# Catalogue

Understanding and choosing handheld GPS units

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#### **OVERVIEW**

## Background, task & purpose

Handheld GPS units appeal to a wide audience and are used for many different purposes. They are often used *recreationally* by hunters, fishers, and hikers; *professionally* by scientists and engineers, professional climbers and mountaineers; and for *education*.

#### Background

GPS units vary in both the quntity and quality of features available. Some units are very basic and have a limited capacity for storing waypoints, routes, maps, and downloaded data. Other units are much more specialized and better suited to handle the demands of professional applications. These units can display a variety of maps, including aerial imagery and they have the ability to overlay vector and rastor data sets.

Regardless of the kind and level of use, one thing is clear: buying a handheld GPS is a complicated task that requires a basic understanding of how the units works, the terminology, and the features associated with it in order to determine whether or not it suits your needs.

#### Task & purpose

The task was to compare and analyze existing methods of communicating complex technological concepts and to investigate how design supports a consumer's decision process.

Buyers looking for professional or educational units have an entirely different set of needs and would look for different features. These two groups make up only a small portion of the handheld GPS category, so I chose to focus on handheld units geared primarily toward recreational use.

### **DISCOVERY**

- 3 Research & analysis
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- 16 Summary

This stage focused on researching and getting to know hand-held GPS units by looking at their features, how they're described, where and how they are sold, what buyers look for, and different ways the information about them is organized and displayed.

Analyzing competitors, content structures, and the decision making process helped to identify problems that need to be addressed in order to communicate information clearly and effectively and to support the consumer in their own decision making process.

## Research & analysis

## **Gathering information**

I began my research by gathering information about GPS units across different brands. I wanted to be sure I had a solid understanding of where and how the units are used, their features, and functions in order to determine what information to communicate and the most appropriate way to do so.







# Research & analysis

	education sport & recreation professional	Seeing what's out there						
Garmin is the leading brand, offering the widest range of units.  Most users begin their product search within the Garmin brand.		BRAND	MAKE & MODEL					
		DeLorme	PN-Series 20 30 40					
		Garmin	<b>Dakota</b> 10 20	Oregon 200 300 400c 400i 400t 550 550t	Colorado 400c 400i 400t	eTrex Legend H Legend HCx Summit HC Venture HC Vista H Vista HCX	GPSMAP 60 60Cx 60CSx 76 76Cx 76SCx	
		Lowrance	Endura Sierra H2O C Safari H2O Out & Back GO2 Expedition C Hunt C		These are the major branc	ds of handheld GPS units		
		Magellan	Triton 2000 1500 1500 AdventurePack 500 400 400 AdventurePack 300 200		and the different makes and models offered by four leading manufacturers. Garmin is the leading brand, offering the widest range of units.			

### **DISCOVERY**

## Research & analysis

### Sorting the features

After identifying the features across different brands, I grouped them into three main categories: *physical*, *navigational*, and *operational*.

### **Physical**

Physical features describe the physical aspects of the unit — its dimensions, how it's made, whether it's waterproof, and the kind of screen it has.

**Body** Size (width, height, depth)

Weight Button size

Antenna (internal/external)

**Construction** Frame materials

Rubber grips

Rugged construction: molded nylon on aluminum frame, rubber grips.

Water proof (IPX-7 standard)

Associated with 'ruggedness'; can be fully submerged.

IPX-4 will only resist water

Screen Size

these features impact visibility in bright sun and dark areas —

like in a forest at night

Color (monochrome/color)

Resolution, sharpness, brightness & contrast

Anti-glare and back lighting

Display type (LCD/TFT LCD/Touchscreen)

 $TFT-LCD\ is\ better\ for\ high-resolution/high-frequency\ data;\ improves\ image$ 

quality, contrast, and response time for refreshing data.

## Research & analysis

## Sorting the features

## Operation

These features have to do with the actual operation of the unit — how it gets power, interfaces with other units, and options for transferring and storing data.

Interface	Wireless					
	USB					
	Serial					
Protocols for	NMEA 0183					
Data Transfer	Protocol used by marine receivers to transmit data. ASCII, comma delimited.					
	Garmin Binary					
	RTCM (Radio Technical Commission for Maritime Services)					
Memory	Built-in memory					
	Memory card slots					
	Expandable memory for storing routes, waypoints, and maps.					
User Interface	Graphic					
	List					
Power	AA Batteries					
	Lithium-ion					

### **DISCOVERY**

## Research & analysis

## Sorting the features

## Navigation

Navigation features have to do with the quality of mapping information on the unit, how the unit gets information, and the kinds of information that can be displayed and stored.

