

## Documentation Standards

# Style Guide

## FOR TECH WRITERS

This software was developed by the Mills Decision Support Services Group.  
Find us on the web at <http://www.mills.com/tech>.  
For data providers call the ASBC page at 201-4138.  
For training issues, contact the business developer, Guy Smith, 800-1234.  
To report bugs or other software issues send e-mail to Steve Harris.  
For documentation, WebHelp and web issues contact Andy Witten.  
For more contact information, see "Technical Assistance" on page xx.

## Disclaimers

[Example trademark statement] Lunk® is a registered trademark, and Hunko-Lunk™ is a trademark of Hunko-Lunk, Inc.

## Revision History

Date	Ver	Author	Changes
1/19/98	0.12c	Len Hunkid	Major enhancements and additions: new sections, namely: Document Development Process, Content Organization, Document Design, Web Site Design, Writing Style section and graphics (the Document Administration, and new sections in the Appendix). This version needs a major re-format and reorganization.
01/19/97	0.11	Len Hunkid	Added discussion of heading and body styles, graphics and graphic tools. Major enhancements to the graphics section. Added star there. Added heading the Document and Productive Type.
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## Why Read This?

*Answer the questions, "who's the audience?", "what's the purpose?" and "what's the scope?"*

*Documentation... it's not just for tech writers anymore.*

This guide is for people who develop formal documentation for general distribution – who want to develop a consistent, professional look, and who want to learn the techniques to do it quickly. There are discussions of organizing your information, writing style, using templates, and how to easily generate *usable* online versions.

Also use this as a template and checklist of items that need to be in a document—such as the front matter that you're reading.

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## Related Documents

*If there are no related documents, delete this heading and text.*

Refer to the following other documents related to this product:

- **Acme Widget Meta Interface Guide**  
(Currently under construction)

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## Contact Information

*If there is no contact information (think again – this would be an oversight), delete this heading and text.*

This software was developed by the MIIS Decision Support Services group.

Find us on the web at [sdtoolbox.hf.intel.com/sdtools](http://sdtoolbox.hf.intel.com/sdtools).

For **data problems**, call the ASEC pager at 201-4188.

For **training issues**, contact the business developer: Guy Smiley, 696-1234.

To **report bugs** or other software issues, send cc:Mail to Slarty Bartfast.

For **documentation, WinHelp and web** issues, contact Andy Writer.

For more contact information, see "Technical Assistance" on page xx.

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## Disclaimers

*Place any trademarks or proprietary statements here.*

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## Revision History

Date	Ver	Author	Changes
1/1998	0.12c	Len Humbird	Major enhancements and additions, new sections; namely: Document Development Process, Content Organization, Document Design, Web Site Design, Writing Style, screen shots and graphics tips, Document Administration, and new sections in the Appendix. This version needs a major re-focus and reorganization.
07/1997	0.11	Len Humbird	Added discussion of heading and body styles, graphics and graphic tools. More enhancements to the graphics section. Added <i>Start Here</i> . Added <i>Building the Document</i> and <i>Production Tips</i> .
11/1996	0.1	Len Humbird	<i>New Document</i> . Describe any changes that went into this revision. For consistency, you may want the version of the document to reflect the version of the product being described. Portions derived from "Technical Documentation Style Guide," by Dick Miller, Hewlett Packard I.T., Vancouver, WA., with permission.

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Documentation website: <http://sdtoolbox.hf.intel.com/sdtools/styleguide>

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# Start Here

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## What This Document is All About

This document originally started out as a *style guide* – providing a detailed explanation of the *styles* used in MS Word for internal documents. It has since grown to encompass technical documentation planning, administration, publishing, tech writer tricks (and emergency survival techniques), and a guide for people who need to work with technical writers or who need to produce technical documents themselves. Thus, the title is already obsolete.

If you are not a tech writer but have a writing project in mind, check the Appendix for relevant information on working with tech writers.

