

23 JULY 2003

200103947-8

ELECTRONIC MESSAGE DELIVERY SYSTEM UTILIZABLE
IN THE MONITORING OF REMOTE EQUIPMENT AND METHOD OF SAME

BACKGROUND OF THE INVENTION

Field of the Invention

The invention relates to monitoring systems, and more specifically to networks for remotely monitoring the condition of devices such as those employed in heating, ventilating, and cooling (HVAC) systems.



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Description of the Related Art

It is desirable to be able to monitor remotely equipment that may require periodic preventive maintenance and/or that may require rapid response time should a catastrophic failure occur. For example, the components of a building's HVAC system must be monitored or checked frequently. Preventive maintenance must be performed on a constant basis, particularly with larger systems. Fault or failure conditions may vary in degrees of severity, however the contractor responsible for maintaining the HVAC equipment should be made aware of each failure in due course. Since a contractor, in all likelihood, is responsible for the care and maintenance of the installations of multiple clients, and since fault conditions may occur at any time of day or night, it is not practical for a contractor to remain on-site all the time. Remote detection at a central location (for example, the contractor's office) of fault conditions is desirable and often crucial. It is also desirable to know the approximate failure rate or frequency of failure of each piece of equipment. One can make installation recommendations as to which model or brand of equipment is best suited for a particular site, and one can anticipate the failure of an already-installed piece of equipment and specific components therein based on how long it is running.



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suited for a particular site, and one can anticipate the failure of an already-installed piece of equipment and specific components therein based on how long it is running.

Some remote monitoring devices have been developed. U.S. Patent No. 5,629,687 to Sutton et al. describes a universal interface for remotely-monitored security or alarm systems. In Sutton et al., a local control unit at a monitored site can, under an event condition, initiate a telephone call to a central control unit to alert a human operator of an event such as an intrusion, fire, or other emergency at the site. The local control unit, via the telephone link, sends a serial number indicative of the specific site and emergency to the monitoring center computer. The monitoring center computer receives the serial number and alerts a human operator as to the emergency. The human operator can then act accordingly, e.g., establish one- or two-way communication with the local site.

U.S. Patent No. 5,748,104 to Argyroudis et al. describes a wireless remote telemetry system which provides real-time reading and remote control of devices such as electricity meters. A home base unit communicates with remote metering units via cellular telephone lines. The home base unit also communicates with a central controller operated by the electric utility. When the utility determines that there is too much load on the power grid, for example, the central controller can send messages to an appliance to turn off. A customer could also remotely activate or deactivate an appliance via a cellular phone through the home base unit.

U.S. Patent No. 5,061,916 to French et al. describes a system for remotely reporting, in graphical format, alarms or other conditions in a building's automation system. Sensors in a building are hooked up via a telephone line to control module which is, in turn, hooked up to a central controller. When a sensor detects a fault condition, graphical information is

compiled at the central controller and transmitted to one or more remote facsimile machines.

All of the above systems and the prior art are limited in scope because they do not allow for sufficient flexibility in routing fault messages to a variety of different potential recipients of such messages via a variety of different media, depending on the urgency or nature of the fault. Also, the above systems and the prior art do not enable customers and contractors to enter or modify such information easily. As an example, a customer that has an HVAC system with a monitoring network may want to send certain non-emergency condition notifications (e.g., filter needs cleaning) to certain individuals (e.g., contractor/maintenance personnel) via a certain medium (e.g., e-mail) and emergency condition notifications (e.g., low or high refrigerant pressure) to other individuals (building owner, contractor, etc.) via other means (e.g., via beeper or other personal communication device). Such a list of who to contact via what means depending on which fault has occurred may be referred to as a "message profile". The conventional device/contractor interface requires a dedicated land line at both the HVAC device and the contractor; that is, the HVAC system requires its own phone line, and the contractor must have a dedicated modem line as well. Moreover, the conventional system does not allow for easy customer modifications to the message profile. The conventional systems also do not allow the user to determine the failure rate of the equipment or to determine which pieces of equipment are best suited for a specific site.

SUMMARY OF THE INVENTION

Accordingly, it is an object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment.

It is another object of the invention to provide a system for remotely monitoring multiple pieces of electrical and/or mechanical equipment in a cost-effective manner.

It is another object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment that can deliver messages to different individuals for different fault conditions.

It is another object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment that can deliver fault notification messages to different individuals for different fault conditions via different electronic media.

It is another object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment in which a customer may interactively modify its message profile.

It is another object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment in which a customer may interactively modify its message profile via the Internet.

It is another object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment which can collect data over time concerning the monitored equipment.

It is another object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment in which a user may interactively alter the operation of a piece of equipment remotely.

It is another object of the invention to provide a system for remotely monitoring electrical and/or mechanical equipment in which the functional logic may be modified.

The above and other objects are satisfied by the invention which is a remote equipment monitoring system and method for monitoring remote equipment. In one embodiment of the inventive method, the steps include determining a state of at least one parameter of at least one piece of remote equipment, communicating messages regarding the state to a central location as incoming messages, and forwarding exception messages based on the incoming messages to at least one user-defined end device.

In another embodiment of the inventive method, a state of at least one parameter of multiple pieces of remote equipment is determined. The state of the parameter of each piece is communicated to one communication substation. The communication substation sends messages regarding the state to a central location as incoming messages. Exception messages are forwarded based on the incoming messages to at least one user-defined end device. Preferably, the step of communicating with the communication substation is performed over a local radio network, and the step of communicating messages to a central location is performed over a cellular network.

The invention also includes a method of monitoring remote heating, ventilating, and cooling equipment. In the inventive method, a state of at least one parameter of at least one piece of remote equipment is determined. Messages are communicated regarding the state to a central location as incoming messages. Outgoing exception messages are forwarded based on the incoming messages to at least one user-defined communication device. At least one of the incoming messages and outgoing exception messages are stored at the central location. An information data base is created about the remote equipment being

monitored by enabling the stored messages to be sortable by at least one equipment criterion, such as brand, model, installation date, site climate, site weather conditions, etc.

The inventive system includes a sensor in communication with a piece of remote equipment, and an interface unit, connected to the sensor, having a message generating mechanism. A central computer server is in communication with the interface unit and is adapted to receive messages generated by the interface unit. When the sensor detects an exception condition in the piece of remote equipment (i.e., an operating condition that is either out of the ordinary or beyond nominal parameters), the interface unit generates an incoming exception message and forwards the message to the server. The server forwards at least one outgoing exception message to at least one predetermined user-defined end device based on the incoming exception message.

In another embodiment, the inventive system includes sensors each respectively in communication with pieces of remote equipment, local transmitters each respectively connected to the sensors that send respective signals from the sensors, and an interface unit, receiving the signals, the interface unit having a message generating mechanism. A central computer server is in communication with the interface unit and is adapted to receive messages generated by the interface unit. When a sensor detects an exception condition in its piece of remote equipment (i.e., an operating condition that is either out of the ordinary or beyond nominal parameters), the local transmitter sends a signal to the interface unit. The interface unit generates an incoming exception message and forwards the message to the server. The server forwards at least one outgoing exception message to at least one predetermined user-defined end device based on the incoming exception message.

Preferably, the local transmitter is a radio frequency (RF) transmitter and the interface unit communicates to the server via cellular telephone or digital PCS means.

In another embodiment of the inventive method, the respective states of a plurality of parameters of at least one piece of remote equipment, such as heating, ventilating, and cooling equipment, are determined via a plurality of sensors. The information detected or gleaned from the sensors is grouped via ladder logic, preferably in the form of a programmable logic controller (PLC). Messages regarding the grouped information are communicated from the remote equipment to a central location as incoming messages. Outgoing exception messages are forwarded based on the incoming messages to at least one user-defined communication device.

In another embodiment, the inventive system includes a plurality of sensors each monitoring a different parameter of the remote equipment. An interface unit is provided having a PLC connected to the sensors; the PLC performs Boolean expressions on signals received from the sensors and has a predetermined configuration. The interface unit also has a message generating mechanism. The system also includes a central computer server in communication with the interface unit adapted to receive messages generated by the interface unit. When the sensors detect an exception condition in the remote equipment, the PLC of the interface unit performs Boolean expressions on the signals in accordance with its predetermined configuration, and the interface unit generates an incoming exception message and forwards the message to the server. The server forwards at least one outgoing exception message to at least one predetermined user-defined communication device based on the incoming exception message.

