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(54) **SYSTEMS AND METHODS FOR ENABLING A MOBILE USER TO NOTIFY AN AUTOMATED MONITORING SYSTEM OF AN EMERGENCY SITUATION**

(75) Inventors: **Thomas D. Petite**, Douglasville, GA (US); **James Davis**, Woodstock, GA (US)

(73) Assignee: **Statsignal IPC, LLC**, Atlanta, GA (US)

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See application file for complete search history.

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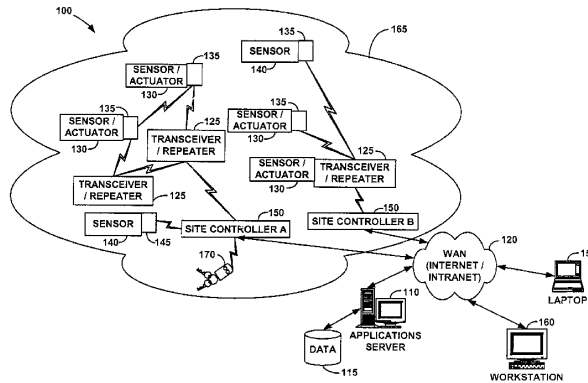
Primary Examiner—Wellington Chin

Assistant Examiner—Soon D. Hyun
(74) *Attorney, Agent, or Firm*—Troutman Sanders LLP; James Hunt Yancey, Jr.; Ryan A. Schneider

(57) **ABSTRACT**

Systems and methods for enabling a mobile user to notify an automated monitoring system of an emergency situation are provided. The automated monitoring system may be configured for monitoring and controlling a plurality of remote devices and may comprise a site controller in communication with the plurality of remote devices via a plurality of transceivers defining a wireless communication network and in communication with a host computer via a wide area network. Briefly described, one such method comprises the steps of: receiving notification that the mobile user desires to initiate transmission of an emergency message to the site controller; determining the identity of the mobile user; and providing an emergency message over the wireless communication network for delivery to the site controller, the emergency message indicating the identity of the mobile user.

21 Claims, 9 Drawing Sheets



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