---

## What You're Getting Yourself Into

*On average, a completed, proofed page in a user manual takes 2-4 hours, not including time to generate a help file or create a web version.*

This is the friendly reminder that *good* documentation – like good software or cigars – takes time to produce. A technical reference takes longer than a user's guide. So to generate a *usable* 100-page manual might consume 200-400 man-hours. If you've planned for a help file and web site in the document spec process, add 10% to that ballpark estimate in order to publish in these additional formats.

The actual document production process takes about 50% of the time. All the rest is consumed at the front-end in design and information gathering, and at the back-end with the review process, corrections and publishing.

---

## Before You Begin

*To be defined.*

*This section will discuss the scope of creating or maintaining a documentation project.*

On the Authors	1
Documentation Plan	2
Employ User-Centered Thinking	3
The Documentation Development Process	4
A Structured Approach	5
Other Questions	6
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### What This Document is All About

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### What You're Getting Yourself Into

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The actual document production process takes about 20% of the time. All the rest is consumed at the front-end in design and information gathering, and at the back-end with the review process, corrections and re-writing.

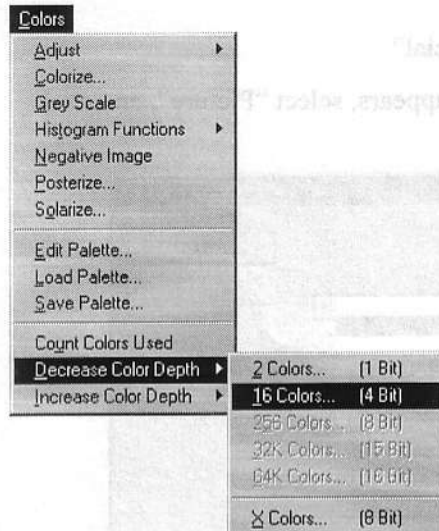
On average, a completed, proofed page in a user manual takes 2-4 hours, not including time to generate a help file or create a web version.



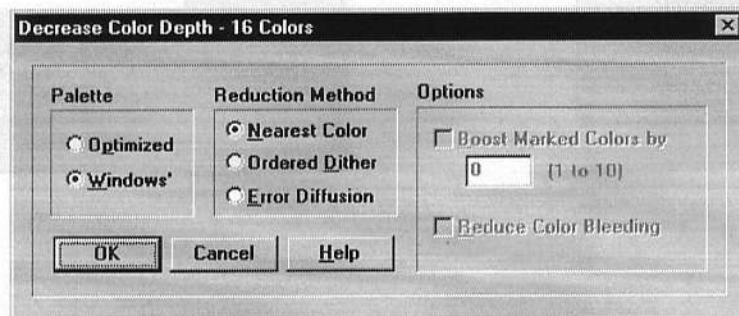
## How to Reduce the Color Palette

If you've captured a screen image at a screen setting of 256 colors or more, you should reduce the colors of the image to 16 colors to save space. Normally the reduction will have minimal impact on the image quality, and a great impact on the size of the image.

Follow these steps to reduce the color palette of an image:



1. Copy the image to the clipboard (Ctrl-C).
2. Open Paint Shop Pro.
3. Paste the image (Ctrl-V).
4. Select from the menu: **Colors > Decrease Color Depth > 16 Colors**.
5. When the "Decrease Color Palette" window appears, you need to specify a color palette. If this is for a MS Help file, make sure the settings specify "Windows" palette. If this is for the web, use Optimized palette instead. In either case, select "Nearest Color" as the reduction method.



6. Click Ok. The colors may shift slightly, but should still look acceptable. If so, skip to "Pasting Images Into Word." If the colors are wrong, continue with step 7.