In all of the embodiments, the system can contact a customer or contractor via a number of different media (fax, e-mail, pager, etc.) in case of an equipment failure. The contractor can determine which people to contact and which medium to use for which equipment failure. For example, if the condition is not very serious (e.g., filter needs cleaning), the contractor can set up the system to send a message via e-mail; if, however, it is serious (e.g., low/high refrigerant pressure), then the system can page the contractor and/or send a text message over his personal communication service (PCS). Also, the system includes the capability to send multiple messages to multiple recipients via differing media simultaneously for a given exception condition. Preferably, the system includes a centralized electronic message delivery device or server that routes the various incoming exception messages to the desired individuals via the desired electronic media in accordance with the predetermined message profile. More preferably, the contractor or consumer can access the centralized message server via the Internet and modify the message profile through software on the device.

BRIEF DESCRIPTION OF THE DRAWINGS

Fig. 1 is a schematic of a preferred embodiment of a system according to the invention.

Fig. 2 is a schematic of a preferred embodiment of a link between the monitored equipment and the system according to the invention.

Figs. 3a-d are schematics of links between an end-user's machine and the system according to the invention.

Fig. 4 is a schematic of a preferred embodiment of the electronic message delivery server according to the invention.

Fig. 5 is a flow chart depicting the operation of the system according to the invention.

Fig. 6 is a schematic of a local RF network linking several pieces of equipment together in accordance with the invention.

Fig. 7 is a ladder logic diagram in accordance with the invention for an exemplary air conditioning unit.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENTS

Equipment that needs to be monitored frequently, such as HVAC equipment, preferably operates within certain acceptable parameters. Some of these parameters are more crucial to the operation and/or life span of the equipment than are other parameters. For example, a low battery condition might be a lot less serious than a low coolant level condition. Whenever a piece of equipment operates outside its preferred parameters, an "exception" condition is created or said to exist. An exception condition can also be indicative of a regularly scheduled event occurring too often, too infrequently, or not at all. An exception condition could also be indicative of a measured value being beyond the design specification for the equipment.

When a monitored piece of equipment detects an exception condition, it activates its interface to the cellular phone network. The interface effectively acts as a cell phone in a roaming condition. The interface "attempts" to make a telephone call; because it is not recognized as being a resident of the local cell, the local cell (via the cellular network or

mobile switching center) contacts the "home cell" of the interface to insure that the interface is in good standing to complete the "call." There really is no home cell; in actuality, what is taking the place of the home cell of a cellular telephone is a message routing service such as those provided by Aeris or Bell South Cellemetry. When the local cell is contacting the message routing service, it transmits the following information: the serial number of the interface; the multi-digit "phone number" assigned to the interface; and the multi-digit phone number that the interface is "attempting to call." The message routing service tells the local cell that the interface is okay and should not be blacklisted, that the call need not go through, and that the interface should be removed from the "okay to roam" list immediately.

The interface is not really trying to call anyone; the multi-digit phone number it was trying to call represents a multi-digit code of information that is being sent to the message routing service and may represent fault information (e.g., 212-555-1212 means "filter needs cleaning"). The phone number assigned to the interface (which is also sent along with the phone number it is "trying to contact") may not only indicates which unit is doing the transmitting but may also convey fault information, since many of the devices being monitored do not have a large number of different fault conditions. This type of technology, in which information is transmitted in the handshaking portion of a cellular transmitter communicating to a local cell, appears in U.S. Patent Nos. 5,594,740 to LaDue and 5,546,444 to Roach, Jr. et al., and is commonly referred to as using control channel data. In LaDue (the Aeris version), the exception or status information is embedded in the digits of the "phone number" the interface is allegedly calling (the "dialed digits"); in Roach, Jr. (the Bell South Cellemetry version), the exception or status information is embedded in

the electronic serial number (ESN) of the interface, a number which identifies the physical hardware of the device. The information which identifies which interface has sent a message may be embedded in the mobile identification number (MIN) assigned to the interface unit. In the Aeris system, the ESN may also contain interface identification information.

The present invention expands on this technology and includes the message delivery technique mentioned above. The Aeris or Bell South Cellemetry router transmits the exception data to the inventive message delivery system which forwards the information to the contractor who is responsible for maintaining the faulty equipment. The contractor is provided with an account on the message delivery system that he can access via the Internet. The contractor sets up the specific parameters of which exception conditions are reported to which individuals. The contractor also sets up by which media (fax, e-mail, PCS) these individuals are to be notified. Multiple individuals may be alerted as to a exception condition. All of this data constitutes the contractor's message profile. For example, both the contractor and the owner of the premises might be signaled if there is a low/high refrigerant condition, however perhaps only one of them would be notified if a filter required cleaning. The user may also set, as part of the message profile, that different messages be delivered to different individuals at different times of the day, week, month, season, or year. For example, a high priority exception message may be directed to one repair/maintenance entity during regular business hours but be directed to a different repair/maintenance entity at night. Similarly, the same person could be contacted by different means (e.g., fax or PCS) at different times. The content of the messages may also vary as a function of time.

In addition to notifying contractors when a problem arises, the interface may be programmed to check in once a day with an "all systems okay" message. This "okay" message also gets routed to the message delivery system. However, instead of being handled by an exception message subroutine in the message delivery system –the portion of the system which handles the above-mentioned fault messages–, the "okay" message is checked by a missing message subroutine. The missing message subroutine checks the entire list of HVAC interfaces that are supposed to signal "okay" from the message delivery system database. The missing message subroutine compares the entire list to the list of HVAC interfaces that actually checked in as "okay". If an interface failed to check in "okay", the message delivery system sends out the appropriate messages to the proper individuals via the selected media, all in accordance with the user's message profile lodged in the user's account with the message delivery system. The periodic "okay" or status message is not merely limited to providing a status "heartbeat" for the equipment but may also be employed to transmit information about the monitored piece of equipment. As will be explained below, the status message only requires a portion of its digits to convey equipment identification information, thus allowing other information to be transmitted as well. For example, the status message may include statistical information about the equipment such as how many cycles it has performed since the last message, the run time of the motor, etc. The status message may also serve as a reminder for routine maintenance, or it may report very minor or low-priority conditions that are not time sensitive.

The format of the message sent from the failing device to the local cell to the router to the message delivery system is a multi-digit code. The first digit can be for message format (e.g., status message, exception message, etc.). The sub-address is a digit or two

reserved to identify to which unit that a transceiver interface is assigned is experiencing an exception condition; i.e., one transceiver interface may be assigned to a building having nine HVAC units, all connected to the transceiver via a bus line, or one interface may be part of a local RF network where each of multiple HVAC units has its own transmitter. The final digits would indicate the specific exception condition. The multi-digit message received by the message delivery system is normalized, converted into a regular text message, and forwarded to the user/contractor. Information can also include model, brand, installation date, and climate and weather data for the site. Alternatively, much of this type of equipment criteria can be stored at the central data base so that only the equipment identification information need be transmitted.

A number of pieces of equipment may be linked to a single cellular interface via a local RF network. This is advantageous because many buildings have multiple pieces of HVAC equipment, and the provision of each piece with its own cellular interface is expensive. The deployment of a local RF network is also advantageous when the multiple HVAC units are fairly remote and a hardwired connection to a common bus line would be impractical or impossible.

Description will now be given of the preferred embodiments with reference to Figs. 1-7. Figure 1 shows an overall view of the inventive system 50. An existing piece of equipment may be monitored, for example; an air-conditioner 2, boiler 3, motor starter 4, heater 5, or any other piece of equipment they may be desired to be monitored. The existing piece of equipment is fitted with an interface unit 10. Periodically, the interface unit 10 sends to the message delivery server 1 a status signal to let the message delivery server 1 know that the equipment being monitored and the interface unit 10 are functioning

correctly. When a predetermined exception condition occurs in the piece of equipment being monitored, the interface unit 10 sends an incoming exception message to the message delivery server 1. The message delivery server 1 then routes the message as an outgoing exception message to the appropriate user interface; e-mail 6, fax 7, pager 8, voice 9, etc., according to the message profile as configured by the user of the system 21 via the Internet 122.

