

# **Mensch-Maschine-Interaktion**

## **Human-Machine Interaction**

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Wintersemester 2006/2007

# Example: „I am not able to program my VCR.“

## Timer recording



The timer recording system allows you to select the date, time and channel and record the desired programs. Up to 8 timer programs within a month can be stored in this unit.



**NOTE:**  
In the event of a power failure the data of the automatic recording will be maintained in the built-in memory for about 30 minutes. Also, the clock will continue to run for this period of time. Thereafter the data will be deleted. When the power resumes, the time display will change to "0:00" that the timer setting will have to be set.

### Setting timer recording

#### Preparation:

- Turn ON the TV and select its AV channel (this may be labelled EV / AUX etc.)
- Load a recordable DVD or video tape.
- Press DVD/VCR to select the appropriate mode.
- Confirm that the clock is indicating the correct time.

**Example:** Set the recording mode to LP and record on DVD; the T program is on channel 1 starting at 20:00 and stopping at 23:00 on date of 20th.

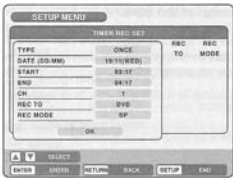
- 1 Press **SETUP**. The SETUP MENU screen appears.



- 2 Press **▲** or **▼** to select "TIMER REC SET" and press **ENTER**. The TIMER REC SET screen will appear.



- 3 Press **▲** or **▼** to select "NEW" and press **ENTER**. The program screen will appear.



## Timer recording



- 4 Press **▲** or **▼** to select "TYPE" and press **ENTER**. Press **▲** or **▼** to select "ONCE" from the list and press **ENTER**.



- 5 Press **▲** or **▼** to select "DATE" and press **ENTER**. Press **▲** or **▼** to select the date to be recorded and press **ENTER**.

- 6 Press **▲** or **▼** to select "START" and press **ENTER**.

- Set the time when the recording is started.
- To switch over the selection item (hour or minute), press **◀** or **▶**, then press **ENTER**.
- Press **▲** or **▼** to adjust the time.
- After setting the time, press **ENTER**.



- 7 Press **▲** or **▼** to select "END" and press **ENTER**. Set the stopping time in the same manner for setting the starting time of timer recording.

- 8 Press **▲** or **▼** to select "CH" and press **ENTER**. Press **▲** or **▼** to select the channel to be recorded and press **ENTER**.

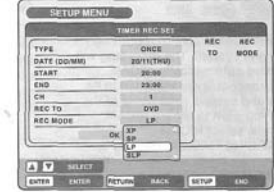
- You can select the external input setting mode by pressing **▶**. Then press **▲** or **▼** to select "AV1", "AV2" or "AV3" and press **ENTER**.

- 9 Press **▲** or **▼** to select "REC TO" and press **ENTER**. Select the media (DVD or VCR) to be recorded from the list and press **ENTER**.

## Timer recording



**NOTES:**  
• Recording starts a few seconds before the preset starting time.  
• You cannot use the timer recording for the both DVD and VCR at the same time.  
• You can playback the DVD during the VCR timer recording, and you can playback the VCR during the DVD timer recording.  
• If the clock symbol (□) blinks when the timer recording ended, the TV program has not been completely



- 11 Select "OK" and press **ENTER**. The timer program is determined and the TIMER REC SET screen appears again.
- 12 When you enter the other program for the timer recording, repeat the steps 3 to 11.
- 13 Press **SETUP**. The TIMER REC SET screen disappears and the display will return to the normal screen.
- 14 Press **TIMER REC**. The timer indicator "□" will appear on the display and the unit stands by for recording.

- If the program is DVD recording only, the unit will change to VCR mode automatically. (The DVD mode cannot be selected.)
- If the program is VCR recording only, the unit will change to DVD mode automatically. (The VCR mode cannot be selected.)
- If the programs are DVD and VCR recording, the unit will turn off. If you want to use the unit, press **TIMER REC** again to deactivate the timer.
- If the clock symbol (□) blinks in the display in spite of the pressing of **TIMER REC**, the cassette may not have been loaded yet. (see page 42)
- If the cassette is ejected in spite of the pressing of **TIMER REC**, the erase prevention tab of the cassette may have been removed. (see page 42)

### Checking or changing the timer recording

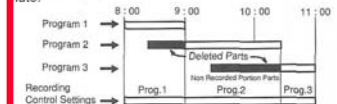
When you want to check the selected timer recording, follow the steps 1 and 2 of "Setting timer recording" and display the TIMER REC SET screen. To change the timer recording, select the program to be changed and press **ENTER**. The changing method is the same as that for the recording a program for the first time.

### Cancelling the timer recording

Display the TIMER REC SET screen. Select the program you want to cancel and press **CANCEL**, then the selected program will be erased from the timer recording list.

### In case Timer programs overlap

Do not overlap timer programs as portions of the conflicting programs will be lost. The first recording time has priority over the next recording time as shown in the diagram below. In this case, the next recording time is delayed a maximum of about 1 minute.



**14** Press **TIMER REC**. The timer indicator "□" will appear on the display and the unit stands by for recording.

# Vorbemerkung: Deutsch und Englisch

- Viele Materialien sind nur in englischer Sprache verfügbar
  - ...oder in besserer Qualität/Aktualität
- Wissenschaftliches Arbeiten ist international
  - Die Wissenschaftssprache ist englisch
  - Austausch von Materialien zwischen Lehre und Forschung in deutscher Sprache ist schwierig
  - Viele Begriffe sind in englischer Sprache geprägt und schwer zu übersetzen
- Konsequenz:
  - Lehrmaterialien in englischer Sprache!
  - Unterricht in deutscher Sprache.

