

# **Vodafone *live!***

## **Help & Guidance**

**Vodafone live! Release 9**  
**Version 1.0**

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1 // Document management

1a / Change log

| Date     | Editor                  | Area (Screen/Task/Module ID) | Change                                     | Rational |
|----------|-------------------------|------------------------------|--|----------|
| 13/06/05 | Elisabeth Hofvenschiöld |                              | Learning Project Specification deliverable |          |
|          |                         |                              |  |          |
|          |                         |                              |  |          |
|          |                         |                              |  |          |

1b / Review Table

Reviewer of the document should add the date of review, the issue and a proposal to solve the issue

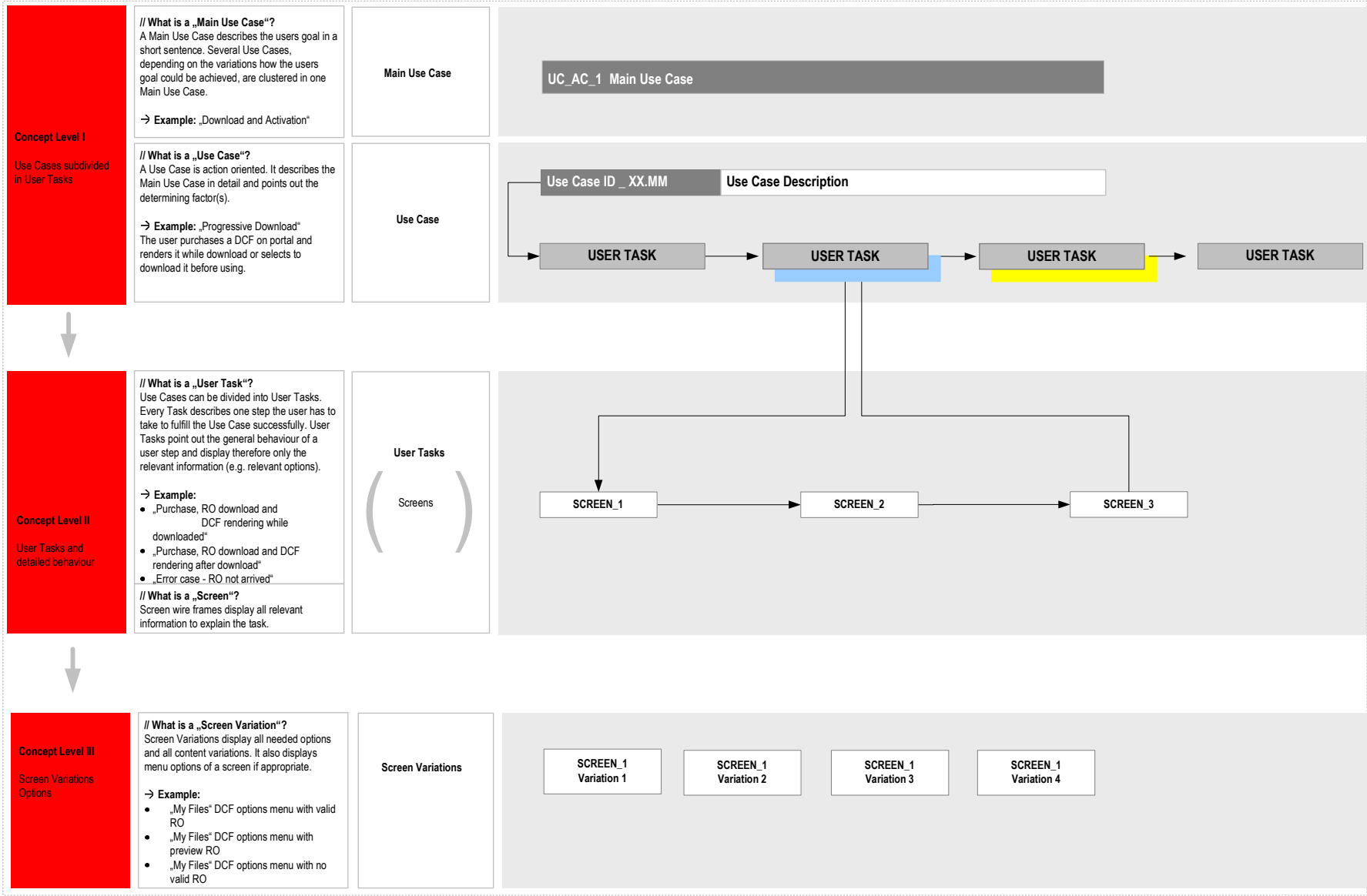
| Date | Reviewer | Result |
|------|----------|--------|
|      |          |        |
|      |          |        |
|      |          |        |
|      |          |        |

2 // How to read this document?