The inventive system can be deployed on existing pieces of remote equipment. Various sensors can be added to an air conditioner, a boiler, etc. that can detect various conditions. For example, in an air conditioner, different sensors can be provided throughout the system each to detect a different condition such as low or high pressure, a condensate spill, air flow, fan motion, compressor function, etc. Any and all conventional sensors are contemplated as being usable in the invention, including but not limited to pressure sensors, pitot tubes, motion sensors, photosensors, electrical resistance sensors, moisture sensors, magnetic sensors, and the like.

Whether the sensors are built into the HVAC unit or added later, the various sensors in a monitored piece of equipment are preferably arranged in ladder logic configurations in programmable logic controllers (PLCs). Each sensor is responsible for detecting a certain condition or monitoring a certain parameter. These sensors can be grouped via Boolean logic operators (AND, OR, XOR, NOT, etc.) to provide the circumstances under which an exception condition is defined.

An example of such a ladder logic PLC for a typical air conditioning unit is shown in Fig. 7. Each of sensors 602-609 monitors a different condition/parameter of the unit. Sensor 604 detects low pressure in the coolant, sensor 605 detects high pressure in the

coolant, sensor 606 detects if the fan is working, sensor 607 detects if the compressor is working, sensor 608 determines if a condensate spill has occurred, and sensor 609 detects if the compressor is working. Some of the logic is direct and simple. For example, if sensor 605 detects a high pressure condition, high pressure message 101 is sent via the message generating mechanism of interface unit 10. Similarly, if sensor 608 detects a condensate spill, message 102 is sent.

Other rungs of the ladder are more complex. For example, in line F, if sensor 606 detects that the fan is working, timer 1 is activated; if no air flow is detected by sensor 609 before timer 1 times out, the "no air flow" message 104 is sent. If, in line H, sensor 606 detects no fan operation and sensor 609 detects no air flow but sensor 607 detects proper compressor function, and timer 3 times out, "compressor w/ no fan or air flow" message 105 is sent (line I). As another example, message 107 is sent out if sensor 602 detects a logic 0 in "aux 1" input and dip switch 4 is closed (logic 1) by activating relay 1 in line P. Alternatively, if sensor 602 detects a logic 1 in "aux 1" and dip switch 4 is open (logic 0), a message will be sent. In either case, a message 107 is sent in line O.

The dip switches are provided to allow certain portions of the logic to be disabled if a customer is not interested in receiving a certain type of message. For example, a sensor could be set to detect if a compressor is cycling fast and to send a "fast cycle" message in that event. However, if the user has the compressor deliberately set up to cycle fast, the user will not want to receive a constant stream of messages informing him that the compressor is cycling fast. Instead, a dip switch can be set to disable that message from being sent. The conventional dip switch is adjustable on-site. The invention contemplates also enabling the

user to set up virtual dip switches via the Internet at a central server as will be explained below.

Each PLC can be different for each unit, type of unit, brand, model, etc. The PLC may be hard wired at the remote installation site. Alternatively, the various sensors can be linked via computer software at a web site that interacts with system 21. For example, instead of sending out a low pressure message 100 for a low pressure condition and a high pressure message 101 for a high pressure condition, a user can OR the outputs of sensors 604 and 605 together for the sending out of an "abnormal pressure" message. A user can adjust a logic ladder in the same or similar fashion as one would edit a message profile, e.g., by menu-driven websites, by an automated telephone response system, etc. The user can, of course, request an initial hardwired configuration of the system installer and have that adjusted on-site as needed.

In Fig. 1, each piece of equipment 1-4 is provided with its own interface unit 10. Another configuration is shown in Fig. 6. As shown in Fig. 6, four air conditioners 2A-D are each provided with sensor 600 and an RF transmitter 601. When an exception condition is detected by sensor 600, or if after a certain period of time, no exception condition is detected, transmitter 601 transmits an RF signal 610 to a common interface unit 10A. Common interface unit 10A includes antenna A for receiving signals 610. Unit 10A sends incoming messages to the electronic message delivery server 1 via link 11 in the same manner as shown in Fig. 1.

Messages from some of the interface units 10 may be delivered by means of wireless transmission over the cellular telephone network (see US Patent Nos. 5,594,740 and 5,546,444). Figure 2 is a detailed view of link 11 shown in Figure 1. A message is

transmitted from the cellular interface unit 10a via a radio frequency link 13 to a nearby cellular transceiver site 14, the message is then routed to the cellular network or mobile switching center (MSC, e.g., a cellular carrier such as Bell Atlantic) 16 where the message is then delivered via data circuits 17 and via router 51 (e.g., Bell South Cellemetry or Aeris) to the message delivery server 1. As will be clear from the discussion of Fig. 4, reference numerals 11a and 11b refer to different types of links. Specifically, link 11a is for receiving incoming exception and status messages from interfaces 10 which are in regions wired for sending data via the dialed digits control channel; link 11b forwards messages along the ESN channel to the message server 1.

Based on the configuration of the user's message profile, the outgoing exception message (or messages) is then delivered to the specified end device or devices. Figures 3a-d show a more detailed view of the various outbound links 12a-d that connect the server 1 to the various electronic media. In Fig. 3a, server 1 sends the message over a telephone line 18a to the Internet 122 and deposits the message in the user's e-mail box 6. In Fig. 3b, server 1 sends the message over a telephone line 18b through the public telephone switched network (PTSN) 19 to the user's fax machine 7. In Fig. 3c, server 1 sends the message over a telephone line 18c to the user's pager service 53 and thence to the user's pager or PCS 8. In Fig. 3d, server 1 sends the message over a telephone line 18d through the PTSN 19 to the user's voice mail box 9. The same message may also be sent to a number of other devices as configured by the user 121 over the Internet 122. The same message that is being sent to a fax machine 7 as described above may also simultaneously be sent to an e-mail 6 recipient via the Internet. Preferably, different messages can be sent to different individuals

simultaneously for the same fault condition; for example, the owner of the premises may receive a less-detailed message than the contractor.

A user's message profile can also be configured to store messages on server 1 for delivery at a later time or after certain conditions are met. For example, a contractor may not want his beeper activated every time server 1 receives an incoming exception message. The user profile can be configured to deliver messages on groups or only after several messages have accumulated for the same user/contractor. Optionally, an outgoing exception message may be generated only after several of the same type of incoming message are received; a portion of the memory of server 1 may be devoted to the storing and/or accumulating of messages. Alternatively, a single outgoing exception message may be generated in response to several incoming messages.

In the same way the user profile can be configured, the user can configure virtual dip switches to enable or disable certain error messages. Conventional hardwired dip switches must be adjusted on site at the remote equipment. Virtual dip switches are software subroutines stored in server 1 which allow the user to toggle on or off certain portions of the ladder logic of the PLCs controlling the sensors of the remote equipment. According to the invention, the user can go to a website on the Internet 122 and, through menu-driven commands, enable or disable sections of the ladder logic just as he would be able to by flipping conventional dip switches at the installation site of the remote equipment. Additionally, the user will be able to configure the logic of the PLC remotely via the Internet as well.

A user may also control the functioning of a remote device in this way, via the Internet. The user can enter commands at the website or other Internet interface, and those

commands are forwarded to the server 1. In accordance with the user profile, for example, in the same way that exception messages are sent out via links 12a-d, a command message may be sent to the remote device through interface unit 10. Such command messages allow the user to activate, deactivate, and otherwise control the appliance. The interface unit 10 can receive these command messages because the means by which the unit 10 communicates with the server, e.g., the cellular telephone network, is bi-directional. As a result of this bi-directionality, incoming links 11a-d may also be used to communicate with the devices through their respective interface units 10.