# Organisatorisches

(Ausnahmsweise auf Deutsch:)

- Die Lehrveranstaltung (2V+2Ü) ist eine Mischung aus:
  - Vorlesung (13 Doppelstunden)
  - 8 Übungen mit Präsentation ergänzenden Stoffs (“extension topic”)
  - Übungen zur Durchführung von Experimenten (6 Aufgabenblätter)
  - Diskussions- und Unterstützungs-Übungen
- Einteilung für die Übungen in 4er-Gruppen (**per Los!**)
- Für Leistungsnachweis:
  - Erfolgreiche Bearbeitung von allen 6 Aufgabenblättern (als Gruppe)
  - Abgabe eines *Aufsatzes* zu einem individuellen Thema
  - Teilnahme an einer zusätzlichen Benutzerstudie (verschiedene Angebote)
    - » Aus Projekt-, Diplom- und Forschungsarbeiten
- Einbringung in mündliche Prüfung
  - Fachgebiets MM für Medieninformatik-Studierende
  - Fachgebiet A für Informatik-Studierende

<http://www.medien.informatik.uni-muenchen.de/mmi>

Allgemeine Informationen

Folien zur Vorlesung (PDF-Dateien, ca. Montag abend)

Übungsaufgaben

Literatur (einschließlich *Pflichtliteratur* = Bestandteil des Prüfungsstoffs)

Links

# 1 Introduction and History

1.1 Motivation

1.2 Terms and concepts

1.3 Overview of the course

1.4 A brief history of HCI

# Why is Usability Important?

- Improving usability can
  - increase productivity of users
  - reduce costs (support, efficiency)
  - increase sales/revenue
    - » E.g. Web shop: In the web, the competitor is just one click away!
  - enhance customer loyalty
  - win new customers
- Several case studies that show the benefit of usability
- Usability studies can trigger new ideas
- Usability is often considered as sign of quality

# Interaction Design and Product Design

- Product design determines the appearance of the product
- Interaction design determines the usability of the product
- Both are closely coupled



Apple





# Sophisticated Design does not entail Usability



CS Building in Saarbrücken



DFKI in Saarbrücken

(Photos A. Butz)

# Usability applies to a wide range of systems



(German Rail IC-Train)

- Signs and explanations for things that are usually obvious are an indicator for a potential problem.

# There are many jobs that require and understanding of usability

- **Interaction designers** - people involved in the design of all the interactive aspects of a product
- **Usability engineers** - people who focus on evaluating products, using usability methods and principles
- **Web designers** - people who develop and create the visual design of websites, such as layouts
- **Information architects** - people who come up with ideas of how to plan and structure interactive products
- **User experience designers** - people who do all the above but who may also carry out field studies to inform the design of products

# Example: Currency Converter

- Design a user interface for the following scenario:  
*Mary works at XY-import-export GmbH in Munich. She checks frequently prices for goods in the USA and in Japan. For calculating her budget she needs to convert them into Euro. Sometimes when she writes offers, she converts her company's sales prices (which are in Euro) into US\$ or Yen.*
- Task: draw a sketch of a user interface for an application that supports Mary in her work.
- Think about how you would integrate such an application with her current computer system and software infrastructure

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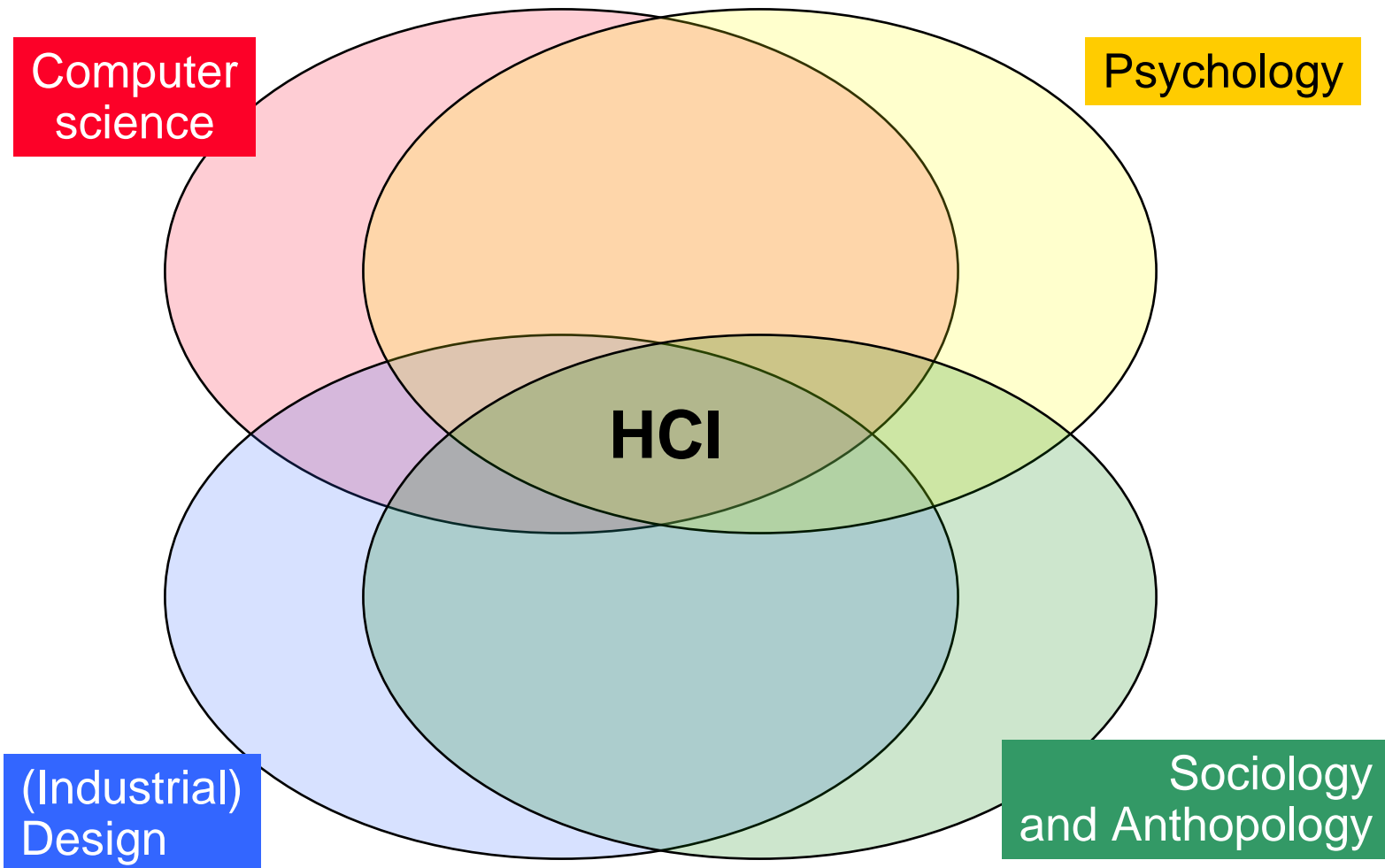
1.3 Overview of the course

