Instructional Writing: Introduction to User Guides

Difference Between Process Description & Instructions

been, is being, or will be done themselves

Process description is written to You write instructions to show help readers understand what has readers how to perform the process

Appropriate when the reader needs If you suspect a reader may in fact to be informed about the action but be a "user," always write does not need to perform it. instructions

Process Description

Instructions

process.

Purpose: explain a sequence of steps in **Purpose**: describes a sequence of steps such a way that the reader understands a in such a way that the reader can perform the sequence of steps.

two

Format: Use paragraph descriptions, Format: Employ numbered or bulleted listed steps, or some combination of the lists, organized into subgroups of easily understandable units of information.

Style: use "objective" point of view (the **Style**: use "command" point of view operator started the engine), as opposed to "command" point of view (start the engine)

■ Instructional Writing

Writing which gives instructions to readers regarding a well defined and specific topic.

Instructions

Instructions direct/guide/teach a person to do something, furnish with information needed to accomplish something.

Task

■ A specific piece of work, a distinct specific action/activity.

Procedure:

- It refers to
- ✓ a manner of proceeding; a way of performing or effecting something: standard procedure.
- A series of steps taken to accomplish an end: a medical procedure; evacuation procedures.
- ✓ A set of established forms or methods for conducting the affairs of an organized body such as a business, club, or government.
- ✓ Computer science: A set of instructions that performs a specific task; a subroutine or function.

Writing Instructions

- Instructions are provided in user guides, manuals, tutorials, training videos, etc.
- In the context of technical writing, instructions are those step-by-step explanations or guidelines which teach/guide/help/direct users regarding how to do accomplish tasks.
- They usually teach how to assemble something, repair something, or to do routine maintenance on something

How to Write Instructions

- 1. conduct a thorough research on the task and identify all the steps that are to be followed to complete the procedure.
- 2. make a list of all steps.
- 3. identify special requirements, conditions, cautions, warnings and other vital background information.
- 4/audience analysis
- 5. write a clear heading for the task. (what & why)

Reports.....how to print Duplex Reports

Files..... Saving XML files to shared networks

6. heading should be descriptive, informative and direct.

How to Write Instructions

7. organization

i.introduction (topic+purpose+number of steps)

ii.discussion

iii, conclusion

These instructions are to be used by field service personnel to install a repaired DA-1203 antenna. Alignment of the DA-1203 to the aircraft's horizontal position gyro is necessary for proper operation of stabilized weather radar.

- 8. use imperative sentences + use present tense
- 9. Use short, clear, and unambiguous statements for each step. Avoid words such as, change and adjust; rather, use increase (decrease) and loosen (tighten).
- 10. always use active voice
- 11. address the reader directly using the pronoun "you"

How to Write Instructions

- 12. prefer positive commands to negative ones.
- 13. put the steps in chronological order
- 14. explain with the help of graphics
- 15. use a numbered list

16. limit information within each step

Original:

Step 3: fill in your name and address on the coupon, send it to the manufacturer within two weeks, return to the retail merchant when your letter of approval arrives from the manufacturer, and pick up your free toaster oven.

Revision:

Step 3: fill in your name and address on the coupon.

Step 4: send the coupon to the manufacturers within two weeks.

Step 5: Show your retail merchant the letter of approval arrives from the manufacturer.

Step 6: pick up your free toaster oven.

17. avoid list of more than approximately ten steps

18. specify what the reader does when the task is complete

19. Specify any information necessary to perform a step or series of steps (e.g., a warning, or a time limitation)

Using Illustrations in Instructions

- Number figures; cite the number on the first reference in the text. Do not skip numbers or number out of sequence.
- Use captions, labels, and arrows to identify and explain figures.

Important Definitions

- **■** Note:
- Important information, necessary to perform a task effectively or to avoid loss of data.
- Caution:
- The potential for damage or destruction of equipment.
- **■** Warning:
- **■** The potential for serious personal injury.
- **Danger:**
- The potential for death.

Options to Place Note/ Warning/Danger/Caution Messages

Option 1: in a separate section right before the instructions begin.

