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Augmented Reality Navigation System for Commercial Spaces

Proposal

by

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Abstract

Frustration and confusion are common emotions that are apparent at large shopping centres. After analysing recent studies, it is evident that shopping centres have a huge role to play in the overall retail experience. In order to provide greater value to both consumers and retailers, retail settings are being challenged to become smarter. One approach that is becoming increasingly recognised is mobile augmented reality apps. Many consumers have difficulties in locating the store which satisfies their needs. In this research, we endeavour to outline the market requirement of developing an application that allows for smart retail and describing how additional value is created to customers as well as benefiting retailers. It is proposed that the application will implement a 3D model of various shopping centres, featuring navigation functionality to assist users in finding their desired store.

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Nomenclature

AR	Augmented Reality
GDPR	General Data Protection Regulation 2016/679
GPS	Global Positioning System
IDE	Integrated Development Environment
IP	Intellectual Property
MVC	Model-View Controller
SDK	Software Development Kit
UI	User Interface
UML	Unified Modeling Language
UX	User Experience
VR	Virtual Reality

Chapter 1

Concept Introduction & User Needs

The main concept for this project revolves around the use of augmented reality (AR) navigation on smartphones. AR is the superimposing of a computer-generated image onto a user's view of the real world [1]. This technology first came about in the 1960s [2] but has recently gained wide-spread consumer attention after the use of it on Snapchat filters [3], and the 2016 game *Pokémon Go* for example. There have been many times where people get lost in unfamiliar spaces such as a museum, immersed by the culture around them, and their sense of direction. This project aims to tackle this issue by allowing users to restore their orientation by having an AR platform to route users to their destination. The platform will use the device's camera to work out its surrounding, and will produce a highlighted line on the screen to their destination in real time.

This concept has various applications to other similar scenarios such as finding products in a supermarket, or books in a library. Further, the concept could also use machine learning in identifying user's traits in places visited in a museum in order to give personalised recommendations at other similar exhibitions.

Chapter 2

Stakeholder Requirements

The main stakeholders are museum visitors and staff. After consulting with them, and potential users of the proposed application, we were able to gain a better understanding of what the apparent need was in the relative market regarding museums. Out of the 21 responses received, 15 potential users admitted to visiting museums at least once a month. This shows some level of frequency in their visits, and that there is something that can be offered to this group of people.

Since our concept principally considers the use of navigation in museums, when users were asked, "do you find yourself using the maps in the museum more than once?" - a very reassuring 100% of visitors had agreed that they did in fact refer to the maps around the museum more than once, some respondents going on to say that they referred to it over 10 times. However, these maps are not free; in most museums, including the Natural History Museum and the Science Museum in London, require a fee of £1.

18 of the respondents had agreed they would much rather prefer using their phone to navigate rather than the paper maps. This shows that there is an evident need for an accessible tool other than the maps around the museum in order to assist visitors' navigation around the museum.

Based on the stakeholder research, the project requirements are,

- navigate the user to a museum through the use of augmented reality
- to display navigational routes in real time
- calculate the shortest route to the user specified location
- work transferrably in other museums/commercial spaces
- contain accessibility features such as magnified text and inverted colours for example

One key stakeholder whom would be affected are the museum staff as they would be instrumental to any on-the-ground assistance and would be the first

point of contact for assistance in navigation. Furthermore, the platform should endeavour to make the jobs undertaken by museum staff with relation to the parameters of platform easier.

The stakeholder requirements of museum staff are,

- Exhibit an effective and easy-to-use design.
- Be economic and effective in its use of data, as most data the app would download would be sourced from in-museum Wi-Fi.
- Written content and other media to be within control of the museum.

During our field research we spoke to museum-floor staff and receptionists. Most importantly, all staff members whom we spoke to had received a navigational inquiry, either from themselves or members of public. All staff responded positively to the use of a phone but cited concerns about efficiency of the concept with specific references to battery performance and data usage. One major concern highlighted by every member of museum staff was ease of use, and therefore, we suggested to supply a solution to this by designing a simple and efficient graphical user interface. Another potential factor that became apparent upon speaking to staff was the fetching of information and data - aiming to minimise the use of data where necessary.

