



| <b>Project Identification</b>   |  |
|---------------------------------|--|
| <b>Project full title</b>       | Kith & Kin – connects you with your beloved ones   |
| <b>Project acronym / ID</b>     | KnK / aal-2015-2-091                               |
| <b>Duration</b>                 | 1st April 2016 – 31st March 2019                   |
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| <b>Document Identification</b> |   |
|--------------------------------|---|
| <b>Deliverable ID:</b>         | D7.1<br>Definition of field trials protocol – Phase B                     |
| <b>Release number/date</b>     | 1.0 31.10.2018  |
| <b>Checked and released by</b> | Nadja Schmid (SOUL)   |
| <b>Work Status</b>             | Select one: Not Started, Work in Progress, Finalizing, <u>Finished</u>    |
| <b>Review Status</b>           | Select one: Not reviewed, In Review, Request for changes, <u>Accepted</u> |

| <b>Key Information from "Description of Work"</b> |  |
|---|--|
| <b>Deliverable Description</b>                    | Description of use cases and first mock-ups of a possible user interface |
| <b>Dissemination Level</b>                        | Select one: Restricted (Consortium Members, NCPs, CMU) or <u>Public</u>  |
| <b>Deliverable Type</b>                           | Manual   |
| <b>Original due date</b>                          | 30.06.2018   |

| <b>Authorship &amp; Reviewer Information</b> |                     |
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## Release History

| <b>Release Number</b> | <b>Date</b> | <b>Author(s)</b> | <b>Release description /changes made</b> |
|-----------------------|-------------|------------------|--|
| V0.5                  | 31.10.2018  | SOUL             | Final Version for Review                 |
| V0.5                  | 31.10.2018  | TER              | Review and suggestions                   |
| V1.0                  | 31.10.2018  | SOUL             | Final Version                            |



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## Abbreviations

| Abbrev. | Description              |
|---------|--------------------------|
| AAL     | Active & Assisted Living |
|         |                          |
|         |                          |



# 1 About this Document

This document was made to have a clear process within the field trials for all concerned partners. Furthermore, it shows the overview as well as the details of the trial design including the protocols.

## 1.1 Relationship to other Kith & Kin deliverables

The deliverable is related to the following Kith & Kin deliverables:

| <b>Deliverable:</b> | <b>Relation</b>  |
|---------------------|--|
| D7.2                | The protocols base on the design of the field trials                     |
| D7.3                | The evaluation is being made according to the design of the field trials |



## 2 Goals of the trials

The field trials will give us information about the long-term perception of a user of the kith and kin device.

- Reviewing the **interaction design** of:
  - Making a call
  - Accepting a call
  - Denying a call
  - Receiving a message
  - Sending a message
  - Taking a picture
  - Sending a picture
  - Forward a picture
  - Starting a game
  - Inviting someone for a game
  - Playing a game
  - Changing the modules
- Reviewing of the current **labels and icons of the interaction elements**
- Reviewing the current **visual design and layout** of the interaction elements
- All **functionalities** of the interaction elements



### 3 Test proceeding

In the following table, there can be seen the test process over the three months that are planned.

|                            |   |
|----------------------------|---|
| Beginning of November 2018 | <ul style="list-style-type: none"> <li>• Handing out prototypes including hardware, instruction guide and diary</li> <li>• Short Starting Interview</li> </ul>  |
| November 2018              | <ul style="list-style-type: none"> <li>• Writing the diary</li> </ul>   |
| Beginning of December 2018 | <ul style="list-style-type: none"> <li>• Interview through the device</li> <li>• SUS survey</li> <li>• Adding new contacts, if wanted (possible are only people with Android Version. 7 or higher)</li> </ul> |
| December 2018              | <ul style="list-style-type: none"> <li>• Writing the diary</li> </ul>   |
| January 2018               | <ul style="list-style-type: none"> <li>• Interview through the device</li> <li>• SUS survey</li> </ul>  |
| February 2018              | <ul style="list-style-type: none"> <li>• Taking back the prototype</li> <li>• Ending Interview</li> </ul>   |



## 3.1 Handing out prototypes

TERZ and CMOF will make up a date with the participants to hand over the prototype and all its complementary items at the beginning of November. To see, if everything works at the place, the device is used in the future, the handover should be made at the test participants place.

Ideally, at least one counterpart is also at the test participants place to follow the handout.

The test participant will receive the items without too many information and is asked to start the device without any further instructions. The observer will then take notes about the questions that are asked and the process of thinking of the users. The observer will have a script for this, which is provided by soultank AG.

Of course, all the questions shall be answered by the observer at the end of the handout, so that the user feels confident to use the device in the future.

Moreover, he explains to the user, how he can get help, if it is needed and how the procedure of the tests will be. We will guide the user through the trial. This means, that the information should be complete but not overwhelming. The user will always be informed by the test conductor, if he needs to do anything.

TERZ and CMOF need to take a picture of the device and its direct surrounding at the user's place.



## 3.2 Conducting test participants

During the trial phase, the user will need contact information from TERZ for Switzerland and CMOF for the Netherlands, where they can call, if they have any problems. We will offer two ways to get in touch. One will be through a installed contact on the knk device and the other one is a normal phone number. Both ways they will find in the Instruction Guide.

If there will be necessary a technical support, the IHOM will be called by TERZ in Switzerland and YOO by CMOF in the Netherlands. Those two companies will be in charge to solve the problems either at the test participants place or by phone, if needed.

During the trials, the participants are asked to fill in a diary, that will be provided by SOUL. The diary shall be sent to TERZ and CMOF on a monthly base. Moreover, there will take place two interviews, that will be made through the device.

In the middle, the user will fill in the SUS survey that will be sent to them and which they can send back to TERZ and CMOF.

## 3.3 Taking back prototypes

To take back the prototypes, TERZ and CMOF will visit the test participants again. At the end it is necessary, that TERZ and CMOF take a picture of the device and its direct surrounding. Therefore, it is important, that the user do not prepare anything for the handout. SOUL believes, that the user will make notes and place them near the device. This could give precious information about the usability to us.

After a short Ending Interview with a second iteration of the SUS survey, the trial officially is over.



## 4 Test participants

There are required 10 test participants in Switzerland and the Netherlands each. Each of the test participants should have 5 counterparts to test all the modules of the device properly.

