

## Transcript

**Question:** Magic Sock Drawer. General thoughts and feelings about the system?

**[P:A]:** It was good. I enjoyed using it mostly when I could draw pictures. I didn't really use the text bit at all cause it was just like a normal text and it seemed a bit of a waste.

**[P:J]:** Cause you were actually printing them out at the other end it almost felt like it was a bit of a waste

**[P:A]:** Yeah, whereas with pictures were completely different, they were worth doing whereas the text ones I may as well just use my phone.

**Question:** So it was too similar to sending an email?

**[P:A]:** Yeah

**[P:J]:** It took out the ummm, it wasn't quite so personal, cause when your drawing or got your own handwriting you can kind of tell who it's from. Whereas with a text it's just like a SMS which could really be from anyone but when your drawing to someone else there's a lot more personal.

**[P:A]:** Yeah

**Question:** So is it the personalisation of the note that's better or the fact that more time is spent on the drawing.

**[P:A]:** A bit of both I think. You know if you receive one a lot of effort has been put into it

**[P:J]:** Yeah... whereas a text is quite quick and kind of "are you free tonight", no real thought or effort involved... whereas if you draw it there's a pretty picture, you had to spend a good five minutes doing it and I certainly found that if I wasn't happy with what I'd draw I'd start all over again... so I was really committed to getting it right which for a quick message is a bit silly really but the end result was quite nice really.

**[P:A]:** um yeah

**Question:** and appreciated?

**[P:A]:** Yes,

**[P:J]:** Ahhh, good.

**Question:** So, you clearly preferred using the drawing system... did sending notes replace communicating by other means or did you send extra notes.

**[P:A]:** I think it was extra because we didn't really use the messages for anything like asking questions or certainly anything...

**[P:J]:** Anything that needed a quick reply but that's only because of the network problems we had, if it was guaranteed that the other person would receive it...

**[P:A]:** Yeah but even then, like the person has to be in their bedroom and they have to look and see that there's a message there

**[P:J]:** Yeah, but you've got to be near your phone to receive a text

**[P:A]:** well yeah but people are more often near their phone than near the printer... so no I wouldn't use it if I was trying to get hold of someone... so it was more just kind of for fun than for actual communication...

**Question:** So, for fun or emotional engagement

**[P:A]:** Yeah

**[P:J]:** Yeah, I think a couple times I did send questions to you but didn't get a response

**[P:A]:** Yeah, I think by the time I got it, it was too late

**[P:J]:** But some of them were sent like the bonfire night but you didn't get at all

**[P:A]:** Yeah, I had network issues, it kept disconnecting over and over again and I kept forgetting to connect it so um yeah it would only stay connected for five minutes and it'd be gone again which was a pain... I think that was my wireless more than anything

**[P:J]:** Yeah I don't think it really would've changed anything, how we used it, especially in terms of being mobile, you had to actually be in your room with your system... so it was nicer for, it was used more in a morning or evening to send a message wishing you good luck for the day, so as you say, emotional engagement really, a personal message that could be read at any time rather than a request which needed to be reacted to

**Question:** So it was generally used when people were likely to be in their room...?

**[P:A]:** Yeah, I was never in my room except for when I go to bed so I didn't see it until it was too late, often.

**[P:J]:** Also, especially with the drawings, it's much harder to draw like, how do you draw a request or an action, whereas if just like a flower or my awesome zebra, it's just kind of like a message but then with the "would you like a cup of tea" I did actually draw you a cup of tea I suppose

**[P:A]:** You did

**[P:J]:** But you didn't answer my message.

**Question:** Ummm, so you clearly preferred the drawing over the text interfaces, was there something you would have liked to have had in addition?

**[P:A]:** Some ability to delete without deleting the whole lot, an eraser.... Cause you'd spend hours drawing a picture and then make one little mistake, right at the end and start all over again

**[P:J]:** Or just like an undo feature really

**[P:A]:** Yeah, just undo the last action, that would work

**[P:J]:** One thing I did try was putting the pen to white and just using that...

**[P:A]:** Yeah that would work if you could change the thickness of the pen but because it was always thin you just couldn't erase anything as you'd just be there for hours.. .so that would have been a good change

**Question:** So there specific to the actual interface, I mean for example would you have preferred to have been able to send a note from any computer rather than use the fixed tablet

**[P:A]:** If there was a way of doing it from a mobile so you could do it whilst you were out and about but other than that you know, I was at home I could use the tablet, it didn't really matter.

**[P:J]:** I'm just kind of thinking of how you use it, cause I kind of got into a routing of using it morning or an evening thing as I tended to see you during the day so even if I had it mobile I'm not necessarily sure I'd have enough, as I found it quite hard to think of what to draw, which I put in my diary actually, to make it worth while to draw I kind of thought I should have a good reason, nice thing to send, not having it mobile I don't think I would have used it more

**[P:A]:** I think I would have used it more, just because I'm never in my room so I never saw it, it was never in my field of vision, I never used it and then by the time I got to my room at night I was ready to go to bed so whereas I had it on the mobile I would probably have remembered to use it more.