Navigation	Waypoints, routes, and tracks						
	Custom points of interest Trip computer						
	Timer, average speed, max speed, distance, sunrise/sunset times.						
	Compass						
	Barometric altimeter						
	Tracks changes in pressure to obtain accurate altitude information.						
	Turn by turn navigation (for roads)						
Receiver	Sensitivity (receiver chips, e.g., SiRFStar III)						
	Decodes GPS signals at low signal levels, typically 160dBm — allows for						
	differentially corrected positions.						
	WAAS/EGNOS/MSAS						
	Channels						
	12-channels or more to aid reception in wooded or mountainous areas;						
	improves position accuracy.						
Mapping	Preloaded Maps (Type, coverage, and detail)						
	Ability to add maps and downloaded content						

## Personas & feature lists

# Moutaineering, climbing, hunting & fishing Safety





	PRIMARY USE	Mountaineering and climbing Safety		Hunting and fishing		
	FUNCTION/FOCUS			Safety		
	FEATURE LISTS	desired	additional	essential	additional	
		<ul> <li>Compass</li> </ul>	Wireless data	<ul> <li>Compass</li> </ul>	<ul> <li>Geocaching</li> </ul>	
		• Barometric altimeter	Safety  additional  • Wireless data  • Compass  • Barometric altimeter  • Portable charger  • Light-weight  • Rugged  • Sun and moon  • Expandable memory  • Long battery life  • High-sensitivity  receiver (for great accuracy in woods and mountains)			
		<ul> <li>Light-weight</li> </ul>	Portable charger	<ul> <li>Light-weight</li> </ul>	recorder	
A bold listing indicates an absolutely essential		<ul> <li>Waterproof</li> </ul>		<ul> <li>Waterproof</li> </ul>	<ul> <li>Tidal charts</li> </ul>	
feature that the user just can't live without based on their needs and how the unit will be used. Other features might be sacrificed for the existence or quality of these features.		• Rugged		<ul> <li>Rugged</li> </ul>	<ul> <li>Sun and moon</li> </ul>	
		Expandable memory		<ul> <li>Expandable memory</li> </ul>		
		• Long battery life		<ul> <li>Long battery life</li> </ul>		
		<ul> <li>High-sensitivity</li> </ul>		<ul> <li>High-sensitivity</li> </ul>		
		receiver (for great accuracy in woods and mountains)		accuracy in woods		
		<ul><li>Ability to add maps</li><li>Easy to read screen</li></ul>		, .		
		• Buttons				

## Personas & feature lists

## Hiking, photography & geocaching Safety and record keeping | Fun





PRIMARY USE FUNCTION/FOCUS	Hiking and photo Safety and record	0 1 1	Geocaching Fun	<u> </u>		
FEATURE LISTS	essential	additional	essential	additional		
	<ul> <li>Compass</li> </ul>	<ul> <li>Ability to add maps</li> </ul>	<ul> <li>Geocaching</li> </ul>	• Picture/video		
	• Barometric altime	eter	<ul> <li>Compass</li> </ul>	recorder		
	<ul> <li>Light-weight</li> </ul>		<ul> <li>Barometric altimeter</li> </ul>	<ul> <li>Tidal charts</li> </ul>		
	<ul> <li>Waterproof</li> </ul>		<ul> <li>Waterproof</li> </ul>	• Sun and moon		
	<ul> <li>Rugged</li> </ul>		• Rugged • Trip con			
	Expandable memo	ory	<ul> <li>Expandable memory</li> </ul>			
	<ul> <li>Long battery life</li> </ul>		<ul> <li>Long battery life</li> </ul>			
	<ul> <li>High-sensitivity</li> </ul>		<ul> <li>High-sensitivity</li> </ul>			
	receiver (for great		receiver (for great accuracy in woods and mountains)			
	accuracy in woods					
	and mountains)					
	• Easy to read screen	1	<ul> <li>Good accuracy</li> </ul>			
	<ul> <li>Custom POIs</li> </ul>		<ul> <li>Preloaded maps</li> </ul>			
			• Easy to read screen			

## **DISCOVERY**

## **Decision models**

The decision model describes the decision making process for buyers with different focuses and needs.

CONTEMPLATING	DECIDING	BUYING			
PRIMARY FOCUS & USES	BRAND KNOWLEDGE	INITIAL FEATURE LIST	RESEARCH	MODIFIED DECISION	FINAL COMPARISONS & PRICE HUNT
The buyer identifies a need or desire and begins to think about the product. This could be rational and serve a specific purpose, or it could be emotional and simply respond to something that's "cool" or "fun".  Contemplating occurs throughout the decision making process.	The buyer enters the deciprocess with some brand an initial feature list bases needs and how the unit we Could be from brand exported recommendation from a first feature.	knowledge and d on his/her vill be used. sure, or a		This part of the decision making process can be straight forward or cyclical in nature. The buyer may continually modify his/her decision as different sources are consulted for information about the units being considered.  As buyers see what features are available to them and balance this with the cost of the unit, they will modify their feature lists by adding features they didn't know existed, or changing their priorities of certain features based on their needs, interests, and how the unit will be used.	

