

Appendix I

Dataset Used for Qualitative Study of iPhone – Chapter III

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College of Business Administration
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Qualitative Research Project - Telecommunications
Marketing in High-Tech Consumer Product Situations

Katrina asked and

said:

so it's a great phone, but is it a 'fashion' phone?

I haven't very frequently seen the iPhone lauded (or derided) as the latest hot (or obnoxious) **fashion** accessory, à la the LG Prada phone. And the iPhone users I've spotted so far seem decidedly non-fashion oriented -- mostly disheveled looking salarymen and IT geeks who wear it around their necks on lanyards... (But then again I work in midtown Manhattan, so my sample set is probably more uniform(ed) than the broader iPhoneed populace.)

Considering that Apple's industrial design is almost universally considered uber-sexy, I'm surprised more **fashion** conscious consumers haven't flocked to it. What say you, iPhoneers? Was your decision to purchase at all influenced by how it would complement your wardrobes, among other considerations?

By the way, I absolutely did not post this to insult or belittle anyone who doesn't prioritize **fashion**. Just curious.

Carina said:

Most definitely it's a **fashion** phone, but not as much as the RAZR was when it came out in '04. This phone runs circles around the RAZR for functionality. It's **fashion** only because every celebrity on television will have one soon.

Albert said:

iPhone is more of a 'hip' than a **fashion** phone. If Marc Jacobs for LV or Miucca Prada starts designing cases for iPhone, it will become a **fashion** phone. I hope the later is more of a possibility than a probability.

Denise said:

I'm a nearly 40-year-old woman geek that buys her clothes at Pac Sun -- LOL -- so you decide!

Finished

John asked and said:

What's Makin' you keep your iPhone?

I think to myself, what do I use my smartphone for.... phone calls, real time PIM and email, and applications I can use anywhere (regardless of whether I have an internet connection). None of which it does that great. Microphone has low volume, there is no good push email solution, and the PIM is certainly not real time (I mean wirelessly sync'd).

I don't use it for music since I can't really listen to it in my car with an RF modulator (there is not one made for the iPhone) and I show pictures only sometimes...

So, every morning I wake up and look at my Treo750 sitting on the charger, but I haven't moved back. Why? A few reasons...

- 1) You can't beat the form factor
- 2) I do love HTML embedded emails
- 3) The screen is beautiful
- 4) Most importantly for me... battery life is far superior

But every day I do look at my Treo and wonder if Apple will fix the iPhone shortcomings... and every day I think to myself cellular/email life was much easier when I had my Treo... It may not be long until the mystique of the iPhone wears off and I go back to my old work-horse.

Just my 2 cents.

Ryan said:

Me personally, I did a lot of research on the phone before I went out and bought it. It does everything that I was looking for:

1. Can check multiple E-mails without having to go to some webpage all the time.
2. MP3/MP4 player with video.
3. LOVE the Maps application since I do travel for business and you can locate hotels, food, movies and the whatnot in your area VERY easily.
4. Love the Full blown HTML instead of Brew related crap.
5. It is a phone built around Software instead of Hardware which makes the phone Full of future expansions/Applications instead of having to buy a new phone anytime soon.
6. Camera and screen resolution was a bonus.. Looks Extremely sharp.

But what it really came down to is it does what I was looking for. Anything else they can do to it to make it better would be a bonus to me.. like Right click functionality... *hint, hint, hint* *glares at Apple*.

Natalie said:

I use pretty much everything it has to offer...

Podcasts are my new thing. Never listened to them on my iPod. But I gave them a chance with my iPhone and love it.

Thy said:

- 1) The best iPod I've owned.
- 2) Safari
- 3) Google Maps
- 4) It's just too damn sexy

Thy said:

^ All of the above....

I love the iPod/phone functionality.
I love the browser (Safari)

I love the navigation, SMS, etc.

There are several things i wish apple addresses.
And if they do, WOW iPhone = Best phone (personal opinion)

Katrina said:

im just waiting for a significant update, and honestly if theres no update from here to october....i will sell my iPhone.

you probably asking why?.....there are too many phones that do more than the iPhone that have open platforms...tons of 3rd party apps, have removable batteries, 3g, custom ringtones, data transferable bluetooth or IR and are also super cutomisable and much more...so why stick with just a pretty iPhone.???

until apple proves me wrong.....this is my plan.

Thy said again:

Apple really wanted to be in control of there product,
So maybe thats why we cant do much with it. (just my 2cents)

But who knows, i hope the updates to come are good!!!

Glenda said explaining to Katrina:

I am waiting a little longer, and right now what is keeping me is that phone is cool, does an OK job in the SLC, Utah area at being a phone, the videos were great on my last trip, and maps is very nice. A termination fee and then buying a new phone on a new carrier will get pricey. So lets see where it goes. I want to give it a chance since it is a new phone and there is hope for new functionality.

Ryan inserted a new question:

Question.... Did anyone that is unhappy with the phone actually do any research on the phone before buying it? or just jump in head first blind?? Not trying to bash anyone, but If your going to fork out 500-600 dollars.. I would think people would try to see if the phone actually fit thier needs instead of buying it then complaining that it doesnt fit thier needs and demand that someone make it do what THEY want it to do. Kinda like buying a Ferrari then complaing that it doesnt do very well offroad, it sits to low to the ground and wont do 180MPH in reverse.. Just my thoughts..

Michael said:

Apple needs to add a Volume fix and MMS.. I am giving them until Oct as well.. If these items aren't addressed it back to a Blackberry.

Patrick said:

Never thought about getting rid of my iPhone, just thought about when the next one will be released.

No other phone on the market comes close to offering the features that I want in one package. I have been waiting for a device like this for years and despite its shortcomings, it is more than what I expected. The only thing that comes close is having a blackberry and a laptop on hand at all times.

I am convinced the major update will be released alongside leopard later this year and it will address most of the issues people constantly whine about on these forums.

Katrina answer to Thy:

i see what you are saying, i wonder how many customers apple and ATT are going to loose just because we cant do much with it. 😞

and honest to god, if apple does not release any significant updates for the iPhone but

includes them on the second gen iPhonei will go to cali and form the biggest group of protestors in front of apple that steve will have to come outside and appologise to all of us for wasting our money on his stupid device. 😞

or maybe not.....but i'll still be furious though.... 😡

Thy answer Katrina:

Yeah, the internet is so useful on a 3G phone with that crappy IE browser... Been there done that.

Katrina said to Thy:

i had a treo before the iPhone...it was faster on the internet and had full html aswell but of course not as beatifull as the iPhone...but it did let me download videos, apps, images, mp3's etc just by tapping tapping the link. it also let send data over bluetooth, copy and paste, savable notes with reminders,.....is that revolutionary or what!!!!! 😊

iPhone beats any other phone's UI by far....but im talking about functionality...i LOVE the iPhone ...but man i need these functionalities so bad.

Igor said:

i'm keeping my iphone because it's the shi*

i use it every single day and its functions (mainly maps) always come in handy.

if apple keeps making phones forever, i'll probably never own another phone by anyone else again.

Katrina said:

iPhone is the SHI* !!! but it lacks a couple of things.

Morgan said:

The OP mentioned the Treo 750. My opinion of the iPhone is that it is doing for the "smartphone" industry what the Treo 600 did 4-5 years ago - changing it for the better. The Treo 600 is arguably the best Treo made to date simply because of it's reliability and stability. The 650 was prettier and a little more capable, but it was ridiculously unstable (I had three). The 700 was nearly as bad for a LOT of people. The 600 defined what a good form factor should be for the time. Now, the iPhone refines that form factor and has made tremendous improvements in both functionality and stability. It's not perfect, but it's design opens many doors for software improvements/features, and hopefully gives us a picture of the near future of cell tech. That's why I'm keeping mine. It does nearly everything I want. All of what it doesn't do could be "unlocked" via software updates (and there are very few of those things that I "need"). What it does, it does better than any other converged device I've owned to date. Definitely a winner for me.

Irvin said:

its a great all around everything , what more could you ask for

Glenda answer the question introduced my Ryan

I certainly did, but here is the problem. Companies don't advertise what it does not do. Simple example, did anyone know you could not send an text to multiple people? I didn't granted I did not do a lot of texting before or after this purchasing. Or how about the volume issues that many are experiencing? I did not see anything anywhere that the receiver and ring volume were low. When they came out the ATT store would not let you interact with the demo device until you turn in line came. Since I did not get in line and came back that evening after all were sold (including the demo models) I did not get to interact with it before the purchase. From the articles that were written up you can also notice that many were not completely concrete and many had disclaimers, such as the edge network being slow but tolerable and in some markets it will be decent and peppy (david pogue wrote that I

believe). I asked friends that had similar devices that were on edge and they said it was fine for them, so that was that. Or how about the fully functional browser? Well there is a discrepancy on how you define it. To see Steve say this is no trimmed down internet experience, this is the real deal, to later find out there is no flash or java. To many (myself included) a real internet experience has these *standards* by default.

Now not all of what I put above applies to me. Overall I am satisfied with the device and like I said will see where it goes. They have time, they own the code, the next steps will be theirs. For some that did do the homework the answers were not always presented in an obvious manner, which as an early adopter can hurt. A person buying now can make a far more educated purchase than us first day'ers.

