

## Transcript – P5

[scenario 1 –sleepyWhispers]

[measure]

D: So, first thoughts about sleepyWhispers?

J: I think it's a really good idea... it's really innovative, I could never think of anything like that... I think it adds something a bit extra to what I've seen before where the photo frame illuminates based on touch; I think the idea that you can incorporate voice into it is a really nice idea... and I think long distance partners tend to speak to one another just before they go to bed all the time anyway so I can definitely see how it would be frequently used and definitely more value added than just a text message before you go to bed...

D: Do you think it might be something you'd consider using?

J: yeah I think so... it seems a bit more practical because it uses common-place objects; a pillow and a photo frame are things that most people have anyway so I don't think they'd feel too intrusive if you had this – I suppose you could even have it without other people knowing about it really... from what it looks like; on the face value it just looks like a photo frame and a pillow...

D: Is there anything about it which you dislike?

J: There's nothing that jumped out at me as being dislikeable

[demo]

D:so pretty much what you expected from the scenario?

J: yeah I think so... so does the speaker just lay somewhere eunderneath your pillow?

[shows the speaker in more detailed]

J: How do you record messages to be sent?

D: so it's anywhere you like and there's just an online webpage which you can find the file and send it... so from your computer, from an android phone... not tried it from an iphone but we imagine it's much the same... anything which is web-enabled and can record mp3... whats behind your thinking there?

J: I just didn't know how... I didn't really think about how you would send your messages... initially maybe I thought there might be some sort of audio recording device on the photo frame that you talk into...

D: Do you think that would be a better idea or not?

J: maybe because it's a bit more... not realistic, but I suppose it's a bit more in context then; you could record something there and then before you went to bed rather the almost manufacture the message you think you'd want to send at that point, prior to uploading... which there's no harm in doing... I suppose at the time you want to go to bed, if you can do it on your phone and then send it then I think that's fine because most people use there phone just before they go to bed even if it's just to turn it off...

D: sure or set the alarm

J: yeah, so I think that's fine...

D: because that fits into natural behavior already? Because they can do it on their phone, that fits into what they already do so they don't need the recording equipment in the frame?

J: yeah... personally I wouldn't log into the computer, record something and then send it before I go to bed but I do always use my phone just before I go to sleep so much easier to do it there...

D: Do you think that's the main time you'd want to send the message then?

J: I think so, yeah...

D: and whats the reasoning behind that?

J: yeah, I think I would send a message based on the time that you think your partners going to hear it so if they're going to hear it just before they go to sleep, then I suppose you make the appropriate message for that time...

D: So we described it as being a link just with your partner... do you think you'd consider using it with other people or not

J: no, not at all

D: no? why not?

J: because it's... I suppose there's a few reasons... the first reason is I wouldn't necessarily give up a good night message to anyone that isn't my partner so that's one point... any communication I do with other people is done during the day, so I wouldn't necessarily think of this as a way of communicating there... it seems very personal so I don't think it should be open to use with a lot of people and I think there's definitely in my mind geared towards an intimate relationships than a friendship relationship

D: so there's two things there, the closeness concept and not wanting to send messages at that time idea...

[measure]

[scenario 2 - hotHugs]

[measure]

D: So hotHugs... first thoughts about this one?

J: I don't like it as much as sleepyWhispers... it's to do with the... one of the reasons I liked sleepyWhispers was, like I said, they're things that fit into your natural environment that you use anyway whereas this certainly isn't and I think it's... not impractical but in my case when I use skype to use my partner, all my housemates know my partner so they'll all happily wander into my room while im on skype and they'll start chatting to her or whatever and it would be strange and I would feel more like they were invading my privacy if I was wearing this belt and so was she when they cae in and we were talking on skype... I don't think I would if they just came in and we were talking... which I suppose is definitely again a personal and 1-to-1 which is good but I just... I think in my head, the things which would be most effective to support people in long distance relationships is give them everything they already have in a natural environment but then giving them something extra... which is what I think sleepyWhispers does but I don't think this does

D: because it's so alien?

J: Yeah, I think so...

D: so a few people have mentioned the idea of having to wear it, something they're not quite comfortable with... and some of the other thoughts we had was to integrate it with a chair, so that if you always sit in the same place, you just have to sit against the back of the chair, so you're not wearing anything but the effect is very similar... another thought was do it to a pillow... so instead of splitting between the toy and the belt, squeeze the pillow and your partners warms up...do you think those would change your opinions?