## **Decision models**

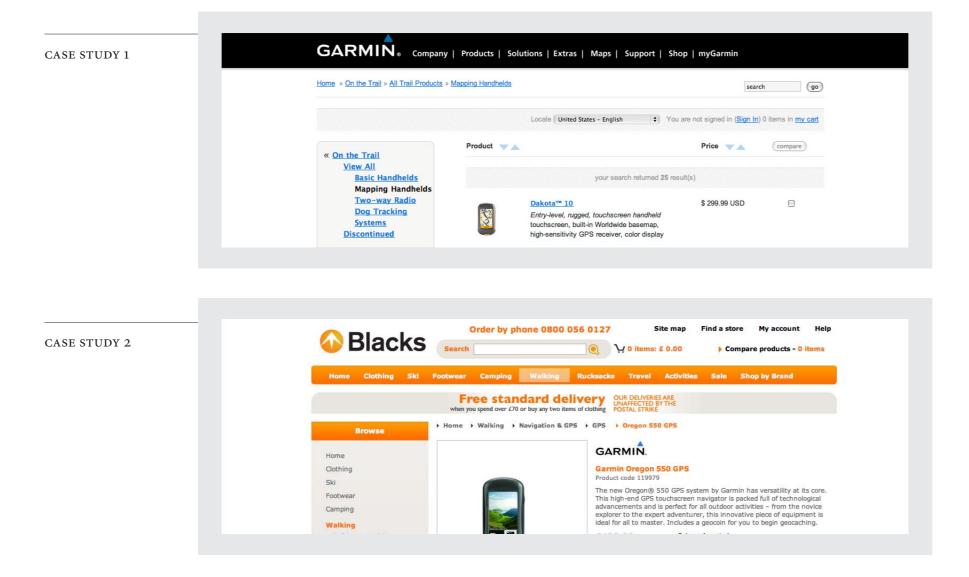
CONTEMPLATING	DECIDING					BUYING
PRIMARY FOCUS & USES	BRAND KNOWLEDGE	INITIAL FEATURE LIST	RESEARCH	MODIFIED DECISION		FINAL COMPARISONS & PRICE HUNT
Mountaineering and climbing.	GARMIÑ.	Compass Barometric altimeter Light-weight Waterproof and rugged construction External antenna Ability to add waypoints and mapping Long battery life	Sought a professional opinion and looked at units in the store.	Compass Barometric altimeter Light-weight Waterproof and rugged construction External antenna Ability to add waypoints and mapping Long battery life Strong receiver/accuracy Wireless transfer	GARMIÑ.	Purchases the unit in-store. Buys directly from the professional guide he received his recommendation from (even though the unit was slightly more expensive).  Loyalty
SAFETY  Hunting and fishing.	GARMIÑ.	Compass     Barometric altimeter     Waterproof and rugged construction	Sought advice from friends and looked at units in the store.	Compass Barometric altimeter Waterproof and rugged construction Light-weight Long battery life Strong receiver/accuracy Hunt/fish calendar Lunar calendar	garmiñ. Bushnell	Orders the unit from his favorite hunting and fishing catalogue.  Familiarity & loyalty

## **Decision models**

CONTEMPLATING	DECIDING	BUYING			
PRIMARY FOCUS & USES	BRAND KNOWLEDGE	INITIAL FEATURE LIST	RESEARCH	MODIFIED DECISION	FINAL COMPARISONS & PRICE HUNT
Hiking and photography (sync location data with photographs for cataloguing & archiving).	GARMIÑ.	Compass Barometric altimeter Light-weight Waterproof and rugged construction Strong receiver/accuracy Ability to add waypoints and mapping	Asked friends, read magazines, searched online and looked at units in the store.	Compass Barometric altimeter Light-weight Waterproof and rugged construction Strong receiver/accuracy Ability to add waypoints and mapping Turn by turn navigation Mounts for bikes, kayaks, and cars  GARMIN LOWRANCE	Purchases from one of her trusted stores (either in-store or online).  Loyalty based on level of knowledge, overall experience and customer service
Geocaching. All fun and games — and it's gotta look cool.	GARMIÑ. MAGELLAN	<ul> <li>Geocaching</li> <li>Color screen</li> <li>Graphic interface</li> <li>Overall appearance</li> </ul>	Looked at units online in magazines.	Paperless Geocaching Color screen Graphic interface Overall appearance Waterproof Strong receiver/accuracy Ability to add waypoints and mapping Turn by turn navigation Mounts for bikes, kayaks, and cars  GARMIN.  BLORME LOWRANCE	Orders the unit online.  Speed & price

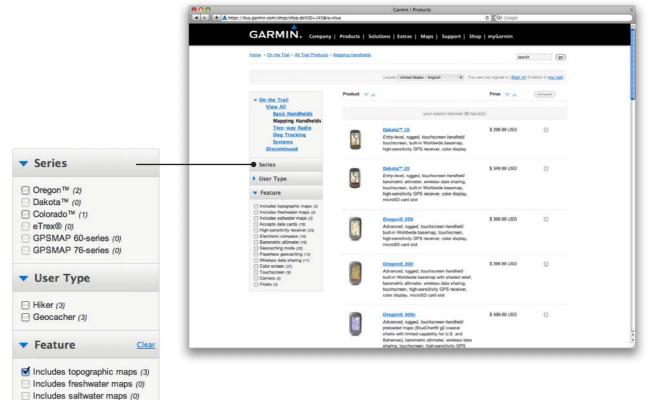
## Case studies

The case studies evaluate the overall accessibility of information and identify methods of presentation that are both strong and weak. These case studies focus on two different kinds of online stores: the first study looks at Garmin, a manufacturer web site; while the second looks at Blacks, an outdoor gear store.