Maurice said:

umm iam keeping my iphone because i like it and i payed for it.....? isn't that what your supposed to do? Buy something and then keep it?

Sergio said:

Good question!

Boils down to two things for me: Safari and video play. They are both amazing on the iphone.

All other functions that I care about are not up to par with other smart phones I've used. I hope they get better.

Sergio answered the originally posted by Ryan:

You have a point to a degree, but I see my complaints more like buying a BMW then finding our that, while it has cruise control, it doesn't have a descelerate function, and although it has Bluetooth, it can only receive calls but not initiate them. In other words, some features have become so standardized that you cannot IMAGINE them to be implemented in such a lacking **fashion**.

Examples: Can't copy and paste, can't save images from emails, can't sync notes to outlook, can't send files via Bluetooth and many many more. I could not have imagined that a smart phone that is made by Apple in 2007 and costs \$600 would not have these features given that I know that it has Bluetooth, outlook integration, a camera and photo album, etc. No, I did not check all these details about existing features for the same reason I would not check to see if the BMW can descelerate while in cruise control or can make outgoing calls via bluetooth. Of course it does!!

Moe said:

i keep it partially cause my old phone sucked so much the center button fell off (it was a moto slvr 17) and the itunes on it was too slow. also because i wouldnt know what to do with 500 \$\$\$ anyways. but mostly cause i use every feature of this wonderful thing, except stocks, i ocasionaly look at apple/att's but thats it.

John said:

I did do lots of research on the phone prior to buying it. Like other posters did say, they info focuses on what the iphone does, not what it does not do. I was shocked to find out that a new smartphone did not have reliable push email. I was shocked that a new revolutionary smartphone did not have some form of wireless sync.

For something to be revolutionary, it should have all of what is out there already and even more.

Lot's of hype... not so much delivery.

Again... form factor and battery life are awesome. Maps wiget is awesome. It is in dire need of wireless exchange sync.

Gary said:

Well, for starters, it's beautiful.
I've had Treos for many years.

4 years ago, I was watching movies (the 5 Star Wars in those days, and all the Star Treks) on my 600, having my own homemade ringtones, then watching TV on my 650. But everything was so small- and so shaky for the TV part. I had voice-dialing, but it couldn't understand me 50% of the time. I had games, but only my 8 year-old played them once a month.

Then, there was the "I'm-going-into-an-infinite-loop-now" game that the Treo was playing with me all the time, crashing over and over, and losing info, contacts, serial numbers, etc

The iPhone is stable and does everything it's supposed to do flawlessly. It will do a lot more eventually. Safari is great. Except for my car, I'm always on wifi, so speed isn't a factor. I love the fact it will pick up on any wifi network available. It allows me to access to sites the Treo was unable to access, like my bank's website and Apple's online store, where I can spend even more money. The camera is a lot better than the Treo's. Sound is wonderful with earphones on or connected to my car's stereo or my bathroom's speakers. Try a phone call with both earphones on instead of Bluetooth. Its battery life has been great and I can recharge anywhere I go, work or car. The best iPod ever.

And, did I mention it is more beautiful than any phone/iPod I've ever seen?(The tiny Blackberry screen can't possibly please those of us who work a 30-inch screen)

Anthony said:

from most to least important:

1) Great phone (sound, call quality, responsiveness, ease of use... except for AT&T's dropped calls - I don't know what they are talking about when they say fewest dropped calls nationwide!). I know the speaker phone sound level makes it useless but I rarely use speaker phone.

2) Responsiveness and stability. The OS is very fast especially when compared to Symbian and Windows Mobile. It never crashed with me.

3) Screen size and resolution. I now see the big difference when I look at those 2.8" screen on other smartphones.

4) Safari. The best browser ever on a smartphone.

5) Google Maps. It is great and very easy to use.

6) Mail. It is fast and easy to use. Except for the inability to delete mass emails.

7) You Tube. It is great when you want to kill some time or lying in bed and can't sleep!

7) iPod. I don't use it much since I listen to music while running and I still use my nano for that purpose because I don't want to run with the iPhone strapped to my arm! But it is nice to have all your music and movies on you all the time.

8) SMS. This is where lots of improvement can be made such as ability to send messages to multiple addresses, support for MMS, ability to delete certain messages without the need to delete the whole conversation.

Bottom line: this is the most enjoyable smartphone I ever used. Using Apple products (like Mac PCs) is work with lots of fun compared to Windows products, it is only work without the fun!

Sara said:

i dont need to carry my phone and ipod anymore
battery is awesome

the internet doesnt suck like every other phone
and its less money per month than my nextel

oh and for anyone who ever had nextel you know this... BETTER SERVICE

Chris asked:

How can you go back to browsing the web on another phone? Can't!
It's like getting a 30" screen. Everything else seems like a cheap imitation afterwards.

Anne said:

I do have to Agree

Gordon said:

I've had my iPhone 1 week and 1 day. Would have loved to have it sooner (great piece of technology) but I did something rather goofy I guess.

I read quite a few messages on this and other boards for about 3-4 weeks and found out most of the pluses and minuses of this device before I plunked down \$600+. Didn't want to assume anything just because "my sisters 3 year old Nokia will send pics with IM's for goodness sakes"

Quite happy with my purchase. Battery life is fine, volume is fine. Now I sit back and wait for Apple to improve this product. If they don't I still have a great phone/iPod/email/Safari, etc that fit my needs very nicely.

Col said:

Now that school is back in session, I'm finding that the email feature is the my favorite. Right now I trying the Synchronica Mobile Gateway software with my Exchange mail from school, so I always get my emails instantly. Always in the past, I had to wait until planning to check my emails, but now I can pick them up on the fly while walking the classroom or during my lunch break. It's nice to be connected. 😊

Neo said:

I have had my iphone since launch and love it. I have grown tired waiting on mms, and a volume update. Just purchased a nokia n95 😊 should be here early next week. I wont be getting rid of the iphone as i love it too much. Guess i will just have two convergance devices..lol kinda defeats the purpose but oh well. Plus i am single and have a family plan so the extra line is only 9 bucks minus the added data i will probably get for the nokia also...I have a cell phone sickness 😊

Jeffrey said:

Im keeping my iPhone because its sexy and a great conversation starter!

Ivan said:

It's been more than 14 days since I bought it....

Seriously though, I finally get email and internet on my phone!! Plus I've never had video iPod before. I bought the iPod before video (iPod Photo). I was pissed when video came out. Maps have come in real handy.

Conrad answered to Sergio:

yep yep!! I love those 2 features 😊 and the Ipod.

Ryan... said:

didnt buy mine on iDay, I actually waited about a month to see how everything went. I actually read ALOT of post on here before buying mine. I figured if I was going to drop that much money on a phone I was going to research everything before doing it. You have to admit that we've gone over alot of different issues and problems, work arounds, Likes, dislikes and what it will work with and not. So me personally I knew what I was getting into before I bought mine. Being a person who builds thier own computers, I tend to wait and read reviews/comments from the everyday people before buying the next great piece of electronic or part that may cost you 600 bucks.

I personally have been extremely satisfied with my iPhone and love it.

Ervin said:

Maps + Traffic came in very handy over my last weekend out to Long Beach. The color coding on the freeways was actually correct!

Safari in the office, we have a firewall set, and I can't visit this site unless it's from my iPhone :P

NES + Pacman. I kid you not, every gadget I own from my iPhone down to my watch has Pacman installed. Yeah, I don't play my watch version anymore tho, lol. (WristPDA palmOS 4.1 + Pacman.pdb)

BeeJive. This was freaking awesome, I was able to chat with friends on the ride to Long Beach last week.

Camera + Email. I'm still blown away by this, being able to send a picture that actually looks good from your phone to a friend lickety-split... This brings blogging to a whole new level imho.

Sharon said:

I've had an old canon 2MP camera for years. I've had a nano and Ipod video since they came out. When the blackberry pearl came out, I finally took the plunge into the blackberry world. (Upgraded from a Razr).

For a long time, I wondered, "Why can't I have one device for listening to mp3's, making phone calls, and taking decent pictures (I've got an 8MP Canon DSLR for real photography). That lack of an all-in-one device is what kept me out of the blackberry and ipod camps for so long. (Until the irresistible Nano was released). I watched the upcoming Rockr release with interest, but we all know how that turned out.

So, it was with much anticipation that I waited for the early verdict on the iPhone to come in. I read, asked questions, and played with iPhones at the Apple store before finally taking the plunge. (It helped that I recently got married, and my wife and her entire family were AT&T customers). finally, I could go to the gym, listen to my Itunes, and still get a call without carrying another device. I could snap pics and email them, and I could look things up on the web on a whim. (I rarely used the blackberry psuedo-browser). I'll admit, email setup on the blackberry was much easier, but once I set up a Gmail account and forwarded both work and home email addresses to it, iphone email is simple as can be. Plus, admit it, that commercial where the guy is watching Pirates of the Caribbean, looks up a sushi restaurant, and touches the number to make reservations is just cool!

Finished...**Clark said:**

A month and a half later... Anyone else bored of the iPhone?

Anyone else bored of their iPhone? Over a month has surpassed, no iChat, no push email (don't say yahoo is push because it isn't), no mms, no ringtones, no games. Im not a big fan of modding a phone so I have found this phone pretty dull.