2a / Concept Level Structure & Collaboration

The document is composed of two different concept levels to describe the application.

/ Specification Approach



Find the example on the next page →

2b / Example

1

Concept Level I

Use Cases subdivided in User Tasks

2

Concept Level II

High Level Flows

Mid Level User Tasks

Visual Design Examples

3

Concept Level III

Low Level Options Menu Screen Description

Use Case & Task Table Example

| Use Case ID | Use Case   | Task ID   | Task                             |
|-------------|--|-----------|----------------------------------|
| UC.SD_6     | Superdistribution  |           |                                  |
| UC.SD_6.1   | MMS Superdistribution<br>The user creates a message (from within 'My Files' menu or from messaging application) and attaches a DCF. The recipient has to activate the DCF in order to render it. | TA.SD_1.1 | Creating message from "My Files" |
|             |  | TA.SD_1.2 | Create message and attaching DCF |

Content type subfolder in 'My Files'

Send <item> as message

Recipient needs to purchase

OK

MMS message & attachment

Cancel

Device screen

SC.SD\_01-1

Status Area

<Media type> (All)

Download <media type>

<Subfolder 01><N>

<Subfolder 02><N>

DRM <media type name 1> <RO information>

DRM <media type name 2> <RO information>

Options

Back

3 Send <media type> as Message

Device screen

SC.SD\_02-1

Status Area

Information

The recipient must have a compatible phone and can only preview this content.

To get the full version the recipient must purchase the content.

Continue?

Yes

No

Device screen

SC.SD\_03-1

Status Area

Create <Message type>

Soft Key Area

Visual Design Examples

Pictures (All)

Download Pic...

holidays

Anna

2 days left

Ben

4 times left

Options

Back

Information

The recipient must have a compatible phone and can only preview this content.

To get the full version the recipient must purchase the content.

Continue?

Yes

No

Create Message

Beautiful, isn't she?!

Options

Back

Pictures (All)

as Message

View as Postcard

Activ as URL

Send picture

Delete

Move to

Options

Back

Conditions:

Gives a situational description about background conditions

/ Concept Description

Gives a situational task description and appropriate background information e.g preconditions.

/ Screen Descriptions

Gives detailed description about single screens covered in the task

/ Requirements

Lists precondition marketing requirements

/ References

References to previous DRM documentations

DATE  
23.09.2005

SLM SUPPLEMENTARY SPECIFICATIONS.VSD

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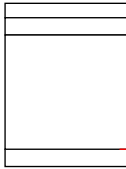
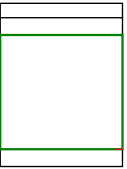
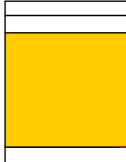
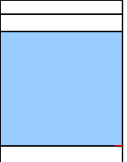
Version 1.0

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55

## 2c / Legend

## / Color Coding Description

|  |  |
|--|--|
|  <p><b>Browser or device screens:</b></p> <ul style="list-style-type: none"> <li>Online pages considering messages or tasks generated from portal</li> <li>Terminal tasks and messages</li> <li>Media Player screens</li> </ul> |  <p><b>Device screens: DRM</b><br/>All screens considering DRM related messages or tasks</p>        |
|  <p><b>Device screens: Messaging</b><br/>Tasks and Messages related to any kind of messaging application like SMS, MMS etc.</p>   |  <p><b>Device screens: Storage</b><br/>Tasks and messages related to storing and managing files</p> |

## / Abbreviations &amp; Examples

## Abbreviations:

|                             |     |
|-----------------------------|-----|
| Advanced Security           | SEC |
| Preview                     | PR  |
| Download and Activation     | AC  |
| Multiple Content Activation | MCA |
| Advanced Constraints        | ACO |
| Superdistribution           | SD  |
| RO/DCF Management           | ROM |
| Domains                     | DO  |

## ID-Abbreviations:

|                                |            |
|--------------------------------|------------|
| Use Case                       | UC         |
| User Task                      | TA         |
| Screen                         | SC         |
| Page Template (portal screens) | PT<number> |