## Case study 1

# **Garmin** | MANUFACTURER WEB SITE *A fine example*



Orsgant 4005

Advanced, rigged, trachiscreen handheld preloaded mape (U.S. topographic), barrometic altimeter, winteres data sharing, touchersen, high-sensitivity GPS moelver, color display, microSD card stot.

Orsgant 5305

Advanced, rigged, touchscreen handheld camera, preloaded mape (U.S. topographic), barrometic altimeter, wireless data sharing, touchscreen, high-sensitivity GPS receiver, color display, microSD card stot.

Colorador 480s

Tough, full-featured handheld preloaded mape (U.S. topographic), barrometic attender, wireless data sharing, ingly-sensitivity GPS receiver, color display, sometic state sharing, high-sensitivity GPS receiver, color display, sometic attender, wireless data sharing, high-sensitivity GPS receiver, color display, SD card stot.

The results of my search!

Accepts data cards (3)

✓ Electronic compass (3)✓ Barometric altimeter (3)

Geocaching mode (3)

☐ Touchscreen (2)

Camera (1)

Floats (0)

Paperless geocaching (3)

✓ Wireless data sharing (3)☐ Color screen (3)

High-sensitivity receiver (3)

Selective searching

can't live without.

Buyers can put their checklists

to work and select to see items

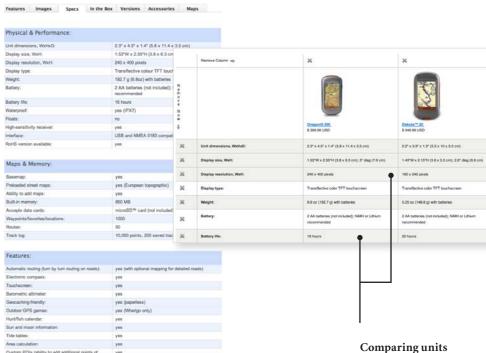
Garmin lets you search within

a specific series, user type, and

choose the features that you

based on their preferences.

Garmin's us site was particularly well done. They've created general categories based on use, making it easy for the buyer to get to the product that's right for them. The titles, like *On the Trail* and *On the Water*, are full of life and connect with the individual user, pulling them into the site.



#### Sorting the specs

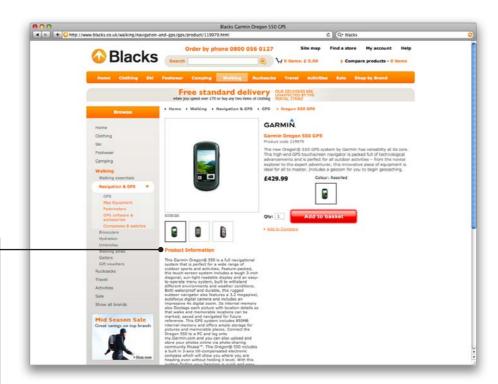
This is one of the most difficult sections of information to look through. Presented as simple tables, Garmin has separated their specs into groups: *Physical & Performance*, *Maps & Memory* and *Features* making it easier to find the relevant information.

#### Comparing unit

Highlighted rows (shown in gray) quickly show the differences between the units being compared.

## Case study 2

## Blacks | OUTDOOR GEAR STORE A typical approach



This is a pretty typical example of how GPS units are shown by outdoor gear stores and many consumer electronic stores. There isn't much about this approach that works well: all the essential features are stuffed into long sections of text, and when they exist, product comparisons are handled inadequately — rarely showing even the most basic information, such as unit dimensions and weight.

#### Comparing units

The only comparison happening here is very minimal. It's not very informative or helpful, even on a very basic level comparing physical features such as weight or dimensions.

sorting through long lists and columns of text.

No specs here. You want specs? Read through the Product Information above and figure it out!

#### **Product Information**

This Garmin Oregon® 550 is a full navigational system that is perfect for a wide range of outdoor sports and activities. Feature-packed, this touch-screen system includes a tough 3-inch diagonal, sun-light readable display and an easyto-operate menu system, built to withstand different environments and weather conditions. Both waterproof and durable, this rugged Both waterproof and durable, this rugged outdoor navigator also features a 3.2 megapixel, autofocus digital camera and includes an impressive 4x digital zoom. Its internal memory also Geotags each picture with location details so that walks and memorable locations can be marked, saved and navigated for future reference. This GPS system includes 850MB internal memory and offers ample storage for pictures and memorable places. Connect the Oregon 550 to a PC and log onto my. Garmin.com and you can also upload and store your photos online via photo-sharing community Picasa\*\*. This Oregon® 550 includes a built in 3-axis tilt-compensated electronic a built in 3-axis tilt-compensated electronic compass which will show you where you are heading even without holding it level. With this system finding your bearings is quick and easy and the inbuilt barometric altimeter will even and the inbuilt barometric altimeter will even track changes in air pressure to pinpoint precise altitude. The highly sensitive WAAS-enabled GPS receiver includes HotFix™ satellite prediction which will also locate your position precisely and keep its GPS location. This navigator is compatible with a variety of different systems such as BlueChat(® g2 maps for those wanting to get hold of information when heading out on the water and Geocaching − a paperless downloading tool which will provide detailed information on locations, terrains and various information on locations, terrains and various other area descriptions. This Oregon® 550 comes preloaded with an in-built basemap and can also be used in connection with TOPO GB DVD and Garmin GB Discoverer™ to get detailed maps and directions when out in the country, on the road or on the water. Compatible with other Garmin products, such as the heart-rate monitor and other sensors, this feature packed system is a fun reference point for using wherever you are heading and for any outdoor activity.

