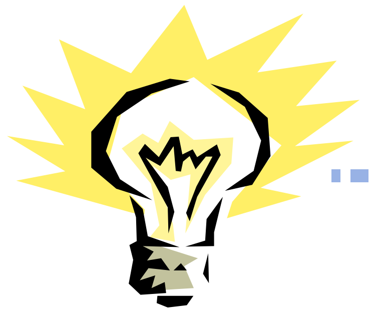


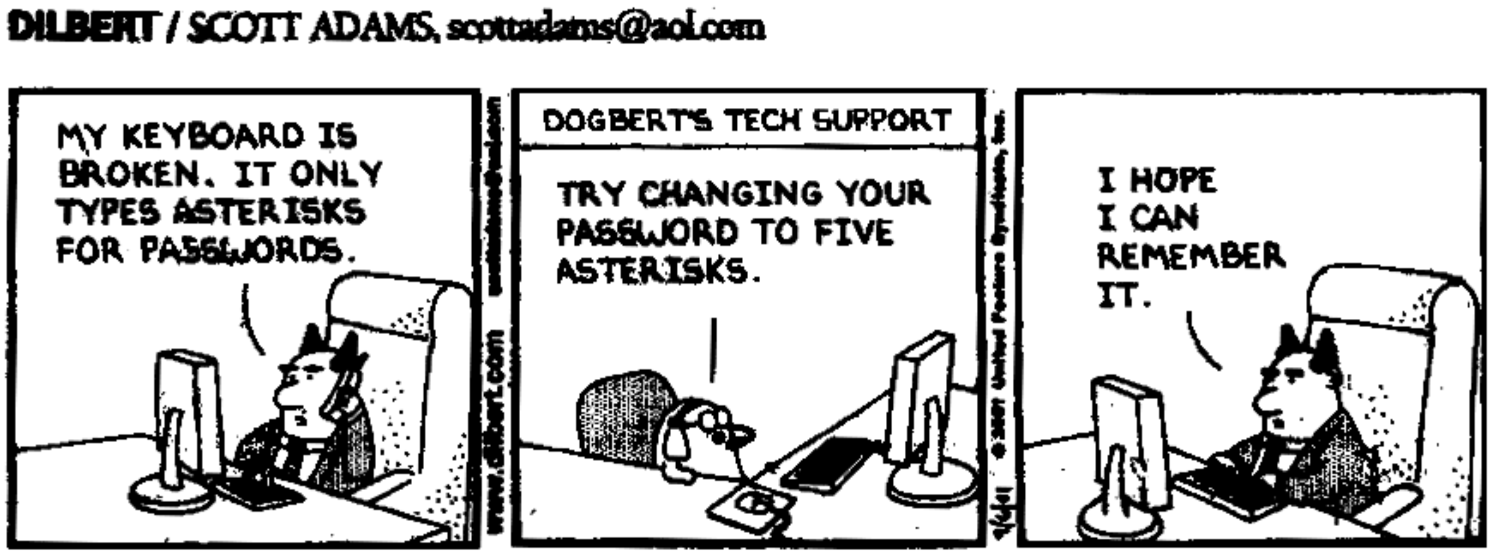
Help and Documentation

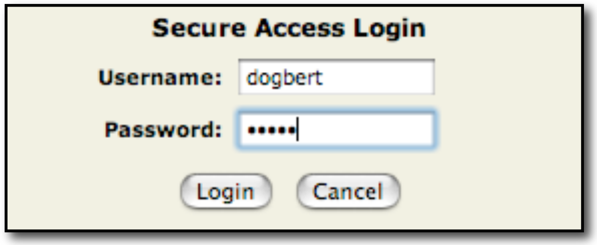
It’s in the manual

Agenda

- Guidelines
- Types of doc/help
- Presentation issues
- Doc organization

Customer Support

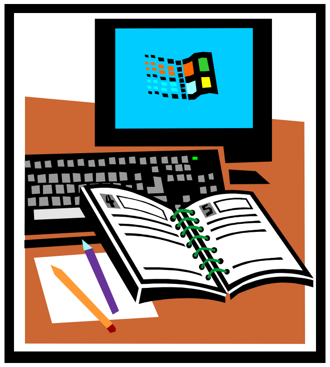

DILBERT / SCOTT ADAMS, scottadams@aol.com
MY KEYBOARD IS BROKEN. IT ONLY TYPES ASTERISKS FOR PASSWORDS.
DOGBERT'S TECH SUPPORT
TRY CHANGING YOUR PASSWORD TO FIVE ASTERISKS.
I HOPE I CAN REMEMBER IT.
www.dilbert.com

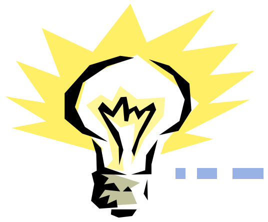

Secure Access Login

Username:	dogbert
Password:	•••••

User Support

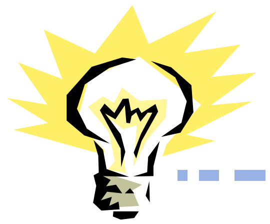
- Help
  - Problem-oriented and specific
- Documentation
  - System-oriented and general