Figure 4 shows the details of the message delivery server 1. In the preferred embodiment, server 1 includes four hardware devices 200, 300, 400, and 500. Device 200 is responsible for receiving incoming messages, processing them in accordance with the user's preferences, and routing them for output. Messages may be temporarily stored or accumulated on device 200 before being transmitted to the user if the user's message profile is set up accordingly. Device 300 enables the user 121 to access server 1 and create or edit his message profile residing in relational data base 21 of device 200. Device 400 includes the various drivers 33 which are responsible for transmitting the various messages to the various media (fax, e-mail, etc.). Device 500 includes billing computer 38 for keeping track of the charges and fees associated with the user's use of the service.

At the core of server 1 is a relational data base 21. Incoming messages are received by a specific service designed to handle both the transport method and message formatting. Every interface unit 10 is provided, like a cellular telephone, with an electronic serial number (ESN, to identify the specific interface unit sending the message) and a mobile identification number (MIN, similar to a cellular telephone's phone number). In some

instances, the exception or status information is embedded in the dialed digits the interface transmits. The dialed digits control channel module 25 specifically receives messages that are encoded in the control channel's dialed digits (see US Patent 5,594,740). The ESN control channel module 24 receives messages that are encoded in the electronic serial number of the message (US Patent 5,546,444). It is preferable to have both a dialed digits module 25 and an ESN module 24, because some geographic regions employ dialed digit data coding, while other regions employ ESN data coding. Information may be transmitted via the MIN of the interface 10 and also received by message delivery server 1. Services are also available to receive messages for analog modems connected to the public telephone switched network 23, and the cellular digital packet data network 22. As additional methods of transmitting data become available, they can be added to the services layer.

All incoming messages are normalized at the normalization module 26 so that all incoming messages can then be processed without regard to their incoming medium. All incoming messages are passed to the normal message subroutine 27, exception messages are passed on for processing and routing via the user's configuration through the data base 21, and periodic status messages are queued. The missing message subroutine 28 compares received status messages with a list of expected messages. Status messages that are not received have an error message generated by the missing message subroutine 28 which are then delivered as configured by the user in his message profile as recorded in the relational database 21.

Messages to be delivered are placed in a message queue 32; as message traffic permits the appropriate drivers 33 request messages from the message queue 32 and route the messages over the appropriate transport. Numeric pages, faxes, voice and DTMF 34 are

sent over the PTSN 12b-d, e-mail 35 is sent over the Internet 122. When a driver 33 has successfully delivered, a record is made in the data base 21 by the delivery confirmation subroutine 31 showing time and date of successful deliveries. Undeliverable messages are routed back to the database for generation of undeliverable message errors.

Users 121 connect to an Internet information server 30 via the Internet 122. The Internet information server presents to the user the information pertaining to that user's interfaces. Requests to alter the user's data are passed through active server pages 29 to protect both the integrity and security of the data base 21. All messages and transactions that pass through the system are logged in section 36, the transaction and message logs are then interfaced by section 37 to a billing system 38.

A portion of the memory in relational data base 21 is preferably used to compile data regarding the devices being monitored over time. Such data is sortable by any number of different criteria, including brand of equipment, specific models of equipment, installation date (and thus the age of the equipment), the general local climate in which the equipment is installed (e.g., arid, humid, warm, rainy, etc.), local weather conditions in a given period of time, and the like. This information is usable in a number of different ways. A user can log in via the Internet, for example, and find out the maintenance history of his specific units to see which are the most reliable or most unreliable. Alternatively, a user can check to see which brands or models generally are the most reliable for any given conditions (age, climate, weather, etc.). Additionally, the information may be collated and processed by the operator of data base 21 and published by any number of different criteria. Any of the various messages may be stored for this purpose, e.g., the incoming messages from the

interface units, the normalized messages output from the normalization module, the outgoing messages, normal status messages, etc.

An example of the system's operation is as follows. When a user-contractor 121 first signs up with the system 50, he receives an account on the electronic message delivery server 1. Via the Internet, the contractor 121 is prompted through software to enter the pager numbers, cellular telephone numbers, facsimile machine numbers, and Internet addresses of any individuals who are to be contacted in the event of an exception condition in building equipment 2-5 for which the contractor is responsible. The user-contractor 121 may also set the software to notify him of the periodic successful routine status check messages conveyed from equipment 2-5.

Fig. 5 depicts a flow chart of the basic steps that occur when a message is received by server 1. At step S1, the message is received. At step S2, normalization module 26 removes the required elements from the incoming message and arranges them in a normalized format and stores them as a record in a table. Server 1 can now examine a specific element in a message of any received media type. At step S3, it is determined what type of error message has been received. If it is an exception message that requires immediate action, it is passed onto a process to begin configuration of a readable message at step S4 for delivery at step S5. If not, server 1 determines if the received message is a "unit checking in" or a "system ok" status message at step S6. If the user has his message profile so configured, a storing/accumulating step (not shown) may occur between steps S4 and S5. Undefined messages are handled at step S7. If it is configured as a periodic message received to indicate normal operation of a unit, the message is stored at step S8 for use at a later time. Periodically, the list of units that have reported in at step S8 and the list of active

units expected to report in (part of database 21) are compared at step S9. Units on the active list that do not appear on the checked-in units list are processed, and units that failed to report in have messages created at step S10. These messages are then posted for further processing and message delivery at step S5.

In the example given, suppose boiler 3 breaks down in a non-catastrophic manner. The fault condition is detected by a sensor (not shown) and encoded to interface 10. Interface 10 transmits a radio message via link 13 to a local cell site 14, which contacts data circuits 17 via cellular network 16. Circuits 17 forward the message to message server 1. If the message is transmitted by the cellular telephone network 16, the ESN arrives via link 11b to ESN channel 24; alternatively, the dialed digits information arrives via link 11a to dialed digits channel 25. The message is normalized in normalization module 26 and passed along to the normalized message process module 27. Module 27 selects the user's message profile from relational database 21 and in accordance therewith, determines what message gets sent to whom and by which medium. Alternatively or in addition, multiple fault conditions may be linked together via user-configurable ladder logic.

The invention is not limited to the above description but rather is defined by the claims appearing hereinbelow. Modifications to the above description that include that which is known in the art are well within the scope of the contemplated invention. For example, the invention is designed to be adaptable to all forms of electronic communication, be they cellular telephone, land line telephone, electronic mail, facsimile, text page, voice mail, etc. All forms of electronic media are contemplated as being within the scope of the invention. Also, multiple formats of incoming and outgoing messages are contemplated as included within the scope of the claims and the invention. The user can adjust the format

and content of the messages he receives by setting up his message profile accordingly. The invention is also not limited to use in monitoring HVAC equipment but is contemplated to be useful for maintaining all forms of remote equipment. For example, the inventive system and method would prove extremely expedient in monitoring and replacing warning lights on cellular towers, radio transmitter towers, and other remote structures.

What is claimed is:

1. A method of monitoring remote equipment comprising the steps of:
 - a) determining a state of at least one parameter of at least one piece of the remote equipment;
 - b) communicating a message indicative of the state from the piece of remote equipment to a computer server as an incoming message;
 - c) enabling a user to remotely configure or modify a user-defined message profile containing outgoing message routing instructions, the user-defined message profile being storable on the computer server;
 - d) determining whether an incoming message is an incoming exception message indicative of improper operation of the piece of remote equipment;
 - e) if it is determined in step d) that an incoming message is an incoming exception message, forwarding at least one outgoing exception message based on the incoming message to at least one user-defined communication device specifiable in the user-defined message profile,wherein the user can remotely configure or modify the user-defined message profile by remotely accessing the computer server.
2. A method according to Claim 1, wherein said step b) further comprises the step of communicating a plurality of incoming messages to the computer server via one of a plurality of different communication media.

3. A method according to Claim 2, further comprising the step of normalizing the incoming messages into a uniform format to create normalized messages, wherein the outgoing exception messages are generated based on the normalized messages.
4. A method according to Claim 1, wherein the at least one parameter is at least one of an exception condition and a normal status condition.
5. A method according to Claim 1, wherein step (e) further comprises the step of determining whether an incoming message is a normal status message indicative of proper operation of the piece of remote equipment.
6. A method according to Claim 1, wherein the remote configuring or modifying of the message profile enabled in step c) is performed by the user via the Internet.
7. A method according to Claim 1, wherein the remote configuring or modifying of the message profile enabled in step c) further comprises the steps of:
 - 1) selecting at least one type of user-defined communication device to which outgoing exception messages are to be forwarded;
 - 2) selecting specific user-defined communication devices of the types selected in step 1); and
 - 3) determining the content of the outgoing exception messages forwarded in step d).
8. A method according to Claim 5, wherein if the incoming message is determined in step d) to be a normal status message from the remote equipment indicating proper

operation of the equipment, the method further comprises the step of i) storing the normal status message in a normal status memory.

