

## Transcript – P6

[scenario 1 - MSD]

[measure]

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

M: It's really nice, I really like it... it's really interactive which is nice and it's kind of similar to going on paint and drawing a picture but it's a lot easier so that's really nice...

D: Do you think the printer makes a difference?

M: That's a lot nicer, yeah

D: Do you think it might be something you might use or not?

M: Yeah, definitely...

D: What about likes and dislikes?

M: I like everything about it, there's nothing I dislike...

[demo]

M: To be honest, I prefer and like that it's simple...and it's really responsive as well... sorry I'm not a very good drawer either... can you rub it out?... so you can't change the thickness of the pen?

D: So is it pretty much what you were expecting?

M: yeah... it's actually better, really nice, really good

D: What makes it better?

M: ummm... I didn't know how easy it was going to be to use, and it's quite simple, it's something anyone could do, it's really accessible... and it's really nice... and getting to try it out makes a difference...

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

M: To be honest, I'd keep it as simple as possible. Personally, I like simplicity, I think it would be good to add an undo button and a thicker pen but apart from that....

D: The scenario describes it as just sharing the notes with your partner... do you think you'd want to share them with anyone else or not?

M: Yeah... friends, family, anyone really... well close-friends and family...

D: Because...

M: Because it's nice idea; not really just friends but close friends would like it...

[measure]

[scenario 2 - sleepyWhispers]

[measure]

D: What are your first thoughts about this one?

M: It's a really nice idea again... it's really nice as a present but I think maybe because people talk on the phone all the time it's kind of a similar thing... but what's nice about it is he can listen to it while he's not on the phone, that's really nice... I don't really understand how it works, do you record a message and then that's the only message you can hear...?

D: You can send messages at any time and you can listen to each one once... but you can download them and keep them... next time they hear all of the messages sent since last time.

M: Yeah, so you don't have to listen to all of them again...

D: yeah

M: but once you heard them they're deleted?

D: if you haven't saved them, then yeah...

M:v So it's a bit like a voicemail?

D: yeah...we could play with the concepts in that... do you think that initial setup is...?

M: well it's a really nice idea as a present because it's something to give that shows your thinking about them and it's something you can keep on using, as you said you can keep on sending messages through the day... and also it's a nice alternative to email and text messages because I wouldn't call to leave a voicemail when they didn't pick up so it's quite nice, I like it... it's also something where you know you

can leave a message, for example if you know the other person is working or something, you can just leave a message, you don't have to call and it rings and your already bothering the other person...

D: Do you think it might be something you might use?

M: ummm... yeah, possibly... I'm not sure about the pillow, how did that come in... it comes from the pillow or the frame...?

D: There's a speaker in the pillow... do you think you'd prefer it in the frame...?

M: Yeah, I'm not sure about the speaker in the pillow, it could break if you're sleeping on it... are you planning on the person using it?

D: yeah...

M: I mean I don't mind, but personally, I think I might prefer to have the speaker built into the frame...

D: Is that because you're worried about breaking it, or how you might use it...

M: A bit of both... and also, it might be uncomfortable... maybe if it's inside the pillow, you won't feel it... and another thing is, how does it work, is it sent wirelessly? It's not like a phone?

D: yeah, it's currently set up as being web based... the idea is you can send messages from your computer or phone... and then on the pillow side, it's just a USB cable so when people come home they just plug it in...

M: So no waves or anything involved...

D: We didn't think people would want; it's another thing if you add a computer...

M: No, no, this is better... I was just thinking, if it was something like a mobile phone, where there's waves and stuff, it's not quite good for health and things so you wouldn't want to sleep on it...

D: Are there any dislikes about this one?

M: no... I mean maybe the speaker in the frame, I like it, it's good...

[demo]

D: So pretty much what you were expecting?

M: yeah, yeah... it's actually really nice... it's nicer than I thought... and actually seeing that it's got quite a lot of wires, maybe not having it inside the pillow, it depends on what kind of sleeper you are really... it's a really, really nice idea...

D: The wire one we're not clear on – we didn't make the pillow, we bought it... it's designed for mp3 players... but you could always pull the speaker out before going to sleep...

M: Yeah, that's so easy to do...

D: The photo frame is a good idea too...

D: are there other things you'd change about it?

M: I don't see other things which are wrong with it...

D: Similar question to last time... we aimed it at being just between you and your partner... do you think you'd consider sending messages to anyone else?

M: ummm.... Probably not; maybe my mum but not really friends... I could see other uses for it; I could see, imagine it was the speaker in the frame, I can see people buying it and recording birthday messages and giving it as a birthday gift... that's quite nice, or grandparents giving it to grandkids... that would be really nice as for myself, most of my family don't live in the UK and it's something they can do without me having to pick up a skype call or phone call and it can go through the internet so it's not really expensive...