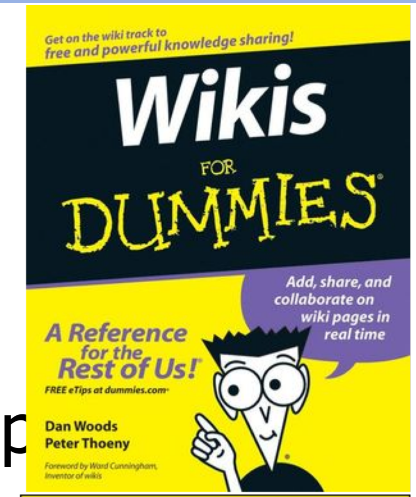
Help & Documentation

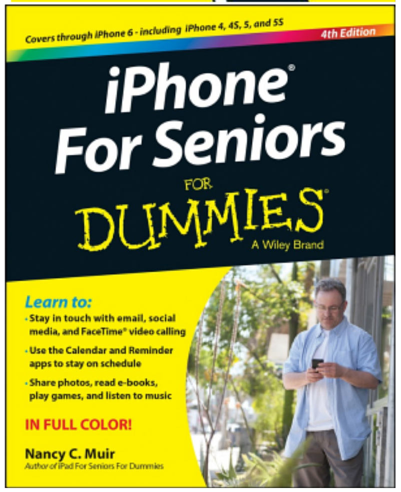
- Essential
  - BUT never a replacement for bad design
- Simple system
  - Walk up and use it
  - Name some
- Most systems with rich features (even well-designed ones) require Help systems



Documentation

- ➢ Users don’t read manuals
  - ❖ Boring, no goal
  - ❖ Just dive in and start working
- ➢ Often use docs in panic mode, when user needs immediate help
  - ❖ Manuals probably locked away
  - ❖ Points to need for on-line help
  - ❖ Need search capability
- ➢ Sometimes want quick ref
  - ❖ phone feature card


Get on the wiki track to free and powerful knowledge sharing!
Wikis
FOR
DUMMIES
Add, share, and collaborate on wiki pages in real time
A Reference for the Rest of Us!
FREE eTips at dummies.com
Dan Woods
Peter Thoeny

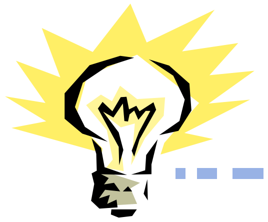

Covers through iPhone 6 · including iPhone 4, 4S, 5, and 5S
4th Edition
iPhone For Seniors
FOR
DUMMIES
A Wiley Brand
Learn to:
Stay in touch with email, social media, and FaceTime video calling
Use the Calendar and Reminder apps to stay on schedule
Share photos, read e-books, play games, and listen to music
IN FULL COLOR!
Nancy C. Muir

User Support Requirements

- Availability
  - Any time the user is operating the system
- Accuracy & Completeness
  - Accurate (tricky with changing versions)
  - Cover all aspects of application

User Support Requirements

- Consistency
  - Across different sections
  - Between on-line and paper documentation
  - In terms of terminology, content and style
- Robustness
  - Predictable and free of errors



User Support Requirements

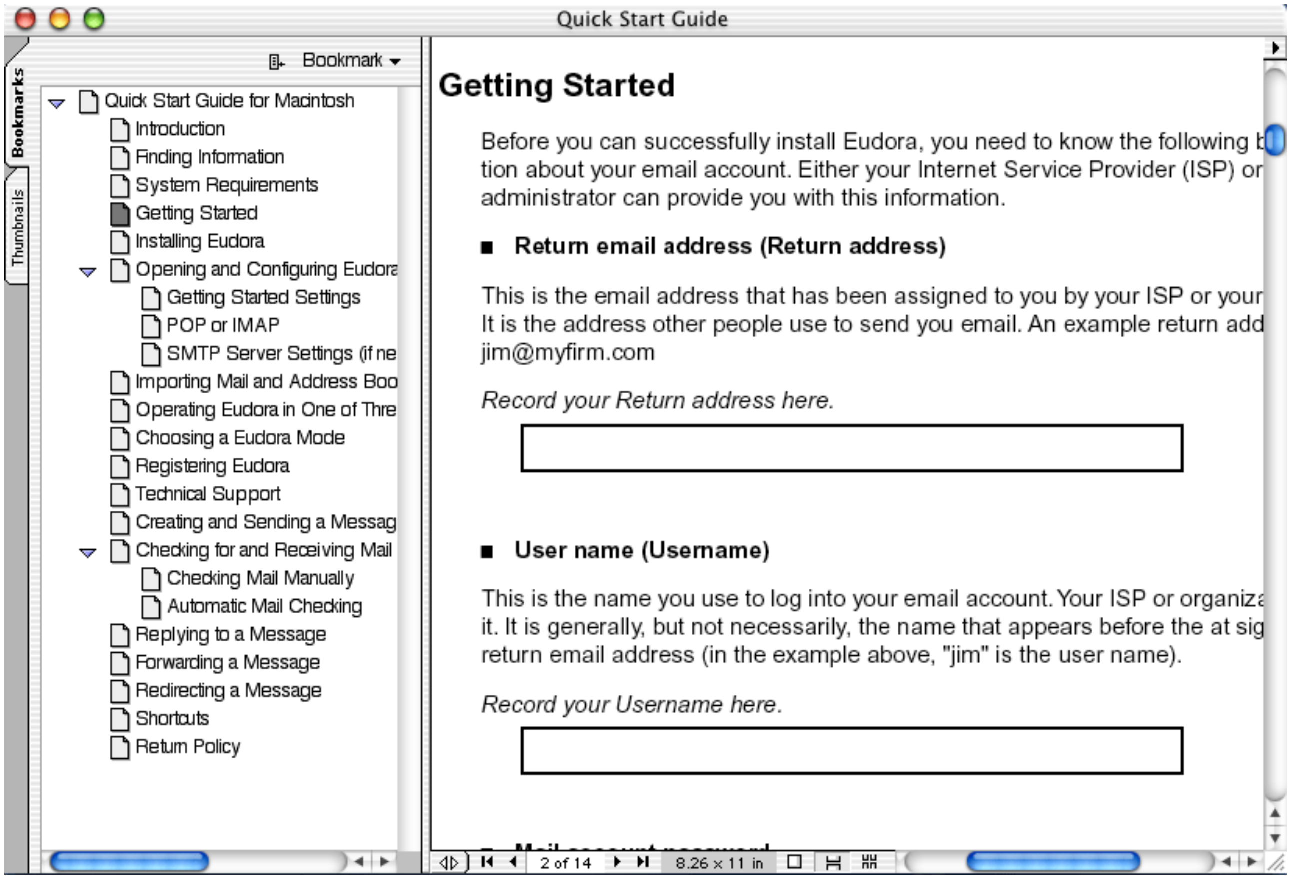
- Flexibility
  - Appropriate for novices through experts
    - …maybe have expandable sections of details
- Unobtrusiveness
  - Shouldn't distract from or interfere with normal work flow