Anyone else have the same thoughts? If Apple doesn't come out with an update soon (and none of the security update bs), then I'm going to switch back to the Blackberry.

Maurice said:

cool 🍌

Oscar said:

I understand. I tend to get bored with video games (except madden) and medeocre movies. The iPhone, thankfully, is not boring in the least to me. Still fresh. I love this thing. I've got it noddod with the simpsons theme. People are tripping out when they see this thing.

Victor said:

I would not say I'm bored with it exactly. But, the things it lacks, the bugs, and the relatively poor call performance (at least for me) are slowly dulling the lustre of this thing and becoming proportionately more annoying daily.

Hector said:

Still loving my iPhone with or without another update. I couldn't imagine going back to my Treo 650 and Sprint.

Patricia said:

Not the least bit bored with my phone. If there was never another update I would still remain verry happy with it. But then again, I knew what it would do (and not do) when I purchased it. None of the "features" that you feel it lacks are important to me.

Theodore said:

Never will I switch to another phone. I love this thing so much that I have a rental phone with me while my real iPhone is getting repaired.

Sam said:

I understand the thread starter, but Apple makes it so that you just can't go back. I can't imagine switching back to another phone, but in the meantime, the update better be something really good, coz' I'm sure getting sick of the inefficiencies of the email client in particular. Tap tap tap is sure gettng tiring.

Aaron said:

i agree with the poster above. i still love my iphone. but the crippled email app is really getting on my nerves, and ever since i installed the update the email has sent much, much slower. also lack of MMS, ringtones, good apps is bothering me. however i still like the iPhone more than any other phone i've had in the past.

Pamela said:

I love my iphone, not bored really

Anna said:

Your post is more about the decline of society then your cell phone. Did you know?

Tom said:

Not even a week yet for me.. Not bored yet but who knows what will happen.

I do wish it had more features as mentioned, but lets see what kinda updates we get in the future.

The iphone reminds me of my PS3 where theres updates like every month. So hopefully we get some tasteful updates from apple.

Abby said:

Hi, Like any new gadget, You will loose the excitement after a while but I don't think 6 weeks is enough. considering the lack of real 3rd party applications on the iPhone this will be a factor for me. Every time I use safari or google maps on the go where I need quick (I mean very quick (instant)) information about something or some place I get excited again and I remember why I bought the iPhone. I have been using pocket PCs and Symbian devices for 5 years and by far the iPhone is the easiest and fastest to use. This is enough excitement for me. Like I said before, What used to take me 3 minutes now takes me 30 seconds to find something on the web or google maps!

Greg said:

By adding XM and Siruis to my iPhone I have turned it in to the **ultimate** iPod.

Patricia said:

So Cloudbopper looks like you're pretty much in the minority. Sorry that the phone is not meeting your expectations. Better luck with your blackberry.

Oswald said:

I just wish they would add flash player.

Dray said:

I'm bored with mine. I've had it since release and now I look at it as more of an annoyance. The poor call quality, lack of basic features, and lack of updates has me looking at it as nothing more than a phone and a very unreliable one at that.

All of the comments from Apple execs stating that updates and support are coming really soon, etc. seem to be nothing more than smoke up the ol'arse.

My biggest problem is the call quality. The AT&T network is no where near as dependent as the Verizon network, at least where I live which is in Cincinnati. My Treo700 would hardly ever lose a signal and drop a call. It's to the point now that people don't even like to call me because of the interference and the likelihood that I'll drop them. This is a true story and not an exaggeration.

If e-mail, MMS, and call quality were improved/integrated, I'd be in love all over again. The statement, "it's all coming and will be here soon" doesn't really work with me as it once did.

Losing more and more hope on a daily basis...

Ken said:

I was bored with mine after 3 weeks. Well, not so much bored-just disappointed. I sold it and I'm very happy in doing so. I'm also pleased to see that the "update" apparently fixed no major issues besides security. Looks like I made the right choice.

Roger answered to Clark:


The iPhone is as cool today as it was when you bought it. Nothing has changed. You must get bored easily. Maybe you have Attention Deficit Disorder. You knew what you were getting into before you bought it. This is gonna turn into one of those bitchin-about-the-iPhone threads again.

Katrina answered to Roger:

So basically what you're saying is that he knew he was buying an inferior product before he purchased it. So, when it comes down to it, you're agreeing with him.

Mary said:

ze bored of ze iPhonez!??!
Nope.

1. I absolutely loathe sprint. Shifty  prices, shifty phones(big bulky black things)
2. I use to have Verizon. By far best phones on the market besides the iPhone.
3. I love my iPhone as is. Games - I dont like or need; if I'm bored I have Youtube and Safari! MMS Messaging we all have just it has to go through our emails - works for me. Ringtones - I won't lie, I like ringtones, but the iPhone is suppose to be cute and unique; thus why it just has the ringtones that it has.

So yeah, I'm never getting a different phone unless its a new iPhone!

Prichard said:

i'm not bored with mine, but i'm not quite as in awe as i was. compared to the treo and moto Q i had, the iPhone (bugs and all) is still ten times better. plus the browser, email, etc are really handy and way more usable than the moto Q was. i hated that device with a passion, so iPhone really didn't have to do much to impress me.

i'd like to see an update with new gizmos from apple, but for now its fine. i'm thinking we'll see some new stuff with leopard

Denise answered to Roger:

Did the title of the thread mislead you somehow? Going by the title alone, if not people expressing their unhappiness with the phone, what did you feel it was going to be about?

Denise said to Mary:

There was a point where I too would make comments such as this, mostly to myself. But for me, it was nothing more than a feeble attempt to justify spending \$600 on a phone that doesn't do the things I want/expect it to do.

Besides, how is 500,000 people or whatever the actual number is, carrying the same phone with the same exact ring tones unique?

Isn't customization the way a user makes his or her phone unique? Isn't this the way it's tailored to meet an individuals personality and style?

Stan answered to Clark:

As always Cloud, I respect your right to your opinion. Though many of the items you've mentioned, there are workarounds for already.

MMS - there is a workaround for this by sending the email to the carrier.

Ringtones - The phone does have ringtones, and you can mod the phone easily to add those you want.

Games - No biggie for me, though any game you add you'll grow bored of soon. For my money, I'd rather watch a movie.

While you can surely move to the BB which is your choice, I'm sure like may others that went back will notice the difference. Things you'll be missing:

Visual Voicemail - New to wireless phones previously seen only in IP Telephony.

Teleconferencing up to 5 people; This may be 6 not sure if you can add 5 or total of 5.

Easy management of conferenced calls - If you haven't done this, try it. The phone handles conferencing so nicely you can remove people without dropping the whole call, etc. And very easy to do.

Gorgeous Huge Screen - There's nothing bigger or clearer out there on the market.

Built in iPod - Need I mention Coverflow, video and music. I'd trade ringers and games for the ability to watch an episode of Entourage or the full movie 300 on my phone. On a recent trip, I had Entourage Season 1 and about 13 movies on the phone it got me through a 10 hour layover in O'Hare. If I'd been playing Bejeweled for that long, I'd have shot myself.

Seamless Syncing of contacts, videos, music and appointments with my Mac. I've had a Treo and a Pocket PC and this has been extremely painful in the past.

I really could go on about the features that the phone "has" but many people feel that MMS, ringtones and games are an integral part to their phone experience. If that is you, good luck with the BB; it may suit your personal needs better.

For myself, the iPhone introduces a great deal of flexibility and innovations. I only grab for one device that I know has everything I need from email, contacts, Text Messaging, Movies and Music. Anything else is gravy. Lastly though, I do believe when Leopard is introduced you will see more changes then to connect it to that operating system.

Good luck though.

Stan said to Clark:

Truthfully Cloud, I look at my iPhone the same as my iMac. When I first got it, even checking mail on my 20" screen was fun. Playing WoW was awesome. Now it is still a great experience, but I'm used to it. I appreciate it for it's design and ease of use. I wouldn't trade

my Mac for a Dell (any PC) and I wouldn't trade my iPhone for any other cellphone. They're both so much more than that.
But again, good luck with the BB

Morgan said:

Not bored with mine in the least. Good thing, too, as I gave up my years old \$20/month unlimited data plan to get this thing! No going back now!

As far as the ridiculous comment made earlier about buying an "inferior" product - anyone spending this sort of money on a brand new tech device who isn't aware of it's well documented strengths and weaknesses probably shouldn't be using one, anyway. Having used virtually all of the smartphone products in various iterations available over the past six years, I can say that, at least for my needs, the iPhone is inferior to nothing. Indeed it does what it does better and more intuitively than any device I've used to date.

Clark answered to everybody:

Thanks for the comments everyone and being civil about it. I'm just on the fence with the phone. I've had it for six weeks and we all paid \$600 for a very expensive device that lacks very simple features that most free phones have.

In that sense, its very annoying. Along with other people, my major gripe is the inefficiency of the email client. There are LOTS of problems with it. One being that they said push email will be included on the iPhone. So far I havent seen it yet. I understand this is not on Apple's side but if they are going to advertise it, make sure that it actually works.

Anyways, I'll keep it for the next few weeks and make a decision then. I've been patiently waiting for an update that will hopefully make improvements to the phone.

