

Legend: **Bold** - Transcript

[DS] Notes/Observations

How to Use a Parking Meter: Transcript + Annotations

<https://www.youtube.com/watch?v=DO3BotwGA2c>

00:05 Hello, today we are going to have instruction on how to use the Parkeon pay stations that

[DS] Demonstrator (scripted introduces what they are going to).

00:17 are used in Downtown Dunedin for the paid parking.

[DS] Context and location of where these meters are located.

00:21 First thing we are going to do, is we are going to start at the "START" button.

[DS] Demonstrator explains what they are about to do and then they interact with the start button located on a physical keyboard.

00:26 We push the "START" button which brings up the screen to enter your tag number.

[DS] Pushes the "Start" Button, and the screen above the keyboard turns on. The screen has the instructions "Please enter your plate number". Also has different call-to-action virtual buttons to continue. Additionally there is an animation of a finger going over a keyboard to visually show what the user needs to do.

00:33 I'm going to enter my complete and total tag number.

[DS] Again the demonstrator explains what they are about to do and then they interact with the keyboard to begin entering the plate number.

00:41 And as the instructions say press check to continue.

[DS] There is a virtual CTA button that implies that you are complete and need to move forward. Demonstrator presses physical button and the screen changes

00:47 Now it is asking that I pay by coin or card.

[DS] Screen shows animation of a hand paying with a coin and then alternating to card,

00:51 So, it will take Visa or Mastercard and I'm going to use Master Card today with the chip

00:58 in first, face up.

[DS] Demonstrator pulls out a credit card and explains the position the credit card needs to be in when inserting the card.

[DS] Demonstrator inserts credit card in the designated area

01:02 It is now telling me to take the card back.

[DS] Screen prompts the user to take the card out, so the demonstrator takes the card out.

01:06 Now you'll see how it shows that I have paid for one hour of parking and it shows the equivalent time

[DS] Screen changes to show the payment a user made. The Demonstrator points to it on the screen

01:13 It is now saying that I can add time with using the plus button or I can use the "MAX"

01:19 button for the maximum time allowed of three hours.

[DS] Demonstrator just explains the options

01:22 I am going to choose to increase it by a little, let's say a little more.

[DS] Begins to demonstrate by selecting the plus button

01:30 It's in ten minute increments, each time you use the "+" button.

[DS] Explains the details of using the plus button.

01:34 Now I'm happy with the time that's going to expire.

01:36 Now as it says, press Check to continue.

[DS] Explains the green check button that is embedded in the print button and selects it

01:42 It is now checking my card.

01:44 It says my card is approved.

01:46 Now it is printing.

01:50 It is printing the ticket I am going to hold onto.

[DS] Retrieves printed out ticket from the parking meter.

Summary:

This parking meter tutorial was narrated by a demonstrator who was being recorded. The parking meter had a physical keyboard as well as an interactive screen.

- Narration + Demonstration
 - Text on screen + animation visuals to prompt users what to do
 - There was also some pointing
- Interacted with physical buttons as well as virtual buttons
- Seemed like a straightforward process with a linear user flow. The linear flow possibly is split once a user is prompted to pay via card or coin
- Credit card, the parking meter and receipt were all external “objects” used in the system.

Categories:

Device Codes:

Creator Codes:

3D Object	Parts of the Device	External Items
Text	Existing Text	
Audio		Narration
Video Type		Second Person
Media/Visual Cues	Images Animations Light Device Moving	
Content		Informative Instructional
Interactions		Physical Pointing
Time?		