Types of Doc/Help

- 1. Tutorial
  - For start-up
  - Gets user going
  - Convey conceptual model
  - Communicate essential items
  - Sometimes see on-line tour or demo

Types of Doc/Help

Quick start guide as a tutorial


Quick Start Guide

Bookmark

Bookmarks

Thumbnails

Getting Started

Before you can successfully install Eudora, you need to know the following b
tion about your email account. Either your Internet Service Provider (ISP) or
administrator can provide you with this information.

■ **Return email address (Return address)**

This is the email address that has been assigned to you by your ISP or your
It is the address other people use to send you email. An example return add
jim@myfirm.com

Record your Return address here.

■ **User name (Username)**

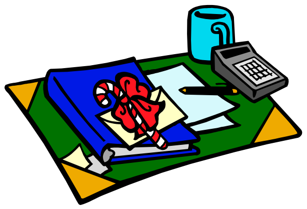
This is the name you use to log into your email account. Your ISP or organiza
it. It is generally, but not necessarily, the name that appears before the at sig
return email address (in the example above, "jim" is the user name).

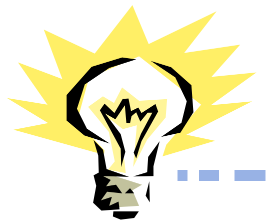
Record your Username here.

2 of 14 8.26 x 11 in

Types of Doc/Help

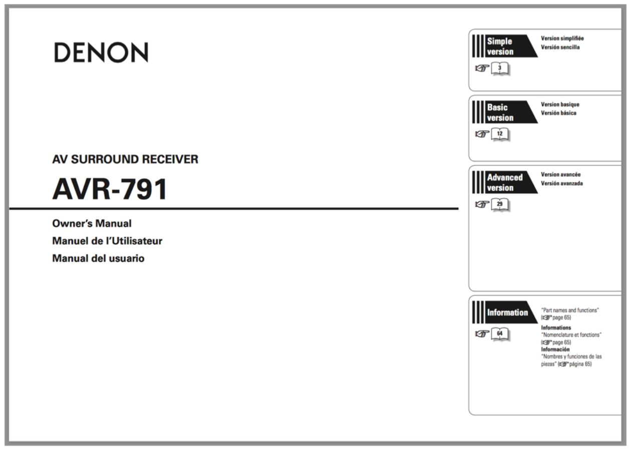
- 2. Quick reference/review
  - Reminder or short reference
  - Often for syntax
  - Can be recall aid for expert
  - Can allow novice to see what's available





Types of Doc/Help

- 3. Reference Manual (Full explanation)
  - Detailed command descriptions
  - Usually for experts
  - Unix on-line manual pages, for example



DENON

AV SURROUND RECEIVER

AVR-791

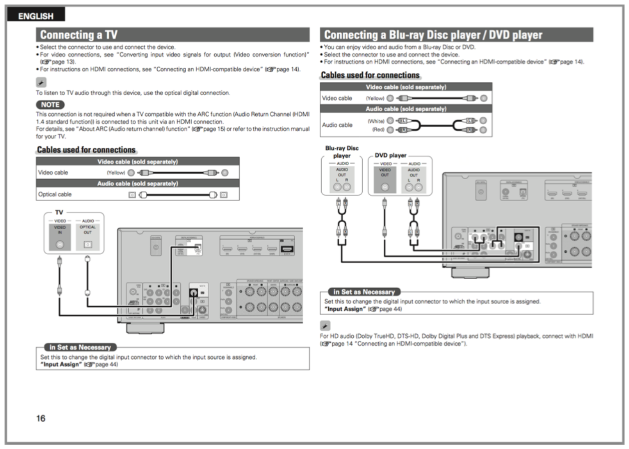
Owner's Manual
Manuel de l'Utilisateur
Manual del usuario

Simple version — Version simplifiée / Versión sencilla — 3

Basic version — Version basique / Versión básica — 12

Advanced version — Version avancée / Versión avanzada — 29

Information — 64 — "Part names and functions" (page 65) **Informations** "Nomenclature et fonctions" (page 65) **Información** "Nombres y funciones de las piezas" (página 65)



ENGLISH

Connecting a TV

- Select the connector to use and connect the device.
- For video connections, see "Converting input video signals for output (Video conversion function)" (page 13).
- For instructions on HDMI connections, see "Connecting an HDMI-compatible device" (page 14).

