AR Instruction documentation Project

Context

Before we go into the project let's talk Augmented Reality. AR happens when we place virtual objects in real-world settings that users can interact with. This can be done through a variety of types of AR devices in this particular case we will be discussing handheld devices such as smartphones and their best practices.

Background

A simple machine or even board game can become unclear at times. For various user groups, instruction manuals aren’t always obvious and understandable, but with the AR user manual, all the user has to do is scan the machine, see what the buttons mean.
Clear, visually represented instructions will reduce the misunderstandings that occur and guide the client to satisfactory findings more appropriately.

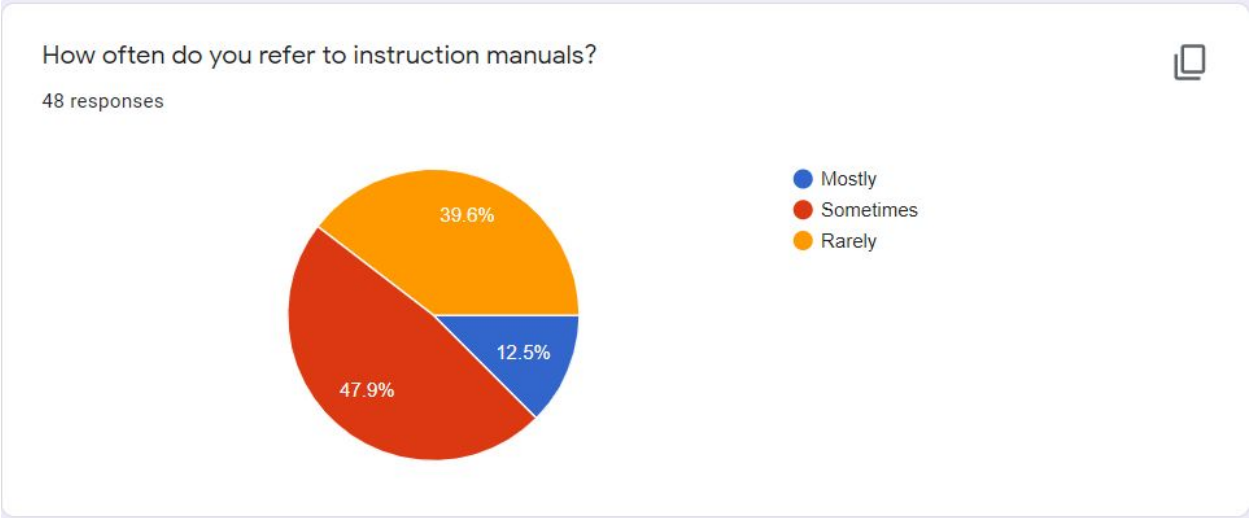
RESEARCH

We started by diving deep into understanding the problem, for which we did research.

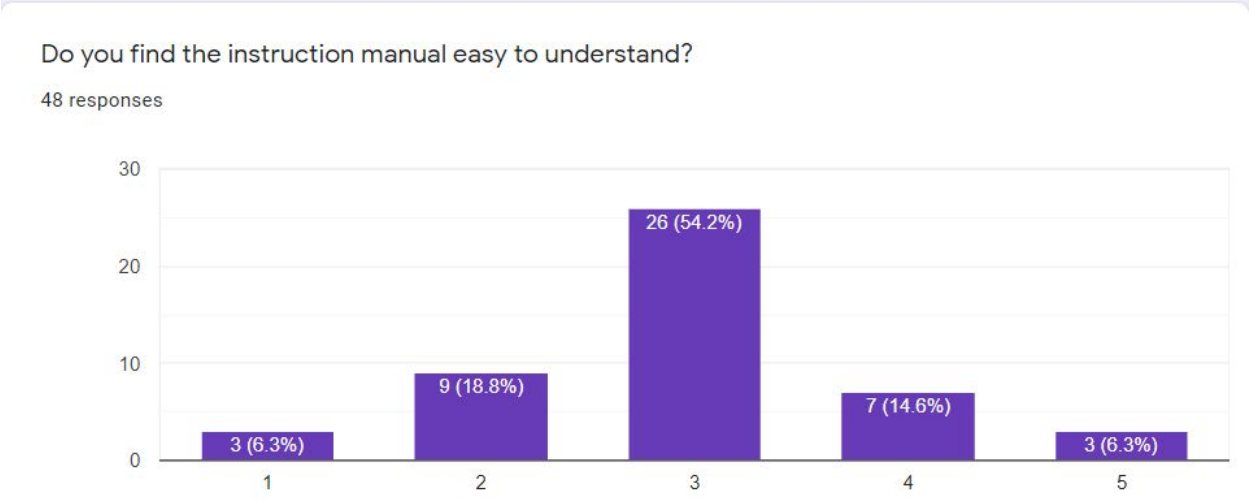
Survey

To understand the users and validate the problem observed, a survey form was circulated to the users.
Goal - To identify the frustrations users went through during the use of an instructions manual.