### 4.1 Preconditions for the trial users

- **Age:** 70+
- **Gender:** Women and Men (as balanced as possible)
- **Language:** German for Switzerland and Dutch for the Netherlands
- **Technical Experience:** Has no Smartphone **OR** has a Smartphone but uses only the telephone function with it

### 4.2 Preconditions for the counterparts

- **Age:** Irrelevant
- **Gender:** Irrelevant
- **Language:** German for Switzerland and Dutch for the Netherlands
- **Technical Experience:** Uses Smartphones on a daily base

### 4.3 Contact Network

To see, which contacts need to be programmed on each prototype, there was prepared a Contact Network List for Switzerland and for the Netherlands. The list contains the following information.



## 4.4 Screener trial participants

The trial participant gets our prototype. We do need the following information about this person:

- Gender
  - Woman
  - Man
- Prenom
- Surname
- Address
- ZIP
- Place
- Digital photo?
  - We will organise it
  - We have it
- Phone-number
- E-Mail
- Age
- Experience
  - Has no smartphone
  - Has a smartphone, but uses only the telephone function
- W-LAN available?
  - YES
  - NO
  - NOT SURE



## 4.5 Screener Support

The support is a contact person at Terz Stiftung for Switzerland or a contact person at CMO Flevoland for the Netherlands. To prepare the prototype, the following information is being needed:

- Prenom
- Surname
- Digital photo?
  - We will organise it
  - We have it
- Phone-number
- E-Mail

## 4.6 Screener Counterparts

The counterparts are the loved ones of our trial participants. To include them within the prototype, the following information is needed:

- Gender
  - Woman
  - Man
- Prenom
- Surname
- Digital photo?
  - We will organise it
  - We have it
- Phone-number
- E-Mail
- Age
- Android Version 7+?
  - YES
  - NO
  - NOT SURE
- W-LAN available?
  - YES
  - NO
  - NOT SURE



## 5 Test object

### 5.1 Preconditions

The official start of the field trials will be **in November 2018**. By then, 10 prototypes need to be in Switzerland and 10 in the Netherlands.

Each prototype is foreseen for a certain test participant. This means, that the five counterparts of each test participant need to be added in the very contact list of the device.

However, three prototypes need to be ready **by End of October 2018**, so that the trials can be set up properly and the scripts can be revised according to the device.

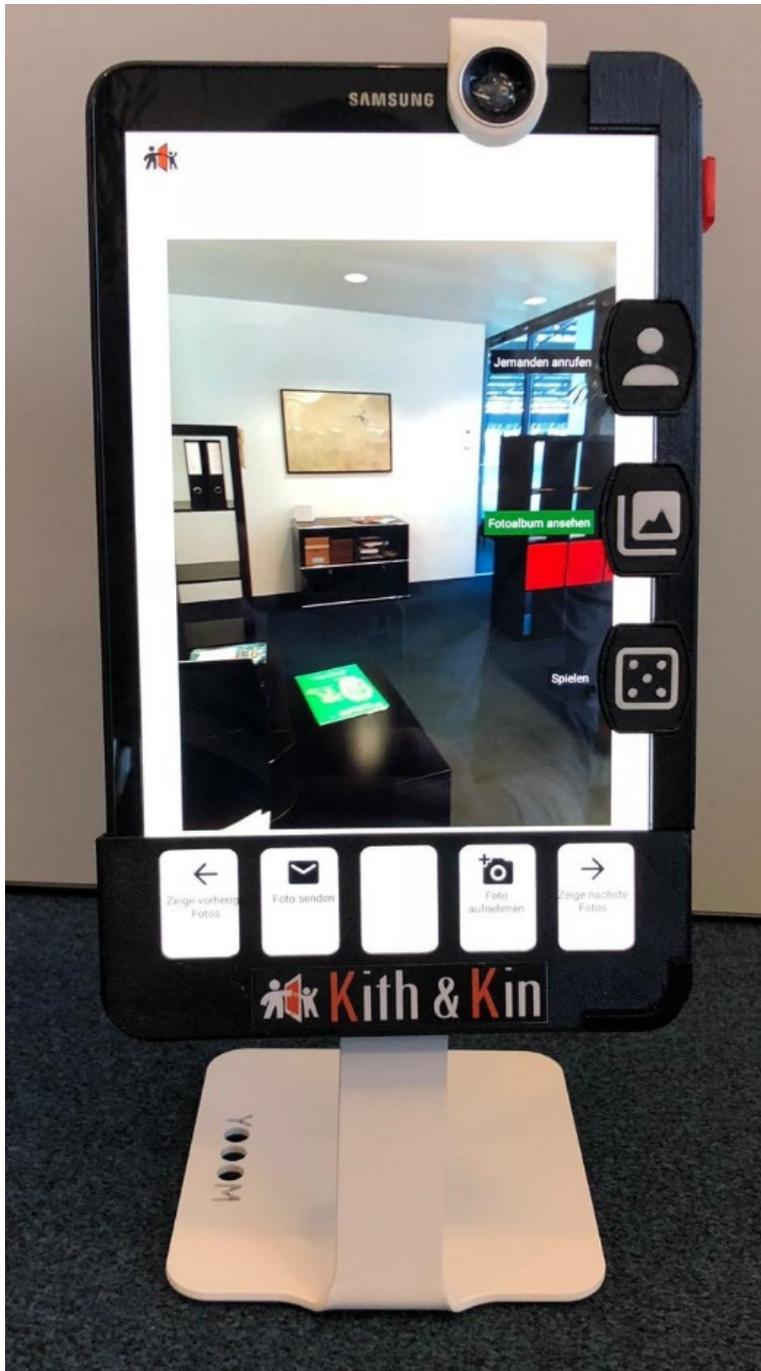
- 1 prototype for sultank AG
- 1 prototype for TerzStiftung
- 2 prototypes for CMO Flevoland

**Important:** Within the communication module all the test participants should be added as contacts on those three prototypes. This is necessary, that some interviews with the participants can be made through the device.

It was accepted, that the Netherlands will receive 10 prototypes at the End of October. Switzerland will receive 2 prototypes by then. The next ones will be delivered later on.

## 5.2 Prototype

The hardware of the prototype that will be tested within the field trials looks like this, as soon as it is assembled.



