Firefox OS

Notifications

Version 1.5 Feb 14, 2014

Release Notes

v1.0	Dec 18 2013	Rob MacDonald	Initial draft
v1.1	Jan 8 2014	Rob MacDonald	Modifications based on UX team feedback
v1.2	Jan 9 2014	Rob MacDonald	Changes based on feedback from initial Engineering meeting
v1.3	Jan 14 2014	Rob MacDonald	Priority notifications - SMS dropped / Calendar events added
			Keyboard options added / Settings proposal
			Changes to consolidated notifications
v1.4	Feb 2 2014	Rob MacDonald	Changes to swipe from bottom edge behaviour for devices with home buttons.
			Minimized notificaitons in app, added settings for in app notifications.

Open issues (in progress)

What is displayed when a user tasks away from an active voice or video call?

Related issues beyond current scope

Lock screen behaviour and pin lock

Notification Management

Expanded notification layouts

Icon badges

Notification grouping / stacking notifications

Actions within notifications

Differentiating and enhancing notification sounds

Tasking away from voice and video calls

Principles

To keep notifications timely and relevant without being disruptive as users attempt to accomplish a task.

To prevent notifications from overwhelming the UX to the point where they are no longer useful.

To make notifications quickly accessible from anywhere.

To highlight critical information including missed calls, voice mails and SMS messages.

To minimize increases in scope beyond what is required for Haida.

What goes in the Notifications tray?

3rd party app notifications

Social Network (facebook, twitter, weibo, tencent, renren, etc)

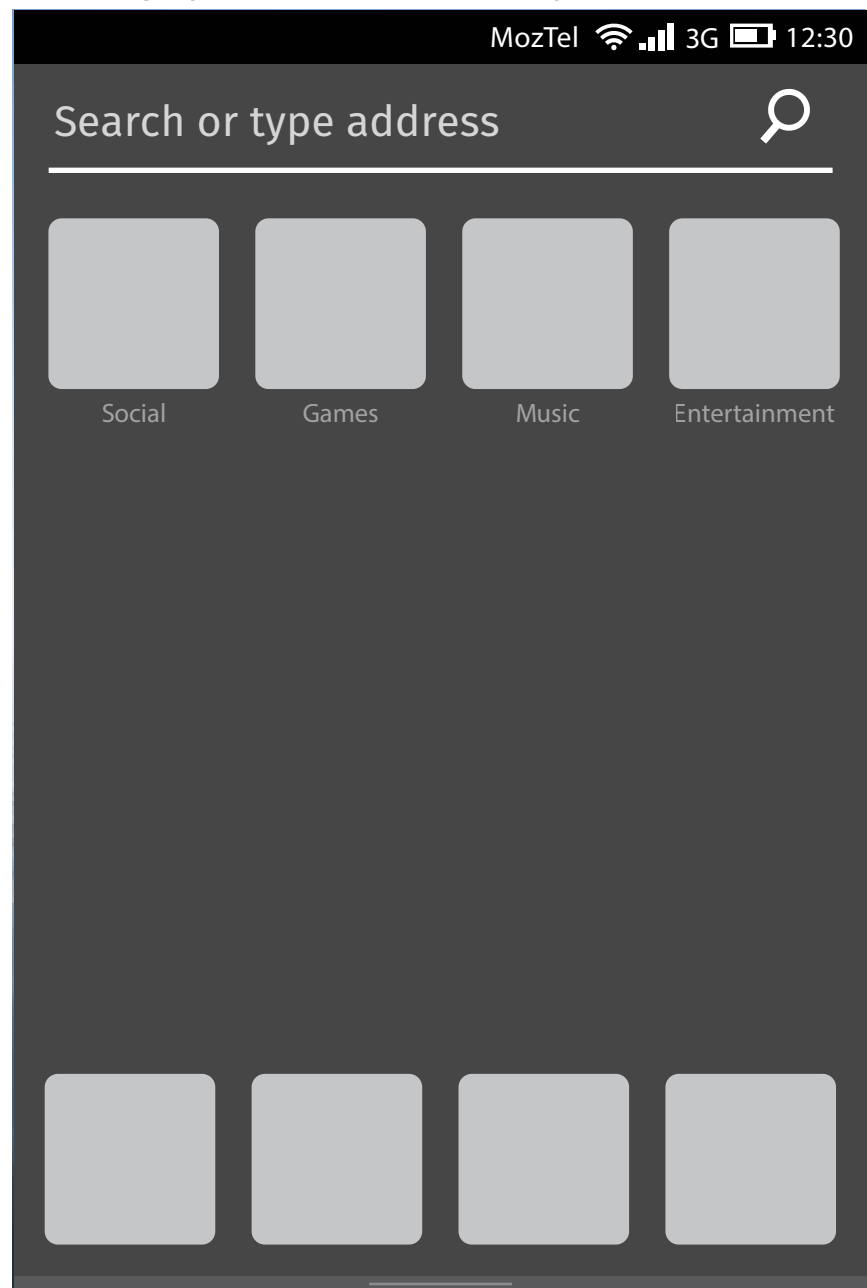Missed calls

Voice mails

Incoming SMS/MMS

Calendar event reminders

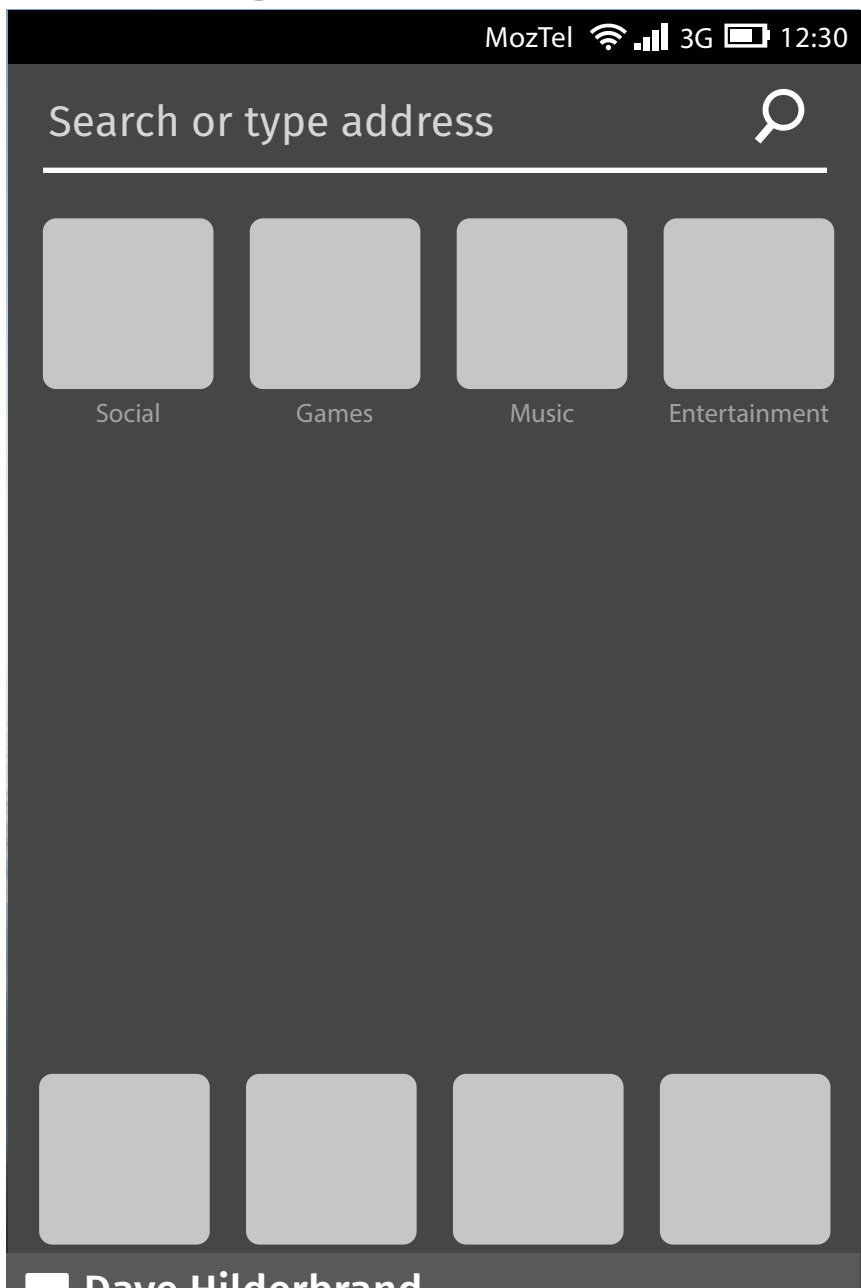New emails

Displaying an incoming notification - Home screen

1 - Empty notification tray

MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

Notification tray handle is dimmed if no notifications are available.

2 - Incoming notification

MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

💬 Dave Hilderbrand

Notification comes from bottom

3 - First line

MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

💬 Dave Hilderbrand

Single line notification with simplified app icon and first line.

4 - Transition to second line
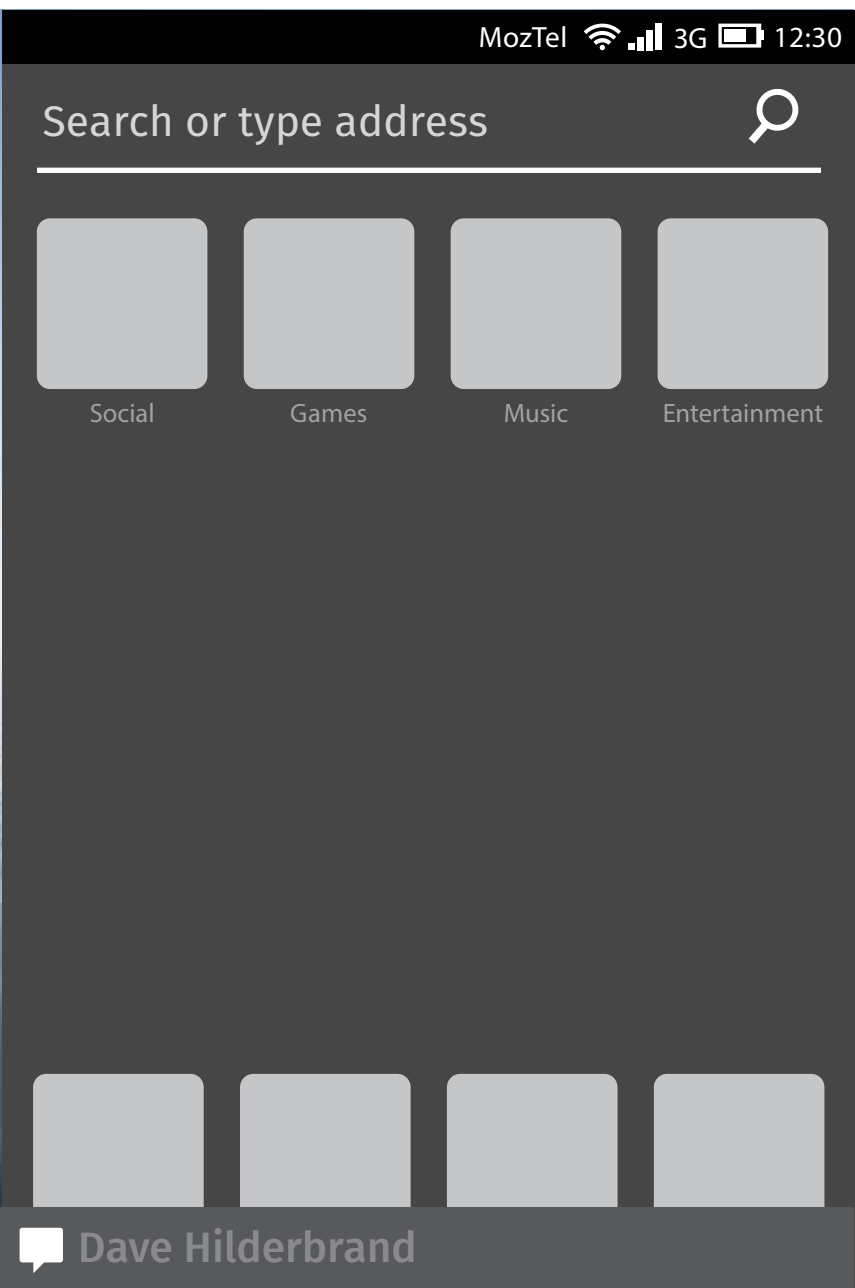
MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

💬 Dave Hilderbrand

Transition to second line takes place after a couple of seconds. Transition should be subtle.

5 - Transition to second line
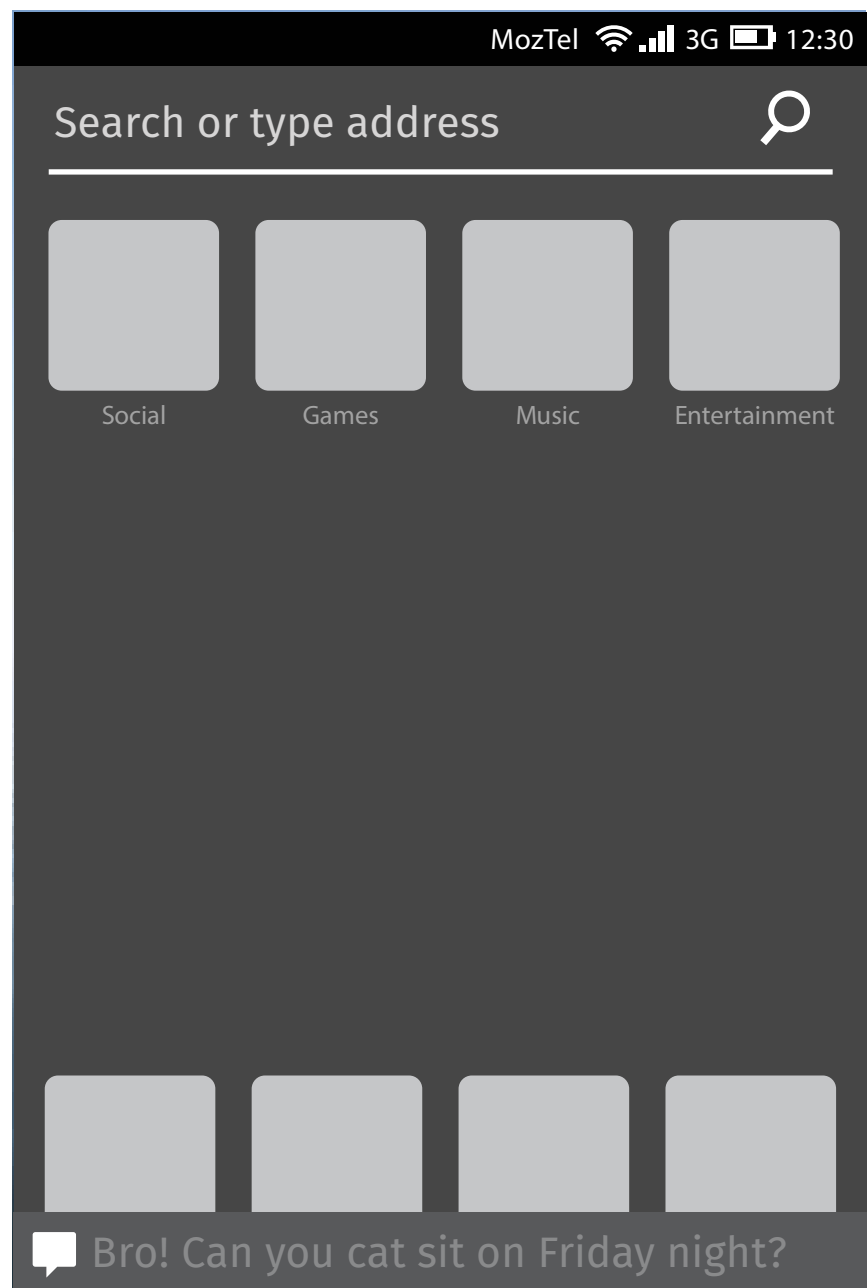
MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

💬 Bro! Can you cat sit on Friday night?

