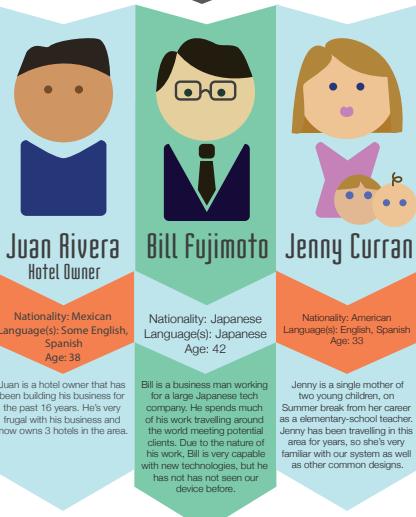


# Challenge:

AC Remote  
Winter 2015

# Comfort Control

by  dhesion



**Juan Rivera**  
Hotel Owner  
Nationality: Mexican  
Language(s): Some English, Spanish  
Age: 38

**Bill Fujimoto**  
Businessman  
Nationality: Japanese  
Language(s): Japanese  
Age: 42

**Jenny Curran**  
Single Mother  
Nationality: American  
Language(s): English, Spanish  
Age: 33

Juan is a hotel owner that has been building his business for the past 16 years. He's very frugal with his business and now owns 3 hotels in the area.

Bill is a businessman working for a large Japanese tech company. He spends much of his time traveling around the world meeting potential clients. Due to the nature of his work, Bill is very capable with new technologies, but he has not seen our device before.

Jenny is a single mother of two young children, on summer break from her career as an elementary school teacher. Jenny has been travelling to this area for years, so she's very familiar with our system as well as other common designs.

## Version 1 Low Fidelity

**Context**

Ensenada Mexico Summer Hotel AC Remote

**Constraints**

- Large buttons and indicator lights for heating and cooling
- Glowing buttons to locate device in the dark
- Clear temperature display that switches between F/C on press
- Easy to hold ergonomic design
- Locate button on unit will cause remote to make sound

**Prototype**




Device serves as a USB phone docking station and heating/cooling remote  
Snowflake button that decreases room temperature up to 6 comfort units\*

Sun button that increases room temperature up to 6 comfort units\*

Fan button that can be used with heating, cooling or just fan

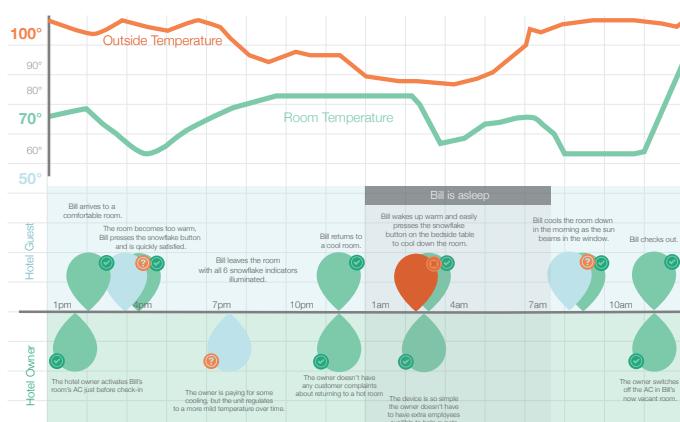
Additional USB ports to charge other devices

USB port, cord wrap and rubberized phone dock allow for use with most smartphones

## Version II Prototype



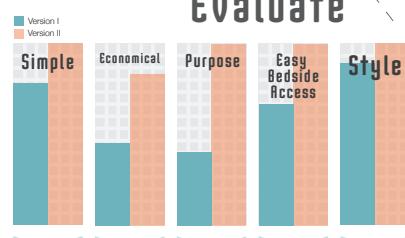
## Experience Map



The experience map illustrates the interactions between the hotel guest, hotel owner, and hotel guest over a 24-hour period, showing how the device integrates into their daily routines.

- Hotel Guest:**
  - 1pm: Arrives at a comfortable room.
  - 4pm: Room becomes too warm; presses snowflake button and is quickly satisfied.
  - 7pm: Leaves the room with all 6 snowflake indicators illuminated.
  - 10pm: Returns to a cool room.
  - 1am: Wakes up warm and easily presses the snowflake button on the bedside table to cool down the room.
  - 4am: Leaves the room.
  - 7am: Returns to a cool room.
  - 10am: Checks out.
  - 12pm: Leaves the room.
- Hotel Owner:**
  - 1pm: Hotel owner activates Bill's room's AC just before check-in.
  - 4pm: Owner is paying for some cooling that the unit regulates to a more mild temperature over time.
  - 7pm: Owner doesn't have any customer complaints about returning to a hot room.
  - 10pm: Owner checks in.
  - 1am: Owner doesn't have any customer complaints about returning to a hot room.
  - 4am: Owner checks out.
  - 7am: Owner wakes up.
  - 10am: Owner checks in.
  - 12pm: Owner leaves the room.
- Hotel Guest:**
  - 1pm: Bill arrives at a comfortable room.
  - 4pm: Room becomes too warm; Bill presses the snowflake button and is quickly satisfied.
  - 7pm: Bill leaves the room with all 6 snowflake indicators illuminated.
  - 10pm: Bill returns to a cool room.
  - 1am: Bill wakes up warm and easily presses the snowflake button on the bedside table to cool down the room.
  - 4am: Bill leaves the room.
  - 7am: Bill returns to a cool room.
  - 10am: Bill checks out.
  - 12pm: Bill leaves the room.

## Iterate



## Version II Improvements

- Removed the screen for ultimate simplicity
- Unit regulates over time
- Remote functions as phone dock & USB station
- Device can replace a bedside alarm clock
- Both dock and unit have sleek, simple design

# Adhesion

Interaction Design • CSC 484 • Abler



Lucas David



Katie Heim



Marty Loewenthal



Holly Lowe



Olin Olmstead



Allen Wong



Victor Zellweger