It contains the following items:

|   |   |   |
|---|---|---|
|    |    |    |
| <p><b>1x Tablet</b></p>   | <p><b>1x Mount</b></p>  | <p><b>1x Charger</b></p>  |
|  |  |  |
| <p><b>1x Lens</b></p>   | <p><b>1x Overlay right</b></p>  | <p><b>1x Overlay down</b></p>   |



## 5.3 Manual

There is required a manual for the test participants. This should contain the following information:

1. Title
2. Contents
3. Prototype and its elements
4. Description of the most important use cases
  - a. Making a call
  - b. Accepting a call
  - c. Receiving a message
  - d. Sending a message
  - e. Taking a picture
  - f. Sending a picture
  - g. Forward a picture
  - h. Starting a game
  - i. Inviting someone for a game
  - j. Playing a game

The instruction guide will be prepared in English and shall be translated into Dutch and German for our trial participants.

➔ **See chapter 10 for further details**



## 6 Test methods

Here an overview of the test methods applied within the qualitative field trials. Attached the prepared protocols are available too.

### 6.1 Observation by the test leader

When the prototype will be handed out, the test leader shall observe the reactions of the trial participants. After the handout, a protocol will be filled in by the test leader.

The protocols can be filled in by hand through the test leaders.

→ **See chapter 11 for further details**

### 6.2 Starting Interview

When the prototype will be handed out, an interview shall be performed with the trial participant. As observation is more important, there are not many questions asked.

→ **See chapter 11 for further details**



## 6.3 Diary

The diary shall be written by the trial participants themselves. The diary should be very easy, so that it is not disturbing the users experience with the device. The following questions shall be answered implicitly:

- How often did the participant use the device?
- How often was used each module?
- When did the participants use the device?
- What module did the participants use?
- How many times did they call someone?
- How many times they were called by their counterparts?
- Did any problem occur during the use? If yes: which?
- How satisfying was the experience for the participants?
- Was help needed? If yes: which kind of help?

The participants will be able to fill in the diary only with checking boxes. If they want, they can add notes, but this is not mandatory.

The trial participants will receive 100 protocols.

They will be asked, to send each diary to their test leader after the month. This makes it possible for us to make changes, if necessary.

➔ **See chapter 12 for further details**

## 6.4 Midterm interview

The monthly interviews shall be performed through the knk device, if possible. It has the goal of recognizing changes in the perceptions of the users early enough.

➔ **See chapter 13 for further details**



## 6.5 SUS surveys

The SUS will be made in all of the interviews. Interesting will be the changes during the trials rather than the actual results. Will the users change their meaning during the trials? And how?

→ See chapter 13 for further details

## 6.6 End Interview

When the prototype is taken back, this is the last chance to ask questions about the device and the perception of the participants.

→ See chapter 13 for further details

## 6.7 Checklist

The checklist was prepared for the trial leaders in order to not forget anything.

→ See chapter 14 for further details



## 7 Deliverables by the test leaders

For each testperson the following documents need to be submitted completely:

- Observing protocol handover day
- Starting interview protocol
- Diary November 2018
- Interview protocol November 2018
- Observing protocol November 2018
- SUS Survey November/December 2018
- Diary December 2018
- Interview protocol December 2018
- Observing protocol December 2018
- Diary January/February 2019
- Interview protocol January/February 2019
- SUS Survey January/February
- Observing protocol January/February 2019

## 8 NDA

NDA needs to be signed by each trial participant.



## 9 Tasks

### 9.1 Before the trials

| No. | Task  | Who                         | Until When |
|-----|---|-----------------------------|------------|
| A1  | Design field trials including the research questions  | SOUL                        | 19.10.2018 |
| A2  | Set up a diary for the test user  | SOUL                        | 31.10.2018 |
| A3  | Creating a manual for the test user   | SOUL                        | 31.10.2018 |
| A4  | Setting up a technical support process  | IHOM<br>YOOO                | 31.10.2018 |
| A5  | Arrange instruction- and delivery date with the test user. If possible, with one of their counterparts. | TERZ<br>CMOF                |            |
| A6  | Setting up an instruction guide for the hand out day  | SOUL                        | 31.10.2018 |
| A7  | Setting up the questionnaire for the hand out day   | SOUL                        | 26.10.2018 |
| A8  | Giving instructions to TERZ and CMO for the hand out day  | SOUL                        | 02.11.2018 |
| A9  | Prepare 20 prototypes (10 CH WeTouch + 10 NL YOOOM)   | WETO<br>YOOO<br>AIT         |            |
| A10 | Revise the software and hardware according to the findings of the Expert Tests                          | IHOM<br>YOOO<br>WETO<br>AIT | 19.10.2018 |
| A11 | Prepare an NDU in German  | SOUL                        | 19.10.2018 |
| A12 | Translation of the NDU into Dutch   | CMOF                        | 31.10.2018 |
| A13 | Translation of the Start Questionnaire into Dutch   | CMOF                        | 31.10.2018 |
| A14 | Organising the contact numbers and pictures of counterparts of the test user                            | TERZ<br>CMOF                | 19.10.2018 |



|     |  |  |            |
|-----|--|--|------------|
| A15 | Setting up the counterparts on the prototype   | IHOM   | 31.10.2018 |
| A16 | Setting up Thomas and Greet on the prototype   | TERZ<br>CMOF   |            |
| A17 | Finding out, how the WLAN is working at the test user home. If necessary, organise a new connection. | IHOM<br>CMOF   |            |
| A18 | Buy tablets and check, how they will be delivered and when (Country internally)                      | YOOO (5 pce.)<br>CMOF (6 pce.)<br>TERZ (2-3 pce.)<br>IHOM (10 pce.)<br>AIT (10 pce.)<br>SOUL (tbd.)<br>WETO (tbd.) | 22.10.2018 |
| A19 | Production of 23 functional covers and 23 button layovers  | AIT  |            |
| A20 | Production of 23 stands and lenses   | YOOO   |            |
| A21 | Checking WLAN for family devices?  | TERZ<br>CMOF   |            |
| A22 | Send the prototypes to TERZ and CMOF   |  | 31.10.2018 |
| A23 | Harmonise the visual design within a Styleguide  | WETO   |            |
| A24 | Prepare a Network list for the test participants and their counterparts                              | SOUL   | 17.10.2018 |



