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Development Of The TonePrint Community: A case study in user involvement

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Chapter 1

Heuristic Evaluation

The following chapter....

1.1 Heuristic Evaluation Results

The results of the heuristic evaluation are presented in categories of what usability heuristic they may violate....

Visibility of system status

- When browsing through the available TonePrints for artists, some of them may have created the same TonePrint settings for multiple pedals. Clicking between these doesn't provide any clear feedback to which is selected however, as the description of the TonePrint is the same whichever pedal it is set for.
- There is a lack of indication to which instrument is selected, as this selection happens in settings and not in the list itself. If either *guitar* or *bass* is selected under the instrument filter, and not *all*, the message in the list "*all TonePrints by...*" is misleading, as the user is only going to find TonePrints for one instruments.
- When pressing *user* on the computer application there are no indications of what to do next. The user is just presented a blank column with nothing in it.
- When selecting the **Helix Phaser** with the *guitar* filter active on the computer app, nothing happens. When trying this on the Iphone app, it opens one TonePrint, and when opening it on an android unit, the app crashes.
- When pressing the video icon on the android and computer app, it isn't clear that the unit will open youtube in a web browser compared to the Iphone app.

Match between systems and the real world

- The sliders for the various parameters are all presented as circular sliders, but interaction with them are done by pressing the center of it and swiping up or down. As such there is a risk of grabbing the entire canvas and not the parameter in question.
- It appears to still be possible to select bass TonePrints with the *guitar* filter active.

User control and freedom

- Nothing here...

Consistency and standards

- Some artists have published the same TonePrint for multiple pedals and when switching between these, the text description is the same. However, in some cases there is a noticeable difference when doing these switch, as some of the descriptions has minor spelling or typeset errors, even though they should be identical.
- When opening a video description of a TonePrint with its creator on the smartphone app, it is presented in a new window. When opening one in the computer app, it passes you on to the given video on youtube.
- When browsing TonePrints, there are different buttons in the top right corner of the description page, depending on on the TonePrint.
- When watching a video description of a TonePrint on the Iphone app and the user at some point wants to return to the list of TonePrints or artists, it demands two different interactions. First, the user must swipe down in order to return to the TonePrint description, before either swiping right or pressing *back* to get back to the list view.
- When choosing the **SpectraComp Bass Compressor** with the *guitar* filter on, the user doesn't get the same menu as when choosing other pedals. This is probably due to it being a bass effect.
- When creating a favourites list, the TonePrints are sorted by pedal name, even if the user selects *sort by artist*.
- When opening the app on an android unit, the user gets informed that he needs a midi connection. This message doesn't appear on the desktop version, even though the same goes for that.
- The user has a search functionality available on the android system but not on

either the desktop or Iphone version.

Error prevention

- The typical confirmation dialogue of either ✓ or ✗ is presented to the users with these icons inside the button on the Iphone app. As such it isn't clear whether the user selects an action when it is visible, or if this visibility means that it is already selected.
- When the user is beaming a TonePrint to the pedal, he is given the instruction: *If your pedal flashed like this beaming was a succes*. In order to follow this instruction the user would have to focus on the pedal, and by doing this he wouldn't have seen this instruction in the first place. As such, the user has to focus on two things at once.
- The user can assign different parameters to the same physical button on the pedal, allowing for live editing of the TonePrint. However, the pedal comes with a print above the knob on the pedal itself, which can't change. As such, the user can potentially edit a parameter, even though the knob says something different.

Recognition rather than recall

- When switching between *browse by product* and *browse by artist*, this has to be done under settings, and the same goes for switching between type of instrument. Instead of having this filtering action visible with the list, the user must remember to check this in the settings menu.

Flexibility and efficiency of use

- In general there are limited ways of customising the canvas, for example the favourite list.
- The search functionality on the android app only allows for searching in the open menu, making it almost redundant. The user still needs to go to the right menu before searching for specifics, making scrolling a faster way of finding the right TonePrint.

Aesthetic and minimalist design

- It's limited to what extend the size of the canvas can be expanded on the computer app. If it is made full-screen it will no long match the size of the window and take all the space. Instead, the far right of the window will just be a blank column of nothing.

- When opening the computer application, until something is chosen, the screen will primarily be just blank.

Help users recognise, diagnose, and recover from errors

- Nothing here...

Help and documentation

- When choosing *Editor Help*, the user is sent to the main TonePrint webpage.

Chapter 2

The Design process of TC Electronic

2.1 Interview with TC

Introduction

Hej. Formålet med dette interview er at vi gerne vil have et bedre kendskab til jeres udviklingsproces af TonePrint editoren, da vi i vores projekt ser på udviklingen af et kommende TonePrint Community. Vi prøver at have et mindre stramt interview format, så hvis du har nogle indskydelser eller ekstra information du føler kunne være relevante skal du endelig ikke holde igen.

Til sidst vil vi gerne spørge om det er okay at vi optager interviewet. Optagelserne er kun til eget brug for at sikre at vi får det hele med og dit navn vil ikke fremgå i rapporten.

- Da i udviklede konceptet for TonePrint editor appen, hvordan besluttede i hvilke funktioner der skulle være med og hvordan de skulle designes?
- Hvordan har jeres viden angående jeres brugere påvirket/formet udviklingen af TonePrint editoren? Og hvor har i den viden fra?
- Gjorde i noget for at målrette TonePrint editoren mod nogle bestemte brugergrupper, og hvordan gjorde i det i såfald?
- Selvom TonePrint editoren er et ret unikt produkt har i så draget inspiration fra andre interne og eksterne produkter/systemer og i så fald hvordan?
- Hvordan besluttede i jer for informationsstrukturen i TonePrint editoren både set i forhold til menustrukturen og de forskellige måder de kan kategoriseres på?
- I har en meget stor database af både TonePrints, pedaler, kunstnere og videoer.

Hvordan besluttede i hvordan i håndtere og presentere de forskellige data?

- Hvilken data vil du mene er nødvendig for at kunne gøre et TonePrint community med User TonePrints effektiv? og hvordan vil du mene denne data skal struktureres og kategoriseres.
- Hvad ligger til grunde for jeres valg om at have små differenceringer mellem Editor på computer, Iphone og android? Eksempelvis informationen om ikke tilsluttet pedal, søge funktionen, video visning og TonePrint information samt beaming?
- Hvad er formålet med tekstbeskrivelse tilhørende jeres TonePrints og hvordan beslutter i hvad der skal stå?
- Hvilken type feedback får i vedrørende TonePrint editoren og hvordan bruger i denne feedback?
- Til hvilken grad bruger i informationer i får gennem TonePrint junkies facebook siden, youtube eller music tribe community?
- Meget har ændret sig fra de gamle editor og apps, til den nuværende editor app. Hvorfor ændrede i både den grafiske identitet og flere features?
- Hvilke positive og negative effekter har jeres SCRUM arbejdsmetode haft på udviklingen af TonePrint editoren?
- Hvilke teknologiske begrænsninger har i haft under udviklingen af TonePrint editoren og hvordan har i kompenseret for disse?
- Hvordan opstillede i kravene for TonePrint editor appen både konceptuelt og design mæssigt?
- Hvordan opstillede i målsætninger for TonePrint editoren? og hvordan kontrollere i om målsætningerne nået?
- Hvis du skulle nævne fem vigtige aspekter som vi bør tage med videre i udviklingen af TonePrint Communityet, hvad skulle det så være?