Col said:

I'm not bored with it at all. As a matter of fact, I think I like it more every day.

Hank said:

Still love my iphone, and My email works fine through G-mail.
I originally set it up to forward to my phone's email address (number@mmode.com = txt messags) to notify me when I get mail (like from here) but just realized today that within a minute of my text notification, I'm getting email notification too, so the forward is no longer necessary and my mail is getting pushed directly when it comes in. and recent mode is on.

Bianca said to the main question:

Umm, no. Still love it, still does everything it did before.

If anyone honesty expected a major feature update within a month, they either have never bought a technology product before or they are deluding themselves. Name any phone/PDA supplier that has done this. Palm took over a year before releasing a bug fix for the Treo 700p, then pulled it because of bugs. I wouldn't mind more features now, but adding features AND making them stable takes time.

As others have said, I wouldn't expect any major new features until Leopard's release. I'm sure that Apple has tied some of the new features to improvements in Leopard (for Mac users) so I really don't expect much until then. Set your calendars to October!

Roger asked to Ken:

If you read into it that I was agreeing with him, you're an (insert name here). If you dont like the iphone, get off of this forum. Why would you hang around here, crying about your 'inferior product'. Mine isn't inferior. Go find an I-hate-the-iPhone forum.

Roger asked to Denise:

Do you have a point, or are you just brushing up on your small-talk? 🙄

Dionne said:

Nope. Not bored with it at all.

Then again, I didn't buy it to be a toy. I bought it to be a functional phone/device that does all the things I need it to do... which it does, every single day. I'm keeping track of calendar items, lists (in notes), weather, getting on the web from time to time, and using text messaging and AIM nearly every day.

Oh yeah, and I get the occasional phone call too 🍌

Ken answered to Roger:

I never said I didn't like it. I said that as far as technology, it's years behind other phones when it comes down to capabilities. If you need me to make a list of all the things it can't do that phones could do years ago just let me know.

Ron said:

BORED ! hell no! just getting started !

Stan answered to Ken:

In fairness Kamer, you can't really say that it's years behind other phones when it has features that other cell phones can only dream of.

- Multi-Touch
- Visual Voicemail
- Coverflow

These are all features that you won't find in another phone on the market and that's only naming a few.

Glenda said:

The MMS "workaround" does not work for all phone systems. I have a friend here at work that uses T-mobile. If I try to send her a picture her phone will not receive it yet if my wife does a picture to her via MMS she gets it. The sad fact is the workaround is a feeble attempt to allow us to move pictures. I knew going in that MMS was not present, but I also did know about this "workaround" before I bought the phone. Just glad this does not really impact my life other than it being something the phone cannot do.

Ringtones is just annoying. I did spend the 10\$ on that program to add ringtones. It works great, best money I have spent on the phone so far. Again sadly this is not something you should have to do, but Apple does things their way.

I cannot say I am bored with my phone. I am trying to incorporate it more into my daily life as I was a person that never owned a smartphone before. So the change is both good and bad as it takes time to get used to changes in your ways. I would love it if I could still synch it at home, but synch it at work to my work calendar. I don't maintain two calendar systems, the only one is at work.... I wonder if Lotus notes has a calendar export function and I can import it into Outlook. That is something to look into!

Stan answered to Glenda:

Green, good comments. To me the MMS is not as much of a big deal since I don't send that many pics. Hopefully it will be addressed in the future as it is a big deal to a good number of iPhone users.

I somewhat agree with you on ringtones though I do remember my Treo and having to buy something to give it a decent Caller ID and another app to create an address book that I could look at without squinting. Treo's address book is truly fugly. LOL. It is my hope that much like the widgets you see in OSX (and windows too) more apps, like a password client, quicken, etc. Though I hope that Apple controls the 3rd party apps so that we don't have to worry about conflicts, the sort that plagued Treo.

Apple has already announced that Ringtones will be coming, when who knows, but for those that like to customize, it can be a huge money venture.

Ken said to Stan:

Multi-Touch- just for looks. It doesn't make navigating the phone any easier, and in some cases it makes it harder

Visual Voicemail- great feature, but not enough to justify a \$600 price tag

Hank said:

iTunes offering ringtones is a good thing, but if it's like most other companies that offer ringtones there is going to be a charge. The \$10 dollar iPhoneRingtoneMaker will easily pay for itself after the first 10 ringtones you create.

Still there are things that the iPhone lacks that is basically standard on most other multifunction phones.

But I highly doubt that it will ever actually get boring. I smile a little every time I pull it out of my pocket

Iris said:

I don't think I will ever get bored. This baby can do so many things. I impress the hell out of people all the time with it. We went on vacation and thanks to my iPhone we found restaurants, shopping, etc. Even saved us when we had a flat tire. Just typed in "tires" in the maps and 4 tire places came up in the city we were in. There is no way I will be bored. I read my emails anywhere and reply, or surf the net when waiting in a doctor's office.

I know everyone is entitled to their opinion but I feel that if I was bored with my iPhone I would be bored with these forums too, and if you take your iPhone back why would you be wasting your time on these forums anyways if you don't even own the iPhone anymore?? I don't get it.

Napoleon said:

Yeah, but you're obsessed -- like me... 

My phone, your phone, we all moan for iPhone!

Napoleon said to Iris:

I think that Google Maps on the iPhone is probably the most useful thing I've used so far. The ease on locating shops, restaurants, etc., and then calling them *is* as easy as in the commercial!

Jackie answered to Clark's first question:


Not board, have to keep it handy, no problems at all with email, no problems for me at all, but I don't seem to expect as much as most that way I am excited when something new does come around. Each day I am amazed at how handy it is. Would I say I worship it, no. I see it as a really cool device that pleases me all the way around. For those that have higher and more expectations, being board and upset it doesn't do everything, look..... anything man-made is not going to be perfect.

I wonder if this much posting goes on for a new car, a cordless phone, etc. As with many, I sat back and read reviews, I decided to buy, my decision, not arm twisted. So if you are board, maybe you have tied yourself to it too much. We all do that and can get board with anything.

Thy said to Ken's first introduction:

...so you hang around the iPhone forum because? It looks like you're searching desperately for affirmation for your decision.

Thy said:

I thought I would miss my Moto Q and the bluetooth tethering to my Macbook... I used to surf on the train to and from work. I've found that I no longer need to tether since I have my email and a fully functional web browser right in my phone. I no longer sit all cramped trying to see my laptop monitor with some stranger sitting next to me hogging all of my space.  Now I sit with my tiny little iPhone and surf like crazy... I haven't turned the Moto Q on in

weeks.

How could you ever get bored with the iPhone when you have full access to the internet? That's like saying "are you bored with the Internet yet?"

Wand said:

i really miss my blackberry 8800. the keyboard on the iPhone just flat out sucks compared to a keyboard u can feel with ur hands and type much easier.

Ken answered to Thy:

You don't have to do much searching. Almost every thread in this forum is about a problem the phone has, go figure. I'm just glad I'm not one of the morons who kept my phone because months from now a phone will come out that can do everything the iPhone can and more, and you'll be lucky to sell yours for 50 bucks.

Thy answered:

How was that restocking fee?

...and months after a phone comes along that does everything the iPhone does another phone will come along that does even more. So, if one were to follow your logic (or utter lack thereof) none of us would ever buy a phone.

Please, do us all a favor and try to find a website that discusses a product you actually own, like and enjoy and leave us happy iPhone owners to our misery.

Christopher answered to Ken:

There comes a point where a dissenting opinion becomes antagonistic and crosses the line to trolling. To be clear, dissenting opinions are welcome.

As with most forums, people come here because they have a question or they are experiencing a problem. There are a large group of iPhone owners who are completely thrilled with their purchase and haven't even heard of Everything iPhone (perish the thought).

Ives said to Thy:

You're an idiot. The iPhone doesn't even have basic features that were available 5 years ago. A phone that is touch screen and has visual vmail will come out shortly and it will have mms and everything else the iPhone can't do. The iPhone is the most over-hyped product in 20 years.

Berman said:

No problems here. Mine works flawlessly. Best first (or last, for that matter) gen PDA that I have ever had and that goes back a long way. Is it a Do All, End All product? No, but it wasn't meant to be. I use all that it has to offer all of the time. Couldn't do it on previous models. Will something better come out? Yes, it's called progress. Will I get that something new? But of course! Please read this carefully: For how I (note that I said "I") use a PDA, it is the best available thing on the market.

Now to this thread's question. Am I bored with the iPhone yet?

NO!

PS: I quit going to the PC6700 forums after I got the iPhone. The help that the people gave me was invaluable and greatly appreciated. After moving on to a new product, I would never insult those great people by going back and bitching about the PC6700's problems! JMHO

Thy answered to Ives:

I think someone needs an IP ban. Seriously dude, seek help.

Charles said to Clark's first question:

I couldn't agree with you more cloudhopper! Nokia N95 here I come!

Betty Said:

Enjoy your blackberry

Oscar said:

still lovin' my iPhone but most certainly bored with this thread.

Mark said:

im kinda bored with mine, i still love it but im ready for some updates.

Sebastian said:

May I remind some of you that the iPhone is a..... phone!!!! What did you expect?? Did you think your iPhone would cook and clean your apartment for you???

