

Challenge: system diversity

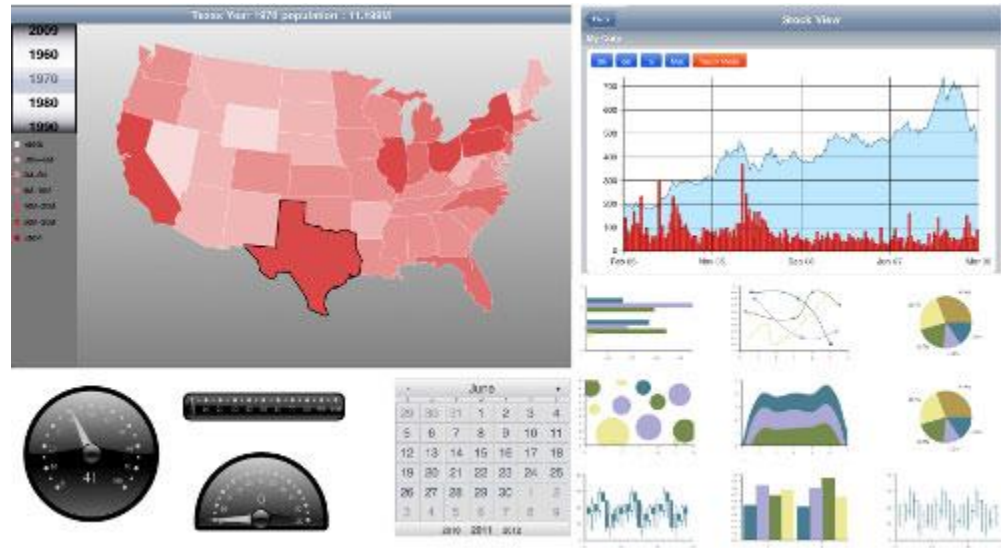
- iOS (Apple)
 - Uses gestures and widgets to move the user through views
 - Home button on the bezel used to close applications and navigate out of folders.
- Android
 - Uses gestures, widgets and hardware buttons (home, back, menu, search)
 - So you might hide the unnecessary nav controls (that you needed for iOS) when on Android
- Input methods can vary by device model and by service providers
 - Problem is acute for Android devices because virtual keyboard layouts and the left to right order of bezel buttons varies by service provider and device manufacturer

Keyboard ‘disruptive’ in mobile

- Size, position and lack of tactile feedback make typing more difficult on mobile than desktop
 - Also the keyboard covers part of the screen
- It’s already a good design heuristic to allow users to select rather than to specify, and to avoid requiring input if you can
 - Just more so with mobile
 - Also, more reason to pursue the good practice of auto-completion / progressive filtering of option
- When you do require input, use the HTML5 types (text, numeric, telephone number (‘tel’), email, URL
 - Client browser can optimize keyboard so required special characters are easier to reach

Be graphic

- Well-designed graphics will convey key points more readily than textual or tabular data
- Graphics can also communicate affordances (e.g. booklet or dog-eared page to indicate swipe for more)



Dojo graphical and visualisation widgets

Avoid pitfalls

- Doing nothing
 - Your desktop-styled site will probably be annoying, and possibly unusable, for your mobile users
- Ignoring performance
 - Avoid large downloads
- Relying on help
 - All UIs should be intuitive, but even stronger case with mobile as user is likely to be intermittent (and thus training will be less of a good investment)
- Misapplying creativity
 - Novel or idiosyncratic interaction will make it more likely user needs help to figure out – users will understand applications that look and behave like what they're used to
- Ignoring browser interactions
 - Best if you site provides all the navigation needed without users having to go to the browser's layer of controls

Summary

- Mobile interaction means users can reach your content almost anywhere
- But it isn't the same as interacting through a desktop PC
- Consider the shift in scenarios
- Consider the differences in display real estate and controls