



Direct UI - Help UI Design brief

20.1.2008

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NOKIA
Connecting People

Version history (hidden slide)

Draft:	Unfinished document representing authors' views.
Reviewed:	Reviewed internally as agreed in Direct UI design processes.
Submitted:	Document submitted for approval.
Final:	Document formally approved by chief UI designer

Content

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- Introduction to Help
- Open issues
- Design drivers
- Main Interaction - Flow
- Anatomy of the design - Views
 - Help mash up
 - Help list views
 - Help item views
 - Help explanation dialog
- Dependencies
- Portrait vs. landscape
- Scalability 3"-4"-5"
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- Context & Adaptability
- Personalization
- Localization
- Proof of Concept: Use case walkthroughs
- Help topics
 - Help topics based on Critical & frequent tasks
 - Help topics based on Questions from usability tests

About this presentation

- This document describes the basic functionality of the Direct UI Help application.
 - The material is based on Direct UI Help Vision document and Direct UI design guidelines.
 - Document does not contain any help texts or other similar content of Help application.
 - Some of the examples have help texts and other content, but those are created only for the example purposes.
 - List of help topics is created by application designers. This document only lists the current understanding of the topic list.
-
- All the following examples are drafts drawn by the UI designer, they do not represent final graphical quality.
 - None of the icons and icon metaphors are necessarily the final ones.

Introduction to Help

- Direct UI Help system is based on the following assumptions
 - Direct UI needs only little help for all basic tasks
 - When help is provided, it should be topical and accurate. It should address the use case at hand.
 - Help is also one way for finding out about the potential of Direct UI. Therefore help system will provide task-based help.
- Direct UI has one central help system. Whenever user invokes help, the help content is provided by this system.

Open issues in design

- Is Device management (Software update and Local diagnostic) part of Help or some other application or settings?
- Is there any settings needed for Help?
- From where user would select to share a help item?

Design drivers

1. Easy access to help in difficult situations

- When user needs help, it is easily accessible.
- In other situations help should not take the space from other UI elements.

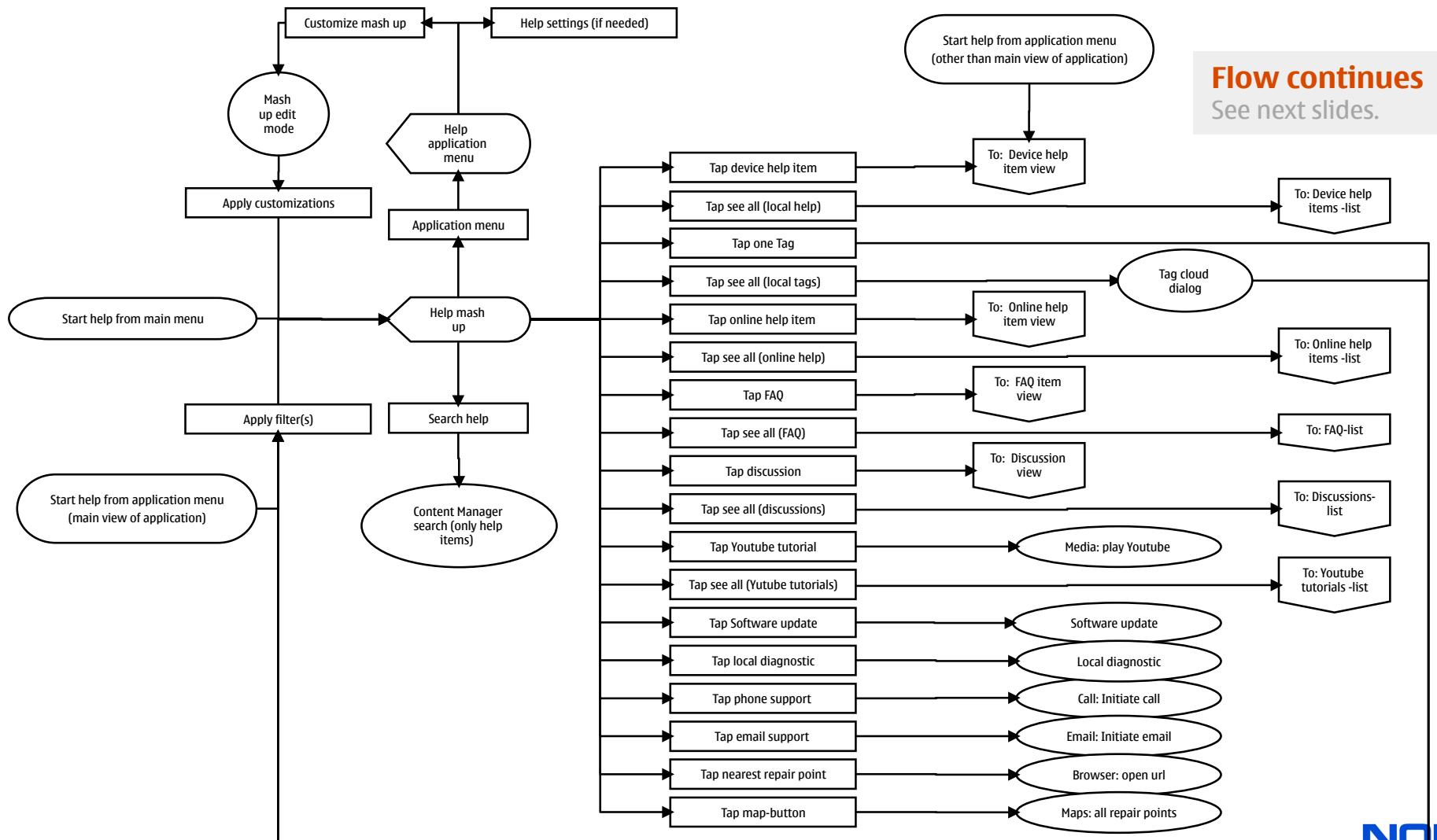
2. Topical and accurate help

- When user opens the help, it should address the use case at hand.

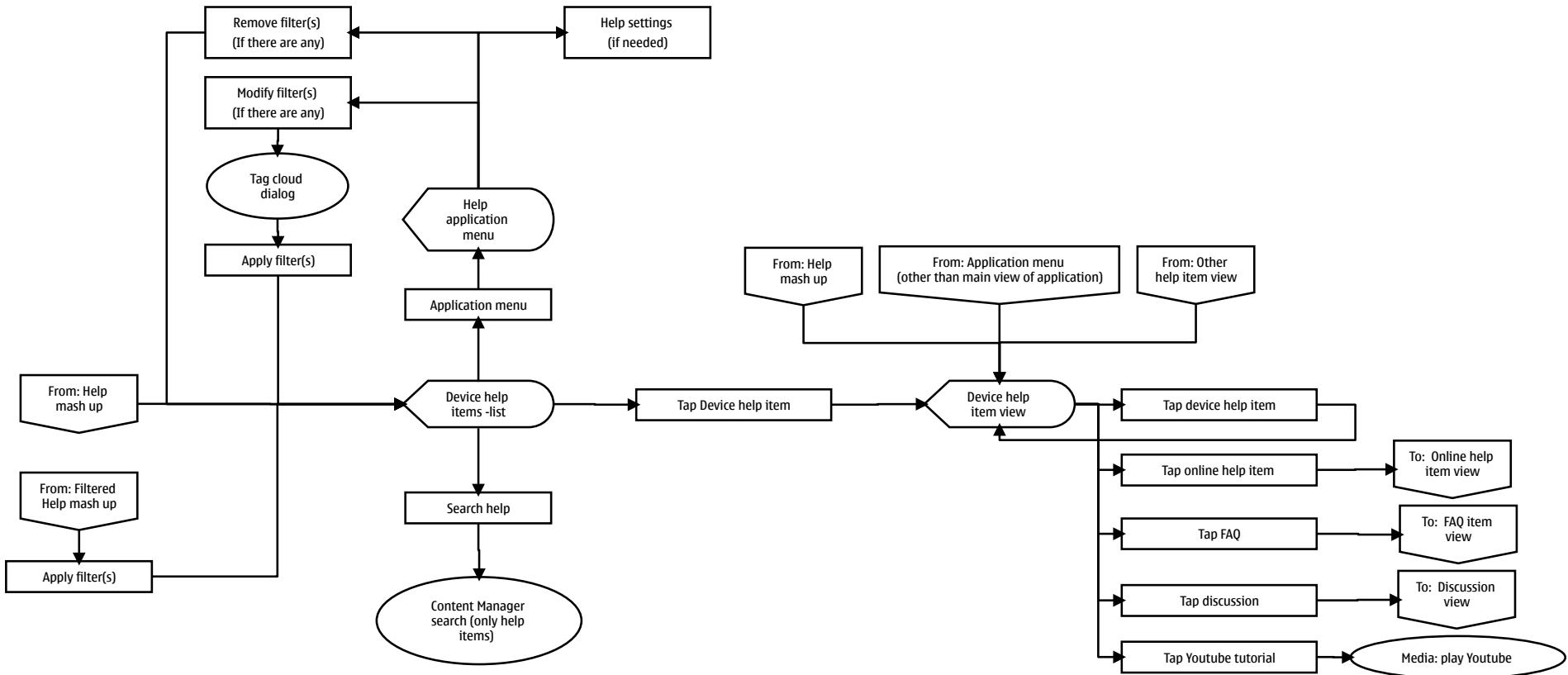
3. Learning about the Direct UI

- User should be able to learn basic interactions and potential of the Direct UI through help.

