

Interview 2

[P:L] has been added to the conversation.

Daniel says: (19:33:42)
hey

[P:A]says: (19:33:58)
Hello!

[P:L] says: (19:33:58)
hi :)

Daniel says: (19:34:06)
all sorted now; sorry about that - was helping someone else out on their computer and was signed in - had to beat a hasty retreat!

[P:A]says: (19:34:19)
Hahaa no worries

Daniel says: (19:34:44)
so how are you guys? enjoying being finished?

[P:L] says: (19:35:14)
[P:A] still hasn't finished exams! but yes i'm very much enjoying being finished!!

[P:A]says: (19:35:56)
We're very well thanks, I've still got a couple of exams but definitely enjoying having Luce home!

Daniel says: (19:35:57)
oh no! when do you finish [P:A]?

[P:A]says: (19:36:01)
20th June :(

Daniel says: (19:36:05)
oh my gosh

[P:A]says: (19:36:09)
Not too long to go though

Daniel says: (19:36:41)
at least it's not sunny anymore, that must have been a drag!

[P:A]says: (19:37:17)
Yeaah, having the sun outside while I was inside was depressing!

Daniel says: (19:37:42)
I'll bet :(

Daniel says: (19:38:45)
so I have to go through the standard ethical stuff; everything you say will be kept in confidence; no identifiable info is kept; short anonymous quotes may be used to illustrate points... same as last time really...

[P:A]says: (19:39:09)
That's coool

Daniel says: (19:39:28)
ok [P:L]?

[P:L] says: (19:39:45)
that's great :)

Daniel says: (19:39:51)
awesome

Daniel says: (19:39:53)
box ticked

Daniel says: (19:41:31)
so the general format of the interview/chat thing is this; first theres some questions about how you used the hug belts and how they fitted in to how you normally do things; then a little bit about specific design points; then a few about feeling and emotions and then just some wrap up questions at the end

Daniel says: (19:41:32)
pew!

[P:A]says: (19:42:00)
Sounds good to me

[P:L] says: (19:42:06)
ok sounds good to me too

Daniel says: (19:42:26)
so starting off really broad; what were your general thoughts about hotHugs?

[P:A]says: (19:43:02)
Definitely a really good idea

[P:A]says: (19:44:08)
And worth having if you're in a long-distance relationship

[P:L] says: (19:44:47)

i think that the concept of hothugs is really good and it was fun to use, but i'm not sure if it really made us feel closer or not

[P:L] says: (19:45:06)
even though i did enjoy using it

[P:A]says: (19:45:18)
Yeah

[P:A]says: (19:45:26)
Very enjoyable to use

[P:L] says: (19:46:37)
it did feel nice to be warmed by him but then it was still a belt and not really him!

[P:A]says: (19:46:49)
I could imagine it could make you feel closer or feel a lot better if you were feeling reaaaaally down and your boyfriend/girlfriend could give you a hug

Daniel says: (19:47:13)
ok... so overall it was a nice thing but it still wasnt the same as being together

[P:A]says: (19:47:27)
Yeah, but nothing will be the same as that

[P:L] says: (19:47:48)
yeah basically! i think the idea has a lot of potential though

[P:L] says: (19:48:11)
because that is the main thing missing in long distance relationships

Daniel says: (19:48:28)
cool... so in terms of using it, could you describe how you used hotHugs - at specific times or in particular places or when things had happened...?

[P:L] says: (19:48:55)
we just used it whenever we had the time really, usually in the evenings before bed

[P:A]says: (19:49:40)
Yeah, usually in the evenings

[P:A]says: (19:50:28)
We probably didn't use it as much as another couple might as we have iPads so the ease of using facetime on that and just lying in bed without your computer on is tons easier

Daniel says: (19:50:48)
I see... so you tended to use it when you were skypeing on the computer then?

[P:A]says: (19:50:52)
Yeah

Daniel says: (19:51:51)
so did that tend to happen when you were just on the computer anyway or did you think "instead of facetime, lets use the belts"?

[P:A]says: (19:52:15)
Yeah, we definitely thought use belts instead of facetime

[P:L] says: (19:52:21)
we thought instead of facetime lets use the belts usually

Daniel says: (19:53:26)
cool... so did you only use it with skype?

