

The Future of Radio - Combining Music Streaming With Traditional Terrestrial Radio Services

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Acknowledgments

When I have to write this part I'll definitely cry.

Abstract

Audio streaming services are used daily by millions worldwide, enabling on-demand listening and the discovery of songs, artists and podcasts that closely align with the listener's preferences. Meanwhile, traditional terrestrial radio persists as another ubiquitous and still viable mode of accessing more pre-programmed music and news content, including traffic reports and weather information. While both media services offer listeners a distinct set of value propositions, efforts to combine the 'best of both worlds' have been few and far between. Towards this objective, we describe our preliminary efforts to understand audio media consumers' music streaming and traditional radio listening habits and preferences as part of a project aimed at creating an integrated experience for individual listeners and their close networks of family and friends. Through rapid prototyping, and the speed dating method, we explore the design implications for creating and validating radio-like experiences that are at once personal, customizable and shareable.

Keywords

Music; Music Streaming Services; Music Technology; Terrestrial Radio; Interactive Radio; User-Centered Design; Human-Computer Interaction

Resumo

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Palavras Chave

Música; Serviços de Streaming de Música; Tecnologia Musical; Rádio; Rádio Interativa; Conceção Centrada no Utilizador; Interação Pessoa-Máquina

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Acronyms

1

Introduction

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At the start of the millennium, Coats et. al [1] predicted that streaming would become the future of audio media consumption. With respect to music streaming services and corresponding developments around related technologies and the internet, early studies anticipated the stagnation and ultimate demise of traditional media, such as terrestrial radio [2]. More recent research, however, appears to contradict these predictions, revealing the sustained popularity of traditional radio broadcasting. [3, 4]. Indeed, in large parts of the world, traditional radio remains strong and continues to co-exist alongside newer streaming services, albeit with the important caveat that younger audiences are diminishing [5].

Streaming has rapidly become the standard delivery method for digital entertainment content [6], with the music industry forming an integral part of this interactive mode of media conveyance. In recent years, platforms such as Spotify, Apple Music, and Tidal have emerged as some of the more predominant and thriving services for on-demand media consumption, offering users new and easier ways to access, listen to, and discover songs, artists [7] and, more recently, podcasts to match their tastes. Specifically, audio streaming services enable listeners to access and discover an almost limitless selection of content [8]. With their ubiquity and large catalogues of recorded music and podcasts, along with social functions - such as the ability to create and collaborate on playlists, group listening, and shared activity notifications - audio streaming services offer listeners an enticing array of experiences, resulting in the widespread adoption of these services. [9]

Traditional radio, on the other hand, delivers a connection to the outside world through the disclosure of important information in a succinct way. More importantly, and in contrast to music streaming services, it is difficult for radio stations to make their song selection appealing to every listener, which in return makes them get worn-out and tired of tuning in to radio stations.

Yet, traditional terrestrial radio's popularity has remained very strong in recent years. [5] This is, in part, due to the human connection this medium provides, and which other modern solutions are taking away [4]. The 'social presence element', described by Short et. al [10] as "the degree to which a particular medium allows communicators to feel other people as being present psychologically", is lacking in music streaming services. The authors state that, in conjunction with the lack of nonverbal cues — which makes the communication quite limited — there is a direct and indirect impact on users' behavioral intention or actual use of technological platforms, such as music streaming services [11].

From the beginning of its adoption, terrestrial radio's strengths were ubiquity of access, ease of use, and the local nature of its content, as stated by the North American Broadcasters Association (NABA)¹. Furthermore, according do Priestman et. al [12], one of the most compelling reasons for people to listen to it is because of the intimacy of audio - a person listening to radio is alone with the announcer or artist, even if other people are physically present, and much of the fascination of audio is the imagination it requires on the part of the listener to actively visualize. Waits et. al [4] also states that listening to the

¹The Value Proposition Of Radio In A Connected World — NABA Next Generation Radio Working Group, 2019

radio, though experienced individually, is often a communal act, which sets our relationship to traditional radio to be determined by a certain expectation that it will be authentic and sociable.

Bringing all together, we can conclude that there is a lack of solutions that aim to improve the audio media consumers' experience. Music streaming services are convenient and highly popular because they allow listeners to not only enjoy their favorite songs on demand, but also to discover brand new artists that match their music taste. On the downside, they eliminate the human connection that traditional terrestrial radio stations provide, as there isn't someone on the other side of the line interacting with the listener, nor communicating information such as news, weather, or traffic information. Therefore, listeners loose their connection to the outside world while pivoting themselves on music streaming services. To try to improve this experience, we have started by asking ourselves: how can audio media consumers' music streaming and traditional terrestrial radio habits be best represented in an integrated and personalized experience that may be shared within small networks of friends and family?

In this work, we describe our efforts in designing and conceiving a solution, dubbed 'Sterio', that aims to answer our hunt statement, by developing a platform that is user-focused from its inception. Through rapid prototyping and the speed dating method, we explore the design implications for creating and validating such radio-like experiences that are at once personal, customizable, and shareable.

1.1 Goals

The objective of this work is to develop a general purpose platform that creates a novel radio-like listening experience, that aims to be personal, yet personalized and social. In order to achieve this goal, we defined some sub-objectives:

- Identify the most and least valued user features of both music streaming services and traditional terrestrial radio;
- Study and analyze the currently available platforms and mediums, as well as their most recent augmentations;
- Explore, develop, and reflect on the stature of a set of concepts and prototypes that aim to tailor users' needs and desires into an audio-listening experience of the context of this work;
- Design and develop a solid, appealing, consistent, and user-focused high-fidelity prototype of a general-purpose platform, that creates a novel and enticing radio-like listening experience;
- Evaluate the high-fidelity prototype in order to understand what type of experience is created within its users, as well as its usability, viability, and likability.

1.2 Document Structure

In Chapter 2 we present and discuss related work, focusing on the currently available music streaming services, how traditional terrestrial radio still plays an important role in audio media conveyance, and how the concept of interactive radio can be further augmented. At the end of such a chapter, we define the requirements for our solution. Chapter 3 is dedicated to describing the preliminary user research we conducted, and Chapter 4 presents the results of applying the speed-dating methodology to our concept. Chapter 5 describes the implemented solution, and chapter 6 shows the evaluation conducted on prototypes and its results. Finally, in Chapter 7 we expose our conclusions on this work and reflect on future work.

2

Related Work

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In this section, we start by describing and analyzing the most popular music streaming services and the value they add to its millions of users. We then study how traditional terrestrial radio has kept up the pace and, despite its competition in the digital era, remained an important and prominent medium.

Finally, we outline the concept of interactive radio by presenting several important projects that apply and augment this concept, followed by a discussion regarding the most attractive and less compelling features of these three audio listening experiences.

2.1 Music Streaming Services

Music streaming services allow user access to millions of musical content from any web-connected computer, legally and free or with a low charge [13]. This kind of service marked an important cultural shift from old to new media [14]. But what attracts listeners to these services?

Various studies have explored the factors that determine consumers' decisions about adopting digital music streaming services. Vlachos et. al [15] identified content and convenience attributes as key indicators of consumers' willingness to use music streaming services. According to Weijters et. al [7], there are eight main factors that drive users to adopt these services: audio quality, business model, legality, ethicality, video capability, search/suggest features, connection to social media, and delivery mode (download vs. streaming). Furthermore, Stark et. al [16] have concluded that listeners rely on streaming services primarily for recreation and relaxation and that their listening sessions can happen over an entire day. Glantz et. al [14] has studied how streaming music services create and embrace opportunities to fit themselves into the lives of music fans while comparing them with terrestrial radio, while Swanson [13] has studied what do users expect from listening to streaming services as an interactive medium, and what are the gratifications sought when tuning into them, also in comparison to terrestrial radio. Finally, Datta et. al [17] have studied how the adoption of music streaming services affects listening behavior of users.

Spotify, Apple Music, and Pandora Radio are the most used streaming services in the world ¹. To understand what are the best functionalities of each platform, we have conducted a study where we analyzed these three platforms with their top-tier plan, for an entire week as our main music listening source. In the ambit of our work, we have focused our analysis on two main aspects of each service: radio and sociability. We have reported our opinions, desires, and aspirations while using each service, so we could analyze their main strong features. The following subsections summarize our conclusions and combine them with researched information about each service.

¹As of February 2020, according to Statista.

2.1.1 Spotify

The Sweden-born Spotify is the most used streaming service in the world. In this service, music can be browsed using a search tool by track name, artist, or album. Users have the option of registering for a free account, supported by visual and radio-style advertising, or for one of two paid subscription models, which are ad-free and offer a range of additional features, such as higher bit rate streams and offline access to music. [13]

Nowadays, the platform incorporates highly advanced technologies, such as artificial intelligence and machine learning algorithms, in order to be a powerful tool for discovering new music according to the users' tastes. Furthermore, Spotify also provides its users many types of content, such as podcasts and even videos submitted by artists.

One of the main features available on this platform is the 'Radio' section. When using it, Spotify will suggest the user a number of playlists (called 'radio stations') based on their listening habits (favorite genres, artists, albums, or songs). A user is even able to create a radio station based on a choice of a song, album, artist, or playlist, and the service will generate a 'radio station' with songs that are similar to the ones selected. As we'll discuss later, many music streaming services, including Spotify, want customers to know that they are similar to, but ultimately different from, or better than, traditional terrestrial radio [14].

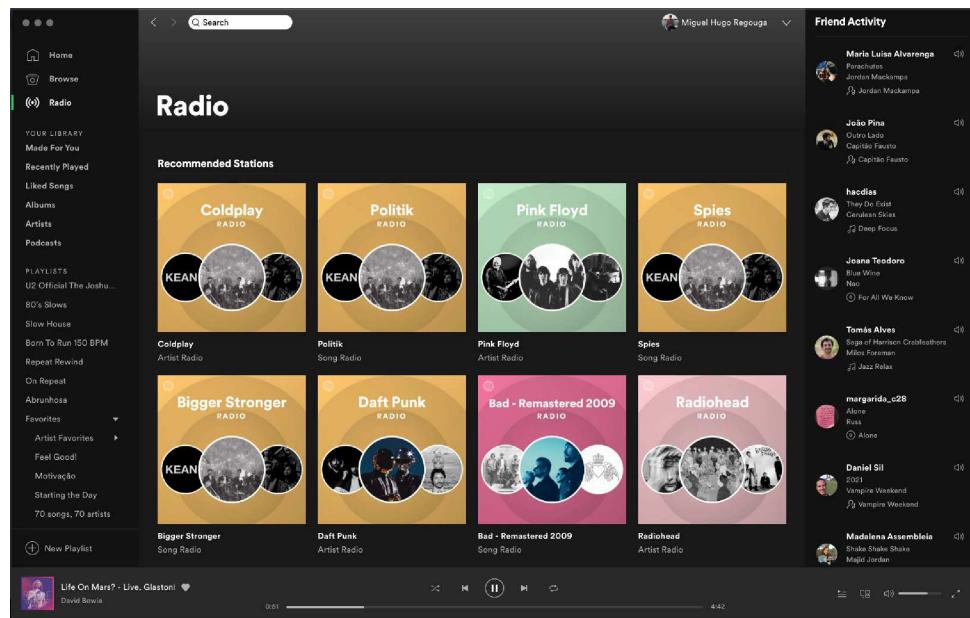


Figure 2.1: Spotify 'Radio' discovery features on its desktop application

Ultimately, the most relevant aspect that caught our attention was Spotify's sociability features. Users can choose from a wide range of playlists created by other users with hand-picked songs, and not by an algorithm. Furthermore, it is possible to see what friends and family are currently listening to. As Wang

et. al [11] described, users of these platforms can be driven by a sense of online community and may be willing to have more interaction with others, and this emphasis on sociability from the inception of the platform might be one of the reasons why it is so popular.