## 9.2 Hand out day

| No. | Task   | Who          | Until When |
|-----|--|--------------|------------|
| B1  | Handing out the prototype and all additional material  | CMOF<br>TERZ |            |
| B2  | Protocolling all questions that are asked by the user  | CMOF<br>TERZ |            |
| B3  | Setting up the prototype at the place the test user wish   | CMOF<br>IHOM |            |
| B4  | Setting up internet connection   | CMOF<br>IHOM |            |
| B5  | Letting the test user trying out the prototype by themselves with as less help as possible                 | CMOF<br>TERZ |            |
| B6  | Ask some questions of the questionnaire  | CMOF<br>TERZ |            |
| B7  | Letting the test user know, what they need to fullfill and how during the test phase                       | CMOF<br>TERZ |            |
| B8  | Schedule the by-weekly short-interviews (made through the device) and the give back day with the test user | CMOF<br>TERZ |            |
| B9  | Let the test user sign an NDU and give him a copy of it  | CMOF<br>TERZ |            |



## 9.3 During the trials

| No. | Task   | Who          | Until When |
|-----|--|--------------|------------|
| C1  | Send the protocol of the hand out day to SOUL  | TERZ<br>CMOF |            |
| C2  | Evaluation of the hand out day   | SOUL         |            |
| C3  | Call the test user on the device on a bi-weekly base for a short interview (scheduled) and protocol it. If possible, a record would also be helpful. | TERZ<br>CMOF |            |
| C4  | Evaluation of the protocols  | SOUL         |            |
| C5  | Giving technical support when they are called by TERZ or CMOF  | IHOM<br>Y000 |            |
| C6  | Setting up the SUS questionnaire   | SOUL         |            |
| C7  | Sending the SUS questionnaire to the user  | SOUL         |            |
| C8  | Evaluate the SUS questionnaire   | SOUL         |            |
| C9  | Setting up the final questionnaire   | SOUL         |            |
| C10 | Send the diary on a monthly base to soultank   | Test user    |            |
| C11 | Sending a short Midterm Report to the Consortium partners  | SOUL         |            |
| C12 | Evaluate the diaries   | SOUL         |            |
| C13 | Setting up the final questionnaire   | SOUL         |            |



## 9.4 After the trials

| No. | Task                                     | Who          | Until When |
|-----|--|--------------|------------|
| D1  | Conduct a last interview and protocol it | TERZ<br>CMOF |            |
| D2  | Taking back the prototypes               | TERZ<br>CMOF |            |
| D3  | Sending the protocols to SOUL            | TERZ<br>CMOF |            |
| D4  | Report the trials                        | SOUL         |            |







# 10 Attachement A: Manual

## Short instruction





# 1 Content

|      |                                 |    |
|------|---------------------------------|----|
| 1    | Content                         | 2  |
| 2    | Connect the Tablet to the Mount | 3  |
| 3    | Connect to the power grid       | 3  |
| 4    | Overview of the Modules         | 4  |
| 5    | Making a call                   | 5  |
| 6    | Accepting a call                | 7  |
| 7    | Cancel a call                   | 7  |
| 8    | Sending a message               | 8  |
| 9    | Taking a picture                | 10 |
| 10   | Sending a picture               | 12 |
| 11   | Forward a Picture               | 13 |
| 12   | Starting a game                 | 14 |
| 13   | Inviting someone for a game     | 16 |
| 14   | Playing a game                  | 18 |
| 14.1 | Sudoku                          | 18 |
| 14.2 | Connect Four                    | 20 |
| 15   | FAQ                             | 24 |

## 2 Connect the Tablet to the Mount

| Step | Picture   | Explanation                     |
|------|---|---------------------------------|
| 1    |  | Connect the Tablet to the Mount |

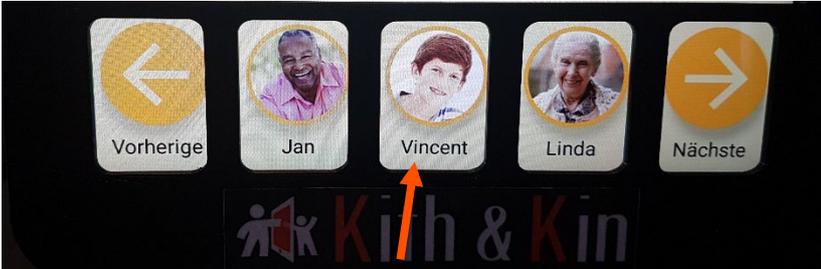
## 3 Connect to the power grid

| Step | Picture   | Explanation                          |
|------|---|--------------------------------------|
| 1    |  | Connect the device to the power grid |

## 4 Overview of the Modules

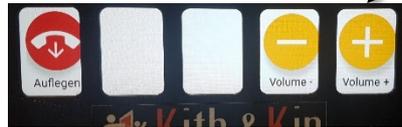
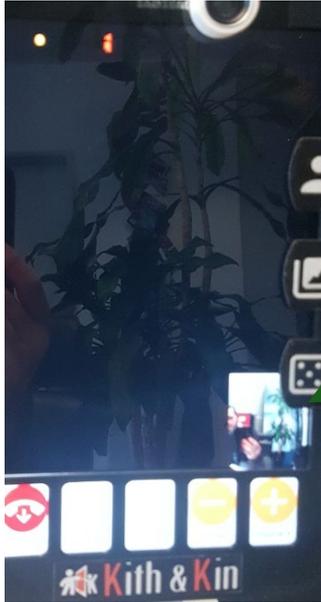
| Part                 | Picture   | Explanation   |
|----------------------|---|---|
| <b>Communication</b> |    | <ul style="list-style-type: none"> <li>• <b>For calling a person</b></li> </ul>   |
| <b>Images</b>        |   | <ul style="list-style-type: none"> <li>• <b>For taking a picture</b></li> <li>• <b>For sending a picture</b></li> <li>• <b>For looking at pictures</b></li> </ul> |
| <b>Games</b>         |  | <ul style="list-style-type: none"> <li>• <b>To play games</b></li> </ul>  |

## 5 Making a call

| Step | Picture   | Explanation  |
|------|---|--|
| 1    |    | Click on the top button  |
| 2    |  | Click on the button of the Person you want to call               |
| 3    |  | Click on this button on the left to scroll through your contacts |
| 4    |  | Wait for your partner to accept the call                         |



