

to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Severity Ratings

These ratings were created to help separate issues which are imperative to fix, and those which can be fixed as time allows.

- Low - cosmetic or minor, causes minimal difficulty
- Medium - causes some problems to doing work or causes the user to stumble, but recovery is possible.
- High - effectively prevents the user from doing work, the user will fail or have extreme difficulty

Application Strengths

1. Preference Panel

Heuristics – Aesthetic and Minimalist Design

Information to be entered is grouped into logical categories with labels and titles that clearly instruct the user as to what information is required.

2. Preference Panel, Wallpaper Designer, Ring tone Designer

Heuristic – Aesthetic and Minimalist Design

The look and feel of these applications is visually elegant and consistent throughout the suite. All have used a blue title bar, with the same font and placement for the title. Each application has a unique icon, but the icons are similarly sized and designed in such a way that they look like they all belong together. Each box uses soft rounded corners which gives it a professional look and a consistency with the Windows OS. It is easy to differentiate headings from body text and all fonts are clear and readable on white or pale gray backgrounds.

3. Wallpaper Designer, Ring tone Designer

Heuristic – Recognition Rather than Recall

The use of a Wizard approach for creating wallpaper and ring tones is wonderful. Users don't have to remember the steps. The application prompts them with exactly what to do, giving step by step instructions. The use of radio buttons on the opening page of the two wizards presents users with all options, in a flat hierarchy, making sure that users have equal access to all their choices.

2. CUPAS Preferences Heuristic – Visibility of System Status (high)

Issue

When the search tool is clicked next to server address, no servers are found.

Recommendation

Is this a bug? If not, it needs to be corrected.

3. CUPAS Preferences Heuristic – Error Prevention (high)

Issue

When a server address is incorrectly entered, the application gives no indication that there is a problem, either while still in the Preferences configuration, or after it is closed. There is also no indication as to how the server address is to be entered (IP address, FQDN, or NetBIOS name). The average user may not even know what a server or IP address is, so there is a good chance of them getting it wrong and the application does no error checking.

Recommendation

Show the user what format the server address should be entered in or make the application able to resolve the server name if IP address was entered or the IP address if name entered. Validate that the server address is correct when user says "OK to save" configuration information. Tell user whether the issue is that the server they specified is real (but currently unavailable), or an invalid server name (or address).

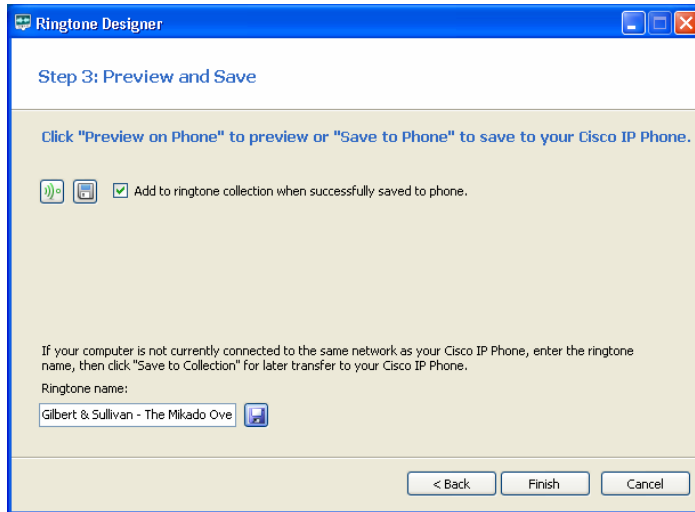
4. CUPAS Preferences Heuristic – Error Prevention (high)

Issue

When a username or password is entered incorrectly, the application gives no indication that there is a problem, either while still in the Preferences configuration, or after it is closed.

Recommendation

Validate that the user credentials are correct when the user says to save the configuration information, and provide as much information as possible as to the source of the problem and how to resolve it. (Is it the username or password that's the problem, or is it a network/server issue?) Adding a "Test"



21. Ring tone Designer

Heuristic – Recognition rather than recall (medium)

Issue

If a file is saved for later transfer, no information is given about how to find the file or how to do the transfer at a later time.

Recommendation

Give users basic instructions, such as telling them to contact their systems admin to find out when their phone will be on the same network as their PC. Then tell them how to restart the application and what choice to pick to continue this task.

22. Wallpaper Designer

Heuristic – Visibility of System Status (medium)

Issue

The application is extremely slow to launch. This may lead users to believe that it is not working, as there is no indication that anything is happening.

Recommendation

Making it load faster would be preferred. If technical constraints prevent it from loading faster, a short message to the user would be helpful that lets them know that the application is launching, and that it may take a few minutes. Adding a dynamic progress bar can help ease patience and uncertainty.

23. Wallpaper Designer

Heuristic – Recognition rather than recall (medium)

Issue

Having two different Save buttons is confusing. Many users will not know what network they are on or how to determine it.

Recommendation

Use only one Save button. When the user saves, let them know if the phone is not on the network and that their file will be stored for transfer at a later time.

24. Wallpaper Designer

Heuristic – Match between system and the real world (medium)

Issue

When user goes to open an image file, the image type defaults to .bmp files and users have to change to the correct extension for the type of image they want to work with. Many users will not have any idea what image format their picture is saved in and not see any images in folders where they believe they have images stored.

Recommendation

Have the open image file dialog default to look for all image types. Users who are familiar with the different types can narrow their search by choosing from the drop down menu, but novices will not have to know any special information to complete the task. This is consistent with how the application is recommended to deal with music formats.