**Question:** If it was on your mobile, would you not struggle to draw the notes?

**[P:A]:** On the iPhone I think it'd be fine, you get drawing apps on it anyway

**[P:J]:** It wouldn't be as accurate as on the tablet, but being able to use the text and draw would be best as drawing text would be a nightmare

**[P:A]:** Yeah... if you had a phone with a stylus, that would be easier

**Question:** So your printer was on your bookcase...

**[P:J]:** I actually had both of them next to one another on my guitar amp which was kind of about the height of a bedside table, and yeah that was in my bedroom, right in front of my bookcase so I had to walk around it to do anything

**Question:** And where did you put yours [P:A]?

**[P:A]:** My was on my chest of drawers

**Question:** So you were saying, we discussed it would be nice to put them in these personal locations in your rooms, which you've clearly done, but as you were saying [P:A], you're never in your room, so do you think having it in that personal location, where no one else goes was of any kind of significance?

**[P:A]:** Ummm, I wouldn't have wanted to put it anywhere else, I wouldn't have wanted to have had it outside of my bedroom because I live in a house with lots of people, mind you, even in my room Ellie still came in and started writing on it

**[P:J]:** I mean it's different in our houses, as we're in family houses, not our own homes, if we were in our own homes it could have been anywhere and it still would have been our own personal messages... whereas as we were in shared houses, someone else might have got the message,

**Question:** So you think the fact that you knew no one else could use the system was more important than the fact that the printer was in a particular location?

**[P:A]:** Yeah, definitely

**[P:J]:** Yeah. We were kind of restricted, it's the only room we each have that's our own, I mean as you said, you had people break into your room anyway but I certainly didn't want mine elsewhere

**Question:** So, sticking with that, the one-to-one, was clearly kind of cool, would you have liked to have been able, imagine your entire group of friends had one, would you like the ability to send notes to anyone in that group of people?

**[P:A]:** I don't know that I would've used it to send notes to anyone else because I only really used it because I could use it to draw pictures and I wouldn't send pictures to anyone else as I kind of contact other people when I'm trying to organise things and d things and I wouldn't use it for that so I don't think I would message anyone else. I'd imagine you'd say differently...

**[P:J]:** Yeah, I was going to say I probably would

**[P:A]:** I was going to say, I can imagine you sending pictures to Finch...

**[P:J]:** I was going to say, yeah Finch and Dan, but even random things like instead of texting, not that I ever text Finch and say "do you want to go out for a drink " but just send him a picture of a cocktail glass and send him a picture of a cocktail glass and a question mark, something I know I could probably do with my phone but... I probably would but I wouldn't like to say how often, I'd still mainly use it for one-to-one communication with [P:A]

**Question:** Do you think the ability to send notes to other people would have changed your perception of the system because obviously at the moment you knew that every note was going to be from [P:A]?

**[P:J]:** Ah yeah, that's true, possibly, as it's more of a, knowing [P:A] was the only one that could send me things was more of a personal thing, I don't really know when I saw a message there I knew who it was from, that made me want to go and send a message whereas if you open it up to everyone you might then get a little bit... desensitised to the receiving of the messages

**[P:A]:** Yeah

**[P:J]:** And it certainly worked the other way, I was sad when I didn't get messages

**Question:** Just in general or when you sent a message

**[P:J]:** Especially when I'd sent. But having looking through the messages this morning and having discovered that [P:A] didn't get at least 3, that makes more sense! I'd forgotten which ones I'd sent and since they hadn't come out the other end I could say e.g. Have you got the one with a flue on. She didn't know which ones she was missing. Yeah, because you end up putting a lot of time to draw one, you then maybe something has come up during your day, you feel you've put a lot of effort in and then not get a response back, you feel a bit bad. But there were reasons for that and it's not necessarily you not wanting to reply, it's just some getting lost.

**[P:A]:** Yeah, I think we got things sorted after that first drawing, they were still delayed by a couple of days but yeah

**Question:** So you found there was a kind of obligation to reply?

**[P:J]:** Ummm no, not really a reply, more just a note. Especially when we first started and were testing it out but then that's probably because it was new and it wasn't something that was always there it's kind of new thing we're playing with and obviously being a bit more of a geek than you... I was maybe wanting to play with it a bit more but you can't play with it by yourself otherwise you're just sending messages into the ether.

**Question:** What did you do with the notes once you'd received and read them

**[P:A]:** Just kept them in a pile next to the printer.

**[P:J]:** Mine are all on my chest of drawers... but this is a space issue, I'd got to admit my MSD wouldn't be on my amp if there was space elsewhere but as it happens it was quite a good place to have it. I didn't actually use them as stickers per se... I did actually send one to [P:A] which was designed to be a sticker...