[P:L] says: (19:53:37)
yeah

Daniel says: (19:53:59)
would you have preferred to have it integrated into facetime?

[P:A]says: (19:54:08)
Definitely

[P:A]says: (19:54:26)
If there was a plug that could go into the iPad or something then we would have used it a hell of a lot more I would have thought

[P:L] says: (19:54:26)
yeah that would've been better i think

Daniel says: (19:54:48)
why would that have been better?

[P:L] says: (19:56:19)
we would have used it whenever we did facetime as well instead of just with skype

[P:A]says: (19:56:26)
Well it's having all the cables and things like that, and having to set it up.. I know of course it's only a prototype, but if it was able to be plugged into a wireless device and be able to walk round the house or something then it would have been amazing

[P:A]says: (19:56:56)
I have no idea of course how you could accomplish that :L

Daniel says: (19:56:59)

ah kk... so like the logistics of it and it fitting in with what you normally do?

[P:A]says: (19:57:06)

Yeah

[P:A]says: (19:57:33)

We're lazy people, so if it's not too much of a hassle to use then we'll use it

[P:L] says: (19:57:36)

yeah it would be a lot more convenient

[P:L] says: (19:57:42)

hahaha

Daniel says: (19:57:43)

lol awesome

Daniel says: (19:58:45)

so moving on a little bit... what did you think about the soft toys as an interface?
Was it OK or did you think of alternatives you might have preferred?

[P:L] says: (19:59:59)

i liked the soft toy idea, nicer to squeeze something that looks like it could be
alive than just press a button or something

[P:L] says: (20:00:17)

you get more of a feeling of actually hugging

[P:A]says: (20:00:24)

Yeah exactly what I was about to say

[P:A]says: (20:00:57)

But going back to if it was on iPad or something, pressing a button on the screen
or something wouldn't have been too bad

[P:L] says: (20:01:18)

yeah actually

Daniel says: (20:01:41)

so the convenience of the iPad would have outweighed the kind of hugging-type
thing you got with the rabbits?

[P:A]says: (20:01:58)

Definitely

[P:A]says: (20:02:15)

But that's just me

[P:L] says: (20:02:46)
yeah exactly, i think convenience is quite important

[P:L] says: (20:03:23)
and with the ipad you already have to hold it up so it would just be too many things to hold if there was a rabbit attached as well!

Daniel says: (20:03:33)
thats a good point!

[P:A]says: (20:04:22)
Have the belt battery powered or something and some how get it to connect via bluetooth or something then there'll be no wires

[P:A]says: (20:04:55)
:L Once again I have no idea how you'd do that

Daniel says: (20:05:22)
ok... that kind of brings me on to the next point... I think there were 3 main ways we described as possible ways of using hotHugs - as a belt, wrapping it around a chair and around a pillow... which (if any) of these did you try and what did you think about it?

Daniel says: (20:05:39)
and don't be too concerned about practicalities! they can be ironed out later :)

[P:A]says: (20:05:54)
We wrapped it around us, and around a chair

[P:L] says: (20:05:59)
we wrapped it around the chair and as a belt

[P:L] says: (20:06:53)
the belt was good if it was cold as it was more effective

[P:L] says: (20:07:06)
but if it was warm it sometimes got too hot so the chair was better

[P:A]says: (20:07:13)
Yeah

Daniel says: (20:07:42)
ok... so no difference in like the emotional feel but the practical side of actually feeling it?

[P:A]says: (20:08:36)
I guess having it wrapped round you was slightly better, but it wasn't much different

[P:A]says: (20:08:48)
Emotionally that is

[P:L] says: (20:09:04)
yeah the wrapping round you felt more like a hug so had more of an effect

Daniel says: (20:09:19)
cool

Daniel says: (20:10:35)
so I guess we've already gone over how the belts fitted into how you normally communicate... you used them alongside skype when it was on...

[P:A]says: (20:11:06)
Yeah

Daniel says: (20:11:15)
so then...

Daniel says: (20:11:40)
how did using the belts with skype compare to just using skype on it's own (on an emotional level that is)?