In the context of this project, we consider Spotify as a solid starting point for further analysis and study. It is, according to our criteria, the most solid and robust streaming service available, but has its flaws. As Gunawardena et. al [18] mentions, users can perceive a feeling of warmth and human contact by means of social presence, and although they exist, we find the social features of Spotify quite limited and not enough to provide users a well founded human connection. We'll explore this issue in section ??, when we discuss the conducted user research.

2.1.2 Apple Music

In spite of Spotify being currently the most used music streaming service in the world, Apple Music is growing at a fast pace, as it is now the most used streaming service in the United States.² The service was born in 2015 after the company Beats was bought by Apple.

When this service was released to the public, its main selling point was that it was going to bring a strong human element to these on-demand services, arguing that "algorithms can't do it alone – you need a human touch"³. Thus, the core features of the service were curated playlists, created by music experts, and recommendations tailored to the users' music preference, not using algorithms as Spotify does.⁴

Apple Music was also focused to emphasize on traditional terrestrial radio. Along with the introduction of this service, Apple announced they would be launching Beats 1, which broadcasts live to over 100 countries 24 hours a day, and would feature 'real' radio hosts, such as DJ Zane Lowe⁵.

The service has even acknowledged that "radio is one of the most popular categories of audio listening on connected devices", and has added to the service the ability to search for 'real' radio stations, allowing users to dial in local broadcast stations by call sign, name, or frequency⁶. Furthermore, the "Radio" tab also incorporates the before-mentioned Beats 1 station, as well as other radio stations that play genre-specific or artist-related music, depending on the user's preference. Unlike traditional radio services, the radio feature in Apple Music allows users to skip songs, view previously played tracks on the station, as well as to know what songs are playing next.

In terms of sociability, Apple Music is lacking in features, specially in comparison with Spotify. Although its original release included a 'Connect' screen aimed at creating a social experience between

²As of September 2019, reported by Statista.

³Apple Music interview: 'Algorithms can't do it alone – you need a human touch' — The Guardian, 2015

⁴Apple unveils streaming service Apple Music and 24-hour radio stations — The Guardian, 2015

⁵Zane Lowe on Apple, the BBC and why he'll miss London — The Guardian, 2015

⁶Tuneln brings over 100,000 radio stations to Apple Music — Broadband TV News, 2019

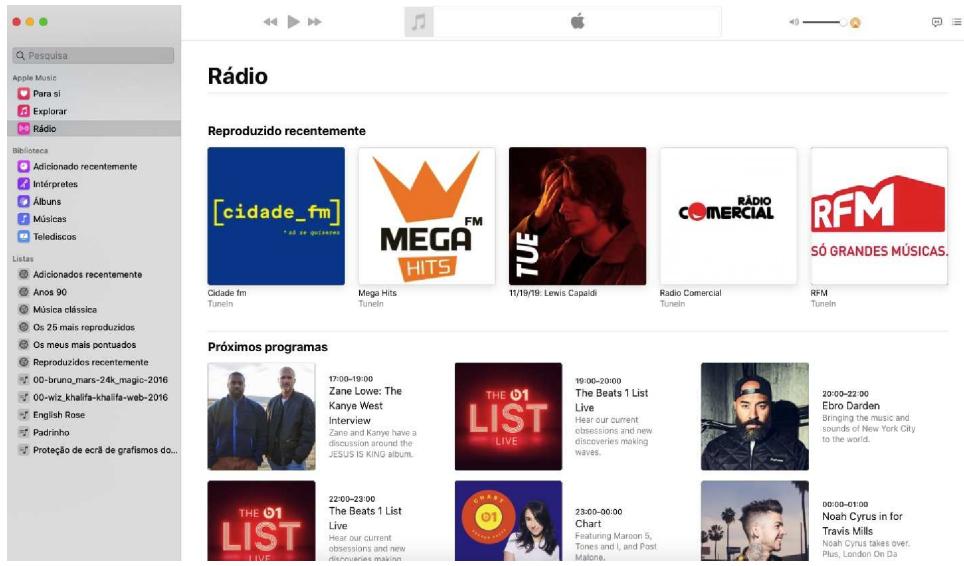


Figure 2.2: Local radio stations and discovery features on the Apple Music 'Radio' tab

listeners and artists, such feature was later removed due to its low usage⁷. Nevertheless, until 2018, a truly social experience between the platform's users never existed. The ability for users to share what they're listening with their friends was then added⁸, yet it is not as developed nor integrated in the platform as Spotify's equivalent features are.

The approach Apple Music takes on traditional terrestrial radio is very interesting in the ambit of this project. The addition of a 'real' radio station to the service and the commitment to add the option to listen to traditional radio stations may prove that users still want to indulge on this medium, despite the convenience that on-demand music selection provides them. Later on the study, we'll analyze the possible reasons why this is happening.

2.1.3 Pandora Radio

The Pandora Radio project was born in 2000, and it is considered one of the oldest streaming services available. The platform is widely popular in the United States, which is the only country it operates in.

Pandora takes on a different approach than the one from Spotify and Apple Music. While both these services were built on an on-demand philosophy, allowing the user to select their wished musical content to play, Pandora wasn't. Pandora enables the creation of 'personal radio stations', in which the user is prompted to choose a song, artist, or album, and a radio station is generated based on that choice (much like the Spotify's own 'radio' feature). [19] In short, listeners can tune into established genre stations, other users' stations or create their own stations based on their musical interests. It functions in a similar

⁷Apple is shutting down Apple Music's rarely-used Connect feature — The Verge, 2018

⁸Apple Music will let you share what you're listening to with your friends — The Verge, 2017

way to a traditional radio station except that users select a song or artist they want to hear and a station is generated based upon such selection. [13]

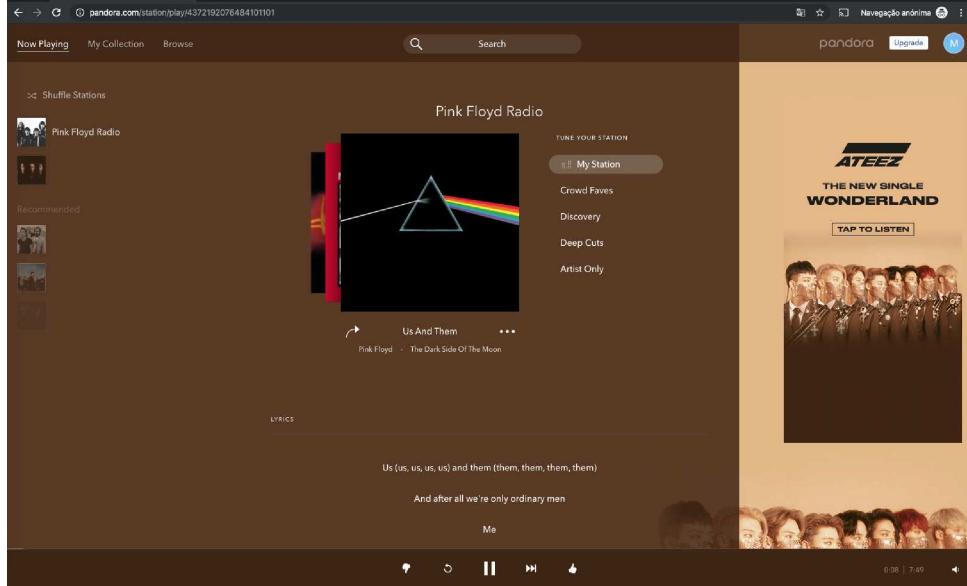


Figure 2.3: Pandora Radio web interface

While listening, users can rate positively or negatively the songs that are being played, and such feedback is taken into account in the subsequent selection of other songs to play, tuning in each station to the users' taste. Furthermore, users may even tailor their station to specific tendencies, such as 'Discovery', 'Crowd Faves', or 'Deep Cuts'.

When talking sociability, Pandora offers the same basic social functionalities as Apple Music — it is possible to follow users, see what they are listening to, and share stations with the community, but the platform isn't as community-centered as Spotify is.

One of the reasons Pandora may be so widely used is the fact that users don't want to choose what they want to listen to all the time. As Meneses mentioned [19], having millions of songs available is perfect when users want to listen to the music they are already familiar with, but most users don't want to listen to the same music constantly - hence the creation of discovery features on Spotify and Apple Music. On the other hand, if traditional radio is the main information source on new music, that happens because users want to uncover new material from artists or genres, indulging themselves in pure discovery.

2.2 Traditional Terrestrial Radio

Radio is the first mass medium that enables the instant dissemination of information from one to many, and it is often described as a "local" and "personable" medium to its audience [20]. It is largely a one-way

communication system that allows individual listeners to passively consume radio content provided by radio broadcasters without any interaction or participation [21]. From its inception, traditional terrestrial radio has been challenged by several innovative technologies, each drawing listeners and forcing radio to update its programming to remain a competitive media option [5].

Although music plays a vital role in radio diffusion, traditional terrestrial radio also provides its listeners with useful information, such as news, weather, and traffic reports. A study conducted by Albarran et. al [5] has shown that, when taking all other audible mediums available into account (including music streaming services), traditional radio is still ranked as the first go-to solution when a user wants to access news and other types of information.

Waits et. al [4] states that traditional radio still features one of the things that on-demand streaming services may arguably be taking away from its users — a human connection, stating that the users' relationship to this medium is determined by a certain expectation that it will be authentic, sociable, and display intentionally and sincerity. Priestman et. al [12] argues that the same cannot be said about music streaming services, naming these platforms as 'automated music channels' or 'automated web jukeboxes', due to the absence of the sociable component in conjunction with the emphasis on the listener's music selection. The researchers' approach on traditional radio can be defined as a 'human communication', where one senses that the voice of an announcer creating the threads between various other broadcast elements becomes a key point.

A different study, conducted by Glantz et. al [14], states that, as advanced as music streaming platforms can be, they still anchor themselves in traditional radio. Many of these services market themselves as a "personalized radio", "your radio station", or as far as "radio reimagined". They want their users to believe that they are similar to, but ultimately different from, or better than, traditional terrestrial radio. In contrast, Priestman et. al [12] describe streaming services as a contradictory phenomenon to define in radio terms, since "it is quite clearly an extension of music format radio but, in doing away with any form of presenter or news or indeed any kind of radio studio at all, it removes the essential element of broadcast communication: one human person talking directly to another or sharing with them some form of entertainment."

In a study conducted in 2008 by Ala-Fossi et. al [2], a group of users predicted that that the numbers of FM radio stations and their listeners would be decreasing by 2015, due to the impact of the emerging internet services, such as music streaming platforms. Yet, in defiance of the competition, traditional radio remains the biggest mass-reach medium in the United States, with more than 90% of consumers listening on a weekly basis⁹. The main thesis on why this is happening has to do with the conjunction of two concepts: passive listening, to which traditional terrestrial radio is built upon on; and tyranny of choice.¹⁰ According to Miller, "the availability of so much music has led to what some academics and

⁹The remarkable resilience of old-fashioned radio in the US — Quartz, 2014

¹⁰Radio survived the tape, CD, and iPod. In the age of Spotify, it's more popular than ever. — Quartz, 2017

analysts call the ‘tyranny of choice’. Users of music streaming platforms are often hit by this tyranny of choice, where the amount of selection available makes them unable to decide what to listen to, tuning to a ‘traditional’ radio station where a radio host interacts passively with its listeners. [22].

In short, terrestrial radio still remains with a strong adoption, in spite of the rise of on-demand services. The disclosure of information, the passive audio listening experience, the sense of community, or the human connection that terrestrial radio stations provide may be some of the reasons why users still indulge heavily on this traditional medium. Nevertheless, music streaming services are still rising in popularity, which proves that the convenience of on-demand listening is evident among its users. The concept of interactive radio, which will be discussed in the following section, may provide a hint at a solution that aims to pick on the passive experience of traditional radio and merge it with the on-demand music selection that streaming services provide.