To listen to TV audio through this device, use the optical digital connection.

NOTE

This connection is not required when a TV compatible with the ARC function (Audio Return Channel (HDMI 1.4 standard function)) is connected to this unit via an HDMI connection.
For details, see "About ARC (Audio return channel) function" (page 15) or refer to the instruction manual for your TV.

Cables used for connections

Video cable (sold separately)	
Video cable	(Yellow)
Audio cable (sold separately)	
Optical cable	

in Set as Necessary
Set this to change the digital input connector to which the input source is assigned.
"Input Assign" (page 44)

Connecting a Blu-ray Disc player / DVD player

- You can enjoy video and audio from a Blu-ray Disc or DVD.
- Select the connector to use and connect the device.
- For instructions on HDMI connections, see "Connecting an HDMI-compatible device" (page 14).

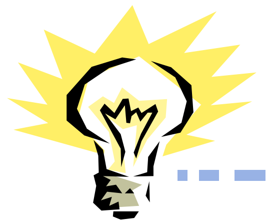
Cables used for connections

Video cable (sold separately)	
Video cable	(Yellow)
Audio cable (sold separately)	
Audio cable	(White) (Red)

in Set as Necessary
Set this to change the digital input connector to which the input source is assigned.
"Input Assign" (page 44)

For HD audio (Dolby TrueHD, DTS-HD, Dolby Digital Plus and DTS Express) playback, connect with HDMI (page 14 "Connecting an HDMI-compatible device").

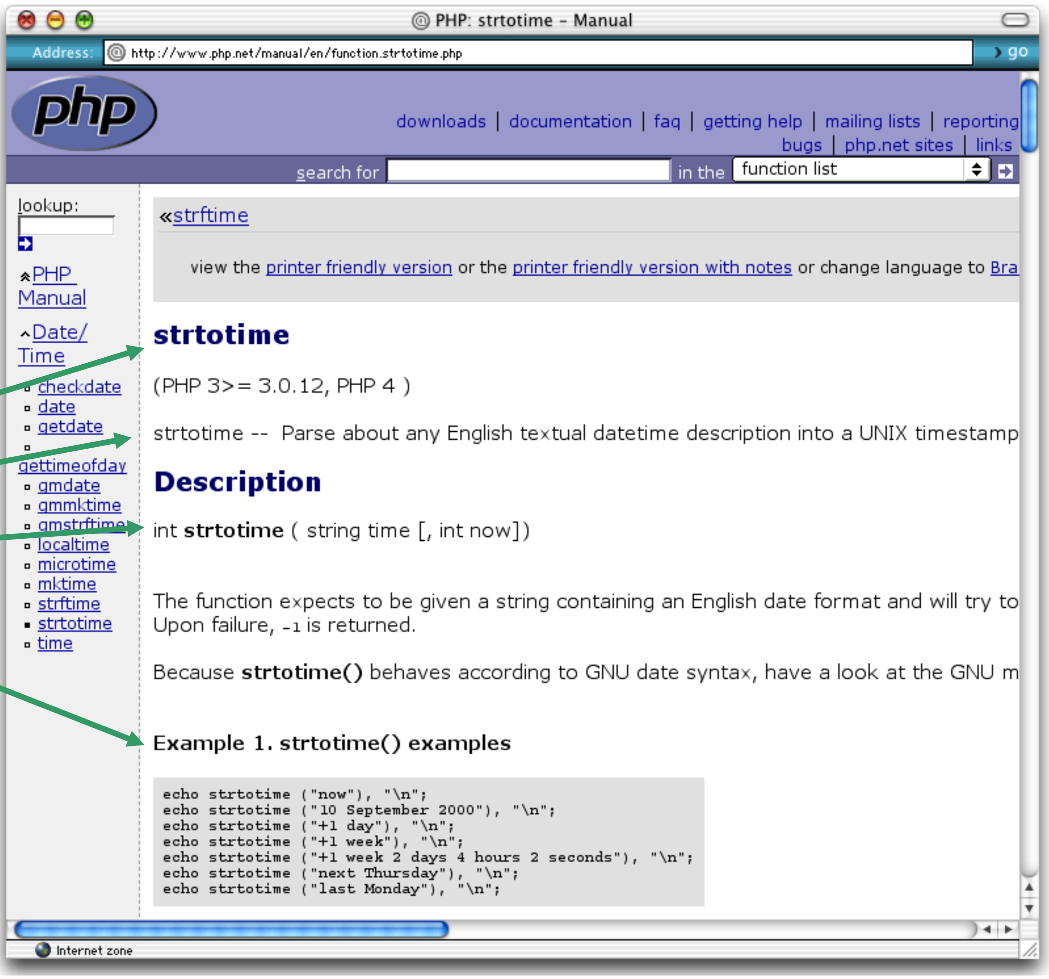
16



Types of Doc/Help

Combined
Quick Reference
and full
Reference
Manual

•command
•purpose
•syntax
•example
•links to details



«strftime

view the printer friendly version or the printer friendly version with notes or change language to Bra

strtotime

(PHP 3>= 3.0.12, PHP 4)

strtotime -- Parse about any English textual datetime description into a UNIX timestamp

Description

int **strtotime** (string time [, int now])

The function expects to be given a string containing an English date format and will try to
Upon failure, -1 is returned.

