

The Domestication of Smart Home Technologies

A qualitative study of the relationship between Smart Home Technologies and their users in everyday life

Master Thesis by

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Abstract

This thesis applies a socio-technical view on the relationship between smart home technologies and their users by proposing and demonstrating the domestication theory on households experiencing smart home technologies in their everyday lives. A case study and an ethnographic research strategy are used to answer the research question: *How do households domesticate smart home technologies into their everyday lives?*, using the qualitative data collection techniques interview, observation, and diary study. Based on interviews and observations of the experienced users, as well as a two-week test period of the new users documented with diaries, interviews and observations, it can be concluded that the three major themes relevant to the domestication of smart home technologies are: *smart homes as connected networks*, *identity influences smart home technologies*, and *smart home technologies are at a crossroads*. These themes reflect the theory on domestication that interoperability among technologies, identity of users, and the design of smart home technologies are important to whether a smart home technology is successfully domesticated or rejected in everyday life.

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Abbreviations

- HCI** - Human-Computer Interaction
- IS** - Information system
- IT** - Information technology
- SCOT** - Social Construction of Technology
- SHT** - Smart home technology
- SST** - Social Shaping of Technology
- TAM** - Technology Acceptance Model
- VAT** - Voice Activated Technology

“Buzzzzzz!....Buzzzzzz!”, the sound of the alarm went off. What an annoying sound going straight into the ear, Peter thought while struggling to wake up. “Stop!” Peter said with a groggy voice.. “Buzzzzzz!....Buzzzzzz!”, the alarm continued. “Home, stop the alarm!”, and the sound stopped. It was 6 am Tuesday morning. “Home, turn the lights on”. The light in the ceiling turned on. Peter sat on the edge of the bed for a moment trying to wake up. “Home, can you make my coffee while I shower?” - “Sure, coffee is in the making. Enjoy your shower”. Peter yelled from the shower, “Home, please turn on the radio” and music came on in the bathroom. After the shower, Peter was wondering about what to wear today while going through his closet. “Home, how is the weather gonna be like today?” - “Today in Copenhagen the weather will be 22 degrees and sunny”, which made him choose to wear shorts. After getting dressed, Peter walked to the kitchen with the sense that he had forgotten something. “Home, what’s on my calendar for today?” - “Today you have a meeting with Jim Smith at 2 pm, dinner with Carol and John at 7 pm tonight, and it is your brother, Mark’s, birthday today”. Of course, that was it, Peter thought to himself. “Home, please set a reminder for tonight at 6 pm to call Mark to congratulate him on his birthday” - “A reminder is now created to call Mark at 6 pm”.

Peter, while sitting with his coffee and eating his bun with butter and cheese, asked: “Home, can you inform me about the time and how the traffic to work is today ?” - “Sure, it is now 7 am and the traffic today is very tight and hectic, sorry. You should probably leave now to make it to work at 8 am.” Peter hurried up, swallowed his coffee and got his shoes on. “Home, please turn off lights. Have a good day, bye” - “Sure, all lights are turned off. Thank you, and a good day to you too, Peter. See you later”.

1. Introduction

Digitization and automation are being integrated more and more into every corner of society, whether it is in health care, in governance, in the public, in private, in the home, or anywhere else. As part of the information age, also called the digital age, technological revolutions are arguably happening everywhere - at least in the Western societies. Exactly when the shift from the industrial to the information age happened is debatable, but it is believed that the transition has been ongoing since the 20th century with one of the greatest contributions being the invention and distribution of the Internet. With this contribution, the notion of *information systems* (IS) has arisen that, in short, involves the use of information technologies (IT) for performing tasks, interactions, and communication between various actors and in various contexts (Boell & Cecez-Kecmanovic, 2015). One of the more recently emerged IS in the Western world is the concept of *smart homes*. In 2017 the global size of the smart home market was around 27.5 billion U.S dollars and is estimated to more than double within the next five years ("Global smart home market size 2016-2022 | Statistic", 2018). A smart home is a home where technologies are connected through a wireless network that can be remotely controlled using smartphones or smart devices to automate and control everyday tasks and home environments (Momoh, 2018). The purpose of a smart home is for the smart technologies to be ubiquitously integrated into people's homes and lives where the system calmly informs, assists, and regulates everyday activities without demanding too much focus. With this new area of IS, it is relevant to investigate what happens when smart home technologies (SHTs) and the home meet, including how people integrate these technologies into their lives according to their needs, as well as reasons why the SHT might not be accepted and integrated. At this point in time, such research is dominated by the use of the technology acceptance models, where the main idea is that the acceptance and use of a system can be predicted by identifying how external factors affect a user's attitude towards using the IS. However, models such as the Technology Acceptance Model (TAM) have been criticized for having a too simplistic view on acceptance, meaning that they do not recognize that users might have different incentives for using IS and that they can also invent new uses of IS according to their particular needs and situations (Salovaara & Tamminen, 2009). A way of accommodating for these shortcomings is to consider the domestication of IS, which involves studying how users "tame", or reject, IS into their everyday lives. The domestication theory is based on anthropological and sociological understandings and focuses on the social, cultural, and societal aspects of people. With a strong focus on man, the domestication theory studies the entire process of integration from the moment of acquiring a technology,

to how it is being displayed and incorporated into daily routines, and lastly how it is being communicated to the outside world (Silverstone, Hirsch, & Morley, 1992). The domestication theory is therefore an attractive choice for making detailed research of the relationship between SHTs and the home environment. For this research, the domestication theory is used by qualitatively collecting data from both new and experienced users of smart home technologies in order to understand how these households domesticate SHTs according to their individual social environments and identities.

1.1 Problem area

In the continuation of the introduction, the specific problem area is now summarized. The “problem”, this research paper is studying, is the link between SHTs and the homes in which they are used. Until now, this link has primarily been researched by studying the people using the technology. As mentioned, TAM is one of the most frequently used theories for studying how users accept and use a technology, but despite its high usage it has been widely criticized (Salovaara & Tamminen, 2009). Some of the criticism includes TAM’s lack of practical value, lack of consideration for social processes, and for being deterministic. A theory more suitable for studying the link between the SHT and the home is the domestication theory because of its socio-technical view that both considers social actors together with their use of technology, and recognizes that the interactions with technologies can alternate and vary according to several factors like social environment, context, and culture (Boell & Cecez-Kecmanovic, 2015). However, the domestication theory is currently being superficially referred to in literature and not actually being applied to the integration of smart homes in domestic environments, which is then identified as a research gap. We do not believe that the research gap is caused by the topic not being interesting and valuable for research. We rather believe that the popularity of TAM has caused the domestication theory to not be applied and demonstrated as frequently. The motivation for this research project is thus to conduct a qualitative research using the domestication theory for studying the integration of SHTs into homes, as a contrast to the existing, more quantitative, studies of the same topic using technology acceptance models.

1.2 Research Question

The above mentioned reflections lead to the wish and aim to answer the following research question:

How do households domesticate smart home technologies into their everyday lives?

In order to answer the question we also need to answer these subquestions:

- *How can the domestication theory help to understand practices in the home setting?*
- *How can the choice of methods contribute to understand a household's everyday life?*

1.3 Relevance

As explained above, it is found both interesting and relevant to investigate the combination of smart home technologies and the domestication theory, which is done by answering the research question with both an explanatory and an exploratory approach. The purpose of the study is therefore to explain and understand the use of technology in practice and to explore and identify undiscovered variables in relation to SHTs in everyday scenarios.

This study will hopefully contribute to new researchable entities from combining the domestication theory and SHTs. Not only will this contribute to potentially discover new findings and insights within SHTs and their usage in private households, but also create the opportunity to understand the domestication theory in new ways that can be transferred to other areas of IS research, for instance in work practices. These insights and findings could be useful and relevant for manufacturers of SHTs to understand how these products are actually used in different ways, and what considerations they need to make when designing the products in order to increase the likelihood of a successful adoption and integration. This research paper would like to give an indication of what to expect when SHTs are being integrated into more households, the composition of smart homes, and what to expect for future development of SHTs. Furthermore, this research project is relevant for future researchers as to how the choice of method can contribute to the field of IS research, as well as how this area can be further researched once SHTs become more common and globalized.

1.4 Delimitation

The research area of studying what happens when SHTs enter the household where it is going to be used can be argued as being quite broad, which is why there are delimitations relevant to this research paper. Since technology acceptance models are used frequently within IS research, but are also being criticized, this research paper does not implement TAM and similar models, since this research paper is not considered a comparison of the different theories. On the contrary, the domestication theory is proposed as an alternative perspective to understanding acceptance and use of SHTs. The domestication theory involves the consumption process of technology consisting of four different phases, but there is an extension to the theory, called the design/domestication interface, which includes reflections on the design phase before the domestication of products. This research paper does not involve the design phase in the data processing and discussion, since the focus for this research paper is on the consumption, or domestication, phase of already designed products. However, the design/domestication interface will be introduced in the theory chapter (section 3.2) with the argument that it contains relevant reflections prior to the domestication of technology and is important to future technology innovations. The phenomenon of smart homes is also considered a very broad concept containing many different contexts, setups, and technologies. This research paper is limited to focus only on the private contexts of households from a user perspective, which means that the users of the SHTs are the primary focus of study, not the study of the use of SHTs from an organizational perspective. Neither does this research project contain a technical perspective of reviewing actual functionalities by e.g. usability tests, but rather focuses on the general use and incorporation of the technologies into everyday life. Due to the time and resources involved in providing some types of SHTs to test in households, the study does not test different types of SHTs, but does, instead, focus on the smart home speakers, Google Home and Amazon Echo, and IKEA Trådløs light bulbs for testing. The smart home speakers were found to be good representative tools for testing the SHT and relatively easy and convenient to implement in private households. However, a comparison and pros and cons of the different companies' smart speakers and their functionality are not included in this research paper, because it is not found directly relevant to the domestication theory and to the goal of the research.

1.5 Structure of the paper

In **Chapter 1** the introduction, relevance, and delimitation of the topic of research have been presented, leading up to **Chapter 2** where concepts involved in this research area will be further defined. A literature review based on a literature search is then conducted on these concepts in order to establish the current state-of-the-art in literature on SHTs and their users, which is also expounded in **Chapter 3**, divided into three views on IS research: a technological view, a social view, and a socio-technical view. This is followed by an explanation of the methodology used for conducting the research and collecting the data in **Chapter 4**, where research philosophy and approach, strategy, and frame for the research are clarified, and the data collection technique and process is presented. In the end of chapter 4, the analytical tool *Thematic network* is presented as it is used for structuring and analysing the data. In **Chapter 5** results, the findings are presented based on a coding of the collected data according to the concepts from the domestication theory. Using the thematic network, **Chapter 6** will briefly summarize these findings and identify three main findings relevant to answering the research question. These findings will be discussed in relation to theory and other related work in the discussion in **Chapter 7**, and in **Chapter 8** the research paper is rounded off by answering the research question and subquestions in the conclusion.

2. Concepts

Before describing the theory and methodology used to answer the research question, it is relevant to describe three concepts that explain the context of this research project. The concepts are: *a home*, *smart homes*, and *smart speakers*. The reason for elaborating on these three concepts is to settle the nature of the environment being researched. Furthermore, as mentioned in the delimitation section (section 1.4), a decision was made to focus on smart speakers and smart bulbs as representing smart home technologies for the test on actual people, which is why it is found relevant to describe the concept of smart speakers to justify the technologies as being SHTs.

2.1 A Home

When speaking of SHTs, it is inevitable not to involve and discuss the concept of *a home* and what defines a home. When searching for definitions of “a home”, all definitions involve words such as a *house*, a *place*, *family* and the feeling of *belonging* to somewhere ("Home", 2018). The definition of a home can be a very individual opinion and involves different associations, meanings, and interpretations attached to the concept of home. Various factors such as country, religion, and culture can have an impact on different perspectives on what defines a home. A home can be a private space, a social area or maybe a place for praying and performing religious practices. Pillan & Colombo (2017) connect a home more to a house, but also name it as *domestic spaces* or *environments* and sum it up by explaining: “*A house should instead be understood as a complex context where people experience and express some of the most important and basic dimensions of human existence. A house is a shelter and a place where to sleep, rest, eat, and work; but is also a social place, where we grow and develop some of the most important relationships of our life. A house is a place where we can express our personality, but also where we can feel free to behave and conduct our preferred lifestyle; it is the space where we can preserve memories, search for intimacy with people we love and with ourselves, build our experiences out of the frame of social constraints.*” (ibid., p. S2584). People often consider their home as their private territory. A home can also be associated with a physical place or location. However, what and where people call home can also change over time and often be connected to a feeling deep inside, memories or maybe where family members are around, thereby often associated with a context rather than always a physical location.

When thinking of a home as a family, there are certain factors to consider when conducting research in a domestic environment. A household is often inhabited by multiple people of

different age and gender, all having different income, interests, roles, needs, habits, desires, routines, meanings, and values (Mennicken, Vermeulen & Huang, 2014). These dimensions and individuals collectively create the home and family: “*The ideal of modern family includes, on the one hand, the importance of familial togetherness and shared decision-making and, on the other hand, individual expression and self-identity.*” (Mäyrä & Koskinen, 2005, p. 45). Pillan & Colombo (2017) divide the concept of home into containing three main factors that together create the overall environment of home. These are mentioned as *identity*, *emotions*, and *social relations* (figure 2.1 - Human components at home), which also is related to the feeling of belonging to somewhere. Home can be who you are and be an expression of your identity (Davidoff, Lee, Yin, Zimmerman & Dey, 2006).

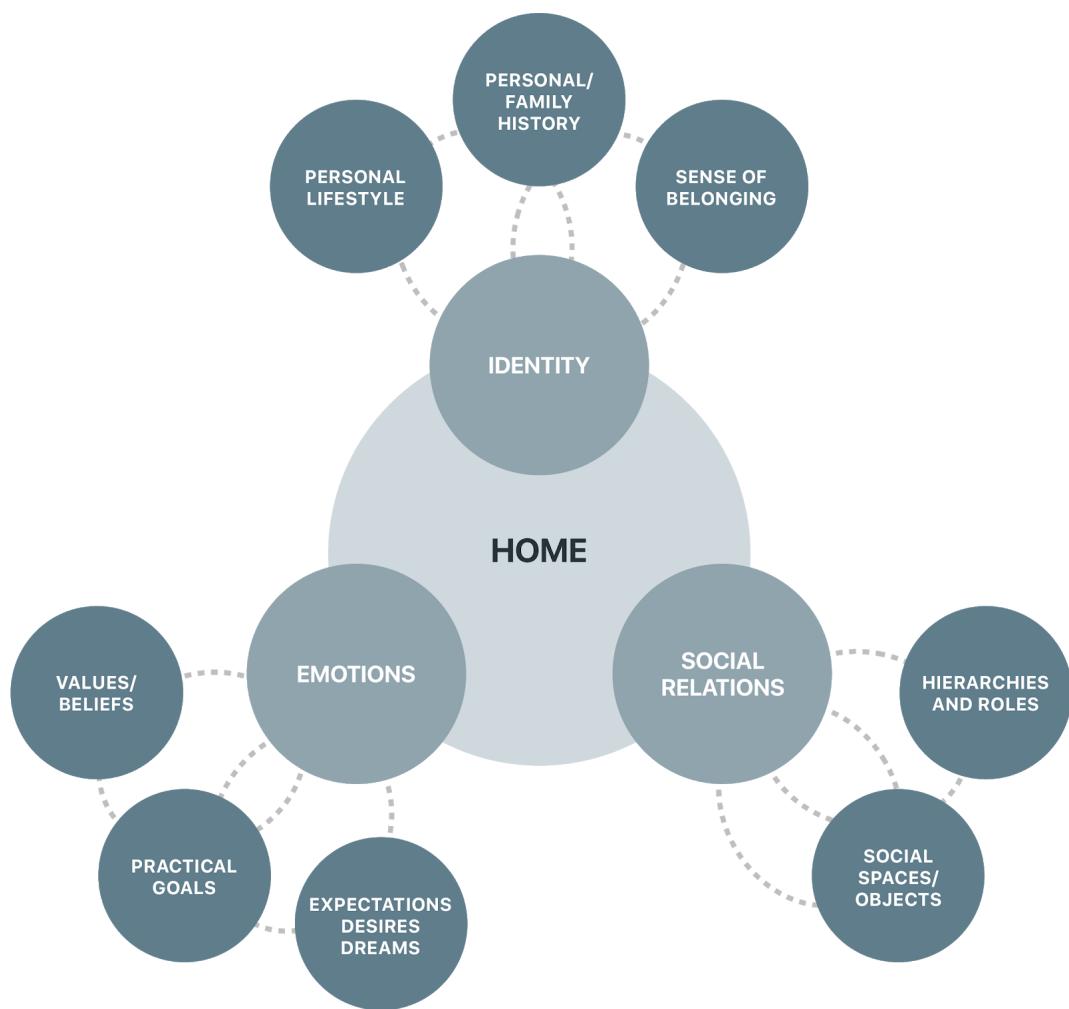


Figure 2.1 - Human components at home

Source: Pillan & Colombo (2017)

However, since a home contains so many different dimensions it also makes it a dynamic and complex space where all these dimensions constantly are changing, which makes it difficult to predict everyday life, especially because households are never identical to another (Pillan & Colombo, 2017). This can be a challenge for designers and researchers to cope with. New technology should not damage the domestic wellbeing, but instead improve the quality. The purpose of new technologies in homes, specifically SHTs, is to contribute with improving the quality of life rather than complicate or conflict it (Balta-Ozkan, Davidson, Bicket & Whitmarsh, 2013b). Due to the diversity of people and families with constantly changing dimensions, SHTs must be designed to be flexible and fit different needs and behaviors in different contexts. When introducing these types of technologies into a domestic environment, they should be well integrated with the opportunity to control and turn off when needed and be as convenient as possible, otherwise people tend to give up on the technologies, because they are “[...] *not even necessarily interested or motivated to understand how the technology in their home works, and do not want to invest time in learning about it*” (Mennicken, Vermeulen & Huang, 2014). The concept of smart homes will be explained in the following section.

2.2 Smart homes

The notion of *smart homes* as a term has arisen within the last 40 years, with the steepest inclination of the occurrence of the word being from the 2000s and onwards ("Google Ngram Viewer", 2018; "Google Trends", 2018). In academic literature, the term is also interchangeably being referred to as *home automation* (Luor, Lu, Yu & Lu, 2015; Mennicken, Vermeulen & Huang, 2014; Pillan & Colombo, 2017; Toschi, Campos & Cugnasca, 2017). Even though numerous articles have been written about research on smart homes, it is difficult to provide an absolute definition that adequately describes the concept since the meaning can vary according to from which perspective the term is looked at. Some researchers tend to agree that the notion of smart homes can be connected to Mark Weiser's ideas on ubiquitous computing from 1991 (Mennicken et al., 2014; Wilson, Hargreaves & Hauxwell-Baldwin, 2015). Weiser predicted that computers would recede into the background of people's lives where it would calmly inform and help the users without demanding their focus (Weiser, 1991). This notion of ubiquitous computing in relation to smart homes is reflected in one definition of it as "*a network to interconnect home electronic products and systems, enabling its remote access and control...*" (Toschi et al., 2017, p. 43) with the aspect of network being invisible connections introduced through wireless networks (Mennicken et al., 2014). When looking at the literal term, the meaning of “smart” in relation

to a home is different among different people. Some people perceive the “smart” in a home as the ability to access and manage SHT remotely from e.g. an app, without there being any automation involved. Other people, typically researchers, believe that for a home to be “smart” it needs to be able to adapt to the surroundings automatically with the use of e.g. machine learning, for example by predicting user patterns to correctly adjust a heating system. From an industry perspective, a “smart” home is typically communicated as containing technologies that can be programmed to automatically perform activities that ease the lives and comfort of their users (Mennicken et al., 2014). The “home” part of the term can be *“any form of residence, for example, a standalone house, an apartment or a unit in a social housing development.”* (Balta-Ozkan, Davidson, Bicket & Whitmarsh, 2013a), but also the different dimensions discussed in the section above (section 2.1). In literature about smart homes, the use of and thus the perspective on SHTs is generally focused within the categorizations of energy consumption, safety, and lifestyle support. Within and among each of these categorizations are more specific uses of smart homes as illustrated in the figure 2.2 below (Balta-Ozkan et al., 2013a).

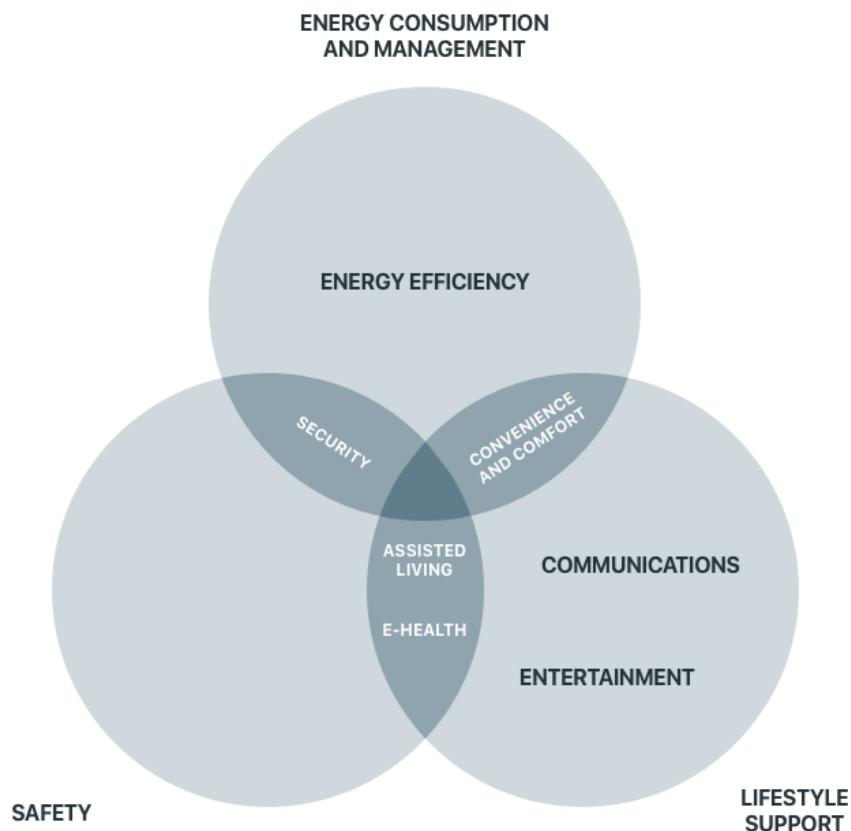


Figure 2.2 - Types and uses of smart home services

Source: Balta-Ozkan et al. (2013a)

A lot of literature focuses on the use of smart homes as a means for optimizing energy consumption (Balta-Ozkan et al., 2013a; Wilson, Hargreaves & Hauxwell-Baldwin, 2017). The energy efficiency aspects of smart homes are when technologies like heaters, air conditioners, lightning, appliances, etc. can be remotely controlled and autonomously adjust the home environment more efficiently. This network of SHTs can contribute with reduced energy costs by getting to know the household routines and adjust e.g. temperatures and lightning according to daily patterns. Related to this, security enhancing SHTs, like alarms, locks, and lightning, can be used as tools for preventing unauthorized entry to the home e.g. by automatically locking the doors and closing the windows when the residents leave the house or e.g. by scheduling natural patterns for the lightning that simulates natural use when the residents are on vacation. Another valuable use for smart homes is for assisted living and health e.g. by monitoring the activity of an elderly or vulnerable person with the possibility of alerting caregivers or family about inconsistencies (Balta-Ozkan et al., 2013b). The third frequent perspective on smart homes is the use for lifestyle support. Here the key uses are for entertainment and communication, where the primary objectives are to enhance the functionality, connectivity, and manageability of common household technologies to improve the living experience (Wilson et al., 2015). The importance is the linkage of the SHTs to a central network that allows for communication and optimization among the various technologies that can be monitored by the user from a single, perhaps remote, location (Balta-Ozkan et al., 2013a). What makes a smart home different from a “traditional” home is that the technologies in a smart home no longer need to be operated locally and manually with switches, but can be operated, controlled, and managed from a remote location e.g. through an app on a smartphone or through voice control via voice enabled devices (Balta-Ozkan et al., 2013b). Despite the categorizations and divisions found in the literature about smart homes, the different uses certainly overlap and the overall notion of the concept is arguably the same by being the ability to automate and control multiple different technologies in one network within a home (Brush, Lee, Mahajan, Agarwal, Saroiu & Dixon, 2011). However, according to Baltza-Ozkan et al. (2013a), a problem exists concerning the *siloing* of smart home devices. Siloing means that the categorizations of the different uses and perspectives on SHTs are treated as different sectors where the technologies are developed by different vendors for specific purposes that limit the cross-integration of the SHTs and restrict the implementation of a smart home as a single unity covering all categorizations from the perspective of the end-users (Balta-Ozkan et al., 2013a).

To limit the scope of this research project, the focus of the study is on the lifestyle support type of SHTs. The reason for this being the estimation that a research of energy management and safety SHTs would be too time consuming and require too many resources to implement and study comprehensively. The effect of lifestyle support SHTs is easier to provoke with less expensive and accessible technologies that are easier to set up, like smart speakers or smart light bulbs, versus energy efficiency SHTs, like thermostats, or security SHTs, like alarms, that are more complex to properly set up in a home. Hence the focus in this data collection is on smart speakers and smart light bulbs to represent smart technologies in a smart home.

2.3 Smart speakers

Smart speakers are specially made speaker devices with built-in voice assistants (Hoy, 2018). Many tech companies have started to produce smart speakers, but the most commonly known smart speaker manufacturers are Amazon, Google, and Apple. Amazon was the first to announce their Amazon Echo smart speaker with their Alexa voice assistant in 2014 ("Amazon - Press Room", 2015), followed by Google announcing their Google Home smart speaker with the Google Assistant in 2016 ("Make yourself at home with Google Home", 2016), and lastly, Apple announcing their HomePod in 2017 with their voice assistant Siri built in ("HomePod reinvents music in the home", 2017). Amazon Echo was the first smart speaker to officially enter the Danish market in late 2017, with the other two following close behind in 2018. The purpose of a smart speaker is to respond to commands and questions prompted by the user in order to assist with tasks and make everyday life easier in location-specific environments like a home or an office. The smart speakers provide a bridge for connecting other SHTs within a home and function as a "hub" or mediator for the network of smart devices to communicate and be operated collectively (Hoy, 2018). The voice assistant within the smart speakers constantly listens for the specific key word that tells the speaker that its attention is wanted and a command is coming. For Amazon Echo, the key word for waking Alexa is to say "Alexa" to the speaker, whereas for the Google Home speaker, the key phrase for waking Google Assistant is "Hey Google" (Pitsker, 2017). When the prompt by the user is recorded, the voice assistant sends the recording to a specialized server where the prompt is interpreted using natural language processing. If the interpreted prompt is understood and recognized, the server will provide the voice assistant with relevant information to answer or initiate the command, which is read back to the user as feedback that the prompt is understood (Hoy, 2018). The voice assistant can also communicate to other smart devices that an operation is needed from them based on the user's request. As an example, if a user says "Hey Google, turn on lights in living room", the

Google Assistant can, when the prompt is interpreted, communicate to the smart light bulbs located in the living room to turn on, while the other smart light bulbs around the home remain turned off. Of course, the smart speaker is not smart enough to know beforehand the layout and location of technologies in a home, which need to be defined once by the user manually in order for the voice assistant to understand the context prospectively. Specific prompts can also be created using third-party developed tools to personalize the voice assistant even more, e.g. by defining that the voice assistant should turn on the coffee machine, read out the news, and tell the daily weather when a “Good morning” command is prompted to the smart speaker (Hoy, 2018). Voice assistants are not exclusive to smart speakers and are also typically found in smartphones where they are available for assistance on the go. What characterizes voice assistants versus other traditional voice-activated technologies is that they need to always be connected to the Internet in order to be able to respond to a larger array of commands, like providing weather forecasts, checking the traffic conditions to work or adding appointments to a calendar (Pitsker, 2017). Traditional voice activated technologies (VATs) typically refer to predefined commands and responses which makes the communication quite limited and rigid. Today, voice assistants rely on the advancement of natural language processing which is getting better and better at understanding the structure of human language with the help of artificial intelligence and machine learning (Hoy, 2018). By the use of natural language processing, voice assistants become less rigid in what they understand due to them being able to interpret the same meaning from sentences that are phrased differently. This makes the communication more natural and limits the frustration of the voice assistant not understanding what is requested from it (*ibid.*).

Since smart speakers with voice assistants have become accessible, in recent years, to the general public, they are still somewhat under development and thus possess some general concerns regarding security and privacy. One security issue is that anyone in the nearby area of a smart speaker can invoke the voice assistant and in that way gain access to linked information, accounts, and devices associated with that particular smart speaker (Hoy, 2018). Google has tried to accommodate for this risk by introducing voice profiles where users can link their voice to the speaker and in that way create a personal profile that can only be invoked if the voice matches (“Google Home Help”, 2018). A general privacy concern with smart speakers is the speculation that they are constantly listening to their surroundings in order to react when their keyword is prompted. Several instances have shown that this is the case, where unauthorized conversations have been recorded and

shared when they were not supposed to (Hoy, 2018). Even though the companies behind the smart speakers try to ensure that the data is safe, there is still a risk that a database can be hacked and the recordings leaked. To accommodate for this risk, encryption of the recordings is a way to ensure that the users' personal conversations stay safe.

Smart speakers are a new addition to today's highly digitalized world where data is the new currency (Arkenberg, 2017). Data driven companies strive to remove as much noise around collecting people's data as possible. With the smart speakers, these companies can collect data about their users' everyday questions, commands, patterns, behaviors, appointments, and more, all enhanced by the amount of devices connected in a single network (Arkenberg, 2017). This notion of being observed and evaluated is something consumers need to be aware of and willing to accept in order to benefit from the convenience of having a smart speaker.

3. Theory and literature

As mentioned in the introduction (section 1.1), the purpose of this research project is to investigate the link between SHTs and the home. In this section, the currently existing relevant literature in the field of IS research is reviewed to describe the current academic state surrounding the problem area, followed by a description of the domestication theory.

3.1 Literature review

In the above concepts chapter, the three terms *a home*, *smart homes* and *smart speakers* were defined based on literature concerning the three topics. For the literature search for this research project, these concepts were the focal point together with terms such as “domestication”, “appropriation”, “adoption”, and “ethnography”, as well as combinations of the terms in order to identify current academic literature involving one or more of the concepts, for example “smart home technology adoption”, “smart home domestication”, “voice activated technology appropriation”, and so on. To structure the literature review, the literature found is divided into different views on IS research defined by Boell & Cecez-Kecmanovic (2015), which are: *a technology view*, *a social view*, and *a socio-technical view*. The views have been distinguished from analyzing 34 different definitions of IS research in literature. The technology view is driven by research with a technical foundation that promotes the importance of IT in the development, deployment, and usage. The social view, on the other hand, focuses primarily on how humans use IT. This view believes that it is humans who make IT valuable, not the technologies themselves. The socio-technical view on IS is developed as an alternative to the technological and social views, and the purpose is to address the shortcomings and deterministic tendencies of the technology and social views. The socio-technical view believes that technology and humans co-create each other and can interact in multiple ways. A fourth view is also described, called *the process view*, which involves activities performed or supported by IT, like usage, storage, creation, communication, and such (ibid.). However, since there is a limited amount of literature on the process of information exchange using SHTs and also due to not being directly relevant to the study of what happens when SHTs enter the home, this view on IS research is not included as part of the literature review. The other three views are, on the other hand, found very helpful in structuring the academic field surrounding the problem area, and the table below (table 3.1 - Sample articles on SHTs from the different views on IS research) summarizes the relevant literature found with the different views:

TECHNOLOGY VIEW	SOCIAL VIEW	SOCIO-TECHNICAL VIEW
Risteska Stojkoska, B. L., & Trivodaliev, K. V. (2017). A review of Internet of Things for smart home: Challenges and solutions.	Easwara Moorthy, A., & Vu, K. P. L. (2015). Privacy Concerns for Use of Voice Activated Personal Assistant in the Public Space.	Balta-Ozkan, N., Davidson, R., Bicket, M., & Whitmarsh, L. (2013b). Social barriers to the adoption of smart homes
Toschi, G., Campos, L., & Cugnasca, C. (2017). Home automation networks: A survey.	Kim, Y., Park, Y., & Choi, J. (2017). A study on the adoption of IoT smart home service: using Value-based Adoption Model.	Pillan, M., & Colombo, S. (2017). Will smart homes improve our lives? A design perspective towards effective wellbeing at home.
Belley, C., Gaboury, S., Bouchard, B., & Bouzouane, A. (2015). Nonintrusive system for assistance and guidance in smart homes based on electrical devices identification	Coskun-Setirek, A., & Mardikyan, S. (2017). Understanding the Adoption of Voice Activated Personal Assistants.	Mennicken, S., & Huang, E. M. (2012). Hacking the natural habitat: An in-the-wild study of smart homes, their development, and the people who live in them.
Mihalache, A. (2017). Wireless Home Automation System using IoT.	Simon, S. J., & Paper, D. (2007). User Acceptance of Voice Recognition Technology: An Empirical	Richardson, H. J. (2009). A "smart house" is not a home: The domestication of ICTs.
Janlert, L., & Stolterman, E. (2014). Faceless Interaction - A Conceptual Examination of the Notion of Interface: Past, Present and Future.	Jeong, J. & Shin, D. H. (2015). It's not What It Speaks, but It's How It Speaks: A Study into Smartphone Voice-User Interfaces (VUI)	Hargreaves, T. & Wilson, C. (2017). Domestication of Smart Home Technologies.
	Kiseleva, J., Williams K., Jiang J, Awadallah A., Crook, A., Zitouni I. & Anastasakos, T. (2016). Understanding User Satisfaction with Intelligent Assistants.	Nyborg, S. (2015). Pilot users and their families: Inventing flexible practices in the smart grid.
	Jiang, J., Jeng, W., & He, D. (2013). How do Users Respond to Voice Input Errors?: Lexical and Phonetic Query Reformulation in Voice Search.	

Table 3.1 - Sample articles on SHTs from the different views on IS research

Please note that the articles in the table are IS research conducted using the different views, but in the following sections, in the descriptions of the views, additional literature is used that contribute to properly understanding the views.

The technology view

From the technology view the current state-of-the-art as to SHTs is that these technologies are expected to become omnipresent, but before reaching that state the architectures, solutions, and systems need to be better integrated and unified as single intelligent systems in the home (Risteska Stojkoska & Trivodaliev, 2017; Toschi, Campos & Cugnasca, 2017). Today, most SHTs work separately and locally, and fully automated home solutions can be costly (Risteska Stojkoska & Trivodaliev, 2017). Algorithms, sensors, and artificial intelligence should be used to develop expert machine-to-machine systems that are non-intrusive as well as capable of self-regulating and personalizing according to the home environment (Belley, Gaboury, Bouchard & Bouzouane, 2015). However, globalized standardizations are required in order to make smart home systems widespread and to secure the growth and evolutions of SHTs from a technological point of view (Toschi et al., 2017). These reflections might sound major and hardly achievable within the near future, but homemade solutions for creating do-it-yourself home automation systems are possible using, for example, an Arduino One, modules, and sensors to create low cost and expandable home automation systems (Mihalache, 2017).

The role of the *surface* is considered crucial to the present common perceptions of interaction and interfaces (Janlert & Stolterman, 2014). However, this notion of physical surfaces being linked with interactions and interfaces is theoretically being conceptualized as no longer being essential. Prospectively, the notion of *faceless interaction* should be considered in regard to surface-free interactions with current and coming technological innovations (*ibid.*). Considering the consequences of interactions with SHTs becoming completely or partly without surfaces is relevant to the technological development, design, and user experience of these technologies, especially with the increase of voice activated SHTs (*ibid.*).

IS research with the technology view is sometimes led by a technological determinism approach. The term *determinism* is a philosophical idea that is used to describe when one factor is believed to be the only cause that produces an outcome, in other words a “totalizing approach to explanation” (Nash, 2011, p. 257). In technological determinism, the factor of

impact is technological innovation. Theories and methods for studying the use of IS with a technological determinism mindset have a strong technology-focus, e.g. on the designated design of a technology. From a technological determinism point of view it is believed that technological innovation is the sole explanation for the development of social structure and cultural values in a society, and that these social factors have no direct impact on technology innovation in return (Oudshoorn & Pinch, 2003).

The social view

Theories and models studying how people use, accept, and perceive SHTs are widely present in IS literature. The main model used is the Technology Acceptance Model (TAM), often along with extensions of the model, such as Unified Theory of Acceptance and Use of Technology (UTAUT), Mobile Phone Technology Acceptance Model (MOPTAM), and TAM2 (Easwara Moorthy & Vu, 2015; Kim, Park & Choi, 2017; Coskun-Setirek & Mardikyan, 2017), or similar models studying user acceptance such as Value-Based Acceptance Model (VAM), Theory of Reasoned Action (TRA), and Theory of Planned Behavior (TPB) (Kim et al., 2017; Simon & Paper, 2007). From the social view, the acceptance of SHTs is dependent on the customer evaluating both perceived benefits and perceived sacrifice, where perceived benefits are believed to have a higher significance to the perceived value of a SHTs (Kim et al., 2017). Privacy risks are a strong influential factor to a potential resistance to technology, which means that the risk of hacking, data being leaked, unwanted surveillance, and such need to be minimized before a SHT is accepted (*ibid.*).

The type of SHT that is voice activated and involves intelligent assistants has some unique factors that influence the acceptance of those types of technologies. These factors involve, among others, output quality, job relevance, social context, type of information, and social pressure (Coskun-Setirek & Mardikyan, 2017; Easwara Moorthy & Vu, 2015; Simon & Paper, 2007). Since SHTs with voice activated assistants involve verbally transmitting information, the acceptance of the technologies is higher when the SHT is located in a private environment versus a public, where the social acceptability of verbal transmission of information is believed to be different. Furthermore, the type of information is also important, since private information is less likely to be verbally transmitted through these technologies (Easwara Moorthy & Vu, 2015). To increase the acceptance and perceived ease of use, the voice activated SHT needs to be able to perform tasks relevant to the job or intended use with a high output quality as to language and fulfillment (Coskun-Setirek & Mardikyan, 2017). Lastly, it is believed that the so-called “snowball effect” also is relevant to

voice activated SHTs. If a large number of users accept and adopt the technologies, others will feel a social need also to accept them (Simon & Paper, 2007).

The purpose of TAM is to explain IT-usage behavior by looking at the factors perceived usefulness (PU), perceived ease of use (PEOU), and user attitude (Davis, 1989). The theory believes that the acceptance of a technology is grounded in the user's willingness to use the technology. The theory has been widely used in research due to its simplicity. With simplicity, however, comes the risk of overlooking crucial aspects that are left out of the equation. Critics find that, in practice, the simplicity of TAM cannot be used to explain acceptance and behavior due to the vast range of different technologies, situations, users, and differences in decision making (Bagozzi, 2007; Salovaara & Tamminen, 2009). TAM tends to primarily be quantitative in nature and draws conclusions from large sample groups (Kim et al., 2017; Coskun-Setirek & Mardikyan, 2017; Easwara Moorthy & Vu, 2015; Simon & Paper, 2007), some being in constructed artificial environments, which then naturally lack the perspective of how individual opinions are formed and how they can change according to their social environment (Hynes & Richardson, 2009).

Another type of IS research that is common within the social view is the research on the usability and user experience of SHTs. Some important usability and design-related factors of voice activated SHTs are voice characteristics, level of task completion, effort, contextual awareness, and input error handling (Jeong & Shin, 2015; Kiseleva, Williams, Jiang, Awadallah, Crook, Zitouni & Anastasakos, 2016; Jiang, Jeng & He, 2013). To increase the behavioral outcome, credibility, and trustworthiness the voice activated SHT should possess the subject characteristics of being witty, having varied responses, and being personal (Jeong & Shin, 2015). Furthermore, it should be able to handle voice input errors well by e.g. supporting users reformulating queries or by artificial intelligence being better at understanding intentions by utilizing natural language processing (Kiseleva et al., 2016; Jiang et al., 2013).

In the social view on IS research, the tendency of predetermining fixed user groups with similar behavior in particular settings, that does not take into account the effect of cultural and social engagement in the shaping and shifting in opinion, is by some criticized as being influenced by social essentialism (Hynes & Richardson, 2009). The *essentialism* idea believes that "*certain properties of an object are necessary or essential rather than contingent or accidental.*" (Rolfe, 2012, p. 270), as well as these properties are necessary to

the object's identity and function. In regard to IS research, social essentialism is used when theories or models make predetermined assumptions about the properties of a particular social group or individual, sometimes also referred to as stereotypes, without considering social and cultural constructs that can affect the user's identity, behavior, and perceptions. Furthermore, some social essentialism theories and models tend to rely on users as passive consumers that do not change opinions based on time, experience, events, or engagement from their social environment (Hynes & Richardson, 2009).

The socio-technical view

Research using this view explore the sociomaterial nature of IS, where the focus is on the co-creation and co-evolution in the relationship between users and technologies. A fair amount of literature is concerned with the diffusion and integration of SHTs into the home environment (Balta-Ozkan, Davidson, Bicket & Whitmarsh, 2013b; Pillan & Colombo, 2017; Mennicken & Huang, 2012; Richardson, 2009; Hargreaves & Wilson, 2017; Nyborg, 2015). In order for SHTs to be suitable for being integrated into the home, they need to meet a number of criteria, that fit with motivation, lifestyle, interoperability, control, reliability, privacy and data security, cost, and trust (Balta-Ozkan et al., 2013b; Hargreaves & Wilson, 2017; Pillan & Colombo, 2017). Motivation, or the intention to use, is important. One of the primary motivational factors for people who wish to acquire SHTs is that "*modern homes are smart homes*" (Mennicken & Huang, 2012, p. 9), where the motivation is, in some people's opinion, that in order for a home to be modern it needs to include SHTs. This is an especially common opinion among households renovating their home or building a brand new home. Other motivational factors for acquiring a smart home can be if people have a technology background or a strong interest in technologies as a hobby (Hargreaves & Wilson, 2017; Mennicken & Huang, 2012). Lastly, energy efficiency and savings are also typically crucial motivational factors among some households (Hargreaves & Wilson, 2017; Mennicken & Huang, 2012). Motivation also involves that, in order for the SHT to be actively used, it should be able to fulfill desired tasks well and without complications, where *desired tasks* can vary among the individual members of the household (Hargreaves & Wilson, 2017; Richardson, 2009). Research has shown that the motivation for using a technology, including the desired tasks, is different according to gender, age, and work complexity (Richardson, 2009). For example, for a child the motivation for using a SHT might be for entertainment or educational purposes, whereas for a parent the motivation might be for more practical reasons, such as assistance with household tasks, like setting a timer while cooking.

In the process of integrating SHTs into the home, the household members can have different roles (Mennicken & Huang, 2012; Nyborg, 2015). One way of categorizing the different roles, that household members can possess, is: *home technology drivers*, *home technology responsibles*, *passive users*, *children*, and *guests* (Mennicken & Huang, 2012). Another way is to characterize the household members as *technical*, *economical*, *curious*, *participating*, or *comfortable users* (Nyborg, 2015). Home technology drivers are the ones who are especially involved in planning for and acquiring new SHTs, which also often makes them responsible for installing the new technology in the home (Mennicken & Huang, 2012). This role is typically very interested in technology and has it as a hobby where they are inclined to participate in community discussions and read news about technology innovations. This type of user is also referred to as the technical user profile, who is characterized as being more “tech savvy” than most and often a frontrunner when it comes to trying out new SHT (Nyborg, 2015). A household member can also have the role as the home technology responsible which is similar to the previous role, but without a strong interest in technology. They have the motivation for installing and maintaining new SHTs, but will typically have professionals configure or repair the smart home systems if necessary, whereas the home technology drivers will attempt to do it themselves (Mennicken & Huang, 2012). Passive users are not actively engaged in the research, planning, and configuration of SHTs, but are familiar with controlling the systems (*ibid.*). The passive user role is typically found in a household with a person having the home technology driver role. The passive users make use of the SHTs acquired and installed by the home technology driver, but are not particularly interested in adding new technologies to the system (*ibid.*). It is worth noting, that even though the passive users are not actively engaged in the acquisition of technologies, they often use the technologies just as much as the other roles, which is why it is important that this type of users also are considered in the design of technologies. These are some typical roles when it comes to acquiring and using SHTs in homes. However, it is also relevant to note the role of children in relation to smart homes, since they typically get accustomed to the technologies quickly and perhaps are unaware that the SHTs, they experience at home, are not the normality in other locations (*ibid.*). Another role is guests, i.e. people who perhaps are not used to SHTs and therefore may experience problems with operating the systems in the home because they are not used to control it or are afraid of breaking something (*ibid.*).

Theoretically speaking, researchers around the 1980s realized the need to not look exclusively at the development of technology from either the social or the technology view, but instead connect the users and the technology, and recognize them as co-constructed (Oudshoorn and Pinch, 2003). According to Oudshoorn and Pinch (2003) there is no right use of a technology. There might be a dominant use designated by the manufacturer, but there is no prescription for how the artifact itself is actually used. Thus, it is interesting to understand how users participate in shaping and developing a technology by looking at what users do with it (*ibid.*). A central notion in this type of research is to study the context of use, which involves “*the society and the web of other artifacts within which technologies are always embedded. In short, [...] how technologies are actually used in practice.*” (*ibid.*, p. 2). It is also important not only to study what users do with technology, but also what technology does to the users. When a new technology innovation is launched, it is not a given that a large user base instantly occurs. Often, a desire or motivation for using the technology innovation needs to exist, but if the new technology perhaps is too complicated or complex to understand for the user, these factors remain absent. It is therefore important for the companies behind technology innovations to understand potential uses and users of their products in order to meet the requirements and expectations from different potential user groups (*ibid.*). It is no longer sufficient only to focus on the engineering and design of technologies, because with increased focus on e.g. ubiquitous computing it has become important also to understand more about the everyday settings, social environments, and contexts in which the technologies are to be used (Hynes & Richardson, 2009). To understand technologies in everyday life, several theories and frameworks have been developed with the purpose of enlightening relevant aspects of the users’ contribution to the development of technology, like how a technology is domesticated into social environments according to the contexts, needs, cultures, perceptions, and so on of the people inhabiting the particular environment. An umbrella term for discussing these theories and frameworks is the Social Shaping of Technology (SST) (*ibid.*). SST focuses on putting technology as “something social, or a product of social interaction.” (*ibid.*, p. 483). Here technology development emerges from social interaction and is a sociomaterial product that combines people, artifacts, organizations, cultural aspects, and knowledge (*ibid.*). One of the first theories to address the relationship between the social and the technology is the Social Construction of Technology (SCOT) (Pinch & Bijker, 1989). In this theory, the different meanings, that different social groups can attribute a technology, are called interpretative flexibility (Oudshoorn & Pinch, 2003). Bijker (1995, p. 248) states that: “*This demonstration of interpretative flexibility is a crucial step in arguing for the feasibility of any sociology of*

technology - it shows that neither an artifact's identify nor its technical "working" or "nonworking" is an intrinsic property of the artifact but is subject to social variables.". The SCOT theory explains that with time, in relevant social groups, closure mechanisms happen that stop the interpretative flexibility and start a stabilization of the artifact where eventually a predominant use or meaning emerges within the particular social group (Bijker, 1995). With SCOT, a couple of steps are proposed for describing how a technology is socially constructed. The last step is to generalize beyond one setting, and the term technological frames is used to describe the "*development of heterogeneous sociotechnical ensembles*" meaning that users and designers share a perception of a technology (Bijker, 1995, p. 248). The notion of "social groups" was found to be a valuable aspect of the SCOT theory, because it supports the realization that different social groups can alter the meaning and development of a technology, and can be useful in clarifying the development path of the technology innovation (Hynes & Richardson, 2009). However, the SCOT theory was criticized for "leaving" the notion of users after the stabilization has happened which implies that users are not contributing to the development of technology after it has been stabilized (Oudshoorn & Pinch, 2003). A theory that follows the innovation process of technology more comprehensively is the domestication theory (Silverstone, Hirsch, & Morley, 1992; Silverstone & Haddon, 1996), which is the theory chosen in this research project for analyzing the process of integrating SHTs into household settings. Most literature that currently exists on the whole process of domestication is either original publications (Silverstone et al., 1992; Lie & Sørensen, 1996), summaries of the theory's contribution to research (Haddon, 2006; Hynes & Richardson, 2009) or critical reflections (Richardson, 2009).

As mentioned, the aim of this research project is to apply the socio-technical view to the study of the relationship between SHTs and the home, specifically the domestication theory. The literature review has demonstrated that current research on SHTs is primarily conducted using the social and the socio-technical view. The socio-technical view is claimed to be the most promising view for IS research (Boell & Cecez-Kecmanovic, 2015), where most research is conducted using qualitative research methods for understanding the background, behaviors, motivations, and opinions of the users using SHTs. Some socio-technical research has been published that mention the domestication theory (Richardson, 2009; Hargreaves & Wilson, 2017; Nyborg, 2015), but research actually applying and demonstrating the theory is not widespread. Thus, this is what this research project aims to do in order to get an in-depth understanding of the shaping and shifting in meanings of users experiencing SHTs.

3.2 Theoretical underpinnings - Domestication

3.2.1 Background

Domestication theory originated as a part of cultural and media studies that focus on the users' involvement from the very beginning of consuming technology (Oudshoorn & Pinch, 2003). This branch of research is, among others, inspired by Bourdieu's reflections from 1984 on consumption as a cultural and material activity where he argued that in the modern times society factors, like human identity, are being used more and more to describe consumption instead of previously being used in relation to production (Oudshoorn & Pinch, 2003). Bourdieu argued that the appropriation of consumer goods depends on the consumer's "cultural capital", i.e. the social symbolic assets of a person like education, intellect, skill, taste, style, and so on, that are achieved by being of a particular social class (ibid.). Other consumption theorists criticized the view that consumption is simply an economic activity and argued that consumption is always both a cultural and an economic phenomenon (Lury, 1996). Previously, the notion of consumption was, by some, viewed as a manipulative force that was driven by companies on to what was believed to be passive buyers (ibid.). However, Baudrillard (1998) criticized the view that consumers are passive and manipulative victims of mass production, and he argued that consumption "*is an active, collective behavior: it is something enforced, a morality, an institution. It is a whole system of values, with all that expression implies in terms of group integration and social control function.*" (Baudrillard, 1998, p. 81).

In culture and media studies, consumption is seen as a means of creating culture in the sense of technological objects being a way of shaping social identities, social life, and culture in general through consumption (Oudshoorn & Pinch, 2003). The study of how technologies are integrated into everyday life was termed *domestication* by sociologist Roger Silverstone (1992). Domestication is a metaphor for converting, or taming, wild animals for domestic use. It also means "*to take (something foreign, unfamiliar, etc.) for one's own use or purpose; adopt.*" ("Domestication", 2018). Silverstone's main contribution was to take the ideas from culture and media studies on consumption and turn them into a framework for understanding the user's experience of a technology (Haddon, 2007). The framework follows the meaning of a technology from the outset when the producers create and communicate a certain meaning for the technology, to the later emergences of meanings caused by use or non-use of the technology in everyday contexts (Hynes & Richardson, 2009). In the beginning, it was not just Silverstone who solely developed the concept of

domestication, Norwegian researchers also contributed to the development (Lie & Sørensen, 1996). Where the British researchers, with Silverstone and his collaborators, mainly focused on domestication within the home, the Norwegian researchers had an interest in domestication beyond the home, in other words domestication in society (Haddon, 2006).

In one of Silverstone's earliest publications, he, together with his collaborators Hirsch and Morley, describes the nature of the relationship between the private households and the public world, as well as the role of IT in that relationship (Silverstone, Hirsch & Morley, 1992). According to them, IT have a *double articulation* in the sense that they are both an object and a media, each of which can have unique "biographies" according to the distinct cultures of the households in which they are domesticated. A technological object can have many different biographies according to how it is used, for example a computer is an individual object (a person's computer), a product (by a manufacturer), and a generic technology (a computer) (*ibid.*). Furthermore, the media within the technology also has its own biography which, for example, can be the computer software installed, the information collected or the conversations held through the computer, each of which reflects the distinct social and cultural contexts of its existence (*ibid.*). These two sides of IT can also be viewed as them being "*objects to be consumed and the means - as media - for the continued stimulation of consumption*" (Silverstone & Haddon, 1996). The biography of IT can change over time according to the environments and cultures it inhabits. These distinctive meanings, and changes of meanings, that occur from the everyday practices of domestic spheres are called the *moral economy of the household* (Silverstone et al., 1992). The *economy* part describes that a household is a part of the public economy through the consuming activities done by each member of the household. The *moral* describes the aspects of the "*economic activities [...] in the wider world of work, leisure and shopping are defined and informed by a set of cognitions, evaluations and aesthetics, which themselves are defined and informed by the histories, biographies and politics of the household and its members.*" (Silverstone et al., 1992, p. 16). These mentioned aspects are present in the household's views and rituals that define its integrity as a social and cultural unit. In some societies, the moral economies contain similarities to each other according to the social structure they are a part of, but all moral economies also consist of unique aspects that are distinctive to each household, which are important for each member's sense of security and identity of the household as a whole (*ibid.*). A household is actively participating in the value creation and meaning-making through its daily activities, with the objective of maintaining its status, identity, and participation in the public economy as a social, cultural, and economic unit. To do this, each

household draws on different resources, which can be influenced by the culture of a network, religious beliefs, personal biography, and such. The result is a defined environment, also referred to as a *home* (ibid.), which is also described in section 2.1 A Home. Thus, “*the moral economy of the household is therefore grounded in the creation of the home,*” (ibid., p. 17). The process of how a household domesticates an IT into their everyday life, or their home, is what is of interest in the “British” part of the domestication theory. However, it must be noted, once more, that the home is not the only context of interest in the domestication theory in general, but for this research project it is the context that is in focus.

To understand how an IT is consumed, together with both of its aspects of double articulation, Silverstone et al. (1992) propose four phases that express how the moral economy of a household is put together. The four phases are: *appropriation, objectification, incorporation, and conversion*. These four phases are what is typically being referred to as the domestication theory. However, before going into detail with each of the four phases, it is relevant to review another model by Silverstone called the *design/domestication interface* (Silverstone & Haddon, 1996), which is an extension of the domestication theory that includes reflections on the design phase of IT before, or if, they are domesticated. The model is created to highlight the interrelationship of design and domestication and to emphasize the notion of IT and users as being co-creators. As mentioned, the intention is not to look solely from the technology perspective or the user perspective, but rather to look at the *use* of technology as something that is both contributing to future technology innovations and affected by past technological innovations (ibid.).

Design/domestication interface

The design of IT involves three interconnected activities which are: *creating an artifact, constructing the user, and catching the consumer* (Silverstone & Haddon, 1996).

The first activity, creating an artifact, extends the conditions of design beyond only being concerned with production. The design of objects should be equally functional and aesthetical, since the way objects look and how they function are inseparable according to Adrian Forty (1986, as cited in Silverstone & Haddon, 1996). The creation of a new artifact is typically reflecting a social history of previous technological innovations whose designs have been excessively negotiated by stakeholders like engineers, managers, salesmen, experts, scientists, users, and so on, who together have shaped the path for past and future designs (Silverstone & Haddon, 1996). Another point, when creating IT artifacts, is that they have to mediate a tension between the familiar and the strange, which means that they need to be designed aesthetically as domestic objects in order for users to actually use the functionality

of the object. Regarding smart speakers, this might be an important consideration since traditional speakers are merged with voice activated assistants. Some users might get an uneasy feeling when confronted with a “familiar” object with an unfamiliar function and perhaps avoid the voice assistant part of the speaker. To bypass such a reaction, the aesthetic design of the object should be familiar and welcoming to the users so they are more likely to integrate it into their domestic environment and in that way familiarizing themselves with the new technological artifact. In other words, the design itself needs to attempt to offer a solution for “*contradictions generated within the process of technical innovation.*” (Silverstone & Haddon, 1996, p. 48).

The second activity, constructing the user, involves integrating potential users into the design of the object (*ibid.*). What this means is that the mechanics of the object should be designed in such a way that it includes the intentions of the designer as well as enables future modifications according to the user’s needs. However, it can be difficult to predict the precise nature of how the technology is to be used by its users. Many companies conduct usability tests or similar tests to try to forecast the technology’s use, but these are often “biased” by the organization’s purpose for creating the technology in the first place. The notion of users as consumers that engage with the technology in diverse ways is therefore often overlooked (*ibid.*). In order to increase the likelihood that a technological artifact will be successfully appropriated into domestic environments, it needs to possess the proper functions for modification which will make the technology attractive for a larger variety of consumers.

The last activity, catching the consumer, like the previous activity involves understanding the consumers and their complex cultural spaces. Especially with new technology, it is crucial to understand the rational and irrational ways consumers make decisions about a new product and how it fits to their own circumstances (*ibid.*). To get a better understanding of how a new consumer product will be received, there are a number of tactics. For example, by looking at existing product characteristics and trends and from those try to predict future demands. Or try to establish a so-called “socio-technical constituency” (*ibid.*) which involves gathering some compelling players both in the industry and commercially in order to make the introduction and adoption of the new technology as appealing as possible. Despite these tactics, the real understanding of the product’s use can still be difficult to understand or predict. From this initial and uncertain state a *design paradigm* (David Teece, 1986, as cited in Silverstone & Haddon, 1996) or a *product space* (Cawson et al., as cited in Silverstone & Haddon, 1996) is developed, which is “*a more or less fixed set of characteristics which define an integrity for a particular product.*” (Silverstone & Haddon, 1996, p. 51). Both the design paradigm and the product space are ongoing processes that do not stop when the

product is launched. What is vital in this whole process, is the initial “negotiation” between the company behind the product and the market, where the decisions and actions of the potential consumers and users of the product will determine the future of the given product - whether it is a success or a failure - based on the users’ desires, behavior, and social environment. This negotiation is, in other words, the *viability* of the IT product space (Silverstone & Haddon, 1996).

This review of the design part of the design/domestication interface model shows some of the factors contributing to the initial acceptance or resistance in the early stages of the IT innovation process. Now the focus is turned to the domestication part of the equation which, as mentioned, consists of the four phases *appropriation*, *objectification*, *incorporation*, and *conversion*, which all together describe the consuming process of technology. Each phase is described in the following section, and they will be the focal point for the later analysis of the collected data.

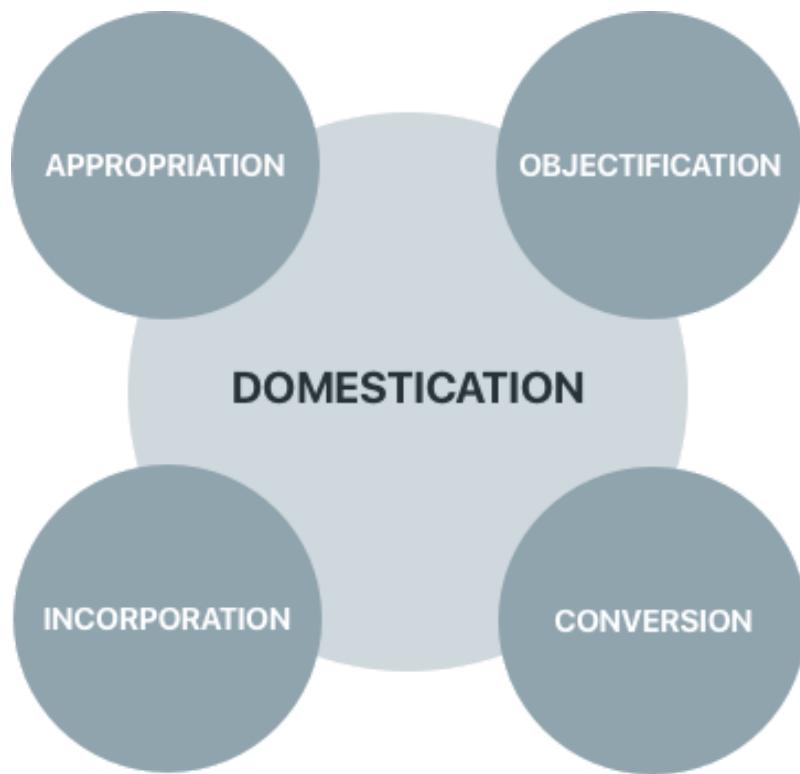


Figure 3.1 - The domestication theory

Source: Silverstone et al. (1992)

3.2.2 Appropriation

Appropriation happens when an object, like a technology, is sold and becomes a possession of an individual or a household, in other words, is *owned* (Silverstone et al., 1992). The acquisition of the technology is the primary activity of appropriation, because it is in this process that the technology crosses the threshold from the public to the private, or moral economy, and becomes a domestic object (Hynes & Richardson, 2009). It should be noted that it is not only material objects that are restricted to appropriation, but non-material things, like media content, can just as well be appropriated. However, the sense of ownership is different whether it is material or non-material since non-material things, like media and services, do not cross a threshold between the public and the private in the same way when being acquired or sold (Silverstone et al., 1992). It is in the appropriation phase that objects get significance, and the dynamics and moral economy of the household begin to be identified.

3.2.3 Objectification

Objectification describes the process when a new object or technology is displayed within a home, which shows the household's values, tastes, and style (Hynes & Richardson, 2009). The objectification phase involves the "*physical dispositions of objects in the spatial environment of the home.*" (Silverstone et al., 1992, p. 20), which means that the way the environment is created for the display of objects within the home expresses the cognitive universe of the household inhabitants. For example, the disposition of objects can give an indication of which parts of the home that are private or shared, or whether it is targeted adults, children, male, or female within the home (*ibid.*). Silverstone et al. (1992) present three points that are relevant to the objectification phase. The first point is that all objects or technologies can aesthetically be a part of an environment, and that some objects are specifically acquired due to being aesthetically pleasing and fitting with the current aesthetic of the home, instead of being acquired based on its functionality (*ibid.*). The second point explains that the individual display of objects or technologies cannot be used isolated to understand objectification. It is rather the unified display of objects that expresses the cognitive universe of the household by its consistency or lack thereof (*ibid.*). The third point is that all new objects are displayed in already established and meaningful spatial environments, although still with the possibility of rearrangement. The physical arrangement of the home gives an indication of how the moral economy is defined by the household members. When it comes to non-material objects, like media content, their contribution to

the moral economy cannot be defined through the physical display in the home environment, but rather through their embodiment in the *temporal structure* of the household, which is the continued use, or non-use, of the non-material object through a period of time. Another way of identifying the objectification of non-material objects is to observe how it is being talked about among the household members, which can provide insight to the household's identification and objectification of the non-material object (Silverstone et al. 1992).

3.2.4 Incorporation

The *incorporation* phase refers to how the object is actually being used in the home. In the case of technologies, their purpose is almost always functional. However, a technology might be acquired and appropriated with one use in mind, but with time the actual use of the technology might change (Silverstone et al. 1992). The crucial factor in the incorporation phase is time, whereas the primary notion in objectification is the spatial factor. In order for a technology or object to be incorporated into the household it needs to be actively used, for example to help with completing tasks (Hynes & Richardson, 2009). The object has to be included in the moral economy and daily routines of the household, which then, as a consequence, frees time to other tasks or enables a better time management (Silverstone et al., 1992). For example, if a smart speaker is incorporated into a morning routine where it automatically reads the weather, news, and current traffic information while the household members get ready. The incorporation of objects together with the objectification are valuable steps in defining the moral economy as a whole, as well as for observing the continuous use or non-use of an object within the household which is affected by the continuous work of social reproduction (*ibid.*).

3.2.5 Conversion

Conversion describes the flow between the household's private space and the public world in relation to the meanings associated with the object. Here the household member's meanings are shared with the outside world, or the "wider society", like at work, in the neighborhood, or in other relevant social groups (Silverstone et al., 1992). The conversion with the outside world provides the basis for altering the meaning associated with a particular technology or object within the household. However, some meanings are private and personal and cannot be altered within the moral economy. In the case of technologies, these can, on one hand, be the *objects* of conversion where, for example, a household member expresses his/her opinion about a new smart home device to his/her colleagues at work. On the other hand, technologies can also *facilitate* conversion when household members communicate their

meaning *through* the technology, e.g. by communicating the acquisition of a new smartphone to a friend through the smartphone. Only when an object is in the conversion phase, i.e. communicated both symbolically and materially to the public world, is the household's judgement, taste, and style, as well as participation in a social structure, confirmed (Silverstone et al. 1992). In the conversion phase, objects help shape the relationship with the outside world in the sense of the household claiming their status and expressing their lifestyle to friends, family, neighbors, colleagues, and so on (Oudshoorn & Pinch, 2003). The conversion of the household's, or the moral economy's, experience and meanings of new technologies can contribute to the future innovation of technology.

Elaborations of the domestication phases

These are the four main phases, or steps, in the domestication theory used to understand how users integrate technology into both their physical spaces and their everyday routines. Even though these four steps are presented in a consecutive order, it should be stressed that the domestication process is not linear or fixed. The different processes of integrating an object or technology within the household are prone to be renegotiated where the uses and interpretations can change over time (Hynes & Richardson, 2009). Furthermore, another important notion, that is relevant to consider, is the possibility of non-adoption or non-use (Haddon, 2006). Even though a household appropriate a technology into their home, it is not a given that the household will initiate the objectification and/or incorporation phase of the technology. For example, a household might acquire a smart speaker and place it in their home, but if they do not find the smart speaker useful as a part of their daily activities and routines, the incorporation phase does not happen and the technology is abandoned as a contributing factor to the moral economy of the household. The appropriation phase can also be challenged if a household's cultural and social background does not allow for a particular technology or object to be acquired due to either its aesthetic, price, setup requirements, relevance, and the like, and they therefore choose or are enforced to not adopt it into their everyday life (Haddon, 2006). Another social consequence, that is relevant to consider, is the degree of openness a household have towards new technology. It is considered commonly known that younger generations are generally more open towards new technology than older generations are, since younger generations have, to a larger extent, "grown up" with technology and in that way have gotten used to it, whereas for older generations technology is something they have had to master themselves. Furthermore, the trust in new technology can vary among different households which can influence both the display and the use of a technology. For example, if a person in a household is uncertain of how their data is being processed or perhaps whether the technology is sending data about the household to the

manufacturer of the product, it might influence what the technology is being used for, where it is located, or how often it is being used. If one person has unique perceptions and inputs to how the technology should be used, these opinions become reflected throughout the entire home and the other members of the household. These can be important factors in the study of the domestication process in different households and are important to be aware of when studying domestication among several household members. It can also be relevant to consider the household's dependency on technology (Haddon, 2006). Like whether specific technologies have become so integrated into the household that the household members are "locked in", meaning that removing the technology from their environment would seem like a deprivation and as if something was critically missing in their daily course of life (ibid.). For example, a lot of people have gotten so used to having a mobile phone that going back to a landline, without quick and easy access to information and communication, would feel like a shock to the affected person who initially might not know how to continue the daily course of life, despite having done it in the past before owning a mobile phone was common in society. This dependency on a particular technology can also have an effect on how other, perhaps new, technologies are domesticated into the home environment.

How households domesticate SHTs can be divided into three pathways: *successful domestication*, *precarious domestication*, and *rejection* (Hargreaves & Wilson, 2017). Successful domestication happens when the household find the appropriated SHTs helpful, convenient, and become dependent of them. The appropriation part is not necessarily without difficulties, but these types of households have the motivation for making the SHTs work and to incorporate them into their daily routines (ibid.). Precarious domestication happens when the household have appropriated the SHTs into their home, but have not incorporated them well into the everyday routines of the household. This type of household have negative perceptions towards SHTs and find them too complicated or too demanding to use according to their needs. However, this type can recognize the potential use of SHTs, but find that the uses are either too limited or not contributing enough to their daily activities (ibid.). The last type, rejection, happens when the household have little interest in the appropriated SHTs and are typically not regular users of technology in general. Thus, this type of household can often feel a lack of control over the home, and they might perceive SHTs as a waste of time and a contribution to making the environment or society worse (ibid.).

A last relevant area to cover in regard to the domestication theory is how it should be used methodologically in research (Haddon, 2006; Hynes & Richardson, 2009). First of all, the primary approach to doing domestication research is qualitative, which makes sense given the primary objective of understanding people's meanings and significance assigned to technology (Haddon, 2006). The earliest domestication studies from Britain were mainly influenced by the ethnographic methodology to establish in-depth knowledge of the households from participation observation, interviews, and diary studies (*ibid.*). This way, researchers could build a comprehensive understanding of the studied households and their activities. Ethnographic field research can involve implementation of new technology in the home of a test group and then observe how the inhabitants create and change patterns and routines or how it has an impact on their everyday lives (Nyborg, 2015). It can also involve already implemented technologies that are studied in order to research the existing interpretations and culture within the household (Mennicken & Huang, 2012). The main common factor is that they all involve researching how technologies are integrated into households and families and how this impacts the routines, everyday life, and the inhabitants (Nyborg, 2015; Pink, Caminha, de Souza, Zilse & Gomes, 2017; Mennicken & Huang, 2012), with the purpose to understand today's technologies and their complexity in the household's everyday domestic lives (Mitchell, Mackley, Pink, Escobar-Tello, Wilson & Bhamra, 2014). Some approaches to research on domestication have utilized Internet enabled methods like online research tools, web-based content analysis, and online surveys (*ibid.*). Some researchers have also applied quantitative research methods to domestication studies, like standard surveys and statistics. These quantitative research methods have, for example, been found useful in determining the boundaries between the public and the private spheres, as well as gaining a more generalized insight into the different uses of technologies (*ibid.*). Silverstone (2005 as cited in Hynes & Richardson, 2009) argued that the notion of *skepticism* tends to be incorporated into domestication research. What this means is that by using the domestication approach, industry assumptions and presumptions of rationality in regard to consumption are challenged by highlighting significances of decision making that might not match what is perceived as being "fact" (Hynes & Richardson, 2009).

Through this description of the related work on the relationship between SHTs and their users, as well as the comprehensive description of the domestication theory, the theoretical foundation for this research project is now laid. Using the post-use view of the domestication theory, this research project will investigate how SHTs are domesticated into the household's everyday lives by studying actual households and how they react or have reacted to SHTs.

4. Methodology

In order to structure the methodological choices and considerations for this research project, the *research onion* (Saunders, Lewis, & Thornhill, 2016) is used as a guiding tool (figure 4.1 - The research onion). The research onion consists of consecutive stages, or layers, each of which builds upon the previous ones. The purpose of the research onion is to facilitate the process of making conscious considerations and choices for the research project to ensure a coherent data collection and analysis that academically answers the research question. In the following sections, the choices for each of the layers will be described as they are presented in the onion starting with the outermost layer, *philosophy*, followed by the layers, *strategies*, *choice time horizon*, and lastly the *data collection techniques and data analysis* layer, which then leads to descriptions of the findings and discussion of the data.

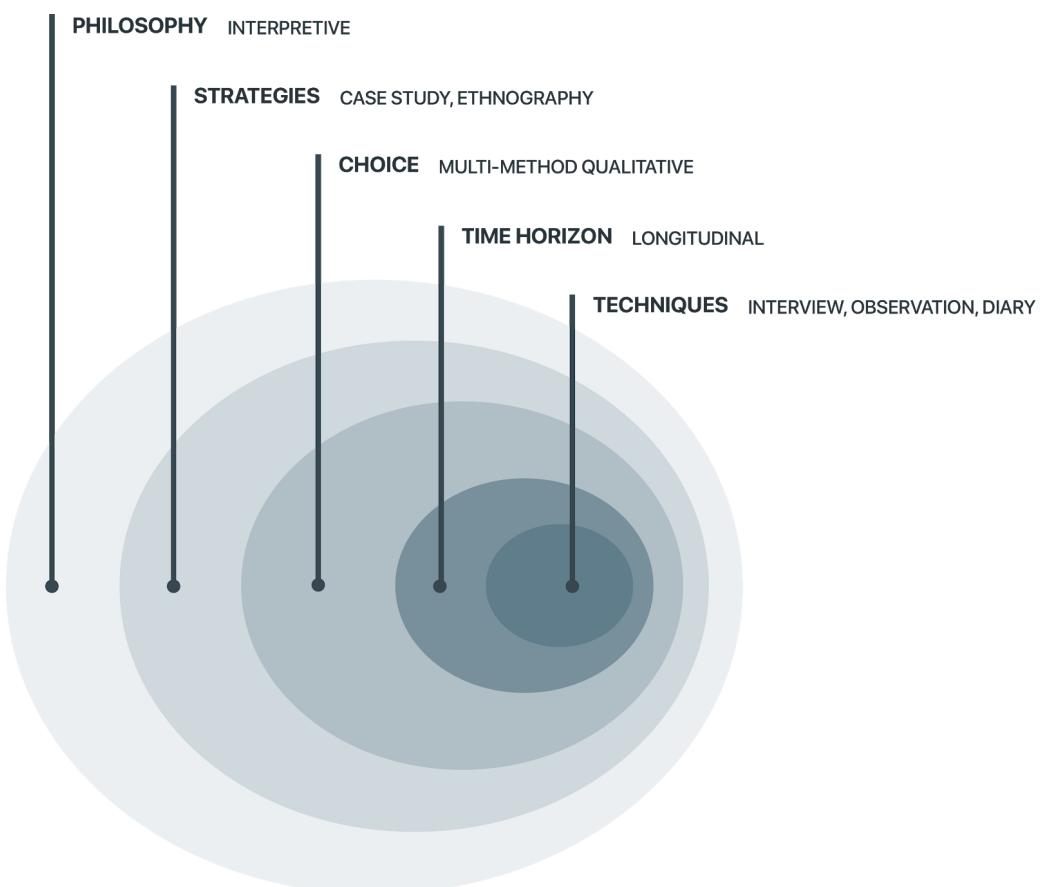


Figure 4.1 - The research onion

Source: Saunders et al. (2016)

4.1 Philosophy of science

The first and outermost layer of the research onion is the philosophies. In short, philosophy refers to techniques of critical analysis (Blaikie, 2004a). The topic cannot be used by itself to create new facts about the world. However, philosophy of science contributes with reflections on reality including the nature of reality and the acceptable knowledge within that reality. These reflections are also called ontological and epistemological assumptions (Blaikie, 2004a). Ontology deals with the *nature of reality* within a research which more specifically means “*the assumptions researchers have about the way the world operates*” (Saunders et al., 2008, p. 110). The ontology of a research can be either objectivist or subjectivist. For this research, the ontological standpoint is *subjectivism* since the purpose is to understand the meanings that social actors attach to a social phenomenon (Saunders et al., 2016). In order to understand how families integrate SHTs socially into their everyday lives, it is necessary to ground the research on a subjectivist ontology to be able to deduce valuable findings about the social actors’ opinions, feelings, and reflections about the phenomena they are involved with. From an epistemological point of view, this is referred to as being a *feelings researcher*. Epistemology is concerned with the acceptable knowledge in a study where a feelings researcher believes that what is being studied is feelings and attitudes. In contrast, a *resources researcher* believes that feelings and attitudes are social phenomena which have no external reality that cannot be observed or measured. In philosophy of science, the resources researcher is typically linked to objectivism and the positivism philosophy. *Positivism* is generally used by natural scientist who are concerned with facts rather than impressions. Given that this research project is interested in studying the social processes created by and among social actors regarding a specific phenomenon, the positivism philosophy is not suitable for this research project. Where positivism reflects the methods of natural science, interpretivism stems from the tenet that natural science methods cannot be used in social science (Blaikie, 2004b). Social science is concerned with studying phenomena that are already interpreted by people with their understanding of the social world in which they operate, based on the meanings that are produced and reproduced as part of everyday activities (Blaikie, 2004b). In *interpretivism*, the notion of people as social actors is significant together with the realization of the difference between people in their roles as social actors. According to interpretivism, each individual “*interpret our everyday social roles in accordance with the meaning we give to these roles. In addition, we interpret the social roles of others in accordance with our own set of meanings.*” (Saunders et al., 2008, p. 116). The interpretivism philosophy is rooted in the German traditions of hermeneutics

and phenomenology, and particularly, among others, in the work of sociologist Max Weber. Weber distinguished between several forms of understanding, with two of them being the *rational understanding* and the *empathetic understanding* (Blaikie 2004b). According to Weber, the rational understanding is informed by an individual's clear idea of a social action in its context and meaning, whereas the empathetic understanding is the understanding of the emotional content of the action. In social studies, it is, according to Weber, only possible to create social scientific explanations of rational motivated actions (Blaikie, 2004b). The interpretivism research philosophy is chosen to guide this research project, since it "attempts to understand phenomena through the meanings that people assign to them" (Myers, 2018). Even though several philosophies exist, each with their individual take on reality, no philosophy is superior to the others, with the practical reality that it is rarely one philosophy that exclusively inform a research project (Saunders et al., 2016). Thus, philosophies should be understood as a guide for the research methodology that is informed by the nature of the phenomenon being researched (Blaikie, 2004a).

4.2 Research design

The research design functions are a structured way of answering the research question. It is informed by the two first layers of the onion: the research philosophy and the research approach. Looking at the onion, the research design is created from the second to the fourth layer which are the research strategies, research choices and time horizons (Saunders et al., 2016). The intent of the research design is to create clear objectives of how to answer the research question, the choices of method for collecting data, the considerations for the participants as well as potential constraints with the data collection process, and how these constraints are compensated for (Saunders et al., 2016). As presented in the previous section (section 4.1), this research project is informed by the interpretivism philosophy and a subjectivist ontology, where we as researchers wish to study the opinions, feelings, thoughts, and values of social actors regarding the phenomenon of integrating SHTs into their homes. The purpose of this research project is to understand the current state of the process of integrating and adopting these technologies into home environments by studying social actors with existing or little prior experience to the technologies. The purpose can be divided into two subsections with notes from both the *explanatory* and *exploratory* disciplines.

The explanatory part of the study is to establish and understand causal relationships between variables, in this case the relationship between the integration of SHTs and individuals in home environments. From a Human-Computer Interaction (HCI) point of view, explanatory studies are used to understand the way a technology is used in practice, which can be

unexpected and different from the intention of the design (Lazar, Feng & Hochheiser, 2010). The research is done by collecting data specifically to explain the current state of the phenomenon, which for example could be interviews with users of the technology in order to understand how the technology is being used (Lazar, Feng & Hochheiser, 2010). The *exploratory* aspect of this research is the more unstructured research approach of understanding the nature of the phenomenon (Saunders, Lewis, & Thornhill, 2016). In this project, the exploratory approach is used by a more general study of potential users who have no previous experience with SHTs in order to, perhaps, be able to identify initial and undiscovered variables regarding the integration of SHTs into everyday scenarios (Lazar, Feng & Hochheiser, 2010). A risk when doing exploratory research is the possibility that no apparent insights will occur from the data collection. The purpose of this study is not *descriptive* since descriptive studies tend to be more quantitative in nature in order to present accurate findings regarding a problem or phenomena (Saunders et al., 2016). Since the purpose of this study is both explanatory and exploratory the emphasis is on collecting detailed and rich data that explains and explores the social phenomena comprehensively from different angles. To achieve this, both the case study and the ethnography research strategy are used. In the following sections, the use of the two research strategies is further described.

4.2.1 Case study

The case study research strategy is useful when the objective of the research is to study the details of a particular phenomenon (Thomas, 2011). An important aspect of case studies is that it is not possible to generalize from the findings, since the strategy focuses on clarifying specific aspects of a few samples that represent the phenomena being studied. The use of case studies provides insight to how the phenomenon most likely looks, without the ability to generalize (*ibid.*). As mentioned, the purpose of this research project is to investigate the integration of SHTs in home environments by analyzing involved social actors' thoughts and feelings towards the experience, which is why the case study strategy is useful due to its ability to facilitate in-depth exploration of the phenomena from multiple settings (*ibid.*). As a comparison, more natural science inspired strategies such as experiment and survey often focus on studying controlled variables in order to quantify the findings, whereas the case study strategy is more concerned with studying naturally occurring factors with the aim of identifying relationships and processes (*ibid.*).

According to Wiewiorka, a case study needs to be a case of something (Wiewiorka, 1992, as cited in Thomas, 2011). This means that for a case study to exist both a subject, or practical unity, and an object, or analytical frame, need to be present (Wiewiorka, 1992, as cited in

Thomas, 2011). For this research project, the subject is people who are involved with SHTs, and the analytical frame is how these people integrate SHTs into their everyday lives at home. To illuminate the phenomena, or analytical frame, from multiple settings the subject for this case study consists of two different groups of people concerned with SHTs in different ways. The first subject group of interest is people who have no comprehensive experience with using SHTs at home. They might own a few SHTs already, but the important aspect of this group is that they have limited experience with the connectivity and automation aspects of SHTs. This group of interest is used to investigate specifically how SHTs are integrated into home environments in the initial stage of acquiring the new technology. The other subject group of interest is people who have existing experience with acquiring and integrating SHTs into their homes on their own initiative. The purpose of studying both groups is to increase the quality of the findings by looking at the phenomena from different perspectives in order to locate similarities and differences between the two groups.

On the matter of reliability and validity, Thomas (2011) argues that these two matters can be difficult to assess or measure when working with case studies. First of all, he stresses the fact that in a case study it is not a *sample* of the wider population that is being studied, rather it is a choice or a selection of a specific group of interest that is being studied (*ibid.*). The differentiation is important due to believing that samples “*show the quality of the whole*” (Thomas, 2011, p. 62), meaning that being representative of the entire population by age, gender, location, and so on would be misleading. Such representation is simply not possible when it comes to sample sizes that small (Thomas, 2011). Thus, the groups of interest should be seen as a *selection* that represents the desired setting related to the phenomenon being investigated. Regarding reliability, Thomas (2011) discusses the notion that reliability is difficult when it comes to case studies again due to the limited selection size. Usually, the term reliability points to the ability to recreate the research on a different occasion and under different circumstances (*ibid.*). However, due to the complexity of the cases, specifically because they involve a limited amount of people, it cannot be expected that a repeat of the case would result in the same findings (*ibid.*). This also applies to the validity of the research. Validity describes the extent to which the researcher has achieved what is intended to be achieved with the research. In case studies, it can be difficult to estimate what needs to be achieved and when it is achieved due to the interpretive nature of case studies (*ibid.*). Thomas (2011) upholds that these descriptions are opinions shared by some researchers, but not all. Other researchers believe that reliability and validity are criteria for assessing all research even though they might not be suitable for recreation or with predictable findings

(Silverman, 2010 as cited in Thomas, 2011). We agree with the reasoning behind Thomas' (2011) arguments and believe they are appropriate reflections of the research given the nature of the case study research strategy. To accommodate the uncertainties of the reliability and validity, the aspect that is crucial to consider is the quality of the research. In case studies, an essential precondition for quality is *triangulation*. In social science, triangulation involves "*viewing from several points is better than viewing from one.*" (Thomas, 2011, p. 68), which means to look at the phenomenon from different directions and using different methods. As mentioned previously in this section, the phenomenon is illuminated from two different groups of interest who each has different prerequisites for evaluating the integration of SHTs in homes. Furthermore, several qualitative data collection techniques are used to study the phenomena from different angles, which makes this research project a multi-method qualitative study (Saunders et al, 2016). These data collection techniques will be further described in the coming data collection techniques section (section 4.3). To support the case study strategy, the ethnography strategy is also used in order to achieve a detailed understanding of the context and social world in which the people of interest operate.