**[P:A]:** ... which I would have worn if I'd received it

**[P:J]:** Yeah, in the knowledge you could do that. And the reaction this morning was quite nice, that she was really sad that she didn't receive it... but largely just kept them. I didn't throw any away.

**Question:** So you didn't pin any up?

**[P:A]:** No just kept them

**[P:J]:** I have to admit I wasn't quite sure what you wanted to do with them, I didn't know if you'd want them but then you've got them so I may end up putting some up... And if not, I'm definitely sticking the polar bear one up

**Question:** So you definitely didn't want to bin them, presumably because there's some kind of attachment to them, but in the same way you didn't want to display them?

**[P:A]:** but then I think I wouldn't display them as I know full well my family members come in my room with no concern so...

**[P:J]:** Yeah, my messages were a bit more embarrassing than yours so I'm quite glad you didn't either. But yeah, I'd certainly like to put some of them up cause again there's a certain amount of effort that's gone into them, someone's literally drawn you a little picture... and they're colourful which is always good

**Question:** So did you lose any or you got one and put it on the pile

**[P:A]:** Yeah they were all kept in one place

**Question:** You go into this routing of morning and evening exchanges, did this mean that you looked for specific notes when you got home/ got up or just come across them in your daily life.

**[P:A]:** I just come across them, didn't look on a regular basis, I would just see them as they were on top of my chest of drawers so it was somewhere I looked quite regularly anyway

**[P:J]:** I think the same, it was a bit different because, certainly recently, we've started seeing one another a lot more so we weren't using the system as much, I think when I got the majority of yours, they tended to come in a

bundle so they'd be on the floor when I come home, they'd obviously been queued and then arrived all at once but they weren't that many...just trying to think, I don't remember receiving them, especially towards the end, so I don't really have a set sort of time when I might look out for a message... whether that's because they were lost or queued somewhere or whatever, I just think it's because we were seeing one another more we were just using it less. But when I did get one it was obvious as it was the first thing I'd see when I walked in.

**Question:** Did you show any of the notes to anyone else or just keep them completely private?

**[P:A]:** No, didn't show to anyone

**[P:J]:** I think I did when we were first starting, the project when people were interested in what the system was but other than that no,

**Question:** But not to look at the note, more look, this is what the system does?

**[P:J]:** Yeah, it was pretty much completely personal beyond that.

**Question:** Sticking with that, you obviously knew I was recording all the notes for study reasons, do you think you would have sent different notes or any more notes if that wasn't the case because obviously if this was an installed product, no one would have been recording them, do you think you would have changed what you were sending?

**[P:J]:** Yep,

**[P:A]:** Yeah, possibly,

**[P:J]:** Even from you as well?

**[P:J]:** I had to be a bit more careful, because of you family members

**[P:A]:** Yeah, that's the thing isn't it

**[P:J]:** Your fine, you could have sent to me

**[P:A]:** but they were always up in my room

**[P:J]:** I would have had to say "you have to stand in your room by your sock drawer until you receive this" and then it wouldn't have been a surprise.

**Question:** So you think, toned down the emotional or explicit content

**[P:J]:** Probably more the explicit content, um, not necessarily, I don't think, I don't think I would have felt all that comfortable being that emotional through it but I don't know why... like I was obviously saying "I love you" a lot through it

but anything more serious than that, I would have chosen a different medium like face to face, but kind of in terms of explicit material, if I knew no one else was looking, there may have been the occasional message, possibly more for comedy value

**[P:A]:** Laughs

**[P:J]:** Cause my drawing's not that good.... I don't think it would've changed that much, I don't think it would've changed any messages I sent

**[P:A]:** just maybe added a few more

**Question:** So you're just saying there's nothing to deep

**[P:J]:** Emotionally engaged, but not at a superficial but at a contact level... not the kind of system where you put "my dog's just died"... maybe something I'd text but because you get a print out at the other end, it's not like a waste of a print out, but with a text version, there's no reasons to remember it, it just wouldn't feel appropriate... even sending something negative, there were no negative messages sent, even to the something as basic as "I had a bad day", I would sent that to you, but obviously I could've done

**Question:** You didn't think that was appropriate?

**[P:J]:** No, it's just not a light, nice message to come back to and that's actually the kind of message that would've been thrown away, like that's unfortunate but I don't want to remind myself of that... I just hadn't thought that I wasn't sending bad messages if you see what I mean... I can text and say I've had a really bad day and that actually... they were happy or random, to make [P:A] laugh

**[P:A]:** yeah, you really want to look forward to seeing it rather than thinking oh no, it's going to be bad

**[P:J]:** yeah, it's always a positive experience

**Question:** You said earlier you kind of felt sad when you'd invested time in and didn't get a note back, we're going to drift into this feeling world now... the absence of getting a note back was sad, how did you feel when you received a note?