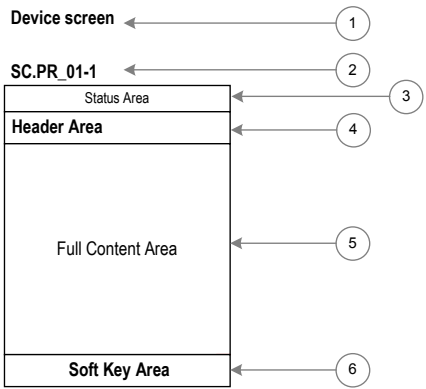
## ID-example for „Preview“:

|                      |                |
|----------------------|----------------|
| - Main Use Case      | UC.PR_2        |
| - Use Case           | UC.PR_2.1      |
| - Use Case Variation | UC.PR_2.1-1    |
| - User Task          | TA.PR_1.1      |
| - Screen             | SC.PR_01.1     |
| - Screen Portal      | SC.PR.PT8_01.1 |
| - Screen variation   | SC.PR_01.1-1   |

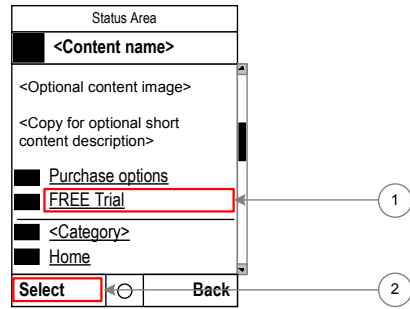
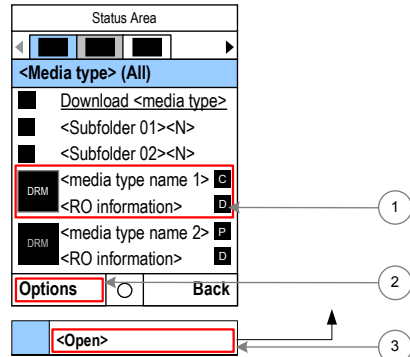
## / Text Symbols &amp; Body Content

| Text                                | Link                           |
|-------------------------------------|--------------------------------|
| [ ]                                 | Editable Text field            |
| [...]                               | Empty Text field: direct input |
| [Text]                              | Prefilled Text: direct input   |
| <Text>                              | Text Variable                  |
| Text                                | Noneditable Text               |
| <input checked="" type="checkbox"/> | Checkbox selected              |
| <input type="checkbox"/>            | Checkbox unselected            |
| <input checked="" type="radio"/>    | Radiobutton selected           |
| <input type="radio"/>               | Radiobutton unselected         |
|                                     | Icon                           |

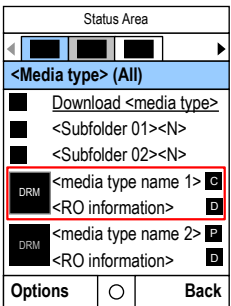
## / Wireframe Description

|  |   |
|--|---|
|  <p>1. Device / Browser Screen ID</p> <p>2. Screen ID</p> <p>3. Status Area (device status icons)</p> <p>4. Header Area</p> <p>5. Full Content Area</p> <p>6. Soft Key Area</p> | <p>The example on the left shows how device multi tasking operations (pop-up screens with an online connection/open browser or device screen in the background) are indicated</p> <p>1. Indicates a browser or device screen still open in the background</p> <p>2. Pop-up screen in foreground. Deviating from the wireframes some devices show pop-up windows in full screen.</p> |
|--|---|

## / Red Frame Description

|   |   |
|---|---|
|  <p>1. The user selects a link</p> <p>2. The link is selected. This either happens with the „Center Key“ or within the „Left Soft Key“ options menu that contains the „Select“ option.</p>   | <p>Red frames indicate a user required selection for proceeding to the next screen or action.</p> <p>The example on the left shows the user selections in an online (browser) screen:</p> |
|  <p>1. The user selects an item</p> <p>2. He opens the items' „Option“ menu</p> <p>3. A menu item is selected and the user proceeds to the next screen or task (indicated with an arrow)</p> | <p>The example on the left shows user selections in a device screens:</p>   |