[P:A]says: (20:13:21)
Hmmm

[P:L] says: (20:13:58)
using the belts was usually a nice thing to do at the beginning of the conversation and was a better way to start off (and end) than just usual skype, but usually once we started talking we wouldn't really think to use it very much throughout

[P:A]says: (20:15:41)
Yeah exactly what [P:L] said, we slightly forgot about it throughout the conversation, but it was a good thing for the beginning and end of a conversation

Daniel says: (20:17:07)
ok... so like as an opening closeness thing and then as a nice way of saying bye?

[P:L] says: (20:17:27)
yeah that's what it was best for

[P:A]says: (20:18:05)
Yeah

[P:A]says: (20:18:32)
I would imagine it would be good if the other person was feeling sad, but I don't think that happened with us

Daniel says: (20:18:46)

ok cool... so sticking with the feelings; how do you think using hotHands has affected your relationship, if at all?

Daniel says: (20:19:04)

ah kk; so if there was a particularly sad point; you think it would have been good for that?

[P:L] says: (20:20:01)

yeah i think it could've been a good cheer up thing if we weren't feeling too happy

[P:A]says: (20:20:01)

I don't think it's really affected our relationship at all because we're pretty damn close all the time

[P:A]says: (20:20:32)

Yeah good for cheering the other person up

[P:L] says: (20:20:48)

yeah i'm not sure if i feel different overall since before hothugs and after hothugs

[P:L] says: (20:21:16)

it was nice to use at the time but i don't think it had a big enough effect to completely change our relationship

Daniel says: (20:22:11)

so if I asked what has been the impact of using hothugs on how close you feel to one another what would you say?

Daniel says: (20:23:00)

did that differ in an "in the moment" against longer-term too?

[P:L] says: (20:23:35)

probably didn't have a massive impact, at least not long term i wouldn't say

[P:A]says: (20:23:44)

I don't think it's made much of a difference at all, but I could imagine it could be different for other people

[P:A]says: (20:23:50)

What do you mean by your last question/

[P:A]says: (20:23:53)

*?

Daniel says: (20:24:57)

so having said that it didnt have a longer-term impact, how did you feel while using the belts?

Daniel says: (20:25:03)
better phrased question i think!

[P:L] says: (20:25:04)
but yes in the moment it did give a feeling of closeness, i think it was just nice to be sharing something.. just to be doing the same thing in different places and enjoying it together

[P:A]says: (20:25:54)
Ohhhhhhh I see!

[P:A]says: (20:26:13)
Yeah in the moment it gave the feeling of closeness I'd say

[P:L] says: (20:28:23)
it was just generally good to have something to share (exactly what i just said), but yeah just to see him using it at the same time felt kind of like a connection

Daniel says: (20:28:37)
awesome

[P:A]says: (20:29:48)
I am agreeing with everything she is saying

Daniel says: (20:30:04)
lol; consistency is good

Daniel says: (20:32:00)
so moving on to the design type ideas... what were your thoughts about being able to personalise the belts? What about selecting the soft-toys?

[P:L] says: (20:33:31)
i liked selecting the toys as it made it a lot more personal and made me more attached to the soft toys as we'd chosen them together

[P:A]says: (20:33:45)
Yeah I thought being able to personalise them was a good idea, and choosing the soft toy was definitely good too.. Especially as we'd chosen them together

[P:L] says: (20:34:08)
i enjoyed personalising it but i don't know if it made a difference closeness wise, just a fun thing to do

[P:A]says: (20:34:16)
Yeah, she's definitely attached to it :L

[P:L] says: (20:34:17)
but maybe if we'd done it together it would've been better

[P:A]says: (20:34:21)

Yeah

Daniel says: (20:35:02)

so personalising the belts was just a fun thing to do whereas picking the toys together kind of made you more connected?

[P:A]says: (20:35:11)

Yes definitely

[P:L] says: (20:35:27)

yep

[P:A]says: (20:35:47)

The belt didn't really matter, I mean if you were looking at selling them or something as long as the belt looks good it's fine, but choosing the soft toy is a good idea

[P:L] says: (20:36:51)

yeah the soft toy was the main part of it and you didn't really look at the belt once it was on

Daniel says: (20:37:33)

thats cool... so do you think the soft toys was mainly because it was something you'd done together as a couple then?