D: So with the speaker-photo frame idea do you think you'd prefer a traditional frame like this one or a digital one so they could send pictures as well?

M: Oh you mean like one that changes...

D: so instead of a voice message they can send a picture as well...

M: no, I see what you mean, that works, that would be really nice as well, maybe it makes you more involved, but it's really good yeah... that would be nice...

[measure]

[scenario 3 - hotHugs]

[measure]

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

M: ummm... it's a nice idea... it reminds me a bit of the last ones in that it warms up as well... I'm not sure how easy it would be to put that on each time you go on skype and I'm not sure a lot of people talk on skype... is that the only way you can use it?

D: It does work separate from skype; we associate it in that way as we're imagining it as an add on; so if you were on the phone even...

M: I think it's better to use it with skype because you feel like it's more personal rather than just an artificial belt warming up so I would agree to using it with skype...

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

M: ummm... maybe...

D: more so than the hands...?

M: yeah... what I liked about the hands last time, I liked the personal mould, that one I would like using and this belt too maybe...

M: I think it would be more nice if it was a pillow, a heart shaped pillow, if it was exactly the same, it warmed up and you could stitch a message onto the pillow...

D: Well we've designed it as a belt you can put on but because of the way it's made it's a bit more flexible... we know people tend to sit in the same place when they skype...

M: They might be keener holding a teddy bear...

D: Or wrapping the belt around a chair...

M: Yeah that's a good idea...

D: Or coming back to what you said about pillows, one of the ways which you can mock up with this one is combine the ideas... you squeeze the pillow and it warms the other persons' pillow up...

M: yeah, that's a really good idea... it sounds hard to make but would be really good... and it gets around the hassle of having to put something on...

D: So you think that might be the most appealing of those options...

M: Yeah, pillow or teddy, something which is a bit easier to hold... if not, I think it's also a good idea to wrap it around a chair... I understand why it's a belt, if you're trying to simulate a hug, that's wrapped around you, but a pillow would be a good idea...

[demo]

D: So this one is again meant to be you and your partner, do you think you'd use it with anyone else?

M: Again, maybe my mum but I wouldn't really use it... maybe my close friends...

D: Similar to the pillow group

M: Similar to the photo frame... maybe that's even a broader group than this one...

D: Do you think that would change depending on whether you were using it as a belt, or on the chair or as a pillow...?

M: if it were a belt I think it would be a lot more personal; the pillow you could personalize as well, so you could say a message on it as well...but I think the group of people I would want to use it with would be the drawing pictures group...

D: So photo frame would be the broadest group

M: yeah, I think so

[measure]

[scenario 4 - doodleMessenger]

[measure]

D: So initial sorts of thoughts on this one then?

M: Again, a really nice idea... ummm.... Does it exist?

D: Yeah

M: It's a really nice idea, I would definitely use it; nothing bad to say about it...

D: Similar to the other drawing one do you think?

M: yeah but it's more... I would prefer this one because it's a bit more personal but that one's simpler to use... whereas this one you can't carry around, this one you can doodle on the bus and so on...

D: Because this one is more personal, do you think you'd use it with fewer people?

M: This one? Yeah probably...

[demo]

[measure]

D: So pretty much what you were expecting?

M: yeah, definitely... it's really nice... I like sweet and personal messages and this one allows you to do that...

D: Is there anything about it you think you might change?

M: ummm.... No, I like it, as I said before, have it a bit thinner so you can write on the screen...

D: what set of people do you think you might send them to?

M: This is anyone really; friends, family... even family abroad again as it's over the internet...

[wrap up]

D: rank them in terms of favorite or most likely to use or like the most...

M: for me it would be photo frame... MSD, pillow hug... doodle not last because I don't like it but I think there might be a lot of equivalent... personally I don't use any of them...

D: what's the reasoning there...

M: how personal and unique they are I guess... also the phone idea I would probably get it anyway, with these ones I think they would make a really good present, not just for long distance partners but also family members... this one again (MSD) it's really nice because it's more personal...

D: So how do you think these compare to the hand holding ones you saw last time?

M: ummm... they are quite different... the hand holding ones, some of them, not all of them, I may never have bought them, the nature of them... and it wasn't a polished idea; it's hard to judge at an early stage... these seem more of at a complete stage; it's easier to judge them...

D: These prototypes have been based on things that people do when they're together... so our question is whether you think using those behaviors and trying to mimic them for when they're apart; whether that's a good thing to do or whether because it will never be as good as when you're together, whether you should design something which is completely different?

M: It's difficult to answer though it makes sense... in a way it's really nice to try and mimic those actions because it's something you can have while you're not together, even if it's not to the same standard... you're not together, you can't expect it to be as good so it's nice to have those alternative methods... ways of saying "I'm thinking about you" and so on... also for some people I guess it could be a bit strange... it could go either way I think