## / Device folder „My Files“ description

|   |  |
|---|--|
|  <p>1. Placeholder for the displayed filename of the DCF</p> <p>2. Information about usage restrictions e.g. 5 times, 1 week, unlimited.</p> <p>3. Placeholder for DRM specific icon. Shows</p> <p>if valid RO is stored locally</p> <p>if NO valid RO is stored locally</p> <p>Icon not DRM specific. Displays a small preview of the DCF (picture, screensaver, logo) or a generic placeholder icon of the appropriate media type (e.g. a note for a tone)</p> <p>Icons not DRM specific. Displays if the DCF is either stored on the phone or on a memory card.</p> | <p>The example on the left shows how DRM specific labelling and icons are displayed.</p> <p>Other than DRM specific requirements have not been considered in the descriptions and are referring to „Terminal UE „My Files“ document. For detailed information please always refer to the latest document</p> |
|---|--|

|  |   |
|--|---|
| Display of remaining Rights for SD DRM protected Items | For SD DRM protected items the remaining usage (i.e. timebased) shall be displayed instead of other metadata            |
| Indication of protected SD DRM content                 | The user shall be able to clearly differentiate between SD DRM protected content and non-SD DRM content on the terminal |



## **3 // Use case 1: Show me how?**

3a / Use case 1

1

Concept  
Level I

Use Cases  
subdivided in  
User Tasks

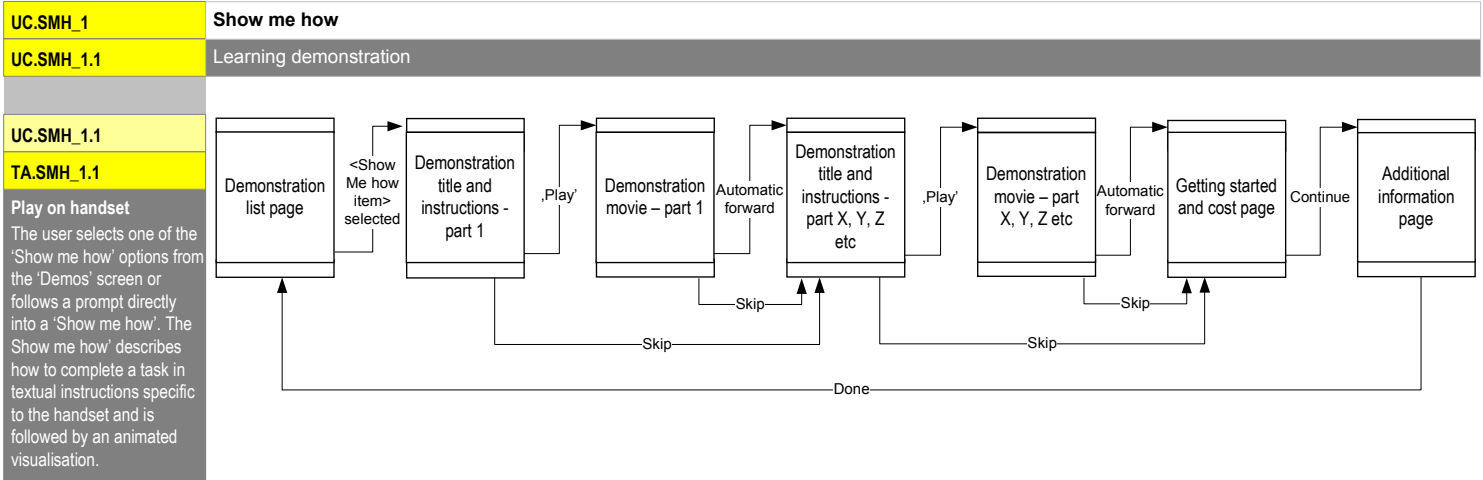
Use Case Table

| Use Case ID | Use Case  | Task ID | Task                   | Reference file |
|-------------|---|---------|------------------------|----------------|
| UC.SM_1     | Show Me How   |         |                        |                |
| UC.CON_1.1  | <b>Learning demonstration</b><br>The user selects one of the 'Show me how' menu options from the 'Demos' screen or follows a prompt directly into a 'Show me how'. The 'Show me how' describes how to complete a task in textual instructions specific to the handset and is followed by an animated visualisation. |         | <b>Play on handset</b> |                |

