

hTC Phonetic

Improving the smartphone learning experience

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Methods

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.

Is this thing on?



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

1 Power dynamics emerged naturally

2 Novices held the smartphone

3 Physical buttons need representation

4 Experts ensure novices don't get off track

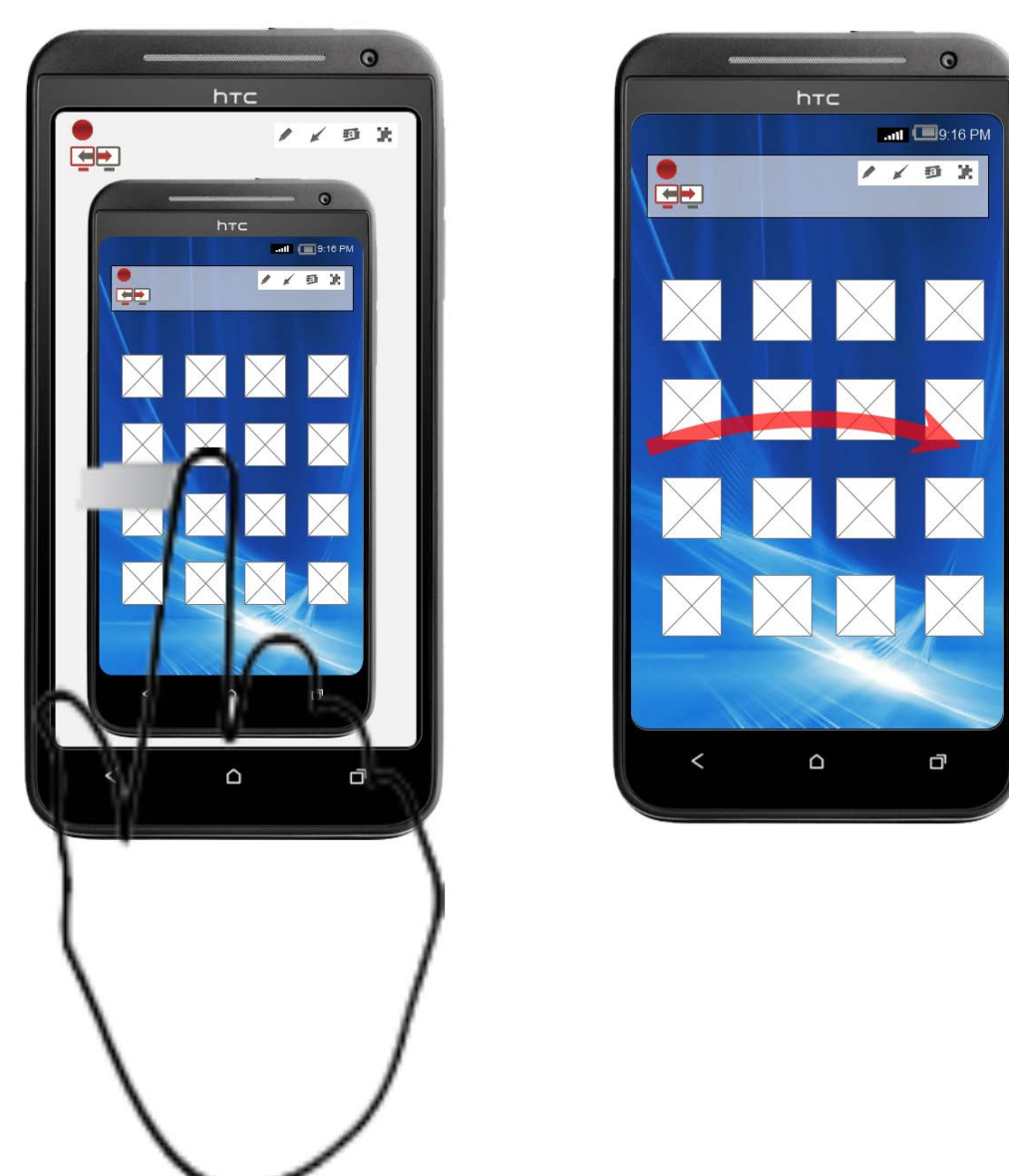
5 Experts provided better ways to accomplish tasks

6 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 hi