2.3 Interactive Radio

The concept of interactive radio is not a recent one. Although radio is considered to be a one-way communication channel from station to listener, many radio hosts try to mitigate this by asking listeners to interact with them — either through more analog types of communication, such as phone calls, or using modern platforms such as WhatsApp, enabling the listener to interact more easily with radio stations, potentially augmenting the overall experience of the listener. [20, 23] Yet, in the prime age of social interaction, many researchers have studied how this concept may be taken even further.

2.3.1 Nomadic Radio

One of the first approaches to this concept was presented by Sawhney et. al [24] in 1999. The researchers developed a system called ‘Nomadic Radio’ in which scaleable auditory techniques and contextual notification modules for providing timely information were applied, while minimizing interruptions. This first attempt was, however, targeted at mobile workers rather than at the general audio media consumer.

2.3.2 AudioFeeds

Dingler et. al [25] built on that concept and took a more user-centered approach by proposing a mobile auditory display application, called ‘AudioFeeds’ that allowed users to maintain an overview of activities in different social feeds. The application runs on a mobile device and enables users to get an overview of their social networks and spot peaks in activity by sonifying social feeds and creating a spatialised

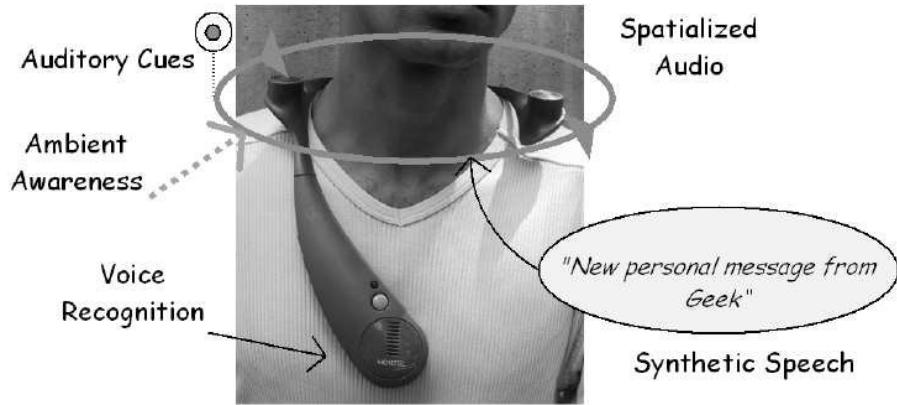


Figure 2.4: Description of the Nomadic Radio system with the SoundBeam Neckset audio device

soundscape around the user's head. By using this solution, users could stay informed about current issues and spot 'hot topics' while on the go.

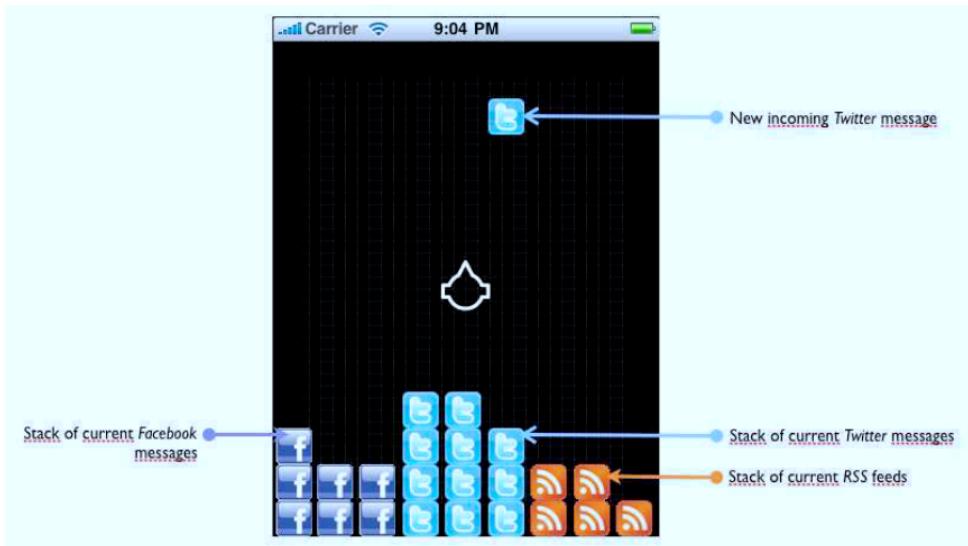


Figure 2.5: AudioFeeds GUI, where incoming messages are represented by icons that are dropped from the top

2.3.3 Radialize

Pereira et. al [26] created a platform for listening to music and radio programs through the Web, allowing the discovery of the content being played by radio stations on the Web, either by managing explicit information made available by those stations or by means of our technology for automatic recognition of audio content in a stream. Users can search, receive recommendations, and provide feedback on artists and songs being played in traditional radio stations, either explicitly or implicitly, in order to compose an individual profile.

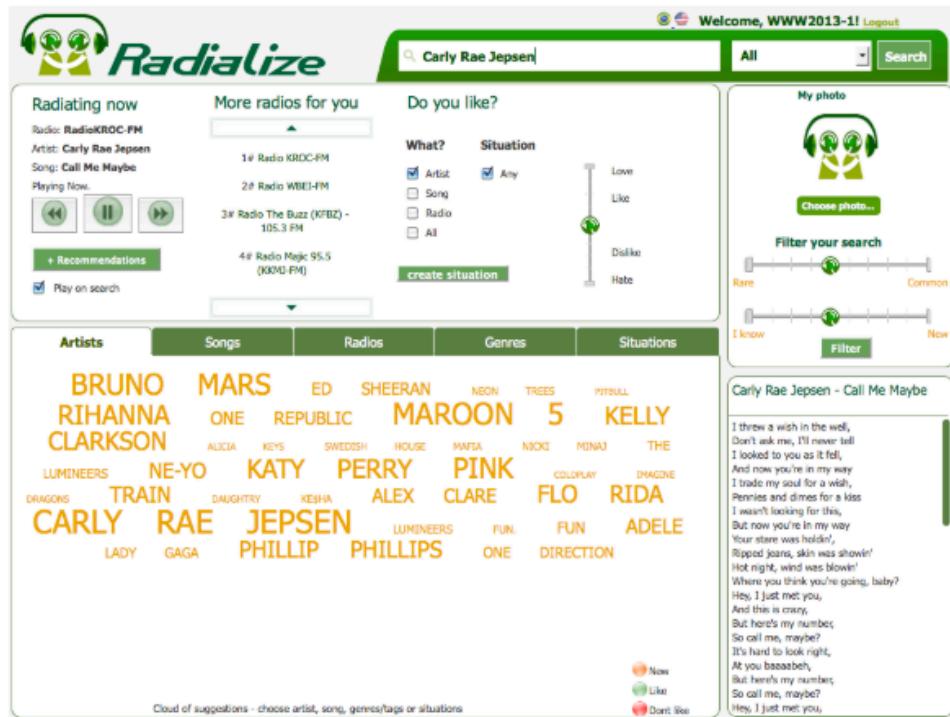


Figure 2.6: Screenshot of the Radialize system

2.3.4 MyMyRadio

Finally, and most importantly, the CereProc team created a platform which takes updates from a user's Facebook or Twitter accounts, and RSS feeds, and synthesizes them using CereProc's own text to speech technology, slotting these spoken updates into a playlist of your own music periodically.¹¹ Aylett et. al [27] have presented a case study on this platform, in which they highlight the potential and challenges of an interactive radio approach, which are of interest to the development of this project.

The MyMyRadio project was developed as a 'cure' to the constant engagement demanded by social networks, enabling content to be delivered in the background while users listened to music and carried out other activities. When a news or a social media was of interest to the user, the user could embrace a more direct and interactive approach with said content, allowing from an active listening experience. According to the testing results, the concept of this platform was well received and considered 'desirable'.

In the ambit of such case study, the researchers concluded that 'a more developed interactive radio platform could contain localization information and allow a mixture of localized content, speech synthesis and pre-recorded audio, as well as personalized music streams such as Spotify (...) and offer integration with social media and new digital services.'

In conclusion, the concept of 'interactive radio' can be further augmented, as, at first sight, there is a

¹¹ MyMyRadio (<https://www.cereproc.com/en/mymyradio>)

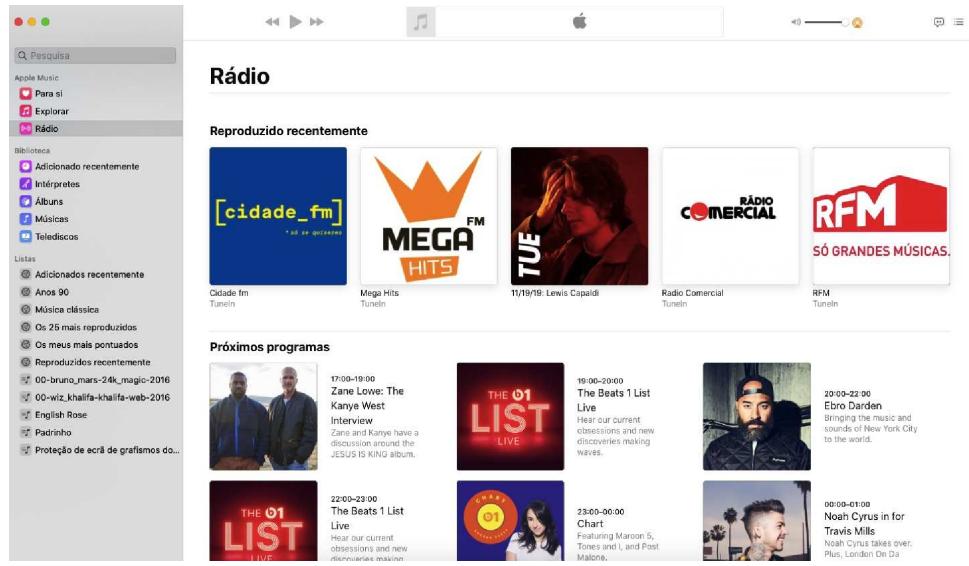


Figure 2.7: MyMyRadio mobile interface

user impulse for this to happen. Based on our research, this may be achieved by merging the strengths of both traditional terrestrial radio and music streaming services into a personal, yet sharable platform that aims to improve audio media consumers' listening experience. To assure this need, we'll conduct in-depth user research, aiming at understanding if users find such concept enticing.

2.4 Discussion

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Preliminary User Research

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Before proposing a solution that aims at taking the concept of interactive radio further, we need to assess the need and desirability for such a solution. The before-presented literature identifies a demand; yet, as audio consuming mediums are very user-focused, there is a need to conduct a detailed investigation among these users' habits.

Furthermore, the foundation of this research project is a user-centered design development approach [28], as we want our hypothetical solution to suit the user, rather than making the user suit our solution. This is accomplished by employing techniques, processes, and methods, throughout the product life cycle that focus on the user. [29]

In a user-centered design approach, there are three main principles — an early focus on users and tasks, empirical measurement of usage, and iterative design. In this first stage of the project, we'll focus on the first principle — we want a systematic and structured collection of users' experiences so that we can maximize the quality of the user experience of our developed solution. By collecting user experiences, one can gain an understanding of what users want and need, how they currently work or how they would like to work, and their mental representations of their domain.

To best understand our users' habits and to have them into account from the very early stages, we have used three different user experience research activities: surveys, diary studies, and interviews. In this section, we take a look at each one of them, and we conduct a brief analysis of the gathered data.

3.1 Surveys

Surveys can be a viable approach to gathering data from a large sample in a moderately brief time frame. [29] They can help identify a target user population, current pain points, and opportunities that a solution could fulfill, and find out at a high level how users are currently accomplishing their tasks. Surveys ask every user the same questions in a structured manner, and participants can complete them in their own time and from the comfort of their home.