Transition to second line takes place after a couple of seconds. Transition should be subtle.
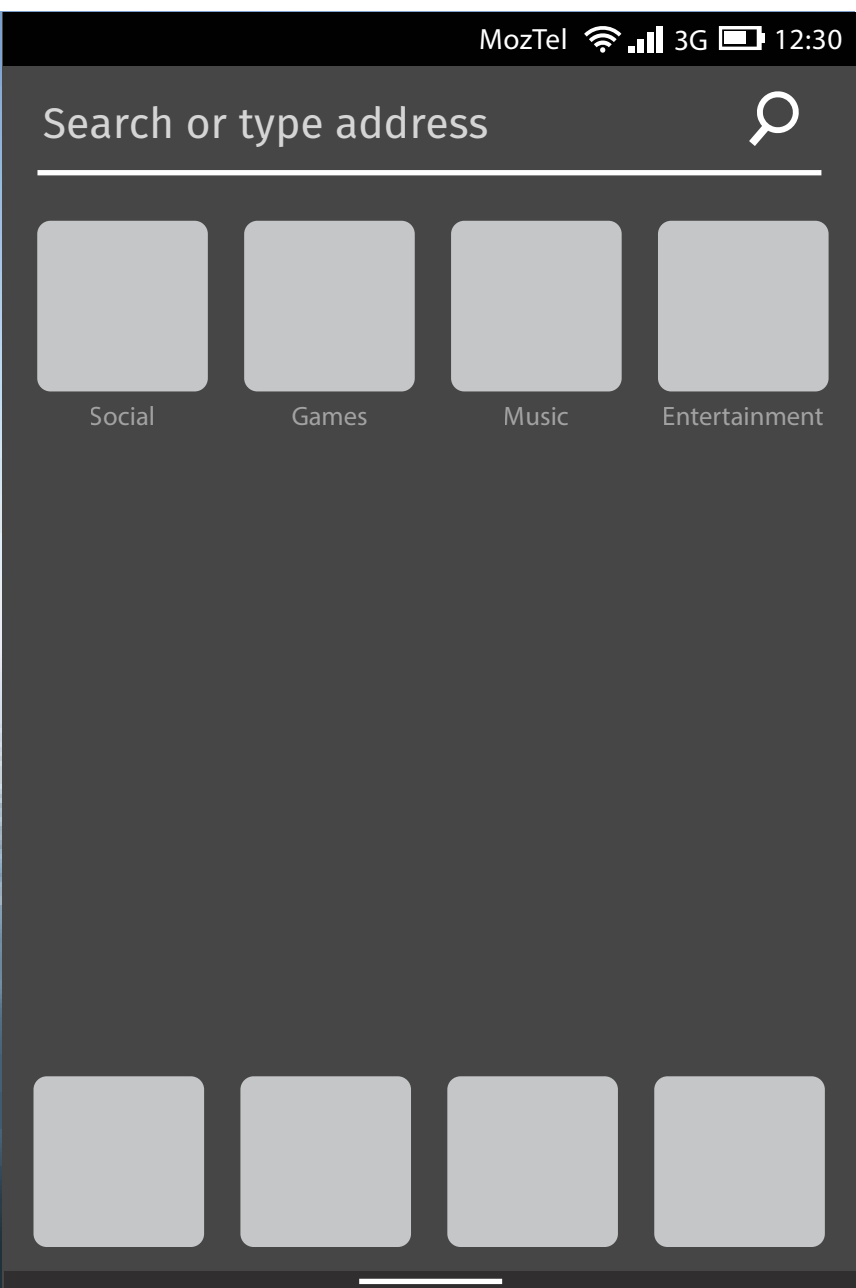
6 - Second line

MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

💬 Bro! Can you cat sit on Friday night?

Displayed for a couple of seconds.

7 - Hide

MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

💬 Bro! Can you cat sit on Friday night?

Slowly drops below the screen to suggest swipe from edge access.

8 - Back to minimized state

MozTel 🛜 .ıll 3G 🔋 12:30

Search or type address 🔍

Social Games Music Entertainment

Notification tray handle is brighter to indicate notifications are available. (See visual design specifications)

Notifications on the home screen are displayed differently than in app unless the user changes the notification settings (see Notification Settings).
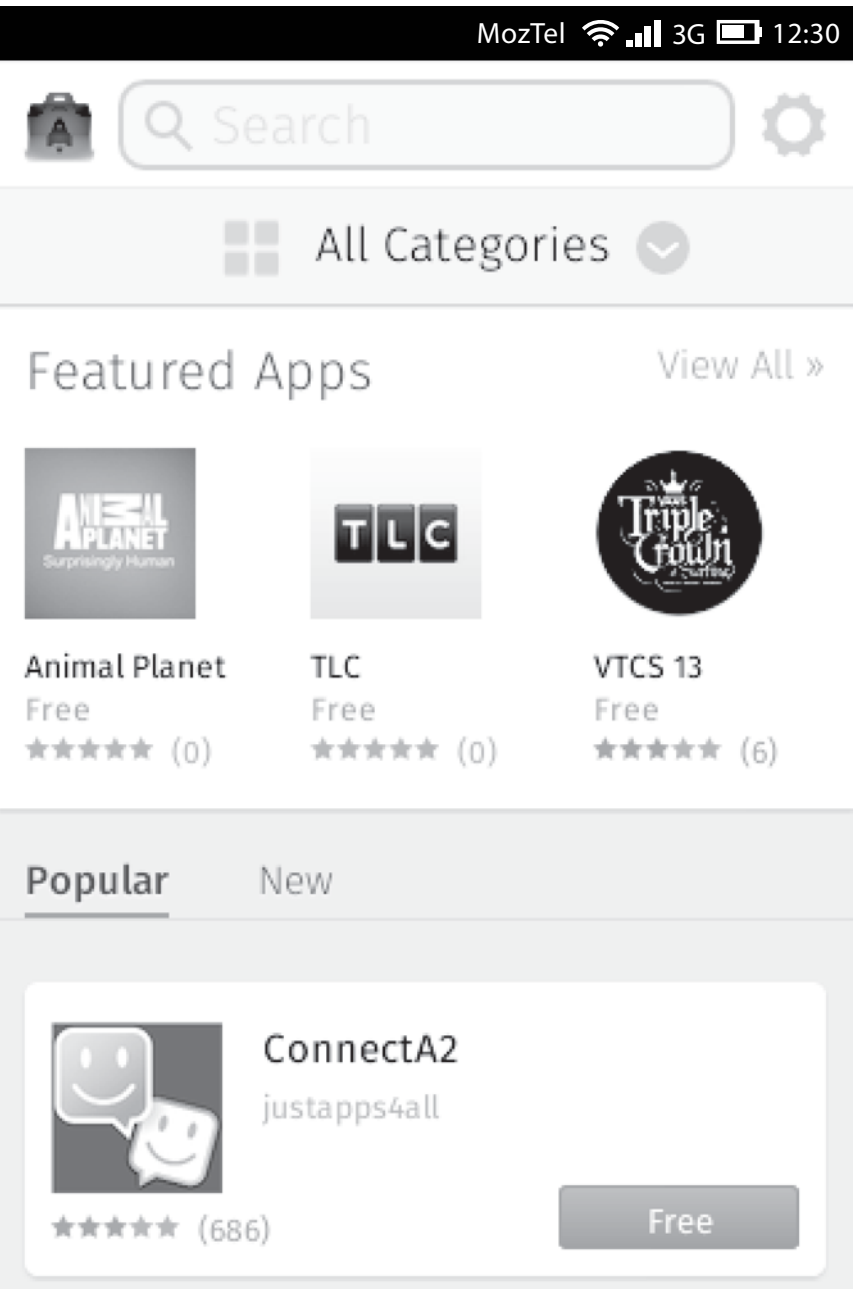
On the home screen, the notifications display the notification content and the notification tray handle is persistent across the bottom edge of the home screen.

The handle acts as an ambient indicator and changes color if there are unseen notifications.

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Displaying an incoming notification - In app
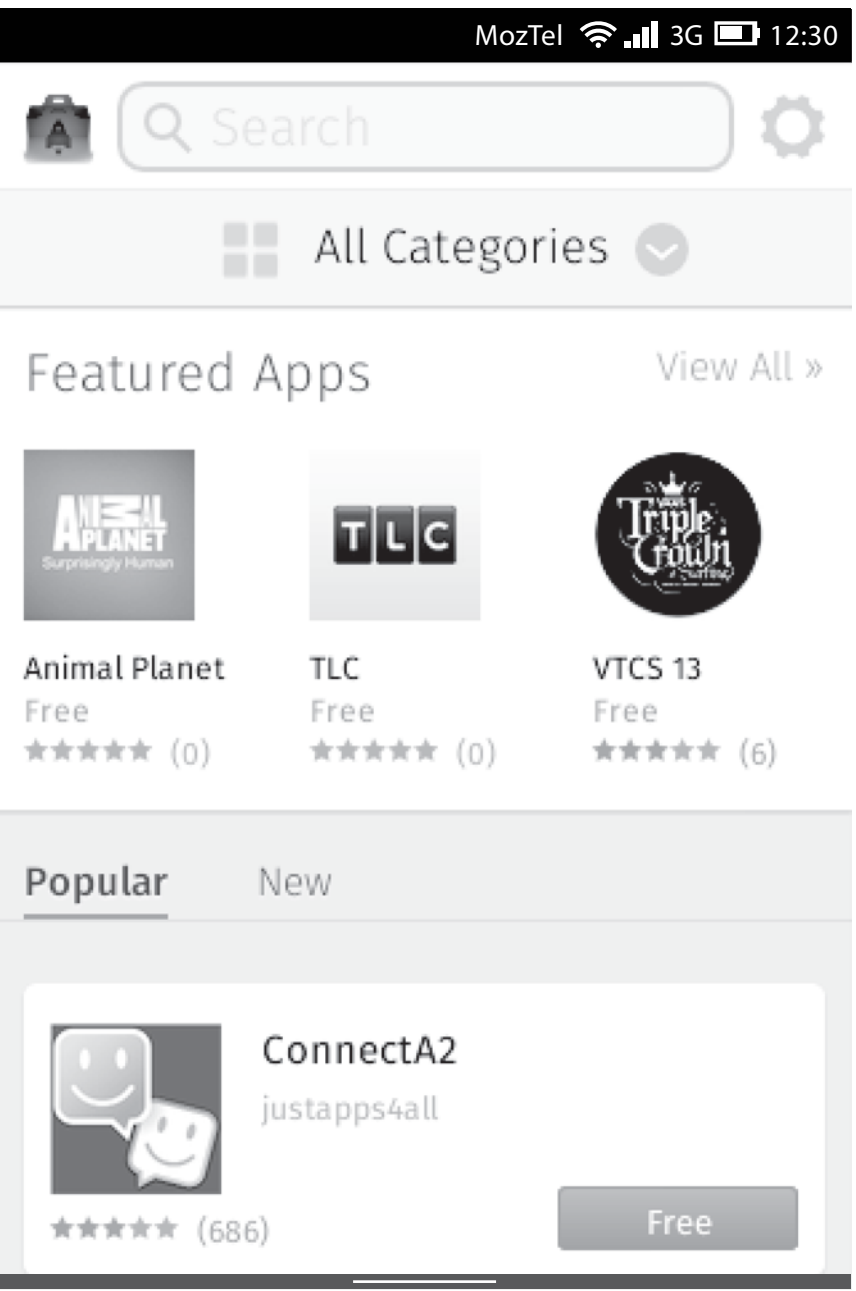
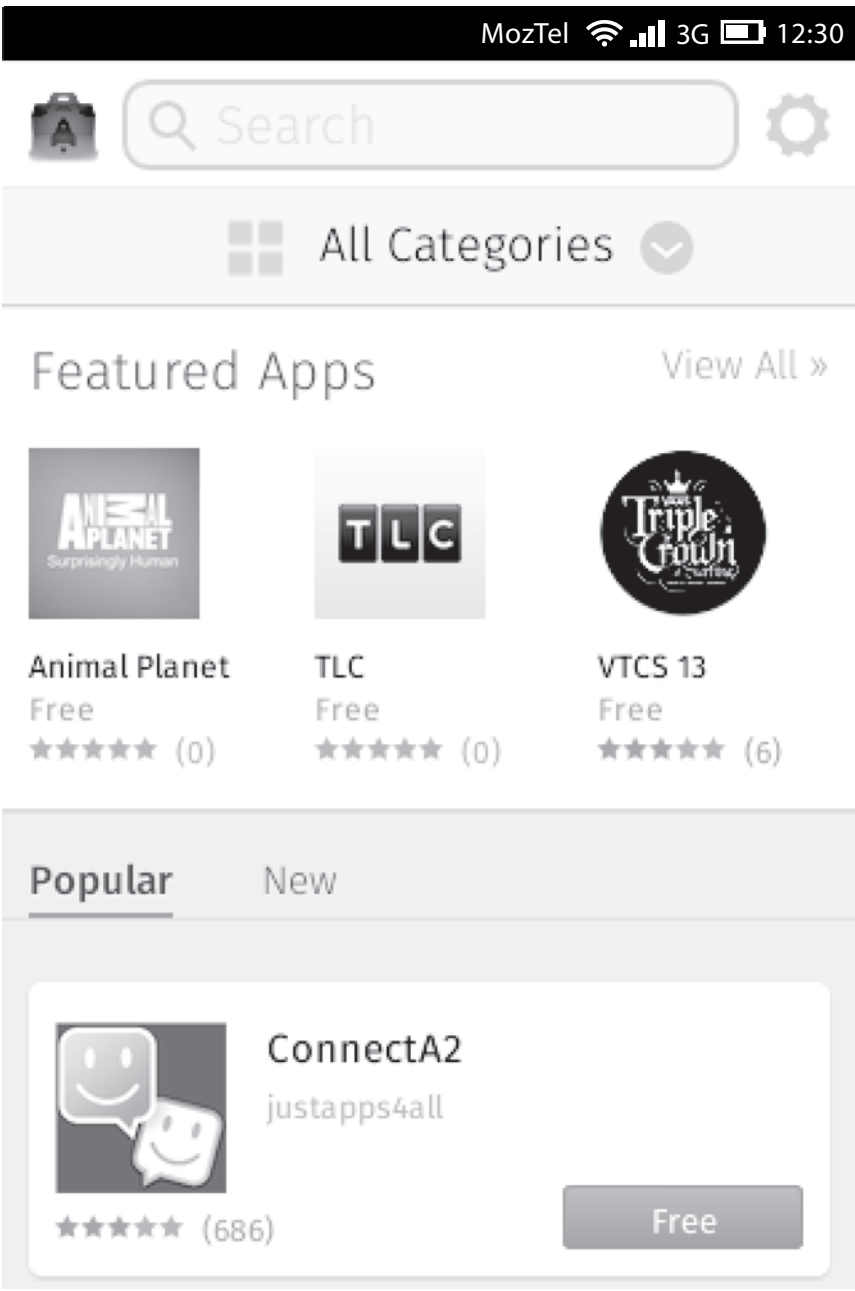**1 - Pre-notification state**

Unlike the home screen, the notifications tray handle is not persistent, even if there are unseen notifications.

2 - Notification arrives

When a notification arrives, the handle appears and changes color to indicate a new message has arrived.

3 - Return to original state
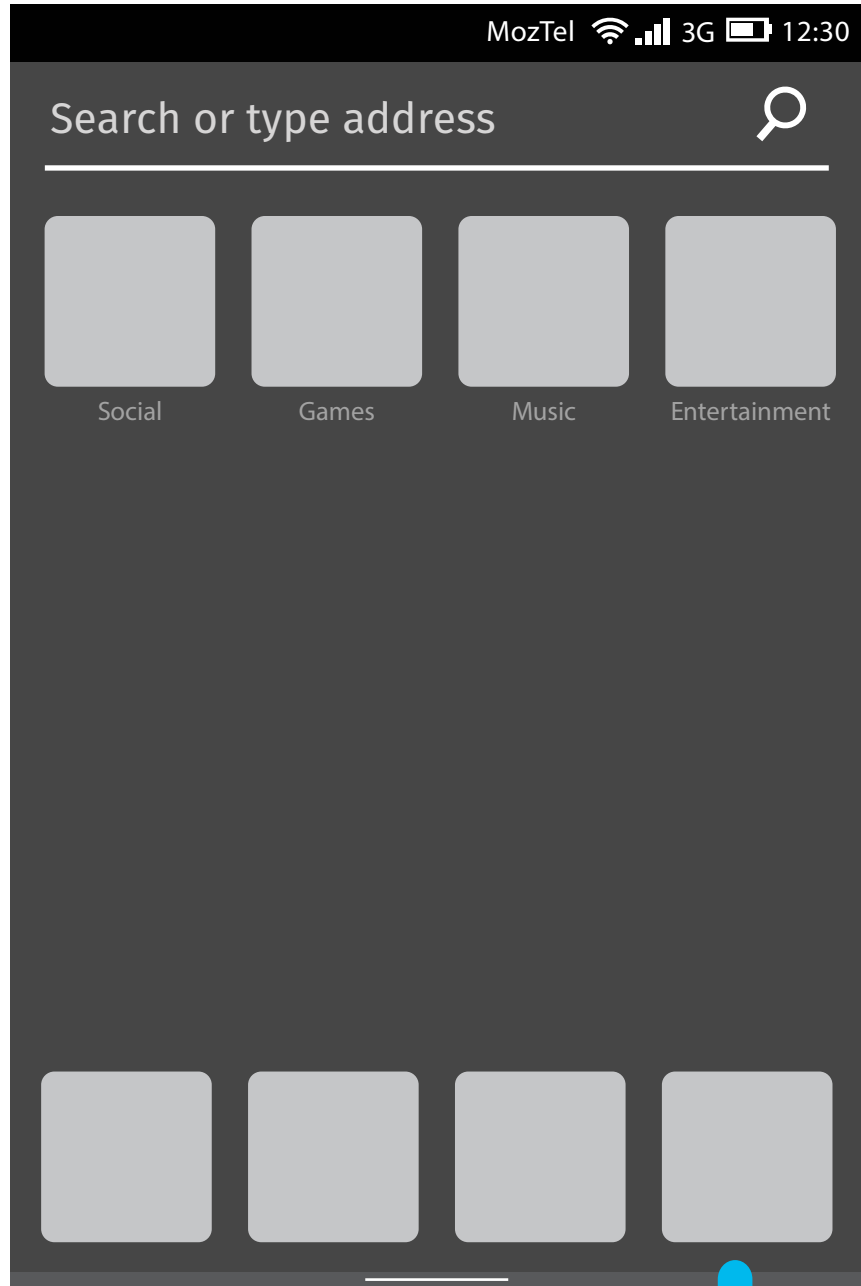

After a few seconds, the handle goes away.