4.2.2 Ethnography

Ethnography means the study of people (Angrosino, 2007). However, it is not on an individual level, but rather the study of people's culture collectively in lasting groups that can be both communities or societies. The purpose of the ethnography research strategy is to study and explain people's social world by looking at real life behavior together with the context and thought behind that behavior (Murchison, 2010). An important notion of ethnography is the culture aspect which can be studied by looking at what defines or identifies a group in the form of subconscious actions and patterns not directly obvious to the people involved. The function of the researcher, also called *ethnographer*, is to observe and explain what constitutes the culture of a particular group of people (*ibid.*). To do so, the study must be conducted in natural, non controlled environments that the group of people being studied naturally inhabits (Angrosino, 2007). For this research project, the ethnography research strategy is used to collect data about a group of people's behavior in the social situation of acquiring a SHT and to understand the context and interpretation of that behavior. What defines the group of interest is that they are young couples living together in and around Copenhagen with an estimated justification for having SHTs at home. Thus, the natural environment of the study is the couples' homes. The reason for studying couples is to understand the experiences and perspectives on the social situation of getting a

new technology at home by being able to identify similarities and differences in the individual behaviors of the persons involved. Another aspect of the ethnography research strategy is that it is personalized. This means that the researcher is a *participant-observer* with firsthand involvement in the social setting and with face-to-face interaction with the subjects being studied (Murchison, 2010). The word participant-observer explains that the researchers participate actively in the phenomena being studied as well as observe what is going on in a very detailed manner. With this approach, the researcher becomes the *research instrument* for collecting data, which means that it is the researcher's responsibility to take descriptive notes on observed behavior that are as extensive and detailed as possible (ibid.). As with the case study research strategy, the ethnography research strategy also, typically, utilizes triangulation in order to collect sufficient detailed data about the group from different angles with several data collection methods. The data collection techniques used for this research project, that suit both the case study strategy and ethnography strategy, are observations, interviews, and diary studies. These data collection methods will be further described in following sections. As just mentioned, a typical characterization of ethnographic studies is that they have a longitudinal time frame (Angrosino, 2007). Typically, the social situation needs to be observed for an extended period of time, which can span from several weeks to years, in order for the researcher to be able to identify patterns in the behavior. To record the ethnographic findings, a combination of notes and audio recording is utilized. The audio recording is used for every interview in order to record every question, answer, formulation, word, and tone being used. These audio recordings are complemented by detailed notes written by hand that describe the surroundings, body language, and other visual factors that the audio recordings cannot pick up. It is crucial that the initial notes are as detailed as possible with as little interpretation of meanings as possible (ibid.). When it comes to reliability in ethnographic research, it can be just as difficult to specify as with the case study strategy. In ethnographic research, reliability is the degree to which an observation is consistent with general patterns or whether it occurs from random chance. It can be difficult to measure, but a way of compensating for the uncertainties is to do the observations in a team. This way, it is possible to compare the observations and secure that what is being observed is consistent with general patterns (ibid.). Perspective and bias will always be questionable aspects when conducting research strongly influenced by a subjectivist researcher participation, so to account for any bias both of us are present during most data collection processes and in the later processing of the data.

4.3 Data collection techniques

In order to optimize the quality of the data and to gain a more comprehensive understanding of SHTs in homes, three different data collection techniques are used for the data collection. These are interview, observation, and diary study. As mentioned, this is known as triangulation where combining these three data collection techniques helps to extract different perspectives, angles, and findings. The three data collection techniques are explained in the following sections.

4.3.1 Interview

When performing an interview the main starting point is to choose what kind of interview to conduct, with whom, in what way, and in what context to conduct the interview. Interviews are considered the most common data collection technique within qualitative research and can be structured and performed in many different ways (Flick, 2007). Since this research study involves both explanatory and exploratory purposes, a qualitative research interview is found most helpful in order to conduct data useful for both purposes (Cooper & Schindler, 2014). When choosing the type of interview and interview strategies, there are three types of structures: a fully structured interview, a semi-structured interview, and an unstructured interview (Lazar, Feng & Hochheiser, 2010). The differences are found in how well-defined the order of questions is prepared, in the possibility for asking new unprepared questions during the interview, in room for clarification, and how easy it is, afterwards, to analyze the findings. A *semi-structured interview* is chosen for this research in order to clarify answers, thoughts, and for getting deeper understandings of opinions. The semi-structured interview is prepared in advance with certain themes and questions, but is open to changes in the order of the questions and the flow of the conversation, which can vary from interview to interview, and additional questions are likely used for clarification (Saunders et al., 2016). However, a disadvantage in using semi-structured interviews is that it can be more difficult to compare answers across participants (Lazar, Feng & Hochheiser, 2010).

Brinkmann & Kvale (2015) mention twelve considerations to be aware of when conducting a semi-structured interview. To mention the most relevant, one has to understand the meaning of the interviewees' opinion on central themes in their everyday life and interpret the meanings of what is being said and how it is being explained. Another consideration is to motivate the interviewees to be as precise as possible in their description of why they feel, act, and experience what they do in relation to the topic of research. It is also important to stay focused on the research topic, but be open to the interviewees to bring in other

dimensions to the topic, and allow the interviewees to change their opinions about the research topic during the interview. Lastly, a positive experience for the interviewees is important. This can be ensured by having respect for the individuals and their sensibility of having to explain and describe situations in their everyday life, which can be both intense and transgressive. The field conditions and locations of the interviews will, as mentioned earlier, take place in the home of the participants in order for the participants to feel calm and relaxed in usual settings and with a higher chance that they describe and reveal their everyday lives in more detail. When conducting a study involving research of private lives, there are ethical issues and questions you, as a researcher, need to be aware of and take into consideration throughout the whole process, from the beginning to the end of the research. Brinkmann & Kvale (2015) refer to these as part of the *Seven Research Stages of an Interview Inquiry*. They explain how it is important to clarify the purpose, including why and what, before starting the research. Designing the process before starting is also important in order to secure confidentiality and consider possible consequences for the interviewee participating in the interview. According to confidentiality, the interviewee needs to be informed of possible recordings used for transcribing, and acceptance needs to be given by the interviewee in advance. In the analysis, it should be considered whether the interviewees have an opinion on how their statements should be interpreted and with verification, so it is the researchers' responsibility only to use knowledge and findings that are as secured and verified as possible. Lastly, the confidentiality and consequence for the interviewee being mentioned in the final public report need to be considered, as well. For this research project, the confidentiality of the interviewees is secured by anonymizing the names of the people involved and only including age, gender, location, and occupation.

For this research project, two types of semi-structured interviews are used, which are face-to-face individual interviews and face-to-face group interviews. The individual interviews are conducted with people who already are users and owners of SHTs, whereas the group interviews are conducted with couples living together having little or no experience with SHTs. The benefit of performing group interviews is the possibility of giving the interviewees the ability to support each other with the answers and maybe help to devise other thoughts and opinions. Furthermore, when couples are being interviewed it reveals their different perspectives to the same situation and enhances the feeling of being safe and relaxed by the other's presence. A disadvantage of doing group interviews is the risk of points and thoughts getting lost due to interruptions or everyone speaking at the same time, which also makes it difficult for the interviewer to catch important points.

When conducting a semi-structured interview there are several data quality issues to be aware of as well as the influence as a researcher. With interviews, as with any other data collection techniques, there is the risk of the researcher creating a bias, when comments, tone of voice or non-verbal behavior are interpreted, which could have an impact on the understanding of the interviewee's response (Saunders et al., 2016).

4.3.2 Observations

The observation data collection technique is defined as “*(...) being the act of perceiving the activities and interrelationships of people in the field setting through the five senses of the researcher*” (Angrosino, 2007, p. 37). Even though observations are considered as one of the main parts of the ethnographic study, the method can have limited or no interaction at all with the people or the culture being studied, but still involves all senses besides what can only be recorded visually. Observations involve viewing, recording, describing, analysing, and interpreting the behavior of the people important for the study (Saunders et al, 2016). According to Salkind (2012), two types of observational designs exist named naturalistic and laboratory observations. The *laboratory observation* involves placing the participants in a laboratory setting, asking them particular questions within a specific topic or giving them a specific task to solve, meanwhile observing how they discuss and solve the given task. For the *naturalistic observation* the participants' behaviors are being observed in everyday environments and natural settings, which is applicable for this research. Angrosino (2007) mentions four types of observational research based on the observer's role in the observation. The *participant observation*, with roots from social anthropology, is the type of observation used for the data collection for all participants (Angrosino, 2007). This is explained as the type of observation, where you, as a researcher, adopt a *peripheral membership* to the group being studied. In this case the groups are all in the process of domesticating SHTs, but from two different stages of the domestication process, which are users who already own and have domesticated SHTs as well as users that are new to owning SHTs who have to test them out and initiate the domestication process. The participant observation, with the peripheral membership to the group, is meant as the researcher communicating and interacting with the people within the group while observing, but not taking part in activities that are the core of the group, meaning their natural communication and interaction with the SHTs in their everyday life without the disturbance of the researcher and interviewer.

The observation data collection technique is in this research project used for studying groups of people in specific settings, in this case the natural setting of the home of the participants. Furthermore, observation is useful for gathering non-verbal data such as body language,

routines, choice, and style of home. Permissions were given before taking photos of the private home, and identifying assets, such as private pictures, were moved from the setting, if there was a risk they would appear on the photos. Furthermore, the participants were informed that they would be anonymous in the paper, and that, according to privacy and security, the photos of their private homes would only be used for this research.

However, there are issues related to data quality when conducting participant observation, such as observer error, observer influence, and observer bias (Saunders et al., 2016). Observer error can occur if the setting in which the observation is being performed is either too familiar to the researcher, so there will be important things for the research that are not being noticed, or the setting is unknown to the researcher, so it requires time to understand the setting before being able to start observing. This is avoided by letting the researcher with less knowledge to the participants and their home be the observer and the other person be the interviewer. Another issue can occur with observer bias, which involves subjective views and interpretations. This can occur if some informations are missing. Then the observation becomes biased and invalid when filling out the missing information. This is avoided by discussing the observations in the research group after the observations have been conducted to align common observations. Lastly, the issue regarding observer effect involves the fact that the observer being present might have an impact on the people being observed. Their behavior might change, if they know that they are being observed, so that they no longer act naturally, and then the observations are not being reliable. However, the observer was present at the interviews, but with limited interaction with the participants. Thereby, the main focus was placed on the interviewer and not on the observer, and the participants therefore became accustomed to the presence of the observer (Salkind, 2012). The choice of using people from our own network also made the participants feel more relaxed and familiar with the presence of the researchers and for this reason acted more naturally.

4.3.3 Diary

As mentioned in the previous section (section 4.3.2), observations are useful when studying people in a specific setting at a certain time. However, in some studies, in order to gain qualified data, it is required to perform observations for a longer period of time. As an observer, this can be difficult as you cannot constantly be present and particularly not in people's home, that is the setting for this study. Furthermore, there can be issues regarding the observer being present and thereby influencing the behavior of the participants. *Shadowing* is a technique within social research that is useful for overcoming those challenges. Czarniawska (2007) explains shadowing as a technique used within ethnographic studies to understand people of a certain group, by performing observation and fieldwork at

a distance, being invisible, being a shadow. Fieldwork is being referred to as an expression of curiosity of the other, and in order to understand the community being studied, you, as a researcher, need to be located outside the object in space (Czarniawska, 2007), meaning you need to observe at a distance. The shadowing technique does have some challenges with the researcher either being too visible to the people being shadowed and observed - with the feeling that someone is breathing down their neck - or missing the simultaneity of not being able to be present all the time and thereby risk missing out on important points at the moment they occur. The diary data collection technique is considered as a shadowing technique that, to some extent, can overcome those challenges. The data collection technique is found useful for this research and data collection when you, as a researcher, cannot be physical present at all places, due to the privacy of people's home, but also due to time. Still, however, there is a need to observe and record the findings through the entire test period.

For this research project, the diary data collection technique is used in combination with interviews and observations in order to strengthen the findings. Furthermore, diaries are useful within HCI research, since this kind of research often is about how people are communicating with the technology, how much time is spent with the technology, and when frustration or loss of interest occurs (Lazar, Feng & Hochheiser, 2010). According to Lazar, Feng & Hochheiser (2010) there are three types of diary reporting: *time diary*, *feedback diary*, and *elicitation diary*. The time diary is used when the focus is on how the individual persons utilize their time with the technology. The feedback diary is often used when the diary entries are collected with the intention to be used as primary data, and these diaries also often involve a few instructions for the users when certain events or situations occur. In contrast, elicitation diary is seen more as a pre-log diary with the purpose of being used as a foundation for interviews taking place at a later time. For this research project, the feedback diary is used, since the diary recordings work as data about how the SHTs are used, how often, the user's feelings about it, and so on. The study does not only focus on the time spent with the technology, but also on the impact on the social and natural setting. The feedback diary is also used because the diaries did not impact the content of the interviews, which would have been the case with elicitation diaries.

Diaries can be either structured or unstructured when being prepared for the period of study. *Structured* diaries can be similar to surveys by involving checkboxes, countings of how often certain events occur, likert scales, or multiple-choice questions. *Unstructured* diaries can be compared to blogs, where the participants write more openly, when they feel like it, and record their general thoughts on different topics in their own structure and language. The diary data collection technique is used with the goal to gain knowledge and a deeper

understanding of feelings, thoughts, behaviors, and experiences within certain communities, in this case new users of smart speakers, that are not already well-understood (Alaszewski, 2011). For that reason, unstructured diaries are chosen in order to give the participants freedom to choose what, how, and when to write in the diary and thereby collecting data as realistic and natural as possible, instead of having the diaries contain leading questions that limit the participants' options to express themselves.

The diaries were set up with blank boxes, one for each day, titled with day and date. Only two days were printed per sheet so the boxes were big enough not to limit the participants in their writing (see Appendix A). The diaries were printed and handed over to the participants in a physical format for the reason of being as easy and convenient as possible for them to use, instead of having an excel sheet they had to open up before filling it out. The physical format was also chosen with the intention of reminding the participants to interact with the SHTs and report in the diary, by seeing the diary lying on the table. All diaries contain a guide on the frontpage with a small set-up of the speaker, they should test, and suggestions for what to write about in the diary. This was also added with the purpose of having some common areas and topics, all test groups could write about, in order to be able to compare the answers and findings. All participants were informed to write in the diary when they felt like it and naturally wanted to explain situations they had with the speaker.

The groups receiving the diaries were couples living together, so providing one diary for both of the members to use would perhaps result in disagreements which is why each person received their own diary, in order for the individual persons to clarify their own thoughts and opinions. According to Lazar, Feng & Hochheiser (2010), it is recommended that a diary period runs for one or two weeks, in order not to risk the participants losing interest and stop reporting in the diary. Based on this reflection, the test period was decided to run for two weeks. After the test period ended, the diaries were collected and fair-copied into a digital format to be able to code and compare the answers across the test groups.

As with any other data collection technique, there are also ethical issues to consider when using the diary method. The participants were informed that they would be anonymous in the paper and were also instructed not to mention any names in their diary, but instead display their initials, if needed. One could argue that handwritten text could be considered as an identifiable fact, but the diaries were afterwards fair-copied into a digital format.

With the diary data collection technique, there are strengths and weaknesses. One strength is that data being collected, such as feelings, moods, and perceptions, is changing over time, which the diary data collection technique makes it possible to record as it happens, and this is useful for understanding the 'why' of the situation. The diaries also do not contain any

questions which could lead the participants to answer in a certain way, and they can write in the diary when they have the time and are in the mood for it, not feeling pressured to answer right away which is the case with an interview. The notion that when and what to write is the participants' free choice, provides a risk that they may not record a sufficient amount of entries in the diary, and the collected data, therefore, will be minimal (Lazar, Feng & Hochheiser, 2010). With the diary data collection technique you cannot force the participant to write every day, all day, since this would result in invalid data that did not come naturally from the participants.

With these data collection techniques it is possible to, first of all, gain information about the subjects' context by observing their behavior and the environments in which they live. Secondly, the social situation can be studied for an extended period of time, which is also a criterion in the ethnography research strategy with the diary study data collection technique in order to "observe" the daily use and integration of the new technology without physically being present the whole time. Lastly, the interview data collection method is used to gain explicit knowledge, clarification, and background information from the participants as well as being able to ask follow-up questions about observations and the diary inputs (Murchison, 2010).

Data collection techniques reliability and validity

Concerning reliability, these qualitative data collection techniques are difficult to repeat. If another researcher would try to conduct the same type of research with the same participants at another time, the results would not be the same, since people's feelings and perceptions change over time (Thomas, 2011). Bias is also relevant to the reliability, since the way the answers are being interpreted afterwards by the researchers can be unique and can reflect the researchers' own beliefs, social environment, and such, which affects the chance that other researchers would get the same findings and informations when performing the research again (Saunders et al., 2016). This is also the case with validity according to whether the interviewees express their true opinions and experiences or express what the interviewees think the researcher wants to hear (Brinkmann & Kvale, 2015). In this research project this is being avoided by conducting three interviews with each of the groups asking similar questions to ensure honest and recurring opinions, regardless of them being negative or positive as well as by comparing the answers from the interviews to the entries in the diaries.

4.4 Data collection

The data was collected by combining the different data collection techniques into performing two kinds of studies where one only involved interviews and observations and the other involved interviews, observations, and diary studies. The first mentioned study was performed on people who already own SHTs and are considered as experienced users. The other study was performed on people who are new to owning SHTs. The different studies are explained more in-depth in the following sections.

4.4.1 Experienced users of smart home technologies

The data from the experienced users was collected by using semi-structured interviews combined with observations. The participants were all considered experienced users of SHTs and are prospectively being referred to by the letter “E” combined with a number creating their individual identifiers, e.g. E1, where E stands for *experienced user* and the number for the individual participant. The characteristics of the interviewees are visualized in the table below (table 4.1 - The experienced users). Six interviews were conducted on six individuals, all male, in the age of 25-44 years old. The interviews were held in the homes of the participants in order to be in their natural environment where they could feel relaxed, with the purpose of being able to observe their style, type of home, and behavior (see Appendices B-G). Despite only one of the interviewees not being native Danish, most interviews were held in English, with only two being performed in Danish. The choice of language spoken during the interview was an individual choice by the participants, in order for the interviewees to feel comfortable and be able to answer as instinctively and naturally as possible. The participants were found through our networks and people being referred to through the network. All participants were contacted with a description of the interview, the purpose, and the duration. If they were interested in participating in the interview, a date for the meeting was arranged. All participants were chosen due to the requirement of owning some SHTs at home.

INTERVIEWEES	GENDER	AGE	SHTs
E1	Male	29	Lifx bulbs, Chromecast, Smart TV
E2	Male	26	Philips Hue bulbs, Google Home, Sonos, Smart TV, Chromecast
E3	Male	30	Amazon Echo, Sonos, Philips Hue bulbs
E4	Male	44	Sonos, Amazon Echo, Smart TV, Wemo plugs
E5	Male	25	Smart TV, Sonos, Chromecast
E6	Male	33	Sonos, Wireless lights, Alarm system, Smart TV

Table 4.1 - The experienced users

This data was collected with the purpose to gain insights from experienced users owning different SHTs. The interview was performed with one individual who was simultaneously being observed in order to gain understanding of the thoughts and opinions behind the active decision and choice of SHTs. Most of the participants live together with a partner or children, but only the primary responsible person for the SHTs was interviewed due to being the person who made the purchasing decision regarding the SHTs. Things such as body language, eye contact, and location of the SHTs were observed while asking prepared and additional questions regarding their interpretation and everyday usage of the technology (see Appendix H). Questions starting with “who”, “what”, “when”, “where”, and “how” were asked in order to gain a deeper understanding and perspective.

4.4.2 New users of smart home technologies

This data was collected by using semi-structured interviews combined with the observations and diary data collection technique. Since this is a longitudinal study, three repeated interviews were held over a period of two weeks while the diary method was applied in the same period. The participants for this study were considered new users to SHTs and are ongoingly being referred to with the letter “N” and a number, e.g. N1A where N stands for *new user* and the number identify the household being tested (e.g N1). The second letter stands for the individual persons within the household involved in the test (e.g A or B) (table 4.2 - The new users). This data collection consists of four groups, or households, all being couples in a relationship and living together. All were given a smart speaker, either Amazon Echo or Google Home, to test in their home for the test period.

The four groups each consists of a female and a male in the age of 25-33 years old, all being Danish and living in the Greater area of Copenhagen. The participants for this data collection were also found through our own networks and by personal contact. All potential participants were contacted and chosen based on the requirements of not already owning a smart speaker and without any previous experience using the technology. Furthermore, it was a requirement that the participants would be home for the two weeks period, would be comfortable talking English to the smart speaker, and that both individuals in the group would take part in interacting with the speaker, since the study also focuses on the social impact and aspect of integrating a smart home speaker into a natural and social setting. If all these requirements were aligned and accepted by all participants in the groups, a date for starting up the two weeks period were arranged and agreed on.

HOUSEHOLD	INTERVIEWEES	GENDER	AGE	TECHNOLOGY INTEREST	SPEAKER
N1	N1A	Male	25	"I will check them out, but I won't buy them. But also when you get to know stuff, you also get to see the barrier of the new technology."	Google Home Mini
	N1B	Female	25	"I think I am a little. Well in Apple. I don't know much about other technologies, but if there is a new phone, I am the type of person that would hate buying a phone that is a year older (...)"	Google Home Mini
N2	N2A	Male	28	"I will say that I am very interested, but I would also say that it is not an interest making me go out and buy stuff. The interest is not that big."	Amazon Echo Gen 1
	N2B	Female	26	"I am not super interested. I mean, I am the type who owns an older iPhone and a TV. That is what I am using, so it actually doesn't have that much of my interest (...)"	Amazon Echo Gen 1
N3	N3A	Male	25	"I mean, I think that some of it are really exciting, but there keeps coming so much... and you don't really get to try it out."	Amazon Echo Gen 2
	N3B	Female	25	"For me it is probably on a lower level according to the development of technology. I think that it is going a bit too fast with the technology nowadays".	Amazon Echo Gen 2
N4	N4A	Male	34	"I am very interested. It is something where I am following the development on a daily basis."	Google Home
	N4B	Female	31	"I would say that my interest is medium. I mean, I am interested in it, but it is not like I can't live without it."	Google Home

Table 4.2 - The new users

Three interviews were conducted with each of the four households with a total amount of 12 interviews, all held in the home of the participants (see Appendices I-L). The first interview was held as a start to the test period, containing questions about their technology interest and their knowledge regarding SHTs, smart speakers, and voice activated technologies, in general. The purpose was to perform it as a pre-test interview in order to gain an understanding of their current level of knowledge and opinions regarding SHTs before actual testing the smart speaker. At the interview, questions such as '*Describe in a few words, what is a smart home to you?*' and '*What are your thoughts on smart homes in general?*' was asked together with questions regarding their opinions, experience using voice activated technologies (see Appendix M). At the end of the first interview, the smart speaker was given to the household together with the diary material for the test period. As a guide, each household was told to place the smart speaker a central place in their home and to use it more during the test period, as also stated by Mäyrä & Koskinen (2005, p. 60): "*People do not seem to be very aware of how the placement of devices contributes to the atmosphere of home or how it produces gendered practices of use*". The households were asked to set up the speaker by themselves with the purpose for the participants to get a feeling, from the beginning, of the functionality of the speaker. The second interview was held after one week with the purpose of identifying initial opinions, as well as changes in interest and knowledge towards the smart speaker. Here questions such as: "*What is your initial impression of the speaker after having used it for one week?*" and "*Have the speaker changed some of your previous routines?*", were asked together with questions regarding uses, primary user, chosen location of the speaker at home, and what time of the day the speaker had been used (see Appendix N). At the second interview each household received the IKEA Trådløs light bulb to test together with the smart speaker with the purpose for the participants to experience the feeling of connected smart home devices (Figure 4.2 - Test kit for the new users). Lastly, the test period was rounded off with a third interview where questions about their final impression, most used functions, and if they could consider getting a smart speaker of their own one day were asked (see Appendix O).



Figure 4.2 - Test kit for the new users

The diary data collection technique was used for this data collection where the households received a physical diary containing a setup guide and suggestions for experiences and situations to write about. It could be situations where they experienced something new or unexpected, experienced situations where problems occurred or where the speaker had issues understanding the person's request or if there had been no usage for a while (Figure 4.3 - Complete diaries). The groups were informed not to feel forced to write in the diary every day, but when it felt natural and when they had something to report. However, they were informed to write something, even though it felt unimportant, rather than nothing at all.

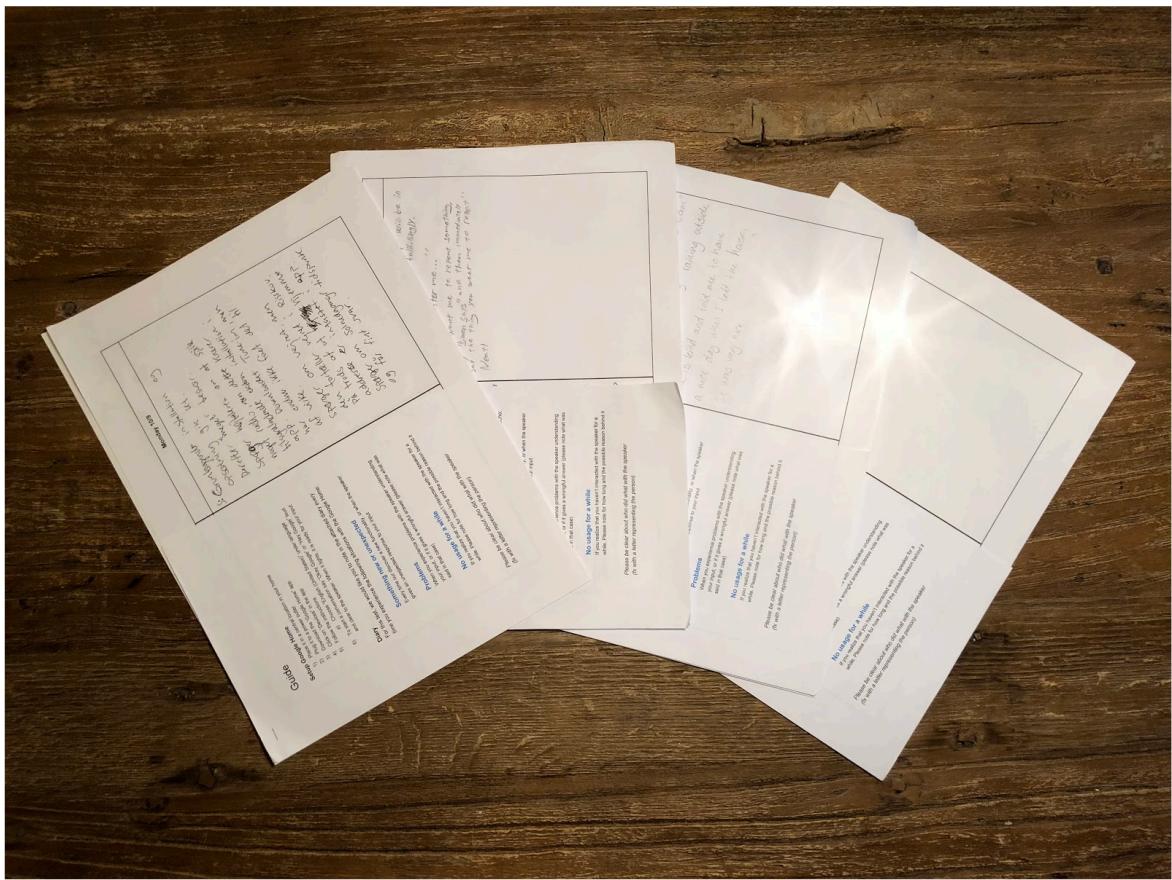


Figure 4.3 - Complete diaries

Lastly, to sum up the two week test period, each group received two questions by email, one week after the test period had ended. These questions were: “*Have you experienced any situations where you have missed the smart speaker now after the test period have ended? If yes, which situations?*” and “*Have it changed your need for buying a smart speaker yourselves?*” (see Appendix P).

4.5 Data processing

All 18 interviews with both experienced and new users were transcribed based on audio recordings (see Appendix Q) with the total length being 7 hours and 26 minutes (see Appendix R). Diaries were transcribed straight from their physical papers into a digital format. Observations were first conducted by notes and afterwards also transcribed into a digital format. Because most of the interviews and diaries were performed and written in Danish, these are fair-copied and transcribed in the original language in the appendices (see Appendices B-L). However, quotations are translated into English using quotation marks when used in the paper. All data were uploaded to the software, NVivo, in order to be able to code it and prepare it for the results and discussion chapters. NVivo makes it possible to combine a high volume of various data in an efficient and easy way with the purpose of extracting more depth and value, by sorting on relevant topics or concepts, and thereby being able to discover patterns in the collected data (“What is NVivo?”, 2018). In order to extract relevant results from the data collection to answer the research question, it was decided to code on the four phases within the domestication theory: appropriation, objectification, incorporation, and conversion (section 3.2). The coding was performed by uploading all data into NVivo and then studying it all wearing the “lenses” from each of the phases of the theory, one by one (see Appendix S). The advantage of using this technique is the possibility to zoom in and focus on findings within the different phases and not risk disregarding relevant findings if focusing on all at the same time. However, it can be difficult to extract meaningful and useful results from textual material, gathered from qualitative methods, due to the lack of tools to facilitate and treat this type of collected data. An analytic tool named thematic network is suggested by Attriide-Stirling (2001) as a helpful tool for generating a structured overview of potential themes identified in the data based on coding. This tool is used for this research paper in the result and discussion chapter. Thematic network is further explained in the following section.

4.5.1 Thematic network

Thematic network is a technique applicable for qualitative data collections consisting of a majority of textual data and involves the process of going from raw data to coding to interpretation and to the identification of key findings within the data. Attride-Stirling (2001) explains the six step process as:

1. Coding the material
2. Identifying themes
3. Constructing the networks
4. Describe and explore the thematic networks
5. Summarize the thematic network
6. Interpret patterns

Firstly, Attride-Stirling (2001) suggests that coding is performed “(...) *on the basis of the theoretical interests guiding the research question (...)*” (ibid., p. 390) and mentions that the choice of framework for coding could be based on criteria such as specific topics. In this context, the four phases of the domestication theory, as mentioned in the previous section (section 4.5) was used as coding framework. Based on having studied the theory and literature, it was known what to look for in the text within each concept and phase of the theory. For example within objectification, it was marked and coded everytime some of the textual data contained observations or quotations regarding the display and location of the technology in the different households. After conducting the coding, the data was re-read in order to divide it into smaller parts of different topics under each of the conceptual categories in the theory. This process is part of step 2, identifying themes, since these topics work to “*reduce the data into a more manageable set of significant themes that succinctly summarize the text*” (Attride-Stirling, 2001, p. 392). It should be noticed that these topics are mentioned by Attride-Stirling (2001) as themes, but, in order not to confuse the reader, this research paper refers to these themes as topics since they are not being directly used in the final thematic network, but work as a pre-process for structuring the actual themes. These topics are presented and explained by smaller headlines under each of the coded concepts in the result chapter with the purpose of generating a better overview.

In chapter 6, finalizing step 2 will take place by extracting the issues found in the topics of the data and then by reframing these into groups being named and referred to as *basic themes*. Basic themes are characterized as simple sentences or statements which, alone, do

not reflect texts as a whole, but, together within the context of other basic themes, can contribute to the creation of *organizing themes* (Attride-Stirling, 2001). Step 3 of constructing the networks is done by categorizing the basic themes and clustering them, based on shared issues, into common groups. Together, these create an organizing theme. Textual data can have many different topics and areas of research, and therefore many organizing themes and basic themes can be generated.

Lastly, based on the main claims and assumptions of the organizing themes and in the light of the basic themes, the *global themes* are created by clustering several organizing themes together. Global themes work as the core of the thematic network encapsulating the main point in the text and the collected data (Attride-Stirling, 2001). Each global theme with associated organizing themes and basic themes is then part of step 3, constructing the networks, by illustrating the thematic network as web-like networks demonstrating the three levels of data and the relationship between them (figure 4.4 - Thematic network).

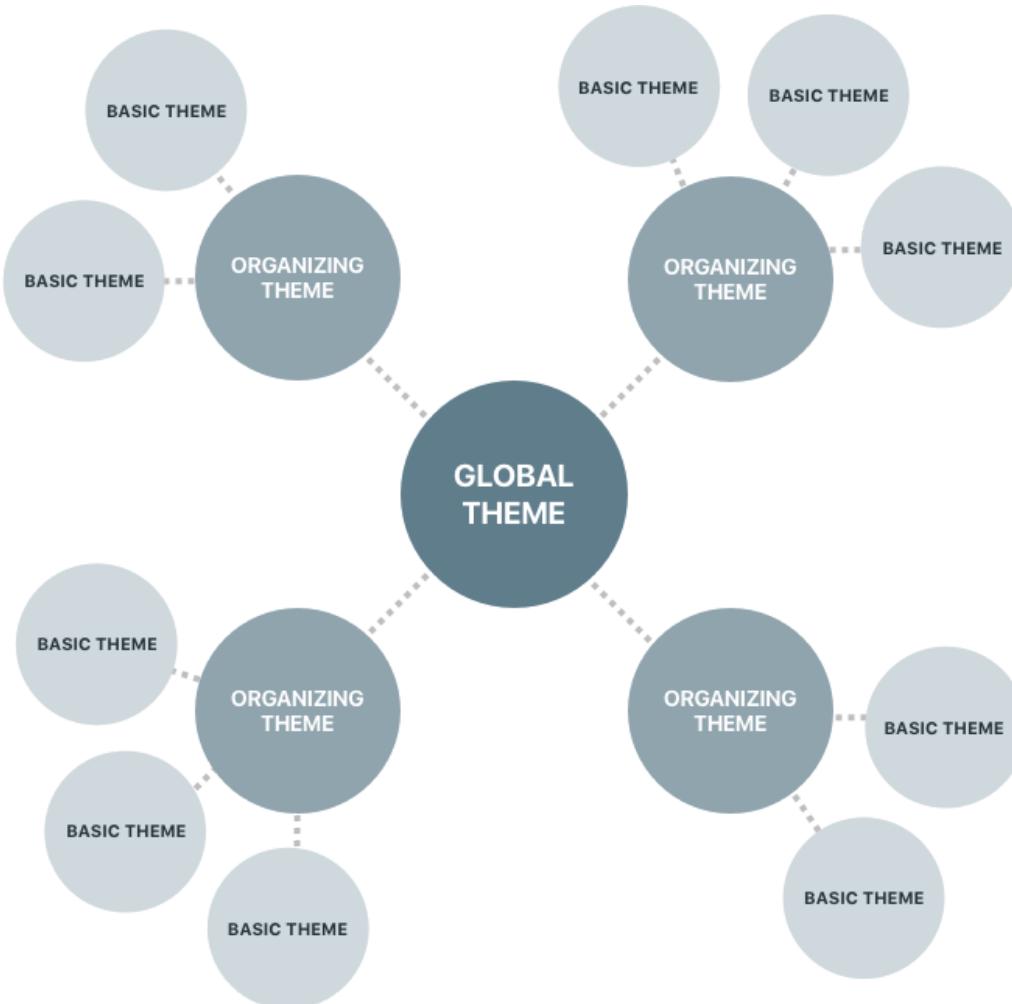


Figure 4.4 - Thematic network

Source: Attride-Stirling, J. (2001)

A visualization of step 2, the identification of the basic themes, and step 3, constructing the thematic network for this research paper, will take place in chapter 6. The reason is that these are generated based on the findings that occur in the following chapter 5, involving the results from the data collection. Step 4, describe and explore the thematic networks, and step 5, summarizing the thematic network, will also take place in chapter 6 ,which involves, as the name indicates, an explanation of the visualizations. Step 6, involving an interpretation of the findings and a discussion of the global themes in relation to theory, will afterwards take place in the discussion in chapter 7.

5. Results

This chapter will present a summary of the results and highlight important findings from the data collection in relation to understanding the relationship between SHTs and people in home environments. The results are structured under the conceptual categories of the four phases from the domestication theory, which also were used for the coding of the data. It must be stressed that any findings or correlations found in the data are not interpreted in the results section, the results are solely an unbiased rundown of the collected data. After the results are presented, the thematic network is used to organize the findings by identifying themes in order to make structured interpretations in the subsequent discussion chapter (section 7.1).

5.1 Appropriation

When looking at the data through the lense of appropriation, a number of relevant key findings emerged from the data. It is relevant to divide the findings into *before* the SHTs are appropriated, meaning before they become owned by or possessions of the households, as well as *after* the SHTs are appropriated, which is when they enter the private spheres and become domestic objects in the homes.

5.1.1 Before getting the technology

Before a smart home technology is acquired, the data shows that some of the most significant considerations for getting a new SHT are *cost*, *interest*, and *type of home*. Furthermore, the data shows thoughts on *privacy* in regard to appropriation.

Cost

Both the group of experienced and of new users of SHTs expressed that the price associated with buying the technologies influences the decision of getting them. The new user N1A expressed that they, in the household, have been too cheap when asked why they do not have any SHTs (see Appendix I.1.A). Additionally, new user N3A said that in his opinion the benefits of SHTs do not coincide with the price paid for the technologies, which is why they do not have any (see Appendix K.1.A). The experienced users E1, E3, E4, and E6 also recognized price as a determining factor when considering getting SHTs. Experienced user E4 told that he stopped at the prices when looking at smart blinds for the windows since the cost per blind was too high, as well as the price for installing smart electricity throughout the home (see Appendix E.1). Experienced user E3 also referred to the price of light bulbs when

saying: “*I am moving soon and I am thinking how to create this cohesive smart home without (spending) your entire fortune or something, because it seems like every bulb is about 300 kroner here and there, and it’s like do you really need all that stuff?*” (see Appendix D.1.B, 02:11.1 - 04:04.8). This notion of a cohesive smart home is repeated among both the new and experienced users. New user households N1 and N3 as well as the experienced users E1, E3, E4, and E6 acknowledged that, for a smart home to have value, it requires establishing a complete smart home system with many interconnected smart home technologies which demand a large investment.

Interest

The topic of *interest*, in regard to the appropriation of SHTs, is visible in the data through the participants’ reasoning for acquiring or not acquiring SHTs. Among the experienced users, E2, E3, E4, and E6 expressed that their reason for getting SHTs was an interest in technology. Furthermore, experienced users E1, E2, E3, and E5 work in the field of IT. For the new user groups, the level of interest varied among the participants. New user group N2 and N3 expressed a low level of interest in technology, meaning that they either did not care about technology at all or to a modest degree. N2 said that they only acquired new technologies at home when a technology broke or needed to be renewed (see Appendix J.1), whereas N3A expressed a modest interest in technology, and N3B said that she felt like an opponent to new technology (see Appendix K.1.A). The other two new user groups N1 and N4 both expressed an interest in technology.

Type of home

The third relevant finding from the data, according to before a SHT is acquired, is the aspect of what *type of home* it is appropriated into. This notion is expressed by both new users and experienced users in their reflections on smart homes and different SHTs. N1, N3, E1, E2, and E6 all expressed that living in an apartment limits the SHTs suitable for being installed in a home. These groups told that moving to a larger house would allow for more types of SHTs. For example, as said by E2: “*Since we are living in an apartment we cannot utilize all the new technology, for example having a surveillance camera, having a fingerprint unlock/lock door mechanism, and having like outside Hue lights.*” (see Appendix C.1, 23:12.8 - 24:31.7) and N1A: “*At some point, when we move to another house, it might be fun to just put aside some money to smart home the whole thing.*” (see Appendix I.3, 05:15.0 - 05:38.0). N3B and E3 talked about wanting to install security SHTs, when moving to a new

home, in order to feel more safe, while N4 had already prioritized integrating an alarm system into their new house while renovating it (see Appendix L.1).

Privacy

When asked about the participants' thoughts on privacy, security or data storage in regard to SHTs, most users expressed an awareness of the topics. User group N1, N2, N3, and E2 said that they think about privacy and what their data might be used for when using SHTs, but despite these considerations they all feel that “*(...) we are way in too deep for that now*” as expressed by N1A (see Appendix I.1.B, 05:05.1 - 05:07.2), because the use of smartphones and the Internet already collects a lot of data. E3 said that he chose not to get a Google Home smart speaker because he felt like Google already knows too much (see Appendix D.1.B, 23:45.1 - 26:46.0). N4 and E4 both expressed a concern with hacking and data storage, but as E4 puts it: “*I don't feel safe, but I'm not uncomfortable. I think cautious. But I think in the case that there would come something up, that it (Amazon Echo) is actually recording, it's going to ruin the entire market*” (see Appendix E.1, 19:25.5 - 20:15.2), and they continue to use the technologies until, or if, a specific breach to the security and privacy is published.

5.1.2 After getting the technology

In relation to after a SHT is acquired, the data expresses that *setup* and *connectivity with other technologies* are important for the integration or non-integration of the technology into the household.

Setup

For the new user groups the setup of the smart speakers and smart bulbs showed to have an effect on the appropriation into the home. In new user groups N1, N2, and N4 one of the household members mentioned the setup as being easy, fast and promising, whereas the other household members experienced issues with connecting their smartphone to the smart speaker. All of the four new user groups said that connecting the smart speaker to other services like radio stations, Spotify or YouTube was difficult or unsuccessful. The new user groups N2 and N4 were unsuccessful in connecting the IKEA Trådløs light bulbs with the smart speaker, despite trying to make it work as said by N2B: “*(...) We tried for several days until we got mad, it continued saying that the unit did not exist (...).*” (see Appendix J.3, 03:46.6 - 04:14.7) and N4A: “*We have tried 5 times now or something like that and it comes up with the same error every time.*” (see Appendix L.3, 15:43.0 - 16:21.9). N1 and N3 had no problems connecting the smart bulbs to the smart speaker. All new user groups had

difficulties with the settings of the smart speakers. N1 and N4 had issues with the speaker not understanding that the weather forecast should be told in Celsius instead of Fahrenheit, and new user groups N2, N3, and N4 experienced issues with the smart speaker not understanding the right location of the home despite having it defined in the settings menu.

Connectivity with other technologies

Most of the participants talked about the connectivity or integration of SHTs as important factors for the appropriation. The new user groups N1, N2, and N3 expressed that a smart home is more useful if it contains several interconnected SHTs. N1A, for example, said: "*I feel like the more you get integrated into other stuff, it gets more convenient to use it.*" (see Appendix I.3, 03:42.0 - 03:46.5). N1 and N2, specifically, wished that the smart speaker was able to connect to their TV, which, in their opinions, would make the speakers more valuable. N1 and N3 felt that the integration of the smart bulbs with the smart speaker increased the usefulness of the smart home, whereas N2 and N4 did not express similar thoughts on increased usefulness since they were unable to connect the smart speaker and the smart bulbs. Experienced users E2, E3, E4, and E5 said that the connectivity of their existing SHTs was relevant to the appropriation of other technologies. For example, E3 and E4 have opted for an Amazon Echo smart speaker, specifically, since it is, currently, the only speaker compatible with Sonos speakers, which are technologies that both users already have in their home, when acquiring the smart speaker. E2 and E5, on the other hand, experienced that their existing Sonos speakers were not being used very often since they utilized either the Google Home smart speaker or Apple's Siri voice assistant that are not compatible with Sonos. Furthermore, E2 and E3 expressed a preference for open ecosystems, meaning technologies that are compatible with each other regardless of the manufacturer, as said by E2: "*(...) I try to keep my purchases of smart appliances or smart devices to be in an open ecosystem.*" (see Appendix C.1, 16:45.1 - 18:16.2) and E3: "*I think, mostly, my personal opinion is that you shouldn't be in one ecosystem, because that is a bit too dangerous.*" (see Appendix D.1.B, 09:37.3 - 13:38.1).

5.2 Objectification

Through the lenses of objectification, relevant findings for answering the research question are related to when the technology enters the private space of people's home, like where the object is located and when the objectification of the technology's non-material object, or software, happens to be related to the household's cognitive universe. These topics were identified as *display and placement of technology* and *identification of the technology*, which are present in the data of both the new users and experienced users.

5.2.1 Display and placement of technology

Location of technology

As to the location of the technology, the data shows that three of the new user groups placed the smart speaker in their living room, whereas the fourth household, N4, chose to place the speaker in their kitchen: “*(...) I thought this was the place where we spend the most time and where, I thought, we were most likely to use it. I can't really see other locations where it would make sense to place it*” (see Appendix L.2, 00:20.5 - 00:31.2). The other new users also reasoned that their chosen locations of the technology were social areas and places where they spent most of their time. N1B explained that, first, they placed it at their dining table, but realized it was too far from the other rooms and chose to move it to a different location in the living room with the argument by N1A: “*We placed it in a place where there is power and where it's not close to any other speakers, so it won't accidentally turn on.*” (see Appendix I.2.A; Figure 5.1 - Home of N1). However, E2 had a Google Home located in both the living room and the bedroom (see Appendix C.2), and E4 had Sonos speakers located in every bedroom of the house and Amazon Echo located in the kitchen (see Appendix E.2). E5 had even chosen to create a customized spot for his Sonos speaker, on a homemade shelf placed in a corner above the fridge in the kitchen (Figure 5.2 - Home of E5). Overall, kitchen and living room were the most common choices for locating SHTs for both the experienced users and new users.



Figure 5.1 - Home of N1



Figure 5.2 - Home of E5

Style of home

Regarding the style of home, observations of the new user households show that N1 and N3 both have stationary computers located at a desk in the living room, where N2 have very limited technologies at home (see Appendix J.4). N4, however, have placed their Sonos devices less visibly by choice of color and hidden locations (see Appendix L.4). N1, N2, and N3 all live in apartments that are at least two-bedroom apartments, whereas N4 live in a newly renovated house with two floors. All are standard, well-kept homes. It was observed that most of the experienced users own new technology, and despite of owning a lot of different types of technologies these were well integrated into the home environment. E2, E4 and E6 had their technologies spread over several rooms in various locations, while E1 had all of his SHTs located in the living room (see Appendix B.2). All the experienced users, besides E1, had Sonos speakers in their homes as part of their smart home system as well as all, except for user E3, owned a Smart TV.

Aesthetical considerations

As to the display and choice of location for the technology in the home, aesthetical considerations are also relevant according to whether it fits into the existing environment. For the experienced users, E3 mentioned that there are rooms more suited for the technologies than others: *"I was considering, for the new apartment, if I should just buy smart lights everywhere, but I feel, like what I said, some rooms will just never be smart. For example, if you have a guest room, you won't stack it with the latest technology, because how often will it be used, and also do guests really need that?"* (see Appendix D.1.B, 13:52.4 - 17:48.1), and E2 mentioned how it should fit with existing systems, and that the location is important due to interoperability, reach, and distance between the technologies (see Appendix C.1; Figure 5.3 - Home of E2). The new user, N2B, considered the technology aesthetically as a decoration in the home environment and explained: *"Yeah, I mean, if we should have it permanently, it should be placed in a different location, because now it is placed a bit stupidly, right? Maybe, then, it should be a location where it would decorate a bit"* (see Appendix J.2, 00:53.9 - 01:01.0), but N2A also explained that the choice of location was based on functionality since it was the only spot with an available power outlet in the apartment (Figure 5.4 - Home of N2). N4B also explained, in relation to their Sonos speakers, that the design and the visual look of the technology also have an impact on considerations on aesthetic and the location of the technology in the home (see Appendix L.1).



Figure 5.3 - Home of E2



Figure 5.4 - Home of N2

5.2.2 Identification of the technology

Personalization

When the new users received their smart speakers, they had the option in the setup to personalize the speaker. Both Google Home and Amazon Echo are set per default to have a female voice when starting up. However, the household N1 chose to personalize their speaker with different genders as N1A explained: *“Like we have different voices each of us, so (N1B)’s usually a man and mine is usually a woman...”* (see Appendix I.2.A, 02:53.0 - 03:12.5). The households, N2 and N3, both had the Amazon Echo, with Alexa, to test, and both N2B and N3B referred to the speaker as “her” or “she” when talking about the smart speaker in the interviews. N3A also started by referring, several times, to the speaker as “she”, but quickly changed it to “it”: *“Yes exactly, what she does... or what it does, it does it well”* (see Appendix K.3, 16:54.3 - 16:58.4). Which also was the case with N2B: *“...but I was sitting in the couch, so I thought that she was pretty close, or the speaker was pretty close”* (see Appendix J.2, 00:33.8 - 00:51.9). Whereas the experienced users E3 and E4, also having an Amazon Echo, both referred to the speaker as “it”.

Relationship to the smart speaker

Within the interpretation and identification of the SHTs, mostly the smart speaker, the data shows that some of the new users saw the smart speaker as just a speaker. N3A and N4A expressed how they associated the speaker with music, as explained by N4A: “...but I also think that the feature I mostly see in a speaker, and which lie in the sense of the word, is that it can play a sound, for example music” (see Appendix L.3, 07:46.1 - 08:26.6). N3B already considered, from the first interview, the smart speaker as ..”*a fun little friend, to interact with as any other little creature..*” (see Appendix K.1.A, 03:03.1 - 03:31.8), while, in the second interview, N3B explained that the speaker was a nice company, and at the final interview referred to the speaker as being sweet, kind, and helpful: “..*then she comes with a cute little compliment. I mean, that is like, oh you are so sweet*” (see Appendix K.3, 26:03.8 - 26:40.9). As to the experienced users, E2 expressed his relationship to the SHTs as not seeing himself ever giving up SHTs and go back to regular speakers and light bulbs (see Appendix C.1).

5.3 Incorporation

For the incorporation of the SHTs into the homes, it is relevant to divide the findings from the data into the *use* and the *functionality* of the technologies. Relevant findings involve reflections on the use of practical versus entertaining functions, repeatedly used functions, routines, and user roles. Furthermore, the functionality of the SHTs recurs throughout the data with regard to the use, where the most significant findings involve aspects regarding voice activated technologies (VATs), americanization, and level of integration.

5.3.1 Use

Practical vs entertaining

When looking at the use of smart speakers, the different uses can, basically, be divided into practical uses, like setting timers and reminders and managing other SHTs, as well as entertaining uses, like asking questions, playing games, and music.

Most of the new user groups, N1, N2, and N3, expressed that when they first got the smart speaker into their home asking it questions, telling jokes, and for games were frequently used entertaining features. However, all three groups expressed that, as time progressed, the entertaining functions were less used, as N1A puts it: “(...) *the novelty has kind of worn off, so... I would rather, instead of sitting down and trying to discover new features, I would rather Google like what the top 10 most used features (...)*” (see Appendix I.3, 06:55.4 - 07:22.2). In contrast, new user group N4 said that they, mostly, asked the smart speaker to

play animal sounds in order to entertain their daughter, as mentioned by N4A: “*So what we, without a doubt, have most used it for is making funny animal sounds with (the daughter)*” (see Appendix L.3, 00:39.2 - 00:41.6), but N4A also acknowledges: “*Had we not had a baby, we might have tried other things.*” (see Appendix L.3, 00:43.9 - 01:05.3). Experienced users E4 and E6 also mentioned that their use of their smart speakers was also mostly for fun things due to having children. In the long run, E2, E3, E5, N1, and N3 said that functions, they continually used, were practical functions like setting timers and reminders, turning smart lights on/off, telling weather forecasts, and news, all of which gave value to the everyday life, as N3B said: “*I really appreciate the practical things. Because I feel that they help me.*” (see Appendix K.3, 11:46.8 - 12:06.0).

Repeatedly used functions

On the note of the practical and entertaining uses, it is relevant to give an overview of the functions continually used, that shows how SHTs can be incorporated into the everyday lives of households. The general recurring repeated functions among all user groups are music, weather forecasts, alarms, and timers. Experienced users E1, E2, and E3 have incorporated the use of smart lights into their everyday routines, and experienced users E1 and E5 repeatedly use SHTs for streaming and watching TV. For the new user groups, all four households incorporated unique uses of the smart speakers into their everyday lives. N1 repeatedly used the “good morning routine” on Google Home in the mornings, which is a function initiated by saying “good morning” followed by the smart speaker providing the daily news, the weather forecast, and the person’s scheduled plans for the day. Additionally, N1B mentioned frequently using the smart speaker to play podcasts and mindfulness sessions. When asked after the test period had ended, both N1A and N1B mentioned that they missed the good morning routine in the mornings.

New user group N2 had trouble connecting their smart speaker to a lot of different functions like accessing their contacts, calendar, music services, and Danish radio stations (see Appendix J.2). In light of these issues, N2A repeatedly used the smart speaker to play “house lounge” radio stations after discovering radio channels that only played one genre of music, which he found to be “*pretty cool*” (see Appendix J.3, 02:15.0 - 02:50.3). In addition to the general repeated functions of asking for the weather forecast and setting reminders, new user N3B often used the smart speaker to help with the spelling of English words, since she had to fill in the diary for this test. However, she found the function helpful and said that she appreciated the smart speaker helping her with “simple tasks” (see Appendix K.2) since they were tasks she needed help with (see Appendix K.3). The last new user group, N4, repeatedly

used the smart speaker for playing animal sounds with their daughter, as mentioned in the previous section. Additionally, N4A frequently used the smart speaker to tell him about the traffic to work.

Routines, time of day, and season

In regard to routinely using the SHTs, almost all users use them either in the mornings or evenings for the simple reason of being at work in the middle of the day. In the mornings, N1, N3, and N4 asked for the weather forecast almost every day. N3B changed a habit of checking the weather forecast on Text TV every morning to asking the smart speaker about the weather (see Appendix K.2). As mentioned, N1 made a routine of using the “good morning routine” every morning while getting ready. N2B mentioned “*I usually start my morning by talking to her (Alexa) a bit, just when I come in.*” (see Appendix J.2, 11:19.1 - 11:34.7). New users N2 and N4 said that, as the first thing in the morning, they turned on the music or the radio. However, the new user group N4 expressed that their already existing Sonos system made the smart speaker redundant in regard to playing music, and after experiencing some trouble with getting the smart speaker to play Danish radio stations, they went back to using the Sonos system as said by N4A: “*Perhaps 2-3 mornings, I have been sitting with the app trying to make it work, instead of listening to the radio, and I have simply given up by now. So now, I have mornings when it's quiet and I have started the usual Sonos radio.*” (see Appendix L.2, 13:01.1 - 13:37.7) and later “*We made it work. But I also gave up on it because it kept playing P3, even though I said P4, so eventually I had to say it slowly, and when it started playing P3 for the third time, I got so irritated that I stopped it.*” (see Appendix L.3, 2:10.5 - 02:55.5). Experienced user E2 said that he used the smart speaker to turn on the smart lamps as the first thing every morning, with the exception, however, in the summertime. New user groups N1 and N3 also mentioned that the reason, for not using the smart lights as often, was because it was late summer and therefore not necessary. Both new user groups estimated that had it been winter months, the smart lamps would have been used more frequently. Furthermore, new user N1B mentioned: “*If we had gotten it integrated into our routines, which would probably take another month or so, I think we would enjoy the... Some of the features like the morning routine and the podcasts even more.*” (see Appendix I.3, 03:17.8 - 03:42.6). The data shows that evenings are not as routinely configured as mornings. N3 mentioned that evenings were primarily for “small stuff” and exploring, and N1, N2, N3, and N4 all expressed times where the SHTs were not used at all in the evening because they came home late from work or simply forgot about using them. On the contrary, E1 and E3 mentioned using SHTs mostly in the evenings and

not as often in the mornings. E4 said that they listen to music “*pretty much all the time*” (see Appendix E.1, 01:54.7 - 02:16.5), with the exception of when his wife gets home from work. She is a teacher and “*(...) when she is coming home she would like to have complete silence (...)*” (see Appendix E.1, 02:20.6 - 02:49.59).

User roles

When looking at the data, the different user roles and their effect on the use of SHTs can be identified. The experienced users E2, E3, E4, and E6 are the home technology drivers because their high interest in technology drives the acquisition of SHTs into the home. E3, E4, and E6 also identified themselves as being the primary users of the technologies in the home, where their wives, girlfriends or children were more passive users. E2, on the other hand, said that he believed him and his girlfriend were using the SHTs “*more or less equally*” (see Appendix C.1, 19:37.4 - 20:14.5). Experienced users E1 and E5 were home technology responsibles since they did not possess a high technology interest, but were still responsible for acquiring the technologies. In all four new user groups, the male of the household was the home technology responsible, since he was the one setting up, or trying to set up, the smart speakers and smart bulbs. In N2, N3, and N4, the female of the household was a passive user since she did not possess a very strong interest in technology, and both N2B and N3B expressed resistance to new technologies. The female in new user group N1 expressed an interest in technology, so N1A and N1B would both be characterized as home technology responsibles. Despite the fact that most of the females of the new user groups were characterized as passive users, it was the females in N1, N2, and N3 who used the smart speakers the most in the test period. For N1, the reason was, as said by N1B: “*I think we used it a similar amount in the beginning, but then maybe you (N1A) ... Novelty wore off for you, quicker.*” (see Appendix I.3, 08:28.3 - 08:39.9). For N2 the reasoning was that N2B was on maternity leave and N2A worked long hours. And for N3, N3B expressed the reason as: “*It is probably me who have used her the most. I think that you (N3A), initially, got pretty disappointed, right. I think perhaps you had greater expectations of her than were fulfilled.*” (see Appendix K.3, 12:44.6 - 13:05.3).

5.3.2 Functionality

Voice activated technology / Natural Language Processing

Because the primary functionality of a smart speaker is being a voice activated device that listens for spoken voice inputs from its users and responds with sound and voice outputs to the requests, this notion is visible throughout the data. E1, E2, N1, N2, N3, and N4 mention

the hands-free aspect of VATs as being useful in scenarios when either the hands are occupied with something else, like cooking, as well as for managing other SHTs from a distance, for example when laying in bed and being able to turn off the lights. The participating users are split between some liking that VATs provide the option of not having to reach for the smartphone to do simple tasks. E2 mentioned it as useful for managing timers when having greasy hands (see Appendix C.1, 06:05.1 - 06:34.2), N3B as convenient for spelling when writing and also for timers when cooking (see Appendix K.3, 23:44.5 - 24:48.5), and N4B as helpful when standing with the daughter, cooking, and for example wanting to call her mother (see Appendix L.1, 20:30.8 - 21:07.7). On the other hand, N3A and N4A did not believe the notion of speaking to a technology to do tasks as faster or more convenient than doing the task using the smartphone. E3 said that his use of VATs depended on his mood, since he felt that they, sometimes, made mistakes with the pronunciation and also could be “*very talkative*” (see Appendix D.1.A, 04:20.0 - 07:24.1). N4B also mentioned the pronunciation as being problematic, since she was unsure whether the smart speaker actually referred to the right location when asked for the weather in Køge and it answered something sounding like “crew” (see Appendix L.6). E3, N1 and N4 wished for a better understanding of normal conversation, for example by the smart speaker being able to remember a context for a longer period of time, so the users would not have to repeat the context with every request, as well as not having to be so specific when requesting something, as N4A wrote in his diary: “*Asked twice: “How is the traffic this morning”. That, the speaker did not understand. Figured in the third try that you have so say: “How is the traffic to work this morning?”*” (see Appendix L.5).

Another aspect to smart speakers being VATs, that is mentioned regarding the functionality, is that, sometimes, they have trouble recognizing voice inputs. E2, E3, and N2 found that their smart speakers sometimes would not recognize their voice and therefore did not respond, sometimes due to some other noise being present, like music or the TV, and sometimes due to the distance. N2B frequently experienced having to yell “Alexa” several times before it responded despite being close to the smart speaker (see Appendix J.6; Appendix J.2, 00:33.8 - 00:51.9). Other user groups had the opposite experience of the smart speaker as being good at recognizing voice inputs, sometimes too good. Both N1 and N3 experienced the smart speaker starting to talk even though a specific “Hey Google” or “Alexa” was not initiated. N3B referred to an incidence when she, in Danish, told the dog to “lægge sig” (in English “lay down”) which the smart speaker heard as “Alexa” and started speaking (see Appendix K.3, 21:14.9 - 21:41.0).

A last aspect that influenced the incorporation of the smart speakers is that some find talking to a technology strange. Especially new user group N4 found the notion of speaking to a device “weird” and “artificial” and did not feel comfortable using VATs (see Appendix L.3).

American expression

Among the new user groups, another aspect of the functionality of the smart speaker that influenced the incorporation into everyday life was the notion of it being “american”. Both the Google Home and Amazon Echo smart speakers are manufactured in the United States, which especially new user groups N2 and N3 felt affected their experience with the smart speaker. N1, N2, and N3 all mentioned that, because they are located outside the US, the use of the smart speaker is limited. N1A talked about it regarding the function “find my iPhone” where the smart speaker can connect to your phone and have it make a sound, if you ask the smart speaker where it is, which N1A said is currently not possible if you are located outside the US (see Appendix I.2.A, 03:26.1 - 05:31.2). N2 and N3 expressed that the speaker could be improved if it became more Danish. Both groups had trouble with not being able to access Danish radio stations and news broadcasts. N2 felt that the jokes, questions, and games were targeted towards the American population, as described by N3B: *“Later, we tried Jeopardy, and the questions were extremely difficult for me and did all contain american history. I can imagine it would be very entertaining for the American people.”* (see Appendix K.6) and *“(...) we have asked her (Alexa) for jokes. They are very American in their expression. It is American jokes. To the Americans, they’re inside jokes.”* (see Appendix K.2, 20:30.1 - 21:10.7). N2 experienced that some functions did not work due to not being located in the US, for example calling or writing contacts through the smart speaker. Neither of the groups minded the voice assistant speaking English, they would just have preferred that the smart speakers were more capable of integrating Danish services.

Integration / Connectivity

As also mentioned in the appropriation section (section 5.2.1), the data shows that the connectivity and integration of SHTs are relevant to their use. Experienced users E2, E3, E4, and E5 all mentioned that the compatibility of SHTs with each other is crucial to how much they are being used. E2 said that he disliked Apple’s products because they are not very compatible with technologies from other brands, and also mentioned that the smart weight scale, the router, and the smart fire alarm, he owns, are not being used due to having poor connectivity or not being compatible with his current home (see Appendix C.1, 12:21.2 - 15:33.3). E3 and E4 both said that some SHTs, like the Amazon Echo, would be used more in

their homes if they were better integrated with other technologies, where E4 said: “*(...) we definitely do not use it every day. And the true value, we have not seen that yet until we get things integrated.*” (see Appendix E.1, 13:01.1 - 13:43.2), and he also claimed that the missing integration was due to not having had the time to actually do it. All four new user groups mentioned lack of integration with other systems as affecting the use and convenience of the smart speakers, as N1A specifically said: “*I feel like the more you get integrated to other stuff, it gets more convenient to use it.*” (see Appendix I.3, 03:42.0 - 03:46.5). N1, N2, and N3 all wished that the smart speaker would be able to connect to their TV in order to automatically turn it on, which they were not able to. Furthermore, all four new user groups were unsuccessful in connecting Spotify with the smart speakers, that would have enabled the option of choosing what music to play, which was not done either because the user groups did not have a Spotify account or were unable to connect their existing account. As N3A said about the smart speaker: “*(...) if it were something that I had for a longer time, I would perhaps have been more invested in setting it up to different accounts with calendar and such. So you would be able to use it for more things, and I would also get a Spotify or Amazon music.*” (see Appendix K.3, 24:51.5 - 25:31.1). N4A also said, that for the smart speaker to be used more, it had to fit with their existing system of technologies, like Sonos speakers. As referred to in previous sections (section 5.1, 5.2), most users felt that integration with other technologies made a smart speaker more practical.

5.4 Conversion

Through the lense of conversion, the verbal action and flow of meanings from the private space to the public world are being studied. It is relevant to look at how the users talk about the SHTs to others outside the home and by that identify individual meanings about the SHTs. Topics within conversion were identified as *communication to the outside world* and *reason for owning the technology*.

5.4.1 Communication to the outside world

Some of the new users said that they had talked to people outside the household during the test period. N1 had a birthday party during the test period, where friends and family came over and used the SHT both collectively and individually (see Appendix I.6). Furthermore, the same household explained that they had suggested that N1A’s mother, who is building a new house, integrate SHTs. This seemed to be of interest to the stepdad, but the mom was more sceptical (see Appendix I.3, 05:38.0 - 06:23.5). Household N3 also expressed how they both had talked to their colleagues about Amazon Echo, which they were testing. N3B explained: “*And I have, of course, also told my colleagues that I now have got her, Alexa,*

and that she is very sweet, that she is saying some kind things to me, and that she helps me with this and that." (see Appendix K.3, 34:12.6 - 34:49.3). N3A, on the other hand, was searching for advise regarding playing music on the smart speaker: "*I talked a bit with one of my colleagues today, who also have an Alexa. I said that it is unfortunate because we don't have Shopify, so we can't use it for that. And then he says (...) it is not possible in Denmark, so it cannot be used for Spotify.*" (see Appendix K.3, 05:23.8 - 05:41.2). In relation to communication to the outside world, the data shows that when the new users were asked if they would recommend the smart speaker to anyone, they said: "*I don't think I would recommend it. I think I would not recommend people to buy things like that, until there have been one or more relatively big breakthroughs*"(see Appendix K.3, 34:49.3 - 34:03.7). New user N4B answered the same question: "*I would dissuade, but it is more.. I mean.. or dissuade.. I think I just wouldn't mention anything about it*" (see Appendix L.3, 23:42.8 - 23:46.0), which also was confirmed in the after test comment by the household N4: "*We haven't even, actually, talked about it afterwards*" (see Appendix L.7).

5.4.2 Reason for owning the technology

The data shows how the experienced users talked about and see the technology, when they were asked about their reason for owning the technology. The data shows that E1, E2, E3, and E5 all work with IT and, through that, express their interest for technology. The reason for specifically owning SHTs E2 explained as: "*So that's just me in a nutshell. I really like technology, and I really like to be some sort of first-mover, if you will*" (see Appendix C.1, 20:23.2 - 21:09.3). E4 also mentioned being the first and most interested in his network: "*If we look at the Sonos in the family, we were the first who got them (...) But I cannot recall that I have been inspired by someone. It is usually me in our network that is actually... Because I think it's funny.*" (see Appendix E.1, 25:26.6 - 26:48.7). E3 expressed that the reason for buying Amazon Echo was as an addition to his existing Sonos sound system at home in order to "*play music on and connect a few speaker around the home.*" (see Appendix D.1.A, 10:00.6 - 10:36.1). E6, who owns Sonos speakers and not a smart speaker, expressed that his reason for owning Sonos speakers is because they are good and wireless speakers, and not for being a SHT (see Appendix G.1). E1, who owns the smart light bulbs, said that he saw it more as a gimmick and a fun concept to add to the home (see Appendix B.1).

6. Summarizing results using thematic network

To summarize the results, the following chapter organizes the findings by identifying themes, clustering and visualizing them using the thematic networks. Each of the phases of domestication contained several subjects, which are listed under each coded concept in the table below (table 6.1 - Thematic network process, themes identified). The subjects are then clustered to identify basic themes of similar findings, like clustering e.g. cost, price, and investment collectively identifying a theme called *smart homes are an investment with a high cost*. These are referred to as the basic themes and are part of the second step in the process of creating the thematic network. All subjects from the data combined create a total of 21 basic themes.

CODES (STEP 1)	SUBJECTS	THEMES (STEP 2)
Appropriation	Cost, price, investment, complete cohesive system, technology interest, technology resistance, type of home, apartment, house, security, privacy, data storage, setup, connecting services, connecting technologies, issues, location, settings, connectivity, integration, interconnected, usefulness, ecosystems	<ul style="list-style-type: none"> 1. Smart homes are an investment with a high cost 2. Smart homes require an interconnected system of technologies and services 3. Type of home dictates the integration of smart home technologies 4. Privacy, security and data storage are considered but do not limit the use 5. Technology interest affects the setup process
Objectification	Location, display, areas, style of home, interior, hidden vs. visible, environment, interoperability, design, voice, interpretation, personality, relationship	<ul style="list-style-type: none"> 6. Smart speakers are often located in the living room or kitchen 7. Smart home technologies should fit into existing environment, both visually and interconnected 8. Personalization of smart speakers impacts the relationship to the technology

Table 6.1 - Thematic network process, themes identified

CODES (STEP 1)	SUBJECTS	THEMES (STEP 2)
Incorporation	<p>Use, practical, entertaining, children, repeated use, everyday life, unique uses, routines, time of day, morning routine, changing habits, non-use, redundancy, existing systems, season, time of testing, evenings, exploring, work, user roles, technology drivers, technology responsibles, passive users, technology interest, acquisition, novelty, disappointment, curiosity, primary user, voice activation, hands-free, distance, occupied, smartphone, convenience, speaking to technology, pronunciation, mood, understanding, normal conversation, context, functionality, recognition, artificial, american, limited, language, expression, targeted, integration, connectivity, ecosystems, compatibility, investment, convenience, existing systems, practicality</p>	<p>9. Practical functions are more valuable and convenient than entertaining functions</p> <p>10. Children increase the use of entertaining functions</p> <p>11. Compatibility and integration increase the practicality of smart homes</p> <p>12. The use of practical functions is more likely to be repeated and become a routine</p> <p>13. Smart homes are more routinely used in mornings compared to evenings</p> <p>14. The season can affect the use of smart home technologies</p> <p>15. Technology interest and expectations can affect continued use</p> <p>16. Passive users can be the primary user of smart home technologies</p> <p>17. Voice activation has the convenience of being hands-free</p> <p>18. Speaking to voice activated technologies can seem artificial and different from normal conversations</p> <p>19. Smart speakers that are American in their expression and functionality limit the use and convenience in Denmark</p>
Conversion	<p>Outside the household, subject of conversation, recommendations, reason for ownership, network</p>	<p>20. Length of ownership of smart speakers has an affect on being subject of conversations and recommendation</p> <p>21. Owners of smart speakers want to be the first movers within their network</p>

Table 6.1 - Thematic network process, themes identified

Afterwards, the basic themes are then clustered with other basic themes to identify the organizing themes (Table 6.2, 6.3, 6.4 - Thematic network process, global themes identified). As mentioned in the theory chapter (section 3.2), the four phases in the domestication process are not linear or fixed, so the basic themes can be clustered with other basic themes from other phases. This enables the identification of valuable main points to how, throughout the entire process of domestication, SHTs are integrated into households.

THEMES AS BASIC THEMES	ORGANIZING THEMES	GLOBAL THEMES
1. Smart homes are an investment with a high cost	Interoperability makes a smart home	Smart home technologies as connected networks
2. Smart homes require an interconnected system of technologies and services		
7. Smart home technologies should fit into existing environment, both visually and interconnected		
11. Compatibility and integration increase the practicality of smart homes		
3. Type of home dictates the integration of smart home technologies	Smart homes are socially shared environments	
6. Smart speakers are often located in the living room or kitchen		

Table 6.2 - Thematic network process, global theme 1 identified

THEMES AS BASIC THEMES	ORGANIZING THEMES	GLOBAL THEMES
5. Technology interest affects the setup process	Interest is connected with use	Identity influences smart home technologies
8. Personalization of smart speakers impacts the relationship to the technology		
15. Technology interest and expectations can affect continued use		
16. Passive users can be the primary user of smart home technologies		
9. Practical functions are more valuable and convenient than entertaining functions	Use reflects household identity and routines	
10. Children increase the use of entertaining functions		
12. The use of practical functions is more likely to be repeated and become a routine		
13. Smart homes are more routinely used in mornings compared to evenings		
19. Smart speakers that are American in their expression and functionality limit the use and convenience in Denmark	Location of home has an impact on usage	
14. The season can affect the use of smart home technologies		
20. Length of ownership has an effect on it being subject of conversations and recommendation	Ownership is a choice	
21. Owners of smart speakers want to be the first movers within their network		

Table 6.3 - Thematic network process, global theme 2 identified

THEMES AS BASIC THEMES	ORGANIZING THEMES	GLOBAL THEMES
17. Voice activation has the convenience of being hands-free	Speaking to technology is not yet natural	Smart home technologies are at a crossroads
18. Speaking to voice activated technologies can seem artificial and different from normal conversations		
4. Privacy, security and data storage are considered but do not limit the use	Privacy is secondary	

Table 6.4 - Thematic network process, global theme 3 identified

The clustering of basic themes create organizing themes that summarize similar main points found in the data. From the organizing themes, three global themes are identified that illustrate the overall crucial aspects to how SHTs are domesticated. These are: *smart home technologies as connected networks*, *identity influences smart home technologies*, and *smart home technologies are at a crossroads*, which are visualized, below, as thematic networks:

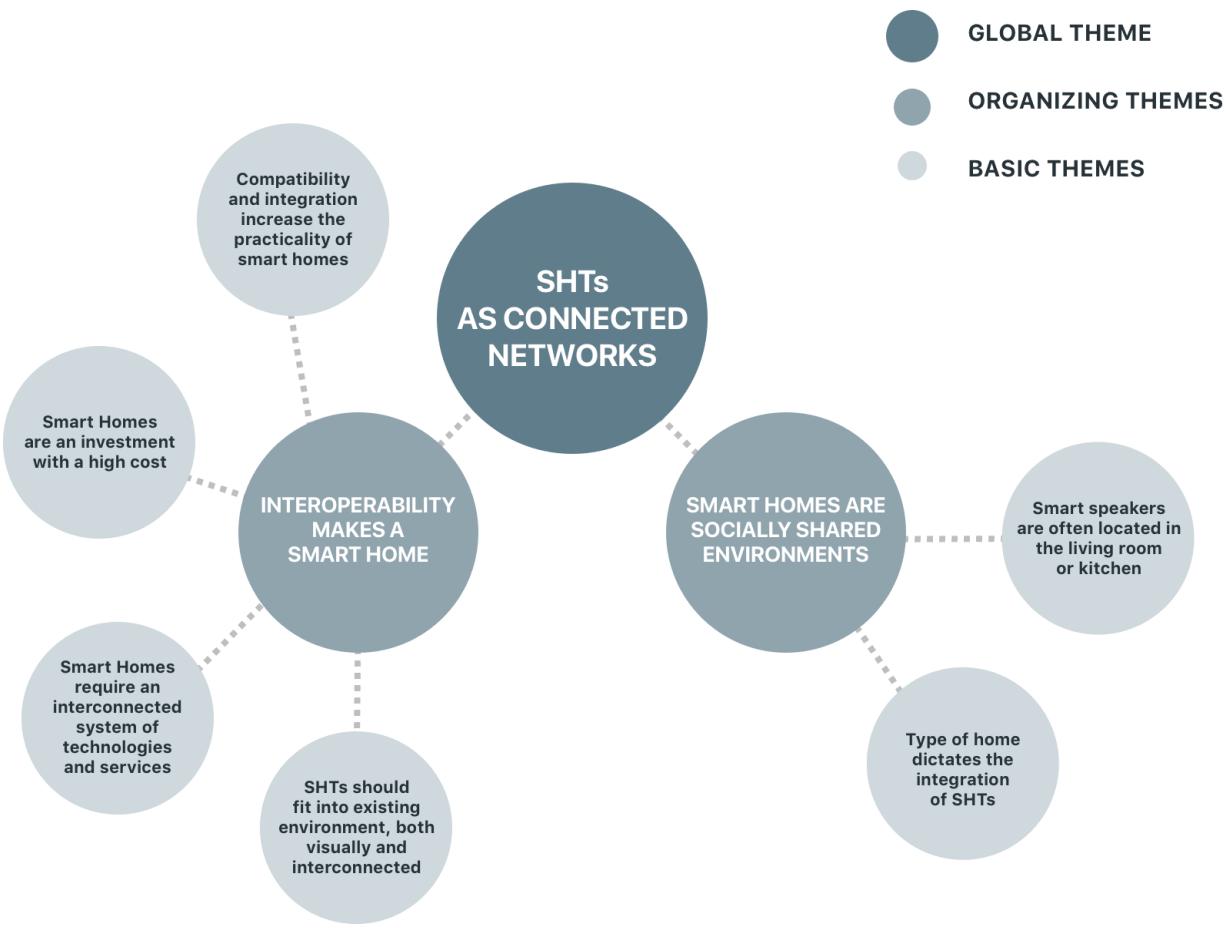


Figure 6.1 - Thematic network: Smart home technologies as connected networks

The first thematic network shows the identified global theme *smart home technologies as connected networks* which involves the two organizing themes: *interoperability makes a smart home* and *smart homes are socially shared environments*. Both organizing themes contain a mix of different basic themes identified in the data from the four phases of the domestication theory. In the data, the basic themes involving interoperability and connectivity are present in the appropriation, objectification, and incorporation phases. Furthermore, the type of home and location of SHTs have been clustered to represent the organizing theme of smart homes being socially shared environments that is evaluated to be important to the connected network of SHTs, which generally supports this global theme and finding important to the domestication of the SHTs.

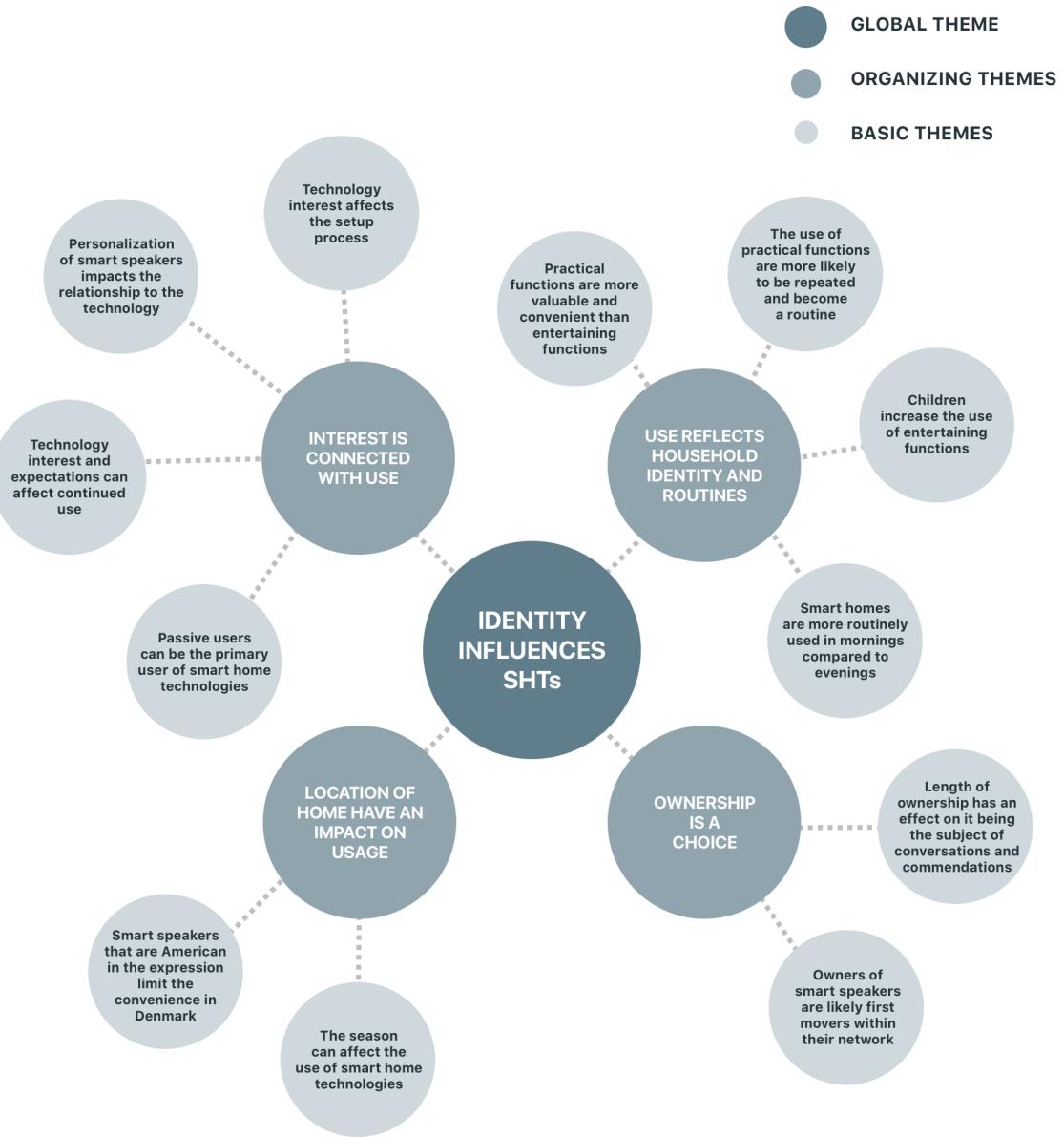


Figure 6.2 - Thematic network: Identity influences smart home technologies

The second thematic network, *identity influences smart home technologies*, is the biggest identified global theme containing four organizing themes, which indicates that a majority of the collected data contains findings within this theme. This global theme is largely represented by basic themes from the incorporation phase, but also contains some from the three other phases. The organizing themes, creating this global theme, are generally concerned with the impact of interest, household routines, geographic locations, and the feeling of ownership, to the domestication of SHTs. The organizing themes collectively represent the identity of the household which is evaluated as being an essential factor to how SHTs are domesticated.

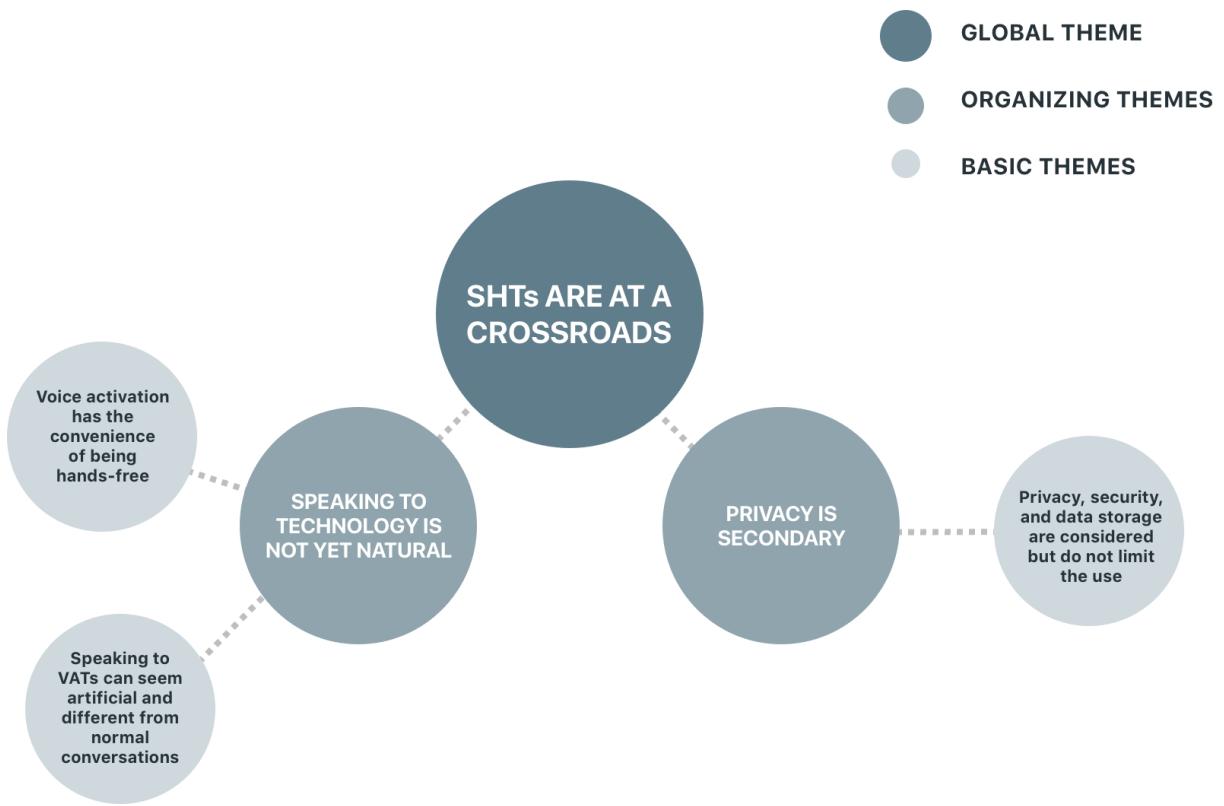


Figure 6.3 - Thematic network: Smart home technologies are at a crossroads

The third and last thematic network represents the global theme *smart home technologies are at a crossroads*. It contains the two organizing themes: *speaking to technology is not yet natural* and *privacy is secondary*. The first organizing theme contains basic themes from the incorporation phase concerned with the voice activated aspects of SHTs. The other organizing theme contains one basic theme from the appropriation phase that reflects the role of privacy to the domestication of SHTs into the home.

These three global themes with associated organizing and basic themes are used in the following chapter as the structure for discussing the main points and key findings in the collected data. This will also be discussed in relation to theory and literature with the purpose of answering the research question in the conclusion.

7. Discussion

7.1 Global themes

In order to answer the research question: *How do households domesticate smart home technologies into their everyday lives?*, the domestication theory was used to collect data of households using smart home technologies. From the data, three global themes were identified that explain the overall factors relevant to how households domesticate smart home technologies into their everyday lives: *smart home technologies as connected networks*, *identity influences smart home technologies*, and *smart home technologies are at a crossroads*. The impact of these themes on the domestication process is discussed in the following sections.

