

Copying Machine

Interaction Audit





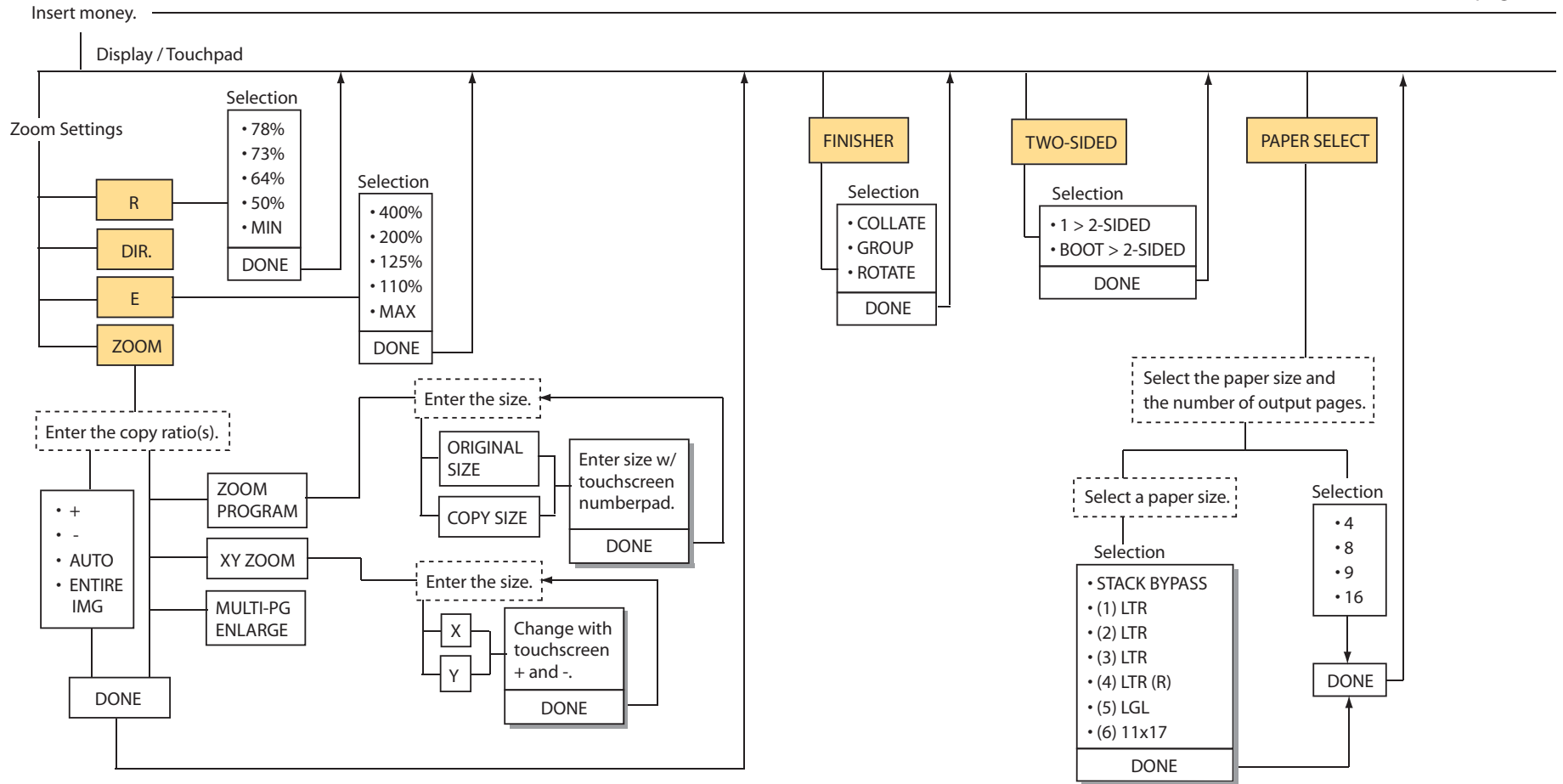
Phase 1

- Current Workflow
- User Studies
- Visual Audit

Existing Workflow

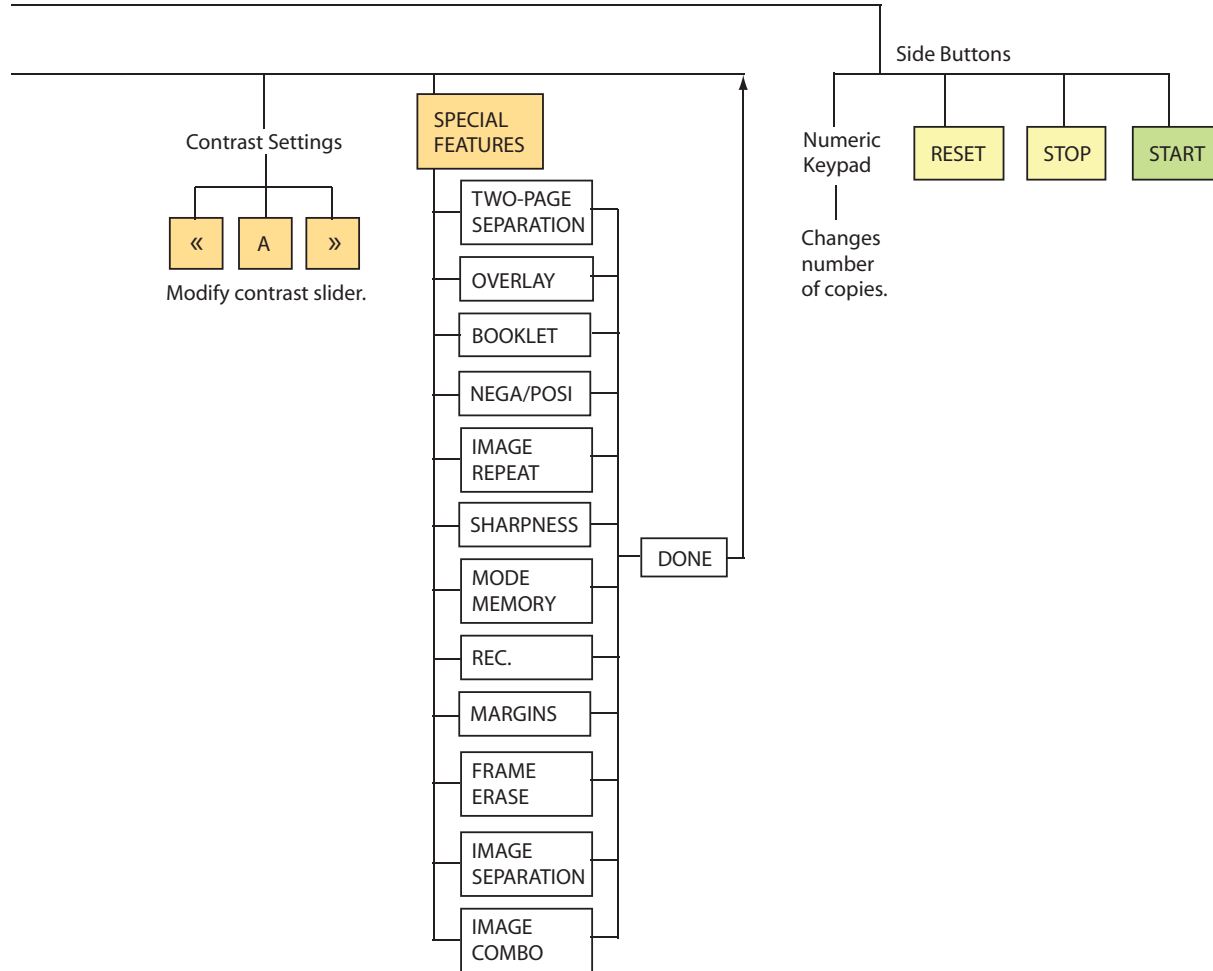
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Existing Workflow

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User Studies

RELIABILITY

LOOK AND FEEL

NAVIGATION AND TERMINOLOGY

LIKES

- For the most part, functional.
- Resets after each user so that someone else's preferences don't get carried over.
- Accepts coins as well as cards.

- Important information is centered on the touchscreen where most interaction occurs.

- Users can simply press the "Start" button to make copies.

