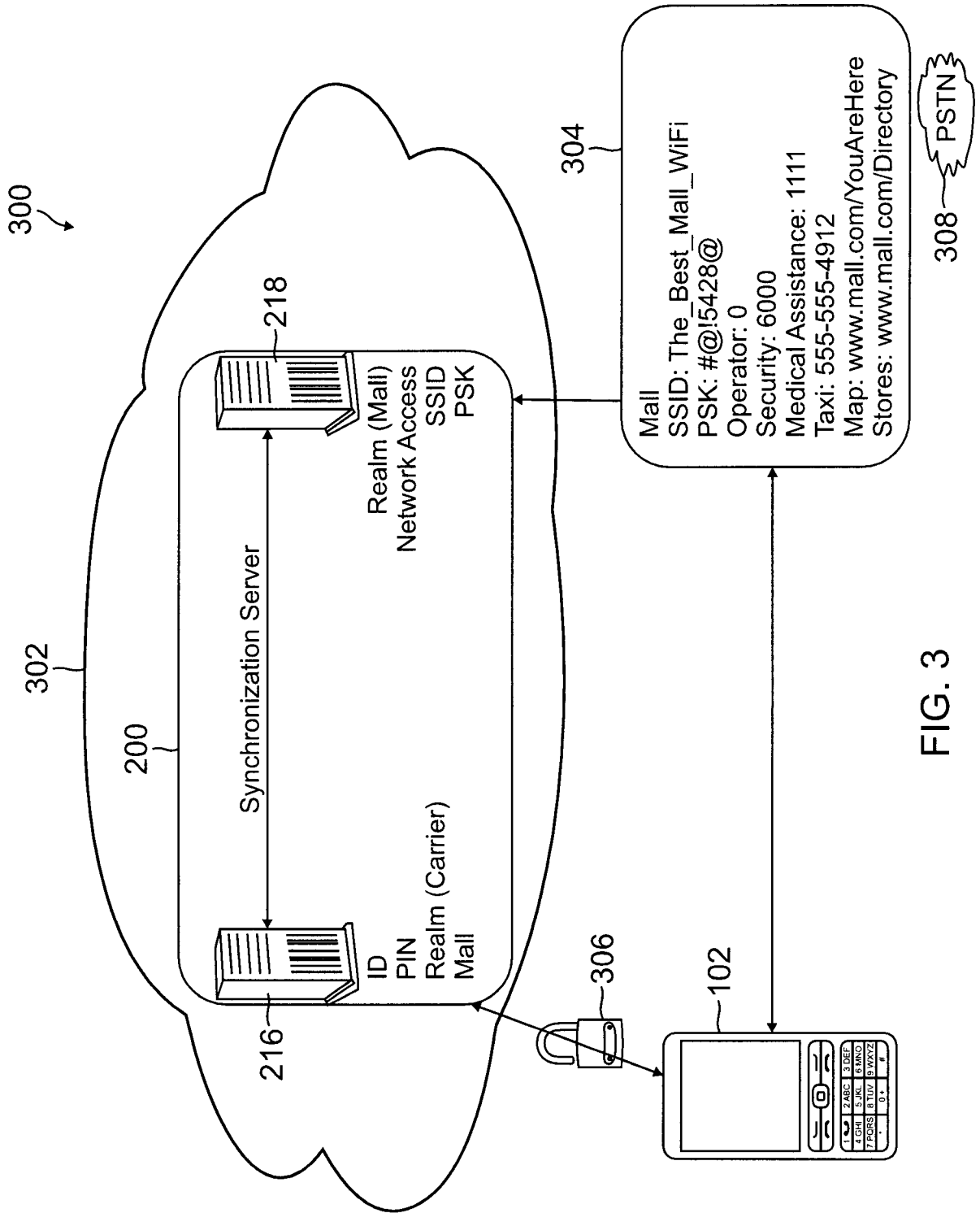


FIG. 3