Here, I've selected 3 different units. Blacks gives me the image, price, product code and the description for each. I'm left to make the feature comparison on my own by viewing each unit individually and

**Specification** 

## **Summary**

There are many factors that make choosing a handheld GPS unit a complex, difficult, and time consuming process. The single greatest difficulty that consumers face is the large quantity of information used to describe the units. Thinking about user needs through personas and decision models as well as evaluating case studies provided ways to identify aspects of the buying process that make choosing a unit an easier task. These methods became particularly useful during the transforming stage of the design process where different visual directions were explored.

DESIGN METHODS THAT
IMPROVE ACCESSIBILITY

#### **Tables**

Structure information and provide a way for buyers to compare different product features.

#### Categories and groupings

Create groups of related information, making relevant parts easier to find.

#### Highlighting

To show differences between products, or to emphasize special features.

#### **Product comparisons**

Provide a way for buyers to see how different products compare. Helpful across different brands and within a single brand.

#### Selective searching

Allows buyers to search through products and displays only those that meet their needs and preferences.

#### Challenges & problems

- Quantity of information
- Technical terms & understanding
- Making trade-offs clear
- Indicating uses: where? for what activities? and addressing multiple uses
- Making comparisons between units and between different brands
- Organizing features
- Pulling out the most essential features
- Deciding where to use icons and how
- Explaining ideas and concepts related to GPS navigation and technology to users with different levels of experience
- Appeal to a wide variety of users

- 18 Sketching
- 20 Developing icons
- 21 Layouts

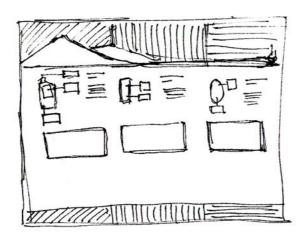
The work in the transforming stage explored different approaches for organizing and grouping the content in order to find a clear and effective way of communicating the information to the consumer.

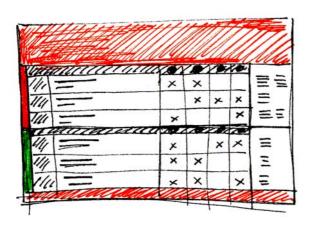
# Sketching

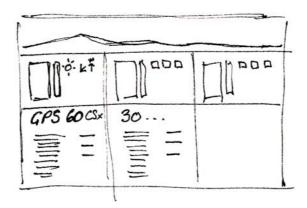
### Structuring information: matrix layouts

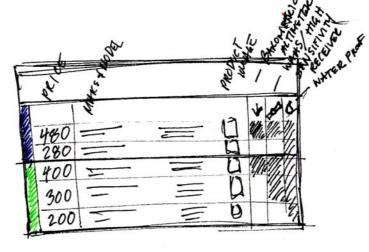
Matrix layouts allow for the comparison of information using both horizontal and vertical axis.

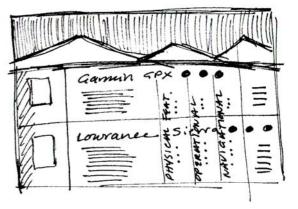
These early sketches explored using tighter tablelike layouts that focus primarily on features and price. Also explored was a looser matrix-styled layout to provide space for detailing the units, feature lists, and placing icons.

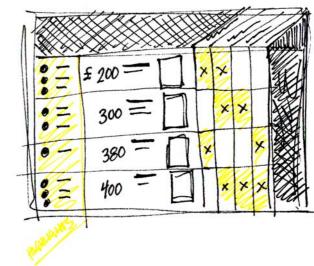










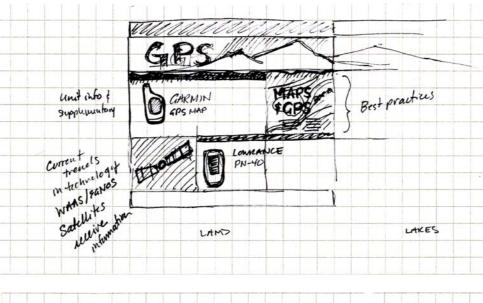


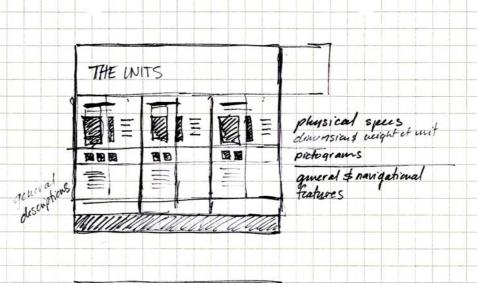
# Sketching

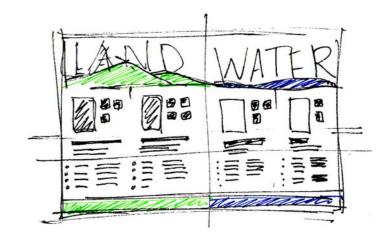
### **Structuring information: groupings**

Creating groupings by features, use, and activity allowed for comparisons between units that shared a similar purpose, resulting in an easier and more focused product search.

