**KTV Mobile Moderator script**

My name is Clark and I’ll be guiding this session with you today.

*Introduce observers if they will be in the same room.*

*Quick self-introduction in Chinese to set-interviewer at ease. Mention that if they have any questions please ask in Chinese if they prefer and I’ll do my best to answer.*

First of all, Is there anything in my short self-intro you didn’t understand. If you don’t understand me it’s ok, I realize it isn’t perfect, so don’t be afraid to ask me to repeat anything I say. If it still doesn’t work I have someone who could come and help.

Thanks for agreeing to come and help us today. I really appreciate it. We should be here for about [30 minutes?] today.

If you don’t mind, I’m going to read the next couple of things from my script to make sure I cover everything.

Our company QNAP is launching a new app. for TV, Web and Mobile and we want to find out if it works for real users – people like you.

This isn’t a test of you. There are no right or wrong answers. Instead, you are helping us to test Ocean KTV. So, please be honest – you won’t hurt the developers’ or our feelings.

I’m going to be recording our session today, it won’t be shared with anyone and after I’ve gone back and listened to it I will delete the file. If that is ok then we will continue.

 *[Consent form]*

*[NDA if necessary]*

Today, we’ll be working through some scenarios on the iPad. You can pick it up to use it just like you would your own iPad.

This product is still being built, so it might not always work properly or provide the right information. If something unexpected happens, don’t worry, you didn’t break it. I’ll be here to let you know what to do in those situations.

If you need to take a break at any point, just let me know. If there are any questions that you don’t want to answer, again, just let me know. There’s water here for you as well if you want it. Do you have any questions before we begin?

There’s one thing you can do that will really help me as we go though the session today, and that is I’d like you to think out loud. By that, I mean while you are working with the Ocean KTV app. I want you to tell me what you’re thinking as you go along. For instance if anything acts differently than you expected, or if you are trying to work out what to do next, say those things out loud.

I’m going to be giving you things to do with the app. I’d like you to go as far as you would if you were working on your own. I will be right here, but I might not be able to answer your questions. When you are done, say “I’m done” or “I would stop here.”

OK, let’s start. The first thing I’d like you to do is read this out loud and then go ahead and do what it says.

*[hand first task to participant]*

*[After first task]* Thank you. Now let’s move on to the next one.

*[During tasks, if necessary]* Please remember to think out loud

*[After all tasks]* Thank you. Your feedback has been very helpful. Do you have any questions for me about what you just worked with?

OK, we’re finished. Thank you very much for your help and here is a little something for your help.

Thanks once again.