DISLIKES

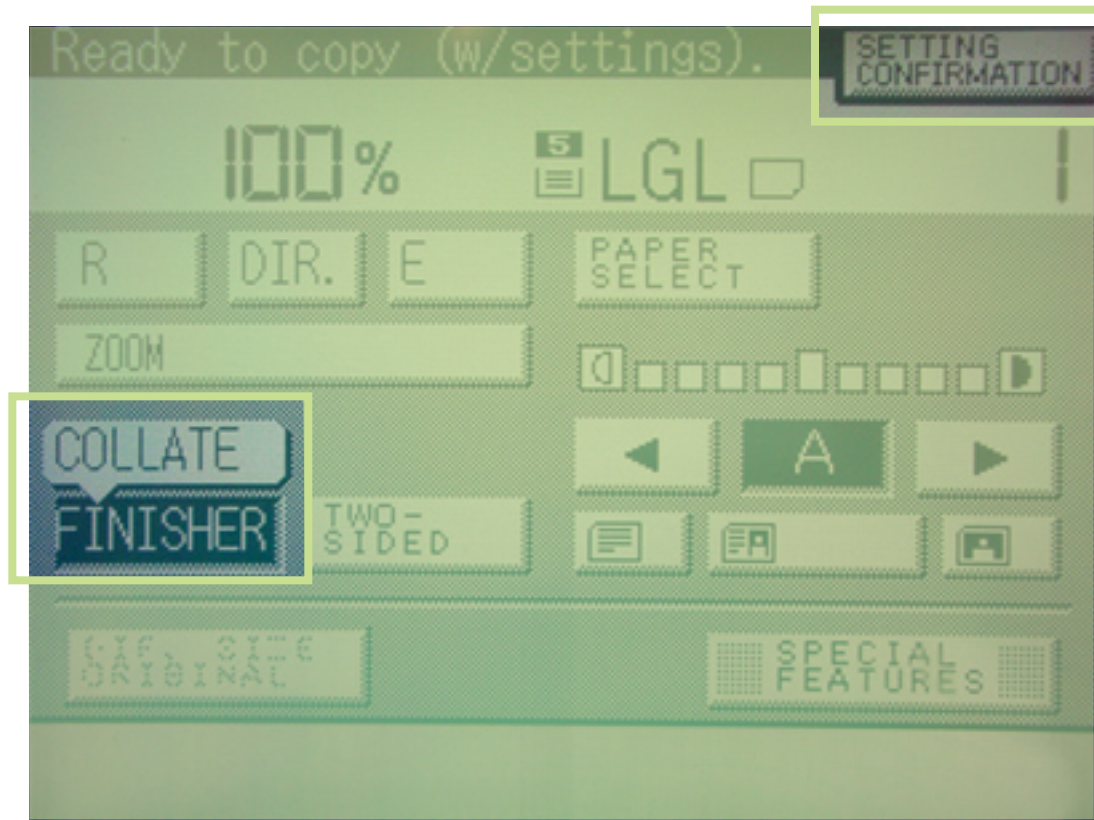
- Problems with paper jams.
- Side buttons don't always work because they are so large.
- If nothing is detected, prints an all-black page.

- Low-contrast touchscreen can be hard to read.
- Presenting all of the options on the main screen is intimidating to new users.
- Not clear about which direction to put paper into the machine.
- Payment method is confusing because it initially does not seem connected to the machine.

- Meaningless abbreviations.
- Many users do not know what technical terms refer to.
- There are no directions on the machine about how to make a simple copy.
- Conflict between numberpad shown on touchpad and actual numberpad (side buttons).
- Confusing to change all settings except number of copies using the touchpad.

Visual Audit

PROBLEM - Main Screen



1. SETTING CONFIRMATION

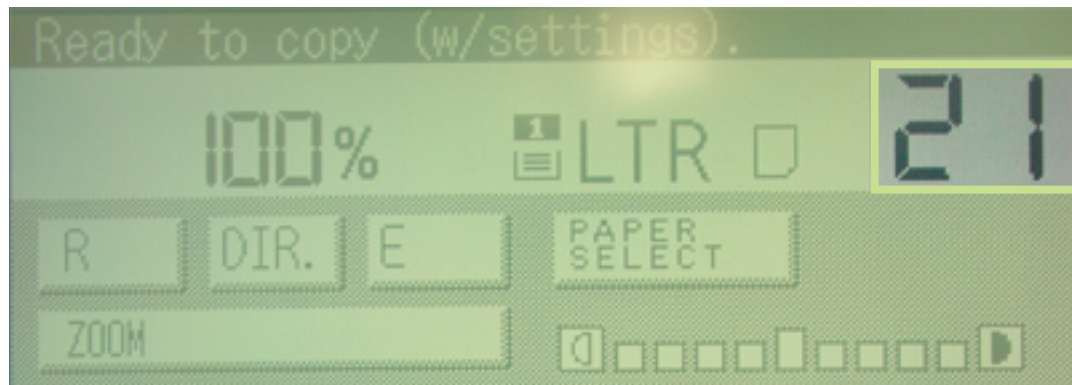
“Setting Confirmation” button only appears when options have been selected via the “Special Features” menu. Thus the user cannot easily check details regarding their copy job without navigating to each option individually.

