Web Shopping Support System for Elderly People using WebRTC

Naoya HONGO, Hiroshi YAMAMOTO, Maki YAMAMOTO, Katsuyuki YAMAZAKI

Nagaoka University of Technology, 1603-1 Kamitomioka, Nagaoka, Niigata 940-2188 Japan

naohon@stn.nagaokaut.ac.jp

***Abstract*—An increase in elderly shopping refugees is considered as a serious social problem. Therefore, this paper proposes a new web shopping support system for the elderly shopping refugees. Features of the proposed system are 1) to use WebRTC for synchronizing displayed web pages instead of a centralized proxy server, 2) setup procedures of end-to-end communication through NAT devices by utilizing a general mail service, 3) a mutual authentication method using video streaming of the WebRTC technology, and 4) remote assistance methods for teaching shopping refugees how to use EC sites. Evaluation of the proposed methods has shown that the WebRTC technology and the proposed remote assistance methods are effective for the web shopping support.**

***Keyword*— Browsers Synchronization, WebRTC, Shopping Refugee, NAT Traversal, HTML5**

Naoya Hongo received B.E. degree from Nagaoka University of Technology in '12. He is currently a graduate school student in Nagaoka University of Technology. His research interests include computer networks and networked services.

Hiroshi Yamamoto received M.E. and D.E. degrees from Kyushu Institute of Technology, Iizuka, Japan in '03 and '06, respectively. From April '06 to March '10, he worked at FUJITSU LABORATORIES LTD., Kawasaki, Japan. Since April '10, he has been an Assistant Professor in the Department of Electrical Engineering, Nagaoka University of Technology. His research interests include computer networks, distributed applications, and networked services. He is a member of the IEEE.

Katsuyuki Yamazaki received B.E. and D.E degrees from the University of Electro-communications and Kyushu Institute of Technology in '80 and '01, respectively. At KDD Co. Ltd., he had been engaged in R&D and international standardization of ISDN, S.S. No.7, ATM networks, L2 networks, IP networks, mobile and ubiquitous networks, etc., and was responsible for R&D strategy of KDDI R&D Labs. He is currently a Professor of Nagaoka University of Technology.