

BC7215A 离线空调码库问题报告单

BC7215A Offline A/C Library Issue Report

如果您在使用 BC7215A 离线空调码库的过程中遇到了码库初始化失败或能初始化但控制空调失败的情况，请详细填写此表格并将填写后的表格和遇到问题的空调遥控器照片，以及空调机照片，一并作为邮件附件发送邮件到：ac-lib-issue@bitcode.com.cn，您将会收到确认邮件，问题经技术人员确认后，您将收到报告单号，以及问题解决后的解决方案。

If you experience library initialization failure or control failure (after successful initialization) when using the BC7215A offline AC control library, please complete this form.

Email the completed form as an attachment to ac-lib-issue@bitcode.com.cn, including photos of the AC remote control and the AC unit.

You will receive an initial confirmation email. After our technical team validates the issue, we will provide you with a ticket number and subsequent solution.

带*项目为必填

Fields marked with an asterisk (*) are required.

1. 用户信息 User Information	称呼 Title		*姓名 Name	
	公司名称 Company name			
	*联系邮箱 Contact email			
2. 空调信息 A/C Information	*品牌 Brand			
	型号 Model			
	*生产年份 Year of manufacture			
3. 使用信息	* 使用码库版本 AC Lib Version			

Usage Information	*是否使用了官方演示板和演示软件测试 Tested with official demo board and demo software	Yes	No
4. 问题详情 Issue Details	* 是否已尝试了所有的预定义数据 Have already tried all the pre-defined data	Yes	No
	* 是否能正常解码红外信号 IR signal can be decoded	Yes	No 转至第 6 项 Go to section 6
	* 是否能正确初始化 Initialization returns OK	Yes	No

<div>5. 空调指令数据</div> <div>A/C Command Data</div>	<div>提供详细的空调遥控数据有助于我们快速定位问题，并添加尚不支持的协议到码库中。</div> <div>提供数据有两种方式：</div> <div>1. 从 BC7215/BC7215A 演示程序中导出。即在演示软件的空调控制页面中，先选择“采集”，然后按需要采集的遥控器按键后，不按“初始化”按钮，直接“保存数据”，保存的文件名，按"品牌型号-模式-风力-温度.aci"，或"品牌型号-开/关.aci"的形式(例如：格力-制冷-中-T19C.aci, 格力-关.aci)采集到本表中所需要的所有数据后，将所有.aci 文件打包为 zip 文件作为附件随本表一同提交。</div> <div>2. 从 BC7215/BC7215A 演示软件或用户软件的输出中，手动拷贝数据到本表。请注意拷贝的数据包须为带有位长度和状态字的完整数据包(使用演示软件的红外信号解码页面，而非空调控制页面)，且如果一次按键有多个信号输出，需要提供所有的输出数据，不同信号间，用";"隔开。</div> <div>推荐采用第 1 种方法。</div> <div>注意：采集的信号对应为按键过后遥控器上液晶显示的状态，而非按键前。如遥控器上，当前显示模式为制冷，按一次“模式”键后变为“制热”模式，欲采集制热模式的信号，则需要先将遥控器调整为“制冷”模式，再按“模式”键采集，得到制热模式的信号。</div> <div>Providing detailed data will help us to allocate the problem, or to add unsupported protocols to the library quickly.</div> <div>There are two methods to provide data:</div> <div>1. Export from the BC7215/BC7215A Demo Software (Recommended): In the "AC Control" page of the demo software, first select "Capture". Press the required button on the remote control, then click "Save Data" directly without clicking the "Initialize" button. Naming Convention: Save filenames in the format: "BrandModel-Mode-FanSpeed-Temp.aci" or "BrandModel-On/Off.aci" (e.g., Gree-Cool-Med-19C.aci, Gree-On.aci). Submission: Once all required data for this form has been captured, compress all .aci files into a single ZIP file and submit it as an attachment with this form.</div> <div>2. Manually Copy Data: Manually copy the data from the output of the BC7215/BC7215A demo software or user software into this form. Requirements: Please ensure the copied data is a complete packet containing bit length and status word. Use the "IR Decoding" page of the demo software, not the "AC Control" page. If a single button press results in multiple signal outputs, provide all output data and separate different signals with a semicolon (;).</div> <div>Note: The captured signal corresponds to the state displayed on the remote control's LCD after the button is pressed, not before. Example: If the remote is currently in "Cool" mode and pressing the "Mode" button changes it to "Heat", to capture the "Heat" signal, you must first set the remote to "Cool" mode, then press the "Mode" button to capture.</div>
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温度指令数据 Temperature command data	* 所使用温度制式 Temperature Unit	摄氏 Celsius	华氏 Fahrenheit
	*25°C 制冷模式按"风力"键时"格式包": "Format" when press "FAN" at COOLING 25°C:		
	制冷模式, 16°C(60°F)按 "温度-" 键 时数据: Data for "Temp-" @ COOLING 16°C(60°F):		
	制冷模式, 17°C (62°F) (16°C 按"温度+"键)数据: Data for COOLING 17°C(62°F) (press "Temp+" from 16°C):		
	制冷模式, 18°C (64°F) (17°C 按"温度+"键)数据: Data for COOLING 18°C(64°F) (press "Temp+" from 17°C):		
	制冷模式, 19°C (64°F) (18°C 按"温度+"键)数据: Data for COOLING 19°C(64°F) (press "Temp+" from 18°C):		
	*制冷模式, 20°C(68°F) (19°C 按"温度+"键)数据: Data for COOLING 20°C(68°F) (press "Temp+" from 19°C):		