In this first stage, we wanted to reach a large number of people, and, citing Courage et. al [29], surveys are the indicated user research method to fulfill this requirement. Thus, we have conducted a survey using the online tool Google Forms. We have distributed this survey among many of our university's social groups within some social networks, but also among older audiences, so we could have a wide range of respondents. Over one week, we have gathered 195 responses, where 58.8% of them come from respondents with ages 30 or below. Corroborating with this age range, half of the respondents are mostly students; the other half are employed.

Among demographic and other miscellaneous user characterization questions, the following set of queries were asked:

- How often do you listen to music?

- Which mediums do you use regularly to listen to music?
- How often do you use streaming services?
- Which music streaming service is your most used one?
- On average, how long do you use streaming services in a listening session?
- Which of these factors do you consider more relevant when using a streaming service?
- What are the factors that stop you from using streaming services on a more regular basis?
- Do you listen regularly to podcasts?
- How often do you listen to traditional radio stations?
- On average, how long do you typically listen to radio?
- Where do you usually listen to radio?
- What are the main reasons that make you listen to radio stations?
- What are the factors that stop you from listening to radio stations on a more regular basis?

When asked how often they use music streaming services, only 7% replied that they don't use them, and almost 60% use them every day. Spotify is the most used streaming service amongst them, while YouTube (which many use as a means of a streaming service) comes in second place. Users value these services' wide range of music selection, sound quality, and low price, but 16.7% of them still prefer to use another medium.

Regarding traditional terrestrial radio stations, only 40.6% of the inquired listen to them daily, with 5.9% not listening to this medium at all. Almost half of the inquirers state that the main reason that makes them listen to radio stations is the disclosure of news, weather, and traffic information, with convenience and the good mood of the radio hosts following in second and third places respectively. On the downside, users don't listen to radio more frequently since they believe the music selection is too repetitive (58.2%) or doesn't fit their taste (40.1%); due to the high rate of advertisement breaks (50.8%); and because they can't choose what they want to listen to (38.4%).

From this first set of gathered data, we can arrive at some early conclusions. The first one is that music streaming services are really popular among this set of users, mainly because they see the advantage of having the possibility on-demand selection of music artists, songs, and genres. However, when regarding radio stations, users enjoy the role of the radio host and the disclosure of information this medium provides, but often don't enjoy the music selection or the long advertisement breaks.

Since surveys allow us to reach a larger number of people, the use of this user research method may be a favorable first-step to start user research procedures. To obtain more detailed data about the

users' audio media consumption habits, we have also conducted a diary study and interviews, so we could gather qualitative data and cross-reference it with the information obtained through surveying.

3.2 Diary study

To take a deeper look into audio media users' music streaming and traditional terrestrial radio habits, we have conducted a diary study, which asks participants to capture information about their activities, habits, thoughts, or opinions as they go about their daily activities. [29] This method allows the collection of typically longitudinal data *in situ*.

In order to obtain more raw and personal details regarding their audio consumer habits, we involved our own family and friends circle from the very beginning of the project, so we could get a glimpse of their audio consumption habits and how we can target and improve their experience. As we'll further discuss, we also want to understand how our solution could tackle the social presence and online community concepts, as described by Wang et. al [11].

We've selected 11 close friends and family to conduct a diary study over one week (the participating users on all user research activities are reported in table 4.1). From these users, 9 are paid subscribers of a music streaming service, while the other 2 use the free tier plan (if available). Users were asked to fill out a template spreadsheet on the Google Sheets platform, at the end of each day. The template, shown in fig. 3.1, had a set of pre-specified questions or probes for users to respond to, making this a structured diary study. Users were asked to sign an informed consent form, informing them how their data would be used and the importance of it in regards to the development of our platform.

Days	Radio stations						Streaming services & Podcasts (Spotify, Apple Music...)				
	Estimated time of listening	Which radio station(s) did you listened?	What kind of content did you listened to during that session?	Where did this listening session took place?	Name 2 GOOD aspects you enjoyed on your listening session	Name 2 BAD aspects you disliked on your listening session	Estimated time of listening	Which streaming service(s) have you used?	What kind of content did you listened to during that session?	Where did this listening session took place?	Name 2 GOOD aspects you enjoyed on your listening session
(Example)	15 minutes	Rádio Comercial, RFM	Music, news, weather, traffic	Commuting on public transportsations and at home	Radio hosts give a nice balance between news and hourly news are helpful	Too many ad breaks; music is quite repetitive	2 hours	Spotify	Albums, podcasts	At home	Good shuffling suggestion!
Thursday (7/11)	2 hours	Cidade FM, Megahits, RFM	Music, news	At home and on public transportsations	The type of music; And the range of musical styles	Too many ad breaks; Sometimes the hosts talked too much	3 hours	Apple Music	My own playlists	At home and outdoors	Sound quality; Few breaks!
Friday (8/11)	3 hours	Cidade FM, Megahits, RFM, Commercial	Music	Home and on private car	Not so many ad breaks (night time); Not a lot of interventions by the host (night time)	Quality of the sound (in the car); The search between different stations to find music I like	2 hours	Apple Music	Albums, my own playlists	At home	Sound quality; Few breaks!
Saturday (9/11)	0	-	-	-	-	-	1 hour	Apple Music	My own playlists	Home	Sound quality; The I can listen to it!
Sunday (10/11)	2 hours	Cidade FM, Megahits	Music, news, weather	At home and on private car	Good resume of news; Type of music	Quality of the sound (in the car); Hosts talked too much	0	-	-	-	-
Monday (11/11)	5 hours	Cidade FM	Music, news, weather, morning show	At home	Nice guest on the morning show; Good music	Repetition of some music; Repetition of the same advertisement	2 hours	Apple Music	My own playlists; Albums	At home	Sound quality; Few breaks!
Tuesday (12/11)	6 hours	Cidade FM, Megahits	Music, news, weather, morning show	At university and at home	Some new songs; The range of musical styles	Not so good guest on morning show; A lot of advertisement during morning show	2 hours	Apple Music	Albums	At home	Sound quality; Few breaks!
Wednesday (13/11)	2 hours	Cidade FM	Music, news	At home	Good resume of news; Type of music	A lot of ads; Repetition of some music	2 hours	Apple Music	My own playlists	At home and outdoors	Sound quality; Few breaks!

Figure 3.1: Diary study spreadsheet template filled by one user

The diary study focused on four main audio listening mediums: traditional terrestrial radio stations, music streaming services, music videos, and physical format. Each medium had the following questions:

- Estimated time of listening (in minutes);
- What kind of content did you listened to during that session?
- Where did this listening session took place?
- Name two good aspects you enjoyed on your listening session;
- Name two bad aspects you disliked on your listening session.

From this study, we can analyze both quantitative and qualitative data. Regarding the first, we have concluded that, on average, every user spends more than 3 hours per day listening to various audio content; streaming services count for about 62% of that, while traditional radio stations count for 21%. From the 11 users, 2 didn't use music streaming services during that week and are non-paid subscribers, and 3 didn't listen to traditional radio stations in the same period.

The main outcome of this diary study was, however, qualitative data. For the analysis of such data, we used an affinity diagram [30]. In an affinity diagram, researchers extract the data from each participant, pulling out key points, and write each note individually on an index card or sticky note. [29] Similar findings or concepts are then grouped to identify themes or trends in the data.

Affinity diagrams can add structure to a large or complicated issue, as they can break it down either into broader categories or more specific, focused categories. This assists and guides designers in the process of identifying issues that affect multiple areas, making affinity diagrams a crucial tool for organizing qualitative data into themes that may offer insights for the design and testing. [31] Figure 3.2 illustrates the first iteration of the affinity diagram created based on this study's participants' data.

From the analysis of this data, some conclusions emerge. Regarding traditional terrestrial radio, users enjoy the human connection it provides and the dynamics of the radio hosts. The disclosure of information such as news, weather, and traffic reports is also very important when it comes to listening to radio, as well as the diversity of radio shows that are broadcast. On the downside, most radio listeners of this study don't like the song selection of the stations, as they find them very repetitive, always of the same genre, or simply not matching their musical taste. Not being able to choose what they want to listen to on the radio is something that frustrates them, as well as the amount of radio advertisement breaks.

In contrast, users value the freedom of music choice in music streaming services, as well as its overall sound quality and convenience. They appreciate the automatically generated playlists based on their mood or even their taste. The added freedom that music streaming services provide sometimes isn't a great feature to some users, as they sometimes have indecision of what to listen to (corroborating the tyranny of choice concept discussed before).

Diary study has proven to be a great method to gather detailed information about audio media consumers' music streaming and traditional terrestrial radio habits — in conjunction with surveys, a broader

dataset is obtained. To finish our preliminary user research, we have conducted interviews, to obtain more detailed information from our users.

3.3 Interviews

Interviews consist of a guided conversation in which one person seeks information from another. These method is considered flexible and can be conducted as a solo activity or in conjunction with another user experience activity. The result of a set of interviews is an integration of perspectives from multiple users. [29]

We have conducted semi-structured in-person interviews with the 11 participants of the diary study, as a follow-up to this method (the participating users on all user research activities are reported in table 4.1). We've prepared a plan which subdivided the interview into five main sections: introduction, where we encouraged participants to answer honestly and to warn us whenever they couldn't answer one of the questions; warm-up, where the interviewees were asked easy, non-threatening questions in order to get positive answers to ease the participant into the interview; body of the session, where the main questions were asked; cooling-off, asking more general questions to summarize the interview; and wrap-up, where we thanked the interviewees for the time spent with all three user research methods by giving them a small gift.

The main objective of the study was not only to have more detailed information on users' audio media-consuming habits, but also to understand how they feel and their opinions on terrestrial radio and music streaming services. As a semi-structured interview, we have begun with a set of questions to answer (closed-ended and open-ended), but we also deviated from the order and the set of questions from time to time. Among the planned questions, the following were asked:

- What do you enjoy about music streaming services?
- What's your opinion on streaming services' social capabilities?
- When it comes to your music habits, what would you like to share with your friends?
- What does music mean to you?
- What's the role of music in your social life?
- What's your general opinion on traditional radio stations?
- Why don't you listen more often to traditional radio stations?
- Which radio stations do you like the most? Why?
- What's your opinion on the role of the radio host?

- What do you think about traditional radio stations' role in news, traffic, or weather disclosure?

As with the diary study, we have obtained qualitative data from the interviews which has passed through the same treatment process to add it to the previously created affinity diagram (fig. 3.2).

