EICTA - IRIS

Extended Coding Principles

Why Extended Codes ?

- To allow better and more precise symptom coding

- To avoid duplications in the existing Symptom Code area

- To allow the possibility of including more useful information related to symptoms

Who Should Use Extended Codes ?

- The use of Extended Codes is upon request of manufacturers to servicers / dealers
- Especially larger and specialized operations can get great benefit from the use of Extended Coding

When to Use Extended Codes ?

- In all cases where additional or more precise symptoms or position indications can yield a better understanding of problems

How to Use Extended Codes ?

- The possibilities of Extended Codes are explained in the new Extended Code tables

- Extended Codes have been set up to fit in the existing system, no fundamental system changes are needed

- 2 ways of using have been set up, "basic" and "advanced", the choice depends on the system capabilities, not all systems may immediately be ready to use the "advanced" method

Basic Principles of Extended Codes

- The basic principle is similar to the "NTF" Codes: a re-use of existing areas of the IRIS Code
- Since it is possible to transmit more than 1 IRIS line, the first line can be a normal IRIS line and the second can be a line with Extended Codes, this is most advisable for the "advanced use"
- Instead of inserting the normal code for specific fields (mostly Section Code) we use the newly created Extended Code list, which gives additional info to the original Symptom Code
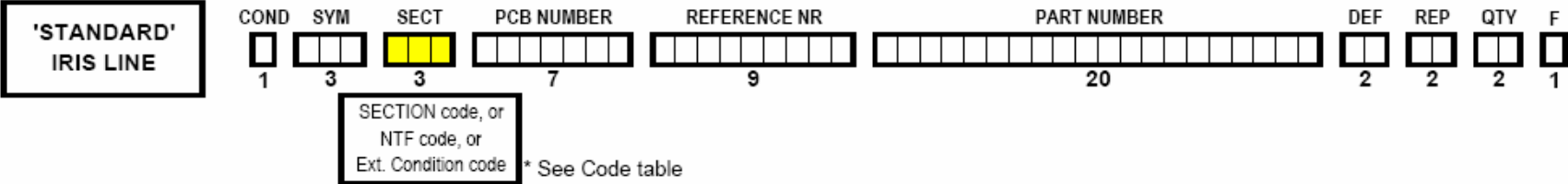
Basic Principles of Extended Codes

1. 'BASIC' USE

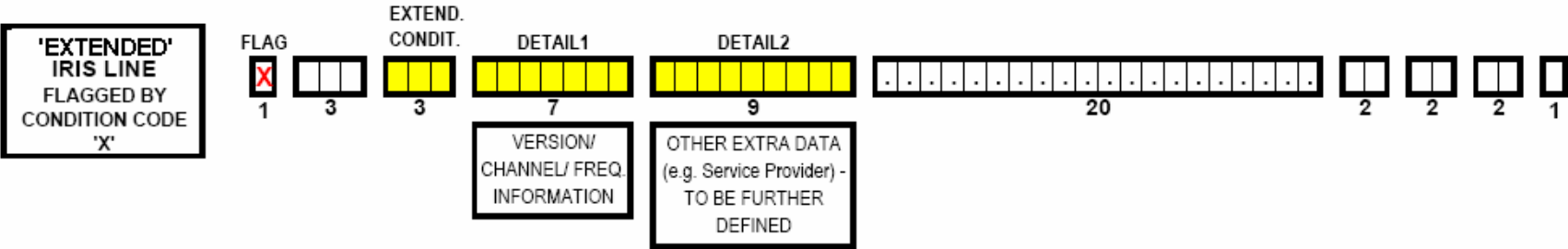Basically the 'Section Code' field can freely be used to enter either :
1. 'Standard' (technical) IRIS Section Codes
2. 'Non-Technical Failure' (NTF) codes
3. **(NEW)** Simple 3-Byte Extended Condition Codes
(due to their different basic structure, common codes which might create confusion will not exist)
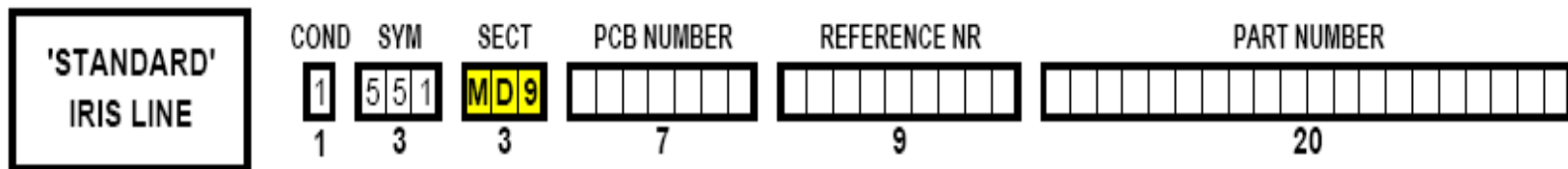
'STANDARD' IRIS LINE

