

Code Finder Tool for Philips URCs

Description and Presentation

I) Description

The code finder tool is a device that should allow URC users to easily find codes to operate their device with Philips URCs.

II) Location on the web

This code finder tool will be displayed on Philips Support Website (<http://www.support.philips.com>), accessible from each remote control page from the section Code Finder Tool of the left menu.

It is to replace the current code finder tool <http://www.urc.philips.com>

(current version) Code Lookup

Philips universal remote controls can operate audio and video devices of almost any brand. For each of your audio/video devices, you have to enter a Device Code in the universal remote control. This search tool can help you find the right Device Code for your equipment.

*Note: Your remote model number is listed on both the front of the remote as well as inside the battery case.

ENTER YOUR DEVICE INFORMATION

Your remote: SRU 9600
 Device type:

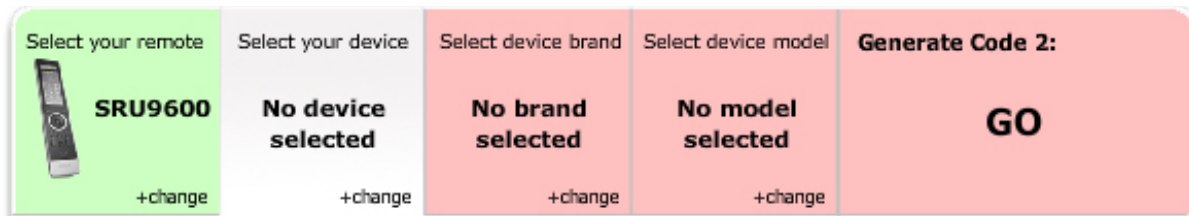
YOUR DEVICE CODE IS:

- AMP
- CAS
- CD
- DVD
- MEDIA ADAPTER
- MEDIA CENTER PC
- PUR
- RECEIVER
- SAT
- TAPE
- TUNER
- TV
- VCR
- VD+VCR
- VDR

1. Picture *in situ* of the new code finder tool on the current support website

III) Functionalities

1) Navigation Menu

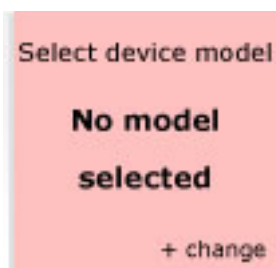


2. Navigation Menu, when nothing is selected.

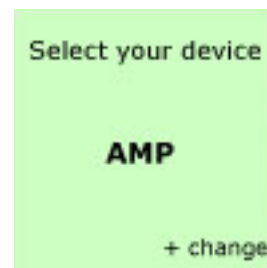
The navigation menu is the actual core of the application as **it activates or deactivates the other controls**.

Buttons give information to the user regarding their use of this finder. When a remote, device, brand or model is selected, it is **memorized and displayed in the button** so the user can **rapidly identify** his **choices** and the button changes of state (from "not validated" to "validated", pic. 3, 4).

Picture of the remote is also reminded in the remote button, to associate a symbol to a name and provide clarity to the user (pic 2).



3. State "not validated"



4. State "validated"

The first succession of action must be controlled allowing a step by step compulsory choice of variables.

In the very first entry in the application, **the remote choice is taken from the web page** the user is opening the application from (cookies...). The **application thus opens on device page**, showing the selected remote in the remote button (pic. 2).

Next the user selects in this order the type of device, the brand and the model number of the device he wishes to control. **When all choices are made**, and all buttons are to green status, the **generate button** that will launch the action of search for the code **becomes active**.

Still to be designed -- Navigation Menu

* Should picture of the other choices (type of device, brand and model) be displayed in the button instead of text?

Pros: - ensure consistency and readability

Cons: - Difficulty of getting all the pictures for every choice

* To improve intuitivity, steps should be emphasized.