Explored the use of running images to tie together units used in different areas, and looked at color as a way to separate units used for different activities. Also considered working in additional information to describe how the units function and best practices for using them.

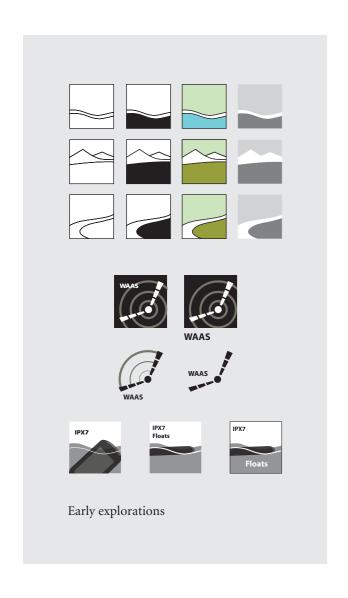


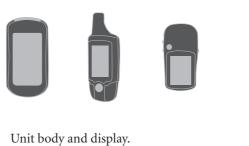






One of the challenges with describing GPS units is that there is a lot of information associated with the units. Because of this, it's difficult to choose what information is best communicated with icons. Some concepts are more difficult to show than others, and some information is simply better explained with words.







Icons for areas of use: land, water, road.

The use of icons was explored to call attention to different feature groups and areas of use.









Icons for different feature groups. From the left: *operation* and memory, receiver, tracking and logging, and maps.

## Layouts

#### Direction 1

Editorial pages focused on sorting units by use, highlighting the best unit in each category.

FORMAT: editorial

PAGE DIMENSIONS: 8 × 10 in

DESIGN FOCUS: use (land and water)

GARMIN

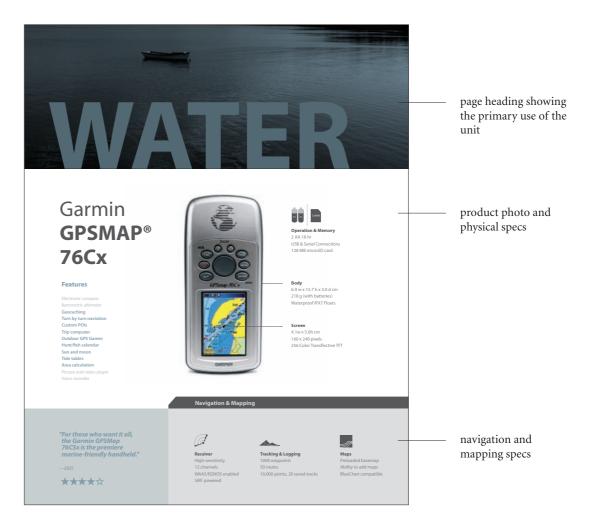
GPSMAP®

60CSx

unit features

Blanca compare and capable.\*

Page 12 and 12 and



## Layouts

#### Direction 2

Editorial spread for an outdoor magazine focused on back country units.

FORMAT: editorial Spread dimensions:  $22 \times 10$  in DESIGN FOCUS: back country units within a brand; matrix comparisons



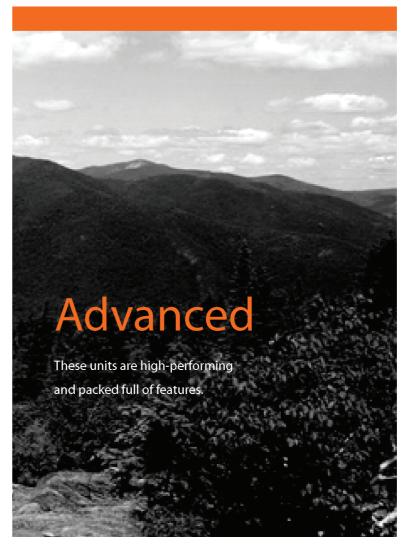
## Layouts

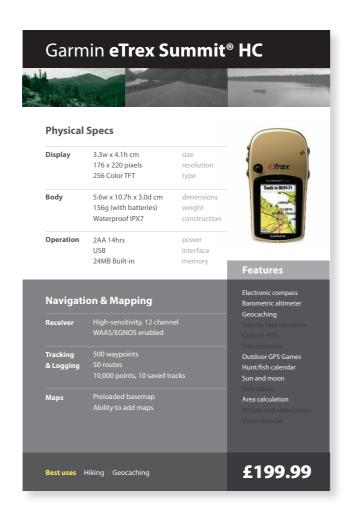
FORMAT: cards and folder DIMENSIONS:  $4 \times 6$  in DESIGN FOCUS: level, use, and feature comparisons

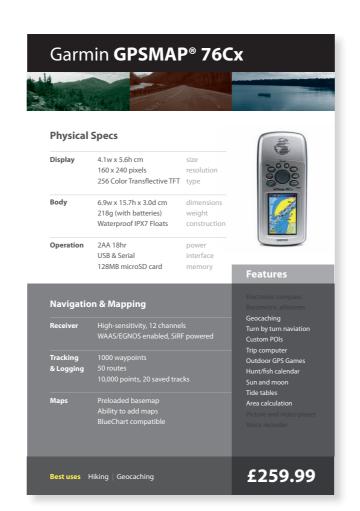


# Direction 3 GPS product cards that allow for side by side unit comparisons. Units are grouped into one of three levels: basic, intermediate, and advanced. Garmin GPSMAP® 60CSx











### **MAKING**

- 26 Design
- 29 Format & structure
- 30 Colors
- 31 Typography & icons
- 32 Design features

The final design was focused on providing buyers with a method of accessing and comparing information about different units within a single brand.

