



Appendix I

6.1. Solved issues

Yooo M Unit	Problem	Reported date/time	Fixed date/time	Problem description	Solution	Responsible
Y14	Updated. Sound test has been conducted in club format. Missing to test sound in meet.	29.01.2013. 15.00	22.02.2013	During installation there was a sound problem that they could not hear each other.	The problem it seems it was muted microphone in one of the units. But need to be tested.	<div style="background-color: #0056b3; color: white; padding: 2px;">Yoom</div> <div style="background-color: #0056b3; color: white; padding: 2px;">Met opmaak: Lettertype:Times New Roman, Engels (VS)</div> <div style="background-color: #cccccc; padding: 2px;">Unknown</div> <div style="background-color: #0056b3; color: white; padding: 2px;">Met opmaak: Lettertype:11 pt</div>
Y15	Partially Working. The USB speakers have to be changed to a different USB port in the hub.	19.02.2013. 12.10	FIXED. 22.02.2013	During installation there was a problem with the sound. The sound went away during a club session. The club was restarted and everything works fine. However after Andre and Kirsty left the elderly house, the usb stop working at all. USB speakers were not working and USB touchscreen was not working either. Before this happen there was a error message from the windows about a USB device that was not functioning properly (I think was the usb-speakers)	Unit restarted but the problem remains. The USB speakers wil have to be connected to a different port. Kirsty will drop by tomorrow 20 Feb to put the unit ON and change the USB speaker port. UPDATE. Audio has been tested and is working properly. The port has not been changed.	<div style="background-color: #0056b3; color: white; padding: 2px;">Yoom</div> <div style="background-color: #0056b3; color: white; padding: 2px;">Met opmaak: Lettertype:Times New Roman, Engels (VS)</div> <div style="background-color: #cccccc; padding: 2px;">Unknown</div> <div style="background-color: #0056b3; color: white; padding: 2px;">Met opmaak: Lettertype:11 pt</div> <div style="background-color: #0056b3; color: white; padding: 2px;">Yoom</div> <div style="background-color: #0056b3; color: white; padding: 2px;">Met opmaak: Lettertype:Times New Roman, Engels (VS)</div>
	Un-install CCleaner		FIXED. 22.02.2013	CCleaner is an external software that clears the cache of internet explorer every time a browser session is closed. This causes two problems: - The user has to accept every time to allow camera/mic to be used in	Un-install Ccleaner	Petter

have to download every time a club/teach are started.

All	Audio and Video is not synchronized in BBB	26.02.2013. 11.20	FIXED.04.0 3.2013	The participants during a teach sessino could experience up to 5 seconds delay between sound and video. They received the sound first and 5 seconds later the corresponding action in the video was shown.	First a quality test was conducted between PLUS, PRE, BME, and UCY. The settings of the server were changed and the video/audio quality was assesed and recorded in videos for future analysis. This is the techincal information of this change: 3. camQualityPicture from 87 to 80 and then to 70: this is the most important variable that adjusts the video quality. a. At 87 (the original value) it introduces latency of 3-4 secs according to Omar, but the video quality is excellent. This is how the system used to work until now. b. At 70 the latency drops down to 0.5 sec according to Omar, which is very good for user interaction but the video is a bit pixelized. c. At 80 we have latency of 1-1.5 secs but video quality is sufficient.	UCY
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All	System gets disconnected after being IDLE for a long time	25.02.2013. 10.00	FIXED.06.0 3.2013	If the system goes IDLE for a long period (around 1 hour) the connection to the server is closed. This connection is closed by Firewalls, NAT devices, such as modems, This causes the problem that a connection in the meet is not possible after this problem appears. The only solution is to restart the software but this is not possible by the end-user	<p>A change in the YoomRTC software has been implemented to avoid the system getting disconnected with ping-pong messages to the server. If the unit is still disconnected the next time call fails (after disconnection) all the software will be closed to restart it in a good state. This version has been installed in the units of Sensire (04.03.2013) and they will conduct inform if the problem is fixed. In the units of Arvika the software will not be updated to avoid disturbing the results of the field test. PRE is still working on a solution which is more user-friendly.</p> <p>UPDATE. 06.03.2013. A new version has been installed in the units of Sensire with the following behaviour:</p> <ul style="list-style-type: none"> + The application will be sending ping message to the server every minute. + The server will reply with OK message if the client is found in the server. If it is already disconnected (by the firewall or modem) the server will reply with an error and the YoomRTC application will be disconnected. + During this disconnection period, the application will show the yellow triangle in the user interface. + After 10 seconds the application will be reconnected. + The reconnection updates the new obtained peer_id in all the other 	PRE
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CVN – Connected Vitality Network	Project No.	823502
<i>D7.3 A document with results of the Dutch field test at Sensire</i>	Date:	20-09-2013

connected YoooM units.
+ After this a connection is possible at the first try (unless there is too much traffic in the network and too many messages are lost, which is unlikely in Sensire)