1.4 A brief history of HCI

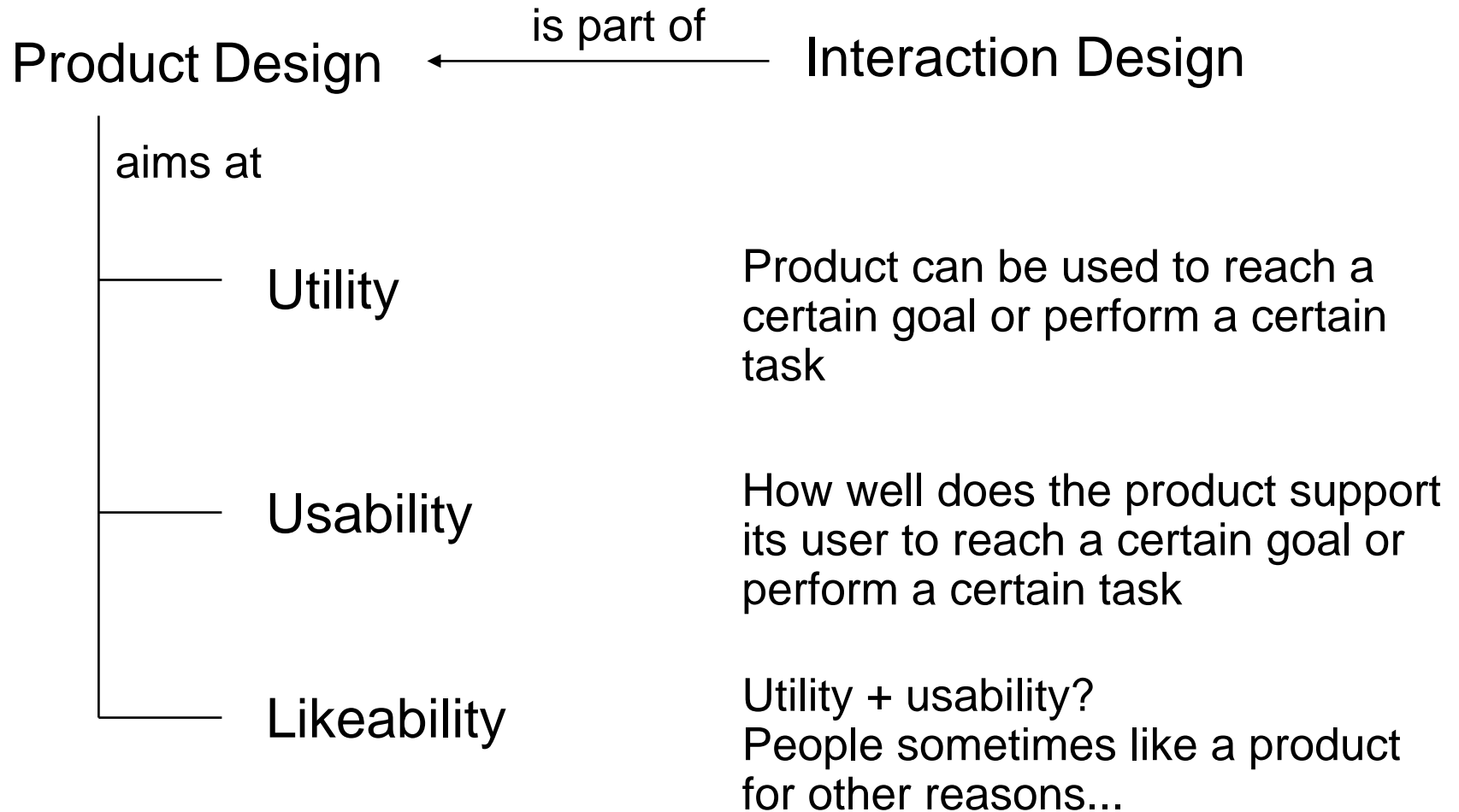
# What is the right title for the lecture?

- Mensch-Maschine-Interaktion / Human-Machine Interaction (HMI)
  - “Man-Machine Interaction” politically incorrect
  - Study of the ways how humans use machines
- Mensch-Computer-Interaktion / Human-Computer Interaction (**HCI**)
  - More special, main focus of this lecture
  - *“Human-computer interaction is a discipline concerned with the design, evaluation and implementation of interactive computing systems for human use and with the study of major phenomena surrounding them”*  
(working definition in the ACM SIGCHI Curricula for HCI)
- Interaktionsdesign / Interaction Design
  - More general than HMI
  - *“designing interactive products to support people in their everyday and working live”*
  - “interaction design is related to software engineering in the same way as architecture is related to civil engineering”
- Benutzerfreundlichkeit / Usability
  - The overall goal of interaction design

# HCI as an interdisciplinary field



# Aspects of Product Design





# Usability 101 (by Jakob Nielsen)

- *“Usability is a quality attribute that assesses how easy user interfaces are to use. The word ‘usability’ also refers to methods for improving ease-of-use during the design process.”*
- Usability has five quality components:
  - **Learnability:** How easy is it for users to accomplish basic tasks the first time they encounter the design?
  - **Efficiency:** Once users have learned the design, how quickly can they perform tasks?
  - **Memorability:** When users return to the design after a period of not using it, how easily can they reestablish proficiency?
  - **Errors:** How many errors do users make, how severe are these errors, and how easily can they recover from the errors?
  - **Satisfaction:** How pleasant is it to use the design?