Like you, I am patiently (almost) waiting for some cool updates such as ringtones, copy/paste and a few other stuffs but come on, the thing is working pretty damn good.

The first post for this thread was saying something like "if they don't update the iPhone, I'm gonna go back to my blackberry", well, fine, go back to your shitty small screen and forget about comfortable web browsing. Oh yes, and you're gonna look really cool with a BlackBerry in your right pocket and your iPod in the left one.

Stop complaining!!!!

Jason said:

I am but its probably because i dont do any moding

Chad said:

Why is it that when anybody expresses disappointment (or any negative feeling) about the iPhone, that they get trashed? Strikes me as very defensive, not to mention rude or downright abusive.

I bought an iPhone for research, frankly, and used it exclusively for three weeks. And as much as I LOVE taking the thing out and looking at it, showing it to people, etc., its deficiencies FOR ME are significant enough that I'm happily using my old phone again, with all of ITS (very different) issues.

Don't get me wrong; the iPhone is a very exciting piece of hardware and software, but it DOES come with compromises for some users. But that's exactly what I (and most people, frankly) would have expected.

People who need to bash those with differing opinions aren't doing Apple or themselves any favors.

Peter said to Victor:

This about sums it up for me. I still love my phone, and knew exactly what I was getting MONTHS before it even came out...But when I first got this phone, I guess I assumed they would quickly add some or all of the little features that this phone lacks (no copy/paste, no color-coded calanders, mms, etc.).

The calander program was supposedly completed weeks before the phones release (I mean, NY times tech journalist David Pogue got a demo model 1 week before launch without a calendar program...because it wasn't finished yet)

I just feel like a few updates would jumpstart this phone and make it a more productive tool. There aren't THAT many things I want "fixed," just a few, and it would be perfect! (But those things lacking are important in my mind)

So i LOVE this phone...but I would love some updates to bring back that "first week luster" it had.

Vanessa said:

Nope your on your own.

Hercules said:

ZOMG!!! It's an ultra-kewl phone with zippity-zappity ultra-kewl technology that we're all flipping our lids over! ZOMG!!!!

Me? I like my iPhone. It's a nice device (that marginally passes as a phone) that needs to have some issues addressed (especially that whole phone part.) It has the potential to be something much more than it is right now if the messiah, er... I mean Steve Jobs... will allow some 3rd party tinkering.

As I've said before, it's a phone and a piece of technology. It serves me.

Finished**Ralph asked informing:**

The iPhone is just a mediocre phone, albeit a pretty one.

What's all the fuss about this iPhone? I have read many of the glowing reviews, and frankly I don't get any of them. The reviewers in practically all available media, have been falling all over themselves in their exaggerated praise of this device. When in fact, it is nothing more than a mediocre mobile phone and fine music player.

One of the key components, access to the Internet, is mediocre at best and most of the time simply pathetic and useless. Over the last two months I have checked out this device about a couple dozen times at three different locations in San Francisco. The Apple store on Stockton Street, and the AT&T stores at 425 and 701 Market Street.

Each time and at each store I have tried to access the Net, via the Edge network, by turning off the WiFi in the phones I was checking out. (The AT&T stores did not even have WiFi available, so the phones there had switched automatically to the Edge network).

In each of the instances it was practically impossible to use the Internet acceptably at all. No matter what URL I tried to load, the load times were either extremely long, many minutes, or the pages would not load at all. This happened each time I tried this, with every phone I tried this with. This thing simply does not live up to the hype. Many times the device would crash, instead of loading the requested page.

And in the Apple store, the speed over WiFi, albeit a bit better, wasn't all that great either.

Now, in the real world, most of the time, I would be dependent on the Edge network for my Internet access, because practically everywhere in the US, free WiFi is not available, and I am not about to jump into a Starbucks to check my email, check Google Maps, or find a thing or two on the Net. The only times I have consistent and dependable WiFi available to me, is when I am at work or when I am at home. Not places where I would use a phone to do anything online.

There are multiple other things that are just plain bad on the iPhone. The calendar, especially when one is used to using multiple calendars as is possible in iCal, is just plain terrible. Forget using Google calendar, because of the pathetic Edge network. What good is a calendar when I cannot access it quickly when I need it? The calendar on the phone won't sync properly, and the multiple colors are gone. Apple should have licensed the Palm calendar.

There is no to do list anywhere to be found. Note pad is a joke, both in design and functionality, it does not sync with a computer. Do I really need YouTube, on a professional device? Besides, on the Edge network, this is just as bad as the browser. Calling any of my favorite phone numbers takes several operations, on my current phone just the push of one key. Camera, ... so so; no video. Stocks, ... I need a stock ticker like I need a hole in the head. Weather, ... cute. I already have that widget on my computer, I do not need to check the weather continuously during the course of the day, and I do not care what the weather is like in Tokyo or Paris. Battery? Don't get me started.

I could go on for a while longer, but I think you get the point.

This thing is just plain mediocre, albeit very good looking. And Steve Jobs knows it. He did not lower the price out of his benevolent generosity. He just isn't selling enough of them, to reach his lofty goal. People aren't stupid, ... except the early adopters of course. I did not pay \$600.00 for it, and I am not going to pay \$400.00 either. Another year, and they'll be giving them away, just like the Razr. Although I am not sure, that I would want it then, if they haven't fixed the many flaws of this device.

Allan said:

Amen, so far it seems money is number one priority. Even the itunes update talked about at the event was just another way to make more money. Delete ringtones that aren't purchased through Apple. Outrageous. They are a monopoly to their product owners! I hope someone puts them in their place soon.

They are too busy thinking about sales right now. That I think everyone can agree on.

Lee said:

mostly wanted it for the iPod because IMHO that's the only thing to write home about. My company pays for the service and I received the hardware as a gift. I doubt I would've been persuaded to fork over the dough for the device. I was tempted but there were too many negatives for me to take the plunge. The fact that it didn't cost me much is the reason I own the device today. I agree, in its present state the iPhone isn't even worth 400.

Walter said:

The iPhone is hardly mediocre. Rather, it changes the cellular phone platform from one that was dominated by ergonomically challenged, lowest common denominator devices into one where a modern microcomputer OS dominates. The multitouch interface alone is a quantum leap over anything that Nokia, Motorola (hah!) or Sonye Ericsson ever produced. Even the pricing is now right in the center of the smartphone range - with functionality that (once certain firmware changes are made) matches any of its near term competitors.

One factor that makes it unique is the seamless way that it interoperates with the Mac. No other cell phone comes even close to the Iphone/itunes partnership. Anyway, I have had my iPhone since 2 weeks after the initial release. It is the best cell phone that I have ever owned, and among the best small computers that I have ever had.

And its a cool device.

Walter answered to Lee:

... i apologize for feeding them.

Victor said:

So if I understand this Zews39, you don't even own an iPhone and have only played with them in stores?

Wow. I have been **pretty** critical of the iPhone over the past weeks but at least my critiques have been based on extensive real world experience. I'm sorry but you can't get the feel for this thingy by playing in a store.

It does have serious flaws, some you pointed out, some you didn't. And some things you mention aren't nearly as bad as you make them out to be. It is also brilliant in many, many ways, otherwise we "stupid" early adopters wouldn't have stuck with it.

Ante up the paltry \$399 and go live with it before you write scathing commentary. You haven't earned the right.

Lee answered to Walter:

Agreed. We're only a couple updates away from taking its actual worth/benefit from less than 400 to 400 plus..

I still could really use a better instant messaging app and corporate email access.

Fred answered to Walter:

I absolve you. 😊

****Be forewarned... preacher's rant ahead... proceed with caution and coffee.

I think that the iPhone like many other technological leaps falls into two primary bins... those that get it... and those that don't.

This is not an issue of right and wrong or savvy and not savvy, it's most simply an issue of personal preference. Subjective evaluation is only truly helpful if someone else has your identical experiential background and disposition. Granted many people may, but many will not. So with issues like this we have to be more objective in our praise and/or damnation of this product.

On the basis of the OS and the tech that binds all the nuances of this phone together as a package... I get it, it really is amazing and groundbreaking in it's execution and design.

On the basis of practical and functional use, I don't get it when you consider things like... no cut & paste, no voice recording (except third party apps), no open source support (except through third party apps), no flash support, no voice dialing, no notes synchronization, no uniform contact/calendar sync (for those of us with older Outlook versions, I would love to see the Yahoo contact option follow with a calendar option as well), larger keyboard for those of us with thick fingers or at least a landscape option to use keyboard.

So yes there are some things which a technically savvy user will look at at say... "That's just stupid." and they'd be right. I think, though, that taken as a whole and allowing for the fact that future software updates WILL certainly address many of these issues, how can you not look at this product and say, "Wow!"?

Being a gadget fiend (self-confessed and looking for a 12 step program, 🧘) it's hard to imagine how people could look at this little piece of hardware and not marvel at it's simplicity, form factor and functionality. Having said that I fully allow that many people are simply not enamored with technologies as such and I would estimate that it may be because of an under-appreciation of what goes into creating such a device.

In any case whether you "get it" or "don't get it" I think we would all be agreed that we are on the brink of some truly spectacular technological breakthroughs, the type which remind me of my boyhood days at Walt Disney World and seeing the "World of Tomorrow" themes in various areas of the park. I believe the iPhone is a glimpse into that world.