J: I think the chair definitely would because I do always use the same office chair... and I think you're right; what other people have said is right; wearing something additional kind of I suppose... because you pick what to wear to dress and this is not forced upon you but if you want to use it you have to wear it in addition to what you already have,,, I think the chair then is definitely a better way... and thinking about the pillow, my partner speaks to me on skype from her ipad so she'll sit on a bed so the pillow would be better for her but the chair would be better for me... from her perspective I can imagine the pillow wouldn't be any problem because her household is a lot quieter and there's not so many people

coming back and forth all the time so if she's on the bed already she could just lie face down on the pillow... I imagine it's the fact of wearing something additional and because I usually speak later at night you might be in more relaxed clothing anyway so it just feels you're putting something heavy on when you want to chill out...

D: so it's not so much about the metaphor, it's more about being comfortable with how it fits in with what you do?

J: yeah

D: do you think one of these versions might be something you'd use?

J: so if it were a chair for example; would I still need to squeeze the toy to activate it?

D: so we haven't thought through what would do it better? Maybe something in the chair arm...

J: because I think one of the sort of comments I had in my focus group full of males, not much lovey-dovey cause of the masculinity comes out so I think from a boys perspective, because I live with all boys, if they even see there's a teddy on my desk while we're on skype it's a bit strange and out of character whereas if the arms of the chair or you know like stress-balls, something like that which is a more natural object to sit on the desk and trigger through that, it would be a bit more natural I guess...

D: the original thought was to connect it to a chat client so there was a hug button... so that would be another option, not to have a physical activation method...

J: I think that would be the better again I suppose... maybe just something which you can just log-in and hit the button and it does the job... I suppose that could bring the element of surprise... if you're on skype and you squeeze the teddy, your partner can see what you're trying to do where they wont know if you're picking up your phone...

[demo]

D: so having used the system, have your thoughts changed or is it pretty much what you expected?

J: it's more like what I was expecting... it's quite a big belt; it's not small so it's not, it's more of an obstacle for someone to wear because of the size... and I think, I remember when we did the hand holding, I don't associate heat as the sensation when I'm holding hands and I'd say it was the same for hugs; I don't associate a hug with feeling warm...

D: so do you think that's something you might change, make it more about squeezing?

J: yeah, I think for me that would be a more accurate representation if it were like that...

D; would you consider using this one with anyone other than your partner?

J: no

D: because?

J: again, it's the same reasons, it's personal and in this context, hugging is just another show of affection, it's more into the intimacy scope than friendship of family world, I think you'd only want to use it with your partner

[measure]

[scenario 3 - doodleMessenger]

[measure]

D: So what are your first thoughts about this one?

J: I like the idea of the drawing board for many reasons I suppose... the first reason is it's creative, it's not something which is manufactured by someone else which you can just purchase and give, it's almost like when everyone says if you made me a birthday card it would mean more than if you bought me a birthday card, it's the same, the effort and the personalization element of it... and I suppose this has the added thing of being able to upload to facebook and flickr which is something quite nice... does that mean that other people can see the messages that you've created, so that has benefits and negatives – it's not as closed, 1-to-1 in that case and I suppose that's down to the users discretion, it can be as closed as they want, they can choose only to use email and text and not upload them... can they collaborate on doodles?

D: not synchronously but they can edit images that they have been sent as you can just load it in as a picture, doodle on it and send it back...

D: Do you think this is something you might use?

J: yes, definitely

[demo]

D: So having used the demo, have your thoughts changed or was it what you expected?

J: yeah, pretty much what I expected

D: again we positioned it as just for you and your partner; do you think you'd use this one with a wider group of people or not?

J: it definitely lends itself to be able to do that I think... you could take a photo of any of your friends, doodle on it and send it to them so I can imagine you could have a laugh with your mates over it... I definitely think you could use it as a friends thing as well as a 1-to-1... and I imagine it would have as much value in a friendship as it would 1-to-1...that could spark off issues... if everyone, if it took off and used it in a big scale and it could kick off arguments if you think your partner's spending too much time drawing for someone else rather than for you because of the whole effort thing we talked about before...

