

## Transcript – P10

[scenario 1 – doodleMessenger ]

[measure]

D: First thoughts about doodleMessenger?

M: I used this app for a bit, I really liked it, it was quite a cool thing to do... I didn't send many but I did send a round 4... I used it through text messaging so it was really personal... it was really nice, a really nice thing to do, I did like it

D: So what was it about it which you liked?

M: Definitely about sending a personal message to [my partner], and the fact that you can take a photo and draw on top of it which is a bit more than just a free-drawn message... so the photo is something I would do... it allowed me to say this is what I'm doing and it allowed me to put a personal message on top of that

D: You used it and said you sent around 4... what are the reasons which surround you not continuing to use it?

M: You have to pick up and remember to use it... because I've only got a pay as you go, sending the text messages are really expensive, like 70p... so cost and also I guess when I did use it, there is a novelty of using it and then it fades a little bit... the first four were really impressive... the other thing is [my partner] has an ordinary phone so there's nothing coming back to me...

D: Of those 4 were they all to maria?

M: yeah

D: If you had a contract phone, do you think you'd only still send them to her or do you think you might send them to other people as well?

M: It would only be to her... so I think for sharing photos of what I'm doing, I think I'd use something different, I'd use facebook... I know it does support putting it onto flickr or facebook but then people are seeing it who are a bit more forgiving...

[measure]

[scenario 2 - hotHugs]

[measure]

D: So, what do you think about this one?

M: yeah, it's cool... it sounds like a really good idea, I like it... I know my girlfriend would hate it, it's quite funny, she really doesn't like hugs... don't ask why, I have no idea... so for me, I'd love it, but for her I know she'd be I can't deal with it...

D: So what are the things about it which you do like?

M: Just the idea of giving something a squeeze and then the other person gets a hug... I think that sounds quite sweet... it's something which adds just a little bit more to you

D: Is there anything about it which you dislike?

M: No, I don't think so...

[prototype]

D: So, pretty much what you were expecting?

M: Yeah, definitely... it's interesting that they gradually warm up... I wonder what it would be like the other way round, if it was quick and then they cooled down...

D: Do you think that would be better?

M: I'm not sure, I have a feeling it might be better, I think the first couple of times you were using it, you'd have to be sure that the person had sent it... to know that it's alright (safe)... I don't know if it would have that immediate "this is as warm as it gets"

D: Is there anything you'd change about it?

M: Don't think so... I think other than that immediacy... I see there's only 4 on there, if you had the red strip as a giant peltier... I actually did have to push the elements against me to get it to warm up...

D: For this one, it's clearly been designed to be warmed... the way it's been designed means that it could be wrapped around a chair so you don't have to put anything on... you just sit down and you get a similar interaction... or even wrap it around a pillow... so the same but a slightly different use...

M: I think having it wrapped around the chair would make it different, it wouldn't be like a hug, it would just be like a warming environment rather than a physical hug... but the pillow I think that might be quite interesting... because you'd be able to squeeze the pillow and your partner's pillow would warm

up... so I don't know, the pillow sounds like quite an interesting one... depends on the heat which comes out of it, especially with a pillow which warms with your heat anyway...

D: So you think there could be a missing of messages?

M: Whether you just have a strip of peltiers down the middle which do warm up quickly, when the other person squeezes the other side...that might be quite interesting but personally I do prefer the belt, wearing something...

[measure]

[scenario 3 - MSD]

[measure]

D: So, the MSD. What are your thoughts about this one?

M: I like it, I think it's a good thing...

D: How do you think it compares to the phone-based one?

M: It's difficult... I think it's difficult... I think you'd get the messages at times when you'd want to get the message as that's how it works – you remember is there a note... so I think it would be one of those ones where you'd be happier to get the notes from the sock drawer than from the phone, cause on the phone you could be doing anything...but I guess you have the flip side, if you have none, you might be disappointed...

D: What about the printing part of it?

M: I think it does make a big difference... because it's a physical thing you get, you could just throw it away but it would be interesting to see how many people do keep them...

[prototype]

D: So pretty much what you were expecting?

M: Yeah, definitely... the printing of the note is not quite what I was expecting, I was expecting more of a till receipt printer... I just thought the printed roll from a till...

D: Do you think you'd change that then?

M: I don't know to be honest... just I don't know if it would make that much of a difference, more of a paper thing and less of a photo thing...I'm just trying to imagine whether opening the door, finding a stack of these or a big ream of things, which would be better...

