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**(71) Applicant(s):**

SONIFI SOLUTIONS, INC. [US/US]; 3900 West Innovation Street Sioux Falls, SD 57107-7002 (US) *(for all designated states)*

**(72) Inventor(s):**

ZERFAS, Matthew, Christopher; 1400 E. 69th Street N. Sioux Falls, SC 57104 (US)

ZDEPSKI, Joel, Walter; 470 Levin Avenue Mountain View, CA 94040 (US)

WOLLMANN, Christopher, Paul; 5504 West 56th Street Sioux Falls, SD 57106 (US)

MARKO, Shaun Eugene; 1179 S. Harvey Avenue Oak Park, Illinois 60304 (US)

ZERR, Derin, Michael; 414 Nihoa Street Kahului, HI 96732-1121 (US)

**(74) Agent(s):**

LINDON, Brent, R.; Sheridan Ross P.C. 1560 Broadway Suite 1200 Denver, CO 80202 (US)

**(54) Title (EN):** METHODS AND SYSTEMS FOR REMOTELY MONITORING CONNECTIVITY AND NETWORK PERFORMANCE IN HOSPITALITY ENVIRONMENTS

**(54) Title (FR):** PROCÉDÉS ET SYSTÈMES DE SURVEILLANCE À DISTANCE DE LA CONNECTIVITÉ ET DES PERFORMANCES D'UN RÉSEAU DANS DES ENVIRONNEMENTS D'ACCUEIL

**(57) Abstract:**

**(EN):** Systems and methods for obtaining network diagnostic information within a hospitality environment are provided. More specifically, application identification information may be received at a diagnostic device, based on the application identification information, a diagnostic application may be received, site configuration may be obtained, the diagnostic application may be configured with the site configuration information, and network diagnostic information may be obtained. The network diagnostic information may then be provided to a remote monitoring server.

**(FR):** La présente invention concerne des systèmes et des procédés pour obtenir des informations de diagnostic de réseau dans un environnement d'accueil. Plus spécifiquement, des informations d'identification d'application peuvent être reçues au niveau d'un dispositif de diagnostic, sur la base d'informations d'identification d'application, une application de diagnostic peut être reçue, une configuration de site peut être obtenue, l'application de diagnostic peut être configurée avec les informations de configuration de site, et des informations de diagnostic de réseau peuvent être obtenues. Les informations de diagnostic de réseau peuvent ensuite être transmises à un serveur de surveillance à distance.

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