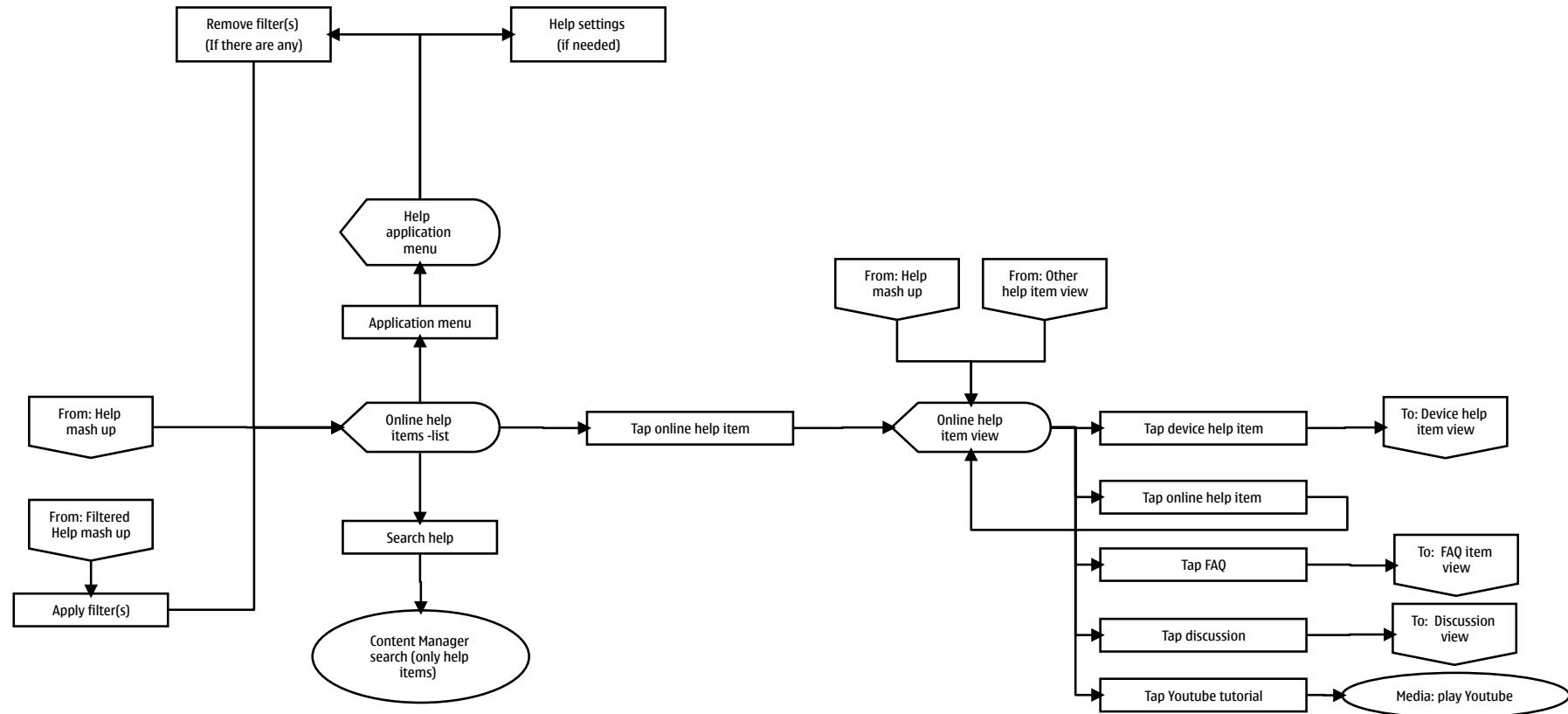
Main Interaction Flow– Help mash up



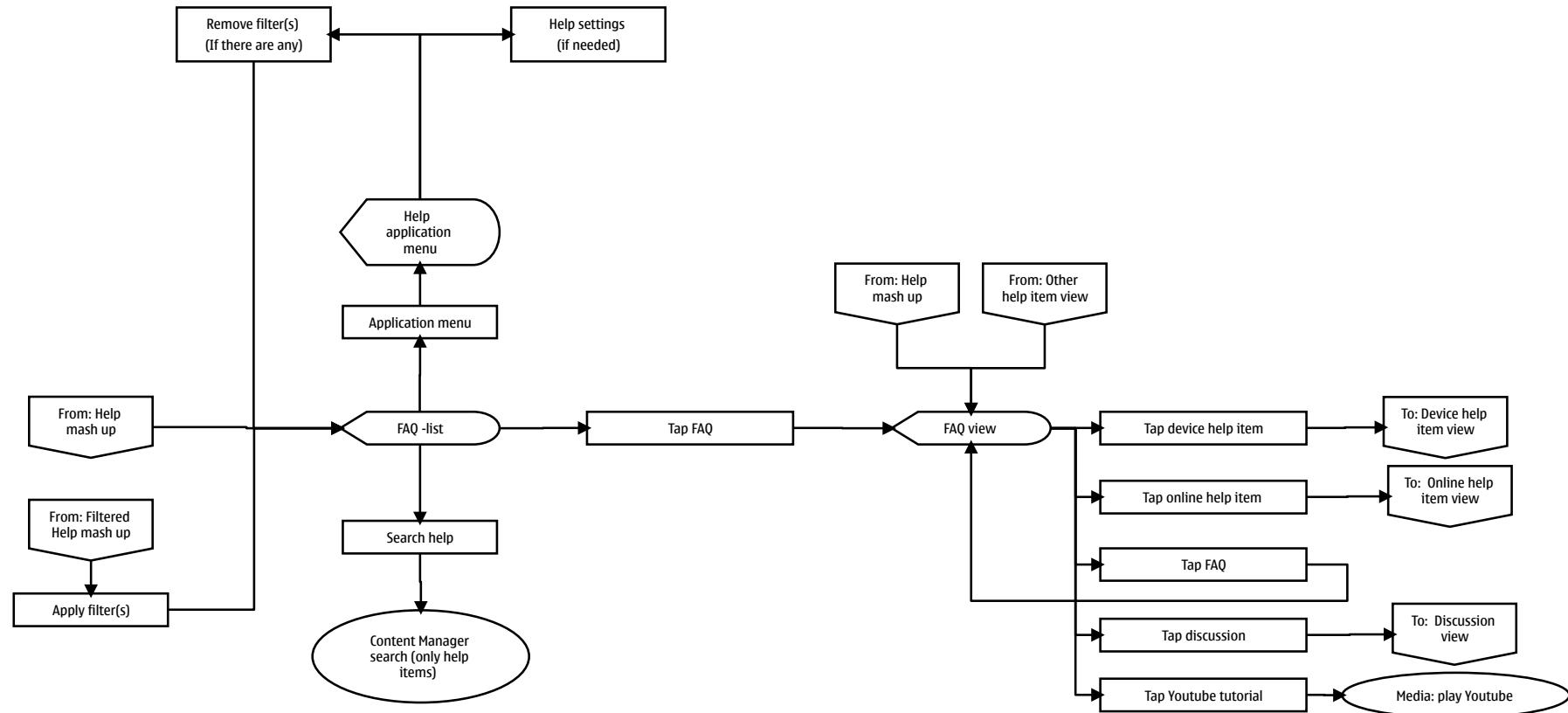
Interaction Flow– Device help items



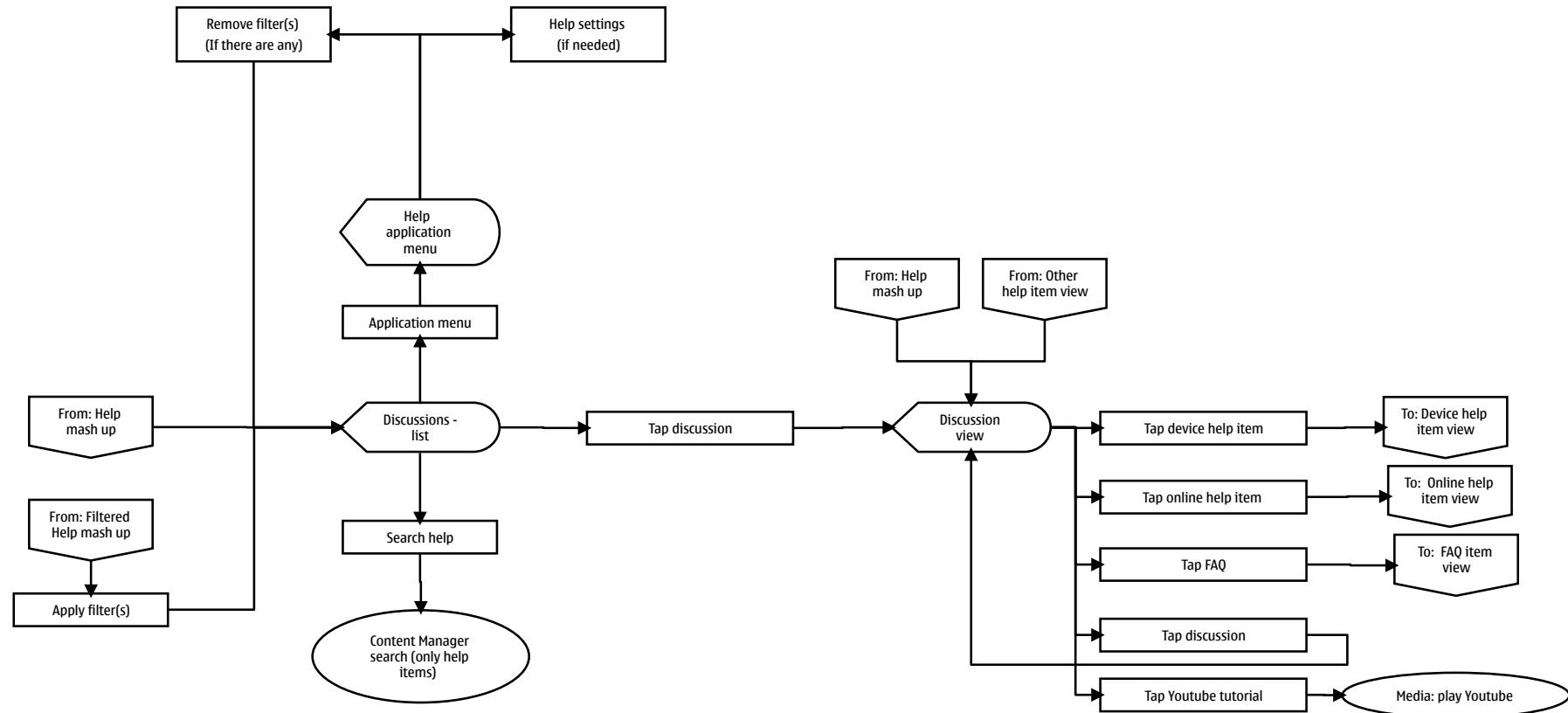
Interaction Flow– Online help items



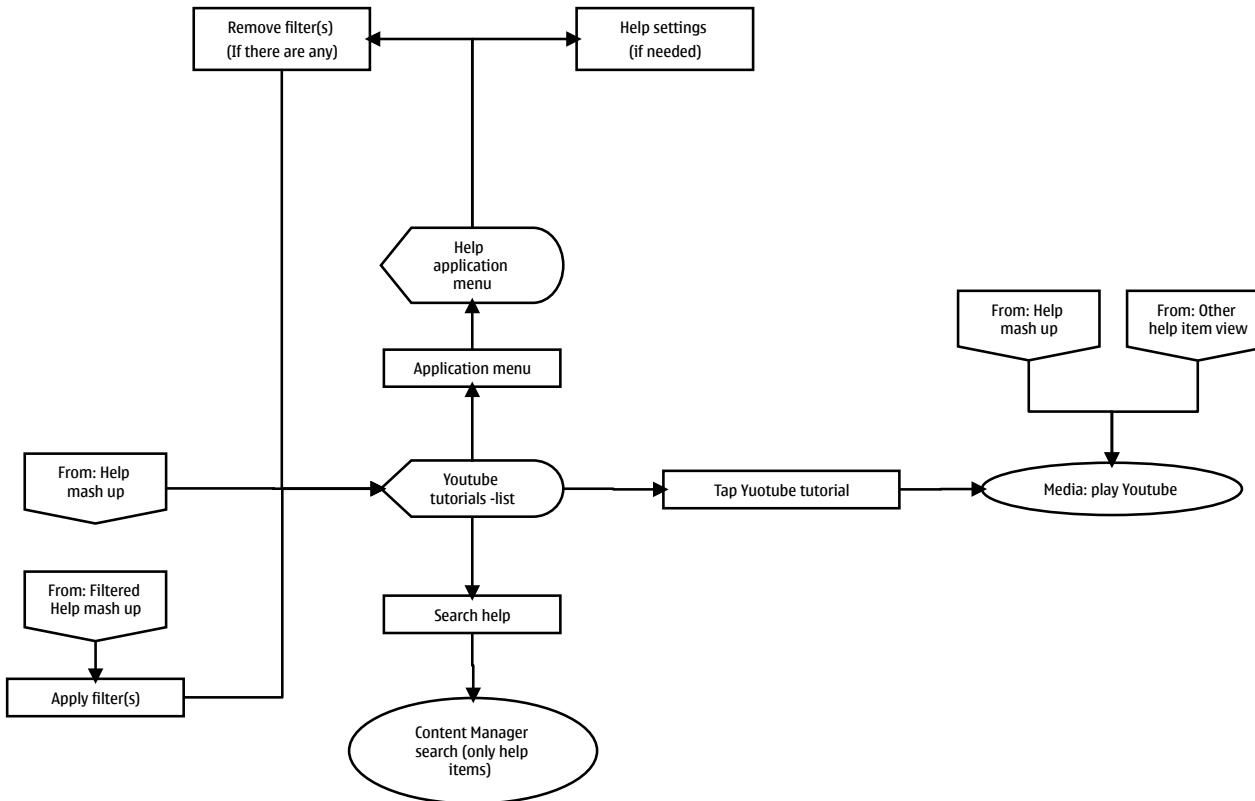
Interaction Flow– FAQs



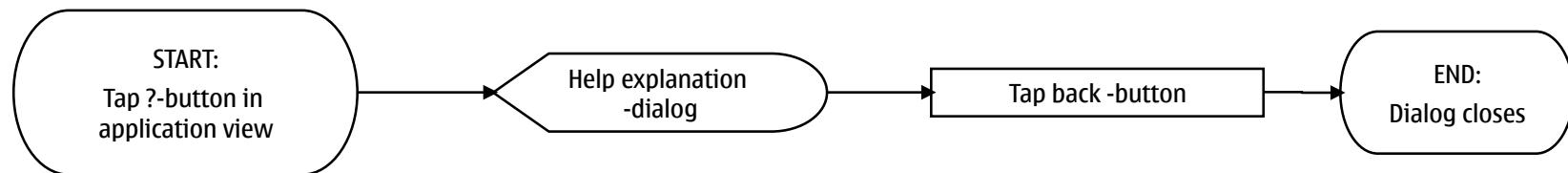
Interaction Flow– Discussions



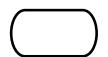
Interaction Flow– Youtube tutorials



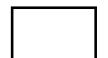
Interaction Flow– Help explanation dialog



Interaction Flows - Used shapes



Starting or ending point of the system



Task/Operation (e.g. Search)



Decision (ask a question e.g. continue?)



Sequence (e.g. Open) **Note:** Do not use two-way arrows as a sequence!



Display- information is displayed to the user



Delay – e.g. no action made by the user

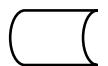


Connect: e.g. another application/feature described elsewhere



Off-page: Flow continues on another page

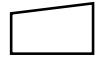
Other Shapes



Stored data (hard drive, memory card)



Input/output



Manual input (user needs to e.g. write something)

Anatomy of the Design

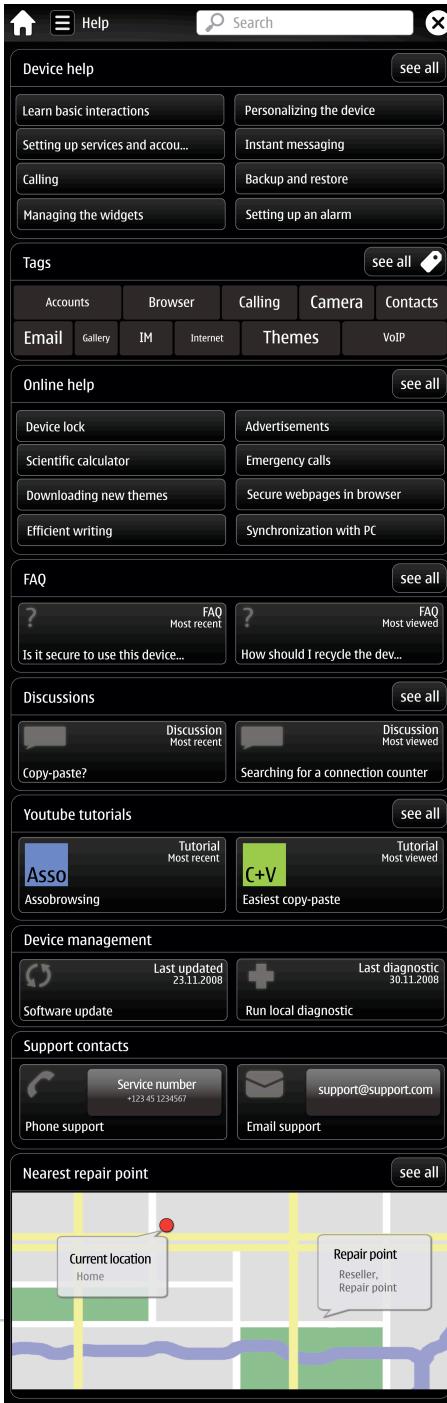
Help mash up

Help list views

Help item views

Help explanation dialog

Anatomy of the Design Layout – Help mash up



Anatomy of the Design

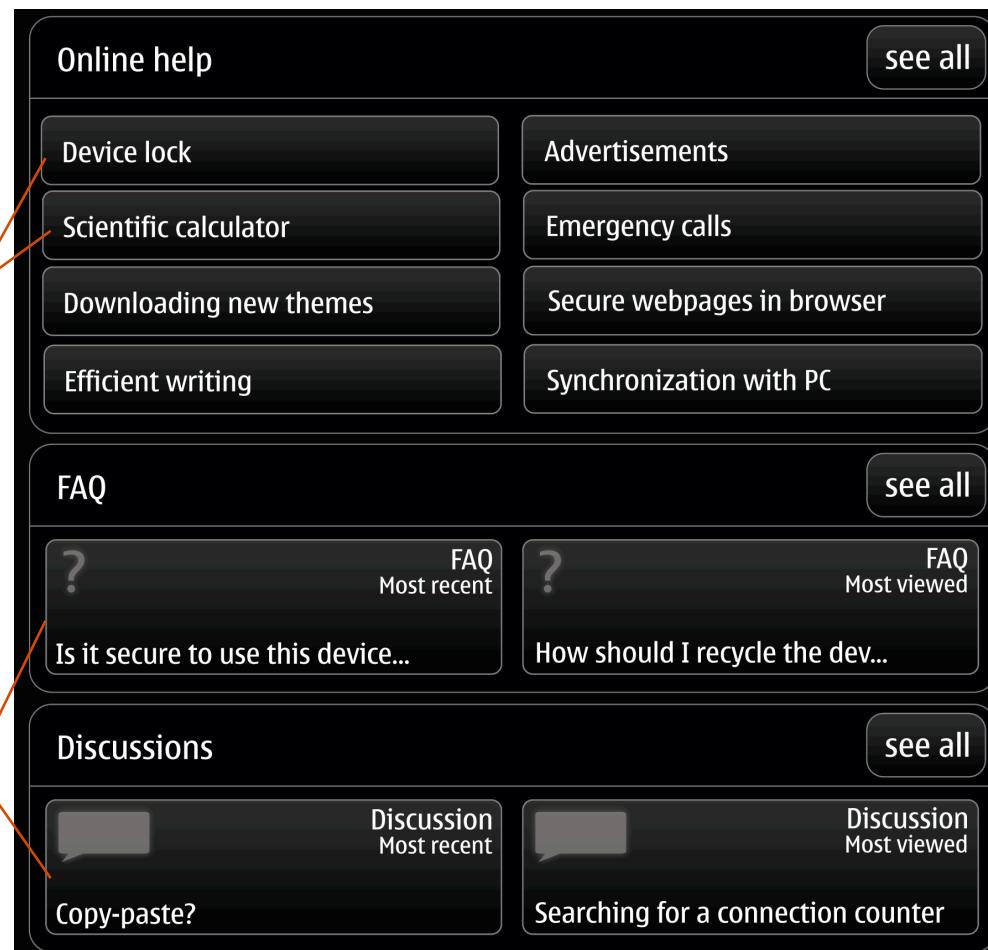
Layout - Help mash up details (1/4)