2

Concept  
Level II

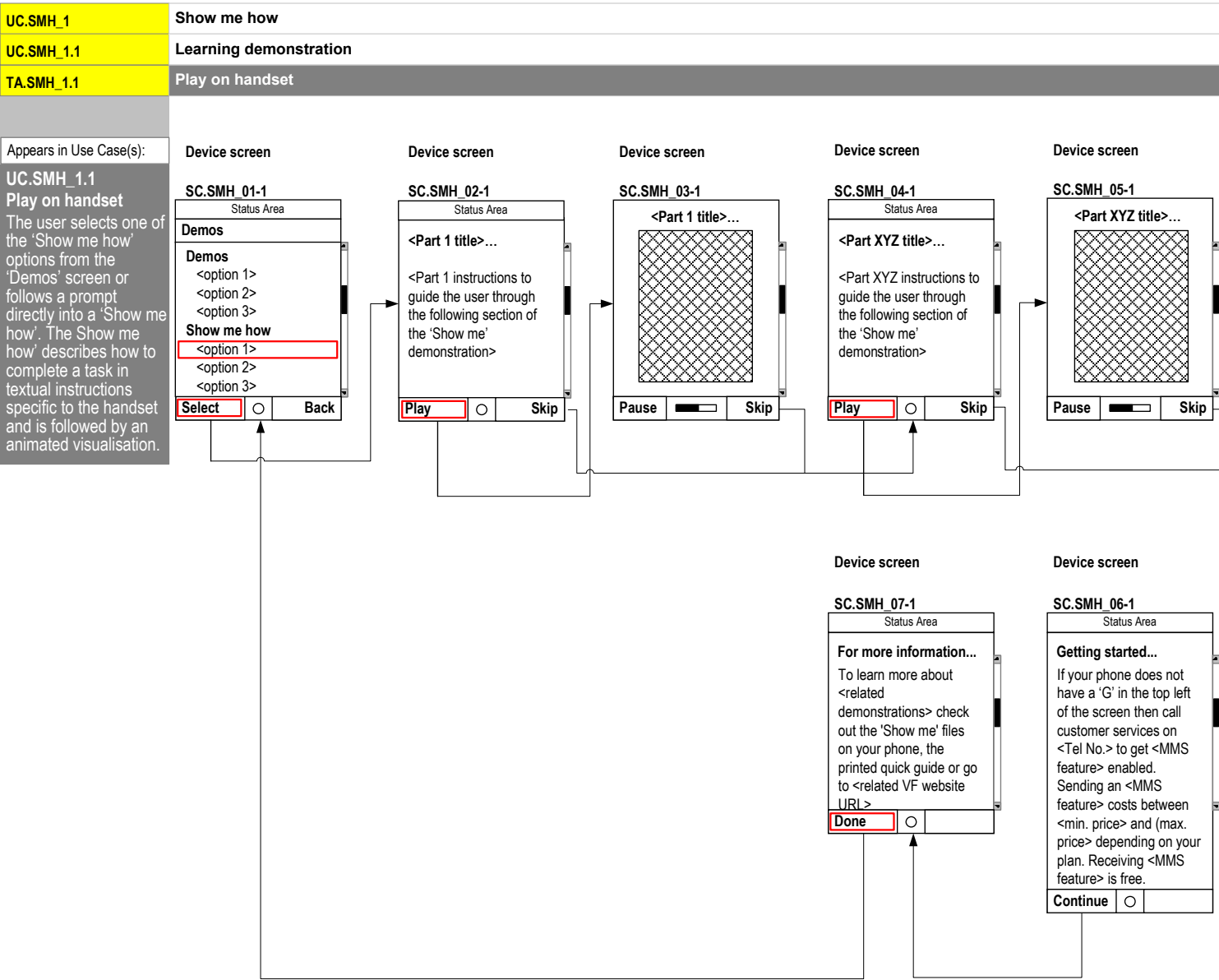
High Level Flows



3

Concept  
Level III

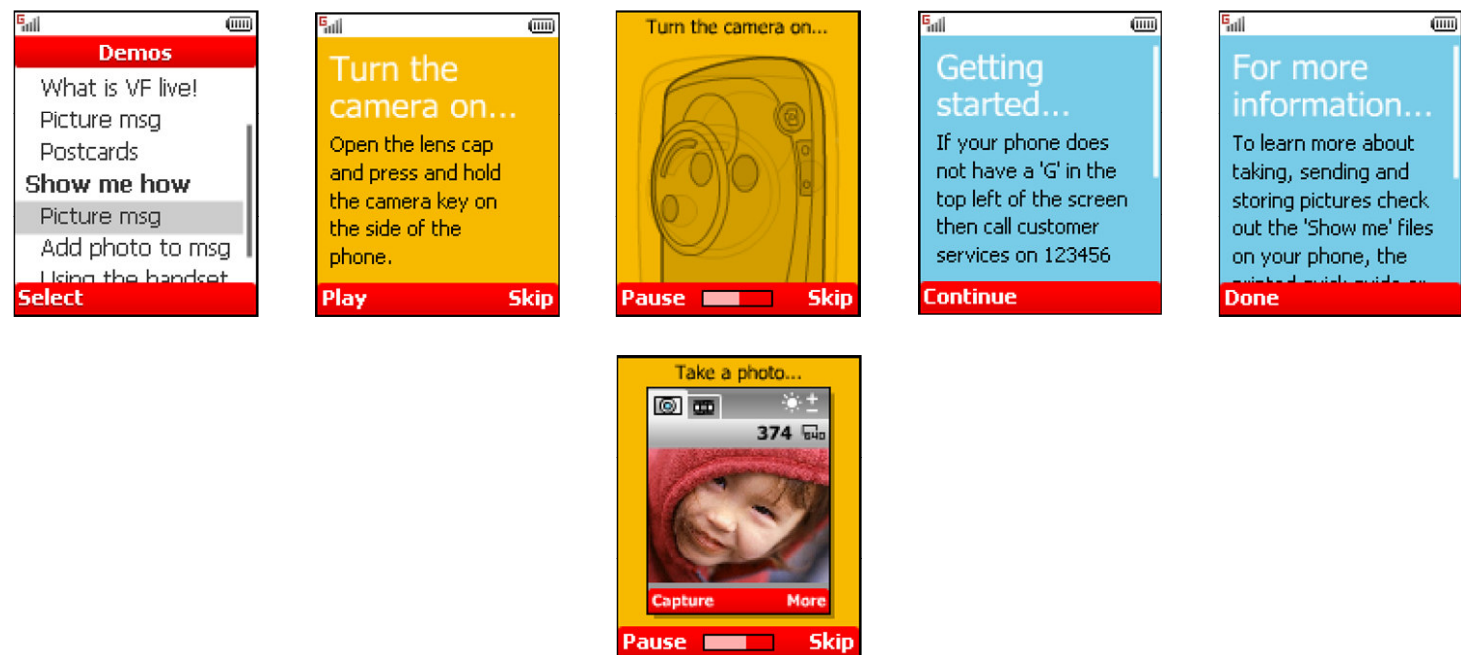
Mid Level  
User Tasks  
(Wireframes)





## 3b / Visual Scenario

## Visual Scenario



## / Concept Description

**Description**

The 'Show me how' feature demonstrates how to carry out an activity. It is aimed at activities where people have problems and shows a user the simplest route to carry out the activity; it does not show the full range of options. The intention of showing the simplest route is so that the user can remember the navigation paths without having to write them down. It introduces the user to an activity that perhaps they had problems doing before. The content is oriented around everyday lives so that users can appropriate the context to their own lives.

**"Learning demonstration"**

The 'Show me how' consists of a sequence of screens split into sections to help users take in information more easily. The screens alternate between textual instructions and related animated visualisations. The user can navigate between sections of the 'Show me how' using the 'Skip' key and can control the speed of the animation screen with the 'Pause/Play' key. The user has a sense of the length of an animation sequence from the status bar.

## / Screen Descriptions

**SC.SMH\_01-1**

The 'Demos' screen provides a list of both promotional demonstrations and guided 'Show me how' demonstrations (e.g. picture messaging) to aid awareness and learning about certain handset features.

**SC.SMH\_02-1**

A title and associated textual instructions describe the first section of the selected 'Show me how' demonstration.

**SC.SMH\_03-1**

An animated demonstration visualises the instructions described on the previous screen. The animation utilises the entire screen area when describing a physical feature of the handset. Alternatively it utilises a window within the screen area if describing a screen based feature. The window simulates the activity on the screen of a real handset performing the feature.

**SC.SMH\_04-1**

This screen is indicative of the first screen of a section which consists of a title and textual instructions (see SC.SMH\_02-1). Each 'Show me how' is divided into 2 to 4 sections dependant on the complexity of the task. A section marks a specific activity understood by users.

**SC.SMH\_05-1**

This screen is indicative of the second screen of a section which consists of an animation (see SC.SMH\_03-1). Each 'Show me how' is divided into 2 to 4 sections dependant on the complexity of the task.

**SC.SMH\_06-1**

The 'Getting started...' screen tells the user how to check if the service is active on their phone and how to activate it. It also provides a guide to the cost of using the service.