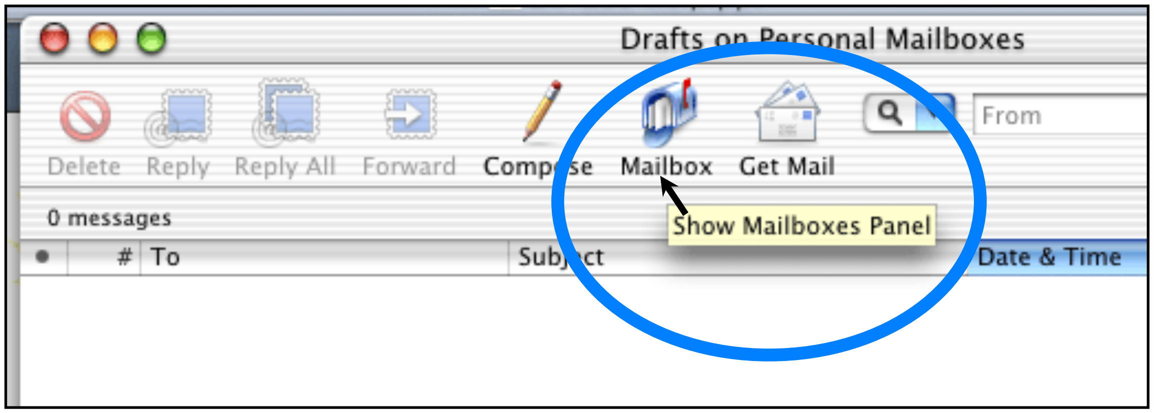
Because **strtotime()** behaves according to GNU date syntax, have a look at the GNU m

Example 1. strtotime() examples

```
echo strtotime ("now"), "\n";
echo strtotime ("10 September 2000"), "\n";
echo strtotime ("+1 day"), "\n";
echo strtotime ("+1 week"), "\n";
echo strtotime ("+1 week 2 days 4 hours 2 seconds"), "\n";
echo strtotime ("next Thursday"), "\n";
echo strtotime ("last Monday"), "\n";
```

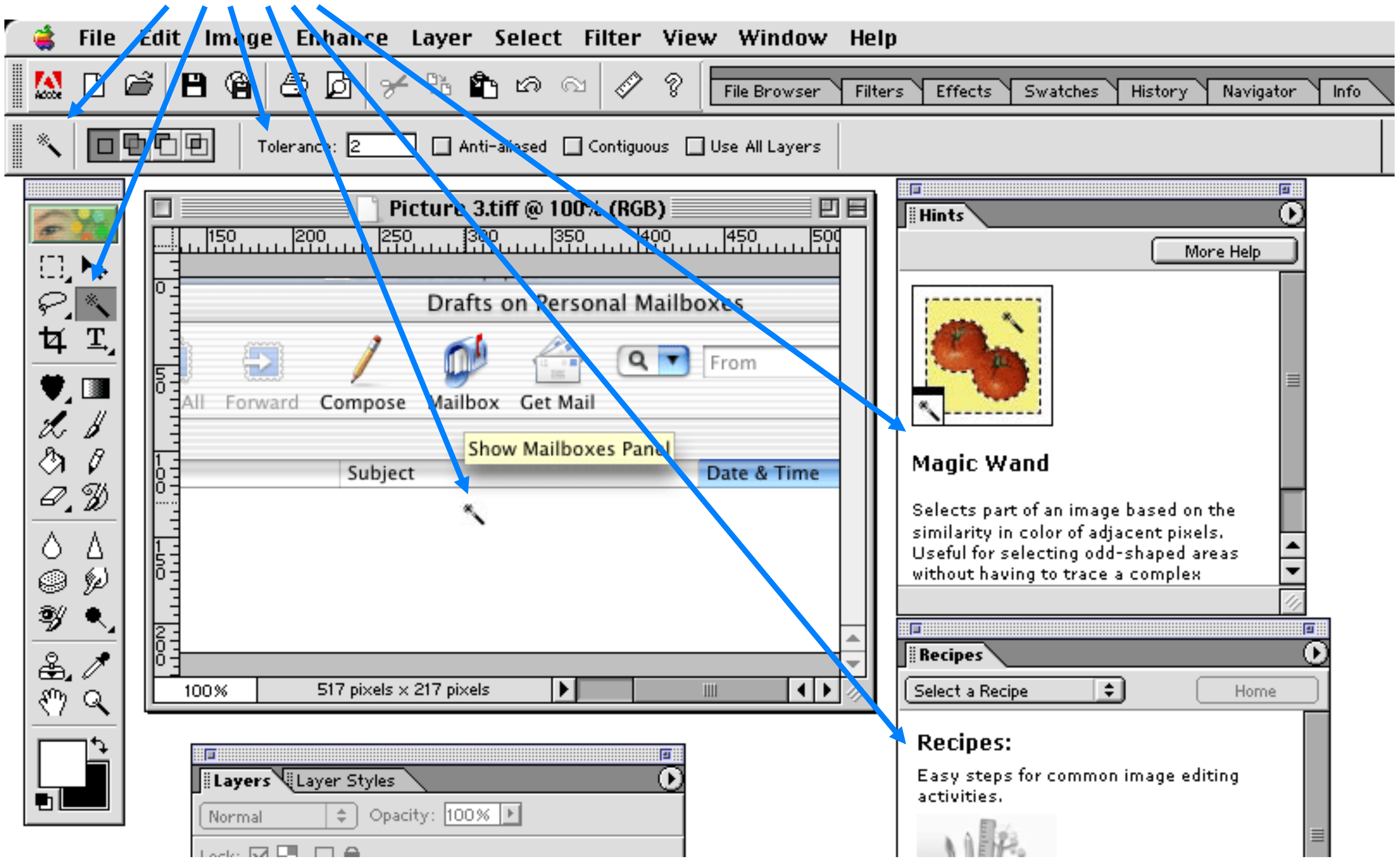
Types of Doc/Help

- 4. Context-sensitive (task-specific) help
  - System provides help on current situation
  - Balloon help, ToolTips
  - Other examples?