The diagram illustrates the layout of the Nokia Help mash up application. It features a central search bar at the top with a magnifying glass icon and the word "Search". To the left is a "Help" menu icon, and to the right is a "Close" button (an "X"). Below the search bar is a "Device help" section containing a grid of cards: "Learn basic interactions", "Personalizing the device", "Setting up services and accou...", "Instant messaging", "Calling", "Backup and restore", "Managing the widgets", and "Setting up an alarm". Above this grid is a "see all" button with a "Device help" label. Below the "Device help" section is a "Tags" section with a "see all" button and a tag icon. This section contains a grid of tags: Accounts, Browser, Calling, Camera, Contacts, Email, Gallery, IM, Internet, Themes, and VoIP.

- Home**
Go to Home screen without closing help application.
- Application menu**
Application menu has following options: Customize mash up and Settings. It will also show current filters if there are any, and provide options to remove or modify filters.
- Device help**
Most relevant items are listed here. Tapping an item will open the 'Device help item' view.
- Tags**
Tapping a tag will filter the mash up. E.g. if Email is tapped, Help: Email mash up is shown.
- Close**
Close help application.
- Search**
Search is embedded, because there is no need for any other command.
- See all -buttons**
'See all' opens a view where all content is listed.
Exceptions:
 - Tags: Opens Tag cloud dialog
 - Nearest repair point: Opens map application, where all repair points are on the map

Anatomy of the Design

Layout - Help mash up details (2/4)



Online help

Most relevant items are listed here. Tapping an item will open the 'Online help item' view.

FAQ & Discussions

Most recent and most viewed items are shown here. Tapping an item will open 'FAQ' view or 'Discussion' view.