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# Use and Context

U1 Social Organization and Work



U3 Human-Machine Fit and Adaptation

U2 Application Areas

## Human

H1 Human Information Processing

H2 Language, Communication and Interaction

H3 Ergonomics

## Computer

C2 Dialogue Techniques



C3 Dialogue Genre



C4 Computer Graphics



C5 Dialogue Architecture



C1 Input and Output Devices



D3 Evaluation Techniques

D4 Example Systems and Case Studies

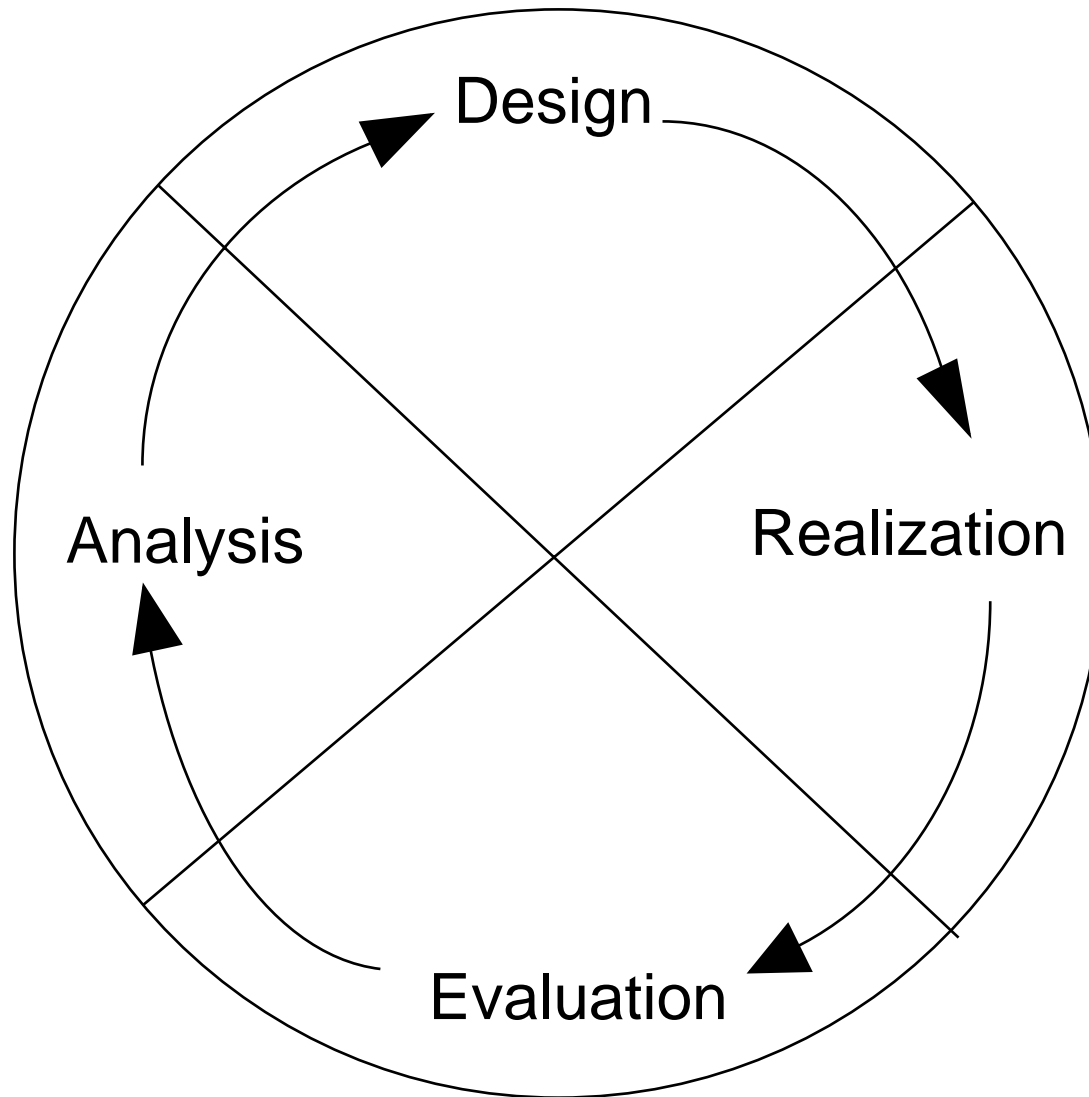
D2 Implementation Techniques and Tools

D1 Design Approaches

## Development Process

from ACM SIGCHI Curricula for HCI

# The Development Process



# Outline (1)

## 1. Introduction and History

Motivation, terms and concepts, course overview, history

## 2. Basic HCI Principles

Users, Golden Rules, Psychology of Everyday Action

**Extension topic E1: Fitt's law**

## 3. Capabilities of Humans and Machines

Human senses, cognitive abilities, memory, hardware technologies for interaction, natural and intuitive interaction

**Extension topic E2: Keystroke level modeling**

**Extension topic E3: Advanced interface technologies**

## 4. User-Centered Development Process

Iterative development, prototyping, user-centered development

**Extension topic E4: Paper prototyping**

## 5. Analyzing the Requirements

Focus groups, ethnographic observation, task analysis, conceptual models, scenarios

# Outline (2)

## 6. Designing Interactive Systems

Prototype design, design methods, interaction styles, metaphors, describing and specifying interactive systems

**Extension topic E5: Creativity techniques**

## 7. Implementing Interactive Systems

Constraints, mapping, implementation technologies for interactive systems, guidelines

**Extension topic E6: Guidelines en detail**

## 8. Evaluation

User studies, heuristic evaluation

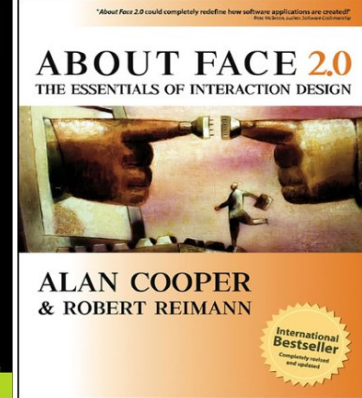
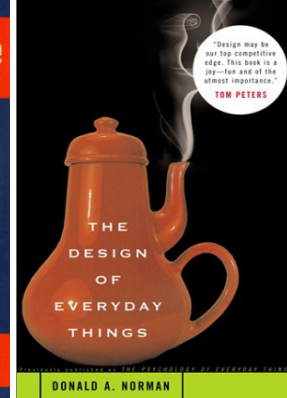
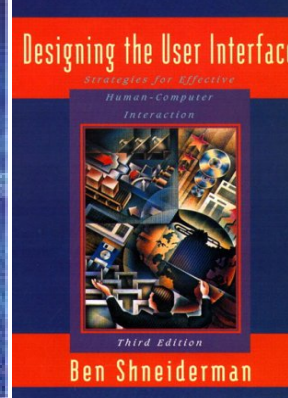
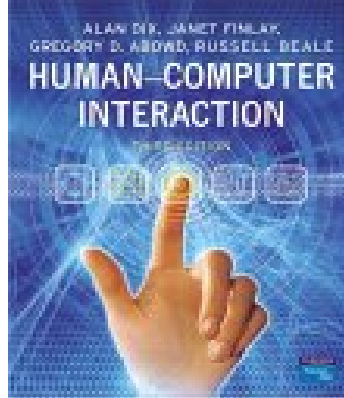
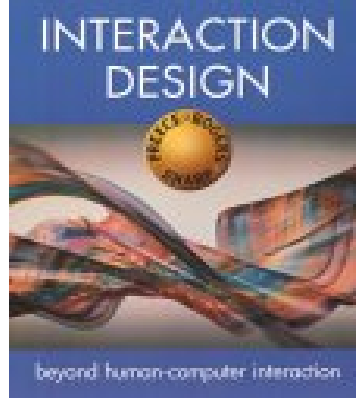
**Extension topic E7: Basics of study design**