5



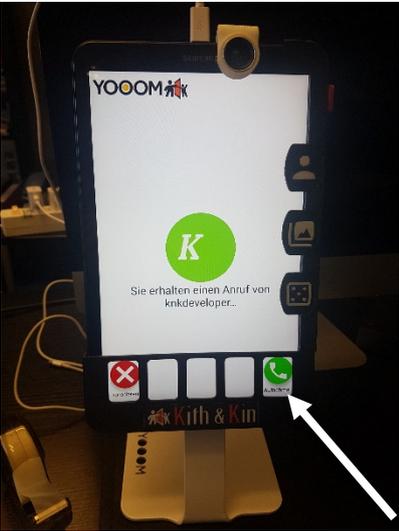
You can see yourself on this screen

You can adjust the volume **here**:

This one for less volume

This one for more volume

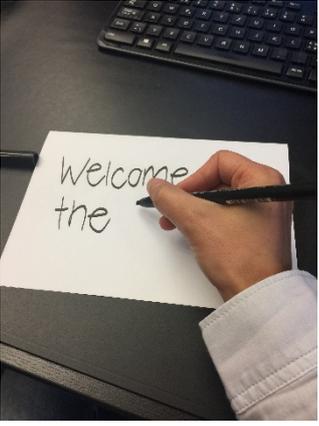
## 6 Accepting a call

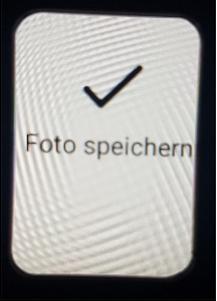
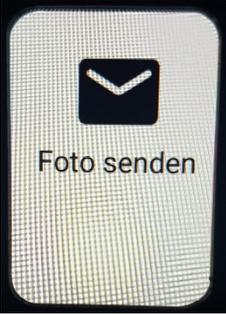
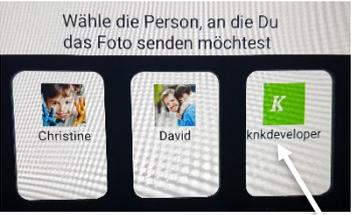
| Step | Picture   | Explanation   |
|------|---|---|
| 1    |  | <p>Click on the green button on the bottom right to accept a call</p>  |

## 7 Cancel a call

| Step | Picture   | Explanation  |
|------|---|--|
| 1    |  | <p>Click on the red button on the bottom left to cancel a call</p>  |

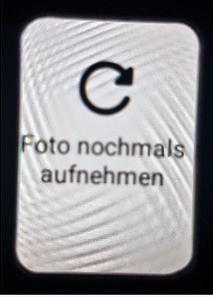
## 8 Sending a message

| Step | Picture   | Explanation   |
|------|---|---|
| 1    |    | Write a Note on a Paper with a marker pen                       |
| 2    |   | Click on the button for images                                  |
| 3    |  | Click on the button with the camera                             |
| 4    |  | Click on the button on the right to switch to your front camera |

|                 |   |  |
|-----------------|---|--|
| <p><b>5</b></p> |    | <p>Take a photo with your message in front of you and click again on the camera button in the middle</p> |
| <p><b>6</b></p> |    | <p>Click on the button with a check mark to save your message</p>  |
| <p><b>7</b></p> |  | <p>Click on the button with the envelope to send your message to someone</p>                             |
| <p><b>8</b></p> |  | <p>Choose a person and click on their button</p>   |
| <p><b>9</b></p> |  | <p>Click this button on the bottom right to send your message</p>  |

## 9 Taking a picture

| Step | Picture   | Explanation                         |
|------|---|-------------------------------------|
| 1    |    | Click on the button for images      |
| 2    |   | Click on the button with a camera   |
| 3    |  | Focus on the object in front of you |
| 4    |  | Click on the button with a camera   |

|          |   |   |
|----------|---|---|
| <b>5</b> |  | Click on the button with a check mark if you like your photo and to save it |
| <b>6</b> |  | Click on the redo button if you don't like your photo and want to redo it   |

## 10 Sending a picture

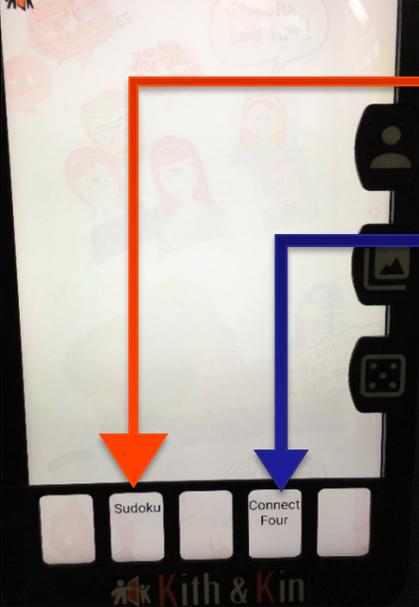
| Step | Picture   | Explanation   |
|------|---|---|
| 1    |    | Click on the button for images  |
| 2    |   | <p>Choose a picture you like by navigating</p> <p>with  for backwards</p> <p>or  for forwards<br/>located at the bottom of your screen</p> |
| 3    |  | Click on the button with the envelope to send your photo to someone   |
|      |  | Choose a person and click on their button   |

|  |   |   |
|--|---|---|
|  |  | <p>Click this button on the bottom right to send your message</p> |
|--|---|---|

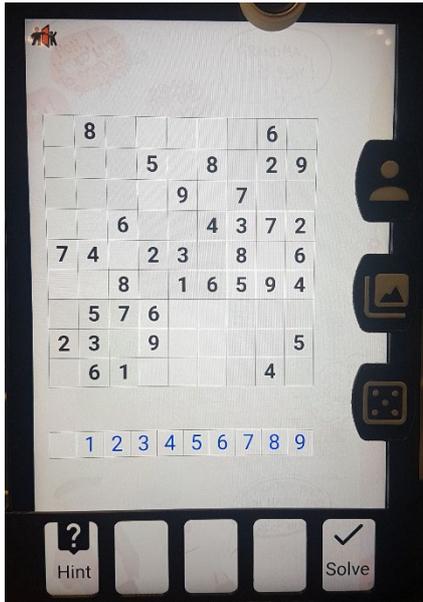
## 11 Forward a Picture

| Step | Picture   | Explanation  |
|------|---|--|
| 1    |   | <p>Click on the button for images</p>              |
| 2    |  | <p>Click the left button to navigate backwards</p> |
| 3    |  | <p>Click the right button to navigate forward</p>  |