D: an interesting point [laughs]

[measure]

[scenario 4 - MSD]

[measure]

D: What are your thoughts about this one?

J: I really like this idea... again because I suppose it's more innovative than the doodlemessenger, it's something which has been around for a while, software has supported drawing for a while... but this is something I've never seen before and I doubt has been done before... I think it definitely adds value... the only thing that I didn't, the negative point was it was a tablet and you had to be at your tablet to send a message... and I imagine the tablet has to be in close proximity to the printer so the Bluetooth can send through... which means you could only send messages when you were at home so that was really the main drawback... it's a good system, you'd quickly become fond of it and you would want to send more messages but you're restricted in that because of the hardware practicalities...

D: would you be looking for a sort of a merger of the two, where you could doodle on the phone but they print at home...?

J: If somehow that was able to be done, where you could send from anywhere to the printer, that would be the best...

D: So this is one you might use? Or not?

J: yeah it is...

[demo]

J: it's even better than I was expecting... I don't know how I expected the prints to come out but it's that perfect wallet size and everything... and the fact that it's stickers as well, that's really good, you could almost just have a collage of messages where you stick all your messages...

D: so having used the system, have your thoughts change or is it what you were expecting?

J: I like it... the quality, the size... it just makes the messages even more valuable I suppose because they are a more accurate representation of what you want...

D: do you think you'd tailor it to be more mobile?

J: Yeah, because I like it so much, I'd want to use it more frequently so it would be disappointing if you couldn't...

D: We've described this again as a 1-to-1 link, do you think you'd want to send these messages to other people or not?

J: I think this would stay 1-to-1 because of the physical output, I think the context in which you're creating the messages is different... on doodleMessenger, everything is stored on the web, so sharing information across the web is something friends, family and couples do already so I don't think you're violating anything there... whereas this is an extension of that because there's a physical output so there's more of a personal meaning, you get something you can keep and I don't think for doodleMessenger, if you were sending it to a friend, I don't think it would be something you'd expect them to keep or collage, it's more light-hearted, whereas the physical aspect of this, and where you place the printer, you would be kind of unfamiliar to put something in a personal place and share it with your friends...

J: I'm not sure as well if I prefer drawing with my finger or drawing with a stylus... I just feel that, even though there's a point on the stylus, I feel like I have more control with my finger... it's definitely not as accurate because of the space... it comes down a lot as well to the canvas style where if you're drawing on a finger with a tablet, it wouldn't matter, you could be as accurate because you have a bigger canvas... where on a phone you don't... but I think it seems like the general trend is people are moving away from the stylus world...

[measure]

[wrap up]

D: so again, similar to last time, what's the ordering of them in terms of how much you like them or would be most likely to use...?

J: I think I would probably like the MSD or doodleMessenger are my favorite... in terms of like the one that surprised me the most or impressed me the most was sleepyWhispers because that's an idea that I never thought of which is really innovative and serves a purpose without invading your normal environment too much... there's three which I can't sort of pick between, they each have their own small flaws... the MSD is the hardware aspect, with the sleepyWhispers the only negative is you'd have to upload it on the PC but you can do that on the phone so there's really no negative there and the doodleMessenger there's not too much wrong with that... then the belt I'm not really a big fan of...

D: How do you think these compare to the hand holding devices we saw last time?

J: I prefer... I definitely preferred doodleMessenger, MSD and sleepyWhispers over all of the hand holding devices... and I would probably put the belt sort of in the same category as the arm hand-holding device because of the physical impractical nature...

D: So these three are clearly preferable... do you think that's because they're content based or contact based or because they're more accessible concepts, they use existing technology... do you have any sort of thoughts about which of those has more of an impact on that like/dislike scale?

J: I think that the content element is the distinguishing factor because the hand holding and hug belt, they serve a purpose but they provide the same thing each and every time so there's no change, there's no progression in what those devices actually give you... whereas in this, you're the master of your own destiny, each time you want to create your own message, you have the ability to do that, it's more fresh, it's more up-to-date... because it can be as relevant as you want it to be it could be something you could continuously use whereas I think there's probably a novelty barrier with the hand holding and the hug where after a certain point you'll realize it's maybe not giving you anything more than it's ever been giving you but with these the fact that you can send a new message everyday, it's brand new...