Chapter 3

Prior Knowledge

3.1 Current Solutions & Competitors

The market of indoor museum navigation has become more competitive in recent years with more solutions being submitted due to a growth in indoor navigational research. Most current solutions on the market cater very well for a basic navigation of large public spaces, but will fail to display an even proportion of navigational and interactive content with well-presented data. Through the use of augmented reality, the concept can provide an interactive navigation solution for museums and exhibitions.

Since most museums and galleries use a portable audio guide, user experiences can be vastly improved by the use of a phone. Currently only a few solutions can be found; the Orpheo group [4] provide a unique app for each place meaning that their solution is somewhat cumbersome to regular museum users who would wish to have a hassle-free setup process. As we hope to appeal to museums and by virtue of this, museum-goers, having one app whereby the user can simply walk into a museum or exhibition and be greeted with relevant information to be a vital differentiating factor [5].

If a museum wanted a solution for navigation, due to the low number of museum-specific competitors, would choose to use a standard indoor mapping software [6]. However, while there are many options out there from Google and Mapspeople [7] who set out to provide this, they lack important exigencies that are imperative for museums like heavily integrated AR, intelligent tour guiding from your location, and virtual reality to take a scene from the museum, for instance, and place the user to the artefact's original time and place.

Chapter 4

Design

4.1 Importance of Design

Having a design process allows for more efficiency, and transparency when coming to design the application. It overcomes the risk of referring back to the drawing board when developing the application, setting in stone the main features, and functionality of the application.

4.2 Unified Modeling Language

An effective design strategies was carried out through the implementation of the UML.

The implementation of the use case diagram outlines the different scenarios in which a user would function the application. (Figure A.1). UML was implemented to further support, and refine the designing phase of the software development through an activity diagram. (Figure A.2).

The use case diagram represents the functional behaviour of the system in terms of the goals (as defined in the stakeholder requirements) that can be fulfilled by the system. The activity diagram was designed to model the work flow of the system. One main reason that the activity diagram was essential was that these diagrams are normally easily comprehensible for both analysts, and stakeholders. By producing these models, there is a clear understanding of what the application does, and enables the visualisation of the application for the future.

4.3 Service Model

The following cases are born out of one important principle, convenience. The **lost** use case, for example, comes from the user that could be lost for whatever reason. The service provided would be the quickest, and most convenient solution to finding their destination whether that be the exit or a particular

exhibition. The **exploration** case, would be more convenient with the museum, and all its exhibitions will be at the user's fingertips (instead of existing museum navigation options e.g. wall-maps or paper maps).

Model around two cases

Both cases have a linear-stream of logic:

1. The user enters within the radius of an environment (museum) modelled by the service.
2. The user's location is picked up once they give use permission to.
3. The user picks their destination.
4. That location is then taken, and passed through an algorithm calculating the quickest route between the user's real-time location, and their destination.
5. The user is then displayed the route, and directed towards their destination via their camera.
6. The user is given curated suggestions on possible places they can go.

Chapter 5

Prototyping

5.1 Augmented Reality Libraries

In order to identify libraries that are good for implementing AR on mobile devices, we divided this prototyping into three platforms to explore them, and built test applications to find out how they help with the project.

Vuforia (Unity/Android)

Unity is a cross-platform game engine, used to test a simple AR camera prototype where the device's camera hovers an object/image, and displaying information about that object/image on the device. The application was built using Vuforia, an SDK that enables recognition, and tracking of image targets. This library can be used for the exploration case in the use case model. Although, there is a limited amount of tools for locating user current location compared to Android.

ARKit (iOS)

A similar prototype to Unity was built on Apple's ARKit using Swift [8], which was easy to learn. It was intuitive to implement AR features as there was detailed documentation but logging GPS data was harder compared to Android.

ARCore (Android)

ARCore was used to create a simple 3D model showing on a mobile device when its camera targets a flat surface. Compared to iOS, it is easier to log GPS location, although connecting the user interface to the scripts was more challenging.

