**Interview 1**

**50 year old, south carolina**

**Device list:** Smart lock, nest thermostat

**Duration:** 6 months

**Benefits:**

Smart lock has video camera with it so, it can be monitored that who comes and goes, It also lets her give access to home for people for a particular duration of time.

Assure security that no one is ransacking her place.

Thermostat for monitoring temperature of property so that people can not set it too high or too low.

Share with guest: Doesnt want to share alexa or tv as she doesnt want to get involved with someones’ personal information accidentally.

Problem: firmware update related problem, not for guests,Fo with the IoT device company.

Demand:No demand

Major incident: During hurricane, she could see through the video camera people were at home and she could advice for evacuation and stuff.

**Interview 2**

**40 year old, south carolina**

**Device list:** Smart lock, Amazon alexa, Wifi hub, georepub Smart Thermostat, Noise monitoring

**Duration:** 6 months

**Benefits:**

Able to manage the property remotely,

Alexa for entertainment purpose through dummy account with no purchasing ability,

thermostat to check how hot or cold to property,

to make sure none is throwing a party or thrashing too noisy to keep good relations with neighbours.

Wifi hub to monitor internet performing, router reset. He is using property management software.

No bad things. All things are integrated with management software finely.

Share with guest: just wifi part to use the internet. Amazon alexa without purchasing ability,

Demand:

Alexa having the ability to conduct communication between guests and hosts,

Major incident: 1st guest after installing noise detector was throwing a party, noise detector reported it, and they told guests to tune down. Within three minutes neighbours called and was telling to call the police but later they were happy to know that guests are already warned of this.

**Interview 3**

**39years, texas**

Smart Camera, Smart lock, Smart doorbell cam, smart thermostat, lights, water heater controller, fire tv with alexa

Most of them 2years

Smart lock - easy to check in

Send them the code and they can check in, can change the code easily

Smart doorbell

Security, guest can contact host through it

Smart thermostat:  
When guest check out I switch off the ac

Can set password to protect for settings. Have range for temp that i can control.

Smart lights  
Turns on at sunset, connected to wifi. No need to turn on/off.  
Also have a motion activated solar light

Water heater controller  
  
Turn off water heater when there is no one.   
  
Fire tv with alexa  
  
Can watch amazon stuff, put a dummy account with access to prime but can not order as the buying option is pin protected.

Want to use voice assistant, but it is very personalized. Use it personally but not at airbnb as it is very personal. Might give them with dummy account installed. Need easy to control which information is getting accessed , separation of user information to share any device.  
  
Voice controlled light would not work as guest would not know how to activate them. They misbehave sometimes. Connection issues with wi-fi. Almost all have separate apps.  
Use smart things hub personally, but it’s not reliable enough to use for airbnb as it will be away.

Smart Water heater & smart lock misbehaved but I could solve it from home by just turning it on/off or just by unlocking the smart lock.

**Reliability and ease of use main concern**

**Interview 4**

Florida, 64 years old lady

Alexa, smart lock, smart thermostat

Used for 5 years

Alexa

Alexa is using for 3years

Find places to eat, things to do, entertainment for kids

Guest can interact fully

Do not know if the guests can buy things, connected with my own account

Did not block the buying, never even thought about it. I haven’t had any problems.

Bad:

Worried about if the guests can buy anything.

Smart lock:

Program many temporary codes for guests which expires after the guest leave.

Made a new code for each guest.

guests can not do anything else.

Do not have to go there physically to let people in.

Bad:

Loose connection. Have to go there physically to plug the modem off and on.

Battery ran out once, had to go there physically.

The Honeywell wifi thermostat

Override if the guests are going too high or too low, have a range of temp, notifications setup if too high or too low

The temp was set too high, was able to turn off after the guest left.

If they are not working well get a notification and fix it.

Do not want camera. Never have been an issue.

May want a robot vacuum. Do not want any other features.

Very happy with all these devices. Simple devices.. can use all of these even at this age.

**Interview 5**

Boise, Idaho

Honeywell wifi thermostat, the Yale deadbolt lock and blink cameras outside.

The Honeywell wifi thermostat

used three years

Override if the guests are going too high or too low, have a range of temp, notifications setup if too high or too low

The temp was set too high, was able to turn off after the guest left

Blink camera - amazon

one in backyard one in front

**Benifits:** security reasons, liability, correct guest numbers, faced threats from neighbors, not having a party

Got crime recorded on this camera. Found guests brining more

get notification from movement or sound ..get 10 seconds snippet

get a notification if it is disconnected

not concerned about data security as it's small snippet

**Bad:** triggers by anything, bird, snow, wind

does not have a physical cage, can not mount properly, anyone can walk off with it. could not find anything to make it secure like a lockbox

hub for the camera has to be plugged in, if they get unplugged it would not work. but concerned if anyone would disconnect them

Yale deadbolt lock

**Benefits:**  
Wifi connected

Program many temporary codes for guests which expires after the guest leave.

Made a new code for each guest.

Lock or unlock the house from the phone

Send them the door code hours before they arrive  
Bad:

Need a separate hub that you have to hide in the property.  
Mostly concerned about physical security. Not sharing anything else ( roku, echo devices) because they can get stolen.

Intrusive as they send you a lot of notifications while you are at work.

Very happy with all these devices.