2. SELECTION BUBBLES

Bubbles describing the current selection choice only appear above buttons marked “Finisher” and “Two-Sided”, creating inconsistency and confusion. Their rounded corners do not fit in with the visual style of the interface.

Visual Audit

PROBLEM - Touchscreen vs. Numberpad



3. INPUT CONFLICT

When user needs to enter a number value, such as when entering a size in inches, a numberpad appears on the touchscreen. This confuses the user because they do not know whether to use the touchscreen or the actual numberpad on the machine.

4. AMOUNT OF COPIES

The only way to increase the number of copies being made is to enter it on the numberpad. There are no directions explaining this, nor is there any way to do this using only the touchscreen. The only visual feedback is the number in the upper-right corner of the touchscreen.

Visual Audit

PROBLEM - Special Features



5. TERMINOLOGY

“Special Features” is a misleading title and users do not know to select it to find advanced options.

6. LACK OF ORGANIZATION

Sub-choices do not have any meaningful organization. Terms are confusing and undefined.

7. INCONSISTENT “GRAY OUT”

Selecting “Two-Page Separation” grays out other buttons without explanation, which does not happen at any other time.

8. NO FEEDBACK

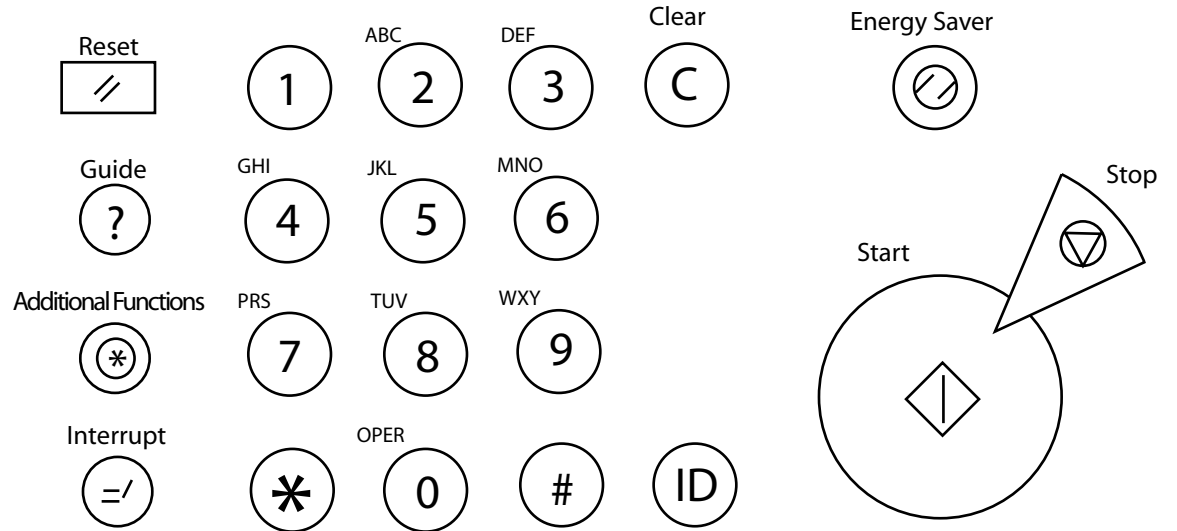
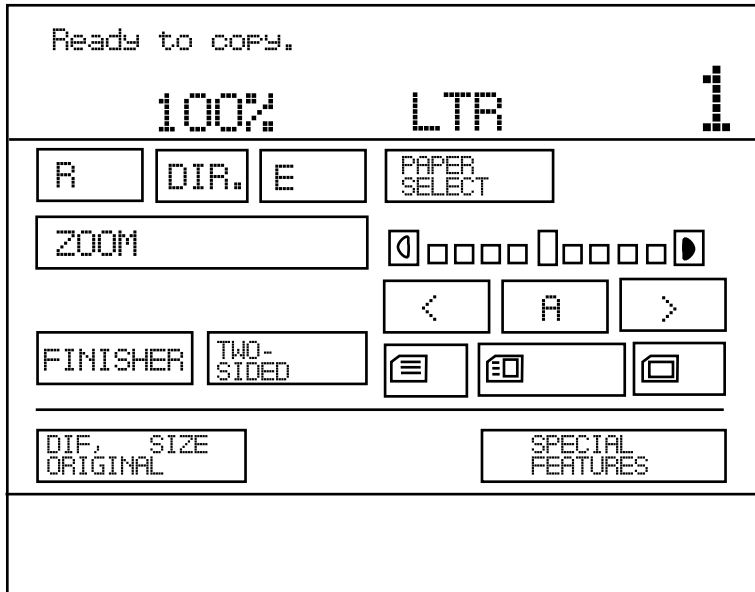
After changing a “Special Feature,” there is no feedback (until returning to the main page - see callout 1).