Displaying the handle only lets users know new notifications are arriving without disrupting their task.

If a user wants to see the notification, they can drag the handle up to peek at the content.
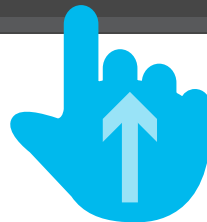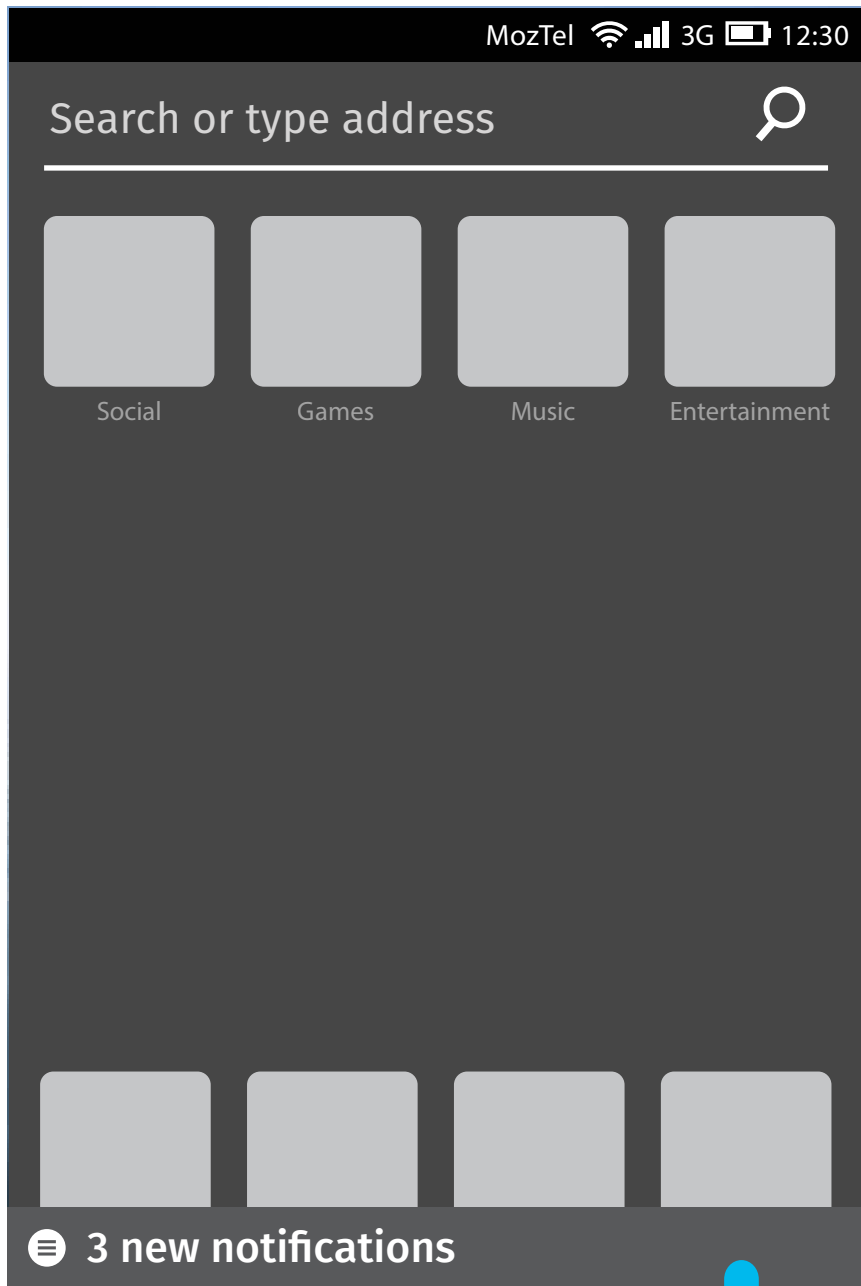
Accessing the notifications tray from the home screen

Swiping from the bottom edge of the home screen always opens the notification tray.

1A - From handle

MozTel 3G 12:30

Search or type address

Social Games Music Entertainment

User swipes from bottom edge.

1B - From active notification

MozTel 3G 12:30

Search or type address

Social Games Music Entertainment

3 new notifications

User swipes from bottom edge.
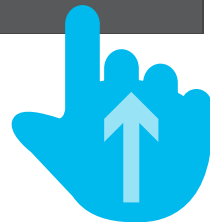
3 - Reveal notifications tray

MozTel 3G 12:30

Search or type address

Social Games Music Entertainment

3 new notifications   Clear all

Dave Hildebrand   just now
Bro! Can you cat sit ite?

6:00 Dental Appointment   30 mins ago
Discount Dental Shack

Mom   4 hrs ago

Accessing the notifications tray from an app

4 - Edge swipe
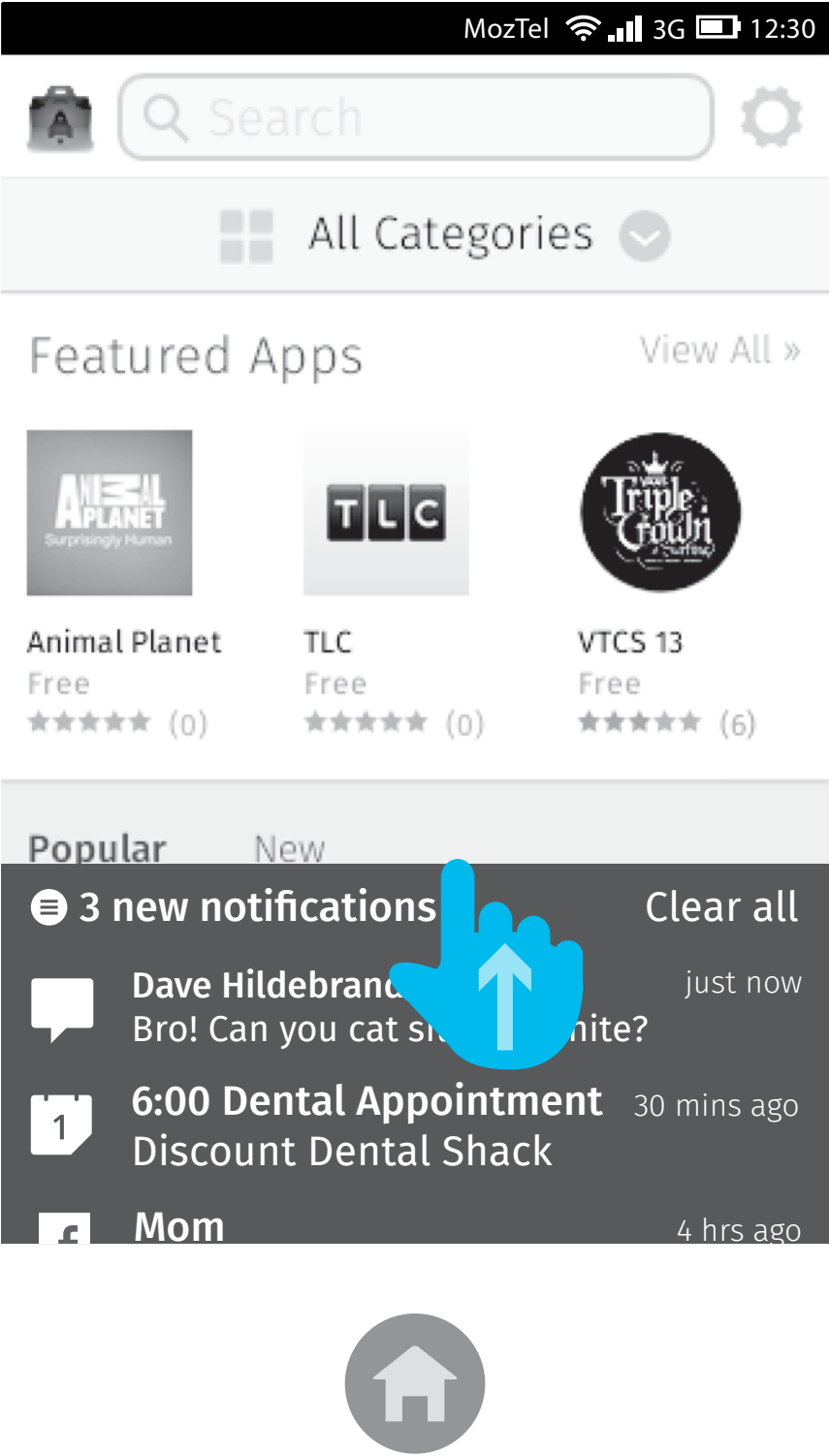
If there is a hardware home button, swiping from the bottom edge always opens the tray.

The user can drag and hold the notification tray partially open to peek at notifications, but releasing the hold will snap the tray open if the tray is greater than one quarter open.

If there is a hardware home button, swiping from the bottom edge always opens the tray

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Double Swipe

1 - Browsing app

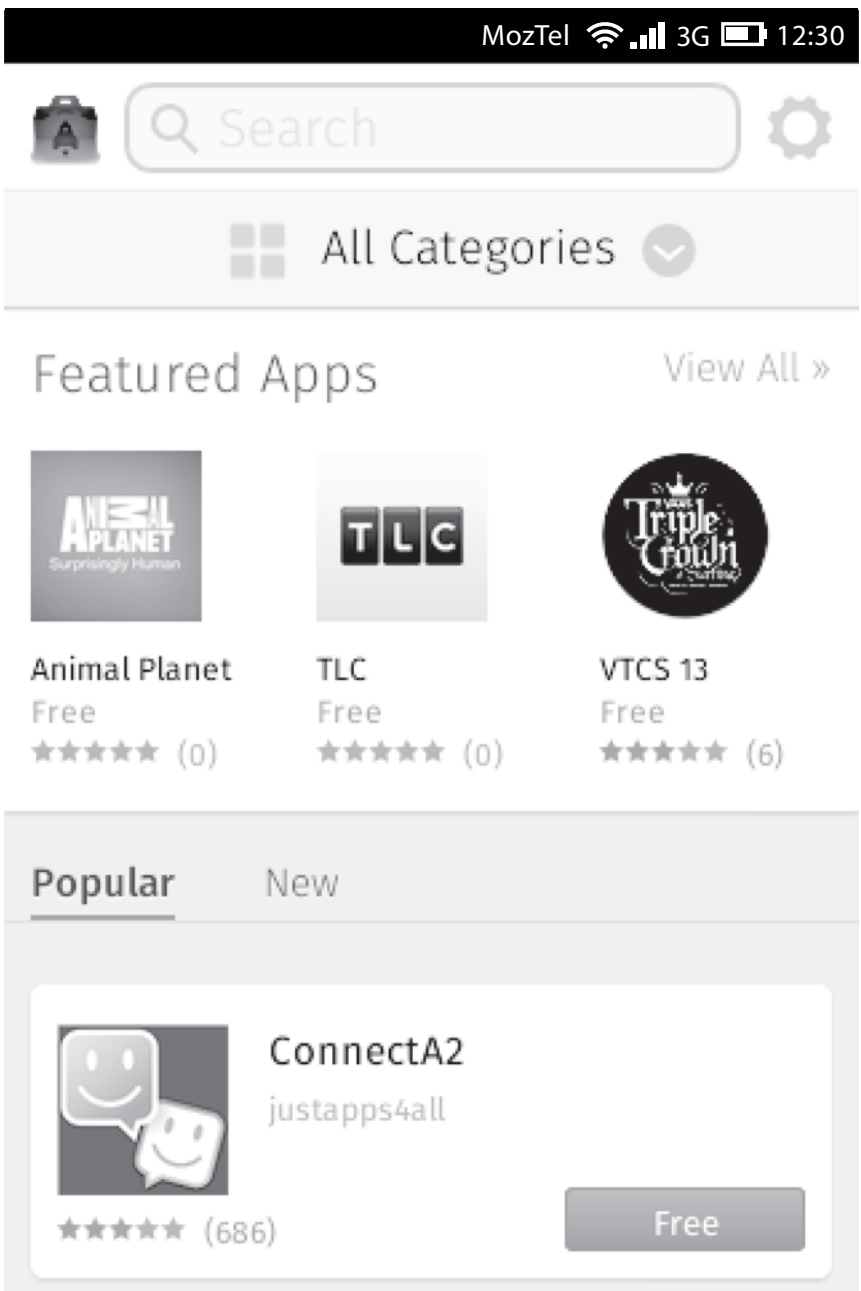

"I should check my notifications. I might be missing something important!"

2 - Swipe to home
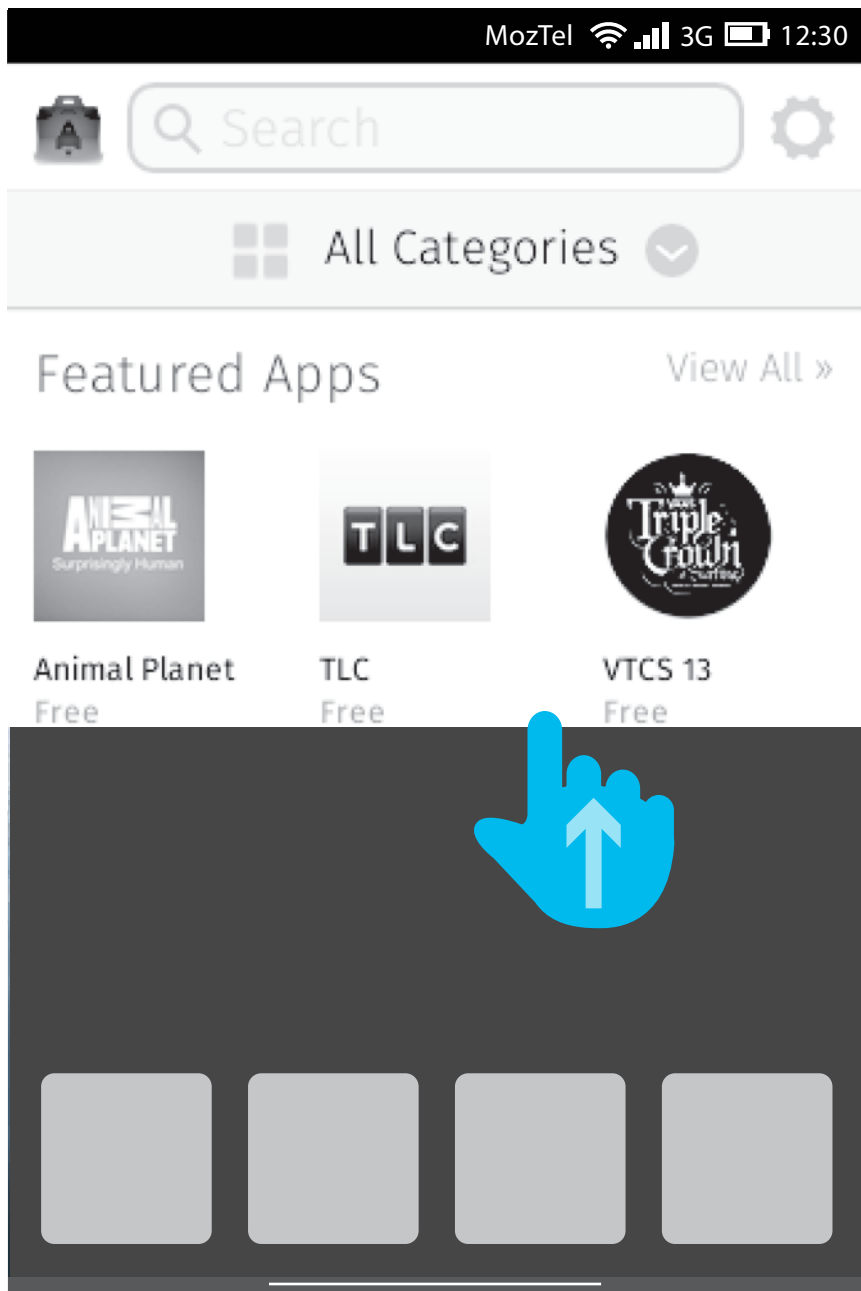
User swipes from the bottom edge of the screen to return to home. Minimized notification bar is brighter / bigger to indicate that there are unseen notifications in the tray. (See visual design specs)