## How to Insert Reduced Images Into Word

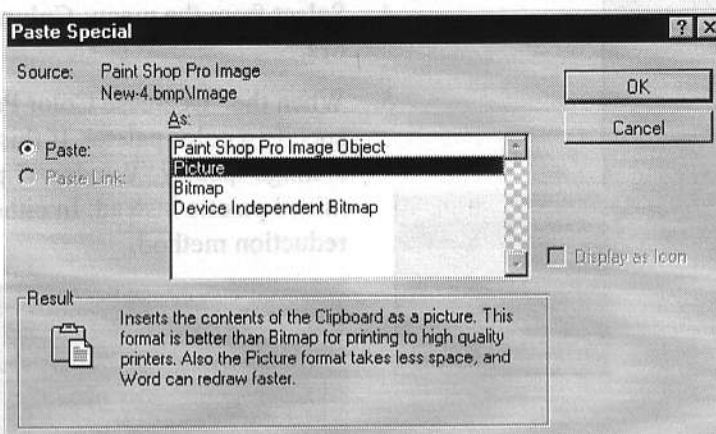
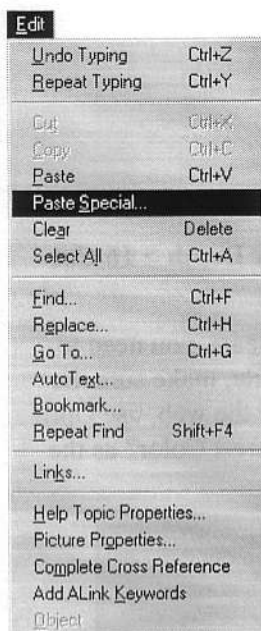
The most efficient way to include reduced bitmaps in MS Word is to paste them in as "pictures" rather than image objects or bitmaps. What's the difference?

- An **image object** is linked to the program that pasted it. This lets you edit the image using the source program simply by double-clicking it. The drawback is that the image is not visible when "field codes" are visible, and it takes more space than needed.
- A **picture** takes about half the space of the other formats. It also redraws and prints quickly.
- A **bitmap** takes the same amount of space as a linked image object, but does not have the link information included.

- A **device independent bitmap (dib)** may take up the same amount of space as a picture, but sometimes takes much more if, for example, it is a drawing object rather than a simple bitmap.

Follow these steps to paste images into MS Word:

1. Copy the image to the clipboard (Ctrl-C).
2. Switch to MS Word.
3. Select from the menu "Paste Special"
4. When the Paste Special window appears, select "Picture", and click Ok.

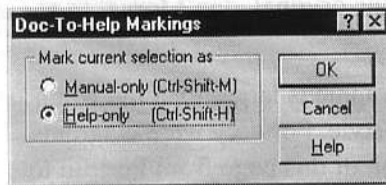
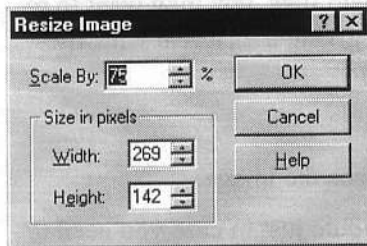


## How to Insert Pre-Scaled WinHelp Graphics

Follow these steps to create and insert WinHelp-only graphics in your MS Word document:



Use Smooth Scale.



1. Scale down the graphic as described in "How to Scale Down an Image" on page 30.
2. When the reduction finishes, copy it to the clipboard.
3. Reduce the color palette to 16 colors. For details, see "How to Reduce the Color Palette" on page 31.
4. Save the file as a bitmap in your project's BITMAPS directory. Use RGB encoding. *Do not use RLE encoding!* This is your pre-scaled version of the graphic.
5. In your word document, find the full-sized version of the graphic. On a new line, preferably immediately below the graphic, reference the pre-scaled graphic, like this:
6. {bmc filename.bmp}
7. Select the line containing that "bmc" reference and tag it as "help only". Do this by selecting **Format > Doc-to-Help Markings**, then (Ctrl-Shift-H). Its color changes to .
8. Select the line containing the full-sized graphic and tag it as "manual only" (Ctrl-Shift-M). (*Text* objects tagged for manual-only will change color to Red.)

