Interviews
We conducted 5 interviews with beginner smartphone users and found people like learning smart phones from others because they lack the vocabulary and process knowledge to properly define problems for themselves.

Co-discovery
We observed 6 sessions of guided co-discovery with users to understand the visual language people use to interact with one another while providing and receiving help with a smartphone with both novice and experienced users.

Participants

Findings
Power dynamics emerged naturally
Novices held the smartphone
Physical buttons need representation
Experts ensure novices don’t get off track
Experts provided better ways to accomplish tasks
Participants did not look at each other

Collaborative Screenshare
Solution
We designed a mediated communication tool, HTC Phonetic, that allows novice smartphone users to get help from their network. We shaped our design on our findings to create interactions that imitate real life.

Interactions
tap
hold
swipe
hover
annotate

Is this thing on?