[P:L] says: (20:38:22)

yeah cos it kind of had memories of a nice day attached to it

[P:A]says: (20:38:30)

Yeah definitely, because it took us a while to choose them and it was pretty damn fun

[P:L] says: (20:38:38)

so it reminded me of him rather than just being a random toy

Daniel says: (20:38:44)

thats cool

Daniel says: (20:39:18)

I perhaps should have led with this one but what did you think about using a device based on hugging? Was it ok or a bit creepy?

[P:A]says: (20:40:20)

:L Not creepy at all! I thought it was a good idea

[P:A]says: (20:40:36)

It would be creepy if someone random was sending you hugs and you didn't know

[P:L] says: (20:40:57)

hahaha i didn't find it creepy, it was a cute idea and one of the main things we miss so i thought the device was a well thought out idea for a long distance relationship

Daniel says: (20:41:10)

awesome

Daniel says: (20:41:30)

[P:A]'s point neatly brings us onto the next bit... what are your thoughts about potentially using the hotHugs with people other than each other? E.g. friends, family

[P:A]says: (20:41:56)

It wouldn't have the same effect I wouldn't have thought, for me anyway

[P:A]says: (20:42:10)

If I used it with my sisters or something I think it would be weird

[P:A]says: (20:42:34)

Just depends what kind of relationship you have with your friends/family and how attached you are to them, and how much you'd miss their hugs

[P:A]says: (20:42:51)

Everyone's different though

[P:L] says: (20:43:14)

yeah, i feel like with friends it wouldn't really be as necessary as i more miss conversations and things than actual physical contact

[P:L] says: (20:44:17)

yeah it depends what your relationship is, but even with family i don't think it would be really necessary

Daniel says: (20:44:33)

so generally; better within the relationship but that might not apply to everyone?

[P:A]says: (20:44:38)

Yeah

[P:L] says: (20:44:49)

even though i do miss hugs from my mum and things, i can survive without it

Daniel says: (20:44:50)

might it change in particular situations - say you were ill for example?

[P:A]says: (20:45:21)

Fair point

[P:L] says: (20:46:01)

yeah if you were ill, and i think also if it was in the middle of winter when it was really cold then that's when you especially would like a warm hug so it would be a lot more appreciated then

[P:A]says: (20:46:10)

Yeah

Daniel says: (20:46:20)

ok cool

Daniel says: (20:46:48)

What did you think about using the heat as a way of communicating with each other? Was that ok or were there other things you thought of which would be as good/better?

[P:A]says: (20:47:44)

If the belt could squeeze you some how, that would have been brilliant

[P:L] says: (20:47:51)

i do like the heat idea as it's probably the most like human contact you can get really

Daniel says: (20:48:17)

ok, mix of opinion there... so [P:A], do you think squeezing would have been better than heat?

[P:L] says: (20:48:41)

i'm not sure if i'd like to be squeezed

[P:A]says: (20:49:20)

I think a slight mixture.. I might feel weird for the first few times but I think you'd get used to it

Daniel says: (20:49:31)

do you think having different sensations at each end (so you would get heat but [P:A] would be squeezed) would be ok?

[P:L] says: (20:49:50)

haha maybe, it would depend what the squeeze felt like

[P:L] says: (20:49:57)

it could work but it might just feel weird

[P:L] says: (20:50:05)

yeah you could do different sensations at each end

[P:A]says: (20:50:05)

I wouldn't mean a tight squeeze, just like a gentle one

[P:L] says: (20:50:22)

or you could have different options whether to heat or squeeze, or both

[P:A]says: (20:50:48)

Something like this.. saw this the other day on the daily mail

[P:A]says: (20:51:46)

Yeah, different options would be good

Daniel says: (20:52:11)

thats cool... ive seen the squeezey ones before and people like the idea... up until they use them and realise how noisy they are!

Daniel says: (20:52:18)

generally that is...

[P:A]says: (20:53:13)

Ohhh I see, didn't realise they make a lot of noise

Daniel says: (20:53:51)

well they do at the moment... that might get ironed out later on of course...

[P:A]says: (20:54:15)

Of course! But combining the two, in my opinion, would be a good idea

Daniel says: (20:54:20)

cool

Daniel says: (20:54:49)

so then, the final design type question; what are your thoughts about only being able to use the belts together at the same time? What would you think about having the ability to 'leave' your partner a hug to receive later on?