Phase 2

- Existing UI
- Redesigned UI

Existing UI



GOALS FOR NEW INTERFACE

- All interaction via touchscreen - remove keypad and buttons.
- Simplify main screen.
- Organize advanced options in a meaningful way.
- Eliminate confusing unmarked symbols.
- Provide feedback in an intuitive manner.

Redesigned UI

#of Copies: _____

1	2	3
4	5	6
7	8	9
0	Clear	

COPY

More Options ▼

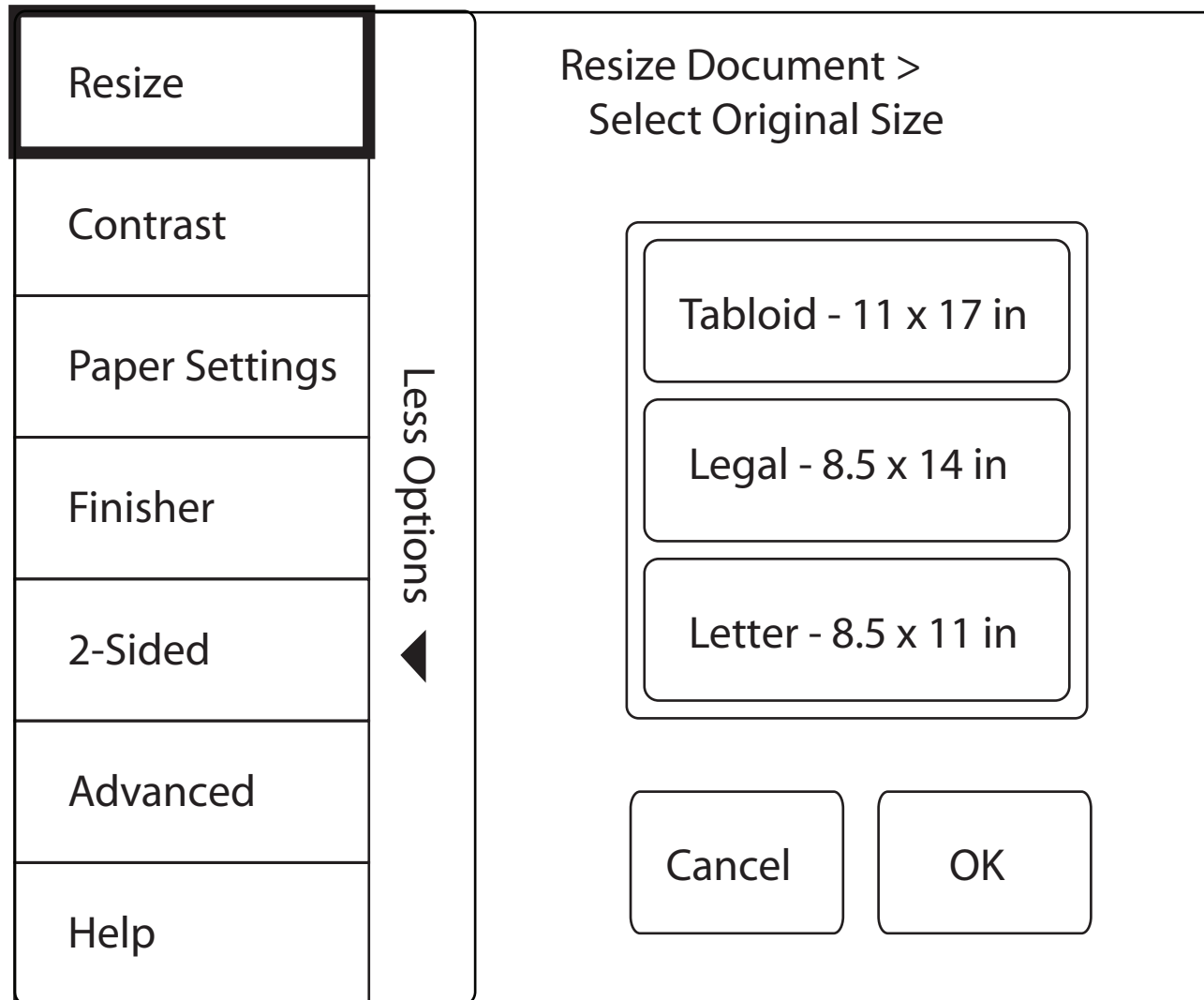
Redesigned UI

Resize	Less Options ▼	#of Copies: _____
Contrast		1 2 3
Paper Settings		4 5 6
Finisher		7 8 9
2-Sided		0 Clear
Advanced		
Help		
		COPY

Redesigned UI

Resize	Less Options ▼	Resize Document:	
Contrast		Original Size:	<Select>
Paper Settings		New Size:	11 x 17 in
Finisher		Cancel	OK
2-Sided			
Advanced			
Help			