3 - Swipe to notifications
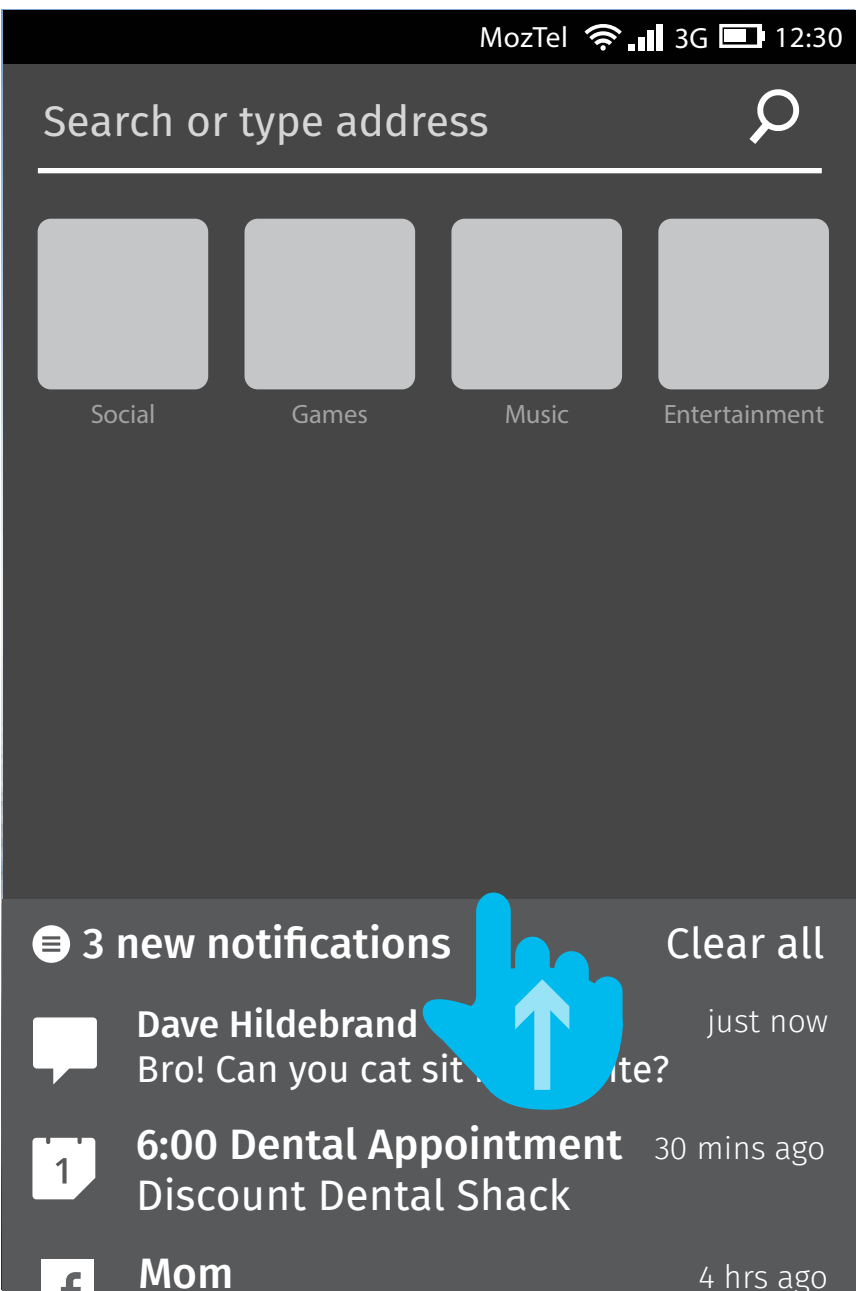
User swipes from the bottom edge of the home screen to open the notifications tray.

Two-finger Swipe (power user shortcut)

1 - Browsing app
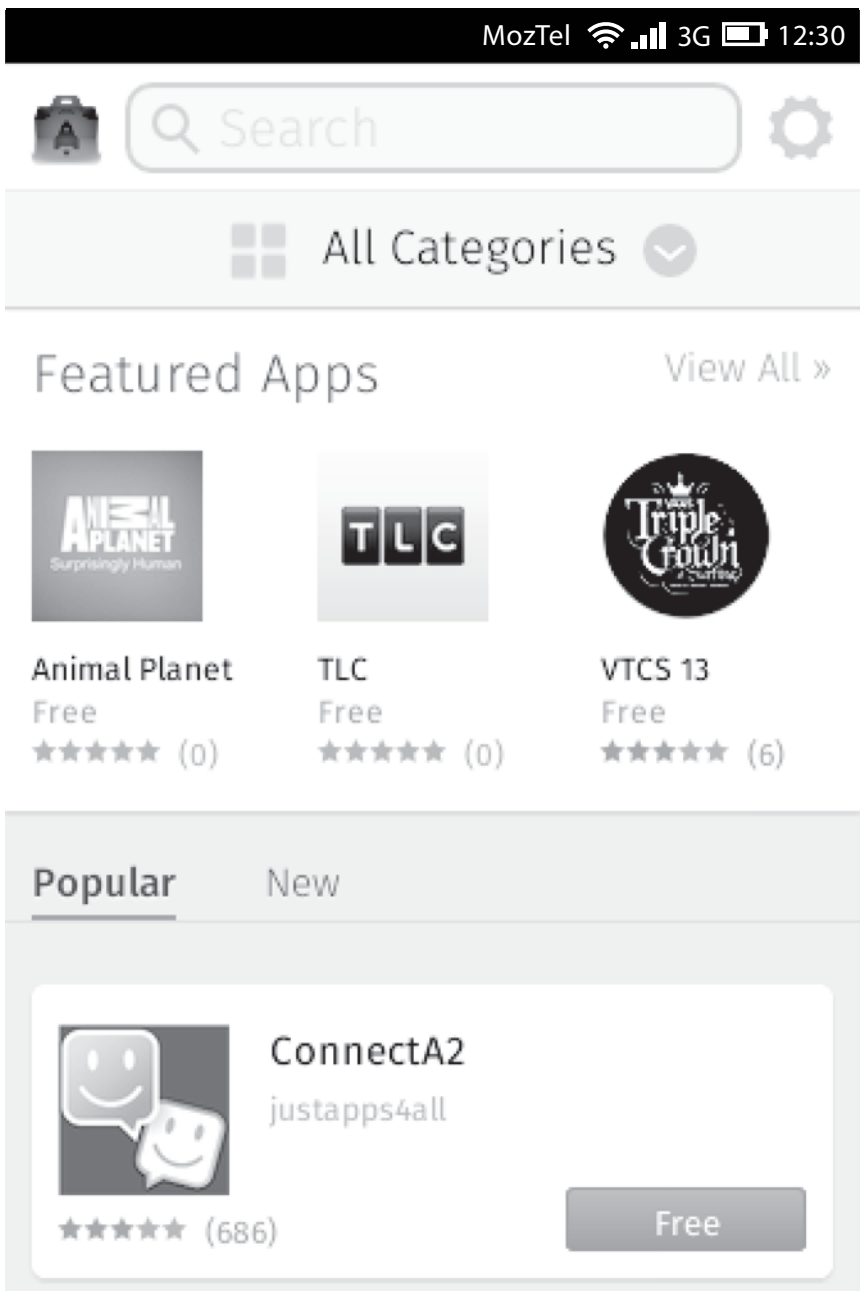
"I should check my notifications. I might be missing something important!"

4 - The two finger edge swipe
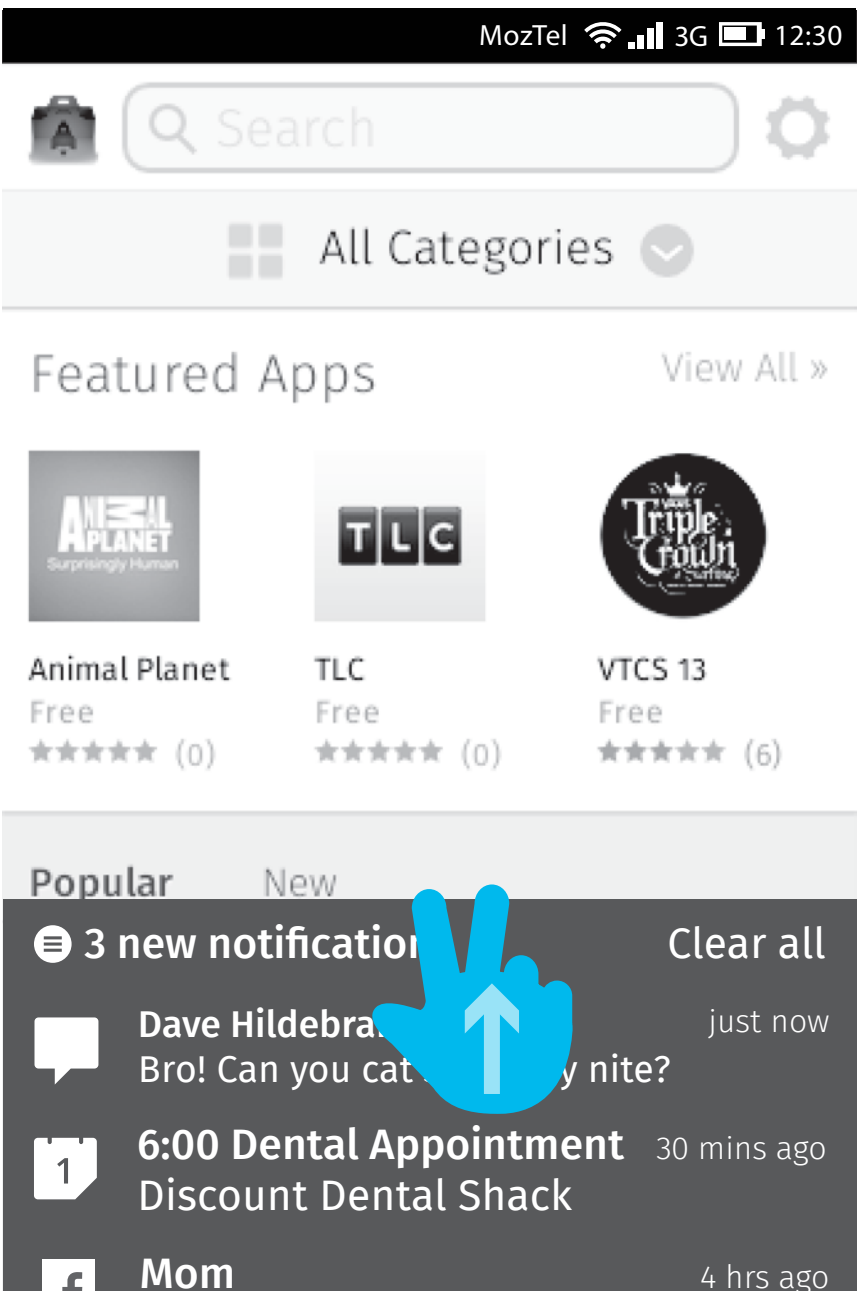
A two-finger edge loads the notifications tray directly from any view, eliminating the need for two swipes.

While the notifications handle is displayed

1 - Incoming notification indicator
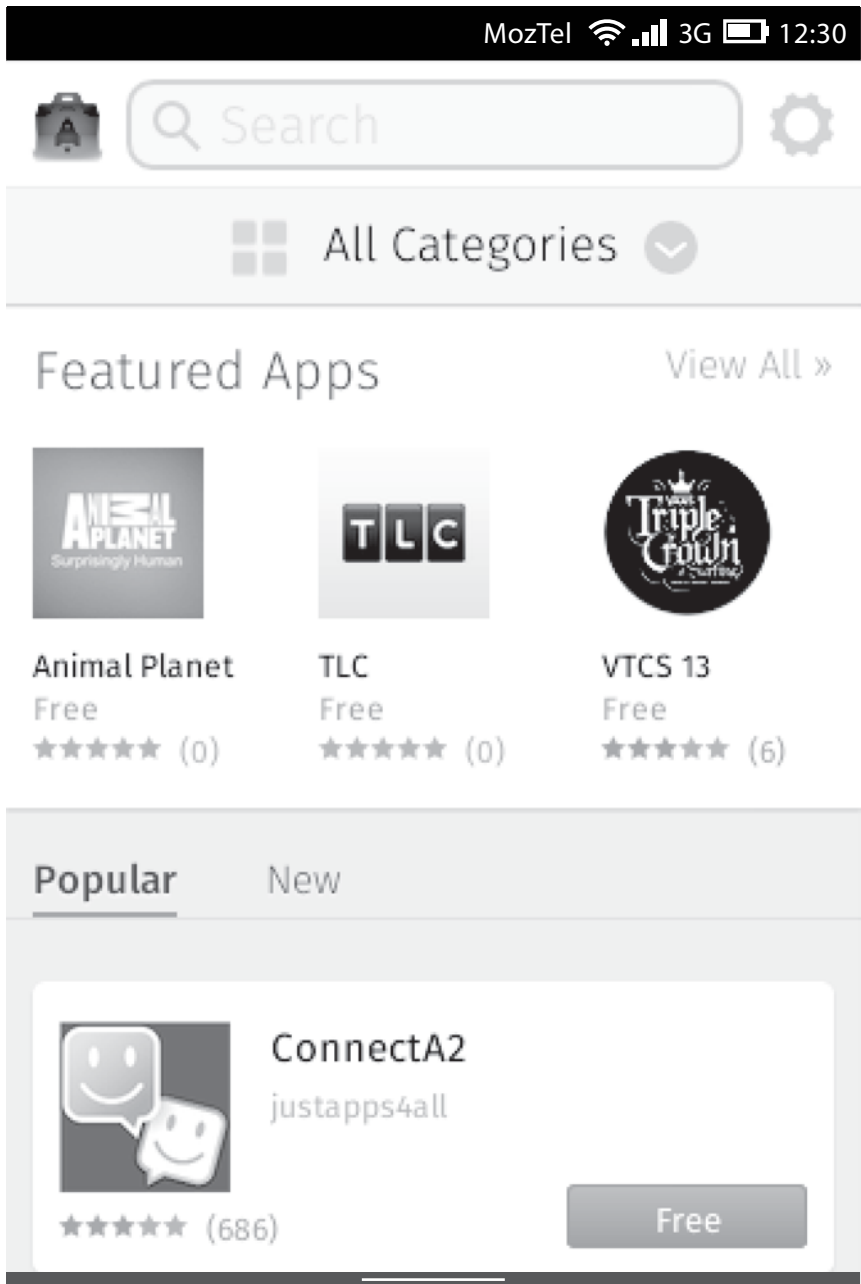
When a notification arrives, the handle appears and changes color to indicate a new notification.