7.1.1 Smart home technologies as connected networks

One of the most important aspects of the domestication of smart home technologies is the interoperability between the technologies, which, for example, is mentioned by Balta-Ozkan et al. (2013b), Hargreaves & Wilson (2017), and Pillan & Colombo (2017). The collected data also confirms this importance of the SHTs being a system of connected devices. In order to be valuable to their users, SHTs need to be a complete interconnected system which is evident in the appropriation, objectification, and incorporation phase. When asked which considerations led to the acquisition of SHTs, the participants mentioned, first of all, the cost as a relevant factor since they believed that a proper smart home requires many SHTs, which, collectively, are a large investment. Furthermore, some users mentioned the display of the SHTs as an important factor, since, in order to establish a network throughout the home, several technologies had to be acquired in order to properly cover the spatial environment of the home. In this regard, the participants pointed out living in an apartment as a limitation to a complete system of SHTs. They argued that, by living in an apartment, it limited the types of SHTs relevant to acquire, like alarm systems, security cameras, and smart door lock systems. The experienced users, living in larger houses, mentioned having considered acquiring all sorts of SHTs, but often stopped because of the prices related to installing e.g. a complete system of smart lights throughout the house or smart blinds for all the windows. Silverstone (1992) mentioned that when studying the objectification phase, a technology cannot be used, isolated, to understand objectification, but instead, it is the collection of technologies in the environment that needs to be studied. Interestingly, most participants placed their smart speaker in either the kitchen or the living room. These

environments can be classified as social environments in which a lot of time is spent by all of the household members. These environments are also, typically, the location for other technologies like the TV, music systems, or computers. Many of the participants wished that the smart speakers could be able to connect and manage these other technologies, but, unfortunately, many were unsuccessful. This proves the notion that, in order to be perceived as valuable, the SHTs need to be able to connect with each other. Often, the SHTs are actually able to do so. But what restricted the option for many of the new users was the fact that either their existing technologies were older generations, for example a TV not being a Smart TV, or the users were simply not able to connect the technologies properly. For the experienced users, their interest and motivation might be the reason why they typically succeeded in creating interconnected systems of several technologies due to being aware of the current limitations to the interoperability of SHTs and thus working around them. A common notion from the collected data was that, if the SHTs were not compatible with other technologies, the practicality and liability to use them decreased. Especially, some of the new user groups, who were unsuccessful in connecting the smart speakers with other technologies, indicated this decrease in the use after having used the smart speakers for less than two weeks. Some mentioned that if they had had the smart speaker for a longer period of time, perhaps they would have been more inclined to try to connect it to other technologies, but at this time they were simply not motivated to do so. If the technologies could not be connected to other technologies either because of their design or their functionality, they were typically abandoned and not used. Among the experienced users, it was clearer that the users, to a larger degree, had the motivation for making their technologies work, which also arguably could be due to their interest and own initiative in acquiring the technologies, in the first place.

7.1.2 Identity influences smart home technologies

Through the collected data it is evident that the household's identity, or the moral economy of the household, as mentioned by Silverstone (1992), is reflected in all of the phases in the domestication process. The identity determines the degree to which SHTs are successfully integrated into the home, and how the SHTs are adapted to the particular moral economy, or whether it is integrated into the household's everyday life at all.

One relevant aspect is that the level of interest is connected to the use of the SHTs. Interestingly, in the new user test groups, some participants with technology interest stopped using the smart speaker after a while either because they were disappointed with the technology or because the novelty wore off. Perhaps their level of interest made them have expectations to the SHT, but when the technology could not live up to those expectations,

they abandoned the product. On the other hand, other household members, also referred to as passive users, became primary users of the SHTs by continuously using them, despite not having expressed a very high technology interest in the beginning of the test period. This might be due to these users not having established expectations for the product and therefore were able to integrate and use the smart speaker in their everyday lives to a degree that the functionality of the smart speaker allowed for. Another viewpoint on this notion of technology interest affecting the use is that the above mentioned users with technology interest who abandoned the SHTs, were characterized as being the home technology responsible, that are household members generally possessing the motivation for installing and maintaining new technologies. According to Mennicken & Huang (2012) they would usually be responsible for acquiring new technologies on their own initiative, but in this case, they were forced to appropriate a new technology, which might affect their motivation for maintaining the use of the technology since they did not acquire the technology on their own initiative, in the first place. Additionally, the passive users are characterized, by Mennicken & Huang (2012), as being household members who are not actively engaged in planning and configuring new technologies, but are familiar with controlling the systems when accessible. Due to generally not being actively engaged in the acquisition of new technologies, these type of users might be more inclined to continue using new technologies, since they typically find a way of integrating and using available technologies in the home according to their needs. This is relevant to what Mennicken & Huang (2012) point out about how it is important that the passive users are included when thinking about the users and uses of SHTs, since the needs and practices of the passive users typically influence the design and use of technologies in the home. Furthermore, these passive, but continuous, users from the tests tended to create a more personal relationship to the voice assistant in the smart speaker. Several of the persistent users began referring to the voice assistant, especially Alexa, as "her", and one new user even developed a fondness for the assistant by calling it a friend, sweet, helpful, and a little creature. On the other hand, new users with technology interest avoided referring to the voice assistant as "her", and some criticized the smart speaker for being called a "speaker", since they associated it with playing music, which they found did not live up to their expectations, either because the output quality was poor or because of a lack of integration with music services. These examples reflect the aspect of double articulation proposed by Silverstone et al. (1992) as described in the theory section (section 3.2.1). Double articulation refers to the unique "biographies" assigned to both the physical object and the media within a particular technology. The data shows that technology interested new users have a hard time assigning a personalized articulation to a SHT and prefer identifying it as something

familiar like a speaker, whereas passive users are more inclined to generate a more personalized articulation that refers to the media of the technology, in this case the voice assistant.

On the notion of motivation for acquiring the SHTs, the test group of experienced users was people who, in some way, had communicated their ownership to the public world. Within this group, the users had confirmed their lifestyle by having expressed their opinion towards SHTs, which was mainly positive. Most of the experienced users expressed that their ownership of SHTs was due to having a high technology interest and wanted the public world or network to see them as “first-movers” regarding these types of technologies. A small part of the experienced users expressed their ownership of SHTs as being a gimmick or by following a trend, which also reflects their unique identity. Some of the experienced users had also developed a technology dependency, where they claimed a sense of being “locked-in” with SHTs and not wanting to go back to “regular” technologies, which Haddon (2006) mentioned as being relevant to the domestication process. The new user groups did not express a dependency on SHTs after the test period. Just one of the four new user groups expressed considering getting a smart speaker themselves, but were not acting on it. The three other groups said that they would not acquire a smart speaker on their own initiative at this point in time and did not feel locked-in. There can be many reasons for this - one is the length of the test period, which was two weeks, and that might be too short a period for a household to properly incorporate the SHT into their daily routines and thus become dependent on it. Another reason might be due to the mentioned lack of integration with other SHTs, which might cause the households to not experiencing the value of a connected smart home network, and lastly, maybe the particular households are just not suitable for such a type of SHT, since it perhaps does not match their shared identity.

Another clear indication of how identity influences the domestication of SHTs into the household is how the individual moral economies alter the functions for their intended use or motivation which both Mennicken & Huang (2012) and Richardson (2009) identify as important aspects to the appropriation and incorporation of SHTs. The experienced users have already appropriated and objectified their SHTs to fit properly with their intended uses by e.g. placing the SHTs in relevant locations to accommodate for distance and shared environments. It is also clear that the experienced users have incorporated the SHTs into their everyday lives by primarily using the technologies for practical functions, that are perceived as being the most convenient use of SHTs by both new and experienced users. With one exception which is households with children, who expressed that entertainment functions are the most relevant for entertaining the kids. The new user groups also showed

indications of modifying the SHTs for their desired tasks by e.g. trying to connect services, manipulating the settings, and one new group wanted to add functions to the “good morning routine” that they had become fond of using. Interestingly, all new user groups had unique functions that they repeatedly used and incorporated as routines, which is an indication of their particular identity. The households who experienced issues with modifying the smart home technologies to their intended use were prone to expressing disappointment in the technology and would most likely have resulted in non-use eventually. As presented by Silverstone & Haddon (1996) this enablement of modification is crucial to the design of products to increase the likelihood of a technology successfully being domesticated. The finding that some participants experienced issues with modifying the SHTs indicates that the manufacturers and designers of the products need to improve the ability for modification in order to better include the different types of users employing the technologies.

The notion that all users for this test are located in Denmark, is also an indication of the influence of identity to the domestication process. All of the new user groups mentioned the use and configuration of the smart speaker as being limited due to not being located in the US. Most of the new users expressed that the smart speakers could be improved if they were better at integrating Danish services and functionalities. What is interesting to note about these findings is that some of the services and functionalities are in fact accessible in Denmark, like synchronizing with the smartphone or connecting to Danish radio stations. Perhaps, the new user households’ motivation for making the SHTs work properly was not high enough. Some users expressed having to do “workarounds” before making desired functions work, which users with a high technology interest and motivation might be more prone to accomplish compared to the new user groups, who might not possess the right technology knowledge or do not have the motivation because of being a test group that do not “naturally” wants to appropriate the technology.

7.1.3 Smart home technologies are at a crossroads

A third valuable finding to how households domesticate SHTs into their everyday lives, is the current state of these technologies in society. It can be argued that SHTs are at a crossroads where technology innovations and people’s opinions shape the viability of SHTs, since they still are fairly new, especially to the Danish market. Silverstone & Haddon (1996) mentioned the viability of the IT product space as being a negotiation between the company behind the product and the market in which it is used. Since SHTs are new to the Danish market, the negotiation of this viability is still ongoing, which means that in order for SHTs to succeed, the companies behind the technologies need to ensure that the Danish users create desires for using the technologies based on their experiences with the products in their own social

environments. One point that has been found to be important through the collected data, is the aspect of VATs. Some of the users of the tests liked the hands-free aspect of VATs, where they, by using their voice, could get assistance with simple tasks while being busy with their hands, like when they were cooking, writing, or taking care of small kids. Others found speaking to technology as weird, artificial, and not something they could get used to doing. Furthermore, several users mentioned the natural language processing of VATs as not functioning satisfactorily. They would have liked if the VAT felt more like “natural” conversations with more awareness of intent and context. One user even said that, before VATs could be properly intelligent, they somehow needed to know what you thought before you even expressed it. Today, these notions depend on the future innovations of natural language processing which will show whether VATs, at some point, can imitate natural conversations to such an extent that the users no longer find it to be an issue to the domestication of smart speakers.

Another note to consider is the environment in which SHTs are used which is also relevant to the domestication process, because smart *home* technologies are located within the private environment of the home. It should be mentioned that if the viability of VATs proves to be poor due to the natural language processing, it will most likely not have an effect on the viability on smart homes in general, since technology innovations have made it possible to manage the SHTs through apps on smartphones and other devices, so they are not solely relying on VATs. So in short, the future of voice activated SHTs depends on people’s mindset towards them and technological innovations improving the natural language processing capabilities.

SHTs are also at a crossroads with regard to privacy. According to Balta-Ozkan et al. (2013b) and Pillan & Colombo (2017), privacy is an essential factor for the domestication of SHTs. However, based on the collected data this claim is found to be not completely true, or in other words, the effect of privacy on domestication depends on a number of factors. The general consensus among the users was that privacy is something they are aware of, but many feel that the “ship has sailed” on keeping personal data from the companies owning and producing SHTs. Several so-called rumors were mentioned involving how companies, as Google and Amazon, misuse the data they collect about their customers through various devices, as well as some thought that the smart speakers were listening and recording your conversations all the time. Despite these rumors, none of the user groups declined trying out the smart speakers and smart lights, which arguably proves that privacy does not directly have an impact on the willingness to domesticate new SHTs. Some of the users mentioned that not until some specific breach or issue was announced in the media would they stop

using the SHTs. But a general observation was that none of the users really thought that these big companies would “dare” take a risk like that and misuse personal data, because if they were found out, it could have catastrophic consequences to the company. As one test user said: “*I don't feel safe, but I'm not uncomfortable. I think cautious.*” (see Appendix E.1, 19:25.5 - 20:15.5). How this is contributing to the finding that SHTs are at a crossroads, is that people are being unsure about the exact nature of their data handling and how to act around it. Many say that data is the new currency, which has resulted in companies finding new ways of collecting and using people's data. It is understandable how this makes people aware and confused about their own privacy, so for these uncertainties to be stabilized, it requires global regulations that establish people's rights on privacy, just like the recent GDPR (General Data Protection Regulation) from the EU which is a law established to protect individual personal data both in the online and offline world.

As a concluding remark, the overall domestication of SHTs is depending on the interoperability of the technologies, the identity of the users, and the development of the technologies. Hargreaves & Wilson (2017) refer to three pathways of domestication: *successful domestication*, *precarious domestication*, and *rejection*, as mentioned in the theoretical underpinnings (section 3.2). Through this research project on 10 different households, all exposed to SHTs either as new or experienced users, current indications of the domestication of SHTs have become evident. The experienced users arguably have gone through a successful domestication based on a willingness to acquire and experiment with the technologies. Some specifically mentioned being dependent on the SHTs and could not imagine ever going back, others were not quite there yet, but still seemed curious about the future of smart homes. For the new users, only one new users group is considered having experienced a successful domestication. This group generally had good experiences with the SHTs and considered getting the technologies after the test period ended. The other new users groups arguably experienced precarious domestication due to having managed to appropriate the SHTs into their lives, but at some point expressed resistance and somewhat negative perceptions towards the SHTs, either because of issues with connectivity, disappointment with fulfilling desired tasks, or the concept of smart speakers in general. The strong resistance from one of the new user groups towards the notion of speaking to technology could perhaps be somewhat categorized as rejection, since they expressed a strong resistance towards smart speakers in particular, but were open to other SHTs like smart lights, alarm systems, and such.

7.2 Limitations of the study

The data collection and discussion of the results above have been conducted based on deliberate considerations of the methodology, most appropriate for providing the best possible and high quality answers to the research question. Despite this preparation, there are some limitations to the study that might have had an influence on the process and the findings. One limitation is the time of year in which the data was collected, which has shown to have had an effect on the data collected of the new SHT users. Because the test period took place during late August until late September, which is a time of year with long hours of sunlight, the use of the provided smart bulbs from IKEA was limited for the participants. The purpose of including the smart bulbs as an addition to the smart speakers was to give the new users an experience of having several connected SHTs to try out. However, due to the limited use because of the season, the effect of several connected SHTs might not have been as apparent and might, ultimately have influenced the domestication process of these SHTs. Another relevant limitation to the study is the condition that the test participants, being new to using SHTs, had not chosen to acquire the SHTs themselves. The new users have arguably been imposed to domesticate a new technology into their home without choosing to do so on their own initiative. Preferably, in order to have gotten more authentic results, the new users should have been households who already had considered getting SHTs on their own initiative and were in the process of acquiring them. This way, the study of the domestication of SHTs would have been more natural and true to real life. However, the current data collection and findings from the participating new users are still considered relevant in order to understand themes regarding the domestication process and to get an indication of which factors apply for both successful and unsuccessful domestication. Lastly, a limitation to this study, arising from the research strategies and data collection techniques chosen to conduct the study, is the notion that the findings cannot be generalized. As mentioned in the section describing the case study strategy (section 4.2.1), research utilizing these research strategies cannot be used to enlighten an area that is representative of the general population due to the limited selection of people participating in the study. Therefore, the limitation to this study is the limited selection of participants for the study, which, on one hand, provides in-depth, detailed informations about how SHTs are domesticated into home environments and everyday lives, but on the other hand the information cannot be generalized due to the size of the selection. Despite this limitation, the choice of research strategy and data collection techniques are deliberately chosen to answer the research question, but future additional research is required to confirm the findings.

7.3 Implications for practice

By reading this research project, the reader should hopefully have gotten an understanding of the importance of people's unique identities, including their social environments, contexts, thoughts, meanings, motivations, and intentions, to how technologies are integrated into their everyday lives and homes. This study of households' integration of SHTs into the households' everyday lives using the domestication theory, proves one of the main ideas from the domestication theory that people are diverse in their way of fitting new technology to their particular needs. This notion is important to consider ongoingly from reading this research project for academics, product designers, and people in general. Academics should consider it for future IS research, which will be elaborated on in the section below. Product designers should consider it in their process of designing technology innovations, so future technologies are not designed with only one type of user in mind, but designed to allow for modification, customization, and personalization to fit with each user's distinctive needs. Furthermore, it is also important that product designers and manufacturers allow for interoperability between technologies and brands, since this study proved this aspect of connectivity to be important in many phases of domestication. Lastly, this research project is relevant for people in general in order to create an awareness and make people be creative in modifying technology for their own needs exceeding what producers and marketers promote the technology to be used for. This will not only, perhaps, make people curious in acquiring new technology that they otherwise would not consider getting, but also, if this happens, contribute to future technology innovations due to new uses of technology being discovered and implemented.

All of these implications for practice are considered relevant to the overall perspective of the E-Business study programme. This master thesis has worked with the digital solution of SHTs by putting the users first and by looking at the co-creation between this type of digital solution and its users, which is described as being important to the E-Business study programme. This way, the user-oriented findings can be used to support the strategic goals of the companies behind SHTs.

7.4 Implications for research

The implications of this research project for future research within the academic field of IS research, is to promote and contribute to the socio-technical view on IS. As explained in the introduction (section 1.1) and literature review section (section 3.1) of this research project, today's IS research is largely dominated by the social views where some theories have been criticized of being too narrow and not considering people as being individual in their behavior when consuming and adopting technology. The aim of this research project is to suggest the domestication theory as an alternative to more deterministic studies by considering the individuality of people and which factors apply in accepting and incorporating technology into everyday lives based on e.g. social environments and personal identities. For future research it could be relevant to conduct a study of both the design and domestication phase, as proposed by Silverstone and Haddon's design/domestication interface model (1996), in order to really understand the full cycle of technology and people as being co-creators. Arguably, the social shaping of technology and vice versa, technology shaping the social, is an iterative process that never really ends, so it would be impossible to research the entire process from beginning to end because it simply never stops. However, understanding previous and ongoing iterations are relevant to study in order to understand the future of technology innovations and IS users.

Another implication of this research project is to express the value of doing multi-method qualitative studies and to show how several qualitative methods can be used to do an in-depth case study that covers many aspects of a particular phenomenon, in this case how households domesticate SHTs. Through the use of the interview, diary and observation data collection techniques, it was possible to conduct a semi-longitudinal study of how technologies are domesticated into people's lives, as well as compare these findings to already existing users of SHTs in order to establish as precise and high quality results as possible. Additionally, the inclusion of an ethnography research strategy contributed with insights to the social worlds of the households, in order to identify contexts and behaviors relevant to understanding how the SHTs were domesticated. In the future, it could be relevant to conduct further research on the topic to confirm the findings from this qualitative study, either by adding quantitative strategies and data collection techniques or by doing an even more longitudinal study that follows the users for perhaps a year or more, in order to not only study the initial appropriation, objectification, and incorporation, but also to study whether any changes occur in these phases over time as well as getting a better understanding of the factors relevant to the conversion phase.

8. Conclusion

The purpose of this thesis has been to investigate the relationship between smart home technologies (SHTs) and the home in which they are used. In these years, the global market of smart homes is steadily growing, and SHTs are becoming more common as part of people's everyday lives, which has created a need for understanding how users integrate these technologies according to their needs, social environments, identities, and so on. A research gap was identified in the socio-technical view on Information Systems (IS) research in the absence of the domestication theory being actively applied to understand the whole process of how people acquire, integrate, talk about, or potentially reject SHTs. The domestication theory is proposed as an alternative to the more used IS research views that use technology acceptance models to study how users accept SHTs, which has been criticized for e.g. being too simplistic and deterministic by not considering the different use of the technologies and the different ways users can alter technologies to fit their particular needs. The domestication theory accommodates for these shortcomings by including the entire process of integration from the moment of acquiring a technology, to how it is being displayed and incorporated into daily routines, and lastly how it is being communicated to the outside world, which also answers the subquestion: *How can the domestication theory help to understand practices in the home setting?*. Additionally, regarding the second subquestion: *How can the choice of methods contribute to understand a household's everyday life?*, the domestication theory is applied using qualitative research strategies and data collection methods in order to get in-depth knowledge about the social actors being studied. The use of interviews, observations, and diaries, contributed to properly understand the household's and SHT users' everyday lives, behaviors, thoughts, and routines from different angles. The domestication theory has guided the data collection by first being the foundation for the questions asked and later being the "lenses" through which the collected data was structured.

So, to answer the research question: *How do households domesticate smart home technologies into their everyday lives?*, qualitative data collection techniques were applied to two types of SHTs users in order to get insight into the appropriation, objectification, incorporation, and conversion of SHTs in households. It can be concluded that for SHT users located in Denmark, the three most prominent criteria for a successful domestication are that the smart home consists of a connected network of several linked SHTs, that the user's identity can be applied to and reflected in the SHTs, and lastly, that the users are accustomed

to interacting with technology using their voice. When these criteria are met partially or not in the domestication process of SHTs, the users show hesitation or resistance towards the technologies. Today, the users who have managed to domesticate SHTs into their everyday life, successfully, are people with some degree of technology interest that are motivated to acquire and connect many SHTs and who feel that having a smart home contribute to their identity as a technology interested person. In the future, the companies behind SHTs need to ensure the interoperability of their products, consider the different uses and users their products can have, and to allow for modification and personalization of the products in order to create a lasting viability of SHTs.

This research project has demonstrated the use of the domestication theory with findings that reflect the theoretical papers describing the theory. It can be concluded that, when applied, the domestication theory is useful for getting new knowledge of the current state of the relationship between technologies and the home. It cannot be used for generalization, because of its qualitative nature and the small selection of users being studied, and because of the dynamic nature of people who continually shift and shape their opinions according to both their social environment and the public world. Rather, this research project should be perceived as a proposal of current trends and criteria that are relevant for manufacturers in their development of future technology innovations and for academics in their future research on SHTs from a socio-technical view.

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Appendix A - Blank diary

Thursday 16/8	Friday 17/8

Guide

Setup Amazon Echo

- 1) Place it in a central location in your home
- 2) Plug it to a power outlet
- 3) Download the "Amazon Alexa" app
- 4) Follow the instructions in the app
 - a) Choose "Echo" under devices
 - b) Choose "English (United States)" under language
- 5) To start a conversation say "Alexa" loud and clear to the speaker.
When it lights, it is ready for your input

Diary

For this test, we would like you to note in the attached diary *every time* you experience the following situations with the Amazon Echo:

Something new or unexpected

Every time our discover a new functionality, or when the speaker gives an unexpected response to your input

Problems

When you experience problems with the speaker understanding your input, or if it gives a wrongful answer (please note what was said in that case)

No usage for a while

If you realize that you haven't interacted with the speaker for a while. Please note for how long and the possible reason behind it

*Please be clear about who did what with the speaker
(fx with a letter representing the person)*

Appendix B - Participant E1

B.1 - E1, Interview Transcription

30. August 2018, Nørrebro

Start Time	End Time	Transcript	Speaker
00:00:08.8	00:00:11.9	Først og fremmest, hvad for nogle teknologier har du herhjemme?	I
00:00:11.9	00:00:14.7	Altså nu er jeg sådan lidt usikker, snakker vi sådan helt generelt eller?	E1
00:00:14.7	00:00:18.4	Ja helt generelt	I
00:00:18.4	00:00:58.5	Altså jeg har, helt lavpraktisk, internet, min stationær computer, min playstation, jeg har et TV, hvad har jeg mere... Ja det ved jeg ikke hvor meget jeg... Hvor omfattende skal det være? Man kan sige, at pærerne er vel også en form for teknologi, der er relevant lige her. Det er de der Lifx pærer, de to der, både her og den i hjørnet.	E1
00:00:58.3	00:01:00.6	Så herinde i stuen har du dem kun?	I
00:01:00.6	00:01:02.7	Ja. Jeg har ikke nogen inde ved siden af (soveværelset).	E1
00:01:02.5	00:01:08.6	Okay, du har vel også en Chromecast, ikk'?	I
00:01:08.9	00:01:13.0	Jo! Hvis den tæller med også, det har jeg også ja	E1
00:01:13.1	00:01:17.2	Har du højtaler og sådan noget også?	I
00:01:17.3	00:01:42.4	Jeg har en Bluetooth højtaler, jeg bruger den ikke særlig tit, jeg bruger den faktisk overhovedet ikke. Jeg har de to der, de er ikke slætt til, men jeg har dem. Det er nogle B&O højtaler fra lang tid siden, ved sgu ikke lige hvor gamle de er, 30-40 år tror jeg. Det er sådan lidt oldscool og det er måske også derfor jeg ikke rigtig har fået taget mig sammen til at få dem til at virke.	E1
00:01:42.6	00:01:44.7	Hvordan kan det være at de ikke er slætt til?	I
00:01:44.2	00:02:11.3	Hvad kan man sige... Udover at de kræver en forstærker, så tror jeg også at de kræver en speciel forstærker for ligesom at kunne afspille. Stikkene der er der er også noget gammelt skidt tror jeg. Så ja, det er det plus, jeg ved ikke om det er dovenskab. Mit fjernsyn spiller højt nok	E1
00:02:11.7	00:02:11.8	Så det er måske ikke et akut behov at de skal virke?	I
00:02:13.7	00:02:19.0	Nej, det kan man sige det er det ikke	E1
00:02:19.0	00:02:25.7	Og... Det er måske mest relevant for Chromecasten og pærerne, men hvor lang tid har du haft dem?	I
00:02:25.7	00:02:44.3	Det er nok 1,5 års tid tror jeg. Hvis det gælder pærerne, jeg købte pærerne på samme tid. Chromecasten i en anden forbindelse, det har nok været 2 - 1,5 år tror jeg.	E1
00:02:44.3	00:02:47.9	Hvad var grunden til at du valgte at købe dem?	I
00:02:47.9	00:03:26.2	Hvis vi starter med pærerne, fordi jeg synes konceptet var sjovt. Og fordi de kan lyse i mange forskellige farver, så man kan sætte det sådan lidt sjovt op. Med Chromecasten, det er fordi jeg godt kan lide at streame ting til fjernsynet. Og det er sådan set det. Jeg har ikke rigtig brugt den til så meget andet end at streame, hvad man kan sige, TV. Jeg har brugt den en enkelt gang til noget musik, men det er ikke det primære formål	E1
00:03:26.2	00:03:35.2	Har du så stadig flow tv eller har din streaming overtaget det, eller har du aldrig haft flow tv?	I
00:03:35.2	00:03:37.2	Udtrykket siger mig ikke noget, men det kan jo være det betyder noget andet end...	E1
00:03:37.2	00:03:40.3	Bare almindelige TV kanaler	I
00:03:40.3	00:04:16.6	Nåååårh, nå selvfølgelig, ja yes. Det har jeg haft. Det har jeg ikke mere og det skyldes at foreningen her lavede en ordning med at man skulle...	E1

		Udover skulle man betale ekstra for at få det, for var det var en del af internettet. Og så skulle man gøre en aktiv indsats for at få det, og det var ikke fordi jeg havde brugt det specielt meget før, så jeg tænkte, at selvom det er billigt, så havde jeg ikke noget behov for det. Man kan sige, hvis det endelig er, at jeg har lyst til at se TV, så har jeg jo det der YouSee abonnement.	
00:04:16.6	00:04:17.9	Er det YouSee boksen eller hvad hedder det?	I
00:04:17.9	00:04:25.9	Nej, det er bare på deres site, der har de sådan en streamingtjeneste, så det er jo bare ligesom at bruge den...	E1
00:04:25.9	00:04:28.5	Og det fungerer fint sammen med Chromecasten?	I
00:04:28.5	00:04:32.7	Altså jeg bruger det ikke så tit, men de gange jeg har brugt det der fungerer det da.	E1
00:04:32.6	00:04:40.9	Jeg har lige et spørgsmål i forhold til pærerne, er det dem med farverne eller er det bare i nuancer, eller temperatur?	I
00:04:40.9	00:04:44.0	Det er også med farver. Begge dele.	E1
00:04:44.7	00:04:48.8	Hvor ofte bruger du de her teknologier?	I
00:04:48.2	00:05:46.3	Lad os da starte fra en ende af. Internettet bruger jeg hver dag, der har været meget få gange, hvor det ligesom har været væk, har været nede af den ene eller anden grund. Og der er jeg sådan set rimeligt begrænset, fordi de andre teknologier jeg også har nævnt er meget afhængig af det. Min stationære bruger jeg også hver dag. Mit fjernsyn bruger jeg ikke dagligt, det varierer lidt fra uge til uge. Pærerne hænger meget sammen med fjernsynet, det er ikke så ofte jeg har dem tændt, når jeg ikke er herinde (stuen). Så man kan sige at de to ting hænger sammen. Hvad har vi ellers, Chromecast det er sådan lidt med jævne mellemrum, jeg ved ikke lige om man kan sige et specielt tidsrum.	E1
00:05:46.4	00:05:51.5	Hvad tid på dagen bruger du så oftest de forskellige?	I
00:05:51.2	00:06:16.3	Det er sådan lidt forskelligt af dagene, kan man sige. Jeg er her jo ikke så meget i løbet af dagen, underligt nok [ironisk]. Det er sjældent at jeg ser fjernsyn og bruger dem om morgenens. Der er jeg mest inde ved siden af. Så det er fra jeg kommer hjem ved en 17-18 tiden og så resten af dagen.	E1
00:06:16.7	00:06:27.8	Hvad så når du for eksempel står op, hvad er det første teknologiske du rør ved, hvis noget overhovedet? Det kan jo godt være du slet ikke rør ved noget inden du tager på arbejde	I
00:06:27.2	00:06:51.3	Ej det må være min stationære. Det er typisk det eneste jeg har tændt om morgenens. Jeg vil sige, at det er meget sjældent at jeg ser tv morgenens, det skulle lige være hvis der en særlig grund til det. Og det er der ikke så tit.	E1
00:06:51.1	00:06:51.2	Det er jo heller ikke så tit man når det inden man skal på arbejde, så det giver jo meget god mening	I
00:06:53.0	00:06:54.2	Nej	E1
00:06:55.3	00:07:00.6	Jeg har lige et spørgsmål i forhold til din stationære. Hvorfor har du en stationær og hvorfor ikke laptop, om der er et bevidst valg omkring det?	I
00:07:00.6	00:07:35.7	Jeg har faktisk også en laptop, det kan du også nævne. Grunden til at jeg ikke sagde det, er sådan set fordi jeg ikke bruger den særlig tit. Jeg har min egen laptop og jeg har en i mit arbejds øjemed, som jeg ikke så tit har herhjemme, så derfor bruger jeg den ikke så meget herhjemme. Og man kan sige, hvis det var at jeg skulle bruge bærbaren, så skulle det være til noget arbejde, og så ville jeg tage arbejdsbærbaren med hjem. Så stationären er sådan set bare fordi jeg har ikke nogen grund til at det skal være en bærbart.	E1
00:07:35.7	00:07:41.6	Altså, dette er jo ikke noget du har nævnt endnu, men du arbejder som datamatiker ikk?	I
00:07:41.6	00:07:50.3	Altså det er min uddannelse, mit job er Software Konsulent.	E1
00:07:50.3	00:07:54.8	Bruger du også din stationære til den slags ting eller er det udelukkende på kontoret?	I
00:07:54.8	00:08:10.4	Ikke direkte, det er måske 99% på kontoret. Jeg har også min mail inde på den stationære, så jeg kan godt svare på mails fra den. Men jeg kan ikke lave noget decideret arbejde på den.	E1

00:08:10.4	00:08:12.4	Så den er udelukkende privat brug?	I
00:08:12.4	00:08:15.0	Ja	E1
00:08:15.0	00:08:42.5	[...] Hvad med sådan noget som, nu har du en Android telefon, bruger du nogensinde sådan noget voice activated technologies, altså Google Now, altså ligesom Siri på iPhonen	I
00:08:42.5	00:09:15.1	Ja, altså nu den telefon jeg har, jeg ved ikke... Jeg kan starte med at sige, jeg bruger det ikke. Jeg kender det godt, men jeg bruger det ikke. Jeg ved ikke engang om man kan bruge det på denne her, det er en HTC M8, jeg tror det er 3 år siden jeg fik den og det var ikke den nyeste model da jeg fik den. Så den kan godt være 3,5-4 år og der ved jeg ikke lige om det var så meget up-to-date dengang.	E1
00:09:15.1	00:09:18.2	Så det er måske ikke noget du har undersøgt om den kan?	I
00:09:18.2	00:09:21.1	Nej det har jeg ikke	E1
00:09:21.1	00:09:27.7	Men hvordan opererer du så Chromecasten og lysene, hvordan kommer du ligesom i kontakt med dem?	I
00:09:27.7	00:09:42.4	Chromecasten kan jeg styre gennem min telefon og den stationære. Det er jo heldigvis sådan, at den bare skal være på det samme netværk som en selv, så fungerer den mellem enhederne. Og pærerne det er en app på telefonen.	E1
00:09:42.4	00:09:43.9	Hvad hedder den app?	I
00:09:43.9	00:10:05.1	Den hedder bare Lifx, ligesom pærerne. Og det er faktisk den eneste måde man kan styre dem på. Man kan selvfølgelig tænde og slukke dem på stikkontakten, men det gør man typisk ikke. Man kan sige, man tænder dem og så styrer man det fra telefonen med hensyn til tænd og sluk.	E1
00:10:05.1	00:10:24.5	Nu nævnte du det der med, at de tit er tænd i forbindelse med at du er i rummet, men kan du også godt finde på at gå ind i nogle andre rum og så ligepludselig være sådan "okay, jeg skal lige slukke lyset" eller er du her (i stuen) og manurerer dem eller gør du det ligesom fra hele lejligheden?	I
00:10:24.5	00:10:57.2	Altså det er ofte at jeg har den ene lampe tændt, den der står ved siden af tv'et. Den over spisebordet er faktisk meget sjældent tændt. Mest fordi at den der (ved siden af tv'et) egentlig lyser rimeligt. Det er mere hvis man sidder ligesom vi gör nu, at der er grund til at tænde den der (over spisebordet). Men den i hjørnet er ofte tændt mens jeg ikke er her, jeg ved ikke om der er nogen dybere mening, nogengange er det ret hyggeligt at der er lidt lys i siden, men det er ikke sådan noget behov, det er bare nogengange så... Ja	E1
00:10:57.2	00:11:03.4	Er der så nogen af teknologierne som du bruger mere end andre?	I
00:11:03.4	00:11:28.1	Altså min stationære er helt klart brugt meget mere end de andre, og de andre ligger sådan rimelig meget på niveau ettersom, som jeg sagde tidligere, at de er meget tæt knyttet, så hvis jeg ser fjernsyn, så er lampen også tændt. Så ja, de ligger på samme niveau, dog meget efter den stationære.	E1
00:11:28.1	00:11:41.4	Nu har du jo nævnt en masse ting, men kan det være at du har noget, som du måske har købt men ikke længere bruger?	I
00:11:41.4	00:12:26.3	Altså nu nævnte jeg jo kort den der Bluetooth højtalere før, og jeg ved egentlig ikke hvorfor jeg købte den. Jeg havde vist en eller anden... For den er jo ikke særlig stor, den er lidt større end min telefon i bredden, og det er sådan en man kan tage med i parken for eksempel. Og jeg tror jeg havde sådan en ide om, at det er sådan en man kan tage med, måske hvis man sad nede i gården, men det er jeg ikke rigtig kommet til. Så man kan sige at den har jeg ikke brugt. Jeg har måske brugt den en gang. Det tænker jeg også gælder, fordi jeg har stort set ikke brugt den, den står og samler støv.	E1
00:12:26.3	00:12:34.6	Men har du så prøvet, at du tænkte "okay NU kan jeg faktisk bruge den", og så måske har den ikke været opladt eller sådan noget fordi du ikke har rørt den i så lang tid? Eller er det mere fordi du ikke har haft behovet?	I
00:12:34.6	00:12:55.0	Ikke rigtig. Jeg har ikke haft behovet. Den står også i sådan en holder der lader den op, og den sidder ikke i væggen lige nu, fordi der er ikke nogen grund til at lade den op, men der var en periode, til at starte med, hvor den sad i væggen. Så jeg håber da stadig der er strøm på den, når jeg får brug for den.	E1

00:12:55.9	00:12:58.0	Hvad er det for et mærke?	I
00:12:58.8	00:13:39.9	Det er en Bose... Hov nu kom jeg til at tænke på en anden teknologi jeg faktisk også har, nogle trådløse høretelefoner, også fra Bose. Og dem bruger jeg faktisk forholdsvis ofte. Det er primært når jeg skal med toget eller bussen, faktisk ikke så meget i dagligdagen, man kan sige at det er nærliggende at bruge på arbejdet for eksempel. Men jeg har ikke sådan et behov for at høre musik, så det er jeg ikke rigtig kommet til. Det er primært når jeg tager toget eller bussen.	E1
00:13:39.5	00:13:44.6	Og det er ikke sådan at du glemmer at oplade dem eller?	I
00:13:44.9	00:14:01.0	Det fungerer meget godt. Den er også meget flink til at sige når den er ved at løbe tør for strøm. Og så er dens batteri generelt ret godt. Så jeg har aldrig rigtig brugt den over længere perioder, hvor at den er løbet tør for strøm.	E1
00:14:01.2	00:14:01.3	Er det dem der også har støj cancellation?	I
00:14:02.5	00:14:06.5	Ja, det har de også	E1
00:14:06.5	00:14:10.1	Det er nemlig ret smart, at når man tager dem på og tænder dem, så siger den hvor meget batteri der er tilbage	I
00:14:10.1	00:14:13.1	Lige præcis.	E1
00:14:13.1	00:14:39.4	Føler du at lamperne og Chromecasten, sådan set det hele, bidrager med noget unikt til din hverdag? Det der med at du kan manurerer dem fra appen og sådan nogle ekstra ting. Er det noget hvor du føler "okay, det er faktisk ret smart"	I
00:14:39.4	00:15:07.5	Hmm... Altså, jeg ved ikke, jeg tager det måske lidt som en selvfolge hvis vi skal snakke om pærerne, fordi det er det mest "avancerede" i gæsøjne. Altså jeg tænker ikke på dem som andet end lys. Det er måske fordi det er meget smart sat op, og fordi jeg altid har min telefon i nærheden, så er det ikke noget man sådan skal tænke mere over end at låse den op og tænde appen, for at tænde dem.	E1
00:15:07.0	00:15:23.1	Det kan jo godt være, at netop det har gjort at det faktisk er en rarere ting at tænde lyset, altså det lyder også af meget for en meget simpel opgave, men for eksempel hvis du ved, at "okay, nu har jeg lagt mig i seng, hov jeg glemte at slukke den der", så skal du ikke hele vejen ind og slukke den.	I
00:15:23.5	00:15:40.6	Altså det har jeg ikke tænkt over, men hvis jeg tænkte over det som jeg gør nu, så giver det da helt sikkert mening og det er da helt sikkert en fordel. For der er ofte hvor jeg glemmer at slukke den, og så kan jeg se at "hvad fanden er det der lyser derinde ved siden af" og at man så kan slukke den fra sengen.	E1
00:15:40.2	00:15:43.3	Har du overvejet at få flere af sådan en type teknologier herhjemme?	I
00:15:43.8	00:16:19.9	Ja det har jeg faktisk. Deres konkurrent Philips Hue har lige har jeg set, jeg ved ikke om de har udgivet det endnu eller om de planlægger at udgive det meget snart, nogle sådan lidt flade lamper, sådan nogle aflange nogle. Jeg har kort kigget på dem og det tænkte jeg at det kunne jeg måske godt få mig selv til.	E1
00:16:19.3	00:16:21.5	Men kan dem du har nu så snakke sammen med dem?	I
00:16:21.5	00:16:46.6	Det tror jeg ikke, altså nu er jeg ikke den store Philips Hue ekspert, men jeg ved at det er bygget op på lidt en anden måde. Hvad kan man sige, hvis der er for meget arbejde i det, så er det ikke sikkert jeg ville gøre det. Men ja, jeg tænker da at undersøge det lidt.	E1
00:16:46.7	00:16:56.8	I forhold til pærerne, nu siger du det her med du har ikke en fornemmelse af at det er så meget anderledes end havde det været en almindelig pære, hvad var så overvejelsen i at købe dem i første omgang?	I
00:16:56.8	00:17:18.9	Jeg tror mest det var sådan lidt en sjov ting. Lidt en gimmick. Jeg ved faktisk ikke om der var nogen dybere mening med det. Som vi lige talte om, den mere praktiske del af det tror jeg ikke jeg tænkte så meget over.	E1
00:17:18.6	00:17:21.7	Er det nogen du har fået anbefalet af nogen eller hvor har du hørt om dem?	I
00:17:21.2	00:17:43.3	Puha, det kan jeg ikke huske. Jeg tror bare jeg havde faldet over dem generelt, jeg tror jeg havde læst om de der Philips Hue først. Og så lige læst op på teknologien, og så faldet over de andre...	E1

00:17:43.3	00:17:43.4	Hvorfor blev det så dem og ikke Philips Hue?	I
00:17:45.8	00:18:24.0	Jeg mener, jeg kan ikke huske det og jeg ved heller ikke om det stadig er sådan, men tror dengang, de der Lifx er sådan lidt mere simpelt bygget op, der er ikke så mange konfigurationsmuligheder som der er med Hue, man kan vist sætte det op på ret mange forskellige måder og styre det på forskellige måder, fra forskellige enheder. Og så var de billigere. Ikke at det, som udgangspunkt, betyder noget. Hvis jeg synes noget er fedt, så må det godt koste lidt ekstra. Men at de så var billigere, det er selvfølgelig bare en bonus.	E1
00:18:24.0	00:18:31.6	Men skal det forstås som om at det skal være mindst kompliceret for ligesom at have din interesse?	I
00:18:31.6	00:19:17.6	Man kan sige, som udgangspunkt ja. Men jeg synes ikke at det behøver stoppe mig fra at købe noget at det er kompliceret. Der er mange ting, af de teknologier jeg har, som er sådan rimeligt straight forward, og jeg har indtil videre ikke haft noget behov som ikke kunne opfyldes fra noget som var simpelt at sætte op. Så jeg ikke den type der også kan lide processen, at sidde og nørkle med tingene	E1
00:19:17.6	00:19:26.7	Så ved med hele det her smart home koncept, er det noget der tiltaler dig eller er det sådan lidt ligegyldigt?	I
00:19:26.0	00:20:08.1	Altså det lyder spændende, og jeg tror helt sikkert også at det har en tilstedeværelse, hvis man kan sige det sådan, men jeg tror også det kommer an på ligesom ens bolig. Jeg ved ikke hvor brugbart det kunne være her, måske på en lille skala. Det er jo selvfølgelig meget omfattende hele konceptet, men jeg tænker at hvis man bor i en stor bolig og man har en hel masse forskellige enheder, så tror jeg da helt sikkert at det kan bruges og det er spændende	E1
00:20:08.9	00:20:17.0	Så bare lige for referencens skyld, nu har du faktisk sagt det, men hvad arbejder du med?	I
00:20:17.4	00:20:17.5	Ja, jeg er konsulent i en Software virksomhed, så jeg sidder og skriver kode.	E1
00:20:26.1	00:20:28.7	Perfekt!	I

B.2 - E1, Observation notes

Location of the technology at home:

TV in living room

Have some old school speakers next to the TV

Desktop computer in bedroom

Lifx lamps in living room

Body language:

Seems a bit unsure in his answers

Relaxed

Not too much additional information to questions

Home observations:

A typical bachelor flat. Just the most needed furnitures.

Single bed (120 cm) and a huge TV being central in the living room.

No small decoration things.

Really minimalistic and only few very needed furnitures.

Not much personality in decorations.

Participant:

Age 30 - living alone at Nørrebro in a 2 room apartment.

Software consultant.

Appendix C - Participant E2

C.1 - E2, Interview Transcription

22. August 2018, Vestamager

Start Time	End Time	Transcript	Speaker
00:00:02.4	00:00:08.6	First question, which technologies do you have in your home?	I
00:00:08.6	00:00:30.7	So, we have, I think it's five Philips Hue and then we have a Google Home, and a Google Home mini. And yeah of course a lot of different handheld devices. Do you want to know them as well?	E2
00:00:30.8	00:00:32.9	Yeah	I
00:00:32.1	00:01:12.2	So we have an iPad Pro, a normal iPad Air, an iPhone 7 Plus and two Nexus 5's, Samsung Galaxy S8. Then we have two MacBooks, an iPhone X, a Playstation, an iMac. I think that's it.	E2
00:01:12.4	00:01:27.3	Okay, for the smart technologies like the (Philips) Hue and the Google Home. For how long have you had these technologies?	I
00:01:27.3	00:01:49.4	I think we have had it for around 2 years now if I remember correctly. And we got them around the same time. But the Google Home Mini was a recent purchase for a month ago or something like that.	E2
00:01:49.3	00:01:55.4	And why did you choose to get that one in addition to the other ones?	I
00:01:55.7	00:02:31.8	Because we are in a big apartment and sometimes the Google Home, which we have in the living room, cannot really recognise commands from other rooms perfectly. So that was like the initial reason, or the primary reason. And then we also have the Google Home Mini as a speaker as well, so when we play music we more like this surround-sound instead of just from one speaker.	E2
00:02:31.9	00:02:34.0	And where is your Mini placed?	I
00:02:34.7	00:02:36.9	It's in the bedroom.	E2
00:02:36.9	00:02:43.4	And for your Philips Hue lamps, where are they located?	I
00:02:43.4	00:03:28.5	So we have a standing lamp in the living room, and then we have the Hue strips, which is kind of like the classic LED strips, behind the television. And then we have one in the office room, which is like a regular office lamp. And then we have another office lamp, and in the bedroom. And then we have this portable Philips Hue that you can actually unplug from power and then move it wherever you want to have it.	E2
00:03:28.5	00:03:31.6	And where do you usually use that?	I
00:03:31.2	00:03:34.3	In the bedroom	E2
00:03:34.2	00:03:41.3	How often do you use these technologies? Primarily the smart technologies.	I
00:03:41.0	00:04:15.3	Yeah, so we use the Google Home and Google Home Mini and all the Philips Hue on a regular basis. To listen to music and to turn on and off the lights. We don't really use the power switch anymore, since we just use the Hue app or just by speaking to the Google Home.	E2
00:04:15.7	00:04:23.5	So would you say that it's kind of the first thing you do in the morning and the last thing you do in the evening?	I
00:04:23.3	00:04:44.4	That really depends on the season. Here in summertime I don't really turn on any of the lights during the morning, but in autumn and winter and early spring, I probably use the Google Home as the first thing every morning.	E2
00:04:44.6	00:04:56.7	So when you turn on and off the lights would you say that you most often use a voice command or do you use the app also?	I
00:04:56.0	00:05:06.2	That really depends. I think like both cases are used on a regular basis, so like fifty-fifty	E2
00:05:06.2	00:05:17.3	And why would that be that you use an app instead of the Google Home?	I

00:05:17.2	00:05:45.3	Well sometimes it's because my girlfriend is sleeping in the bed and I don't want to shout in the room for the lights to go on, so it's easier just to use the app, to make sure I don't wake her up. And sometimes the Google Home has had some trouble understanding what you are saying or don't really recognise your voice, and then you can always use the app as a fallback	E2
00:05:45.7	00:06:05.1	This is kind of the same question, but how do you use the technologies? You kind of already answered with the ...	I
00:06:05.1	00:06:34.2	Yeah, but actually I have an addition. So I really like to use the Google Home when I'm cooking. Since you have greasy hands, I don't really use my smartphone when I'm cooking and I don't have this like normal egg alarm. So I usually just use the Google Home to actually set timers and reminders for all the different timers and steps I need to do while cooking.	E2
00:06:34.7	00:06:43.8	Can you talk a bit more about which kinds of features you use on the Google Home most regularly?	I
00:06:43.7	00:07:19.8	Yeah so it's mostly changing lights in every room from either on or off, or to different colours. And then to change the volume when you play music, switching to different songs, artists and so on. Set timers, reminders. And yeah, that's really about it. I mean occasionally we ask it for questions, but it's not much	E2
00:07:19.8	00:07:28.9	Is that because of the progression of the technology that is not good enough or is it just not something you are into?	I
00:07:28.9	00:08:11.0	Well sometimes I think it's a little bit difficult to actually hear what it says. So when you ask a question about something like very specific, like "what is 5 inches in centimetres?" It can be sometimes hard to hear what it says. And it's just like something that isn't really incorporated into my memory muscle if you will, that I can ask the Google Home for questions. It's just easier to grab the phone and then have a text or visual representation of what you are asking for	E2
00:08:11.1	00:08:22.2	So would you are kind of maybe laking some information of what it can do? Or is it just because you forget?	I
00:08:22.7	00:09:28.6	Sure, I really think that I'm laking the information or the on boarding, which is kind of ridiculous because I'm really interested in this technology, so I actually read about the latest news in terms of home automatisation, Google assistant and Android on a regular basis. So it's not like I'm not doing what I can to actually achieve a better user experience, but I don't think they really accomplished to actually telling you what I can do with the Google Home. For example, the other day when I figured out that you can actually broadcast "wake up". So the Google Home speaker will actually broadcast my message to the other, which was a really funny scenario, because then I could wake up my girlfriend from the living room to the bedroom, but it was something that I read online, it was not something that the Google Home actually told me that it could	E2
00:09:28.6	00:09:54.7	Would you prefer that you maybe asked it "what's new" or that it maybe told you in some kind of not-intrusive way, so it would not just start speaking... But how would you prefer to get to know it better?	I
00:09:54.1	00:10:56.2	I think it would be nice to have some sort of like regularly updates on e-mail or social platforms with small videoclips of what you can actually do. I would find it very intrusive if the Google Home all of a sudden start speaking out like "Hey do you know what I can do?", because it would be kind of weird. Especially if you haven't noticed it before. Yeah, because they actually try to onboard you a bit on the Google Assistant on Android, but it's just not enough. It's just small snippets sometimes, and you really forget it, because sometimes you are in the metro or you are at work, so can't remember that when you come home that you can actually ask it a different question or do a different task	E2
00:10:56.0	00:11:17.1	So another question that is probably more regarding all of your technologies, but are there some that you use more than other? And which ones? Like which technologies do you use the most in your home?	I
00:11:17.3	00:11:57.4	In my home, so I just my iPad every evening. I use my MacBook a lot, because sometimes I work in the evening as well. And of course my Android, which is my primary device. And maybe once a week I use the Playstation. And the Google Home and Philips Hue I use everyday. What else ... I think that's it	E2

00:11:57.1	00:12:19.2	Are there reasons that you are not using some of the technologies? Like it could be an infrastructural reason, that it's difficult to charge with plugs or it's located in an inconvenient way	I
00:12:19.2	00:12:20.2	Like my devices?	E2
00:12:20.2	00:12:21.3	Yeah	I
00:12:21.2	00:15:33.3	Yeah the iPhone, which is actually a work phone is usually not powered, since I use it for testing our apps, but it's kinda only important during some different stages, so usually it's actually not powered and it's just laying around. Then actually I have some Bluetooth airplugs (headphones), which I've backed on Kickstarter and I've been really disappointed with them, so I haven't really been using them. They're just laying around as well. Also, we have a Sonos speaker in the office that is not being used that much because it's not compatible with Google Home at this point in time... It's actually interesting that I don't even mention it before now. Oh, as well we have the router. So I have this very expensive router which I bought for my old apartment, which is really really nice, but the new apartment has some different cords or input, which is not compatible with this cool new expensive router, so that one is just laying around as well, collecting dust... We also have the Nest fire alarm, which is really really nice, because it does these regular tests for you, so you actually know when the battery is out and it's actually functional, which you actually have to do with a regular fire alarm, but nobody does because it's inconvenient. But the fire alarms we have installed here in this apartment complex is actually very complex so they actually fire up if there is a fire downstairs, so it would be stupid to replace them with the Nest, because then we don't get the information and they are not connected... Ah yeah, we also have a weight scale that is connected to the phone's Bluetooth, so the phone is actually able to collect your weight digitally. So you can step on the weight each morning and you can track your weight everyday to see if you are progressing or not or whatever you need the input for.	E2
00:15:33.0	00:15:37.1	But why are you not using that often? Or daily?	I
00:15:37.3	00:16:12.4	So the weight scale was bought I think 3 years ago and the technology behind it is just not smart enough in my opinion. I had some trouble with the connectivity and setting it up, and it also runs on battery so those goes out as well. And then I wasn't that interested in it and eventually I wasn't that interested in my weight as well.	E2
00:16:12.0	00:16:45.1	Now we kind of identified that you actually have quite a lot of smart technologies that you don't use, but you kind of bought it and tried it out and then stopped using it. What would you say is like a success criteria for smart technologies? Like how should it be so you continue using it, like what's important?	I
00:16:45.1	00:18:16.2	I think about this a lot, and for meeting at least my criteria is that it has to be an open ecosystem. So if Google make some new smart device it has to be able to connect to different smart home suppliers. I think it's really annoying that some of them are only compatible with some providers and stuff like that. So I try to keep my purchases of smart appliances or smart devices to be in an open ecosystem. And then of course also the on boarding, I find it kind of amusing that Google knows so much about us and they also know, hopefully, through all of their test that having a Google Home is a totally new way to communicate with technology, yet they don't spend much time on educating people on how to use them, which I find kind of strange. Since it's very important for them and they are investing so much money in home automation and especially chatbots and voice. So on boarding is very important	E2
00:18:16.2	00:18:21.3	So connectivity and on boarding is like the main criteria	I
00:18:21.3	00:19:09.4	Yeah. Like I really fear for the future if it's gonna be like do you want to have an Android car or an Apple car due to having either Apple maps or Google maps in your car. Stuff like that really freaks me out, because it's not really good for the user in the end. And that's the reason I really like the Android and Google ecosystem. I do use a lot of Mac products, but that's because of my profession as a Product Designer. But I don't really like the Apple approach of actually locking everything down, because if there is a new cool smart device out there you want to have it's not compatible with Apple	E2
00:19:09.9	00:19:21.0	Okay, so who is mostly using the technology in your home?	I

00:19:21.6	00:19:24.7	Hmm ...	E2
00:19:24.1	00:19:37.2	And you don't have to go through each and everyone, but kind of who do you think, like maybe the smart things, who do you think use them the most? Or is it equal, you can say that too.	I
00:19:37.4	00:20:14.5	Yeah I actually think it is more or less equal. Maybe my girlfriend a little more, but that's only because she is usually the DJ, because she doesn't like my music... Yeah. And the rest of the devices I think that's equally as well, like we usually both sit on our MacBooks. I think I use more different devices than her, but regarding the home automation I think it's equal	E2
00:20:14.8	00:20:23.9	Why did you choose to get the home automation technologies?	I
00:20:23.2	00:21:09.3	So that's just me in a nutshell. I really like technology, and I really like to be some sort of first-mover if you will. And just investigating what these sort of technologies can do, both because I find it interesting but also because it actually enhances my skills or my career path, because I know all of these different technologies and connectivity and how to actually make sure that you deliver a good user experience because I have actually been trying it. Yeah I think that's about it	E2
00:21:09.3	00:21:18.4	What do you feel like that contribute with?	I
00:21:18.2	00:22:56.3	So the whole home automation is really nice because it's handsfree, so like for example the whole kitchen example, me having greasy hands. Like the pan is on high heat and I really have to focus on five different things and the last thing I want to do is trying to find my smartphone, go in to the clock app and then as well set a timer, and all these things, because it's difficult to do, and when you put, let's say five different timers, which one is the soup?, which one is the egg?, which one is the pasta?, you have no idea, while the Google Home can actually say okay you set a reminder for five minutes for pasta, five minutes for the egg. And yeah of course music, I think that's a really nice feature, especially for us because we never really had the Sonos complete system. So for us going from a traditional speaker to actually going to a connected wireless voice enabled speaker was kind of crazy. And I don't think I could ever go back to having a regular speaker or regular lights.	E2
00:22:56.1	00:23:12.2	Have you considered getting more smart technologies?	I
00:23:12.8	00:24:31.7	Definitely. Definitely. Since we are living in an apartment we cannot utilise all the new smart technology, for example having a surveillance camera, having a fingerprint unlock lock door mechanism, and having like outside Hue lights. But I would really like to, as an addition to our current smart home setup, have the Roomba vacuum robot. Not like crazy, not especially because it is home automated but just because I really like it to have a robot cleaner. And it's just an extra plus that it's actually enabled with our current setup, so we can just say "Hey Google, go clean the living room" and it will actually make the Roomba go around and clean the living room	E2
00:24:31.7	00:24:53.8	Are you concerned about privacy issues and data storage and stuff like that? Like is it influencing your opinion?	I
00:24:53.4	00:27:23.5	I mean of course it has been on my mind for a while but all of these kind of like privacy concerns people have, I have already been exposed to that for at least 4-5 years because I have been in the industry. So I kind of already know what I'm going to, and I don't think we will see any changes before we actually see some regulations. So I mean there isn't much that you can do, like for example let's say you really don't like to get tracked on your smartphone like with different app, but what most people are forgetting is that the carrier as well is tracking everything you do, like where are you, who are you texting, what are you texting, who are you calling, all these sort of things are being tracked as well, so I mean you can't really say no one company and think you are not getting tracked, you are getting tracked at every step you do. Like just having a Facebook itself means that Facebook knows more or less all the websites you go to, because of their Facebook One Pixel plugin, so for websites to track where their visitors are coming from, for example if they go from a specific post on Facebook, you have to install this sort of small script on your website, and then Facebook can as well track where you are visiting. And every company are more or less attached or finds Facebook presence very important, so most blogs and commercial websites actually have this Facebook One Pixel plugin. So I mean, you are getting tracked everywhere and there is not much you can do about it. I listen to this podcast once a week, where they talk about privacy concerns	E2

		and it's just mind-blowing. It's not just corporate world, it's the government as well, so...	
00:27:23.6	00:27:25.7	So that ship has sailed?	I
00:27:25.4	00:27:29.5	Yeah, I guess you can say that	E2
00:27:29.5	00:27:37.6	Do you have anything else to comment on?	I
00:27:37.3	00:27:42.4	That depends if you have any like topics you want me to elaborate a bit more	E2
00:27:42.5	00:28:01.6	No I think it's fine. And just for reference can you just please say what your job is and who is living in your household?	I
00:28:01.8	00:28:01.9	I work as a Senior Product Designer and I design applications both for web and the mobile world. And in my household is my girlfriend living and me.	E2

C.2 - E2, Observation notes

Location of the technology at home:

He has Philips Hue lights in all rooms: living room/kitchen, bedroom and office
Has Google Home speaker in living room next to the TV and in the bedroom next to the bed.

Body language:

Sits by the dining table.
Use hand-gestures to explain where technologies are located.
Relaxed and calm.
Forgot some of the technologies in the home

Home observations:

The living room is quite minimalistic with a large TV setup, couch, dining table. The room is connected with the kitchen.
The office has a large desk running along the entire wall with an iMac and an external screen that can connect to their Macbooks
He has some technologies around the place, some of which are not being used frequently (e.g. a Sonos in the corner of the office)

Participant:

Age 26
Lives in a 3 room apartment at Ørestad Syd
Lives with his girlfriend
Senior Product Designer

Appendix D - Participant E3

D.1 - E3, Interview Transcription

22. August. 2018, Vesterbro

D.1.A - Interview recording 1

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:13.1	Okay, so let's start with the first question. Which technologies do you have in your home?	I
00:00:13.1	00:00:17.2	Regarding to smart technologies or...?	E3
00:00:17.2	00:00:20.6	Just in generally and then maybe also some of the smart technologies you have.	I
00:00:20.6	00:00:27.1	Okay, so ehm... you mean electronics-wise? hmm..where do I start?	E3
00:00:27.1	00:00:29.5	What you would consider as a technology.	I
00:00:29.4	00:01:28.5	As a technology? I mean, a technology can be many things, but I will skip all those very obvious once that everyone have, I guess. Obviously, I have a TV, an Apple TV being a multimedia device. I also have a playstation. I have two laptops and iPhones as well and then we also have one Alexa echo device and two Sonos speakers with Alexa integrated in them. One Sonos is in the kitchen and the other one in the living room. Obviously we also have an Apple TV, but it is not doing that much, so I wouldn't consider it as a smart technology.	E3
00:01:28.5	00:01:30.7	Is your Apple TV also connected to your Alexa Echo?	I
00:01:30.7	00:01:36.6	The TV is not connected to Alexa. Only the Sonos speakers.	E3
00:01:36.6	00:01:54.4	I also have ride an electric skateboard to work, which is also kind of a technology, but it is not that smart. Ehm.. yeah, I think that it is.. is there anything else.. hmm.. Oh! yeah, The smart light, the Philip's hue lights as well.	E3
00:01:54.4	00:01:57.6	Is that connected to your Alexa?	I
00:01:57.6	00:02:24.5	Yes, that and then the speakers is connected to Alexa. And also the speaker that is connected to the TV, the Sonos beam. It actually can talk to the TV as well so you can do like a turn on, turn off, volume up, volume down. Yeah, I think that's it.	E3
00:02:24.5	00:02:29.9	Do you have the light bulbs in every room and how many do you have?	I
00:02:29.9	00:04:16.1	No, we don't have in every room - I think it is living room and then hallway, because there are just rooms that to some degree doesn't make sense to us, for example bedroom. I think it is one of those things unless you have those smart switches everywhere, I mean, it is not that I don't like using voice activation. It is just like sometimes it is super silly, you know. Saying a full sentence like: "Alexa, turn off my living room light." And it is just like such a mouthful and sometimes it doesn't get it right and says "I'm sorry, what light is that?". Well, I will just turn off the light manually then instead. And in the bedroom you don't really need the light that often, unless you hang out there. For us we don't hang out in the bedroom. I think the best thing with Philips light and sort of why I bought them, is actually not to think about them. Set them up in a way they turn on and off when they need to be, so for example when the sun sets they start to turn off slowly and when it is completely dark outside they are already on, so you don't think about them. So another thing would be to when you go to sleep they turn off, however going to sleep it is sort of a tangible thing. You can't always say that you go to bed at 10 pm, so it could be basically that the light is still shining when you are already in bed. That is sort of like a silly thing, so I think that a lot of these automation can be better.	E3

00:04:16.1	00:04:20.0	For how long have you had your Alexa Echo?	I
00:04:20.0	00:07:24.1	The echo I think we haven't had for that long. It is one of the things with the reason for purchasing was because we have had the Sonos speakers for a while now, I think over a year now and that's nice. But to be honest, I don't really use the Echo that much. I mostly use it for weather and so, because we mostly listen to music with the Sonos speakers. Now that we have purchased the Sonos Beam speaker, which is more of a home theatre speaker, that is more like - you do more talking to that, because it is connected to your TV and then it is sometimes the quickness of typing the remote versus activating it by voice. I think it depends on what mood you are in, you know, you not always want to talk to this Siri and have all those pronounce mistakes like "Yes, I am not calling your mother". The thing is that Alexa turns on at random times sometimes. Sometimes I will be sitting and working from home and I hear from completely silence this 'bum', which is this sound it makes when it starts listening. And I am like FUCK, 'Why do you start listening to me?'. The thing is that sometimes it is listening to pick up the phrase, but sometimes I feel that out of a normal conversation with a few words connected can be something close to that and it starts listening in the middle of the sentence and starts speaking back to you. The thing that I don't like about Alexa is that it is very talkative. It wants to pronounce and repeat everything you told it to do. A few days ago I had a conference call with a colleague and it just suddenly started talking out of nowhere. Then the colleague started laughing and was trying all the time to activate the Alexa like saying "Alexa, call my mother". The thing is that it is rather annoying and it should be changed in the wording to activate it, since it would pick up the sound from the computer speaker, which is not that loud.	E3
00:07:24.1	00:07:28.0	So if you would say something that could be improved about Alexa, what would that be?	I
00:07:28.0	00:08:33.7	Yeah, I think in generally that the first thing would be to make it available in Denmark. I know that it can be bought, but it is not with the danish language. The thing is that back in the days when I bought the Sonos One speaker was that they promised it would come in Denmark, so what I did was I actually created a UK or US Amazon account so it actually would start working. There are obviously GDPR related type of things we could talk about, such as where is my data? Is it in the UK, which not really is European Union or is it in the US? These things becomes rather interesting but also spooky.	E3
00:08:33.7	00:08:43.7	Is there any specific time of the day that you use these technologies? You say that you mostly use your TV?	I
00:08:43.7	00:09:55.5	Yeah, I think I mostly use it in the evening. I actually think I would use it a lot more if it was more integrated. I mean, I usually listen to music and you sometimes try some of the skills that Alexa have, but the integration is just not good enough yet, like early adopters. What should be working e.g. with Phillips Hue, is not always working. Sometimes it is not set up well enough for it to recognise the bulbs and sometimes it works perfectly. It also sometimes works well even though there is a lot of sound around it and it still hears you and other times you really need to yell loud for it to hear you. I mostly use it in the evenings for whatever reasons.	E3
00:09:55.5	00:10:00.6	What is the main reason for getting theses technologies? Why did you get them in the first place?	I
00:10:00.6	00:10:36.1	Ehm, so.....I think the Alexa part was actually just an addition, right. I was just looking for a smart home speaker that I could play music on and connect a few speakers around the home and Sonos was like the thing to buy and I think they just came out when I was interested. They just launched the Sonos One speakers with integrated microphone and then I was like, oh there is Alexa and I mean it was just a nice edition to it.	E3
00:10:36.2	00:10:39.7	From where did you hear about it? From where did you got the interest?	I
00:10:39.7	00:12:07.4	Obviously, from working with technologies. I know these sort of things exist and I am always aware of the latest technologies, but for the particular speaker I think it was from online research and then going down to the store to try it out. Obviously, they didn't had Alexa back then in the store because it wasn't launched yet and then also because it is not available in danish they don't promote it that much. However, I still bought it and I think I mostly	E3

		use it with the speakers for music and later I thought about using it for the lights and bought that as well based on some interesting use cases. I think the idea with smart devices, which I think a lot of companies get wrong, is that I don't want a thing that I can connect to an app and then control it all. I don't think that is what a smart device should be. It should be smart enough to know when to work e.g. if buying an air filter it should actually be smart enough to know when to start filtering my air and maybe just check the air quality all the time and start working when needed.	
00:12:07.4	00:12:09.9	So is it a question of automation?	I
00:12:09.9	00:12:43.5	Exactly, I think it is like.. I think the word Smart is sort of a word that a lot of people are using, but not really thinking about what is actually smart about it. Is it because it is connected to the internet? I mean, if that is the definition of smart, then another word would have been better. It should have been 'internet enable' then.	E3
00:12:43.5	00:12:49.6	Do you feel that any of these devices or technology have disappointed you after you bought them?	I
00:12:49.6	00:14:34.2	Yeah well, Obviously I think that different people have different expectations. For example as a person that works with the latest technology is also available for the stages of technology. I am aware of what is possible now and what could be possible in the future. I think most of the time you are disappointed because I buy things and I understand that it doesn't do everything. It does maybe a few things and it is sort of limited for now and it will get better in the future, but then you would also expect that the things it does it does well. And if you then say: Turn on my kitchen light. and it answered: "what?" - then it is a bit of a struggle. I also think that it is about interpretation of language e.g. maybe when I say "Turn off the kitchen" and there is nothing else that can be turned off, then it is annoying when it then doesn't understand it. You are not gonna mean "turn off my fridge" or "turn off my speaker" because those things are always on and are always listening or waiting to be played.	E3
00:14:34.2	00:14:38.3	Do you feel that they are contributing to anything in your everyday life?	I

D.1.B - Interview recording 2

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:09.1	Are the technologies contributing to your everyday life?	I
00:00:09.1	00:02:05.6	Basically, it is the set up. I don't want to spend 2-3 hours of trying out if this or that is gonna work. I think if just buying more and having more sensors and a few of those hue light and then not having all the switches everywhere would help, but then it is also extra expenses. I think if you buy a smart device you shouldn't be forced to buy even more or buying those small trackers that sense when somebody is walking into the room and then lights up. But then it also doesn't make sense if having dinner in the dining room where people doesn't move that much and you need to wave the arms to activate the sensors all the time. I feel that company knows the limitations of the devices. They just suggest to buy extra when you have those issues. I think currently anybody that have smart devices, are not very early adapters but like still rather early. I think the first people were there as soon as it comes out. And then there are those people that are just like, let's try it out, but for most for the things I have heard people saying, is that they are using it for set up a timer, tell a joke, but even that is just to listen to sort of a lame joke.	E3
00:02:05.6	00:02:11.1	What are you mainly using the Alexa for?	I
00:02:11.1	00:04:04.8	I think it is just lights and music, but that it also because of my set-up is to that extend. I am moving soon and I am thinking how to create this cohesive smart home without (spending) your entire fortune or something, because it seems like every bulb is about 300 kroner here and there, and it's like do you really need all that stuff? What I saw is that you should be smart about it, like I thought, wouldn't it be nice if you could turn on the lights and not only your ceiling light is being turned on, but also the lights in the table lamps being turned on, but I don't want to have smart bulbs	E3

		everywhere. It is not everywhere that you need the dim function and temperature controlling, so things like smart plugs or smart outlet to just cut the power of the outlet, because I think the most annoying things with those lamps is that you need to touch or click some button to light the lamp, where it would be way easier if you could just tap or touch the lamp somewhere and it when on. Or that you could just say "Alexa turn on the light" and then it would turn on. It should be possible to have light without it being plugged in to a wall. I think a lot of people also use it for security and smart cameras.	
00:04:04.8	00:04:06.4	Have you considered using it for security and cameras?	I
00:04:06.6	00:09:31.3	Yeah, I am moving into a new apartment with 5 meter tall windows so I thought that it is a very see-through situation, but at the same time I think it is like paranoia vs. actual usability. I think a lot of the time I feel that I tend to hype up about a device and buy it. I think it is nice with those lights in some sense and it is super nice, but mostly I think that I rarely use it, but that is maybe also because I bought it in the summer season and in the summer season you don't really use the light in the same way. In the winter season when it is really dark, then the feature of temperature control will really help to you to not becoming depressed about the weather. I think I saw an add for Hue lights in Finland that it actually helps people fight depression, because they have those polar lights periods that last for more than half a year with complete darkness day in and day out, so with the temperature control lighting, I think it would be helpful. For my case, I think music, movies and sometimes I play a game or two, but I think Alexa really needs to get better at providing developers with the abilities to use it, because sometimes it feels so stagnant that you need to wait for an answer and then you ask more. I think they introduced some interesting features, for example the breath mode, where instead of repeating everything, it just goes 'Ding', so you don't get the "Turning on the lights" or "Playing Bruno Mars on Spotify", where you think 'really? Obviously, that's what I just asked you to do', however, the confirmation is also good, because sometimes if heard something different then you requested and then you know if went wrong. I think it is just getting better at those things, and then also the following questions features, where you can actually set it up so that you say something and then it does something and then it continuously listening for the following up requests, e.g. set up timer, check email, turn on the light and in the end you say 'thank you'. Sometimes it is useful and sometimes you don't want all those extra things. I guess you can't have it both ways. I guess this is sort of the limitations of the voice interface technologies. It doesn't really know what you are thinking or your intention with a request. I think a lot of people if they have family members that have Alexa devices they might use it for communication and calling and once feature I found really creepy is that if you have an Alexa device and for example your mom is having an Alexa device and you can have this drop-in feature, which is basically that the person you allow to you want to drop-in, can basically just enter your device and call you without any ringtone and just start talking through the speakers or listening to what is happening in the room and there could just be so many embarrassing moments and situations. What if e.g. your mom is calling in the middle of some private situations. And then there is some other Alexa devices with a screen and a camera and imagine that your mom's face is popping in on the screen and the camera shows everything. It feels like these technologies can take it too far. For me it is a bit spooky also if you are cooking and you stand with a sharp knife and suddenly hear someone saying 'Hello'.	E3
00:09:31.3	00:09:34.3	Where do you see this technology go to in the future, if it is up to you? What is the future of this technology?	I
00:09:37.3	00:13:38.1	I think that I would like to see more of what I say with being a smart device that actually work by automation. I thought a lot about buying an electronic lock for the new apartment, so that you can walk in with your phone and then it unlocks. Obviously, hacking issues are present. It is never safe with these devices. I think mostly my personally opinion is that you shouldn't be in one ecosystem, because that is a bit too dangerous. If you only have for example Apple, I am sure Apple is safe, but if you will be hacked, it is it all. I also think that a lot of these smart device companies, sometimes people buy these cheap versions, and the thing is that they don't have the latest firmware to defend themselves against viruses attack. Everything is connected to the same WiFi, so also if someone hacks the WiFi and you have a lot of smart devices it can be really damaging. If you only have the	E3

		<p>lights, music or microphones, it is only the hearing, but imagine that you have smoke detectors starting making noises, or cameras that can start filming you when you are home or all these different devices that are available. One thing that I liked was the Dyson Air Purifier, which doesn't have an app, it is called smart, but it just works. You plug it in and no set up. I think it also would be nice with some light sensors in the light bulbs somewhere or you can just take it somewhere in the wall, it is getting dark and then the lights goes on or if someone is home or the phone is at home, then the lights are on. I used on set-up quite a lot, which is the service saying 'if this, then that', which was basically if I come home and turn on the light, then play this playlist. That is kind of nice and you start imagining if I come home, turn on the light, play this music, open the door and maybe turn on the kettle if I am having coffee in the morning. These are just all the extra editions. However, I feel like the currently investment shouldn't be done by the majority of people, because it is just really.. the technology is in its infancy. Most of the time is gonna be annoying, but it is also that my expectations might be a bit higher than other people or maybe I am just super sceptical because I know all the limitations to it, so I think a lot of companies slap this mark on, and boost the prize with 50 % because now it is smart. Even with the Philips Hue lights, I was looking at the light products and the normal ones were like 1.000 DKK and the Phillip hues are around 1.300 DKK. So for me it doesn't really translate why the lights are so expensive.</p>	
00:13:40.1	00:13:52.4	I have a questions.. Now that you talk about all these things that you have...Would you mind just getting rid of it all or are you kind of locked-in, you could say?	I
00:13:52.4	00:17:48.1	I was considering it for the new apartment if I should just buy smart lights everywhere, but I feel like what I said, some rooms will just never be smart, for example if you have a guest room you won't stack it with the latest technology, because how often will it be used and also do guest really need that? And also in the bedroom if you are not hanging out there or maybe for some people that have apartment-sized bedroom, but I feel like that the type of rooms where you just want to turn it on and turn it off it doesn't make sense, but in living room and kitchen, where you spend a lot of time, also your spare time, I feel like those places can also be smart. I bought this... it is not Alexa or anything.. I bought this flower pot, which is a smart flower, which basically sampling the air and start filtering through the roots of the plants, because plants are good at killing bacteria and then it burst it out. I think that is a nice technology - it is a plant, it looks nice and it is also doing something smart. I guess you could have achieved the same effect without the smart device by having a shit loads of plants. It is like everything needs to be creative. I think there are technologies that literally improve lives, for example flower pots that don't need water or will remind you when they need water. And then just simplifying thing and be smart about when something is past due date or you need to order something, which I still find peculiar in US where they just have button for everything and delivery. My colleague was trying to say: "Alexa, buy 20 bags of condoms" where I was thinking "Thank God I don't have the shopping feature', because there is no way back then. And I think there is more of this funny cases - there is this story where a woman in the UK who was using the Alexa and instead of ordering 5 kg of chicken, Alexa misheard it and ordered half a ton of chicken, frozen chicken. And there was this picture of a truck delivering pallet of frozen chicken. It can go bad really quickly. I think also that children have been ordering things, so there is no voice script cation, I think it is rather insecure that anybody can talk to your Alexa at home. For example when you at home are having guests - you trust your guests sure, but they can still start playing and asking it to order weird thing. It might not cost anything, but it will still arrive at your door.	E3
00:17:48.1	00:17:59.9	So you said that you have considered when you are moving into the new place if you should buy more lamps or bulbs. Could you ever consider just quitting it all completely?	I
00:17:59.9	00:23:29.1	Yeah, of course - I mean, I think it is like that you buy something and you try it out, but mostly, at least personally, I live to maximising what I get for money. So does it truly help or it is more of a new trend, so I think it remains to be seen with the light. I think a lot of the times them turning on automatically is really nice, me turning them off is really nice. Maybe I would like to see if possible to set it up to light in the morning as well. I tried synchronising my Phillips TV with my light, which was like of a weird	E3

		<p>experience. You know that those TV's have Hue lights on the side and those works nice, but then you synchronise it with the entire room and then you know something is being exposed to the entire room and then it all goes red and then black and then you feel like maybe I overdid it here. It feels like 'Of my God'. I think in general with technology that there is just this notion that a lot of technology is now been created to take our attention, but not really saver it and you know this feeling when you open an app or take a device for once or for a reason and then 20 min passes and you don't really achieved what you came for. You go to Facebook and your brain gets a meltdown, because you get too focused on something. I think there is this website and this movement about time well spend that the technology should be created, where you go in, you achieve what you need to and I mean there is a reason why all these phone manufactories now have introduced screen management, because the simplest thing as how often do you pick up the phone and the iPhone X update, there is this feature to track your phone usages, and it is like a scary amount. I don't really have anything to do with the phone, but I have a spare minute, so I might as well just use it and then you stay at home and watch TV, but you can't really focus on the TV anymore, because your brain is stimulating with everything. I tried this out once with focusing more. It plays music, but your phone needs to be placed with the screen down for it to work and then...I didn't noticed how often I picked up my phone before using that app and now you start to realise how often you pick up your phone. I think that is the thing with these smart homes and to that extend I think that as long as it improves the lives and doesn't overcomplicate it, I mean, is it really better? Are those smart lights really adding to your lamp or just adding yet another complication where you are like 'Oh wait! I forgot to say Alexa do this and do that'. I was trying to avoid clicking the button, but now I spend 10 seconds interfacing with this technology. For example, I have three Alexa devices at home and I would like them to know which room they are in. With the Sonos speakers, they know where you are talking and they play music in that room you have set up. It would be nice to say 'Alexa, lights on' and it knows that you mean in the kitchen. It know the kitchen lights and that it would not ask 'Which lights?'. I just think it is for anybody to just try it out. I think that there is a lot of technology you can set up really smartly, but most of the time, unless everything is well integrated and very well set up, it doesn't make sense. I think those thermostats, most of the people in Denmark can't use it because they don't have their private air conditioning in their apartment. If you have a private house it maybe would make a lot of sense. I think a lot people come up with these devices and companies, e.g. Danfoss now have smart knobs on the radiators where you can either keep track on how much the temperature or usage and it connects to your phone and I am like, Sure it connects to my phone, but at the moment there are 50 more devices that connect to my phone and it requires 50 more apps and then you can't find the right app to use. Sorry, I know that I talk a lot.</p>	
00:23:29.1	00:23:32.5	Do you have any further questions?	I
00:23:33.1	00:23:37.9	Yeah, Can you maybe just repeat what you work with and maybe who you live with?	I
00:23:38.1	00:23:45.1	I actually just have another final question, before you answer that question : Why Alexa, why not Google Home?	I
00:23:45.1	00:26:46.0	Well, haha... I think that's controversial, but I don't think either is better or worse, but my perception is that Google already know enough about me. Also, I fell that it is one of those things with the introduction of GDPR, that now you can ask most companies for all the data they have about you. You should try asking Facebook for them to provide everything they have about you - the things they have is as scary as hell, because when they provide you all the data, they know so many things about you, and more than half of the things you never even did on Facebook. They just inferred through the links, cookies tracking, knows your location, where you were and what you did. All those things is really scary. There is also the thing about Google that Google has a memory and for your searches and there is this saying that in reality we are people that we want other people to perceive. But your Google searches can tell a lot about what kind of person you are, all your interests and so on. I think there was this example that the most searched and used phrase in some category in Bangladesh was something like "My husband asked me again to breastfeed him", which was like 'What the hell?' - it is like, nobody talks about it, but it is apparently a thing, which we	E3

		would never know otherwise. I feel with Google, which is why I choose Alexa, and actually my friends have Google, but I am not sure about how the data is processed with Google. I am not sure with Amazon as well, because Amazon is like it is neither, for example, Apple don't charge you for the software, they overcharge you a lot for the hardware, but that's the thing, you are paying for them never compromise your security. I mean, I believe they are not selling my data. With Amazon, I don't know about that, but their business is just to sell and that is the good thing about this, that they don't really work with third parties. They are just this huge conglomerate that just uses the data within their company to sell you more shit, which I think it kind of okay and given that they are not in Denmark yet, it saves you a lot of trouble. Most of the data that you are providing them isn't really useful.	
00:26:46.0	00:26:52.1	So your choice is more based on security and data privacy than the design, so you are more in the data privacy situation?	I
00:26:52.1	00:28:18.5	Yeah, I mean... I think it is also the thing that I maybe would use Google, maybe I would try it. I think that Sonos speakers support Google home at some point and maybe I would try enable that and see how that works. Maybe it is better. As an Apple guy, I am trying not to limit my things. I mean, everything works great when you are in one ecosystem, but the danger of being in one ecosystem is that you are locked-in and your budget is very locked-in so the next time Apple or Google releases this new hardware device and you are like 'But I want to have my music and picture saved - Sure, I'll pay another 6.000 DKK for this device that I don't really need or care about'. There is this saying by economics that 'We buy things we don't need to impress people we don't care about'.	E3
00:28:18.5	00:28:22.1	That is a good ending quote - But lastly, we would just like to know who do you live with and what do you work with?	I
00:28:22.1	00:29:31.4	Yeah, I live with my girlfriend/wife, so we are two people living together. And then I work as IOS Engineer which is basically Apple and apps engineer in Shotgun and then my girlfriend and I are soon moving to Vestamager.	E3

D.2 - E3, Observation notes

Location of the technology at home:

Sonos in kitchen and in living room.

Alexa in living room.

Body language:

Excited to tell about his technologies and opinions about them.

Talks a lot

Home observations:

Modern home

Are about to move, so the home is a bit messy - moving boxes

The technologies are fairly visible

Reflects interest in different technologies

Participant:

Age 30

Lives with his girlfriend.