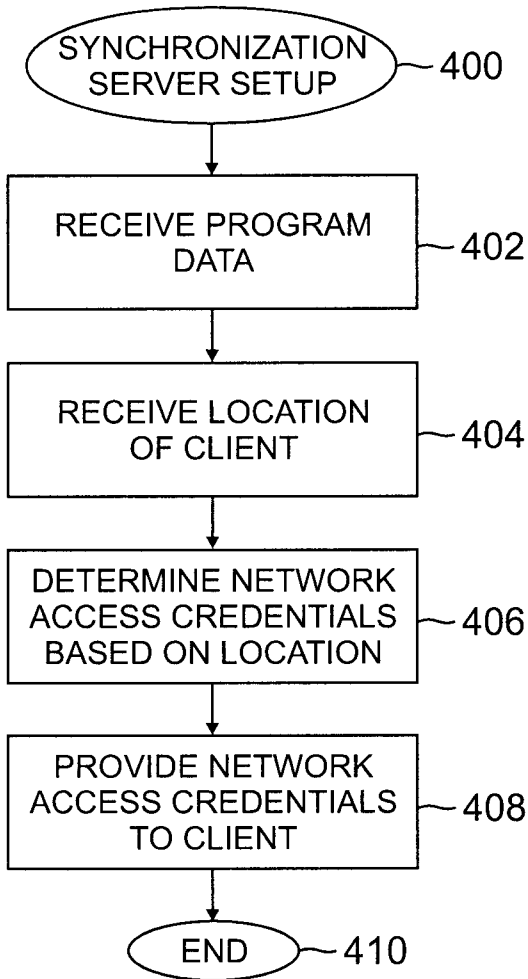


FIG. 4

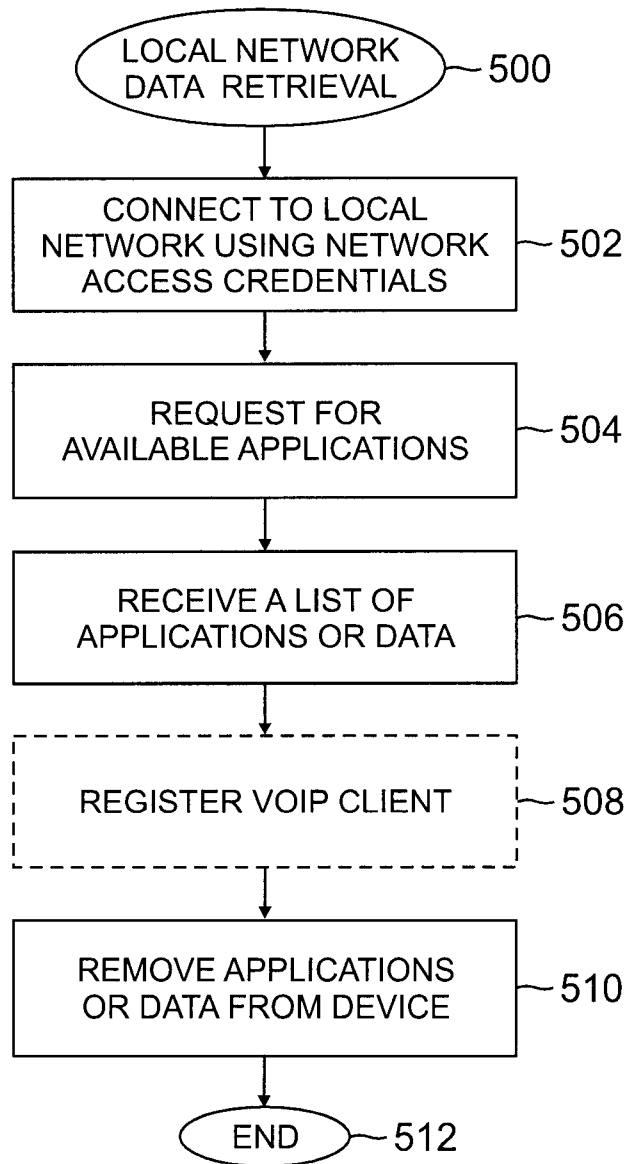