9. A method according to Claim 8, further comprising the steps of:

j) providing a main list having information identifying all pieces of the remote equipment being monitored;

k) comparing the contents of the normal status memory with the main list to determine whether a normal status message was not communicated within a predetermined period of time for any pieces of the remote equipment being monitored; and

l) generating an outgoing exception message in accordance with the message profile for each piece of equipment identified in step k) as not having sent a normal status message.

10. A method according to Claim 1, wherein the computer server includes a database in which a plurality of message profiles may be stored, and wherein the remote configuring or modifying of the message profile enabled in step c) is performed by the user via the Internet.

11. A method according to Claim 1, wherein the at least one remote communication devices specifiable by the message profile include at least one of a facsimile machine, an e-mail receiving device, a cellular telephone, a beeper, a pager, a PCS device, and a telephone.

12. A method according to Claim 2, wherein the plurality of communication media of step b) includes at least one of a cellular telephone network, radio transmissions, telephone lines, and the Internet.

13. A method according to Claim 1, wherein step e) further comprises forwarding multiple outgoing exception messages to multiple user-defined communication devices in response to a single incoming message in accordance with the user-defined message profile.

14. A method according to Claim 1, wherein step e) further comprises forwarding a single outgoing exception message to a user-defined communication device in response to multiple incoming messages in accordance with the user-defined message profile.

15. A method according to Claim 1, further comprising the step of storing a plurality of user-defined message profiles on the computer server.

16. A method according to Claim 1, wherein the remote equipment includes heating, ventilating, and cooling equipment.

17. A method according to Claim 1, wherein said step b) further comprises the step of communicating in the incoming message an identification code of the piece of remote equipment to which the incoming message pertains.

18. A method according to Claim 17, wherein said step e) further comprises the step of forwarding the identification code in the outgoing exception message to the at least one user-defined communication device in accordance with the user-defined message profile.

19. A method according to Claim 1, wherein step c) further comprises the step of enabling selection of different user-defined communication devices to receive outgoing exception messages at different time periods in accordance with the message profile, the message profile being definable to have the exception messages forwarded to different specified remote communication devices at different times.

20. A method according to Claim 1, wherein step c) further comprises the step of enabling selection of different user-defined communication devices to receive outgoing exception messages at different time periods.

21. A method according to Claim 5, wherein each normal status message includes operational information concerning the piece of remote equipment to which the normal status message pertains.

22. A system for monitoring remote equipment, comprising:

a sensor in local communication with a piece of remote equipment, said sensor detecting a state of at least one parameter of the piece of remote equipment;

an interface unit, locally connected to said sensor, said interface unit having a message generating mechanism; and

a computer server in remote communication with said interface unit, said server, adapted to receive messages generated by said interface unit, said computer server having a user interface, a user being capable of remotely accessing said computer server via said user interface to remotely configure a user-defined message profile containing outgoing message routing instructions,

wherein when said sensor detects an exception condition in the piece of remote equipment, said interface unit generates an incoming exception message indicative of the exception condition and forwards said message to said server,

and wherein said server forwards at least one outgoing exception message to at least one predetermined user-defined remote communication device based on said incoming exception message as specified in said user-defined message profile.

23. A system according to Claim 22, wherein said message generating mechanism of the interface unit forwards said incoming exception messages to said computer server via at least one of a plurality of communication media, said media comprising at least one of a cellular telephone network, radio transmissions, telephone lines, and the Internet.

24. A system according to Claim 23, said server comprising a normalization module, wherein said server receives said incoming exception messages from said interface unit and said normalization module normalizes said incoming exception messages into a uniform format to create normalized messages, wherein said outgoing exception messages are generated based on said normalized messages.

25. A system according to Claim 22, wherein said sensor monitors at least one parameter of said piece of remote equipment, wherein the at least one parameter is at least one of an exception condition and a normal status condition.

26. A system according to Claim 22, said system monitoring a plurality of pieces of equipment, each piece having an identification code, said server further comprising:

a first memory on which equipment identification codes of all monitored equipment are stored;

a second memory in which communication device identification codes of all of said user-defined communication remote devices are stored, said communication device identification codes being configured in a plurality of said user-defined message profiles.

27. A system according to Claim 26, wherein said user interface is in communication with said second memory so that users can create or edit said user-defined message profiles remotely from said server.

28. A system according to Claim 27, wherein said user interface enables a user to configure a user-defined message profile to select at least one type of communication device to which outgoing exception messages are to be forwarded, select specific user-defined communication devices of the types selected, and determine the content of said outgoing exception messages forwarded by said server to said user-defined communication devices.

29. A system according to Claim 22, wherein said remote communication devices include at least one of a facsimile machine, an e-mail receiving device, a cellular telephone, a beeper, a pager, a PCS device, and a land line telephone.

30. A system according to Claim 26, wherein said interface unit periodically generates a normal status message if said sensor to which said interface unit is connected detects a normal status condition indicative of proper operation of said respective piece of equipment to which said sensor is connected, said normal status message including an equipment identification code of said respective piece of equipment.

31. A system according to Claim 30, said server further comprising:

a third memory for storing said normal status messages;

a comparator processor in communication with said first and third memories adapted to identify which of said pieces of monitored remote equipment having an identification code stored in said first memory did not communicate a normal status message stored in said third memory within a predetermined period of time; and

a server message generator in communication with said comparator processor adapted to generate an outgoing exception message for each piece of equipment identified by said comparator processor, said outgoing exception message being forwarded by said server to at least one of said user-defined communication devices specified by at least one of said user-defined message profiles.

32. A system according to Claim 30, said server further comprising a normalization module, wherein said server receives said incoming exception messages from said interface

unit and said normalization module normalizes said incoming exception messages into a uniform format to create normalized messages, wherein said outgoing exception messages are generated based on said normalized messages.

33. A system according to Claim 26, said interface unit comprising a plurality of remote interface units, wherein each of said plurality of remote interface units is locally respectively connected to a single piece of said remote pieces of equipment.

34. A system according to Claim 26, said interface unit comprising a plurality of remote interface units, wherein each of said plurality of interface units is locally connected to a plurality of sensors which are in turn respectively connected to a number of said remote pieces of equipment.

35. A system according to Claim 26, wherein said user-defined message profiles are each remotely configurable by a user to cause said server to forward a plurality of said outgoing exception messages in response to receipt of a single incoming exception message in accordance with the user-defined message profile.

36. A system according to Claim 26, wherein said user-defined message profiles are each remotely configurable by a user to cause said server to forward a single of said outgoing exception messages in response to receipt of multiple incoming exception messages in accordance with the user-defined message profile.

37. A system according to Claim 31, wherein said computer server is adaptable to forward a plurality of said outgoing exception messages for each piece of equipment identified by said comparator processor in accordance with the user-defined message profile.

38. A system according to Claim 22, wherein said incoming exception message comprises exception information and identification information concerning said piece of remote equipment.

39. A system according to Claim 38, wherein said outgoing exception message comprises exception information and identification information concerning said piece of remote equipment to which said normal status message pertains.

40. A system according to Claim 30, wherein said normal status message further comprises operational information of said piece of remote equipment to which said normal status message pertains.

41. A system according to Claim 31, said computer server further comprising a fourth memory upon which outgoing exception messages are stored.