## How to Insert Visio Diagrams in WinHelp

*If you are generating a help file, incorporating Visio diagrams is slightly more complicated. The reason is that the help compiler does not recognize the Visio native file type.*

*If the Visio document contains more than one page, Word will only incorporate the first page.*

If you are going to include Visio graphics, follow these steps to ensure that they look good online as well as in print:

1. Open Visio, and the document you need to convert.
2. Check that the dimensions of the graphic is suitable for the output format. If it's too large, you may need to break it up, rearrange objects, or take other measures within Word.
3. Save the graphic as ".wmf" (Windows Metafile) in the project's BITMAPS directory. For multi-page Visio files, you may want to repeat the procedure for each Visio page, giving a different wmf filename to each page.
4. Switch to MS Word.
5. Use the "Insert Picture" command to place the image.  
Optionally, click the "Link to File" attribute just in case you need to alter the Visio picture. If you modify the original, don't forget to re-save it in ".wmf" format.
6. Size the graphic as necessary. If the graphic is larger than the width of the Body Text area, use the *Screen* style. For very wide diagrams, you may want to change the orientation of this page from Portrait to Landscape.

## How to Insert Visio Diagrams in HTML

1. Open Visio, and the document you need to convert.
2. Select the page (if there is more than one).
3. Select the objects to be included, or *Select All*.
4. Copy to the clipboard
5. Switch to Paint Shop Pro.
6. Paste.
7. If you need to make a reduced-size version, copy (again) to the clipboard and use SmoothScale to produce a reduced version. Paste that version in Paint Shop Pro.
8. Reduce the colors to 16. See "How to Reduce the Color Palette" on page 31.
9. Save as GIF. Select transparency, if needed.



# Website Development

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## Overview

The Web is overshadowing print in becoming the predominant delivery medium for documentation. Following this paradigm, all future manuals should be designed first for the web, and second for print. To make web documents robust and manageable, the single source should be HTML, rather than a Word document.

## Tools

HTML is best designed using a text editor. At the time of this writing, WYSIWYG HTML editors (most notably Microsoft FrontPage) often mishandle the HTML code, screw up indentation and line breaks, don't provide predictable editing, lock-up, and don't completely implement HTML tags. This results in HTML that is confusing and difficult to maintain. Even opening an HTML file and saving it will screw things up.

## Primary Elements

These elements characterize a document main page

- Frames-based. Left pane: navigation; right pane: content.
- Links to both Acrobat as well as HTML versions.
- Link back to MIIS DSS homepage



- The links to each chapter and topic.
- Document contact information (your e-mail)
- Footer, with a link to the project-level or category-level page.
- Revision information.

This is what a typical web document front page might look like:

## TOOLBOX

### Contents

- Getting Started**
  - Whats New in Version 5.0?
  - Overview of the ToolBox
  - Stop! Im Overwhelmed! Where Do I Go From Here?
  - Installing the ToolBox
  - Logging On
  - Connection Setup
  - Technical Assistance
  - Revision History
- The ToolBox**
  - Desktop
  - Directory Window
  - Tabs
  - Menus
  - Toolbars
  - Pick List Windows
  - The Right Click
- Buyer/Planner**
  - Buyer/Planner Overview
  - Inventory Reports
  - Demand Reports
  - Legal Entities Reports
  - MRP Inventory Reports
  - MRP Demand Reports
  - Buyer/Planner Revision History
- Backlog Analysis**
  - Tools
  - BAT Overview
  - Changes for Job 96
  - Daily Backlog Report
  - Weekly Backlog Detail
  - Report
  - Available to Promise (ATP) Report
  - Unconfirmed Backlog

MIIS Decision Support Presents...

# ToolBox

## User's Guide

The Supply/Demand ToolBox combines a number of reporting tools, making it easy for Systems Manufacturing personnel to locate and execute reports related to inventory and materials management. Anyone with interest in inventory and manufacturing supply/demand information and processing is a potential user of this software.

COMBINED MRP REPORT	18	\$1,792,997	28
Backlog Analysis Tools	99	\$90,337	180
CSD Analysis Tools	AC	\$123,087	180
Forecast/Inventory		\$9,141,401	15
Material Availability Package		\$5,455,355	23
Cost Tools		\$159,146	
Similar Authorized Parameters	LO	\$1,381,718	20

Click on a topic in the left window. The contents will appear here.

Click on the Acrobat icon to view the PDF version.

Search for:

Comments and suggestions to: [Len Humbird](#).  
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