FIG. 5

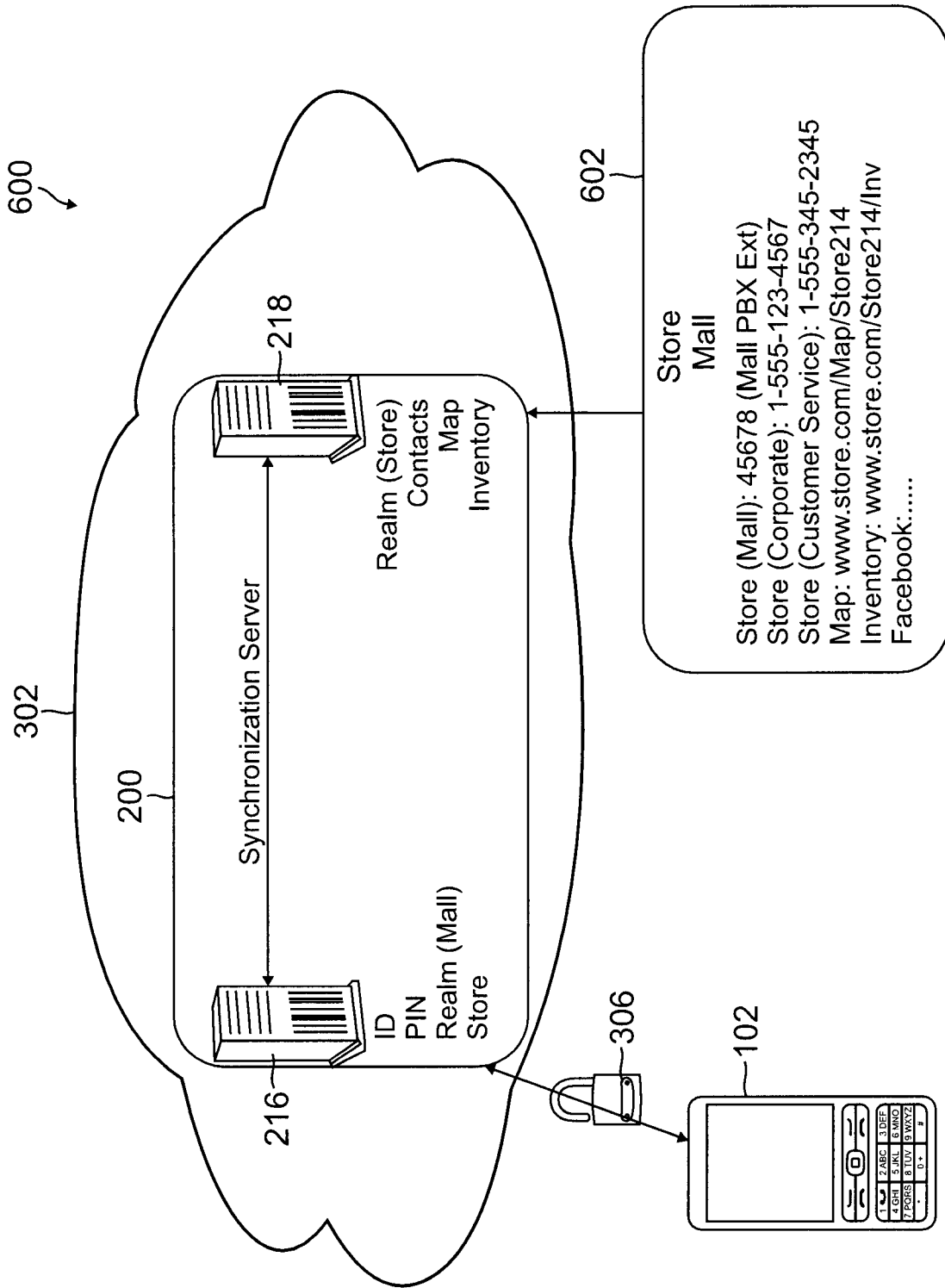


FIG. 6

