



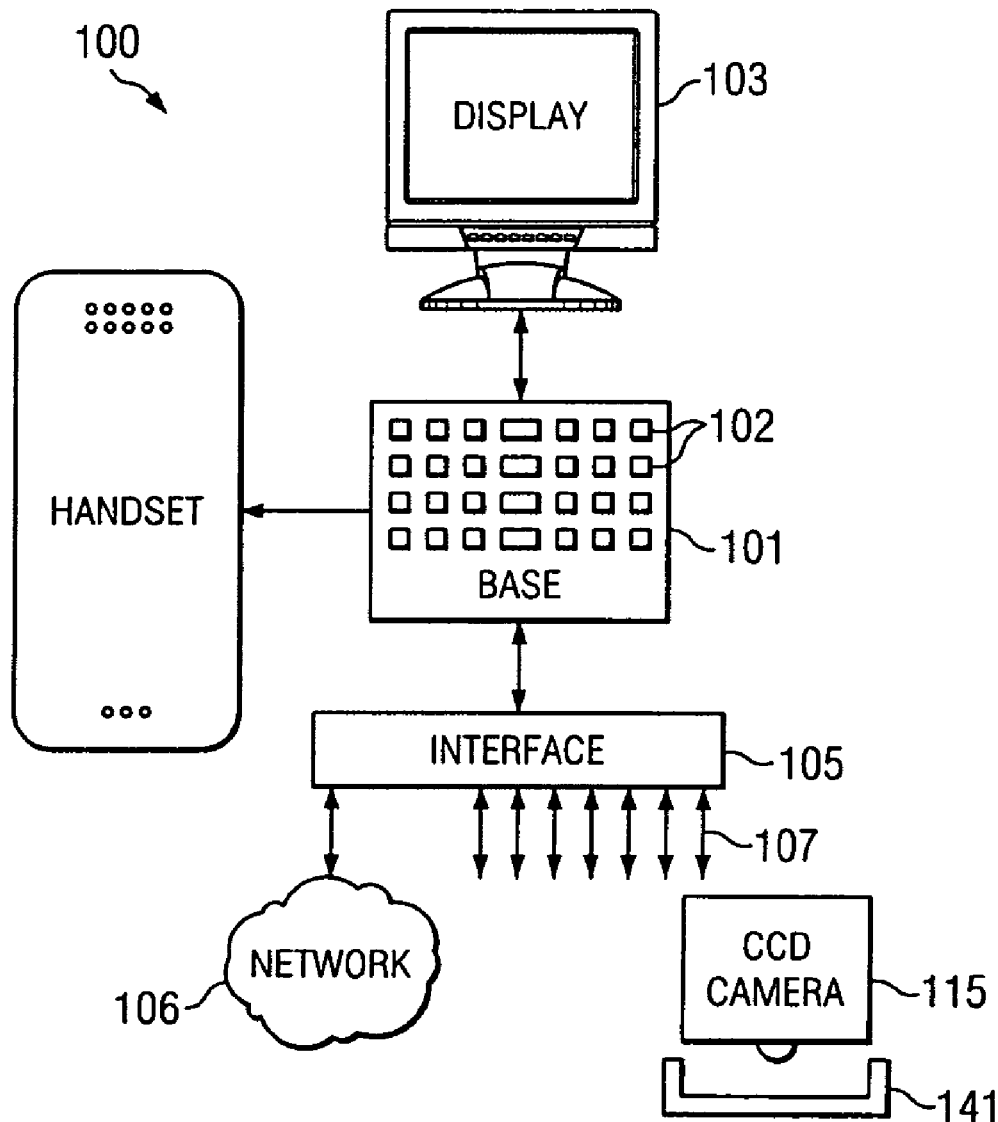
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(19) **United States**(12) **Patent Application Publication** (10) **Pub. No.: US 2007/0064089 A1**  
Pulitzer (43) **Pub. Date: Mar. 22, 2007**(54) **METHOD OF PROVIDING CUSTOMER  
SERVICE WITH AN A/V  
TELECOMMUNICATION DEVICE****Publication Classification**(51) **Int. Cl.**  
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**DALLAS, TX 75202-3797 (US)**(57) **ABSTRACT**(21) Appl. No.: **11/194,187**(22) Filed: **Aug. 1, 2005**

A method of providing customer service using an ANV telecommunication device is performed by receiving a request from an A/V telecommunication device and establishing a two-way telecommunication connection between the A/V telecommunication device and a call center.