First solution would be to inlay a number from 1 to 5 in the buttons

Cons: - risk of saturating visual information (cf demo)

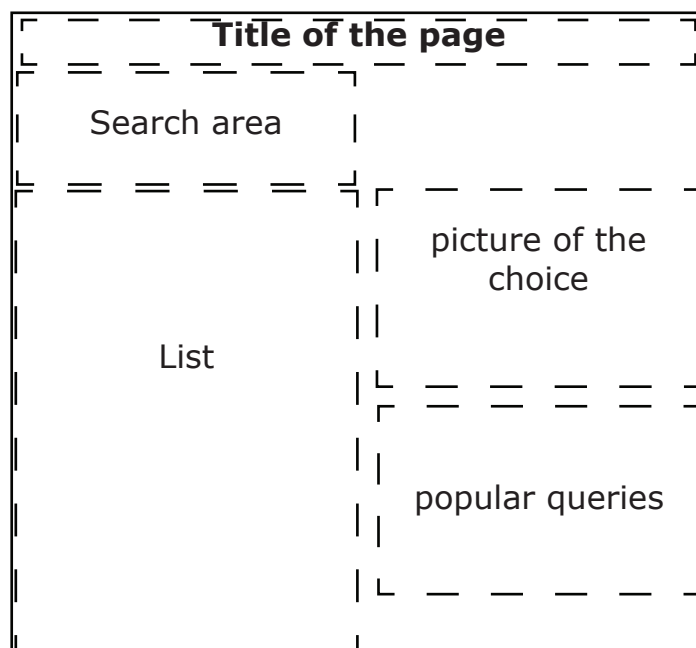
Second would be to use arrow-shape like buttons

Cons: - inhibition of the independence of navigation through the tool (it might not be clear enough that the user can navigate freely) (pic 5w).



6. Connectivity guide, available from Philips Support Website

2) Pages



7. Global structure of pages

A/ Search Tool

* Remote Page

Search:

Show: All Popular remotes

Start With: SBC SR M/P SRU

The search field is an **open text field** in which the user types the name of his remote. In auto-completion the list is refreshed to decrease the number of results in to eventually lead to one or two results displayed.

A first radio-button group filter only the results by “popular products” (another name for recent products) or show them all.

A radio-button group allows to filter the results with the first three letters of the reference number (SBC, SRU...).

Still to be designed -- Remote Page

There are still some interrogations on this tool whether the organization should also be used this way:

- * filter by three first letters in first position. This filters in the list dynamically.
- * search field second, allowing then to type in only the number part of the remote (5040, 9600 etc).

Start With: SBC SR M/P SRU

Search:

Show: All Popular remotes

* Device

Device search only allows relevant feature for this page, namely the search textfield.

Search:

* Brand

Search text-field, working on the auto-completion tool.

Option to filter the display by "major brands" or "sub brands" through a radio-button group.

A screenshot of a search interface for the Brand filter. It features a search text field labeled "Search:" with a light gray background. Below the search field is a "Show:" label followed by three radio button options: "All", "Major Brands Only", and "Sub Brands Only". The "All" option is selected, indicated by a blue dot inside the radio button.

* Model

Allows to search by typing in.

A radio-button group enables to filter by popular products based on other users.

A screenshot of a search interface for the Model filter. It features a search text field labeled "Search:" with a light gray background. Below the search field is a "Show:" label followed by two radio button options: "All" and "Popular products". The "All" option is selected, indicated by a blue dot inside the radio button.

B/ The list

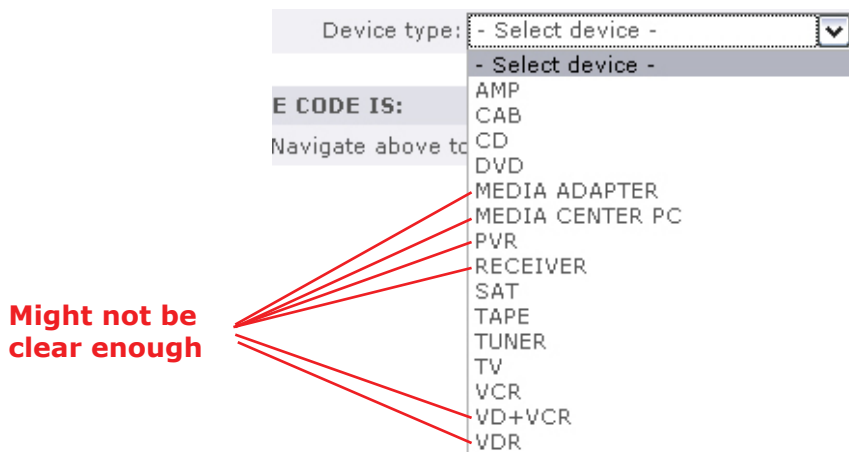
The list is **complementary from the search field**.

First **read from the database** (XML/flash, php/javascript depending on solution chosen) **on the first load** of the page, the user can navigate through it and find manually his remote, or use the search tools detailed earlier.



* Note on device:

The **names for the different types of device should be** however **improved to ensure a better clarity and understanding**.