Living at Vesterbro, soon at Vestamager

Work as an iOS engineer

Appendix E - Participant E4

E.1 - E4, Interview Transcription

23. August 2018, Strøby

Start Time	End Time	Transcript	Speaker
00:00:04.6	00:00:14.1	First question will be - which technologies do you have in your home, so technologies in general that you consider as a technology?	I
00:00:14.1	00:00:40.5	Of course we have a couple of televisions, we have a couple of stereos and we have Sonos as the music service. And we have a lot of computers, a lot of iPads, and a lot of wearables in terms of Fitbits, health exercise things.	E4
00:00:40.5	00:00:49.1	For how long have you had these technologies? Is it a few years or is it something you got lately?	I
00:00:49.1	00:01:45.5	The Fitbit part and the health part has been four years now, so quite long. We get addicted to the transparency in seeing you life like the sleep, the number of steps, competition and stuff. So I think it's pretty cool. In terms of Sonos, we have been having that for also around four years. Then of course we have the traditional... We have some Apple TV, we have cancelled the normal flow tv. So it works pretty well now with Netflix and Tv2 play and DR, so I thinks it's good. I did my own measurement here to see within 2 weeks, how many times were the television actually turned on with flow tv and that was zero, so I thought let's cut the price and save those 4000 a year	E4
00:01:45.5	00:01:51.9	That's also money. But how often do you use these technologies?	I
00:01:51.9	00:01:53.2	Daily.	E4
00:01:53.2	00:01:54.7	All of them?	I
00:01:54.7	00:02:16.5	Hmm no. I think Sonos is definitely used every day, the iPads are used every day and of course everyone has a phone as well that's used every day. But it's not that we turn on the television every day, so I think it depends a bit. We listen to music pretty much all the time	E4
00:02:16.5	00:02:20.6	And is there any specific time of the day that you use them?	I
00:02:20.6	00:02:49.5	I think it depends on who it is. M (wife) is a teacher, so when she is coming home she would like to have completely silence, but you know, usually it's in the morning, and the kids do it in the morning. And we use it as an alarm. We have Sonos in a lot of the rooms here, so there is an alarm function, so currently it plays Bøllebob at 6 o clock in the morning to a very high volume. So everyone gets up [laughing]. That's good.	E4
00:02:49.5	00:02:53.7	I would like to try that out actually to see how it is	I
00:02:53.7	00:03:05.9	Actually it's pretty good because you can get access to your Spotify which you can have and then you just select, yeah which room and groups and stuff. It works pretty well for the kids actually	E4
00:03:05.9	00:03:07.8	But you have a Sonos in each room?	I
00:03:07.8	00:03:24.7	Yeah pretty much. Depending on which room. Here (living room) we have a normal stereo where there is another device where Sonos have attached that. And then we have some Sonos units in the bathroom, in the kitchen, in the kids room and in the bedroom as well	E4
00:03:24.7	00:03:26.6	So you have a few actually?	I
00:03:26.6	00:03:55.2	Yeah an on the terrace as well, it's very nice speaking about the late summers and the late evenings, it's nice to have some music outside... But our television is not necessarily turned on every day. So the kids are usually watching Youtube or Netflix... It happens like 2-3 times a week that M (wife) or I am sitting in front of the TV. We don't do it a lot	E4
00:03:55.2	00:04:02.6	Okay, so you use more the iPads in the evenings than the television, or you sit listen to music or?	I
00:04:02.6	00:04:26.3	Yeah. I listen to music the most of the time, and then check the news on my	E4

		phone. I have an iPad as well, but I'm not using it very much anymore. I have also like a Microsoft Surface, the tablet from Microsoft, which I use for work. So it's a mix between a lot of things... So iPad not a lot.	
00:04:26.3	00:04:36.1	But if you could make a top 3 of functions you mostly use these technologies for, what would that be?	I
00:04:36.1	00:04:40.2	As a family or per individual?	E4
00:04:40.2	00:04:44.4	Could also be kind of both options	I
00:04:44.4	00:05:14.5	The kids are using it for watching Netflix and Youtube, it's amazing to see how much impact Youtube actually got on small kids, it's really crazy. So they definitely see a lot of Youtube and Netflix when they are watching that one. For us I think it is a matter of getting updated with the news and check work e-mails. And the final one I think is watching TV or watching something like that.	E4
00:05:14.5	00:05:16.0	So entertainment and music and stuff?	I
00:05:16.0	00:05:45.1	Yeah I think. I think it's becoming your tool, you have everyone, you have the e-books, the netbank, so I think there is a lot of discussion all the time where the parents shouldn't sit with their phone and I absolutely agree, it's not healthy. Despite that there is a lot of things that you need to take care of, you know, all the school intra, everything is getting online now, so there is actually a lot of things you need to do on the phone as well or electronically.	E4
00:05:45.1	00:05:53.0	So you see that as you need to be online to follow up on the technology or is it...	I
00:05:53.0	00:05:56.1	I think... Yeah	E4
00:05:56.7	00:05:59.8	So it's not that much of a choice?	I
00:05:59.2	00:06:05.3	No, I don't think it's a choice. I actually think you need to be there	E4
00:06:05.3	00:06:07.4	And you are feeling okay with that?	I
00:06:07.2	00:06:57.3	Absolutely. The devil is just that you are checking the things when it's appropriate for the family, right. So I see a lot of persons and parents sitting with their phone constantly and I think there is a lot of factors that is actually increasing the stress that you need to be online all the time. I spoke with a waitress last year and she was 19, and we talked about the messenger SMS services and I asked her "when will you start to follow up if you didn't get a respond from one of your friends?", and she said "5 minutes". So if someone sent me a SMS and started to put like question-marks and "halloooooo" after 5 minutes to me, it would probably piss me off right. So there is a big transformation going on in terms of age I think	E4
00:06:57.7	00:07:04.8	But also maybe put a stressfactor on you, "I don't want to do it now, but this person keeps buzzing me", so...	I
00:07:04.0	00:07:20.9	Yeah, I think it's probably for the younger ones. I think everyone is pretty much on the same page, no one is pushing me for answers. But I try to respond within 12-14 hours, right	E4
00:07:20.9	00:07:26.0	Which is fair...	I
00:07:26.1	00:07:32.2	And then of course, like in terms of priority, there is a gadget element in it as well. I think it's funny so play with new technology	E4
00:07:32.5	00:07:37.6	That was kind of some of my next questions, if some of them were gadgets?	I
00:07:37.5	00:08:04.6	Absolutely. Because some of the things are really good, like for instance we have something that is called Wemo, which I forgot to mention, but Wemo is that you electronically can control all your devices on your cellphone, and you can do that from remote as well, so there is actually connection if you are on vacation, you can put timers on lamps and stuff like this. Actually, you know, make different patterns for burglars and stuff like that	E4
00:08:04.8	00:08:06.9	Is it an app?	I
00:08:06.1	00:08:20.6	No it's physical things you need to put into the contacts (power outlets), and then you have this app where you can manage everything	E4
00:08:16.9	00:08:20.6	Wemo, aha, okay.	I
00:08:20.6	00:08:34.7	I think that's good every time people need to go behind the couch to turn on the electronic something, that you can just have the switch there (on the	E4

		app). It makes a lot of things easier and you could put timer on them as well	
00:08:34.8	00:08:37.9	But you consider it as a gadget?	I
00:08:37.4	00:08:49.5	Mix. I think a gadget for me would be Alexa. I don't think that, you know, right now we are playing with it for fun, but we haven't seen the true value of it yet	E4
00:08:49.8	00:08:52.9	For how long have you had Alexa?	I
00:08:52.9	00:08:57.0	I think 7-8 months or something like that.	E4
00:08:57.2	00:09:02.3	And what was the reason for buying her? First, main reason	I
00:09:02.1	00:10:10.2	Because I thought, and it still is, they continue to increase the number of apps that they actually connect to. So actually Alexa is connected to Sonos, so you could talk to Sonos. It's connected to Wemo and a lot of other devices where you can actually do a lot of good things, which I thought was a very good idea. But I haven't had the time until now to set it proper up, but I like the ability just to speak and everything because it's quite clever actually. And also see that they are doing a lot of things to increase the knowledge of it. But for right now, the value as a household is more fun. You can tell it like "Pull my finger" and it will fart and things like that where the kids think it's funny, but it's a pretty expensive device for a fart from time to time. So I would consider that as a gadget right now, but I will when I get more time, I will start to connect it with the devices	E4
00:10:10.4	00:10:18.5	So at the time, did you then feel that she has contributed to anything? Or do you see that as more something that will come on the long way?	I
00:10:18.7	00:10:52.8	I think more long way. Yeah. I think it's pretty good and they really really are increasing the knowledge and the skills for those devices every week. I get a weekly update from the (?) that now this function is added, now it's integrated to this and this. Even the LED lights from IKEA is linked to Alexa, so then it has become a real smart home, right, where you can start to speak and everthing will interact which I think is good.	E4
00:10:52.0	00:10:55.1	You don't have light control from Alexa (IKEA) now?	I
00:10:55.8	00:11:00.9	No. It's possible, but I haven't set it up yet	E4
00:11:00.3	00:11:04.4	Okay, but you have the other parts that works well with Wemo?	I
00:11:04.4	00:11:16.4	Yes. Yes yes. So I've been looking at the blinds and everything you could control from apps as well, but...	E4
00:11:16.4	00:11:19.5	You havn't reached that yet?	I
00:11:19.0	00:11:27.1	No I think I stopped with the prices. I think it was, per blind, I think it was something with 5000 Danish. So...	E4
00:11:27.1	00:11:33.2	So that's where you need to evaluate is it worth it or is it more for fun or is it, what will it contribute to?	I
00:11:33.8	00:11:49.9	But I remember when we got Sonos, M (wife) was like "what is this?", bla bla bla you know, complaining and "this is just another of your stupid gadget adventures", but now it's a must, everyone is using it	E4
00:11:49.7	00:11:57.8	And who is the main user of the technologies in your home?	I
00:11:57.0	00:12:09.1	Like in general I would say that it's probably me... Yeah. But in terms of iPads and stuff like that, it's probably the kids	E4
00:12:09.6	00:12:14.7	But is that also connected to that you are the one who is most technology interested?	I
00:12:14.4	00:12:52.5	Yeah, I'm very interested. I keep updates on what is happening in different things, I think it's funny. And that's why I have been looking at those Google Home and Alexa for quite some time, but at the early stages I think there are too many child deceases but it has started to become very clever now. And when we kind of built the household and renovated everything, I was checking out this Lauritz Knudsen electricity that you can pull the cables, but it was like half a million just for electricity, so I thought "no"	E4
00:12:52.8	00:12:56.9	How often do you use Alexa, is that on a daily basis?	I
00:12:56.9	00:12:59.0	No.	E4
00:12:59.4	00:13:01.5	Not anymore?	I

00:13:01.1	00:13:43.2	I think it was very funny in the beginning. We had a lot of question to it, you know answering it, but I think when we get everything integrated with Sonos, Wemo and that world as well, then we will definitely start using it more. I was just doing some weather forecast questions, like some general questions, and it works pretty well. Actually you can mention a celebrity and it can mention all the data and everything, so you actually have like the Google there. But for us right now it is more for fun, so we definitely not use it every day. And the true value we have not seen that yet until we get things integrated. So that's more for fun thing right now	E4
00:13:43.5	00:13:48.6	I got to ask, why Alexa, why not Google Home?	I
00:13:48.2	00:14:18.3	I think it was probably because of the price. Because I got a good offer in Germany and I found it in Germany for a good price. And it actually became fairly late before I realised that Google had a similar one, because the advertisements were more on Alexa, so...	E4
00:14:18.4	00:14:20.5	So they have been better at catching your interest?	I
00:14:20.6	00:14:58.7	I think yeah. When I decided for Alexa I had a couple of considerations in terms of should you put it on Sonos, because there was a very small one that is like 4-5 cm high, and we have the long one, right, where you have the speaker in it, so that was the consideration. I didn't actually consider Google Home. I thought that I would like to have a device and that was Alexa, so apparently because I've been impacted by some commercials or whatever, videos somewhere	E4
00:14:58.5	00:15:08.6	So that was just interesting to know if you really put them up against each other or you were just more focused from the beginning on one and saying "that is what I'm gonna go with"	I
00:15:08.2	00:15:25.3	It's actually a pretty atypical flow for me, when I take decision I usually do a lot of research. If I buy stuff like this I start reviewing a lot things. For some reason, the Alexa was just Alexa, and there were no other, that was the marriage that I went for	E4
00:15:25.3	00:15:25.4	[laughing] There no alternative	I
00:15:26.1	00:15:28.6	No	E4
00:15:28.6	00:15:32.3	Who is mostly deciding when getting a new technology?	I
00:15:32.3	00:15:34.3	I am.	E4
00:15:34.3	00:15:35.8	I always goes through you?	I
00:15:35.8	00:15:37.3	Yes	E4
00:15:37.3	00:15:42.2	You never hear you wife coming in and says I want this one	I
00:15:42.2	00:16:09.3	No. I would probably in the future, but I think for the time being - no. I think this is one of my interests, so I'm keeping updated what is happening in those fields. And then we have a couple of talks and she thinks "that's useless" and then we buy it and she becomes happy. Hopefully.	E4
00:16:09.9	00:16:12.0	So she's always convinced afterwards when trying it out?	I
00:16:12.6	00:16:50.7	No. Not really. I had a Logitech universal remote some years ago, where you could control a lot of things with the infrared, it was in the early stages. And it was pretty spicy, price wise. So I bought this one and I thought that I had this panel that I could just control the entire house, but this infrared didn't work very well. So sometimes when we buy things that we don't use that much, we go back to the remote story "remember back 10 years ago when we had this..."	E4
00:16:50.8	00:16:55.9	So there are not always a success with these technologies?	I
00:16:55.1	00:17:21.2	I think, we are considering before we do many things. I think Alexa was for fun and also for the kids to speak a bit of English. There is not Danish language package to it, so I think it is a good opportunity when they have English in school as well, but so far no. But it is more seeing what is moving around out there	E4
00:17:21.4	00:17:29.5	What is you opinion when it comes to data with these technologies? Are you considering it or are you not thinking that much about it?	I
00:17:29.1	00:18:49.2	I am absolutely considering it. I've been running for many years and I like running. I've been using the Endomondo for a lot of years, so there were	E4

		some articles in the newspaper about the distribution of the data and I had the paying version, where you have the training plan and you have quite detailed data. But then I realised that everything is fully exposed, and not only to the US, but they own you completely, so actually because of that I stopped it. So I'm not using it anymore. So I am absolutely considering the data part as well. And also with the kids. We have some process here where the kids are not allowed to just install random applications, because I remember, I think it was some months ago, where they would like to have a skin on the keyboard because they would like for it to be purple or whatever. And then I started to look at the conditions, and actually they were recording all the typing that was done on this keyboard, so I said "no, absolutely not". So yes, that is absolutely something that I consider	
00:18:49.8	00:18:53.9	Are you considering it according to Alexa?	I
00:18:53.1	00:19:18.2	I've been thinking, yes. There is a court right now where they actually would take Alexa into the court because of some recordings. But I have not gone too much into the details, but I would be surprised if it just close the microphone, I don't know. It has crossed my mind several times.	E4
00:19:18.9	00:19:25.0	But you feel safe having an Alexa technology or are you more concerned that it is recording everything you say?	I
00:19:25.5	00:20:15.2	I don't feel safe, but I'm not uncomfortable. I think cautious. But I think in the case that there would come something up that it is actually recording, it's going to ruin the entire market and that's absolutely the situation where I would completely, you know, I you cannot feel safe in your own home, that you need to be aware of devices and stuff, then it's a different thing. It also go for, we have alarms, I forgot to mention that on the technology part, that has camera and videos and stuff like this also. You need to be safe in your own house, and not think that there is some guy sitting in the alarm company and looking at the cameras and stuff like that. So I don't think of it, but you know...	E4
00:20:15.2	00:20:15.3	You are aware	I
00:20:15.4	00:20:27.2	Yeah, I am absolutely aware of it. And I think the first time that some case will appear, it will immediately stop. If it will appear that recording is happening or anything	E4
00:20:27.2	00:20:33.3	Do you feel addicted to any of these technologies?	I
00:20:33.0	00:21:32.1	Addicted is a strong word. I use my cellphone every day in a lot of situations and also in work situations. So addiction it's not... But it is important for me. But I think as a parent, I think everyone could be better at being mentally present when the kids are around. So now is the time now (evening) when I can start looking into my PC and stuff, or iPhone or anything. But I'm not addicted to follow persons on Messenger or Facebook to see what is happening. But yes, we use the phone a lot and probably also too much, but addiction is too strong a word	E4
00:21:32.0	00:21:39.1	Would you feel that you were willing to give some of the technologies up if needed?	I
00:21:39.6	00:22:14.7	Hmm yeah. If Alexa appears to record everything, that would be closed immediately. For the phone part, I think it's a Swiss army knife in 2018, right, you have everything in there. But of course, I should not use it, I would not use it. But stopping it completely, I think that is difficult.	E4
00:22:14.6	00:22:29.7	But you also mean that there is a difference from seeing something as a gadget to give it up, than actually being something you use every day... You need an alternative to give that up? Considering Alexa that you consider as a gadget at the moment	I
00:22:29.1	00:23:17.2	I think it depends on which situation. I would be sad if I couldn't use my netbank and my e-boks. Kind of the things, as a Dane, that you use as a toolbox, you know, as a citizen in Denmark. And then there is a work damage, where I have conference calls, e-mails, the calendar, you know everything like that. That would be mandatory for me as well. But checking the news and stuff like that several times a day, that could be avoided. There is an entertainment part as well,	E4
00:23:17.0	00:23:19.1	And that would be easier to give up?	I
00:23:19.1	00:23:47.2	I probably go in and look at the BT or the Berlingske ten times during a whole day, and I'm not going to die if I cannot see that there is some	E4

		rockstar has got a baby or a relationship with someone who is 30 years younger, you know. It doesn't add value to my life, but it's nice to be on top of things, right.	
00:23:47.1	00:23:51.2	Do you have any question that you feel like we are missing out on?	I
00:23:51.0	00:24:12.1	The only thing, it's from one of the previous questions, with all of your technology, I know you mention the Wemo app, but are all of you in the family using the app to kind of access stuff or how do you access the different technologies?	I
00:24:12.1	00:24:15.2	On the Wemo or in general?	E4
00:24:15.0	00:24:16.1	Just in general.	I
00:24:16.8	00:25:07.9	In general, yes we use them. The kids have like Sonos app on the phone and on the iPads, so they can manage their own playlist and stuff like this. But in terms of the light, you can turn on the light just by pressing the switch, so it's more the timer situation, it's more plugins that is not that reachable. But pretty much the one like Sonos and the common things, iPad features stuff like this, everyone have that. But I'm the test rabbit, you know, doing things and then "this is interesting" and then I dig deep on it	E4
00:25:07.6	00:25:26.7	I just have a question regarding network and stuff, are you the one in your friend group who have it, the only one, or do you feel that it is a common thing in your network that you have these technologies? Or are you the one to have it and then they come here and discover it?	I
00:25:26.6	00:26:48.7	If we look at the Sonos in the family, we were the first who got them. Actually that start to kind of continue to increase and also on the Fitbit, I like wearables, that also started here. It's always funny to see new things and I think it is easy to get impressed by things like that. I really think that Sonos is good, I really really like it. And I think that Fitbit and Garmin have a lot of good products as well. The transparency and stuff as well. And people see that as well and get inspired, and then it starts being under the Christmas tree and stuff. But I cannot recall that I have been inspired by someone. It is usually me in our network that is actually... Because I think it's funny. We were on this outdoor, I go a lot with the kids as well, to Sweden in the forest with tents in the wilderness. And there was a guy who had like a burner that could boil water, but there was a USB cord, so he could actually charge his phone because of the heating. So then it starts to merge a lot of devices into that one. So I thought that was quite funny. So this is where I get inspired	E4
00:26:48.6	00:26:50.7	That's the new gadget you are going to get?	I
00:26:50.1	00:27:20.2	Yeah no absolutely not. Because I need to carry it and he is having a Land Rover, so... So this is where I get inspired, the outdoor when we are guys or kids being together out there. And that would be where I get inspired by other things. But technology, it's always cool to see something but I'm not the first mover that just see things and go buy them immediately. Then I start to investigate a bit	E4
00:27:20.5	00:27:27.6	You want to have it go into a few generations before you buy it, you want to see these child sickness go away first?	I
00:27:27.4	00:28:24.5	Yeah, I think the Google Home and the Alexa have been on the market quite some time, and I think the first version of it was pretty bad, I think. So market starts to mature and start to be more clever, and then I would like to jump on. And with Sonos it has been more than five years, I can't remember when we got it, always the sound quality in the devices. It's a good product. Integration with Spotify and stuff. Because previously I have bought something like 5 or 10 CDs every month. I have a lot of CDs and I really like music. And I'm completely not doing that anymore, I just pay 99 kr a month or something for the service, which I think is very good	E4
00:28:24.4	00:28:36.5	Cool. Just as a last thing we would like to know, what is your job? Just to have it as a reference.	I
00:28:36.4	00:28:42.5	I have my own consultant company, management consultancy	E4
00:28:42.5	00:28:42.6	Good, I think that was it.	I

E.2 - E4, Observation notes

Location of the technology at home:

Living room is the primary room for location of technologies
Sonos in every room
Alexa placed in kitchen
Technologies not being that visible - camouflaged very well
TV in living room (No flow tv)

Body language:

Relaxed sitting in couch - alone in one couch with the arms out to the side.
Attitude of open body language but also the signals of 'this is my place'.

Home observations:

1 floor villa outside of Køge in a city named Strøby
Nice and tidy home despite 2 small girls
Living room /social area containing different sitting areas for different purposes (TV watching, book reading, socializing)

Participant:

Age 44, own his own consultancy company
Have 2 girls and a wife.

Appendix F - Participant E5

F.1 - E5, Interview Transcription

22. August 2018, Vesterbro

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:22.6	Alright, we can start with - Which technologies do you have in your home?	I
00:00:22.6	00:00:42.7	We have Sonos speakers. Two of them - One in the kitchen, one here (living room). Smartphones, laptops, desktop computer, Tv and Playstation.	E5
00:00:42.2	00:00:48.9	For those Sonos speakers, for how long have you had them?	I
00:00:46.7	00:00:50.1	For five years I think	E5
00:00:51.8	00:00:56.3	And did you think a lot about where to placed them?	I
00:00:56.3	00:01:38.1	No, well we got them before we moved here. So we got them for our own rooms in our parents' places. Then we just moved them here to the rooms where we kind of need them. Our Sonos One are a bit too small to speak up the whole room. We just knew we wanted one in the kitchen when we moved in together. We have one each, so we wanted one in the kitchen and one here (living room).	E5
00:01:38.6	00:01:47.2	For all of your technologies, are there some of them you feel like you use more than others? And why?	I
00:01:47.2	00:02:17.2	Probably my phone for the same reason as everyone else. I'm too addicted to my phone. And I use my computer a couple of times a week. Also we have Chromecast, I didn't mention that before. We use Chromecast probably almost every day.	E5
00:02:17.9	00:02:21.6	And so, how do you access your Chromecast?	I
00:02:21.6	00:02:22.7	Via the iPhones	E5
00:02:24.7	00:02:28.4	So not like from your computer?	I
00:02:26.5	00:02:51.6	Sometimes. It depends on whether or not the app we want to cast has Chromecast built into it, like can you actually use the app or do you need to do the workaround with Chrome browser. I forgot to mention - we also have iPads. So we also sometimes use our iPads to Chromecast. They haven't been charged in a while.	E5
00:02:51.7	00:02:57.2	But a technology located only at home, which one would you then say you use the most?	I
00:02:57.2	00:03:03.5	My computer I think. But as, because, I play computer games on it.	E5
00:03:03.4	00:03:04.5	And use it for work?	I
00:03:04.9	00:03:15.0	Probably should use it for work, yeah [laughing]	E5
00:03:15.3	00:03:23.4	Maybe going back to the Chromecast, why did you decide to get it?	I
00:03:23.0	00:03:33.0	I think because we watch a lot of Youtube and Netflix. And it's an easy way to make a not so smart TV very smart. And cheap	E5
00:03:33.0	00:03:36.1	So you don't have a Smart TV now?	I
00:03:36.4	00:03:54.9	They are Smart TVs, but you know, Smart TVs are not very user friendly and not very useful in general. Like, if you have to search for something on Youtube via a remote control is horrible. So instead you just use your phone and it's a lot faster.	E5
00:03:54.9	00:04:04.7	So, do you feel like - especially your Sonos and Chromecast - contribute to your everyday life?	I
00:04:04.7	00:05:02.8	Yeah. I think I use the Chromecast most. That is just because we watch a lot of television and normal extension of that. Where using Sonos, I think that Sonos has maybe a bit too big a barrier to be used more often. Like I actually	E5

		have to go to the phone, you have to go on to Sonos (app), you have to choose the room - There are a lot of steps going there. Where with YouTube and Chromecast, you usually just have your phone open anyway. And a lot of televisions they automatically turn on to Chromecast if you use it. So step-wise it is a lot easier to use Chromecast than Sonos.	
00:05:02.4	00:05:02.5	But what would then improve the Sonos?	I
00:05:03.3	00:05:19.2	For example, if you got the new Sonos where you can speak to it. That would help a lot. Also just because Siri in iPhones doesn't integrate well with Sonos	E5
00:05:19.2	00:05:20.3	Do you use Siri?	I
00:05:20.9	00:06:26.0	Every now and again. Sometimes when I cook for the timer or to entertain little kids, who think I'm crazy for talking to my phone... I have a lot of ... At work we got this ... There is a French startup company who have made a ... It is basically like a home entertainment everything system on wheels, called Keeger. And we have a lot of fun with this. Like a projector on wheels and it can play music, it can play games, it can project on the ceiling, map your room, walk around like a Roomba thing - and it doesn't work at all. We have a lot of fun asking it to do things and right now it only wants to listen to me [laughing]. So everybody just tries "Hey Keeger" and it doesn't listen at all. We have a lot of fun with that. And it is just fun to watch it walk into stuff.	E5
00:06:26.6	00:06:32.7	Is there any specific time of the day where you mostly use Sonos and Chromecast?	I
00:06:32.0	00:06:40.1	In the evening. We're not home from 8 till 16. So mostly in the evening. When I was home, I would do something on the computer anyway with headphones on, so I wouldn't listen to music anyway. So yeah, in the evening where we are actually home. Not much in the weekend	E5
00:06:54.7	00:06:55.9	So more weekday evenings?	I
00:06:56.2	00:07:12.4	Yeah, for example if we cook or watch television or Sunday evenings where we watch HBO all day, whatever.	E5
00:07:12.4	00:07:17.0	I think that is pretty much it. And just for reference, what are you working with?	I
00:07:17.1	00:07:41.5	I work as a consultant in innovation funding, so I help companies apply for public funding in innovation technologies. That's why we have an innovational smart robot at our work	E5
00:07:41.5	00:07:41.6	Cool! Thank you so much	I

F.2 - E5, Observation notes

Location of the technology at home:

Technologies are very present in the home

TV, playstation, desktop computer in living room

Sonos in the Kitchen (up under the ceiling in the corner above the fridge - on its own special shelves.

Sonos in the living room (in a window corner next to a Kähler vase).

TV in bedroom

Body language:

Calm body language

Thoughtful before answering

Detailed and reflective answers

Home observations:

Has a lot of stuff

Figures, decorations, picture on the wall, plants

Lots of personality

Not a clear "style", more a lot of random stuff

2-bedroom apartment

Dining Table in the living room

The rooms are fairly packed with furniture

Participant:

25 years old, studied a bachelor in Digital Media & Design at ITU. Today works as consultant in innovation funding.

Lives with his girlfriend at Vesterbro in an apartment.

Appendix G - Participant E6

G.1 - E6, Interview Transcription

2. September 2018, Solrød

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:08.1	Første spørgsmål er - Hvilke technologier har i i jeres hjem på nuværende tidspunkt?	I
00:00:08.2	00:00:12.8	Er det ment generelt eller i forhold til intelligente teknologier?	E6
00:00:12.9	00:00:16.8	Ting du vil betegne med som værende en teknologi, så her menes generelt.	I
00:00:16.8	00:00:50.8	Vi har Sonos, alarm system, en stationær computer, en bærbar computer og smartphones....hmm....jo, så har vi også et trådløst system til strømmen. Jeg ved ikke om det er en teknologi, men altså strømmen er trådløs og så kan man kun købe det som et system. Det kan man vel også kalde for en teknologi. Altså det er stikkontakter og lyset man styrer og så køber man kontakterne separat og så koder dem til lyset.	E6
00:00:51.1	00:00:53.2	Så der løber stadig ledninger inde i væggen?	I
00:00:53.4	00:01:21.2	Ja, der er stadig ledninger i væggen, men du kan så styre dem, så hvis du for eksempel gerne ville tænde lyset over bordet fra den ene kontakt, men gerne også vil kunne styre det fra den anden kontakt, kan du bare købe nye kontakter og sætte til og kode og så kan du styre lyset fra flere steder. Du kan også købe en kontakt så når du går op ad trappen, så skal den slukke alt lyset nedeunder så den kan kodes til det og så er det en kontakt du skal trykke på, men den er stadig trådløs til lamperne. Ovenover lamperne sidder der en lille trådløs sender og modtager som taler sammen med kontakten.	E6
00:01:21.2	00:01:25.6	Okay, i hvor lang har i så haft de her teknologier?	I
00:01:25.6	00:01:51.0	Altså, mange af dem er jo nye fordi vi kun har boet i den her bolig i et par måneder. Altså systemet er nyt men computer og alt så noget har vi jo altid haft mere eller mindre siden det kom frem. Øhm.. Smartphones har vi også haft siden det kom frem. Sonos har vi haft i nok 5-6 år.	E6
00:01:51.4	00:01:54.3	Og hvor ofte bruger i de her teknologier?	I
00:01:54.5	00:01:55.5	Hver dag!	E6
00:01:55.7	00:01:57.5	Og er det alle teknologierne i benytter hver dag?	I
00:01:57.9	00:01:58.0	Ja!	E6
00:01:59.5	00:02:06.5	Er der nogle bestemte tidspunkter på dagen hvor i bruger disse teknologier mere end andre?	I
00:02:06.6	00:02:28.3	Det kommer jo an på hvilke af teknologierne det er. Fordi...altså Sonos bliver primært brugt om morgen og om aftenen, fordi vi jo selvfølgelig ikke er hjemme i forhold til arbejde, så det bliver jo ikke så meget i løbet af dagen og telefonen har man jo med sig hele dagen. Og computeren bruges nok primært om dagen.	E6
00:02:28.3	00:02:47.5	(Datteren tager opmærksomheden fra interviewet)	-
00:02:48.3	00:03:00.3	Men du siger at selve lyset bruger i ved brugen af kontakterne og en trådløs forbindelse. Hvad med Sonos? Hvordan bruger i det? og hvordan aktivere i det?	I
00:03:00.5	00:03:06.3	Vi bruger det til musik og vi aktivere det via vores smartphones eller computeren, men jeg vil nok 10 gange hellere bruge smartphonen vil jeg sige.	E6
00:03:07.9	00:03:09.3	Hvad med alarm systemet - hvordan styrer i det?	I
00:03:10.8	00:03:11.6	Via telefonerne (Datteren tager opmærksomheden fra interviewet)	E6
00:03:22.6	00:03:27.1	Er der nogen af de her teknologier i bruger mere end andre?	I
00:03:27.3	00:03:58.6	hmmm.... altså man kan sige at alarmen passer jo lidt sig selv, så det er ikke	E6

		sådan at jeg er inde i systemet og i softwaren hver dag, overhovedet. Det er heller ikke nødvendigvis hver dag at vi sætter den til - det er mest hvis vi erude og sådan. Øhm.. telefonen bruger vi jo meget og hele tiden og computerne bruger vi pga arbejdet selvfølgelig.	
00:03:58.8	00:04:01.6	Ok, så alarm systemet passer lidt sig selv?	I
00:04:02.0	00:04:19.2	Ja, det er jo mest sådan en ting der bare ligger i baggrunden. Man kan sige, det gør det trådløse strøm system jo også, men det bruger vi jo fordi vi tænder lyset, men det er ikke noget vi intergere med. Det er ikke sådan at man koder eller logger ind hver dag, det er bare noget man bruger.	E6
00:04:19.3	00:04:25.2	Hvem er den primære bruger herhjemme af teknologierne?	I
00:04:25.3	00:04:52.4	Det er nok mig. Altså det der er primært er jo, at vi bruger jo begge alle tingene, men jeg er nok mest primær bruger af Sonos og alarm systemet, men det er nok også pga interesse og fordi det er mig der har sat det op. Min kone hører meget sjældent musik. Så er det for datterens skyld, for at hun skal høre et eller andet børne-musik.	E6
00:04:52.2	00:04:54.6	Men din kone er mere hjemme lige nu end dig?	I
00:04:54.6	00:05:00.8	Ja, det er hun. Men der hører hun heller ikke musik.	E6
00:05:00.8	00:05:03.4	Tror du at hun syntes at teknologierne er for kompliceret at benytte?	I
00:05:03.5	00:05:28.9	Nej, jeg tror det er ren og skær interesse i forhold til musik. Hun lytter oftere til podcast end musik. Der er hun nok lidt atypisk af en 31 årig at være.	E6
00:05:28.9	00:05:33.5	Hvem er det der i sin tid har besluttet at i skulle have de her teknologier?	I
00:05:33.7	00:06:20.6	Det er mig der har besluttet det. Altså det var stadig en fælles beslutning, fordi vi bor sammen. Det er jo ikke sådan at jeg har fået at vide 'det må du ikke'. Jeg kan huske at det er mig der har købt de første højtalere fordi jeg gerne ville have dem og så har vi så udbygget det sammen derfra. Jeg husker da jeg købte dem var det ikke for teknologien skyld. Det var ikke fordi teknologien var smart, det var mere fordi det var en god højtalere og at den var trådløs. Det var faktisk først da jeg begyndte at bruge det at jeg fandt ud af hvor smart og let det var. Altså det vidste man jo godt lidt at det ville være på forhånd, men det gik op for mig at jeg har svært ved at se mig gå tilbage til den konversionelle løsning ved at sætte et kabel til.	E6
00:06:21.8	00:06:27.0	Har du en fornemmelse af at de bidrager til noget i jeres hverdag? Gør det nogen ting nemmere?	I
00:06:27.3	00:06:52.2	Nej, altså.. eller jo... nej, altså ikke i hverdagen, det syntes jeg ikke fordi man kan sige hvis man havde et andet anlæg, satte man det jo bare til på en anden måde og så havde man vænnet sig til det. Jeg syntes ikke at det gør det lettere i hverdagen, men det er selvfølgelig mere en bedre måde at bruge musik på, syntes jeg og så er det lettere at sætte op og sådan noget, men jeg syntes ikke det gør det lettere i hverdagen. Det vi bruger det til er at høre radio og musik på.	E6
00:06:52.4	00:06:56.0	Hvad var så årsagen til at få det i første omgang, hvis ikke det har været for at gøre hverdagen lettere?	I
00:06:56.2	00:07:05.3	Øhm.. altså vi havde ingen højtalere og så for at få trådløst musik i flere rum.	E6
00:07:05.5	00:07:10.7	Og her taler du så om Sonos højtalerne. Hvad med de andre teknologier?	I
00:07:12.3	00:07:14.9	Vil du gentage spørgsmålet fra starten igen?	E6
00:07:15.7	00:07:19.7	Selvfølgelig, De andre teknologier i har i hjemmet, hvad har årsagen været til at købe dem?	I
00:07:20.4	00:08:09.1	Altså, man kan sige..computer og smartphone er jo bare tiden der har gjort det. Alarm systemet er pga at vi bor i en ny større bolig, så vi vil gerne være sikre. Den bærbar computer har vi fordi min kone studerede og det gav mere mening i forhold til hendes studie i forhold til opgaver og så har vi bare beholdt den, i stedet for bare at have en stationær. (Datteren tager opmærksomheden fra interviewet)... Så altså, jeg ved ikke om man kan sige at det lettede hverdagen på den måde.	E6
00:08:09.1	00:08:13.7	Har det haft en eller anden form for påvirkning på din hverdag?	I
00:08:14.0	00:08:45.3	Det har påvirket vores hverdag i forhold til tryghed. Så på den måde er vi blevet påvirket af det og pga vi har en datter og man gerne vil føle sig tryg i et hus. I en lejlighed har man ikke samme behov. Det havde vi i hvert faldet	E6

		ikke da vi boede i lejlighed. Så det er det der med at man pludselig bor i hus, der et det et andet behov der skal dækkes.	
00:08:45.5	00:08:59.5	Her til slut i forhold til reference, vil vi gerne vide hvor gammel du er og hvad du arbejder med.	I
00:08:59.5	00:09:17.2	Jeg er 33 år og er uddannet og arbejder som fotograf.	E6
00:09:20.5	00:09:28.1	Okay, mange tak skal du have og tak for din tid og deltagelse.	I

G.2 - E6, Observation notes

Location of the technology at home:

Technologies well-integrated into the home
 Sonos speakers in every room
 Large TV in living room with Apple TV

Body language:

Confident body-language
 Pays attentions to what is going on around him (daughter playing and wife cooking food for daughter)
 But is still good at being focused on the interview
 Talks fast
 Sometimes mumbles

Home observations:

Large (2-floors), modern home
 Newly renovated
 Seems finished and well put together
 Scandinavian interior
 Kitchen/dining room feels like the center of activities in the house
 Have Sonos integrated into their rooms by drilling them into the corners of the room.

Participant:

Age 33, Photographer
 Lives in Solrød
 Have a daughter and a wife

Appendix H - Prepared questions for interview with experienced users

- Which technologies do you have in your home?
- For how long have you had these technologies?
- How often do you use these technologies?
- When do you use these technologies?
- How do you use these technologies?
- Are there some of the technologies you use more than others?
 - Why this one?
 - What is the reason for not using the other one more often?
- Who is mostly/the main user of the technology in your home?
- Who decided to get these technologies?
- Why do you have these technologies?
 - What do they contribute to?
 - Which impact does it have to your everyday life?

For reference:

- How old are you?
- What is your job/ what do you work with?

Appendix I - Participants N1

I.1 - N1, Interview 1 Transcription

16. August 2018, Amager

I.1.A - Interview 1 recording 1

Start Time	End Time	Transcript	Speaker
00:00:17.5	00:00:23.9	First question, in your own opinions, how interested are you in technology?	I
00:00:23.9	00:00:27.0	A little I think	N1B
00:00:27.0	00:00:28.6	You (N1B) are more interested than I am	N1A
00:00:28.6	00:01:19.6	Well in Apple. I don't know much about other technologies, but for like if there is a new phone, I am the type of person that would hate buying a phone that is a year older, because then I would feel like I was missing out on something, even though the improvements probably are minor. Or with the Apple watch I had to wait to wait until they got the 3G because I didn't like the thought of missing out. I have, probably I was gonna say, FOMO when it comes to gadgets and stuff. Yeah. But you (N1A) still, you know more	N1B
00:01:19.6	00:01:22.4	Yeah I will check them out, but I won't buy them.	N1A
00:01:22.4	00:01:24.7	But you know more about different technologies	N1B
00:01:24.7	00:01:24.8	Yeah	N1A
00:01:25.4	00:01:29.2	So interested in getting to knowing different types?	I
00:01:29.2	00:01:30.0	Yeah. But also when you get to know stuff, you also get to see the barrier of the new technology. Like there is a lot of new technology there is new just because they were able to do it. Like the Virtual Reality goggles, when they arrived like what are we going to use them for? And Facebook tried to use it to do virtual reality videos on Facebook and it has never gone anywhere, so i prefer to wait till a point where it is actually gonna work for me to use them.	N1A
00:02:03.2	00:02:04.6	For it would make sense for you to use them	I
00:02:04.5	00:02:06.3	Yeah exactly	N1A
00:02:06.3	00:02:23.1	Kind of on the same note - Are you more interested in like new technology or more like the improvements of already existing types of technology?	I
00:02:23.1	00:02:42.5	I think for me, like with Apple, it is the existing kinds that they improve and keep making better. And like whenever they make something, looking into it	N1B
00:02:42.5	00:03:23.2	I guess I am interested in new technology because of our work where we actually have to write applications for new technology, but I would say I am more interested in the improvements, because like someone made Siri and tried to get people to talk to their phone, but in reality Google or Amazon were better at voice recognition than Apple is. So it is not really the ones that introduce the technology, it is the one to perfect it. Like I have been trying to get N1B to get a Samsung watch because they are better, but she is like "But Apple...."	N1A
00:03:23.2	00:03:23.3	It's the ecosystem	I
00:03:24.8	00:03:33.0	Yes! [laughing] And if you have Apple everything it doesn't make sense to get a Samsung gear	N1B
00:03:33.0	00:03:37.0	No, and then again we have don't have an Apple TV. Guess why.....	N1A
00:03:37.0	00:03:37.1	Because of you [laughing]	N1B
00:03:40.6	00:03:48.1	So when did you last get a new technology in your home and what was it?	I
00:03:48.1	00:03:48.9	In May and it was my Apple Watch. That's for me, well you live here too I guess	N1B

00:03:54.8	00:03:58.9	The last thing was when I bought my new iPhone	N1A
00:03:58.9	00:03:59.0	Yeah, oh yeah, that was in January	N1B
00:03:58.9	00:04:01.8	In December.	N1A
00:04:01.8	00:04:08.1	So it was quite a while since you last got a permanent home technology?	I
00:04:08.1	00:04:14.6	Yeah, that must have been the TV that we got from your (N1A) mom	N1B
00:04:14.6	00:04:26.9	Yeah, I don't know. We are not that into having the newest of the newest. I would rather have an iPhone over three years than swapping to the newest	N1A
00:04:26.9	00:04:27.0	And like your computer you had for a while. I feel like it would be the TV which we got a year or two ago.	N1B
00:04:34.3	00:04:37.5	Yeah maybe	N1A
00:04:37.5	00:04:56.3	Okay, now we are going to talk a bit about smart homes in general. So I would like both of you to describe in a few words what a smart home is to you. Like how would you describe a smart home?	I
00:04:56.3	00:05:27.7	I would say a home where you can control the lights from your phone, you can control like hardware, anything in the home from your phone or by voice command. That's what I would think, so like if you are out and you think you forgot to turn off the stove, you can check on your phone. So that everything is connected to one phone	N1B
00:05:27.7	00:06:21.8	Yeah I'm a bit scientific about it maybe. Like there is the term ubiquitous computing, you probably know about it. I would say that is smart home, where there is the Internet of Things and all these buzz words, but really ubiquitous computing is that almost everything in your everyday life is connected. It's like you would be able to, not just the lights, but like the windows would also have technology in them and I don't know, whatever. Your shoes would be able to tell you something, that really smart home, but that is also very much into the future. A bit science fiction about it. Because I think, what they say now is smart home is kind of not the science fiction fairytale smart home. A lot of it has barriers to it	N1A
00:06:22.0	00:06:30.1	But maybe wouldn't you five years ago have thought that some of the smart things today were science fiction back then?	I
00:06:30.1	00:06:41.0	Maybe ten years ago maybe... Yeah, I don't know	N1A
00:06:41.0	00:07:00.0	Did you know that light, thermostats, appliances, alarms and so on also are a part of smart homes?	I
00:07:00.0	00:07:01.0	I have been trying to get my dad to swap the thermostats to these electrical ones, or smart ones. I think that is smart. Because then you are actually like saving money or it is actually improving. It is not just nice to have that you can turn on your lights when you walk in instead of clicking on now button, but actually having the thermostat turn off the heat when you are gone, like do thing to your house when you are not there.	N1A
00:07:31.0	00:07:41.1	But that is also often like a larger improvement kind of, it is not just maybe one thing you put in, but you need to kind of connect it in a different way.	I
00:07:41.3	00:07:51.2	Yeah, I think it's Danfoss who did some which are pretty easy to install I think.	N1A
00:07:51.2	00:07:58.9	Do you have any experience using smart home technologies?	I
00:07:58.9	00:07:59.0	Well the thing at work is actually smart home. It is not made for workplaces, it is made for homes. So I have used that. But yeah, you probably know the If Then website (IFTTT), like that I have been using at a friend's house. But I think we have been too cheap here.	N1A
00:08:20.4	00:08:25.5	I was just going to say that I'm a huge question mark right now	N1B
00:08:25.5	00:08:26.6	I'm not going to explain If Then, because then they have to transcribe all that [laughing]	N1A
00:08:27.4	00:08:31.2	Oh that's fine [laughing]	N1B
00:08:31.2	00:08:33.8	I at least know what it is	I
00:08:33.8	00:08:40.3	But I think we have been too cheap, because then if you have to buy a light bulb and each light bulb is what, 200 kr or something	N1A
00:08:40.3	00:08:41.6	500	I

00:08:41.6	00:08:42.4	500 kr, yeah.	N1A
00:08:42.4	00:08:47.7	Unless you go to IKEA, they have some too that are cheaper	I
00:08:47.7	00:09:01.4	So, it's again the overhaul and the investment of actually doing it. Because it doesn't make sense if you have only one light bulb that is smart. You kind of have to have the whole room.	N1A
00:09:01.4	00:09:12.9	Can you put a few more words on why specifically you haven't chosen to have any smart home technologies yet?	I
00:09:12.9	00:09:13.0	First of all we are cheap.	N1A
00:09:16.3	00:09:16.4	Yeah. Because, yeah, like the money...	N1B
00:09:18.3	00:09:45.4	Yeah the money to invest in it, we just focus on travel or something else I would say. But then also, I think I might be the main driver of the smart home technologies. N1B is very into the personal gadgets thing for herself. And I would be the one who like say "What if we try this in the house, or this" and I just haven't really felt like the technology was there yet.	N1A
00:09:45.4	00:09:46.5	But have you considered it?	I
00:09:46.5	00:09:49.9	Yeah I have considered the Google Home	N1A
00:09:49.9	00:09:53.0	Yeah you spoke about it I think a week before you contacted us	N1B
00:09:53.3	00:09:53.4	Oh I have also spoken about it before	N1A
00:09:58.3	00:09:59.8	But then it is good that you get to try it now	I
00:09:59.8	00:10:03.6	Yeah	N1A + N1B
00:10:03.6	00:10:11.9	What do you believe are the advantages of smart home technologies?	I
00:10:11.9	00:10:44.0	I think just automatisation, like you don't have to do as much when you get home. I think that is a big advantage. Also if you can save money or save energy with the thermostats and all those improvements are pretty smart	N1A
00:10:44.0	00:10:52.1	Or save time, like if you are cooking and you need like a timer or something, or want to listen to music, you don't have to use your hands	I
00:10:52.7	00:11:33.3	But mostly if you have messy hands it would be an advantage, but I would still prefer to actually, because when you talk to voice recognition you kind of have to talk in a very code language way. The syntax of its understanding is still very, at least with Alexa and Siri... "Write E", "Okay, what should I write E?", "This, this and this", "I have written this, you want me to send?", "Yes, send" - I could have done it faster using my hands.	N1A
00:11:33.3	00:11:39.4	And then of course, what do you think are the cons of the technologies?	I
00:11:39.7	00:12:40.1	Well we spoke a little bit about it when you approached us, and it is like the fact that it puts down so much data, like even with Facebook, it's not a smart technology, but if I speak on the phone about something there is an ad 20 minutes later on my Facebook. So like that it gets all this data and sometimes uses it against you with for example ads, like it will bombard you with ads because you googled one thing or said a thing. Or I feel like because Google or Amazon own or get the data, they might do the same. So that would be the con. Other than that, I mean the fact that I watch the Kardashians I don't care that it finds out, but if I get too many ads on it I might get a little tired.	N1B
00:12:40.1	00:12:59.5	Or the privacy. But then again, I think we are at a point where they know enough about us anyway. Like if you have an Android phone, then you can go on to Google and actually see where you have been the last 30 days on the map of it	N1A
00:12:59.5	00:13:04.5	So that would probably be yeah, all the data collected on yeah...	N1B
00:13:04.5	00:13:04.6	But do you know for sure that they do that or is it just more of a fear?	I
00:13:09.6	00:13:18.5	With the phone I know they do, like if you Google stuff they collect data, but I don't know with the smart home stuff ...	N1B
00:13:18.5	00:13:21.4	They do	N1A
00:13:21.4	00:13:24.5	... But I would think so if they do it with all their other application.	N1B
00:13:24.5	00:14:26.6	When you read about technology there is always these stories. I think about	N1A

		3 months ago in the US, where a family, one of their friends in their contract list was sent a record from Alexa of them just talking about like everyday stuff. It accidentally sent the whole record to a contract in their phone. It's not only to Amazon for them to analyse, but actually to send to another person so he could listen in on what they were talking about. I also wrote on the 3rd year of my bachelor, I wrote a paper on privacy and also the Samsung TVs privacy issues back then. Because if they have to recognise when people are talking to them, they have to record you all the time for it to work.	
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I.1.B - Interview 1 recording 2

Start Time	End Time	Transcript	Speaker
00:00:10.3	00:00:30.3	Now we are going to speak about Amazon Alexa and Google Home more specifically, like the smart speakers. And what do you think a smart speaker is and what can it do?	I
00:00:30.3	00:00:57.5	I would say a speaker that you can talk to and give voice commands to do different things. Like I think Siri is probably one of the, like the beginning of it, I don't know. Probably Windows tried something, I don't know, but I mean kind of like Siri, but in a speaker form. And then it might be able to do more	N1B
00:00:57.5	00:01:02.2	Stuff like what?	I
00:01:02.2	00:01:16.2	Like react to voice commands, so if you need music on or TV on or to search something online... Want to know what the weather is like	N1B
00:01:16.2	00:01:48.0	It is basically, in my opinion, a smart hub where you can connect all different other Internet of Things things to it. A kind of way to have this one command center of your home, where you can to, so smart speaker only because it is connected to a speaker so you can talk back to, but mainly it's the microphone that is the most important part.	N1A
00:01:48.0	00:01:54.3	And what would you think is the purpose of having a smart speaker in your home?	I
00:01:54.3	00:01:54.4	To be able to interact with apps and other smart technologies, that would usually require an app on your phone, in an easier way than usual.	N1A
00:02:09.4	00:02:10.5	I agree	N1B
00:02:10.5	00:02:14.3	Yeah, you just agree	N1A
00:02:14.3	00:02:14.4	So do you think it would add value to your life or would it just be like a...?	I
00:02:23.4	00:03:10.5	I think it will be cool for me at least, I would feel like it is a cool gadget. I don't think I would ever feel like it's a musthave. Like some technologies you get so used to that you create a need for the technologies. I don't think I will create a need for a smart speaker on the long run, because I mean with Siri I use her, but it's maybe once every other week, so it's not enough to... But I'm ready to try it more daily to see if yeah...	N1B
00:03:10.5	00:03:36.6	I borrowed a smartwatch for free to try it out, I wore it one day and then I didn't use it anymore. So might be the same thing here that I will use it for the novelty and I know that I have obliged myself to use it, but if I bought it myself it might have been nice to have not musthave instead	N1A
00:03:36.6	00:03:57.6	So how do you feel about smart speakers? Just like in general	I
00:03:57.6	00:04:03.4	They look nice. [laughing]	N1A
00:04:03.4	00:04:41.7	And I mean it's nice to have the option of turning on music and doing stuff without having to put in a CD. Like you said, having all your technology in your home connected in one place, so if you want to start them you just talk to this and it figures out where to send the message, instead of having to go find the remote control or find the CD or find your phone. It sends the message out for you, so I mean that's a nice.....	N1B
00:04:41.7	00:04:59.3	I think if I had the money I would definitely try to invest in it more than I have. Like if I actually went out and used the money on smart bulbs and	N1A

		whatnot to make it work better, I would definitely do that.	
00:04:59.3	00:05:06.4	So all of these privacy issues are not dictating your opinion?	I
00:05:05.1	00:05:07.2	No we are way in too deep for that now.	N1A
00:05:07.4	00:05:17.5	Yeah, I feel like with our phones, computers, everything else, they have so much information on me they could probably clone me already	N1B
00:05:17.3	00:05:18.4	So damage done already?	I
00:05:18.8	00:05:18.9	Yeah	N1B
00:05:19.4	00:05:25.2	If I don't want people to record me I wouldn't have a smartphone	N1A
00:05:25.2	00:05:54.3	And I mean, this is my theory, like with Facebook when everyone was like "Oh they are recording everything", like yeah where do you think they get the money? By selling information on you. And I feel like it is the same with Google, they have so many free platforms and how would they get the money if they're giving it out for free. That would be by selling your information to companies who can use it for advertising and stuff.	N1B
00:05:54.1	00:06:22.1	The other day we had to visit N1B's brother at his new place and I asked N1B with my phone open what the address was, and then I went to Google Maps and it already suggested the address when I was typing. And that was both like why the fuck is it recording what I am saying now, and at the same time I was also like it's kind of nice that I don't have to write in the whole address now, I can just click on it.	N1A
00:06:22.1	00:06:24.2	So you like it but it is still creepy	I
00:06:24.3	00:06:30.5	Yeah it's cool but creepy	N1B
00:06:30.1	00:06:53.2	Then more regarding these voice activated technologies, not specifically the speakers but also like Siri - How do you feel about using Siri or Google Now or whatever you use, if you use it?	I
00:06:53.1	00:07:16.0	I feel like I think it's more of a fun... Like to begin with it was just kind of fun to talk to Siri even though she came up with dumb answers. I mean it is convenient at times, like again if you are cooking, if feel like that is my only example, or if you are busy doing something and you just need a quick like fact or something.	N1B
00:07:16.0	00:07:22.1	Then you actually have to use your watch, because your watch doesn't have a keyboard	N1A
00:07:22.2	00:07:31.3	Oh yeah, so like texting on the Apple Watch. That is convenient too even though she doesn't make smileys so I sound like an angry human being.	N1B
00:07:31.5	00:07:33.6	You can say "happy smiley"	I
00:07:33.2	00:07:35.3	Can you? Oh I'll try that	N1B
00:07:35.3	00:07:42.4	It's not like an emoji, it's the usual like : - D	I
00:07:42.5	00:07:57.1	Cause right now I talk to her and then I go back to messages and put in a smiley afterwards. So yeah, I feel like I use the texting thing often. And then again, she is a good babysitting tool	N1B
00:07:57.1	00:08:06.2	But they are mostly dumb. A lot of them are still very dumb though. As I said earlier you have to almost programme your language for them to understand you.	N1A
00:08:06.8	00:08:09.3	Oh yeah. To begin with she didn't get me.	N1B
00:08:09.3	00:08:41.3	I read up on the Google one and apparently it is better, because the syntax of it, like it is better to understand syntax, so you can actually ask it to do two different things in one sentence, which you usually can't. As they get better at recognising normal language it will be a lot easier, but I don't know. I haven't used one in a while I might be a little outdated about what they can actually understand.	N1A
00:08:41.3	00:08:47.4	And so, in relation to that, how would you think it could be improved?	I
00:08:47.7	00:09:08.3	Just more everyday language. It should be able to understand. That is also why I prefer to use my voice recognition in English because they're usually more advanced, because they don't have to make it understand Danish instead.	N1A
00:09:08.3	00:09:14.4	And then with all the different accents in Denmark it would be difficult for it	I

		to understand Sønderjysk	
00:09:14.1	00:09:15.2	Yeah	N1B
00:09:16.3	00:09:23.3	So that was it. Do you have any final comments or questions?	I
00:09:27.2	00:09:28.2	No	N1A
00:09:28.2	00:09:31.7	No, I feel like I had one earlier but I lost it	N1B

I.2 - N1, Interview 2 Transcription

23. August 2018, Amager

I.2.A - Interview 2 recording 1

Start Time	End Time	Transcript	Speaker
00:00:08.1	00:00:11.0	Where did you choose to place your speaker?	I
00:00:11.0	00:00:25.1	In our living room, because well we're most of the time in here. And it's kind of hard to place it in the centre of the apartment, because that would be the entryway	N1B
00:00:25.1	00:00:43.2	We placed it in a place where there is power and where it's not close to any other speakers, so it won't accidentally turn on.. It's not close to the TV speaker or the Sonos speakers or the computer speakers	N1A
00:00:43.2	00:00:47.6	Did you put it there first or have you moved it around?	I
00:00:47.6	00:00:56.4	We tried putting it here (the living room table), but then we quickly realised that it would be too far away from the other rooms	N1B
00:00:56.4	00:00:56.5	Here meaning the table	N1A
00:00:58.9	00:00:59.0	Oh yeah, here is the dining room table which is in the opposite end of the living room then where it's placed	N1B
00:01:26.3	00:01:35.4	Now that you have tried it, what is your initial impression of it?	I
00:01:35.5	00:01:43.0	Good. There are some problems with it, but...	N1A
00:01:43.0	00:01:45.8	I've had some discussions with it	N1B
00:01:45.8	00:01:46.9	Yeah	N1A
00:01:46.7	00:01:46.8	You've been fighting with it?	I
00:01:48.1	00:02:22.0	Well at 6:20 in the morning when it won't stop the alarm. [laughing] And I'm tired and I forgot to look up what the specific thing is you have to say to stop the alarm. Yeah, that was a rough one, but other than that I feel like... Well it surprises me sometimes, like the other day I was like "Should I take a nap?", because I was home alone and I actually asked Google "Hey Google, should I take a nap?", and it said "Sure" [Google Home starts speaking]	N1B
00:02:22.0	00:02:28.2	"I get that you have been working hard. I have some soothing nature sounds if you need to relax or some serious Rock n Roll if you need to wake up"	Google Home
00:02:28.2	00:02:29.1	[laughing]	All
00:02:29.1	00:02:53.2	No thanks. Well the other day it didn't say that, it asked me if I wanted help counting sheep, where I was like "Sure". But yeah, so it has different things it does clearly, because that was offering to play nature sounds instead	N1B
00:02:53.0	00:03:12.5	I haven't had that many big problems with it, more like small irritating issues. Like we have different voices each of us, so N1B's usually a man and mine is usually a woman, so just here it thought that it was me. Or I don't know why it	N1A
00:03:12.5	00:03:26.1	And sometimes it's because it switches, so I would be talking to it and then it will do the first part of what it is supposed to do in a female voice and then move over into a male voice and then back. So like it's confused	N1B

00:03:26.1	00:05:31.2	Yeah, that's kind of irritating. And then it won't do temperatures in Celsius even though I programmed it on my phone to do Celsius, it still does Fahrenheit. I've tried to explore the possibilities with it and it's kind of limited, especially when you are outside the US, like if I wanted to find my phone, first of all it said I couldn't because it's not an Android phone and then I looked it up and apparently in the US it can call your phone even though it's an iPhone, its just call your number and then it will make noise of course. But only in the US it will call your phone. And then there is the integration with Google Calendar, which is kind of annoying that it doesn't do, it only take your native calendars in Google not shared calendars, which I would like it to tell me what kind of meetings I have during the day at my work, but because it's a shared calendar from Outlook from my work calendar, it doesn't take it into account, it can't do that, so then I'll have to use a third party to actually read my calendar and I don't want to have a third party have full access to my work e-mail and calendar. So it's kind of annoying things. But I'm guessing that I'm more used to programming language and syntax and stuff where you are talking to a computer, how you should word you stuff instead of N1B just starting yelling at it, like she will say something to it and it will being, and then she will be like "stop", like "N1B you have to say Hey Google first" and then she will just say "Okay Google". Like you have to do the whole sentence and that was like the third time is the charm [Google Home speaking]	N1A
00:05:28.4	00:05:30.9	"Sorry I don't know how to help with that"	Google Home
00:05:30.9	00:05:31.0	Yeah exactly	N1A
00:05:31.7	00:06:00.8	She doesn't know how to help with that... Yeah I feel like there are some things, I feel like you're (N1A) doing more trying to integrate it into your everyday like your calendar and different stuff like that, whereas I've more tried to ask it random questions or like, well I asked it to recommend podcasts and it actually found one that I found quite interesting. So I feel like I use it more for entertainment tasks	N1B
00:06:00.3	00:06:03.4	I guess it also become better the more you use it	N1A
00:06:03.1	00:06:03.2	Yeah	N1B
00:06:09.4	00:06:13.9	So would you say that your impression of it has changed now that you have used it?	I
00:06:13.9	00:06:32.8	Yeah. I'm impressed how well... If you are used to programming you have to be very specific of what you are saying to it, like to the computer to do. But this has kind of a good margin of error on what you are saying	N1A
00:06:32.8	00:07:03.1	I feel like it's already, well but then again on the weekend and the first two days, because it was Thursday - Friday I used it a lot more, I feel like for me, like I know it's here and that I can use it but then I kind of forget to use it sometimes, because it's just here. Whereas I'm trying to whenever I have something that I know I can use it for to use it, so like if I have to set an alarm or I'm cooking something I use it for that	N1B
00:07:03.1	00:07:08.2	Yeah I forgot what I was about to say.	N1A
00:07:08.5	00:07:11.6	It might come back to you	N1B
00:07:11.8	00:07:19.9	So what kind of functions have you discovered that it can do?	I
00:07:19.3	00:07:23.4	I can tell us to have pancakes for dinner	N1A
00:07:23.2	00:07:26.2	It can recommend dinner and it's usually ...	N1B
00:07:26.2	00:07:29.3	It's either sandwich or pancakes	N1A
00:07:29.5	00:07:30.8	You vote pancakes	N1B
00:07:30.8	00:07:31.9	Yeah	N1A
00:07:31.5	00:07:38.6	And it couldn't specify which kind of sandwich. It was just like "you can make a sandwich"	N1B
00:07:38.2	00:07:38.3	Yeah, perfect [ironic]	N1A

00:07:38.9	00:07:52.7	And then he said "what kind of sandwich?", and it said "I can't help with that yet, I'm still learning" and then it's like oh well...	N1B
00:07:52.7	00:07:58.1	And what I said before that it cannot do.. Or I'm sorry...	N1A
00:07:58.1	00:08:27.5	Yeah I was gonna say that question was not was it can't do. Uhm, I like the podcast, that it can recommend because it's just that I listen to a lot of podcasts so I feel like that's a thing that it useful for me. Other than that it's easy to listen to the news every morning and not have it be like if you watch a half-hour news segment, it's just if you say "Good morning" it starts	N1B
00:08:27.5	00:09:05.6	That was what I was going to say that news thing, I started trying to use the news, like the "Good morning" routine in the morning with the news. It's kind of nice and then I just kind of forgot about using it, and I actually like came to work one day where I forgot to use it and someone at work was like "Oh yeah, did you hear about Trump... And this is gonna like, yeah, I guess he's gonna take a hit now", and I was like "what happened...", because there are not other way that I'm listening to news in the morning	N1A
00:09:05.6	00:09:12.4	So that's a nice thing it can do. And the alarms when you know how to stop them are nice	N1B
00:09:12.3	00:09:22.4	You would guess that when it has an alarm in the morning and you say "Good morning" to it, it would guess oh you are awake and stop the alarm	N1A
00:09:22.2	00:09:25.3	I just freaked out.	N1B
00:09:25.1	00:09:30.2	For the news thing, you feel like when you remember to do it was actually a good thing?	I
00:09:30.7	00:09:41.8	Yeah it's nice just having it in the background and it's not just turning on the radio and listening to random until you get to the news, you get specific news	N1A
00:09:41.6	00:09:44.7	So you are updated for the day	N1B
00:09:44.2	00:09:51.3	I just have to learn how to calculate Fahrenheit to Celsius every time it says my Good morning routine	N1A
00:09:51.0	00:09:56.1	These functions, did you just try something randomly to see what happened or?	I
00:09:56.5	00:10:00.0	Yeah	N1A
00:10:00.0	00:10:02.1	Have you also tried to read up on some?	I
00:10:02.7	00:10:39.8	When I set it up, the podcast thing was something it said that I could do, so I tried it because it said on my phone that I could ask it that question. But most other stuff I think is just asking it random questions, like the other day I tried to ask it what time a movie we were going to was playing and I had to really be specific about it was, because at first it thought it was in Manchester. Which when I said "The Palads Theatre" I figured it knows it's in Copenhagen, but there's a Palads Theatre in Manchester	N1B
00:10:39.1	00:10:46.4	I think a lot of it is just guessing. We try out stuff and see if it works or if it doesn't work	N1A
00:10:46.4	00:10:48.5	I feel like you've been looking up more stuff than I have	N1B
00:10:48.3	00:10:52.4	Yeah not that much, only integration parts	N1A
00:10:52.4	00:11:06.5	But have you then with your random queries are most of them successful or just like it cannot do it?	I
00:11:06.4	00:11:08.5	I would say it's fifty-fifty	N1A
00:11:08.4	00:11:13.5	I'd say most of what I ask it is successful so far. So the majority	N1B
00:11:13.6	00:11:20.7	Mine if fifty-fifty of what it can to and what it cannot do	N1A
00:11:20.9	00:11:25.0	And what have you then used the most of the functions?	I
00:11:25.7	00:11:26.8	The Good Morning routine probably	N1B
00:11:26.9	00:11:27.0	Yeah	N1A
00:11:31.2	00:12:29.7	I haven't really been using it for music, because you have to be really specific. And if you want to just listen to, like I just tried when I got home today to say "Play a latest new playlist" or something, like "Latest hits on Spotify", and it just started playing an album called latest hits, which was a kind of weird	N1A

		album so... You have to be pretty specific about that stuff. So I haven't really been using it a lot for music. Also you have to turn it down and it's kind of slow, it's just that you can just take your phone if you're on Spotify you can just use the buttons on the side to turn it down quickly. Here you have to do "Set volume to this", I've tried sometimes to know like, oh I just need to turn it down a little bit, "set volume to two or 60%", oh it's still pretty loud, "50%", it's still pretty loud, "40%" and then it has taken like a minute or something	
00:12:29.7	00:12:35.9	So you have to keep interrupting it to set the volume and it's kind of a nuisance... Well you could probably use your phone	N1B
00:12:35.4	00:12:39.5	But you get used to how loud different percentages are	N1A
00:12:39.5	00:12:49.6	Just a sidetone, I do actually think that, I'm not actually sure if you have to be in the Google Home app or the Spotify app, that you can on your phone turn it down. At least that is what I've discovered, that it is possible with the iPhone	I
00:12:46.9	00:12:53.3	Okay	N1A
00:12:53.3	00:12:57.4	I would think probably from the Home	I
00:12:57.5	00:13:01.6	Just so you can experience trying it whether it is true or not [laughing]	I
00:13:01.6	00:13:07.5	Who of the two of you have used it the most?	I
00:13:07.5	00:13:09.3	I think it is you (N1B).	N1A
00:13:09.3	00:13:10.3	You think it's me?	N1B
00:13:10.3	00:13:11.6	Yeah.	N1A
00:13:11.6	00:13:28.2	Well maybe, yeah. I feel like because I wasn't home all day yesterday, so I feel like it has been a while. But I mean, since Tuesday, probably. And then it was just the Morning routine on Tuesday, but yeah, I try to ask it questions.	N1B
00:13:28.1	00:13:28.2	[Recording interrupted by phone call]	

I.2.B - Interview 2 recording 2

Start Time	End Time	Transcript	Speaker
00:00:05.0	00:00:12.1	But yeah so I try every time I have to do a task that I normally do on my phone to see if the Google can do it	N1B
00:00:12.0	00:00:12.1	[Recording interrupted by phone call again]	

I.2.C - Interview 2 recording 3

Start Time	End Time	Transcript	Speaker
00:00:38.6	00:00:47.3	What time of the day do you use it mostly?	I
00:00:47.3	00:00:48.5	In the morning	N1B
00:00:48.5	00:00:55.8	Yeah in the morning	N1A
00:00:55.8	00:01:00.6	Have you tried using it together?	I
00:01:00.6	00:01:01.6	Yeah kind of	N1A
00:01:01.6	00:01:07.8	Yeah. You ask when your birthday was and then I asked when my birthday was	N1B
00:01:07.8	00:01:10.3	It didn't know when your birthday was	N1A
00:01:10.3	00:01:14.0	No I had to specify. I have to specify a lot of things, it doesn't get like...	N1B
00:01:14.0	00:01:19.9	Yeah like it didn't know when N1B's birthday was when I asked it	N1A
00:01:19.9	00:01:25.3	Yeah it has to be your own birthday. I can't ask when your birthday is	N1B

00:01:25.3	00:01:31.8	Or you could if you have put some kind of...	N1A
00:01:31.8	00:01:36.7	Other than that, is it good at differentiating between the two of you?	I
00:01:36.7	00:01:47.6	Not always. But then I think it gets better the more it listens to your voice	N1A
00:01:47.6	00:01:58.5	Like sometimes a lady will respond when I'm talking and I have the male voice, which should respond when I'm talking, and sometimes you have the...	N1B
00:01:58.5	00:02:06.9	It might also sometimes be a bug that it knows it's you but it kind of forgets to change the voices	N1A
00:02:06.9	00:02:21.5	This might be difficult to answer, but have the speaker changed some of your routines?	I
00:02:21.5	00:02:24.9	No. Not other than when I wake up	N1A
00:02:24.9	00:02:26.3	I was gonna say the morning routine	N1B
00:02:26.3	00:02:31.9	I just ask and then I will just do my stuff while it tells me the news	N1A
00:02:31.9	00:02:33.3	Yeah, so the morning routine	N1B
00:02:33.3	00:02:38.6	But the entire morning routine is new to you? Would you listen to news otherwise?	I
00:02:38.6	00:03:05.2	No. In that case it's new. Or if I would listen to some music I would rather try that one instead of just using our Sonos. So for example today when I tried the latest hits, it didn't kind of get what I wanted, but I was just like "screw it, I'm just gonna listen to this", instead of going to Sonos.	N1A
00:03:05.2	00:03:14.2	Do you now use it instead of something else? Like a timer	I
00:03:14.2	00:03:28.7	Yeah, like instead of my phone if I can. I always try an see if the Google can do it first and then I go to my phone if it... But so far it has been successful	N1B
00:03:28.7	00:03:36.0	So you would say it has made some situations easier? Or is it the same?	I
00:03:36.0	00:03:39.5	I think it's the same	N1A
00:03:39.5	00:03:52.1	Yeah cause there's no different than usually I would ask Siri to start the timer, now I just ask Google, so it's not that different	N1B
00:03:52.1	00:04:12.2	That was pretty much it, and then we have written down a lot of things that it can do but we can hear that you already have figured a lot of them out, so that's great. And have you also kind of tried pairing it with the TV? Like have it turn on...	I
00:04:12.2	00:04:27.0	Oh yeah, we have with Netflix. We have it paired with the Chromecast, so if the TV is turned on - it can't turn the TV on, but if it's already on, we can ask it to put stuff on Netflix. We did that a couple of times	N1B
00:04:27.0	00:04:32.8	I bet some TVs allows it to turn it on but this doesn't	N1A
00:04:32.8	00:04:41.5	But it's nice that you tried it out. And what about games and stuff?	I
00:04:41.5	00:04:44.0	No, not really.	N1A
00:04:44.0	00:04:46.6	Maybe we should	N1B
00:04:46.6	00:05:08.5	And also, a fun thing is that it can take blame for stuff. For example if you asked it "Hey Google did you fart?", it sometimes takes blame. So if it was you, you could be like "oh it was Google..."	I
00:05:08.5	00:05:08.6	[laughing]	All
00:05:08.6	00:05:13.4	Oh cause that's so believable	N1B
00:05:13.4	00:05:18.8	Yeah you got to make it say sorry for something the other day, didn't you?	N1A
00:05:18.8	00:05:22.3	No I think I just told you what Katrine told me.	N1B
00:05:22.3	00:05:25.5	Oh yeah	N1A
00:05:25.5	00:05:26.8	That you had said something to it and it said sorry	N1B
00:05:26.8	00:05:30.6	Yeah I said it was just a piece of shit because it just didn't work	I
00:05:30.6	00:05:33.7	[laughing]	All
00:05:33.9	00:05:35.0	You told it that?	I

00:05:35.9	00:05:38.0	Yeah it was really mean. No I said "you're useless"	I
00:05:38.3	00:05:40.4	What did it say?	N1B
00:05:40.5	00:05:49.6	"I'm sorry, I'm trying to get better, what can I improve?"... And then have you also tried asking it what the fox says?	I
00:05:49.8	00:05:51.9	No	N1A + N1B
00:05:51.8	00:05:52.9	You know that song?	I
00:05:52.2	00:05:52.3	Yeah	N1B
00:05:52.9	00:05:56.5	Okay, you should try it	I
00:05:56.5	00:06:04.1	And then we have something for you that you can try out. [Gives a IKEA smart bulb start set]	I
00:06:04.1	00:06:05.8	Uhhhhhhh great	N1A + N1B
00:06:05.8	00:06:07.9	A little upgrade for the next week	I
00:06:07.3	00:06:09.4	Ahhhh fun	N1B
00:06:09.4	00:06:11.5	And you need to figure it out by yourself because we just bought it so we know nothing	I
00:06:11.6	00:06:15.7	So we really only know that it works with it but not how to set it up.	I
00:06:15.8	00:06:16.9	Okay	N1B
00:06:16.8	00:06:22.9	And then the last thing is - how is it going with filling out the diary?	I
00:06:22.1	00:06:24.7	Good, some days I haven't used it at all	N1A
00:06:24.7	00:06:39.8	I sometimes do it, like this morning I filled out from Tuesday and yesterday, well Monday, Tuesday and yesterday, because I knew that I mostly used it in the morning and on Tuesday I asked it about the nap, so I just filled it out	N1B
00:06:39.9	00:06:47.0	It's not because we want to see it, we're just curious if it's going well or if it more like "I don't like this method"	I
00:06:47.6	00:06:50.7	There is a lot more in the beginning to write but now there is not that much to write	N1A
00:06:50.7	00:06:53.4	We also expect that	I
00:06:52.3	00:06:53.4	Yeah	N1A + N1B
00:06:53.4	00:06:57.5	I think the first two pages are full and then...	N1B
00:06:57.7	00:07:00.8	Yeah that fine. Hopefully there will come some more now	I
00:07:00.8	00:07:02.9	That will be fun	N1B
00:07:02.6	00:07:05.7	Do you have any other comments?	I
00:07:05.5	00:07:05.6	No	N1A + N1B

I.3 - N1, Interview 3 Transcription

1. September 2018, Amager

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:11.1	Okay. So what is your final impression of the speaker now?	I
00:00:11.0	00:00:13.1	I don't know, good.	N1A
00:00:13.1	00:00:41.2	I mean it's been fun to try and to have it. I think the more time passed the more it just became... Like the easier it was to forget to use it. But maybe that's because not enough time has passed so it's become... So it hasn't become an everyday thing yet, but you kind of have to remember it still.	N1B

00:00:41.0	00:00:46.1	Yeah. Yeah. I think the novelty has worn off.	N1A
00:00:47.0	00:01:01.1	Well and then because if we had it for another month, maybe, we start using it for everyday things more, where it still kind of... We have to remind ourselves to talk to it	N1B
00:01:02.0	00:01:12.1	But it that like more fun questions and stuff like that or are you talking about timers and alarms or...	I
00:01:13.0	00:01:21.1	I mean still... I think we stopped asking it too many fun questions, if we weren't told about fun questions to ask it.	N1B
00:01:21.0	00:01:23.1	Yeah look more into the practical stuff. So...	N1A
00:01:24.1	00:02:04.2	Twice I've had it do like a guided mindfulness session, a guided mindfulness session that is on it, but you have to be very specific with your way of asking, because apparently there are several ways to do a mindfulness session on it, so if you ask in the wrong way, it'll ask you to open apps that you don't have on your phone. But it also has one built in. So I tried to use it for daily stuff like that and then... Yeah, the good morning, the news thing was convenient. I know you enjoyed that part	N1B
00:02:04.2	00:02:06.3	Yeah some of the days	N1A
00:02:06.7	00:02:10.8	Have you tried it with the lamp?	I
00:02:10.1	00:02:24.2	Oh yeah, we did that, especially during the weekend when we were up late enough to turn on a lamp. We did you that feature quite a lot right as we got it	N1B
00:02:24.3	00:02:25.4	Yeah	N1A
00:02:25.3	00:02:47.4	But then during the week we haven't been home enough. I don't think either too, and then when we've been home, it's been light out, so we haven't turned on the lamp. But it worked really good. And I think if like during the winter months, I think it would definitely be a thing would use more also because you could dim the lights and brighten the lights...	N1B
00:02:47.8	00:02:49.5	And it understood	I
00:02:49.5	00:03:15.0	Yep, I don't think I maybe once it's said that it didn't understand me when I... And that was weird because it was when I specified "turn on the lights in the living room.", it said "I'm sorry, I can't help with that." But then when I said "turn on the lights" it turned on the lights.	N1B
00:03:15.0	00:03:17.8	So you can kind of see a convenience there?	I
00:03:17.8	00:03:42.6	Yeah. With the lights and then also with the like... If you get it integrate... If we had gotten it integrated into our routines, which would probably take another month or so, I think we would enjoy the... Some of the other features like the morning routine and the podcasts even more	N1B
00:03:42.0	00:03:46.5	I feel like the more you get integrated into other stuff it gets more convenient to use it.	N1A
00:03:46.5	00:03:48.6	Yeah	N1B
00:03:48.3	00:04:00.4	Like if we could... Right now only turning on one lamp is kind of, okay it's pretty nice. But if you turn on the whole room by saying like one command, it will be a lot better.	N1A
00:04:00.9	00:04:05.0	So you can see it being better if you spread it out?	I
00:04:05.8	00:04:12.9	Yeah if we had more lamps and more... Yeah	N1B
00:04:12.6	00:04:12.7	Do you think your impression has changed from the last time we spoke?	I
00:04:21.6	00:04:32.1	I don't think so. I think it's become a little more useful with the lamp. But other than that, I don't think my impression has changed that much.	N1B
00:04:32.1	00:04:33.1	No, not really	N1A
00:04:33.1	00:05:03.7	I don't really remember what I said last time, but I think, I mean my impression now, is that still it's a nice thing to have and there are a lot of cool features and stuff that can be used but it's not something I couldn't live without. Maybe I'll, maybe my impression will change in two weeks when I haven't had it for 2 weeks that I'll miss it too much. But...	N1B
00:05:03.7	00:05:15.0	But what do you think would... What would it take for you to be locked in or for it to be really convenient in your home?	I

00:05:15.0	00:05:38.0	For me, I would have to invest a lot more in it. Like really integrate it with everything in the house, like having thermostats, having electrical like the outlets. Stuff like that, so... Some point when we move to another house might be fun to just put aside some money to smart home the whole thing.	N1A
00:05:38.0	00:05:51.0	Yeah. Yeah we talked to your mom. She's built, they're building a house. We talk to them about them doing... Or like integrating it into their home and your stepdad seemed interested, but...	N1B
00:05:51.0	00:05:52.4	He was very interested	N1A
00:05:52.4	00:06:23.5	Your mom thought it was spooky. Yeah... So I think... What it takes to get the feeling of I need this would be that it would be more integrated with everything in the home and like you can start Netflix with it, but you can't turn on our TV with it, which is kind of... Because then I need the remote anyway	N1B
00:06:23.6	00:06:25.7	But that might be something with you TV	I
00:06:25.8	00:06:25.9	Yeah	N1B
00:06:30.1	00:06:31.2	Because I think it can	I
00:06:31.2	00:06:35.1	Yeah, if we had the right TV	N1B
00:06:35.1	00:06:40.4	Have you discovered any new functions since last time?	I
00:06:40.4	00:06:40.5	The mindfulness sessions... Hmm...	N1B
00:06:47.7	00:06:53.1	I haven't. But I haven't really tried, so...	N1A
00:06:53.1	00:06:55.4	And why is that?	I
00:06:55.4	00:07:22.2	I think that's because we'll get home late and have other stuff to do. So I don't get the time to sit down and try stuff and also the novelty has kind of worn off, so... I would rather instead of sitting down and trying to discover new features, I would rather Google like what the top 10 most used features and look at them and see if there is something.	N1A
00:07:22.2	00:07:25.7	So now which feature have you used the most?	I
00:07:25.7	00:07:27.0	The good morning routine	N1A
00:07:27.0	00:07:36.0	Yeah, I think so. That's probably... Which has been nice because I'm never updated on any news. I usually just hear from my colleagues.	N1B
00:07:36.0	00:07:39.9	So did you get it to convert to celcius?	I
00:07:39.9	00:07:40.4	No	N1A
00:07:40.4	00:07:46.5	No, still in fahrenheit	N1B
00:07:46.8	00:07:56.9	I tried it also, I just asked for the weather today. It also said it in Fahrenheit, it must be like a common thing they need to update.	I
00:07:56.7	00:07:59.8	Yeah	N1B
00:07:59.4	00:08:03.5	And who of the two of you have used it the most?	I
00:08:03.5	00:08:03.6	N1B	N1A
00:08:04.2	00:08:19.3	Probably me... Because I've, whenever I had time and I've been home, I've actually tried to take time to sit down and talk to it or try something.	N1B
00:08:19.3	00:08:25.9	And has it been like that all the time or has it changed, you think, over these two weeks?	I
00:08:25.9	00:08:28.3	I think it's been like that all the time	N1A
00:08:28.3	00:08:39.9	I think we used it a similar amount in the beginning, but then maybe you... Novelty wore off for you quicker.	N1B
00:08:39.9	00:08:40.9	Yeah... And you kept going	N1A
00:08:40.9	00:08:51.0	I just... Well whenever I've been home, but I haven't been home the past three days, so, pretty much...	N1B
00:08:51.0	00:09:05.1	So you would say that with the good morning routine, so that kind of changed something in the mornings and maybe in the evenings, it's more like trying it out....?	I
00:09:05.1	00:09:29.5	Yeah, so it became more integrated in the morning and then in the evening,	N1B

		it was yeah... When time allowed it to just ask a questions and see... And last weekend we had quest and they talked to it. I know your stepdad talked to it for a while and had it play all sorts of music and he enjoyed talking to it.	
00:09:29.5	00:09:38.0	Do you think it has affected the way you two communicate in anyway?	I
00:09:38.0	00:09:46.2	Well not except for the time where you asked it to pick a number between one and two and it made me go up to the attic to get soda.	N1B
00:09:46.2	00:09:46.3	Yeah [laughing]	N1A
00:09:48.6	00:09:49.7	That's interesting.	I
00:09:49.7	00:10:00.5	So that's the way to do it. So that's, I think that's the only way, only time we've communicated through that, through the Google home.	N1B
00:10:00.5	00:10:05.7	It's not like you discuss something and then be like, oh, let's Google it or...?	I
00:10:05.7	00:10:23.6	Oh yeah, didn't we do that at your birthday? Yeah, we did because we'd have to figure out who made... Was it Wagner or something else? We had to figure out who had made a play first... The ring.	N1B
00:10:23.6	00:10:24.3	Yeah	N1A
00:10:24.3	00:10:27.3	So we did Google it during your birthday.	N1B
00:10:27.3	00:10:29.3	But did it really get it that well?	N1A
00:10:29.3	00:10:45.4	Oh yeah it did, well after... The first time it didn't but when we ask twice it was because we didn't know what Wagner's first name was. It didn't understand. Yeah, so we did do that.	N1B
00:10:45.6	00:10:49.7	Was there a period where you didn't use it as much?	I
00:10:49.7	00:10:51.8	The past three days	N1B
00:10:51.2	00:10:53.3	Most of this week	N1A
00:10:53.9	00:10:57.0	Because you haven't been home or because it's just...	I
00:10:57.1	00:11:06.2	I haven't been home in the evening since Monday, really, so I haven't really had time.	N1B
00:11:06.9	00:11:07.0	I'm just, I don't know, not really felt like it	N1A
00:11:19.3	00:11:26.9	So how do you think it could be improved or if it could be improved?	I
00:11:26.9	00:12:13.1	Well, the Celsius would be a nice thing and then I think there are still a lot of things where if they could make it so you don't have to ask so specific questions. Because like with a mindfulness session if you don't ask in one specific way, you get either a wrong option or it says it can't help you. So there are many things where it's like if you don't ask it or with the lamp if you don't ask it in a really specific way, it can't help you. So you really have to think about your words which in the long run... I mean if you get use to it and you know exactly, but when you don't know it it's kind of a nuisance sitting there yelling all sorts of ways of asking it to do stuff.	N1B
00:12:13.1	00:12:16.0	Yeah	N1A
00:12:16.0	00:12:20.6	Yeah, so I think that would be nice of it had a larger...	N1B
00:12:20.6	00:12:51.2	But of course just better understanding of like how a normal conversation is, like the Wagner and Tolkien. We tried to find out who had come up with the Lord of the Rings theme first... And then we tried asking it, well "who died first?", and then we try to ask it "who died first JRR Tolkien or Wagner?", and it was like "I cannot help of that.", so we had to ask "When did Wagner die?", "When did Tolkien die?" and we then would kind of had to do the math ourselves.	N1A
00:12:51.2	00:12:54.6	Yeah	N1B
00:12:54.6	00:13:02.1	But the other thing should be pretty easy though... For it so understand, so yeah...	N1A
00:13:02.1	00:13:11.6	So maybe if it doesn't understand something, it could come with suggestions, "did you mean this or this", something like that	I
00:13:11.6	00:13:26.0	Yeah, which it does sometimes I feel... Like sometimes it'll be like if I ask it to do something, it'll be like, "okay so do you want this or do you want this"	N1B

		and then it might be wrong suggestions, but at least I can say no.	
00:13:26.0	00:14:13.7	I also feel like it kind of has the memory of a goldfish. Like it would be nice if it just had some seconds of memory. Well like, because like the Wagner and Tolkien thing it would, if it had, I don't know, if it could actually go in and say "okay Wagner died here and Tolkien died here" and combine the two. Like also if you have to turn up the volume then it's kind of like starting all over instead of just saying "OK Google 70%" instead of that. So yeah, maybe some memory would be nice so you can... Like you can already continue conversation with it, but like, it's one more sentence or something.	N1A
00:14:13.7	00:14:19.1	I think I found out on the phone you can set it so that it would continue the conversation.	N1B
00:14:19.1	00:14:31.7	Yeah, but only for one or two sentences. It's not really... It has to be continuous	N1A
00:14:31.7	00:14:35.7	So would you consider getting one now?	I
00:14:35.7	00:14:37.7	Yeah maybe, I would	N1A
00:14:37.7	00:14:49.4	Yeah, and then getting all the stuff to integrate it, I think too... Uhm yeah, I think so	N1B
00:14:49.5	00:14:59.6	Great... Is there anything else would like to point out or is it just in the diaries?	I
00:14:59.8	00:15:15.9	I think most of it is in the diary. I wrote down most stuff. Also some stuff I found out when we did it together. Like that it sing happy birthday for you on your birthday.	N1B
00:15:15.7	00:15:15.8	I didn't write that down?	N1A
00:15:16.7	00:15:27.7	No, you didn't write that. I wrote it down. You said good morning, and then it started singing, it was kind of cute. Yeah.	N1B
00:15:27.7	00:15:30.2	Yeah, "happy birthday to the most awesome person in the world".	N1A
00:15:30.2	00:15:32.2	So it knew it was your birthday?	I
00:15:32.2	00:15:32.9	Yeah	N1A
00:15:32.9	00:15:34.0	Ah that's cool	I
00:15:34.0	00:15:37.2	And then yeah, it said "happy birthday to the most awesome person in the world"	N1A
00:15:37.2	00:15:38.4	Missed opportunity...	I
00:15:38.4	00:15:43.8	Yeah, wait another year	N1B
00:15:43.8	00:15:47.5	And just by saying "good morning"	N1A
00:15:47.5	00:15:52.5	Yeah. And then it could hear that it was your voice	N1B
00:15:52.5	00:16:02.0	And has it gotten better at differentiating between the two of you? I remember you said that it would switch between man and woman...	I
00:16:02.0	00:16:09.1	I don't think it has gotten that much better. I feel like it still knows who it is, it just kind of forgets which voice to use	N1A
00:16:09.6	00:16:11.7	Yeah	N1B
00:16:11.2	00:16:14.3	Because it could be that it would be learning like...	I
00:16:14.7	00:16:14.8	Yeah	N1A + N1B
00:16:18.4	00:16:19.6	I think that's it	I
00:16:19.6	00:16:19.7	Okay	N1B

I.4 - N1, Observation notes

Location of the technology at home:

2 Sonos located in living room and kitchen

Body language:

Finishing each other sentences.