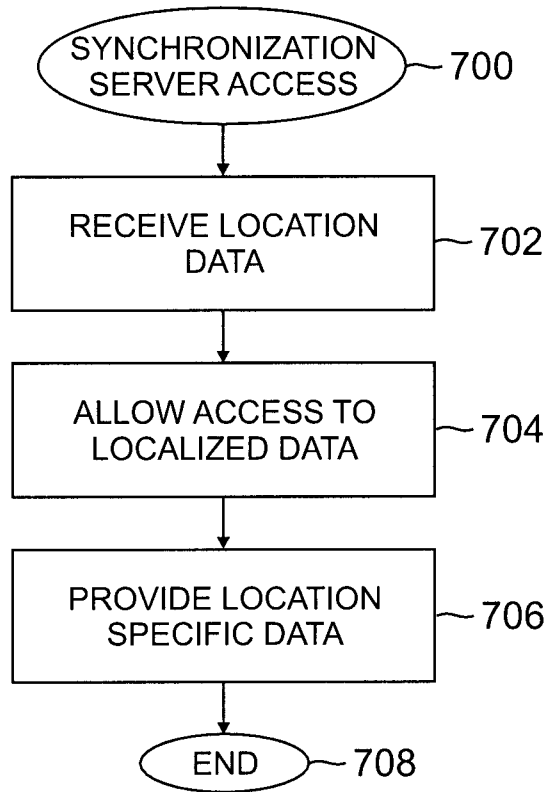


FIG. 7

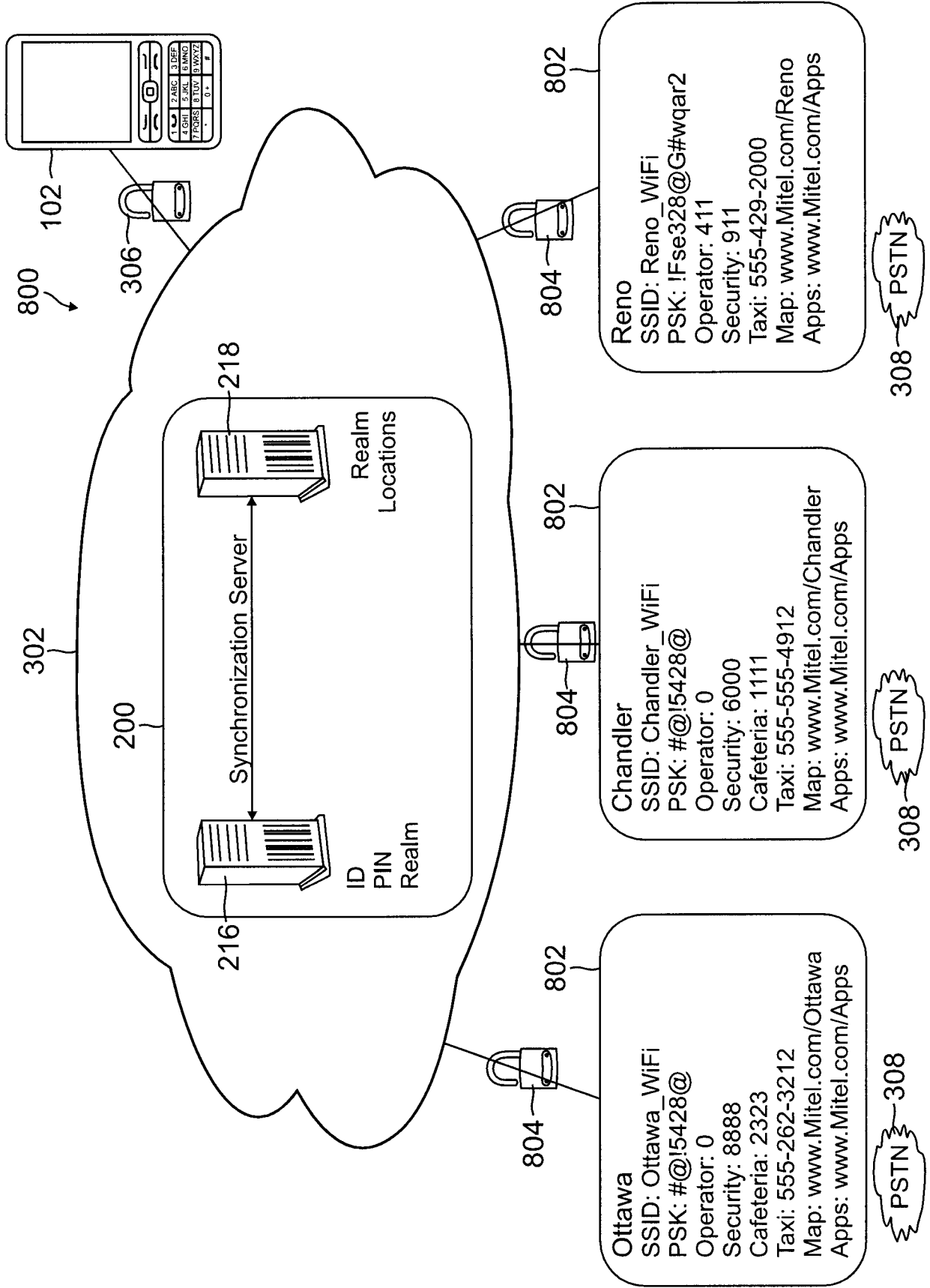