Types of Doc/Help

Context Sensitive Help e.g. Photoshop



Magic Wand

Selects part of an image based on the similarity in color of adjacent pixels. Useful for selecting odd-shaped areas without having to trace a complex

Recipes:

Easy steps for common image editing activities.

User Support Approaches

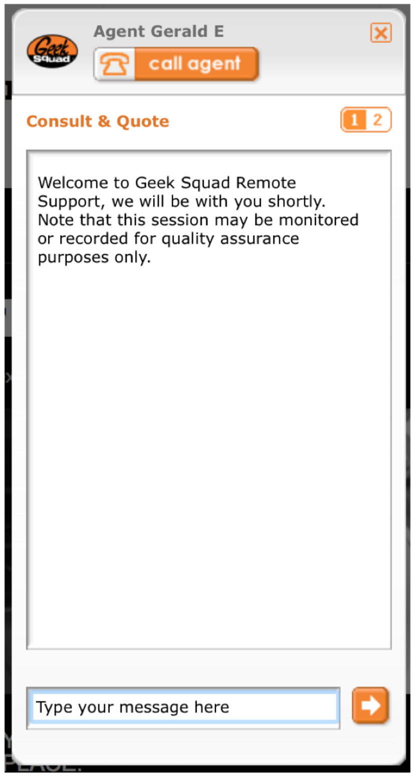
- Command assistance
  - Specific details on particular command
    - e.g. UNIX   %> man ls
  - Good if user knows what s/he wants
    - not always the case!
- Command prompts
  - Message when user commits an error
  - Menus and icons fall under this category to a degree

User Support Approaches

- Context-sensitive help
  - Information pertinent to a particular situation or interface item
- On-line tutorials
  - Work through simple examples, provide a feel for application

User Support Approaches

- On-line documentation
  - How much like paper doc?
  - Electronic can emphasize hypertext, indexing, and searching
- Live help – phone or online chat
  - Can often see your screen, or even take control of your computer
  - Need to be online and logged in



Welcome to Geek Squad Remote Support, we will be with you shortly. Note that this session may be monitored or recorded for quality assurance purposes only.

(Display) Medium

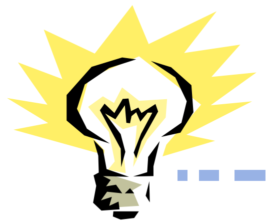
- Paper versus monitor?
- People are 15-30% slower reading and comprehending text from a display as compared to paper
- Generational effects

Monitor

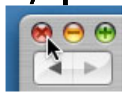
- Causes for slow-down
  - Poor fonts (`monospace`, bad kerning, spacing)
  - Low contrast of letters & background
  - Emitted vs. reflected light (curved tube)
  - Small display -> page turning
  - Distance, placement of monitor
  - Layout and formatting problems
  - Reduced hand and body motion

Presentation Issues

- Integrate with system, don't "add on"
- 1. How is help requested?
  - Command, button, function, separate app.
  - Advantages, disadvantages?
- 2. How is help displayed?
  - Separate window, whole screen?
  - On top of application, pop-up box?
  - Command line, button, light bulb…?

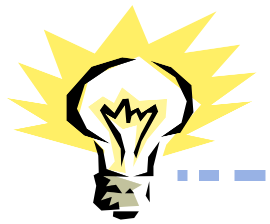


Presentation Issues

- 3. Effective presentation of help
  - Design it like any other part of UI
    - language, terminology, jargon, etc.
  - Use active voice
    - “To close a window, place the mouse cursor over the red circle at the upper left corner () and click the mouse button.”
- 4. Implementation issues
  - Fast response time is important
  - How is help stored? File, database, …?

Adaptive Help

- Tailor help level and style to the *particular user*
- Usually requires a system to maintain a *user model*



User Model

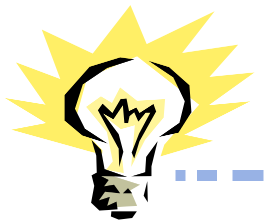
- Creating & maintaining a user model
  - 1. Quantification - Numeric levels of use
  - 2. Stereotype
    - Novice, intermediate, expert
    - Utilize command use and errors to categorize
  - 3. Overlay model
    - Build expert user profile with optimal behavior
    - Compare to what user is currently doing

Adaptive Help Issues

- Initiative & control
  - Does user feel that control was taken away?
  - “You’ re not performing efficiently in this task”
- Use
  - Is all this work actually useful?
- Scope
  - To what aspect of system does it apply?