A lot of eye contact with each other

N1A did not have so much eye contact with the interviewer.

Home observations:

Desk with big stationary computer placed in the livingroom

Big tv screen located central in the livingroom

A couple who likes IT and technology

Computer, TV and Phones is central devices in their home

Otherwise an ordinary home for young couples in Copenhagen.

A hall, a toilet, a kitchen separated from the living room, a bedroom and a living room.

In the living room the couch area is taking the most space.

Their home had a lot of small gimmick, student hats being visible, souvenirs from travels and other collection stuff and emotional-attached things.

Participants:

N1A - 26 years old, works as a IT consultant.

N1B - 25 years old, works as a social worker.

Lives at Amager in a 2 bedroom apartment.

I.5 - N1A, Diary

Thursday 16/8

Tried to setup my account but it wouldn't let me. Had to install app on ipad, then I could partially set it up, (it encountered a problem after voice matching) so I completed it on my phone. Played around a bit but had to go to bed

Friday 17/8

N1B thought that she would try out the google home's alarm after "trying" to say "goodnight" to it, and it ask her to set an alarm. Then the alarm rang and N1B thought saying "Good morning" would tell it that she was awake but instead it started the morning routine ON TOP of the alarm and N1B had to plug it out. Caused some irritation from me and N1B. I used it to hear the news briefing in the morning when when I came home. Also asked when I had to leave to make work in time. Found out I couldn't customize my routine like google kept telling me I could. Found out I had to change the language on my phone to English to make the home app english and then a blue box let me customize my routine. However I need the blue vox as routines does NOT show up in the settings tab as it should according to the help site.

Saturday 18/8

I have become very fond of making it read to me, the news in the morning. Also tried to make it suggest what to eat for dinner. It said "pancakes"... Tried to make it read a recipe and was impressed how that works

Sunday 19/8

Got it to play some relaxing music. I guess you get used to it not finding exactly what you want

Monday 20/8

Tuesday 21/8

Tried to explore the possibilities available and was surprised how few there actually was. On IfThisThenThat.com there was nothing I thought relevant to me. This is also because we have nothing else "smart" in our home to connect it to. Even our phones doesn't really talk to it. Because we live outside the US, google cannot call our phone if we cannot find it.

Wednesday 22/8

Getting annoyed about the volume control of it. Having to say "Google set volume to XX%" until I reach what I want is annoying.

For example if N1B has lowered the volume and I ask it something I might not be able to hear the answer, then ask it to increase volume and then try again

Thursday 23/8

After discussing with you guys, N1B wanted to try a game. We played the Mad libs game but I felt it was way too long and also a bit unresponsive.

Friday 24/8

Had a birthday party where I showed it to my friends who thought it was a fun gimmick. Had it randomly choose if N1B og I should get beer. It choose N1B.

It also annoyingly responded during the dinner because everyone was talking

Saturday 25/8

Was listening on Sonos the whole day because it is easier and sounds better than doing it on Google.

Sunday 26/8**Monday 27/8****Tuesday 28/8****Wednesday 29/8****Thursday 30/8****Friday 31/8**

I haven't really used it for a while mainly because I am not home but maybe also because the novelty has worn off.

I.6 - N1B, Diary

Thursday 16/8

N1A har sat google home op, det starter lovede. N1B prøver prøvespørsgsmålene "start music" og "tell me about my day". Det første virker ikke da vi ikke har Spotify. Det andet virker godt og imponerer os begge med relevant info og at nyheder starter. Efterfølgende forsøger jeg at starte "Explained" på Netflix. Google Home siger at jeg først skal tilføje min Netflix, jeg spørger "how?" den svarer "I don't know". Jeg uddyber spørsgsmålet, den læser en guide op fra en hjemmeside, jeg følger den, iflg. telefonen er det lykkedes. Jeg beder igen Google Home starte "Explained" på Netflix, igen beder den mig koble den til Netflix via appen. Jeg venter nogle minutter, følger tilknytnings guide igen og NU! virker det. Beder google anbefale en podcast, den vælger en spændende TED Radio hour. + 8 andre jeg ikke når at høre.

Side note - Tjekker instagram efter at have opsat Google home og brugt home appen, nu dukker reklamer fra Chromebook op i min feed. Det har de ikke været før

Friday 17/8

So the morning started off rough. Google home woke me at 6:20 as planned, but stopping the alarm wasn't easy. I figured say "Ok google, good morning" would help - it didn't. Google Went crazy, the alarm still going it started my morning routine in a lower voice. I started saying "Ok google, stop", several times, nothing stopped it. Switching between the alarm and my morning routine every few seconds and not responding, I decided to restart it, and it stopped.

Took a nap, used it as an alarm and was very successful stopping the alarm.

Saturday 18/8

I asked it when my birthday is, it's in 141 days. N1A asked it for dinner ideas it said sandwiches, couldn't specify what kind. We asked again and it said pancakes.

Sunday 19/8

I asked google about showtimes for "Antman and the Wasp" in Palads cinema (in Copenhagen) forgot to specify the city so got showtimes for some theater in Manchester UK. After I started over and specified it told me it was having trouble and to try again later. I then asked for the fastest public transport to Palads theater in Copenhagen and it responded Metro M2 as anticipated.

Monday 20/8

Said "hey google, good morning" and got the morning news while eating breakfast. Thinking I'll do this most mornings.

Tuesday 21/8

Went through my morning routine again. In the afternoon I asked google "Should I nap today?" and google offered to help me count sheep.

Wednesday 22/8

Forgot to use google today, was gone all day

Thursday 23/8

Back to the morning routine, breakfast and news. After our meeting/interview this evening I used the google home to play Mad lips, quite entertaining. Afterwards we connected the IKEA light bulb and I spent 10 minutes brightening and dimming the light in our living room.

Friday 24/8

We woke up this morning and google sang happy birthday to N1A, when he said good morning. After work I came home and one guest for N1A's birthday party, I had him talk to it for a while, and it understood most of it. We also played Madlibs while waiting for the others.

During dinner it said “I’m sorry, I don’t understand” a couple of times out of context. It seemed like people enjoyed talking to google every now and again as well.

Saturday 25/8

N1A’s grandmother (and the rest of the family) visited today, most of them were impressed. Google understood all the guests pretty well. N1A’s step dad talked to it for a while asking it to play music, and it understood him.

Sunday 26/8

Today I forgot to talk to google

Monday 27/8

Used the “good morning” routine and the lights. Asked for a mindfulness session in the evening, google didn’t give one, only gave tips to stay mindful. To ask oneself, before saying anything, if it is true, kind and necessary - Not useful at the moment, maybe tomorrow.

Asked a second time, this time it understood and started a two minute guided mindfulness-session. Much more useful now.

Tuesday 28/8

Gone all day

Wednesday 29/8

Tried to get google to start the guided mindfulness session, at first it offered me to do it via apps I don’t have. It did this 3 times, then I tried asking in a different way and it found the 2 min. session that I did the other day. Also tried to add it to my “good morning” routine, but it doesn’t seem like that’s possible. There are only a few pre programmed things to choose from in the edit “good morning” routine in the app.

Thursday 30/8

Friday 31/8

I.7 - N1, Final comments

1) Har i haft nogle situationer hvor i har savnet/manglet smart speakeren nu her efter testperioden er slut? Hvis ja, hvilken situation var det?

N1B: ja, primært den første uge om morgen med morgenrutinen, derudover også nogle gange hvis jeg skulle google noget

N1A: Ja jeg savner faktisk at kunne høre nyhederne om morgen. Derudover kan jeg godt se et behov for smart pære og overvejer selv at købe sådanne nogen.

2) Har det ændret jeres behov for at købe en speaker selv?

N1B: umiddelbart efter den blev “taget fra os” tænkte jeg meget over om vi skulle skaffe en. Tænker nu også over det hver gang jeg er i en forretning hvor man kan købe dem.

N1A: Jeg føler ikke et behov for at købe den. Prøveperioden har nok egentlig fået mig til at indse at jeg ikke har behovet for sådan en speaker

Appendix J - Participants N2

J.1 - N2, Interview 1 Transcription

23. August 2018, Lyngby

Start Time	End Time	Transcript	Speaker
00:00:09.2	00:00:15.4	Første spørgsmål, begge to - hvor interesserede er I i teknologi?	I
00:00:15.8	00:00:30.9	Jeg er ikke super meget. Altså jeg er typen der har en ældre iPhone og et fjernsyn. Det er det jeg bruger, så det fylder ikke sådan vildt meget og det er ikke noget jeg bruger sådan helt vildt meget op i.	N2B
00:00:30.4	00:00:49.5	Jeg vil sige at jeg interesserer mig meget for det, men jeg vil sige min interesse er der, men det er ikke noget jeg går ud og køber. Interessen er ikke så stor. Jeg læser om det, jeg interesserer mig for det og snakker med vennerne om det, men det er ikke noget jeg sådan gør yderligere ud af.	N2A
00:00:49.7	00:01:06.8	Hvis i skulle sige det, det er jo så nok mest dig N2A, går du mest op i helt ny teknologi eller mere sådan det der allerede er men bliver opdateret? For eksempel ny iPhones eller sådan noget	I
00:01:06.8	00:01:32.9	Jeg vil sige, at jeg går mere op i helt ny teknologi. Men jeg vil sige, at jeg synes ikke at der er... Jeg synes for nogle år tilbage var der meget mere ny teknologi, nu synes jeg det er meget den samme teknologi som bliver fornyet. Selvfølgelig er det spændende at se hvad kan den næste iPhone, men det er ikke det som jeg synes er super spændende. Jeg synes det er mere spændende hvis der kommer noget helt revolutionerende indenfor teknologien	N2A
00:01:32.2	00:01:37.6	Har du nogle eksempler på hvad du måske har læst lidt op på for nylig?	I
00:01:37.6	00:01:37.7	Ikke lige sådan for nylig, altså hvad der skulle sådan være helt revolutionerende nyt?	N2A
00:01:45.1	00:01:53.9	Eller bare måske noget som måske har interesseret dig lidt og du synes var spændende?	I
00:01:53.9	00:02:18.3	Jamen altså, nu er der jo meget med mit arbejde (politiet), der er der kommet nogle forskellige, altså vi har jo fået en arbejdstelefon, på den er der jo nogle apps man kan bruge og de er blevet bedre og der er nogle computersystemer som er blevet bedre og sådan noget, så indenfor det er det jo egentlig fint nok. Men jeg ved ikke om der er noget revolutionerende teknologi jeg tænker der har... ikke lige nej.	N2A
00:02:18.3	00:02:22.7	Hvad med dig N1B, har du noget? Eller er det bare...	I
00:02:22.7	00:02:27.3	Hmm nej ikke sådan umiddelbart, nej.	N2B
00:02:27.3	00:02:35.8	Helt fint. Det næste spørgsmål er så, hvem er jer der er mest interesseret i teknologi? Og det går jeg så ud fra du (N2A) er...	I
00:02:35.8	00:02:37.1	Ja	N2B
00:02:37.1	00:02:37.2	Den tager du på dig?	I
00:02:37.1	00:02:45.8	Ja det kan jeg godt være, ja det tænker jeg også. Jeg vil sige, hvis vi går forbi sådan en forretning så er det måske mere mig der har "Årh det fedt"	N2A
00:02:45.8	00:02:52.4	Jo og selvfølgelig også med fjernsyn og sådan noget, der kigger man da også. Det skal da også udskiftes på et tidspunkt, så der går man ind og kigger sådan hvad er der på markedet lige nu	N2B
00:02:52.4	00:02:55.2	Ja præcis. Du interesserer dig jo for det...	N2A
00:02:55.2	00:02:59.3	Jo jo, selvfølgelig til en vis grad, altså det er rigtig nok	N2B
00:02:59.3	00:03:05.7	Så det er måske mere sådan praktiskorienteret hvis i mangler noget, så går i op i hvad skal det så være det nye...	I
00:03:05.7	00:03:07.7	Ja	N2B
00:03:09.6	00:03:17.8	Vi går jo heller ikke ud og søger efter, altså om der er et eller andet, vi ved	N2A

		jo ikke hvad det er vi mangler. Altså så skulle det være surround sound, højtalere ja.	
00:03:17.8	00:03:20.9	Højtaleranlæg, ja lige præcis.	N2B
00:03:20.2	00:03:26.0	Så skulle det være det. Altså så kigger vi måske bare mere på det vi har i forvejen som bare skal forn yes.	N2A
00:03:26.0	00:03:31.1	Ja lige præcis, der lige skal opdateres.	N2B
00:03:31.0	00:03:37.1	Så kan i lige remse op hvilke teknologier i har i jeres hjem	I
00:03:37.0	00:03:55.1	Vi har, også antal eller bare... Vi har fjernsyn, vi har telefoner, vi har en computer - to, både bærbar og stationær, og så har jeg en iPad, som ikke er blevet brugt i et år, men den er der [griner]	N2B
00:03:55.4	00:03:59.2	Det er også relevant	I
00:03:59.2	00:04:03.0	Og jeg ved ikke sådan noget trådløse høretelefoner, sådan nogle...	N2B
00:04:03.0	00:04:03.1	Hører det også med? Shit så er der mange, ja	N2A
00:04:03.7	00:04:07.6	Er det også? Ja det har jeg også, det bruger jeg til træning	N2B
00:04:07.6	00:04:08.8	Ja vi har jo alle de der høretelefoner	N2A
00:04:08.8	00:04:13.7	Ja det er rigtigt... Er det ikke meget dækkende?	N2B
00:04:13.7	00:04:15.7	Jo det tænker jeg	N2A
00:04:15.7	00:04:20.4	Så hvornår fik i sidst noget nyt herhjemme?	I
00:04:20.4	00:04:26.3	Altså vi har jo lige, altså det er ikke nyt, men vi fik fjernsynet da det gamle gik i stykker	N2B
00:04:26.3	00:04:32.4	Altså skal det være helt nyt? Helt nyt eller bare noget gammelt der er nyt i lejligheden?	N2A
00:04:32.0	00:04:33.1	Jamen det kan da også godt være.	I
00:04:33.0	00:04:46.1	Altså vi fik nyt fjernsyn, men det er jo så ikke nyt, det har vi bare fået af N2A's bror fordi vores gik i stykker. Men hvornår vi sidst har købt noget, er det din computer måske? Jeg købte en iPhone sidste år fordi den anden gik i stykker	N2B
00:04:46.6	00:04:52.7	Jeg synes den nye teknologi er lidt... Det er faktisk min arbejdstelefon	N2A
00:04:52.0	00:04:54.1	Så smartphone	N2B
00:04:54.6	00:04:59.7	Så det er faktisk mest hvis noget går i stykker at i får noget nyt?	I
00:04:59.1	00:05:04.2	Ja	N2A + N2B
00:05:04.5	00:05:16.6	Så skal vi snakke lidt om smart homes, og så vil jeg gerne have at i begge to prøver at beskrive hvad i tænker et smart home er	I
00:05:16.9	00:05:39.0	Ja, jeg skulle lige til at bare oversætte det direkte. Det er vel at der er en eller anden teknologi der gør, at de teknologier man har i huset bliver samlet i en enhed, der gør det nemmere, istedet for at man både har en telefon, et fjernsyn, en computer og dut dut dut, så... Det tænker jeg, når jeg hører det	N2B
00:05:39.3	00:05:47.4	Jamen jeg tænker også at alle ens hverdagsritualer bliver smartere	N2A
00:05:47.8	00:05:49.9	Gør det mere overskueligt	N2B
00:05:49.3	00:06:08.4	Ja det er det jeg tænker, et eller andet, rulle mine gardiner fra eller til eller et eller andet. Tænde lyset og alt sådan noget. Nå men det er bare sådan noget jeg tænker, hvis det skal være smart, så skal det være sådan noget hverdags, hvor det gør hverdagen...	N2A
00:06:08.2	00:06:09.3	Et smart hjem!	N2B
00:06:09.6	00:06:10.7	Et smart hjem ja lige præcis	N2A
00:06:10.7	00:06:20.8	Som også er opdateret, altså smart home, vi er sgu med på moden, det tænker jeg også. Det er vi ikke her! Det er ikke smart home her.	N2B
00:06:18.2	00:06:23.3	Brusehovedet tænd for varmt vand. Det er meget fremtidsagtigt	N2A
00:06:23.6	00:06:27.7	En ting er jo bare de der, men også lyset og ja	N2B

00:06:27.6	00:06:29.7	Ja lige præcis	N2A
00:06:29.4	00:06:39.5	Men er det så mere sådan noget med at hjemme på en eller anden måde kan gøre det selv eller ved agtigt hvornår den skal gøre noget, eller er det mere sådan noget i kan styre?	I
00:06:39.1	00:06:46.2	Men det er jo vel at det bliver lidt mere selvstyreende ikk', altså teknologien er jo også hele tiden det der med så kan bilerne selv køre, det tænker jeg da også er en udvikling	N2B
00:06:46.6	00:06:49.7	Altså jeg vil sige, jeg synes det... [tænker]	N2A
00:06:49.7	00:06:53.2	Altså at man går fra at man skal tænde fjernsynet, nu kommer jeg til at tænke på de der speaker, det ved jeg ikke om jeg må...	N2B
00:06:53.2	00:06:54.3	Det må du gerne	I
00:06:54.7	00:07:01.8	Hvis man tænder fjernsynet, nu bliver det bare at du kan tale til en som så tænder det for dig, eller sig lige hvad klokken er eller hvad er vejret, så kan den sige det for en. Det bliver det mere selvstyrende frem for at vi skal gøre tingene	N2B
00:07:01.3	00:07:50.4	Jeg tænker bare... Ja, men jeg tænker bare, hvis teknologien bliver rutinepræget, problemet er bare at man er jo ikke rutine... Eller jo, på mange punkter er man rutinepræget, men det kan jo også være at man melder sig syg, og så ringer ens smart home ur eller et eller andet stadigvæk på samme tid, hvor man bare tænker "ah f..." eller et eller andet. Jamen bare, det jeg ville sige var, at man har måske ikke samme hverdagse, selvom det kunne være, og så gør huset stadigvæk det samme, så man bare tænker "satans". Jeg tror hellere jeg vil bede nogen om at gøre det, eller en teknologi om at gøre det... Så skulle den fandme være smart, altså så skulle den vide "hey jeg skal ikke på arbejde i dag, så jeg kan sove længe og du skal ikke tænde lyset"	N2A
00:07:50.4	00:07:52.5	Den er jo smart	N2B
00:07:52.1	00:08:12.2	Det er jo meget passende det i siger faktisk. Vidste i, at ting der for eksempel er smarte nu her er ting som lys, termostater, hvidevare, alarmer og kameraer kan være smarte?	I
00:08:12.3	00:08:24.4	Ikke det hele, altså hvidevare det vidste jeg ikke. Jeg vidste godt med lys, men jeg vidste ikke det hele	N2B
00:08:24.3	00:08:25.4	Så det er sådan noget "200 grader" varmluft	N2A
00:08:25.8	00:08:29.9	Altså i forhold til at man så bare kan...	N2B
00:08:29.5	00:08:32.6	Jamen du kan sætte den til hvornår den skal starte, ikk'?	I
00:08:32.0	00:08:32.1	Start om 3 timer!	N2A
00:08:32.7	00:08:36.4	Okay så det er ikke sådan at man snakker til den gennem et eller andet, og så starter den selv?	N2B
00:08:36.4	00:08:55.5	Jamen altså der er jo forskellige... Altså meget af det er jo ikke rigtig blevet aktuelt i Danmark endnu, men der er jo i USA hvor de har sådan noget med, at den ved måske ens køleskab hvad mangler der, er mælken udløbet, så kan du måske tjekke det i en app nede i indkøbscenteret	I
00:08:55.3	00:09:03.4	Det er da sindsygt smart, det vil jeg godt sige, det ville være, altså der vil jeg så sige, at der må den gerne minde mig om et eller andet	N2A
00:08:58.1	00:09:03.0	Det er ret vildt, så kan man bare tjekke hvad var det nu liiiiige... Ja det er ret vildt	N2B
00:09:03.4	00:09:14.5	Selvfølgelig når teknologien bliver sådan der med, så skal du have mælken stående det samme sted i køleskabet for at den ved. Så ja, så mangler det og så noterer den det lige i din indkøbseddelen. Så der er nogle rutiner der skal tilpasses	I
00:09:14.9	00:09:15.0	Og det er jo også irriterende	N2A
00:09:16.5	00:09:19.6	Men det kan man...	I
00:09:17.8	00:09:20.6	Ja, det kan man...	N2A
00:09:19.8	00:09:30.9	Men det er jo nærmest alt de arbejder på at lave smart og netop koble det hele sammen, så ja, det gør alt nemmere for en	I
00:09:24.2	00:09:24.3	Det kunne jeg godt forestille mig	N2A

00:09:30.9	00:09:44.1	Så har i haft nogle erfaring med at bruge de her smart home teknologier? Har i prøvet det før?	I
00:09:44.1	00:09:51.5	Nej, altså jeg har kun prøvet en hjemme hos min veninde (Google Home), hvor jeg måske har spurgt hvad klokken var eller sådan et eller andet, men ellers har jeg ikke.	N2B
00:09:51.5	00:09:52.6	Jeg har heller ikke.	N2A
00:09:52.6	00:10:04.9	Og heller ikke nogen jeg kender der faktisk bruger det, sådan lige med familie og tætte venner	N2B
00:10:04.9	00:10:14.7	Hvad synes i så om det generelt? Altså ikke at i har prøvet det, men bare tanken om hele det her hjem der bliver smart	I
00:10:14.7	00:10:38.8	Altså for mig lige nu så forstår jeg ikke helt behovet for det, men det er også fordi jeg ikke selv har den største interesse i det, altså for min skyld så er jeg jo ligeglæd med om jeg skal tjekke uret eller jeg selv skal tænde fjernsynet eller at jeg selv skal tjekket vejret eller hvad det kan være... Ja det er det jeg tænker lige nu. Hvorfor er det, at det hele skal være så smart og så nemt og er vi blevet så dogne? Altså det er sådan det jeg tænker når jeg hører	N2B
00:10:38.1	00:10:58.2	Ja præcis, det har jeg faktisk også tænkt. Lige det der med vi er dogne, især den der nede i Meny, den der løfter ens kurv. God for gamle damer, men jeg synes fandme det er dovent, det vil jeg sige. Jeg synes eddermaneme, så har du købt for meget eller også så må du... Altså det er fandme dovent. Men det tænker jeg bare. Det der med hvad så hvis det ikke virker, ikk', så er man bare helt hjælpeløs, så kan man ikke stå op og jeg kan ikke noget...	N2A
00:10:49.0	00:11:05.2	Ja det er rigtigt, men hvis du er sådan et gammelt menneske. Ja, jeg kan godt følge dig... Det er det der med at det hele tiden skal blive nemmere og at det bliver lidt mere robotstyret, det er jeg også en lille smule imod	N2B
00:11:05.1	00:11:14.2	Jeg vil sige, at jeg er faktisk både nysgerrig og en lille smule skrämt af tanken og skeptisk.	N2A
00:11:14.9	00:11:18.0	Men nu har man heller ikke haft det i haenderne selv rigtigt, så lige nu er det jo bare sådan det man tænker omkring det	N2B
00:11:18.1	00:11:38.2	Teknologi er jo også, altså hvis man ikke ved at man mangler det, så har man jo ikke behovet for det, men så hvis man får det... Lidt ligesom en opvaskemaskine, hvis man får en opvaskemaskine, så finder man ud af hvor sindsygt fedt det er og så går den i stykker, og så er man fucked! Altså så finder man ud af hvor super nedern det er selv at vaske op, altså det er lidt der vi er ikk'. Tænk på hvis det bare er at leve uden... Ja	N2A
00:11:38.7	00:11:50.8	Men man kan også omvende sig til det vil jeg sige. Jeg boede hjemme i lang tid, og så havde vi opvaskemaskine, fra at have boet hjemmefra i 8 år nu og har vasket op i hånden i 8 år, men nu skal vi til at have opvaskemaskine, så jeg er helt "ahhhhhh" (glad)	I
00:11:50.1	00:12:13.2	Er det rigtigt? Jeg er imponeret nu, det vil jeg sige. At gå den anden vej, altså det er jo ligesom at gå fra at have bil til ikke at have bil, det er også nedern, man kan ingenting... Ja så skeptisk, nysgerrig og lidt skrämt.	N2A
00:12:13.2	00:12:18.3	Hvis i så skulle sige sådan helt kort, hvad vil i sige er fordelen ved det?	I
00:12:18.6	00:13:02.7	Jeg vil helt sikkert sige at fordelen er for folk der er handicappet eller gamle må det være en kæmpe fordel, at de kan få ordnet en masse ting for dem, som de ikke nødvendigvis lige behøver at klare selv, som kunne være at trække gardinet for. Altså helt simple hverdagsting tænker jeg. Altså jeg må sgu indrømme at det er primært det. Altså jeg synes ikke at hverdagsfamilier der har... Jeg har ikke selv prøvet det, det kan være man ikke kan leve uden. Lige pt så tænker jeg da i hvert fald handicappede og ældre og udsatte og sådan noget. Det kunne måske være meget fedt at hjælpe dem.	N2A
00:13:02.1	00:13:02.2	Ja	N2B
00:13:03.2	00:13:21.9	Og nu bare, det er måske ikke noget i har tænkt over, men for eksempel termostaterne kan jo være gode til at regulere temperaturen. Der er for eksempel en hvor at den så ved når du går hjemmefra, så sænker den, så man ikke bruger energi, og så når du kommer hjem igen, så sørger den for at temperaturen er tilpas, så man sparer energi	I

00:13:21.9	00:13:24.5	Altså radiatorer og sådan noget, det er sgu meget smart.	N2B
00:13:24.5	00:13:30.7	Du kan også sidde et sted i udlandet og sige "hov vi skal lige hjem en dag før, vi sætter lige varmen på, så der er varmt til at vi kommer hjem"	I
00:13:30.7	00:13:35.2	Ja det er smart. Jamen det er det, der er altså også smarte ting ved det	N2B
00:13:35.2	00:13:36.5	Det er der.	N2A
00:13:36.5	00:13:39.8	Så det ikke kun er sjov og spas, men også er noget gavnligt	I
00:13:39.8	00:13:41.9	Jamen det er jo et eller andet sted fedt nok, men man kan sige...	N2A
00:13:41.9	00:13:43.3	Den havde jeg heller ikke lige tænkt den bane	N2B
00:13:43.3	00:13:58.7	Men okay, hvis man skal have ældre mennesker til bare være sådan lidt aktive, så er det måske meget godt at de lige kommer op og skruer på termostatet i stedet for bare at ligge... Så bliver det måske ondt værre, altså man er jo bare helt doven og ligger	N2A
00:13:58.7	00:14:03.4	Så skulle det være en robot der kører avisens væk, så man skal hente den	I
00:14:03.4	00:14:13.0	Ja præcis [griner]. Bare lægger den ovenpå robotstøvsuger...	N2A
00:14:13.0	00:14:16.5	Hvad er så de negative aspekter ved det synes i?	I
00:14:16.7	00:14:16.8	Helt klart dovenskab	N2A
00:14:17.5	00:14:19.5	Ja det skulle jeg også til at sige, det var også det jeg sagde før.	N2B
00:14:19.5	00:14:22.5	Dovenskab og manglende på selvstændig...	N2A
00:14:22.5	00:14:29.7	Jeg tænker bare på nogle folk jeg kender nu som er lidt dovne, altså det ville slet ikke gå... Altså jeg behøver ikke nævne navn, men du ved nok hvem jeg mener	N2B
00:14:28.7	00:14:28.8	Jaja	N2A
00:14:29.1	00:14:30.9	Det kan også blive for dovent ikk'.	N2B
00:14:30.9	00:14:43.1	Men ja altså det vil jeg helt klart sige. Jeg vil sige mangel på selvstændighed tror jeg, eller et eller andet. Mangel på egen og træffe beslutninger.	N2A
00:14:43.1	00:14:45.3	Jeg tænker også at de gerne selv må holde sig igang	N2B
00:14:45.3	00:14:54.7	Og det at huske om man har mælk derhjemme eller ej, det er jo måske også meget fedt i stedet for at der er nogen hele tiden skal fortælle mig det. Altså man kan jo godt blive sådan lidt...	N2A
00:14:54.7	00:15:05.0	Også fordi, jeg er bare for at det også tager overhånd i teknologi, så man begynder at kommunikere igennem det og at det begynder at fylde så meget allerede nu. At smart homes fylder for meget og at folk hele tiden kigger, at alt bare hele tiden bliver mere og mere	N2B
00:15:05.0	00:15:13.1	Så behøver du jo faktisk ikke selv tage stilling til noget, så er der jo bare nogle andre der... Ja det er ikke sådan rigtig fedt	N2A
00:15:13.4	00:15:41.5	Denne her som i skal prøve, det er denne her der hedder Amazon Alexa, ved ikke om i kender den, eller Echo hedder den faktisk. Det er jo sådan en højtalér som har, ligesom Siri i sig, som man kan snakke med, det er jo så bare Amazon der har lavet den. Og hvad tænker i at det er og hvad tænker i at den kan?	I
00:15:41.6	00:16:22.7	Ja, fordi jeg er jo lidt nysgerrig fordi jeg tænker hvis man bare sætter den til ens stikkontakt, hvordan kan den så have connection med fjernsynet og sådan noget, hvis det er det den kan. Men jeg tænker det er sådan en man snakker til, som jeg nævnte for, hvad er klokken?, hvad er vejret?, besvare nogle spørgsmål. Jeg går ud fra at den måske er connected med noget internet, jeg ved det ikke helt, fordi jeg tænker at man godt kunne stille et spørgsmål og så svarer den på det, ligesom Siri. Og hvis den så også kan connectes til de andre enheder, så tænker jeg også at man kan få den til at tænde fjernsynet og tænde Netflix og høre musik på den gennem Spotify, sin iPhone agtigt.	N2B
00:16:22.0	00:16:22.1	Jeg tænker det samme.	N2A
00:16:23.1	00:16:24.7	Bruger i Siri?	I
00:16:24.7	00:16:39.6	Nej. Jeg har faktisk taget det fra. Jeg synes hun er irriterende. [griner]	N2B
00:16:39.6	00:16:50.3	Jeg bruger ikke Siri mere faktisk, det har jeg gjort. Jeg synes det var herre	N2A

		fedt i starten, men så blev den faktisk mega irriterende. Jo det passer ikke, jeg bruger faktisk Siri i bilen hvis jeg skal ringe op til folk.	
00:16:50.7	00:16:51.8	Kommer vi tilbage til Siri? [spurgt grundet hentydning fra K om at vi kommer tilbage til spørgsmålet]	N2B
00:16:51.1	00:16:51.2	Ja	I
00:16:51.9	00:16:54.2	Ah undskyld, det var et sidespring	N2A
00:16:54.2	00:16:56.8	Har du (N2A) nogle andre tilføjelser til den der (Alexa)?	N2B
00:16:56.8	00:16:59.9	Nej, jeg synes du var meget fyldestgørende	N2A
00:16:59.8	00:17:04.9	Er der en grund til at i ikke allerede har en?	I
00:17:04.2	00:17:06.3	Har aldrig set den før.	N2A
00:17:06.9	00:17:25.0	Nej, udover min venindes, men den tænkte jeg "den har jeg ikke brug for". Altså det tænkte jeg, jeg ved ikke hvad jeg skulle bruge den til. Så jeg tror bare ikke den sådan, der er ikke rigtig nogen der har haft den i netværket ud over hende, og har måske bare ikke haft behovet. Nok også fordi jeg ikke ved så meget om det	N2B
00:17:25.7	00:17:27.6	Præcis, synes ikke at man har set det før eller noget	N2A
00:17:27.6	00:17:33.7	Ja og hvis man ikke helt ved hvad den kan bruges til, så er det nok derfor	N2B
00:17:33.0	00:17:34.1	Så hvad tænker i at formålet kunne være ved at have en?	I
00:17:34.5	00:17:45.4	[lang tænkepause]	
00:17:45.5	00:18:09.6	En ting er at jeg tænker at entusiaster elsker sådan noget teknologi. At man prøver noget nyt og den kan nogle nye ting. Men ellers synes jeg lidt det vi har sagt. For at gøre det lidt nemmere og få det samlet et sted i stedet for at man har flere enheder, så er der bare én der styrer det.	N2B
00:18:09.1	00:18:25.2	Så er næste spørgsmål så, har i prøvet sådan nogle voice activated technologies, som Siri? Det har i jo så lidt svaret på.	I
00:18:25.7	00:18:49.8	Ja, altså jeg har prøvet Siri, men jeg synes hun var irriterende. Også fordi, jamen jeg ved ikke helt hvad jeg skulle bruge hende til. Altså jeg kunne finde på at stille nogle spørgsmål til hende og se hvad hun svarede, og så gik hun ind på internettet "oh jeg har lige fundet det her...", men der ville jeg selv slå det op tror jeg. Eller har jeg brugt den bare for at irritere hende. Bare stille hende lidt dumme spørgsmål for at se hvad hun svarer igen.	N2B
00:18:49.4	00:19:03.5	Jeg kan huske lige da Siri kom ud, der var man jo helt vild, der prøvede man jo alt muligt. Der var hun jo simpelthen et orakel, men det ved jeg ikke, så synes jeg hun blev lidt irriterende. Så kunne hun ikke rigtig høre efter, men jeg bruger hende faktisk stadigvæk når jeg skal ringe til folk i bilen.	N2A
00:19:03.3	00:19:03.4	Er det rigtigt? Det er smart	N2B
00:19:04.0	00:19:06.1	Ja så holder jeg den der inde og siger "Ring til..."	N2A
00:19:06.1	00:19:09.1	Og det virker synes du?	I
00:19:09.1	00:19:24.2	Jeg vil sige man skal ikke have to kontakter i telefonbogen der minder meget om hinanden i lyd, så kan det være lidt irriterende, for så er det bare konsekvent den forkerte	N2A
00:19:24.4	00:19:34.5	Det er rigtigt, det er noglegange sket når man har Siri at så pludselig ringer den op til en eller anden, eller hvis man snakker til hende "skal lige ind på Siri" og så begynder hun. Der kan hun godt lige bugge lidt	N2B
00:19:34.8	00:20:00.4	Jamen det er også det der med, at hun måske ikke opfanger, ligesom hvis man skal lave det der med SMS, hvor man siger hvad der skal skrive... Den er også sådan lidt, den er meget god hvis det er meget kort, men man skal ikke skrive en stil. Så fanger hun den ikke, så bliver det sådan noget helt smadret noget. Jeg vil sige, til det der med at skulle ringe op, der er hun god.	N2A
00:20:00.5	00:20:21.6	Har du brugt andet end Siri? Fordi man kan jo også sådan noget vejledning på nettet kan jo også godt være igennem sådan en computerstyret. Jeg kan ikke lige huske om jeg har prøvet det... Men det kan man godt...	N2B
00:20:21.0	00:20:21.1	Sådan noget hvor der er en der skriver til en?	I

00:20:22.6	00:20:41.4	Ja, men altså det er ikke en person, det er så også igennem noget teknologi. Altså så skal det være meget specifikt	N2B
00:20:41.4	00:21:17.6	Ja lige præcis, det er jo faktisk meget det samme, hvor den svarer jo så bare i tekstform hvor denne her den svarer med lyd. Så ja, det er rimeligt meget det samme. Men så skulle de her (smart speakers) jo gerne være noget smartere, altså kunne bedre forstå en... Men hvordan tænker i så sådan nogle som Siri kunne blive forbedret? Altså hvad kunne gøre at i måske ville bruge den mere	I
00:21:17.6	00:21:25.2	Eller måske imponere jer mere i forhold til Siri, hvor i ikke var sådan super imponeret?	I
00:21:25.2	00:21:32.3	Ved ikke om den kan gøre, at man ikke skal være så specifik, altså Siri noglegange fucker helt op i det, hvis man ikke siger det rigtigt	N2B
00:21:32.1	00:21:32.2	Ja det må jo egentlig være det...	N2A
00:21:34.1	00:21:42.0	Ved ikke om hun kan, altså kan opfange længere sætninger og sortere i det	N2B
00:21:42.0	00:22:13.4	Jamen altså, det skal jo være det der med at man i stedet for at skrive på Google kan skrive et eller andet hvor en restaurant er, så sige restauranten og så finder Siri frem til det. Men det er bare det der med at det er meget at bede om. Altså nu ved man det, men det kan jo være om mange år at det bliver muligt at man kan gøre det, men det er jo det der med at det skal være fejlfrit, fordi jeg ved at Google er stort set fejlfri. Så skriver man det selv og så finder man adressen, og så er det fint nok. Hvis jeg kunne undlade det led hvor man bare sagde "find vej til..."	N2A
00:22:13.4	00:22:14.5	Ja, jeg ved ikke hvor specifik sådan noget er...	N2B
00:22:14.5	00:22:15.6	... så gjorde den det bare selv!	N2A
00:22:15.6	00:22:24.7	Men det er jo meget smart sådan noget at finde den korteste vej dertil eller det her tilbud, hvis man har et eller andet man gerne vil have - et fjernsyn, "find lige det billigste", fordi noglegange så synes jeg man skal kigge sådan lidt meget på nettet...	N2B
00:22:24.0	00:22:24.1	Ja eller også "find nærmeste tankstation"	N2A
00:22:26.0	00:22:33.5	... Hvis den bare så kunne opsummere hvad der er på Google, det er dén her. Det kunne være meget smart. Det ved jeg ikke om man kan allerede nu	N2B
00:22:33.5	00:22:44.6	Altså faktisk så, indenfor den verden, så er der Siri, Microsoft har en, så er der Amazon og Google, hvor Siri er faktisk den dårligste af dem, så de andre er væsenligt bedre.	I
00:22:44.5	00:22:47.6	Ja? Det er meget sjovt...	N2B
00:22:47.4	00:22:53.5	Og kan også meget af det der med "fortæl mig den nærmeste restaurant" eller "find den nærmeste tankstation"	I
00:22:53.1	00:22:54.2	Det er jo fedt	N2A
00:22:54.6	00:23:03.7	Der er jo stadig meget, især i Danmark er det problematisk. I USA virker det nærmest fejlfrit	I
00:23:03.4	00:23:03.5	Er det rigtigt?	N2A
00:23:03.7	00:23:04.7	Det skal bare lige komme herover	I
00:23:04.7	00:23:11.8	Det er jo klart...	N2B
00:23:11.8	00:23:26.9	Så det var faktisk det, men jeg har faktisk et sidste spørgsmål - Alt sådan noget med privacy, sådan privatliv, er det noget i tænker over i forhold til de her? Altså i forhold til hvad i siger og hvor det bliver af	I
00:23:26.3	00:23:34.4	Jeg har ikke tænkt på det i forbindelse med den der (Amazon Echo), tror jeg. Jeg tror ikke jeg ville gøre det mere i forhold til hvad tænker over nu når jeg bruger min smartphone	N2B
00:23:34.7	00:23:39.8	Men er det noget i tænker over når i er på nettet og med mobilene, sådan noget med at blive overvåget	I
00:23:39.7	00:23:39.8	Ja	N2B
00:23:39.9	00:23:40.8	Helt vildt	N2A
00:23:40.8	00:23:48.2	Især da jeg også var til kursus i forbindelse med mit arbejde, hvor vi skulle nævne faktisk hvor meget der var derude, der blev jeg lidt skræmt.	N2B

00:23:48.2	00:23:50.6	Ja, det er også det samme på arbejdet, det må man sige...	N2A
00:23:50.6	00:24:00.9	Altså oftest skal man jo også skrive sit CPR-nummer og alt sådan noget, adresser, telefonnummer, også selvom de siger det er privat, så ved man sgu aldrig helt lige hvor det ender henne	N2B
00:24:00.9	00:24:08.3	Men nu var det ikke for at putte tanker i hovedet på jer, og jeg tror også at man er rimelig safe. Det var mere bare for om i havde tænkt over det...	I
00:24:08.3	00:24:13.0	Ikke mere udoover end hvad jeg sådan gør generelt, det er ikke fordi jeg tænker "den der den..."	N2B
00:24:13.0	00:24:33.0	Nej, jeg tænker heller ikke umiddelbart over det. Selvfølgelig det ville jo være hvis de gemte ens oplysninger, hvad siger man meget til den, hvad søger man meget på, hvad spørger man meget om og sådan noget. Det kunne de selvfølgelig godt gøre	N2A
00:24:33.0	00:24:37.0	Og den fungerer i alle hjem? Altså man skal ikke have en bestemt et eller andet?	N2B
00:24:37.0	00:24:43.3	Nej. Er der noget, en sidste kommentar til det vi lige har snakket om eller?	I
00:24:43.3	00:24:51.1	Næ. Jeg er da spændt på at prøve det af nu, også fordi jeg er jo lidt skeptisk og ved ikke så meget om det, så det er måske også meget godt at blive lidt nysgerrig	N2B
00:24:51.7	00:24:51.8	Jeg vil sige, at jeg er mere nysgerrig nu	N2A
00:24:52.7	00:25:03.4	Jamen jeg synes det er meget sjovt at se hvad det er	N2B

J.2 - N2, Interview 2 Transcription

30. August 2018, Lyngby

Start Time	End Time	Transcript	Speaker
00:00:01.9	00:00:05.3	Hvor har i stilt jeres højtaler?	I
00:00:04.8	00:00:06.8	I stuen	N2B
00:00:06.8	00:00:07.9	Hvorfor lige der?	I
00:00:07.9	00:00:11.9	Det er der vi er mest, tænker jeg.	N2B
00:00:11.9	00:00:13.1	Ja	N2A
00:00:13.1	00:00:18.7	Sådan... Ja, vi jeg skal bruge et rum herhjemme hvor vi er mest, så er det stuen	N2B
00:00:18.7	00:00:19.3	Helt klart	N2A
00:00:19.3	00:00:21.5	Det er det centrale	N2B
00:00:21.5	00:00:23.7	Har i flyttet den undervejs?	I
00:00:23.7	00:00:27.0	Faktisk ikke	N2B
00:00:27.0	00:00:29.5	Nej det har vi faktisk ikke. Nej vi har snakket om det, men faktisk ikke	N2A
00:00:29.5	00:00:31.3	Den har stået der	N2B
00:00:31.3	00:00:33.4	Havde i snakket om at flytte den? Eller er det bare... Fungerede bare...	I
00:00:33.8	00:00:51.9	Næ, altså i går blev jeg lidt irriteret når jeg skulle gentage så mange gange før at den fangede at jeg sagde "Alexa". Så tænkte jeg "gad vide om jeg skal flytte den et andet sted hen", men jeg sad i sofaen så jeg tænkte at hun er ret tæt på, eller højtaleren er tæt på. Så nej	N2B
00:00:51.2	00:00:53.3	Ej så kunne du i hvert fald ikke have gjort det bedre. Så skulle du have holdt den	I
00:00:53.9	00:01:01.0	Ja, altså hvis vi skulle have den fast, så skulle den være et andet sted, for den står sådan lidt dumt, ikk? Så skulle det måske være et sted hvor den kunne pynte lidt også	N2B
00:01:01.1	00:01:04.2	Ja, det er også det åbenlyse at sætte den der, hvor det eneste ledige stikkontakt er	N2A

00:01:04.6	00:01:12.7	Ja lige præcis, for ellers skulle den være et eller andet sted, tænker jeg - på en reol eller et bord.	N2B
00:01:12.3	00:01:16.4	Hvad er så jeres indtryk af den nu efter en uge?	I
00:01:16.3	00:01:51.4	Første dag, da vi sad og legede med den, der tænkte vi "ej hvor er den sjov" agtigt. Altså spurgt om alle mulige, fortælle jokes og du du du. Ehm... Efterfølgende... [griner] Så kan jeg ikke rigtig finde ud af hvad jeg skal bruge den til, fordi sådan en som mig der ikke har Spotify, så kan jeg ikke høre musik på den, jeg kan ikke bruge den til mine kontakter, ringe op og sådan noget, den kan ikke afspille danske radiostationer. Så der er rigtig mange ting som den ikke kan. Så jeg kan faktisk ikke bruge den til så meget andet end at snakke med hende. Og stille spørgsmål og det er sådan... Ja...	N2B
00:01:51.0	00:01:52.1	Og har du det på samme måde, N2A?	I
00:01:52.2	00:01:55.3	Jamen jeg har ikke fået den til at virke på min telefon endnu.	N2A
00:01:55.7	00:01:55.8	Nej det er faktisk lidt sjovt...	N2B
00:01:57.6	00:02:14.3	Jeg ved ikke hvorfor, men den kan ikke koble op på mit internet, men NiB's det går lynhurtigt, min har ikke kunne funke endnu. Så nu tænker jeg, at jeg sætter mig ned i dag, nu har jeg lidt mere tid, og så prøver jeg virkelig at arbejde med den der og ser om det er min telefon. Det kunne godt være. Jeg tror faktisk at min telefon er ret træt og jeg tror jeg skal have en ny. Men... ja	N2A
00:02:14.3	00:02:26.7	Også fordi du har Spotify, så det er meget godt, fordi nogle gange siger jeg lige "spil den der sang" og så siger hun jo så fordi jeg har Spotify gratis versionen, så derfor kan man ikke bruge den. Der skal man have en konto tror jeg. Ja...	N2B
00:02:15.7	00:02:17.8	Ja lige præcis	N2A
00:02:26.8	00:02:29.9	Men hvilken telefon er det du har?	I
00:02:29.2	00:02:36.3	Ja hvad er det... En iPhone 6S	N2A
00:02:36.6	00:02:38.7	Okay, jamen det bliver spændende at høre om det så virker senere hen	I
00:02:38.3	00:02:40.4	Ja	N2A
00:02:40.8	00:02:48.9	Synes i så at jeres opfattelse af den har ændret sig? Altså fra vi snakkede første gang til nu	I
00:02:48.0	00:02:51.1	Først gang var i sådan lidt nysgerrige, men skeptiske...	I
00:02:51.3	00:03:39.4	Ja, så jeg vil sige at jeg synes at man kan se mulighed i den. Det må jeg sige, fordi at hvis man kan få det konverteret over til dansk, så det fungerer på dansk, så giver det sindsyg mening. Og jeg kan godt forstå, at hvis man bor i USA og spørger hvad temperaturen er, så er det sindsygt irriterende at få det i Fahrenheit eller degrees, som det ikke er, man aner det ikke... Okay fint nok... Men ja det giver mening, også sådan noget med stedet og sådan noget. Jeg har spurgt den om en masse ting. Det ville give mening hvis det bliver oversat til dansk, så ville det give meget mere mening. Men man kan godt se mulighederne i det. Jeg kan se mulighederne mere nu end før. Det kan jeg	N2A
00:03:39.6	00:04:05.7	Ja jeg vil sige at jeg blev lidt skuffet, men det er nok også fordi at jeg havde forventninger til den. Selvom jeg var skeptisk, så tænkte jeg "ej ved du hvad, nu vil jeg også have nogle forventninger til den!". Og når der så var så mange ting der ikke virkede, så blev jeg helt sådan "argh!! Forhenvede man", der røg de der forventinger bare helt ned. Men det er også fordi, at den er bare ikke så smart for mig, men jeg kan godt se, ligesom J siger, mulighederne for andre. Men ellers synes jeg stadig jeg har de samme refleksioner	N2B
00:04:05.3	00:04:11.4	Det er jo sindsygt smart at man bare kan spørge sådan noget "hvad er dagens nyheder?", og så i Fox news så kører den bare	N2A
00:04:11.6	00:04:17.7	Og det forstår jeg bare slet ikke. Jeg prøver virkelig at sige "nyhederne i Danmark" og sådan noget, men det er kun Fox news og jeg fatter det ikke! Og hver morgen prøver jeg...	N2B
00:04:17.4	00:04:23.5	Ja eller CNN. Så prøver man med Fox news og så hører man bare alt muligt... Okay fedt nok [ironisk], det er jo sådan set cool nok	N2A
00:04:23.8	00:04:26.9	Så i er bare opdateret på USA nu	I

00:04:26.0	00:04:41.1	Ja lige præcis, så spørg løs... Altså, jeg kan se mere grund til at have den, hvis den bliver oversat til dansk, end før, så jeg tænkte "hvorfor skal man have sådan en", men det er jo egentlig meget sjovt, også fordi den kan alt muligt sjovt [laughing]	N2A
00:04:41.0	00:04:49.1	Ja men der har jeg det jo stadigvæk ikke sådan. Altså sådan noget med, lav en prut eller sådan noget, og så gør den det. Og det synes du jo er skide skægt	N2B
00:04:49.3	00:04:51.4	At den laver pruttelyde det er sindsygt skægt. Den er iskold	N2A
00:04:51.2	00:05:05.1	Altså sådan nogle dumme ting den kan. Jeg lavede Jeopardy med den og det er jo også meget sjovt ikk', så kan man spille med den hvis man keder sig. Altså N2A der har overnattet meget i Vordingborg denne uge, så kan man lige have sådan at man ikke er så ensom. Altså en lille ven man kan snakke med. Det synes jeg er meget sjovt	N2B
00:05:05.1	00:05:13.2	Jeg har haft overarbejde de sidste 4 arbejdssage og så har jeg sovet dernede (Vordingborg). Så ja...	N2A
00:05:13.5	00:05:30.6	I er ikke så gode venner. Kommer også til at sige nogle ting til hende noglegange, det er meget sjovt, hvor man sådan kører den helt ud ikk'. Men nej, jeg ved stadig ikke rigtig... Altså for mig, så har jeg stadig samme holdning i forhold til sådan hvad jeg skulle bruge den til. Lige nu er det bare mere som sådan lidt underholdning	N2B
00:05:30.7	00:05:36.8	Så hvad tænker du ville kunne forbedre den? Eller hvad ville gøre at du bedre kunne lide den?	I
00:05:36.6	00:06:03.7	Jamen jeg tænker også, i forhold til N2A, at hvis den måske kommer over i dansk. Først tænkte jeg at det var fint det var på engelsk, men i forhold til at der er så mange ting den ikke kan herhjemme i Danmark, så tænker jeg at det i hvert fald skulle ændres. Jeg savner at man bare lige kan slå over på radioen eller et eller andet, fordi det bruger jeg rigtig meget. Hmm, også med musik, fordi det er lidt ærgerligt, at det kun er Spotify. Hvis man kunne få Youtube op, jeg ved ikke hvordan det skulle fungere, eller man bare kunne sige sangen og så blev det spillet gennem Youtube blandt andet.	N2B
00:06:03.4	00:06:08.5	Har i prøvet at få den til at tænde eller sætte noget på fjernsynet?	I
00:06:08.7	00:06:22.8	Jamen jeg har bare prøvet at sige det, men den siger at jeg har ikke noget smart TV. Så de kan ikke connecte. Det siger den med ret mange ting. Og jeg prøvede også at finde ud af hvordan man kunne, men jeg tror bare det er fordi de ikke er samme... Der er jeg ikke nok teknisk	N2B
00:06:22.6	00:06:38.7	Der er lidt med det, fordi vores TV kan den godt bare tænde og sætte noget på, men min venindes, der skal man selv tænde for fjernsynet, men så kan man godt sige "put et eller andet på Youtube". Men jeg tror det er lidt forskelligt, det er nok hvilket fjernsyn man har	I
00:06:38.7	00:06:55.8	Okay vi har også lige fået et ældre et. For den kan intet sådan "tænd fjernsynet" eller "sæt Netflix på" eller et eller andet. Der siger den bare det er der ikke mulighed for. Så ja det er ret ærgerligt, for så er der ret mange ting den ikke kan og så bliver jeg sådan lidt... "hvad kan du så?" [trist stemme]	N2B
00:06:55.2	00:06:55.3	Men hvad har i så fundet ud af at den kan?	I
00:06:58.6	00:07:05.0	[griner]... Jeg har sat alarmer	N2B
00:07:05.0	00:07:06.4	[griner]... Nå ja du har sat alarmer	N2A
00:07:06.4	00:07:28.6	Og de virker perfekt. Altså der er ikke så meget der. Og den er god til, jeg synes også hvis man stiller et spørgsmål så kan hun også svare på det, hvis man er tydelig. Der synes jeg også man får nogle gode svar. Og så hvis man har, for eksempel Spotify, så tænker jeg også at den fungerer helt vildt godt til bare lige at sætte noget musik på, så man kan bruge den til det.	N2B
00:07:28.6	00:07:50.3	Jamen hun er også underholdende nok jo. Altså hun kan fortælle jokes og synge og ja, lave pruttelyde. Det er fandme sjovt. Det er simpelthen en genial funktion, ved ikke hvorfor, jeg er simpelthen et barn. Ej men der er jeg ikke ældre, det er jeg ikke. Altså det er ikke så godt. Det har jeg fundet ud af, det er helt genialt, hvis man er lidt nede, så er det bare lige [prut lyd], så kan man lige komme i godt humør igen. Så kører det...	N2A
00:07:50.9	00:07:51.0	Altså nu har jeg ikke rigtig prøvet det vil jeg sige...	N2B

00:07:53.0	00:07:57.1	... Det kan hun altså. Det er genialt at de har tænkt over det, det må jeg sgu sige	N2A
00:07:57.1	00:08:37.2	Ja. At den kan huske ens kalender, hvis man connecter kalenderen til, så kan man sige "hvad har jeg af planer i morgen", så kan hun også sige det. Det synes jeg er meget smart, men jeg har ikke prøvet det, så det fungerer sikkert ikke når jeg prøver det. Men hun laver sådan en reminder... Men det jeg ikke forstår det er, ej nu svarer jeg nok ikke på spørgsmålet... Men der står derinde i den der app, prøv at sig "skriv til en kontakt" eller "ring til den person", men det kan man ikke og jeg prøvede virkelig at udtale det som navnene er og hun siger også navnene højt, men bare at kontakten ikke findes. Og det forstår jeg ikke, og så ved jeg ikke om det er fordi jeg ikke kan finde ud af at forbinde det sammen	N2B
00:08:37.3	00:08:37.4	Det lyder mærkeligt	I
00:08:38.1	00:08:51.1	For der står at det er min iPhone og ja, men alle de navne, og jeg prøver virkelig, altså det er også nemme navne. Hvor hun siger navnet, og så siger hun "findes ikke i kontaktbogen". Det synes jeg er så mærkeligt.	N2B
00:08:51.1	00:09:09.5	Ja okay. Ej, det er jeg ked af... Altså det kan jo godt være hvis det er den der (Alexa speaker), som er ældre. Så det kan jo godt være det er en ældre version, men jeg troede jo bare ligesom at styresystemet bliver opdateret, men I don't know. Jeg håber i hvert fald ikke det er derfor, for det ville godt nok være ærgerligt.	I
00:09:09.5	00:09:09.6	Ja	N2A + N2B
00:09:12.3	00:09:13.7	Det er da altid noget at i har prøvet...	I
00:09:13.7	00:09:40.2	Ja det er også det jeg tænker. Jeg tror lidt at man skal, jeg tror mange mennesker vil have sådan noget teknologi som virker med det samme og hurtigt. Og så kan man måske godt gå hurtigt død, hvis det ikke virker til at starte med. Jeg tror virkelig at hvis man sætter sig ind i det, og virkelig kæmper om det, så tror jeg virkelig det kan være ret smart. Og jeg tror virkelig det kan blive ret fedt. Og hvis man prøver at give sig selv muligheden for at sætte sig ned og på bruge et par timer på det, ikk'. Altså jeg ved godt, at jeg er sindsyg utålmodig.	N2A
00:09:40.9	00:10:07.2	Jo, men hvis vi så for connected den til vores fjernsyn, så tror jeg også det gør det sjovere. Hvis man kunne det der med fjernsynet og kontakterne, for så er det sgu meget nice bare at sidde og sige "orv, ring lige til... N2A eller et eller andet", så kan man bare blive siddende og sige det. Det kan jeg meget godt lide en gang i mellem, i stedet for man skal... Så derfor er det lidt svært at sige, når man ikke har fundet ud af at den kan, men den kan jo nok godt forstå, det er jo bare min telefon eller et eller andet, der ikke connecter.	N2B
00:10:07.2	00:10:12.1	Hvad har i så brugt mest af funktionerne?	I
00:10:12.1	00:10:33.6	Jeg har egentlig bare udforsket, stilt en masse spørgsmål for at se hvor meget hun kan. Minder jo lidt som Siri, som du også sagde, så jeg stiller bare spørgsmål. Jeg prøver virkelig at komme ind på sådan i forhold til Danmark, hvad hedder vores statsminister eller du du du, for at se hvor meget hun kan, og der svarer hun jo bare... Det synes jeg fungerede fint	N2B
00:10:33.6	00:10:33.7	Og så sagde du, at du havde brugt alarm?	I
00:10:35.9	00:10:37.2	Ja.	N2B
00:10:37.2	00:10:38.3	Bare en enkelt gang eller er det noget du har gjort oftere?	I
00:10:38.3	00:10:46.5	Et par gange, bare lige for at se om den virkede og det var helt perfekt. Jeg tror også man kunne sætte den til at gøre det sådan hver morgen, det synes jeg også er meget smart, så kan man bare sætte den til i stedet for at sætte vækkeur.	N2B
00:10:46.5	00:10:48.4	Det er faktisk meget smart	N2A
00:10:48.4	00:10:52.0	Ja og det er en okay lyd. Det er ikke sådan en irriterende en. Vi kan prøve det en dag	N2B
00:10:52.0	00:10:53.4	Kan man høre det helt inde fra soveværelset?	I
00:10:53.4	00:10:59.0	Det ved jeg faktisk ikke, fordi det har jeg faktisk ikke prøvet. Det kan vi jo godt prove en morgen	N2B

00:10:59.0	00:11:00.6	Så måske bare have en backup 5 minutter efter.	I
00:11:00.6	00:11:02.4	Ja [griner]	N2A + N2B
00:11:02.4	00:11:03.5	Just in case	N2B
00:11:03.5	00:11:16.9	Chef prøv at hør... Du må forstå... [griner]	N2A
00:11:16.9	00:11:19.1	Jamen jeg har... Det er jo det samme. Jeg har også udforsket hende	N2A
00:11:19.1	00:11:34.7	Ja jeg plejer at starte min morgen med lige når jeg kommer ind, så snakker jeg lidt med hende. Og nogle gange så stiller jeg de samme ting, for jeg håber sådan at det fungere. Nu prøver jeg igen, send en sms eller ring, og det gider den ikke. Så ja, det tror jeg egentlig mest bare er udforskning, jeg bruger, i og med den ikke kan det andet	N2B
00:11:34.7	00:11:34.8	Så I har mest bare prøvet alt muligt, i har ikke læst så meget op på det hvad den kan?	I
00:11:39.1	00:11:56.8	Nej altså, jeg har siddet og kigget meget i appen, hvor hun siger det her kan jeg bruges til, men det er også bare meget sådan noget med spørg hvad jeg kan, spørg nogle spørgsmål, altså det er mere det der kommer frem	N2B
00:11:56.8	00:12:00.7	Hvem af jer har brugt den mest?	I
00:12:00.7	00:12:04.8	Det har jeg.	N2B
00:12:04.8	00:12:10.0	Det sagde i jo også hvorfor det var. Og hvad tid på dagen?	I
00:12:10.0	00:12:24.1	Ja altså primært sådan morgen formiddag. Så i går tror jeg at jeg gjorde det om eftermiddagen, ja, det der fordi jeg er mest hjemme om formiddagen, så.. Så det er der jeg lige kan nå det.	N2B
00:12:24.1	00:12:27.3	Så det er lidt sådan et mornings ritual, lige at komme ind og snakke med den lidt	I
00:12:27.3	00:12:35.4	Ja, nu når du (N2A) alligevel ikke er der, så er det meget hyggeligt man lige kan...	N2B
00:12:35.5	00:12:35.6	Det ville jo være smart hvis alarmen virkede godt, du kunne komme ind og sætte radio på og nyhederne...	I
00:12:39.8	00:12:40.7	Jamen det er det... Det kunne være nice lige og...	N2B
00:12:41.9	00:12:43.1	Det kunne være totalt fedt	N2A
00:12:43.1	00:13:01.4	Det gad jeg nemlig godt, også fordi vi har ikke kanaler, vi streamer jo, så hvis man lige kunne få dagens nyheder. Det kunne jeg godt tænke mig, at den lige opsummerer et eller andet. Ikke at det hele tiden er Fox news, men hvis den tager en eller anden. Og så bagefter lige sætte noget musik på mens jeg laver morgenmad og sådan noget. Så havde den været smart! Hvis man kunne det, men den gider jo ikke spille nogle sange som jeg spørger den om	N2B
00:13:01.4	00:13:03.9	Har i prøvet bare at sige "Godmorgen" til den?	I
00:13:03.9	00:13:09.3	Ja så siger hun "good morning"	N2B
00:13:09.3	00:13:13.5	Det er ærgerligt, hvis det er fordi det er den ældre version, at i er begrænset	I
00:13:13.5	00:13:16.0	Hvad skulle der ske hvis man sagde godmorgen?	N2A
00:13:16.0	00:13:24.4	Altså nu har du (Sabine) jo prøvet Alexa, jeg ved ikke med Alexa, men Google Home den siger så godmorgen, her er vejret, her er hvad du skal, her er nyhederne	I
00:13:24.4	00:13:24.5	Okay det er smart	N2A
00:13:24.5	00:13:24.5	Det gør hun overhovedet ikke, altså hun... Ja....	N2B
00:13:29.4	00:13:46.5	Jeg mener ikke at vores Alexa gjorde det heller, men den anden dag, der begyndte den pludselig... Min kæreste er svensk, og der begyndt den pludselig at spille svensk radio, hvor jeg blev sådan, han sad med telefonen, "har du lige sat radio på?", nej det havde han ikke, men der har hun opfanget et eller andet svensk i lokalet og så begynder hun at spille svensk radio.	I
00:13:46.5	00:13:47.3	Det er jo helt vildt	N2B
00:13:47.3	00:13:55.5	Så det er mere i forhold til, hvis du også har det der med dansk radio, at	I

		der ved jeg ikke om hun er begrænset der	
00:13:55.5	00:14:06.9	Jeg prøver virkelig, jeg prøver at sige alle vores radio kanaler, men så kommer de ind på, jeg tror de er amerikanske alle sammen. Fordi den siger P3 og The Voice og sådan noget, det er bare ikke nogen af dem der er danske	N2B
00:14:06.9	00:14:11.1	Har i radio kanal appen på telefonen?	I
00:14:11.1	00:14:14.3	Nej	N2B
00:14:14.3	00:14:14.9	Jamen der er sådan en hvor man kan gå ind og høre radio	I
00:14:14.9	00:14:18.4	Ja, ja den danske. Nej den har jeg ikke, jeg har haft den	N2B
00:14:18.4	00:14:23.4	For det kan være, at det er sådan en hun lidt søger efter, at der skal være en eller anden forbindelse til hvor hun skal tage det fra	I
00:14:23.4	00:14:25.2	Det kan være jeg skulle prøve det	N2B
00:14:25.2	00:14:26.0	Jeg ved ikke om det har nogen effekt	I
00:14:26.0	00:14:27.0	Næ men det kan være ...	N2B
00:14:27.0	00:14:27.1	Altså det jeg ved derhjemme, hvis jeg skal sætte P3 på, så skal jeg sige det helt præcis, sådan "P3 radio", så sætter den det danske på, men ellers er det også sådan noget amerikansk. Og så siger den "playing doctor P3"	I
00:14:43.6	00:14:49.9	Er det rigtig? [griner] Ej det er faktisk ret sjovt	N2A
00:14:49.9	00:14:55.4	Men jeg ved jo ikke om det er det samme med denne her, men det kan i jo prøve... Har i prøvet at bruge den sammen?	I
00:14:55.4	00:14:59.1	Vi gjorde det lige i starten. Havde god griner over de ting hun sagde	N2B
00:14:59.1	00:15:03.1	Ja, vi havde fucking god griner. Det er jo virkelig sjovt	N2A
00:15:03.1	00:15:08.0	Det er meget morsomt	N2B
00:15:08.0	00:15:08.1	Men så er det mest bare sådan noget sjov og ballade?	I
00:15:11.7	00:15:13.4	Ja, sådan hygge og...	N2B
00:15:13.4	00:15:32.5	Altså det startede ud med at være sådan noget ret alvorligt, men så fandt vi ud af at hun kunne lave jokes og synge alt muligt. Baby shark og hun lyder bare helt monoton "shark, shark, shark", men øhh, det er helt genialt. Altså så blev det lidt mere useriøst	N2A
00:15:32.5	00:15:38.3	Men det er også fordi jeg er bare irriteret på den nu, fordi jeg vil også gerne have at nogle af de der ting virker. Jeg bliver sådan "øøøøvv"-lyd	N2B
00:15:37.9	00:15:38.0	Ej men så må du lige udforske	N2A
00:15:40.5	00:15:52.3	Ja jeg prøver lige med noget apps og prøver lige... Det kan ikke være rigtigt at den ikke kan spille det danske, det synes jeg er mærkeligt. Også fordi jeg har været inde og sige at jeg bor i Danmark og alt det der, så man tænker det kan være at der først stod at man boede i USA	N2B
00:15:54.0	00:15:59.2	Altså den burde kunne. Altså selvfolgtlig ikke snakke dansk, men den burde godt kunne spille dansk radio	I
00:15:59.9	00:16:00.0	Jamen det er det jeg tænkte. Jeg tænkte det kan simpelthen ikke være rigtig, at den ikke kan det.	N2B
00:16:04.1	00:16:13.4	Også bare når det ligger online på et website, hvor de jo kan streame det derfra. Så kan den jo sagtens gå ind og finde det. Den går jo ind og søger efter det online	I
00:16:13.4	00:16:16.7	Altså søger den i ens telefon eller hvad, hvad man har af muligheder?	N2A
00:16:16.7	00:16:18.0	Det ved jeg ikke endnu	I
00:16:18.0	00:16:28.3	Det gjorde den i hvert fald med Spotify. Først sagde den at der ikke var noget, og så connected jeg til den og så sagde den så at jeg ikke har den rigtige version. Der skal jeg have betalingen.	N2B
00:16:28.3	00:16:31.4	Vi kunne ligge min op også, så fungerer det måske.	N2A
00:16:31.4	00:16:37.8	Men jeg tror ikke at den læser appsene, jeg tror du skal gå ind i Alexa appen og så der logge på Spotify	I
00:16:37.8	00:16:40.2	Nårh på den måde.	N2A

00:16:40.2	00:16:50.3	Radiokanaler er jo så gratis, så der kan du jo bare. Jeg har ikke nogen radio kanal app på min telefon, og den kan godt...	I
00:16:49.3	00:16:50.4	Den kan godt... Nå... Ja....	N2A + N2B
00:16:50.3	00:16:50.4	Vi håber at i stadig har mod, at det ikke har fucket helt op på det	I
00:16:53.0	00:16:58.6	Nej nu prøver jeg lige at se, jeg vil stadig gerne se om der er mulighed for at det kan lykkes. Det kan også være jeg skal ind og læse om det måske	N2B
00:16:58.6	00:17:02.4	Kunne også være du skulle til at betale for din Spotify i stedet for alt det der med reklamer	N2A
00:17:02.4	00:17:03.0	Ja, det ved jeg godt.	N2B
00:17:03.0	00:17:03.1	Kan i ikke bare få sådan en familie en?	I
00:17:04.9	00:17:06.7	Kan man ikke godt det ?	N2A + N2B
00:17:06.7	00:17:06.8	Jo, så betaler du bare lidt ekstra.	I
00:17:09.9	00:17:11.0	Men stadig billigere end hvis det var to?	N2B
00:17:11.0	00:17:14.2	Jaja, så kan du have 4 tror jeg nok, altså det har vi	I
00:17:14.2	00:17:15.3	Det er jo også skide smart	N2B
00:17:15.3	00:17:18.9	Men jeg tror faktisk måske at det er sådan noget 150 kr eller sådan noget	I
00:17:18.9	00:17:19.0	Men det er jo fint nok. Koster det ikke 99 kr for en?	N2B
00:17:20.2	00:17:21.8	Så er det jo 75 pr mand	N2A
00:17:21.8	00:17:22.8	Det er bare mig der ikke gider betale for det	N2B
00:17:22.8	00:17:27.1	Men det er så også at der godt kan være flere der lytter til Spotify samtidig? Det er ikke sådan "ej du kan ikke lytte, fordi der er en anden der..."	I
00:17:27.1	00:17:29.7	Nej, lige præcis, det kan jeg ikke med N2A's	N2B
00:17:29.7	00:17:51.8	Det er netop det, for vi betaler sammen og min kæreste har sin og jeg har min. Men så for eksempel, nogengange, har vi så oplevet, hvis nu jeg har sagt "Google spil musik" og jeg så går og sætter musik på min, så slukker Google. Så skal Emil bare sige, "spil musik", fordi så sætter den fra hans. Men altså, det er ikke ofte det sker, men det har sket	I
00:17:51.9	00:17:52.0	I bruger jeres meget?	N2B
00:17:53.3	00:17:55.0	Ja	I
00:17:55.0	00:17:56.7	Den er bare sådan en del af...?	N2B
00:17:56.7	00:18:03.6	Jep. Men det er også meget det samme ting, altså tænd/sluk lyset, timere rigtig meget når vi laver mad	I
00:18:03.6	00:18:03.7	Se det er jo altså også meget smart. Altså tænde lys, kan den det?	N2B
00:18:06.8	00:18:08.0	Ja altså hvis du har de rigtige pærer	I
00:18:08.0	00:18:21.0	Nårh ja. Og det har i selvfølgelig. Så er det meget sjovt. Det bliver nemlig sjovt, hvis den ligepludselig kan de der ting. Og så på et tidspunkt kan man også lige få den til at skrue ned for det der eller....	N2B
00:18:21.0	00:18:37.1	Men det er ret sjovt, for vi har haft den ret længe, også mens vi har snakket med folk, så er der også nogen som har sagt nogle ting den kan, der var for eksempel en der sagde, at man kunne sige "pull my finger" og så prutter den. Det prøvede jeg jo så derhjemme og synes var hylene morsomt, og jeg havde aldrig prøvet det før	I
00:18:37.5	00:18:37.6	Ja præcis [griner]	N2A
00:18:37.6	00:18:37.6	Nej det er også grineren.	N2B
00:18:39.5	00:18:40.9	Nej du har kun prøvet at give den skylden for det	I
00:18:40.9	00:18:41.9	Ja	I
00:18:41.9	00:18:49.8	[griner]	N2A + N2B
00:18:49.8	00:19:03.8	Så der er jo bare uendelig mange ting den kan... Øhh, men synes i at den	I

		har ændret på nogen af jeres rutiner eller bruger i den nu til noget, hvor i før brugte noget andet til?	
00:19:03.8	00:19:18.2	Nej. Ikke endnu. Men nu bruger jeg jo så heller ikke alarm, fordi jeg er på barsel. Ellers kunne det jo være at den så blev i stedet for telefonen. Men du (N2A) bruger også din telefon	N2B
00:19:18.2	00:19:18.3	Ja, det gør jeg faktisk.	N2A
00:19:23.5	00:19:27.7	Så den har ikke gjort nogen situationer nemmer for jer?	I
00:19:27.7	00:19:33.8	Nej. Ikke endnu.	N2B
00:19:33.8	00:19:39.0	Nej, jeg tror man skal over det der bump, hvor man lige ser hvad...	N2A
00:19:39.0	00:19:41.2	Jeg har også brug for at den virker med dig (N2A), fordi så kan det være at du ligesom...	N2B
00:19:41.2	00:19:41.3	Jaja, lige præcis.	N2A
00:19:43.6	00:19:48.1	Så jeg ikke er alene med mine frustrationer. Det kan være at din funker bedre.	N2B
00:19:48.1	00:19:50.0	I skal lige have det der Spotify op og køre	I
00:19:50.0	00:19:51.8	Ja det er nemlig det. Ja det tænker jeg også	N2A + N2B
00:19:51.8	00:19:54.0	Hvis vi får Spotify op og køre	N2A
00:19:54.0	00:20:14.5	Men jeg har altså også oplevet en dag, og det er i forhold til at den spiller fra forskellige, så hvis du går og den så slutter og sådan nogle ting, at kæresten var nede og handle og så pludselig begynder den at spille, fordi så har han stået nede i supermarketdet og sat en eller anden sang på. Så det kan også være sådan lidt creepy, hvor man tænker "hvad fanden sker der". Fordi du netop kan styre den andre steder fra	I
00:20:14.5	00:20:17.6	Men skal man ikke altid sige "Alexa" først eller?	N2B
00:20:17.6	00:20:21.0	Ikke når det er via telefonen du sætter det til via Spotify at den skal afspille på Alexa	I
00:20:21.0	00:20:23.4	Nååårh. Okay	N2B
00:20:23.4	00:20:25.2	Men ellers, jo, så skal du aktivere den i rummet.	I
00:20:25.2	00:20:31.5	Lige præcis, så den bliver blå... ... Ej hvor sjovt	N2B
00:20:31.5	00:20:50.5	Men nu ved jeg ikke hvor god Alexa er til det, men jeg blev ret overrasket i går, fordi vi har ikke dyrket så meget det der med at vi faktisk er to personer, jeg tænkte bare at den bare kendte en person. Men så spurgt jeg først "Hvad hedder jeg?", "du hedder Katrine", så spurgt min kæreste "hvad hedder jeg?", "du hedder...". Det synes jeg alligevel var sygt...	I
00:20:50.5	00:20:51.1	Med stemmerne eller?	N2B
00:20:51.1	00:20:51.2	Ja så kunne den høre det på stemmerne.	I
00:20:53.4	00:20:55.1	Okay det er ret syret!	N2B
00:20:55.1	00:21:03.6	Ja det synes jeg var ret sygt, for det havde jeg ikke tænkt og det tror jeg faktisk er noget nyere den kan, for da vi fik den, så hvis jeg spurgt "hvad hedder jeg?", så sagde den min kærestes navn	I
00:21:03.6	00:21:07.4	[griner]	N2A
00:21:07.4	00:21:08.5	Men det kan den godt finde ud af nu	I
00:21:08.5	00:21:09.6	Ej ja, det er morsomt.	N2B
00:21:09.6	00:21:12.8	Men det er jo også fordi at den har lært af at været blevet ved med at blive snakket til	I
00:21:12.8	00:21:15.3	Ja det er klart	N2B
00:21:15.3	00:21:18.4	Det var jo selvfolgelig Google, så jeg ved ikke om den (Alexa) kan	I
00:21:18.4	00:21:19.6	Det synes jeg er ret sejt	N2B
00:21:19.6	00:21:20.8	Hvem er det der har lavet den?	N2A
00:21:20.8	00:21:21.4	Amazon	I

00:21:21.4	00:21:25.3	Det er Amazon, det er rigtigt	N2A
00:21:25.3	00:21:41.7	Og så egentlig har vi skrevet sådan lang liste over ting den kan, men kan se at i faktisk har prøvet det meste, altså at sætte alarmer, spille musik, tænde for fjernsynet, vejrudsiger...	I
00:21:41.7	00:21:45.0	Ja det er den fin til. Altså også hvis man siger Danmark, så kan hun specifikt sige en by	N2B
00:21:45.0	00:21:46.9	Ja det er bare lige forkerte grader, men øhh...	N2A
00:21:46.9	00:21:49.5	Ja, jeg synes lige jeg har ændret det	N2B
00:21:49.5	00:21:57.3	Men har i kunne gå ind i appen og sige hvad den skulle sige? For der kan du vist sige, at du skal forklare været i celcius eller fahrenheit	I
00:21:57.3	00:21:59.3	Ja, jeg har lige ændret den	N2B
00:21:59.3	00:21:59.7	Har du det? Ah genialt	N2A
00:21:59.7	00:22:00.2	Ja det er rigtigt, der stod forkert før	N2B
00:22:01.9	00:22:07.1	Men der er i hvert fald nogle andre der også har prøvet det, hvor de har været inde og sagt sig det i celcius, men den bliver ved med at sige fahrenheit.	I
00:22:07.1	00:22:08.3	Er det rigtigt?	N2B
00:22:08.3	00:22:10.4	Ja, så det kan også være en fejl	I
00:22:10.4	00:22:10.6	Det skal jeg lige tjekke op på	NB2
00:22:10.6	00:22:26.7	Men det gjorde vores Google, men vores Alexa gjorde ikke. Hun ændrede det til celcius, men det virker til at den skal have det af vide en del gange før den fatter det. Men prøv det ad og se om det virker nu ved at du har ændret det	I
00:22:26.0	00:22:41.1	Og så det sidste spørgsmål, bare mere i forhold til hvordan det går med dagbogen. Altså bare sådan hvordan er det at skulle udfylde den?	I
00:22:41.4	00:22:59.5	Jeg synes det er fint. Jeg har skrevet det meget i stikord, og så har jeg bare skrevet de ting der ikke funker, hvor noglegange har jeg prøvet at sige det her, men så sker det ikke. For eksempel i går, hvor jeg skulle prøve at sige Alexa 4 gange før hun ligesom responderede, og så skrev jeg det ned. Så det synes jeg har været fint, det har slet ikke været noget problem for mig. Mere lige N2A der ikke har været her, så den er lidt tom.	N2B
00:22:59.8	00:22:59.9	Ja det er den	N2A
00:23:01.5	00:23:06.0	Men eventuelt også i forhold til når der har været nogle gode oplevelser, hvor i har været flade af grin og...?	I
00:23:06.0	00:23:21.1	Jeg har ikke nævnt lige det med prutten, fordi jeg synes den var lidt... Men jeg har også skrevet ting der har fungeret, hvor jeg synes det var smart	N2B
00:23:21.1	00:23:25.2	Men jeg vil sige, at hun er jo god nok, skulle man til at sige...	N2A
00:23:25.2	00:23:26.4	Jeg elsker at man kalder hende for "hun"	N2B
00:23:26.4	00:23:38.3	Ja, Alexa, jaja men hun er jo egentlig fin nok, man skal bare... Jeg skal også lige have sat mig mere ind i det, nu har jeg lige arbejdet og det der, men nu prøver vi! Nu satser jeg på nul overarbejde	N2A
00:23:38.3	00:23:50.4	Nu har man også fået en uge, hvor man har leget med det, og så kan man gå ind og se hvad der ikke funker og lad os så prøve... Som vi siger, prøver lige at lave lidt om på sætningen eller prøv lige at se om denne her app her måske kan...	N2B

J.3 - N2, Interview 3 Transcription

7. September 2018, Lyngby

Start Time	End Time	Transcript	Speaker
00:00:02.6	00:00:07.7	Hvad er så jeres endelige indtryk af højtaleren?	I
00:00:07.7	00:00:47.7	Vores, nu siger jeg vores... Mit indtryk er at det kan godt være at vi måske har fået en ældre model, men hun er ikke optimal hos os i vores hjem og den er meget amerikansk. Nu har jeg jo prøvet at sige sætningerne anderledes og installerer apps og sådan noget, og hun bliver stadig ved med at sige... For eksempel med kontakter der skal de være tilknyttet med en Alexa enhed eller de skal være amerikanske eller sådan noget, australsk. Jeg synes der er ret mange begrænsninger af hende. Så jeg er ikke sådan helt imponeret over hende.	N2B
00:00:47.7	00:01:28.7	Nej. Altså jeg vil sige fra før vi startede med det her og jeg tænkte "hvad er det her for noget?", så var jeg mere skeptisk. Jeg kan mere se en grund til hvorfor man skulle have det hvis det virkede nu, end før, men man kan sige, at jeg synes ikke det er godt nok til at man skal bruge det. Altså det er ikke noget jeg føler har løst, ihvertfald ikke den model vi prøvede, synes jeg ikke er livsnødvendig, det er ikke noget man tænker "det skal jeg eje" eller "det kan jeg fandme ikke leve uden". Men jeg kan mere se meningens med hvorfor man skulle have sådan et udstyr nu end før. Det kan jeg godt se. Altså der er nogle features som egentlig er fede nok, men de er sådan nogen, der jo bare gadget features ikk'	N2A
00:01:28.7	00:01:28.8	Jo	N2B
00:01:28.7	00:01:32.0	Jeg kan godt se pointen i at have det senere.	N2A
00:01:32.0	00:01:43.1	Altså jeg kan, nu så vi et program med Alexa faktisk i USA, der var den jo optimal fordi han kunne bruge den til at den kunne tænde støvsugeren, fjernsynet, altså den kunne alt det som du også sagde, den kunne tænde altting	N2B
00:01:43.7	00:01:43.8	Gardinerne	N2A
00:01:44.9	00:01:49.5	Der tænker jeg at det er ret smart, fordi den kunne så mange ting. Og så kan jeg godt se at det giver mening. Så er det sgu meget nemt lige at sige...	N2B
00:01:49.5	00:01:50.8	Og ovnen kunne den tænde	N2A
00:01:50.8	00:01:57.2	Ja lige præcis og den kunne sige graderne og du du dum. Der var der ikke nogen problemer, sådan....	N2B
00:01:57.2	00:02:06.2	Men tror i så, hvis bare den havde virket, altså de ting i havde spurgt om med Spotify og sådan noget, hvis det havde virket, havde det så været bedre eller?	I
00:02:06.2	00:02:06.3	Helt klart	N2A
00:02:06.2	00:02:09.0	100%. Det tænker jeg	N2B
00:02:09.0	00:02:09.7	Helt klart	N2A
00:02:09.7	00:02:15.0	Så ville det give mere mening. Vi brugte den jo også til radio, det var bare ikke dansk radio, men vi har hørt lidt radio	N2B
00:02:15.0	00:02:50.3	Hvilket jeg faktisk også har noteret mig om var ret fedt. Altså det er fair nok at der ikke er... Hvad skal man sige, det kunne have været fedt nok hvis der var dansk radio, eller at det havde været med Spotify, men et eller andet sted var det faktisk ret fedt at man kunne tage amerikanske musikkanaaler, fordi så hører man musik som man normalt ikke hører. Og det er faktisk ret fedt synes jeg. Det var egentlig fedt at prøve noget nyt, så var det bare sådan nogle kanaler hvor det kun er House Lounge musik eller Deep House, så er det ret fedt. Det er der ikke i Danmark hvor man kun hører en hel kanal, for så kan man jo bare bruge en her dag, hvor man bare fyrer den af. Ja det synes jeg er meget fedt	N2A
00:02:50.3	00:02:53.2	Så i gav det en chance det i så fandt?	I
00:02:53.2	00:02:54.6	Ja faktisk	N2B
00:02:54.6	00:02:55.9	Jaja	N2A