5.2 User Interface/User Experience Designs

The project lends substantial importance to its user interface and experience. As it will be used from a wide cross section of technical ability, the aim for

UI will be to make the app as simple, and easy to use as possible without having an impinging effect on any major service the end product will feature. This prerequisite was clearly outlined in the surveying of museum guests and staff alike. Our first mission was to determine what interfaces, and experiences current exists within the museum sector. Many museums did employ simple interfaces but due to their mass-manufacturing, their design felt unoptimized, slow and clunky, with simple barebones media not beyond text and images. Furthermore, this design would fail to deliver anything more complex than texts and images.

The approach to the UX/UI prototyping was to create a score of different complete interface mockups and exhibit them alongside existing solutions. Three team members independently drew up potential interfaces. These candidates were then put to stakeholders, and all received positive attributes were combined into one.

Chapter 6

Functional Specification

The main functional elements of our concept are:

Route Calculations

1. Receiving the **current coordinates** of the user, and the coordinates of the destination will be needed to create the starting and end points for calculating the route. The current location will come from sensors on the user's device, and the destination location will be queried against a mapping system.
2. The platform can **calculate the quickest route between two points** specified by the user. Data from the above, and the museum model will be required for this calculation.

Superimposition

3. A **3D line will be superimposed** that navigates the user to their destination. Sensor data from the user's device along with the user's relative position in the model will be required to show the line. Access to the user's camera is essential in this element.

Suggestion/Reviewal

4. When the user arrives at their destination, the **system will give recommendations** based on their current route, and allow the user to rate their journey.
5. The **user's camera can recognise artwork/objects**, and will display further information about the piece. There will be a storage area of current pieces in the museum so that the camera can query the information.

Chapter 7

Technical Architecture

7.1 Means of Software Development

SDKs

Google's **ARCore** kit gives the ability to apply the AR element of the application without having to spend time pre-defining AR methods. It has distinct advantages over Apple's ARKit as ARCore can detect horizontal surfaces that is similar to motion tracking, and can accurately anchor virtual objects. [9]

Platform & Languages

The app will be developed on Android since ARCore only works on that platform. Java is imperative to the project since android development is only possible in this language.

IDE

Android Studio is the IDE utilised in the project because it involves a number of relevant exclusive packages. Other IDEs, requires them to be pre-defined, and therefore takes out valuable time from application development.

Architectural Pattern

The application fits under the MVC pattern perfectly because the following are true.

- Model: Data provided by the user (e.g. geolocational data)
- View: Front-end interface (e.g. 3D line to location)
- Controller: Algorithms between the model & view (e.g. route calculation)

The pattern's simplicity makes the most sensible one we can use.

7.2 Satisfying User-Related Questions From the User Stories

Questions

1. How will the navigation system get me from point A to point B? (Figure A.3)

In order for user to get from one point to another, it will use route calculation to calculate the quickest route.

Route Calculations:

- Algorithms to request and process GPS signal.
- Algorithms to calculation quickest route when user enter their destination.
- Once calculated, show the result for user to start their journey.

2. How easy will it be to grasp the app?

The layout would be simple and the basic map/guidance will work straightforwardly. Once the route has been calculated, a 3D line will be superimposed on the users screen.

3. Can the app be used without Internet?

No, otherwise the app would not have access to the user's real time location, and would take up too much storage space on the user's device if it was used without.

Chapter 8

System Requirements Specification

Chapter 9

Ethical Audit

AR is currently not heavily regulated in the UK owing to the emergence of this new technology. It should be noted that AR will involve collecting extensive amounts of data per user such as names and emails, but also real time location, and interactions with other users. Within the scope of this project, we will not be working with minors and vulnerable adults. Since the concept of the project relies on the user's camera, accelerometer, and GPS on the user's device, ensuring this data cannot be obtained unlawfully, fitting the scope of the Data Protection Act (1998), and GDPR is of most importance.[10]

Based on large VR companies such as Oculus, these obligations are addressed by the form of a privacy policy, to detail how data is collected, used and if it is shared with third parties. It is critical these regulatory issues are addressed before the completion of the product and not after.