D: But you'd still keep the printing

M: Yeah, definitely...

D: Are there any features about it which you might consider changing?

M: Probably the lag between the pen and what comes up on the screen, I think that's probably the only thing...

D: Similarly to the app, it's been positioned as just a one way link to your partner... do you think you'd be tempted to send notes to other people or not?

M: I think it would still be private but I don't know if you could have... no a more private thing, maybe 1 or 2 friends on it as well, a couple of printers around your house... one in the kitchen for a friend of mine whose a really good cook so it would be cool to have one there...

D: Scope the printers to almost privacy groups...?

M: Meaningful locations depending on who they are

[measure]

[scenario 4 - sleepyWhispers]

[measure]

D: So what do you think about this one?

M: yeah... I think it sounds like a good idea... I think it would be, I think id use it more for scaring people rather than anything else... it sounds interesting, I'm just not sure as to what you would record as a message that would feel personal...

D: Do you think you'd have to...

M: Experiment with it, yeah, see what you could record...

D: Do you think it would change quite a lot if we changed the pillow for a speaker in the photo frame?

M: yeah I think so, the pillow makes it possibly more, the messages you'd send, you'd be trying to send more intimate messages because they are coming through the pillow... coming through the frame wouldn't matter...

D: Do you think there's an interaction there with who you'd be happy to use the system with?

M: yeah, definitely... I think with the pillow it could only be your partner... there's something about the pillow which makes it feel more intimate than just a voice message

D: Do you think it would be something you'd use or not?

M: Yeah I definitely think I'd have a play about with it and see...

[measure]

D: So, pretty much what you were expecting?

M: Yeah, pretty much... I think that's the thing, the sound is quite low, so playing around with what messages you could send, it does feel like whisper like whispering... so just a "hi, I'm at the shops" wouldn't work... "I'm at the shops and thinking of you" or "I'm at work and thinking of you" I don't know, it doesn't seem quite the right message to record and send... you'd need something really personal... I don't know if it's just me but I couldn't do that everyday! It would start getting repetitive after a while... I can see how fun it would be if you recorded the trailer to like paranormal 3 and just scare the crap out of somebody...

D: Do you think that would be something worth changing then, somehow making it less special or do you think you'd just prefer to use it rarely but special...

M: I think the pillow, volume and that with the photo frame, that combination of things does make it feel... if you got rid of the pillow, I don't think removing the frame would make a difference... I think you wouldn't use it very often but I can imagine being disappointed that there's nothing there for you... I think it would be interesting to use it for a while and see how you could actually use it...

D: So the way it's currently set up is messages play only once... you can download them though. If you haven't sent any messages since last time they were listened to, there's like an empty message which plays... do you think that's ok?

M: Maybe... it would be less disappointed than nothing but I think you'd still be disappointed that it's just that stock message... also the audio, it doesn't have to be a voice message, play a song through it...

D: How do you think the toy compares to the photo frame?

M: I think they're slightly different because your squeezing to send rather than pushing to receive... photo frame is just a representation of someone whereas a soft toy which is gifted, it would act as a similar proxy...

[wrap up]

D: If you could please rank them from most likely to use to least, favorite to not...

M: the hug one would be first... then the MSD (physical message) then doodleMessenger then the pillow

D: Is there a particular train of thought there...

M: The other ones I can see myself using...

D: Did you used to skype with maria a lot?

M: yeah...

D: Do you think that makes a difference...

M: Yeah... also the immediacy of it...

D: How do you think these 4 compare to the hand holding concepts of last time

M: The hug one is the only one that's comparable... the messages and the pillow seem to be a different sort of connection...my personal preference is the placing of hand on something (the imprint) I'd probably use that over the belt...

D: So again, these are all loosely based around co-located behaviors... do you have any thoughts about how that works as a design paradigm as compared to saying that you can't achieve the same thing and starting completely from scratch...

M: I think it does make sense, I think that it's a good idea... it's difficult to know... like the printed messages I think is really nice and I'd use it but the pillow... I'd like to play around with it but I don't know how successful it would be so Im trying to think what the difference is... I think there is a separation with the other person aand your trying to form a connection... with the belt you can see them on skype and then you get the warmth, that feels like a natural thing... the note left for you on a bench feels like a nice thing to do, a nice thing to find... but im unsure as to someone's voice coming through a pillow, what that matches onto...