Online and web containers

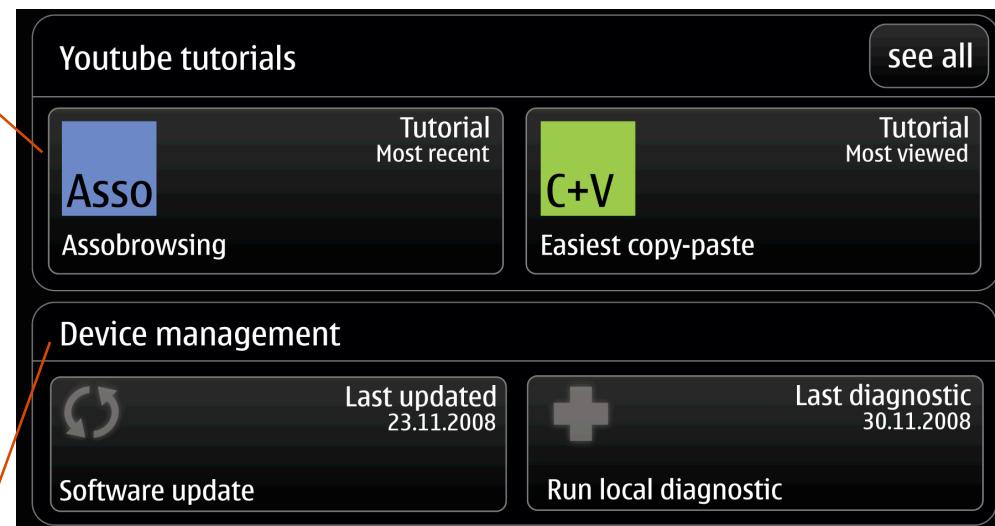
Following information is fetched from internet

- Online help
- FAQ
- Discussions
- Youtube tutorials

Anatomy of the Design

Layout - Help mash up details (3/4)

Youtube tutorials
Most recent and most viewed items are shown here. Tapping an item will open Youtube video in media application.

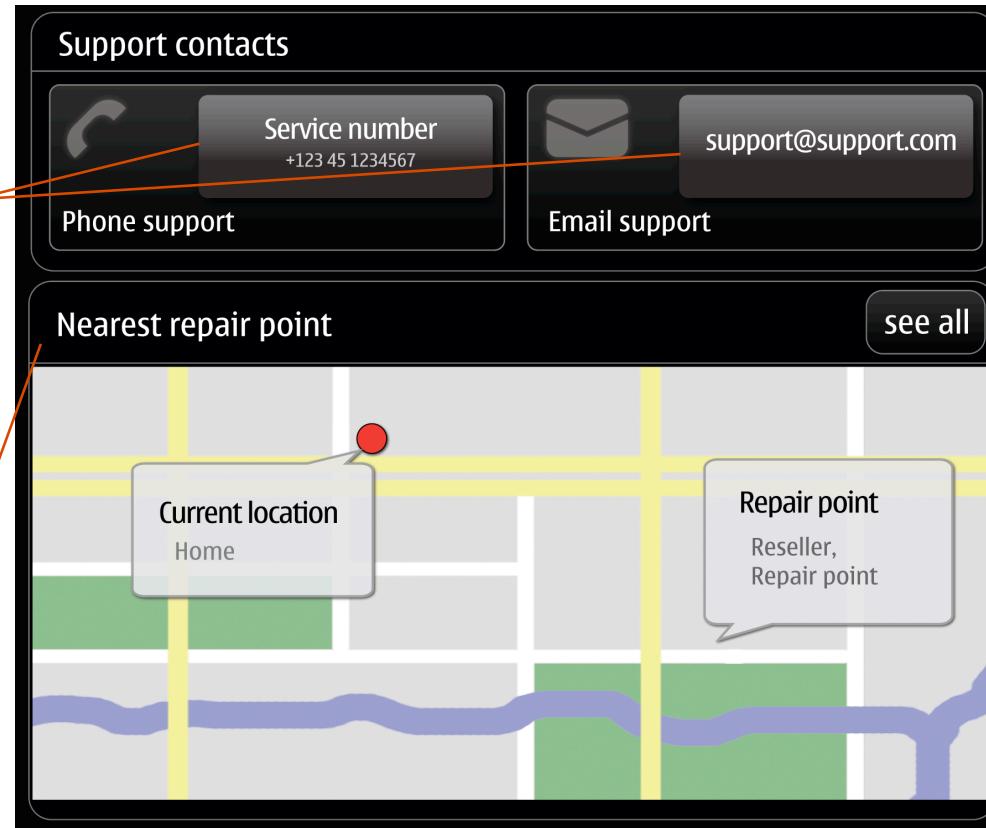
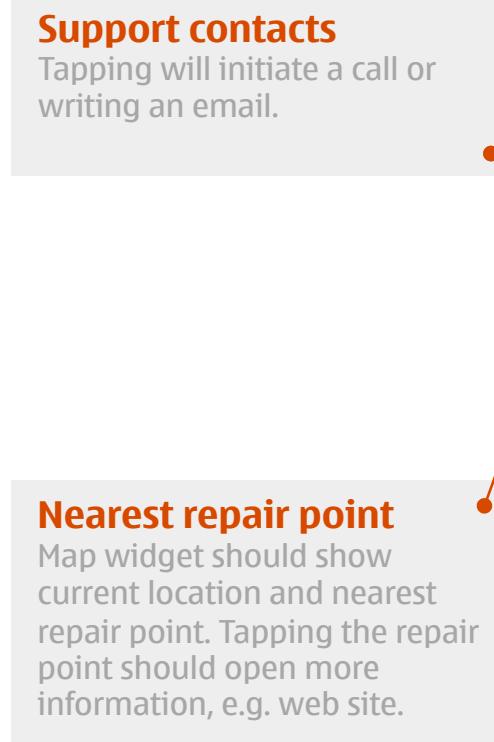


Device management
Software update and Local diagnostic can help user when there is some problem with the device.

OPEN ISSUES:
Are 'Software update' and 'Local diagnostic' in help or somewhere else. And if they are in help, what happens when user taps these.

Anatomy of the Design

Layout - Help mash up details (4/4)



Anatomy of the Design

Layout - Help mash up Used Components (1/2)

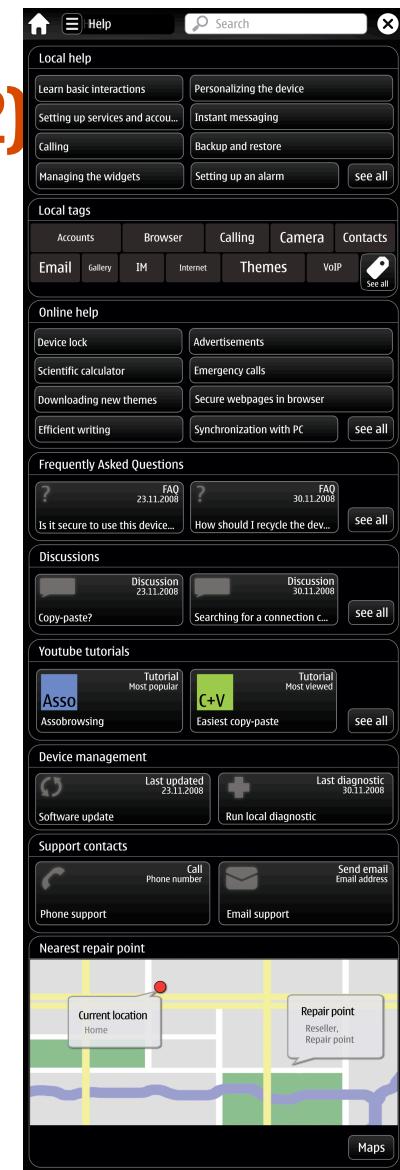
Component	Owner	Required attributes
Main window	FW	
Pannable area	FW	Search-widget in pannable area, only in portrait
Mashup Container	FW	
Grid	FW	
Label	FW	
Image	FW	
Toolbar	FW	Search-widget in toolbar, only in landscape
Scroll indicator	FW	
Tag cloud widget	FW	
Content Framework	FW	Search



Anatomy of the Design

Layout - Help mash up Used Components (2/2)

Component	Owner	Required attributes
Connectivity	FW	Internet connection for updating the online information
Sharing	FW	Share help items
Location Framework	FW	



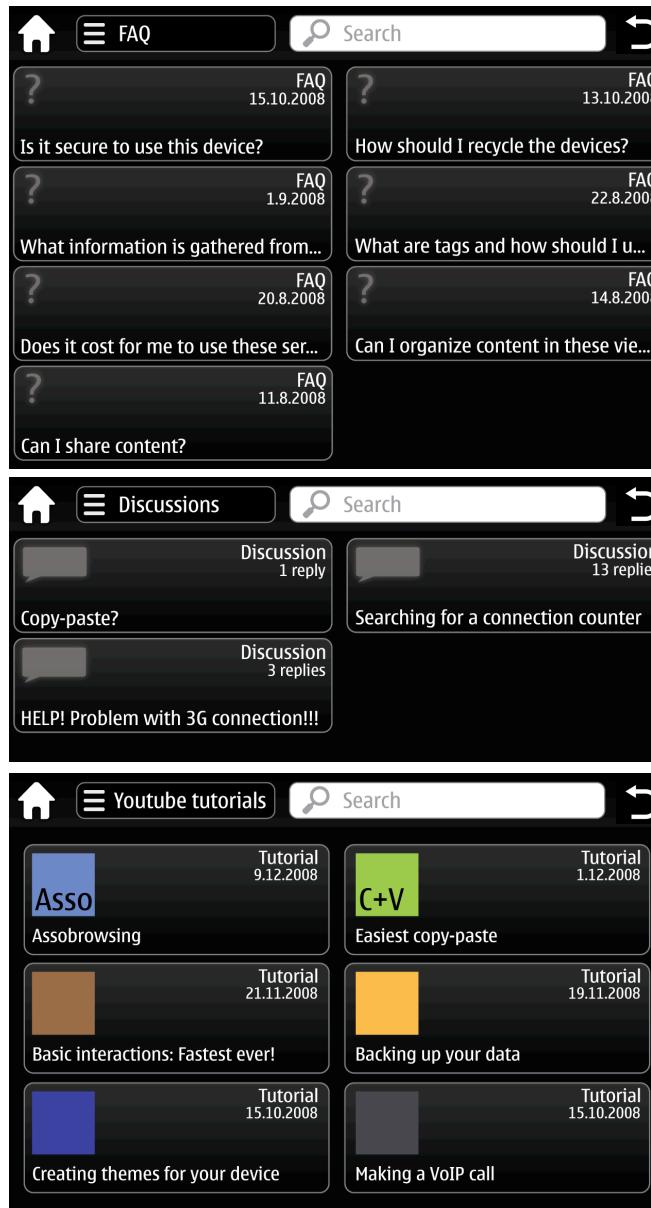
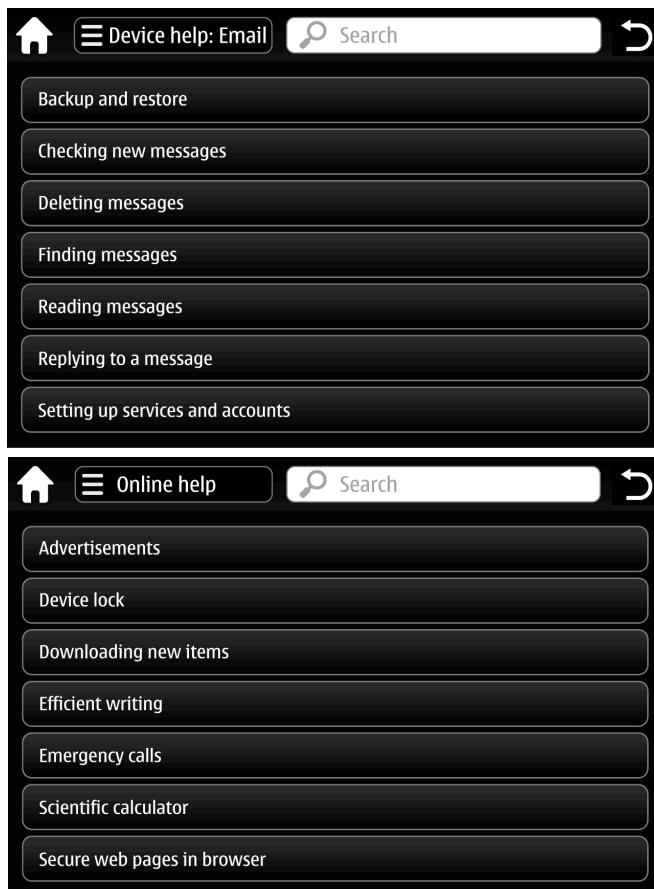
Help mash up

