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Human Interface in System 7.0

Writing Balloon Help

1. Be complete and concise

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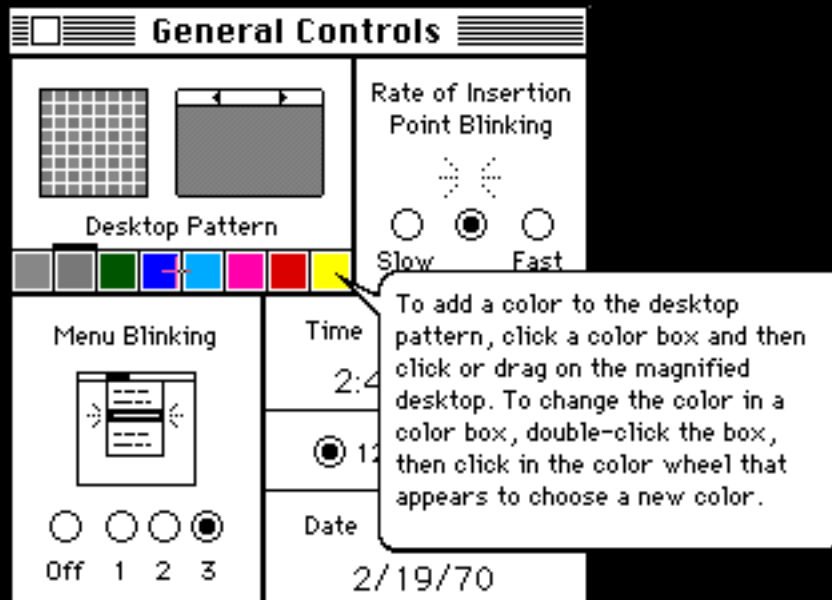
- Avoid long balloons

1. Be complete and concise

- Avoid long balloons
- Don't repeat the obvious

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- Avoid long balloons
- Don't repeat the obvious



“To add color to the desktop pattern, click a color box and then click or drag on the magnified desktop.”

2. Answer questions

- What is this?
- What does this do?
- What happens when I click this?

3. Group controls

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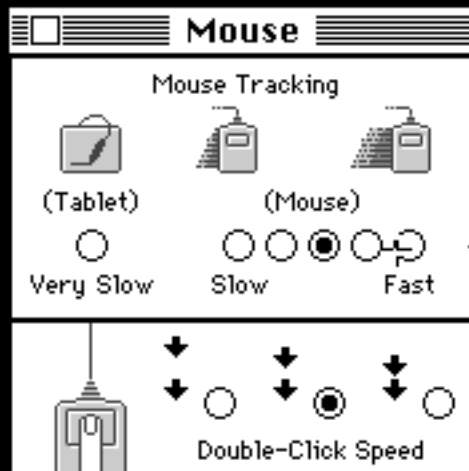
- Provide overall description

3. Group controls

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- Avoid crowding

3. Group controls

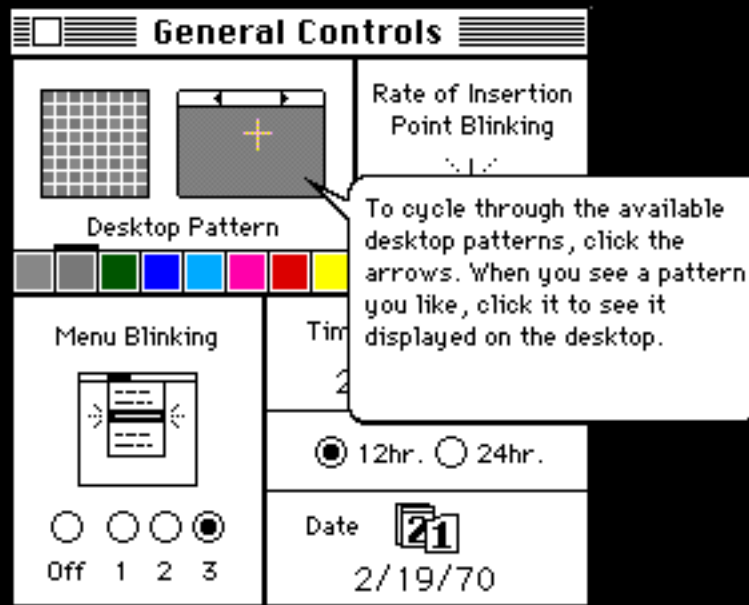
- Provide overall description
- Avoid crowding



Click one of these buttons to determine how far the pointer will move relative to how far you move the mouse.