All	Follow up on issue 25.02.2013.10.00			After playing the Ping-Pong game Y19 wanted to make contact again in Meetformat. This didn't work immediatly. We got the internal error, the system started up again (like you explained us earlier this week), and then it did work. I thought that I understood from you that the 'not having contact the first time-problem' should only occur when participants didn't have contact over a longer period of time (like at night). So I was suprised that the system had to restart right after playing a game.	Nothig to do, this is expected because being in the club/teach is still being idle for the meet format.	PRE
All	After disconnection with Servers the teach cannot be accessed unless the application is restarted	07.03.2013. 16.00	11.03.2013	In Teach we took place at the Drawinglesson on the left table. This didn't work. We got the internal error and after a few seconds the system went back to the start screen. We tried it again, but again the internal error message.	This problem has been fixed in the software.	PRE
Y10	INTERNET CONNECTION DOES NOT MEET THE REQUIREMENTS. KPV (ISP)	22.02.2013. 19.23	19.03.2013	The internet connection of Y10 does not meet the requirements of the system. The download speed is 1.46Mbps and 0.19Mbps upload speed. This will bring major problems during the field test. A decision has to be made to upgrade the internet connection or choose another user, before the field test starts.	UPDATE. 04.03.2013. This yoom will be moved to another participant which fits the requirements. The elderly and family haven been informed and an appointment is being planned. UPDATE. 19.03.2013. This unit was moved to Kirsty's house.	Andre

Y15	Wrong configuration in Y15 ports of GameServer. This caused Y15 to play in a GameRoom alone	07.03.2013.	07.03.2013.	During a Club.Ludo session with three participants (Y3, Y15 and Y19) there where 3 participants in the upper screen seeing and hearing each other but only two (Y19 and Y3) where playing the same game. The Y15 was playing another game. We were not able to let the system start a game with the three of us.	Ths yoom.ini has been fixed via teamviewer, this problem will not occur again	PRE
Y3	Security warning of Adobe for microphone and camera does not allow the user to share video.	23.02.2013	Fixed	This most probably was caused in an update of the software by clearing the cache. It was fixed and will not appear.		PRE

X	Camera initialization in Meet does not work always	23.03.2013	The camera initialization does not work always in meet format. Some times the peers can listen each other, but the peer whose cameras were not properly initialized is not seen. This is confusing for the users. This was observed first on 23.03.2013 in one of the users (Bianca.Y3) but it was reported on the 11 of March.	This was fixed in the software. When the camera is not initialized, the software will close the connection and the user has to call back again.	PRE
X	Debug assertion message when the software crashes keeps the software in a non-functional state.	21.03.2013	When the software presents a DebugAssertion, a popup window is displayed and the software is not closed and initialized.	Fixed in the software, it was a bug with multi-threading caused by freeing a resource from one thread, while the UI still use that resource.	PRE
X	Mismatch of capture resolution between club and teach videos	16.03.2013	Mismatch of resolution or aspect ratio between teach and club. Basically the aspect ratio or resolution is not the same between club and teach. This brings the problem that you need to re-adjust the cameras if you switch from club, teach, and meet. Which is not possible for the user. Comment from the user Kirsty: "Then I have a point that I would like to mention: I noticed that the position of the camera's are different in Club and Teachformat. My daughter was sitting in frontmof Club and her face was perfect 'balanced' in both screens. Then she went to Teach and she had two chins. I told her to sit still and we went to Club again and there she had a perfect face again."	Next Tuesday 26th a test will be conducted between PRE and UCY to change resolution of club. This change was not introduced now because we are waiting for feedback from Kirsty on the sound issue in Teach. After we received the confirmation that the problem is fixed we will proceed to make this change. UPDATE. This change was introduced by UCY.	UCY