The name should be divided into two parts:

- A common language name, that should make clearly understandable the kind of device it refers to.
- A short acronym that could be then used in the application and recall the choice of the user. This acronym is inspired or taken from the current code finder tool (<http://www.urc.philips.com>)

eg:

Common name	Acronym
DVD player	DVD
Cable Receiver	CAB

Still to be designed -- List:

A solution and a tool to allow the user to reach the code he needs if his remote/device/brand/model is not listed.

Maybe, options to confirm and delete the choice in the list (so the user has the confirmation of what he is doing, he is active in his process). But this solution adds clicks that can be felt as annoying.

Find clear names and acronyms for the device list.

C/ Picture

The picture is here to **confirm the user in his choice** by visually **enhancing** the information.

There is however the problem of getting the picture of all the products of all the brands. In that case maybe a generic one could be designed.

D/ Popular queries

Popular queries is **a kind of top five** or ten of **associations of choices made by other users**. It offers **shortcuts** to the goal of finding the codes by clicking on the **links** in the box.

It is associated so:

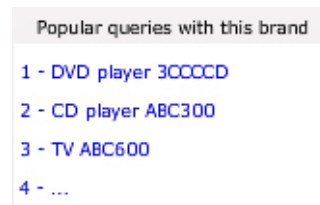
- With a remote, the user gets a list of the whole products frequently queried with this remote (CD player Sony DTL-123456...)



- With a type of device, the user gets the popular brands and models often asked with this kind of device.



- With a brand, the users gets the popular models (frequently asked by others) of this brand.



- Model obviously does not need this feature as this is the final (and most likely the key) information needed to find the exact code.

Minimum level of search to be popular has to be defined.

3) Right Menu

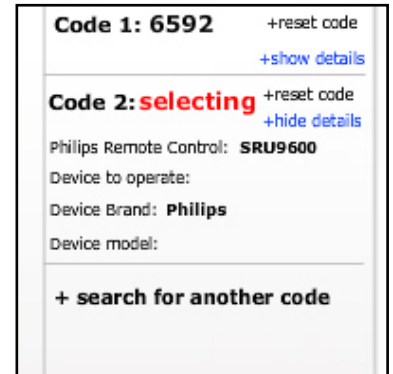
The right menu is where the user can actually handle everything in his navigation.

A/ The code display tool

At the beginning of the navigation, **only "code 1" is visible and active**. This will be the first code searched.

The user has the possibility to **expand the box and show or hide all the details** that lead to this code (remote, device, brand, model).

As some remote controls can handle more than one device and as the user may own more than one Philips URC, the user should be able in one navigation to gather all the codes he needs.



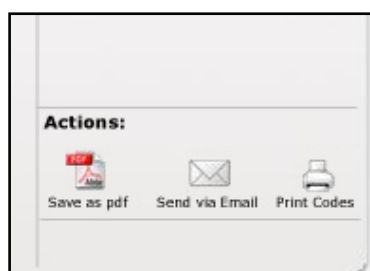
So an option allows him to **add a code in his research** and then do all the steps again, **independently** (if for instance he has two Philips products to operate, there is no need for him to select the brand again, gain in user-friendliness).

Maybe a limit up for the number of codes should be set.

B/ Extra Actions

This is an interesting part from this tool that provides an **additional service to the customer**.

In this section, the user will be able to either **generate a pdf file with the codes** and details that will be saved on his machine, **send the codes (via a pdf file) to an address email** (a relative who don't have access to the Internet...), or **print the codes directly from the website** so he can get a physical copy of the codes (and details).



Still to be designed -- Right Menu

Menus of actions and templates of pdf have to be designed.

IV. Still to be designed -- Global

- Though this tool was designed to be intuitive and clear to use, it could be a good thing to bring some basic helps on how-to-use the tool for non-experimanted web users.

- Solution for development and implementation has to be chosen.

* It can either be a Adobe Flash application:

pros: - more dynamical (animations)

cons: - requires user to have flash player
- can be limited for handling such database

* Or a Web languages-based application (Javascript/CSS + asp/php)

pros: - Faster to load
- can handle big databases

cons: - less dynamical
- requires user to have javascript on on his browser
- can need to be often refreshed (reload page or frames)

- A demo version is available at this address:

<http://www.kabouing.com/tempPhilips>

Please know that this version is here to give an insight of what could be the code finder like, and thus is still subject to change (text, design, colors etc...)