**Extension topic E8: Statistics for evaluation**

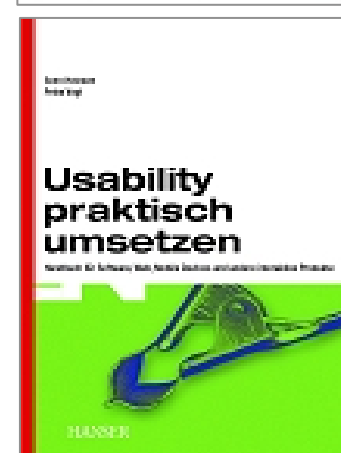
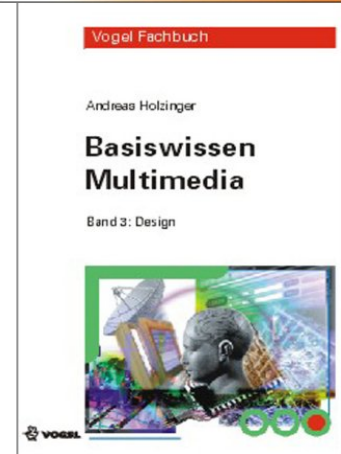
## 9. Outlook

Usability issues and industrial practice, outlook to follow-up lecture (Web usability, mobile usability), current trends

# Books



- Jennifer Preece, Yvonne Rogers, Helen Sharp (2002). Interaction Design. ISBN 0471492787
- Alan Dix, Janet Finlay, Gregory Abowd and Russell Beale. (2003) Human Computer, Interaction (third edition), Prentice Hall, ISBN 0130461091
- Ben Shneiderman. (1998) Designing the User Interface, 3rd Ed., Addison Wesley; ISBN: 0201694972
- Donald A. Norman. (1990) The Design of Everyday Things; ISBN: 0465067107
- Alan Cooper, Robert M. Reimann. (2003) About Face 2.0: The Essentials of Interaction Design; ISBN: 0764526413
- Andreas Holzinger. (2001) Basiswissen Multimedia. Band 3: Design; ISBN: 3802318587
- Sven Heinsen, Petra Vogt (Herausgeber). (2003) Usability praktisch umsetzen. Ein Handbuch für Software, Web, Mobile Devices und andere interaktive Produkte; ISBN: 3-446-22272-3.



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# Evolution of HCI 'interfaces'

- **50s** - Interface at the hardware level for engineers - switch panels
- **60-70s** - interface at the programming level - COBOL, FORTRAN
- **70-90s** - Interface at the terminal level - command languages
- **80s** - Interface at the interaction dialogue level - GUIs, multimedia
- **90s** - Interface at the work setting - networked systems, groupware
- **00s** - Interface becomes pervasive
  - RF tags, Bluetooth technology, mobile devices, consumer electronics, interactive screens, embedded technology

# Student Project

<http://www.hcilab.org/projects/historybook/>

editorial ::  
home ::  
links ::

## HUMAN COMPUTER INTERACTION

*a brief history*

Intro

the first mouse::1963

Xerox Altos 3-button-mouse::197

the first commercial mouse::1981

**Lisas mouse::1983 ←**

Macintosh with mouse::1984

rubberball::1985

trackball::1989

radio mouse::1991

3D mouse::1992

scrollwheel::1996

USB mouse::1997

optical mouse::1999

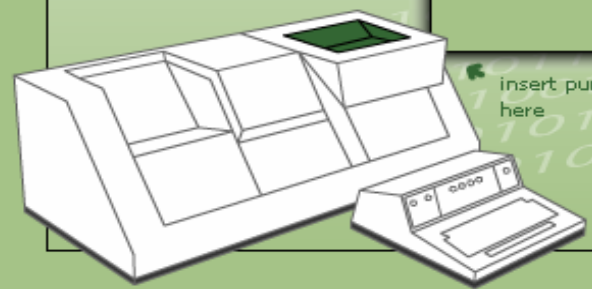
ID mouse::2001

optical radiomouse::2001

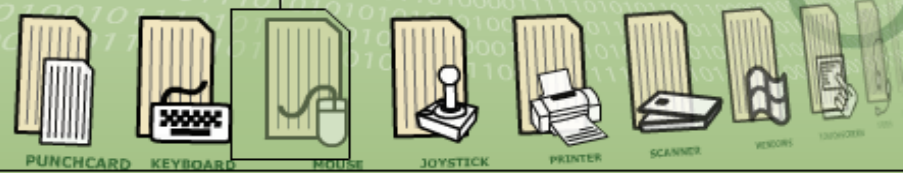
### 1983 Apples Lisa erscheint mit Maus

In january 1983 Apple releases "Lisa" the first mouseoperated personal computer. This highly praised computer indeed was no success as well. Again because of its high price with 10.000,-\$ no "normal people" could afford it.

By the way apples mouse was produced by Logitech with only one key, and it still macs get along with only one key on their latest mice.