Redesigned UI

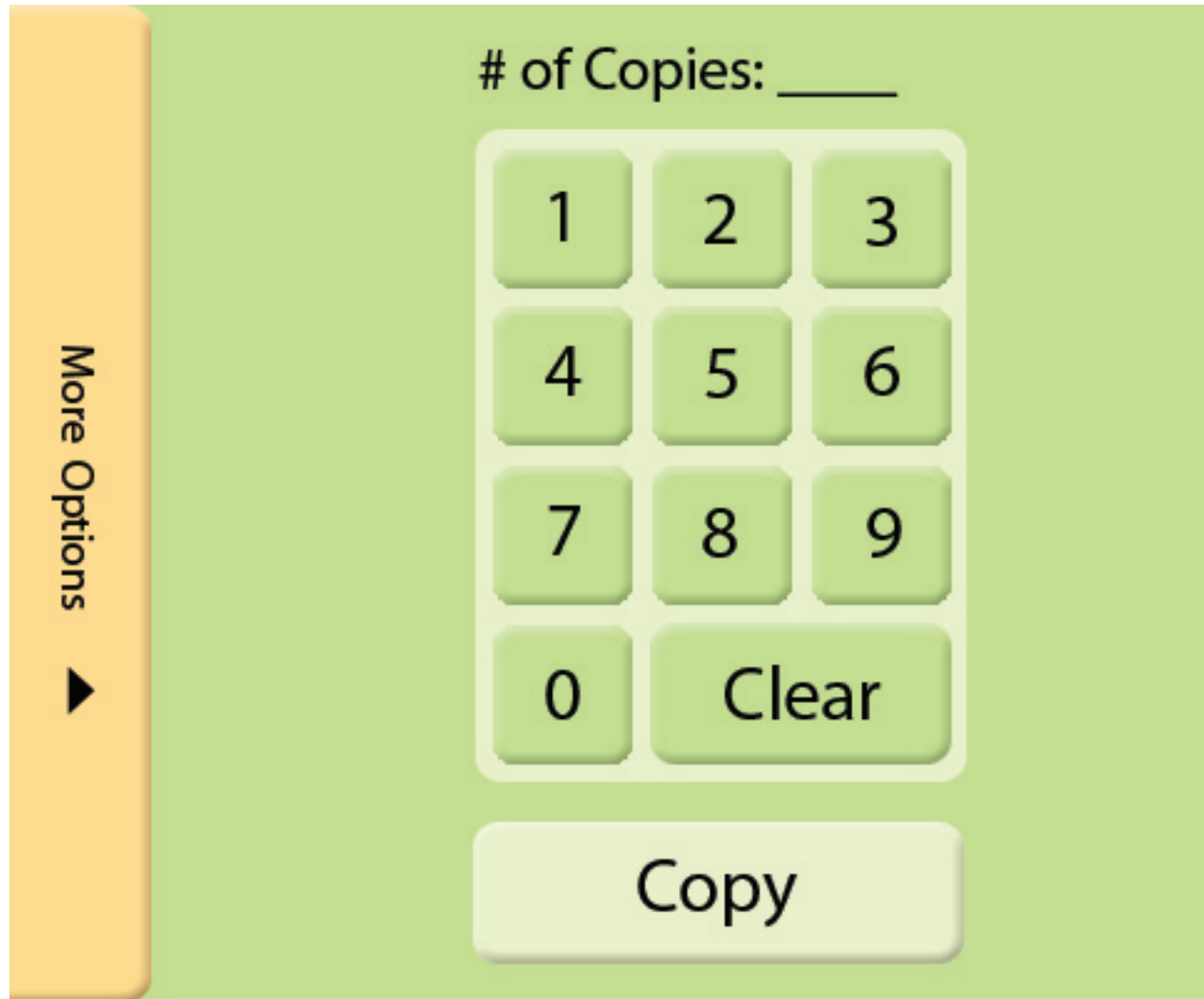