**SC.SMH\_07-1**

The 'For more information...' screen directs the user to additional sources of information that support or build on the demonstration they have just viewed.


## / References

No referring tasks or Use Cases from previous documentations

## / Requirements

**Step by Step Setup Wizard**

A step-by-step wizard shall support the user to set up the terminal on initial start-up.



## **4 // Use case 2: Walk through**

4a / Use case 2

1

Concept Level I

Use Cases subdivided in User Tasks

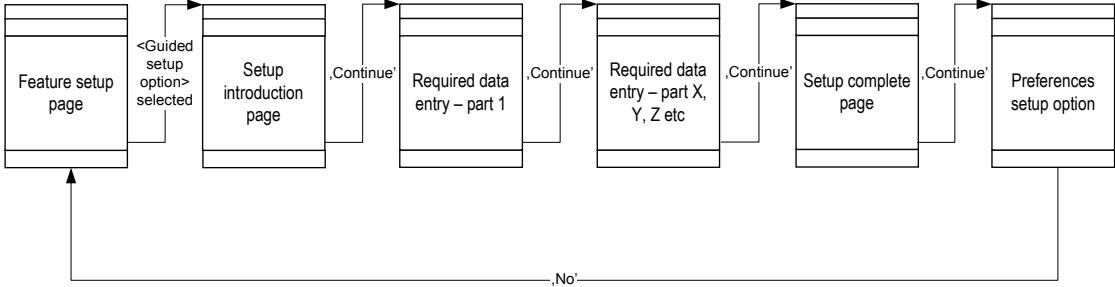
| Use Case Table |  |           |                 |                |
|----------------|--|-----------|-----------------|----------------|
| Use Case ID    | Use Case   | Task ID   | Task            | Reference file |
| UC.WT_1        | Walk Through   | TA.WT_1.1 | Set up Feature  |                |
| UC.WT_1.1      | <b>Guided setup</b><br>The user selects the 'Guided setup' option from the 'Settings' screen and inputs requested information guided by hints, examples and sources of help. |           | Play on handset |                |

2

Concept Level II

High Level Flows

|           |  |
|-----------|--|
| UC.WT_1   | Walk through   |
| UC.WT_1.1 | Guided setup   |
| UC.WT_1.1 |  |
| TA.WT_1.1 | <b>Set up feature</b><br>The user selects the 'Guided setup' option from the 'Settings' screen and inputs requested information guided by hints, examples and sources of help. |



3

Concept Level III

Mid Level User Tasks (Wireframes)

|                         |  |
|-------------------------|--|
| UC.WT_1                 | Walk through   |
| UC.WT_1.1               | Guided setup   |
| TA.WT_1.1               | Set up feature   |
| Appears in Use Case(s): |  |
| UC.WT_1.1               | <b>Set up feature</b><br>The user selects the 'Guided setup' option from the 'Settings' screen and inputs requested information guided by hints, examples and sources of help. |