6.2. Instabilities

Yooom Unit	Problem	Reported date/time	Fixed date/time	Problem description	Solution	Reponsible
X	After disconnection with Servers the teach cannot be accessed unless the application is restarted	07.03.2013 16.00	11.03.2013	In Teach we took place at the Drawinglesson on the left table. This didn't work. We got the internal error and after a few seconds the system went back to the start screen. We tried it again, but again the internal error message.	This problem has been fixed in the software.	<p>Yooom Met opmaak: Lettertype: Times New Roman, Engels (VS)</p> <p>Yooom Met opmaak: Lettertype: Times New Roman, Engels (VS)</p> <p>Yooom Met opmaak: Lettertype: Times New Roman, Engels (VS)</p> <p>Unknown Met opmaak: Lettertype: 11 pt</p>
13,19	Camera initialization failed in club.pingpong	07.03.2013.		On 7.03.2013 while playing Ping-Pong with Yooom13, Y19 couldn't see the participant in the upper screen. Though he did see and hear us. Yooom 19 took place first at the table. We tried to restart the the game several times but this didn't work. After leaving the game and then take place a second time at the table, it did work fine.		<p>Yooom Met opmaak: Lettertype: Times New Roman, Engels (VS)</p> <p>Unknown Met opmaak: Lettertype: 11 pt</p> <p>Yooom Met opmaak: Lettertype: Times New Roman, Engels (VS)</p> <p>Unknown Met opmaak: Lettertype: 11 pt</p> <p>Unknown Met opmaak: Lettertype: 11 pt</p>
Y15	Camera initialization failed in club.ludo	07.03.2013		During a club.ludo session with three participants we where playing a game with three but could only see two participants (Y3 and Y19) in the upper screen, while the third (Y15) participants could hear us only.		<p>Unknown Met opmaak: Lettertype: 11 pt</p>

Y3	One-time problem with balloon shooter. The game did not start properly.	01.03.2013	This was on the 01-03-2013. They could see and hear each other but the game was not playing.	BME
Y3	One-time video quality problem in Meet	03.03.2013	One-time video quality problem in meet. During a communication the screen was stained with blue and red colors, after 15 minutes the connection went suddenly away.	PRE
Y11	One-time problem with balloon shooter. The game did not start properly.	14.03.2013	One-time problem in Club.Balloons. Contact between Y19 and Y11. Y11 game did not start correctly, the user saw only a white screen. The user had to leave the rejoin the club, then it worked fine. Comments from Y19 (kirsty) All the time we talked to eachother on the phone because Mrs Wissink (a true Anna in my point of view) thinks it's a bit hard to 'travel' through YoooM. If something goes wrong she haven't got the faith anymore so we have to coach here by phone.	BME
Y15, Y11	One-time problem. Connection in the meet was not possible on 14.03.2013 between Y11 and Y15.	14.03.2013	Y11 called Y15 and the busy tone was give, but user in Y15 had the problem that could not answer the call. The user MsWissink was guided by phone and asked here to make contact in Meetformat with mr and mrs Lammers (Y15). She did but we got the sound like they were already busy. With another phone we called mr and mrs Lammers. They told us that it was	PRE

not possible to answer our call.

Y15, Y10	One-time problem with MrLammers Y15 in meet format with Y10 on the 14 of March.	14.03.2013	During a call everything went fine first but after a minute or so the sound suddenly was away on both sides. The same repeated on a second trial. After this a third time was tried but the the camera was not properly initialized, the audio was ok.	PRE
Y15	Camera initialization failed in club.bubbles	15.03.2013	One-time problem with initializing the camera in Y15 using club.bubbles. The user got a blue screen instead of the video. This happened on 15th of March.	UCY
Y10	One-time problem with TeamViewer	16.03.2013	One-time problem with Teamviewer in Y10, the remote help session was not properly closed and user input was not enabled in teamviewer. The unit had to be restarted. This happened on the 16th of March. A configuration in teamviewer was changed to show to the user a black screen and disable her input while the tech team is troubleshooting things in the units. This helps to avoid extra confusion of the user.	

Y10, First time connection with 16.03.2013
 Y19 meet did not succeed
 between Y10 and Y19.

One-time problem in Meet between Y19 and Y10. The first connection did not succeed. Y19 called Y10 and after accepting the call the little green balls of InitializingWindow kept on going. The Y10 was restarted, then everything worked fine. This happened on the 16th of March. After the first session went well a second connection later on repeated the same behaviour. After this second session, more sessions were established that went ok since the first time.