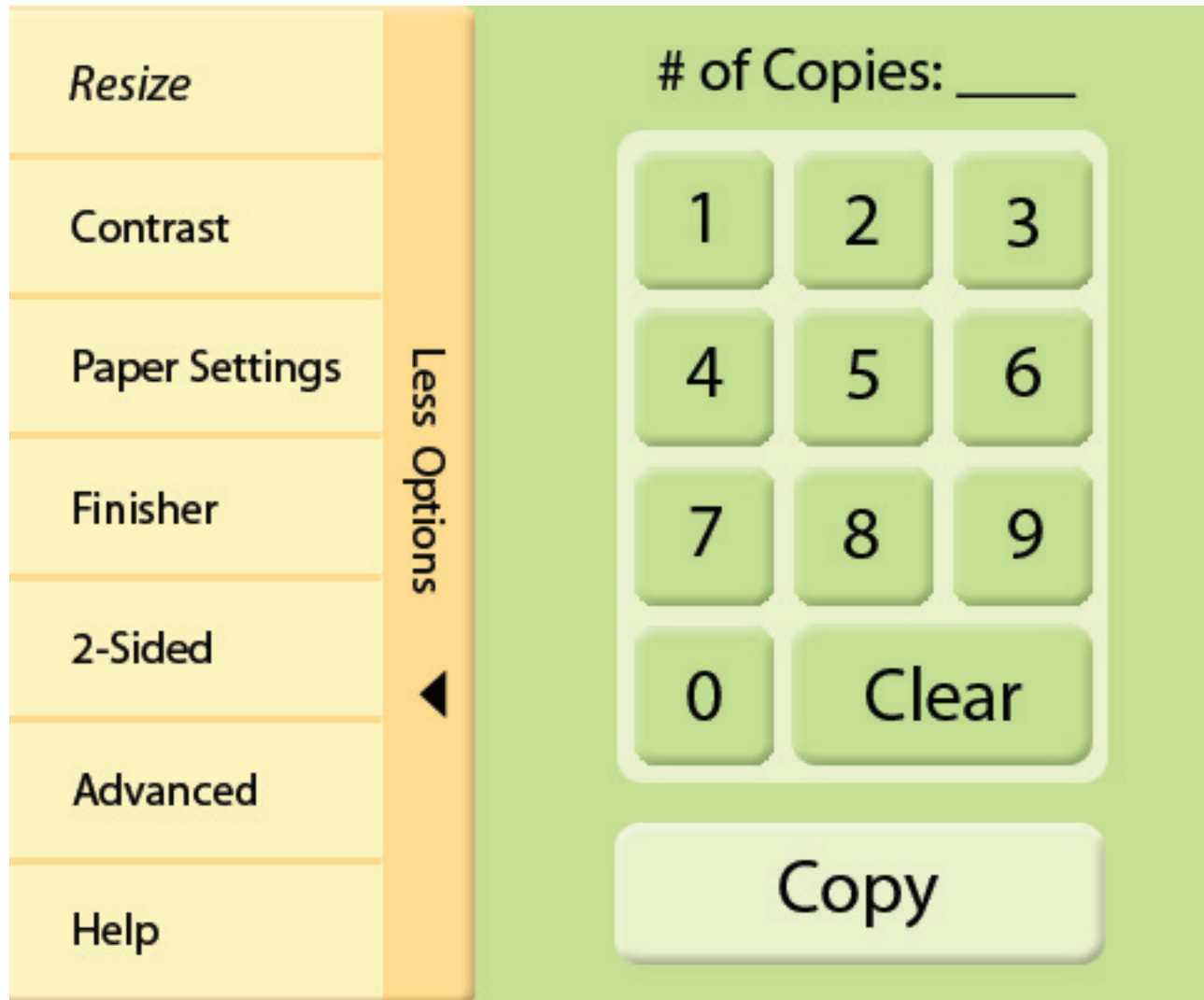
Phase 3

- Final Redesign

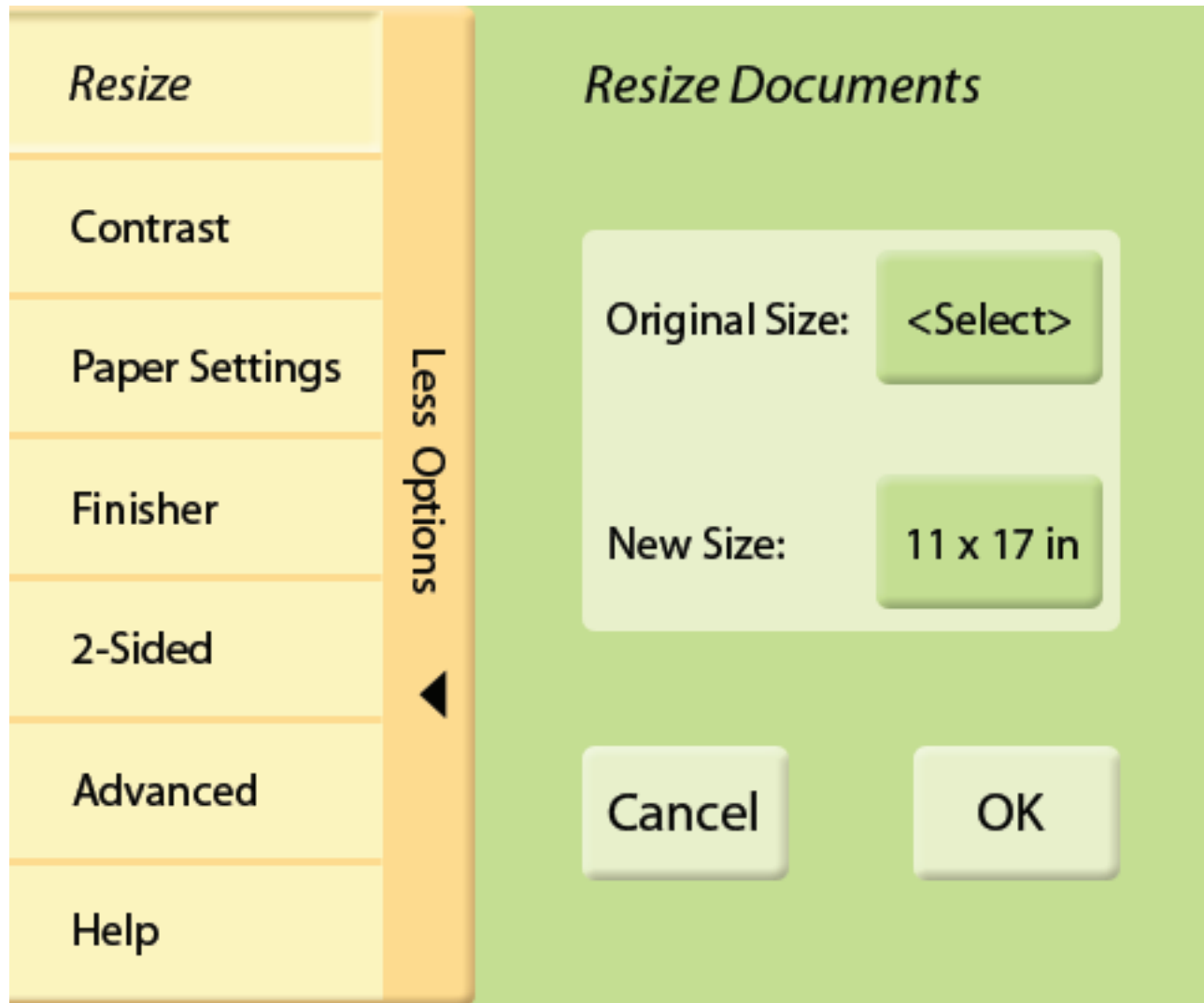
Final Redesign



Final Redesign



Final Redesign



Final Redesign