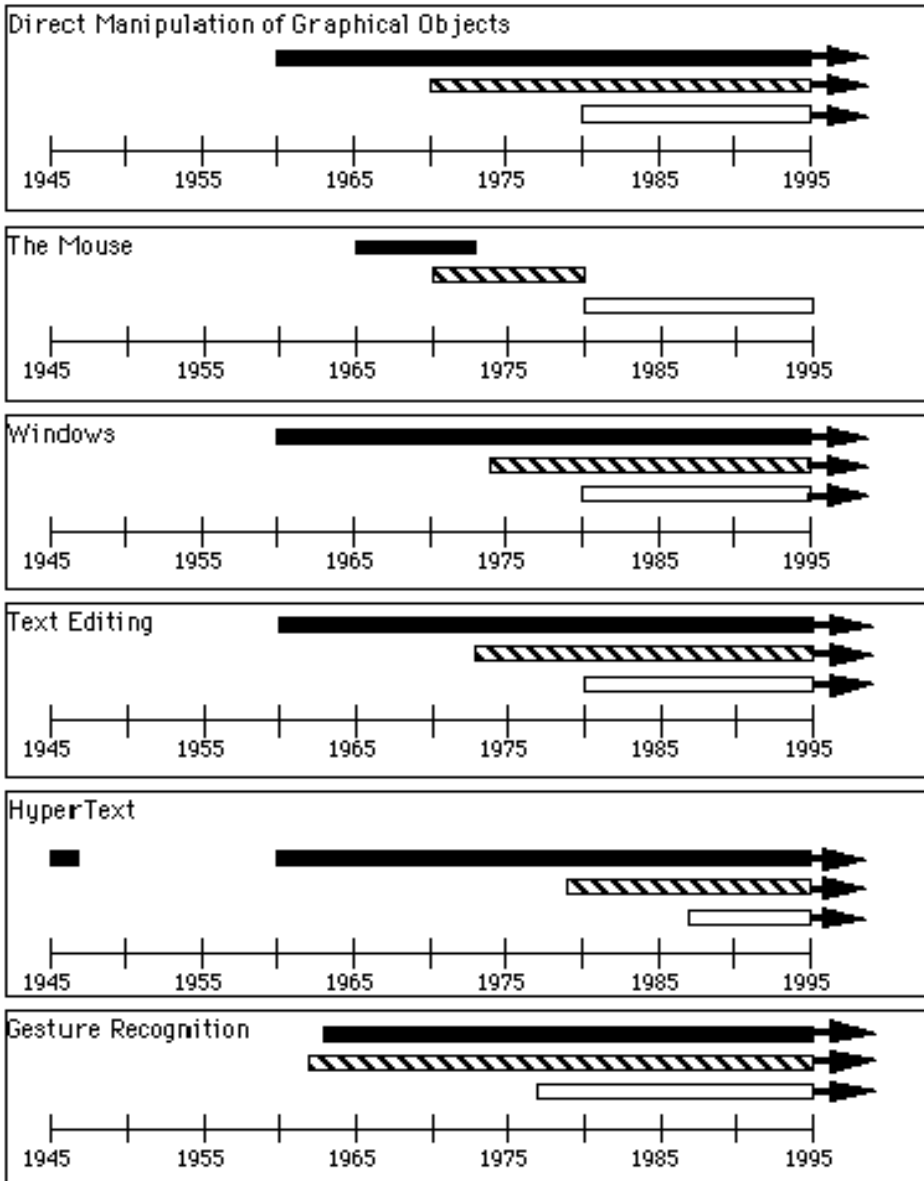
insert punchcard here





From B. Myers  
 "Brief History of HCI"

# A Brief History of HCI



- Early machines used batch processing (e.g. punch card machines)
- Terminals with command line interfaces
- Graphical user interfaces with pointing device
- Multimodal user interfaces

# VisiCalc - Widespread use of an Interactive Application



VisiCalc Screen, early Alpha 1/4/79

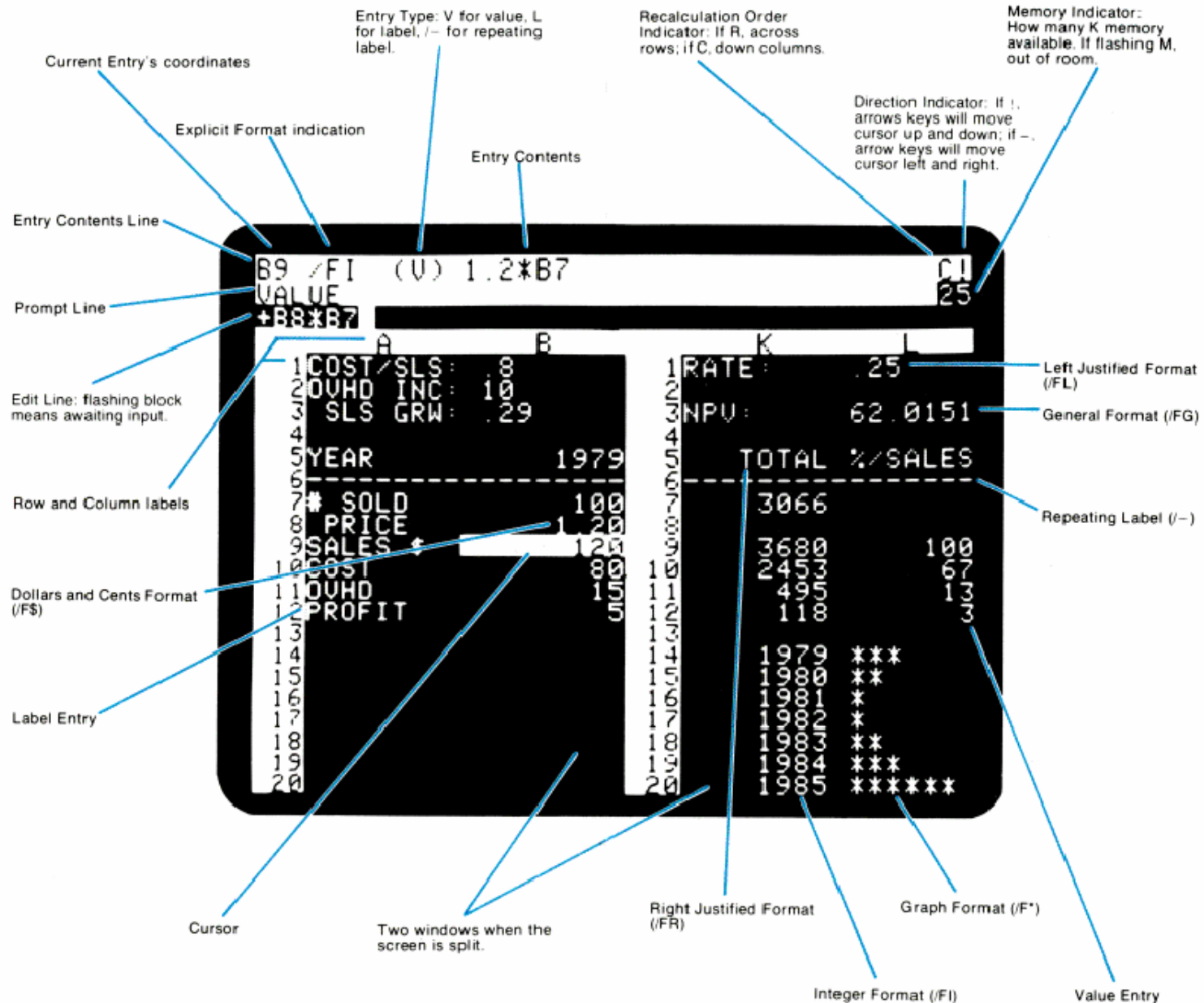
MONTH	NOV	DEC	TOTAL
SALARY	2500.00	2500.00	30000.00
OTHER			
<b>INCOME</b>	<b>2500.00</b>	<b>2500.00</b>	<b>30000.00</b>
FOOD	400.00	400.00	4800.00
RENT	350.00	350.00	4200.00
HEAT	110.00	120.00	1320.00
REC.	100.00	100.00	1200.00
TAXES	1000.00	1000.00	12000.00
ENTERTAIN	100.00	100.00	1200.00
MISC	100.00	100.00	1200.00
CAR	300.00	300.00	3600.00
<b>EXPENSES</b>	<b>2460.00</b>	<b>2470.00</b>	<b>28775.00</b>
REMAINDER	40.00	30.00	1225.00
SAVINGS	30.00	30.00	3600.00

First version of VisiCalc screenshot

- Instantly calculating electronic spreadsheet
  - D. Bricklin/J. Frankston 1979
  - For Apple II computers
- Significant value to non-technical users
  - Usability was key...
- Early killer app for PCs
  - Motivated IBM to enter the PC market