Appropriate when you have a list of general warnings that apply to much of the procedure

Option 2: in the text of the instructions.

Users are warned about a problem before they read the step to which it applies.

Option 3: repeatedly throughout the instructions.

If pose risk to user over and over again.

For Software

- Orient the users: tell the users where they are and what they should be seeing on their screen, such as the name of the window they should be looking at.
- Tell them what button(s) to click on the current window and/or what text they need to type into what field(s).
- ▶ Put the steps/commands in chronological order. Use imperative sentences with precise verbs and accurate details. Address the readers directly. Explain with the help of graphics (screen shots).
- Tell them how to get to the next step/location and describe what they should see onscreen when they take that action.
- tell the reader where they are—tell them what to do—describe the results of their actions

- **■** For example:
- ► From the **Main Window**, select any one option you want to activate. Click **OK**. The **Second Window** appears showing the current status of the options you selected.
- On the Second Window, verify that all of the options selected are correct. If all options are correct, click Activate Options and the Third Window appears, otherwise click Back to return to the Main Window and select different options.

Note that no heading is needed for TITLE the introduction (it follows the title so > it must be introductory in nature). Introduction: - State or define the procedure about to be discussed (plus scope—what's not covered). Background on the XXXXX - Indicate audience skills and background needed. - State general conditions in which this procedure is done. - State general warnings, cautions, dangers. - Provide overview of contents to be covered. Equipment and Supplies Use a background section only if readers need to understand some general concepts or theory before they can follow the instructions. List the equipment (tools) and supplies (the "consumables") that readers need to gather before beginning. For the actual list, use simple vertical lists, bulleted ver-Operation of the XXXXX tical lists, or two-column lists (as is shown hete). Instructions section: introductory Third-level heading. paragraph gives an overview of the tasks of phases about to be discussed. Individual sections on each of the main tasks or phases, normally з. formatted as vertical lists (not depicted here). Extra ("supplementary") discussion of step 3 needed. Notice the indentation.

Correct the errors in the following instructions. Some might be correct:

- 1. Allow the glue to dry adequately.
- 2. Drag and drop to quickly and in an easy manner rearrange headings and the content beneath them.
- 3. Just save the document to see changes from other editors as you work.
 Your changes also become available to other editors each time you save.
- 4. Push the stem into the fork tube a few inches in as shown in the figure.
- 5. After having used the equipment, sliding the temperature sensor back into its holder on the side of the control base is highly recommended.

- Date: February 4, 2015
- **■** To: maintenance technicians
- From: Second shift supervisor
- Subject: Oven Cleaning
- The convection ovens in kiln room 33 need extensive cleaning. This would consist of vacuuming and wiping all walls, doors, roofs, and floors. All vents and dampers need to be removed and a tack cloth used to remove loose dust and dirt. Also, all filters need replacing. I am requesting this because when wet parts are placed in the ovens to sure the paint, loose particles of dust and dirt are blown onto the parts, which causes extensive rework. I would like this done twice a week to ensure cleanliness of product.

User Documentation

A user guide or user's guide, also commonly known as a manual, is a technical communication document intended to give assistance to people using a particular system.

Manuals are written guides or reference materials which are used for training, assembling mechanisms, operating machinery or equipment, servicing products, or repairing products.

Software User Documentation

- Provide helpful references to specific system functions.
- Help the user to find the information they need quickly and easily to get right back to work.
- Explains how to use software to do procedures. It answers the questions, "how do I...?
- A user guide can contain operating instructions, maintenance instructions, technical descriptions, flow charts, drawings, and diagrams.
- A common user guide is the "getting started guide" that is developed to help the user get comfortable using the software.

A user guide should cover how to run the system, how to enter data, and how to save and print reports.

■ This guide should also include a list of error messages and advice on what to do if something goes wrong.

■ The user manual is vital for learning both basic and more advanced techniques of a program or application.