Another regulatory standard is the IP of the software. The source code that serves as the underlying foundation of the platform will be original and qualify for copyright protection. Since computer software is usually excluded from patentability in the UK, any ideas that uses AR producing a technical effect, and its associated hardware can be protected by patents. Based on our competitors, it is important that we do not infringe on their patents owned by third parties.

Equally, if the concept makes new technical developments in the AR field, there should be consideration whether it would be eligible for patent protection. The project could take on a machine learning viewpoint by recognising artworks captured on the user's camera. This could cause an infringement claim since AR could be replicating, replacing trademark or copyright works, or distorting the artwork.

Chapter 10

Evaluation Plan

Chapter 11

Project Management

In order to manage the development process, the agile methodology using the scrum framework will be employed. In the scrum team, the project supervisor will serve as product owner, acting as the primary liaison for the project, and ensuring the key stakeholders' vision are at the forefront of decisions made by the team.

The project manager will serve as scrum master, coordinating the scrum team, and managing scrum processes such as sprint planning, execution, and review. They will lead daily stand-up meetings, and decision-making processes so that any impediments that affect the team are removed efficiently. The scrum team, and the scrum master are responsible for all actions in the sprints; prioritising items in the backlog for sprint planning [11].

A Gantt chart will be used to visually represent sprints and progress made. Trello will host the scrum board to track sprints, and other deadlines such as module milestones. Any specific development issues will be tracked on Gitlab so that they can be easily attributed to the affected code. For each repository commit that happens, a code review will take place by other team members before integration. This is to ensure there is a high level of consistency, maintainability, and secure code across the implementation and testing of the project.

Chapter 12

Conclusion

Appendix A

Systems Requirements Specification

A.1 Purpose

The main goal of this concept is to provide an exciting, and enjoyable experience for museum-goers through the use of AR. It includes users being lost, or searching for a specific location within the museum. The target audience is aware of this concept during the field research, it was discovered that the concept would make life easier for users and the museums since it would allow easy access to the information based on exhibitions.

A.2 Scope

This project will include creating an AR application for people to get an enjoyable journey in the museum. The project will be completed by 29 April 2019. The AR application will include simple navigation system to direct various part of the museum. Getting information on the user screen using the user's camera, and explore various museum using the app.

A.3 System Overview

The application will perform all the basic tasks to help users with their journey in the museum. Such as navigating from point A to B, getting the user back on track in case they are lost, allowing the user to view information based on camera recognition of an exhibit.

A.4 References

A.5 Definitions

A.6 Use Cases

The use cases have been defined as follows:

1. Use Case Model
2. Activity Model
3. User & Acceptance Stories
 - (a) In Exhibit going from A to B
 - (b) Getting information from an exhibition
 - (c) Exploring the museum
 - (d) User get lost in the museum

A.6.1 Use Case Model

Two scenarios have been taken into account, where the user gets lost in the museum, and the user wants to explore the museum. When a user is lost, they need to enter their destination where the app will calculate their current location, and find the quickest route from the user's current position. The user follows that navigation until they arrive at their destination. For the exploration, the app will show the details where user know what they going to see in the museum.

