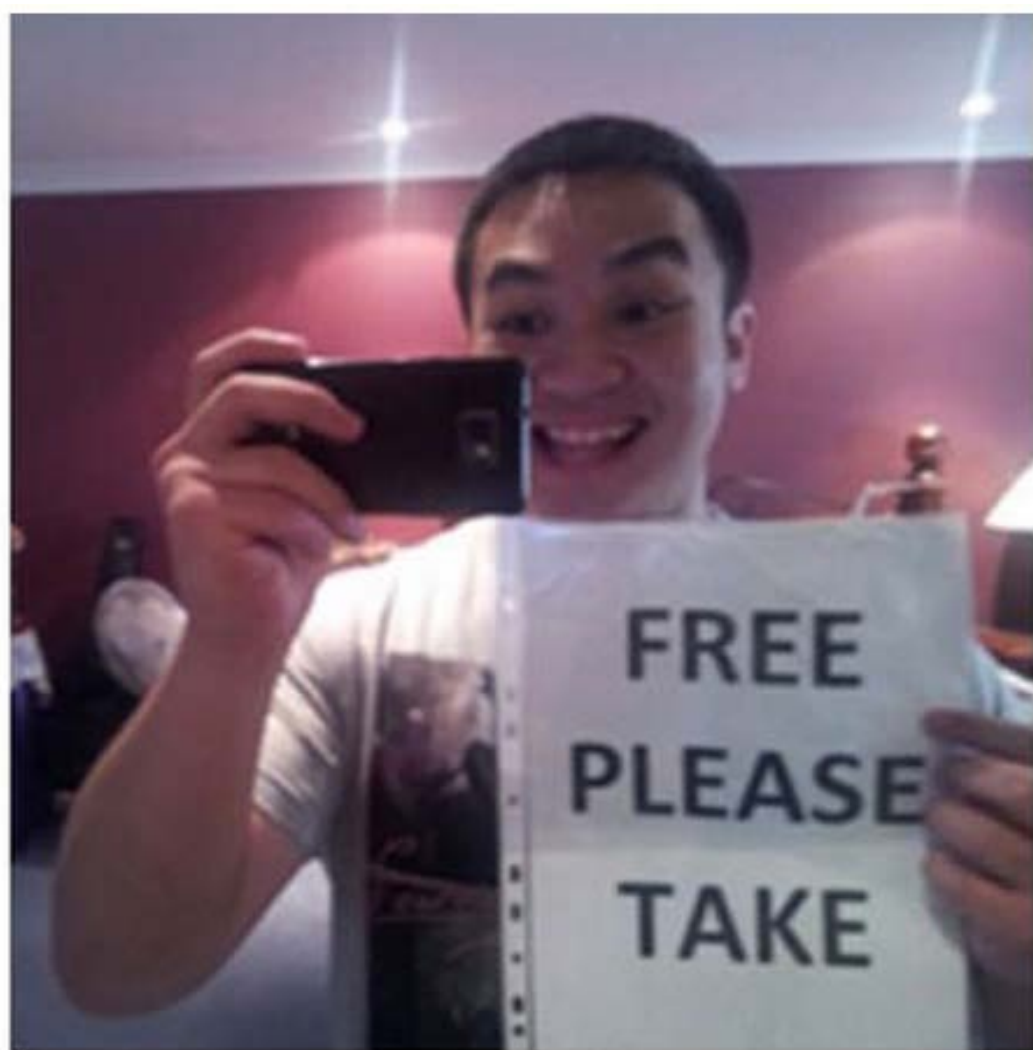# Instruction Guidelines

Instructions tell people what to do. Tell them clearly and they will follow.

Controls

If you are reading this tutorial while you are playing Minecraft, it's recommended that you go to the Minecraft window and press `Esc` to pause the game. By doing this, you will have plenty of time to gather resources and create a shelter for the night, and monsters will not come up and kill you while you are away.

Before you start, you should learn the controls for the game. A full discussion of controls on all platforms can be found on, naturally, the Controls page. Here we discuss the default PC (and Mac) controls. Most of these can be changed in the Options menu (which can be reached from either the main menu or the pause (`Esc`) menu. There is one case (see below) where you really do want to change the default....)