- Mash up is always the main view of help.
- Content of the mash up changes depending of the context.
 - If help is accessed from main menu, content will be generic and change when user e.g. uses tags to define what she/he wants to be shown.
 - If help is accessed from application menu (in the main view of application), content will be filtered to the help items for that application.

Help mash up - object specific menu, menu

- Application menu:
 - Current filter
 - Remove all filters
 - Remove one filter
 - Modify filters
 - Customize mash up
 - Settings
- Object specific menu is reserved for mash up actions

Anatomy of the Design Layout – List views



Anatomy of the Design

Layout – Device help items –list, Online help items –list details

Application menu
Application menu has following options: Settings. It will also show current filters if there are any, and provide options to remove or modify filters.

Help items
Help items are shown as a list, which is ordered alphabetically.
Tapping a help item will open 'Device help item' view or 'Online help item' view.

Device help items –list

- Backup and restore
- Checking new messages
- Deleting messages
- Finding messages
- Reading messages
- Replying to a message
- Setting up services and accounts

Online help items –list

- Advertisements
- Device lock
- Downloading new items
- Efficient writing
- Emergency calls
- Scientific calculator
- Secure web pages in browser

Back
Back to Help mash up.

Anatomy of the Design

Layout – FAQ list, Discussions list, Youtube tutorials list details

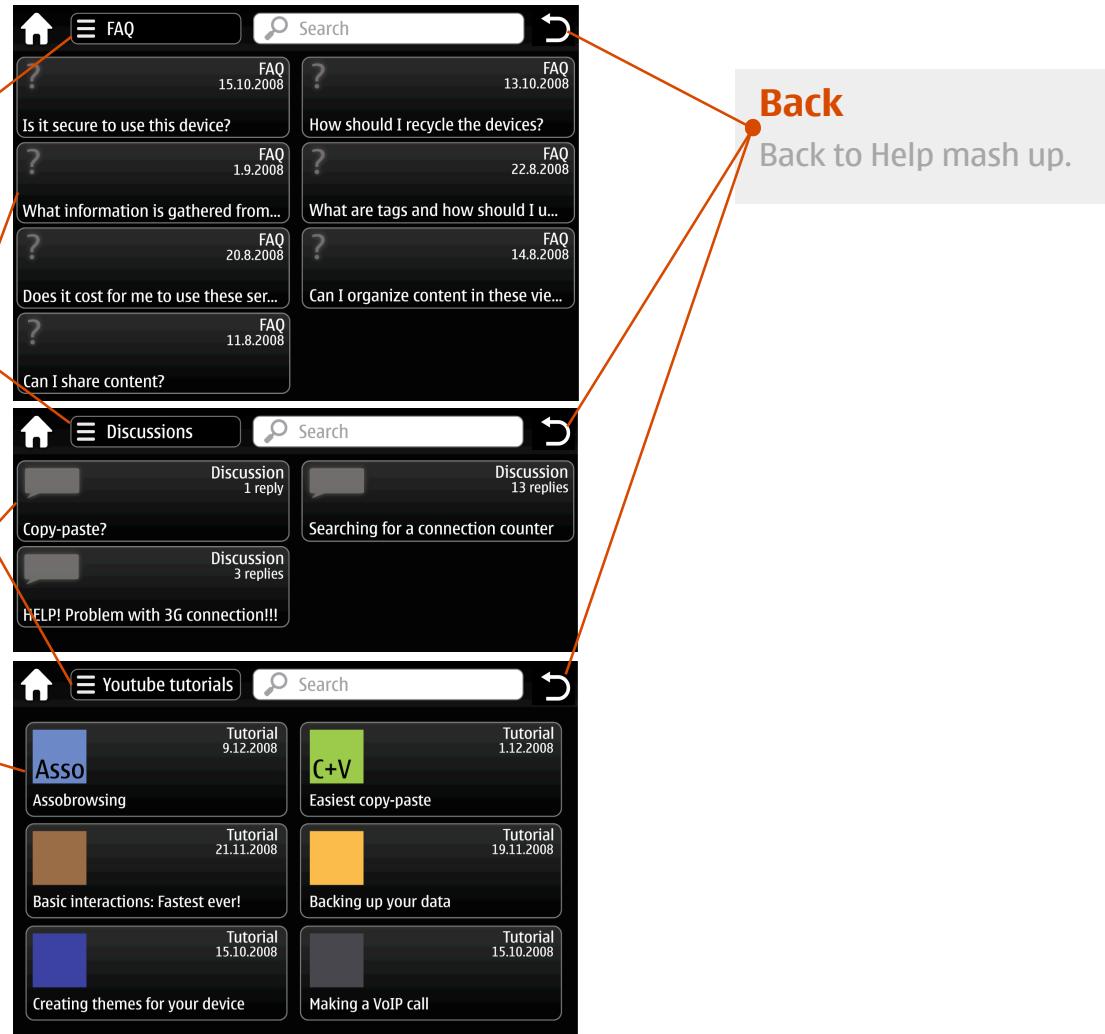
Application menu

Application menu has following options: Settings. It will also show current filters if there are any, and provide options to remove or modify filters.

Help items

Help items are shown as a grid, which is ordered either alphabetically or by time.

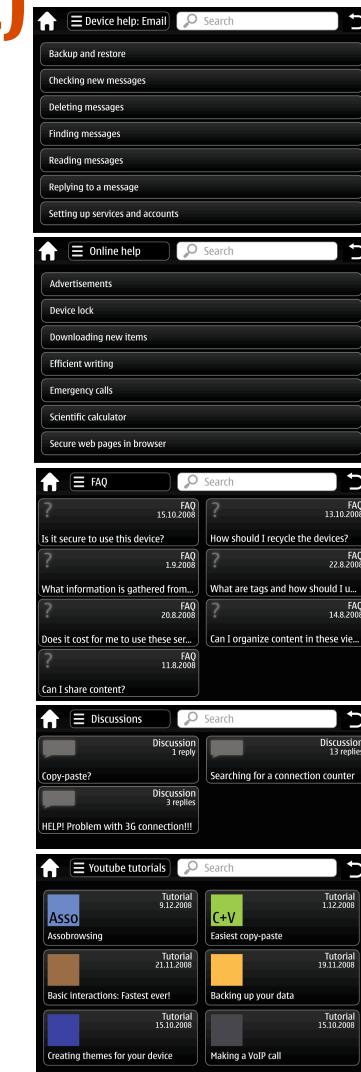
Tapping a help item will open 'FAQ' view, 'Discussion' view or Youtube video in Media application.



Anatomy of the Design

Layout - Help list views Used Components (1/2)

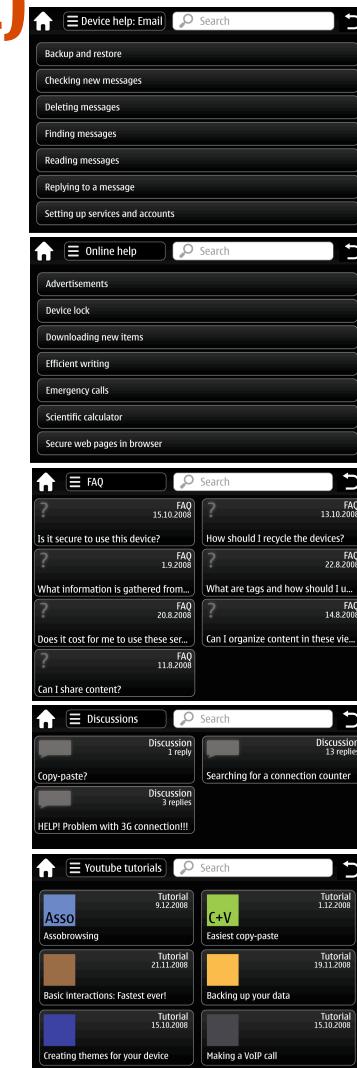
Component	Owner	Required attributes
Main window	FW	
Pannable area	FW	Search-widget in pannable area, only in portrait
List	FW	
Grid	FW	
Label	FW	
Image	FW	
Toolbar	FW	Search-widget in toolbar, only in landscape
Scroll indicator	FW	
Content framework	FW	Search



