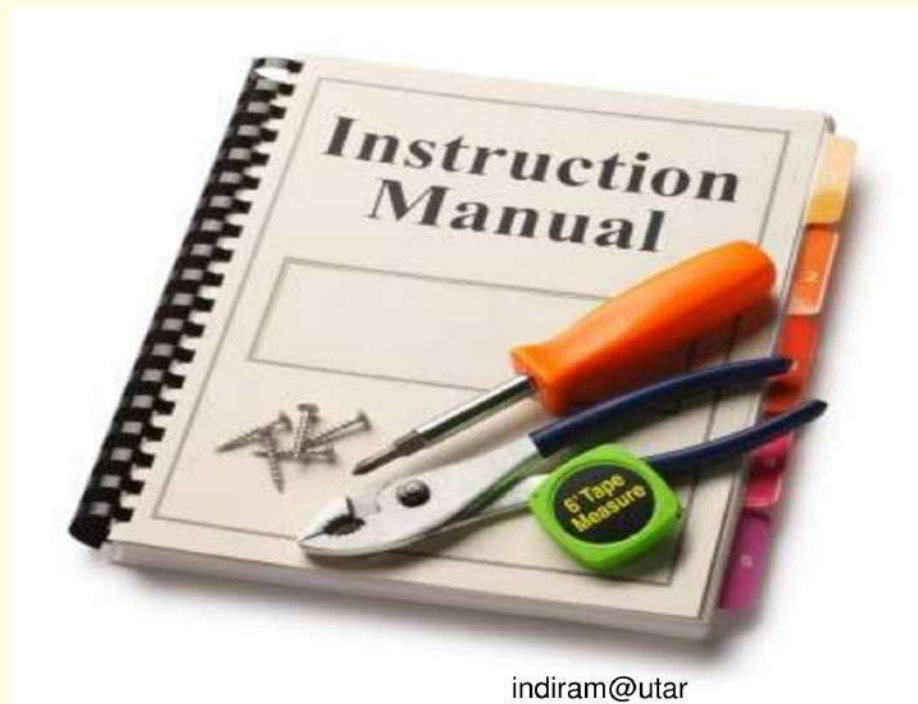


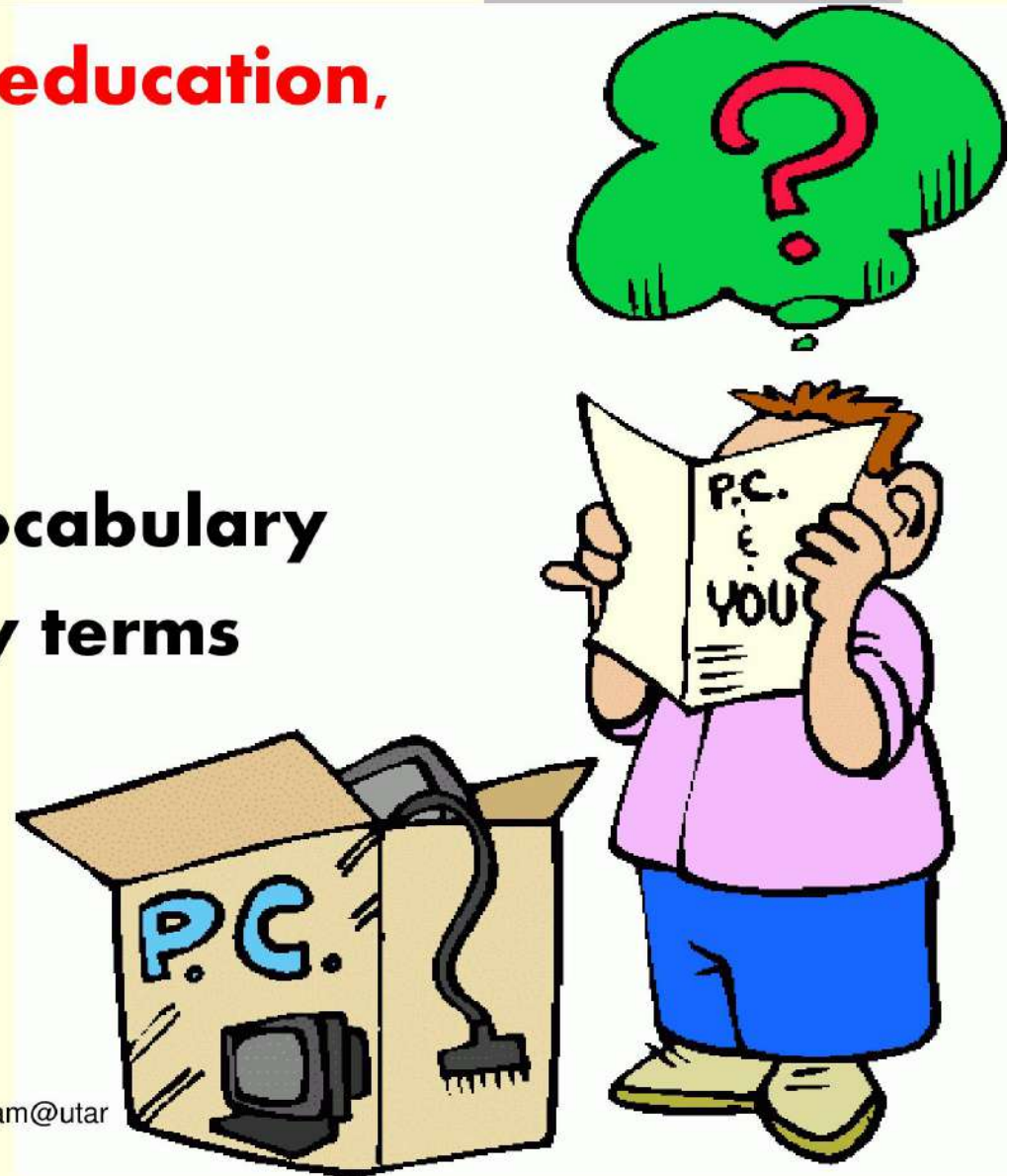
What is an instructional manual?