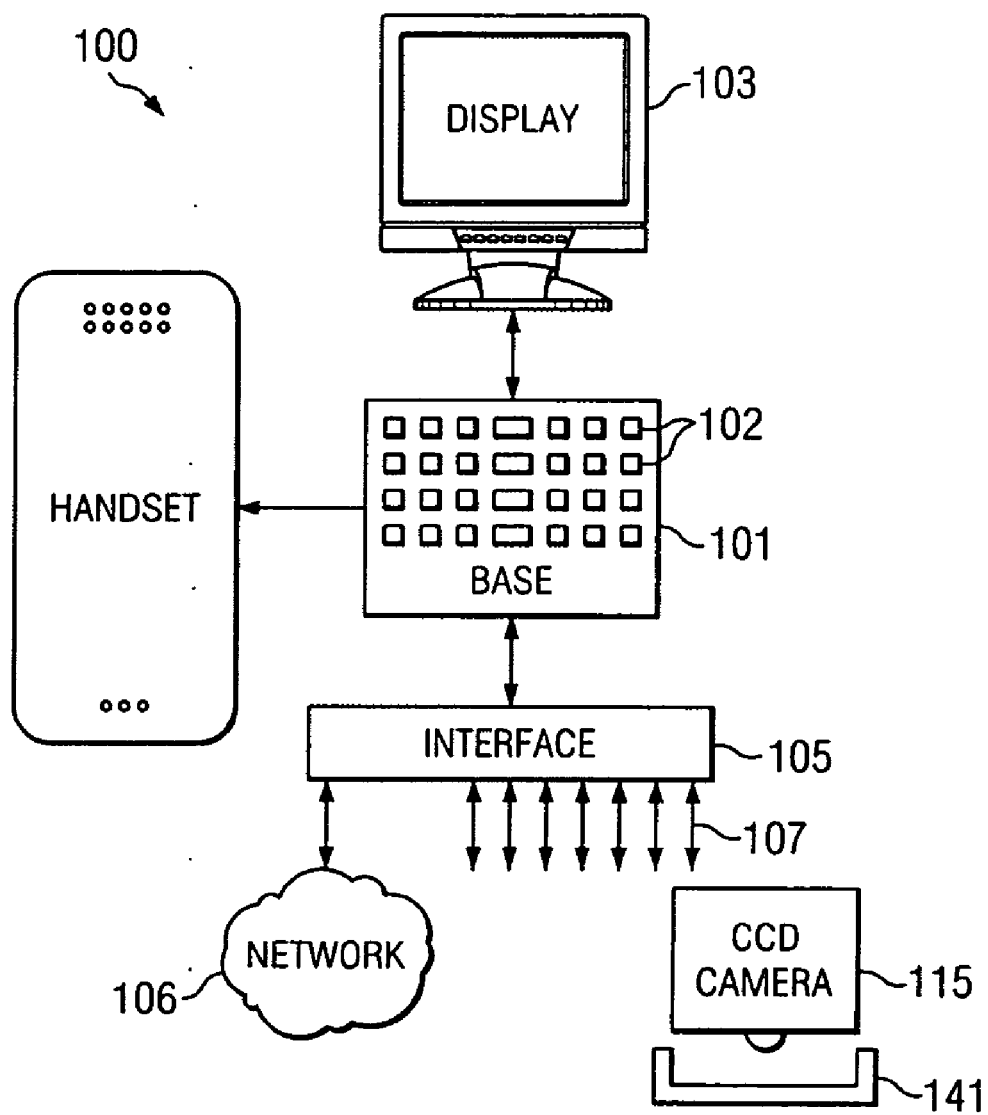


Figure 1

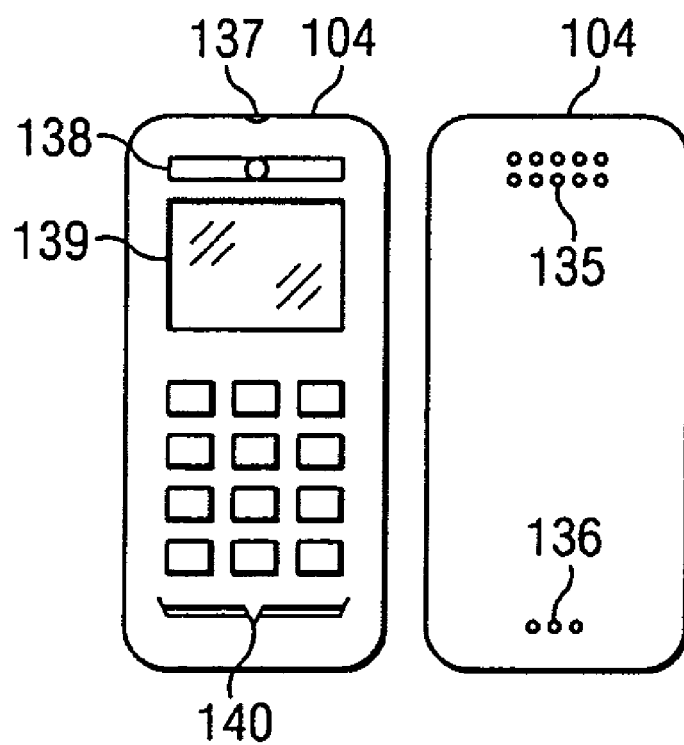


Figure 1a

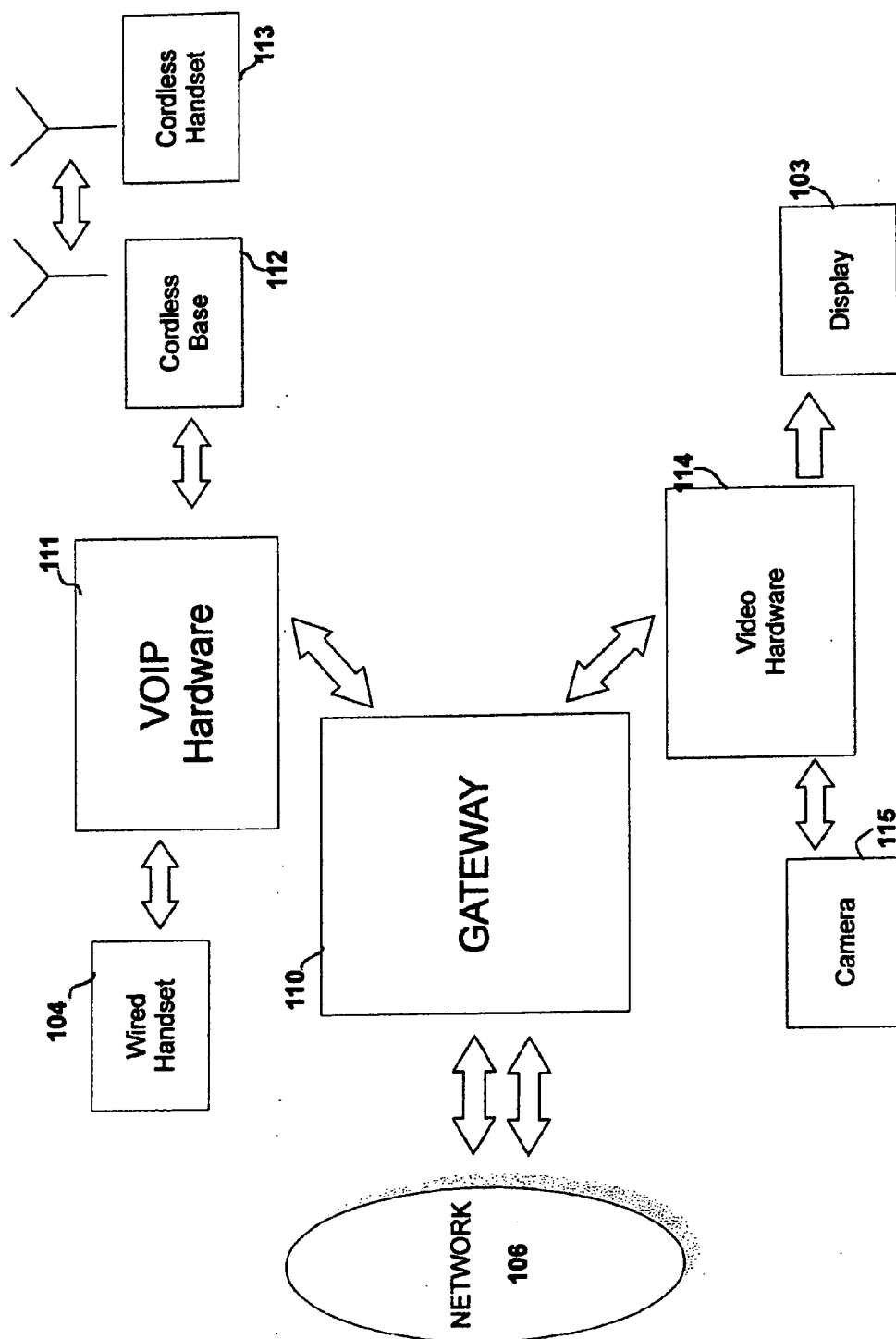


Figure 2

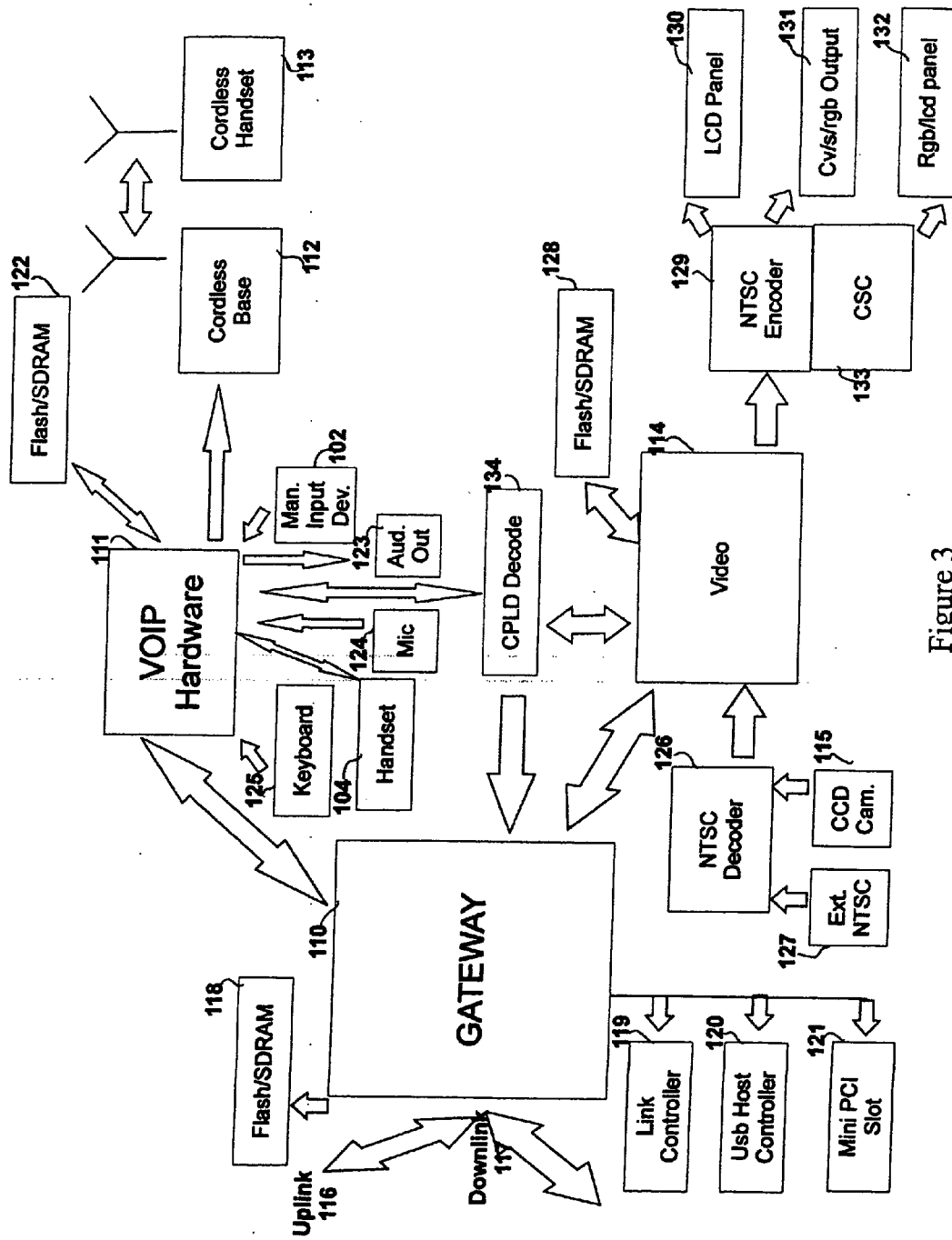


Figure 3

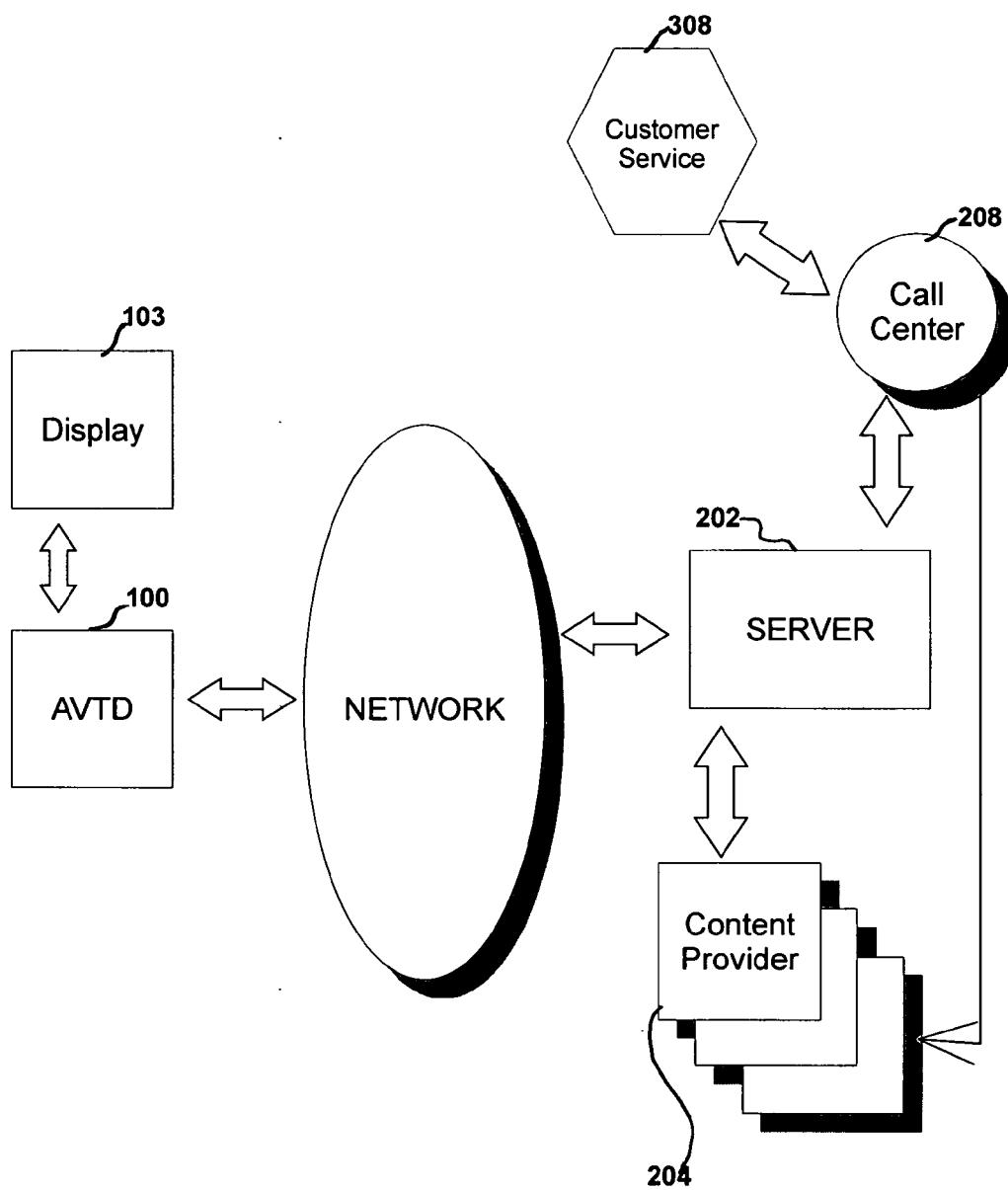


Figure 4

## METHOD OF PROVIDING CUSTOMER SERVICE WITH AN A/V TELECOMMUNICATION DEVICE

### TECHNICAL FIELD OF THE INVENTION

[0001] The invention relates to the field of video telephony, in particular to an integrated multi-network video telephones.

### BACKGROUND OF THE INVENTION

[0002] The combination of video and audio channels provide a unique platform for interpersonal communication. With the availability of broadband Internet network connections in the home, there is an opportunity to provide further methods of interaction between content providers and consumers.

[0003] What is needed, therefore, is a system and method of providing a broadband information appliance.

### SUMMARY OF THE INVENTION

[0004] A method of providing customer service using an A/V telecommunication device is performed by receiving a request from an A/V telecommunication device and establishing a two-way telecommunication connection between the ANV telecommunication device and a call center.

### BRIEF DESCRIPTION OF THE DRAWINGS

[0005] For a more complete understanding of the present invention and the advantages thereof, reference is now made to the following description taken in conjunction with the accompanying Drawings in which:

[0006] FIG. 1 illustrates a household broadband information appliance;

[0007] FIG. 1A illustrates a handset for a household broadband information appliance;

[0008] FIG. 2 illustrates a block diagram of a household broadband information appliance;

[0009] FIG. 3 illustrates a block diagram of a household broadband information appliance; and

[0010] FIG. 4 illustrates a system for providing customer service using an A/V telecommunication device.

