

USER EXPERIENCE—HOW’S YOURS?

Wikipedia’s definition of User Experience:

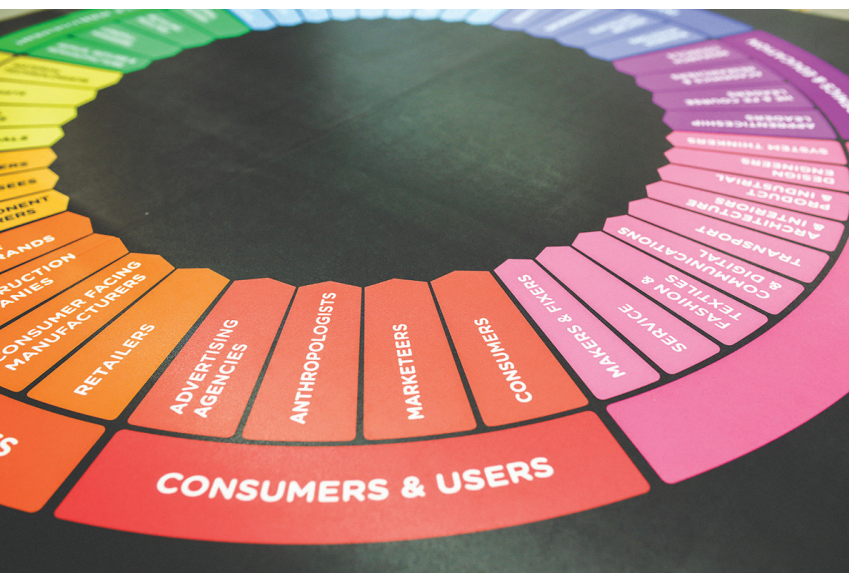
User Experience (UX) refers to a persons emotions and attitudes about using a particular product, system or service. It includes the practical, experiential, affective, meaningful and valuable aspects of human–computer interaction and product ownership.

How is your user experience? There is nothing more frustrating than struggling with technology during a meeting. Unfortunately, it is a common occurrence. A recent survey recently found that 80% responded that the technology should be easier to use and. Almost 9 out of 10 experienced technology stress.

It doesn’t matter what software you’re using, from Word documents to advanced Virtual Reality, Augmented Reality or Mixed Reality, if incompatibility with your device or supporting infrastructure fail. Technology failures are common as users connect their various devices to a presentation system. At first, everything may seem okay until unexpected glitches happen, and the best laid plans will derail. The most common time of failure is at the start of the meeting, where anything from a bad cable to a wireless system failure can cause stressing delays. There are also application downloads, passwords and permissions to consider.

The result: loss of credibility, missed deadlines and lost business.

The bottom line is with the current state of technology equipped spaces technology failures will occur but with the following items considered they can be greatly minimized if not eliminated.



- **Set standards for what devices can be connected.**
- **Have a “how to” sheet that explains how internal users connects to do a presentation.**
- **Have a “how to” sheet that explains how a guest presenter connects to do a presentation.**
- **Set up and test ahead of time.**
- **Have the name of the IT contact person.**

Remember that many wireless systems require an application to be installed before you can connect your device. Some employ and dongle that plugs into a USB port while others require you to go to a website and download an application. Be sure to ask your IT department if the device you are planning to use has the right permissions to connect to the internet. We have examples where the guest presenter was unable to download the wireless application on his company computer because the firewall was set to block internet access per company policy. If your presentation is off site, you should reach out to your contact and get information on using their conference space as far as connecting to the display system. This will help ensure that no glitches will occur.

- **And, make sure you are ready!**
- **Be sure your presentation device-- laptop, tablet, smart phone, has your presentation loaded.**
- **Be sure the software for your presentation is loaded on your presentation device.**
- **If you are presenting from your network be sure you have the file location noted.**
- **Mentally go through the steps you'll need to take to start the presentation.**
- **Rehearse the presentation before hand, making sure all the elements are in place and handouts, poster boards and other items are in order. These can also be your backup plan should technology fail.**
- **If your company is planning a new facility or a technology refresh the following things should be discussed:**
 - **How do the rooms function now?**
 - **Are they easy to use? How are they controlled?**
 - **Do they meet your expectations?**
 - **How should the presentation system be controlled?**



By Glogger -
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- **Do they meet your expectations?**
- **How should the presentation system be controlled?**

We recommend that control is uniform and common to all rooms, as this significantly reduces the stress factor.

Today we are seeing a majority of smaller rooms that are using the display device's hand held remote. This is fraught with problems. Not being able to find it and not knowing what buttons to push is just a sample.

Just as problematic are the use of keypads or touch panels that have cryptic symbols that require a decoder ring to use. How often does this type of control let you down by not responding as you expect?

We recommend that the various types of the room controllers and presentation systems be reviewed by the users and the consultant before making a final choice. This review can consist of mock-ups that step through the actual operation, and all types of controllers can be tested, including of touch panels, keypad controllers, smart phones and tablets.

Finally, when the installations are complete the rooms should be equipped with a one-page how-to instruction sheet visibly present. This information should also readily available for all users and provided in advance for guest users.

Following these steps will ensure that the new systems will be reliable and easy to use which is the key to a successful presentation. **BUT don't forget:**

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