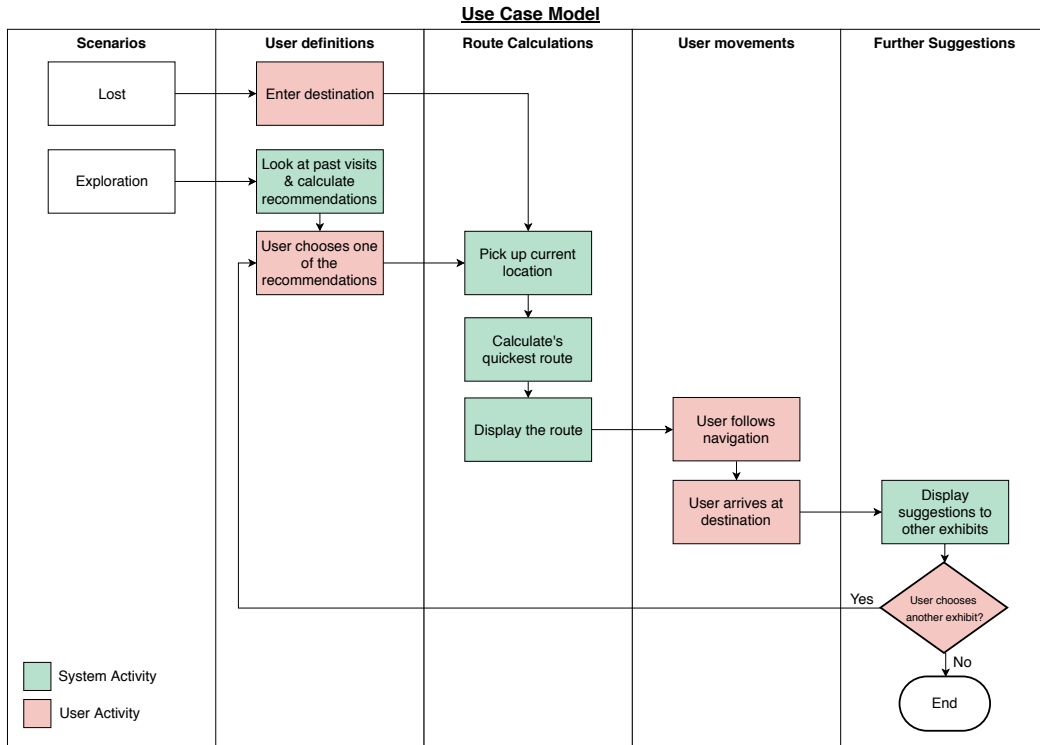


Figure A.1: Use Case Diagram

A.6.2 Activity Model

This is based on the back-end of the application for example when the user searches about the museum, this history