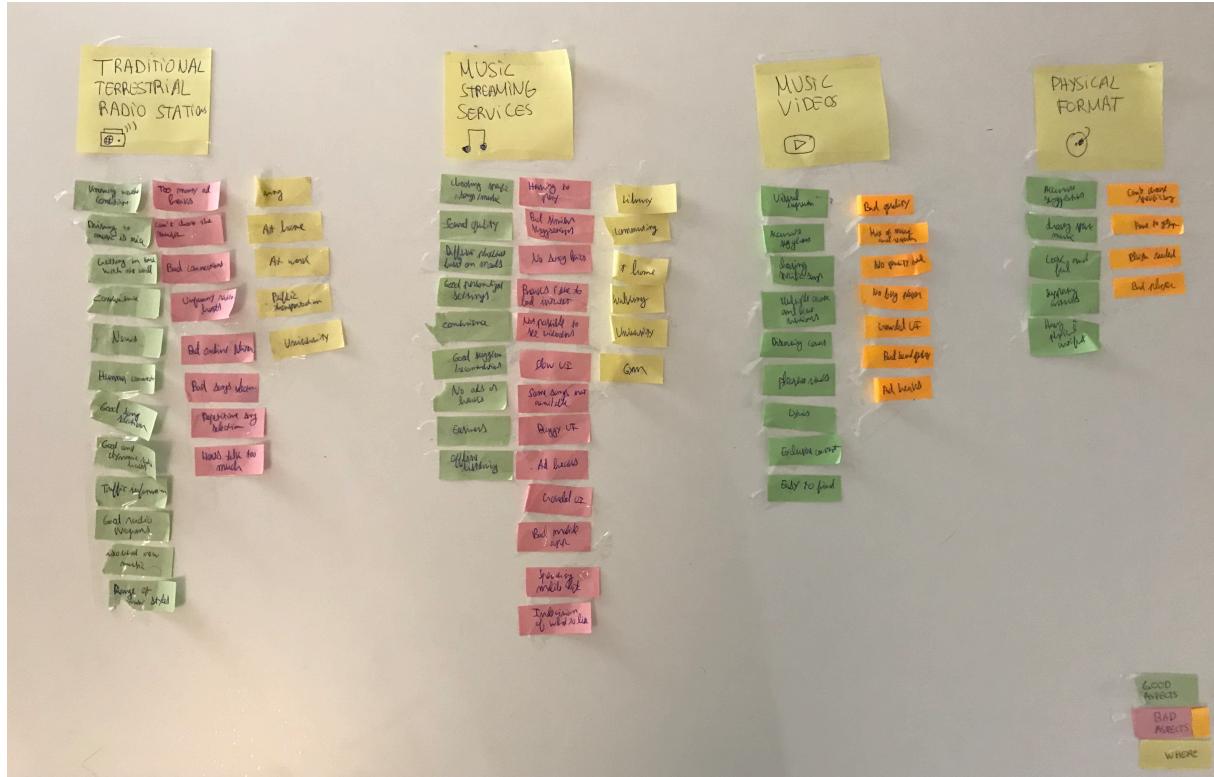


Figure 3.2: Affinity diagram with the gathered data from the diary studies

The interviewees have given us important and detailed information regarding their audio consuming habits - how and why they listen to music and other audio content, which factors they value the most and the least in a listening session, and even some ideas and suggestions to implement and take into account when designing our solution. For instance, they noted that the social aspects of music streaming services and terrestrial radio are one of the most important aspects in their listening experience. The expressed empathy should be taken into account when developing the final solution, as all the interviewees expressed that music plays an extremely important role in their routines, and the way they experience it is a pivotal attribute.

To help us explore a diverse group of early-stage concepts, and to reflect on their stature, we will use the speed dating methodology, as proposed by Davidoff et. al [32]. Speed dating supports low-cost rapid comparison of design opportunities and situated applications by creating structured, bounded, serial engagements. In return, by structuring a comparison of concepts, this method will assist us on the contextualization of multiple applications, as well as of critical aspects of individual applications, helping

us in the identification and understanding of contextual risk factors, and how we can develop approaches to address them. Section ?? will describe the developed work in the ambit of this concept.

4

Speed Dating

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Speed Dating is a design method for rapidly exploring application concepts, their interactions, and contextual dimensions, requiring no technology implementation. It was developed at Carnegie Mellon University for accessing finer-grained insights into user needs, and identifying critical contextual dimensions for the design space [32]. The main drive for developing such methodology was the lack of availability of methods that help design teams transition from ideation to iteration. Moreover, the authors state that, in ubiquitous computing, important design and contextual risk factors are not discovered before the deployment of a system, which can have a significant negative impact on the course or viability of a given project.

Aiming at solving these issues, speed dating supports low-cost rapid comparison of design opportunities and situated applications by creating structured, bounded, serial engagements. In addition, it helps teams contextualize multiple implementations, as well as critical aspects of individual applications, quickly foregrounding potential precarious issues before any implementation. It tests the researcher's initial ideas of problem definition and scope against user needs and the contextual factors that underlie them, while minimizing costs and time demands. Speed dating enables the researcher to explore the outermost frontiers of the design space, "presenting users with scenarios that push social boundaries to uncover where these boundaries actually lie" [32].

This method consists of a two-stage process, settling between sketching and prototyping. The first stage, named 'need validation', involves the use of personas, scenarios, and storyboards in a process aimed at exposing and validating user needs. The second stage, labeled 'user enactments', combines experience prototyping strategies and key concepts from the speed dating method within the elicitation of a second round of feedback pointed at finding a more full run of conceivable outcomes for the design.

We chose to apply the speed dating methodology since it allowed us to get a deeper understanding of our users' needs, while at the same time increasing our design effectiveness and efficiency. This approach was essential in exploring the complex set of factors, contextual dimensions, and design considerations that characterize a diverse and ambitious project such as this one. In the following subsections, we describe the work we have conducted in each of the stages of this methodology.

4.1 Need validation

The need validation stage of speed dating consists of presenting a set of storyboards to a group of target users, to synchronize the design opportunities researchers found with the needs users perceive. These storyboards help designers prioritize user demands, map areas for innovation more clearly, and use that focus to narrow the design space for implied implementations. [32]

The first step of this phase is to focus concepts on user needs, where teams generate and cluster concepts around the needs identified in the conducted research. [32] This is achieved by creating a col-

lection of personas and scenarios that fall on both sides of boundaries the design team has speculated on.



Manuel

Fernandes



'I use Spotify a lot, but would like to get the hourly news so that I stay connected with what's happening in the world.'

Age: 19 years old

Occupation: University student

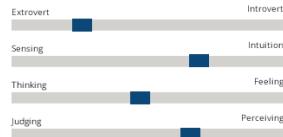
Status: Single

Location: Lisbon, Portugal

Bio: Manuel is a young Law student at the University of Lisbon. He aims to pursue a successful career, but wants to have fun while he is a student.

User Story: Manuel listens to music every day for long periods of time. He uses Spotify to do so, but every so often he would like to stay in touch with the outside world with little effort.

Personality:



Goals:

- To listen to music, podcasts, audiobooks, and other audible content in one single session and platform
- To get a briefing of the news without pausing the music for too long
- To stay in touch with the world in an audible and effortless way

Frustrations:

- As he listens to music for long periods, he doesn't know what's happening in the world
- When he is studying alone, we would like to have the human companion that traditional radio is known for, while listening to his favorite albums.

Audio consuming habits:



Figure 4.1: Example of one of the created personas.

To do so, we have produced a set of four personas, based on four different potential users of this solution. To make them feel as real as possible, each persona was attributed an age, occupation, status, location, biography, user story, goals, frustrations, personality traits, and audio media consuming habits. The latter attribute is the main characteristic that differentiates the created personas from each other, so that we can understand if the portrayed functionalities of this platform would appeal to all ranges of potential users, even those that don't have very substantial audio listening habits on their routines. A summary of each persona is presented in the following list:

- Manuel Fernandes, a university student that is a power-user of Spotify, who feels 'disconnected' from the world while indulging in all-day music listening sessions using the on-demand service;
- Carolina Santos, a software engineer that enjoys the interactivity of traditional terrestrial radio stations, but also enjoys the on-demand selection of her favorite songs that a music streaming service provides;
- Rita Silva, a middle-aged school teacher whose audio listening habits consist of a few minutes per day, tuning into her favorite radio station to listen to the news;
- Tomás Ventura, a truck driver that relies heavily on radio stations for his entertainment, but is getting tired of the repetitive music choice.

A subsequent set of scenarios was attributed to each of these four personas. Each scenario represents a distinct use case of this platform, focusing on situations where it is easy for participants to imagine themselves performing the mentioned activities.

We have represented these personas and their respective scenarios in a set of storyboards that document how each need arises in daily life, and how the concept intervenes to improve the quality of life. To develop such materials, we have begun by using the traditional sketching method by drawing these storyboards on paper.

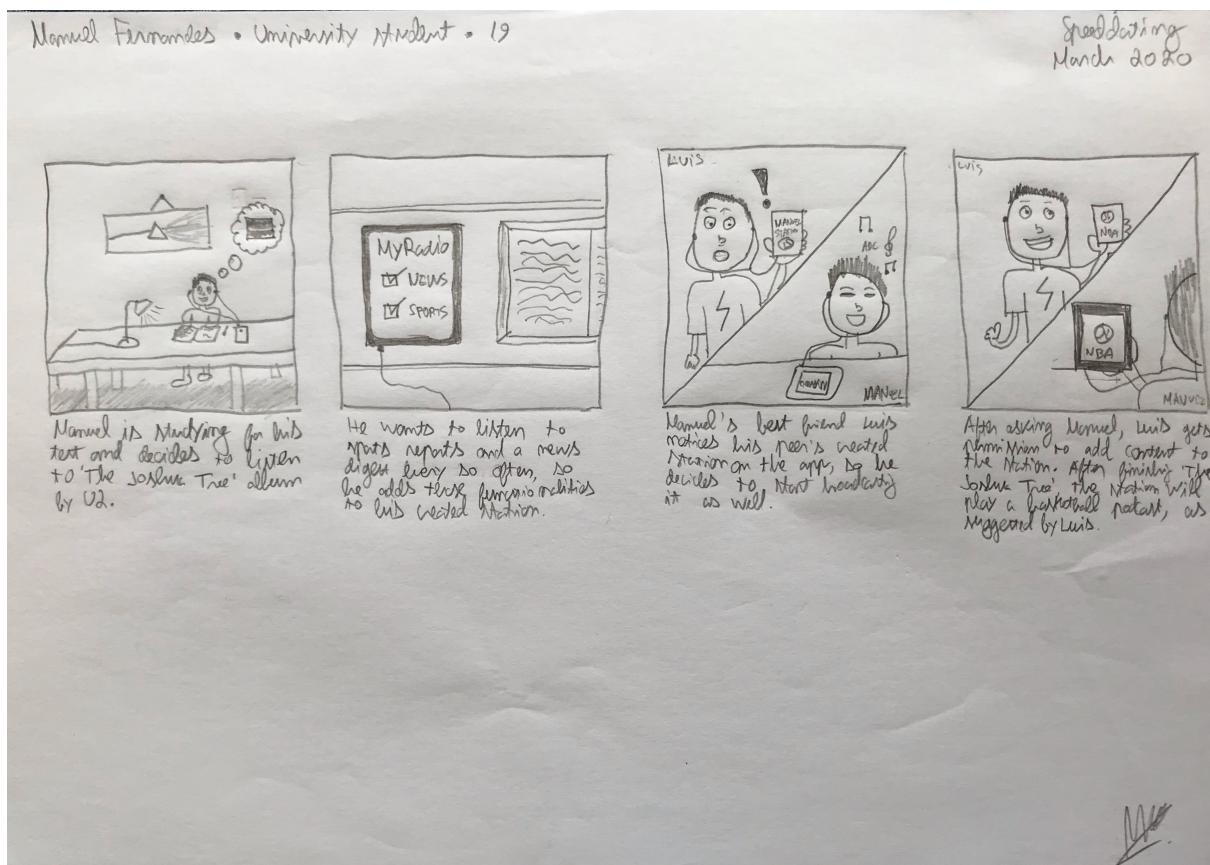


Figure 4.2: Example of one of the created storyboards, with the 'Manuel Fernandes' persona.

The next step was to conduct a session where we presented this set of storyboards to small groups of target users. The original guidelines of the speed dating methodology state that these sessions should happen in a physical location; yet, as our study was conducted amid the 2020 COVID-19 pandemic, we had to circumvent this challenge, to comply with social distancing measures imposed by our country. Thus, we have conducted a total of five remote sessions, via the Google Meet platform: three of them with users ranging from 18 to 24 years old; one with ages ranging from 25 to 35 years old; and a final session with ages ranging from 35 to 55 years old. The participating users are reported in table 4.1. The duration of each session ranged from 30 to 45 minutes. The audio of the session was recorded with

the consent of all participating users, in order to facilitate the note-taking and analyzing processes. A consent form was digitally signed by all participating users.

The sessions started with a brief description of the project and the goals of the discussion. Then, the developed personas and storyboards were shown digitally by sharing the screen and providing the link to the folder containing the files. To facilitate the understanding of these materials, we have transmuted the hand drawings into a digital representation; nevertheless, we presented both and asked users to try to focus on the hand drawings.