## 12 Starting a game

| Step | Picture  | Explanation   |
|------|--|---|
| 1    |   | Click on the button for games   |
| 2    |  | You can choose between two games: <ul style="list-style-type: none"><li>➤ Sudoku<ul style="list-style-type: none"><li>- Single player</li><li>- Japanese puzzle game</li></ul></li><li>➤ Connect Four<ul style="list-style-type: none"><li>- Multi player</li><li>- Classic boardgame</li></ul></li></ul> |

3



This is how Sudoku looks like

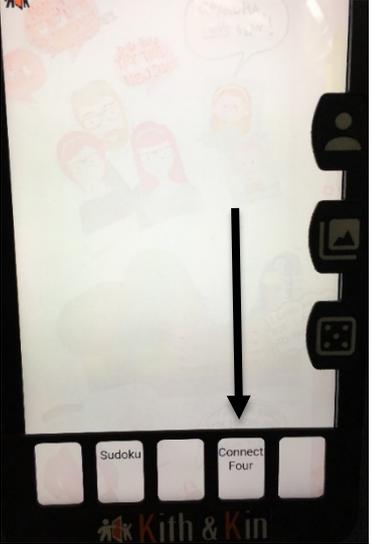
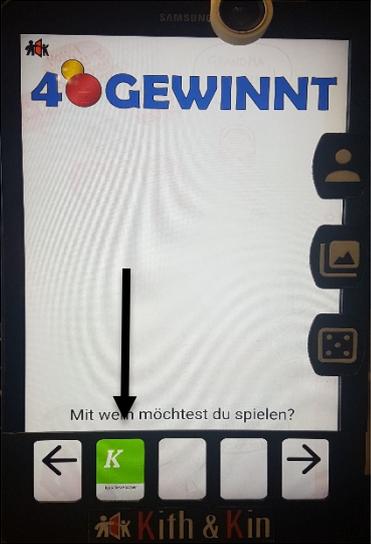
4



This is how Connect Four looks like

→ Before you can play Connect Four, you have to find a partner. Look at the next chapter to see, how you can invite a partner for a game.

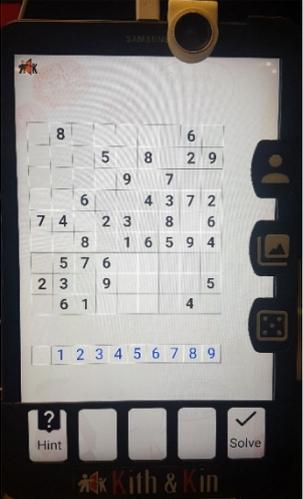
## 13 Inviting someone for a game

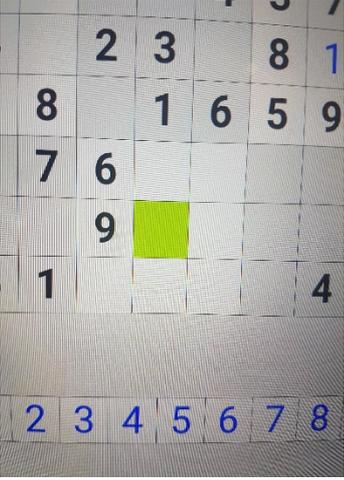
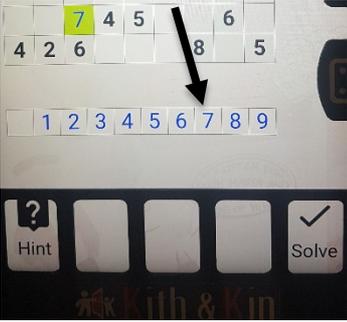
| Step | Picture   | Explanation                        |
|------|---|------------------------------------|
| 1    |    | Click on the button for games      |
| 2    |   | Click on Connect Four              |
| 3    |  | Click on a person who is available |

|   |  |   |
|---|--|---|
| 4 |   | Wait for your opponent to accept your request |
| 5 |  | Now you can play a round of connect four      |

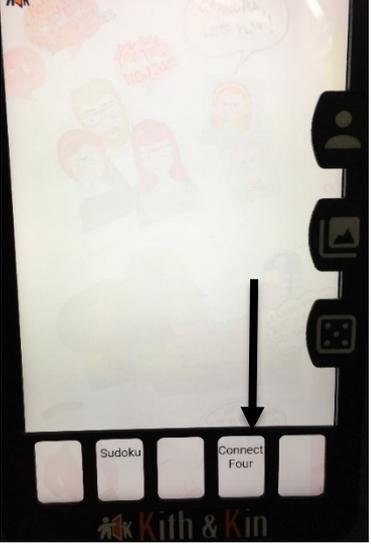
# 14 Playing a game

## 14.1 Sudoku

| Step | Picture   | Explanation  |
|------|---|--|
| 1    |   | Click on the button for games  |
| 2    |  | Click on Sudoku  |
| 3    |  | <p>The purpose of the game is to fill the blank boxes with the numbers 1-9. the rules are:</p> <ul style="list-style-type: none"> <li>- Fill a square (3*3) with the numbers 1 to 9</li> <li>- You are not allowed to have more than once a number in a diagonal line</li> <li>- You are not allowed to have more than once a number in a horizontal line</li> </ul> |

|                 |   |   |
|-----------------|---|---|
| <p><b>4</b></p> |    | <p>Click on a blank box to activate it</p>  |
| <p><b>5</b></p> |   | <p>Click on a number to fill it in the box</p>  |
| <p><b>6</b></p> |  | <p>If you don't know if you are right, click on the "Hint" button on the bottom left while a box is activated to check if you are right/wrong</p> |
| <p><b>7</b></p> |  | <p>If you want to solve the whole Sudoku puzzle, click on the "Solve" button on the bottom right</p>  |
| <p><b>8</b></p> |  | <p>Once you are completed, your screen should look like this.</p>   |

## 14.2 Connect Four

| Step | Picture   | Explanation                               |
|------|---|---|
| 1    |    | Click on the button for games             |
| 2    |   | Click on Connect Four                     |
| 3    |  | Click on the person you want to play with |

|   |   |   |
|---|---|---|
| 4 |    | <p>Wait for your opponent to accept the match</p>   |
| 5 |   | <p>Now you can begin to play your match. The aim is to place four of your block horizontal, vertical or diagonal. But you have to be aware of your opponent's moves, so he can't place four of his blocks to win.</p> |
| 6 |  | <p>Click the left arrow button on the left bottom of your screen to move your block to the left</p>   |
| 7 |  | <p>Click the right arrow button on the right bottom of your screen to move your block to the right</p>  |

|    |   |   |
|----|---|---|
| 8  |    | Click the drop-down button on the middle bottom of your screen to drop your block at its current position               |
| 9  |   | Continue in filling your blocks into the field  |
| 10 |  | Option 1: The opponent won.<br>Now you have the choice between cancelling your game<br>or<br>re-challenging the partner |

**11**

Option 2: You won the game.  
You still have the same 2 choices as  
from step 10.

