

## Transcript – P2

[scenario 1 – sleepyWhispers]

[measure]

D: So what are your first thoughts about the system?

V: I think it's quite cool... you quite often ring up people before they go to bed or text; it's quite nice to have it as a specific thing to do in bed... and you don't have to worry about falling asleep on the phone and it's less invasive than a text message going BING BING just before you go to sleep; it's not very relaxing... it's a bit more of a relaxing thing... and you miss people a bit more when you go to bed...

D: is there anything about it which you disliked

V: Do you record it in advance...?

D: yeah, it's not a live link...

V: I suppose that still works... at the moment I can't think of anything about it which I particularly dislike

D: Do you think it's something you might use?

V: If I was away for a long period of time then yes... I suppose you wouldn't take it on holiday with you; you'd feel a bit of a plonker getting on a plane with a pillow under your arm so more if you lived apart, yes...

D: you could just take the speaker...

V: maybe, yeah...

[demo]

V: So you'd record the message for that day?

D: Yeah and it doesn't have to be one message; you can send as many as you like through the day

[measure]

D: So having used it; have your thoughts change at all?

V: yeah, it's pretty much what I was expecting...I would say its kind of cool but in a way the way you record a message it might be strange recording a message during the day for the evening kind of thing...

D: having that time lag might be...

V: it just feels kind of irrelevant by that time... you know with texts through the day and stuff... I guess you record a special thing, something personal, not a "hope you had a good day thing" but an in-joke thing or sing a stupid song... I'd probably do that

D: was there anything about it which you thought you'd like or dislike which you've changed your mind about?

V: It kind of met my expectations I suppose... I liked the idea of having a picture of the guy or both of us... so you can look at the picture... it's quiet in the pillow, when your head is on the pillow so that's good...

D: What do you think about the frame?

V: Because you need some way of making it play; a frame is quite a generic thing so most people would have a photo frame by their bed, it wouldn't look weird to have that... and it also adds to it so they can see a picture of that person and you could personalize it more by giving them the picture to put in it...

D: We did wonder about making the messages play when you laid on the pillow...

V: that would be nice although I do things like read in bed so I prop the pillow up... and also like making the bed, you might be worried it just started playing, especially if you've got pets who jump on the bed... if you let your pets do that which we do...

D: OK, so this was meant to be used just between you and your partner... would you consider letting other people send you messages?

V: what, you mean like someone you know or anyone?

D: someone you know

V: I don't know; my mum could send me a message... it's a way of sending a message before bed, only for my mum I guess... maybe just my boyfriend, I'm not used to speaking to my mum before I go to bed but if I was ill or something...

[scenario 2 - doodleMessenger]

[measure]

D: So what are your thoughts about this one?

V: It's not like a big jump, I already send loads of picture messages to my boyfriend with text underneath, I don't draw on them... I have the ability to do that although I don't, I just send pictures with the text underneath so I don't think I'd use it that much...

D: so your quite happy just to send the photos...

V: yeah... I could send pictures to my niece and draw on them, she'd find that amusing but she doesn't have a phone...

[demo]

D: So having played with it for a bit, thoughts?

V: It reminded me of times I'd sent my boyfriend pictures that I'd drawn on so that's different to sending a picture... I have been known to draw a picture and send that to him so I'd probably do that more than draw on top of a photo...

D: Is there anything about it which you thought you'd like or dislike which you've changed your mind about?

V: ummmm.... I thought the main point was to get the photo and it was quite difficult to get the photo uploaded... it would be better if you could take a photo and it would load in automatically.... But I guess the just sending a drawing was something I hadn't thought about

D: so that's the main thing you'd change? To make the photo load more easily...

V: yeah cause on my phone I've got hundreds of photos to scroll through...

D: So when you've used MMS, it's normal one you've e just taken?

V: what I normally do is take the photo, click share and then send it as a text message... I'll send stupid things like my lunch – we quite often share our food stories, it's a big part of our lives...

D: would you consider sending photo doodles to other people?

V: I do already... my brother sends me loads of photos of my niece as I don't get to see them often... he tends to email them to me, she's playing with something I bought her or she just looks cute... I would like to send photos to my mum and I would send loads of photos to my mum but she doesn't get it on her phone which really annoys me... like I want to send her a picture of my garden or something I cooked... so I would definitely use it for them, mainly family members...

[measure]

[scenario 3 - MSD]

[measure]

D: So MSD... first thoughts?

V: It's quite an abstract concept... the other ones are a bit more realistic... it's quite different, got a bit of a novelty factor as well...

D: Do you think it might get a bit boring then?

V: yeah I think the novelty factor might wear off... it seems quite an expensive set-up to have the tablet and the printer thing... but then a lot of people already own tablets so it could be more like an app and then the printer things quite cool anyway... are they sticker things?

D: they are yeah

V: so you could stick them to things which is cool, stick them up around your desk... that's kind of interesting... I do send notes and things so like when it was valentines day I was down in Bath... and so before I left I cut out a heart shaped piece of paper and I wrote "I love you on it" and I sprayed it with my perfume and I left it on the bed on a toy that he bought me for valentines day a few years ago... so that when he went up to bed he found it and it smelt of me... so maybe you could send smells! I was trying to personalize it to make it better so put my perfume on it and he didn't notice so I got a text saying "thank you" so I had to say "smell it! Does it smell of me"... so yeah, I do leave notes behind so I can see that kind of thing but maybe you can't like leave it sitting on the bed and sometimes I just doodle notes when I'm sat next to him in bed and give it to him... but then it just becomes a coaster or something... so I like the idea of sending notes because I do do that...

