



1990 Worldwide Developers' Conference

Using the Help Manager in 7.0

Presented By

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- Jim Palmer, Instructional Products
- Randy Carr, System Software

Who Needs On-Line Help?

Who Needs On-Line Help?



File Edit View Special Color

Who Needs On-Line Help?

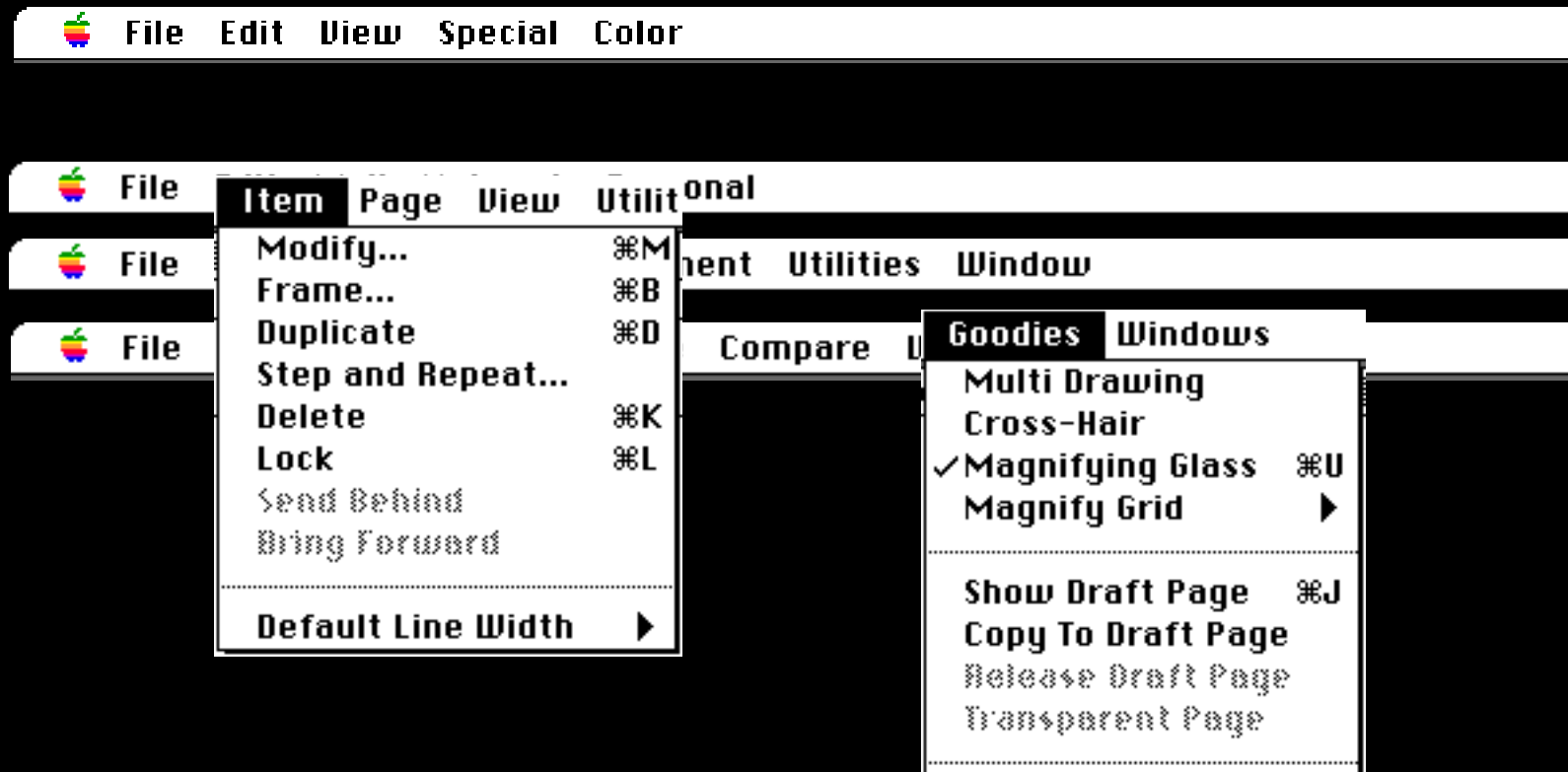
 File Edit View Special Color

 File Edit Mail Network Personal

 File Edit Format Font Document Utilities Window

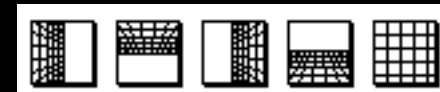
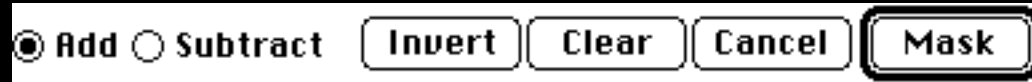
 File Edit Font Vars Describe Compare View Tools Σ

Who Needs On-Line Help?