saved in the server where if the user wants to go to the same place then they can use our function called past visit.

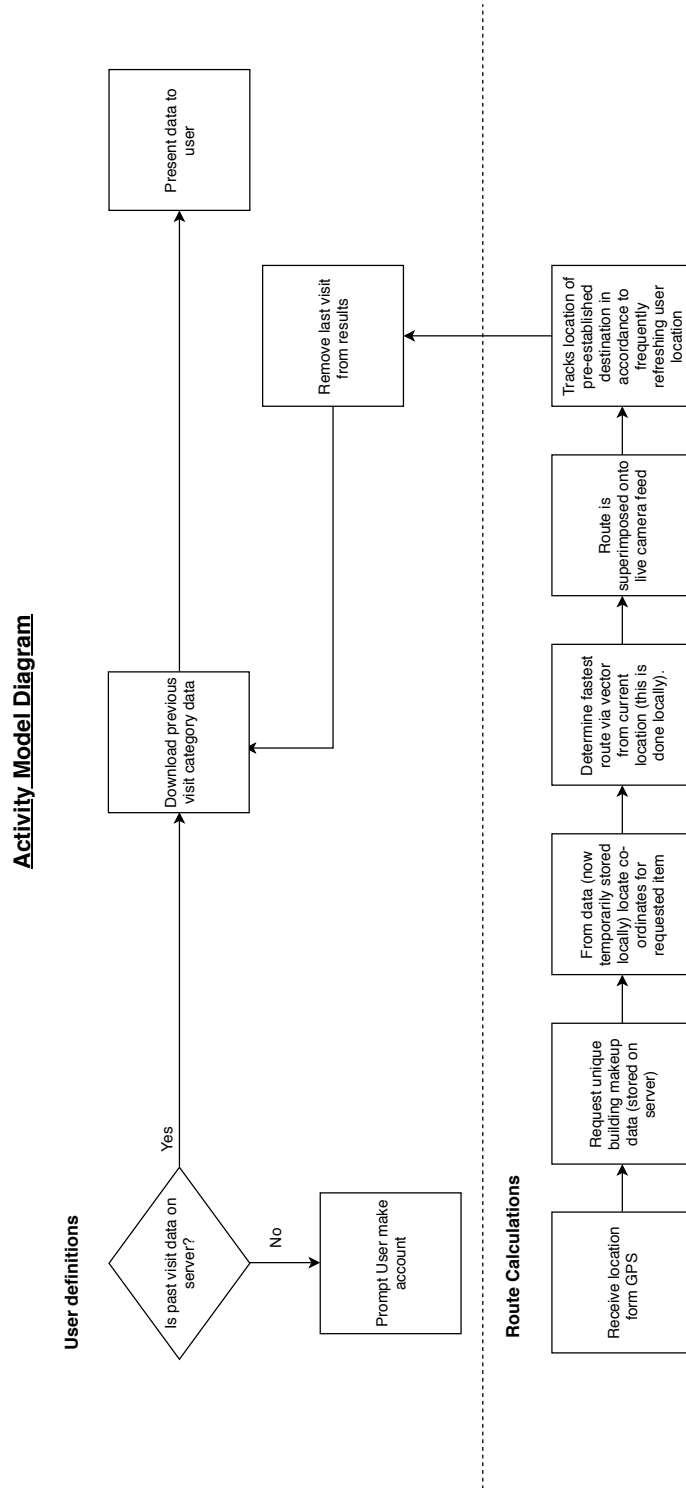
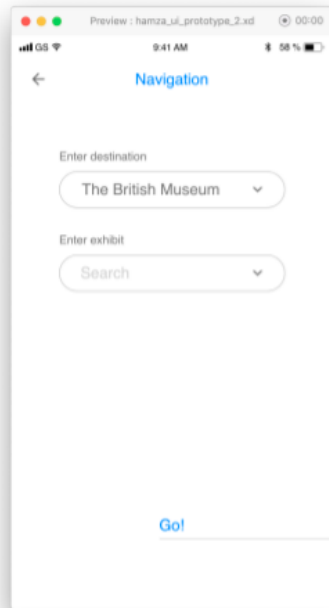