The small format of the cards was chosen to reflect the handheld nature of the units. Natural colors, humanist sans-serif typography, and a strong grid structure present the information in an orderly manner while the front of the card draws the buyer in and gives them a way to connect with the environment where it's used.

MAKING Design

The cards were designed to be double-sided so they can be turned over while comparisons are being made between models. This way, the buyer can focus on the information describing the units being considered.

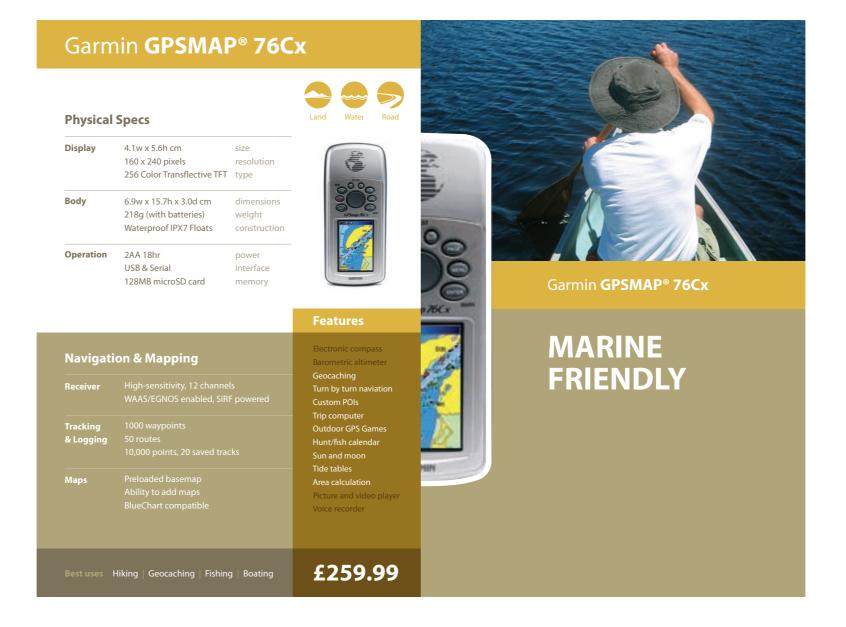
The front of the card shows a close-up view of the unit and highlights key qualities to provide a quick overview of the unit.

The back of the card shows the unit and lists the physical specs, navigation and mapping specs, and features. It also indicates where the unit can be used (land, road, and/or water) and lists the activities the unit is best for. The features list is the same on every card, showing the features the unit has in white. This way it is easy to see which features are gained and lost from unit to unit and how the change effects the price.