**[P:J]:** good

**[P:A]:** Yeah, it was good

**[P:J]:** It was nice that

**[P:A]:** Someone's put the effort in to do it...

**[P:J]:** ...the feeling that someone's been thinking about you enough to kind of take some time out of their day to do it was good, it was nice

**Question:** And did you have a similar sense of niceness when you actually sent a note

**[P:A]:** Yeah

**[P:J]:** Yeah

**[P:A]:** I think that's another reason why the drawing ones are nicer than the text ones, because you know they're going to appreciate it at the other end whereas you know the text ones were just meaningless, kind of.

**[P:J]:** Yeah, the thought was there it's not quite...

**[P:A]:** the thought's there in that case

**[P:J]:** The majority of the content by drawing messages were to provoke either a happy warm feeling of being thought of or something to make you smile and laugh

**Question:** and you kind of thought those were the two main types of...

**[P:J]:** Yeah, I think so, even though I was thinking, I sent a message saying we were coming up to Bath and I sent a message of a big bath with some water in it and I thought I can't think of anything else to draw but that will probably make you smile... you're nodding so that's a good sign... again the zebra, awful drawing of the zebra, but it was the point that it would make you laugh, it's kind of, yeah.

**[P:J]:** Either something nice and sentimental and emotional or humorous

**[P:A]:** Yeah

**Question:** So that's at a low level, in a broader sense, do you think having the system had an impact on your relationship at all?

**[P:A]:** Ummm, probably not on any massive, deep level,

**[P:J]:** Maybe short term because of the receipt or nonreceipt of message, cause in the first couple of weeks where I'd sent out quite a few and not received any, it's only because [P:A] had major network issues and I was like oh that's why that's not working then. I was actually quite sad I didn't get any, verging on quite annoyed, but I didn't know whether to say anything, but it was the fact that I was actually annoyed was a bit silly, having gone to the effort of doing it, I sent 4 messages, 1 message I had to re-draw three times and each message took five minutes to draw, I found you hadn't got them, I was like oh this is ridiculous and you still hadn't got them.

So maybe short term

**[P:A]:** Yeah, short term impact, not long term

**Question:** Do you think because the drawing ones obviously aren't things you couldn't send by text, do you think they were a good addition to your existing communication practices?

**[P:A]:** Yep

**[P:J]:** Yep, certainly on a 1-to-1 but that might be how you use those types of communication. Like email, I wouldn't use email unless it was, not business but a reason, like sending links, something which needed paperwork. For me, email is normally business based, normally it would be text, phone, face to face, so the fact that there's an additional, colourful, personal, it's the 1-to-1 thing that's literally, it's just out system, just for us, that's quite nice. But yeah, definitely used it in a different way to SMS.

**[P:A]:** Yeah, definitely.

**Question:** Last question: You've obviously don't have the MSD system anymore, do you think you're going to miss it? I know they've been lifestyle changes and technical issues over the last few weeks...

**[P:A]:** I think I would miss receiving them, but yeah, it has been quite a palaver with the network issues, so if that was all ironed out and it was a working system and my wireless network wasn't so rubbish, then I would miss it. Because I know that if I had been able to just send it and it had turned up and you'd got it straight away then and vice-versa, I know I would have used it a lot more.

**[P:J]:** Ok, yeah. To be honest, if we were in our own houses, or had the facility to, I'd probably have suggested that we'd both gone cabled rather than wireless because my wireless kicks me off every couple of days anyway...

**[P:A]:** Mine kicks me off randomly every five minutes as I don't have very good signal

**[P:J]:** So I would have recommended going cabled, so if we had our own houses, we could cable it anywhere in the house

**[P:A]:** Yeah,

**Question:** So it was the issues surrounding that that were troublesome but you can see the value in what you got from it?>

**[P:A]:** yeah, definitely

**[P:J]:** We would've done a lot more with it had we not had such palavers.... We managed to have quite an emotional attachment to the system, despite

the fact it had a few technical issues which weren't you know nothing to do with the system, it was networking, that was literally all the issues.

**[P:A]:** And maybe running out of paper in the printer...

**[P:J]:** Yeah, I think I'd probably miss it, especially because it's been quite a long trial, not like a week or two, six weeks is quite a big, quite a lot of time invested in the project itself

**[P:A]:** It'll be nice to have the space back on my chest of drawers

**[P:J]:** I can play guitar again! But no, it was quite nice. I'm wondering whether I might replicate it in some way, you know use paint or something, I would send picture messages more if they were free.

**[P:A]:** Yeah, I'd send picture messages all the while if they were free

**[P:J]:** Yeah, they used to be, it's only recently they've changed it