The default keys for movement are as follows:

- `w` moves forward (double-tap and hold to sprint)
- `a` moves backward
- `s` moves left
- `d` moves right
- `space` to jump. **If in deep water, *Hold* `space` to swim upwards so you can breathe.**
- `⇧ Left Shift` to crouch/sneak (hold to prevent falling off blocks and sliding down ladders)

As you do various things, you will see "items" appear and float just off the ground. As you move toward them (or if you're already very close to them), they will fly toward you and disappear into your inventory. Later you will have chests to store things in, but for the first day or so, your inventory will be plenty big enough for all the items you find.

Sets of Instructions

- Create an introduction at the beginning and for each section

- Create short, easy-to-follow steps

- Number all steps

- Don't omit critical information

- Use the imperative voice

- Break up long procedures into logical segments – aka modularization

- Use illustrations

- Use notes, cautions and warnings

- Use a conclusion for each section

- Use an Index, Glossary, FAQ, Troubleshooting Guide

Use an introduction

- State the purpose of the instructions

- State the benefit of performing the instructions

- State who the instructions are aimed at

- Add any notes, cautions and warnings that apply to the *whole instructions*, not just individual steps

- Add any typographical conventions you may use.

How to Change the Size or Resolution of Internet Graphics for Print Resolution

The following instructions show you how to change an Internet graphic from screen resolution to print resolution.

Internet graphics are optimized for quick download by having their resolution reduced to 72 dpi (dots per inch), which is the resolution at which monitors display information. However, when you download Internet graphics and print them (for instance in a report) the 72 dpi resolution will look very pixilated. You, therefore, need to change the resolution of Internet graphics to 150 dpi before inserting them into documents you intend to print on paper.

These instructions assume that you will be using Adobe Photoshop CS, the digital editing software available in your computer labs in NE1. Other digital editing software packages offer the same functions, but call them by different names and sort them differently in their menu systems.

Conventions

These instructions use the following typographic conventions:

Dialog Window Buttons and Keyboard Commands:	**Copy, Paste, Save As, Okay**
Menu selection sequences:	[Start] > [Programs] > [Adobe] > [Adobe Photoshop CS]
Dialog Windows	"New File Dialog Window"

Create short steps

- Make it easy for reader to follow

- One action, one step

- But not too simple!

Create Short Steps

1. Install Windows using Boot Camp. Insert Windows disk and reboot. Hold C when you hear the beeping sound. Windows installation should start, follow the usual installation process of Windows. After Windows is installed, insert your OSX disk and it should install all your Apple drivers and files. Update your Apple Software (there will be an option on the start menu to do so).

Break it down into shorter, more readable steps please.

Create Short Steps

1. Install Windows using Boot Camp.

2. Insert Windows disk and reboot, holding C when you hear the beeping sound.

3. Windows installation should start, follow the usual installation process of Windows.

4. After Windows is installed, insert your OSX disk and it should install all your Apple drivers.

5. Update your Apple Software (there will be an option on the start menu to do so).

Don't Omit Critical Info

- Critical info is needed to understand and/or complete the instructions

1. Install Windows using Boot Camp. (What's Boot Camp?)

2. Insert Windows disk and reboot, holding C when you hear the beeping sound. (Why?)

Think where this information could go.

Make sure you understand what an instruction step is.

- A step is something for the reader to do.

- If there is no action, it is another feature of the instructions.

3. Open a new Photoshop file: [File] > [New].

At this point, the Photoshop "New File Dialog Window" will open. Please note that Photoshop will automatically create a file that matches the size and resolution of the graphic in the Windows Pasteboard.

Number all steps

- Only steps are numbered

- Steps describe actions for the reader

- Other parts gives reasons, for example, as well as necessary information that support the steps

6. Paste the contents of your Windows Pasteboard into the Photoshop file: Ctrl + V (paste command).

At this point, you should see your image in the file window. You now need to change the resolution of this image.