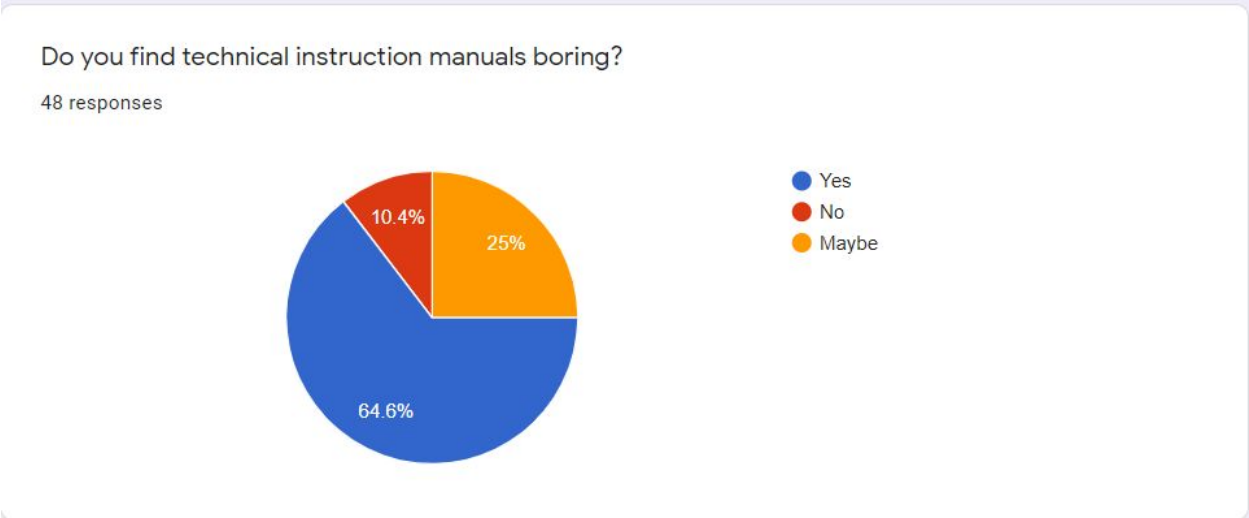
The responses were -



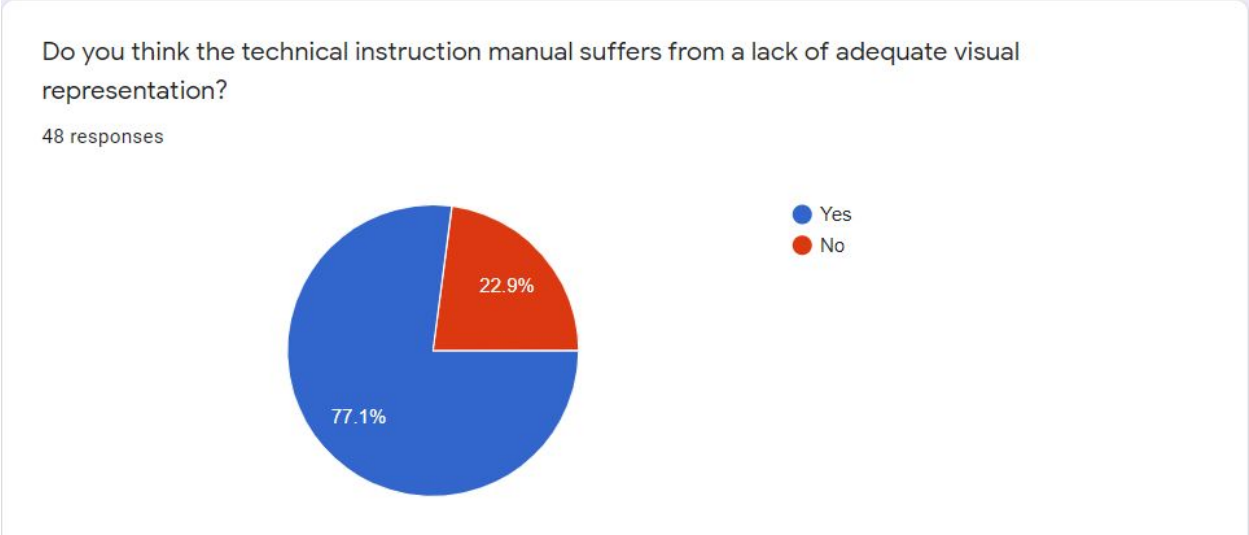
Through our online survey it is identified that the users tend to refer to the manuals only 12.5% of times.



More than 75% of users find the manual difficult to understand.



And 89% of users find manuals boring.



77% of the users think that the manual suffers from a lack of adequate visuals.

INTERVIEWS

“I will rather ask someone or will youtube it.”

“I Find the manual very boring. And lengthy.”

PLAYSTORE REVIEWS

We took the initiative to study the various comments and views on existing applications from Google Play Store, to identify the main pain points and challenges that users find in AR apps. The pain points that users were:

- Poor use of the user interface design because it caused confusion on how to use certain features.
- Excellent performance for one type of device and for other devices app does not work.
- The most recurrent pain point in all reviewed apps was confusion and the users weren't clear how to use the app.

PROBLEM STATEMENT

How might we help users reduce their frustration of using instruction manuals by the use of Augmentation Reality.

STORYBOARD

https://docs.google.com/document/d/1Uj_LAhoroJXz8BpSaJT1ZWsiHinXx_d52me1ZZ2oKoQ/edit