42. A method for monitoring remote equipment comprising the steps of:

a) determining a state of at least one parameter of at least one piece of the remote equipment;

- b) communicating a message indicative of the state to a computer server as an incoming message, the incoming message having a respective incoming format;
 - c) normalizing the incoming message to form a corresponding normalized message having a predetermined uniform format;
 - d) storing the normalized message in a normalized message database on the computer server;
 - e) determining from the incoming message whether at least one exception message related to the incoming message is to be sent to at least one remote communication device specified by a plurality of message profiles stored at the computer server;
 - f) if it is determined in step e) that at least one exception message related to the incoming message is to be sent, deriving the at least one exception message from the stored normalized message corresponding to the related incoming message and the message profiles, the at least one exception message derived thereby having a respective format suitable for reception by the at least one remote communication device to which the at least one exception message is to be sent; and
 - g) sending the at least one exception message derived in step f) to the at least one remote communication device specified by the message profiles,
- wherein the message profiles may be created or modified at least in part by a user by remote access of the computer server.

43. A system for monitoring remote equipment, comprising:

- a sensor in communication with a piece of the remote equipment for detecting the state of at least one parameter thereof;

an interface unit, coupled to said sensor, said interface unit having a message generating mechanism for generating messages indicative of the state of the at least one parameter of the piece of the remote equipment; and

a computer server in communication with said interface unit, said server comprising:

a message interface for receiving messages generated by said interface unit;

a message normalizer for normalizing each one of the messages received from the interface unit to form corresponding normalized messages having a predetermined uniform format;

a normalized message database for storing normalized messages, including normalized messages from the message normalizer;

a message profile database for storing a plurality of message profiles;

a message processor for determining from each one of the messages received from the interface unit whether at least one exception message related to the received message is to be sent to at least one remote communication device specified by the message profiles;

an exception message generator for deriving the at least one exception message determined to be sent by the message processor to the at least one remote communication device, the at least one exception message being derived from a normalized message corresponding to the related message received from the interface unit and the message profiles, the at least one exception message derived thereby having at least one respective format suitable for reception by the at least one remote communication device to which the at least one exception message is to be sent;

a message interface for sending the at least one exception message derived by the exception message generator to the at least one remote communication device specified by the message profiles; and

a user interface for enabling a user at a remote location to create or modify at least a portion of the message profiles in the message profile database,

wherein when said sensor detects an exception condition in the piece of remote equipment, said interface unit generates an incoming message indicative of the exception condition and forwards said message to said server.

44. A method of monitoring multiple pieces of remote equipment comprising the steps of:

a) determining respective states of at least one parameter of each one of the multiple pieces of remote equipment;

b) communicating information indicative of the respective states from the multiple pieces of remote equipment to a communication substation;

c) communicating messages regarding the respective states from the communication substation to a computer server as incoming messages;

d) enabling a user to remotely configure or modify a user-defined message profile containing outgoing message routing instructions, the user-defined message profile being storable at the computer server;

e) determining whether at least one of the incoming messages is an incoming exception message indicative of improper operation of the piece of remote equipment;

f) if it is determined in step e) that at least one of the incoming messages is an incoming exception message, forwarding at least one outgoing exception message based on

the incoming exception message to at least one remote user-defined communication device specifiable in the user-defined message profile,

wherein the user can remotely configure or modify the user-defined message profile by remotely accessing the computer server.

45. A method according to Claim 44, wherein said step b) further comprises the step of communicating the information from the multiple pieces of remote equipment to the communication substation via a local radio frequency transmitter.

46. A method according to Claim 45, wherein said step e) further comprises the step of communicating said incoming messages via at least one of a cellular telephone network, radio transmissions, telephone lines, and the Internet.

47. A method according to Claim 44, further comprising the step of providing a portion of the incoming messages with equipment identification information for the respective pieces of remote equipment to which the incoming messages pertain.

48. A method according to Claim 44, wherein step d) further comprises the step of determining whether at least one of the incoming messages is an incoming exception message or a normal status message indicative of proper operation of the piece of remote equipment to which the message pertains.

49. A method according to Claim 44, further comprising the steps of:
storing the incoming exception message at the computer server; and

sorting stored incoming exception messages by at least one equipment criteria including brand, model, installation date, climate, and weather conditions.

50. A method according to Claim 48, wherein if at least one of the incoming messages is determined to be a normal status message, the method further comprises the step of h) storing the normal status message in a normal status memory.

51. A method according to Claim 50, further comprising the steps of:

i) providing a main list having information identifying all pieces of the remote equipment being monitored;

j) comparing the contents of the normal status memory with the main list to determine whether a normal status message was not communicated within a predetermined period of time for any pieces of the remote equipment being monitored; and

k) generating an outgoing exception message in accordance with the message profile for each piece of equipment identified in step k) as not having sent a normal status message.

52. A method according to Claim 51, wherein step i further comprises the step of providing at least one of brand, model, installation date, climate, and weather condition information for each piece of equipment on the main list.

53. A method according to Claim 52, further comprising the steps of:
storing outgoing exception messages generated in step k); and

sorting at least one of the stored outgoing exception messages and the stored normal status messages by at least one equipment criterion including brand, model, installation date, climate, and weather conditions.

54. A method according to Claim 44, wherein step f) further comprises forwarding multiple outgoing exception messages to multiple user-defined communication devices in response to a single incoming message in accordance with the user-defined message profile.

55. A method according to Claim 44, wherein step f) further comprises forwarding a single outgoing exception message to a user-defined communication device in response to multiple incoming messages in accordance with the user-defined message profile.

56. A method according to Claim 44, further comprising the step of storing a plurality of user-defined message profiles in a database at the computer server.

57. A method according to Claim 44, wherein the remote equipment includes heating, ventilating, and cooling equipment.

58. A method according to Claim 44, wherein said step c) further comprises the step of communicating in the incoming messages respective identification codes of the pieces of remote equipment to which the incoming messages respectively pertain.

59. A method according to Claim 58, wherein said step d) further comprises the step of forwarding the identification codes in the outgoing exception messages to the at least one

remote user-defined communication device in accordance with the user-defined message profile.

60. A method according to Claim 59, wherein the identification code includes data regarding at least one of the following equipment criteria: brand, model, installation date, local climate, and local weather conditions of the installation site.

61. A method according to Claim 60, further comprising the steps of:
storing the incoming messages on the computer server; and
sorting the incoming messages by at least one of the equipment criteria.

62. A method according to Claim 44, further comprising the step of providing each piece of remote equipment with its own local radio frequency transmitter.

63. A method according to Claim 62, further comprising the step of providing the communication substation with an antenna to receive signals from the local radio frequency transmitters.

64. A method of monitoring remote heating, ventilating, and cooling equipment comprising the steps of:

a) determining a state of at least one parameter of at least one piece of the remote equipment;

b) communicating messages indicative of the state of the at least one parameter from the piece of remote equipment to a computer server as incoming messages;

c) determining whether an incoming message is an incoming exception message indicative of improper operation of the piece of remote equipment;

d) if it is determined in step c) that an incoming message is an incoming exception message, forwarding at least one outgoing exception message based on the incoming exception messages to at least one user-defined communication device;

e) storing at least one of the incoming messages and outgoing exception messages at the computer server; and

f) creating an information data base about the remote equipment being monitored by enabling the messages stored in step e) to be sortable by at least one equipment criterion.

65. A system for monitoring multiple pieces of remote equipment, comprising:

multiple sensors each in local communication with a respective one of the multiple pieces of remote equipment, said sensors detecting a state of at least one parameter of each one of the multiple pieces of remote equipment;

local transmitters, each connected to a respective one of said sensors, said local transmitters sending status signals indicative of the state of the at least one parameter;

an interface unit having an antenna and receiving said status signals from said local transmitters, said interface unit having a message generating mechanism; and

a computer server in remote communication with said interface unit, said server adapted to receive messages generated by said interface unit, said computer server having a user interface, a user being capable of remotely accessing said computer server via said user interface to remotely configure a user-defined message profile containing outgoing message routing instructions,

wherein when one of said sensors detects an exception condition in one of the pieces of remote equipment, said transmitter coupled to the one of said sensors sends a corresponding status signal, and when said interface unit receives said status signal, said interface unit generates an incoming exception message indicative of the exception condition and forwards said incoming exception message to said server,

and wherein said server forwards at least one outgoing exception message to at least one predetermined user-defined remote communication device based on said incoming exception message as specified in said user-defined message profile.

66. A system according to Claim 65, wherein said local transmitters are radio frequency transmitters, and said local transmitters and said antenna form a local radio frequency network.