Thank you for your time. *steps off soapbox*

Joseph said:

To the OP:

1. The iPhone was never designed to be a "professional device". Serious power-users will and should continue to use Blackberry's and Treo's.

2. You're a troll.

Leroy answered to Fred:

Or those that are fooled by the Emperor's new clothes and those that aren't.

Hatton said:

It's a big big beautiful tomorrow, shining at the end of every day. It's a big big beautiful tomorrow, just a dream away. 😊 I love going to it at Magic Kingdom. On another note, currently the iPhone is a bit mediocre for the price. They're too busy deciding on price it seems.

Alex said:

If your experience with Edge was limited to the insides of a structure, then it's no wonder you think it sucks. Have you ever gone to the middle of a Walmart or a large mall and tried to use your cellphone? You don't get reception to even talk on the phone! It's the same thing with Edge.

Internet on the iPhone is absolutely usable. It's faster than dialup. Kind of like ISDN was. There are websites that allow you to check your Edge connection speed, and my connection is generally slower than average (As usual, nothing for me works as good as the average user.) but it's still usable. WiFi ESPECIALLY at the Apple store, is blazingly fast.

Still, I do get what you mean by the other things. This phone is revolutionary, if it were implemented 2 years ago like it should have been. But for 2007, not having MMS or a video camera on your cellphone is inexcusable, especially for a \$600 phone, and yes, even for a \$400 phone.

And the fact that it's Apple that did it makes it even worse because Apple has the philosophy that they should be in control of everything. So you can't install 3rd party applications on it. They like to call it a smartphone, but if it is one, it is the dumbest smartphone ever made.

We can only hope that Apple will make it more usable with updates. But it is still the best phone I've ever had.

Gary said:

As usual, the most ferocious critics are the people who don't even own an iPhone and therefore should keep their trap shut. Criticism in the absence of knowledge is a sign of a jealous and angry mind. Frequent and long-term psychotherapy is indicated.

Hatton answered to Alex:

I had 200kbps EDGE service about 25-30 miles from the nearest Walmart where the roads can make you throw up because of how twisty turny they are. It was **pretty** amazing.

Leroy said to Gary:

Have you actually considered that these people may not own an iPhone precisely because they consider it mediocre?

I think you should make an appointment with your shrink to see about your tendency to jump to irrational conclusions, not to mention your Mac obsession.

Mason said:

Dude, you were using a demo! My iPhone works way better in the real world than the demo did in the store. The Demo's were limited in capability and had all the interference from devices in the store. Plus they had been used and abused way more than your personal iPhone would be. I don't know if it's the area I'm in but I have no complaints with my speed. Also like any computer if you don't 'reboot' every so often they start getting funky. Once I realized this I never dropped a page or 'crashed' the iPhone. Once again it sounds like user error rather than device failure.

Alex answered to Leroy:

They consider it mediocre because they refuse to listen to people that have actually experienced it. If you don't like the fandom, then don't listen to the Apple fans. Listen to genuine owners who don't like Apple's philosophy*. Like me.

And I'll say it again, the iPhone is the best phone I've ever owned.

*I like freedom. That's why I like being in a democratic republic, it's why I hate socialism as a governing principle, and it's why I'm a PC user. Apple is like a socialist country. They want you to go to the "government" (Steve Jobs) to get any improvement. The "government" then is in complete control over quality and it doesn't have to worry about 3rd parties screwing

things up. But it's done at the cost of real innovation.

That's why the upcoming open source cellphone is essentially the opposite of the iPhone, and it's why I am going to get one as soon as it's out. It has even better hardware (except for storage capacity - but it has microSD) and it's unlocked so you can use it on T-mobile or Orange or any other GSM carrier in the world. But more importantly, hundreds of programmers are right now working on real world applications to making the Neo1973 the best phone ever made. And they will make it better and better as time goes on. And if you have a great idea then if you can program then you can do it. Or you can give the idea to someone else that does know how to program. It's been 2 1/2 months since iDay and Apple still hasn't released a major update. The hackers have done a thousand times more than Apple has done and they don't have access to the insides and source code! Development on the Neo should be **EXREMELY** swift because they **DO** have access to the insides and the source code.

Leroy answered to Alex:

Totally agree. However, opinion is subjective. Some people are going to like the iPhone and think it's the best thing since sliced bread others are going to find it wanting and still others are going to hate it. To suggest that just because some doesn't like something they must be mentally ill is, frankly, gobsmackingly stupid.

Gary answered to Leroy:

How could you consider something is mediocre if you never experienced it? How illogical. I can tell you're one of the people I was talking about (the angry ones).

The iPhone has the highest satisfaction rate of any device that ever came out. Over 90% of users are either very satisfied or extremely satisfied. That's based on a scientific poll. Not on the opinion of some angry people who don't know what they talking about.

Leroy said:

I consider its feature set mediocre. The interface looks very good.

Tell me, do you try out every possible car or TV or DVD player when looking for a new one? Or do you perhaps look at their specifications, discard the ones that don't meet them and then try out a few that tick the right boxes? That's what rational people do.

Once again you make an incorrect assumption. I'm not angry at all, merely interested but skeptical. You seem to have a few anger issues however.

Any device? Source please and I do hope you're not going to quote a random PR blurb when you say 'scientific'.

Ralph answered to Victor:

Correct, I wouldn't want one, if you gave me one for free. "Played with" is not the term I would use. "Thoroughly tested", would be a more accurate description of the cumulative time I have spent with this device.

I don't need the "real world experience" you speak of. Or do you want to tell me, that the Edge network works better the moment I walk out of the store with it. Or that I can suddenly miraculously cut and paste, or that I can do a multiple delete in the email program, or that it suddenly has a great calendar, or that I can sync my notes, etc. etc.

Two of my colleagues returned their phones to the store within the return period, because they hated it. One business associate tried to show me his "cool" Google calendar while we were having dinner in a restaurant. To his utter frustration and embarrassment the calendar never loaded. After about 20 minutes he gave up. How much more "real world experience" do I need?

Would you please tell me, which things aren't nearly as bad as I make them out to be. I agree. The interface is beautiful and the design is awesome. However, in it's current state, from a functionality point of view, it is merely mediocre.

"Earned the right"? Who do you think you are to tell me, that I need to earn the right by spending \$400.00 on something that isn't worth half that to give my honest opinion about it. I currently own a Palm TX (arguably the best calendar of any PDA) and a Motorola Razr V3i. These two devices do everything and more, much more actually, than the iPhone does. Granted, they are not nearly as good looking as the iPhone. But at my age, I am a 59 year old male, I am not that interested in looking cool. This seems to be one of the main reasons so many who have posted in these forums love this phone. The fact that it makes them look cool. Hey, I checked that box a long time ago.

Ralph answered to Walter:

"once certain firmware changes are made" being the operative term here. I rest my case. In its current state it is merely a mediocre, albeit very "cool" looking phone/music player. So what. I own Macs as well as PCs. May I remind you that Windows computers have over 90% of the market. If Apple were selling this phone because it interoperates seamlessly with the Mac, they would be setting themselves up for total failure.

Again, so what? about *No other cell phone comes even close to the iPhone/itunes partnership.*

I am very happy for you! About *Anyway, I have had my iPhone since 2 weeks after the initial release. It is the best cell phone that I have ever owned, and among the best small computers that I have ever had.*

That seems to be very important to you. Don't get me wrong, it's perfectly fine with me for you to have a need to look cool. I checked that box a long time ago. About *And its a cool device*

Ralph answered to Gary:

Spoken by a person whose byline is "Zealot" and uses a "Mac Obsessed" logo. Like I have said before, the technology behind this phone may be awesome and beautiful, and in its current state, it is merely a mediocre phone/pda/music player. I will not even begin to try to convince a zealot, who likes using words like "keep their trap shut", otherwise.

Gary answered:

Here's for you all who don't like Apple stuff

Apple Haters Unite!



"Apple products suck. 'Cuz like, duh, they totally just suck."

Raymond Testa, angry & bitter man

Apple Products. You hate them.

Do you hate Apple products? Do you live for every product announcement, every incremental upgrade so you can try to be the first poster to rant about how overpriced Apple products are? How Apple will go out of business soon? How everything that comes from Apple — be it iPod, iMac, or Mac mini is really not that original, and nothing special? Then you may already be an Apple Hater.

The power to know you're right — you are, you are, you are!!!

Will it be outrage over the cost while ignoring the feature set? Will it be ignorance of software offerings (because you need to run Office, and they don't make that for the Mac)? Or just that lack of the second button on the mouse? It doesn't matter. It sucks, and you'll let everyone know that you're not buying it, and why you're not, and why anyone who does is a moron. Steve Jobs could intro a 23" LCD, 4GHz iMac for \$299 and you'd still bitch about how it only uses a nVidGeFX 500 graphics card instead of a nVidGeFX 510. Apple - what dumbasses.

I said it sucks!

"La la la la, I'm not listening." Don't worry if that rumor you heard sounds impressive. The product still sucks — it has to. Or the rumor is obviously false. Or even if it isn't, it doesn't matter anyway. No one's getting excited about rumors regarding the latest hot, juicy offering from Dell (yeah, because that's gonna happen), so this is your chance to stand up and show everyone that you know best.