Use the imperative voice to tell readers what to do

- Also known as command voice

- The verbs are commands:
  - Click, or even Left-Click
  - Press
  - Enter

- Not: "You should click on…"

- Command: "Click on the tab and…"

Modularization

- Break information up into manageable sections

- Can involve breaking up information into chunks of text and graphics on a one- or two-page spread

Modules

- Minimize cross-referencing and reduce the risk of user error
- Are easier to process, as all the required information is right there

Changing the resolution of a graphic

When you find an Internet graphic you want to use in your report, please do the following:

1. Right click on the graphic and select *Copy* from the "Windows Pop-up Menu."

2. Open Adobe Photoshop CS: [Start] > [Programs] > [Adobe] > [Adobe Photoshop CS].

   Adobe Photoshop is a memory intensive program and will take some time to load. Once in Photoshop,

Use Illustrations

- Include graphics to illustrate:

  - the actions you want the user to perform

  - the area of the screen in which the user should be looking

  - the interface or data the user should be manipulating

- Illustrations help the users understand if they are following the instructions correctly

Changing the resolution of a graphic

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Use notes, cautions and warnings

- Cautions, warnings and notes prevent the users from making mistakes

- Place directly before the instruction step to which it applies

- Place at beginning of section if it applies to the whole section

- Seriousness of the warning should be reflected in the formatting and the placement of the warning

Notes, cautions, warnings, cont'd

- Notes, cautions, warnings, and danger tags should be formatted with increasing emphasis.

- Readers should be in no doubt as to the threat level.

- Depending on the hazards the reader is likely to encounter, only three or even only two levels of notes may be necessary.

Note: Two different-sized screws are provided. Be sure to use the 3/8 in. screw here.

Caution: Do not use non-rechargeable batteries in this charging unit or the charging unit could be damaged.

Warning: Put on safety goggles and a breathing mask before removing the battery caps. Make sure the workspace is well ventilated.

DANGER: EXTREME ELECTROCUTION HAZARD. DO NOT ATTEMPT THIS STEP WITHOUT VERIFYING THAT PROPER LOCKOUT PROCEDURES HAVE BEEN FOLLOWED.

Notes replace bold and underline in text

Show important information by visually distinguishing it from the rest of the text.

Contain any type of information apart from safety information.

Often preceded by icons such as a raised hand.

Note: In all types of manuals, notes point out something of special interest or importance to the reader. Failure to read the note will not result in physical harm to the reader, equipment, or data.

Cautions draw more attention

- Bring attention to anything that could damage equipment or cause data loss.

- Show what could happen if the caution is ignored.

- Always place the caution before the step it applies to.

- Very common to use an 'attention' icon beside a caution.

Caution: Do not turn the monitor off by unplugging it from the computer or wall socket. Severe damage to the monitor may result. Turn the monitor off before unplugging it.

Warnings are more severe cautions

- draw special attention to anything that could injure or kill the reader.
- always placed before the step in the procedure they relate to
- Use attention icon.

WARNING: Unplug the computer before removing the outer case. If you don't, severe electrical shock may result.

Notice the capitals.

Conclusions for instructions

- First-time readers may be unsure if they've performed procedure correctly.

- Provide a quick check to reassure them:

  "All four status lights on the NAS should be steady green."

But sometimes things go wrong

- If readers are likely to make mistakes, add a troubleshooting guide

  later in the document:

    "If none of the status lights are on, check that …"

This "How to" heading identifies the purpose of the instructions.

The introduction clarifies the purpose and explains why it's necessary to follow the instructions.

By establishing these conventions, the writer is able to refer to selection sequences and keyboard and mouse commands without creating confusion.

Notice how the conventions defined in the introduction allow the writer to identify commands like *Copy* and components like dialogue boxes instantly.

This description of assumptions specifies the equipment to which these instruction apply. The users are now ready to follow the instructions, even should they not have precisely the same software.

This heading starts the actual instructions.

The graphics allow the user to follow the instructions more easily and identify the locations of commands and dialogue boxes.

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The instruction steps are not bolded because bolding identifies software commands. In addition, the writer chose to present the notes in a separate paragraph.