[P:L] says: (20:55:44)

yeah actually i think that's a really good idea to be able to leave a hug for later

[P:A]says: (20:55:48)

I think that's a brilliant idea

[P:A]says: (20:56:19)

But, depends of course if the other partner will put it on just to see if they've been left a hug or not

[P:A]says: (20:57:27)

Because the partner might just use hothugs next time they're talking to their partner, so they might not get it when they should have

[P:L] says: (20:57:33)

i think it would be better that way because when you're not speaking to them is when you miss them most and it would be really nice to receive something later on

[P:L] says: (20:57:56)

yeah the problem would be that you'd have to be wearing it

Daniel says: (20:58:30)

what about combining it with like a little video clip as well? so you got like a video message and the hug at the same time?

[P:A]says: (20:59:28)

Yeah that would be brilliant, ideal for something like an iPad/smart phone or something, if you were able to make it into an app somehow, and allow the belt to connect to them

[P:L] says: (20:59:51)

yeah i like that idea too

Daniel says: (21:00:26)

how do you think that would compare to the version you had where you were using it together? Do you think it would change how you were feeling about the other person?

[P:A]says: (21:01:23)

I think it would possibly make you feel closer, as the hug would show that the other person was thinking about you, and wanted to send you a hug to show that you miss them/love them

[P:L] says: (21:02:11)

i think it would be good as you could watch it back if you were feeling sad and if you felt you needed it

[P:L] says: (21:02:35)

it would be more lasting i think

Daniel says: (21:03:21)

ok thats interesting... so taking the time out to do it would be appreciated?

[P:A]says: (21:03:38)

Yes, definitely

[P:L] says: (21:03:57)

yeah

Daniel says: (21:04:06)

awesome... so now onto the wrap up questions

Daniel says: (21:04:19)

Is there anything you would change or improve about hotHugs? If so, what?

Daniel says: (21:04:36)

other than ipad integration/other things we've discussed tonight!

[P:L] says: (21:05:21)

maybe if it could be smaller and not so wirey

[P:A]says: (21:05:26)

Yeah

[P:L] says: (21:05:58)

and also if it could somehow be portable, and have some kind of random aspect

[P:A]says: (21:06:03)

Or if you could make a portable one, so you had it as a bracelet or something, connected via your phone, so you could receive hugs any time

[P:L] says: (21:06:55)

yeah i think it would be really good as a random surprise when you weren't expecting it

Daniel says: (21:07:00)

ok, portable is cool...

[P:L] says: (21:07:18)

as then you'd know the other person was thinking of you

[P:A]says: (21:08:00)

Yeah

Daniel says: (21:08:32)

So what would your thoughts be about continuing to use hotHugs (if it were possible)?

[P:A]says: (21:11:05)

Currently as it is, probably not, only because to use it you have to have your computer on, and it has to be plugged into your computer to use it, so you can't be lying on your bed or something using it

[P:L] says: (21:11:07)

i think i would continue to use an adapted version of hothugs like we discussed, but as it is using facetime has made a really big difference to us and if it couldn't be used with that then i don't think we would really make much use of it

[P:A]says: (21:11:22)

Yeah

Daniel says: (21:11:50)
so thats kind of a not as it is but if it worked with facetime more likely to?

[P:L] says: (21:12:00)
yeah definitely more likely to

[P:A]says: (21:12:14)
Yeah, more portable would be brilliant and would use it definitely

Daniel says: (21:12:37)
awesome

Daniel says: (21:12:54)
so as a final question; is there anything else you'd like to tell us or discuss about hotHugs?

[P:A]says: (21:13:39)
Nope, apart from it's a brilliant idea, and pretty damn impressive how you've done it

Daniel says: (21:14:04)
ahhh, flattery will get you everywhere!

[P:L] says: (21:14:17)
yes i agree

[P:A]says: (21:14:37)
Hahaha

Daniel says: (21:14:46)
awesome...

Daniel says: (21:15:20)
well I'd just like to thank you again, it's been a real help and the things you been saying tonight have been really, really useful

[P:A]says: (21:15:31)
No worries!

Daniel says: (21:15:49)
:D

[P:L] says: (21:15:59)
that's fine! :)

[P:A]says: (21:16:12)
Good luck with it!

[P:L] says: (21:16:50)

i'll be sending the diaries etc. very soon so expect them next week some time

Daniel says: (21:17:20)
thats awesome