67. A system according to Claim 65, wherein said message generating mechanism forwards said incoming exception messages via at least one of a plurality of communication media, said media comprising at least one of a cellular telephone network, radio transmissions, telephone lines, and the Internet.

68. A system according to Claim 67, said computer server comprising a normalization module, wherein said computer server receives said incoming exception messages from said interface unit and said normalization module normalizes said incoming exception messages into a uniform format to create normalized messages, wherein said outgoing exception messages are generated based on said normalized messages.

69. A system according to Claim 65, wherein the at least one parameter is at least one of an exception condition in which the equipment is operating improperly and a normal status condition in which the equipment is operating properly.

70. A system according to Claim 65, wherein the multiple pieces of the remote equipment being monitored each has a respective identification code, said computer server further comprising:

a first memory in which equipment identification codes of all monitored pieces of remote equipment are stored; and

a second memory in which communication device identification codes of all of said remote user-defined communication devices specified by said message profiles are stored.

71. A system according to Claim 69, wherein the multiple pieces of the remote equipment being monitored each has a respective identification code, said computer server further comprising:

a first memory in which equipment identification codes of all monitored pieces of remote equipment are stored; and

a second memory in which communication device identification codes of all of said user-defined communication devices specified by said message profiles are stored; and

a third memory in which said incoming exception messages are stored.

72. A system according to Claim 81, wherein said stored incoming exception messages are sortable by at least one criteria including the following: brand, model, installation date, local climate, and local weather conditions.

73. A system according to Claim 70, wherein said interface unit periodically generates a normal status message if its respective pieces of equipment are functioning properly, said normal status message including an interface unit identification code.

74. A system according to Claim 73, said server further comprises:

a fourth memory for storing said normal status messages;

a comparator processor in communication with said first and fourth memories adapted to identify which of said pieces of monitored remote equipment having an identification code stored in said first memory did not communicate a normal status message stored in said fourth memory within a predetermined period of time; and

a server message generator in communication with said comparator processor adapted to generate an outgoing exception message for each piece of equipment identified by said comparator processor, said outgoing exception message being forwarded by said server to at least one of said user-defined communication devices specified by said user-defined message profiles.

75. A system according to Claim 74, wherein each of the normal status messages further includes criteria of the piece of equipment to which the normal status message pertains, and said stored normal status messages are sortable in said fourth memory by at least one of the

following criteria: brand, model, installation date, local climate, and local weather conditions.

76. A system according to Claim 65, wherein each of said incoming exception messages comprises exception information and identification information for a respective piece of remote equipment to which the incoming exception message pertains.

77. A system according to Claim 76, wherein each of said outgoing exception messages comprises exception information and identification information for a respective piece of remote equipment to which the incoming exception message pertains.

78. A system according to Claim 73, wherein each of said normal status messages further comprises operational information of a respective piece of the remote equipment to which the normal status message pertains.

79. A system according to Claim 74, further comprising a fifth memory in which outgoing exception messages are stored.

80. A system according to Claim 79, wherein each of the outgoing exception messages further includes equipment and operating condition criteria for a respective piece of the remote equipment being monitored, and said stored outgoing exception messages are sortable in said fifth memory by at least one of the following criteria: brand, model, installation date, local climate, and local weather conditions.

81. A system for monitoring remote heating, ventilating, and cooling equipment, comprising:

a sensor in communication with a piece of the remote equipment, said sensor detecting a state of least one parameter of the piece of remote equipment;

an interface unit, connected to said sensor, said interface unit having a message generating mechanism; and

a computer server in communication with said interface unit, said server adapted to receive messages generated by said interface unit, said server having a memory in which said messages may be stored and a subroutine for enabling sorting of said messages by at least one equipment criterion,

wherein when said sensor detects an exception condition in the piece of remote equipment, said interface unit generates an incoming exception message indicative of the exception condition and forwards said incoming exception message to said server,

and wherein said server forwards at least one outgoing exception message to at least one predetermined user-defined remote communication device based on said incoming exception message.

82. A method for monitoring multiple pieces of remote equipment comprising the steps of:

a) determining respective states of at least one parameter of each one of the multiple pieces of the remote equipment;

b) communicating information indicative of the respective states to a communication substation;

c) communicating messages indicative of the respective states from the communication substation to a computer server as incoming messages, the incoming messages having respective incoming formats;

d) normalizing each incoming message to form a corresponding normalized message having a predetermined uniform format;

e) storing the normalized messages in a normalized message database on the computer server;

f) determining from each incoming message whether at least one exception message related to the incoming message is to be sent to at least one remote communication device specified by a plurality of message profiles stored at the computer server;

g) if it is determined in step f) that at least one exception message related to the incoming message is to be sent, deriving the at least one exception message from a stored normalized message corresponding to the related incoming message and a respective one of the message profiles, the at least one exception message derived thereby having at least one respective format suitable for reception by the at least one remote communication device to which the at least one exception message is to be sent; and

h) sending the at least one exception message derived in step g) to the at least one remote communication device specified by the message profiles,

wherein the message profiles may be created or modified at least in part by a user by remote access of the computer server.

83. A method of monitoring remote heating, ventilating, and cooling equipment comprising the steps of:

a) determining a state of at least one parameter of at least one piece of the remote equipment;

b) communicating respective messages indicative of the state of the at least one parameter of the at least one piece of the remote equipment to a computer server as incoming messages, the incoming messages having respective incoming formats;

c) normalizing each incoming message to form a corresponding normalized message having a predetermined uniform format;

d) storing the normalized messages in a normalized message database at the computer server;

e) determining from each incoming message whether at least one exception message related to the incoming message is to be sent to at least one remote communication device specified by a plurality of message profiles stored at the computer server;

f) if it is determined in step e) that at least one exception message related to the incoming message is to be sent, deriving the at least one exception message from a stored normalized message corresponding to the related incoming message and the message profiles, the at least one exception message derived thereby having at least one respective format suitable for reception by the at least one remote communication device to which the at least one exception message is to be sent;

g) sending the at least one exception message derived in step f) to the at least one remote communication device specified by the message profiles;

h) storing at least one of the incoming messages and the exception messages at the computer server; and

i) creating an information database for the remote equipment being monitored to enable the messages stored in step h) to be sortable by at least one equipment criterion;

wherein the message profiles may be created or modified at least in part by a user remote access of the computer server.

84. A system for monitoring multiple pieces of remote equipment, comprising:

multiple sensors each in communication with a respective one of the pieces of the remote equipment for detecting a state of at least one parameter of each one of the multiple pieces of the remote equipment;

local transmitters, each coupled to a respective one of said sensors, said local transmitters sending status signals indicative of the state of the at least one operating parameter of each one of the multiple pieces of the remote equipment;

an interface unit having an antenna and receiving said status signals from said local transmitters, said interface unit having a message generating mechanism; and

a computer server in communication with said interface, said server comprising:

1) a first message interface for receiving messages generated by said interface unit;

2) a message normalizer for normalizing each one of the messages received from the interface unit to form a corresponding normalized message having a predetermined uniform format;

3) a normalized message database for storing the normalized messages;

4) a message profile database for storing a plurality of message profiles;

5) a message processor for determining from each one of the messages received from the interface unit whether at least one exception message related to the received messages is to be sent to at least one remote communication device specified by the message profiles;

6) an exception message generator for deriving the at least one exception message determined by the message processor to be sent to the at least one remote communication device, the at least one exception message being derived from a normalized message corresponding to the received message and the message profiles so as to have at least one respective format suitable for reception by the at least one remote communication device specified by the message profiles;

7) a second message interface for sending the at least one exception message derived by the exception message generator to the at least one remote communication device specified by the message profiles; and

8) a user interface for enabling a user at a remote location to create or modify at least in part the message profiles in the message profile database,

wherein when one of said sensors detects an exception condition in one of the pieces of the remote equipment, said local transmitter coupled to the one of said sensors sends a corresponding status signal, and when said interface unit receives said status signal, said interface unit generates an incoming exception message and forwards the incoming exception message to said computer server.