<http://www.danbricklin.com/visicalc.htm>

# A VISICALC™ Screen:



# Changing Interaction Paradigms

- Replacement of command-language
- Direct manipulation of the objects of interest
- Continuous visibility of objects and actions of interest
- Graphical metaphors (desktop, trash can)
- Windows, icons, menus and pointers
- Rapid, reversible, incremental actions
- Origins of direct manipulation and graphical user interfaces
  - Ivan Sutherland's Sketchpad, 1963, object manipulation with a light pen (grabbing, moving, resizing)
  - Douglas C. Engelbart, 1968, Mouse, NLS
  - XEROX ALTO (50 units at Universities in 1978)
  - XEROX Star (1981)
  - Apple Macintosh (1984)

# XEROX ALTO



Photos from <http://members.fortunecity.com/pcmuseum/alto.html>

<b>Start</b>	<b>Ready:</b> Select file names with the mouse Red-Copy, Yel-Copy/Rename, Blue-Delete Click 'Start' to execute file name commands	<b>Quit</b>
		<b>Clear</b>
		<b>Type</b>

Pages: 832 Files listed: 60 Files selected: 0 Copy/Rename: 0	Delete: 0 Copy: 0	<b>Log</b>
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DP0: <SysDir.> \*.\*

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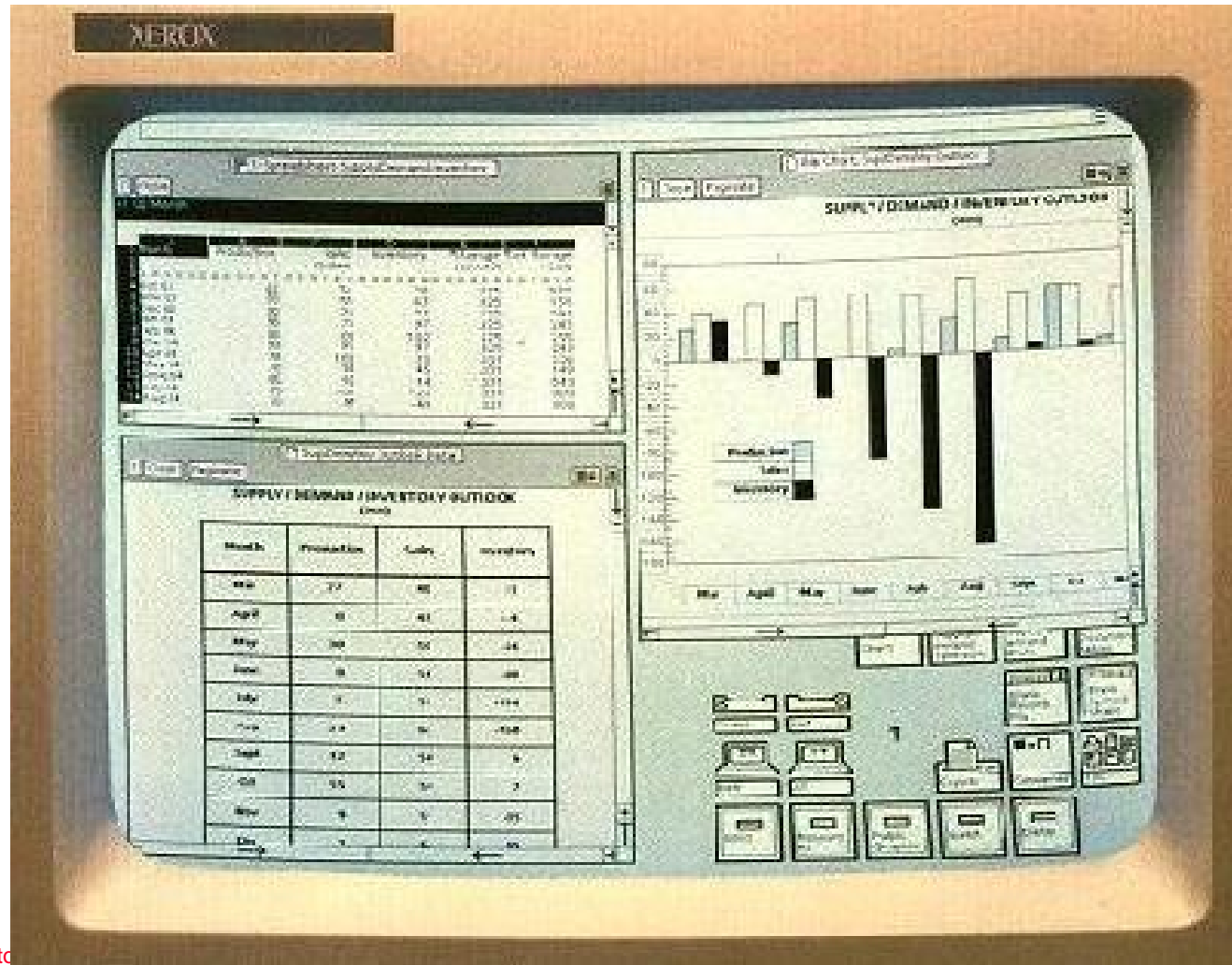
-- BEGINNING --
1012-AstroRoids.Boot.
Anonymous.1.
BottleShip.er.
BottleShip.RUN.
BlockJack.RUN.
BuildKal.cm.
CalcSources.dm.
Calculator.RUN.
Chess.log.
Chess.run.
Com.Cm.
CompileKal.cm.
CRTEST.RUN.
DMT.boot.
EdsBuild.run.
empress.run.
Executive.Run.
Fly.run.
golarian.boot.
Garbage.S.
Go9.run.
GoFont.AL.
Invaders.Run.
junk.
junk.press.
Kal.bopl.
Kal.cm.
KalA.asm.
KalMc.mu.
Kinetic4.RUN.
LoadKal.cm.
MasterMind.RUN.
maze.run.
Meta.Typescript.
Missile.run.
NEPTUNE.RUN.
othello.run.
Pinball-easy.run.
POLYGONS.RUN.
    