- is an **instructional book** or booklet that is supplied with almost all technologically advanced consumer products such as **vehicles, home appliances and computer** tools.



Analyzing Audience

- **Background** (**social, education, demographic**)
- **Skill level**
 - Use appropriate vocabulary
 - Translate necessary terms
- **Needs and use**



The questions readers ask most often

- What will these instructions help me do?
(Introduction)
- Is there anything special I need to know to be able to use these instructions effectively? (Introduction)
- If I'm working with equipment, where are the parts I need to use? (Description of the equipment)
- What materials, equipment, and tools do I need?
(List of materials and equipment needed)
- Once I'm ready to start, what – exactly – do I do?
(Directions)
- Something isn't working correctly. How do I fix it?
(Troubleshooting)

People read instructions in one of three ways:

1. Some, **read instructions all the way** through before beginning to follow any of the steps
2. Others **read and perform each step without looking** ahead to the next
3. ... **others begin a task without reading any instructions** and turn to them only when difficulties arise

Reading the instruction manual for the elephant you've just bought. We've all been there!

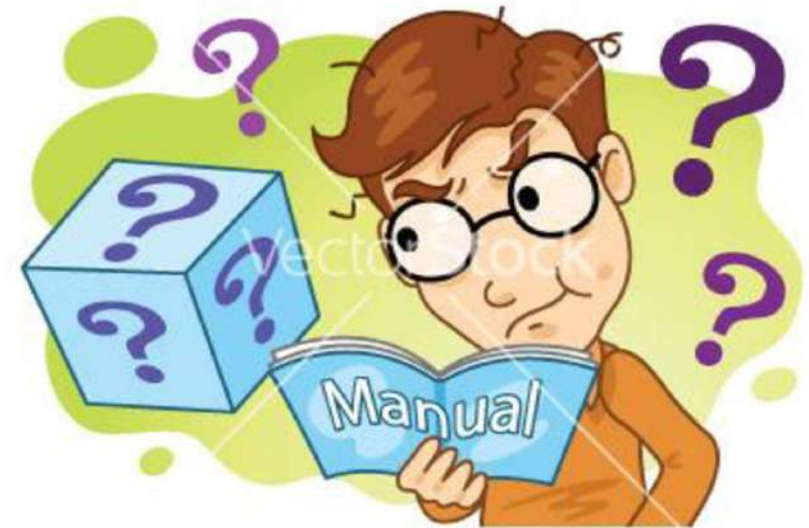


Don't forget...