### DETAILED DESCRIPTION OF THE INVENTION

[0011] Referring now to the drawings, wherein like reference numbers are used to designate like elements throughout the various views, several embodiments of the present invention are further described. The figures are not necessarily drawn to scale, and in some instances the drawings have been exaggerated or simplified for illustrative purposes only. One of ordinary skill in the art will appreciate the many possible applications and variations of the present invention based on the following examples of possible embodiments of the present invention.

[0012] With reference to FIG. 1, a functional depiction of a broadband information appliance 100 is shown. The broadband information appliance 100 includes a base unit 101. The base unit 101 typically houses the processing circuits, memory storage, interfaces 105, manual inputs 102 and power connections. The base unit 101 may be attached to a

display 103. The display 103 may be integral with the base unit 101. The display 103 may be an independent unit fixedly attached to the base unit 101. The display 103 may be interchangeably attached to the base unit 101 such that the display 103 may be easily exchanged for a different display 103.

[0013] Base unit 101 may include manual inputs 102. Typically the manual inputs 102 may include a standard telephone keypad with ten numeric buttons plus “#” and “\*” buttons. The manual inputs 102 may further include any number of other buttons, switches, thumbwheels or other appropriate manual input devices. A wide variety of functions and features may be controlled using the manual inputs 102. Manual inputs 102 may include navigation keys or a joystick for up, down, right and left selections, programmable soft keys. Power and status LEDs may also be provided.

[0014] Base unit 101 may be connected to a handset 104. Handset 104 may be substantially a standard telephone handset including a microphone and speaker. Handset 104 may be directly connected to the base unit 101. A handset 104 directly connected to the base unit 101 may be called a “tethered” or “wired” handset. Handset 104 may also include a wireless transceiver for wireless connection to a base unit including (or connected to) a wireless transceiver. The wireless transceivers may be a 2.4 gigahertz transceivers or may use any other suitable wireless transceiver frequency. The wireless transceivers may be spread spectrum transceivers. A handset 104 wirelessly connected to the base unit may be called a “wireless” handset.

[0015] Base unit 101 may be connected to an interface 105. Typically, interface 105 will be integral with base unit 101. Interface 105 includes an interface for connection to network 106. Network 106 may be an open network such as the Internet. Interface 105 includes interface connections 107 for connecting the base unit 101 to a variety of peripherals or networks. Typically, the interface 105 will provide Ethernet ports, telephone handset and keypad support, video capture and display ports including NTSC composite input and output ports, S-video ports, NTSC camera ports and LCD display ports. The interface 105 may include audio capture and reproduction ports, an external microphone port, an external speaker port, two audio line level inputs, a handsfree speakerphone,

[0016] A digital video camera 115 may be connected to base unit 101. Typically digital video camera 115 is a CCD camera device. The digital video camera 115 may be integral with the base unit 101 or the display 103. An additional digital video camera 137 may be integral with the handset 104. A privacy shield 141 may be a cover provided to disable the digital video camera 137 by covering the lens of the digital video camera 137.

[0017] With reference to FIG. 1A, a more detailed depiction of the features that may be incorporated into handset 104 is shown. The handset 104 typically includes a speaker 135 and a microphone 136 to provide standard audio communication. Handset 104 may include a digital video camera 137, typically at one end of the handset 104. A scanner 138 may be provided on the handset 104 to read machine readable codes or to scan image data. An LCD display 139 may be provided on the handset 104 to allow the user to see the input from digital video camera 137, show video data

being shown on display **103** when the handset **104** is being used remotely from the base **101**. The handset display **139** may also show alternate visual data. The handset **104** may include further manual inputs **140** to control the video camera **137**, handset display **139**, scanner. **138**.

[0018] With reference to FIG. 2, a functional block diagram of a basic broadband information appliance **100** is shown. A gateway **110** provides an interface to network **106**. The gateway communicates with voice-over-internet-protocol (VOIP) hardware **111** and video hardware **114**. The VOIP hardware **111** may be directly connected to wired handset **104** or may be connected to a cordlessbase unit **112** which provides wireless communication with a cordless handset **113**. The video hardware **114** may be connected to a video camera **115** and a display **103**.

[0019] With reference to FIG. 3, a more detailed functional block diagram of a broadband information appliance **100** is shown. A gateway **110** provides communication with one or more networks **106**. Gateway **110** may be a Micrel KS8695P processor. The gateway **110** typically acts as the master boot processor for the broadband information appliance **100**. The gateway **110** is typically an integrated, multi-port PCI bridge system on a chip. The KS8695P integrates an ARM922T CPU, a PCI bridge that can support up to 3 external PCI masters and a 5-port switch with integrated media access controllers and low power Ethernet PHYs. The PCI interface can be connected gluelessly to miniPCI or cardbus wireless LAN cards that support 802.11a/g/b. Those skilled in the art will recognize that other processors, chips or configurations could be used for the gateway **110**.