Kathleen Stinson Catalogue

MAKING Design an intermediate unit



MAKING Design an advanced unit

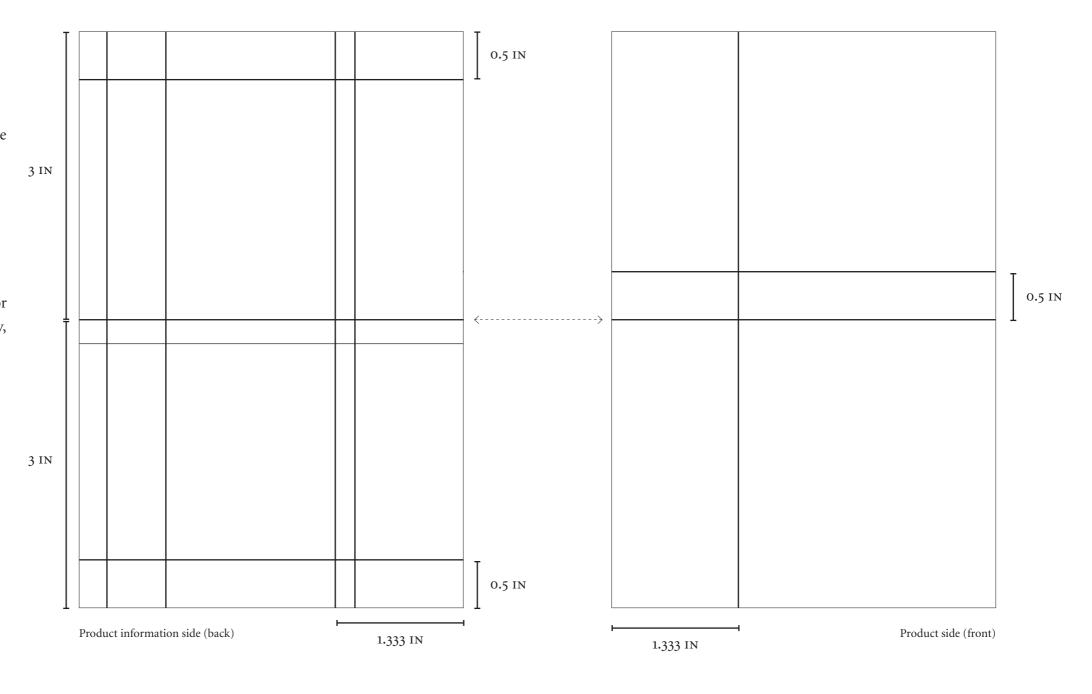


## Format & structure

#### **Format**

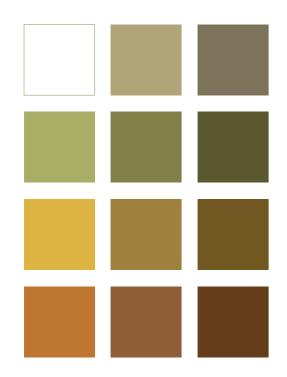
Double-sided cards 4 IN. W X 6 IN. H

The final piece was designed to be 4 inches wide by 6 inches high. The back panel of the card was divided in half vertically to create two spaces: one for the physical specs and one for information related to navigation and mapping. The right-hand column was created by dividing the card into thirds horizontally. This structure is carried over to the front of the card providing a space for the unit name, product image, photography, and descriptive text.



### **MAKING**

## Colors & photography



**General colors** 

WHITE

- C34, M30, Y60, K0
- C27, M30, Y50, K40

#### Level of unit

- C37, M21, Y73, K1
- basic
- C14, M28, Y87, K0
- in termediate
- C28, M62, Y100, K0

The darker level colors are achieved with a blending mode set to multiply.

advanced

Soft, earthy colors and full color photographs of people exploring and enjoying the outdoors describe the environment where handheld units are commonly used to give buyers a way to connect with units. Shades of green, yellow, and orange are used to describe the level of the unit: basic, intermediate, or advanced, respectively.



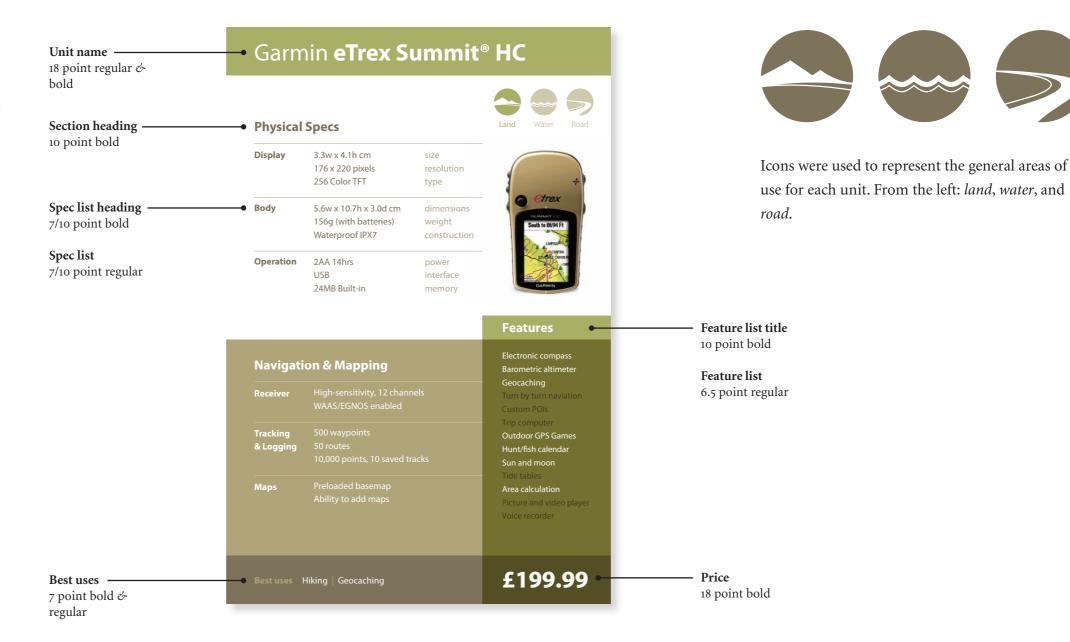




#### **MAKING**

# Typography & icons

The copy is set in Myriad Pro, which has a good range of weights, is clear and easy to read, and holds up well at a small size. I wanted a clean typeface with a humanist touch to capture the technical aspects of the units as well as the natural environment where it is used.



## **Design features**

### **Making comparisons**

These product cards allow for side by side unit comparisons.



Horizontal comparisons allow the buyer to compare feature lists and evaluate the unit's physical specs as well as those related to navigation and mapping. They also allow for a quick visual evaluation of where the units can be used (land, water, or road).

### **MAKING**

## **Design features**

### **Sorting**

Cards can be sorted into groups that fit in best with the buyers needs.



This user is looking at units that will function well in the back country and have some advanced features. The GPSMAP 60Csx and 76Cx meet these needs and have been pulled out for further consideration, while the eTrex has been flipped over and set aside.