- An incorrect audience analysis is the biggest reason why instructions and manuals fail
- Language should always be clear, concise, and brief
- Do not use long or complex sentences

Elements of Instructions (short version)

- General introduction
- Step-by-step instructions
- Conclusion



Elements of Instructions (long version)

- Everything from here on out.

Title (**use participles*)

- Use a specific title that accurately names the action covered in the instructions

Setting Up Your Computers On Your Network

Connecting To Computers On Your Network

Sharing Your Printer

Viewing Network Drives

Using Dial-up Networking

Using Peer Web Services

Installing Peer Web Services

Purpose

- Explain the purposes of the instructions unless it is obvious (i.e., the purpose of a coffee maker)

Writing Instructions (intro)

- Have reader-centered title (what does the writer have to do?)
- Have a clearly stated purpose that includes reader benefits
- List parts, materials, and conditions

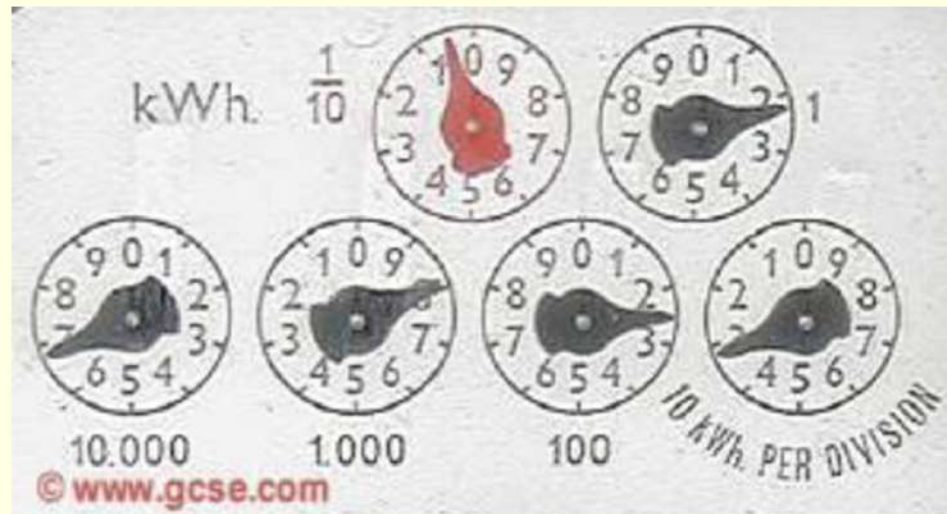
Parts, Materials & Conditions

- If readers needs to gather items in order to follow the instructions, list those items in the introduction
- *Materials* are the items needed to perform the task (sandpaper, shellac)
- *Tools* are the implements needed (screwdriver, pliers, small paintbrush)
- *Conditions* are special circumstances that are important for completing the task successfully, such as using a dry, well-ventilated room

Writing Instructions (steps)

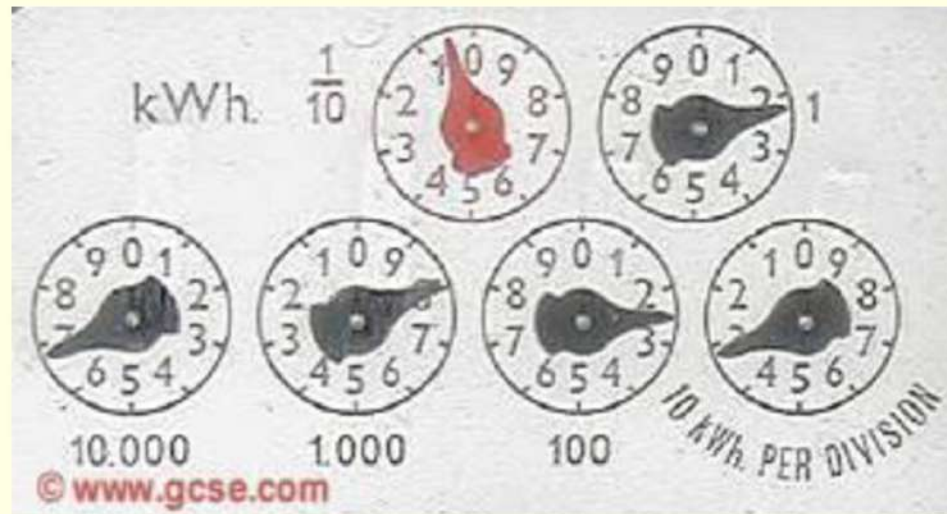
- Number (or otherwise **organize**) steps
- Use **present tense and imperative mode**
- Provide the **right amount of info** for each step