You can re-match your opponent  
infinite times until one of you both  
cancels the game.



## 15 FAQ

This is a list where most problems should be answered. If you have a problem with your device and it is not written down here, please contact us at: --> your support email

1. What should I do, when my display froze?

- Usually things will go back to normal after you click two times on the start button on the side of your device -->



2. Where are my contacts?

- Your contacts should be at the bottom line on the communication app. If you still can't find them, ask someone else from your contact list to help you out.



# 11 Attachement B: Observation and Starting Interview

# Observation for the field trials including Starting interview

## Instructions for the test leader

On the next pages you find three protocols, that need to be filled in by you as test leader:

- **Handout day:**  
Please protocol your perception of the handout day only once per participant
- **Interview:**  
Please ask the questions after you have handed out everything and before you leave again.
- **Event:**  
Please protocol every contact, you had with the trial participant in case of a problem throughout the whole trial duration

**Please send the protocols within the following time frames to soultank AG (all can be scanned and sent by E-Mail):**

- **Handout day protocol:** Until End of November 2018
- **Interview protocol:** Until End of November 2018
- **Event protocols:** In the first week of the next month (for example: all events from November can be sent to Nadja at the beginning of December, all events from December at the beginning of January, and so on)

**If you have any questions do not hesitate to contact us:**

soultank AG  
Nadja Schmid  
Bahnhofplatz  
6302 Zug

[nadja.schmid@soultank.ch](mailto:nadja.schmid@soultank.ch)

+41 78 808 70 20

**Handout day** (please protocol your perception of the handout day only once per participant)

**Trial participant:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**What was the first reaction of the trial participant (moment of handing over the device)?**

- Wanted to start right away
- Seemed very secure
- Was excited about the prototype
- Listened carefully to the test leader
- Needed a bit of time to get used to the device
- Did ask many questions
- Seemed a bit overwhelmed or confused
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**What questions did the trial participant ask?**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**What else was noticeable?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Starting Interview

(Please ask the questions after you have handed out everything and before you leave again.)

**Trial participant:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**What do you think of the device so far?** (after it was handed out and after explanations)

---

---

---

**What do you like about it?**

---

---

---

**What do you NOT like about it?**

---

---

---

**How often, do you think now, will you use the device?**

- A couple of times a month
- Once a week
- Twice a week
- Daily
- \_\_\_\_\_

**Is there anything, you would like to say to us now?**

---

---

**Event** (please protocol every contact, you had with the trial participant in case of a problem)

**Trial participant:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time & Duration:** \_\_\_\_\_

**Contacted by**

- Knk Device
- Telephone
- E-Mail
- Other: \_\_\_\_\_

**Description of the problem:**

---

---

---

**Who contacted the support?**

- Trial participant
- Counterpart: \_\_\_\_\_
- Someone else: \_\_\_\_\_

**Who could solve the problem?**

- Trial participant
- Counterpart: \_\_\_\_\_
- Test leader (TERZ or CMOF)
- Technical Support (Y000 or IHOM)

**How could it be solved?**

- By phone
- By call through the device
- With Teamviewer
- In person, at the place of the trial participant
- \_\_\_\_\_

**How was it solved in the end?** (technically or how could it be answered to the participant)

---

---

---



## 12 Attachement C: Diary

# Diary for the field trials

Notes for the test leaders (can be deleted in the versions for the trial participants)

- 1 Translate the diary into the language needed
- 2 Please add the information about your contact information and the trial person marked in yellow underneath
- 3 Hand out:
  - 1 page with the instructions
  - About 100 pages of the diary (20 for November, 31 for December, 40 for January/February)
  - 2 big stamped envelopes with the address of the receiver and transmitter
- 4 Suggestion: Add the names already onto the protocols for the test participants. Like this, you make sure, you can assign the protocols to the right trial participant, when you get them back.

## Instructions for the test participant

Please make notes each day, you used the kith and kin device. For each day, you find questions, that you can answer by checking the fields, that are appropriate for you or write some words about your experience. You will not have to write long texts at all.

**The diary shall be sent to the following address:**

[Please add the correct Mail-Address here]

**Please send the protocols within the following time frames, if possible:**

- Please send the pages from November before 7<sup>th</sup> of December (use one of the envelopes, we gave to you for this)
- Please send the pages from December before 10<sup>th</sup> of January (use one of the envelopes, we gave to you for this)
- Pages from January/February you can give to the test leader, when he takes back the prototype. You do not need to send them.

**If you have any questions do not hesitate to contact us:**

[Please add the contact infos such as phone number or E-Mail address here]

Example how to fill in the diary:

Name: Felix Muster

Date: 6.11.2018

**What did you do today?**

Several answers are possible

**How was it?**

Only one answer is possible. Please answer in each line, that you made a check in the previous column "What did you do today?"

|  |  |  |
|--|--|--|
| <br>CALLING | <input checked="" type="checkbox"/> Made a call      | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> |
|  | <input type="checkbox"/> Received a call             | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|  | <input type="checkbox"/> Declined an incoming call   | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|  | <input type="checkbox"/> Made louder or made quieter | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|  | <input type="checkbox"/>                             | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |

Notes:

|   |   |  |
|---|---|--|
| <br>IMAGES | <input checked="" type="checkbox"/> Watched some pictures | <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> |
|   | <input type="checkbox"/> Took a picture                   | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|   | <input type="checkbox"/> Sent a picture                   | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|   | <input type="checkbox"/> Received a picture               | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|   | <input type="checkbox"/> Sent a message                   | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|   | <input type="checkbox"/> Received a message               | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|   | <input type="checkbox"/> Forwarded a picture              | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
|   | <input type="checkbox"/>                                  | <input type="radio"/> <input type="radio"/> <input type="radio"/>            |

Notes: Could not find the picture from my daughter

|   |   |   |
|---|---|---|
| <br>GAMING | <input type="checkbox"/> Played a game alone        | <input type="radio"/> <input type="radio"/> <input type="radio"/> |
|   | <input type="checkbox"/> Played a game with someone | <input type="radio"/> <input type="radio"/> <input type="radio"/> |
|   | <input type="checkbox"/>                            | <input type="radio"/> <input type="radio"/> <input type="radio"/> |

Notes:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### What did you do today?