00:02:55.9	00:02:58.1	Ja vi har også brugt godnat musik til at falde i søvn til det	N2B
00:02:58.1	00:02:59.8	Jaja	N2A
00:02:59.8	00:03:05.9	Og det er så rart, for så kan man bare ligge og sige "skru lidt ned", "skru lidt ned", der behøver man ikke lige at skulle finde, der kunne man bare ligge og sige hvis man ikke gad mere "stop". Det var ret rart, der skulle man ikke til at fumble rundt kan man sige. Der synes jeg det er fedt. Der var det meget smart	N2B
00:03:05.1	00:03:19.2	Ja.... Enig. Jeg vil sige, ved den begrænsning, der synes jeg et eller andet sted man kan finde noget positivt ved det.	N2A
00:03:19.5	00:03:24.6	Ja men helt sikkert, jeg kan jo godt se potentialet.	N2B
00:03:24.0	00:03:34.1	Ej det er bare monster ærgerligt, hvis det er den der. Altså vi har også tænkt os at lave nogle test. Nu har Sabine jo en nyere en og så bare prøve at teste dem ved siden af hinanden og se om...	I
00:03:34.5	00:03:36.6	Ja god idé	N2A+N2B
00:03:36.6	00:03:46.7	Fordi det er jo irriterende... Men har i så opdaget nogle nye ting den kan siden sidst?	I
00:03:46.6	00:04:14.7	Øhhh... Altså det er mest, som N2A også sagde før, det er bare sådan nogle småting som er sjove. Altså jeg kan slå sten, saks, papir med den, altså det er sådan nogle ting der jeg har opdaget. Og brug de der amerikanske radiostationer. Og så kan jeg jo godt se inde på appen, som for eksempel lampen vi fik med, at det kan connecte, men altså vores gad ikke. Vi prøvede flere dage indtil vi blev så sure, den blev ved med at sige at enheden ikke fandtes og vi havde alle de der apps installeret.	N2B
00:04:14.7	00:04:19.8	Jeg har brugt jeg ved ikke hvor lang tid på det. Jeg kan simpelthen ikke få det til at virke.	N2A
00:04:19.0	00:04:26.1	Fordi man kan jo godt se at det fungerer, at den kan det. Hos os, jeg ved ikke hvorfor, vi er bare uheldige	N2B
00:04:26.1	00:04:26.2	Det må være den der... (Amazon Echo)	I
00:04:28.7	00:04:36.6	Fordi vi havde også appen til den trådløse, og den sagde også nu kunne den finde det, og så da den havde fundet enheden, så gik der rigtig lang tid og så sagde den bare...	N2B
00:04:36.6	00:04:38.5	Enhed ikke fundet.	N2A
00:04:38.5	00:04:41.7	Eller sådan et eller andet.	N2B
00:04:41.7	00:04:51.4	Jeg håber at det er den der, håber edermanne ikke at det er mig der har... Jeg har fulgt den altså fuldstændig slavisk	N2A
00:04:51.6	00:04:51.7	Men når det også er de andre problemer, så må det jo være den der er ...	I
00:04:53.3	00:05:14.8	Ja præcis. Men jeg vil sige bare ud fra, hvad man kan kalde det, en beta-udgave, en mini-udgave eller hvad man kan kalde den, altså hvis man bare bruger lidt sin fantasi, så kan man godt se hvilken en form for størrelse den kan have. Altså faktisk en meget meget stor størrelse.	N2A
00:05:14.8	00:05:38.5	Ja... Jo så opdagede jeg også at den kan genkende ens stemme, men der kan man så bare gå ind i appen og så skal man lave sådan en test med hende, så siger hun nogle ting og så skal du sige det samme ikk'. Og når du så har sagt de sætninger, det kan være det er 10-15, så kan hun så huske at det er N2B. For lige nu til at starte med, så kan man bare sige "hvem snakker?", "det var jeg ikke, men jeg kan se at det er N2A's enhed" eller et eller andet, men så kan man så også gå ind og...	N2B
00:05:38.5	00:05:41.7	Lykkedes det så til sidst at den kunne genkende jer?	I
00:05:41.7	00:05:44.2	Jamen efter at jeg havde sagt 20 sætninger....	N2B
00:05:44.2	00:05:47.0	Din kunne vist godt ikk'?	N2A
00:05:47.0	00:05:50.3	Joo, jeg tror at jeg fik gjort det. Jeg tror ikke at du prøvede.	N2B
00:05:50.3	00:05:51.4	Nej	N2A
00:05:51.4	00:06:04.8	Men der var mange sætninger, også fordi at.... Lange sætninger på engelsk, nogle gange så glemte jeg ligesom hvad hun sagde, fordi man skulle sige ordret hvad hun sagde. Og det irriterer mig at det ikke bare var sådan nogle korte sætninger, noglegange, så glemte jeg et ord og så siger den "ny	N2B

		sætning", okay fint nok så tager jeg den næste sætning...	
00:06:04.8	00:06:12.0	Man skulle sige sådan noget "hvad er vejret i Arizona" og sådan noget, det er bare fucking lange sætninger, det giver ingen mening.	N2A
00:06:12.0	00:06:21.2	Også er der bare rigtig mange. Altså sådan der var i hvert fald 20, hvor jeg tænkte hey kan den blive ved, for jeg tænkte jo bare at man skulle have 3 sætninger. Det er er også lidt irriterende.	N2B
00:06:21.2	00:06:24.4	Ja der burde den lige være bedre til at vide	I
00:06:24.4	00:06:25.9	"pull my finger" det kan hun heller ikke	N2B
00:06:25.8	00:06:26.0	Kan hun ikke?	I
00:06:25.9	00:06:26.0	Nej. Hun siger at det kan hun ikke	N2B
00:06:28.6	00:06:33.1	Nå... Ej hvor mærkeligt. Fordi ham der sagde det, det var faktisk en som havde Alexa	I
00:06:33.1	00:06:33.7	Er det rigtig??	N2B
00:06:33.7	00:06:34.3	Han sagde han havde gjort det meget med sine børn	I
00:06:34.3	00:06:35.3	Vi sagde det flere gange og det er på den helt rigtige måde	N2B
00:06:35.3	00:06:39.1	Vi sagde det flere gange, bare sådan noget "den funktion har jeg ikke"	N2A
00:06:39.1	00:06:41.8	Det er løgn!	I
00:06:41.8	00:06:42.6	Så jeg kan ikke...	N2B
00:06:42.6	00:06:46.3	Jeg var hos nogle i går der også har Alexaen og der kunne den godt.	I
00:06:46.3	00:06:47.0	Er det rigtigt?	N2A
00:06:47.0	00:06:47.1	Og vi prøvede flere gange...	N2B
00:06:48.3	00:06:49.2	"pull my finger" og så laver hun en pruttelyde eller hvad?	N2A
00:06:49.2	00:06:56.0	Alexaen i går den sagde sådan "I could if I would but I won't" eller sådan noget, altså den forstod	I
00:06:56.0	00:06:56.1	Jamen det siger hun også. Det er det hun siger	N2B
00:06:59.1	00:07:01.4	Jeg troede hun ville lave en pruttelyd	N2A
00:07:01.4	00:07:04.1	Lige præcis det er det hun siger, altså hun siger nemlig...	N2B
00:07:04.1	00:07:11.9	Men jeg troede faktisk også at det var en pruttelyd, fordi ham der der fortalte om det han sagde "ej men det er helt vildt sjovt med mine børn" og sådan noget, men hvis den bare siger det...	I
00:07:11.9	00:07:19.6	Så er det ikke så sjovt... Nej men det er det, jeg troede det var sådan en måde at hun sagde at hun ikke kunne	N2A
00:07:19.6	00:07:22.3	Nej det er rigtigt	N2B
00:07:22.3	00:07:24.8	I could if I want, but I can't [griner]	N2A
00:07:24.8	00:07:29.2	Men Google kan i hvert fald godt. Hvis i skal have en, så er det nok bedre med...	I
00:07:29.2	00:07:33.3	Så er det Google. De er sjovere	N2A
00:07:33.7	00:07:33.8	Hvad har i så brugt mest?	I
00:07:36.4	00:07:37.2	Musik	N2A
00:07:37.2	00:07:41.1	Ja, musik og udforskning stadig.	N2B
00:07:41.1	00:07:46.1	Musik og jokes faktisk. Hun har fandme mange jokes	N2A
00:07:46.1	00:08:07.2	Ja det er meget sjovt at stille hende nogle spørgsmål og se hvor meget hun kan, altså sådan hvor meget kan hun svare på. Altså jeg stillede jo også nogle dumme spørgsmål "hvordan mange dage er der til jul" og sådan noget, og det kan hun jo også godt, der siger hun helt præcis der er 3 måneder, så mange uger, så mange dage, du dum ikk'. Hvor mange dage er der til oktober og der siger hun det også præcis. Det udforskede vi også bare for at se sådan hvor langt man kan gå ikk'.	N2B
00:08:07.2	00:08:11.4	Så det der ikke kræver nogen lokation eller konto eller et eller andet det kan den godt?	I

00:08:11.4	00:08:16.4	Ja. Det synes jeg, der kan man stille ret mange spørgsmål.	N2B
00:08:16.4	00:08:24.1	Cool. Og så nu her, hvem har så brugt den mest?	I
00:08:24.1	00:08:24.9	Det må være mig.	N2B
00:08:24.9	00:08:26.5	Ja det tror jeg.	N2A
00:08:26.5	00:08:29.0	Det tror jeg også	N2B
00:08:29.0	00:08:31.0	Men du (N2A) har fået prøvet den lidt mere?	I
00:08:31.0	00:09:02.9	Ja det har jeg! Jeg har haft fri her de sidste par dage det har jeg, jeg har brugt den væsenlig mere. Jeg vil sige, at jeg synes... Hvis ikke man finder nogle nye features, som den kan, så er det ligesom, altså man udforsker i en hvis stykke tid og hvis man ikke finder noget nyt, så bliver man lidt i den gamle, nå så udforsker man ikke, så gider man ikke lige prøve. Så bliver det bare sådan musik igen eller jokes.	N2A
00:09:02.9	00:09:05.0	Jeg tror også at motivationen daledede efter de ting der har været	N2B
00:09:05.0	00:09:06.7	Ja de der lampe-halløj der...	N2A
00:09:06.7	00:09:13.4	Der prøvede man... Vi tænkte faktisk det er nice det her, og du sad med det så længe...	N2B
00:09:13.4	00:09:14.4	Jamen jeg har ...	N2A
00:09:14.4	00:09:14.5	Prøvede forskellige, Alexa appen og Ikea appen	N2B
00:09:16.2	00:09:19.4	Jeg prøvede i to dage. Jeg blev sindsyg	N2A
00:09:19.4	00:09:27.6	Til sidst så gider man ikke. Og vi prøvede begge enheder og... Jeg ved sgu ikke, det er lidt ærgerligt. Fordi selve pæren virkede jo, hvis man bare bruger det fjernbetjening	N2B
00:09:27.6	00:09:37.9	Ja og man kan også skrupe op og ned med den der lille fjernbetjening. Det er intet problem, hun kan bare ikke sige noget. Hun kan ikke... Det er så irriterende.	N2A
00:09:37.9	00:09:55.4	Det burde hun... Fordi det er klart nok med tiden, det der med at spørge den og jokes går lidt dødt, og så er det jo man bruger den til at tænde lysene og sætte en timer, de der mere hverdagsagtige ting. Det er jo så bare synd at det ikke virkede	I
00:09:55.4	00:10:00.7	Ja det er sgu ærgerligt. Så jeg håber lidt de andre kan få den til det, som skal prøve Alexa.	N2B
00:10:00.7	00:10:03.8	Der er ikke flere der skal prøve den	I
00:10:03.8	00:10:03.9	Det er kun os der har haft hende	N2B
00:10:05.3	00:10:13.7	Jamen vi havde jo 4 forskellige, så i har fået en hver. Men altså, havde man vist det, så havde i jo fået en anden en	I
00:10:13.7	00:10:17.1	Men det er også meget sjovt at have forskellige modeller tænker jeg.	N2B
00:10:17.1	00:10:32.8	Det er bare sindsygt irriterende fordi der er jo nogen der starter på søndag, så i kunne jo godt også have fået en Google eller jeg ved det ikke. Ja i kunne faktisk godt have lånt den Google de skal have, nå men det vidste man jo ikke	I
00:10:32.8	00:10:34.4	Nej	N2A+N2B
00:10:34.4	00:10:35.4	Det er jo fint også at have med	N2B
00:10:35.4	00:10:38.4	I gul?? Er den helt gul eller hvad?	N2A
00:10:38.4	00:10:40.3	Nej jeg mente Google	I
00:10:40.3	00:10:40.4	Nårh Google. Nårh jeg synes du sagde gule	N2A
00:10:42.3	00:10:43.3	Nej [griner]	I
00:10:43.3	00:10:47.1	Ville det være flot?	N2B
00:10:47.1	00:10:48.6	Det er i hvert fald et statement	I
00:10:48.6	00:10:49.6	Ja	N2A+N2B
00:10:49.6	00:10:51.9	Se mig	N2A

00:10:51.9	00:10:54.3	Har i så prøvet at bruge den sammen?	I
00:10:54.3	00:11:02.2	Ja, det synes jeg. Det er sjovest. Så kan man også grine sammen hvis der er et eller andet. Jo det synes jeg	N2B
00:11:02.2	00:11:07.7	Vi har faktisk brugt den okay meget sammen, synes jeg.	N2A
00:11:07.7	00:11:09.8	Det er lidt hyggeligt, så er det sådan en ting man har sammen	N2B
00:11:09.8	00:11:19.0	Men det er ikke mere end kun jokes og musik og afslapning og alt det der. Altså hvis den nu skal tænde lyset, så er det jo ikke sjovt at bruge sammen	N2A
00:11:19.0	00:11:33.6	Men har i prøvet... Kan man sige, at den har påvirket den måde i to kommunikerer, altså i har måske snakket om noget og så inkluderet den eller sådan...	I
00:11:33.6	00:11:37.4	Nej det synes jeg ikke	N2B
00:11:37.4	00:11:41.6	Altså det kunne jo være for eksempel at i diskuterede et eller andet og så sagde "lad os lige spørge"	I
00:11:41.6	00:11:42.6	Nej det har vi faktisk ikke	N2B
00:11:42.6	00:11:51.9	Jeg vil sige, at det kunne være meget fedt at gøre men eftersom at hun...	N2A
00:11:51.9	00:11:52.9	Hmm.... Ikke rigtig	N2B
00:11:52.9	00:11:55.9	Jo men det kunne man jo godt gøre...	N2A
00:11:55.9	00:11:56.0	Der har det mene været en test, hvor nu skal vi prøve og det nu skal vi prøve det	N2B
00:11:57.9	00:12:05.6	For eksempel, nu kommer jeg lige til at tænke på det der, kan du huske at du skulle finde ud af hvor mange deciliter var der på... Hvad fanden var det du sagde, du skulle bage, hvad fanden var det du skulle lave...	N2A
00:12:05.6	00:12:15.5	Jo jeg skulle bage et eller andet, hvor det ikke var det rigtige deciliter mål, så det var milliliter, der skulle omformuleres eller omskrives til dl	N2B
00:12:15.5	00:12:16.3	Det er også lige gyldigt	N2A
00:12:16.3	00:12:16.8	Ja men der var noget i den dur	N2B
00:12:16.8	00:12:33.5	Det kunne have været mega smart, hvis nu vi to stod og diskuterede hvor mange dl der gik på en ml eller omvendt, kan ikke huske hvad det var vi snakkede om, men det er også lige gyldigt, hvor meget X antal enheder til X antal enheder. Og så man gik over og sagde "Alexa, hvor mange dl går der på en liter?" og hun så kunne svare, det kunne være ret fedt.	N2A
00:12:33.5	00:12:41.8	Det testede vi faktisk ikke af, hvor vi lige inkluderede hende.	N2B
00:12:41.8	00:12:51.5	Men så bare, så behøver man ikke Google fra sin telefon... Der kunne man godt have spurgt hende	N2A
00:12:51.5	00:12:58.6	Sagtens... Så lige der må vi sige, der har hun ikke påvirket så meget, det synes jeg ikke	N2B
00:12:58.7	00:13:03.8	Har hun påvirket nogle af jeres rutiner?	I
00:13:03.0	00:13:24.1	Næææ... Altså udover selvfølgelig, så folte jeg jo også at vi skulle prøve den af ikk? På trods af at hun har været irriterende der i starten af ugen, så har jeg ikke prøvet det i et par dage, og så tænkte jeg "ej jeg skal lige også igen her til sidst". Så jeg ved ikke om det er rutiner, men det er i hvert fald i forhold til min hverdag, der har jeg følt at jeg lige skulle prøve den	N2B
00:13:24.2	00:13:28.3	Så der er ikke sådan en bestemt ting, at i spørger efter vejret eller...?	I
00:13:28.6	00:13:30.7	Nej, ikke sådan på den måde, det synes jeg ikke	N2B
00:13:30.3	00:13:37.4	Ej jeg synes faktisk vi har haft nogle dage hvor jeg har startet musikken, hvor om morgen der, det der house lounge musik om morgenen	N2A
00:13:37.3	00:13:39.4	Altså jeg gjorde det også da jeg gjorde rent i går	N2B
00:13:39.1	00:13:44.9	Det er fedt! Det kunne jeg faktisk godt fortsætte, det er fandme lækkert. Bare at stå op og så sige...	N2A
00:13:44.9	00:13:47.0	Du gik også i bad og så åbnede du døren "ALEXA" og så et eller andet	N2B
00:13:47.9	00:13:53.0	Ja præcis, så råbte jeg lige "house lounge" og så "turn up the volume". Det var helt perfekt!	N2A

00:13:53.2	00:14:11.3	Sygt grineren, at Alexa er jo faktisk tændt ikk' og så så vi det der Peter Ingemanns Størst eller Fremtidens et eller andet, hvor Alexa er med og han siger hele tiden "Alexa" i fjernsynet, så vores Alexa siger "sorry, I can't do that" eller sådan et eller andet. Fordi hun kunne kun høre Alexa og så noget af den der sætning på engelsk og så ikke mere. Hun blev ved med at sige at hun ikke kunne forstå hvad vi sagde. Det var fucking grineren	N2B
00:14:11.6	00:14:14.7	Hun blev ved med at svare	N2A
00:14:14.1	00:14:19.2	Ej det er også irriterende egentlig ikk'. Man burde lige kunne sige sådan "du skal ikke lige lytte i 30 minutter"	I
00:14:19.6	00:14:34.7	Lige præcis! ... Og hun bliver bare ved med at sige det hele tiden, bare sådan "stop!"... Den er jo meget grineren, altså.. ja	N2B
00:14:34.6	00:14:38.5	Og så nævnte du (N2B) at der var en periode hvor du ikke havde brugt den meget...	I
00:14:38.5	00:14:51.6	Ja lige denne her uge var der 3 dage, hvor jeg ikke har været særlig meget hjemme... mandag, tirsdag, onsdag tror jeg det var, der har jeg næsten ikke brugt den. Det har jeg også noteret i dagbogen	N2B
00:14:51.7	00:14:51.8	Så når i ikke har brugt den så er det primært fordi i har været væk?	I
00:14:54.4	00:14:54.5	Ja	N2A+N2B
00:14:57.2	00:15:05.0	Altså så har jeg været her om morgenens, og så har jeg ikke rigtig været hjemme og så er jeg kommet hjem om aftenen, og så har jeg ikke tænkt altså lige at bruge den	N2B
00:15:05.0	00:15:15.0	Hvad synes i så kunne forbedre den?	I
00:15:15.0	00:15:27.8	Ja altså vi snakkede om at vi synes det var svært at få connected det der Trådfri (IKEA smart lamper) blandt andet, de der smart home devices. Det er svært og jeg synes ikke det er så enkelt	N2B
00:15:27.8	00:15:48.1	Men jeg tror at det er enkelt hvis nu... Det er måske en vrøvet sætning for det hører man mange gange folk sige... Men jeg tror det er nemt hvis det virker. Og det er en dum sætning, fordi jeg tror et eller andet sted også at det er denne her (Amazon Echo speaker), for et eller andet sted er det nemt nok fordi det bare er at følge nogle trin, altså du sætter denne her til og så connecter du de to, og så burde det bare virke. Men når det ikke virker, så er det ikke nemt	N2A
00:15:48.1	00:15:49.0	Jaa, jeg synes bare man skulle igennem meget	N2B
00:15:49.0	00:15:54.9	Jeg ved godt at jeg er skadet i at man går død i det og sådan noget, men det er nok denne hers skyld (Amazon Echo speaker). Jeg tror et eller andet sted at det er okay	N2A
00:15:54.9	00:16:09.3	Det kan godt være, men jeg skulle lige ind og sidde og læse, og så noget Youtube video for at prøve og se om.. og finde ud af det ikk'. Hos mig kunne det godt have været lidt mere enkelt. Også fordi det der smart home der ved jeg stadigvæk ikke, forstår stadig ikke hvordan jeg får det connected det hele	N2B
00:16:09.3	00:16:15.3	Jeg tror også i fremtiden der tror jeg at man selvforsimpler det.	N2A
00:16:15.3	00:16:22.4	Altså den en som mig som ikke er mega teknisk, øhh teknologisk anlagt, der har jeg brug for mere guiden	N2B
00:16:22.4	00:16:28.4	Men helt klart, dansk grund, dansk geografi	N2A
00:16:28.4	00:17:01.4	Ja fordi det gør jo ikke noget at den er engelsk, det er egentlig meget fint også sådan en som mig der ikke bruger så meget engelsk, der synes jeg faktisk det er meget rare at få snakket engelsk, men også fordi, at jeg havde lige sat det til at det skulle være i kilometer og grader og danmark og sådan noget... Så i går, der kunne jeg at den var tilbage igen på miles og fahrenheit, og så var den på New Zealand eller et eller andet, USA, hvor jeg tænkte "ej jeg har jo været inde og rette min lokation og indstillinger". Det synes jeg var mega mærkeligt at den var gået tilbage til de originale. Det var lidt fucked. Men rigtig, hvis den kan det danske indeover med danske radio kanaler og sådan noget...	N2B
00:17:01.4	00:17:03.9	Det er fint nok at hun snakker engelsk	N2A
00:17:03.9	00:17:10.8	Det synes jeg også er fint, fordi der tror jeg også at det bugger mere på dansk, altså jeg tror det er bedst at det er på engelsk. 100%	N2B

00:17:10.8	00:17:18.6	Ja der går i hvert fald nok noget tid før den er god til dansk, for den lærer jo bare engelsk hele tiden	I
00:17:18.6	00:17:29.7	Jamen det er det. Altså jeg tror også at engelsk er sådan set fint nok at den siger det, den skal bare være til det danske behov	N2A
00:17:29.3	00:17:31.4	Ja forstå en dansk kontekst	I
00:17:31.5	00:17:44.6	Ja altså bare sådan hvad er vejret i Danmark. Mere international med dansk radio og sådan noget. Ja det må være det kan forbedre den	N2A
00:17:44.2	00:17:46.3	Og så tror jeg også allerede det nye er	N2B
00:17:46.2	00:17:56.3	Og så giver det jo mega god mening hvis man får gardiner og kan trække det fra og til og alt det der. Jeg tror også det kræver et setup, men så når det også er sat til så...	N2A
00:17:56.2	00:17:56.3	Jaja, så skal man lige have pæren...	N2B
00:17:59.2	00:18:09.1	Så spiller det også. Altså nu ved jeg godt at ham amerikaneren der, han var sådan noget "sæt ovnen på 200 grader" og så buggedede den, fordi så var det sådan noget med at så var det ikke varmluft... Så det er sådan lidt	N2A
00:18:09.1	00:18:11.0	Det er også svært at gøre det... Altså med sætningerne...	N2B
00:18:11.0	00:18:15.1	Det er også det der med at så virker støvsugeren ikke før han siger det 3 gange og sådan noget	N2A
00:18:15.0	00:18:32.1	Jo men det har vi jo også, noglegange svarer hun ikke og så skal mange sige det sådan "Alexa", og man sidder altså i sofaen og hun er derover ikk' (lige ved siden af sofaen), "Alexa", altså man kan blive helt irriteret noglegange hvor man skal sige det 3 gange før hun responderer på det. Men igen, jeg ved ikke om kan kan forbedre sådan noget, mere tydelighed	N2B
00:18:32.3	00:19:02.4	Nej altså det ved jeg ikke hvordan det ligesom fungerer, men altså især det her med opsætning, altså det tror jeg du (N2A) har meget ret i det der med, at det skal bare virke men det tror jeg også langt hen ad vejen det gør, det er jo bare ping connecter og så fungerer det. Altså for eksempel med vores fjernsyn, der vidste jeg slet ikke at vores Google Home kunne snakke med fjernsynet, også lige pludselig bare for sjov en aften "Google, sluk fjernsynet" og så slukkede den fjernsynet. Okay... shit	I
00:19:02.3	00:19:02.4	Det er altså ret cool	N2B
00:19:05.4	00:19:08.3	Og jeg havde ikke engang sat den op til det, "nå okay fedt nok"	I
00:19:08.3	00:19:18.8	Og det er jo det der er virkelig fedt ved sådan noget, hvis det bare, det skal spille. Det skal være så nemt at man synes selv at det er overraskende at det er sådan der. Fordi så er det fedt	N2A
00:19:18.8	00:19:18.9	Jamen det er det	N2B
00:19:19.0	00:19:29.7	Det kan jeg sagtens forstå, og det er jo også sådan noget den på en eller anden måde godt ville kunne, det er jo bare ærgerligt at de her 2 uger har været så fyldt med problemer	I
00:19:29.7	00:19:31.8	Men ja, det tænker jeg også er fint...	N2B
00:19:31.8	00:19:49.4	Jeg vil så også sige, se bort fra det, så vil jeg så sige at selvom det kun er denne her udgave, en beta-udgave, så synes jeg stadigvæk at jeg er blevet positivt overrasket. Og jeg troede faktisk ikke, nu kan jeg ikke huske hvad jeg sagde til at starte med men jeg var lidt skeptisk... Og jeg var sådan lidt "det skal jeg ikke have, det behøver jeg ikke" og sådan noget. Nu er jeg sådan lidt...	N2A
00:19:49.4	00:19:52.7	Ja men det var også alt det der med at folk bliver for dovne	N2B
00:19:52.7	00:19:53.5	Ja I snakkede meget om dovenskab	I
00:19:53.5	00:19:54.6	Ja lige præcis	N2B
00:19:54.6	00:19:59.6	Ja præcis, men nu er jeg sådan lidt, det er faktisk ret fedt. Jeg synes faktisk det er lidt fedt	N2A
00:19:59.6	00:20:03.5	Der er jeg stadigvæk ikke endnu, men det er også fordi jeg ikke er blevet imponeret	N2B
00:20:03.5	00:20:08.2	Nej men du skal jo... Beyond, du skal se forbi, tænker jeg	N2A
00:20:08.2	00:20:11.3	Ja men det er lidt svært	N2B

00:20:10.9	00:20:23.0	Altså jeg tror det er rigtig nok det der med, at hvis man køber en, så køber man også 2-3 pærer i IKEA eller sådan noget, så man også har den del med. Så giver det bare meget i forhold til man bare snakker med	I
00:20:23.0	00:20:28.1	Lige præcis. Så går man død i det. Den skulle kunne lidt mere end det	N2B
00:20:28.2	00:20:39.3	Det passer jo så faktisk til mit sidste spørgsmål om i kunne overveje at få en selv nu?	I
00:20:39.1	00:20:43.2	Jeg tænker at N2A kunne måske godt	N2B
00:20:43.6	00:20:56.7	Ja..... Det tror jeg sgu godt jeg kunne. Altså jeg tror at jeg ville vente lidt. Og så tror jeg at jeg ville undersøge markedet til der kom nogle nye på markedet. Jeg ved det ikke, hvor gammel er denne her?	N2A
00:20:56.4	00:20:59.5	Jeg tror faktisk at det er den første generation	I
00:20:59.0	00:21:06.1	Den aller første? Ja så har jeg det også sådan lidt, så er det sgu okay. Der er altid en masse børnesydomme	N2A
00:21:06.1	00:21:12.2	Men der er i hvert fald kommet nyere, det er der. Jeg ved ikke om der er kommet 2 eller 3 nyere faktisk, så...	I
00:21:12.6	00:21:20.7	Præcis... Så hvis man køber 4 eller 5 nyere generationer, så giver det jo sindsyg god mening. Det er væsenligt bedre, ikk'	N2A
00:21:20.2	00:21:20.3	Jo	N2B
00:21:21.7	00:21:22.2	Det kunne man godt	N2A
00:21:22.2	00:21:26.0	Pt nej fra min side af	N2B
00:21:26.0	00:21:30.1	Jeg kunne sgu godt. Jeg vil sige at jeg er sgu gået lidt hen af den gade der...	N2A
00:21:30.2	00:21:39.3	Ja. Og hvordan har du det med data oplysningerne? Som de også snakkede om i fjernsynet	N2B
00:21:39.6	00:21:42.7	Ja men det er jo ikke fordi jeg står og siger min pinkode til den... Det er sådan lidt...	N2A
00:21:42.3	00:21:58.4	Nej nej. Han snakkede også om, ham der der havde den, at han har så mange enheder. Det der med hvis der nu er nogen der går ind og hacker den ikk', altså han sagde så mange ting. Altså hans alarm blandt andet, til hans hus, han kunne sige udefra at nu skulle de slå fra og lidt forskellige ting, men....	N2B
00:21:58.4	00:22:11.5	Det er jo helt klart en risiko der er når man vælger at digitalisere det hele så meget, men... Altså jeg har det også lidt det der med hvad er det jeg siger... Altså der er jo ikke noget som kan blive brugt imod mig	I
00:22:10.9	00:22:25.7	Nej altså, det eneste er det her med at man kan selvfølgelig gå ind i sin søgehistorik og så se hvad har man sagt ikk'. Så står der prut 9 gange [griner], så er du heller ikke ældre agtigt. Men det er sådan... [griner]	N2A
00:22:25.7	00:22:27.8	Det er faktisk rigtigt, hun gemmer alt hvad man siger	N2B
00:22:27.6	00:22:40.7	Men igen, det er jo ikke noget hvor man sådan, okay hvis det kom for offentligheden så ville det være en kæmpe katastrofe, så ville det være fuldstændig ligegyldig ikk'. Også fordi... Du spørger jo ikke om nogen personlige ting	N2A
00:22:40.7	00:22:46.8	Nej altså vi har heller ikke nogen ting som er en alarm eller et CPR nummer eller sådan et eller andet	N2B
00:22:45.9	00:22:46.0	Nej nej, noget der giver mening	N2A
00:22:46.5	00:22:47.8	Adresse og sådan....	N2B
00:22:47.8	00:23:06.5	Altså jeg tænker det eneste de skulle bruge det til det var hvad jeg søgte på, firmaets navne eller interesse for et eller andet. Så ville det give mening for dem, for så er det sådan noget advertising, sådan noget med reklame og sådan noget. Så ville det give mening	N2A
00:23:06.5	00:23:16.2	Altså godt nok har jeg jo connected mine kontakter til, det ved jeg ikke, mit nummer er jo nok også. På den måde kunne man gå ind og gøre et eller andet ikk'.	N2B
00:23:16.2	00:23:24.1	Men hvis man tænder denne her et andet sted nu, altså hvis jeg sætter den til.... Det ved jeg ikke....	N2A
00:23:24.1	00:23:31.5	Hos K. Lad os sige at den bliver installeret hjemme hos dig, vil den så stadig	N2B

		være connected til vores internet? Eller er det for lang afstand	
00:23:31.5	00:23:35.9	Der tror jeg at der er for langt. Jeg tror den skal være på samme... Altså jeg resetter den ligegyldig hvad	I
00:23:35.9	00:23:43.9	Nå men det er fordi jeg tænkte bare, hvad nu hvis vi tog denne her med fysisk et andet sted hen, i sommerhuset, ville den så stadig virke?	N2A
00:23:43.9	00:24:02.9	Det ved jeg faktisk ikke, helt præcist. Jeg synes lidt når jeg har rykket den og den er sat op til et nyt netværk, så er det som om den er startet forfra, lidt, synes jeg. Altså sætte den op igen og connecte. Så jeg ved ikke om man på en eller anden måde kunne få den til at gemme det, hvis man nu gerne ville have det	I
00:24:02.9	00:24:07.1	Ja men det er det, hvis nu man tog den med i sommerhus eller tog den med på ferie eller sådan et eller andet	N2A
00:24:07.1	00:24:07.2	Ja det ved jeg faktisk ikke	I
00:24:09.4	00:24:17.5	Det kunne faktisk være meget sjovt at vide om den gemmer det	N2B
00:24:17.5	00:24:18.5	Det var det...	I
00:24:18.5	00:24:20.9	Det var det!	N2B
00:24:20.9	00:24:23.2	Har det været fedt?	I
00:24:23.2	00:24:27.0	Jamen jeg synes det har været fint og prøve det. Jeg synes det er godt at være skeptisk og så lige få prøvet sådan noget.	N2B
00:24:27.0	00:24:30.4	Ja jeg var skeptisk i starten, men jeg vil sige at jeg er kommet... [?]	N2A
00:24:30.4	00:24:55.0	Det er jeg stadig lidt men det var sjovt efter, for jeg har jo aldrig rigtig tænkt på det der Alexa, Google Home, men efter vi har været med i testen så har vi både set fjernsyn med det og serier med det, hvor jeg tænkte gud det faktisk bare ret udbredt. Det er bare fordi jeg har været i min lille bobbel herhjemme og har ikke interesseret mig nok. Så kan jeg bare set at det er flere steder og faktisk er mere og mere in. Det er ret sjovt. Og det skal nok blive større, det er jeg slet ikke i tvivl om. Bare i USA hvor mange der har det	N2B
00:24:55.0	00:24:59.7	Det kommer jo til at stikke helt af	N2A
00:25:00.6	00:25:05.4	Hvor mange tusind var det der havde det? Der var vildt mange der havde det i USA	N2B
00:25:05.4	00:25:05.5	Var det 46% af alle hjem?	N2A
00:25:06.7	00:25:08.7	Det var sådan et eller andet helt absurd hvor jeg tænkte...	N2B
00:25:08.7	00:25:08.8	Vi har også kigget på nogle forskellige tal, hvor det bare er sådan shit man	I
00:25:12.3	00:25:15.5	Så det er virkelig, det er bare herhjemme...	N2B
00:25:15.5	00:25:20.5	Der er det jo også bare på et helt andet plan, altså der er det jo nærmest sådan noget "hey, bestil en taxa" og så kommer der en taxa	I
00:25:20.5	00:25:23.4	Og der giver det jo også sindsygt god mening!	N2A
00:25:23.4	00:25:34.3	Der var også en der bestilte pizza tror jeg. Så sagde han nummer og sådan noget, øhh det var på Youtube, hvor jeg skulle se noget med Alexa, og så fik han bestilt mamse. Det synes jeg var ret imponerende.	N2B
00:25:34.3	00:25:35.6	Jamen det er ret fedt	N2A
00:25:35.6	00:25:37.0	Det er jo så også der hvor der nemt kan ske fejl	I
00:25:37.0	00:25:52.0	Ja.. Selvfølgelig. Men ja, spændende.	N2B
00:25:52.0	00:25:54.2	Meget! Tak for det	I
00:25:54.1	00:25:54.2	Det var da så lidt	N2B

J.4 - N2, Observation notes

Location of the technology at home:

Very minimal technology being present

TV in living room

No newer technology.

Body language:

N2A had a bit closed off or reserved body language to begin with - opened up and became more relaxed quite fast.

N2B sitting straight forward and curious.

N2B not a lot of knowledge about technology, but still try to answer question the best she can

N2A says he knows more, but cannot always give straight answers and remember

Support each other in the different answers and opinions

N2A gives N2B space to answer

N2A often laugh about the jokes he realized the speaker could (farting sounds)

Home observations:

Large 4-bedroom apartment

Typical danish/scandinavian home.

Nicely decorated with picture and furniture.

Not a lot of "unnecessary" stuff laying around

Participants:

N2A, 28 years old, studies to become a police officer

N2B, 26 years old, work in a kindergarten.

Lives in Lyngby

Expecting a baby in end of September

J.5 - N2A, Diary

Thursday 23/8

Friday 24/8

I dag installerede vi højtaleren men det virkede ikke på min telefon. Men legede lidt med N2B's telefon og snakkede til Alexa. Alexa kan alle mulige sjove ting, prutte, fortælle jokes og synge. Kæmpe pil op herfra :-)

Saturday 25/8

Sunday 26/8

Monday 27/8

Tuesday 28/8

Wednesday 29/8

Har ikke brugt Alexa de sidste dage da jeg har arbejdet

Thursday 30/8

I dag snakkede jeg til Alexa og spurgt om hun kunne spille musik. Hun kan spille amerikanske musikstationer, hvilket er fedt men lidt begrænset da man skal kende navnet på radiostationen. Alexa kan skrue op og ned for lysstyrken når man siger det til hende.

Friday 31/8

Prøvede at sætte pæren til så den virkede med Alexa, men kunne ikke få det til at fungere. Til gengæld virker min telefon nu med Alexa, det tog lidt tid men nu virker det.

Saturday 1/9

Prøvede igen at sætte pæren til men kan stadig ikke få det til at virke. Umiddelbart tænker jeg at det er for svært at "sætte op" med den trådløse pære. Synes de skal gøre det noget mere simpelt. Forbruger kan hurtigt "gå død" i det og så er det et dårligt førstehåndsintryk.

Sunday 2/9

Bruger Alexa til at høre musik da hun har nogle fede musikkanaler vi ikke har herhjemme, hvilket er super fedt.

Monday 3/9**Tuesday 4/9**

Har i dag brugt Alexa til at høre musik. Har udforsket lidt i Alexa's kunnen ved at stille nogle spørgsmål, men Alexa kan ikke så meget.

Wednesday 5/9**Thursday 6/9****Friday 7/9****J.6 - N2B, Diary****Thursday 23/8****Friday 24/8**

I dag har vi installeret højtaletten og det var nemt og gik hurtigt.

Fik prøvet den af ved at spørge om forskellige ting. Fandt blandt andet ud af, at den ikke kunne genkende flere navne fra mine kontakter, hvis jeg fx sagde "Alexa, message N2A". Blev overrasket over, hvor mange ting man kunne spørge om. Fx fortæl de seneste nyheder.

N2A havde problemer med at installere og få forbindelse til højtaletten. Den gad ikke at lyse orange, så han kunne få den installeret til at du.

Saturday 25/8

Kan ikke bruge speakeren til TV'et, da vi ikke har noget smart home enheder til det.

Spurgt Alexa om at afspille danske radiokanaler, og det virkede ikke.

Flere gange skulle jeg sige "Alexa" igen, hvis det ikke var højt eller tydeligt nok-

Spurgt om dagens nyheder i Danmark, men speakeren afspiller kun fra Fox news.

Sunday 26/8**Monday 27/8**

Amazon Alexa appen virker ikke på N2A's mobil, så han kan ikke få afprøvet de forskellige enheder fra sin mobil. Spotify virker ikke, da jeg bruger den gratis version. Så intet musik kan afspilles. Fik afprøvet alarm og det virker.

Tuesday 28/8**Wednesday 29/8**

Nogle gange skal jeg sige "Alexa" flere gange før hun responderer. Spurgte om ting som find nærmeste tank, restauranter m.m. Alexa kan ingen af delene

Thursday 30/8

Alexa kan afspille amerikanske radiostationer.

Alexa kan skrue op og ned uden problemer.

Man kan få Alexa til at sige prutte-lyde

Friday 31/8

Vi prøvede at sætte pæren til Alexa, men det virker ikke. Selve pæren virker manuelt, men vi kan ikke få Alexa til at tænde og slukke.

Saturday 1/9

Fik Alexa til at syngle en sang.

Pæren kan vi fortsat ikke få til at virke.

Sunday 2/9

Vi prøvede at installere app'en "Trådløs IKEA" men uden held. Den gider ikke forbinde til vores mobiler og siger at enheden ikke findes.

Monday 3/9**Tuesday 4/9****Wednesday 5/9**

Har ikke brugt Alexa de sidste tre dage grundet jeg ikke har været meget hjemme

Thursday 6/9

Alexa kan spille "sten, saks, papir". Alexa kan fortælle hvor mange dage der er til jul, oktober m.m.
Kan stadigvæk ikke ringe eller skrive til mine kontakter. Alexa siger, at mine kontakter skal være tilknyttet en Alexa device + være fra USA.
Prøvede at installere en app med danske radiostationer, men Alexa kan stadigvæk ikke afspille danske radiostationer.

Friday 7/9**J.7 - N2, Final comments**

- 1) Har i haft nogle situationer hvor i har savnet/manglet smart speakeren nu her efter testperioden er slut? Hvis ja, hvilken situation var det?
Nej det har vi ikke. Dels grundet manglende interesse for den og dels der var så mange "problemer" med den. Så vi har ikke skænket den en tanke siden vi afleverede den.
- 2) Har det ændret jeres behov for at købe en speaker selv?
Nej vi har ikke snakket om at anskaffe os en. Måske på et senere tidspunkt. Men pt. har vi hverken interessen eller behovet for en

Appendix K - Participants N3

K.1 - N3, Interview 1 Transcription

29. August 2018, Nørrebro

K.1.A - Interview 1 recording 1

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:43.8	Vi starter med at stille jer spørgsmål vedrørende jeres nuværende teknologier og spørger lidt ind til forskellige typer teknologier for at høre mere om jeres viden og meninger. Det første spørgsmål er - Hvor interesseret er i teknologi sådan generelt?	I
00:00:43.8	00:01:07.5	For mig er det nok et lavere plan i forhold til udviklingen af teknologi. Jeg kan godt syntes det går lidt stærkt med teknologien nu til dags og at man ikke rigtig får plads til at prøve det af inden at der er kommet eller er udviklet noget nyt.	N3B
00:01:07.7	00:01:44.6	Øhm ja, det er..altså jeg syntes da noget af det er spændende, men der kommer jo mange, som N3B også siger som man ikke lige får prøvet af, hvor jeg i hvert faldet vurdere at det er sådan lidt for tidligt i udviklingen. For eksempel Virtual Reality, hvor det ikke sådan rigtig er godt hvor man bare hellere vil vente til det en dag bliver rigtig godt.	N3A
00:01:44.6	00:01:50.7	Så i forhold til sådan noget som nye teknologier, er i så lidt mere modstandere af det eller er i nysgerrige?	I
00:01:50.7	00:02:16.7	Jah, ikke modstandere, men.... jeg tror jeg vil hellere.. altså jeg er heller ikke den der skal prøve alt det nye så snart det kommer, men hvis der er noget som jeg for eksempel får anbefalet.	N3A
00:02:16.7	00:02:31.5	Jeg tror godt man kan betegne mig som værende lidt modstander af det, hvilket jo også er derfor det er ret interessant nu at skulle prøve at have et ny teknologisk system i huset.	N3B
00:02:31.5	00:02:49.4	Opfatter i så jer selv mere som hvis i skal have ny teknologi, vil i så hellere ud og købe noget som er en opdatering af noget i allerede kender end frem for at købe noget som er helt nyt som i får anbefalet?	I
00:02:50.9	00:03:01.4	Ja, jeg vil klart opdatere mig med noget af det jeg allerede kender end at skulle ud og prøve noget helt nyt af. Det skal give rigtig god mening for mig.	N3B
00:03:01.6	00:03:04.8	Skal du have set andre prøve det også inden du selv eller er det ikke så meget det du mener?	I
00:03:04.8	00:03:47.4	Ikke nødvendigvis. Jeg tror godt at jeg selv vil beslutte det uden at det nødvendigvis skal have det introduceret det af nogen, for jeg tror også at min egen nysgerrighed måske bliver bedre, eller den bliver højere når jeg selv har fundet instrumentet eller gadget, hvis man kan sige det sådan, i stedet for bare at få stukket den i hånden og få at vide 'Den her er rigtig god, prøv lige den'. Bare fordi du syntes det er det, er ikke ensbetydende med at jeg syntes det og når jeg i forevejen måske er lidt modstander af så meget ny teknologi, så ja..	N3B
00:03:48.4	00:04:50.8	Ehm.. jeg tror at jeg har det sådan at hvis jeg ser en reklame for et eller andet hvor de siger 'ej det er bare super godt og nyt og alt muligt', så lægger jeg det til side, hvis jeg kan, så lægger jeg det til side i hukommelsen og hvis jeg så hører andre tale godt om det og at det virker, så bliver jeg dér mere nysgerrig. Jeg kan huske for eksempel trådløse højtalerne har jeg tænkt at det kunne jo ikke fungere lige så godt som med bare et jack-stik og det gjorde det jo heller ikke starten, men så er det dér jeg hellere bare vil vente længere til det bliver lavet ordentligt. Og så er der lige pludselig sådan at man kan få en ordentlig højtaler til en overskuelig pris som fungere godt med bluetooth.	N3A
00:04:51.3	00:04:58.0	Men vil du så vurdere at det er dig (N3A) ud af jer to som er mest interesseret i teknologi?	I
00:04:58.1	00:04:58.5	Ja, det er det nok.	N3A

00:04:58.6	00:04:59.1	Ja, i den grad.	N3B
00:05:01.5	00:05:05.3	Det er nok også mig der bruger flest penge på det.	N3A
00:05:06.0	00:05:07.1	I den grad! haha..	N3B
00:05:09.7	00:05:14.9	I forhold til teknologier, hvilke teknologier har i så i hjemmet, som i vil betegne som en teknologi?	I
00:05:14.9	00:05:24.5	Så har vi Chromecast - fantastisk. Den er god. Nr. 2 var rigtig god.	N3B
00:05:24.8	00:06:06.5	Jamen Chromecast var nemlig også en af de ting som jeg godt havde hørt om det og tænkte 'hva' er det for noget bras'. Hvad er der nu galt i at se godt gammeldags tv med HDMI stik til computeren. Jeg kan huske lige hvordan, men jeg tror jeg var hjemme hos én og prøvede det der og var sådan 'hold da op - så kan man bare sætte det til med telefonen. Det er jo skide smart'. Ja, så skulle jeg have det og nu har vi det så på alle fjernsyn også oppe i sommerhuset, fordi HDMI stik giver ikke mening. Chromecast det virker skide godt og det er så nemt at tage med sig.	N3A
00:06:06.5	00:06:12.2	I stedet for at man skal sætte en computer til eller noget. Hvad har vi ellers...?	N3B
00:06:12.4	00:06:28.3	Min computer og så har vi jo så telefoner begge to og en bluetooth højtalere og et bluetooth headset og nogle playstations vi lige har sat op i sommerhuset.	N3A
00:06:30.1	00:06:32.2	Altså som i mere end én Playstation?	I
00:06:32.2	00:06:45.8	En Playstation 2 og en Playstation 3.....Jah, hvad har vi mere?	N3A
00:06:48.1	00:06:55.2	Ja, vi har vores fjernsyn, som jo er en kær ven af familien. Den kan vi jo godt lide.	N3B
00:06:55.2	00:07:34.4	Ja, det der med Smart TV, det som teknologi det tror jeg altså ikke rigtig på fordi jeg kan ikke se det smarte i det i forhold til en Chromecast. Så længe oplosningen er udemarked og man kan se hvad der sker. Men, sådan en form for teknologi, lige dén form for teknologi er jeg ikke sådan sindsyg hooked på. Det syntes jeg ikke er så vigtig.	N3A
00:07:35.6	00:07:40.8	Men hvornår har i så sidst fået en ny teknologi ind i hjemmet? Hvornår har i sidst købt en teknologi?	I
00:07:43.4	00:07:44.7	Øhm..	N3B
00:07:44.7	00:08:19.1	Det seneste vi købte, eller jeg købte det var jo det der headset til computeren, som ikke er noget særlig nyt. Det er et af de nye fra Stereocious, som har en 'digital to analog converter' på, som jeg ikke er "Audio-nord" nok til sikkert at få nok ud af i forhold til hvad jeg gav for den, men den er da meget fed og den virker også efter mit behov.	N3A
00:08:20.1	00:08:22.7	Okay, men hvor længe har i haft Chromecast?	I
00:08:24.0	00:08:38.5	Det har vi haft i 3 års tid. Jeg har haft Chromecast i 3 års tid, men vi købte dem samtidige. Og du (N3A) opdaterede den med det samme da der kom en 3'er.	N3B
00:08:38.5	00:08:48.9	Ja, og jeg købte faktisk også en Chromecast audio til mine højtalere, men den fungere ikke så godt i forhold til bluetooth.	N3A
00:08:50.9	00:09:01.7	Men du (N3A) nævner at i har købt en nyere udgave af Chromecast så der er igen det med at så længe det er noget i kender og ved at det fungere, så har i mod på at købe noget som der er en opdateret version?	I
00:09:01.8	00:09:02.1	Ja.	N3B
00:09:05.5	00:09:12.2	Det er faktisk også det jeg gjorde med mit headset for den sags skyld. Jeg havde den gamle model som så gik i stykker og så købte jeg den nye model.	N3A
00:09:13.4	00:09:19.4	Så det er det der med at man skal kende det først, så er i trygge ved at købe det og når det er helt nyt, så er i måske mere skeptiske?	I
00:09:19.8	00:09:35.6	Ja, men det er vel også det med at så ved man hvordan det virker... øhm... og at det virker til ens behov i stedet for at prøve noget andet som måske også er godt, men måske ikke lige passer til os.	N3A
00:09:41.0	00:09:53.1	Nu bevæger vi os lidt mere ind på at snakke om Smart home og Smart homes concept. Så hvis i med nogle få ord skulle beskrive, hvad er et smart home så, efter jeres mening? Hvad tænker i at smart home er?	I

00:09:53.2	00:09:54.7	Altså nutidens smart home?	N3B
00:09:54.7	00:09:55.0	Ja.	I
00:09:57.3	00:10:41.8	Øhm.. ja men... jeg kan i hvert faldet se det ud fra min bror som er yderst gadget ekspert, vil jeg næsten sige. Han har installeret sit hjem med lys, hvor han bare kan installere det og sætte det ind på telefonen, det syntes jeg da er yderst Smart Home agtigt. Tænde for varmen og altså alt er connected til hans telefon, så det tænker jeg da må være det ultimative smart home på nuværende tidspunkt og lys i forskellige farver, som han også kan installere med sin telefon og nu vil han have blåt lys i køkkenet og rødt lys i stuen. Det tror jeg at jeg vil sige er det ultimative smart home.	N3B
00:10:41.8	00:11:28.7	Ja, det vil vel også være indbegrebet af det at kunne styre så meget i hjemmet som muligt så smart som muligt fra et device, men generelt så smart som muligt og at det så lige nu er det smarteste at gøre det på telefonen, for den har man alligevel altid. Jo mere smart, jo mere kan man også gøre det udefra for eksempel en smart brændeovn eller jacuzzi der selv kan tænde og varme op når man kører på vej hjem fra arbejde. Eller man kan gøre det med stemmen som et alternativ til telefonen.	N3A
00:11:28.7	00:11:38.5	I nævner flere af de her ting blandt andet med din (N3B) bror med lyset og sådan, men vidste i også godt at alarm og termostat er en del af smart homes?	I
00:11:38.5	00:11:46.8	Ja, det var jeg faktisk godt klar over. Jeg sad faktisk også godt og tænkte på det, men jeg tror ikke at min bror har det, så det var derfor jeg ikke nævnte det, men det er jeg også klar over at man også kan få.	N3B
00:11:46.8	00:11:52.5	Okay, så i ved generelt ret godt om hvad det her smart home egentlig er og hvad det kan?	I
00:11:52.5	00:11:53.9	Ja, det synes jeg.	N3B
00:11:57.2	00:12:09.9	Har i udover din bror, har i så erfaring med at bruge smart home teknologier? Hvordan har det været at komme hjem og besøge din bror? Føler du (N3B) at det er for meget, eller er det sådan lidt nysgerrig eller er det sjovt?	I
00:12:09.9	00:12:40.2	Ej, det er sjovt og man kan da godt blive lidt nysgerrig på det, men jeg tror også at når en person går så meget op i gadget og i smarte installationer, så er det også meget interessant at høre på en som er så interesseret i et emne, så jeg tror at det er ligeså meget fordi at min bror er så dedikeret til fremtiden og til smart homes og sådan noget, at man får lyst til at høre mere om det og se det ske rent faktisk.	N3B
00:12:40.2	00:12:41.0	Men i har ikke prøvet det selv?	I
00:12:41.0	00:13:19.5	Nej, altså jeg har det sådan lidt at det selvfølgelig er det da meget smart at man kan tænde lyset med sin telefon og N3B's bror er også glad for når vi sidder i bilen på vej til restauranten og siger 'se, så kan jeg lige styre mit lys derhjemme. Så kan jeg lige tænde lyset' - nå nej, det kan den ikke, for jeg har slukket nettet, hvor jeg tænker så er det sgu da lige meget. I forhold til at have givet 800 kr. for en lys pære og 5000 kr. for et panel - det virker som om at det er en stor udgift med ikke sådan sindsgyldige fordele.	N3A
00:13:19.5	00:13:22.7	Så jeres generelle tanker omkring et smart home er..?	I
00:13:24.2	00:13:34.3	At det virker - det er selvfølgelig smart og hvis man ikke har andet at bruge sine penge på, så kan man jo gøre det. Ellers så er det jo selvfølgelig meget sjovt sikkert, men jeg tror ikke at jeg ville investere i det i hvert fald.	N3A
00:13:35.3	00:14:03.9	På nuværende tidspunkt, altså jeg er måske lidt uenig i det der. Jeg kan godt se det smarte i det og sikkerhedsmæssigt også at man kan sidde i København og styre sit lys hjemme i Ølstykke og få det til at se ud som om at man er hjemme uden at man er det. Så der er også noget sikkerhedspunkt i det på den front. Så det er ikke kun sjov og ballade og 'se hvor mange penge jeg har at jeg kan bare skyde efter det nyeste nye'.	N3B
00:14:03.9	00:14:17.2	Jeg ville nok købe en smart alarm før et smart lys, fordi det er mere brugbart syntes jeg. Det giver mere mening at bruge teknologien til det.	N3A
00:14:17.2	00:14:24.0	Så fordele ved sådan smart home, hvad tænker i der?	I
00:14:24.0	00:14:28.6	For mig vil det være sikkerhed.	N3B
00:14:28.6	00:15:03.8	Øhm.. for mig er det at det er smart. Altså, øhm... at det er mere funktionelt	N3A

		og at man ikke behøver at trykke så meget og at man også har mulighed for hvis man har glemt at slå alarmen til eller sluk komfuret, så kan man gøre det fra telefonen.	
00:15:03.8	00:15:06.8	Men hvad ville så være ulemperne ved et smart home system?	I
00:15:06.8	00:15:15.2	Altså ulemperne er jo hvis det hele kører over internettet og du ikke kan styre det på andre måder og så går strømmen eller nettet og så kan du ingenting.	N3A
00:15:15.2	00:15:30.9	Ja, jeg tror da også at det er sådan hvis det pludselig går i stykker, som N3A også siger, at hvis det går i stykker så kan du bare ingenting. Du kan ikke engang tænde lyset eller komme ind i huset. Det hører jo heller ingen stedet hjemme. Det kan man jo ikke.	N3B
00:15:30.9	00:15:35.1	Nettet er nede, vi må stå udenfor og vente til at det kommer op og køre igen.	N3B
00:15:35.3	00:16:10.4	De gange jeg har snakket med min far omkring hybrid biler, så sagde han at et er selvfølgelig meget smart og det fungere sikkert også godt nok når det fungere, men når det så ikke fungere, hvis der går noget i stykker, så er det sidsygt kompliceret at reparere på og det er enten sidsygt kompliceret at man selv skal gøre det eller også skal man betale i meget dyre domme end for en almindelig el bil eller benzin bil for at få det repareret. Og det kan man jo let overføre til andre smarte ting.	N3A
00:16:10.4	00:16:21.6	Så for at opveje det her positive og negative ved smart home, føler i så lige nu at det bliver kompliceret med at det negative vægter højere eller hvordan?	I
00:16:21.6	00:16:23.6	På nuværende tidspunkt vil jeg sige ja.	N3B
00:16:23.6	00:16:37.8	Men nu bor vi også i lejlighed på 2. sal, så det er for eksempel med alarm, så er der 2 porte dernede, så vi har ikke rigtig brug for en alarm lige nu til lejligheden.	N3A
00:16:37.8	00:16:40.9	Er det noget i ville overveje hvis i en dag flyttede til et hus?	I
00:16:41.0	00:16:45.5	Det tror jeg godt vi kunne finde på at overveje i hvert fald.	N3A
00:16:46.9	00:17:02.1	Ja, at overveje ja. Jeg har aldrig brugt det og har aldrig oplevet det, så jeg tror ikke lige for mig at det ville være min første indskydelse at vi skal bare have en alarm når vi køber et hus en dag, fordi ellers kan jeg ikke lægge mig til at sove om aftenen. Det er slet ikke sådan jeg har det.	N3B
00:17:02.1	00:17:23.6	Men skulle vi have en alarm, ville jeg da overveje i hvert faldet at undersøge hvad mulighederne er for en smart alarm der er smartere end bare en kode der skal trykkes. Lyset tror jeg at jeg ville springe over.	N3A
00:17:27.0	00:17:53.6	Og det kunne jeg godt tænke mig. Det syntes jeg ville være sjovt. Det ville da netop være... der kunne man da spise sådan en hverdag op. Det ville da være hyggeligt. Og så måske med diskolys en lørdag aften. Og så på børneværelset kunne det være blåt lys og grønt lys. Det tror jeg kunne være hyggeligt.	N3B
00:17:53.6	00:18:04.4	Så går vi videre til at snakke lidt mere om det her smart speakers om jo mere specifik er Amazon Alexa og Google Home. Kender i dem allerede bare sådan på navnet?	I
00:18:04.4	00:18:08.0	Ja, det gør vi.	N3A
00:18:08.0	00:18:15.0	Hvad er jeres sådan første tanker når vi snakker om smart speakers og sådan hvad de kan gøre? Hvad tænker i så? Hvad kan de?	I
00:18:17.6	00:19:20.2	Jamen i forhold til ehm... i hvert faldet Google home tror jeg at jeg tænker at det er lidt ligesom teknologien man kan på en telefon, hvor man kan sige 'Okay Google' og så reagere den og så kan man spørge den om noget og så kan den svare én. Ehm.. så lige præcis i det der er jeg spændt på at finde ud af, men hvad kan jeg så bruge den til i hverdagen. Altså kan jeg spørge om hvordan bliver vejret imorgen og så får jeg svaret hurtigt, fordi normalt plejer jeg at gå ind på Tekst-TV for at finde ud af det og skal nogen gange stå der med fjernbetjeningen og trykke 402 fordi det er på den tekst-tv side at der er vejrusigten, når ikke lige den er i fjernsynet, så det er sådan nogle ting hvor jeg tænker at det glæder jeg mig til lige at finde frem til i forhold til hvad kan jeg bruge den til i hverdagen. Jeg tror også at jeg skal være lidt kreativ for lige at finde ud af hvad skal jeg spørge den om.	N3B

K.1.B - Interview 1 recording 2

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:08.0	Hvad tænker du N3A at sådan nogle smart speakers kan?	I
00:00:08.0	00:00:16.6	Altså umiddelbart tænker jeg også lidt på det N3B siger med at som den funktion på telefonen, som jeg aldrig nogensinde bruger.	N3A
00:00:18.2	00:00:19.6	Har vi den på vores telefon?	N3B
00:00:19.7	00:00:21.5	Ja ja, det er vel bare Google jo.	N3A
00:00:22.8	00:00:25.0	Nå! Okay se, det vidste jeg ikke engang.	N3B
00:00:26.8	00:01:19.4	Øhm.. så ja, det kan godt være man skal være lidt kreativ men jeg glæder mig til at se, altså hvor godt den kan finde ud af at svare på ting, fordi jeg har det da selv sådan at hvis jeg sidder og søger på noget på telefonen, så er det da mange gange at det godt kan irritere mig at søge på en telefon i forhold til på en computer, fordi nogen gange er det ikke lige så overskueligt på en telefon, som det er på en større skærm. Og der tænker jeg at det muligvis er endnu værre hvis man bare har en højtaler der fortæller en noget, hvor det så kan være endnu mindre fyldestgørende.	N3A
00:01:20.5	00:01:22.8	Hvad for nogle telefoner har i nu?	I
00:01:23.9	00:01:24.3	Huawei	N3A
00:01:25.1	00:01:26.9	Ja, jeg har også Huawei	N3B
00:01:28.7	00:01:38.4	Okay, det leder nemlig op til mit næste spørgsmål i forhold til om hvis i havde Apple om i så havde prøvet Siri, som jo er lidt den samme funktion bare i telefonen i stedet for, men der snakker du (N3A) så om Google i stedet for. Har i nogle erfaringer med brugen af det?	I
00:01:38.5	00:01:40.1	Jeg har ikke på nogen måde brugt det.	N3B
00:01:40.1	00:01:47.9	Nej, jeg har heller ikke nogen erfaringer.	N3A
00:01:48.1	00:01:54.5	Hvad kunne årsagen være til at i ikke allerede nu har sådan en smart home speaker?	I
00:01:56.4	00:02:01.1	Øhm.. at jeg ikke rigtig ved hvad jeg skal bruge den til, tror jeg.	N3A
00:02:02.9	00:02:36.3	Ja, egentlig nok enig. Øhm.. men med sådan nogle nye opfindelser så skal man jo introduceres til det på en eller anden måde først og hvis ikke man.. nu snakkede jeg jo om i starten at jeg skal selv ligesom finde nysgerrigheden og hvis jeg så ser et eller andet så tænke 'hey, det skal jeg lige ind og undersøge' og den har jeg bare ikke fået, hverken ved at høre nogen have en eller ved at se en på en reklame eller noget. Så har nysgerrigheden ikke været stor nok.	N3B
00:02:38.0	00:02:54.9	Jeg syntes heller ikke rigtig at jeg har oplevet nogen sådan bruge den hvor jeg har tænkt 'Nå, det er smart' Det har mest været sådan noget hvor man har prøvet at sidde og prøve og råbe om kap efter den og den ikke rigtig har fattet det.	N3A
00:02:54.9	00:03:03.1	Men på nuværende tidspunkt kunne det så være noget i kunne overveje at investere i senere som?	I
00:03:03.1	00:03:03.2	Nej	N3A
00:03:03.1	00:03:31.8	Ja - du siger nej og jeg siger ja. Jeg siger ja, fordi jeg tror at det kunne være en sjov lille ven som man kunne intergere med so er der som ethvert andet lille væsen også ville være der. Jeg tror at det er kommet for at blive.	N3B
00:03:31.9	00:03:32.4	Mener du som et kæledyr?	N3A
00:03:31.9	00:03:51.2	Nej, men ikke som et kæledyr - det kan du jo ik. men at det er sådan en lille 'Ej, men det kan vi lige spørge Siri eller Alexa eller Google om' i stedet for at finde bogen "Hvem, hvad, hvor" fra det og det årstal frem.	N3B
00:03:52.9	00:03:53.8	Jamen, nu kan man jo Google.	N3A
00:03:57.8	00:04:03.0	Har du (N3B) en idé om at det ville tilføje nogen værdi til din hverdag ved	I

		at investere i sådan én en dag?	
00:04:03.0	00:04:29.3	Ikke som det ser ud lige nu. Ehm, men jeg er spændt på efter de her uger hvordan jeg så har det bagefter og det er jo også derfor vi gerne vil være med i den her test for at finde ud af hvad kan vi bruge den til og hvad kan den bidrage med noget. Kan den hjælpe mig med at lave mad. Kan den hjælpe mig med at overtale N3A til at han skal svinge støvsugeren eller hvad end det kunne være. Det er sådan noget af de der små dagligdagsting og opgaver som man jo...	N3B
00:04:38.9	00:04:42.7	N3A, du glæder dig virkelig til at den flytter ind hva'?	I
00:04:42.7	00:04:45.1	hahaha..kan du sætte den til at den skal sige til mig at jeg skal støvsuge når jeg kommer ind ad døren.	N3A
00:04:45.1	00:04:50.7	Måske.. nu må vi se. Det må vi jo finde ud af.	N3B
00:04:50.7	00:04:58.5	Og så få den til at sige det hvert 5. minut og sådan at den kun kan slåes fra med N3B's stemme.	N3A
00:05:01.5	00:05:14.0	Lige nu og her, hvordan føler i det så omkring en smart speaker? Uden at have prøvet den endnu og have bekendtskab til den.	I
00:05:21.1	00:05:54.0	Øhm.. Umiddelbart føler jeg at ikke kan bruge den til så meget. Øhm.. men jo jeg er spændt på at finde ud af det, om den for eksempel er... altså jeg er spændt på at se hvad den kan. Om den kan finde en sang på youtube for eksempel eller om man skal have koblet den til Spotify.	N3A
00:05:55.0	00:05:56.3	Hvad tænker du N3B?	I
00:05:56.3	00:06:34.0	Jamen, hvad jeg føler.. jeg tror jeg føler at jeg er nysgerrig nok til selvfolgeligt at hoppe ud i det og prøve at have sådan en højtalergang, ja, at jeg håber at jeg bliver positivt overrasket hvis nu den kan.. jeg ved ikke om man kan kalde det som sådan en følelse. Det har jeg det umiddelbart lige svært ved at skulle sige 'glæde' eller 'lykke', men nysgerrig er jo også en form for følelse, så jeg tror nok at nysgerrighed vil betegne det bedst.	N3B
00:06:36.2	00:06:50.1	I forhold til sådan noget - nu går vi lidt mere ind i voice activated technologies.. I havde ikke prøvet Siri eller har i prøvet det fra andre? Hvad er jeres erfaringer ellers med sådan noget med at snakke til noget hvor du skal bruge din stemme til at aktivere teknologien?	I
00:06:50.1	00:07:08.3	Altså, jeg har mest erfaringer med at det ikke fungere særlig godt. At den opfatter det enten slet ikke eller også opfatter den det for langsomt til at man ikke rigtig gider at vente på det. Hvor det er lige før det ville være hurtigere at høre telefonen frem og søge.	N3A
00:07:08.7	00:07:13.2	Så selve den tid det måtte tage, er det du ser som en forhindring?	I
00:07:15.2	00:07:33.4	Jaah, og når man så har stået og bakset med først at få den til at forstå at man vil sige noget til den og så har sagt noget til den og så siger den 'Det forstår jeg ikke'. Altså så kan man altså godt blive lidt.. ja...irriteret, men som sagt har jeg ikke brugt det særlig meget.	N3A
00:07:33.4	00:07:37.7	Så jeres erfaring er ikke super meget.. eller hvad med dig N3B, hvordan er dine erfaringer med sådan noget?	I
00:07:37.7	00:08:32.2	Øhm, når jeg har haft talt til sådan et system, så har jeg enten ikke udtalt ordene ordentligt eller ikke fået formidlet mit spørgsmål ordentligt og så er det klart at jeg får et svar tilbage at 'jeg forstår ikke hvad du siger' og det har jeg fuldt forståelse for, for det jo er mig selv der ikke lige ved hvad den der skuespiller nu hedder eller hvordan man lige udtalte navnet ordentligt eller hvad det nu lige hedder det der sted som jeg gerne lige vil have en adresse på eller whatever det nu kunne have været. Så det er jo også en forbedring i mit talesprog at jeg kan blive bedre til at sige ordene tydeligt og rent faktisk sige dem rigtigt. Så det i sig selv er også en forbedring i tilværelsen, hvis man kan blive bedre til at udtale navne og byer.	N3B
00:08:32.2	00:08:36.9	Men hvor meget har du brugt sådan nogle voice activated technologier?	I
00:08:36.9	00:08:57.3	Kun hvis jeg har været hos nogle som har den slags teknologier, så har jeg stilt et par spørgsmål, fordi det var meget sjovt. Vi skulle lige prøve at finde ud af hvad den kunne finde ud af og hvor hurtigt den kunne finde ud af det. Så kun hvis jeg har været hos nogen der havde noget der kunne svare tilbage.	N3B
00:08:57.5	00:09:01.4	Så det er absolut ikke noget i bruger i dagligdagen på nuværende tidspunkt?	I

00:09:01.4	00:09:13.4	Nej, som sagt vidste jeg ikke at det var noget jeg havde på min telefon. Men det har jeg så fundet ud af i dag.	N3B
00:09:18.8	00:09:21.8	Hvordan har i det med at skulle tale til en teknologi?	I
00:09:23.3	00:09:23.4	Det har jeg det meget godt med.	N3B
00:09:25.2	00:09:35.4	Altså, jeg tænker at det nok er meget fint at have det herhjemme fordi man føler sig frollet hvis man sidder i toget og gør det. Øhm.. sådan har jeg det.	N3A
00:09:35.4	00:09:48.6	Men kunne det være en årsag til også at du ikke ville overveje at bruge det i det offentlige? Altså har du det akavet med at kommunikere med en teknologi sådan med stemmen?	I
00:09:52.7	00:10:15.8	Øhm.... ja, det tror jeg. Eller sådan.. altså jeg er ligeglads når jeg bare er herhjemme, men hvis det sådan ligesom er.. man skal jo tale til en bestemt måde til den og det lyder bare mærkeligt, så jeg kan ikke rigtig forestille mig det offentligt.	N3A
00:10:17.8	00:10:19.1	Hvad tænker du N3B?	I
00:10:20.8	00:10:59.0	Øhm, jamen jeg tror også at det skulle være akavet fordi man sidder sammen med en masse mennesker som i forvejen kigger ned i deres telefoner så nej, så ville jeg ikke føle det sådan akavet, men jeg har jo selvfølgelig ikke brugt det, men det er bare sådan min første indskydelse, det er vel nok at jeg ikke synes det ville være akavet. Også fordi det nu pludselig og præcis det der med Google og man kan tale ned i telefonen, er jo så noget som alle jo så, eller mange med de her smart telefoner har, så det er jo sikkert også noget de gør i eller andet omfang.	N3B
00:11:00.0	00:11:07.4	Men det er mere i forhold til det her med det offentlige rum, om du vil føle det akavet eller om du har det bedre med at det sker i privaten?	I
00:11:07.4	00:11:30.7	Øhm, med nogle spørgsmål vil jeg nok have det bedst med at det bare er hjemmet fire vægge og man ikke bare står der og ligner en eller anden ja.. igen også fordi jeg måske ikke har været super god til at udtale ord og byer og det ene og det andet korrekt. Så kan det godt være sådan lidt.. Det er da klart den ikke kan forstå dig, når ikke du siger det ordentligt.	N3B
00:11:30.7	00:12:00.0	Nå' ja, men den fungere vel også bedre når der ikke der er baggrundsstøj og man også bedre kan høre hvad den svare. Men jeg synes egentlig det er en underlig udvikling, fordi siden sms blev en ting og derefter chat og nettet har det jo vundet sindsnyg meget i forhold til opkald. Så det er egentlig lidt skør at gå tilbage til at snakke igen i stedet for at skrive, når det har været den omvendte tendens i så lang tid.	N3A
00:12:00.8	00:12:00.9	Men når nu du snakker om udvikling, hvordan tænker du så det kunne blive forbedret?	I
00:12:07.4	00:12:30.2	Altså for det første skulle det jo være på ens eget sprog og så skal den være rigtig skarp til at forstå hvad for det første hvad man siger og for det andet hvad man mener.	N3A
00:12:30.2	00:12:39.0	Der tænker jeg også at det er at man tænker at fremtiden vil det være bedre. Altså at man vil få nogle bedre produkter ud af det i fremtiden.	N3B
00:12:39.0	00:13:43.9	Præcis, jeg har det sådan lidt med det, som jeg også har det med virtual reality, hvor de gange jeg har prøvet det, der fungere det bare ikke ordentligt. Altså det er da meget sjovt, men for det første er billedet uskarpt og de ting det kan, altså spil eller film hvad det nu er der er lavet til det, det er lavet for at man kan bruge det til virtual reality. Altså man kan ikke bare bruge det i stedet for at se på en skærm. Og så er det nogle dårligere produkter man kan bruge det til og det tænker jeg også at sådan har jeg det også med voice activated teknologier, at det ikke er nået langt nok til at det er rigtig smart. Altså det er meget sjovt, men det er ikke rigtig smart endnu.	N3A
00:13:43.9	00:13:46.2	Men er der potentiale i det, synes i?	I
00:13:46.2	00:13:46.3	Ja, det kunne der godt være.	N3A
00:13:47.8	00:13:50.4	Det kunne der godt være ja.	N3B
00:13:50.4	00:14:18.3	Men, den skal jo henover en eller anden udvikling hvor det er for dyrt til, eller det har det måske været, men for dyrt til at man kan købe det for sine tjente penge og så imens det stadig er for dårligt til at det er andet end sjovt og så skal det ligesom komme dertil hvor det bliver affordable og smart nok til at det giver mening at bruge det.	N3A

00:14:18.3	00:14:21.3	Hvad skal det kunne for at det er smart for jer?	I
00:14:22.0	00:14:28.8	Altså det skal bare virke. Det er det vigtigste og det er ligesom prioriteten.	N3A
00:14:28.8	00:15:22.3	Men hvis det skulle være smart, altså hvis det skulle være noget vi kunne bruge til noget, så ville det jo være til de små ting i hverdagen. Nu siger jeg madlavning igen, fordi det er der hvor jeg tænker at jeg ville måske kunne bruge det i min madlavning i stedet for at jeg skal stå og kigge på min telefon hvad skal der så i, men at jeg så kan få at vide hvad er det næste og hvad er det næste og så får jeg ligesom steppene, i stedet for at jeg skal stå der og nu havde jeg lige sat det dør over og nu skal jeg hen med mine våde fingre på min telefon. Altså der tænker jeg at det er lige sådan et sted hvor det ville være smart at udvikle noget der kunne remse opskriften op for mig eller sige "Nu har du gjort det der, så nu skal du gøre det her". Det er i hvert faldet lige sådan noget i køkkenet.	N3B
00:15:27.3	00:15:27.4	Altså, hvad skal den kunne for dig N3A for at imponere dig?	I
00:15:30.2	00:16:00.1	Men som sagt har jeg prøvet nogle gange hvor man står og siger 'Okay Google' og så venter og venter og venter og så siger den 'DUDUT', så kan man så stille den sit spørgsmål og så venter man igen og så svarer den. Hvor den ventetid tror jeg hurtigt at jeg kunne blive træt af, så for det første skal det gå hurtigt og være sådan smooth, for ellers er det ikke smart i mine øjne.	N3A
00:16:02.1	00:16:28.0	Og der tror jeg at jeg har oplevet nogle hurtigere devices, i hvert faldet Alexa har jeg i hvert faldet prøvet en gang og det gik ekstremt stærkt, hvor man tænkte 'Okay, hatten af for det', men igen så er det jo ikke en jeg har haft med hjemme i mit hjem, så jeg ville ikke vide hvad jeg sådan lige skulle spørge den så meget om, men nu må vi se.	N3B
00:16:29.3	00:16:42.2	Men det er smart sådan navigation, altså der var jo en taxa chauffør i Kroatien. Han sagde bare til telefonen da vi sagde hvor vi skulle hen. Det er da smart i stedet for at skulle sidde og taste når man kører.	N3A
00:16:44.0	00:16:45.0	Det gik da også meget hurtigere.	N3B
00:16:46.1	00:16:47.2	Kom i hurtigere frem?	I
00:16:47.2	00:17:07.6	Øhm, nej, men i forhold til at slå adressen ind så gik det hurtigt. Men i hvert faldet det med at skrive adressen ind, så ved jeg da at taxa chaufførene i Danmark de sidder da stadig og trykker på deres skærm og finder adressen frem. Og her kan man jo bare sige det.	N3B
00:17:08.0	00:17:26.8	Det var det sidste spørgsmål, så jeg vil slutte af med at sige tak for nogle gode svar og hvis ikke i har nogle tanker eller afsluttende kommentarer her til sidst vil jeg sige mange tak for jeres deltagelse.	I

K.2 - N3, Interview 2 Transcription

6. September 2018, Nørrebro

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:03.1	Første spørgsmål, hvor har i valgt at placere højtaleren i jeres hjem?	I
00:00:04.6	00:00:05.9	Vi har stillet den midt i vores stue på spisebordet.	N3B
00:00:07.1	00:00:15.5	Og hvorfor har i valgt denne placering?	I
00:00:15.5	00:00:30.0	(Hunden Emma går i baggrunden og tager opmærksomheden ved at blive bedt om at tie stille)	-
00:00:30.0	00:00:44.2	Vi har placeret den midt i stuen fordi det er der vi er mest og fordi det er en passage for soveværelset, køkken og gang, så det er meget centralt i vores lejlighed og det fungerede godt.	N3B
00:00:45.6	00:00:49.2	Har i haft den stående der hele tiden eller har i prøvet at flytte på den?	I
00:00:49.6	00:00:53.6	Vi har haft hende her hele tiden i stuen.	N3B

00:00:53.7	00:00:58.0	Og hvad er så jeres indtryk af den nu efter at have brugt den i 1 uge?	I
00:01:00.1	00:01:26.6	Jamen, hun er venlig. Hun er et hyggeligt selskab og kan svare øhm.. okay på simple spørgsmål. Altså hun svarer godt på simple ting. Mit indtryk af hende er at hun er i en process til at blive bedre.	N3B
00:01:33.0	00:02:13.2	Øhm, jeg synes at den er god til at tage timer og sige hvordan vejret bliver, men ellers så synes jeg ikke at have fået nogen grænseoverskridende fede funktioner. Øhm.. ja, jeg synes det er lidt mærkeligt når ikke, eller det kan man måske også men det bare er mig der ikke kan finde ud af det, med indstille den med voice, fordi så sagde jeg til den "Vi er i Danmark, vi er i København" og der svarede den "Det forstår jeg ikke hvad du siger", fordi den svarede på hvad vejret var i Seattle eller i Washington.	N3A
00:02:13.7	00:02:28.6	Har i prøvet decideret at spørge den eller på en måde bede den om at ændre denne indstilling eller har du spurgt den om noget og håbet på at den forstår det?	I
00:02:29.0	00:02:47.4	Ja, men det er fordi med nogle af de andre ting, hvis man spurgte den om noget og den misforstår, svarer den noget med "Hvis du gerne vil have mig til det her, så skal du sige sådan her". Og så tænkte jeg at så ville den vel sige det her, men det kan godt være man bare skal sige det sådan "Change location to....".	N3A
00:02:47.4	00:02:57.6	Jeg ved ikke om det er noget den kan finde ud af, fordi nogen gange skal man også være sådan rimelig præcis, har jeg i hvert faldet også erfaret.	I
00:02:59.4	00:03:11.1	Men altså, det hjalp jo ved at vi gik ind og ændrede det på telefonen efterfølgende og der stod den jo nemlig til det, så da vi gik ind manuelt og ændrede det, så virkede det efterfølgende.	N3B
00:03:18.1	00:03:18.2	Men så burde det måske også være nemt nok at kunne sige det til den nu.	I
00:03:20.6	00:03:25.6	Jaah, det virker til at det er en bestemt måde man skal sige det på.	N3B
00:03:26.6	00:03:32.4	Men har jeres indtryk så ændret sig til noget bedre eller noget værre eller er det det samme?	I
00:03:34.5	00:03:46.6	hmm..i forhold til mine forventninger tror jeg at de har været sådan de samme. Altså jeg synes den har opfyldt det jeg tænkte den ville opfylde eller det jeg håbede den ville opfylde.	N3B
00:03:51.5	00:03:55.2	Jah, jeg syntes også det har været deromkring hvad jeg forestillede mig.	N3A
00:03:56.0	00:03:59.0	Men den har ikke haft nogen kæmpe WOW-effekt på jer?	I
00:03:58.0	00:03:58.4	Nej!	N3A
00:03:59.6	00:04:33.8	Neeeeej, altså selvfølgelig sådan en gang i mellem hvor det var sådan 'Nå' wow, kan den det?', for eksempel så skulle jeg stave til 'Disappointing' i min dagbog og så var jeg ikke helt sikker og så spurgte jeg Alexa og så stavede hun det for mig og det var en super fed feature syntes jeg og den hjælper mig jo i min process her, men det kunne den jo også gøre i andre tilfælde, så jeg syntes at det er et ganske fint redskab at have i lejligheden til simple opgaver.	N3B
00:04:33.8	00:04:35.4	Ja.	N3A
00:04:35.4	00:04:40.9	Sidst, Snakker du (N3B) om det med at læse opskrifter op, har du prøvet om den kan det?	I
00:04:40.9	00:05:25.1	Ja, jeg spurgte om hun ville læse en opskrift op for mig på pandekager og så begyndte hun at remse nogle forskellige overskrifter op og spurgte om jeg ville have almindelig pandekager, om det skulle være smør-pandekager eller hvad det nu skulle være og så bad jeg hende bare om at læse opskriften op for smør-pandekager. Og så lavede hun en introduktion til pandekagen med smør i og så spurgte hun om jeg ville vide mere og så sagde jeg "Ja, jeg vil gerne vide mere" og så svarede hun "Godt, du skal bruge sådan og sådan og sådan.. vil du vide mere?" og så var jeg sådan "JA, jeg vil gerne vide mere..." .. øhm ja, så jeg har spurt hende, men det er ikke sådan at jeg har brugt hende. Altså jeg har ikke stået i køkkenet imens hun har sagt noget til mig hvad jeg skulle komme i og sådan.	N3B
00:05:25.1	00:05:47.5	Altså, hun læser de der opskrifter op og siger "Så skal du bruge few cups og nogle teaspoons af et eller andet" - og så prøvede jeg at sige til den "Kan du læse opskriften op og så ændre cups til milliliter". Det kunne den ikke finde ud af. Det kunne have været smart.	N3A