Types of Users

	User type	comment
	Absolute beginners	Require handholding, no assumptions, simple step by step instructions. Many pictures. Only one method of achieving a required result.
\ \	Novice	Same as above except encouragement to learn alternative methods.
	Competent	Require brief reminders, explanation of options, alternatives, comparisons with other methods.
	advanced	Require brief reminders, trade-offs, alternatives, minimum text and few screen shots. Unusual functions, oddities, short cuts.

Types of User Documentation

- 1. typical printed documentation
- 2. typical online documentation

Printed Documentation

Туре	Typical users	Advantages and disadvantages to users
Reference manual	advanced	Typically uses structural description. Usually focusses on how and what to do, not why. Most material is rarely used, but it must be available.
Introduction/ welcome guide	all	Useful for setting the context. Usually redundant as soon as the user is familiar with the software.
User guide	Beginners, competent	To be useful to novices, must set the context, and make everything clear. No or few assumptions, and therefore, quite verbose. Possibly, quickly becomes redundant.
Quick reference/ checklist	Competent, advanced	Compact. Users must know what they want to do before they can use these.

Online Documentation

type	Typical users	Advantages and disadvantages
Online manual	Novice, competent, advanced	Easy to search keywords but not concepts.
Context sensitive help (window-level)	Same as above	Excellent for reference information. A large problem is that one procedure typically uses many dialogue boxes, and one dialogue box is used in many procedures.
Popup help (what's this? Help)	Same as above	Sometimes, useful as a short reminder.
Online video	Novice, competent	Shows users how, but needs to be high quality and clear.
Computer based training (CBT)	novice	Useful in training environments.

Preparing Software User Guides

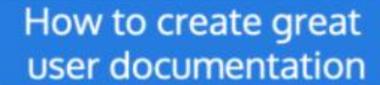
- 1. intensive research on the product, users, and other essential information.
- 2. make an outline to have a plan to follow
- 3. writing different components of a user guide
- i. introduction
- ii./installation procedure
- Tii. orient users
- Iv. List important tasks along with the procedure
- V. advanced functions and extra features
- Vi. Troubleshooting section
- Vii.the title page and index

The essential elements of great user documentation?

- Plain language
- Simplicity
- Visuals
- Focus on the problem
- Step by step instructions
- Logical hierarchy and flow
- Table of contents
- Searchable
- Accessible
- Good design
- Feedback from real users
- Links to further resources

- Plain language: Don't assume your customer knows anything about your product. Don't assume they know all the technical and/or industry buzzwords that you likely use every day inside your office. Write it for them.
- Simplicity: This applies both to the document's content as well as its design. Long blocks of text and pages tightly packed with written and graphic content can make user guides or manuals feel intimidating and unfriendly.
- Visuals: Visual content, including images, annotated screenshots, graphics, and videos, quickly shows someone how your product works. They don't have to read about, they can see it! people actually absorb visual information faster and perform tasks better when instructions are provided with visual or video content.
- Focus on the problem to be solved: Every product solves a problem. But too often, we're so in love our cool product features, all we want to do is highlight what it can do rather that why our customers need it. Make sure to show users how to perform tasks with your product.

- Logical hierarchy and flow: Good documentation needs a hierarchy of headings and subheadings that lets a user know what each section will show them. Start with the easy stuff first and then, as your users build their knowledge, show them the advanced features.
- **Table of contents:** A table of contents provides your customers a simple, efficient, and familiar way to quickly find a solution to their question or problem.
- Make it searchable: in an era where just about everyone has access to a smartphone, it makes more sense to create electronic documentation.
- Accessibility: This means ensuring that electronic documentation adheres to standards of accessibility for people who may be blind or visually impaired, deaf or hard of hearing, or may have cognitive disabilities.
- Good design: give your users a document they want to look at and they'll be more likely to use it.
- * Avoid long paragraphs of text or pages that are packed too full of content.
- ❖ Include graphics and images as much as possible to show rather than tell your customers how to use your product.
- Use consistent fonts and complementary colors across multiple documents.





1. Plan

Know your goals and create a plan to achieve them.

2. Create

Follow your plan, but adjust for new information or needs.

3. Test

Make sure it does the job before you set it free.