After presenting a given storyboard, users were asked to put themselves in the shoes of the correlated persona, and, with that in mind, they were encouraged to express comments, opinions, and comparisons. The discussion of each scenario was facilitated by a researcher that had the main goal of steering the dialogue to elicit user needs. Storyboard discussions were lively and focused on participants' reactions to the scenarios. When appropriate, participants were asked: "Would you do something like that?" or "What would you do differently?" and were encouraged to elaborate on their responses. The researcher also regularly asked participants for their feedback in identifying positive and negative aspects, what would they find useful in their own lives, and what would they change.

The received feedback was very positive. Most users identified themselves with the younger developed personas (Manuel Fernandes and Carolina Santos), stating that this 'interactive radio' approach would significantly enhance their audio listening experience in their daily routines. As they use on-demand music streaming services for long periods of time, their listening experience becomes dreary and not interactive, generating a sense of disconnection to the outside world. Yet, as they embraced these personas, users stated that this feeling would be practically nonexistent. Finally, the social and community features described in Manuel's storyboard were very well received, which proves the user demand for more social and community features to arise in modern audio consuming mediums. Conversely, users didn't see the advantage of incorporating more personal tidbits of information into personalized radio stations, such as location sharing or voice messages from their friends, as described in the older personas (Rita Silva and Tomás Ventura). Instead, users stated that they would prefer to have their social feeds to be delivered, rather than more personal, decontextualized, and sensible types of information.

After conducting the sessions, we extracted the most relevant statements that were recorded, which helped us reveal new design opportunities, while at the same time recognizing the ones that don't consist of a general user need or demand. We have discussed the users' reactions to concepts, prioritizing needs that emerge strongly in both user research and validation sessions. With the received feedback, we were able to reduce our design dimensions by three main extents, which will be further employed in the second phase of the speed dating methodology.

Age	Preliminary User Research		Speed Dating	
	Diary Study	Interview	Need Validation	User Enactments
18	✓	✓	✓	✓
18			✓	✓
18			✓	✓
19				✓
19			✓	✓
20			✓	✓
21	✓	✓		
22	✓	✓	✓	✓
22	✓	✓	✓	✓
22	✓	✓		
22	✓	✓		
22	✓	✓		
22	✓	✓		
22			✓	✓
22			✓	✓
22			✓	✓
22			✓	✓
22				✓
22				✓
24			✓	✓
27	✓	✓		
32				✓
33				✓
36			✓	✓
38				✓
43			✓	✓
43			✓	✓
46				✓
49			✓	✓
50	✓	✓	✓	✓
51			✓	✓
55	✓	✓	✓	✓
61				✓
62				✓

Table 4.1: Participating users in the preliminary user research and speed dating methodology activities.

4.2 User enactments

The second and final phase of the speed dating methodology, labeled 'user enactments', consists of creating a matrix of critical design issues, triggering the writing of dramatic scenarios that address the permutations of these issues. Researchers then ask participants to enact a specific role they regularly play as they walk through the scenarios, within an inexpensive, low-fidelity simulation of the target environment. [32]

As a result of the need validation process, we were able to reduce our design dimensions by three main dimensions: 'Create', 'Listen', and 'Share'. These represent the three primary types of interactions with the system. 'Create' refers to the creation of a personalized station, where the user selects their desired audible content, as well as the station's schedule and preferences. 'Listen' invokes the actual listening experience of these stations, whether created by a given user or otherwise, in the context of the users' daily routines. Finally, 'Share' addresses the shareability and the community features of the system, such as simultaneous listening or station sharing.

We further identified an additional set of time-based dimensions through this process: 'Initiate', 'Employ', and 'Explore & Customize'. 'Initiate' refers to a novel user interaction. 'Employ' refers to a response from the system, from which the user can interact with it. 'Explore & Customize' refers to the users' probing and engagement of the available personalization features on the platform, from within a certain interaction or otherwise.

Using the above described design dimensions, we generated a matrix for carrying out speed enactments, shown in table 4.2. The first set of dimensions ('Create', 'Listen', and 'Share') align along the vertical axis, while the second set ('Initiate', 'Employ', and 'Explore & Customize') align along the horizontal axis. The cells contain fictional scenarios that capture the intersection of types of interactions with stages of a system event. In the interest of keeping participants engaged and avoiding redundancy, we chose not to fill all of the cells in the matrix.

Based on the presented table, we have developed a medium fidelity prototype aimed at showcasing a preliminary concept of the Sterio platform to the common user. The prototype focused on merging a users' music streaming service library and audio dynamically generated from news, social networks, or even personal sources, with non-speech audio sound effects and background music. In this first stage, we focused on the 'create' and 'listen' design dimensions, which resulted in the creation of a set of dummy and non-technical screens to avoid possible distractions concerning superficial design considerations.

Users were guided through this set of dummy screens that enabled them to create and listen to a personalized radio station. This dummy station included a playlist from Spotify, breaking news about the COVID-19 topic, and weather information based on a dummy location. When reaching the final screen of the prototype, an audio file that contained the 'selected' items was played. To keep users

	Initiate	Employ	Explore & Customize
Create	You create a radio station with a Spotify playlist, news about COVID-19, and weather information in Beja.	The radio station is created and added to your stations' library. A virtual radio host is assigned to	You further add radio blocks, such as a Twitter feed, and change the virtual radio host to a female
	You create a radio station that is more news-focused, based on a library of pre-created stations that are suggested to you.		
Listen	You start listening to the 'Morning Station' from your station library.	Your station. The schedule played in station is specified automatically.	While listening, you choose to skip to a certain point of the station's schedule. You switch to a 'Sports' news station suggested by the player.
	Before you start driving, you switch the 'car' mode and start playing to your 'Driving' station.		
Share	You check the station your friend is listening to, and you decide to start listening to it as well.	You start listening to the same radio station, at the same point the participating users were listening.	You suggest the addition of a sports podcast radio block, to which your friend (the station creator) gives you permission to add.
	You share one of your created stations with a small group of your friends, giving them the ability to edit the contents of the station.	Your friends can now start listening to your station.	A friend of yours adds a custom radio block, which enunciates the voice messages from their WhatsApp group.
	You choose to share one of your created stations with the whole platform's community, being publicly available to anyone.	Your station is now available to all users, ready to be played, and it has 226 followers now.	

Table 4.2: Speed matrix generated for user enactments.

focused, the audio had a small duration of two and half minutes. The audio file also included snippets of two songs (from the 'selected' playlist) and radio-like transitions and sound effects, so that the station would feel as natural as possible to the user. Users were encouraged to try the prototype either on their desktop computers or on their smartphones, as the platform on which the prototype was built allowed both mediums.

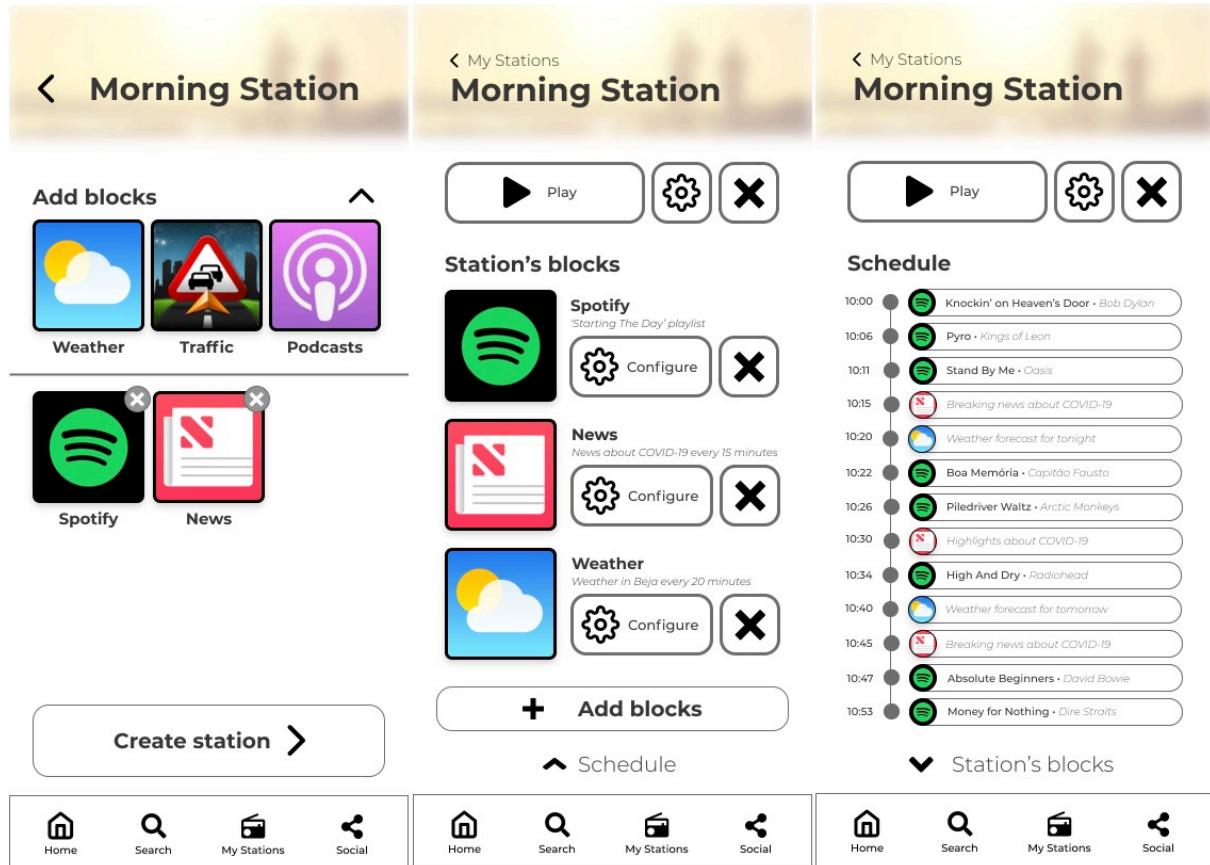


Figure 4.3: Screenshots of the developed Sterio medium fidelity prototype.

Given the before-mentioned COVID-19 pandemic we faced during the development of this study, the diffusion of the prototype was conducted using the WhatsApp social network, complying with social distancing restrictions. Groups with 4 users were created (larger numbers were avoided in order to make the discussion easier). In total, 7 groups of 4 people were created, totaling 28 participants in this study. 15 users were of ages ranging from 18 to 25, whilst the remaining 13 were of ages ranging from 26 to 62. The participating users are reported in table 4.1.

Since the discussion of this prototype was conducted using an instant messaging service, users were encouraged to share their opinions and engage in discussion with each other, providing useful feedback that should be taken into account when developing the final product. From the 28 users, 19 have participated in the need validation activity of the speed dating method, thus an introduction to

the general concept of the platform wasn't necessary. The remaining 9 users were introduced to the main abstract of the project and were asked to sign a virtual consent form. Users were informed that the displayed interface was created for demonstration purposes only, and that it didn't match the final product, shifting away their attention to the general concept of the system and not its usability.

The middle-fidelity prototype was created using three main tools: Adobe XD, Audacity, and macOS Text To Speech voices.

Adobe XD was used for the development of the dummy interface. This platform allows playback of an audio file, which was convenient to showcase the final concept of the platform. The app also allows an easy sharing of the prototype, guiding them through its available options.

Audacity was used to create the radio station audible file. The app allowed the editing of the audio file, making easy to expose how a created radio station would sound by gathered all the various audible elements (text-to-speech, music, and transitions).

Finally, macOS' built-in text-to-speech software was used to synthesize into speech the content that the dummy user would provide (in this case, news and weather information). We opted for this solution since the operating system has a built-in European Portuguese voice (Catarina) that sounded very reliable and natural, making the development of the prototype a simpler task.

Corroborating with the first step of the method, the received feedback was very positive. All users clearly understood the main concept of the platform. Some of them mentioned that, in a first stage, they didn't understand the conceptualization on paper, but the prototype did enlighten them by showing in a visual and practical way how the platform would work.