Be specific



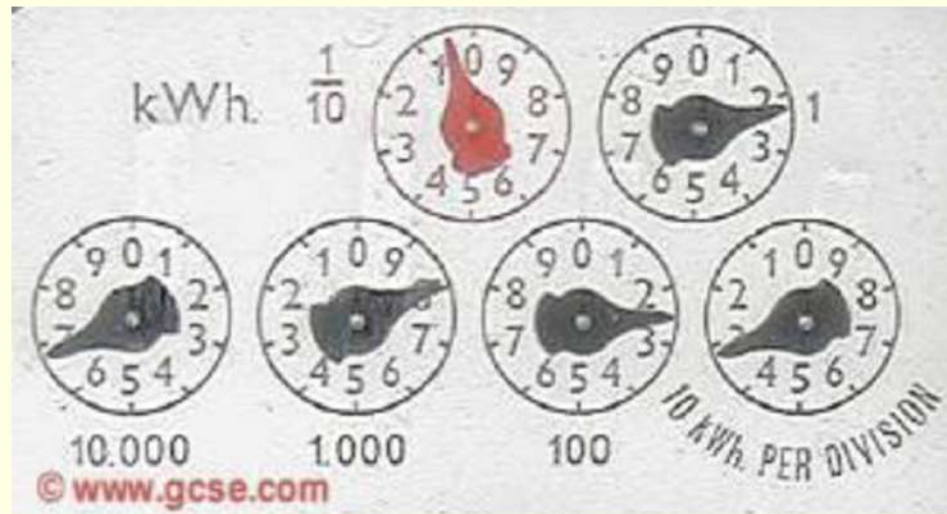
- Read a dial

Be specific



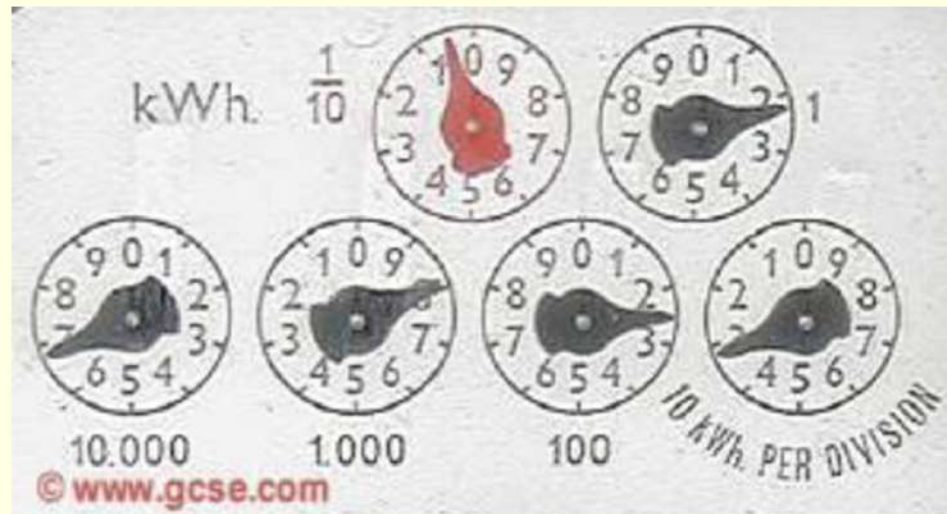
- Read the dial

Be specific



- Read the top dial

Be specific



- Read the top left dial (in red)

What's wrong with this?

1. Take out two slices of bread
2. Spread the peanut butter on the bread
3. I like mine with marshmallows and Fritos
4. The knife needs to be washed
5. Put the lid back on the peanut butter

Is this better? Why?



1. Take out two slices of bread
2. Take out a clean knife
3. Spread the peanut butter on the bread
4. Wash the knife and place the lid back on the peanut butter

Note: I like to add marshmallows, and Fritos to my peanut butter sandwiches

indiram@utar

Writing Instructions (conclusion)

- Tell readers what to expect after following the instructions and *suggest* other uses and options if appropriate
 - e.g;
 - Your food will be hot, but not as brown as if heated in the oven rather than the microwave.