85. A system for monitoring remote heating, ventilating, and cooling equipment, comprising:

a sensor in communication with a piece of the remote equipment;

an interface unit, coupled to said sensor, said interface unit having a message generating mechanism; and

a computer server in communication with said interface unit, said server adapted to receive messages generated by said interface unit, said server having a memory in which

said messages may be stored and a subroutine for sorting of said messages by at least one equipment criterion,

wherein when said sensor detects an exception condition in the piece of remote equipment, said interface unit generates an incoming exception message and forwards said incoming exception message to said server,

and wherein said server comprises:

- 1) a message normalizer for normalizing the incoming exception message to form a corresponding normalized message having a predetermined uniform format;
- 2) a normalized message database for storing the normalized message;
- 3) a message profile database for storing the a plurality of message profiles;
- 4) a message processor for determining from the incoming exception message that at least one exception message related to the incoming exception message is to be sent to at least one remote communication device specified by the message profiles;
- 5) an exception message generator for deriving the at least one exception message determined by the message processor to be sent to the at least one remote communication device, the at least one exception message being derived from the normalized message corresponding to the incoming exception message and the message profiles so as to have at least one respective format suitable for reception by the at least one remote communication device to which the at least one exception message is to be sent;
- 6) a message interface for sending the at least one exception message derived by the exception message generator to the at least one remote communication device specified by the message profiles; and
- 7) a user interface for enabling a user at a remote location to create or modify at least in part the message profiles in the message profile memory.

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86. A method of monitoring remote equipment comprising the steps of:
- a) determining respective states of a plurality of parameters of at least one piece of remote equipment via a plurality of sensors;
 - b) grouping information from the sensors via ladder logic;
 - c) communicating messages regarding the grouped information from the remote equipment to a central location as incoming messages; and
 - d) forwarding outgoing exception messages based on the incoming messages to at least one user-defined communication device.
87. A method according to Claim 86, wherein said step b) further comprises the step of using a programmable logic controllers (PLC) to perform Boolean expressions on the information detected from the sensors.
88. A method according to Claim 87, wherein said step c) further comprises the step of communicating said messages via at least one of a cellular telephone network, radio transmissions, telephone lines, and the Internet.
89. A method according to Claim 87, wherein the PLC is remotely user-configurable via the Internet.
90. A method according to Claim 86, further comprising the step of providing a portion of the message with equipment identification information.

91. A method according to Claim 86, further comprising the step of e) determining whether an incoming message is an incoming exception message or a normal status message.

92. A method according to Claim 91, wherein, if an incoming message is determined to be an incoming exception message in step e), the method further comprises the step of f) routing the incoming exception message as the outgoing exception message to the at least one user-defined communication device.

93. A method according to Claim 92, further comprising the step of g) creating a user-defined message profile, wherein said forwarding step d) forwards the outgoing exception message in accordance with the user-defined message profile.

94. A method according to Claim 91, wherein if the incoming message is determined in step e) to be a normal status message, the method further comprises the step of h) storing the normal status message in a normal status memory.

95. A method according to Claim 94, further comprising the steps of:

- i) providing a main list of all pieces of remote equipment being monitored;
- j) comparing the normal status memory with the main list to determine which pieces of remote equipment did not communicate a normal status message within a predetermined period of time; and
- k) generating an outgoing exception message for each piece of equipment identified in step j).

96. A method according to Claim 93, wherein step d) further comprises forwarding , multiple outgoing exception messages to multiple user-defined communication devices in response to a single incoming message in accordance with the user-defined message profile.

97. A method according to Claim 93, wherein step d) further comprises forwarding a single outgoing exception message to a user-defined communication device in response to multiple incoming messages in accordance with the user-defined message profile.

98. A method according to Claim 93, further comprising the step of l) storing a plurality of user-defined message profiles at the central location.

99. A method according to Claim 86, wherein the remote equipment includes heating, ventilating, and cooling equipment.

100. A method according to Claim 90, wherein said step d) further comprises the step of forwarding the equipment identification information to the at least one user-defined communication device.

101. A method according to Claim 86, further comprising the steps of:
communicating command messages from the central location to the remote equipment; and
controlling the functioning of the remote equipment via the command messages.

102. A system for monitoring at least one piece of remote equipment, comprising:

a plurality of sensors each monitoring a different parameter of remote equipment;
an interface unit connected to said sensors having a programmable logic controller (PLC) for performing Boolean expressions on signals received from said sensors, said PLC having a predetermined configuration, said interface unit having a message generating mechanism; and

a central computer server in communication with said interface unit, said server adapted to receive messages generated by said interface unit,

wherein when said sensors detect an exception condition in the remote equipment, said PLC of said interface unit performs Boolean expressions on said signals in accordance with said predetermined configuration, and said interface unit generates an incoming exception message and forwards said message to said server,

and wherein said server forwards at least one outgoing exception message to at least one predetermined user-defined communication device based on said incoming exception message.

103. A system according to Claim 102, wherein said message generating mechanism forwards said incoming exception messages via at least one of a plurality of communication media, said media comprising at least one of a cellular telephone network, radio transmissions, telephone lines, and the Internet.

104. A system according to Claim 103, said server comprising a normalization module, wherein said server receives said incoming exception messages from said interface unit and said normalization module normalizes said incoming exception messages into a uniform

format to create normalized messages, wherein said outgoing exception messages are generated based on said normalized messages.

105. A system according to Claim 102, further comprising at least one dip switch connected to said PLC and interconnected between said sensors, said dip switch selectively switchable between an open position and a closed position, wherein said dip switch can selectively disable portions of said PLC.

106. A system according to Claim 102, further comprising at least one virtual dip switch in said central computer server which can selectively disable said outgoing exception messages.

107. A system according to Claim 106, wherein said at least one virtual dip switch is selectively switchable by a user via the Internet.

108. A system according to Claim 107, said system monitoring a plurality of pieces of equipment, each piece having an identification code, said server further comprising:

a first memory on which equipment identification codes of all monitored equipment are stored; and

a second memory in which communication device identification codes of all of said user-defined communication devices are stored, said communication device identification codes being configured in user-defined message profiles.

109. A system according to Claim 108, wherein said interface unit periodically generates a normal status message if its respective pieces of equipment are functioning properly, said normal status message including an interface unit identification code.

110. A system according to Claim 109, said server further comprises:

a fourth memory for storing said normal status messages;

means for comparing the normal status memory with the main list and for identifying which of said pieces of remote equipment did not communicate a normal status message within a predetermined period of time; and

means for generating and forwarding an outgoing exception message for each piece of equipment identified by said comparing and identifying means, said outgoing exception message being forwarded to at least one of said user-defined communication devices in accordance with at least one of said user-defined message profiles.

111. A system according to Claim 102, wherein the monitored equipment is remote heating, ventilating, or cooling equipment.

112. A system according to Claim 102, further comprising:

an Internet interface linked to said central computer server and selectively remotely accessible by users via the Internet, said Internet interface enabling users to transmit command messages to said central computer server,

wherein said interface unit is bi-directional and can receive said command messages, and wherein when a user enters a command into said Internet interface, said Internet

interface transmits said command messages to said central computer server and said central computer server transmits said command messages to said remote equipment.

113. A system according to Claim 112, wherein said command messages include at least one of commands to activate, commands to deactivate, and commands to alter the functioning of the remote equipment.

114. A system for monitoring at least one piece of remote equipment, comprising:

at least one sensor monitoring at least one parameter of the remote equipment;

a bi-directional interface unit connected to said sensors and the remote equipment, said interface unit having a message generating mechanism that generates messages based on data received from said sensor;

a central computer server in communication with said interface unit, said server adapted to receive messages generated by said interface unit and said interface unit adapted to receive command messages from said server; and

an Internet interface linked to said central computer server and selectively remotely accessible by users via the Internet,

wherein when a user enters a command into said Internet interface, said Internet interface transmits said command messages to said central computer server and said central computer server transmits said command messages to said remote equipment, said command messages including at least one of commands to activate, commands to deactivate, and commands to alter the functioning of the remote equipment,

and wherein when said sensor detects an exception condition in the remote equipment, said interface unit generates an incoming exception message and forwards said

message to said server, and wherein said server forwards at least one outgoing exception message to at least one predetermined user-defined communication device based on said incoming exception message.