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DEVICE LOCATION IDENTIFICATION: SOFTWARE NOTIFYING NEARBY USER, VIA DEVICE DISPLAY AND AUDIBLE NOTIFICATION, TO CONTACT ADMIN OR INPUT DEVICE LOCATION AT DISPLAY

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Device Location Identification: Software Notifying Nearby User, via Device Display and Audible Notification, to Contact Admin or Input Device Location at Display

This invention relates to the field of enterprise device support and servicing.

A method is disclosed to allow a service personnel to trigger a device to audibly notify bystanders of a request for support, in additional to enabling the device to request specific actions from the bystander (such as "Please, immediately call #555-555-5555 to provide information about the location of this device.", or "Please enter the device location, including building, floor, and location on the floor). This invention requires firmware changes on the device, software changes in the enterprise-device administrative solution (such as WebJet Admin), potential application/software changes to the accessed device the service personnel uses to connect to the enterprise-device administration solution (if application-based).

In an enterprise environment, connected devices supporting workgroups are occasionally moved away from their designated location. For example, during a re-organization, a workgroup moves a multi-function printer (MFP) to a location to their new workgroup location. The new work group is now on a different floor, and at the opposite side of the current floor's location. Because the MFP supports the workgroup, this seemed very reasonable to the employees. They reconnect the device to the network and use it without issue. At some point the device requires maintenance either from a 3rd party service contractor, or from the company's IT department. The service contractor/administrator brings the device parts to the original location but cannot find the device. No one in the location knows where it is. The device remains connected to the network but is now considered "missing".

This invention enables the device to request support from bystanders. Included in this disclosed method are an audible "Please assist me, and read the display" (or other verbal command); a visual display readout asking for the user to contact the admin (a phone number can be given), and/or a visual display that instructs the user to input the location of the device.

In a typical embodiment, the service personnel connects to the enterprise-device administration software and finds the device to be located. The device state is triggered to request support. The service personnel inputs the phone number to be reached. In the event the device is close enough to hear the audible request, the service personnel goes directly to the device and disables the location request. In the event the device is further away, the service personnel must wait for a passerby to input the necessary location info, or direct call the service personnel.

In a typical embodiment, the method disclosed requires the device firmware to be coded to allow 1) Communication request from the Administrative software to trigger a location event. 2) State change triggering notification (one or more of the following): audible notification of support need (bell, tone, or voice request), visible notification on device display of call request (Call #555-555-5555), or a visible notification on device display of location request including the building, floor, floor location, or other distinguishing information. 3) Storage of the data input answer for the location via keyboard, if available, otherwise, only call can be set. 4) Send information to the enterprise-device administration solution. 5) Allow clearing of support request at the device console. 6) State change notification to the enterprise-device administration solution. 7) Location code update to the enterprise-device administration solution.

To support this disclosed method, the enterprise-device administration software solution is coded to allow: 1) Service request to be sent to a device, changing the state of the device to a location request. 2) Notification of device receipt of state change. 3) Input for the device location messaging which can be coded per site/location/device, or a set of devices, in language desired, with words desired. 4) Removal of the device location messaging. 5) Change of the messaging associated with item number 4. 6) Connectivity with the Service application allowing receipt of request for location, and report of location information as input by device bystander, if required.

To support this disclosed method, the Service personnel's service application 1) Enables connectivity directly with the device for state change via IP address and service password. 2) Enables notification of state change. 3) Enables receipt of location information either from the enterprise-device administration solution, or the device inputs from bystanders.

FIGURE
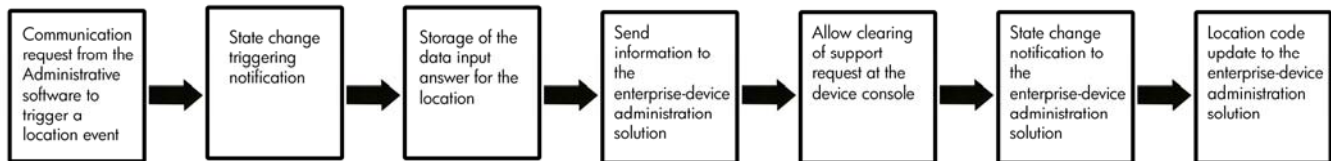
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