Regarding the text-to-speech usage on the prototype, the feedback received was better than expected. The majority of users thought that the text-to-speech voice mimicking a radio host was more natural than what they were expecting. When asked if they felt a human element, and/or a connection with them in a similar way that traditional radio stations provide, all users replied affirmatively. In particular, older users accepted the text-to-speech functionalities quite well, with some mentioning that their original perception of this software (such as GPS turn-by-turn instructions) was out-blown with the use of this particular voice. Some younger users noted that the pronunciation of a small set of words was not clear or sounded unnatural, mainly new words (such as 'COVID-19') or foreignisms. Nevertheless, most of them noted that the advantages of using this technology outweigh the drawbacks.

Most users noted that they would use the platform on a daily basis, while others said it would be particularly interesting to use on specific occasions (such as driving or cooking). Some suggestions for future implementation on the system were also given by the users, such as the possibility for selecting their desired voice in their language, or a 'quick station' feature for the times when they would like to listen to a personalized radio based on their taste without a higher level of customization.

5

Sterio System

Contents

5.1 Maecenas vitae nulla consequat	43
5.2 Proin ornare dignissim lacus	44

Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Morbi commodo, ipsum sed pharetra gravida, orci magna rhoncus neque, id pulvinar odio lorem non turpis. Nullam sit amet enim. Suspendisse id velit vitae ligula volutpat condimentum. Aliquam erat volutpat. Sed quis velit. Nulla facilisi. Nulla libero. Vivamus pharetra posuere sapien. Nam consectetuer. Sed aliquam, nunc eget euismod ullamcorper, lectus nunc ullamcorper orci, fermentum bibendum enim nibh eget ipsum. Donec porttitor ligula eu dolor. Maecenas vitae nulla consequat libero cursus venenatis. Nam magna enim, accumsan eu, blandit sed, blandit a, eros.

5.1 Maecenas vitae nulla consequat

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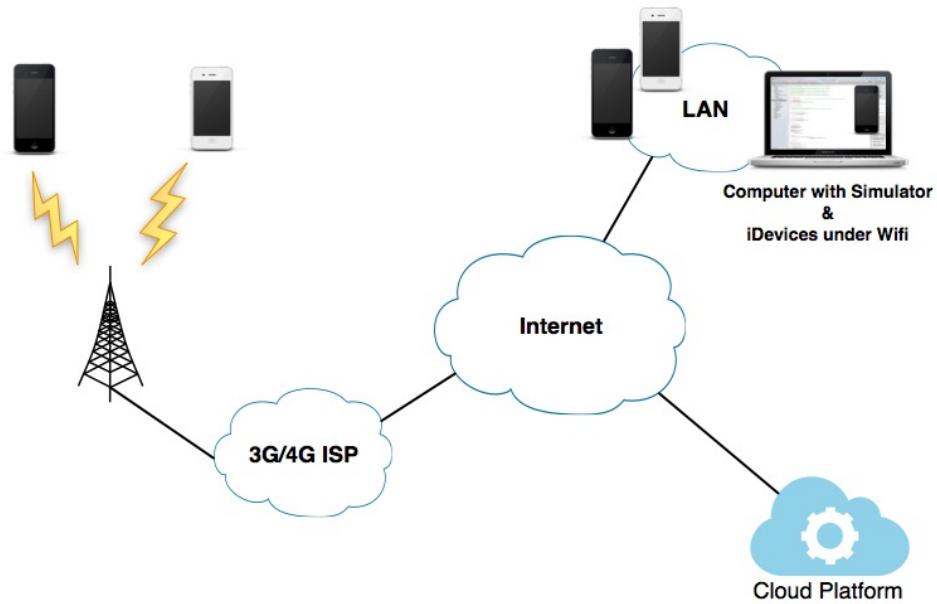


Figure 5.1: Test Environment

Aliquam aliquet, est a ullamcorper condimentum, tellus nulla fringilla elit, a iaculis nulla turpis sed wisi. Fusce volutpat. Etiam sodales ante id nunc. Proin ornare dignissim lacinia. Nunc porttitor nunc a sem. Sed sollicitudin velit eu magna. Aliquam erat volutpat. Vivamus egestas. Nunc tempor diam vehicula mauris. Nullam sapien eros, facilisis vel, eleifend non, auctor dapibus, pede Table 5.1 used in the tests. The Network Link Conditioner allows to force/simulate fluctuations in fixed network segments.

Table 5.1: Network Link Conditioner Profiles

Network Profile	Bandwidth	Packets Dropped	Delay
Wifi	40 mbps	0%	1 ms
3G	780 kbps	0%	100 ms
Edge	240 kbps	0%	400 ms

Aliquam aliquet, est a ullamcorper condimentum, tellus nulla fringilla elit, a iaculis nulla turpis sed wisi. Fusce volutpat. Etiam sodales ante id nunc. Proin ornare dignissim lacus. Nunc porttitor nunc a sem. Sed sollicitudin velit eu magna. Aliquam erat volutpat. Vivamus ornare est non wisi. Proin vel quam. Vivamus egestas. Nunc tempor diam vehicula mauris. Nullam sapien eros, facilisis vel, eleifend non, auctor dapibus, pede.

5.2 Proin ornare dignissim lacus

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Et “optimistic” nulla dui purus, eleifend vel, consequat non, dictum porta, nulla. Duis ante mi, laoreet ut, commodo eleifend, cursus nec, lorem. Aenean eu est. Etiam imperdiet turpis. Praesent nec augue. Curabitur ligula quam, rutrum id, tempor sed, consequat ac, dui G_j , nec ligula et lorem consequat ullamcorper p ut mauris eu mi mollis luctus j , porttitor ut, Equation (5.1), uestus posuere justo:

N_j Is the number of times peer j has been optimistically unchoked.

n_j Among the N_j unchokees, the number of times that peer j responded with unchoke or supplied segments to peer p .

$C_{r[j]}$ The cooperation ratio of peer j . If peer j never supplied peer p , the information of $C_{r[j]}$ may not be available.

$C_{r(max)}$ The maximum cooperation ratio of peer p 's neighbors, i.e., $C_{r(max)} = \max(C_r)$.

$$G_j = \begin{cases} \frac{n_j C_{r[j]}}{N_j} & \text{if } n_j > 0 \\ \frac{C_{r(max)}}{N_j + 1} & \text{if } n_j = 0 \end{cases} \quad (5.1)$$

Cursus $C_{r(max)}$ conubia nostra, per inceptos hymenaeos j gadipiscing mollis massa $N_j = 0$, unc ut dui eget nulla venenatis aliquet $G_j = C_{r(max)}$.

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Both Figures 5.2(a) and 5.2(b) Phasellus eget nisl ut elit porta “perfect” tincidunt. Class aptent taciti sociosqu ad litora torquent per conubia nostra.

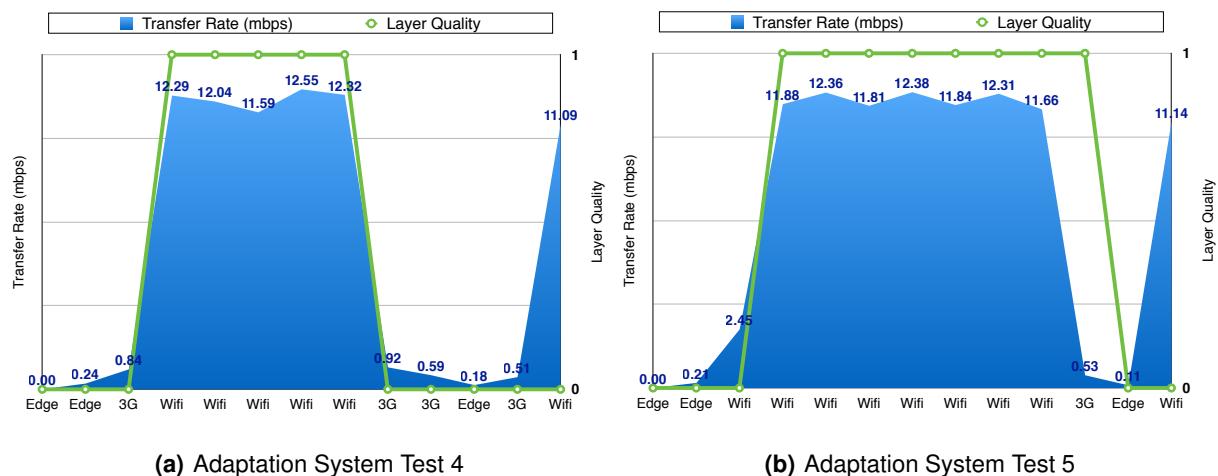


Figure 5.2: Adaptation System Behavior Test

Cras sed ante. Phasellus in massa. Curabitur dolor eros, gravida et, hendrerit ac, cursus non, massa. Aliquam lorem. In hac habitasse platea dictumst. Cras eu mauris. Quisque lacus. Donec ipsum. Nullam vitae sem at nunc pharetra ultricies. Vivamus elit eros, ullamcorper a, adipiscing sit amet, porttitor ut, nibh. Maecenas adipiscing mollis massa. Nunc ut dui eget nulla venenatis aliquet. Sed luctus posuere justo. Cras vehicula varius turpis. Vivamus eros metus, tristique sit amet, molestie dignissim, malesuada et, urna.

6

Evaluation

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Pellentesque vel dui sed orci faucibus iaculis. Suspendisse dictum magna id purus tincidunt rutrum. Nulla congue. Vivamus sit amet lorem posuere dui vulputate ornare. Phasellus mattis sollicitudin ligula. Duis dignissim felis et urna. Integer adipiscing congue metus.

Rui Cruz
You should
always
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Chapter
with an in-
troduction
text

6.1 Conclusions

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6.2 System Limitations and Future Work

Aliquam aliquet, est a ullamcorper condimentum, tellus nulla fringilla elit, a iaculis nulla turpis sed wisi. Fusce volutpat. Etiam sodales ante id nunc. Proin ornare dignissim lacus. Nunc porttitor nunc a sem. Sed sollicitudin velit eu magna. Aliquam erat volutpat. Vivamus ornare est non wisi. Proin vel quam. Vivamus egestas. Nunc tempor diam vehicula mauris. Nullam sapien eros, facilisis vel, eleifend non, auctor dapibus, pede.

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Code of Project

Nulla dui purus, eleifend vel, consequat non, dictum porta, nulla. Duis ante mi, laoreet ut, commodo eleifend, cursus nec, lorem. Aenean eu est. Etiam imperdiet turpis. Praesent nec augue. Curabitur ligula quam, rutrum id, tempor sed, consequat ac, dui. Vestibulum accumsan eros nec magna. Vestibulum vitae dui. Vestibulum nec ligula et lorem consequat ullamcorper.

Listing A.1: Example of a XML file.

```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <StreamInfo version="2.0">
3   <Clip duration="PT01M0.00S">
4     <BaseURL>videos/</BaseURL>
5     <Description>svc_1</Description>
6     <Representation mimeType="video/SVC" codecs="svc" frameRate="30.00" bandwidth="401.90"
7       width="176" height="144" id="L0">
8       <BaseURL>svc_1/</BaseURL>
9       <SegmentInfo from="0" to="11" duration="PT5.00S">
```

```

10          <BaseURL>svc_1-L0-</BaseURL>
11      </SegmentInfo>
12  </Representation>
13  <Representation mimeType="video/SVC" codecs="svc" frameRate="30.00" bandwidth="1322.60"
14      width="352" height="288" id="L1">
15      <BaseURL>svc_1/</BaseURL>
16      <SegmentInfo from="0" to="11" duration="PT5.00S">
17          <BaseURL>svc_1-L1-</BaseURL>
18      </SegmentInfo>
19  </Representation>
20 </Clip>
21 </StreamInfo>

```

Etiam imperdiet turpis. Praesent nec augue. Curabitur ligula quam, rutrum id, tempor sed, consequat ac, dui. Maecenas tincidunt velit quis orci. Sed in dui. Nullam ut mauris eu mi mollis luctus. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos. Sed cursus cursus velit. Sed a massa. Duis dignissim euismod quam.