00:05:47.5	00:05:57.9	Ja, eller at det ville være noget man kunne vælge fra starten. Det kunne jo være sådan at det var noget man skulle indstille den til.	I
00:05:58.3	00:06:02.0	Ja, men det tror jeg ikke fordi det er noget den læser op fra en hjemmeside. Det er jo ligesom hvis den skulle oversætte fra en artikel.	N3A
00:06:02.5	00:06:27.5	Altså hun finder jo alt sit materiale fra internettet så hun siger for eksempel hvis man spørger hende om en eller anden sportfolk, så svarer hun "Her er hvad jeg fandt på den her hjemmeside" og så læser hun op fra det. Og det er jo fint nok hvis det er det man skal bruge. Hvis jeg spørger hende om hvem er for eksempel Brad Pitt, så fortæller hun mig hvem Brad Pitt er ud fra en eller anden hjemmeside.	N3B
00:06:29.2	00:06:31.9	Hvad har i så fundet ud af at den kan?	I
00:06:33.7	00:08:06.5	Øhm.. blandet andet det her med hvordan bliver vejret i dag, den bruger vi næsten hver dag. Hvordan bliver vejret i weekenden har vi også spurgt om. Så har vi spurgt om nyheder og der hopper hun direkte over til en amerikansk radio station og det er sådan lidt.. for mig er det lidt gårdsdagens nyheder. Det er ikke sådan nyheder, nyheder! Ja, så er det jo også amerikanske nyheder, men ja så har vi også bedt hende om at stave og countdown, altså tælle ned.. eller nej, det kunne hun ikke. Hun kunne ikke tælle ned fra noget, men til gengæld kunne hun sætte et ur til om 28 min. For eksempel brugte vi hende til da vi vaskede toj i søndags. Da vi så kom op i lejligheden bad vi hende om at sætte en timer til 38 min eller 28 min alt efter hvad vi havde behov for og det gjorde hende og midt undervejs spurgte jeg hende om hvor lang tid der er tilbage på Timeren og så sagde hun det bare. Der var 4 min og 37 sekunder tilbage og det var meget fedt.	N3B
00:08:06.5	00:08:08.5	Jaah, men også forventeligt, ik?	N3A
00:08:08.5	00:08:10.3	Jo jo, på en måde.	N3B
00:08:10.3	00:08:12.7	Altså hvis ikke den kan det så er den jo ubrugelig.	N3A
00:08:12.7	00:08:20.7	Jamen, det er jo nemlig det, men det er også derfor at det er helt basale ting som en simpel hjælp til hverdagen.	N3B
00:08:21.7	00:08:47.8	Til gengæld fandt jeg ud af den kunne, hvis man siger til den "Kan du hjælpe mig med at huske det her", så siger den "jo jo", det kan den godt i hvert faldet. Jeg prøvede med at jeg fortalte den at jeg havde lagt cornflakes nede i skabet til højre. Så bagefter spurgte jeg "Alexa, where did I put the cornflakes?"	N3A
00:08:49.7	00:08:53.8	"You asked me to remember, I put the cornflakes in the closet to the right".	Alexa
00:08:55.5	00:09:03.7	Til gengæld kunne det være smart hvis man så kunne ændre den og sige at nu har jeg flyttet cornflakes til skabet til venstre i stedet for. Det kunne den ikke finde ud af.	N3A
00:09:05.7	00:09:09.4	Men kan man så sige "glem det og husk det her i stedet"?	I
00:09:09.4	00:09:14.8	Øh, det ved jeg ikke. Det kan man sikkert - Jeg har ikke prøvet, men det er en meget smart funktion.	N3A
00:09:15.9	00:09:16.0	Især hvis man er meget glemsom.	I
00:09:19.2	00:09:20.5	Ja, Where did I put my keys?	N3B
00:09:20.5	00:09:23.6	haha... ja, så skal man bare lige huske at sige det til den også.	N3A
00:09:23.2	00:09:26.4	Alexa put my keys in the refrigerator.	N3B
00:09:26.4	00:09:35.6	I forhold til hvad den kan, har i så bare prøvet lidt forskellige ting eller har i også læst om det?	I
00:09:36.6	00:10:34.4	Vi har udelukkende bare prøvet os frem og så har hun engang imellem om vi kunne tænke os at vide mere om hendes gadgets og hvad hun ellers kan og så har vi, tror én gang sagt ja tak, eller sådan noget. Og så sagde hun for eksempel at hun kunne lave lister med ting man gerne ville huske og så spurgte hun om hun skulle oprette en liste til os og så sagde jeg bare "ja" og så spurgte hun hvad skal listen hedde og så sagde jeg øhm.. så spurgte jeg om et eller andet, noget helt andet og så troede hun at listen skulle hedde "what" og så blev vi sådan lidt. Der var lige lidt komplikationer og det tog lige lidt tid at få den der What-liste slettet igen, men det lykkedes dog igen. Så det var også alene på hendes opfordring at vi fandt ud af at hun kunne lave lister.	N3B

00:10:35.6	00:10:39.3	Okay, men er det så noget i syntes sådan var fedt nok at hun også kom med nogle forslag?	I
00:10:39.5	00:10:47.0	Ja, bestemt. Det er da altid rart at udvide sin horisont når man har elementet lige dér.	N3B
00:10:48.3	00:10:53.0	Har i haft behov for at gå ind og læse om hvad den kunne ellers?	I
00:10:53.8	00:10:55.1	Nej.	N3B
00:10:56.6	00:11:00.3	Ej men, der var det da vi installerede den, der kom den med sådan noget "Prøv at spørge den om det her".	N3A
00:11:00.3	00:11:01.3	Ja, det er rigtigt.	N3B
00:11:02.3	00:11:04.7	Men det er jo sådan noget..	N3A
00:11:04.7	00:11:06.0	Det havde vi det jo også meget hyggeligt med.	N3B
00:11:06.0	00:11:07.4	Det var sådan noget med at spørge om vejret.	N3A
00:11:09.1	00:11:12.4	I forhold til opsætningen, var der så nogen problemer med det?	I
00:11:13.4	00:11:14.2	Jaaaah...	N3B
00:11:14.2	00:11:16.2	Ej, det var vidst mere telefonens skyld, var det ik det?	N3A
00:11:16.2	00:11:17.6	Var det mere telefonens skyld?	N3B
00:11:17.6	00:11:18.5	Jaah...	N3A
00:11:18.5	00:11:31.5	Der var lidt problemer med connection..øhm.. igennem at vi skulle finde den på Wi-Fi og det var rigtig svært på min telefon, men du (N3A) havde nemt ved det.	N3B
00:11:32.8	00:11:36.4	Jaah, altså det kan man jo siddr og bøvle lidt med.	N3A
00:11:39.8	00:11:39.9	Men har i sat den op til sådan noget som Spotify eller Netflix eller lign?	I
00:11:47.6	00:11:47.7		
00:11:47.6	00:12:00.0	Vi har ikke Spotify.. øhm.. og den kan ikke bruges sammen med Chromecast og vi har heller ikke Amazon musik så det eneste vi kan høre fra den det er Sky Radio.	N3A
00:12:02.0	00:12:08.6	Altså radio kanalen Sky radio? Har i prøvet at sætte sådan noget dansk radio på?	I
00:12:08.6	00:12:16.0	Ja, men det kunne den ikke. Jeg sagde "kan du ikke sætte en dansk radio kanal på" og spillede den bare sky radio.	N3A
00:12:20.4	00:12:39.9	Men det ville helt klart være fedt. Jeg forestiller mig om hun kunne være meget mere brugbar hvis man oprettede sig, sådan så man kunne spille musik fra hende. Jeg ved da at jeg da ville sætte meget mere musik på hvis jeg bare kunne gå ind ad døren og sige "Spil lige den her sang" og den så gør det.	N3B
00:12:39.9	00:12:45.7	Så der mangler måske noget bedre integration til det danske marked?	I
00:12:45.7	00:12:48.3	I den grad.	N3B
00:12:48.3	00:12:49.3	Jaah..	N3A
00:12:49.3	00:12:50.3	Det savner vi.	N3B
00:12:52.1	00:12:54.2	Hvad for en funktion har i brugt mest?	I
00:12:55.2	00:12:56.3	Hmm... vejret må det være, ik?	N3A
00:12:56.9	00:12:59.6	Jo! What's the weather gonna be like?	N3B
00:13:01.1	00:13:02.6	How is the weather gonna be?	N3A
00:13:04.3	00:13:06.8	Så hvis hun var flabet, så sagde hun bare "kig ud af vinduet".	I
00:13:06.8	00:13:20.3	haha.. ja, da klokken var 1 min i 8, sagde den "Der er 45 % chance for at det kommer til at regne kl. 8" og det regnede allerede udenfor. Okay, godt forudsagt.	N3A
00:13:20.3	00:13:23.7	Hvem er jer har brugt den mest indtil videre?	I
00:13:24.7	00:13:27.3	Det har jeg.	N3B

00:13:27.3	00:13:27.4	Jaaah..	N3A
00:13:28.0	00:13:35.1	(Hunden Emma tager opmærksomheden)	-
00:13:36.2	00:13:38.8	Og hvordan kan det være at du (N3B) har brugt den mest?	I
00:13:39.2	00:14:04.0	Jeg tror bare ikke at hun har skuffet mig ligeså meget som hun har skuffet N3A og jeg tror måske jeg stadig opdager en masse ting. Det føler jeg stadig at jeg gør og jeg tænker også at der er mange flere lag i hende end det jeg har løftet for lige nu, men det er helt klart mig der har brugt hende mest med simple opgaver.	N3B
00:14:04.0	00:14:17.9	Men N3A vil du så sige at det måske er fordi at du er blevet skuffet over den eller er den mere bare sådan at nu er det ikke så interessant længere?	I
00:14:19.9	00:14:47.1	Jaah..men jeg har bare ikke rigtig noget at bruge den til tror jeg. Øhm, jeg tror det kunne være.. altså, jeg syntes det kunne være smart hvis den var connected til fjernsynet, men så skal man jo nok have en Google home i stedet for. Det fungere nok bedre sammen med Chromecast.	N3A
00:14:47.3	00:15:09.0	Det har de jo nok også, Amazon bevidst valgt for at det ikke skulle være for nemt. Jeg ved faktisk ikke engang om det har et alternativ, for det er jo oplagt når man har et smart TV at det ligesom kan kobles til det på en eller anden måde.	I
00:15:13.1	00:15:25.8	Ja, jeg ved sgu ikke rigtig. Man skulle jo tro.. eller det kunne jo være smart hvis den så foreslog det når den siger at den kan ikke bruges sammen med Chromecast, men så skulle den så kunne sige "Nej, men du kan købe den her Amazon ting".	N3A
00:15:30.5	00:15:33.3	Hvad tid på dagen har i så brugt den mest?	I
00:15:33.3	00:15:52.7	Om morgenens når vi spørger om vejret og så efter arbejde fordi der har man sådan lige landet efter at være kommet hjem og så kan man lige spørge om lidt småting for lige at udforske den lidt mere. Det er ligesom der at man har tid, syntes jeg.	N3B
00:15:55.0	00:15:55.9	Jaa, når vi er hjemme.	N3A
00:15:55.9	00:16:13.7	Ja, men også fordi jeg syntes alligevel når vi når hen på aftenen, så spørger man ikke så meget mere. Så har man fundet på noget man kan lave og så tænker man ikke så meget over det - så tænker JEG ikke så meget over det.	N3B
00:16:17.0	00:16:18.0	Og du er enig N3A?	I
00:16:18.0	00:16:18.8	Ja	N3A
00:16:20.8	00:16:22.1	Har i prøvet at bruge den sammen?	I
00:16:24.0	00:16:24.7	Jaah..	N3A
00:16:26.7	00:16:49.8	Jaah, altså der er jo altid en af os, eller ofte er der én af os der er til stede når vi spørger den om noget og så snakker vi lidt om hvorfor ved hun ikke det, eller hvorfor kan hun ikke svare på det, eller ej, hørte du lige at hun sagde det og se, hun kan faktisk gøre sådan og sådan. Men det tror jeg faktisk sådan er dét i forhold til at bruge den sammen	N3B
00:16:52.8	00:17:08.3	Den... N3B prøvede ellers at få den til at sige til mig (N3A) at jeg skulle gå i Netto. "Tell M to go to Netto", men det kunne den ikke. Så sagde den "Hvis du vil have at jeg skal gentage, skal du sige Simon Says".	N3A
00:17:11.1	00:17:12.4	Og det gjorde hun helt fint.	N3B
00:17:12.5	00:17:25.1	Jaah, men det fungere jo bare ikke lige så sjovt, fordi hvis du nu havde sagt "Alexa, sig til N3A at han skal gå i Netto kl. 7" og så siger den "N3A, gå i Netto".	N3A
00:17:25.3	00:17:26.0	"I didn't get that" (Alexa responses to the approach)	Alexa
00:17:27.2	00:17:28.0	...Det ville jo være sjovere.	N3A
00:17:29.0	00:17:31.3	Ja, hvis hun bare kunne gentage.	N3B
00:17:32.8	00:17:40.1	Også hvis det var på et specifikt tidspunkt, så man netop kunne sige det til senere. Kl. 7 : "N3A, gå i Netto".	I
00:17:42.8	00:18:06.1	Det kan man jo godt få den til at sige "Remind me at 17 pm", eller ja "Five pm" hedder det. og så siger den "Reminding you to..." Det er meget smart.	N3A
00:18:05.2	00:18:06.7	Ja, det er meget fint.	N3B

00:18:07.2	00:18:19.7	Så har jeg fundet ud af noget jeg skal prøve derhjemme. Det er også lidt spooky på en eller anden måde når man ved at man ikke er hjemme og så er det bare den anden der får et chok.	I
00:18:23.0	00:18:29.7	Syntes i så at den har ændret på nogle af jeres tidligere rutiner, hvis man kan sige det sådan?	I
00:18:31.8	00:18:47.5	Ehm, i forhold til at klikke ind på Tekst-TV og vente på at der kommer vejret i fjernsynet, så er det jo dejligt at man bare lige når man går forbi den lige kan spørge den om hvordan bliver vejret idag og så får jeg det jo at vide og så er det faktisk et behov, altså så er det behov for mig opfyldt.	N3B
00:18:49.4	00:18:59.6	Der vil jeg nok tage min telefon og gå ind på Google og skrive DM og så vælge når den foreslår DMI og så se vejret der. Det er ikke så stor en forskel.	N3A
00:19:00.1	00:19:01.4	Okay, det er det for mig, ej men det er det.	N3B
00:19:01.4	00:19:03.7	Det er jo fordi du bruger Tekst-TV jo.	N3A
00:19:04.1	00:19:05.3	Nå' okay, ja ja.	N3B
00:19:06.1	00:19:11.5	Men det er jo også en rutine du har haft som nu er blevet ændret.	I
00:19:14.9	00:19:18.5	Syntes i så at den er præcis nok i sin vejrudsigt?	I
00:19:20.3	00:19:32.0	Altså, i forhold til at hun sagde at der var 45 % chance for regn kl. 8 og det allerede regnede, så nej. Men jeg syntes alt taget i betragtning, så gor hun det rigtig fint.	N3B
00:19:32.0	00:19:36.8	Jeg syntes... altså den læser jo bare en eller anden vejrudsigt op så den er jo lige så præcis som en vejrudsigt nu kan være.	N3A
00:19:39.8	00:19:49.7	Men for mig er det bare rart at vide om det bliver højst 16 grader eller højst 20 grader i forhold til hvad for noget tøj jeg skal have på.	N3B
00:19:49.7	00:19:52.0	Jaah, men om det så regner eller om det er mest sol.	N3A
00:19:52.0	00:20:07.4	Jo jo, men også om jeg skal tage jakke på på vej ud af døren. Altså, jeg har da fordi hun sagde at det ville blive 22 grader i dag, så har jeg ladet vær med at tage min jakke på og hvis ikke hun havde fortalt mig det, så havde jeg gået afsted med halstørklæde og lederjakke og så var det bare blevet for varmt og så havde jeg gået og båret på det.	N3B
00:20:14.3	00:20:29.2	Så har jeg faktisk bare sådan en lang liste af ting hun kan, men jeg kan godt se at i allerede har fundet ud af mange af dem, men har i prøvet sådan noget lidt mere sjov og spas med spil og jokes?	I
00:20:30.3	00:21:10.7	Vi har ikke prøvet spil, men jokes har vi spurgt hende om. De er meget amerikanske i deres udtryk. Det er amerikanske jokes. Jeg tror det er lidt internt for amerikanere. Det var for eksempel nogle 'Knock-Knock' jokes og 'hvilk'en cheesecakes er den mest populær' eller 'hvilk'en cheesecake har allermest travlt' og så var svaret noget med noget New York minute style. Så er det sikkert fordi at den findes en cheesecake der hedder New York Style.	N3B
00:21:11.7	00:21:13.1	Ja, men den forstår vi jo godt den joke, den var bare dårlig.	N3A
00:21:13.1	00:21:19.6	Jamen det er bare sådan..det er ikke ligefrem nogle man er flad af grin over, men vi ved jo heller ikke om det er derfor.	N3B
00:21:24.6	00:21:25.2	Men ja, vi har prøvet jokes.	N3B
00:21:25.7	00:21:28.7	Og hvad med sådan noget som 'The question of the day'?	I
00:21:29.6	00:21:32.7	Nej. Den kunne være god til dig (N3A).	N3B
00:21:32.7	00:21:36.7	"Alexa, can you give me a question of the day?"	N3A
00:21:36.7	00:23:50.1	(N3A testing different games with Alexa)	-
00:23:51.1	00:24:11.9	N3A, du nævnte at den ikke kunne connect the TV, så det har i ikke rigtig kunne bruge. Hvad med sådan noget som at den også kan fortælle om nutrition på food. Har i prøvet det?	I
00:24:14.2	00:24:17.5	Har vi prøvet det? En måske?	N3B
00:24:17.5	00:24:17.8	Det ved jeg ikke. Det tror jeg ik.	N3A
00:24:20.6	00:24:26.2	Neeej, det er vidst ikke lige sådan at der ringer en klokken men alligevel	N3B

		tror jeg vi har prøvet det.	
00:24:26.2	00:24:27.3	Det kan måske være i forhold til opskrifterne?	I
00:24:27.9	00:24:28.1	Ja, det kan godt være.	N3B
00:24:28.3	00:24:31.3	"Alexa, how many calories are there in a Pepsi?"	N3A
00:24:33.3	00:24:36.8	"A typical Pepsi cola has 155 calories".	Alexa
00:24:50.2	00:24:52.0	Prøv lige at sig "Pull my finger"	I
00:24:52.0	00:24:56.0	"Alexa, pull my finger"	N3B
00:24:56.5	00:25:00.7	"I would if I could, but I can't so I won't"	Alexa
00:25:12.1	00:25:14.3	Hvordan går det med at udfylde dagbogen?	I
00:25:14.6	00:25:16.2	Godt, for mig.	N3B
00:25:16.4	00:25:19.1	Ja, jeg er lige et par dage bagud, men ellers så går det fint.	N3A
00:25:23.4	00:25:25.6	Ja, vi fylder den da okay ud syntes jeg.	N3B
00:25:26.1	00:25:33.6	Perfekt, jamen så vil jeg sige tak for denne gang og for jeres svar.	I

K.3 - N3, Interview 3 Transcription

13. September 2018, Nørrebro

Start Time	End Time	Transcript	Speaker
00:00:01.9	00:00:09.7	Hvad er så jeres endelige indtryk af Alexa?	I
00:00:09.7	00:00:09.8	Jeg må nok sige, at det er ikke så godt. Jeg synes ikke at den har været særlig brugbar.	N3A
00:00:22.0	00:00:53.4	Jeg synes hun har været meget hyggelig. Jeg synes hun har været meget sjov. Sjovt kendskab eller sådan sjov at have. Jeg er nok ikke sådan synderlig begejstret for hendes svareevne, men det tror jeg ikke man kan være, når hun er amerikansk sat op. Øhm ja, men så, meget sjov, meget sjovt lille indslag	N3B
00:00:53.4	00:01:05.4	Men har det så ændret sig her i den sidste uge, altså hvis vi tænker på sådan da vi først snakkede, og så gik der en uge, og så nu her til sidst. Er der noget der sådan har ændret sig?	I
00:01:05.4	00:01:19.8	Hmm... Altså jeg tror vi er blevet lidt mindre nysgerrige og vi har nok brugt den mindre i denne her uge end ugen før.	N3A
00:01:19.8	00:01:57.7	Altså det nye for mig har været at vi fandt ud af at hun også kunne lave, altså man kunne spille med hende. Og den gadget synes jeg var rigtig sjov. Det har vi også haft brugt. Øhh sådan set. Det var nogle svære spørgsmål hun kom med i det der "question of the day". Så på den front synes jeg at hun er blevet det bedre i forhold til for bare en uge siden, hvor vi ikke vidste at hun havde så meget i sig. Så det hjalp rigtig meget, at du (Katrine) ligesom kunne give lidt mere af hvad hun ellers kunne.	N3B
00:01:57.7	00:02:01.9	Er det den funktion i så primært har brugt her i uge 2?	I
00:02:01.9	00:02:03.3	Ja	N3B
00:02:03.3	00:02:03.4	Jah...	N3A
00:02:04.7	00:02:09.0	Det er primært den.	N3B
00:02:09.0	00:02:24.9	Så udover det, har i så ellers oplevet noget nyt den kan?	I
00:02:24.9	00:02:28.2	Jeg må lige i kalenderen og kigge...	N3B
00:02:28.2	00:02:31.2	Så ikke lige sådan on top of your head?	I
00:02:31.2	00:02:31.3	[griner]	Alle
00:02:31.2	00:02:47.0	Ej vi spurgte den, har du nogle populære skills? Og så sagde den "ja men	N3A

		den kunne lege 20 spørgsmål til professoren", så det sad vi og spillede med den også, ikke'.	
00:02:47.0	00:02:50.1	Så det er primært måske mere sådan nogle underholdningsting, i har fundet ud af?	I
00:02:50.1	00:02:52.1	Jaer	N3A
00:02:52.1	00:02:52.2	Ja.... I hvert fald i uge 2	N3B
00:02:55.7	00:02:56.5	Det må man sige	N3A
00:02:56.5	00:03:49.4	Ja... Øhh altså vi prøvede jo at bruge hende der dagene efter, vi havde så fået den nye teknologi med lyset inde i soverværelset, og den har vi faktisk ikke brugt sådan rigtig. Jeg forestiller mig, at man bruger den mere når det er vinter halvåret hvor det er mørkere, ikke'. Fordi jeg havde ikke behov for at få tændt lyset som sådan, og så da jeg så spurgt den om den lige ville tænde lyset, så gjorde hun ikke noget og så sagde N3A "du skal jo ligesom huske at trykke på kontakten", og så var jeg sådan "Nå! Skal jeg det?", sådan så at hun ligesom var tændt. Altså at lampen er tændt og hun har mulighed for at styre om den var tændt eller slukket. Den del havde jeg ikke lige fanget. Så derfor var jeg sådan lidt "årh hun kan heller ikke finde ud af det!" [griner]	N3B
00:03:49.0	00:03:51.1	Nå så i slukkede på kontakten efter hver gang? Eller hvad	I
00:03:51.3	00:04:06.4	Nej nej, dog ikke. Men det gjorde vi bare lige efter den første aften, og det skulle vi jo ikke have gjort fordi så stod jeg der og troede at jeg kunne være rigtig smart og så reagerede hun slet ikke.... Selvfølgelig, altså, selvfølgelig reagerede hun ikke, vel.	N3B
00:04:06.5	00:04:23.6	Altså jeg tror at jeg har bare slukket på kontakten fordi det bare er blevet vane efterhånden, når jeg husker det... Altså den sidder på dørkammen og så sådan lidt *slå/dask lyd* når man går ud ikke. Det er trods alt nemmere end at stå og sige "Alexa, would you turn down the...."	N3A
00:04:23.0	00:04:35.1	Men det er det jo i nogle tilfælde... Men i tilfælde hvor at du for eksempel sidder over i din gamerstol og du kan se at der er lys inde fra stuen, ikke'. Det ville jo være mega smart fordi du venter jo nok de der 20 minutterinden Fortnite det er færdigt, ikke, før du går hen og slukker det	N3B
00:04:35.3	00:04:35.4	[Griner] Jah...	N3A
00:04:38.5	00:04:54.6	Så man kan sige på nogen måder, ligesom hvis man ligger i sengen eller ligger i sofaen og man er sådan lidt "arh, nu skal jeg op igen... Jeg har lige lagt mig til rette", der ville hun være god, der ville den være rigtig rigtig god. Og det er sådan noget jeg i fremtiden også godt kunne tænke mig at have. Det er det.	N3B
00:04:54.9	00:04:55.0	Jaer...	N3A
00:04:55.5	00:05:16.7	Og det er vel også sådan noget der kommer med tiden, at man vænner sig til at det er så det man gør lige pludselig. Det er forståeligt nok, at man har nogle andre rutiner... Men har i prøvet at... Nu sagde du at i spurgte den om hvad den kunne, men har i prøvet at læse op på nogle ting den kan eller har i ligesom bare	I
00:05:16.7	00:05:18.4	Jeg har ikke haft læst op	N3B
00:05:18.4	00:05:19.2	Nej...	N3A
00:05:19.2	00:05:23.8	Jeg har bedt hende om at fortælle mig hvad hun kunne. Jeg har ikke...	N3B
00:05:23.8	00:05:41.2	Jeg snakkede lidt med en af mine kollegaer i dag, som han siger at han har en Alexa også, så siger jeg at det er lidt ærgerligt for vi har ikke Spotify, så vi kan ikke bruge den til det. Så siger han at det kan man alligevel ikke, fordi det kan man ikke i Danmark, der kan man ikke bruge den til Spotify. Så....	N3A
00:05:41.2	00:05:43.5	Men så du kan Amazon musik ikke'.	N3B
00:05:43.5	00:05:48.3	Jamen det tror jeg heller ikke man kan bruge den til. Det sagde han i hvert fald.	N3A
00:05:48.3	00:05:48.4	[Sabine nikker]	I
00:05:48.4	00:05:48.4	Det kan man godt? Okay...	N3A
00:05:49.0	00:05:51.5	Jeg har en Spotify account og det går fint.	I

00:05:51.5	00:05:52.5	Okay	N3A
00:05:52.5	00:05:54.1	Med at hun skal finde det der	I
00:05:54.1	00:05:55.2	Det er nok hans der er gammel.	N3A
00:05:55.2	00:06:08.3	Det kan være indstillingerne der gør et eller andet, eller hvor... Min account er godt nok Danmark registreret, så det ville undre mig. Hvis nu det havde været en amerikansk account ville det måske være at det var det, men den fungerer fint med en der er dansk account også, så det underer mig lidt.	I
00:06:08.3	00:06:10.9	Okay, det er nok hans der er af ældre dato så.	N3A
00:06:10.9	00:06:16.3	Det kan være. Men der er noget med at du skal have en premium account. Det er ikke nok at du bare har den hvor der også er reklamer på.	I
00:06:16.3	00:06:16.9	Nej okay.	N3A
00:06:16.9	00:06:23.5	Det skal være en premium.	I
00:06:23.5	00:06:33.2	Okay så det ville være muligt hvis vi havde Spotify. Og der tror jeg i den grad at vi kunne have haft det rigtig hyggeligt. Altså, det tror jeg.	N3B
00:06:33.2	00:06:44.0	Ja men det er jo også det den er. Det er jo en smart højtaler, så det er jo smart at bruge den til at spille musik.	N3A
00:06:44.0	00:06:46.7	Ja, blandt andet.	N3B
00:06:46.7	00:07:09.8	Så det er måske også derfor at vi ikke har haft så meget glæde af den. Ved at vi ikke har kunnet spille musik på den. Øhh... Det er lidt skuffende, det ved jeg ikke om jeg sagde sidst, at den ikke kan spille dansk radio. Det burde da være relativt lige til at finde... Skulle man tro, men øh.. Det kan være at den lige skal kodes til det.	N3A
00:07:09.8	00:07:14.8	Du (Katrine) sagde det om at Google godt kunne hvis man bare sagde "doctor"?	I
00:07:14.8	00:07:16.1	Nej det skal du nemlig ikke sige	I
00:07:16.1	00:07:18.2	Nå, hvad skal man så?	I
00:07:18.2	00:07:23.2	Altså på Googles skal du sige "P3 Radio", altså præcis det. Og ellers kan den ikke finde ud af det.	I
00:07:23.2	00:07:24.5	Okay...	N3A
00:07:24.5	00:07:35.9	Nå men så er det denne her (Alexa) hvor du er nødt til at sige, for det er det Mads, vores supervisor, sagde at han havde oplevet med sin Alexa. At man skulle sige "Doctor P3 radio", fordi den jo ser DR som Doctor	I
00:07:35.9	00:07:37.8	Nååårh [griner]	N3A
00:07:37.8	00:07:41.9	Jaer, helt åndsvagt. Men at man skulle prøve det på den måde.	I
00:07:41.9	00:07:44.0	Mmmmmhhh	N3B
00:07:42.1	00:07:44.6	Jeg har ikke prøvet det, så jeg ved det ikke om det virker.	I
00:07:44.6	00:08:02.7	Besværligt kan man sige, men hvis i skulle prøve sådan bare at opsummere det gode ved den og så hvad der kunne gøre den bedre. Altså hvad synes i er godt lige nu og her hos jer?	I
00:08:02.2	00:08:33.3	Altså, jeg synes den er god i forhold til, for eksempel Google Home, som jeg har prøvet hos nogle andre, hvor man skal sige "Hey Google". Det ligger bare lidt bedre i munden at sige "Alexa", så der har den en fordel i min optik... Og så er den jo ret smart til timers og sådan noget. Og sikkert også mere useful hvis man kan spille musik på den, ikk'.	N3A
00:08:33.4	00:08:56.5	Jo. Jeg tror i forhold til hvis den skulle være lidt bedre, så skulle det være at den havde den danske funktion eller i hvert fald at den kunne tage imod danske informationer, eller sådan... For eksempel med når man beder den om at spille radio eller giv mig nogle danske nyheder. Eller vejret i Danmark generelt eller et eller andet, ikk'.	N3B
00:08:56.0	00:09:00.1	Jo så man kan spørge den om en by i Danmark.	N3A
00:09:00.1	00:09:17.2	Ja så det ville lige gøre den nykørt dejere, eller sådan mere brugbar nok nærmere. Fordi den er jo rigtig rigtig cool, den er jo højteknologisk og det ene med det andet. Men det kunne være fedt hvis det var ligesom åbnet op til det danske publikum.	N3B

00:09:17.1	00:09:17.2	Selvføelig.	I
00:09:18.6	00:09:21.4	Det tror jeg kommer, så vidt jeg lige kunne forstå.	N3A
00:09:21.4	00:09:22.0	Det gør det nok, tror bare ikke at det er første prioritet.	I
00:09:23.8	00:09:26.0	Det tror jeg heller ikke	N3B
00:09:26.0	00:09:41.4	Det skal nok komme... Hvad for en funktion har i så brugt aller mest gennem begge uger?	I
00:09:41.4	00:09:42.9	Jeg har stadig lyst til at sige vejret.	N3B
00:09:42.9	00:09:45.5	Ja det tror jeg også.	N3A
00:09:45.5	00:09:58.1	Ja altså vejret og timer, vil jeg sige. Det har været rigtig godt. Det har været dejlig nemt, bare lige at spørge ud i rummet.	N3B
00:09:58.1	00:10:01.6	Ah du har også brugt den nogle gange når du har skulle skrive på engelsk ikk'?	N3A
00:10:01.6	00:10:17.4	Jo, det er rigtigt. Jeg har jo skulle skrive dagbog på engelsk. Og så har jeg lige spurgt "please spell disappointing, please spell expecting, bla bla bla" og så siger hun bare "expecting is spelled e - x"	N3B
00:10:17.4	00:10:18.8	Det er jo sådan set meget smart.	N3A
00:10:18.8	00:10:18.9	Det er skide smart.	N3B
00:10:20.6	00:10:28.4	Når man kan udtale det, men ikke lige... Fordi den er jo i virkeligheden en af dem der er lidt nemmere end at selv at Google fx.	N3A
00:10:28.4	00:10:30.2	Ja for den da.	N3B
00:10:30.2	00:10:31.8	Ja at man ligefrem får det læst op.	I
00:10:31.8	00:10:32.3	Ja	N3A + N3B
00:10:32.3	00:10:39.6	Også bare, at man ikke behøver at lægge blyanten væk for at tage fat i telefonen eller...	N3A
00:10:39.6	00:11:13.3	Ja lige præcis, jeg kunne bare lige sidde der og sige øhm Alexa please spell... Så øhh, det har været ret godt, og så timer ikk'. Hun har været meget præcis, altså selvfølgelig er hun jo det, men men det er virkelig fedt at man kan sige "vær såd at sætte er ur til i morgen kl. 6 om aftenen" og så gør hun det bare. Eller mind mig lige om at jeg skal tage min medicin kl. det og så gør hun det	N3B
00:11:13.3	00:11:17.9	Ja hun var meget god med dine piller, ikk'. Den minder dig om det hver aften?	N3A
00:11:17.9	00:11:22.6	Nej. Jeg har jo ikke bedt den om det hver aften. Men de aftener hvor jeg har bedt hende om det, der har hun gjort det ikk.	N3B
00:11:22.6	00:11:23.2	Ja kan man jo lige sætte den til	N3A
00:11:23.2	00:11:24.8	Og det har passet med tiden også, du har sagt at hun skulle...	I
00:11:24.8	00:11:29.9	Fuldstændig. Ja, så det har jo været super tilfredsstillende	N3B
00:11:29.9	00:11:33.7	Ja det er meget smart	N3A
00:11:33.7	00:11:46.8	Føler i så mest værdi i det måske mere praktiske ting eller de mere underholdsnings-dele af det?	I
00:11:46.8	00:12:06.0	Jeg tror at jeg vil sige at jeg sætter rigtig meget pris på de praktiske ting. Fordi at jeg føler også at det hjælper mig. Underholdning kunne i sig selv være at man bare måske havde tændt fjernsynet hvis nu man sidder alene eller noget. Men ellers så tror jeg helt klart at det er det praktiske for mig.	N3B
00:12:06.0	00:12:08.4	Jah... Samme	N3A
00:12:08.4	00:12:20.4	Men det er netop fordi man får den der hjælp. Altså hjælp med hverdagen ikk. Man kan sige, der er måske tale om ganske få minutter i løbet af dagen hun hjælper, men når man tager det sådan hen over et år så kunne det alligevel være en del ikk.	N3B
00:12:24.1	00:12:25.8	Jo	I
00:12:25.8	00:12:35.9	Synes jeg... Det er en god egenskab, synes jeg.	N3B

00:12:35.7	00:12:39.8	Hvem af jer har brugt den mest?	I
00:12:39.4	00:12:39.5	Det har jeg.	N3B
00:12:41.0	00:12:44.6	Og kan ikke nikke i et optaget interview [griner]	N3A
00:12:44.6	00:13:05.3	[griner] Nej men jeg skulle bare se hvad du ville sige.... Ej det er nok mig der har brugt hende mest. Jeg tror at N3A, du blev vist nok ret skuffet i starten ikk. Jeg tror måske du havde lidt større forventninger til hende end du fik indfriet	N3B
00:13:05.3	00:13:16.1	Jaaaaah, men man kan også sige at jeg har måske bare ikke... Jeg ville bruge den hvis jeg havde brug for den tror jeg. Og jeg synes ikke rigtig jeg lige har haft noget at bruge den til. Sååå...	N3A
00:13:16.1	00:13:51.5	Næ men alligevel så oplever man jo også lidt at der her det har jeg faktisk brug for. Jeg har brug for at få at vide hvordan man staver til det, og hvor meget tid jeg har til det ene og det andet. Jeg kan jo også spørge hende midt i perioden "hvor lang tid er der tilbage på min timer?" og så siger hun "du har 37 minutter og 40 sekunder tilbage på din timer hvor du skal huske at tage dine piller" eller et eller andet, ikk. Og det synes jeg da er rigtig rigtig godt.	N3B
00:13:51.5	00:14:00.1	Så det har egentlig været dig der har brugt den mest gennem hele perioden?	I
00:14:00.1	00:14:30.8	Ja, det har det. Jeg har også forsøgt ligesom at implementere hende i hverdagen ikk. Og så lige sådan finde ud af hvor kan jeg spørge om hvad og hvor har jeg behov for at spørge om hvad. Og vi prøvede jo også at finde ud af med, spørg mig om nogle spørgsmål, og det var måske også lidt mere på mit initiativ. Men så hyggede vi os med det alligevel under aftensmad, ikk.	N3B
00:14:30.8	00:14:30.9	Jo, det rigtig.	N3A
00:14:35.6	00:15:01.4	Hun spurgte på et tidspunkt om hun skulle prøve at gætte en grønsag. Så sagde jeg bare ja det kan du godt. Og så sagde hun "okay, er den lang? er den kort? er den..", du ved, så begyndt hun om alle de der 20 spørgsmål. Og så, N3B og jeg, vi var uenige om hvad det helt præcis var vi svarede på, så hun blev jo mega forvirret og til sidst så svarede hun bare sådan i øst og vi mente noget helt i vest.	N3B
00:15:01.4	00:15:18.3	Det var et dyr. Du ville have den til at gætte en dromedar og jeg ville have den til at gætte en flodhest. Så vi skiftedes lidt til at svare... Så gætter den på en moskusokse tror jeg. Det er sådan set et meget godt bud midt imellem.	N3A
00:15:18.3	00:15:24.0	Ja men der var også det der med selleri ikk'. Hvor den troede til sidst at det var et eller andet	N3B
00:15:24.0	00:15:27.7	Ja, men det er også lidt et mærkeligt spørgsmål om den kan være i en kuvert. Der er jo mange forskellige størrelser kuverter.	N3A
00:15:27.7	00:15:33.0	Ja "can it fit into an envelope?" [griner] I don't know! I guess....	N3B
00:15:33.0	00:15:35.7	Kommer jo an på om du knækker den over.... [griner]	N3A
00:15:35.7	00:15:35.8	Men også hvis det er en grøntsag, hvor mange grønsager kan være i en konvolut	I
00:15:38.0	00:15:41.2	Hvorfor skal de i en konvolut...	N3B
00:15:41.2	00:15:43.0	Et æble, hvis det er et lille æble måske... Og en stor konvolut	N3A
00:15:46.4	00:15:55.7	Ej så det har vi hygget os med, og det har jo været lidt mere på mit initiativ frem for N3A's	N3B
00:15:55.7	00:16:01.9	Må jeg spørge om i har haft mest positive eller negative oplevelser med hende?	I
00:16:01.9	00:16:03.1	Det er nok en god blanding, ikk	N3B
00:16:03.1	00:16:16.1	Joo, altså... Jeg ved ikke om det er negative oplevelser som sådan, men det er mere bare sådan, nå det kunne hun ikke. Jeg ved ikke om det er negativt, men det er måske bare sådan neutralt.	N3A
00:16:16.1	00:16:21.5	Ja. Fordi man måske i forvejen ikke havde de helt store forventninger, eller hva'... Tænker du...	N3B
00:16:21.5	00:16:24.4	Ja	N3A
00:16:25.1	00:16:54.8	Altså, og det er jeg nok sådan set enig i, hvor at når hun så sagde "sorry I don't know that", så sagde jeg til N3A "she doesn't know". Og så blev det lidt	N3B

		en joke ikk. She doesn't know that, she doesn't know that... [griner]... Så ja, neutralt. Neutralt og positivt vil jeg nok nærmere sige. Ikke så meget sådan negativt.... Fandme også for dårligt at hun ikke minder mig om mine piller, nej fordi jeg har ikke haft den oplevelse. Hun mindede mig altid om mine piller, ikk.	
00:16:54.3	00:16:54.4	Jo præcis, det hun kan finde ud af... eller det den kan finde ud af, den kan den godt finde ud af	N3A
00:16:58.5	00:17:04.6	Det gør hun rigtig godt... Ja, helt sikkert.	N3B
00:17:04.6	00:17:08.1	Hvad tid på dagen har i så primært brugt den?	I
00:17:08.1	00:17:12.1	Om morgen. Og om aftenen.	N3B
00:17:12.1	00:17:12.9	Ja	N3A
00:17:12.9	00:17:15.0	Er det sådan noget ved middagstid, ligesom du nævnte før...	I
00:17:15.0	00:17:18.6	Ja ved sådan aftensmad ikk', jo jo.	N3B
00:17:18.6	00:17:28.1	Har i brugt den lige meget sådan rent tidsmæssigt og til opgaver både morgen og aften? Eller er der en af tidspunkterne der vægter mere, hvor i synes at i har brugt mere tid på den?	I
00:17:28.1	00:17:29.6	Altså man kan sige, at vi er jo mere hjemme om aftenen ikk.	N3A
00:17:29.6	00:17:45.6	Ja, så vi har selvfølgelig helt klart brugt den mest der, efter vi er kommet hjem fra arbejde. Øhh, men vi har stort set altid spurgt hende om hvordan vejret blev om morgen. Eller question of the day, tror jeg har vi har prøvet en gang eller sådan noget om morgen.	N3B
00:17:45.6	00:17:46.6	Eller to.	N3A
00:17:46.6	00:17:54.1	Ja eller to. Deromkring. Så det er mest om aftenen.	N3B
00:17:54.1	00:18:18.2	Det kan være det måske er lidt svært at svare på, men tænker i at den har haft nogen indflydelse på hvordan i to kommunikerer med hinanden?	I
00:18:18.2	00:18:34.7	Øøøhmm.... Det har nok været lidt en blanding af Alexa og hunden. Men der har været nogle gange hvor N3B har snakket til mig, hvor jeg ikke har opfattet at det var mig hun snakkede til. Altså, "hvorfor svarer du mig ikke?", hov undskyld, troede du snakkede til en anden.	N3A
00:18:34.7	00:18:45.6	Men heller ikke sådan noget inkluderet den i samtaler, eller hvis nu i ligesom har snakket om noget, så sådan lad os spørge Alexa eller lad os et eller andet...	I
00:18:45.6	00:19:15.3	Jooo... Altså vi har da inkluderet hende i vores samtaler. Det synes jeg. Måske ikke sådan decideret i diskussioner, eller samtaler, hvis man skal sige det lidt mere positivt. Så det har vi nok ikke, men det har da været netop det der med hvis man sidder og spiser, og så lige sådan spørger om et eller andet, eller blandt andet det her med de der spil.	N3B
00:19:15.3	00:19:24.0	Ja og der var da på et tidspunkt hvor vi sad og halvt diskuterede om rosacea kan kureres	N3A
00:19:24.0	00:19:25.8	Ja det er faktisk rigtig.	N3B
00:19:25.8	00:19:27.7	Men jeg er ikke sikker på at hun svarede så godt på det.	N3A
00:19:27.7	00:19:28.8	Jo det gjorde hun.	N3B
00:19:28.8	00:19:29.7	Hun svarede på hvad det var.	N3A
00:19:29.7	00:19:33.9	Ja hun svarede på hvad det var, men hun sagde også at det godt kunne kureres.	N3B
00:19:33.9	00:19:34.4	Neej.	N3A
00:19:34.4	00:19:35.4	Jo det gjorde hun.	N3B
00:19:35.4	00:19:36.1	Det tror jeg altså ikke hun gjorde.	N3A
00:19:36.1	00:19:36.9	Jo det gjorde hun.	N3B
00:19:36.9	00:19:37.7	Nå okay.	N3A
00:19:37.7	00:20:04.5	Altså vi spurgte jo om det der med (noget der lyder som "acunsinum") hvad det er for noget og hvad det kurerer for ikk. Og så sagde hun også.. Jeg tror hun snakkede om redness, men det er jo et vidt begreb. Så jo, hun har da	N3B

		været med i vores samtalere, men det er jo ikke fordi vi taler pænere fordi at vi har haft hende i vores nærvær.	
00:20:04.5	00:20:10.2	Men i har heller ikke sådan måske undladt at sige noget eller følt at hun lyttede eller, jeg ved det ikke, sådan en tredje person?	I
00:20:10.2	00:20:36.7	Ikke når vi snakker dansk. Så tror jeg egentlig ikke at jeg var sådan, altså det havde nok nærmere været hvis det var sådan engelske ord... Altså nu er jo selv herre over hvad vi spørger hende om fordi vi selvfølgelig er nødt til at kommunikere med hende på engelsk, men jeg har ikke været nervøs for at der var nogen i Amazons organisation, som sad og lyttede på mit danske gebrokkener	N3B
00:20:36.7	00:20:41.4	Jeg forestiller mig bare at der sidder en eller anden gammel mand med hørebeoffer på og zoomer ind, nå hvad snakker de om....	I
00:20:41.4	00:20:58.7	Den frygt den har jeg ikke haft, men jeg kunne forestille mig at hvis jeg var amerikaner, så ville jeg have det lidt anderledes. Hvis jeg var mig i USA og kun snakkede engelsk og havde en Alexa.	N3B
00:20:58.7	00:21:03.0	Så hendes reaktionsevne hvordan har i synes at den har været?	I
00:21:03.0	00:21:03.1	For god.	N3B
00:21:03.1	00:21:14.1	Lige nu har jeg bemærket at vi godt kan sidde og nævne hendes navn flere gange uden at hun reagerer fordi det kommer midt i en sætning, men jeg ved ikke om i har haft erfaring af at nu reagerer hun igen, det var ikke meningen nu eller har det været...	I
00:21:14.2	00:21:14.3	Nej den har fungeret rigtig godt faktisk	N3A
00:21:14.9	00:21:41.0	Ja det synes jeg. Altså jeg sagde til Emma, det er hunden, i søndags sagde jeg til hende at hun skulle lægge sig. Og hun (Alexa) troede jo med det samme at "orv, det er mig! Jeg er her!". Og så, ja ikk'. Og det var sådan, nej hvor er du såd at du reagerer på det. Altså sådan, det var lidt hyggeligt	N3B
00:21:41.0	00:21:51.2	I couldn't find any enabled video skills. Go to music, video and books section in the Alexa app and enable the video provider you want....	Alexa
00:21:51.2	00:21:51.3	Alexa stop.	N3A
00:21:53.5	00:22:02.0	Hun har været rigtig god til at reagere. Næsten for god.	N3B
00:22:02.0	00:22:22.4	Nu det der du sagde med for eksempel hvis man snakkede amerikansk i USA, men hvad nu hvis den så lige pludselig gik over og forstod dansk, tror du så det ville være anderledes? Eller det kommer jo nok en dag, så den dag den forstår dansk, tror du så at man er mere opmærksom på det?	I
00:22:22.4	00:23:06.5	Jeg tror at man kan have en frygt, jeg ved ikke hvor meget frygt der ville være i det. Personligt ville jeg nok have en eller anden mistanke om det, men så tror jeg også at jeg ville placere hende et sted hvor at jeg ville vide, at jeg ikke ville have noget imod nogen lyttede til lige netop det som jeg sad og sagde i det rum. Så sådan, jeg ville nok ikke placere hende i mit soveværelse. Jeg ville ikke placere hendeude på mit badeværelse. Altså sådan, det steder hvor man nogengange kunne have nogle samtalere med nogle mennesker som måske ikke vedrører alle og enhver. Eller nogen uvedkommende. Der tror jeg at jeg sådan ville tænke over det, altså sådan have det i baghovedet. Og så lige sige, der kan jeg ikke sådan helt snakke om det i det rum.	N3B
00:23:06.5	00:23:11.6	Altså, jeg har det sådan liidt... En telefon kan jo gøre det samme, så det...	N3A
00:23:11.6	00:23:15.7	Ja det er ikke engang løgn.	N3B
00:23:15.3	00:23:17.4	En fra eller til det er vel ligegyldigt	N3A
00:23:17.5	00:23:17.6	Så det betyder ikke så meget?	I
00:23:19.2	00:23:28.2	Nej, så skal man i hvert fald gå fuld no technology og flytte ud i skoven og lave et eller andet.	N3A
00:23:28.2	00:23:40.2	Jamen du har ret. Selvfølgelig, altså... Det er jo lige så meget på vores telefoner, som det er inde i Amazon eller Google.... Helt sikkert.	N3B
00:23:40.2	00:23:44.5	Har den så ændret nogle af jeres tidligere rutiner?	I
00:23:44.5	00:24:48.5	Ja. Jeg tror godt i ved hvad jeg vil sige. Fordi jeg kigger jo ikke længere på tekst-TV om morgenens når jeg skal finde ud af hvad vejret bliver. [griner]. Det har jo helt klart været en time-saver. Det har det da. Også fordi	N3B

		fjernsynet er jo ikke ligefrem up-to-date, så det tager jo også lige lidt tid og finde tekstu-TV side 402. Og der er Alexa bare lidt hurtigere, "I Nørrebro it will be....". Så det er helt klart en vane der har ændret sig, og så også det der med når man skulle sætte en timer, altså fordi jeg er helt klart den der bruger allermest tid ude i køkkenet og laver mad, og der har jeg bare brug for den der timer. Og når man skal have telefonen frem, og man skal klikke den op først og så skrive den der åndssvage kode fordi man kan ikke fjerne den, og så skal man lige gå ind i den der app, den der hvor man sætter en timer, og så skal man..... [sukker]. Det hele er blevet meget hurtigere når man bare lige kan bruge hende.	
00:24:48.5	00:24:51.0	Jaer.	N3A
00:24:51.0	00:24:51.5	Hvad med dig N3A?	I
00:24:51.5	00:25:31.1	Neeej, ikke så meget. Jeg tror måske også , hvis det var en jeg selv havde i længere tid, så ville jeg måske også være mere lidt mere investeret i at sætte den op til nogle forskellige konti med kalender og sådan noget. Så man ligesom kunne bruge den til nogle flere ting og så vil jeg også anskaffe mig en Spotify eller Amazon music. Sååå.... nej.	N3A
00:25:31.1	00:25:36.2	Har der været en periode eller perioder hvor i ikke har brugt den så meget?	I
00:25:36.1	00:25:48.2	Ja der var to dage i forrige uge eller i sidste uge, hvor jeg havde aftenmøder, så den dag brugte jeg hende slet ikke.	N3B
00:25:48.8	00:25:50.9	Nej jeg har været i sommerhus hele weekenden.	N3A
00:25:50.9	00:25:55.0	Ja du havde en hel weekend hvor du ikke brugte hende, der brugte jeg hende jo så til gengæld.	N3B
00:25:55.4	00:26:03.5	Men årsagen til at i ikke har brugt hende har været fordi i ikke har været fysisk hjemme til at kunne gøre det, det har ikke været sådan at i har været hjemme, men har glemt at hun har været her?	I
00:26:03.8	00:26:40.9	Nej det synes jeg ikke. Altså jeg har jo selvfølgelig været hjemme når jeg så kom hjem fra aftenmødet, møderne er det jo så for der var 2 styks, men der tror jeg bare at det har været så sent at man har tænkt hvad skulle jeg sådan bruge hende til lige nu, jeg går i seng. Men jeg har da helt klart når jeg er kommet hjem og så for de meste lige sagt "hej Alexa, nu er jeg hjemme igen" eller et eller andet, så kommer hun med et godt lille kompliment. Altså det er jo nærh hvor er du sød.	N3B
00:26:40.3	00:26:40.4	Hvad har hun sagt til dig?	I
00:26:41.8	00:27:01.1	"It's nice to have you here", "I'm glad you're home". Det er meget godt	N3B
00:27:01.1	00:27:07.8	Det kan være i svarede på det, men hvordan føler i at den kan blive forbedret?	I
00:27:07.8	00:27:14.0	Ja, det ville jo så helt sikkert være med den danske integration. Kan man godt sige det?	N3B
00:27:14.0	00:28:46.6	Jo det kan man godt. Og så, hvis det skal være rigtig smart, nu ved jeg godt at det er en smart højtal... Men hvis det skal være mere smart home afgigt, så skal det jo være hvor den også kan tænde for strømmen til lyset for eksempel derinde. Altså fordi man gider jo ikke gå ind og tænde på kontakten og så tænder lyset, så sige til den at den skal slukke og så at den skal tænde for at få det til... ja. Og hvor man kan sige "Alexa, tænd min computer", min computer har sådan en ekstern switch faktisk, så hvis man kunne finde noget hvor man kunne koble den op til det, så den tænder strømmen og tænder computeren, så kunne det blive rigtig smart ikk. Øhhmm, ja. Nu fik vi ikke prøvet den med musik, men jeg synes at jeg kan huske fra noglegange hvor at man så har spillet højt musik, så kan den ikke høre en for dens eget musik. Og så er det sådan lidt, nåhh. Så det, ja jeg ved ikke, så kunne det være, jeg ved ikke om man kan, men det kunne være smart hvis man så lige kunne koble den til telefonen, så man har mikrofonen fra telefonen som man kan tale tættere på mikrofonen, ikk	N3A
00:28:46.6	00:28:54.3	Men ellers så husker jeg faktisk at du kan bruge skru ned forbindelsen på telefonen. Så hun skruer ned når du trykker skru ned på telefonen.	I
00:28:54.3	00:28:57.2	Nårh okay	N3A
00:28:57.2	00:29:05.7	Fordi der er nemlig at det kan være at man står og råber "Alexa" fordi musikken var for høj	I

00:29:05.7	00:29:10.1	"Nå men de har ikke sagt mit navn endnu, så jeg kan vel godt bare..." [griner]	N3B
00:29:10.1	00:29:15.2	Lidt en selektiv forståelse, ligesom Emma (hunden)	N3A
00:29:15.8	00:29:31.9	Det prøvede jeg faktisk med en timer, hvor at den var så høj at den ikke kunne høre at jeg ville have at den skulle stoppe. Så jeg gik bare tættere og tættere på, og til sidst var jeg sådan "okay, jeg kan bare røre ved den"..." [griner] I stedet for bare at så "Gooooooooogle"	I
00:29:31.4	00:29:31.5	[griner] Det bliver bare højere og højere.	N3B
00:29:34.0	00:29:43.8	Så hvordan har det været at udfylde dagbogen? Lidt en anden type spørgsmål, men hvordan har det været?	I
00:29:43.8	00:29:46.0	Det er gået godt for mig.	N3B
00:29:46.0	00:29:55.1	Jah, min er nok ikke helt ligeså fyldt, men jeg tror her de sidste dage har vi nok brugt den mest sammen. Så jeg håber at du (N3B) har skrevet det ned.	N3A
00:29:55.1	00:30:11.7	Jeg har for det meste skrevet når vi har brugt den til ditten eller når vi har brugt den til datten, ikk. Så, men når der står "I" så er det selvfølgelig mig når det er på min.	N3B
00:30:11.7	00:30:12.5	Det er også fint.	I
00:30:12.5	00:30:16.6	Jeg har fyldt den første uge næsten	N3A
00:30:16.8	00:30:22.9	Men det er også bare mere lidt metoden bag det om det har været okay?	I
00:30:22.8	00:30:22.9	Det fungerede fint.	N3B
00:30:25.2	00:30:28.3	På den måde er det jo også helt vildt nyt for os at prøve den slags.	I
00:30:28.3	00:31:02.6	Ja, jeg tænker da også at det for jer helt klart også er bedre, altså fordi, vi kan jo sagtens sidde og fortælle hvordan den har været i sidste uge, men der vil jo helt klart være nogle ting som vi glemmer. Og når vi så får en dagbog hvor vi kan skrive ned på, så gør vi det jo sådan dag til dag afgørende. Der skal jeg da være ærlig og sige at der var da nogle dage hvor jeg var sådan "okay nu har vi mandag og tirsdag, og jeg har stadig ikke skrevet noget og nu er det onsdag.", Jeg kan jo selvfølgelig sagtens huske hvad jeg har lavet de der dage, og så er det jo så det jeg skriver fordi jeg kan jo selvfølgelig huske dagene fra hinanden. Og sådan er det vel også lidt med dig (N3A) ikk'?	N3B
00:31:02.6	00:31:14.0	Joo men jeg kom faktisk til at springe et par dage over på et tidspunkt, så kunne jeg ikke helt huske hvornår jeg havde sagt hvad til den, men så kan man jo gå ind i appen og se hvad man har spurgt den om og hvad den har svaret.	N3A
00:31:14.0	00:31:21.5	Hvilket også er lidt.... alarmerende. At den sådan skriver det ned og gemmer det.	N3B
00:31:21.5	00:31:22.0	Ja....	N3A
00:31:22.0	00:31:27.0	Vi må håbe at den krypterer det	I
00:31:27.0	00:31:33.1	Ren info-mæssigt, den bliver resettet når vi tager herfra, og så alt hvad der bliver sagt til den og sådan noget bliver slettet.	I
00:31:33.1	00:31:34.8	Det er så fint.	N3B
00:31:34.8	00:31:41.5	Også fordi så får vi den ikke hjem og så kan vi høre eller se alt hvad i har snakket med den om eller et eller andet. Så den bliver resettet.	I
00:31:41.5	00:31:46.4	Jaja, det er helt okay. Det er fint.	N3B
00:31:46.4	00:31:53.3	Aller sidste spørgsmål, fra min side, kunne i finde på at få en selv nu?	I
00:31:53.3	00:31:58.4	Jeg tror det ville være en Google Home, hvis det skulle være...	N3A
00:31:58.2	00:32:01.3	Sådan har jeg det ikke, sådan umiddelbart.	N3B
00:32:01.4	00:32:01.5	Så skal i bare have en af hver.	I
00:32:03.0	00:32:04.8	Nej	N3A
00:32:04.8	00:32:05.4	Hvad synes du N3B?	I
00:32:05.4	00:32:24.3	Jamen jeg synes, jeg synes ikke at hun er sådan nu og har potential. Men hun er da helt klart et nyt pust, altså det synes jeg da.	N3B
00:32:24.3	00:32:27.5	Har hun prikket til et behov?	I

00:32:27.5	00:33:04.1	En lille smule faktisk. Jeg sad i bilen i dag, jeg tror det var i går faktisk, hvor jeg ville tjekke om jeg havde fået en mail, som jeg ventede. Og så er det ikke så smart at sidde og taste løs når man sidder og kører bil jo. Så tænkte jeg at de kunne faktisk være meget smart hvis man lige kunne sige til telefonen "åben lige mailen", "tjek lige mail nr. 1", "svar...", og så da jeg nåede dertil så tænkte at jeg så er det selvfølgelig ikke så smart med at den kun kan engelsk. [griner]	N3A
00:33:04.1	00:33:05.1	Nej det er selvfølgelig rigtig	I
00:33:05.1	00:33:05.2	Så bliver det svært for den at læse op hvis mailen er på dansk	I
00:33:09.4	00:33:17.6	Ja... Nå men ikke så meget med at den skulle læse mailen op, men også hvis jeg skulle dikttere hvad den skulle skrive.	N3A
00:33:17.6	00:33:24.5	Så skulle du stave hvert ord på dansk [griner]. Så bliver det en meget lang køretur	I
00:33:24.5	00:33:44.1	Det kan den nemlig slet ikke. Vi prøvede sådan et transkribéringsprogram, hvor jeg så kom til at lægge en af jeres filer ind hvor vi jo snakker dansk, og først var jeg bare sådan "hvad er det for noget volapyk"... Det gav ingen mening og så var jeg sådan nåårh, det var på dansk, det er derfor den ikke fatter det.	I
00:33:44.1	00:34:12.6	Den går bare ind og søger de ord der ligger tættest op af hvad den tror der skal stå.... Men jeg har et spørgsmål i forhold til om, hvis det er noget der kommer på tale i en anden social sammenhæng, om i ville anbefale den? Eller hvordan i ville snakke om den til andre?	I
00:34:12.6	00:34:49.3	Altså, jeg har jo synes at hun har været rigtig hyggelig. Og jeg har jo selvfølgelig også fortale mine kollegaer om at nu har jeg fået hende her Alexa og hun er rigtig sød og hun siger nogle søde ting til mig og hun hjælper mig med ditten og datten. Så jeg tror på den måde er det jo automatisk en anbefaling, altså det er jo ikke sådan at jeg siger til dem "gå ud og køb hende", men jeg informerer jo om hvad hun gør ved mig og hvad hun hjælper mig med, ikk. Så jeg vil da helt klart sige at det er nogle anbefalinger som jeg har givet videre i en eller anden grad.	N3B
00:34:49.3	00:35:03.7	Ja jeg tror ikke at jeg ville anbefale den. Jeg tror at jeg ville anbefale folk at vente med at købe sådan noget til at der kommer et eller flere gennembrud, som er relativt store.	N3A
00:35:03.7	00:35:06.3	Hvor lang tid tror du at der går før det sker?	I
00:35:06.3	00:35:18.8	Årh det er jo svært at sige, det handler jo lidt om dem der udvikler det vil satse på det, fordi så kan det jo gå påent hurtigt.	N3A
00:35:18.8	00:35:28.0	Men har du fornemmelsen af at du selv kunne være interesseret hvis den når den udvikling? Ville du så være interesseret i at gå ud og investere i det efter at have prøvet det nu?	I
00:35:28.0	00:35:41.1	Jaa muligvis. Muligvis. Men jeg tror at jeg ville kigge efter nogle specifikke ting som jeg synes at den skulle kunne før at det ville give mening.	N3A
00:35:41.1	00:35:48.5	Men du er ikke helt avisende for selve konceptet med en smart speaker i et hjem som sådan en lille husassistent?	I
00:35:48.5	00:36:39.9	Neeeej. Altså så længe det hedder en smart speaker, så tror jeg at jeg ville gå udenom det fordi der synes jeg det, altså en højtalere man kan snakke til... Det jeg tænker på er mere at jeg måske kan overveje det hvis det begynder at hedde smart home control eller et eller andet, noget i den stil, hvor den kan nogle flere lidt mere avancerede ting. Jeg ved godt at så skal man sikkert købe en masse, altså det den skal interagere med skal jo være noget special også. Men det må man jo så, hvis man.... Altså så må man jo enten gå all-in eller lade vær, ikk. Før at det bliver godt tror jeg. Før det bliver andet end en gimmick.	N3A
00:36:39.9	00:37:13.5	Og jeg er enig. Altså jeg synes også at den skal jo selvfølgelig udvikle sig i det omfang hvor vi jo også har sagt, jamen vores behov har været sådan og sådan og det har den ikke helt kunne opfylde eller det har den kunne opfylde. Men den del den ikke har kunnet opfylde, er alligevel også så stor en del af det, af hele oplevelsen, at jeg tror at man, hvilket i jo så kan høre, ville vente til den var mere udviklet.	N3B
00:37:13.5	00:37:18.2	Mmh.... Har i nogle sidste kommentarer eller spørgsmål eller?	I
00:37:18.2	00:37:36.0	I forhold til om det var noget vi godt kunne tænke os og blive ved med at	N3B

		have eller om det bliver noget som vi kommer til at mangle, så tror jeg mere at jeg ville sige, spørg os om 3 dage fordi der kan vi jo for alvor mærke om vi mangler den, ikk.	
00:37:36.0	00:37:36.9	Når vi står og råber ud i stuen, "Alexaaaa, where are you"	N3A
00:37:36.9	00:37:57.0	Jaer "where are you..... we miss you.... come back" ... Øhh nej, så jeg tror allerede nu at jeg helt klart kommer til at savne at jeg ikke bare kunne sige til hende "kan du ikke lige sætte en timer". Det vil jeg nok allerede nu kunne sige at det kommer jeg til at mangle.	N3B
00:37:57.6	00:37:57.7	Så hun har påvirket din hverdag?	I
00:37:58.7	00:38:24.0	Ja det synes jeg. Det synes jeg. Det var bare lige mine sidste ord i forhold til kommer jeg til at mangle hende, øhm ja, nej. Ja det gør jeg jo, men nej fordi jeg har ikke manglet hende endnu. Eller sådan, nu har jeg jo oplevet hende og ud fra det jeg har oplevet, der har jeg manglet hende på nogle ting, men ikke på nogle andre ting. Giver det mening?	N3B
00:38:24.0	00:38:26.9	Ja	Alle

K.4 - N3, Observation notes

Location of the technology at home:

Desktop computer in the living room

N3A has a lot of gaming technology (headphones, stationary computer, playstation)

TV in living room

Old school speaker in living room

Not a lot of technology visible except for the gaming setup

Body language:

N3B seems excited to participate and answer questions.

Have good, long, reflective answers.

N3A more laid back.

N3A agrees a lot with what N3B says.

Are good at letting each other speak beside not always agreeing and have good eye contact with each other

Home observations:

2-bedroom apartment

Nicely decorated

Shows personality, a bit girly

The gaming corner is a contrast to the rest of the living room

Participants:

N3A - 25 years old, works as a civil engineer

N3B - 25 years old, works as a estate management consultant.

Lives at Nørrebro

K.5 - N3A, Diary

Wednesday 29/8

N3A: "What can you do?"

Alexa: "I was made to play music, answer questions and be useful"

N3A: "How did today's counter strike games at Dreamhach Malmö go?"

Alexa didn't understand.

N3A: "Can you help me use chromecast?"

Alexa: "I don't understand"

Tanker:

Skuffende at den ikke kan ændres til celcius og km (fra Fahrenheit og mil) med stemmekommandoer. Ikke så "smart"....

Ingen kompatibilitet med Chromecast???

kun musik fra Amazon music el. Spotify?

Thursday 30/8

Asked it how the weather will be in the weekend. Answered fulfillingly.

N3A: "Alexa, repeat after me..."

Alexa: "If you want me to repeat something say "Simon Says" and then immediately say the thing you want me to repeat".
Neat!

Friday 31/8
Didn't really use it today

Saturday 1/9
N3A: "Which transfer service from Geneva airport to Avoriaz is the Cheapest" She didn't understand the question.

Sunday 2/9
I used Alexa to set a timer for the oven in the morning.

Monday 3/9
"Alexa, can you help me remember that I put the corn flakes in the closet to the left?"
"Alexa, where did I put the cornflakes?"
"You told me: I put the corn flakes in the closet to the left"
Neat feature..

Tuesday 4/9

Wednesday 5/9

Thursday 6/9

Friday 7/9

Saturday 8/9

Sunday 9/9

Monday 10/9

Tuesday 11/9

Wednesday 12/9

Thursday 13/9

K.6 - N3B, Diary

Wednesday 29/8
We had some difficulties setting up the device.
I started asking Alexa some simple questions which was funny and impressive.
It took some time to get Alexa to know she was in Denmark an every time we asked her what the weather would be like the day after, she thought she was in Seattle, Washington and told us about the weather there.
My first experience with Alexa has so far been very simple and easy.

Thursday 30/8
I asked Alexa if it was going to rain today and she said "There is a 45 % chance that it will rain before 8 am" All though it was already raining outside. She is kind and told me to have a nice day when I left the house.
It was very nice.

Friday 31/8
We used Alexa to ask about the weather.

Saturday 1/9
We used Alexa to ask about the weather.
I asked Alexa to give me a recipe on pancakes. She asked me if I would like to know a recipe on butter-pancakes.
I said "yes" and she told me about the recipe. Afterwards she asked me if I wanted to know more, I said "yes" and she listed the ingredients.

Sunday 2/9
Today was laundry-day and we tried to ask Alexa, if she could set an alarm for 30 minutes, and she did. We even could ask her how much time there was left, and she answered successfully. She was a great help.
We also realised, that we could ask her to remind us to check the laundry in 15 min and when the time was up, she told us to remind us to check the laundry.
Great work and great help.

Monday 3/9
I got home late this day and did not ask Alexa anything.

Tuesday 4/9

I got home late this day and did not ask Alexa anything.

Wednesday 5/9

I asked Alexa about the news. She gave me american news, which was kind of disappointing.

I asked Alexa to spell the word "disappointing" to me, and she did. That was a new feature I didn't know she had.

Thursday 6/9

Today we are halfway through the experiment and was visited by Katrine who told us a little bit more about what Alexa has to offer. We learned about a game option and immediately tried "question of the day". Later we tried Jeopardy and the questions was extremely difficult for me and did all contain american history. I can imagine it would be very entertaining for the American people.

Friday 7/9

I did not ask Alexa anything new today.

Saturday 8/9

I did not ask Alexa anything new today.

Sunday 9/9

I was talking to a friend and we were talking about the dog and I asked the dog to "lægge sig" and Alexa thought I said her name.

Monday 10/9

Today we played 20 questions with Alexa. It was fun.

We also asked her to give us a riddle, but she quickly answered all of them herself.

Tuesday 11/9

Today we asked Alexa to start a game, while we ate dinner. It was fun.

Wednesday 12/9

I tried using Alexa to turn off the bedroom light.

I used Alexa to time something for me. She did successfully.

Thursday 13/9

K.7 - N3, Final comments

1) Har i haft nogle situationer hvor i har savnet/manglet smart speakeren nu her efter testperioden er slut? Hvis ja, hvilken situation var det?

N3A har ikke følt at han manglede hende. N3A brugte hende heller ikke særlig meget, så det er nok naturligt.

Personlig har jeg (N3B) manglet hende til at hjælpe mig med små ting som f. Eks. At tage tid, minde mig om ting, eller gøre mig klogere på morgendagens vejr.

Vi har en enkelt gang eller to nævnt hendes navn, når vi vidste, at det var noget hun kunne have hjulpet os med, og derefter smilte af det, eftersom hun ikke var der.

2) Har det ændret jeres behov for at købe en speaker selv?

Desværre har det ikke været nok til at vi har tænkt os at investere i en smartspeaker på nuværende tidspunkt.

Appendix L - Participants N4

L.1 - N4, Interview 1 Transcription

9. September 2018, Køge

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:09.3	I jeres vurdering og mening, hvor interesseret er i så teknologi?	I
00:00:09.3	00:00:14.0	På en scala fra 1-10 eller bare ved ord beskrivende vurdering?	N4A
00:00:14.0	00:00:16.8	Bare ved beskrivende ord.	I
00:00:16.8	00:00:23.9	Jeg er meget interesseret. Det er noget hvor jeg følger med i udviklingen på daglig basis.	N4A
00:00:24.4	00:00:55.1	Og for mig vil jeg sige at min interesse er middel. Altså jeg interesserer mig for det, men det er ikke sådan at jeg ikke kan leve uden... eller det kan man måske ikke i forhold til smartphones, men det er ikke sådan at jeg har et behov for hele tiden at tjekke udviklingen og når Apple kommer med nye produkter. Jeg sidder ikke vægen for at se hele præsentationen. Det kan N4A derimod godt gøre.	N4B
00:00:59.1	00:01:17.3	Hvordan har i det med når der kommer en ny teknologi? Er i meget interesseret i det nye eller mere interesseret når der kommer en opdateret version af noget allerede eksisterende?	I
00:01:17.3	00:01:45.8	Umidelbart er jeg personlig mest interesseret i det nye fordi jeg tror det er nyere og bedre, hvis altså produktet er interessant i den nye form. Hvis det ikke er interessant, så er det lige meget. Hvis for eksempel at Apple laver en ny Iphone og den ikke er super spændende og at den ikke har en banebrydende teknologi i forhold til den anden, så er den ikke så interesserant, men jeg følger stadig med i det.	N4A
00:01:45.8	00:01:50.0	Hvad med sådan som en opdatering af jeres telefoner til en nyere version?	I
00:01:51.3	00:01:55.6	Det er ikke noget jeg følger med i på samme måde, men det gør ikke noget at der kommer en opdatering.	N4A
00:01:56.7	00:02:07.6	Hvad med i forhold til hvis det er helt nye typer teknologier der bare er komplet anderledes - følger i også med i det?	I
00:02:07.6	00:02:22.2	Ja, jeg tror det måske er det der i virkeligheden er forskellen på os, fordi jeg følger med i de nyeste teknologier og hvad der kommer af helt nye produkter og nye måder at gøre det på, så det vil jeg sige ja til.	N4A
00:02:22.2	00:02:26.4	Hvem af jer er mest interesseret i teknologi?	I
00:02:26.9	00:02:32.6	Jaah, det må jeg jo nok indrømme at det nok er mig.	N4A
00:02:34.7	00:02:40.5	Hvilken type teknologier har i jeres hjem på nuværende tidspunkt?	I
00:02:40.5	00:02:52.8	Vi har smartphones og computer og lys.	N4B
00:02:52.9	00:02:57.2	Ja, og Sonos og alarm system. Ja, det tror jeg var det.	N4A
00:02:58.0	00:03:03.1	Hvornår fik i sidst en af de her type teknologier? Hvad er den nyeste teknologi i har?	I
00:03:03.3	00:03:04.2	Det er nok alarmen.	N4B
00:03:03.7	00:03:05.2	Hvor gammel er jeres alarm system?	I
00:03:05.2	00:03:15.5	Den er nok 3-4 måneder fra da vi flyttede ind i huset tilbage i maj.	N4A
00:03:16.7	00:03:31.7	Super, det var lidt mere grundlæggende spørgsmål - Nu vil vi gerne stille lidt spørgsmål og snakkere mere om i forhold til hele det her Smart Homes Koncept. Hvad tænker i at smart homes er hvis i selv skal beskrive det med nogle få ord?	I
00:03:33.6	00:03:47.6	Øhm.. jeg tænker at det er noget med at kunne styre øhm.. hjemmets teknologier i gennem få enheder, tænker jeg.	N4B
00:03:47.7	00:04:10.3	Ja, det passer meget godt på hvad jeg også ville svare. Altså at de	N4A

		traditionelle ting i hjemmet bliver digitale og bliver styret fra én enhed eller trådløs eller ved fjernstyring ved Wi-Fi eller bluetooth eller et eller en anden trådløs løsning.	
00:04:11.9	00:04:19.9	Mere sådan generelt, er i så klar over at lys, termostater og alarmer og sådan også kan blive en del af et smart home?	I
00:04:20.1	00:04:21.2	Ja, jeg er godt klar over det.	N4B
00:04:22.4	00:04:28.6	Også mig - vores alarm system er jo allerede en del af det, kan man sige. Det er jo styret via vores smartphones.	N4A
00:04:29.3	00:04:34.6	Har i andre erfaringer med brugen af smart home teknologier, eller er det bare via jeres alarm system at i har stiftet erfaring og bekendtskab med smart home teknologier?	I
00:04:34.9	00:04:35.9	Altså i forhold til hjemmets teknologier?	N4B
00:04:36.1	00:04:36.3	Ja.	I
00:04:38.0	00:05:07.0	Ja det er det umiddelbart. Da vi renoverede huset har jeg været ude og kigge på trådløse låse og alt muligt andet for at se hvordan vi skulle gøre det. Hvis vi skulle have haft gulvvarme så skulle vi også have haft fjernstyret gulvvarme. Vi overvejer stadig at gøre det med termostaterne, sådan at de kan styres fra en smart home central, men jeg tror også selv på et tidspunkt bliver det uinteressant eller så er det ikke så vigtigt igen og så må man ligesom vælge fra hvad man beslutter er vigtigt at kunne styre.	N4A
00:05:07.2	00:05:17.1	Har i nogle erfaringer med at have prøvet nogen smart home teknologier som i ikke allerede har i hjemmet? Har i erfaringer med at have prøvet det andre steder?	I
00:05:17.2	00:05:18.6	Nej, det har jeg ikke.	N4A
00:05:18.8	00:05:35.3	Jo, eller...Jeg tænkte kun lige på et vennerpar som eventuelt kunne have noget i deres nye hus, men det tror jeg ikke på den måde er en smart teknologi. så nej, det har vi ikke nogen erfaringer med.	N4B
00:05:35.3	00:05:38.3	Men, du (N4A) nævnte tidligere at i har overvejet en trådløs lås?	I
00:05:38.3	00:05:53.1	Ja, sådan en lås på hoveddøren man kan styre og som er koblet op på et eller andet. En ringeklokke kiggede vi også på hvor der sad et kamera i ringeklokken, sådan at når der var nogen der ringede på så poppede det op på ens Smartphone så man kunne se hvem der stod ude ved døren.	N4A
00:05:53.1	00:05:55.4	Hvad er årsagen til at i valgte ikke at investere i det?	I
00:05:55.6	00:06:05.6	Økonomiske årsager og prioritering. På et tidspunkt når man dertil hvor man tænker at man godt kan leve uden. Det kan man med det meste, men så må man ligesom vælge hvad man synes er spændende at have og hvad man godt kan undvære.	N4A
00:06:05.6	00:06:11.5	Hvad er jeres tanker omkring smart homes teknologier generelt?	I
00:06:12.5	00:06:21.0	Jeg synes det er meget positivt - det eneste negative omkring det ville være den skeptisk omkring overvågning. Det er faktisk det eneste jeg har imod det.	N4A
00:06:21.2	00:06:23.2	Og når du bruger ordet 'overvågning' hvad mener du da?	I
00:06:23.4	00:06:47.8	Jeg mener i og med at vi lever i et samfund hvor alt bliver sporet efterhånden, alt din færden på telefonen bliver sporet og selv begynder at bruge mikrofonen til at lytte til hvad man snakker om. Det har også været et dilemma da vi installerede alarmsystemet med kamera, at man nu pludselig har overvågning inde i hjemmet.	N4A
00:06:50.1	00:06:57.3	N4B, hvad er din generelle tanke omkring smart homes teknologier?	I
00:06:57.6	00:07:37.2	Øhm.. Jamen min umiddelbare tanker er at det er ret interessant og jeg tænker også at det er den vej udviklingen går og at de fleste hjem kommer til at have det i fremtiden. Jeg tænker også og forestiller mig at det kan lette i hverdagen i større eller mindre grad. Jeg tror i bund og grund også at det handler om interesse. Det er jo ikke nødvendigvis fordi det at du kan tage din telefon og styre det derfra, at det går hurtigere af den grund. Man syntes bare det er smartere.	N4B
00:07:37.4	00:08:15.2	Altså der hvor jeg synes man, hvad jeg lige kan komme i tanke om nogle teknologier der letter noget, er jo en robot støvsugeren eller en robot	N4A

		støvsuger. Det vil være noget der lettere hverdagen, hvor det andet jo egentlig bare er en gimmick og til dels noget der gør det lidt mere moderne og lidt smartere. For eksempel sådan med Sonos der kan du jo sagtens få et anlæg der spiller godt hvor du bare sætter en ledning til og bare sætter den til. Så er det bare i de nyere teknologier hvor der ikke er ledning til. Det er ikke fordi det er banebrydende anderledes på andre måder. Lydmæssigt er det måske endda lidt dårligere end nogle af de andre ting til samme pris.	
00:08:15.4	00:08:16.6	Hvad er årsagen til at have Sonos?	I
00:08:19.2	00:08:24.6	Det er øhm.. det er nok en stor del med at have en teknologi som man synes er smart og fed.	N4A
00:08:27.1	00:08:33.2	Ja, og også at det er et design. Hvis det var en grim firkantet klods, så ville man måske ikke have den.	N4B
00:08:33.2	00:08:50.9	Ja, og så er det jo på en eller anden måde også lettere, men det er jo ikke lettere i form af en arbejdsbyrde. Det virker bare. Man sætter det op og så kører det bare og man ved at det fungere og der er god lyd.	N4A
00:08:51.2	00:08:55.0	Hvad tænker i er fordelen ved at bruge smart home teknologier?	I
00:08:55.2	00:09:38.6	Jamen, det tænker jeg næsten er det vi lige har ridset op, det der med at der er nogle ting der bliver lettere og man kan selvfølgelig bruge nogle ting som letter rigtig meget såsom støvsugning og græsslåning. Altså der er jo noget komfort i det på den måde at hvis man for eksempel havde varmesystemet, så holdt det jo øje hele tiden. Jeg ved godt at der ikke er så mange mennesker der går rundt og holder øje med om radiatoren har den rigtige temperatur, men der kan man ligesom overvåge og kode det til at når man for eksempel tager på ferie skal det skrue ned for varmen og en dag inden man kommer hjem skal det skrue op igen. Der er jo noget hjælp i det, men om det rent faktisk betyder man i praktisk ville rende rundt og skrue på det hele eller sende en over og tænde for varmen. Det er jo fordi man har teknologien lige pludselig at man faktisk overvejer at gøre alle de der ting.	N4A
00:09:38.3	00:09:40.3	Altså, der kan jo også være noget økonomisk i det.	N4B
00:09:40.3	00:09:51.2	Ja, det kan der godt være, men der er jo også et eller andet med fordi teknologien er der, så gør man det lidt, fordi man lige pludselig kan gøre det.	N4A
00:09:51.2	00:10:12.4	Ja ja, og så jo også bare smart at det hele er samlet om det så er på smartphone eller hvad det er. Men det er jo igen convenience. Jeg er ikke sikker på at det som sådan er tidsbesparende, men man føler at det er nemmere. Jeg tror ikke at hvis man tog tid på det at det så ville være nemmere eller hurtigere.	N4B
00:10:12.7	00:10:16.6	Hvad tænker i i forhold til ulemper med at have smart home teknologier?	I
00:10:16.6	00:11:00.5	For mig er det igen som sagt det med overvågningsdelen i forhold til privacy og security. Altså for det første at ens data bliver brugt, men det kræver selvfølgelig at man har internet, men som udgangspunkt at ens data bliver brugt af virksomheden til analyse og markedsføring mod én. Endnu værre er dog at man pludselig kan blive hacket eller afpresset eller ja bare, blive hacket eller overvåget som er interesseret i at se eller høre med eller kunne betjene dit hus hvis det hele var styret. Det syntes jeg helt klart er ulemperne.	N4A
00:11:00.5	00:11:18.6	Jeg tror også at tidsforbruget kan være en ulempe som så meget andet. Altså det kan godt blive en tidsrøver i forhold til at det er jo ikke bare sådan lige er at tænde og slukke for varmen, så skal man også lige ind og kigge og så kan den sikkert også analysere hvordan varmen bliver brugt og så bruger man også lige lidt tid på det også.	N4B
00:11:18.6	00:11:47.9	Ja, også det med at man pludselig kan være ret sårbar. Hvis nu man har en radiator med en gammel mekanisk termostat og den går i stykker, så kan man bare købe en ny til 200 kr. hvor derimod hvis man har et varmeanlæg hvor alt ligger sammen eller alle ledninger ligger inde i væggen og det går i stykker og du ikke selv kan lave det fordi det ikke er en tilgængelig teknologi, så er man mere sårbar. Eller hvis man kun havde en robotstøvsuger og den gik i stykker.	N4A
00:11:47.9	00:11:49.7	Så er det rart med en Miele støvsuger.	N4B