[0020] The KS8695P gateway processor includes five Ethernet MAC and PHY, 10/100 Base-Transceivers. It includes a PCI bridge and Master arbiter of up to 3 external PCI 2.1 compliant controllers, supporting a 32 bit data bus as 33 MHz clock speed. The processor includes a memory controller for glueless synchronous DRAM support at 133 MHz access of up to 32 MB. The processor has a standard memory bus for SRAM and flash ROM, 32 bit address, 32 bit data up to 32 MB, with general purpose I/O pins and a JTAG port.

[0021] Gateway **110** provides one or more external Ethernet ports. Gateway **110** includes Ethernet ports for both uplink **116** and downlink **117** connections. Typically, uplink **116** and downlink **117** are integrated, however according to some embodiments, separate communication links may be provided for the uplink **116** and downlink **117**, particularly where bandwidth limitations make it advisable to provide greater-bandwidth for the downlink **117** than the uplink **116**.

[0022] Gateway **119** may be connected to a link controller **119**, a USB host controller **120**, a mini-PCI slot **121** or other interfaces. Gateway **119** may be connected to gateway memory **118**. Gateway memory **118** may be flash memory, SDRAM or other suitable memory device.

[0023] Gateway **119** may be connected to a VOIP processor **111**. A VOIP processor **111** is a communication processor for audio codec and telephone management. The VOIP processor **111** may be a Telogy TNETV1050 DSP. The VOIP processor may include a MIPS32 reduced instruction set computer processor and a C55 DSP. The RISC processor software supplies overall system services and performs user

interface, network management, protocol stack management, call processing and task scheduling functions. The DSP software provides real-time voice processing functions such as echo cancellation, compression, pulse-code modulation data processing and tone generation and detection.

[0024] Two 10/100 Base-T Ethernet MAC and PHY are included with integrated layer-2 three-port Ethernet switches. On-chip peripherals include an 8x8 keypad interface, USB controller host, universal asynchronous receiver/transmitter serial interface, a programmable serial port, several general-purpose input/outputs and integrated voltage regulator.

[0025] The integrated dual channel 16-bit voice coder/decoder integrates the critical functions needed for IP phone applications, including two analog-to-digital converters and two digital to analog converters. Other features include analog and digital sidetone control, filter, programmable gain options, a programmable sampling rate, 8-speaker driver, microphone, handset and headset interfaces.

[0026] The VOIP processor **111** may include dual Ethernet MAC and PHY, 10/100 base transceivers. The VOIP processor **111** may include a speaker and microphone for handset, headset, and optional input and output sources. The VOIP processor **111** may include a PC and Palm compatible IrDA transceiver, a RS-232 serial port, a USB host port, general purpose I/O pins for LED and configuration options. The VOIP processor **111** may include synchronous DRAM, 133 MHz up to 128 MB, a standard memory bus, a JTAG port and HP Logic analyzer connectors. Those skilled in the art will recognize that other VOIP processors may be used as suitable.

[0027] VOIP processor **111** may be connected to a VOIP memory **112**. VOIP memory **112** may be a flash memory, SDRAM or other suitable memory devices. The VOIP hardware **111** may be connected to a handset **104** or a cordless base **112** which provides wireless communication with a cordless handset **113**. The VOEP hardware **111** may be connected to manual input devices **102**, a microphone **124**, a speaker **123**. VOIP hardware **111** may be connected to an alpha-numeric keyboard **125**.

[0028] Gateway **110** may be connected to video processor **114**. The video processor **114** is a video codec and LCD panel controller. The VOIP processor **111** may be a TI TMS320DM642 digital signal processor. The digital signal processor may be based on the second-generation high-performance advanced VelociTI very-long-word-instruction (VLIW) architecture. The digital signal processor may provide 4800 million instructions per second at a clock rate of 600 MHz. The DSP offers operational flexibility of high speed controllers and the numerical capability of array processors. A DSP core processor has 64 general purpose registers of 32-bit word length and eight independent functional units including two multipliers for 32 bit word length and six arithmetic logic units. The DSP provides extensions in the eight functional units including new instructions to accelerate performance in video and imaging applications to extend parallelism. The DSP can produce four 32-bit multiply accumulates per cycle for a total of 2400 million MACs per second or eight 8-bit MACs per cycle for a total of 4800 million MACs. The DSP may have application specific hardware logic, on-chip memory and additional on-chip peripherals.