	<p>*制冷模式，21°C(69°F) (20°C 按"温度+"键)数据: Data for COOLING 21°C(69°F) (press "Temp+" from 20°C):</p>	
	<p>*制冷模式，22°C(71°F) (21°C 按"温度+"键)数据: Data for COOLING 22°C(71°F) (press "Temp+" from 21°C):</p>	
	<p>*制冷模式，23°C(73°F) (22°C 按"温度+"键)数据: Data for COOLING 23°C(73°F) (press "Temp+" from 22°C):</p>	
	<p>*制冷模式，24°C(75°F) (23°C 按"温度+"键)数据: Data for COOLING 24°C(75°F) (press "Temp+" from 23°C):</p>	
	<p>*制冷模式，25°C(77°F) (24°C 按"温度+"键)数据: Data for COOLING 25°C(77°F) (press "Temp+" from 24°C):</p>	
	<p>*制冷模式，26°C(78°F) (25°C 按"温度+"键)数据: Data for COOLING 26°C(78°F) (press "Temp+" from 25°C):</p>	
	<p>*制冷模式，27°C(80°F) (26°C 按"温度+"键)数据: Data for COOLING 27°C(80°F) (press "Temp+" from 26°C):</p>	

		*制冷模式，28°C(82°F) (27°C 按"温度+"键)数据: Data for COOLING 28°C(82°F) (press "Temp+" from 27°C):	
		*制冷模式，29°C(84°F) (28°C 按"温度+"键)数据: Data for COOLING 29°C(84°F) (press "Temp+" from 28°C):	
		*制冷模式，30°C(86°F) (29°C 按"温度+"键)数据: Data for COOLING 30°C(86°F) (press "Temp+" from 29°C):	
	模式指令数据 Mode Command Data	制热模式，20°C(68°F) (按"模式"键)数据: Data for HEATING MODE 20°C(68°F) (press "Mode"):	
		除湿模式 (按"模式"键)数据: Data for DRYING MODE (press "Mode"):	
		送风模式 (按"模式"键)数据: Data for FAN ONLY MODE (press "Mode"):	
		自动模式 (按"模式"键)数据: Data for AUTO MODE (press "Mode"):	

	风力指令数据 Fan Command Data	*制冷模式，25°C(77°F)，低风力 (按"风力"键)数据: Data for COOLING 25°C(77°F) LOW (press "FAN"):	
		*制冷模式，25°C(77°F)，中风力 (按"风力"键)数据: Data for COOLING 25°C(77°F) MED (press "FAN"):	
		*制冷模式，25°C(77°F)，高风力 (按"风力"键)数据: Data for COOLING 25°C(77°F) HIGH (press "FAN"):	
		*制冷模式，25°C(77°F)，自动风力 (按"风力"键)数据: Data for COOLING 25°C(77°F) AUTO (press "FAN"):	
	开关数据 On/Off Data	*关机 (开机状态按"电源"键)数据: Data for OFF (press "POWER" when is ON):	
		*开机 (关机状态按"电源"键)数据: Data for ON (press "POWER" when is OFF):	

6. 问题描述 Issue description	<p>*请尽可能详细地描述所遇到问题： Please describe the issue in as much detail as possible:</p>	
7. 提交附件清单 Attachment check list:	<p>1. 初始化数据 .aci 文件（如能初始化成功，请在采集后直接保存，勿点初始化） Init Data .aci file (If can be initialized, please save after capture without clicking "Init" button)</p>	已包含 included
	<p>2. 空调数据打包文件（如适用） zip file for A/C command data (when applicable)</p>	已包含 included
	<p>*3. 空调遥控器照片 Photo of the original remote control</p>	已包含 included
	<p>*4. 空调机照片 Photo of the A/C unit</p>	已包含 included

填写完成后，请选择“**打印 ---> 打印为 pdf 文件**”固化内容用于提交。

Upon completion, please select '**Print**' ---> '**Print to PDF**' to finalize the document for submission.