Listing A.2: Assembler Main Code.

```

1 ; ****
2 ; * Constantes
3 ; ****
4
5 ON    EQU 1 ; contagem ligada
6 OFF   EQU 0 ; contagem desligada
7 INPUT EQU 8000H ; endereço do porto de entrada
8           ;(bit 0 = RTC; bit 1 = botão)
9 OUTPUT EQU 8000H ; endereço do porto de saída.
10
11
12 ; ****
13 ; * Stack
14 ; ****
15
16 PLACE 1000H
17 pilha: TABLE 100H ; espaço reservado para a pilha
18 fim_pilha:
19
20 ; ****
21
22 PLACE 2000H
23
24 ; Tabela de vectores de interrupção
25
26 tab: WORD rot0
27
28 ; ****
29 ; * Programa Principal
30 ; ****
31
32 PLACE 0
33
34 inicio:
35     MOV BTE, tab      ; inicializa BTE
36     MOV R9, INPUT      ; endereço do porto de entrada
37     MOV R10, OUTPUT     ; endereço do porto de saída
38     MOV SP, fim_pilha
39     MOV R5, 1           ; inicializa estado do processo P1
40     MOV R6, 1           ; inicializa estado do processo P2
41     MOV R4, OFF          ; inicializa controle de RTC
42     MOV R8, 0            ; inicializa contador
43     MOV R7, OFF          ; inicialmente não permite contagem
44     EIO                  ; permite interrupções tipo 0

```

```

45     EI           ; activa interrupções
46
47 ciclo:
48     CALL  P1       ; invoca processo P1
49     CALL  P2       ; invoca processo P2
50     JMP   ciclo    ; repete ciclo
51
52 ; ****
53 ; * ROTINAS
54 ; ****
55
56 P1:
57     CMP  R5, 1     ; se estado = 1
58     JZ   P1_1
59     CMP  R5, 2     ; se estado = 2
60     JZ   P1_2
61 sai_P1:
62     RET           ; sai do processo.
63
64
65 P1_1:
66     MOVB R0, [R9]  ; lê porto de entrada
67     BIT  R0, 1
68     JZ   sai_P1    ; se botão não carregado, sai do processo
69     MOV  R7, ON      ; permite contagem do display
70     MOV  R5, 2      ; passa ao estado 2 do P1
71     JMP  sai_P1
72
73 P1_2:
74     MOVB R0, [R9]  ; lê porto de entrada
75     BIT  R0, 1
76     JNZ  sai_P1    ; se botão continua carregado, sai do processo
77     MOV  R7, OFF     ; caso contrário, desliga contagem do display
78     MOV  R5, 1      ; passa ao estado 1 do P1
79     JMP  sai_P1

```

Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos. Phasellus eget nisl ut elit porta ullamcorper. Maecenas tincidunt velit quis orci. Sed in dui. Nullam ut mauris eu mi mollis luctus. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos.

This inline MATLAB code `for i=1:3, disp('cool'); end;` uses the `\mcode{}` command.¹

Nullam ut mauris eu mi mollis luctus. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos. Sed cursus cursus velit. Sed a massa. Duis dignissim euismod quam. Nullam euismod metus ut orci.

Listing A.3: Matlab Function

```

1  for i = 1:3
2      if i >= 5 && a ~= b          % literate programming replacement
3          disp('cool');            % comment with some LATEX in it:  $\pi x^2$ 
4      end
5      [ :,ind] = max(vec);
6      x_last = x(1,end) - 1;
7      v(end);
8      ylabel('Voltage ( $\mu$ V)');
9  end

```

¹MATLAB Works also in footnotes: `for i=1:3, disp('cool'); end;`

Nullam ut mauris eu mi mollis luctus. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos. Sed cursus cursus velit. Sed a massa. Duis dignissim euismod quam. Nullam euismod metus ut orci.

Listing A.4: function.m

```
1 % Copyright 2010 The MathWorks, Inc.
2 function ObjTrack(position)
3 % #codegen
4 % First, setup the figure
5 numPts = 300; % Process and plot 300 samples
6 figure;hold;grid; % Prepare plot window
7 % Main loop
8 for idx = 1: numPts
9     z = position(:,idx); % Get the input data
10    y = kalmanfilter(z); % Call Kalman filter to estimate the position
11    plot_trajectory(z,y); % Plot the results
12 end
13 hold;
14 end % of the function
```

Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos. Phasellus eget nisl ut elit porta ullamcorper. Maecenas tincidunt velit quis orci. Sed in dui. Nullam ut mauris eu mi mollis luctus. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos hymenaeos. Sed cursus cursus velit. Sed a massa. Duis dignissim euismod quam. Nullam euismod metus ut orci. Vestibulum erat libero, scelerisque et, porttitor et, varius a, leo.

Listing A.5: HTML with CSS Code

```
1 <!DOCTYPE html>
2 <html>
3     <head>
4         <title>Listings Style Test</title>
5         <meta charset="UTF-8">
6         <style>
7             /* CSS Test */
8             * {
9                 padding: 0;
10                border: 0;
```

```

11         margin: 0;
12     }
13 
```

`</style>`

```

14     <link rel="stylesheet" href="css/style.css" />
15 
```

`</head>`

```

16     <header> hey </header>
17     <article> this is a article </article>
18 
```

`<body>`

```

19     <!-- Paragraphs are fine -->
20     <div id="box">
21         <p>
22             Hello World
23         </p>
24         <p>Hello World</p>
25         <p id="test">Hello World</p>
26         <p></p>
27     </div>
28     <div>Test</div>
29     <!-- HTML script is not consistent -->
30     <script src="js/benchmark.js"></script>
31 
```

`<script>`

```

32     function createSquare(x, y) {
33         // This is a comment.
34         var square = document.createElement('div');
35         square.style.width = square.style.height = '50px';
36         square.style.backgroundColor = 'blue';
37
38         /*
39          * This is another comment.
40          */
41         square.style.position = 'absolute';
42         square.style.left = x + 'px';
43         square.style.top = y + 'px';
44
45         var body = document.getElementsByTagName('body')[0];
46         body.appendChild(square);
47     };
48

```

```

49     // Please take a look at +=
50
51     window.addEventListener('mousedown', function(event) {
52
53         // German umlaut test: Berührungspunkt ermitteln
54
55         var x = event.touches[0].pageX;
56         var y = event.touches[0].pageY;
57
58         var lookAtThis += 1;
59     });
60
61     </script>
62
63     </body>
64
65 </html>

```

Nulla dui purus, eleifend vel, consequat non, dictum porta, nulla. Duis ante mi, laoreet ut, commodo eleifend, cursus nec, lorem. Aenean eu est. Etiam imperdiet turpis. Praesent nec augue. Curabitur ligula quam, rutrum id, tempor sed, consequat ac, dui. Vestibulum accumsan eros nec magna. Vestibulum vitae dui. Vestibulum nec ligula et lorem consequat ullamcorper.

Listing A.6: HTML CSS Javascript Code

```

1
2 @media only screen and (min-width: 768px) and (max-width: 991px) {
3
4     #main {
5
6         width: 712px;
7
8         padding: 100px 28px 120px;
9     }
10
11    /* .mono {
12        font-size: 90%;
13    } */
14
15
16    .cssbtn a {
17
18        margin-top: 10px;
19
20        margin-bottom: 10px;
21
22        width: 60px;
23
24        height: 60px;
25
26        font-size: 28px;
27
28        line-height: 62px;
29    }
30

```

Nulla dui purus, eleifend vel, consequat non, dictum porta, nulla. Duis ante mi, laoreet ut, commodo eleifend, cursus nec, lorem. Aenean eu est. Etiam imperdiet turpis. Praesent nec augue. Curabitur ligula quam, rutrum id, tempor sed, consequat ac, dui. Vestibulum accumsan eros nec magna. Vestibulum vitae dui. Vestibulum nec ligula et lorem consequat ullamcorper.

Listing A.7: PYTHON Code

```
1 class TelegramRequestHandler(object):
2     def handle(self):
3         addr = self.client_address[0]          # Client IP-adress
4         telegram = self.request.recv(1024)      # Recieve telegram
5         print "From: %s, Received: %s" % (addr, telegram)
6         return
```


B

A Large Table

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Table B.1: Example table

Benchmark: ANN	#Layers (1)	#Nets (2)	#Nodes* (3) = 8 · (1) · (2)	Critical path (4) = 4 · (1)	Latency (T_{iter}) (5)
A1	3–1501	1	24–12008	12–6004	4
A2	501	1	4008	2004	2–2000
A3	10	2–1024	160–81920	40	60 [†]
A4	10	50	4000	40	80–1200
Benchmark: FFT	FFT size [‡] (1)	#Inputs (2) = $2^{(1)}$	#Nodes* (3) = $10 \cdot (1) \cdot (2)$	Critical path (4) = 4 · (1)	Latency (T_{iter}) (5)
F1	1–10	2–1024	20–102400	4–40	6–60 [†]
F2	5	32	1600	20	40 – 1500
Benchmark: Random networks	#Types (1)	#Nodes (2)	#Networks (3)	Critical path (4)	Latency (T_{iter}) (5)
R1	3	10–2000	500	variable	(4)
R2	3	50	500	variable	(4) × [1; ... ; 20]

* Excluding constant nodes.

† Value kept proportional to the critical path: (5) = (4) * 1.5.

‡ A size of x corresponds to a 2^x point FFT.

Values in bold indicate the parameter being varied.

As Table B.1 shows, the data can be inserted from a file, in the case of a somehow complex structure. Notice the Table footnotes.

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And now an example (Table B.2) of a table that extends to more than one page. Notice the repetition of the Caption (with indication that is continued) and of the Header, as well as the continuation text at the bottom.

Table B.2: Example of a very long table spreading in several pages

Time (s)	Triple chosen	Other feasible triples
0	(1, 11, 13725)	(1, 12, 10980), (1, 13, 8235), (2, 2, 0), (3, 1, 0)
2745	(1, 12, 10980)	(1, 13, 8235), (2, 2, 0), (2, 3, 0), (3, 1, 0)
5490	(1, 12, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
8235	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
10980	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
Continued on next page		

Table B.2 – continued from previous page

Time (s)	Triple chosen	Other feasible triples
13725	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
16470	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
19215	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
21960	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
24705	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
27450	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
30195	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
32940	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
35685	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
38430	(1, 13, 10980)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
41175	(1, 12, 13725)	(1, 13, 10980), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
43920	(1, 13, 10980)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
46665	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
49410	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
52155	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
54900	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
57645	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
60390	(1, 12, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
63135	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
65880	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
68625	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
71370	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
74115	(1, 12, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
76860	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
79605	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
82350	(1, 12, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
85095	(1, 12, 13725)	(1, 13, 10980), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
87840	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
90585	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
93330	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
96075	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
98820	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
101565	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
104310	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
107055	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
109800	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
112545	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
115290	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
118035	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
120780	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
123525	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
126270	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
129015	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
131760	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
134505	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
137250	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
139995	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
142740	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)
145485	(1, 12, 16470)	(1, 13, 13725), (2, 2, 2745), (2, 3, 0), (3, 1, 0)
148230	(2, 2, 2745)	(2, 3, 0), (3, 1, 0)

Continued on next page

Table B.2 – continued from previous page

Time (s)	Triple chosen	Other feasible triples
150975	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
153720	(1, 12, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
156465	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
159210	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
161955	(1, 13, 16470)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)
164700	(1, 13, 13725)	(2, 2, 2745), (2, 3, 0), (3, 1, 0)