Doc Organization

- State educational objectives
- Present concepts in logical sequence, increasing order of difficulty
- Avoid forward references
- Have plenty of examples, complete sample sessions



Doc Organization

- Each concept section:
  - Explain reason for concept
  - Describe concept in task-domain terms
  - Show computer-related semantic concepts
  - Offer syntax
- Table of contents and index are important
- Keep reading level simple
  - People liked 5th grade text best

Roemer & Chapanis, CHI '82

Improving Doc

- Run through think-aloud sessions
- Use on-line example tutorials
- Try to predict common states & problems
- Anticipate errors
- Develop manuals early and pilot test
- Iteratively refine

Sound familiar??

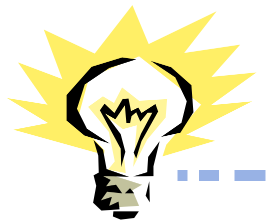
Human Characteristics

- Don’t anthropomorphize
  - ✗ “The computer will calculate an answer after you respond”
    - Gives user inaccurate impression
  - ✓ “You can get the solution by pressing F1”
    - Better to put user in control

Terminology

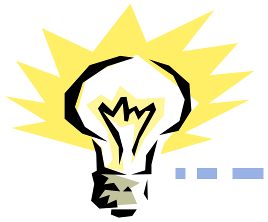
- Avoid
  - know, think, understand, have memory
  - ask, tell, speak to, communicate with
- Better
  - process, print, compute, sort, store, search, retrieve
  - use, direct, operate, program, control

But is this the whole story??
Is this always the case??



Help Levels

- 1. Designer model
  - System designer has model of typical user and builds interface with this in mind
- 2. Adaptable help
  - User can edit their own model, for example, .profile on UNIX
- 3. Adaptive help
  - System maintains a user model and can change it on the fly



Recommendations

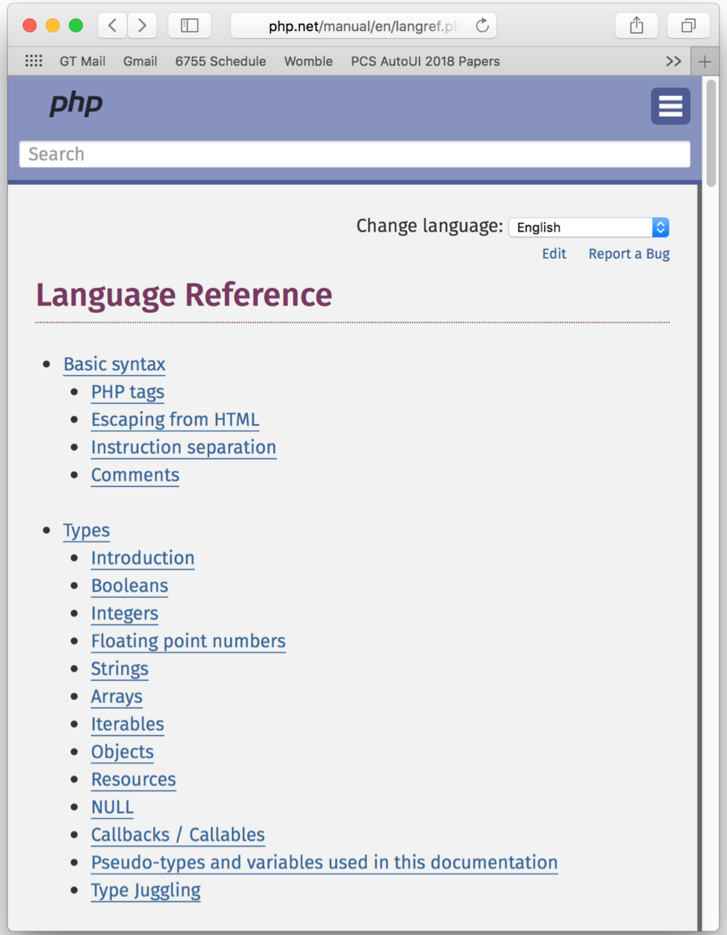
- OK
  - All details of each command
  - BNF or formal notation
  - Terse, technical prose
- Better
  - Subsets of concepts
  - Lots of examples
  - Readable explanations with a minimum of technical terms

Studies

- Studies have taken documentation and improved it
  - People did perform better with the improved documentation