Organization & Design

- Separate your instructions into logical pieces (**chronological order**)
- Use relevant **instructions/graphics**
- Make the **sections** of your instructions visually distinct
- Separate and label info that isn't directly part of your instructions (*note)

ASSEMBLY

ASSEMBLING WHEEL CASTERS

1. Remove the hex nut and lockwasher from each of the four wheel casters.
2. Place the dust collector on its side.
2. Insert bolt from wheel caster through the four holes (A) Fig. 3 in the base of the dust collector.
3. Place a lockwasher (A) Fig. 4 onto each bolt.
4. Thread hex nut (B) Fig. 4 onto each of the four bolt heads and tighten securely.

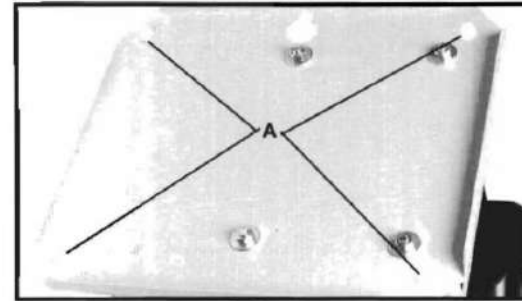


Fig. 3

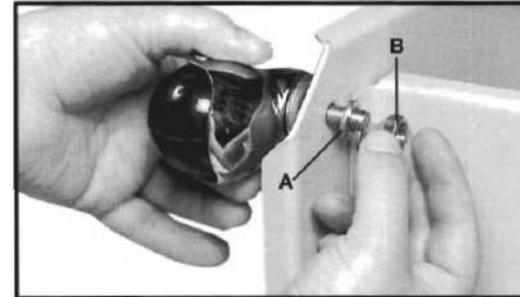


Fig. 4

ASSEMBLING OUTTAKE FLANGE

1. Align the holes in the outtake flange (A) Fig. 5 with the holes in the outtake flange gasket (B).
2. Insert a 5/16-18x5/8" hex head bolt thru the outtake flange, outtake flange gasket and the base unit as shown in Fig. 6.
3. Thread a 5/16" hex nut (B) onto the 5/16-18x5/8" hex head bolt (A) Fig. 6 and tighten securely.
4. Repeat this process for the three remaining bolts.

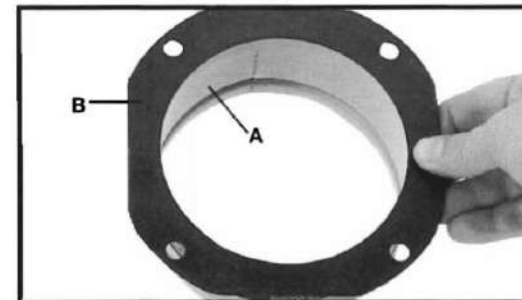


Fig. 5

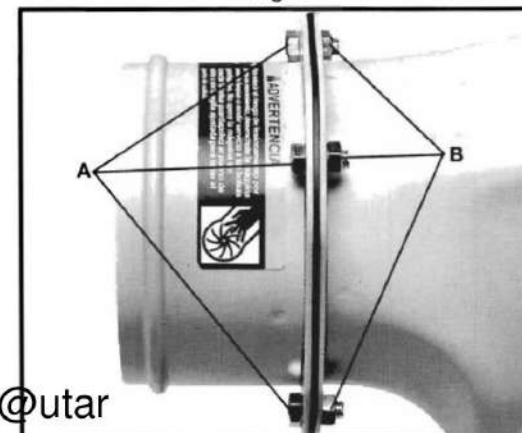


Fig. 6

Writing Safety Information

- Place in prominent area on the page
- The more critical the safety comment, the LARGER and **MORE EMPHATIC** it should be

Levels of Safety defined

- **Danger** – likelihood of serious injury or death
- **Warning** – potential for minor/moderate injury
- **Caution** – potential for equipment damage
- **Note** – suggestions for how to best carry out the task



PRINCIPLES FOR WARNINGS



Remember

- Know your **audience**
- Keep your **instructions simple**
- Start with an **intro**duction
- Use a **clear and effective** visual hierarchy
- DON'T SKIP STEPS JUST BECAUSE THEY SEEM OBVIOUS
- Conclude with a **summary** or description