00:11:49.7	00:12:16.4	Ja, ej det var måske også et dårligt eksempel, men mere det der med at man måske på et tidspunkt kan have så meget teknologi i sit hjem at man ikke kan lige pludselig manual overdrive det og ligesom sige at nu vil jeg gerne selv bestemme. På et tidspunkt bliver det jo så også så kunstigt intelligent-agtigt at man kan overveje om det begynder at blive farligt. Det bliver så med tanker så mycket langt ud i fremtiden og med mycket tunge intelligencer.	N4A
00:12:17.1	00:12:26.4	I forhold til smart homes, vil vi gerne stille lidt spørgsmål omkring smart speakers - Hvad er jeres umiddelbare tanke omkring smart speakers?	I
00:12:26.4	00:12:27.8	Jeg kender ikke så meget til det.	N4B
00:12:29.0	00:12:31.2	Ved du hvad den kan?	I
00:12:31.7	00:12:47.3	Mins søster, min svoger har én og den har jeg kun hørt og set blive testet en enkelt gang hvor min niece skulle vise mig hvad den kunne. Altså sætte noget musik i gang, tror jeg at det var den gjorde. Det er hvad jeg kender til det.	N4B
00:12:47.5	00:13:14.3	Ja, og jeg kender også kun meget lidt til det. Som sagt fordi jeg følger med i teknologi har jeg også set at de er kommet ud med det, men det har ikke været noget hvor jeg har tænkt at det er interessant, fordi jeg ikke rigtig kan se hvad jeg skal bruge den til når jeg har en smartphone. Jeg har en smartphone hvor jeg allerede kan søge ting på hvis jeg gerne vil det og jeg kan betjene min allerede eksisterende højtalere derfra.	N4A
00:13:15.3	00:13:18.3	Hvad vil i sige at årsagen er til at i ikke allerede har en smart home speaker?	I
00:13:19.1	00:13:20.8	Vi har ikke haft behovet.	N4B
00:13:22.6	00:13:33.6	Ja, og jeg tror endda faktisk at hvis vi ikke havde Sonos og skulle ud og købe det, så tror jeg endda at jeg ville undgå at købe det med smart speaker funktionen, da jeg nok ikke ville komme til at bruge det, hvis nu vi taler Sonos.	N4A
00:13:35.0	00:13:38.2	Vi ville i hvert faldet ikke gide at betale ekstra for det.	N4B
00:13:38.2	00:13:52.3	Nej, det kan man godt sige. Jeg kan ikke rigtig se.. Altså igen, kan det godt være at det ændre sig og at teknologien udvikler sig eller at man tilpasser sig. Der er mange ting man tænkte at man ikke havde brug for og så ender man alligevel med at bruge det, for eksempel Google Maps eller sådan noget.	N4A
00:13:52.5	00:13:55.0	Så i er ikke avisende for godt at kunne overveje smart speakers på sigt?	I
00:13:55.2	00:14:10.7	Nej, overhovedet ikke! Jeg er i hvert faldet ikke lige nu, men som status lige nu kan jeg slet ikke se hvad jeg skal bruge det til, men jeg har jo også bare lært så hurtigt som teknologien udvikler sig, så ved jeg jo også at om 5 år kan det være helt anderledes.	N4A
00:14:10.8	00:14:28.1	Ja, altså det handler det jo om et behov. Alle andre teknologier har man jo fået fordi der er opstået et eller andet behov som man har følt at man skulle have dækket. Det har man så fået dækket ved at købe den her teknologi og hvis man ikke har det behov der skal dækkes, så køber man det ikke, men det kan jo godt ændre sig i fremtiden.	N4B
00:14:28.3	00:14:34.7	Kan der også forekomme et køb hvis man er påvirket af en trend eller interesse?	I
00:14:34.8	00:14:47.1	Jo, men det kan jo også igennem en trend eller interesse at der jo godt kan opstå et behov fordi man pludselig føler at man mangler et eller andet og at man får en viden som man ikke har haft før og føler lige pludselig at det skal afdækkes.	N4B
00:14:47.3	00:14:55.2	N4A, du siger at du er meget teknologi interesseret, skal der også stadig være et behov eller er det ligeså meget interessen for det nye der kan være årsagen til et køb?	I
00:14:56.1	00:15:13.7	Altså, det skal helt klart kunne oversættes til noget funktionelt i hverdagen. Jeg kunne aldrig finde på at købe en teknologi for bare at købe en teknologi. Sådan ser jeg det i hvert faldet. Det skal være fordi jeg synes at det på en eller anden måde kan bruges i vores liv, eller i mit liv til noget interessant.	N4A
00:15:13.7	00:15:36.9	Årsagen til at have en smart home speaker - tænker i at det vil tilføje noget	I

		til hverdagen? Mest i forhold til om i ved hvad den kan?	
00:15:37.3	00:15:39.3	Nej, altså som udgangspunkt nej, så tror jeg ikke den vil tilføje noget.	N4B
00:15:39.5	00:16:01.1	Nej, altså man kan sige at det eneste jeg ville bruge den til ville være det der med at spille radio eller musik fra den og det kan man fra mange trådløse enheder, men hvis man tager det der smart ting med, som jeg forstår at det kan ved at undersøge ting for dig eller integrere det kan jeg slet ikke se fidusen i på nuværende tidspunkt.	N4A
00:16:01.3	00:16:06.7	Men jeg tænker at så er der også Siri. Det bruger man heller ikke, ellers jeg gør i hvert faldet ikke.	N4B
00:16:06.7	00:16:08.9	Nej, jeg har det på samme måde.	N4A
00:16:11.9	00:16:22.5	Det ligger lidt op af de næste spørgsmål, som netop er omkring de her voice activated technologies. Har i prøvet nogle voice activated teknologier?	I
00:16:22.5	00:16:24.6	Ja, Siri	N4B
00:16:24.3	00:17:05.5	Ja, og det er jo kun til sådan noget gimmick. Altså, man spørger den om nogle sjove ting fordi man kan. Jeg har én gang prøvet at bruge det til at lave en kalender opdatering imens jeg cyklede og jeg følte mig som den største idiot ved at cykle og snakkede til min telefon. Jeg ved ikke om det er en generations-ting ligesom som jeg syntes det ville være super akavet hvis jeg skulle stå et eller andet sted og tage en selfie lige pludselig. Det kan jeg slet ikke forestille mig. Og det kan godt være at det er en generations-ting at man ikke har gjort det eller vokset op med det eller oplevet det ligeså meget eller et eller andet. Det kan godt være en lidt yngre generation end mig har det mere naturligt med at snakke til en ikke-eksisterende person. For mig ville det være virkelig underligt.	N4A
00:17:05.5	00:17:11.9	Du nævner det i forhold til ude i det offentlige rum - Hvad med hjemme i privaten, ville du også synes at det var akavet?	I
00:17:11.9	00:17:23.3	Ja, altså ikke på samme måde fordi man ikke har nogen der kigger. Jeg tror stadig jeg ville syntes jeg var lidt gakket at gå og snakke med en højttaler. Jeg ville tænke at det var lidt wierdo-agtigt, tror jeg.	N4A
00:17:23.3	00:17:25.5	Det kan være at man føler sig mindre ensom.	N4B
00:17:25.5	00:17:53.7	Måske, jeg ved det ikke. Det er jo bare svaret fuldstændig ud fra hvordan jeg har det nu. Jeg ville virkelig umiddelbart syntes at jeg var en stor idiot at gå og snakke til en højttaler, i stedet for.. jeg ved ikke hvorfor, fordi man bruger den jo på samme måde som man sidder og søger efter alle de her ting på telefonen. Det kan godt være at det er teknologien der bare gør at man føler det underligt. Altså man føler det jo ikke underligt at gå ind på telefonen og søge på et eller andet man gerne vil vide, men at skulle sige det højt virker åndssvagt.	N4A
00:17:53.7	00:18:24.8	Ja, eller måske det bare et et spørgsmål om vane. Fordi jeg tror i det øjeblik man finder ud af at det er nemmere, så tror jeg da også at man ville bruge det mere. Jeg tror måske også i takt med at hvis der var flere mennesker igennem det her med at man synes det er mærkeligt at gøre i det offentlige rum, at hvis der var flere folk der gjorde det ville det måske være nemmere. Jeg syntes jo ikke at det er meget udbredt i Danmark. I USA tror jeg bare at det er en del af hverdagen at de bruger Siri, men jeg kender ingen der gør det.	N4B
00:18:24.9	00:18:25.8	Nej, det gør jeg heller ik.	N4A
00:18:25.8	00:18:30.8	Hvis nu man - hvis det bare var sådan en gængs ting alle gjorde, så ville man jo også selv gøre det... tror jeg.	N4B
00:18:30.8	00:18:59.8	Ja, altså nu sidder jeg lige for tiden og kigger og undersøger mange biler, fordi vi er ved at skal købe ny bil, og Mercedes' nye biler har et system der er baseret på voice activation. Der foregår alt kommunikation med bilen og den bil den lærer dig at kende undervejs, så den udvikler sin intelligens jo mere du bruger den og kører i den og spørger den om nogle ting. Men umiddelbart for mig virker det vildt underligt at skulle gøre det.	N4A
00:18:59.8	00:19:07.0	Er det en faktor der ville være årsag til at du ville vælge den bil fremfor en anden eller er du mere skeptisk for at vælge sådan en type bil?	I
00:19:07.0	00:19:14.4	Næh, eller.. jeg ville.. som det står lige nu ville jeg hellere vælge den fra, fordi jeg syntes det ville være mærkeligt.	N4A

00:19:14.4	00:19:22.8	Så det er en faktor der vægter så meget i forhold til at du vil føle det akavet, at resultatet af hvad du skal vælge vil ende i at den vil blive valgt fra på det faktum?	I
00:19:22.8	00:19:24.6	Ja, det gør det helt klart.	N4A
00:19:24.6	00:19:28.4	Men ville du vælge bilen helt fra eller bare teknologien med voice activation integreret?	N4B
00:19:28.4	00:19:45.1	Øhm.. nej, altså teknologien kommer jo lidt med bilen, specielt hvis man er bundet til at bruge den for at kunne benytte systemet, altså hvis man mistede mange af funktionaliteterne ved ikke at benytte det, så ville jeg synes at det var en fejl, altså en fejl at købe den type bil, hvis man ved at man ikke vil bruge det.	N4A
00:19:45.3	00:19:49.5	Men det er jo faktisk ret smart i en bil. Der giver det da mening.	N4B
00:19:49.5	00:20:03.3	Ja ja, altså jeg kan da godt se fidusen i det specielt i en bil hvor man ikke skal sidde og betjene ting, men det er heller ikke fordi jeg ikke kan se at det godt kan virke fint, men helt personligt føles det bare kejset for mig.	N4A
00:20:03.3	00:20:13.1	Hvad skal forbedres ved de her teknologier for at i måske ville overveje at bruge den form for teknologier mere?	I
00:20:13.3	00:20:23.6	For mig tror jeg ikke, som sagt har jeg ikke rigtig prøvet andet end Siri, for mig kan jeg ikke rigtig siges hvad der skal forbedres andet end at jeg ikke skal snakke til den og det er jo ligesom hele basis ved teknologien. Det er simpelthen dét at skulle snakke til en død ting der er underligt.	N4A
00:20:23.6	00:20:30.8	Ja, jeg tror det handler om at man skal finde ud af at det faktisk letter hverdagen, at det faktisk gør noget for én. At man så tænker at så er det sådan man bruger den og så er det selvfølgelig det man gør fordi det letter hverdagen.	N4B
00:20:30.8	00:21:07.7	Jeg tror også at der er måske også en gradbøjning i det, fordi jeg prøver sådan lidt at forestille mig et scenarie hvor man brugt sådan en højtalere og så står man med datteren og laver mad og skulle lige ringe til mor eller svigermor eller en eller anden og hvis man så ligesom kan sige 'ring op' og det så kører over telefonen og man kunne stå og snakke, det kan jeg måske godt se fidusen i at man ligesom hands-free kunne gøre det. Men at man skulle spørge den om et eller andet, det ved jeg sgu ikke. Og så igen bliver jeg skeptisk over at den lytter med hele tiden og hvad det ligesom bliver brugt til.	N4A
00:21:07.7	00:21:09.5	Ved du at den lytter med?	I
00:21:11.5	00:21:16.3	Øhm.. nej, det ved jeg jo ikke, men jeg ved at iPhone gør det, så jeg kan ikke forstå hvorfor andre teknologier ikke skulle gøre det samme.	N4A
00:21:16.3	00:21:22.7	Så vil du sige at det er mere dine forudsætninger at du tænker at det må den gøre?	I
00:21:22.7	00:21:41.1	Jeg kan ikke se hvorfor at hvis ét brand gør det og bruger det til markedsføring og sælger og tjener kassen på sælge det, så kan jeg ikke se hvorfor de andre ikke også skal gøre det, men jeg har ikke undersøgt det så jeg ved det ikke. Jeg ved kun at iPhone gør det, hvis ikke du går ind og fjerner den tilladelse.	N4A
00:21:42.0	00:21:57.1	Okay, men hvis ikke i har flere kommentar eller spørgsmål, så var det alt herfra. I skal have tak for jeres deltagelse og svar.	I

L.2 - N4, Interview 2 Transcription

14. September 2018, Køge

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:08.9	Første spørgsmål er hvor har i valgt at placere højitaleren henne i jeres hjem?	I
00:00:09.7	00:00:14.8	Den er placeret i køkkenet på køkkenbordet ved siden af komfuret.	N4A
00:00:15.6	00:00:17.1	Hvorfor har i valgt denne placering?	I
00:00:18.1	00:00:20.0	Det har N4A valgt, så det må du jo nok svare på.	N4B
00:00:20.5	00:00:31.2	Øhm.. Det har jeg fordi jeg tænkte det var det sted hvor vi mest opholder os og hvor jeg tænkte det ville være mest sandsynligt at bruge den. Jeg kunne ikke rigtig se nogen andre steder hvor det ville give mening.	N4A
00:00:32.2	00:00:33.6	Det er også mest herude i køkkenet at vi er.	N4B
00:00:34.9	00:00:36.5	Har i flyttet på den undervejs?	I
00:00:37.2	00:00:39.5	Nej, den har stået der hele tiden.	N4A
00:00:42.5	00:00:47.8	Her nu efter den her første uge, hvad er så jeres førstehåndssindtryk af den?	I
00:00:48.6	00:01:03.3	Jeg har brugt den lige så lidt som jeg tænkte jeg ville bruge den. Jeg har prøvet den af et par gange i forhold til at spørge om vejret, men der er ikke sådan rigtig noget der sådan falder mig naturligt at spørge den om. Det er ikke sådan jeg tænker at det kan jeg bruge den til.	N4B
00:01:04.7	00:01:49.4	Altså jeg har heller ikke brugt den særlig meget som jeg havde forventet og så generelt synes jeg den er ekstremt lidt brugervenlig. Det er mere sådan hvad jeg tænkte at jeg skulle bruge den til var faktisk mere når jeg stod op om morgenens og sætte den til at spille radio, men det har ikke lykkedes mig endnu på 1 uge at få den til at spille radio, så jeg har egentlig også bare brugt den til at spørge den om trafikken og vejrudsigtene. Jeg har det også sådan lidt som N4B lidt svært ved at se et scenario hvor jeg rent faktisk kan bruge den til noget. Jeg opdagede da jeg sad og prøvede at få musikken til at virke at der var et punkt inde i appen der hed 'indkøbsliste' og tænkte at det var måske meget smart hvis man stod med hænderne fulde og skulle lave en indkøbsliste, men det er ikke noget vi har brugt. Så jeg har ikke rigtig været inspireret til noget.	N4A
00:01:49.2	00:01:55.9	Jeg tror også det er fordi der har vi allerede en metode der fungere meget godt. Altså hvor vi deler en indkøbsliste hvor man kan krydse af undervejs.	N4B
00:01:56.1	00:02:02.2	Med højtalerne ville man så også dele listen, men så skal man stå og sige det højt, men jeg tror bare at det er fordi man ikke bruger den teknologi eller at den er så fjernt.	N4A
00:02:03.2	00:02:23.7	Og så tror jeg også at det er det der med at vi ikke selv har anskaffet os den fordi vi havde et behov for det. Så ved man ikke rigtig hvad man skal bruge den til fordi vi på en måde er blevet påtvunget at teste den og skal finde ud af hvad den kan og finde ud af hvad vi kan bruge den til.	N4B
00:02:23.7	00:02:50.4	Og indtil videre er der ikke kommet noget aha hvor man tænker, 'nå' det var smart', fordi det er jo egentlig mest en gimmick hvor man kan spørge den om noget sjovt. Hvor man kan spørge den om vejret eller trafikken... og datteren synes det er mærkeligt når der pludselig er sådan en højtalér der snakker oppe på bordet, men det er ikke sådan at jeg har tænkt 'nå', netop fordi jeg havde tænkt at det jeg syntes var smart var at jeg kunne komme ned om morgenens og kunne sige 'start for noget radio' og når den så ikke kan det...	N4A
00:02:50.9	00:03:06.2	Nej, altså og så kan man sige..når vi så har spurgt den om vejret eller du har spurgt om vejret, så har den svaret på vejret i Risskov og i går svarede den så mig på vejret i Glostrup og da jeg så spurgte den om vejret i Køge, så lød det	N4B

		som om den sagde "Crew" og så blev jeg faktisk i tvivl om det overhovedet var Køge jeg havde fået vejret fra.	
00:03:06.2	00:04:04.8	Ja, det er det og der synes jeg virkelig der er nogle.. ikke fordi jeg... det er da imponerende at den kan det den kan, men det er ikke sådan at jeg bliver imponere over..altså jeg bliver nok bare lidt skuffet over at den så alligevel ikke er så god som man så tænker.. fordi den netop har de der fejl og netop også da jeg spurgte den om vejret den første gang. Det er som om at den har opfattet lokationen som om at den står i Risskov. Øhm.. og når jeg så efterfølgende spørger om vejret i 'Copenhagen' siger jeg så, fordi den forstår jo stadig ikke Køge, men den har stadig ikke forstået og det der undre mig at inde i app'en har den registreret at hjemmeadressen er her og min arbejdsadresse kender den og derfor kan den åbenbart også fortælle mig om trafikken. Derfor forstår jeg bare ikke hvorfor den ikke kan fortælle mig vejret omkring min hjemmeadresse. Det burde den jo gøre. Så den er sådan lidt tung at danse med syntes jeg.	N4A
00:04:04.8	00:04:12.5	Er det korrekt forstået at jeres indtryk af det er blevet værre eller er det blevet bedre eller har det ikke ændret sig?	I
00:04:12.5	00:04:15.2	Det er det samme for mit vedkommende.	N4B
00:04:15.2	00:04:17.4	Ja, jeg syntes ikke at det er blevet bedre.	N4A
00:04:17.4	00:04:17.7	Det er ikke sådan at jeg har fået en aha oplevelse.	N4B
00:04:17.7	00:04:52.8	Nej, altså nej.. for mig er det nok også lidt det samme. Den tendere måske lidt til den negative side, men det er mest på grund af brugeroplevelsen som jeg syntes er kompliceret og måske kan godt have noget at gøre med at man måske er blevet påtvunget at teste den, hvor hvis jeg måske selv havde væretude og købe den, så havde jeg måske også gået mere på nettet og søgt på hvordan man kunne få det til at virke. Nu prøver man bare lidt og kører rundt i appen og når det så ikke virker, så gider man sgu ikke. Nu har man brugt 1 time på at sætte det op og har søgt på et eller andet og så virker det ikke, så gider man sgu ikke mere.	N4A
00:04:56.0	00:05:00.0	Vil det sige at den holdning i havde til det indeni testede det, den er uaendret?	I
00:05:00.0	00:05:01.8	Ja! det er det faktisk. Det var egentlig det jeg havde forestillet mig.	N4B
00:05:01.8	00:05:07.1	Ja, det vil jeg sige. Det er jeg fuldstændig enig i.	N4A
00:05:08.1	00:05:12.9	Hvilke funktioner har i så opdaget? Hvað har i fundet ud af at den kan?	I
00:05:13.9	00:05:17.4	Den kan fortælle om vejret, nogle gange der hvor man er.	N4B
00:05:17.4	00:05:18.9	Og fortælle en joke kunne den også en dag.	N4A
00:05:18.9	00:05:22.9	Ja, det er rigtigt!	N4B
00:05:22.9	00:05:32.1	Altså vi har prøvet trafik, vejret og en joke. Det er det jeg har brugt den til faktisk.	N4A
00:05:33.9	00:05:34.9	Ja, og så musik ik, men som så ikke fungerede.	N4B
00:05:38.1	00:05:39.3	Hvorfor fungerede det ikke?	I
00:05:39.3	00:06:11.7	Jamen altså for det første, radioen kunne den ikke finde. Der skulle den bruge en app som jeg downloaded og det kunne den stadig ikke finde ud af. Hvis man så skal spille musik så skal man have enten en google profil eller youtube skal man have premium abonnement, som man ifølge app'en skal man have en youtube premium abonnement for at den kan det. Så det er også sådan en hvor jeg er gået lidt kold på at prøve at få den til at spille et eller andet musik.	N4A
00:06:12.0	00:06:12.7	Har i Spotify?	I
00:06:12.7	00:06:14.1	Ja.	N4A
00:06:14.1	00:06:14.2	Og det ville den heller ikke?	I
00:06:14.5	00:06:33.1	Det har jeg ikke prøvet. Jeg kunne godt forestille mig det ville virke, men der har jeg ligesom også bare tænkt.. nå' okay, fordi den er ikke umiddelbart listet inde i app'en. Der er ligesom 3 options inde i musik i app'en som man kan vælge. Det er Google Play konto, som jeg ikke har. Youtube som tilsyneladende skal have premium og så er der en der hedder andre musiktjenester. Og hvis man ligesom aktivere den, som jeg prøvede at gøre -	N4A

		faktisk troede jeg at når jeg hentede den der radio app ned, der der 'Tune In' som den ligesom skulle kunne spille fra, at den så ville komme ind i den liste, men den kommer ikke nogen steder hen. Og når jeg rent faktisk beder den om at spille fra Tune In, så siger den at den radio station eksistere ikke på Tune In. Så det er som om at den godt ved at jeg gerne vil spille noget fra et eller andet men det lykkedes ikke rigtigt. Og så syntes jeg faktisk en generelt ting, som er til forskel fra Siri, tror jeg i hvert faldet for jeg bruger det ikke så meget. Som jeg sagde i det første interview så er det ikke en teknologi vi bruger særlig meget. Men jeg synes det er super irriterende at man skal sige 'Hey Google' hver gang. Altså når man ligesom har indledt dialogen så at skulle starte forfra. Det syntes jeg er idiotisk. Altså at der skulle ligesom være sådan 10 sekunder og hvis der er stille, så skal man starte forfra. Det er noget af det jeg syntes føles ekstra dumt, altså i forhold til at vi i forvejen er nogle typer hvor vi syntes det er lidt mærkeligt at snakke med en højtalere, så syntes jeg det er en åndssvag teknologi at man ligesom skal starte forfra for hver sætning. Det burde blive udviklet til at man kan stille den flere spørgsmål på én gang eller i forlængelse uden at skulle sige 'Hey Google' hver gang. Det er faktisk en ting der har irriteret mig lidt at for eksempel når jeg har spurgt den om vejret og den har svaret at det er i Risskov, så vil jeg gerne kunne sige 'Nej, det skal være i København eller Køge' og der skal man ligesom starte forfra. Den blev også ved med at fortælle mig.. eller det tror jeg måske den har rettet til.. den blev ved med at fortælle mig temperaturen i fahrenheit. Så bad jeg den om at fortælle mig temperaturen i celsius og så skulle man sige 'Hey Google...' og så sagde den det i celsius, men næste gang den skulle fortælle mig vejret, så var det i Fahrenheit igen. Så sagde jeg til den at jeg gerne ville have den temperaturen i celsius og så svarede den 'Jeg har nu registreret at du foretrakker celcius'. Jeg har faktisk ikke spurgt den efterfølgende om den ligesom har gemt den indstilling. Hvis ikke den har det, så syntes jeg det er meget talentløst.	
00:06:33.5	00:08:34.0	(N4B begynder at små grine)	-
00:08:35.7	00:08:36.4	Er jeg for meget negativ?	N4A
00:08:36.7	00:08:36.8	Nej nej	N4B
00:08:36.7	00:08:41.3	Man må gerne give sin ærlige mening. Men måske du også kan prøve at se om man kan indstille det i app'en?	I
00:08:41.3	00:09:44.7	Ja, igen tror jeg også bare at selvom det egentlig er Google's app som jeg egentlig syntes at deres fungere ret godt, så synes ikke at den her app er særlig brugervenlig. Hvor jeg for eksempel syntes... jeg ved godt at Sonos ikke kan det samme, jo hvis du har den der nye Sonos højtalere som vi ikke har. Men Sonos er bare meget mere strømlinet brugeroplevelse. Google's app er ret svær at finde rundt i syntes jeg. Der burde være sådan en opsætnings ting, som var sådan en quick-start guide med 10 punkter man kørte igennem og så kørte alle de basale ting hvor man havde indstillet alle de der begynder fejl som lokation og så videre. Og det er måske i kraft af at den bruger min Google konto som jeg ikke bruger særlig meget, at hvis man bruger sin Google konto meget og har alle sine informationer detaljeret i den, kan det godt være at det kørte bedre. Men fordi jeg på mit Google kort hver dag kører herfra og til arbejde, så kunne den i hvert faldet finde hjemme- og arbejdsadressen, så den havde jo egentlig ret mange informationer alligevel.	N4A
00:09:47.8	00:09:56.0	De her funktioner i har fundet ud af, er det noget i har læst jer til online eller er det noget i bare har fundet ud af ved at spørge den eller har i kigget i app'en?	I
00:09:56.0	00:09:58.0	Vi har fundet ud af det ved at spørge den.	N4B
00:09:59.5	00:10:29.2	Ja, fordi man tænker jo egentlig bare at den jo burde kunne svare på det hele og så siger den det. Så det er egentlig ikke sådan at vi har undersøgt hvad man kan spørge den om. Der har man ligesom bare prøvet. Ligesom den ene dag hvor jeg blev så træt af at den ikke rigtig kunne finde ud af det, at jeg sagde 'Prøv at fortæl mig en vittighed'. Og så svarede den.. jeg kan ikke rigtig huske hvilken, men så lige pludselig svarede den på det. Der får man jo også bekræftet at den jo bare registrerer.. altså den fungere.. nogen	N4A

		gange siger den det også hvis den ikke forstår det eller at den er ved at lære det.	
00:10:29.2	00:10:30.8	Hvilken funktion har i brugt mest?	I
00:10:30.8	00:10:31.7	Vejret.	N4B
00:10:31.7	00:10:34.7	Ja, helt klart vejrudsigen.	N4A
00:10:35.7	00:10:41.2	Hvornår på dagen har i brugt den mest? Hvornår har det mest været i brug?	I
00:10:41.9	00:10:42.0	Om aftenen.	N4B
00:10:42.7	00:10:44.7	Ja, det vil jeg sige at det er det nok.	N4A
00:10:44.7	00:10:54.8	Jeg har brugt den mest i forhold til at skulle finde tøj til datteren for eksempel. Så det har været inden man skulle i seng, så har man lige spurgt den om vejret imorgen og spurgt den om temperaturen og for at finde ud af hvor koldt det blev.	N4B
00:10:54.8	00:11:07.4	Det er jo en funktion som vi bruger hver dag på telefonen, så det er ikke fordi den kan noget andet, så ville man jo bare åbne vejr app'en på telefonen i stedet for.	N4A
00:11:07.9	00:11:11.2	Okay, og hvem har så været den primære bruger af den? Hvem har snakket mest med den?	I
00:11:11.4	00:11:16.3	Det har jeg... (kort tænkepause).. som sædvanlig kan man sige, ik?	N4A
00:11:17.1	00:11:18.7	Hvordan kan det være at du er den primære bruger?	I
00:11:20.0	00:11:59.0	Det tror jeg sådan, som vi også snakkede om i det første interview at det er interessen. Helt klart teknologi interessen for min side og det der med at prøve nye ting af og så kan man sige, så er det selvfølgelig også i kraft af at vi er i en testperiode hvor hvis jeg bare havde altså, selv havde købt den, havde jeg købt den af interesse, men hvis den stod et sted, hvis nu vi kom på besøg hos nogen, så ville jeg ikke bruge den. Så det er også i kraft af at vi ligesom er sat i en situation og er påduttet at vi ligesom skal prøve at teste den af, at man spørger den om nogen ting. Ellers ville jeg nok bare tage min telefon og tjekke det dér i stedet for.	N4A
00:12:00.0	00:12:02.2	Har der været nogen tidspunkter hvor i har brugt den sammen?	I
00:12:03.4	00:12:21.8	Ja, det gjorde jeg der den første gang hvor du spurgte den om vejret i København og så spurgte jeg om vejret i Køge, hvor den så fortalte mig at jeg skulle sige det der...Hey Google inden.. Det er faktisk det eneste tidspunkt, tror jeg.	N4B
00:12:22.2	00:12:26.0	Okay, ellers har i brugt den hver for sig eller individuel brugt den?	I
00:12:26.0	00:12:26.8	Ja.	N4A
00:12:28.3	00:12:28.4	Ja, det har vi.	N4B
00:12:29.6	00:12:49.6	I har allerede været lidt inde på det når i snakker om vejret, at i normalt tjekker det i app'en, men har den ellers måske ændret eller trådt i stedet for nogle vaner i har på andre devices? Ikke ment helt at erstatte, men ligesom er blevet brugt til det samme formål?	I
00:12:50.2	00:13:01.1	Altså der med vejret har den, ik? Og så har du (N4A) prøvet i forhold til musik at starte musik, men fordi det ikke rigtig er lykkedes, så har det ikke taget over, men ellers tænker jeg det godt kunne gøre det og være blevet brugt i stedet for.	N4B
00:12:58.0	00:13:00.9	Men er det noget du (N4A) altid gør?	I
00:13:01.1	00:13:37.7	Ja, jeg hører altid radio om morgenén når jeg kommer ned for at høre nyheder og bare for have sådan lidt stemning og sådan noget. Derfor tænkte jeg at det da kunne være meget sjovt, hvis man kunne komme ned og så bare bede den om bare at starte det, men nu har der faktisk været en 3-4 morgener, ej det passer ikke.. måske en 2-3 morgener hvor jeg så har sidset i stedet for at høre radio, så har jeg sidset og bækset med app'en for at prøve at få det til at virke og så har jeg simpelthen bare givet op nu. Så nu har jeg haft en morgener hvor der bare har været stille og så har jeg startet den sædvanlige Sonos radio. Jeg syntes simpelthen det er for kompliceret til at virke til at man ligesom gider at bølle mere med det. Så man giver lidt op på teknologien, vil jeg sige.	N4A
00:13:41.8	00:13:43.4	Du (N4A) plejer da ellers at være rimelig skarp til det der.	N4B

00:13:43.4	00:14:06.0	Ja. Igen, tror jeg også det er lidt i kraft af egen interesse fordi jeg har det sådan lidt det der at jeg syntes det er lidt et mystisk produkt. Så har man måske ikke helt samme engagement hvis jeg selv havde givet X antal tusinde kroner for enheden, så ville jeg måske gå endnu længere for at få den til at virke, for eksempel ved at søge noget Youtube eller Fora eller sådan noget. Hvor nu prøvet man ligesom bare de guides der findes.	N4A
00:14:07.0	00:15:40.1	Men i forhold til hvad den kan, har vi her en liste over ting den kan og ville lige nævne dem for at høre om det er noget i har fundet ud af at den kan. Her står der for eksempel at man kan sætte en timer på den, når i står og laver mad. I kan sætte en alarm og i kan få den til at minde jer om ting - for eksempel på bestemte tidspunkter skal den minde jer om dét og dét. Og så har du (N4A) så ikke fået det til at virke, men i kan også spille musik på den, både fra Spotify og ved radio. Så kan i spille youtube video fra den på fjernsynet i så fald at i har en Chromecast, men i har jo så smart TV og ved at i har et smart TV kan i få den til at tænde og slukke for tv'et. I kan spørge den om opskrifter og i kan få vejret informationer og nyheder, som i allerede har fundet ud af. I kan lave en shoppingliste som du (N4B) også fandt ud af. I kan bruge den som en lommeregner og få den til at omregne målestokksforhold eller cm eller currency. I kan bruge den som ordbog og i kan få den til at stave ord. Så er der også det her med, som i har fundet ud af at den kan fortælle en joke og der findes også spil på den. Der er noget Trivial Pursuit spørgsmål og noget musik quiz. Så kan den det her med at den også kan lave dyrelyde.	I
00:15:40.2	00:15:43.0	Nå' det må vi jo prøve med (datteren).	N4B
00:15:43.0	00:15:43.8	Ja. det skal vi prøve.	N4A
00:15:43.8	00:15:45.9	Og så kan den faktisk også tage skylden for en prut.	I
00:15:45.9	00:15:48.1	Nå' haha.. fedt.	N4B
00:15:48.9	00:15:50.4	okay.....smart.	N4A
00:15:50.4	00:15:52.8	Nu ved jeg ikke om den er tændt. Er den sat til nu?	I
00:15:53.0	00:15:53.4	Ja.	N4A
00:15:54.6	00:15:58.4	"Hey Google, did you fart?"	I
00:15:59.6	00:16:02.5	"Even if you smell it, I'll take the blame for doing it"	Google
00:16:02.5	00:16:04.1	hahaha...	N4A
00:16:03.1	00:16:09.0	Og nogen gange kan den også sige "yeah, that was me". Så det er meget forskelligt. Det kan den også godt.	I
00:16:12.2	00:16:22.7	Vi har snakket lidt om det og i har selv været lidt inde på det sidst vi talte om i forhold til smart home technologies, så kan den altså også styre en ringeklokke eller et kamera eller en alarm.	I
00:16:24.0	00:16:35.9	Ja, og det tænker jeg jo også er smart hvis den ligesom kan have hele systemet til at køre sammen. Det gør det jo ikke rigtig her, så der vil den ikke... Men jeg syntes da allerede af de funktioner du lige har nævnt, er der da nogle ting som vi lige skal prøve at teste af nu her i uge 2.	N4A
00:16:37.3	00:16:42.9	Og det er det der er formålet med at nævne det nu, i tilfælde af at i ikke selv har opdaget det, får i ikke afprøvet de funktioner, som i så kan prøve af nu her i uge 2 og se om det har en anden virkning.	I
00:16:42.9	00:16:54.2	Jeg har et sidste spørgsmål - hvordan er det gået med at udfylde dagbogen? Er det gået okay? Er det en okay metode at bruge?	I
00:16:54.2	00:17:05.2	Ja, altså man kan sige at den er jo ikke særlig udfyldt fordi jeg har beskrevet den.. eller den dag hvor den er mest fyldt ud er den første dag hvor jeg beskriver alle de opstarts problemer der er og ellers har vi bare noteret de spørgsmål vi har stillet den.	N4A
00:17:06.8	00:17:08.7	Ja, og hvad den gjorde rigtigt og hvad den gjorde forkert.	N4B
00:17:08.7	00:17:15.2	Ja, så må kan jo sige, at de dage hvor vi ikke har brugt den, der er den jo blank. Så det fungere fint nok med at udfylde den.	N4A
00:17:15.2	00:17:39.3	I må også meget gerne skrive på nogle af de dage hvor den er blank, hvorfor i ikke har brugt den.. for eksempel at vi har ikke været hjemme eller vi har ikke vidst hvad vi skulle spørge den om eller nævne hvordan i har kommunikeret med den og hvad i har spurgt den om eller måske hvad tid på	I

		døgnet i har snakket med den. Det ved jeg godt at det har vi snakket om nu her i interviewet, men det er også noget så vi måske kan se et mønster hvor tingene er sket eller om i har tabt interessen. Så det må i også meget gerne notere i den.	
00:17:39.6	00:17:41.2	Ja, okay.. det skal vi huske.	N4A
00:17:41.3	00:17:47.1	Så har jeg ikke flere spørgsmål for nu, så i skal have tak for jeres tid og jeres svar.	I

L.3 - N4, Interview 3 Transcription

24. September 2018, Køge

Start Time	End Time	Transcript	Speaker
00:00:00.0	00:00:17.5	Hvad er jeres afsluttende eller sidste indtryk af højtaleren efter at have haft den nu i 2 uger?	I
00:00:18.2	00:00:29.2	For mig er det bare uændret. Altså der er måske nogle sjove gimmicks, men jeg har ikke set noget brugbart altså ikke noget hvor jeg tænker at jeg skal ud og erhverve i en smart højtaler.	N4A
00:00:29.9	00:00:39.2	Nej, altså den kan noget andet eller noget mere måske end jeg måske havde tænkt at den kunne, som ja..	N4B
00:00:39.2	00:00:41.6	Altså det vi ubetinget har brugt den mest til det er at lave sjove dyrelyde med datteren.	N4A
00:00:41.6	00:00:43.5	Ja, men det tror jeg er fordi datteren har syntes det har været sjovt.	N4B
00:00:43.9	00:01:05.3	Det er selvfølgelig også i kraft af hvor vi er henne. Hvis vi ikke havde en baby, ville vi måske prøve nogle andre ting. Det ved jeg ikke. Jeg synes ikke at det har ændret sig for mig fra start til nu. Så er det i hvert faldet meget lidt, men ikke til at jeg tænker at det er noget der gør vores hverdag lettere eller noget jeg ikke kan leve uden.	N4A
00:01:05.3	00:01:10.5	Nej, altså det er smart også det der med lyset. Det er smart at man kan tænde og slukke.	N4B
00:01:10.5	00:01:36.7	Ja, men det syntes jeg bare... men det har jo ikke noget med højtaleren at gøre det kan man jo også.. det er jo det samme med at jeg aldrig har fået den der lampe til at virke med Google Home, hvorimod Apple's Home Kit fungerede fint. Der kan man sagtens styre det fra telefonen og hvis man nogensinde skal have sådan noget trådløst lys så tror jeg også at jeg personligt ville have det lettere ved at trykke tænd/sluk end at skulle sige tænd/sluk. Men det er helt tilbage til hele den der følelse jeg har med at jeg syntes det er specielt at snakke med en kunstig ting.	N4A
00:01:39.7	00:01:48.1	Men fra 2. uge og indtil nu... sidste gang vi snakkede sammen var i mere skeptiske og syntes den kunne ikke rigtig noget eller har i fundet ud af mere den kan nu?	I
00:01:48.1	00:01:53.7	Nej, altså vi prøvede nogle af de ting som i foreslog under midtvejsinterviewet.	N4A
00:01:54.4	00:02:02.0	Altså bare for at prøve det af, ik. Det kunne da være meget sjovt, men ikke sådan at man fik det inkorporeret i sin hverdag og tænkte nå' men nu skal jeg lige huske at bruge den.	N4B
00:02:02.0	00:02:08.9	Lige præcis. Altså øhm.. der er dyrelydene som er sjove, men så syntes jeg bare der har været utrolig mange stopklodser.	N4A
00:02:08.9	00:02:10.4	Ja, men vi fik da radioen til at virke, ik.	N4B
00:02:10.4	00:02:55.5	Ja, præcis. Den fik vi til at virke. Men den jeg gav også op på fordi at så blev den ved med at spille P3, selvom man sagde P4 og til sidst måtte jeg sige det virkelig langsomt og da den så 3 gange havde startet P3 så blev jeg så irriteret så jeg stoppede den. Så næste gang prøvede jeg igen og efter et par forsøg fik jeg den så til at virke. Altså den starter P3 i stedet for P4. Altså det er jo ikke fordi det lyder særlig identisk syntes jeg, men altså ja.. Jeg syntes virkelig der er nogle for mig er der nogle irritationsmomenter, som gør at jeg sådan giver op på den fordi det er sgu også for irriterende. Det er ikke	N4A

		særlig flydende. Havde det været mere flydende havde man måske brugt den mere. Ellers det er jo svært at svare på.	
00:02:55.5	00:02:58.7	Ja, men det er dit (N4A) indtryk at du så ville have brugt den mere?	I
00:02:58.7	00:03:41.9	Det er et bud i hvert faldet. Det er selvfølgelig klart at hvis den havde lettede hverdagen eller at det havde været meget lettere, kan det godt være at vi havde brugt den mere. Der har været mange irritationsmomenter når man skulle bruge den og så også musik quizzen som vi skulle prøve at starte hvor den også begyndte på det med at spille intromusik og så stoppede det fordi vi ikke havde kodet noget ind. Så burde den jo så komme op og sige 'for at kunne starte det her, skal du introducere en musikkonto på en eller anden måde'. Der siger den bare 'det er ikke tilgængeligt lige nu', hvor jeg forestiller mig at der kan være mange brugere der kan blive tabt, men jeg gætter mig også bare til det, at det er derfor den ikke gik videre med musik quizzen, fordi man ikke har kodet en Spotify eller google et eller andet konto med musik ind.	N4A
00:03:42.3	00:03:43.8	Men det lykkedes ikke med Spotify?	I
00:03:43.8	00:03:44.6	Jeg har ikke prøvet med Spotify.	N4A
00:03:46.2	00:03:59.7	Okay.. hmm.. Øhm.. I har lidt været inde på det, men har i opdaget eller prøvet nogle nye funktioner siden sidst vi talte sammen?	I
00:04:00.7	00:04:03.6	Ja vi har ikke opdaget nogle nye, men vi prøvet nogle nye.	N4A
00:04:03.6	00:04:09.3	Jo, vi har da opdaget nogle nye. Altså fordi vi fik dem at vide, så prøvede vi dem, særligt dyrelydede.	N4B
00:04:09.9	00:04:34.7	Ja ja, det var jo ligesom nogle forslag til nogle ting. Det er ikke noget vi har opdaget af os selv som i gad vide om den kan det her og så prøver vi. Altså det er nogle input vi har fået til nogle måder man kan prøve at bruge den på og det har vi gjort. Så som dyrelyde og ja, radioen fik vi til at virke og musik quizzen prøvede vi at få til at virke og så har vi så prøvede at få den til at styre lyset men det lykkedes ikke.	N4A
00:04:40.2	00:04:42.5	Hvad for en funktion har i brugt mest?	I
00:04:43.8	00:04:44.5	Øhm.. dyrelyde.	N4A
00:04:44.5	00:04:45.6	haha.. ja.	N4B
00:04:46.3	00:04:59.3	Jeg tror også det er fordi den, kan man sige, der virker den også hver gang selvom den nogen gange tager fejl af en 'duck' og en 'dog', men altså det er jo så også med en udtalelse med hvor tydeligt man siger det. Men der kan den jo gå ind og finde nogle lyde uden at den skal være koblet op til noget, så der får man ret hurtigt...	N4A
00:04:59.3	00:05:13.1	Ja, og så tror jeg også det er fordi vi fik en funktion i vores hverdag, fordi den underholdt datteren imens jeg lavede mad eller et eller andet, fordi så kunne man lige sige samtidig med at man lavede mad, at så var hun underholdt på en eller anden måde.	N4B
00:05:13.5	00:05:14.4	Og var hun underholdt?	I
00:05:14.4	00:06:09.4	Ja ja, hun syntes det er sjovt. Hun peger jo på den og vil ligesom gerne have at den bliver aktiveret med lyde. Hun forstår godt hvad den kan nu. Altså at man kan få nogle lyde ud af den. Så hun kigger på den og syntes det er mærkeligt når der er en højtalér der pludselig står og snakker. Men jeg tror også det er i kraft af at vi ligesom er blevet testpersoner. Vi har jo ikke aktivt selv gået ud og købt den, så vi har prøvet ligesom at bruge den kunstigt som testpersoner for ligesom at kunne komme med noget feedback, men det er ikke noget der ligesom.. Det har ikke givet mening - Det har ikke boostet til at vi ligesom selv er gået videre med det. Det har ligesom været forbundet til 'Nå okay, vi må også heller lige prøve også at se den her funktion an. Så det har ikke været sådan noget der har lettet vores hverdag på den måde. Det har egentlig mere været sådan fordi vi er testpersoner bliver vi nødt til at prøve at bruge de her funktioner.	N4A
00:06:09.4	00:06:13.1	Har i på noget tidspunkt brugt den sammen?	I
00:06:14.0	00:06:16.4	Ja, altså med dyrelydene sammen med datteren.	N4A
00:06:16.4	00:06:19.3	Ja, og med vejret, ik. Der i starten af forløbet.	N4B
00:06:20.9	00:06:22.4	Ja, det er rigtigt.	N4A

00:06:24.9	00:06:33.4	Og hvordan syntes i det har påvirket kommunikation, både socialt men også hvordan i har kommunikeret med den.	I
00:06:34.0	00:06:39.3	Det er jo blevet.. altså jeg føler det er blevet mere naturligt i kraft af at vi begge to har gjort det.	N4B
00:06:40.2	00:06:58.6	Altså, at snakke med en højtaler.. nåh, ja..ja, det er rigtigt, men jeg syntes ikke det har påvirket noget ellers syntes jeg...kommunikationsmæssigt. Men jeg forstå ikke helt.. prøv at forklar spørgsmålet. Jeg er lidt i tvivl om der menes kommunikationen til højtaleren eller...	N4A
00:06:58.6	00:07:06.8	Jamen, det er egentlig mere ment om det har påvirket den måde i kommunikere tilsammen på. Altså ikke fordi jeg tænker at i pludseligt går ind og siger "Hey N4B, gør lige sådan her" eller "Okay, N4B".	I
00:07:09.6	00:07:11.1	Nej, men altså er det vores kommunikation indbyrdes eller?	N4A
00:07:11.3	00:07:11.6	Ja.	I
00:07:12.4	00:07:18.3	Jamen, det er uændret synes jeg, fordi vi har jo bare snakket til højtaleren for at prøve at få noget ud af den.	N4A
00:07:18.9	00:07:21.3	Har den været samtaaleemne mellem jer?	I
00:07:23.3	00:07:24.6	Ikke særlig meget vil jeg sige.	N4A
00:07:24.6	00:07:27.4	Nej, så har det kun hvis der har været noget der ikke har fungeret, ik?	N4B
00:07:28.4	00:07:29.8	Ja, lige præcis.	N4A
00:07:31.5	00:07:46.1	Ja, og så når man snakker om sådan 'prøv at sig sådan i stedet for' eller 'prøv at gør det', men ikke som sådan i forhold til at gud hvor smart at den også kan det og smart at den kan det eller irriterende at den ikke kan det.	N4B
00:07:46.1	00:08:26.6	Men jeg tror også fordi den funktion som jeg kan se bedst i en højtaler, og som ligger i ordets forstand, er at man skal kunne afspille en lyd, i form af eksempel musik, men fordi vi allerede har et komplet musik system, hvis vi ikke havde haft det, havde vi måske spillet mere musik på den i virkeligheden, ik. Eller hvis vi ikke havde haft musik i køkkenet i forvejen, så kan jeg forestille mig at den musik havde været aktiveret mere, men fordi at hver gang man skulle bruge den, så har den spillet noget forkert, så har man tænkt 'jeg prøver lige igen', men så hælder jeg mest til det der så virker. Så jeg tror faktisk også at hvis vi ikke allerede havde haft et musik system som virkede dér hvor højtaleren er placeret, så havde vi måske brugt den mere. Det er i hvert faldet den funktion der giver mest mening for mig at bruge den til umiddelbart, det er musik afspilning.	N4A
00:08:28.8	00:08:41.9	Har i en fornemmelse af at den har ændret nogle af jeres rutiner eller vaner, som morgenrutiner du gjorde, som den kunne bidrage med eller gøre i stedet for?	I
00:08:41.9	00:09:21.8	Nej, nej, altså man kan sige, jeg har prøvet nogle morgenene at spørge den om trafikken på vej til arbejde og der bruger jeg jo alligevel google maps, det er jo lidt den samme og på en eller anden måde for mig er det bare mere troværdigt at jeg kan se det. Jeg har ikke helt troværdighed til det den siger til mig på den måde at når jeg ser et Google kort, så tegner den en streg og viser at det er den her rute og viser også et alternativ, men så er det fordi der er kø eller et eller andet, hvor den fortæller dig jo ikke.. den siger bare at det her er den hurtigste rute. At E20 motorvejen er den hurtigste rute. På en eller anden måde så føler jeg lidt at jeg mangler lidt mere information.	N4A
00:09:24.4	00:09:26.0	Altså i forhold til hvor det sådan klokker til eller hvad?	N4B
00:09:26.0	00:09:41.1	Jah, det ved jeg ikke. Det er jo ikke fordi jeg syntes den skal sige noget mere. Det er bare personligt for mig mere troværdigt at jeg lige kan se det på et kort. Jeg bliver også sådan hele tiden i tvivl om ved den egentlig hvad det er for en destination den tjekker.	N4A
00:09:41.3	00:09:43.9	Så du stoler ikke på det den kommer med?	I
00:09:44.9	00:10:26.6	Jo jo, det er ikke fordi.. det er jo ikke sådan.. altså når jeg ser et kort, så kan jeg sige okay destinationen er korrekt. Det er min arbejdsplads den har sat til destinationen. Højtaleren spørger jeg jo bare 'hvad er trafikken på vej til arbejde' og så siger den 'trafikken er mellem moderat og det tager 50 minutter af E20', men jeg er jo ikke 100 % sikker på at vi snakker om den samme destination, når den bare siger 'arbejde', eller at den tager den rute som jeg regelmæssigt også tager, som jeg ved højst sandsynligt er den	N4A

		rigtige. Det er jo ikke fordi jeg betvivler det, men der er bare sådan en troværdighedsting for mig personligt, som gør at jeg nok alligevel nok altid ville tjekke det. Hvis det var meget vigtigt, så ville jeg altid nok tjekke det.	
00:10:26.9	00:10:36.7	(datteren tager opmærksomheden fra interviewet)	-
00:10:36.7	00:10:39.5	Har der været en periode hvor i slet ikke har brugt højtaleren?	I
00:10:39.5	00:10:42.3	Ja, der har været. Der er nogle blanke dage i vores dagbog.	N4A
00:10:42.3	00:10:45.3	Ja, jeg vil sige at der er flere blanke dage i min dagbog end der er aktivitet.	N4B
00:10:45.3	00:11:16.2	Altså jeg har prøvet sådan at bruge den netop fordi vi ligesom er.. det har ikke været naturligt for os og det er i kraft af at være testpersoner at vi har prøvet at gøre et eller andet. Så jeg har også prøvet nogle dage ligesom at spørge den om et eller andet trafik, vejr eller sådan noget, som er kunstigt fordi det ville jeg aldrig gøre. Det kan højtaleren så alt er på et eller anden måde kunstigt. For det første har der været dage hvor vi har haft travlt og ikke haft brugt den og for det andet har der været dage hvor vi ikke har været hjemme. Så på den måde har der været dage hvor vi slet ikke har brugt den.	N4A
00:11:16.2	00:11:31.9	Okay, hvordan kunne højtaleren blive forbedret i jeres holdning også måske i forhold til at den skulle være mere aktuel for jer at overveje at have.	I
00:11:31.9	00:12:42.8	Altså, jeg synes der er mange ting og jeg kommer måske også til at lyde meget negativ, men jeg synes faktisk.. nu ved jeg ikke hvad den koster, men jeg synes faktisk ikke at den er speciel funktionelt på nogen måde. Umiddelbart er lyden ikke speciel god i forhold til Sonos. Jeg ved ikke hvad prisen er i forhold til en Sonos højtaler. Altså den er jo ikke dårlig, men jeg synes ikke at den er god i sammenligning med en Sonos. Og så synes jeg at der er nogle generelle brugerting, som er elendige altså i forhold til at det er så stort et firma der har lavet den. For det første synes jeg at opsætningen ikke er særlig flydende. Der burde være sådan en quick-ting, ligesom med Sonos, hvor man sætter nogle ting op. Det er ikke fordi det er svært, men jeg betragter mig selv som rimelig inde i teknologi og opsætning og jeg synes ikke at det sådan var flydende let. Det første irritationsmoment jeg havde var det der med at man ikke kan svare den, men at man skal sige "Hey Google" hver gang. Det synes jeg er idiotisk. At når man ligesom har indledt en samtale så burde der være en eller anden buffer på at du kan svare den inden for 45 sekunder og så har vi stadig den her samtale kørende, men i stedet nulstiller den hele tiden. Det synes jeg er irriterende. og så synes jeg..	N4A
00:12:43.0	00:12:55.9	Jeg synes at udtalen er et problem.. eller hvad man kan sige.. ikke udtalen eller hvad man nu skal kalde den, men det er også i forhold til hvad jeg har brugt den til om det er fordi den er sat op til engelsk og at den ikke kan dansk, at jeg var i tvivl om den overhovedet sagde 'Køge'.	N4B
00:12:57.0	00:13:22.9	Ja, jamen altså det er netop at der er mange fejl og det tror jeg netop at hvis opsætningen havde været mere flydende og at man havde gået igennem 30 punkter. Altså man sætter den jo op med en google konto, hvor der har den jo informationerne, men at den så bekræfter at din hjemmeadresse er her. For jeg er nødt til at gå ind og tjekke hvad har den egentlig af informationer omkring min hjemmeadresse, for når jeg spurgte den om trafikken til arbejde, vidste den så hvor arbejde var henne. Når vi spurgte om vejret, sagde den vejret i Risskov og hvor fanden har den nu det fra? Det er jo slet ikke i nærheden eller noget.	N4A
00:13:23.7	00:13:42.0	Apropos vejret, der nævnte du (N4A) sidst vi talte sammen, at du havde spurgt den om vejret og den blev ved med at sige Fahrenheit og der sagde du så at du bad den om at få temperaturen i celsius og den svarede 'jeg har nu registreret at du foretrakker celcius' og at du så ville prøve at høre den om det nu om den så havde gemt den indstilling. Har du undersøgt det?	I
00:13:42.0	00:15:40.5	Ja, det har jeg faktisk fuldstændig glemt at bruge vejrudsigen, så jeg har faktisk ikke tjekket det. Men der må jeg sgu ærlig talt.. det ville selvfølgelig have været ret interessant at gøre, fordi hvis den ikke havde gemt det, så ville det have været direkte idiotisk at den siger det. Fordi der svarede højtaleren mig og sagde 'Okay, jeg har hermed registreret at du foretrakker at få temperaturen i celsius'. Jeg kan ikke forestille mig andet, men jeg kan ikke bekræfte det, for jeg har ikke fået brugt vejrudsigen efter det. Men jeg synes der er... som sagt så synes jeg.. jeg ved ikke om det er fordi at vi som testpersoner ikke er super åbne overfor det, men at vi ligesom bliver påtvunget det, men jeg synes virkelig der var mange irritationsmomenter i	N4A

		opsætningen og at man skal sige 'Doctor' for at få den til at spille DR, som i kunne fortælle os om. Ellers havde jeg aldrig fået den til at spille radio. Jeg synes der er nogle basale ting som den har svært ved. Jeg tænker i hvert faldet også, hvis jeg forestiller mig at de gerne ramme folk som ikke er meget passioneret, altså hvis man virkelig gerne vil have Google Home, så sætter man sig meget ind i det og går på Youtube og finder ud af at hvis den ikke kan finde ud af det, så gør man dit og dat. Men prøv at forestil dig hvis ens forældre skulle have den og ville prøve at bruge den... altså der skulle ikke være mange stopklodser for at nogen ville give op og ikke gad at bruge den. Hvor jeg føler at en Sonos højtalder for eksempel har sådan en interface hvor den siger, at når du skal sætte den op, skal du sætte stikket i og så skal du trykke på den her knap og så skal du lige indtaste din konto og så kører det og så kører det 9 ud af 10 gange. Der tror jeg virkelig de ville vinde meget ved at putte de der ting ind og sørge for at de der funktioner var der. Det er i hvert faldet bare mit bud. Jeg synes virkelig at den havde nogle startvanskelligheder og igen, jeg ved jo ikke om hvis jeg virkelig havde været interesseret i at have en højtalder eller havde sat mig mere ind i det og dykket virkelig mere ned i opsætningen, men det syntes jeg bare ikke det burde kræve. Når man har en smart højtalder burde der virkelig være en sådan ud-af-boxen quick-guide set-up og så kører alle de ting bare. Hvis du så gerne vil ind og styre lys eller de andre ting som vi har organiseret, så skal man ud og en større set-up. Men jeg synes der er nogle problemer.	
00:15:41.7	00:15:42.8	Fik i lyset til at virke?	I
00:15:43.0	00:16:21.9	Nej, fordi.. eller jo, jeg fik lampen til at virke og jeg kan sagtens tænde og slukke den og den er koblet på nettet og det hele, men når jeg gerne vil starte google og så har jeg downloadet ud fra guiden, både IKEA's trådløse app og det, så går man ind og giver den adgang til google assistant eller hvad den nu er, når man så går over i Google Home app'en og vil tilføje den, så går den ind og siger 'ja, nu er din account linket' og når den så står og snurre og skal færdiggøre den, så kommer den op med en fejl. Vi har prøvet nu 5 gange eller sådan noget og den kommer op med den samme fejl hver gang. Lampen virker fint, for jeg kan tænde og slukke den fra den remote der følger med og jeg kan tænde og slukke den fra min Iphone. Det er sindssygt smart.	N4A
00:16:21.9	00:16:27.2	Men den er ikke blevet sat op til at du prøvede bagefter at sige til Google 'tænd for lampen'?	I
00:16:27.2	00:17:02.0	Nej, fordi den kommer aldrig nogensinde til at være koblet op som en enhed. Det har jeg ikke prøvet at spørge den om, men jeg kunne jo se inde under smart enheder var der jo slet ikke linket noget, listet noget, så derfor tænkte jeg ikke at det virkede. Også fordi den blev ved med at sige fejl når jeg skulle færdiggøre det der. Og igen, det ved jeg ikke - jeg aner det ikke. Det kan jo være alt muligt. Det kan være - Vi har jo to netværk. Det kan være det ikke lige er på det samme, men det er jo underligt når jeg sagtens kan tænde og slukke den med både kontakten og med telefonen, så burde den jo på en eller anden måde have forbindelse til det trådløse netværk.	N4A
00:17:02.0	00:17:03.0	Det kan være det er en fejl 40.	N4B
00:17:03.0	00:18:47.8	Højest sandsynligt... altså det er det jo sikkert, men igen må jeg jo så også bare sige at feedback er at så bare, at så er det for besværligt at sætte op. Altså, hvis der forekommer en fejl 40, så er det for svært at sætte op, men hvis jeg sagtens kan få lampen til at virke med producentens trådløse fjernbetjening og med telefonens tænd/sluk funktion, så ville jeg mene altså.. nu kan jeg lige prøve at se... (N4A henter sin telefon).. jeg ved ikke om det overhovedet er interessant for det her, og hvis det stadig kører, det gør det jo nok, da det ikke har noget med det at gøre.. men det er utrolig let at tænde og slukke lampen her i app'ens home kit - sådan, så tænder lampen. I kan ikke se den her fra, men tænd og sluk det virker utrolig let, men det har bare ikke lykkedes at få det til at køre med Google. Jeg tror at det ikke er fordi den ikke kan få forbindelse, men at det bare er sådan en opsætningsting fra Google Home app'en, som skulle kobles sammen med IKEA's app, tror jeg. Der mener jeg at der ligger en fejl. Nu ved jeg ikke om jeg overhovedet kan gøre det, men når jeg går ind her (viser det i app'en) og så... laver den der account, så har jeg gjort de ting de siger der og så skriver den 'fortsæt' og så står der 'connect' og så vælger jeg den konto den skal forbinde med og så skriver den her oppe i hjørnet, 'accounts now linked' og så vælger jeg 'OK' og nu er højtaleren der så ikke, fordi vi har taget den fra, men her har den så stået og snurret og snurret ud fra Google home app'en venter som sådan et ventehjul og efter 1 minuts tid kommer den op med et	N4A

		eller andet program og siger at den kan ikke 'connecte' og her burde der så have stået, vil jeg sige.. nu er der jo kun køkkenet hvor højtaleren har stået.. den lampe kommer aldrig nogensinde op som en smart ting man kan vælge.	
00:18:47.8	00:18:59.8	(datteren tager opmærksomheden fra interviewet.)	-
00:19:00.2	00:19:11.6	Hvordan har det været at udfylde dagbogen? Mere som en metode at bruge? Hvordan synes det har været? Har det været fint at i har kunne tage det i jeres eget tempo eller har i følt det som en pligt?	I
00:19:11.6	00:19:17.1	Det har jo været en opgave kan man sige, fordi det jo ikke er naturligt at man går og skriver ned hvad man gør.	N4A
00:19:17.4	00:19:22.6	Men altså, fordi det er begrænset hvor meget vi har brugt højtaleren, så er det ikke fordi det har været sådan irriterende at man skulle gøre det igen.	N4B
00:19:22.6	00:20:11.1	Nej, men jeg vil så sige at det har ikke været sådan at.. jeg har ikke gået og skrevet ned hver gang jeg har brugt den sådan, at så gjorde jeg det. Jeg har sådan tænkt over hvad har jeg brugt den til i dag, hvad for nogle problemer har jeg haft i dag. Altså ligesom lavet en opsummering i løbet af dagen eller sidst på dagen eller morgen efter når jeg sad og spiste morgenmad og så tænkte, hvad var det nu vi brugte den til i går og så gjorde vi det og det og så var det de problemer vi havde. Så har jeg noteret det ned og ligesom lavet sådan en opsamling og det kan altså godt være at der er smuttet en eller anden gang hvor man har brugt den til dyrelyde, men de overordnede ting man har fået brugt den til og de vanskeligheder man har haft, har man fået noteret ned. Så har vi noteret når vi ikke har skrevet i den i nogle dage, fordi vi har ikke brugt den til andet end det samme de sidste par dage som for eksempel med dyrelydene. Men altså i kan jo selv sortere i det fordi vi har bare prøvet at få det med hvor vi har brugt den.	N4A
00:20:11.6	00:20:20.1	Men hvad med i forhold til dagbogsskrivning som metode? Er det en metode i godt kan lide? Syntes i det fungere fint at notere feedback på den måde?	I
00:20:20.3	00:20:20.5	Ja.	N4B
00:20:20.6	00:20:28.7	Ja, altså jeg ved heller ikke hvad jeg.. jeg ville ikke kunne foreslå en alternativ metode, så på den måde synes jeg det fungere fint.	N4A
00:20:30.1	00:20:32.1	Og hvad tænker du N4B?	I
00:20:32.7	00:20:58.0	Ja, altså man kan sige at en lettere måde kunne være at man havde lavet sådan et øhm.. men det er også sådan lidt svært, sådan et spørgeskema, altså et foreslås... altså et kryds af skema-agtigt og så havde der været et 'andet' felt hvis der var noget der ikke passede til. Det havde selvfølgelig gjort det endnu nemmere. Men jeg tror måske tit at der havde været noget der ikke passede til eller også så havde man bare krydset af i en boks, som man selv synes der passede mest.	N4B
00:20:58.3	00:21:17.4	Ja, jeg kan være lidt bange for at man måske ville have "farvet" brugeren ved den måde, ved at komme med forslag til svar. Det er jo klart at ved midtvejsinterviewet hvor vi fik nye ideer til hvordan man kunne bruge den, så var det sådan "nå' det kunne da være meget sjovt at prøve af". Så fik vi jo prøvet de ting af og det er jo nok også i kraft af at vi er nogle testpersoner end hvis vi selv havde købt højtaleren og vi syntes det var interessant, så havde vi nok fået ud og undersøgt de ting.	N4A
00:21:17.4	00:21:54.8	Nå' men det kunne godt have været, at det ikke nødvendigvis været en funktion man havde brugt. Det kunne også have været 'Fungerede den godt?' så kunne der havde været sådan 'Ja, nej, måske' noget i den dur, så man hver gang når man havde skrevet noget ned, så huskede man at notere det ned. Der kunne også have stået et tidspunkt hvis det havde været vigtigt for undersøgelsen. Nogle ting som man måske selv glemmer i sin dagbogsskrivning, kunne have været mere automatiseret, hvis man kan sige det. Det havde nok gjort det nemmere, men som sagt det er ikke noget hvor jeg sådan har tænkt 'Ej, hvor irriterende at jeg lige skal skrive de der 3 linjer'.	N4B
00:21:57.3	00:22:07.7	Umiddelbart det sidste spørgsmål - Kunne i overveje, ikke nødvendigvis på nuværende tidspunkt, men på måske et senere tidspunkt, kunne i så overveje at få sådan en speaker/højtaler selv?	I
00:22:08.3	00:22:11.5	Nej. Det bliver et nej for mit vedkommende.	N4A
00:22:12.1	00:22:28.0	Nej, altså jeg tror heller ikke.. ikke sådan i den konstallation, hvis man kan	N4B

		sige det sådan. Hvis nu vi havde haft et gulvvarme system eller et eller andet.. jeg tænker sådan i huset hvor det ville give mening at bruge det hele vejen igennem.	
00:22:28.0	00:23:21.1	Altså jeg kan sagtens.. jeg er blevet ret hooked på flere smart home løsninger, som for eksempel med pærerne. Det syntes jeg er genialt. Jeg prøvede at kode det til at det kunne tænde om morgenens, sådan at når man kom ned, så var der tændt lyset i stedet for at gå rundt i blinde. Men det er ikke blevet mere naturligt for mig at skulle tale til en højtalor om det. Jeg synes det er mærkeligt at stå op og sige 'Tænd lyset i stuen'. Så vil jeg hellere bare gøre det fra en knap eller en telefon, så det har da klart åbnet øjnene for smart home løsninger, men som en smart højtalor, syntes jeg ikke at den er interessant. Både i kraft af at jeg syntes den har nogle startvanskigheder, lyden er ikke konkurrencedygtigt med andre produkter, synes jeg personligt. Og fordi jeg har det meget stramt personligt med det der med at snakke med en højtalor. Altså det er ikke fordi jeg ikke har gjort det, det er ikke fordi det føles mærkeligt, men det er ikke sådan at det er min foretrukne måde at betjene elektronik på.	N4A
00:23:24.7	00:23:39.4	Kunne i anbefale den til andre? Ville i sige, hvis andre ikke havde det samme installation som i har i jeres hjem, ville i så fraråde eller være tættere på at anbefale den til andre?	I
00:23:42.5	00:23:42.8	Jeg ville..	N4A
00:23:42.8	00:23:46.0	Jeg ville fraråde, men det er mere... altså.. eller fraråde.. jeg tror bare at jeg ikke ville nævne det.	N4B
00:23:46.7	00:24:34.5	Nej, altså... jeg ville ikke.. hvis.. nu kender jeg få der har dem, smart højtalere og jeg har jo aldrig... jeg har ikke forstået.. det kan godt være det er mig der er ved at være en gammel mand, men jeg har ikke forstået funktionen i det, men som sagt er jeg jo heller ikke typen der tager selfies og alt sådan noget, så måske er jeg bare ved at være lidt bag om dansen med den måde man kommunikere på. Men det er bare meget underligt for mig.. hvis så lyden havde været sindssyg god. Det ved jeg godt.. at det er jo ikke det man prioritere i en smart højtalor. Der køber man jo et decideret et musik afspilnings højtalor, men jeg syntes bare som en samlet pakke, så syntes jeg ikke at den er interessant, men det er jo selvfølgelig klart, at hvis man gerne vil have en smart højtalor... så kan det godt være... jeg kender ikke udvalget af konkurrenter, så jeg ved ikke om den ligesom er den bedste eller.. Men jeg har bare svært ved at se hvad man skal bruge den til.	N4A
00:24:35.1	00:24:43.4	Sonos har også en nyere udgave, som man kan snakke til den. Ville i være mere tilbøjelige til at overveje det?	I
00:24:45.1	00:25:37.0	Ja, det tror jeg.. altså jeg ville nok helt klart.. og det ville nok være fordi jeg tænker at det så passer til det system vi allerede har og man kender kvaliteten af det, men jeg tror ikke.. det ville stadig for mig være at den første barriere er det der med at man skal snakke til den for at betjene den fordi det er det der er tiltenkt med den. Og det er bare nogle få situationer hvor jeg syntes det.. jeg er godt klar over som vi fik at vide ved midtvejsinterviewet at man kunne starte en shoppingliste og det kan jeg da godt se i tankeverden at det er da smart, at når man står der og bager med mel på hænderne og tænker 'åh nej, nu har jeg brugt det sidste mel' - 'husk lige at skriv mel på shoppinglisten'. Der tror jeg bare realistisk, så tror jeg simpelthen ikke at jeg ville komme til at bruge det særlig meget på nuværende tidspunkt. Så på de 14 dage vi har testet højtaleren har det ikke flyttet mig i nogen retning til hvor jeg ville være mere tilbøjelig til at købe en smart højtalor eller anbefale den til andre.	ST
00:25:38.0	00:25:41.7	Synes du der er potentielle i højtaleren hvis den blev udviklet?	I
00:25:44.1	00:26:26.0	Jeg har virkelig svært ved at se det. Altså jeg prøver virkelig at sidde og tænke at jeg fremstår ekstremt modstandsagtig overfor teknologien, men jeg har virkelig svært ved at se det fordi jeg syntes der er virkelig.. altså man kan få de samme funktioner uden at skulle snakke med den og når det så oven i købet er sådan nogle misforståelser er det også meget lettere bare at taste det, synes jeg. Så det er ikke fordi jeg ikke syntes at teknologien er spændende, for da Siri kom frem synes jeg også det var sådan sindssygt at det kunne lade sig gøre at man kunne det der. Men derfra og så til at bruge det i hverdagen...	N4A
00:26:27.0	00:26:43.4	(Datteren peger på højtaleren og N4A siger til hende) Ja, det er højtaleren. Den er slukket. Den kan ikke sige nogle dyrelunde nu. Ja, det er rigtigt at der	N4A

		var lys deroppe i toppen. Det er væk - nu er det slut.	
00:26:43.4	00:26:47.2	datteren)ønsker sig én. Den er sjov til dyrelyde.	N4B
00:26:48.0	00:26:53.8	Jamen jeg ved ikke om den kunne være en gimmick til børn, når den begynder at kunne snakke dansk eller når hun lærer engelsk.	N4A
00:26:54.7	00:27:02.5	Hvad vi har hørt senest, er at det er kommet på dansk til app'en - altså i telefonen. Så det kan være et spørgsmål om tid før det bliver inkorporeret ind i højtaleren også.	I
00:27:04.0	00:27:08.1	Ja, fordi jeg kunne se at app'en står jo på dansk.	N4A
00:27:08.1	00:27:42.3	Ja, men selve assistenten i telefonen, i app'en er dén som nu vil kunne forstå dansk og snakke dansk, men det er så i android telefoner nu og så vil de nok senere komme til højtaleren, men det vil stadig være i det tidlige stage med at forstå og være en machine learning - den lærer af at man snakker til den udfra sprog og på hvilken måde man siger tingene på. Det er i hvert faldet en start.	I
00:27:42.3	00:28:21.8	Ja, man kan jo sige.. det er ikke fordi jeg syntes egentlig at sproget er et problem for mig, at man skal snakke engelsk til den. Det er mest på et tidspunkt kunne den måske være mere børnevenlig hvis den snakkede dansk. Men for mig ville det ikke ændre noget tror jeg egentlig, hvis det var dansk eller engelsk. Jeg gentager bare mig selv ved at sige at det er bare en besværlig måde at kommunikere med elektronik på, syntes jeg stadigvæk. Det bliver vildt nok når den kan læse dine tanker til gengæld tror jeg og du ikke behøver at sige noget.	N4A
00:28:21.8	00:28:28.0	Ja, det bliver spændende. Her til sidst, i skal have mange tak for jeres deltagelse og svar.	I

L.4 - N4, Observation notes

For the interviews, baby daughter takes a lot of focus from some of the questions when she does cute baby stuff.

Location of the technology at home:

Discrete and hidden either by colours (white contacts or Sonos speakers) or by placing it up in corners or integrated into the walls.

Body language:

N4A: Tend to interrupt when having something to say.
Have strong opinions about technology (both good and bad)
Energetic attitude

N4B: Attention is partly on daughter and takes care of her throughout the interview.

More quiet
Shorter answers when being asked directly
Not as strong opinions as N4A

Home observations:

New modern home
Have Sonos in the kitchen
Minimalistic in their style and decoration.

Participants:

N4B - 31 years old, Educated as Cand.Merch.Com and have worked with Digital communication at Top Toys. Now looking for new job.
N4A - 34 years old, Consultant
Lives in Køge
Have a daughter at the age of 1 years old

L.5 - N4A, Diary

Sunday 9/9

Monday 10/9

Grundlæggende installation og opsætning gik let.
Derefter "meget" besvær.

Spørger højtaleren om at spille noget radio, men dette kræver tilsyneladende ekstra installation i app'en. Downloadet Tune-In, men har endnu ikke fået det til at virke.

Spørger om vejret, men den fortæller vejret i Risskov. På trods af at hjemme adressen er indtastet i app'en. Spørger om solnedgangs tidspunkt og får fint svar.

Tuesday 11/9

Brugte højtaleren til at tjekke vejrudsigten.

Wednesday 12/9

Spurgte om trafikken på vej til arbejde. Tjekker vejrudsigten for torsdag.

Thursday 13/9

Vi fik ikke brugt højtaleren da der ikke var nogen situation hvor vi tænkte på at bruge den.

Friday 14/9

Under 'midtvejsmødet' blev vi opmærksomme på en del funktioner vi ikke kendte til. Disse blev afprøvet.

Saturday 15/9

Vi brugte højtaleren til diverse dyrelyde som vores datter syntes var sjovt.

Vi fik også, efter "midtvejsmødet", højtaleren til at spille radio.

Sunday 16/9

Vi var ikke hjemme og fik derfor ikke brugt højtaleren.

Monday 17/9

Forsøgte at få højtaleren til at spille P4, men efter 3 forsøg hvor den startede P3, gav jeg op og startede Sonos i stedet.

Tuesday 18/9

Vi var ikke hjemme det meste af dagen og brugte derfor ikke højtaleren.

Wednesday 19/9

Brugte højtaleren til at høre radio om morgen.

Fik installeret den trådløse pære. Opsætning af bridge + pære gik let, men det er ikke lykkedes mig at opsætte med Google Home endnu.

Det var til gengæld meget simpelt at få pæren til at virke med Apple Homekit.

Thursday 20/9

Har forsøgt at få pæren til at virke med Google Home uden held.

Friday 21/9

Forsøgte igen at få lampen til at virke med Google Home.

Vi prøvede musik quiz med højtaleren, men fik det aldrig til at virke.

Saturday 22/9

Var ikke hjemme det meste af dagen og brugte derfor ikke højtaleren.

Sunday 23/9

Brugte højtaleren til dyrelyde.

Monday 24/9

Tjekkede trafikken på vej til arbejde.

Spurgte 2 gange: "How is the traffic this morning?".

Det forstod højtaleren ikke.

Fandt ud af i 3. forsøg at man skulle sige "How is the traffic to work this morning?".

L.6 - N4B, Diary

Sunday 9/9

Monday 10/9

Tuesday 11/9

Prøvede den for første gang. N4A "talte" med den og derfor virkede det mere naturligt for mig at prøve den af og se hvordan den virkede.

Jeg spurgte den om vejret i Køge i morgen. Det virkede fint.

Wednesday 12/9

Thursday 13/9

Jeg spurte den om vejret i morgen.
Den svarede på hvordan det bliver i Glostrup?
Da jeg spurte den om vejret i Køge, lød det som om den sagde "crew", så jeg er faktisk i tvivl, om det er vejret i Køge jeg har fået svar på :/

Friday 14/9

Saturday 15/9

Sunday 16/9

Monday 17/9

Tuesday 18/9

Vores datter giver udtryk for, at hun gerne vil have at vi 'leger' med højtaleren, så vi spørger den om en masse dyrelyde, som den respondere fint på.

Wednesday 19/9

Thursday 20/9

Friday 21/9

Saturday 22/9

Sunday 23/9

Monday 24/9

L.7 - N4, Final comments

1) Har i haft nogle situationer hvor i har savnet/manglet smart speakeren nu her efter testperioden er slut? Hvis ja, hvilken situation var det?

N4A: Nej, vi har ikke haft nogen situationer hvor vi har manglet speakeren. Vi har faktisk slet ikke talt om den efterfølgende. Jeg var hurtigt tilbage til at høre radio om morgenens som jeg plejer på Sonos.

N4B: Nej, der har ikke været nogle situationer. Det var som om at det hurtigt var glemt at vi overhovedet havde testet den.

2) Har det ændret jeres behov for at købe en speaker selv?

N4A: Nej, det er har ikke ændret vores behov. Vi kan stadig ikke se behovet for en smart speaker.

N4B: Nej, der er stadig ikke noget behov for at købe en speaker, som jeg også tænkte inden vi testede den.

Appendix M - Prepared questions for 1st interview with new users

Introduction

We will first conduct this interview with you now. Afterwards you will get a brief introduction to the test period with the diaries and the smart speakers.

- The purpose of this interview is to get a preliminary understanding on your thoughts, views and opinions on smart speakers and smart homes.
- The interview will be tape recorded. The recording will only be used in order for us to transcribe the interview. We will anonymise your names in the final paper - Is that okay?
- Do you have any questions before we begin?

The participants

- In your opinion, how interested are you in technology?
 - Do you like trying out new technologies?
 - Or do you tend to prefer updated versions of what you are familiar with? (Like phones, computers etc.)
 - Why is that?
- Who of you are the most interested in technology, do you think?
 - Why do you think that?
- What kind of technology do you have in your home?
- When did you last get a new type of technology in your home?

Smart homes

- Describe in a few words, what is a smart home to you?
 - Did you know that lights, thermostats, appliances, alarms etc. can also be part of a smart home?
- Do you have any experience using smart home technologies?
 - How did you feel about it? How did it work?
- What are your thoughts on smart homes in general?
 - Why do you think that?
- What do you believe are the advantages of using smart home technologies?
 - Why do you think so?
 - What do you base your thought on?
- What do you think potentially could be cons of using these technologies, in your opinion?

Smart speakers

- Can you tell us about your thoughts on what a smart speaker is and what it can do?
- Is there a reason that you don't already own a smart speaker?
 - Is it something you have considered getting?
- What do you think the purpose of having a smart speaker would be?
 - How would it add value to your everyday life?
- How do you feel about smart speakers?
 - Why do you feel that way?

Voice activated technologies

- Have you tried using a voice activated technology like Siri or Google Now?
 - What did you use it for?
 - How did you feel about using it?
 - (Why are you not using it?)
- How do you think the VA technologies could be improved?

Outro

Thank you. This is great answers. Do you have any final comments to anything we have talked about? If not, thank you for your time.

Appendix N - Prepared questions for 2nd interview with new users

- Where did you choose to place your smart speaker?
 - Why that location?
 - (Did you move it during the test period?)
- What is your initial impression of the speaker after having used it for one week?
 - Has your impression changed from before having tried the speaker?
- You said “Quote from 1st interview” - Do you still feel this way?
- What kind of functions did you discover it have?
 - How did you discover those functions?
 - Did you read up on them online?
 - Or did you just try it out randomly?
- What functions have you used the most?
 - How do you feel about it? Why is that specifically?
- Who of you have used the speaker the most?
 - Why is that?
 - When (what time of the day) have you used it the most?
- Have you tried using it together?
- Have the speaker changed some of your previous routines?
 - Do you use the speaker instead of something else? (Like timer)
 - How do you feel about that?
 - Have it made any situations/actions easier for you?
- Did you know that the speaker is also able to:
 - Set a timer
 - Set an alarm
 - Play music from Spotify + radio
 - Play Youtube videos on your television (if you have a Chromecast)
 - Turn TV on and off (if you have smart TV)
 - Get weather information and news
 - Ask for cooking recipes
 - Make a shopping list that connects to an app on your phone
 - Ask questions about facts and info
 - Use it as a calculator
 - Use it as a unit convertor
 - Use it as a dictionary
 - Get nutrition information on food
 - Play games
 - Take blame for a fart
 - Make animal sounds
 - Connect it to other smart home technologies like doorbell, security cameras, light bulbs etc.
- How is it going with filling out the diary?

Appendix O - Prepared questions for 3rd interview with new users

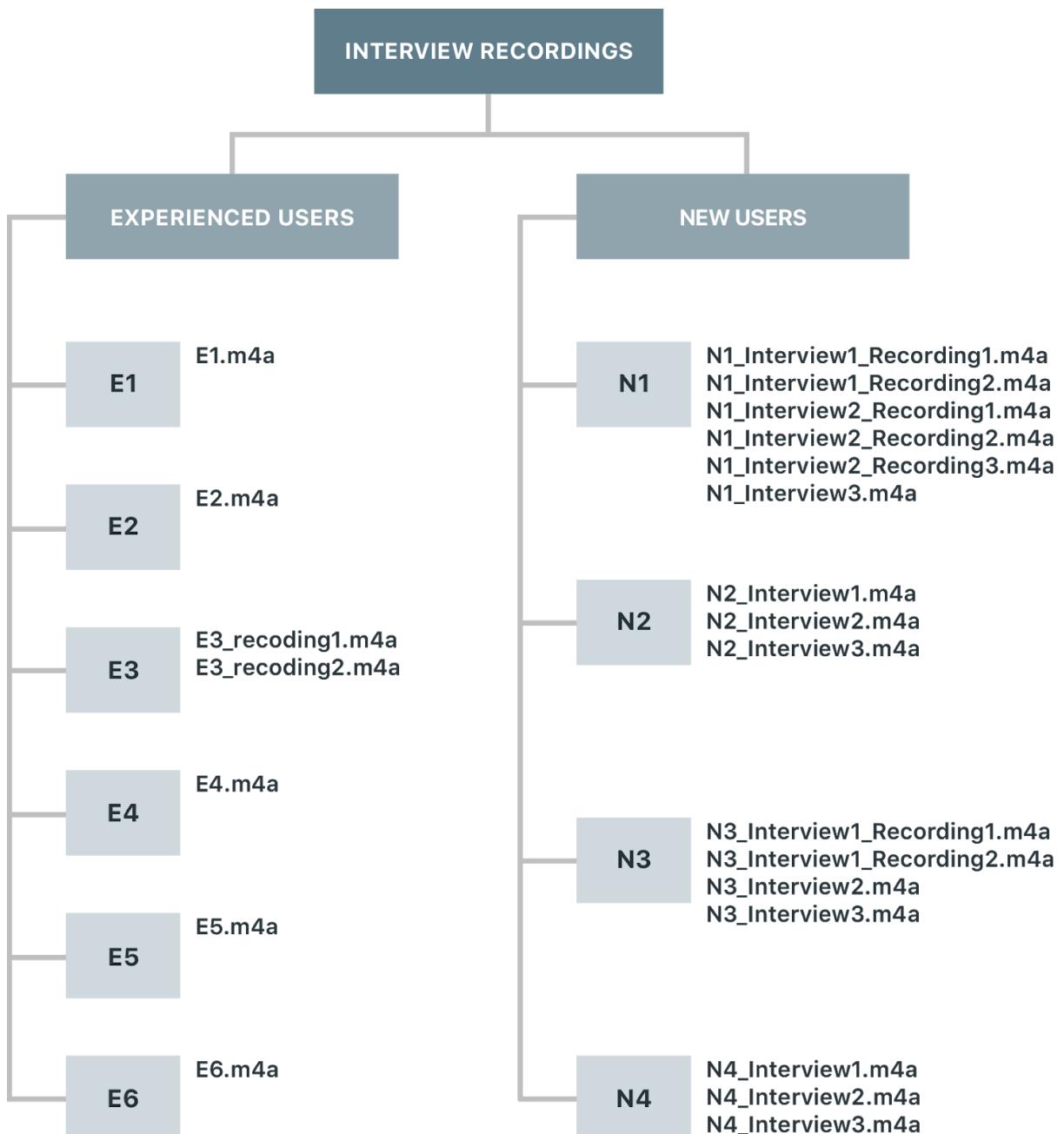
- What is your final impression of the speaker after having used it for two weeks?
 - Has your impression changed further from after have tried it for only one week?
- You said “Quote from 1st interview or 2nd interview” - Do you still feel this way?
- Have you discovered/tried any new functions since we last spoke a week ago?
 - How did you discover those functions?
 - Did you read up on them online?
 - Or did you just try it out randomly?
- What functions have you used the most?
 - Is it the same as last week or has it changed?
 - How do you feel about it? Why is that specifically?
- Who of you have used the speaker the most?
 - Has it changed?
 - Why is that?
 - When (what time of the day) have you used it the most?
- Have you tried using it together?
 - What did you use it for?
- Has it affected the way you communicate with each other?
- Have the speaker changed some of your previous routines?
 - Do you use the speaker instead of something else? (Like timer)
 - How do you feel about that?
 - Have it made any situations/actions easier for you?
- Was there a period where you didn't use the speaker as much?
 - Why?
- Could the speaker be improved in any way?
- How was it to fill out the diary?
 - How did you like the method?
- Lastly, could you consider getting a smart speaker yourself after testing it?
 - Why? Why not?

Appendix P - Final questions

- 1) Har du/i haft nogle situationer hvor i har savnet/manglet smart speakeren nu her efter testperioden er slut?
 - a) Hvis ja, hvilken situation var det?
- 2) Har det ændret jeres behov for at købe en speaker selv?

Appendix Q - Audio recordings

Link to Google Drive folder containing audio recordings: <http://bit.ly/2zu8G9F>



Appendix R - Total length of audio recordings

PARTICIPANTS	INTERVIEW 1	INTERVIEW 2	INTERVIEW 3	TOTAL
N1	24 m 14 s	20 m 48 s	16 m 24 s	1 hr 01 m 26 s
N2	25 m 03 s	24 m 33 s	25 m 54 s	1 hr 15 m 30 s
N3	37 m 07 s	25 m 34 s	38 m 26 s	1 hr 41 m 07 s
N4	21 m 57 s	17 m 47 s	28 m 28 s	1 hr 08 m 12 s
TOTAL	1 hr 48 m 21 s	1 hr 28 m 42 s	1 hr 49 m 12 s	5 hr 06 m 15 s
E1	20 m 29 s			20 m 29 s
E2	28 m 37 s			28 m 37 s
E3	44 m 40 s			44 m 40 s
E4	28 m 47 s			28 m 47 s
E5	07 m 45 s			07 m 45 s
E6	09 m 32 s			09 m 32 s
TOTAL	2 hr 19 m 50 s			2 hr 19 m 50 s
GRAND TOTAL				07 hr 26 m 05 s

Appendix S - NVivo screenshots

The screenshot shows the NVivo interface with the 'View' tab selected. The left sidebar shows categories like DATA, CODES, CASES, NOTES, and SEARCH. Under SEARCH, 'Appropriation' is selected. The main pane displays a search result for 'Appropriation' with 14 references coded, 34.54% coverage. The results are listed in a table with columns for Name and Coverage. Each row contains a snippet of text and its coverage percentage. The bottom navigation bar shows the path: CODES > Nodes > Appropriation.

Name	Coverage
Appropriation	14 references coded, 34.54% coverage
	Reference 1: 2.10% coverage
	Because we are in a big apartment and sometimes the Google Home, which we have in the living room, cannot really recognise commands from other rooms perfectly. So that was like the initial reason, or the primary reason.
	Reference 2: 3.84% coverage
	I really think that I'm taking the information or the on boarding, which is kind of ridiculous because I'm really interested in this technology, so I actually read about the latest news in terms of home automation, Google assistant and Android on a regular basis. So it's not like I'm not doing what I can to actually achieve a better user experience, but I don't think they really accomplished to actually telling you what I can do with the Google Home.
	Reference 3: 11.18% coverage
	Also, we have a Sonos speaker in the office that is not being used that much because it's not compatible with Google Home at this point in time...
	Reference 4: 11.18% coverage
	But the fire alarms we have installed here in this apartment complex is actually very complex so they actually fire up if there is a fire downstairs, so it would be stupid to replace them with the Nest, because then we don't get the information and they are not connected...
	Reference 5: 2.04% coverage
	So the weight scale was bought I think 3 years ago and the technology behind it is just not smart enough in my opinion. I had some trouble with the connectivity and setting it up, and it also runs on battery so those goes out as well. And then I wasn't that interested in it and eventually I wasn't that interested in my weight as well.
	Reference 6: 5.30% coverage

The screenshot shows the NVivo interface with the 'View' tab selected. The left sidebar shows categories like DATA, CODES, CASES, NOTES, and SEARCH. Under SEARCH, 'Interview' is selected. The main pane displays an audio transcript for 'Interview'. The transcript includes a waveform, a coding density graph for 'Appropriation', and a detailed transcript of the recording. The bottom navigation bar shows the path: DATA > Files > E2 > Interview.