2 - Swipe to home reveals active notification
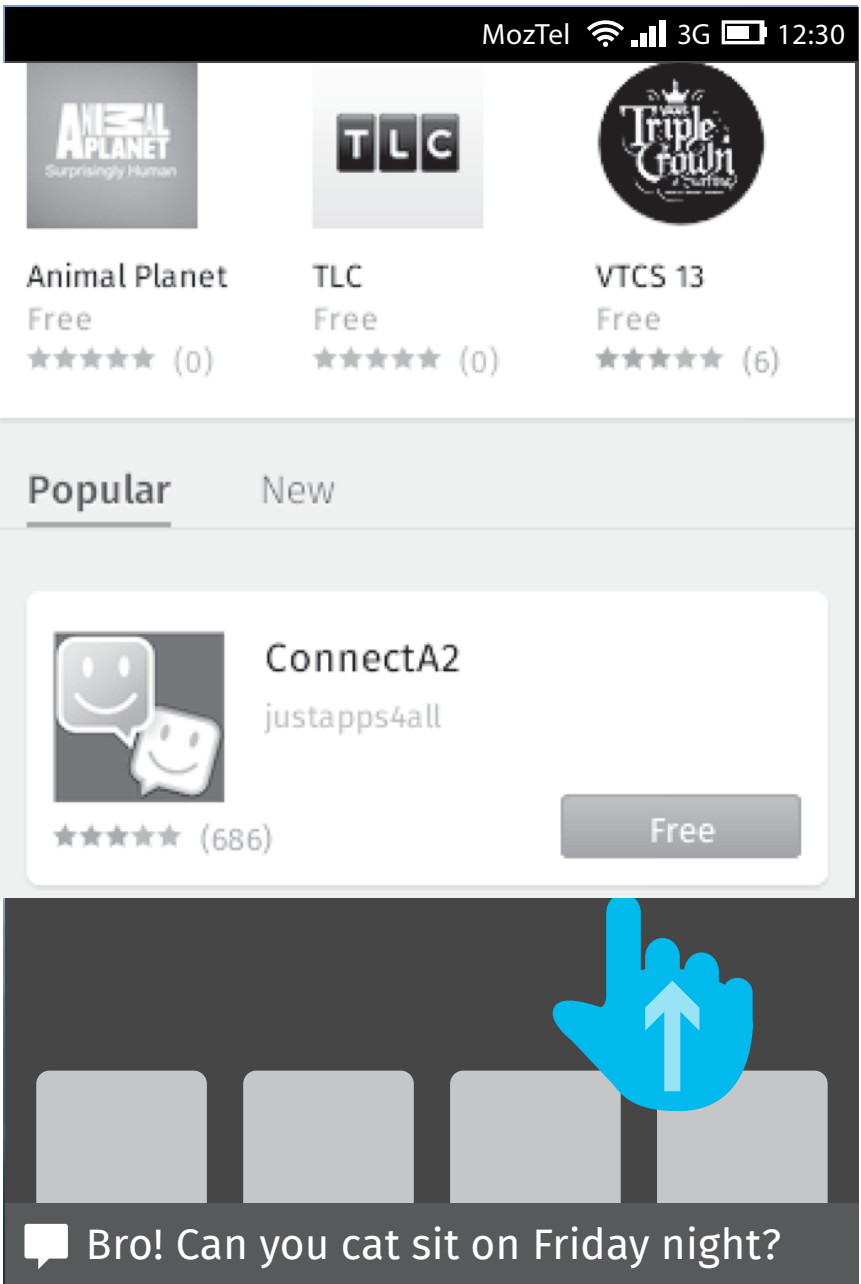
User swipes from bottom edge to return home and reveal the content of the active notification.

3 - Swipe for tray
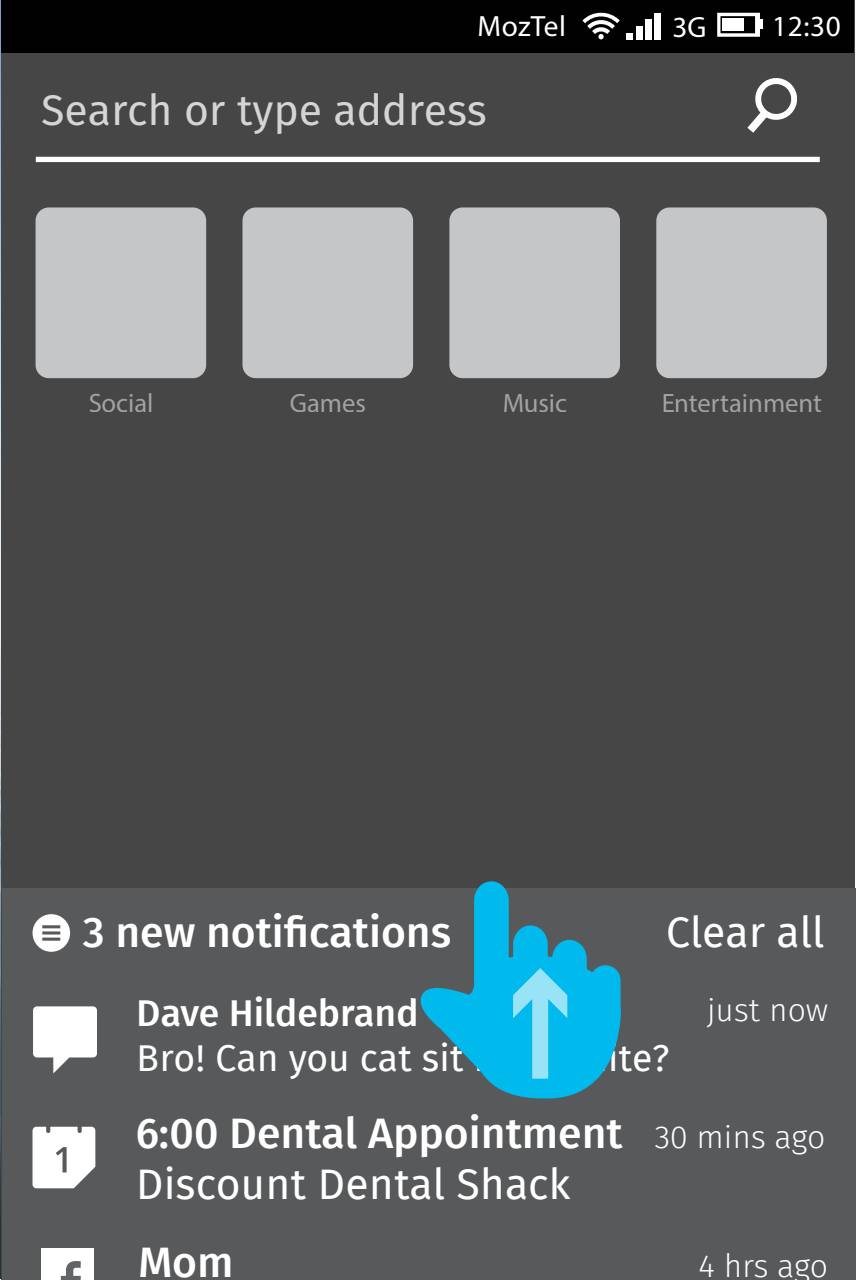
User swipes from bottom edge a second time to access the tray.

If there is NOT a hardware home button, swiping from the bottom edge returns to the home screen.

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Consolidated notifications

Consolidated notification sequence

1 — highest priority or most recent notification

2 — 2nd highest priority or most recent notification

3 — 3rd highest priority or most recent notification

4 — displays if there are more than 3 new notifications

5 — return to minimized state - retain on home screen but only display for about a second within app views.

Consolidated notifications are when multiple notifications are available, ususaly after the phone is unlocked.

Consolidated notifications show up to three quick notifications. If there are more than three new notifications, a "And X more" message (where X represents the number of unviewed notifications) indicates that more are available.

The transitions are meant to be subtle so as to not distract the user and, once the information is displayed, the notification collapses into a persistent handle at the bottom of the view. The handle increases in brightness if new notification are available.

Once the sequence is complete, the notification is minimized to show only the handle.

Ordering Consolidated Notifications
Notifications are displayed in reverse chronogical order (most recent first). However, exceptions are made for priority notifications - missed calls, voice mails and event reminders - which are displayed before all other notifications. (The order in the notification tray is not changed, however.)

Dismissing Consolidated Notifications
If a consolidated notification is dismissed, remaining notifications within the sequence are not displayed.

Grouping Notifications
Multiple email messages are currently grouped into a single notification. Although this is up to each app, this pattern is encouraged to avoid overwhelming the user.

Priority notification indicators

Priority notification indicators - home screen only
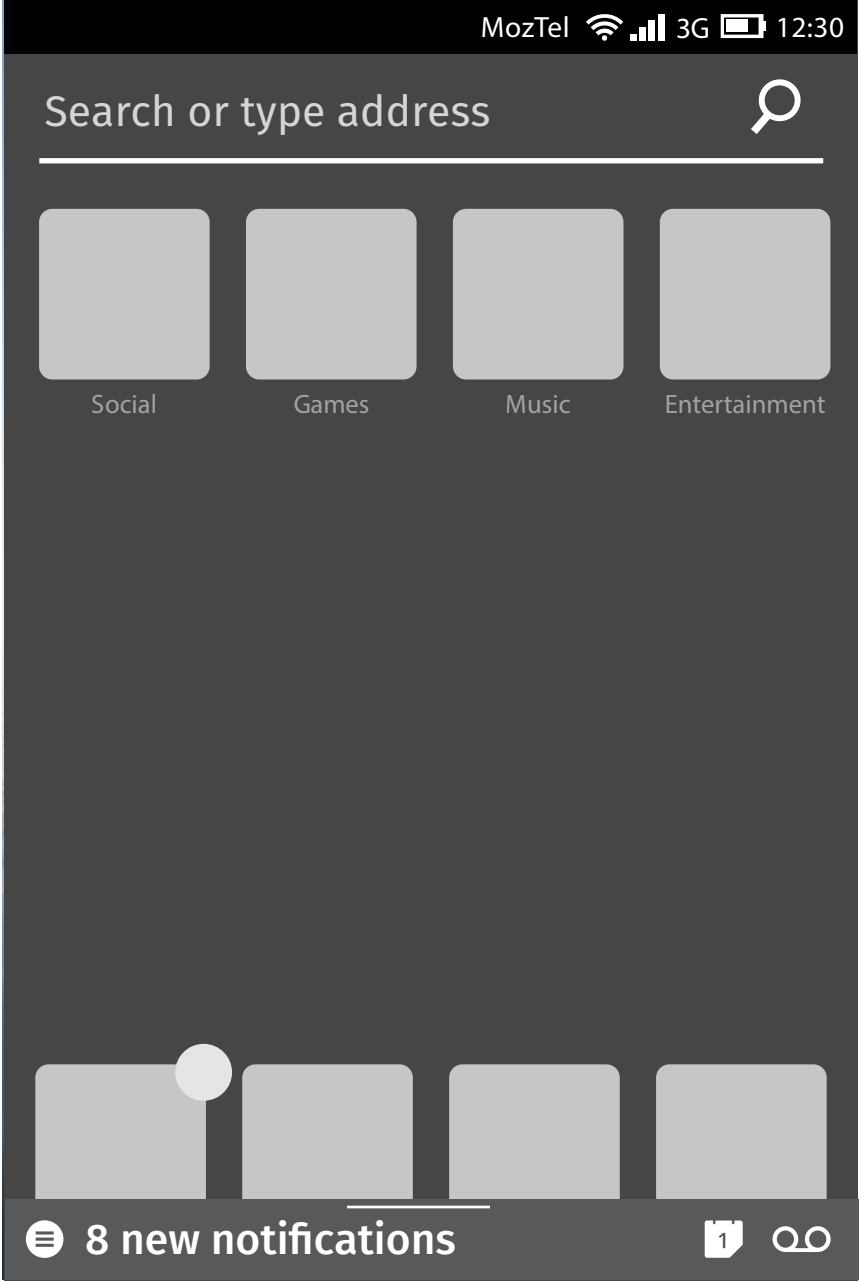
Priority notification indicators are displayed on the notification bar on the home screen when there are new notifications for missed calls, voice mail messages and calendar event notifications.

The indicators are displayed until the notification tray is opened. When the notification tray is closed, the notification bar on the home screen returns to its minimized state.

The indicators are also dismissed if the user dismisses the notification bar.

Priority notification indicators are used on the home screen for new missed call, voice mail and calendar reminder notifications only.

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Dismissing notifications

1 - Drag down to dismiss
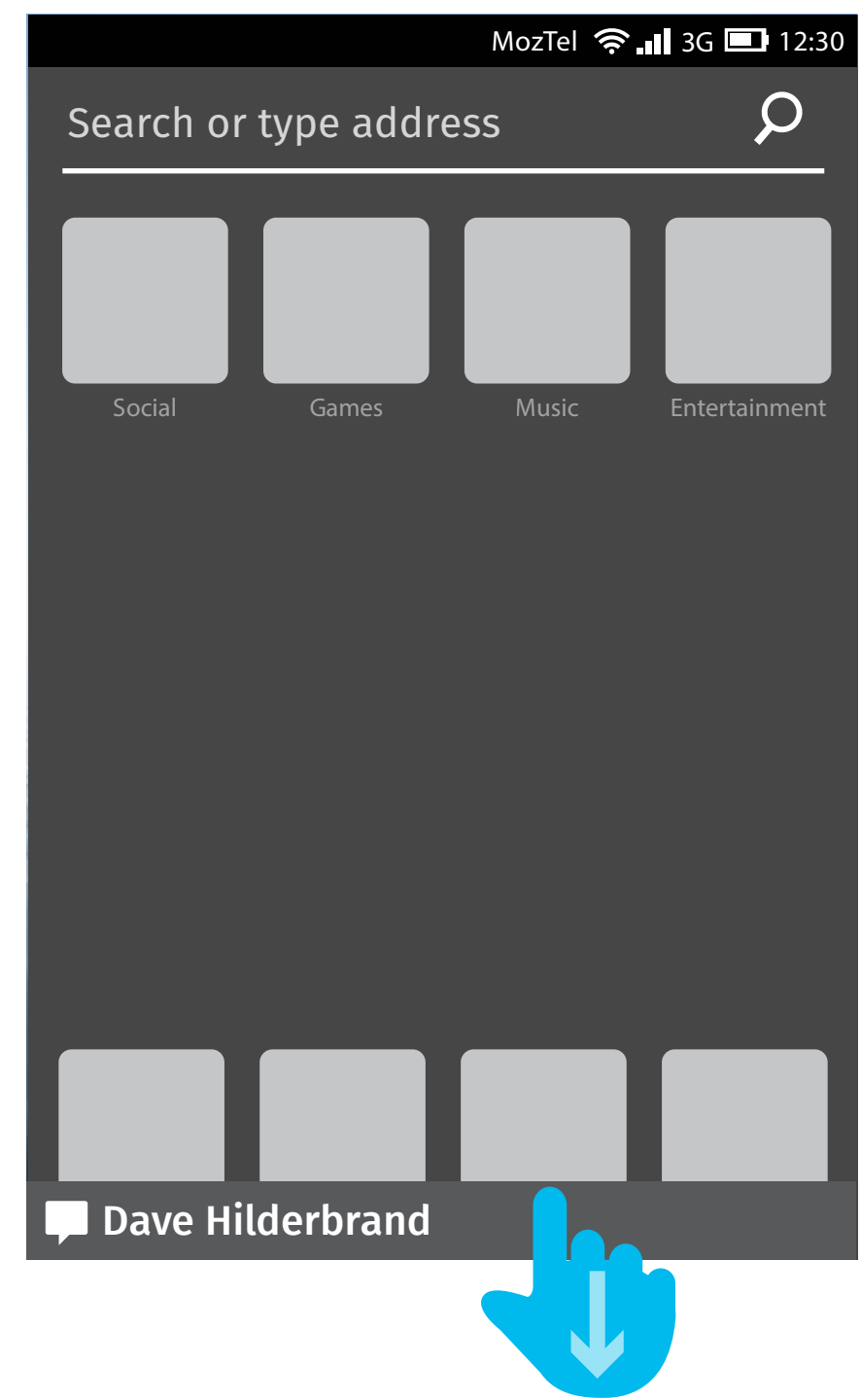
Although the intent is to display the notifications for a minimal length of time, the user can drag down a notification to immediately return the notifications bar to a minimized state.

2 - Transition moves with finger
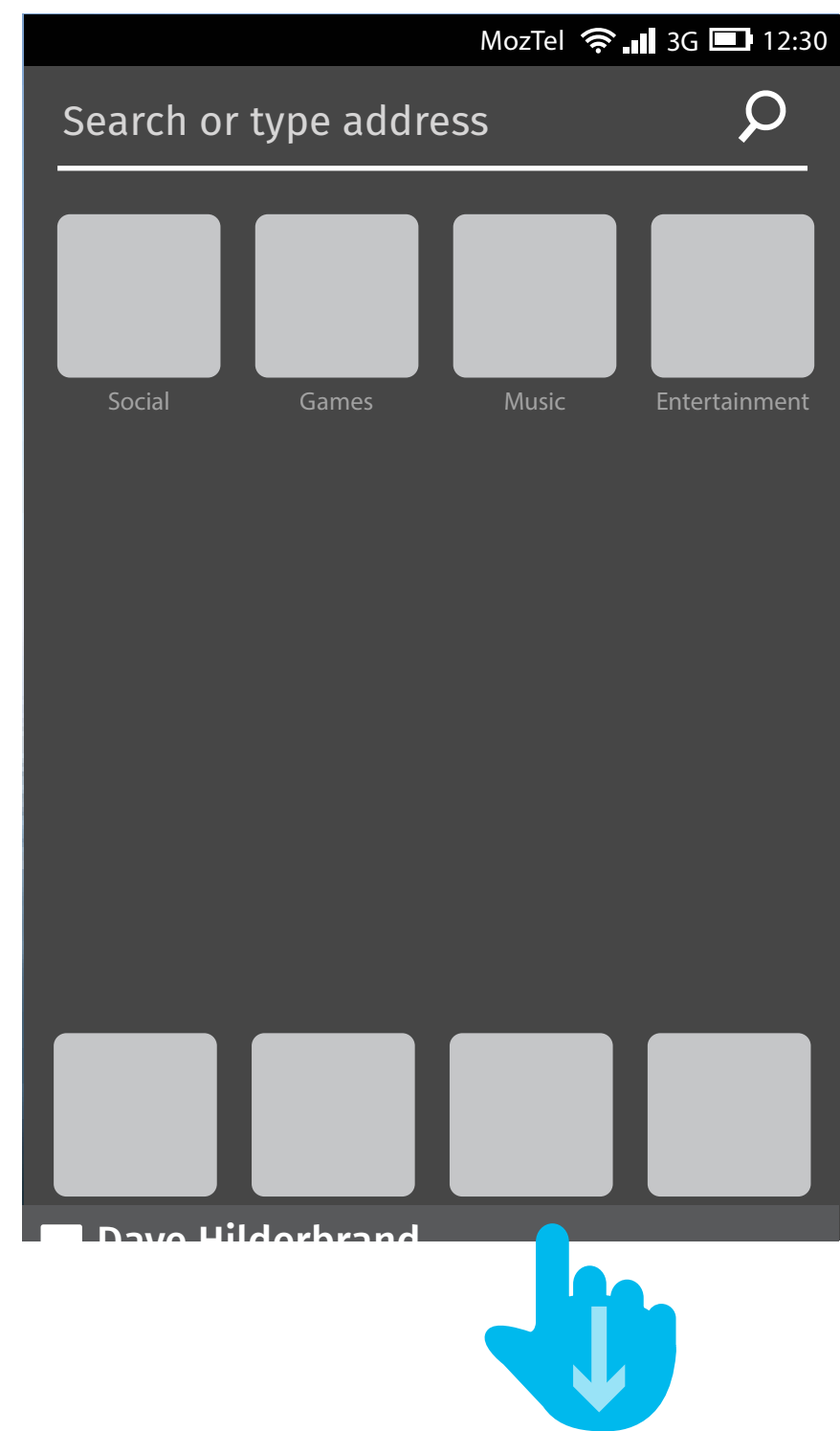
The transition moves with the users finger.