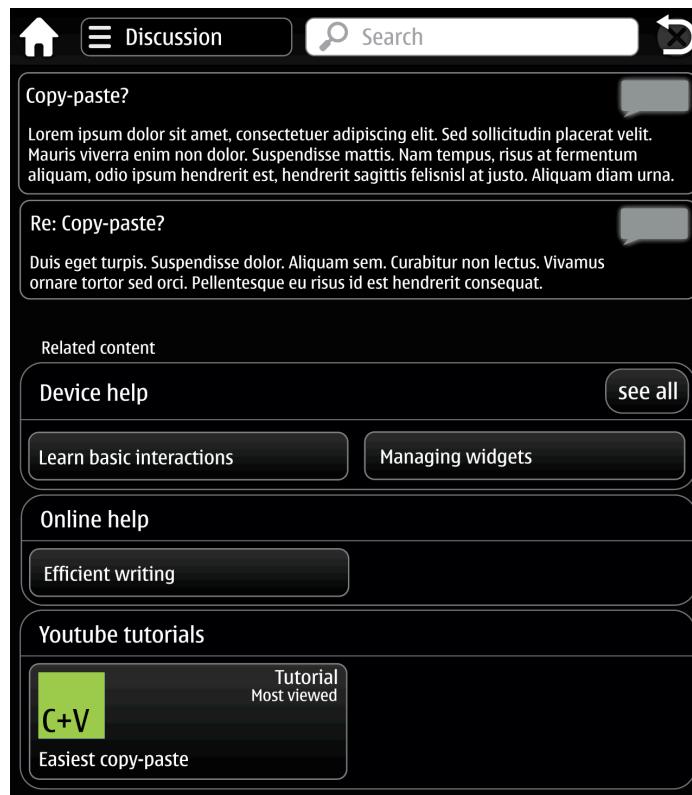
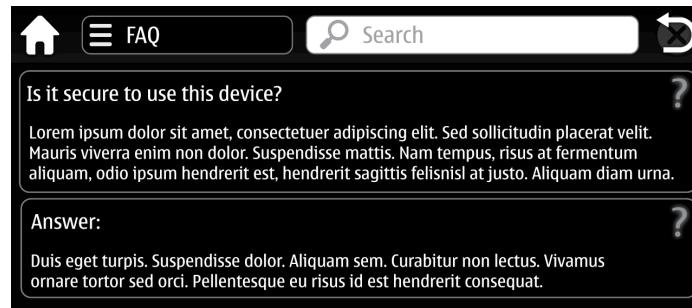
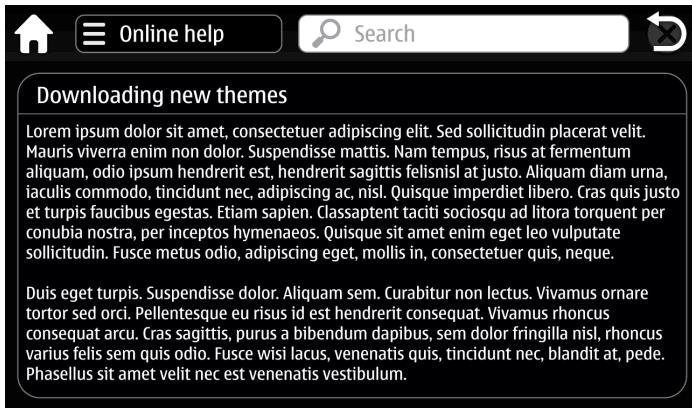
Anatomy of the Design

Layout - Help list views Used Components (2/2)

Component	Owner	Required attributes
Connectivity	FW	Internet connection for updating the online information
Sharing	FW	Share help items



Anatomy of the Design Layout – Help item views



Anatomy of the Design

Layout – Device help item view, Online help item view details

Help item
Help item is presented in container which has a title and content area. In content area, there can be text, images, links, buttons, etc. common components which are needed for one help item.

Device help item view

Online help item view

Back
Back to List view, Help mash up or other item view, depending from where user came.

Close
If user came from other application to this view, there should be close-button instead of back.

Related content
In each help item view, there is related content area below actual item, if any related content exists. This helps user to find more information about the current subject.

Anatomy of the Design

Layout – FAQ item view, Discussion item view details

FAQ and Discussion items
FAQ or discussion item is presented in container which has a title and content area. Answers and replies are shown same way below questions.

Back
Back to List view, Help mash up or other item view, depending from where user came.

Close
If user came from other application to this view, there should be close-button instead of back.

Related content
In each help item view, there is related content area below actual item, if any related content exists. This helps user to find more information about the current subject.

Anatomy of the Design

Layout - Help item views Used Components (1/2)

Component	Owner	Required attributes
Main window	FW	
Pannable area	FW	Search-widget in pannable area, only in portrait
List	FW	
Grid	FW	
Label	FW	
Image	FW	
Toolbar	FW	Search-widget in toolbar, only in landscape
Scroll indicator	FW	
Content framework	FW	Search



Anatomy of the Design

Layout - Help item views Used Components (2/2)

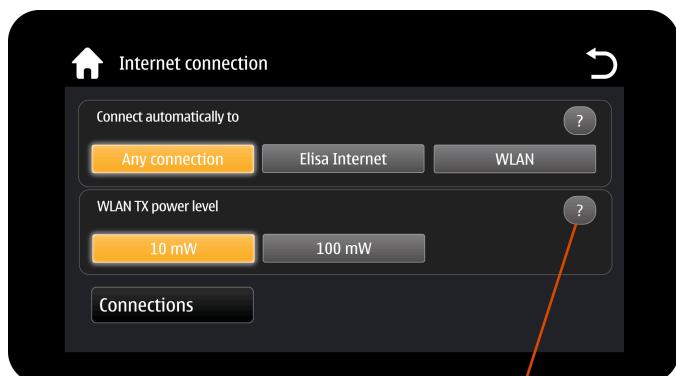
Component	Owner	Required attributes
Mashup container	FW	
Connectivity	FW	Internet connection for updating the online information
Sharing	FW	Share help items

The figure displays four screenshots of a mobile application interface, each representing a different type of help item view:

- Managing widgets:** Shows a list of widgets with descriptions. The first widget is described as having an 'Internet connection for updating the online information'.
- Online help:** Shows a list of help items, with the first one being 'Share help items'.
- FAQ:** Shows a list of frequently asked questions, with the first one being 'Is it secure to use this device?'.
- Discussion:** Shows a discussion thread titled 'Copy-paste'. It includes a 'see all' link, related content links for 'Device help', 'Learn basic interactions', 'Managing widgets', 'Online help', 'Efficient writing', and 'Youtube tutorials', and a specific post about 'Easiest copy-paste'.

Anatomy of the Design

Layout – Help explanation dialog

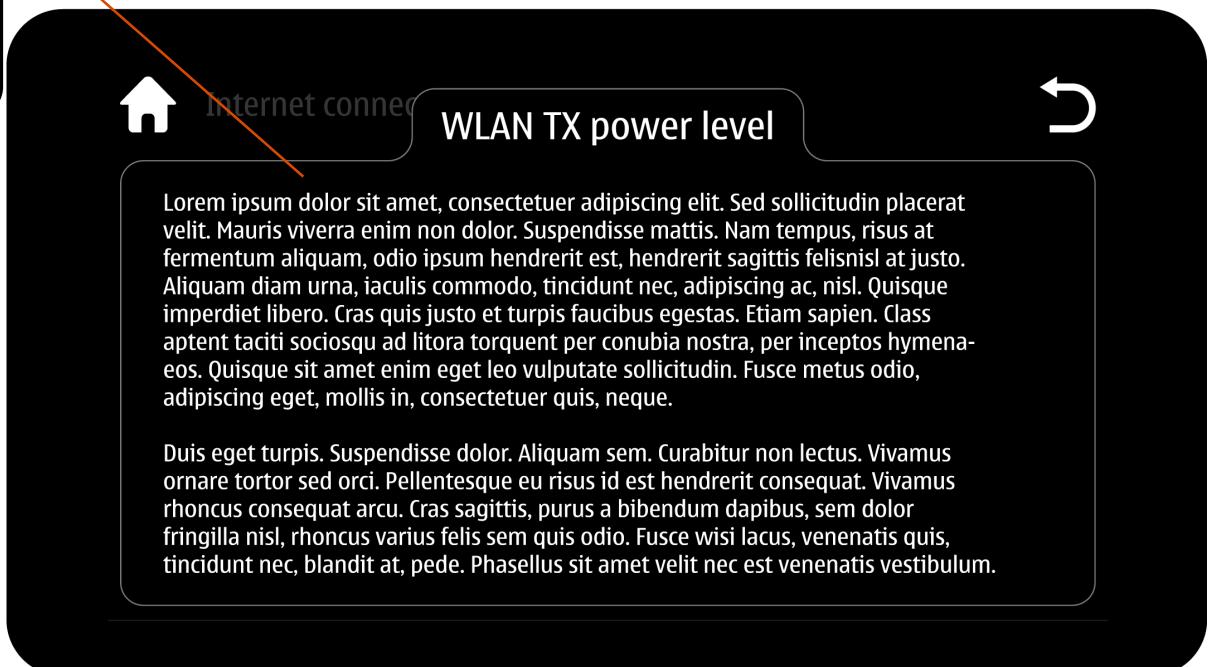


? -buttons

In application, or in settings, there can be ?-buttons. Tapping one of those buttons will open Help explanation dialog.

The explanation dialog

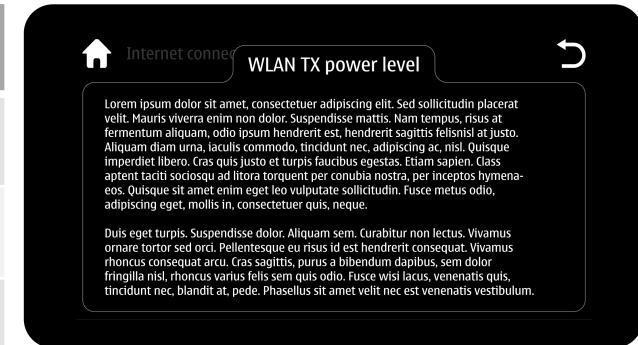
Dialog is a regular dialog and behaves the same way as other dialogs. The dialog is part of the application from where it was opened. Help text is coming from help application. Usually in the dialog should be a help text which clarifies the unusual term or action to the user. In addition, there can be also a button link to a help item. Button opens help application.



Anatomy of the Design

Layout - Help explanation dialog Used Components

Component	Owner	Required attributes
Dialog	FW	
Label	FW	
Image	FW	
Pannable area	FW	
Scroll indicator	FW	
Button		



Dependencies

Requirements to CORE frameworks

- **Content management:** Search & Tag cloud widgets, possibly associated content in other applications (e.g. user is viewing Youtube tutorial and wants to see more tutorials, not other Youtube videos)
- **Media:** Showing Youtube tutorials after user has selected one
- **Connectivity:** Internet connection
- **Sharing:** Sharing help items should be possible

Requirements from CORE frameworks

- Help application for showing help content
- Help explanation dialog for showing 'quick help' without opening the whole help application

Provided for other applications

- Help design brief, guideline & specifications

Portrait vs. landscape

- Landscape: Search is embedded to the toolbar.
- Portrait: Search is on top of the canvas, not in floating toolbar.

Scalability

Out of the Box

- Help application behaves the usual way when it is launched for the first time.
 - Reason: all necessary data is already available (help in the device, online-help connections)

Context & Adaptability

- Help always adapts to the context
 - E.g. when opened from application, help shows topics/item for current application view.
- In the mash up layout, there are contact information and map container which are adapting to the context (location, language).

Localization

- The terms used in the help application should be carefully considered. They should be clear for users and not create more confusion in already stressful situation (need for help).
- E.g.
 - Device help vs. Online help
 - FAQ, Discussions, Tutorials
 - Repair point
- Also the actual help text should always be clear for users.
 - Using users' language, not engineer language.

Personalization

- In mash up layout users can personalize containers' size, order and amount.
- Additional web widgets can be added to the mash up.