D: so you think it might be something you might use but not in this exact set-up?

V: yeah... if we could magically send a note and post it somewhere in the house... in a way you could just send a text message but what's good about this is I like the thought of leaving the note on the bed so he found it before he went to bed so you could leave it in the bedroom or something...

D: is there anything about it you don't like?

V: I like the fact that you print the note out; that it's not just on the phone that you've got something you can put somewhere... I wouldn't put it in a drawer; in my sock drawer it wouldn't fit for starters... and saying that I don't think my partner has a sock drawer.... I'd put it by the bed or bed-side table...

[demo]

V: it would be nice if the colours were the colour they are...

V: I'd get worried that it would get hot in the drawer and burn the house down...

[measure]

D: so having played with the MSD< have your thoughts changed at all?

V: It's kind of fun but it's probably got a novelty factor... I do like the sticky nature, I know it's just a little thing but then you can stick it up somewhere... you could stick it on the fridge or near your desk... and me personally, I like drawing silly things for people so I quite like that...

V: I remember when I was with my last boyfriend my mum bought me a set of little love hearts and I used to write on them and hide them around his house...

D: what are the things you'd change about them...

V: as a GUI thing, the colours should be easier to scan... obviously it's quite a big device and I realize that you could implement it on a galaxy tablet or something... I wouldn't want the printer in a drawer because of the heat... it's quite nice and portable, not like a big chunky printer so that's nice... aside from the interaction issues... one thing, this demo is you get to see the print out immediately which is fun... if you don't, if you do it really, they get it printed out so that would be different... you might get the excitement about anticipating them finding it but no immediate response... but then the waiting to find them... like when I left the note for my boyfriend I was waiting for a text to say he'd found it...

D: Again we described it as just between you and tim; do you think you'd consider using it with more people?

V: for my friends, I'd just use facebook... I'd probably use it with my family again, maybe but mostly with my boyfriend... that's the kind of cheesy thing we'd do...

[scenario 4 - hotHugs]

[measure]

D: So first thoughts on this one?

V: It's a bit freaky to be honest... it seems a bit clinical, I giant blood pressure cuff that you put round your waist... I don't know if I want a belt to attempt to hug me... it seems to be the kind of thing that if I can't have it I don't want want it kind of thing... but I haven't used it so I don't know... I feel the concepts

a bit odd for me... it's not a hug just a warming thing... it's different from the hands which you just put your hand on, it's something you have to wrap around you...

D: do you think your reaction would change if instead of wearing it, you wrapped it around a chair and sat against it...

V: maybe, or with a pillow... so you hug the pillow and then the pillow warms up... and the pillow looks like a pillow, not a blood pressure cuff...

[demo]

V: It's like when I'm at home and I sit against the radiator... it's quite a subtle warmth though you can feel it... it's not as big or bulky as I was expecting... I don't want to put this on, it's quite a faff... something like the pillow where I can cuddle it back would be better... I think I'd want a hugging action to happen, so you hug something and you get warmed up in response...

[measure]

D: so having used it have your thoughts changed at all?

V: yeah, it's not as bulky as I thought... so yeah, you could put it on but I think it confirmed I wouldn't like to have to put something on to do it, I'd prefer something more you can pick up and use... you don't have to prefer for a hug normally...and if your hugging something and it's getting warm that's more of a mutual thing whereas that you're just standing there and getting warm, not sending anything back...

[wrap up]

D: Out of these four, did you have a favourite?

V: I kind of like aspects of all of them... the pillow one's nice because it's in bed and it's nice to go to bed but what I do now is text anyway... the picture thing, MSD, I liked the aspect of sending notes because I do that already, doodleMessenger, I send picture messages already but I probably have enough functionality, I don't need something else, the heat thing I like the concept of the heat but I'd like the pillow idea...so aspects of all of them

D: So these have been based on a variety of behaviours... what do you think about the overall idea of trying to support those kinds of behaviours at a distance?

V: yeah... I think I already appropriate what I've already got to do that kind of thing at a distance so I don't know if you'd need a specific tool... you could make do with things you have... but things like warmth you can't already do...

D: So you already feel like you use the tools you have to try and recapture...

V: yeah, I already do that quite a lot so I think that backs the need for the up, like leaving notes around the house I already do it...I can definitely see having an app on the tablet with the printer...

V: The voice thing I don't really miss, it's the bits in between, the silly things like sending notes that you miss...

D: Is it that design gap of the little things or the asynchronous which is important there though?

V: I think asynchronous is important but I think it's both... the asynchronous thing, if I'm in Hawaii and he's in England, you can't chat but it would be nice to send things while I'm sitting on the beach... it's also little things about sharing experiences... when we're at home we do the same things, eat the same things, listen to the same music – so while you're apart you want to share what you're doing... but then you also want to draw stupid things... so we do send a lot of photos to each other...

D: How do you think these compared to the hand holding prototypes?

V: more like what I'd do... like I guess the hand thing... that's not something... much as you miss the physical contact, when you've been together for so long, it's the little things you have, the little nuances and sharing experiences which I over a short period of time, I miss most... especially if you can add a little bit of humour to them...