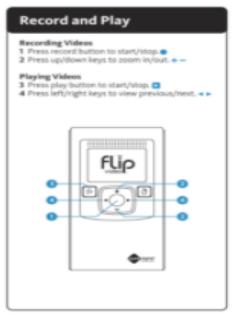
4. Update

When your product changes, update your documentation to reflect the changes. Is it an example of good or bad User guide?









Included in This Box

- Flip Video Camcorder
- Two AA Butteries.
- TV Connection Cable
- . Wrist Strap
- * Pouch
- Warranty/Safety Information
- · Quickstart Guide

Customer Support

Online

Go to www.theflip.com/support

Send email to inquiryepuredigitalinc.com

Register online at www.theflip.com/register

Declaration of Conformity

We, Pure Digital Technologies, Inc.

yo Malden Lane 6th Floor San Francisco California supoli



Declare under our sole responsibility that the product video camcorder model's 225, PSV-353, PSV-352, PSV-453. PSV-452, PSV-551, PSV-552 complies with part 15 of the ricc rules. Operation is subject to the following two-conditions: (i) this device may not cause harmful interference, and (x) this device must accept any interference received, including interference that may cause undesired operation.

Connect to Computer

1 Slide USB latch down USB arm flips up automatically.

2 Connect camcorder to computer and start Flip Video



Note: Flip Video program runs directly from the carecorder. der must be connected while using the software. Battery power is not used while camcorder is connected.

Software Features

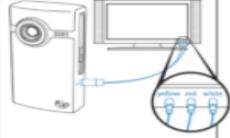
- · Browse, play, and delete your videos.
- · Save your wideos to your computer.
- Make custom movies with music.
- · Capture photos from your video.
- Share your videos online or by email.
- Upload your videos to AOL or YouTube.

Note: Click "Help" inside for detailed information on all features.



View On Television

- 1 Power off camcorder and television.
- 2 Connect camcorder to television with included connection cable.



- 3 Power on camcorder and television.
- Camcorder screen turns off when connected to television.
- 4 Switch television to VIDEO input.
- See television manual for instructions.
- 5 Press play to start/stop playback.

Camcorder	Features
198	

Power Switch Slide down and release to turn on/off. Wrist Strap Hook Attach wrist strap, included: Battery Latch Slide to lock/funlock, For maximum battery performance, use Energiser=ez=L Topod Mount Attach a tripod or other Filip Video accessory. Learn more at www.thefilip.com	
 Wrist Strap Hook Attach wrist strap, included. Battery Latch Slide to lock/Unitock, For maximum battery performance, use Energiper-april 	
Battery Latch Slide to lock/unlock. For maximum battery performance, use Evergioen early	
	thiumy AA batteries.
4 Tripod Wount Attach a tripod or other Plip Video accessory. Learn more at www.theflip.com	/accessories.
5 Lens Wipe clean with a soft, dry cloth. 6 Microphone Effective within to feet, indoors.	
6 Microphone Effective within to feet, indoors.	
7 Recording Indicator Light turns on during recording. USB Latch Silect to release USB arm. If space does not permit proper connection, use a USB "W" type extension cat	
8 USB Latch Slide to release USB arm.	
9 USB Arm If space does not permit proper connection, use a USB "W" type extension call	sie.
10 TV Output Port Connect TV cable, included. 11 Screen Recording viewfinder(playback screen.	
TI Screen Recording viewfindes/playback screen.	
12 Play Button Press to play. Press and hold to play all. 18 Delete Button Press to delete. Press and hold to delete all.	
18 Delete Button 📑 Press to delete. Press and hold to delete all.	
14 Record Button Press and release to start/stop recording.	
16 Up Key	uder.
16 Down Key — While Recording Press to zoom out. During Playback: Press to make solume	quieter.
₩ Left Key ■ Skip to previous video during playback.	
18 Right Key • Skip to next video during playback.	