FIG. 8

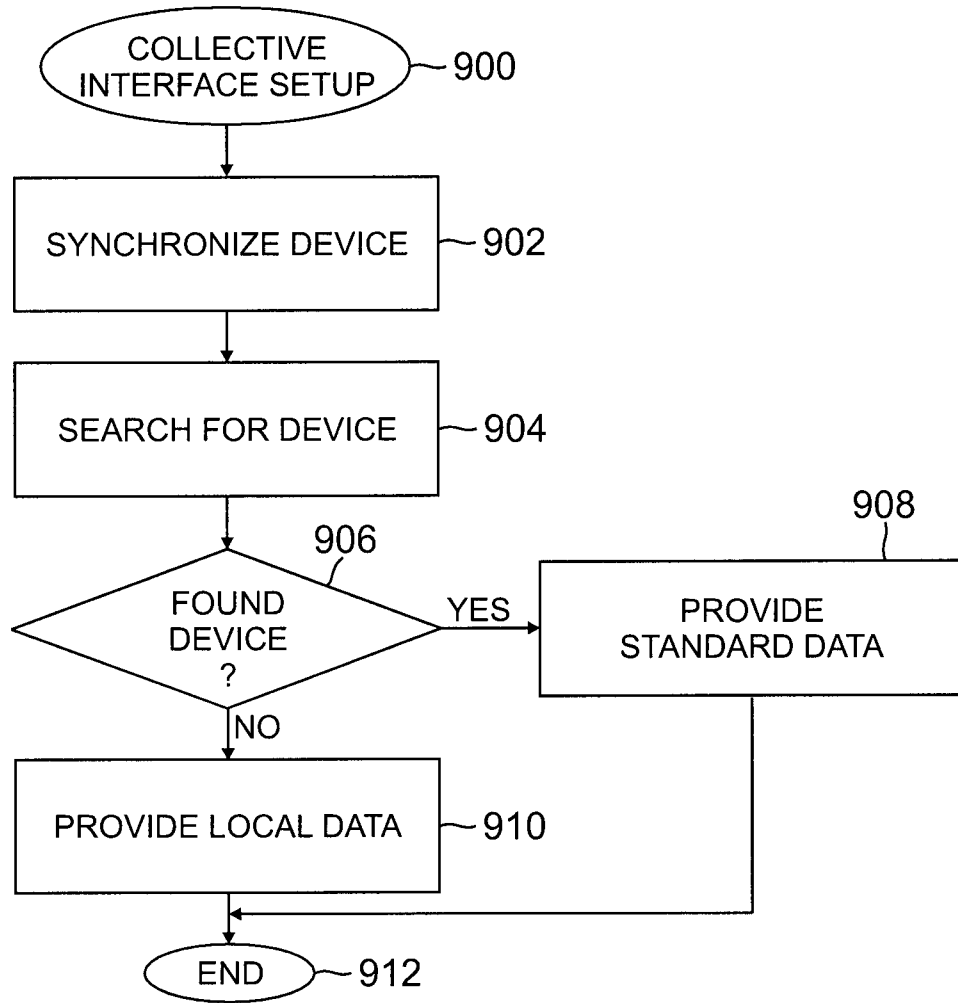


FIG. 9

