Acer Remote Files

App design

What is AcerCloud?

BYOC - Build your own cloud

AcerCloud lets you access your photos, music, videos and documents wirelessly and simultaneously on any platform devices anytime and anywhere – it enriches your life with more freedom!

AcerCloud apps

Interaction design by Jengwei

Acer Remote Files

Acer Remote Files gives you direct access to any of your Windows PCs from any of your other devices. You can upload and download files on any Android, iOS or Windows device, whether you're at home or on the road, and whether you're using Wi-Fi or a mobile network.

Project goal

Acer Remote Files 2.0 will...

Provide a better using experience to help users access files in anytime and anywhere.

Enrich the whole experience of Acer product family.

Increase sales volume.

Allow users to get any file of any PC which links with the same Acer ID from any device, anytime and anywhere.

Acer design process for Remote File 2.0

Method with IDEO design process

| 🔴 **INVESTEGATE** | 🟠 **Double D** | 🟢 **PROTOTYPE** | 🔵 **EVALUATE** | 🟣 **PRODUCE** |

INVESTEGATE
- Inform to design Acer Remote Files 2.0
- Base on 1.0 to discover the goals and need
- How to do it?
- What is wanted?
- What else we have to notice and try?

Double D
- Find many ideas and pain points of the usage
- Brainstorm more functions to use
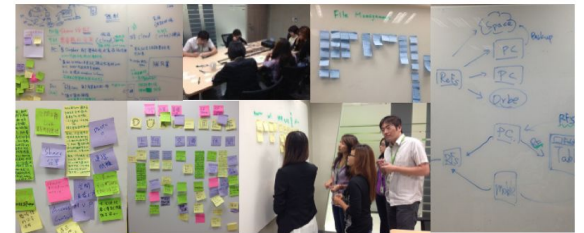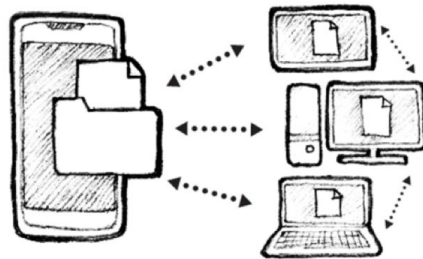- Competitor UI research
- Concept development

PROTOTYPE
- Development the prototype on Windows desktop and Android
- Design the scenario
- Pilot user test

EVALUATE
- User Testing and find the problems
- Determine next steps
- Assess progress
- Design refinement
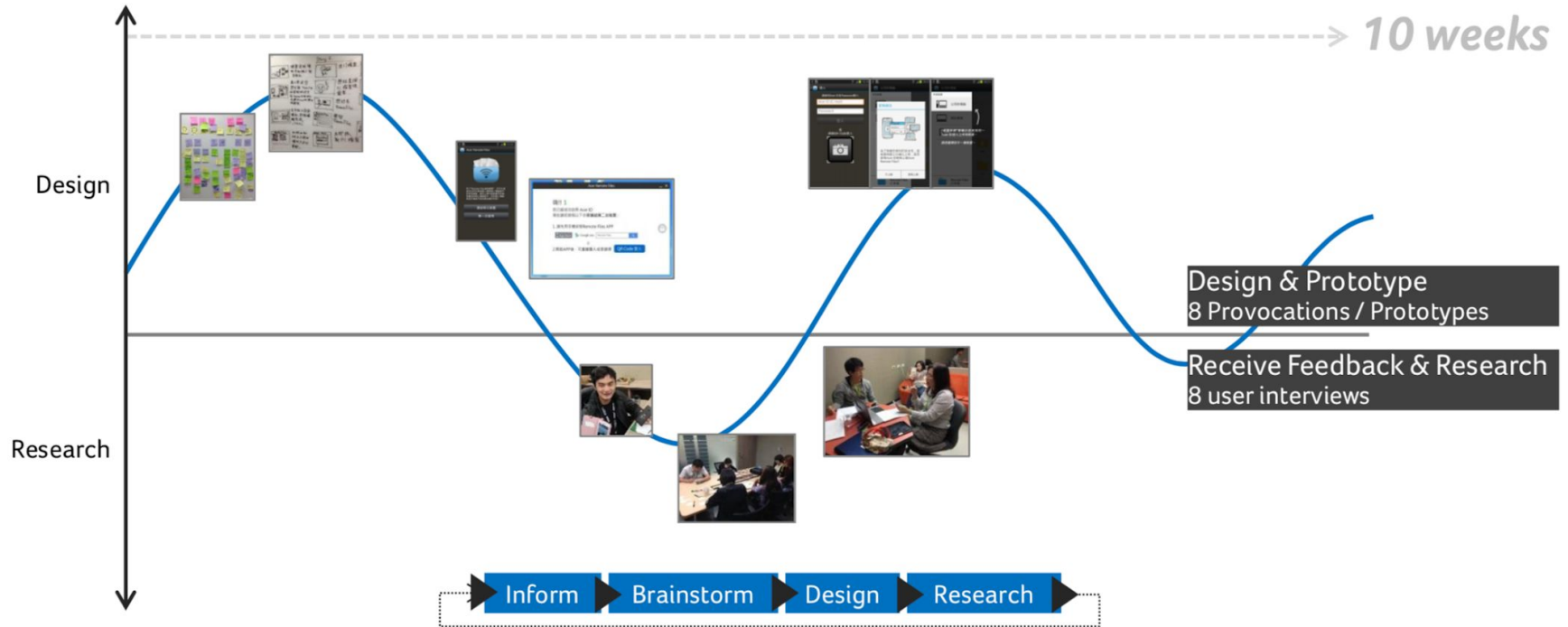- Run the 2nd user test and synthesis
- Conclude design result