Proof of Concept

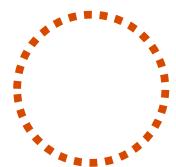
Use Case Walkthrough

Walkthrough

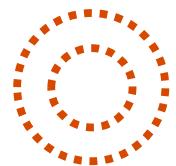
Critical/Frequent tasks

1. Tell me what this means
2. Guide me through the task when I am in the middle of doing something
3. Guide me through the task when I don't know where to start
4. Explain me what I can do with Direct UI
5. Tell me where can I contact if I have some problem with the device

Touch symbols



Tap



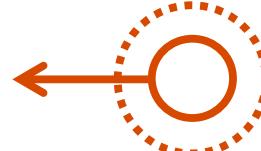
Double tap



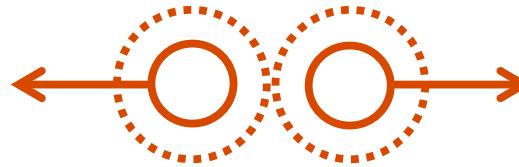
Long press



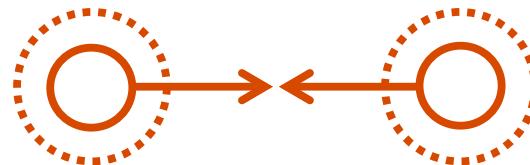
Flick



Touch - drag



Zoom in

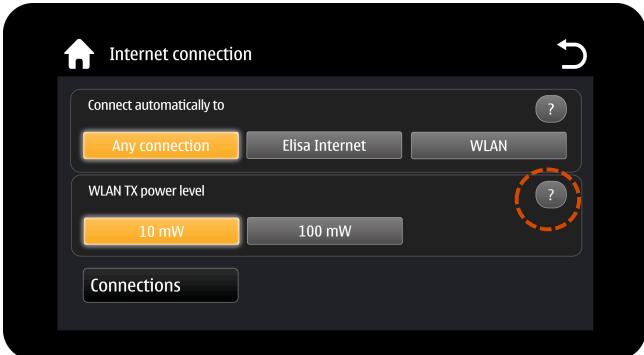


Zoom out

Walkthrough

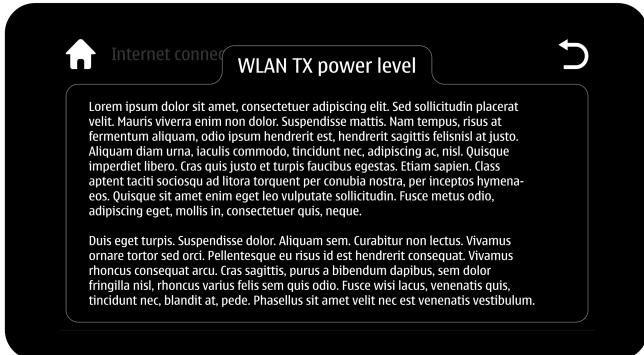
Tell me what this means

1



- ⇒ User is in the middle of doing something with internet connectivity settings. He is not sure what WLAN TX power level means and he wants to find out.
- ⇒ User taps ?-button.

2

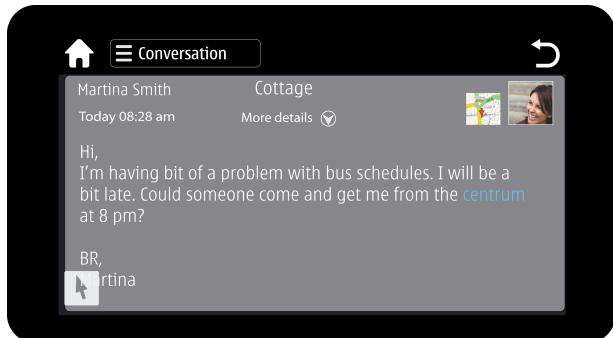


- ⇒ Help explanation dialog opens and shows the explanation text for WLAN TX power level.
- ⇒ User can go back by tapping back-button.

Walkthrough

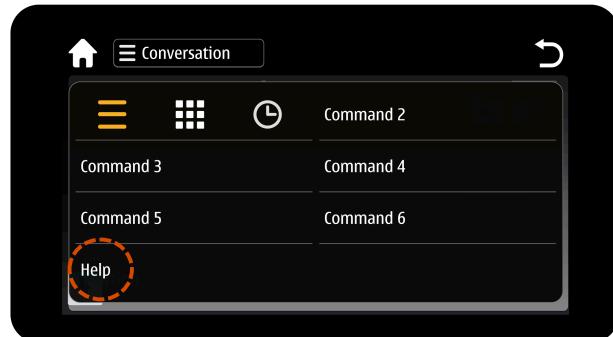
Guide me through the task when I am in the middle of doing something

1



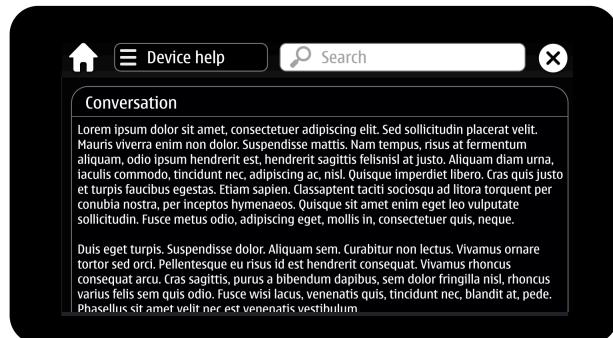
- ⇒ User is in the middle of task and needs help.
- ⇒ User taps application menu open.

2



- ⇒ User taps Help in the application menu.

3

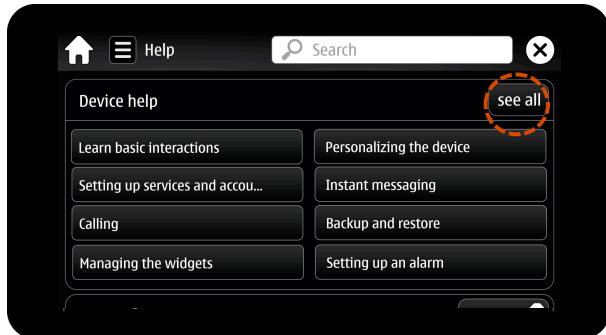


- ⇒ Help system opens the most relevant help item for that specific application view. (Others are shown in Related content -area below actual help item.)

Walkthrough

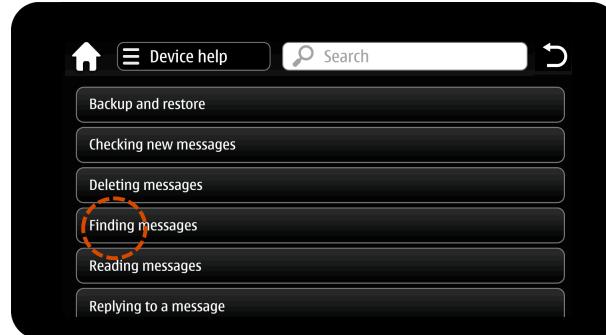
Guide me through the task when I don't know where to start

1



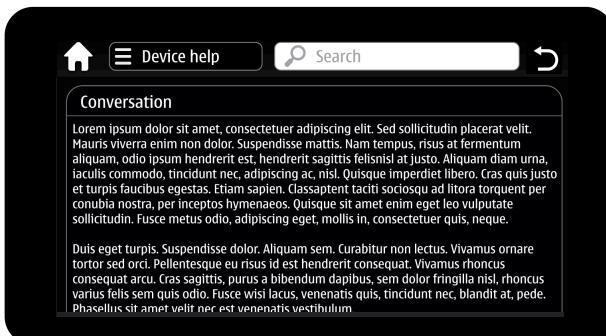
- ⇒ User has opened the help application from main menu. Help mash up shows generic content.
- ⇒ User taps see all (device help).

2



- ⇒ Help system opens the list of all device help items in alphabetical order.
- ⇒ User finds the help item he was looking for and taps it.

3



- ⇒ Help item opens.
- ⇒ Below the actual item is 'Related content' area, where user can find more information about the subject.

Walkthrough

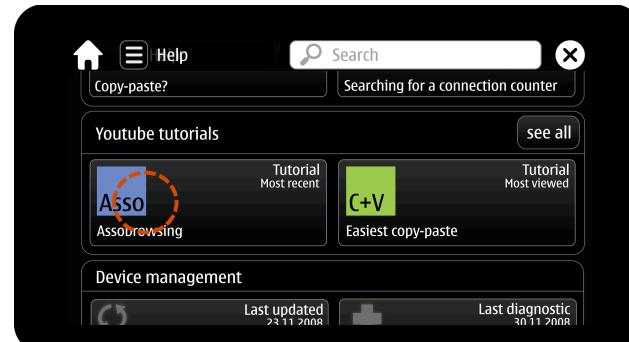
Explain me what I can do with Direct UI

1



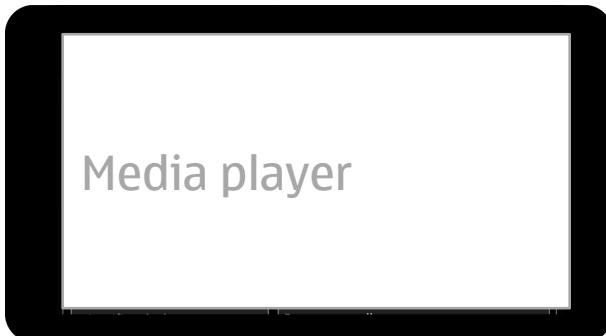
- ⇒ User has opened the help application from main menu. Help mash up shows generic content.
- ⇒ User pans the screen to see more options.

2



- ⇒ User sees that there are YouTube tutorials available.
- ⇒ User taps one YouTube tutorial to see what assobrowsing is.

3



- ⇒ YouTube tutorial starts in media player.

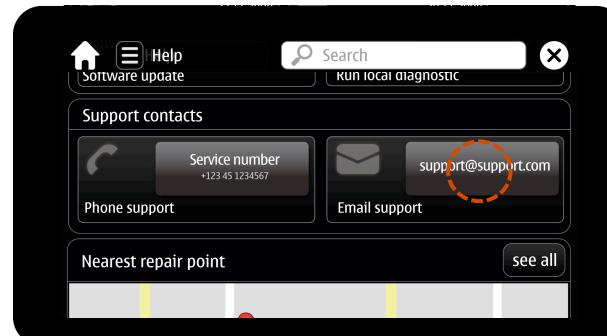
Walkthrough

Tell me where can I contact if I have a problem with the device

1

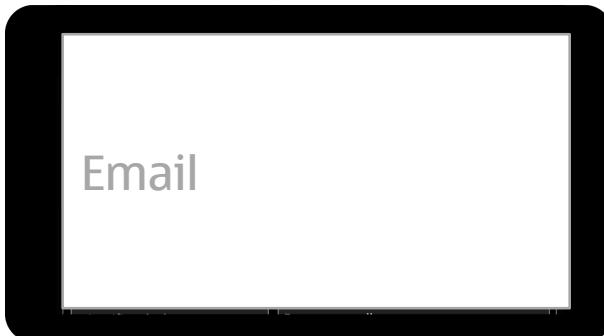


2



- ⇒ User has opened the help application from main menu. Help mash up shows generic content.
- ⇒ User pans the screen to see more options.