- -> Effort here is worthwhile

PHP Language Reference

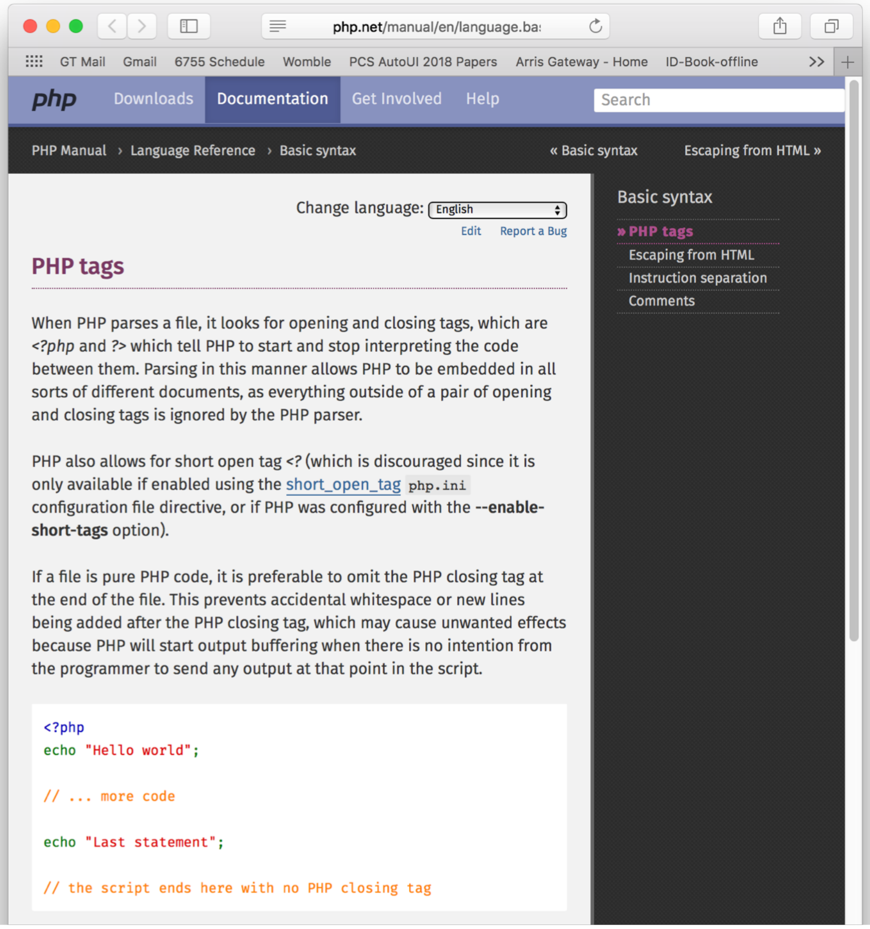


Change language: English

Edit Report a Bug

Language Reference

PHP Language Reference


php.net/manual/en/language.ba
GT Mail Gmail 6755 Schedule Womble PCS AutoUI 2018 Papers Arris Gateway - Home ID-Book-offline
php Downloads Documentation Get Involved Help Search
PHP Manual › Language Reference › Basic syntax « Basic syntax Escaping from HTML »
Change language: English
Edit Report a Bug
Basic syntax
» PHP tags
Escaping from HTML
Instruction separation
Comments

PHP tags

When PHP parses a file, it looks for opening and closing tags, which are *<?php* and *?>* which tell PHP to start and stop interpreting the code between them. Parsing in this manner allows PHP to be embedded in all sorts of different documents, as everything outside of a pair of opening and closing tags is ignored by the PHP parser.

PHP also allows for short open tag *<?* (which is discouraged since it is only available if enabled using the short_open_tag `php.ini` configuration file directive, or if PHP was configured with the **--enable-short-tags** option).

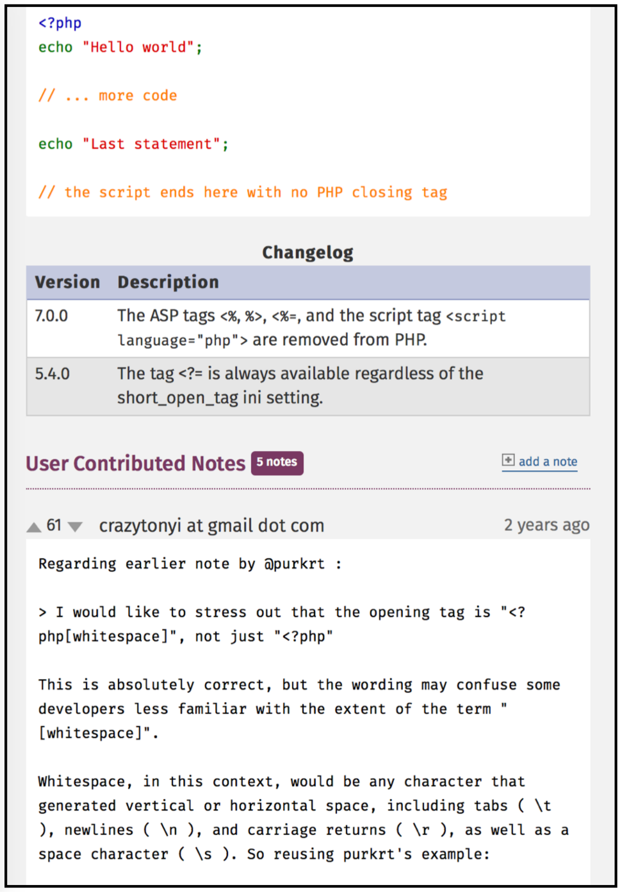
If a file is pure PHP code, it is preferable to omit the PHP closing tag at the end of the file. This prevents accidental whitespace or new lines being added after the PHP closing tag, which may cause unwanted effects because PHP will start output buffering when there is no intention from the programmer to send any output at that point in the script.

```
<?php
echo "Hello world";

// ... more code

echo "Last statement";

// the script ends here with no PHP closing tag
```



```
<?php
echo "Hello world";

// ... more code

echo "Last statement";

// the script ends here with no PHP closing tag
```

Changelog

Version	Description
7.0.0	The ASP tags `<%`, `%>`, `<%=`, and the script tag `<script language="php">` are removed from PHP.
5.4.0	The tag `<?=` is always available regardless of the short_open_tag ini setting.

User Contributed Notes 5 notes add a note

▲ 61 ▼ crazytonyi at gmail dot com 2 years ago

```
Regarding earlier note by @purkrt :

> I would like to stress out that the opening tag is "<?
php[whitespace]", not just "<?php"

This is absolutely correct, but the wording may confuse some
developers less familiar with the extent of the term "
[whitespace]".

Whitespace, in this context, would be any character that
generated vertical or horizontal space, including tabs ( \t
), newlines ( \n ), and carriage returns ( \r ), as well as a
space character ( \s ). So reusing purkrt's example:
```