- the information isn't overwhelming it gives what is needed
- an instruction manual aimed at adults and first one aimed for children
- it has diagrams too which makes it more easier for the viewer and also has colour to show the parts needed for that section of the manual
- the layout: second one is a type of manual that reader could easily really gel with. The first one is very simple, and gives a step by step visual guide of what to do, making this easy for visual learners, the use of colour as well what lego pieces you are actually looking at.

planet protegië 8.0 d bilse Instructions 9.0

Congratulations and thank you for your purchase of the Planet Bike Protege Bicycle Computer. The Protege represents a breakthrough in bicycle computer design and function. The MacroMonitor²² LCD display, "buttoniess" design, and overall compact size offer advantages to you the cyclist that no other computer can match. In addition, Planet Bike will donate 25% of our profits from this purchases and any other Planet Bike product you buy, to non-profit bicycle advocacy groups to further benefit your cycling experience. Enjoy your new Protege Bicycle Computer and thank you for making a difference!

1. Parts List 1. Mounting Bracket 3. Computer Case 6. Quick Tars 2. Wheel Sensor 2 mm 4. Buotee Stims 9 5. Wheel Hagnet

2. Mounting Instructions

STEP 1: milect the wheel sense in the right or off this using two gains desployer into their So risk fully lighten qualit ties until final properties to determined, the recomment is sense; presented of the properties then properties until risking.

STEP 2: Attach reagest to spoke saling acceptant plangum etc as magnet than up affectly excess from one of the flat squard dots of the tower or upper peritors of whom serious with a distance of 1-2 then between screens and magnet obligation 219.

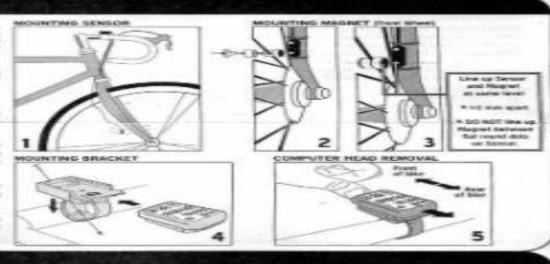
Contains the not over higher phagnet screen.

STEP 3: After the wire harmon to the form using quick ties (diagram #1, because wire can be sampled attend theke control before annualing bracket to harmonic florar dates adjust with that between their and being bandwise for family bandwise.

STEP 4: Attach the computer bracket to the bandwhars near the completion (H), the any completation of nables along to III affected dismester handwhars. Tighten the some so the bracket will not relate on the handwhars. Side the computer head into the bracket will it "propp" with place.

STEP 5: TOST, bestall computer head to be brecket and notate front wheel to seet for proper function of mospeti, wheel setting alignment. The regit/light indicator will flags it the section and mospeti, wheel setting alignment is also on stronger context adjustment in activities.

TO RESOUR COMPUTER HEAD FROM ESSACIATY Push the computer to the appoints direction you broadd to restart it (doop one 41). The computer float will "away" out, from You thay flore by plant floats, do not be should of to existing it. It will pop sail.



PUSH AND BELEASE FOR

LESS THINK ONE SECOND

OR YOU WILL RESET ALL

OF THE RIDE DATA

CAUTION

HIGHD ROSE

MODE

CHANGE

3. Functions & Specifications



- LINE: LCD Specification: Line L 2 and 3 modes do not change
- CURRENT SPEED * Mass or Klometers per hour * 0-99.9 mph/kpb * increments of 0.1 mph/kpb
- 2 RIDE TIME, "RTM" = Up to 9:59:59 = Intrements of I second
- RIDE DISTANCE. "DST" . Up to 999.99 M or K . Increments of 0.01 M or K
- 4 ODOMETER. "ODO" Up to 999.99 M or K Increments of 0.01 M or K (ODO» Compilative distance for BIKE I and BIKE 2)
- OR CHANGE MODE TO SCHEEN 2-4 BY PUSHING COMPUTER FORWARD IN BRACKET TO ACCESS.
- AVERAGE SPEED, "AVS" * 0-955 mgs/kgs * increments of 0.1 mps/kgs MAXIMUM SPEED, "MAX" * 0-955 mgs/kgs * increments of 0.1 mps/kgs
- OR CLOCK * 2 m formal * indicated by flashing colon **

BIKE ODOMETER, "BIKE ODO" * Up to 99,999 M or K * Increments of 0.1 M or K

This is the distance for the winest size currently being used. It only appears when distance is registered on both BME I and BME Z.