“Click one of these buttons to determine how far the pointer will move relative to how far you move the mouse.”

4. Name objects that users must learn



“To cycle through the available desktop patterns, click the arrows. When you see a pattern you like, click it to see it displayed on the desktop.”



Name	Size	Kind	Label
Bubbles 2.0	152K	document	None
Bubbles Doc 6.19	8K	document	None
days	2K	document	None
DiskCopy	49K	application	None
Done	--	folder	None
Finances	--	folder	None
Fun	--	folder	New
Healthy system text	81K	document	None
healthy system title	2K	document	None
Help Issues	13K	document	None
Home	38K	document	None

Brown-Harpo

Trouble

john

Empty Folder

Read Me

Printer shots

Trash

Size Box
To change the height and width of the window, drag the size box.

5. Use the active voice, goal first

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Goal: To change the height and width of the window

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Goal: To change the height and width of the window

Action: Drag the size box

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Goal: To change the height and width of the window

Action: Drag the size box

Goal: To close the window

5. Use the active voice, goal first

Goal: To change the height and width of the window

Action: Drag the size box

Goal: To close the window

Action: Click here

6. Use non-technical terms and standard phrases

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- **Click** vs. **Click on** buttons

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- **Not available** vs. **dimmed**

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- **Click** vs. **Click on** buttons
- **Not available** vs. **dimmed**
- **Active** vs. **frontmost** window

7. Maintain consistent syntax

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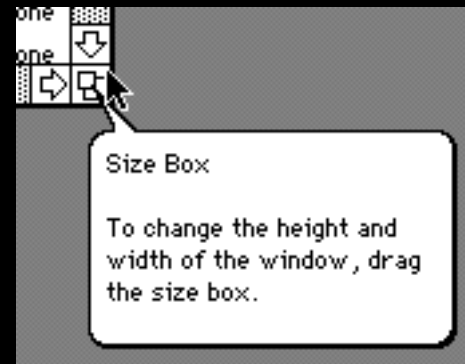
- X is a



“This is a control panel. To customize part of your Macintosh system, open this document.”

7. Maintain consistent syntax

- X is a
- Goal + action

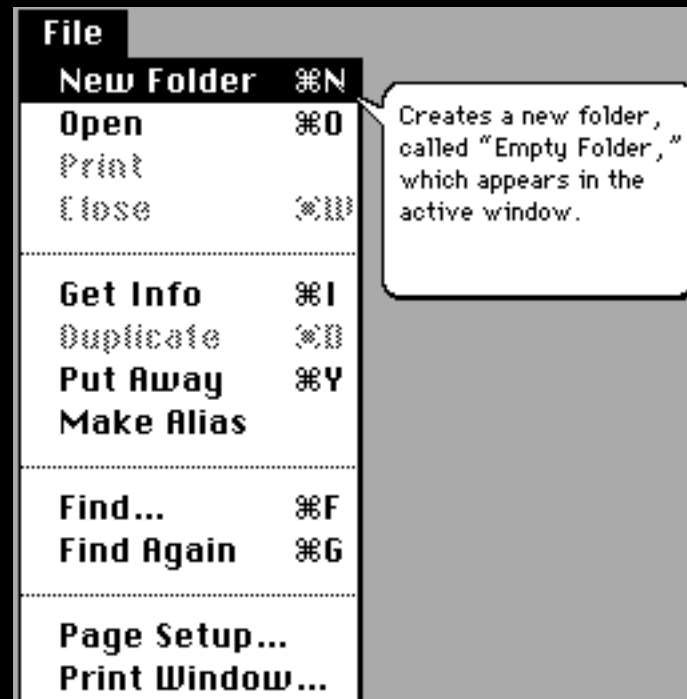


“Size Box

To change the height and width of the window, drag the size box.”

7. Maintain consistent syntax

- X is a
- Goal + action
- Item name + verb



Summary

- Be complete and concise
- Answer users' questions
- Group controls
- Name objects users must learn
- Use active voice, goal first
- Use non-technical terms, standard phrases
- Maintain consistent syntax



The Power to be your best