



Noon Lighting Usability Test Report

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Noon Lighting is a smart home lighting system that allows the user to manage the lights in their house using smart switches and a smart phone. In this usability test we had a few people use the Noon Lighting app on an iPhone and on an iPad to setup the first part of the lighting system. By doing this we found areas that could use some updates and changes with the Noon Lighting system.

Executive Summary

When we first started to create this usability test we had to go through and test the Noon Lighting system ourselves. We first tried to get the whole system setup, but we were unsuccessful with that. So, we focused on only doing a part of the setup for the usability test.

The Noon Lighting system uses smart switches as well as an app. They have a switch called the director which directs the system and all the other extension switches. Our test was simply using the app on a mobile device to setup the director, add an extension switch and see if turning the lights on and off and dimming them would work.

Some factors that we used to define usability were:

- Understanding what the director and extension switches are.
- Using the app to connect the director is clear and easy.
- Each step of the setup on the app is easy to understand.
- How to add an extension is understandable.

Our test group consisted of college students with an age range of 20 to 30. And our test was an in person test with us watching the person doing the test and taking notes.

This usability test report includes more details on how we conducted the usability test, the results we found, and a list of some changes we recommend to the Noon Lighting systems.

0%

of users were able to complete all tasks successfully.

100%

of users could not complete all tasks.

33%

of users enjoyed doing the usability test.

66%

of users complained about Noon Lighting

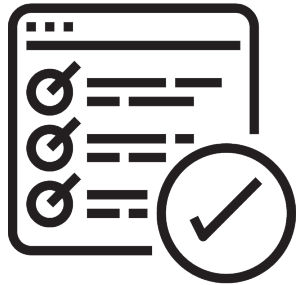
100%

of users had difficulty using the Noon Lighting system

0%

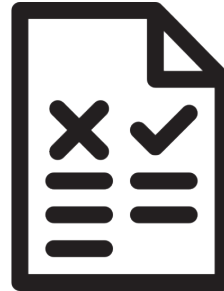
of users would use Noon Lighting in their own homes.

Goals



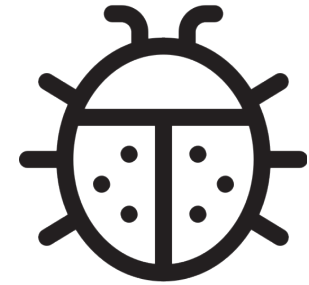
Test Noon Lighting ease of setup after it has already been installed.

This is important because the Noon Lighting system has already been installed and setup once. But it's good to test and see if a new person can come and set it up after it has already been installed and setup once. For example, if someone installed it and set it up in their house but then moved, the new homeowners would have to set it up for them.



Reveal confusing parts of the experience.

At first it seems it would be easy to setup and use this lighting system, but there is a lot to it. This goal is important to find the parts that are confusing to then make those parts less confusing and more usable.



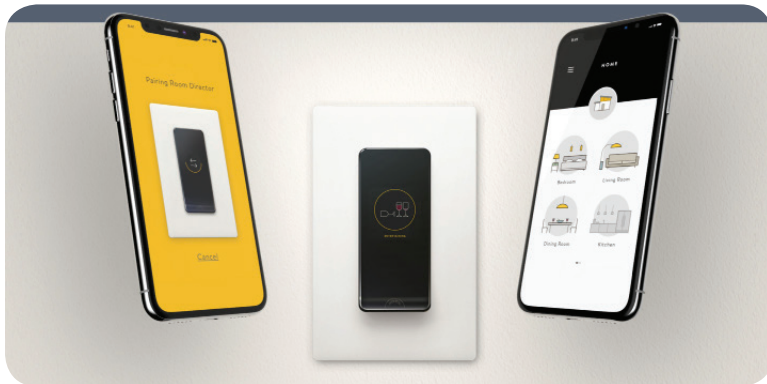
Identify any bugs or issues with Noon Lighting.

This is important because bugs and issues will make the Noon Lighting system less usable. And by identifying these bugs and issues they can be fixed and the system can be made more usable.

Testing Setup, Moderation & Post-Test Questions

Introduction

The first thing we did with the participants is tell them a little bit about Noon Lighting so they understand what the technology is. Then we would briefly go over what the participant will be doing. Once we talked to them for a minute, we handed them an iPhone or iPad, and told them to start the test.



Post-Test Questions

Was the Noon app easy to use and understand?
What was confusing about Noon Lighting?
What was confusing about the test?
Would you buy this product for yourself?

Tasks

1. Open the Noon App and login
2. After logging in, connect to the Wi-Fi
3. On the next screen select "open plan"
4. Then add a director and pair it
5. After pairing, select "No" on the next screen
6. Select "Get Started" On the next screen
7. Select "Recessed" for the type of ceiling light
8. Select how many lights and go to next screen
9. Click "Auto" for the system to set bulb type
10. Wait for lights to be tested then click next
11. Then click "Done Adding Extensions"
12. Test the different lighting settings
13. Then go add an extension by:
 - a. Click the settings icon
 - b. Click "Rooms"
 - c. Click "Open Plan"
 - d. Click "Add a Noon Switch"
 - e. Click the plus button
 - f. Select "Office Area"
 - g. Follow instructions on screen
14. Test the lights on the director and the extension.

Results

User With NO Walkthrough

Had a hard time figuring out how to work the director at first. The app was confusing, especially when pairing with the director. Couldn't figure out how to add an extension switch.

We found out that the iPad app and the iPhone are a little different and do different things. The iPhone app allows you to add an extension switch, but the iPad app does not.

User With Walkthrough

The users with the walkthrough were able to follow the walkthrough easily to setup the director. But both of them were not able to setup a director even with the walkthrough. They both were a little confused on how long to hold down the switches. They both said the app was nice, but some parts were a little confusing. It would be nice to have a little help button to help walkthrough the setup of different parts.

The Good

There were some positives to take away from the test. First off, the UI of the app and director were very nice, clean, and appealing. Setting up the director always worked and was pretty easy to setup.

The Bad

Though there were some good things, most everything else were bad. The system as a whole is confusing and there's not much help offered in the app or online. Pairing and connecting the different parts were always a hit and miss. Knowing what lights each switch will control was confusing. Unless you installed it yourself first, it's confusing how to get everything setup again.

Recommendations & Action Items

Overall

Overall the participants understood the core premise of the Noon Lighting system. And they all thought it was a really neat technology. The whole smart home lighting system is very promising with their technology, and is something that will appeal to many people. But getting everything working even better to make the usability better will make Noon Lighting last for much longer than just the initial installer of the system.



The App

The app is very clean and inviting to use. Everything runs smoothly on it, and steps the user through each process very well. With it having to work with smart switches, it gets confusing when trying to connect or pair them with the app. Especially when the iPad app and the iPhone app are a little different. We recommend making both apps do the same thing and go through the same steps in the different setup processes.



The Switches

The switches are really neat modern looking switches that will make anyone want to click them and mess around with the lights with them. The director is very inviting because of the sleek black design and touch screen. Though they all look good, they are very confusing to pair and connect, especially if you were not the one who actually installed the system. Not knowing what switches go with what lights is confusing. And the switches never paired with the director.