PRODUCE
- UI architecture and document
- Visual design proposal

Remote access

30 days

Recently Docs

Usability testing, online feedback, group discussion, reference report

Acer design process for Remote File 2.0

Method with IDEO design process

10 weeks

Design

Research

Design & Prototype
8 Provocations / Prototypes

Receive Feedback & Research
8 user interviews

Inform | Brainstorm | Design | Research

Inform activities

Review result-pain point & feature list on Acer Remote Files

File management

The latest version of Remote Files only supports users to browse and view files, but users are not able to manage their remote files by common file operations such as moving, copying, deleting, and renaming.

Sync

Once remote PC went offline, important files are no longer accessible; otherwise, if files have been modified, there is no direct way to sync files back to remote PC. Users need to save the file locally first, and then upload it to the other folder.

Backup

The latest version of Remote Files does not support backup service.

Sharing

Users would feel insecure to share a folder while they choose a file to send via the latest version of Remote Files.

GUI & Interaction

Light style / Clear Flow

Function

File Management / Sync / Backup / Share

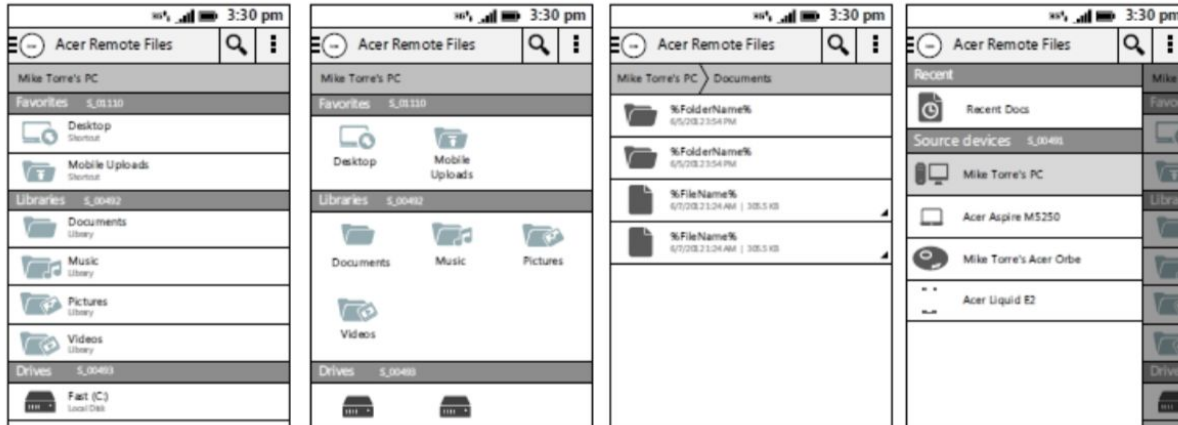**Other features**

Search files / Extra space

Brainstorming and prototyping

A scenario is a description of a persona using a product to achieve a goal, We give a story to know the product usage better. However, to tell a story describing one or more tasks in a specific environmental situation is helpful for designers.

Concept development – Keyframe and prototype

User interview and testing

We invite 8 participants who have multi-devices and remote access request. Here are our steps for the testing:

Step #1
Context explanation

- User background
- Hobbies, activities
- Device eco-system
- Used cloud system

Step #2
User tasks

- Let users follow the guide on PC to register and connect to the second device. After that, the users are invited to explore the app for a while by themselves.
- Discuss about process of registration and connection to the second device.
- Invite users to provide their opinions on layout and visual design.
- Invite users to provide their opinions on tutorials.

Step #3
Function exploration

- Invite users to transmit files to specific folders via a) Manual transmission
  b) Auto transmission (docs edit and save)
  c.) Mobile device sharing.
- Invite user to provide their thought and recognition of the three ways to transmit.
- Discuss manual and auto way to transmit.

Step #4
Provocation

- Invite users to evaluate concepts and tell the reasons.
- Choose the concepts which will benefit Remote Files 2.0

Step #5
Overview

- Inquire about users' perception of Remote Files 2.0
- How will users introduce Remote Files 2.0 to their friends
- What features they desire

Next – UI Architecture and Visual Proposal

User testing findings and refining design

Overall
Most of users agree that the introduction of Remote File is clearer than last version. The QR-code login process is also improved. However, there are still some problems as following need to fix.

Login button
The word"Sign in with an Acer ID will be replaced by"I Have an Acer ID"

Password Lock dialog timing
The dialog appears while launching the app after device sleeping

PC UI
Users suggest Remote Files should have independent UI rather than located in Windows file explorer

…, etc.