3 - Dismissed
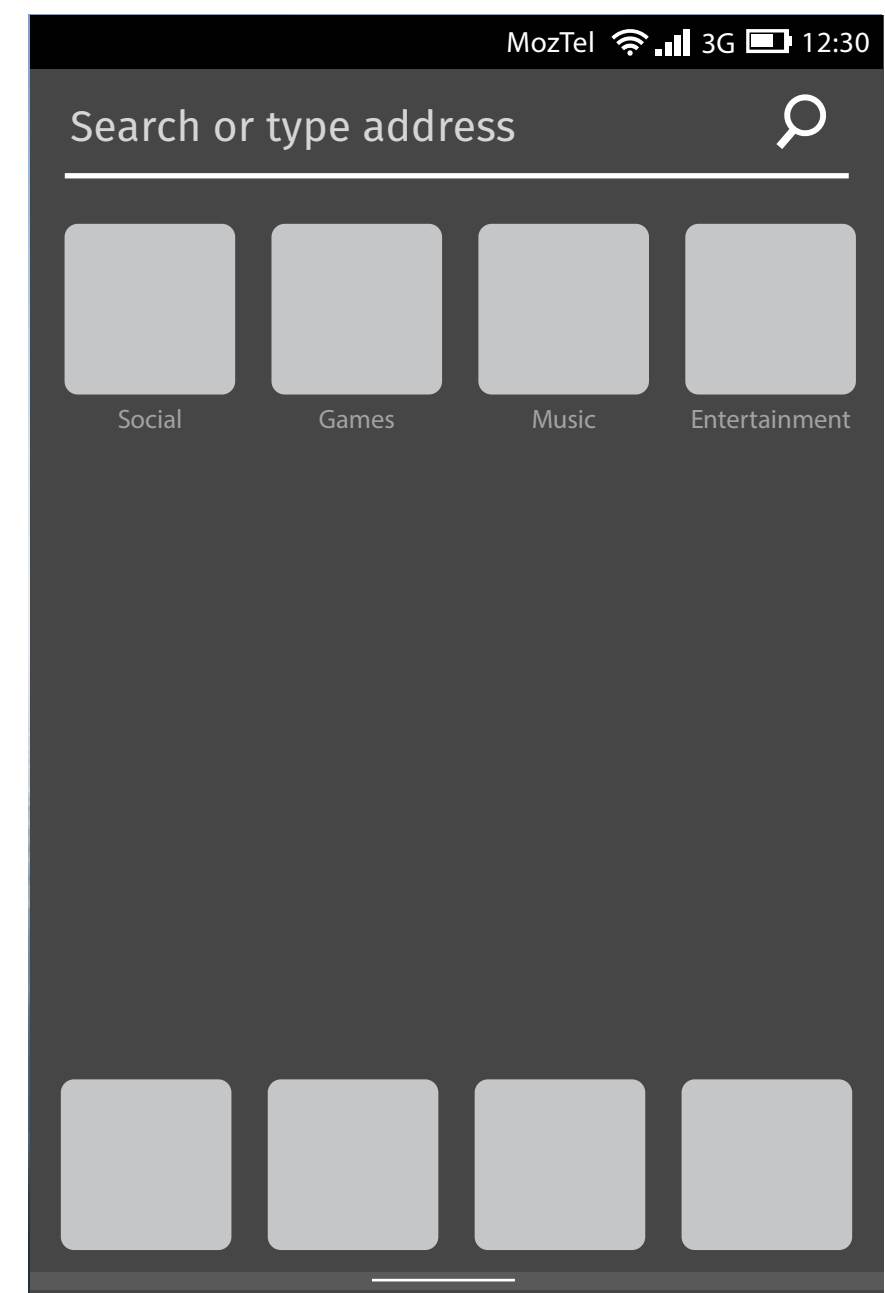
On the home screen, the notifications bar returns to a mimized state.

If in an application, the notification bar goes away entirely to allow users to immediately swipe to home if desired.

Notifications can be dismissed by dragging them to the edge of the screen.

In the case of consolidated sequences, remaining notifications in the sequence would not be displayed.

However, the color of the handle of the minimized notification bar would indicate that unseen notifications are available.

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Tapping an incoming notification

1 - The tap

Search or type address

Social Games Music Entertainment

Bro! Can you cat sit on Friday night?

User taps on notification

2 - The bounce

Search or type address

Social Games Music Entertainment

Bro! Can you cat sit on Friday night?

Notification is not activated, but instead bounces.

The bounce prevents accidental activations and encourage users to swipe from the bottom edge.

3 - The bounce 2

Search or type address

Social Games Music Entertainment

Bro! Can you cat sit on Friday night?

The bounce can actually be a fairly quick half second animation... in this case we're trying to get the user's attention.

4 - Edge swipe
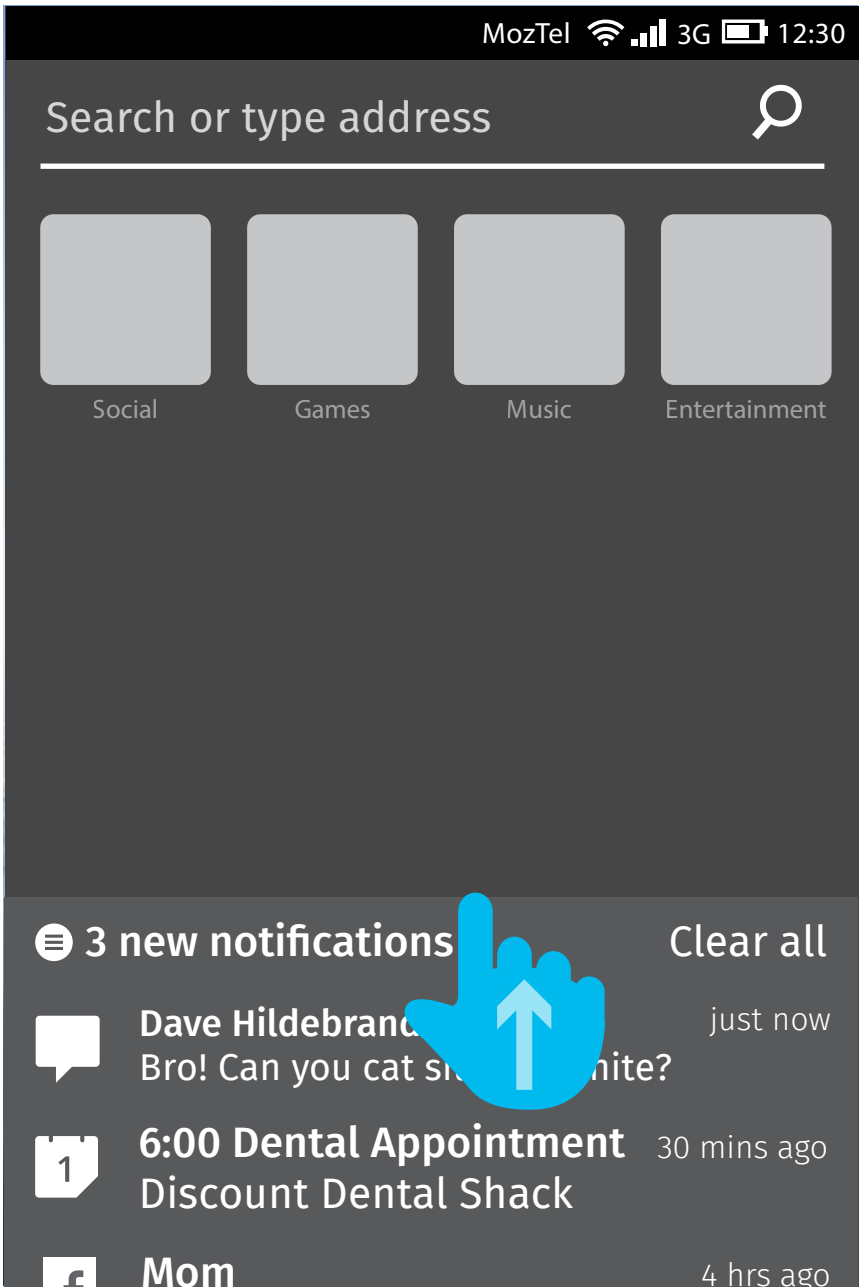
Search or type address

Social Games Music Entertainment

3 new notifications   Clear all

Dave Hildebrand   just now
Bro! Can you cat si...   nite?

6:00 Dental Appointment   30 mins ago
Discount Dental Shack

Mom   4 hrs ago

The user can drag and hold the notification tray partially open to peek at notifications, but releasing the hold will snap the tray open if the tray is greater than 1/4 open.

Notification Tray

Notification Tray with new notifications

☰ 3 new notifications		Clear all
💬 **Dave Hildebrand**	just now	
Bro! Can you cat sit Friday nite?		
1 **6:00 Dental Appointment**	30m ago	
Discount Dental Shack		
Mom	3h ago	
Son, I hope that's not you in this…		
○ **Notification header**	yesterday	
Notification details		
○ **Notification header**	yesterday	
Notification details		
○ **Notification header**	yesterday	
Notification details		

Count shows the number of notifications that have arrived since the tray was last opened.

Notifications that have arrived since the tray was last opened are highlighted with a slightly brighter shade.

Notification Tray with previously viewed notifications

☰ 0 new notifications		Clear all
💬 **Dave Hildebrand**	just now	
Bro! Can you cat sit Friday nite?		
1 **6:00 Dental Appointment**	30m ago	
Discount Dental Shack		
Mom	3h ago	
Son, I hope that's not you in this…		
○ **Notification header**	yesterday	
Notification details		
○ **Notification header**	yesterday	
Notification details		
○ **Notification header**	yesterday	
Notification details		
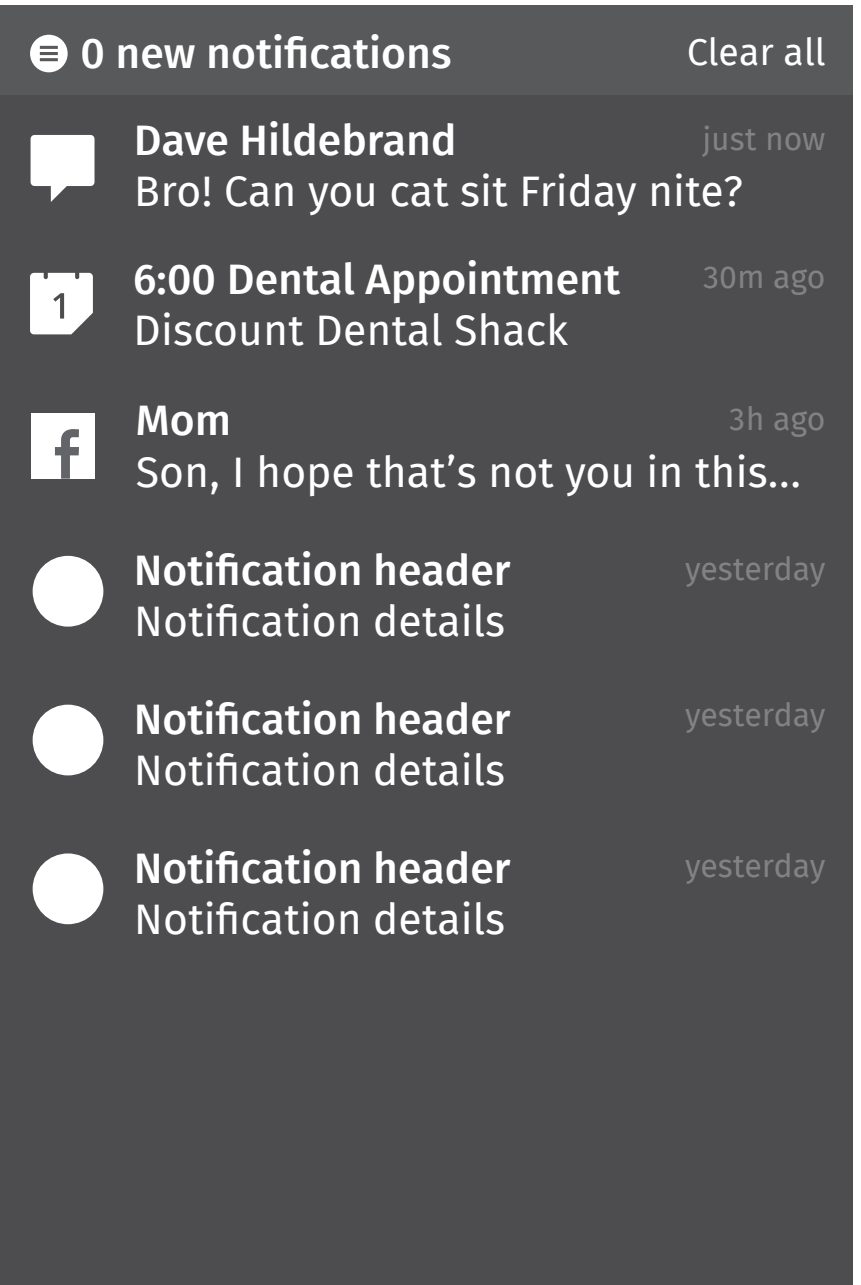
Since there are no new notifications since the tray was last opened, the count shows "0 new notifications".

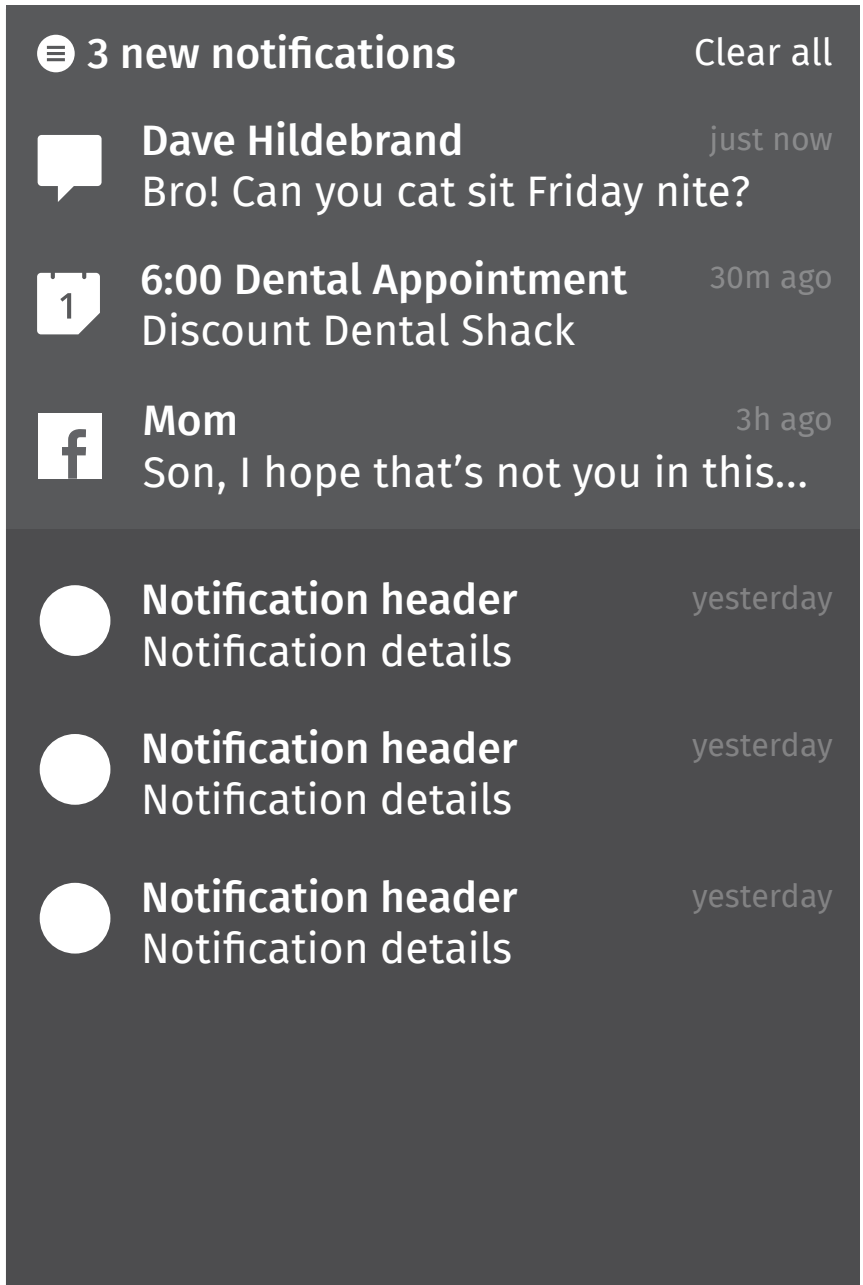In the short-term, changes to the tray are minimal. However, notifications that were visible the last time the tray was opened appear in a slightly darker shade to highlight the new entries.