Figure A.2: Activity Model Diagram

A.6.3 User & Acceptance Stories

This will describe what will be achieved once the application is ready to be used by the user. A diagram has been created based on different scenarios where it can be found if the application has achieved the user needs.

Exhibit A to Exhibit B



User want to go from Exhibit A to B

Enter your Destination

Select your Exhibit

Once adding all the information press on Go

The app will calculate the quickest route.

User will see a real-time camera navigation on their screen.

Figure A.3: Going from point A to point B

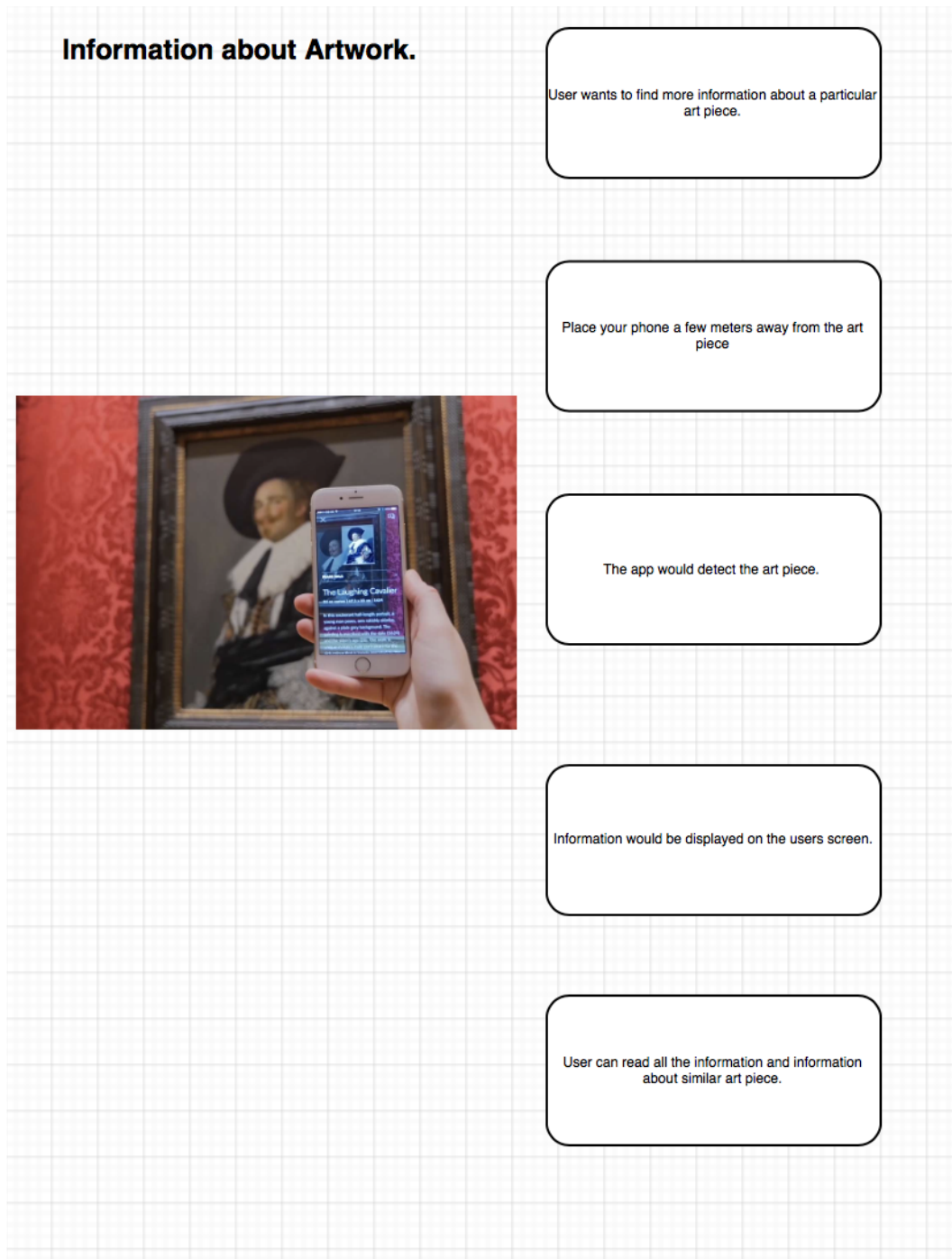


Figure A.4: Getting information from exhibition

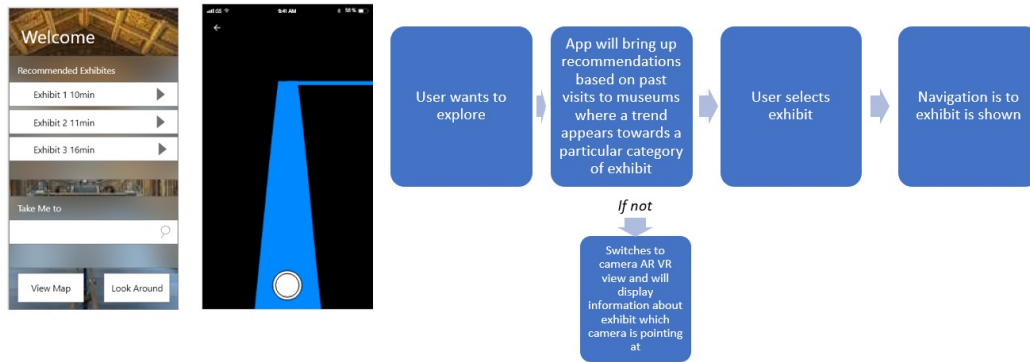


Figure A.5: Exploring the museum

A.7 Functional requirements

- Needs to be able to navigate the user to an exhibit through the use of AR.
- The app should be able to display navigational routes in real time.
- It should be able to calculate the quickest route to a destination.

A.8 Non-functional requirements

Appendix B

Meeting Minutes

Structure

Academic weeks are indicated in brackets.