Resistance is futile.

Hey, they made a different choice than you, so they're obviously morons, right? You're not a *mac person!* You run the same hardware and software that normal people use, so you can't be wrong. Intel hardware and Microsoft software may not be particularly reliable, virus or spyware-free, or in any way original, but that's OK. Creativity is irrelevant. Innovation is irrelevant. You are Borg.

Attention K-Mart Shoppers

Apple products are expensive, and expensive equals bad. You drive a Yugo, your DVD player is a Daewoo, and your watch says 'Roll-Ex'. BMW & Mercedes aren't better than a Ford Taurus, despite what people say. You didn't make a wrong choice years ago regarding your computer platform and holding firm since (because you can't be wrong!). There are WMDs in Iraq, and if seems like there aren't, just keep saying it louder — because you're either with us, or you're with the terrorists!

Victor said:

Get a life Zews. You're defending yourself and arguing with people in post after post about a product you don't own and don't like. What is your motivation? Why are you here? Get a life.

Britney said to the last Ralph's comment:

Still not sure how you can say its a 'mediocre phone/pda/music player'...

if anything its currently 'Best in class' unless there is another device that does all the iphone does thats better? is there? well? Or, you could use scotch tape and tape your lovely PDA, Razr V3i (dont forget the i) and make your own 'iZews'. should fit in your briefcase just nice and work like a charm....

Leroy answered to the last Gary's comment:

Honestly, just grow up. That's just as bad as all the pointless anti Mac stuff posted by PC fanboys.

Summary: Some people don't think the iPhone is really that good from a functional perspective and would quite like Apple to improve the unit. Deal with it.

P.S. Still waiting for you to provide your customer satisfaction source.

Bishop also answered to the last Ralph's comment:

Since you clearly don't want an iPhone, or anything Apple, what possessed you to sign for this site? I see your only posts are today. Did you come here to gloat about the price cut? I am sure there are web sites that cater to MS folks, maybe even Zune fans. Try them out, why don't you.

Ralph answered to Bishop:

FYI, my first Mac was a Mac SE. You were either not yet born, or still in diapers

After the huge price drop, I thought I'd give the phone another serious look and see if I could live with it's shortcomings. I also wanted to read the forum to see what other people have to say about this phone. The Apple site forums are biased, since Apple removes posts, that are critical of anything Apple. Here I can read other people's ramblings also.

I see you have posted a whopping 14 times since July of 2007. A real old timer. Besides, what's your point. I have to have posted a few hundred times, to be allowed an opinion?

No. (About *Did you come here to gloat about the price cut?*)

I'm sure there are. However, I'm not that interested. About (*I am sure there are web sites that cater to MS folks, maybe even Zune fans. Try them out, why don't you.*)

Ralph answered to Britney:

Function for function, my Palm and Razr together (without the scotch tape) match, or outperform the iPhone. Name one function that the iPhone does, that I cannot do with my tools. My Palm can even do things the iPhone cannot do, like VNC control.

As far as general design, interface, looks, integration, etc. of course the iPhone is miles ahead of the competition. It cannot be matched and stands alone. Here it shines and is awesome, no argument here from me.

Don't get me wrong, I would so love to own an iPhone, but not for the reasons that most of the current owners own one. The design, interface and intergration are not enough of a reason for me to shell out \$600 or even \$400. I need to have the functions before I want to own one.

Todd answered to Gary:

Sometimes it pays to look at a post and move on. Logic plays no part in many posts here, they simply want others to feel as self absorbed and miserable as they do. Don't fall for it, G!

Gary answered:

You're right, of course. If we all stop answering "their" posts, they will eventually give up. It's no fun poking at somebody who doesn't react.

Maurice said:

you obviously havent heard of modding, it changes the phone into everything you want.

Sebastian said:

Duuuuude, you must be the bigger hater ever to spend 20 minutes writing this long thread just to hate on the iPhone. Have you ever thought about joining the haters club?

Bishop said:

[quote=zews39;94594]FYI, my first Mac was a Mac SE. You were either not yet born, or still in diapers.

I was almost 40 when the SE came out. As for the 14 posts, well, I have a life other than trolling forums.

Sire answered to the last Ralph's comments:

I have been an iphone user for a couple months now. My previous phone was from the dark ages (an old Razr). All I could do with it was make calls (that is unless it was locked up). It had a camera on it, but it was really slow at accessing and snapping photos. Also, I never did figure out how to get photos to my PC.

With the iphone the list of things I can do with a phone has jumped dramatically. Here's a list of things I do with my phone...

- Take phone calls
- Get directions and phone numbers
- Play movies and music (music onboard or by stream)
- Take and email photos
- Jot down notes
- Shop (usings craigslist, ebay, or salescircular)
- Check traffic and plan routes accordingly

I do understand that there are other devices that do more. But for me, this device has had an impact on making me more productive and wasting much less time. I guess the most important thing to me is that all of these new features are very easy to get to and very quick to get it to do what I want to. If they weren't, I wouldn't use the device. Everything is laid out logically. All of these functions take only 1 or 2 taps to get to and get started using. I don't think there hardly ever a keystroke wasted. Everything makes sense.

I don't know if it's because it was designed in the US or what. But this phone is unleashed now. I'm sure it won't take long for other phone makers to figure out what it is about this phone and will fix the few things that need fixing, but I've said that about the ipod, too. I can't believe that is STILL on top after all these years. So who knows? -Jeff

PS, I know this is cheap, but one thing you can't do with your tools is see your voicemails in advance and play them back randomly. 😊

Adam answered the first question:

Ok, lets take the internet first,when you tested it in the apple store there propbably was a high amont of traffic thier, but anywhere else edge is very satisfatory, most pages load in 15 or 20 seconds, the feature rich pages take a bit longer to load, but those pages are far and few between. the technology of the touch screen far surpasses anything thing out there on any phone on the market, nothing even comes close to browsing the internet with the iphone. It can almost take the place of a laptop if just used for web browsing. The weather is a great widget to have, if you dont need to check the weather every day, then guess what, dont check it, its there for when you do need to check it. Stocks for me is a waste, but guess what, it works for others who need it, the iphone wasnt personally developed for me or you right? Same with you tube.

There is one feature that goes unmentioned and that is on google maps, you never have to call 411 information again, just type in the business you need to know the number and boom you got it, no more paying a buck for 411, gotta love screwing part of the phone company that way. And all the other things you seem to be whining about are all fixable with a firmware update, thats the beauty of this phone, it will grow with the updates. So appreciate the cutting edge technology, or get yourself a razr and stop whinning.

Finished

Diane said:

This phone is friggen awesome!!!!

god this phone is so sweeeeet!!! Im using it right now to post this! I am amazed at how clear the screen is. I just did a speed test at dslreports and got 91kbits/sec. Edge really isnt all that bad..

Daniel answered:

Phone is pretty nice. The call quality is definitely the worst part of the phone.

Diane answered:

really? I didnt notice any quality issues. Sounded really clear to me

Tracy said:

I'm not having any problems with phone quality either. It's actually better than what I had with Sprint.

Daniel said:

I didn't say it was bad, just the worst of all the greatness.

Carlo said:

I agree, this phone is **awesome!** I got there early and I was third in line. Very fun launch, and I am almost sad it is over. The countdown, the employees cheering as we walked in. 😊

Ahh well, what a great product. Lives up to the hype and beyond. I haven't noticed any problems, and the keyboard is actually great. I am typing on it now.

Brian said:

Can't wait did you buy AT apple?

i had a blast waited 7 hours everybody was exited. the phone was better than expected. its very simple to use only things i dont like are the resesed head phone jack and cant save files on internet but still give it a 9.5

Paul said:

This phone has already changed my life and I've only scratched the surface... I LOVE IT.

Ted answered to Daniel:

Somewhat agree. People on the other end of the line say that my voice is loud and clear, but I wish the volume on this phone was louder. I can barely hear the other person at times it seems.

Ron said:

I just took a 2 hour nap.

I got my iphone 8g + case! Very happy. Activating right now =]

Tyrone said to Paul:

Hope you didn't mean that literally

Billy said:

Loving it. Safari is a blast.

Favorite thing so far- multi-touch interface

Appendix II

Questionnaires Used for The Quantitative Study of Hedonic Values – Chapter IV

Second Scenario from Second Study (US)



In this study we want to know about your preferences for mobile phone features. Specifically, you will be asked to choose a phone that you would like for yourself.

1 You have a choice of the following mobile phones all made by Mandarinina, a newly established phone set manufacturer. Please select one phone that you would like to purchase based on the features and prices given below.

- Mandarinina Mobile Phone + Digital Camera US\$ 50.00
- Mandarinina Mobile Phone + MP3 integrated US\$ 50.00
- Mandarinina Mobile Phone + PDA US\$ 50.00
- Mandarinina Mobile Phone + Organizer/Agenda US\$ 50.00

Third Scenario from Second Study (US)



In this study we want to know about your preferences for mobile phone features. Specifically, you will be asked to choose a phone that you would like for yourself

1 You have a choice of the following mobile phones all made by LG, a reputed phone set manufacturer. Please select one phone that you would like to purchase based on the features and prices given below.