Several answers are possible

### How was it?

Only one answer is possible. Please answer in each line, that you made a check in the previous column "What did you do today?"

|  |  |                         |                         |                          |
|--|--|-------------------------|-------------------------|--------------------------|
| <br>CALLING | <input type="checkbox"/> Made a call                 | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|  | <input type="checkbox"/> Received a call             | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|  | <input type="checkbox"/> Declined an incoming call   | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|  | <input type="checkbox"/> Made louder or made quieter | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|  | <input type="checkbox"/>                             | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |

Notes:

|   |  |                         |                         |                          |
|---|--|-------------------------|-------------------------|--------------------------|
| <br>IMAGES | <input type="checkbox"/> Watched some pictures | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/> Took a picture        | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/> Sent a picture        | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/> Received a picture    | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/> Sent a message        | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/> Received a message    | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/> Forwarded a picture   | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/>                       | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |

Notes:

|   |   |                         |                         |                          |
|---|---|-------------------------|-------------------------|--------------------------|
| <br>GAMING | <input type="checkbox"/> Played a game alone        | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/> Played a game with someone | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |
|   | <input type="checkbox"/>                            | <input type="radio"/> 😊 | <input type="radio"/> 😐 | <input type="radio"/> ☹️ |

Notes:



# 13 Attachement D: Midterm and End Interview

# Field trial – Midterm and End Interview

## Instructions for the test leader

On the next pages you'll find some Instructions and items to perform the interview:

- **Instructions:**  
Contains the goal and rules of behavior
- **Midterm Interview:**  
Contains the interview items

## Delivery date

Please send the protocols within the following time frames to soultank AG (all can be scanned and sent by E-Mail):

- **Interview protocol (Switzerland):** Until Beginning of January 2019
- **Interview protocol (Netherlands):** Until Middle of January 2019

## If you have any questions do not hesitate to contact us:

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Nadja Schmid  
Bahnhofplatz  
6302 Zug

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+41 78 808 70 20

## **Duration**

The interview should last a maximum of 30 minutes.

## **Carring out**

- The interviewer calls the test participant with the knk device
- The entire interview should be done with this device, if possible

## **Goal**

The aim of the interview is to get a deeper qualitative understanding in dealing with the product.

- Understand which features test participant have used and why
- Which functions/features could be easily used
- Which functions/features were difficult to use and why

## **Behavior**

- Do not interrupt test subjects, if not necessary
- Give test persons enough time to answer
- Do not ask suggestive questions
- Always ask open questions (why...)

## Midterm and End Interview

**Trial participant:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Duration:** \_\_\_\_\_

### How often, did you use the device?

- A couple of times a month
- At least once a week
- At least once a day
- \_\_\_\_\_

### What did you do with the device?

- Made a call
- Received a call
- Watched pictures
- Took pictures
- Sent pictures
- Received pictures
- Forward pictures
- Played a game alone
- Played a game with someone

**What do you like about the device?**

---

---

---

---

**What do you NOT like about it? Why?**

---

---

---

---

**Could you solve the problem? What was the consequence?**

---

---

---

**Is there anything, you would like to say to improve the product?**

---

---

---

## **Net Promote Score**

**How likely is it, that you would recommend this device to a friend or colleague?**

**← NOT LIKELY AT ALL**

**VERY LIKELY →**

1      2      3      4      5      6      7      8      9      10

# System Usability Scale

**1. I think that I would like to use this system frequently**

Strongly disagree

1

2

3

4

5

Strongly agree

---

**2. I found the system unnecessarily complex**

Strongly disagree

1

2

3

4

5

Strongly agree

---

**3. I thought the system was easy to use**

Strongly disagree

1

2

3

4

5

Strongly agree

---

**4. I think that I would need the support of a technical person to be able to use this system**

Strongly disagree

1

2

3

4

5

Strongly agree

---

**5. I found the various functions in this system were well integrated**

Strongly disagree

1

2

3

4

5

Strongly agree

**6. I thought there was too much inconsistency in this system**

Strongly disagree

Strongly agree

1

2

3

4

5

---

**7. I would imagine that most people would learn to use this system very quickly**

Strongly disagree

Strongly agree

1

2

3

4

5

---

**8. I found the system very cumbersome to use**

Strongly disagree

Strongly agree

1

2

3

4

5

---

**9. I felt very confident using the system**

Strongly disagree

Strongly agree

1

2

3

4

5

---

**10. I needed to learn a lot of things before I could get going with this system**

Strongly disagree

Strongly agree

1

2

3

4

5



# 14 Attachement E: Checklist

# Checklist

## Handout day

### Material for the test participants

(stays with the test participant)

- 1x Tablet
- 1x YO00M Mount
- 1x Charger with cable
- 1x YO00M Lense
- 2x Overlays (right and down)
- 1x Manual
- 1x **Instructions for the diary with example** (→ 02\_diary\_EN.doc page 1-2)
- 100x **Diary pages** (→ 02\_diary\_EN.doc page 3)
- 2x Envelops with the address of CMOF or TERZ and stamped for the return of the diaries

### Material for the test leader

(will be taken to the handout day and brought back at the same day by the test leader)

- Pen
- Informed Consent** (please note: this is not provided by soultank) signed by the users
- Protocol of the Handout day** (→ 02\_observation\_EN.doc page 2)
- Protocol of the Starting interview** (→ 02\_observation\_EN.doc page 3)

## Support

### Material for the support

(stays in the office of the test leader)

- Protocol for the Events (→ 02\_observation\_EN.doc page 4) for each time, the user contacts you for problem reasons