In future releases, UX is considering features such as:

- Prioritizing the tray based on contacts and favourites

- Prioritizing the tray based on frequency of use

- Allowing the user to configure or turn off notifications

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Notification Tray - linking

1 - Open tray

3 new notifications   Clear all

Dave Hildebrand   just now
Bro! Can you cat sit Friday nite?

6:00 Dental Appointment   30m ago
Discount Dental Shack

Mom   3h ago
Son, I hope that's not you in this...

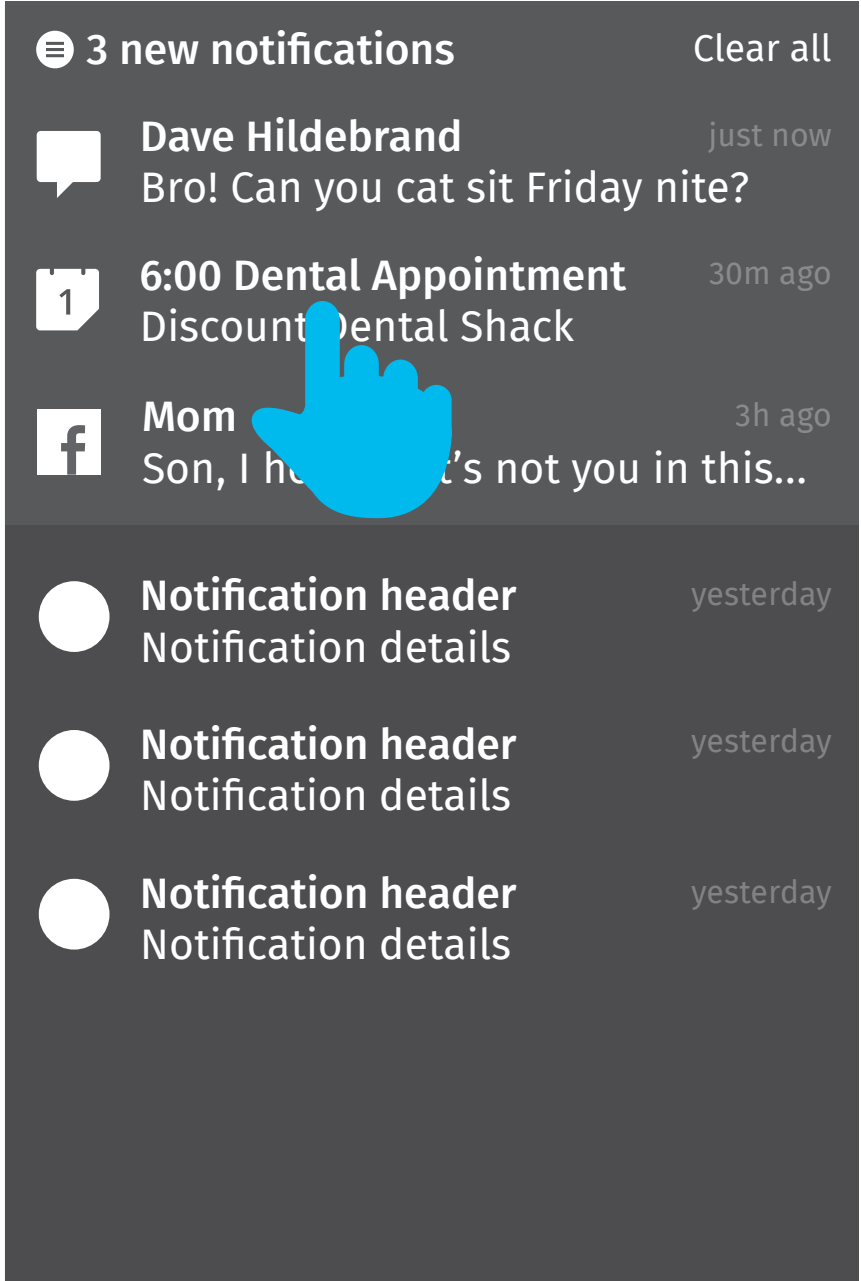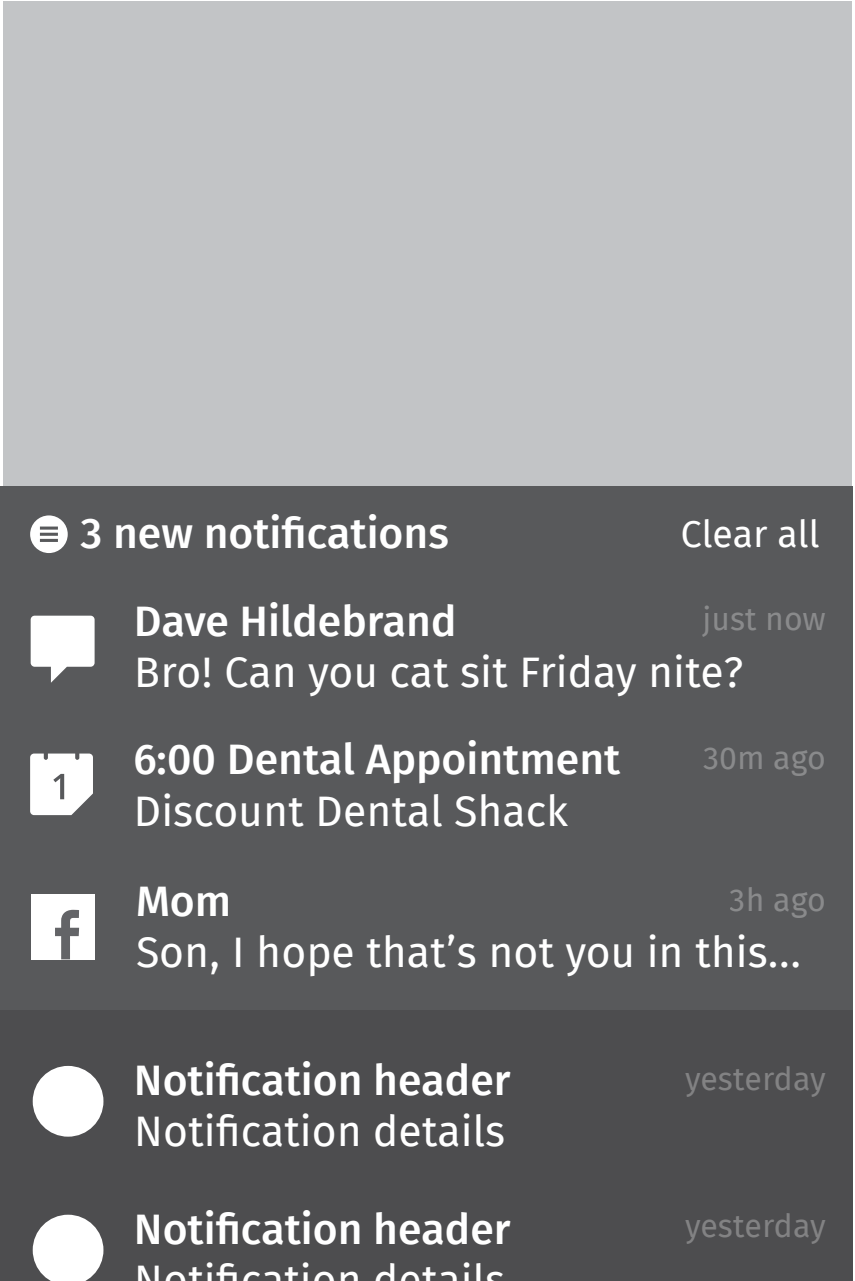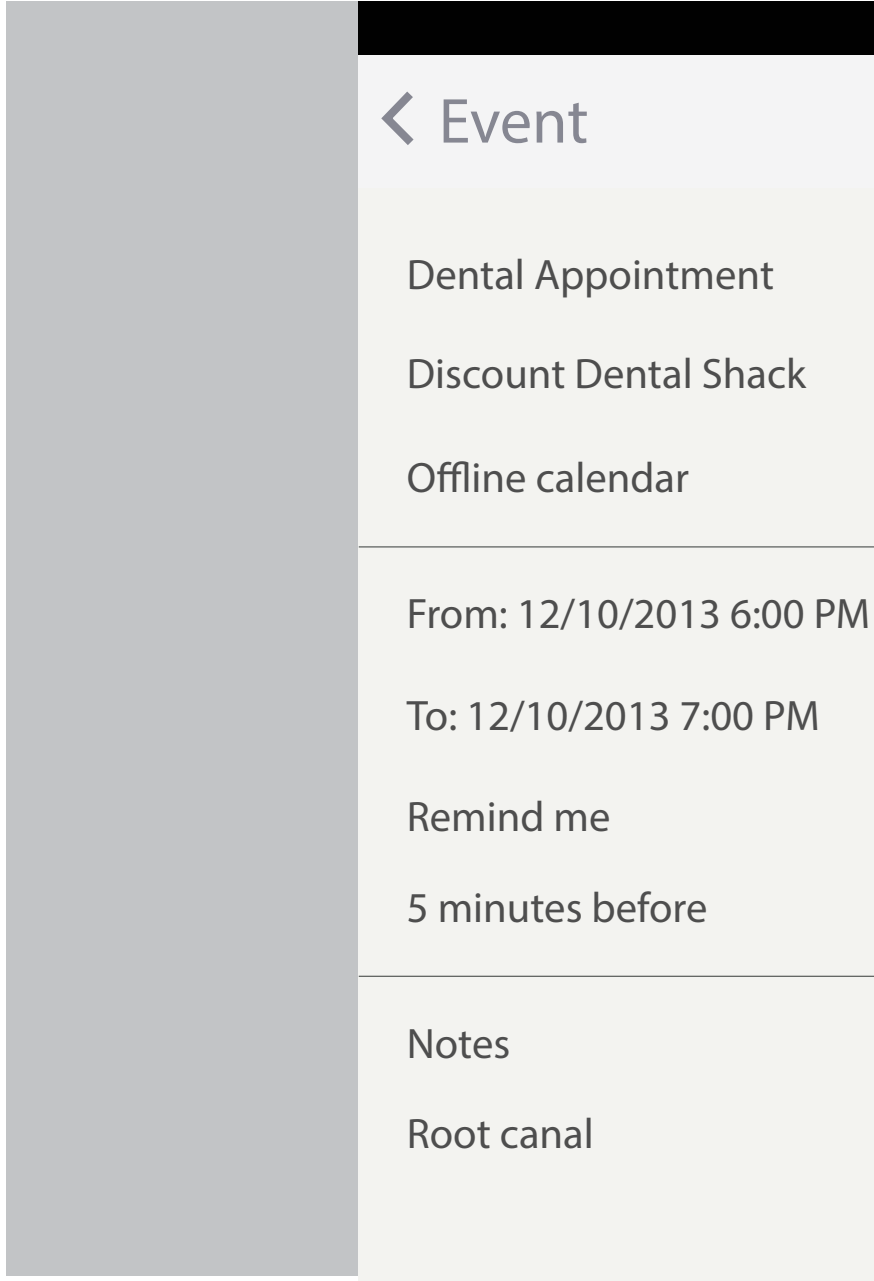Notification header   yesterday
Notification details

Notification header   yesterday
Notification details

Notification header   yesterday
Notification details

User taps on an item to deep link to the app.

2 - Transition - tray closes

3 new notifications   Clear all

Dave Hildebrand   just now
Bro! Can you cat sit Friday nite?

6:00 Dental Appointment   30m ago
Discount Dental Shack

Mom   3h ago
Son, I hope that's not you in this...

Notification header   yesterday
Notification details

Notification header   yesterday
Notification details

Tray quickly closes

3 - Transition - new app slides in

‹ Event

Dental Appointment

Discount Dental Shack

Offline calendar

From: 12/10/2013 6:00 PM

To: 12/10/2013 7:00 PM

Remind me

5 minutes before

Notes

Root canal

New app (or loading app) slides in from right.

4 - Target view

‹ Event   Edit

Dental Appointment

Discount Dental Shack

Offline calendar

From: 12/10/2013 6:00 PM

To: 12/10/2013 7:00 PM

Remind me

5 minutes before

Notes

Root canal
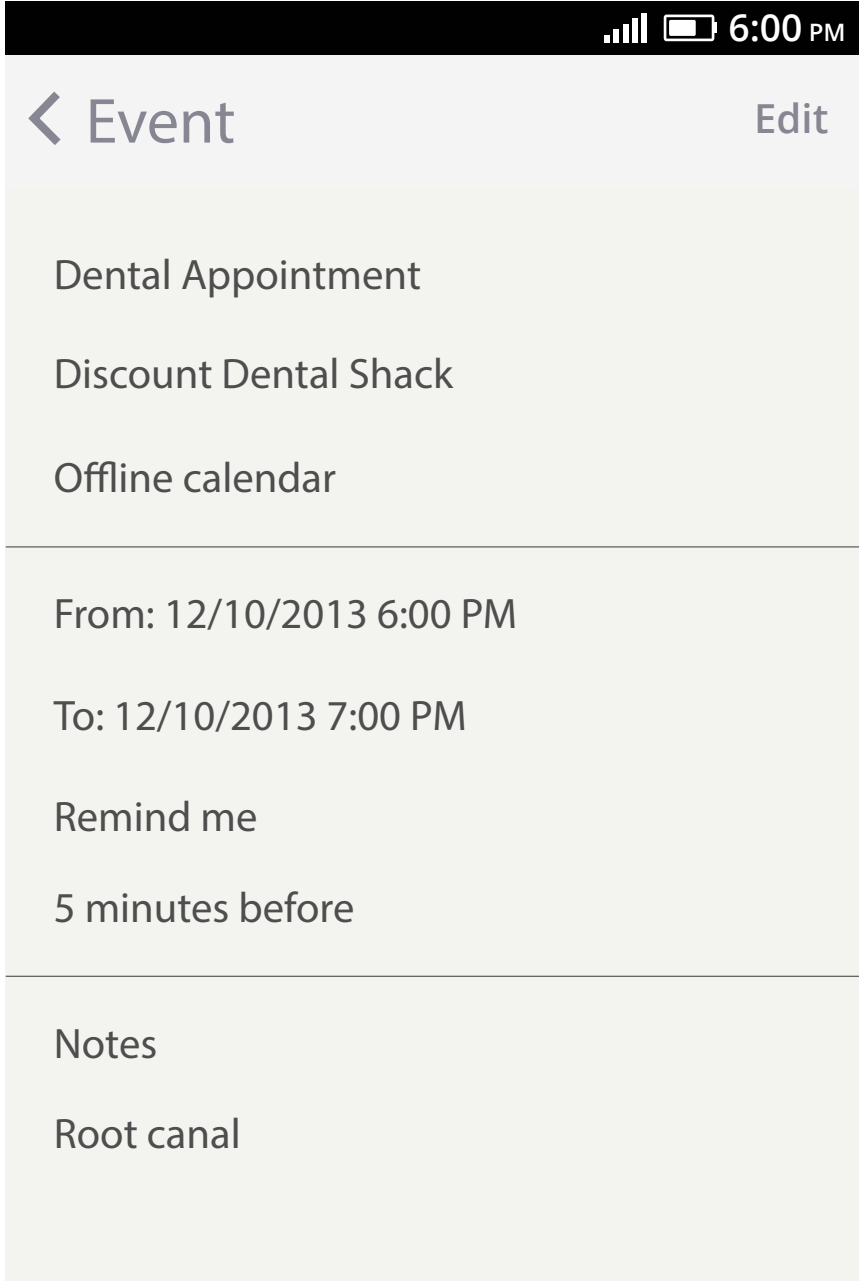
New app loaded.