- LG Mobile Phone + Digital Camera US\$ 200.00
- LG Mobile Phone + MP3 integrated US\$ 200.00
- LG Mobile Phone + PDA US\$ 200.00

- LG Mobile Phone + Organizer/Agenda US\$ 200.00

Fourth Scenario from Second Study (US)



In this study we want to know about your preferences for mobile phone features. Specifically, you will be asked to choose a phone that you would like for yourself.

1 You have a choice of the following mobile phones all made by Mandarinina, a newly established phone set manufacturer. Please select one phone that you would like to purchase based on the features and prices given below.

- Mandarinina Mobile Phone + Digital Camera US\$ 200.00
- Mandarinina Mobile Phone + MP3 integrated US\$ 200.00
- Mandarinina Mobile Phone + PDA US\$ 200.00
- Mandarinina Mobile Phone + Organizer/Agenda US\$ 200.00

Second Scenario from Third Study – 3A (US)



In this study we want to know about your preferences for mobile phone features. You are asked to choose a phone that you would like to RECEIVE AS A GIFT.

1 Choose one phone from the following that you would like to RECEIVE AS A GIFT.

- Mobile Phone Basic \$ 50.00
- Mobile Phone + Digital Camera \$ 125.00
- Mobile Phone + MP3 integrated \$ 125.00
- Mobile Phone + Organizer/Agenda \$ 125.00
- Mobile Phone + MP3 + Digital Camera \$ 200.00
- Mobile Phone + PDA \$ 200.00
- Mobile Phone + PDA + MP3 + Digital Camera \$ 250.00

Third Scenario from Third Study – 3A (US)



In this study we want to know about your preferences for mobile phone features. You are asked to choose a phone that you would like to PURCHASE FOR YOURSELF, knowing that there is a BUDGET of approximately \$ 200.

1 Given a BUDGET of approximately \$ 200, choose one phone from the following that you would like to PURCHASE FOR YOURSELF.

- Mobile Phone Basic \$ 50.00
- Mobile Phone + Digital Camera \$ 125.00
- Mobile Phone + MP3 integrated \$ 125.00
- Mobile Phone + Organizer/Agenda \$ 125.00
- Mobile Phone + MP3 + Digital Camera \$ 200.00
- Mobile Phone + PDA \$ 200.00
- Mobile Phone + PDA + MP3 + Digital Camera \$ 250.00

Fourth Scenario from Third Study – 3A (US)



In this study we want to know about your preferences for mobile phone features. You are asked to choose a phone that you would like to RECEIVE AS A GIFT, knowing that there is a BUDGET of approximately \$ 200.

1 Given a BUDGET of approximately \$ 200, choose one phone from the following that you would like to RECEIVE AS A GIFT.

- Mobile Phone Basic \$ 50.00
- Mobile Phone + Digital Camera \$ 125.00
- Mobile Phone + MP3 integrated \$ 125.00
- Mobile Phone + Organizer/Agenda \$ 125.00
- Mobile Phone + MP3 + Digital Camera \$ 200.00
- Mobile Phone + PDA \$ 200.00
- Mobile Phone + PDA + MP3 + Digital Camera \$ 250.00

Second Scenario from Third Study – 3B (US)



In this study we want to know about your preferences for mobile phone features. You are asked to **CREATE** a phone that you would like to **RECEIVE AS A GIFT**.

1 You are asked to **CREATE** a mobile phone with specific components to **RECEIVE AS A GIFT**. You will start with a basic mobile phone costing \$ 50. Then you can **ADD** features - MP3 capability, Digital Camera, Organizer such as Electronic Agenda and Advanced PDA functionality. Each of these components has a cost. You can choose one or more of these features or stay with the basic model. Please check one or more features from the following.

- Digital Camera \$ 75.00
- MP3 capability \$ 75.00
- Organizer/Agenda \$ 75.00
- Advanced PDA Functionality \$ 150.00
- None of the features \$ 0

Third Scenario from Third Study – 3B (US)



In this study we want to know about your preferences for mobile phone features. You are asked to **CREATE** a phone that you would like to **PURCHASE FOR YOURSELF**, knowing that there is a **BUDGET** of approximately \$ 200.

1 Given a **BUDGET** of approximately \$ 200, you are asked to **CREATE** a mobile phone with specific components to **PURCHASE FOR YOURSELF**. You will start with a basic mobile phone costing \$ 50. Then you can **ADD** features - MP3 capability, Digital Camera, Organizer such as Electronic Agenda and Advanced PDA functionality. Each of these components has a cost. You can choose one or more of these features or stay with the basic model. Please check one or more features from the following.

- Digital Camera \$ 75.00
- MP3 capability \$ 75.00
- Organizer/Agenda \$ 75.00
- Advanced PDA Functionality \$ 150.00
- None of the features \$ 0

Fourth Scenario from Third Study – 3B (US)



In this study we want to know about your preferences for mobile phone features. You are asked to **CREATE** a phone that you would like to **RECEIVE AS A GIFT**, knowing that there is a **BUDGET** of approximately \$ 200.

1 Given a **BUDGET** of approximately \$ 200, you are asked to **CREATE** a mobile phone with specific components to **RECEIVE AS A GIFT**. You will start with a basic mobile phone costing \$ 50. Then you can **ADD** features - MP3 capability, Digital Camera, Organizer such as Electronic Agenda and Advanced PDA functionality. Each of these components has a cost. You can choose one or more of these features or stay with the basic model. Please check one or more features from the following.

- Digital Camera \$ 75.00
- MP3 capability \$ 75.00
- Organizer/Agenda \$ 75.00
- Advanced PDA Functionality \$ 150.00
- None of the features \$ 0

Second Scenario from Second Study (Brazil)



Neste estudo nós queremos saber sobre sua preferência por serviços no telefone celular. Você será solicitado para escolher um telefone que você gostaria para você mesmo.

1 Você tem a escolha de um dos seguintes telefones celulares feitos pela Mandarina, um novo fabricante de telefones celular. Por favor selecione um telefone que você gostaria de comprar baseado nos serviços integrados e preços dados abaixo.

- Telefone celular + Agenda Eletrônica com organizador de horários, compromissos e trabalhos R\$ 200,00
- Telefone celular + MP3 integrado para 2000 canções R\$ 200,00

Third Scenario from Second Study (Brazil)



Neste estudo nós queremos saber sobre sua preferência por serviços no telefone celular. Você será solicitado para escolher um telefone que você gostaria para você mesmo.

1 Você tem a escolha de um dos seguintes telefones celulares feitos pela Nokia, uma reputada empresa fabricante de celulares. Por favor selecione um telefone que você gostaria de comprar baseado nos serviços integrados e preços dados abaixo.

- Telefone celular + Agenda Eletrônica com organizador de horários, compromissos e trabalhos R\$ 1.000,00
- Telefone celular + MP3 integrado para 2000 canções R\$ 1.000,00

Fourth Scenario from Second Study (Brazil)



Neste estudo nós queremos saber sobre sua preferência por serviços no telefone celular. Você será solicitado para escolher um telefone que você gostaria para você mesmo.

1 Você tem a escolha de um dos seguintes telefones celulares feitos pela Mandarin, um novo fabricante de telefones celular. Por favor selecione um telefone que você gostaria de comprar baseado nos serviços integrados e preços dados abaixo.

- Telefone celular + Agenda Eletrônica com organizador de horários, compromissos e trabalhos R\$ 1.000,00
- Telefone celular + MP3 integrado para 2000 canções R\$ 1.000,00

Second Scenario from Third Study (Brazil)



Neste estudo nós queremos saber sobre sua preferência por serviços no telefone celular. Você será solicitado para escolher um telefone que você gostaria de RECEBER COMO PRESENTE.

1 Escolha um dos telefones apresentados a seguir que você gostaria de RECEBER COMO PRESENTE.

- Telefone celular + Agenda Eletrônica com organizador de horários, compromissos e trabalhos R\$ 400,00
- Telefone celular + MP3 integrado para 2000 canções R\$ 600,00

Third Scenario from Third Study (Brazil)



Neste estudo nós queremos saber sobre sua preferência por serviços no telefone celular. Você será solicitado para escolher um telefone que você gostaria de COMPRAR PARA VOCÊ MESMO, sabendo que você possui um ORÇAMENTO de R\$ 400,00.

1 Sabendo que você possui um ORÇAMENTO de aproximadamente R\$ 400,00, escolha um dos telefones apresentados a seguir que você gostaria de COMPRAR PARA VOCÊ MESMO.

- Telefone celular + Agenda Eletrônica com organizador de horários, compromissos e trabalhos R\$ 400,00
- Telefone celular + MP3 integrado para 2000 canções R\$ 600,00

Fourth Scenario from Third Study (Brazil)



Neste estudo nós queremos saber sobre sua preferência por serviços no telefone celular. Você será solicitado para escolher um telefone que você gostaria de RECEBER COMO PRESENTE, sabendo que você possui um ORÇAMENTO de R\$ 400,00.

1 Sabendo que você possui um ORÇAMENTO de aproximadamente R\$ 400,00, escolha um dos telefones apresentados a seguir que você gostaria de RECEBER COMO PRESENTE.

- Telefone celular + Agenda Eletrônica com organizador de horários, compromissos e trabalhos R\$ 400,00
- Telefone celular + MP3 integrado para 2000 canções R\$ 600,00