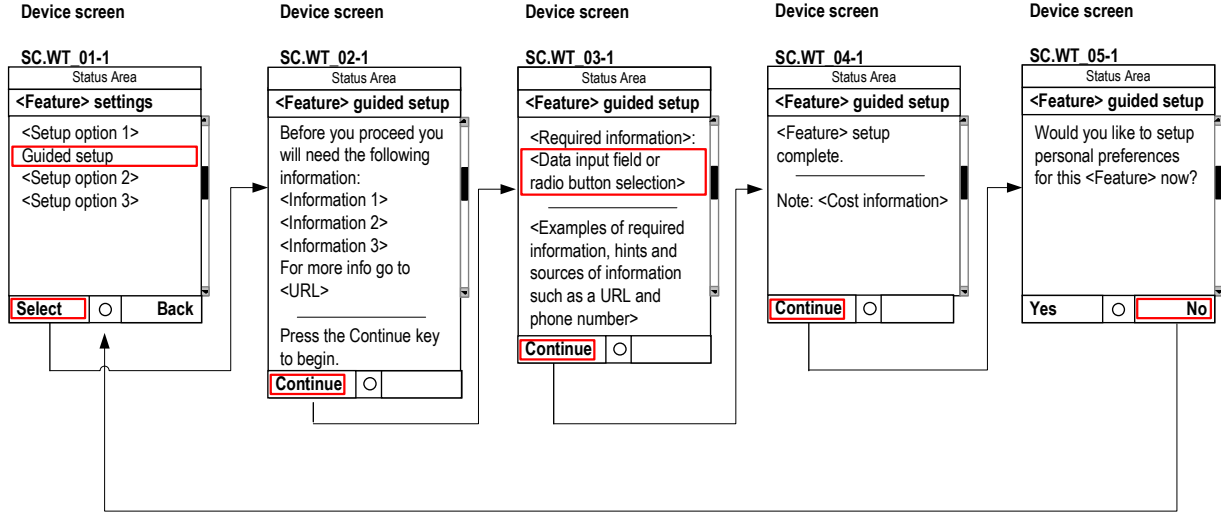
Device screen

Device screen

Device screen

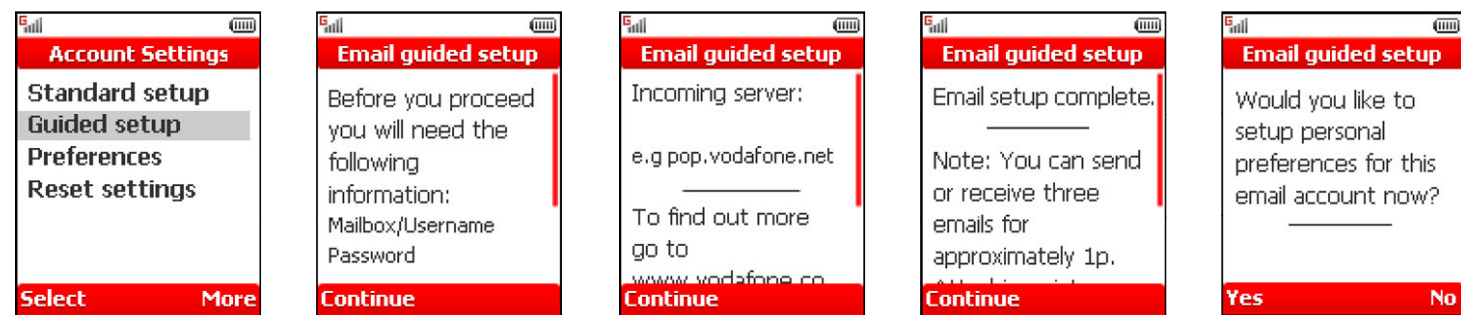
Device screen

Device screen



## 4b / Visual scenario

## Visual Scenario



## / Concept Description

**Description**

The 'Guided setup' is an ideal tool to support users setting up difficult features on their handset (e.g. email). Because it is located on the handset it is always available to them.

This format of setup is used where settings are handset specific and need to be entered by the user. A 'Guided setup' helps the user by providing defaults, examples, hints and sources of further information during the setup process. Only essential information is requested from the user. Technical terminology is used where it is the most appropriate language, allowing users to seek advice and ask questions using the correct terminology.

**"Guided walkthrough"**

The 'Guided setup' consists of a number of screens. At the start of the setup the user is shown what information will be required from them to complete the process, as well as a URL for further information. The main setup screens each request a single item of information to be entered by the user. Dependant on the type of information required, aids are provided on each screen to help the user. These aids take the form of: examples of what should be entered, hints to guide the user, sources of further information (e.g. URL's and telephone numbers) and default data.

The last screens of the setup inform the user they have completed the process as well as giving an indication of the costs that using the service might incur. The user is also given the choice to setup the preferences which include any optional settings for the service.

## / Screen Descriptions

**SC.WT\_01-1**

The 'Guided setup' option is located within the settings screen within the list of other setup and preference options.

**SC.WT\_02-1**

This screen is indicative of the first screen of a 'Guided setup'. It makes the user aware of the information they will need to complete the setup and where they can find out more before they begin the process.

**SC.WT\_03-1**

This screen is indicative of a data entry screen. The setup consists of a sequence of these screens, the number of which will depend on the amount of information required to complete the setup. The required information is stated at the top of each screen followed by a data entry field for the user to complete. At the bottom of the screen examples, hints and sources of further information are provided to aid the user.

**SC.WT\_04-1**

This screen informs the user they have completed the setup process. It also provides information relating to the cost of using the feature they have just setup.

**SC.WT\_05-1**

A 'Yes' and 'No' option is provided allowing the user to either leave the setup process and return to the setup list or to begin editing the optional preferences for their setup.

## / References

No referring tasks or Use Cases from previous documentations

## / Requirements

**Step by Step Setup Wizard**

A step-by-step wizard shall support the user to set up the terminal on initial start-up.