PRE

6.3. Open issues

Yooom Unit	Problem	Reported date/time	Fixed date/time	Problem description	Solution	Responsible
X	Teach format presents sound dropping (sounds halts)	07.03.2013. 16.00	21.03.2013. Waiting for feedback	The sound in Teach format is not consistent and halting occasionally. Because of this problems it's a bit complicated to have a nice conversation. Units involved Y3, Y15 and Y19	<p>This is a problem with the codec in BBB, it does not handle correctly multi-conference with different people talking at the same time.</p> <p>UPDATE. 19.03.2013. This problems also occurs even if there is only one person talking. As an analogy, the problem observed is as if the Yooom were a cellphone which is passing a tunnel and the reception is getting lost, during this period the sound is chopped and returns few seconds later. The problem is that it is not possible to have a conversation because the end-users have to repeat what they are saying because the other users cannot understand.</p> <p>UPDATE. 21.03.2013. UCY has properly configured the sound settings in the units of Sensire. Also it was advised to Sensire to ask all the users to place the microphone button in the middle position, as explained in the installation manual. Preliminary tests show that this solves the problem. After receiving successful feedback of more tests this issue will be closed.</p>	<p>Yooom Met opmaak: Lettertype:Times New Roman, Engels (VS)</p> <p>Yooom Met opmaak: Lettertype:Times New Roman, Engels (VS)</p> <p>Unknown Met opmaak: Lettertype:11 pt</p> <p>Yooom Met opmaak: Lettertype:Times New Roman, Engels (VS)</p> <p>Unknown Met opmaak: Lettertype:11 pt</p> <p>Yooom Met opmaak: Lettertype:Times New Roman, Engels (VS)</p> <p>Unknown Met opmaak: Lettertype:11 pt</p> <p>Unknown Met opmaak: Lettertype:11 pt</p>

X	Using the club:explorer has some user experience drawbacks. This problem affects all the units.	18.02.2013. 13.21	15.03.2013	<p>1. Due to network traffic messages are lost, which means that some users lag behind with the synchronization. This cause confusion in the user who was left behind because he cannot see the same thing as the rest.</p> <p>2. A user who joins a club:explorer session starts always in Budapest, which cause again confusion in the user does not know how to see what the rest are seeing. The other participants should move with the arrows to allow a sync operation to be performed.</p>	<p>Can be fixed by BME until 15th of March. Decide when this changes will be deployed in the units.</p> <p>UPDATE.04.03.2013. This changes will not be deployed for Sensire. Only in Spain will be implemented, to avoid different results for the field test.</p>	BME
X	Camera initialization in Club does not work always	07.03.2013. 16.00		<p>On 7.03.2013 while playing Ping-Pong with YooM13, Y19 couldn't see the participant in the upper screen. Though he did see and hear us. YooM 19 took place first at the table.</p> <p>We tried to restart the the game several times but this didn't work. After leaving the game and then take place a second time at the table, it did work fine.</p> <p>- This is another time when failed: During a Club.Ludo session with three participants (Y3, Y15 and Y19) only 2 participants saw each other and played the game (Y15 and Y19), while the third (Y3) said took place at the same table because she saw our pictures at the table but it turned out that she was playing a solitaire game. So there</p>	<p>For now the solution is ask the user who was not properly initialized to leave the club and rejoin again in the table.</p> <p>UPDATE. 08.03.2013.UCY is looking into this problem.</p>	UCY

was no connection between the one and the other two. The same solitaire problem was repeated with Y15.

- This is another time when failed: During a club.ludo session with three participants we where playing a game with three but could only see two participants (Y3 and Y19) in the upper screen, while the third (Y15) participants could hear us only.

6.4. Suggestions and future improvements

Problem	Reported date	Description
Problem with touchscreen angle	05.03.2013 11.41	<p>"There is a problem with touchscreen and position of the bottom display. Because of the angle, it is better to have use it from top but this does not work with high tables, which forces the user to be standing up.</p> <p>This causes two problems:</p> <ul style="list-style-type: none"> - Touchscreen is calibrated from top to bottom. - The screen cannot be seen properly due to the angle." <p>The user has a table which is quite tall, therefore it has to be standing during an activity but this is too tiring.</p> <p>It is also not possible to change the table or the location because the house is small.</p>
Position of students in teach is not natural because to see them user has to adopt a strange body position	07.03.2013 16.00	<p>In the classroom the smaller pictures of the other participants are places on the lower screen. At our office we have placed the YoooM at a nice table on the right height, but it's hard to see the participants in these pictures because we look at them at a strange angle which doesn't give a nice view.</p>
Add missed call messages in meet	07.03.2013 16.00	<p>It would be nice if you could see your missed calls.</p>
Usability in UI observed with lower buttons.	20.03.2013	<p>Usability problem of the UI. The help button can be pressed by accident, in this case the user does not know that pressed the Help button and gets confused with the message. It is possible that the user still find its way back to the system but it is confusion the first time.</p>