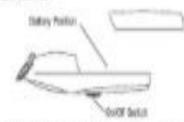
Beard & Mustache Trimmer



Instructions for Core and Lise

OPERATING INSTRUCTIONS FOR YOUR TRIMMER

- Remove the battery compartment cover by putting in and down lowed the bottom of the time.
- 2. Align the two AA batteries with the positive and regitive positions indicated inside the battery compartment. Being careful not to bend the clips. insert the negative end of each stattery first so it. will sign basily into position.
- 3. Return the battery cover to its original position. by puriting it in and up until you hear a small springs as it looks into place.
- 4. To use your blenner, push ON/OFF switch upwards to OV position.
- After you firsh using your trimmer, push down on the ON/OFF switch to turn the birsmer off.
- 6. For your convenience, the trimmer comes with a storage pouch to hold the trimmer and accessories.



Spanie 2 AA Sattern and rickelet. We economic upon all table in bother as its pour terror randous as they but honger

GROWING A BEARD AND MUSTACHE

There are twee key factors that determine which beard or mustache style is most suitable for your face:

- . The shape and dimensions of your face.
- The natural growth of your beautimustache.
- The thickness of your brand mustache.

If you are unuse of the type of beard or mustache that most suits your face, speak with a professional hair stylist and asi, for an opinion on what afvice would be best. Once your beard or mustache has been styled, it is essential that you maintain its appearance. To do this use your shaper to tries, edge and liver up your be ard imurbische weekly.

For the best trimming results, your beard should be slightly damp mot web before using the birmner. This will prevent the stimmer from removing more hair than degred.

TYPES OF BEARDS/MUSTACHES



There are arveral things to look for if your tinner falls to consist.

1. Be sure the trimmer is turned OK.

- Make sure that the builteries are properly placed in the to flery compartment. Test the butteries to be sure they are working. For optimum. trimmer operation always replace all two AA. batteries at the paint tire, i
- 3. Check the blades to see if they are clogged with heir diggings; if so, use the dearing block to remove hair.
- 4. If the trimmer all falls to operate, take or send it to a Consir Service Center lake warranty procedure and addresses).

TAKING CARE OF YOUR TRIMMER OILING THE READES

About once a month you should of the timeer blades with the oil provided in your kit. It is best to do this over a piece of newspaper. Turn the trimmer on and hald it so that the blades are pointed downward. Spread one drop of oil across the blades, then turn the trievner off and wine away the excess of with a soft cloth:

Se coreful not to use too much oil and don't nil. your trimmer more than necessary, as that could damage the notor, filever afternot to oil fire motor browing as it is permanently lubricated.)

After dling the blades, replace the trimmer and oil packet in the trimmer storage pouch.

BLADE CARE

Secause the trimmer blades are predictin made for a very special use, they should always be handled with care. Each time you fright using the trimmer, take the dearing brash provided and bruit away any topie hair but has collected in the blades. Thin store the trimmer in its storage pough until the next use.

the especially careful when changing or adjusting blades. When you have your trimmer serviced, be sure that all studes are stoppered or replaced at the same time.

To promote the long life of the appliance, use your triever only for the purpose intended mustache.

GETTING STARTED OUTLINING YOUR BEARD

- 1. It is always breat to begin with a clean, slightly damp brand.
- 2 After you have combed through your beard in the direction it grows naturally, you will want to outline the desired shape, tingining under your



Bogin defining your beard's shape under your chin and work upward on each side of your face toward your ears. They define the upper outline of your braid across your cheeks. part your sidtborns and toward your hairline.

- way to much information going on within the manual, which is enough to put any viewer off, they are both way to complicated
- the layout: they are to formal and are way too informative, it could be simplified down a bit,
- also with the left image the images are very small! I would not cope well with these instructions personally