3



- ⇒ User sees that there are phone and email support contacts and also the nearest repair point.
- ⇒ User decides to write an email and taps the Email support option.

- ⇒ Email application opens (writing an email).
- ⇒ Email address is already filled, user just needs to write subject and actual message.

Help topics

DISCLAIMER:

**This is only the current understanding, based on the design briefs
that were enough ready when this document was created.**

Help topics – Browser

1. Opening web pages (e.g. links, user-entered addresses, bookmarks etc)
2. Moving document inside browser window (i.e. panning)
3. Adjusting view to a web page (e.g. by zooming etc) for making content readable
4. Interacting with small-scale content (designed to be used with standard computers)
5. Going back (one or multiple steps) to a previously visited Web page
6. Using Web services: Searching Web, Reading RSS feeds, Using Facebook/Flickr/etc
7. Using page-provided mouse event sensitive functions/features (hover and drag/pan)
8. Opening/Saving files from Internet (downloading/streaming audio, video files etc)
9. Storing addresses: adding bookmarks, subscribing to feeds, etc
10. Editing and submitting Web forms
11. Accessing web sites/services requiring authentication
12. Storing/deleting passwords for Web sites/services
13. Sharing addresses with friends
14. Checking security details for a Web site/service
15. Minimizing costs of browsing
16. Selecting text from web pages etc.

Help topics – Cellular adaptation

- 1. Entering the PIN code**
- 2. Information of current cellular status (signal strength, GSM, 3G, not available, which line in use, Cell Info)**
- 3. SIM card removing**
- 4. SIM card inserting**
- 5. Emergency call from PIN code query**
- 6. Switching to different operator network manually**
- 7. Switching to alternate line (ALS, alternate line service)**

Help topics - Clock

- 1. View current time**
- 2. Setting morning alarm**
- 3. Stopping or snoozing alarm**
- 4. Setting time manually**
- 5. Viewing time of another location**
- 6. Measuring time**

Help topics - Contacts

- 1. Find Contact from contact book**
- 2. Initiate Communication Start**
- 3. Open Content Related To A Contact**
- 4. Add New Contact**
- 5. Merge Contact**
- 6. Add New Detail To A Contact**
- 7. Edit Existing detail For A Contact**
- 8. Remove Contact**
- 9. Share Contact information**
- 10. Add Tag To A Contact**

Help topics – Email

- 1. Check new mail from different accounts**
- 2. Read message**
- 3. Reply to message**
- 4. Compose a new message**
- 5. Setup new e-mail account**
- 6. Find message**
- 7. Forwarding messages**
- 8. Delete message**
- 9. Follow information (map links, contact information) from message to other applications**
- 10. Open attached files**

Bubbling under: Folder management

Help topics - Messaging

- 1. Writing/Sending new SMS**
- 2. Viewing/Receiving message**
- 3. Replying received message**
- 4. 1-0-1 chat**
- 5. Group chats**
- 6. Searching messages**
- 7. Archiving/sorting messages (OBSOLETE)**
- 8. Seeing details of a message (sender, timestamp,...)**
- 9. Access to other contacting methods (call, email,...)**
- 10. Sharing files**

Help topics - Settings

- 1. Adjusting Profile setting**
- 2. Changing Date & Time**
- 3. Changing Ringing tone**
- 4. Adjusting Bluetooth setting**
- 5. Adjusting Display settings**
- 6. Adjusting Internet connection setting**
- 7. Adjusting device system volumes: e.g. Ringing tone volume, etc.**
- 8. Changing Languages (Display language & Keyboard language)**
- 9. Adjusting application – Camera setting**
- 10. Adding account**

Help topics - Telephony

- 1. Making a call**
- 2. Receiving a call**
- 3. Emergency calls**
- 4. Using other applications during call**
- 5. Conference calls**
- 6. DTMF dialing**
- 7. Adjusting volumes during call**
- 8. Soft rejecting**
- 9. Call time/summary after call ended**
- 10. Video calls**

Help topics – Text entry

- 1. Basic text entry with error correction (Fast mode)**
- 2. Enter non-dictionary words (Accurate mode)**
- 3. Mixed input: dual-language text + numbers + special characters**
- 4. Place cursor**
- 5. Select text**
- 6. Application example: writing a new email**
- 7. Application example: adaptive search of music files**

Help topics – Questions from usability tests (1/4)

General

Does it cost me anything to use applications in WLAN?
Does the device's cost differ if I use it in Home WLAN compared to public WLANs?
What information is gathered from me when I use this device?
Is it secure to use the device?
How should I recycle this device? (green values)
What are tags and should I use them?
Will roaming cause me extra costs? How to prevent them?
Will I scratch the device with my fingernails?
How can I clean the fingerprints from the screen?
Other privacy, security, costs, etc. related questions...

Input

How can I write with this device? Where is the keyboard?
Can I change the layout of the keyboard?
Can I personalize the keyboard? (colors, fonts, etc.)
Will the dictionary learn my passwords?
How to remove an unwanted word from dictionary / suggestions?
How to change dictionary language?

Themes

Can I create my own themes?
If I change the theme, for what things it will affect?
Are there downloadable themes available?

Homescreen & UI framework

How can I find object-specific functions?
How can I do multiselect?
How can I scroll pages?
How to modify my Homescreen?
How to change background image?

Main menu

Can I change the order of menu items?

Task management, event, notifications

How can I switch between applications?
Are tasks in switcher my currently running open tasks or recently used applications?
Can I configure which notifications I want to see?

Clipboard

How can I copy-paste text? Full text or document / only one chapter /select an area from text block.

Settings

Can I change the order of settings?

Startup

What if I forget my PIN code? What can I do then?

Associative browsing

What is this stuff all about? How and why are things related?
Where is this data coming from, which services, which accounts?
Are other people seeing my private files in their assobrowser? How can I know what is my private data and what is being shared?

Content management

How can I add tags to contents?
Which tags are currently assigned to my contents? (assigned vs. suggested tags)
How do tag suggestions work?
Can I create folders to my device? How to organize my files?
Can I make online search from the search view?

Energy management

How can I maximize the battery life of the device?
How can I save energy with this device? (green values)
Can I see somewhere how much different operations (e.g. call) consume power?
Can I control the power consumption of this device? (e.g. reduce power from some applications in order to still make a call, etc.)
Does it increase battery life if I turn off e.g. Bluetooth, 3G, wlan scanning etc?

Help topics – Questions from usability tests (2/4)

Display management

How can I lock the screen?
Does the screen lock itself automatically? How can I control this feature?
How to unlock?"

Device lock

What happens if I forget my passcode? What can I do then?
How can I ensure that my device/information are secured? How can I prevent misuse of my device/information?
What kind of passcode is (most) secure?
Why should I use device lock?

Profiles

Where can I change ringtones or other sound settings?

Connectivity

Can I make an emergency call without a SIM card?
Can I set preferred networks? How to set priority preference for WLAN vs. cell connectivity?
My home wlan doesn't show up in available networks list, what to do? (hidden networks, mac filtering)

Backup/restore

What data does Backup back up? Which data is not backed up if any?
Will there be data conflicts when restoring old backup, and how should I handle them?

Synchronization

What can I synchronize?
Why should I synchronize?

Sharing

Which services are supported?
How can I start to use sharing?
Are my local tags being shared with the files? Especially location & self-assigned tags?

Contacts

How can I import contacts from an external service?
How can I create a shortcut to Contacts to Home?
I have the same contact many times in Contacts. What should I do?
How can I organize my contacts to groups?
I deleted contact detail by accident. How can I undelete it?
Where and to who is my personal information shown?
How much does it cost to synchronize my contacts with an online service?
Where does the device update the new information I add?"

Call

How can I make a conference call?
What is a VoIP call?
Why should I make a VoIP call instead of cellular call?
What do VoIP calls cost?
How can I make VoIP calls?"

Messaging, Presence

What instant messaging services are supported?
How can I use MSN statuses?
How can I change my online status?
How can I/ Can I send an MMS?
I don't like the conversation view of messaging. How can I view my messages in traditional way?

Email

How can I add new email account that is not directly supported?
Where do I find all the information that is needed to add a new email account?
Can I add any email account I want?
I receive a lot of spam. What should I do?

Help topics – Questions from usability tests (3/4)

Single sign on, Accounts management

What if I forget my main password?
This device is not supported by the service I use. What should I do?
Is using single sign on secure? What if the device is stolen? Can the thief use all my stored passwords?
Where in the device different services are shown after adding an account?
What is OVI account and should I have one?

Music & radio

What are these services and how can I use them?
Does it cost for me to use these services?
How can I get my own media content (music/video/images) in to the device?
What media formats this device supports?
Can I make a playlist?
Can I organize content in these views?
Can I share content?
How much there is memory for my content?
How can I browse all my content (music/video/images)
Can I add/edit artist name, song name and other details for music?

Video & TV

What are these services and how can I use them?
Does it cost for me to use these services?
How can I get my own media content (music/video/images) in to the device?
What media formats this device supports?
Can I make a playlist?
Can I organize content in these views?
Can I share content?
How much there is memory for my content?
How can I browse all my content (music/video/images)

Imaging

What are these services and how can I use them?
Does it cost for me to use these services?
How can I get my own media content (music/video/images) in to the device?
What media formats this device supports?
Can I make a slideshow?
Can I organize content in these views?
Can I share content?
How much there is memory for my content?
How can I browse all my content (music/video/images)?
How can I take a picture?
Can I take video with this device?
What is the size and format of pictures/videos?
Can I edit my images?

Clock

How can I set an alarm?
How can I set an alarm that repeats every day?
My device time is not correct. How can I change it?

Calendar

Can I synchronize my device with Outlook?
Can I synchronize my device with online calendars (i.e. Ovi and Google Calendar)?
How can I create a shared calendar?
What is Life Stream and how can I add new material to it?

Maps

Does it cost me anything to use this application?
Can I share my location?
If I share my current location, who else can see my location?
I have geotagged my pictures. How can I see those pictures on the map?
Does the Maps provide some navigation services?

Help topics – Questions from usability tests (4/4)

Browser, RSS reader

Text is too small, can I make it bigger?
Where can I find Back- and Forward-buttons?
How can I add bookmarks and edit them?
Can I synchronize my device bookmarks with my desktop PC?
Can I open many web pages at the same time?
What is RSS feed and how to use it?

Advertising

Am I able to turn off all advertising?
Why should I fill in my personal information to advertising service?
How will my personal information be used, who can access it?
Where can I find my coupons / offers received from ads?