[0029] The DSP typically uses a two-level cache-based architecture. A Level 1 program cache is a 128-Kbit direct mapped cache and a Level 1 data cache is a 128-Kbit 2-way set-associative cache. A Level 2 memory cache consists of a 2-Mbit-memory space that is shared between program and data space. Level 2 memory can be configured as mapped memory.

[0030] The peripheral set may include configurable video ports; a 10/100 Mb/s Ethernet MAC; a management data input/output; a VCXO interpolated control port; a multi-channel buffered audio serial port; an inter-integrated circuit bus module; two multichannel buffered serial ports; three 32-bit general purpose timers; a user-configurable 16-bit or 32-bit host port-interface; a peripheral component interconnect; a 16-ping general-purpose input/output port with programmable interrupt/event generation modes; and a 64-bit glueless external memory interface which is capable of interfacing to synchronous and asynchronous memories and peripherals.

[0031] The DSP may have three configurable video port peripherals. These video port peripherals provide a glueless interface to common video decoder and encoder devices. The DSP video port peripherals support multiple resolutions and video standards. The video ports peripherals are configurable and can support video capture and video display modes. Each video port may include two channels with a 5120 byte capture/display buffer that is split-able between the two channels.

[0032] The DSP may include three video ports including a capture port interfaced with a Philips SAA7115 decoder with integrated multiplexer for NTSC, S-video sources; display port interfaced with Philips SAA7105 NTSC and S-video encoder and a third port dedicated to an LCD panel. The DSP may include Ethernet MAC 10/100 Base-Transceivers. The DSP may include general purpose I/O pins and a JTAG port. The DSP may be a synchronous DRAM 64-bit wide, 133 MHz up to 1GB support. The DSP may include a standard asynchronous memory bus 32 bit. The DSP may include HP logic analyzer connectors for memory bus address, data and control signals. Those skilled in the art will recognize that other DSP processors may be implemented.

[0033] The video processor 114 may be connected to a video memory 128. Video memory 128 may be a flash memory, SDRAM or other suitable memory device. The video processor 114 may be connected to an video decoder 126. Video decoder 126 may be a NTSC decoder. Video decoder 126 may receive video signals from an external source 127 or a video camera 115. The video processor 114 may be connected to a video encoder 129. The video encoder 129 may be an NTSC encoder. The video encoder 129 may be integral with a CSC 133 to provide video signals to an RGB/LCD panel 132. The video encoder 129 may provide video signals to an LCD panel 130 and a CV/S/RGB output.

[0034] The gateway 110, VOIP processor 111 and video processor 114 may be mutually connected to a CPLD decoder 134.

[0035] The broadband information appliance 100 may include smart media access, an infrared transceiver, an unpowered firewire port, fast peripheral ports, a wireless interface, Bluetooth support and a HomePlug interface.

[0036] The broadband information appliance 100 may be an AC powered device, using residential power distribution of 120 VAC at 60Hz or 230 VAC at 50Hz. A power adapter may convert the AC power to 12 volts DC.

[0037] The broadband information appliance typically includes three memory module, particularly the gateway memory 118, the VOIP memory 122 and the video memory 128. SDRAM memory may be connected through each of the direct SDRAM interfaces in the DSP and gateway processors. SDRAM may be rated to operate at 133 MHz and terminated with discrete components. Dedicated SDRAM for each processor may be used.

[0038] With reference to FIG. 4, a system for providing customer service 308 using an A/V telecommunication device 100 is shown. In response to input from a consumer on an A/V telecommunication device 100, a connection is established by the host server 202 between the A/V telecommunication device 100 and a call center 208. The call center 208 will typically communicate with an A/V communication with a human operator. In response to further communication with the user of the AN telecommunication device 100, further media content may be provided by a content provider 204. The media content may be arranged by the human operator at call center 208.

[0039] It will be appreciated by those skilled in the art having the benefit of this disclosure that this invention provides a broadband information appliance. It should be understood that the drawings and detailed description herein are to be regarded in an illustrative rather than a restrictive manner, and are not intended to limit the invention to the particular forms and examples disclosed. On the contrary, the invention includes any further modifications, changes, rearrangements, substitutions, alternatives, design choices, and embodiments apparent to those of ordinary skill in the art, without art, without departing from the spirit and scope of this invention, as defined by the following claims. Thus, it is intended that the following claims be interpreted to embrace all such further modifications, changes, rearrangements, substitutions, alternatives, design choices, and embodiments.

What is claimed is:

1. A method of providing customer service using an A/V telecommunication device comprising the steps of:

receiving a request from an A/V telecommunication device;

establishing a two-way telecommunication connection between the A/V telecommunication device and a call center.

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