```

Pages: 0 Files listed: 0 Files selected: 0 Copy/Rename: 0	Delete: 0 Copy: 0	<b>Log</b>
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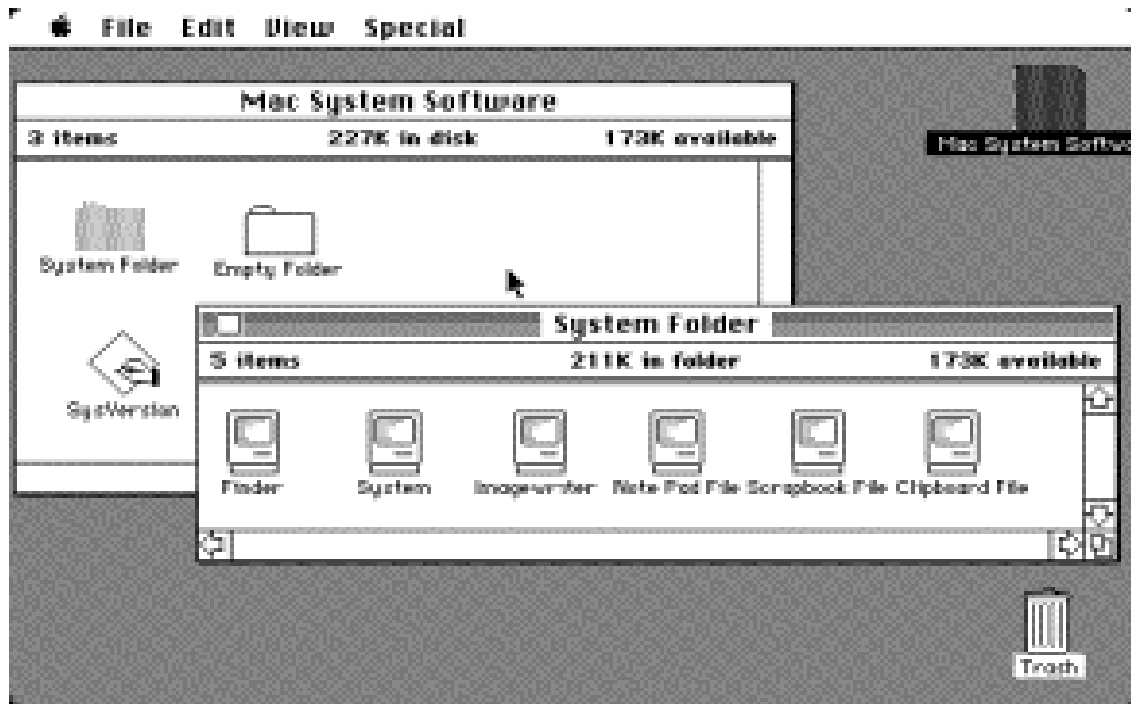
No Disk: <SysDir.> \*.\*

# XEROX Star





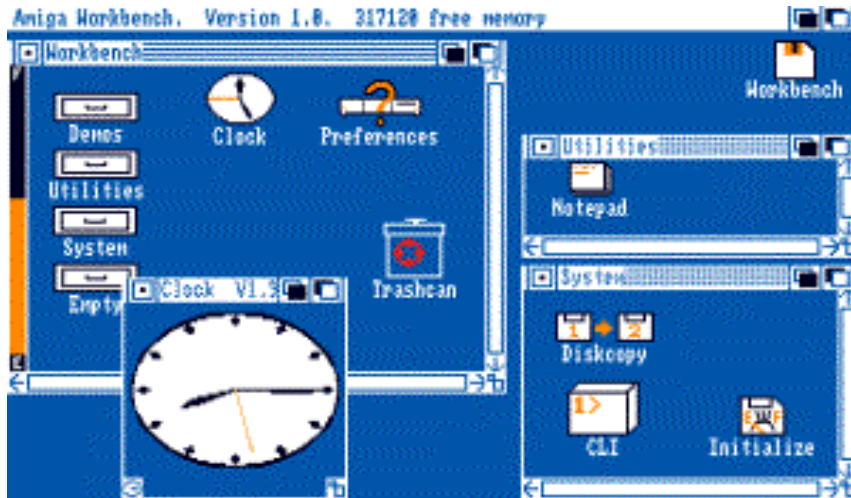
# Apple Macintosh



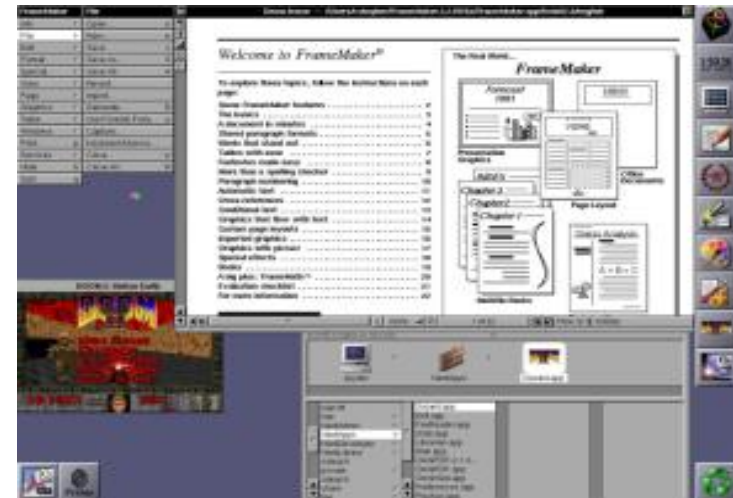
1984 – commercially successful GUI



# More GUIs



Amiga 1985



NextStep 1989

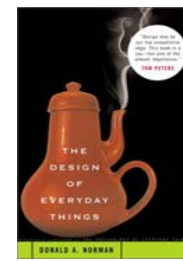
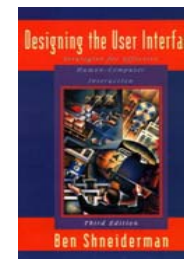
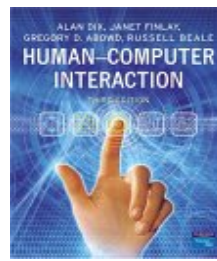


Win 3.11 1992



OS/2 1992

# References



- D. A. Norman. The Design of Everyday Things. Basic Books 2002. ISBN: 0465067107
- B. Shneiderman. Designing the User Interface: Strategies for Effective Human-Computer Interaction , Third Edition. 1997. ISBN: 0201694972
- Alan Dix, Janet Finlay, Gregory Abowd and Russell Beale. (1998) Human Computer, Interaction (second edition), Prentice Hall, ISBN 0132398648 (new Edition announced for October 2003)
- Jef Raskin, The Humane Interface, ACM Press 2000
- Brad A. Myers. "A Brief History of Human Computer Interaction Technology." *ACM interactions*. Vol. 5, no. 2, March, 1998. pp. 44-54.  
<http://www-2.cs.cmu.edu/~amulet/papers/uihistory.tr.html>
- Software Arts and VisiCalc  
<http://www.bricklin.com/history/intro.htm>