All weekly meetings are structured as:

- Monday (in person) - Lab sprint planning
- Thursday (virtual) - Team sprint review
- Friday (in person) - Project supervisor meeting

Week 1 (1)

Thursday 4 October 2018

- Meeting all team members
- Discussing potential concepts

Week 2 (2)

Monday 8 October 2018

- Reviewing potential concepts discussed
- Considering stakeholders

Thursday 11 October 2018

- Reviewing project concept

Friday 12 October 2018

- Submission of project tracking form
- Meeting project supervisor
- Submission of project concept

Week 3 (3)

Monday 15 October 2018

- Updating project tracking form
- Tweaking project concept to be museum focused
- Creating scrum board to track tasks
- Allocating market research
- Creating stakeholder requirements activities
- Allocating questionnaire

Thursday 18 October 2018

- Updating project tracking form
- Reviewing market research
- Reviewing questionnaire

Friday 19 October 2018

- Submission of project tracking form
- Submission of market research
- Submission of questionnaire
- Further research on different stakeholders of different demographics suggested by project supervisor

Week 4 (4)

Monday 22 October 2018

- Building use sequence model
- Allocating activity model
- Allocating service model

Thursday 25 October 2018

- Updating project tracking form
- Reviewing use sequence model
- Reviewing activity model
- Reviewing service model

Friday 26 October 2018

- Submission of project tracking form
- Submission of all models
- Updating supervisor on team collaboration

Week 5 (5)

Monday 29 October 2018

- Creating open questions
- Allocating storyboard
- Creating outline for proposal
- Creating Gantt chart
- Allocating UI/UX prototyping
- Allocating AR libraries investigation

Thursday 1 November 2018

- Reviewing storyboard
- Reviewing project tracking form

Friday 2 November 2018

- Showed our storyboard
- Submission of project tracking form
- Updating supervisor on storyboards and current prototyping
- Collate all half term work in one document and send to supervisor

Week 7 (Reading week)

Thursday 8 November 2018

- Gathering raw stakeholder research information
- Analysis and review on raw stakeholder research
- Updating project tracking form

Week 7 (6)

Monday 12 November 2018

- Reviewing Gantt chart
- Reviewing open questions
- Reviewing stakeholder research
- Creating plans for stakeholders using prototypes
- Peer-reviewing of UI/UX prototypes

Monday 13 November 2018

- Do research on Stakeholder

Thursday 15 November 2018

- Updating project tracking form
- Review of the peer-reviews
- Start with UI/UX prototypes
- Research on Android/iOS platforms

Friday 16 November 2018

- Submission of project tracking form
- Demonstrating individual UI/UX prototypes to supervisor
- Demonstrating each AR library research to supervisor

Week 8 (7)

Monday 19 November 2018

- Reviewing Gantt chart
- Reviewing research on Android/iOS platform
- Building final UI/UX prototypes

Thursday 22 November 2018

- Updating project tracking form
- Review final android prototype
- Review final UX/UI prototype

Friday 23 November 2018

- Submission of project tracking form
- Presentation on everything completed so far to project supervisor
- Submission of all prototypes

Week 9 (8)

Monday 26 November 2018

- Reviewing Gantt chart
- Allocating backlog
- Allocating open questions
- Allocating MVC
- Reviewing functional specification chapter

Thursday 29 November 2018

- Updating project tracking form
- Reviewing backlog
- Reviewing open questions so far
- Reviewing design chapter

Friday 30 November 2018

- Submission of project tracking form
- Presentation of open questions
- Presentation of backlog
- Spoken about fuse company
- Progress of framework of technical architecture
- Finish user stories by next week
- Finish off technical architecture (milestone) by next week

Week 10 (9)

Monday 3 December 2018

- Reviewing Gantt chart
- Reviewing backlog, open questions, and MVC
- Reallocating chapters 5, 6, 7, 8 of proposal due to change in guidelines
- Reallocating user stories
- Preparation for concept presentation

Thursday 6 December 2018

- Updating project tracking form
- Reviewing written chapters of proposal
- Reviewing user stories
- Reviewing all technical architecture work

Friday 7 December 2018

- Submission of project tracking form
- Submission of technical architecture work
- Explanation about open questions, backlog, MPV and user stories
- One-to-one discussion for how things are going within the group
- Discussion about 5 minutes presentation which going to take place on Monday next week

Week 11 (10)

Monday 10 December 2018

- Reviewing Gantt chart

Wednesday 12 December 2018

- Proof reading all chapters
- Writing abstract and conclusion of proposal
- Completion of meeting minutes
- Submission of proposal

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