(Notification that was tapped is removed from the notification tray.)

Open issue - to be confirmed - if the tray is opened from the home screen, then we may require a different transition to the new app - zooming in versus sliding in from right. Need to confirm with visual design.

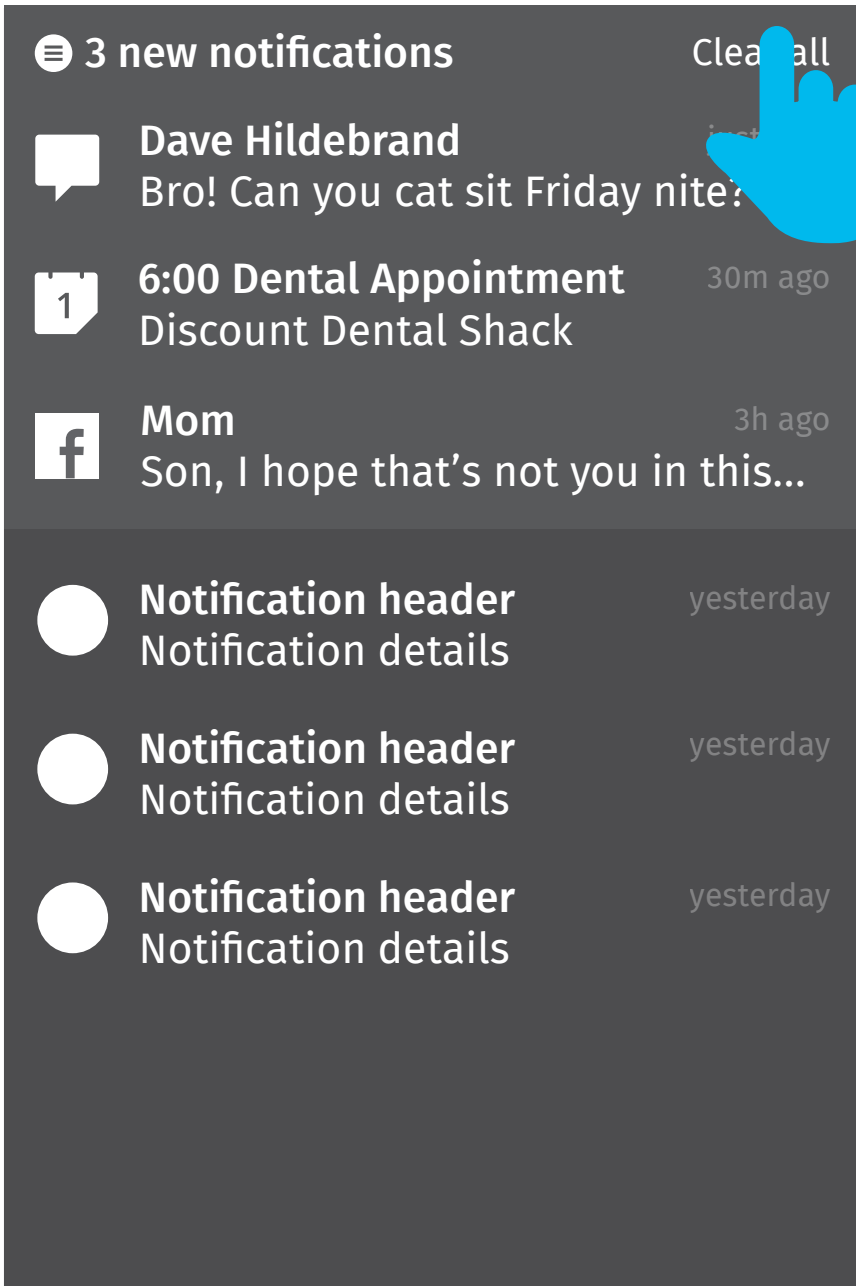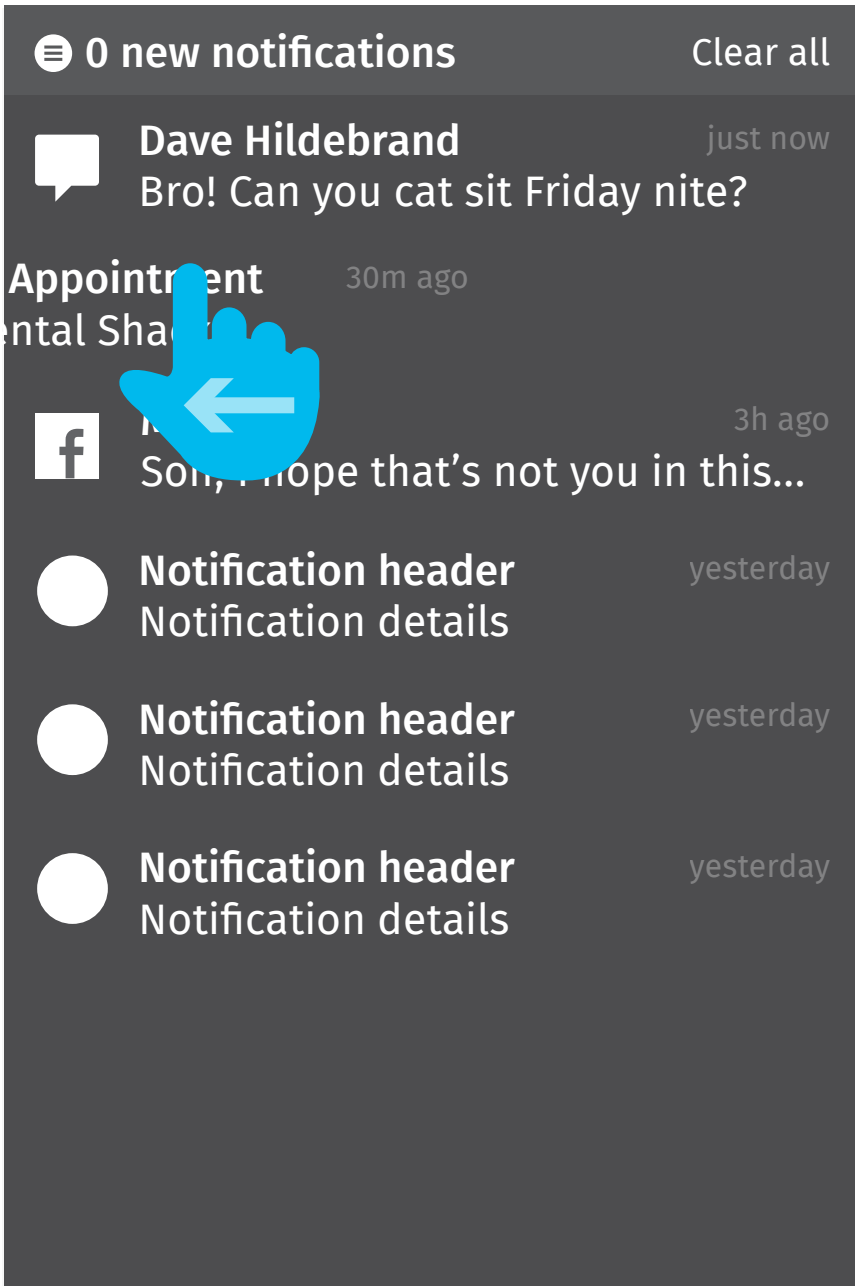# Notification Tray - Clearing notifications

All notifications

3 new notifications	Clear all
💬 **Dave Hildebrand** Bro! Can you cat sit Friday nite?	
1️⃣ **6:00 Dental Appointment** Discount Dental Shack	30m ago
f **Mom** Son, I hope that's not you in this...	3h ago
⚪ **Notification header** Notification details	yesterday
⚪ **Notification header** Notification details	yesterday
⚪ **Notification header** Notification details	yesterday

User taps on "Clear all" to clear the full list
of notifications.

Single notifications

0 new notifications	Clear all
💬 **Dave Hildebrand** Bro! Can you cat sit Friday nite?	just now
Appointment ental Sha	30m ago
f	3h ago
	Son, I hope that's not you in this...
⚪ **Notification header** Notification details	yesterday
⚪ **Notification header** Notification details	yesterday
⚪ **Notification header** Notification details	yesterday

User swipes left or right to dismiss single
notification.

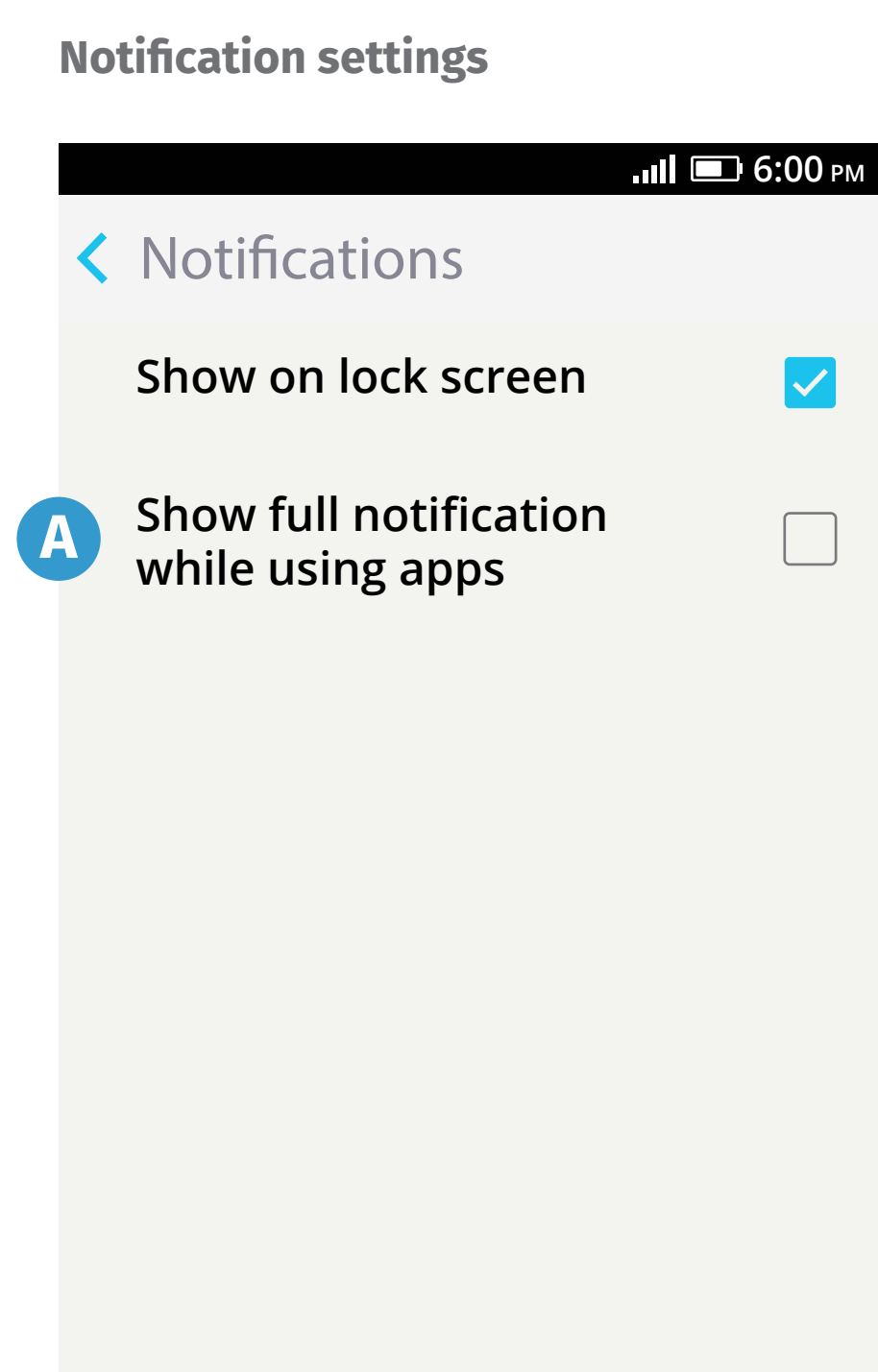**Empty state**

0 new notifications	Clear all

"Clear all" text appears in a disabled state.

Behaviour is as per current design.

Notification settings - Displaying full notifications in app

Notification settings

Notifications

Show on lock screen ✓

**A** Show full notification while using apps

User can select how they want notifications to be displayed from within Settings.

If the user wants to see full notifications in app, they can activate full notifications globally in Settings.

A **Full notification toggle**
When activated, full notifications are displayed while using apps. The behaviour of the notifications is the same as the home page.

Lock Screen

MozTel 3G 12:30

Fido

6:56PM
Wednesday, December 18

8 new notifications
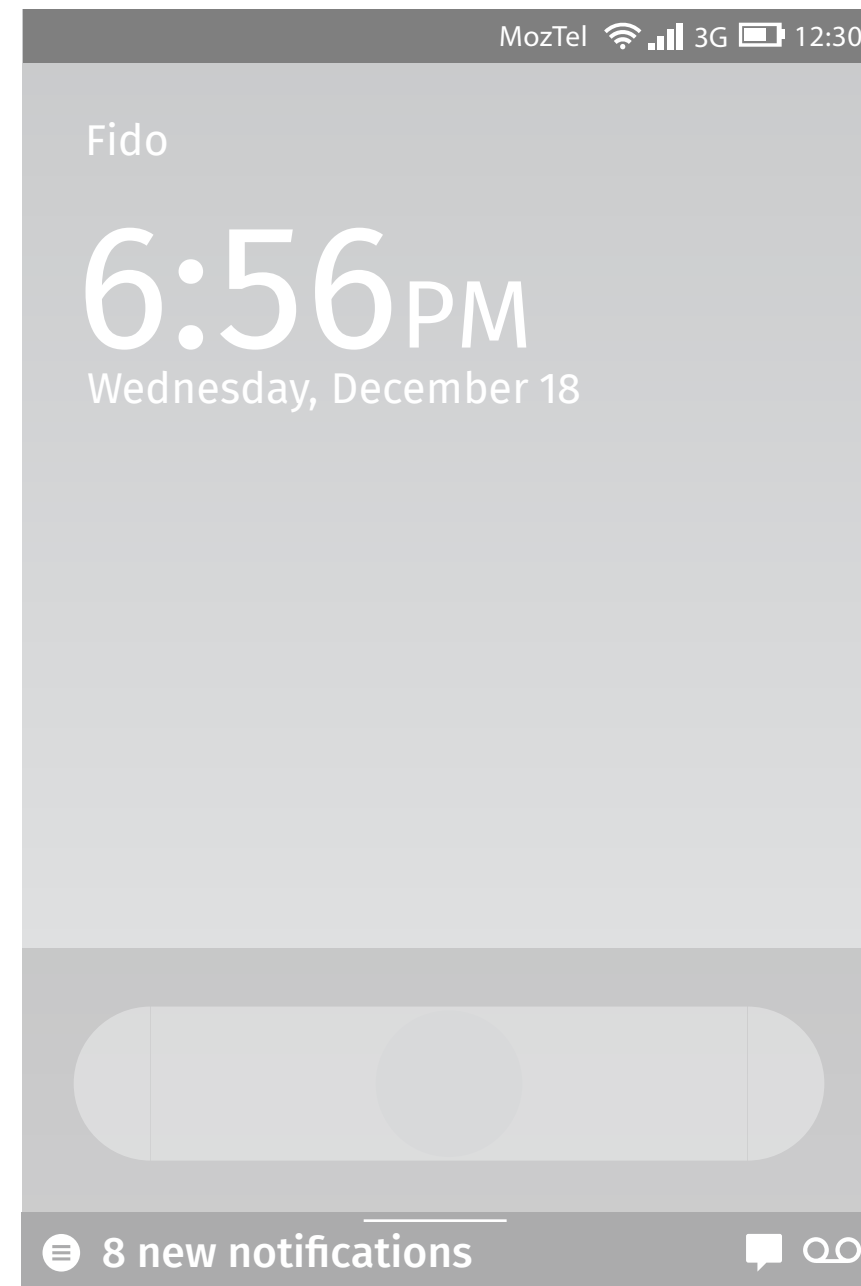
User swipes from bottom edge and taps to activate.

DEFERRED

Lock screen behaviour is the same as the home screen with the following exceptions:

- tapping on an item in the notification tray unlocks the phone and loads the associated app

- notifications are not shown when the lock screen uses a pass code. (Open issue - do we want a setting for this?)

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Thanks!

From your friends in Firefox OS UX