Note the consistent use of "At this point" to introduce the results of an action. This makes it easier for users to scan and comprehend the instructions. Always look for ways to make your writing more consistent.

3. Open a new Photoshop file: [File] > [New].

At this point, the Photoshop "New File Dialog Window" will open. Please note that Photoshop will automatically create a file that matches the size and resolution of the graphic in the Windows Pasteboard.

4. Change the default file name to a file name that will make it easy for you to identify the contents of the file.

5. Click Okay.

At this point, you will see a blank file. Photoshop is waiting for you to input content.

6. Paste the contents of your Windows Pasteboard into the Photoshop file: Ctrl + V (paste command).

At this point, you should see your image in the file window. You now need to change the resolution of this image.

Use an index to help orient readers

- Provided so that users can cross-reference content by key words

- Indexes usually contain:

  - Commands (*edit, insert*)
  - Concepts (*True Type fonts, style sheets*)
  - User terms (*exit, quit*)
  - User questions (*margins, how to set…*)
  - Procedures (*paragraph formatting*)

Index Sample

Use a glossary to define terms

- Alphabetical listing of terms and definitions

- Terms not familiar to the users but essential to understanding instructions and concepts

- Accurately identify the users and write meaningful definitions

Python Glossary

- Portability: a property of a program that can run on more than one computer.

- Print statement: an instruction that causes the Python interpreter to display a value on the screen.

- Prompt: characters displayed by the interpreter to indicate it is ready to take input from the user.

Use an FAQ to show reader focus

• Provides frequently asked questions with likely answers

• Enables the user to complete a task without external help

• Is an efficient means of user support: write once, read many

• Saves money, keeps the phone lines open, and makes the

user happy

Ubuntu Installation FAQ

1. Where can I get Ubuntu?

    www.ubuntu.com/getubuntu

2. Which version of Ubuntu should I use?

    https://wiki.ubuntu.com/Releases

3. Will Ubuntu run on my computer?

    The hardware requirements are:

    700 MHz CPU; 500 MB RAM; 5 GB HD

    space; 1024x768 resolution.

Troubleshooting Guide

- Solutions for common problems

- Lists common problems, with the appropriate solution/action

- Not necessarily comprehensive, nor mandatory, but saves time and tech support costs

Ubuntu Installation Troubleshooting Guide

If the kernel hangs during the boot process, check the boot parameters.

If drivers are not recognized…

If you complete the boot phase but cannot complete the install…

Troubleshooting

Symptom	Probable cause	Action
Nothing appears on the display	The battery is not loaded properly.	Verify polarity is correct.
	The battery is dead.	Replace with new battery (☞ P. 12).
	The recorder is in HOLD mode.	Release the recorder from HOLD (☞ P. 75).
Won't start	The recorder is in HOLD mode.	Release the recorder from HOLD (☞ P. 75).
	The battery is dead.	Replace with new battery (☞ P. 12).
Unable to record	Low remaining internal flash memory.	Erase unnecessary files (☞ P. 72).
	The maximum number of files has been reached.	Check another folder.
	MUSIC mode is active.	Switch to VOICE mode (☞ P. 14).
No playback tone heard	The earphone is connected.	Unplug the earphones to use the internal speaker.
	The VOL(+ or -) button is set to 0.	Adjust the VOL(+ or -) button (☞ P. 30).
Unable to erase	The file is locked.	Unlock the file (☞ P. 40).
	The file is read-only.	Cancel the read-only setting of the file on the PC.
Noise heard during playback	The recorder was shaken during recording.	──
	The recorder was placed near a cell phone or fluorescent light while recording or during playback.	Move the recorder.
Recording level too low	The microphone sensitivity is too low.	Set the microphone sensitivity to "Conf" mode and try again (☞ P. 25).
Unable to set Index marks, tempmarks	The maximum number of marks has been reached.	Erase unnecessary marks (☞ P. 76).
	The file is locked.	Unlock the file (☞ P. 40).
	The file is read-only.	Cancel the read-only setting of the file on the PC.
Cannot find the recorded voice	Wrong folder.	Switch to the right folder.

Question time…

- Can you fix the instructions based on today's concepts?