COND	SYM	SECT	PCB NUMBER	REFERENCE NR	PART NUMBER	DEF	REP	QTY	F
1	3	3	7	9	20	2	2	2	1

SECTION code, or
NTF code, or
Ext. Condition code * See Code table

2. 'ADVANCED' USE

A 'standard' IRIS line in which the Condition Code contains the letter **'X'** is converted into an **'extended'** IRIS line

'EXTENDED' IRIS LINE FLAGGED BY CONDITION CODE 'X'

FLAG		EXTEND. CONDIT.	DETAIL1	DETAIL2					
X									
1	3	3	7	9	20	2	2	2	1

VERSION/ CHANNEL/ FREQ. INFORMATION

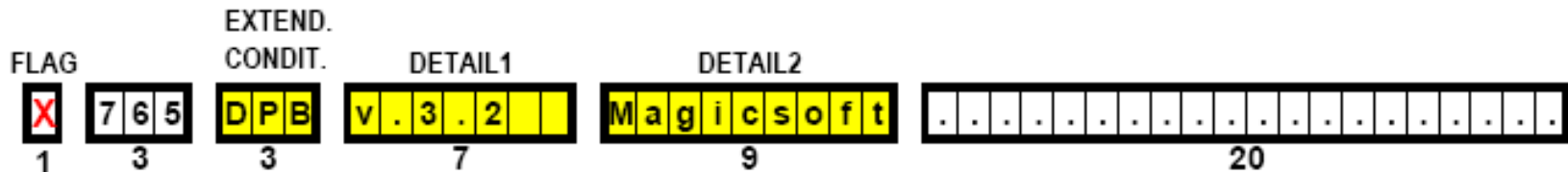OTHER EXTRA DATA (e.g. Service Provider) - TO BE FURTHER DEFINED

Example 1 : Basic Use

- The symptom is "jumping or repeating audio" (code 551) - by using the Extended Symptom Code it is possible to define the medium, like DVD+R (Extended Code MD9)

- The Extended Code line can therefore be made like :

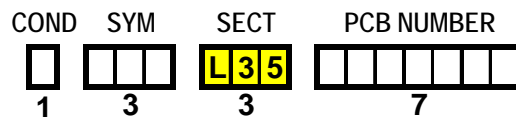| 'STANDARD' IRIS LINE	COND	SYM	SECT	PCB NUMBER	REFERENCE NR	PART NUMBER
	1	551	MD9			
	1	3	3	7	9	20

Example 2 : Advanced Use

- Read-write errors happen with CD/DVD burn software :
  - read/write errors : normal Symptom Code 765
  - CD/DVD burn program : Extended Code DPB
  - Version of program : into detail 1 area (=pcb number area)
  - More details, like name/brand of software : in detail 2 area (= reference number area)

Example 3 : Location Screen Matrix

- The Extended Code system allows to indicate positions on screens
- Suppose a poor focus problem in one specific area of a screen (monitor, TV, projector etc...), at the upper right corner
  - poor focus : Symptom Code 332
  - upper right area : the location column of extended codes allows 2 possibilities :
    - L30 = Top Right
    - If the area can be further refined (see detailed matrix) a more specific code can be used, like center of top right area = L35

COND	SYM	SECT	PCB NUMBER
☐	☐☐☐	L 3 5	☐☐☐☐☐☐☐
1	3	3	7

BASIC MATRIX

10	20	30
40	50	60
70	80	90

DETAILED MATRIX

	1	2	3	4	5	6	7	8	9
1	11	12	13	21	22	23	31	32	33
2	14	15	16	24	25	26	34	35	36
3	17	18	19	27	28	29	37	38	39
4	41	42	43	51	52	53	61	62	63
5	44	45	46	54	55	56	64	65	66
6	47	48	49	57	58	59	67	68	69
7	71	72	73	81	82	83	91	92	93
8	74	75	76	84	85	86	94	95	96
9	77	78	79	87	88	89	97	98	99