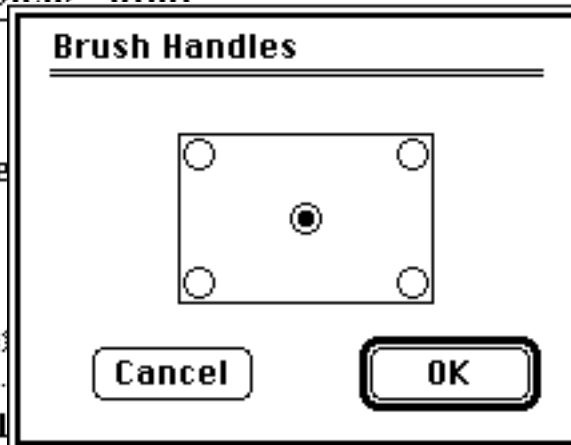
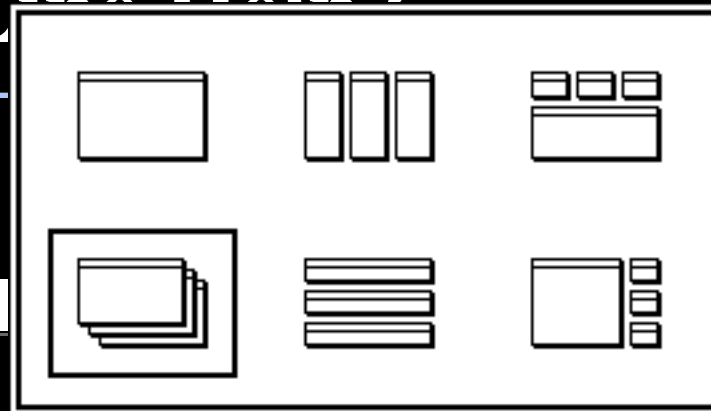


Who Needs On-Line Help?

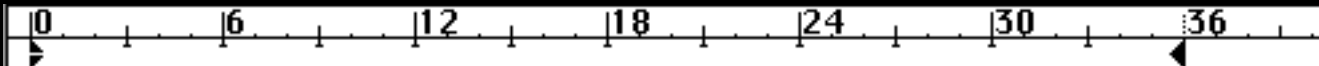
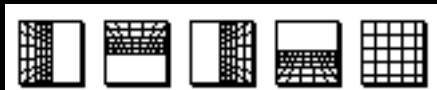




Who Needs On-Line Help?



Add Subtract



Normal [font style icons]

File Edit View Special Color

- File
 - File
 - File
- Item** Page View Utilit onal
- Modify...
 - Frame...
 - Duplicate
 - Step and Repe
 - Delete
 - Lock
 - Send Behind
 - Bring Forward
-
- Default Line U

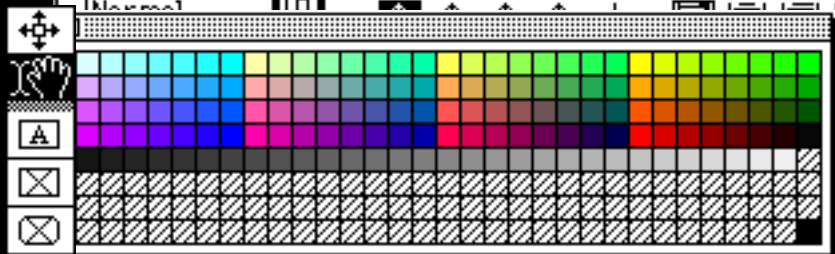
Brush Handles

- Windows**
- Drawing
 - Hair
 - tying Glass ⌘U
 - fy Grid ▶
-
- Draft Page ⌘J
 - o Draft Page
 - Release Draft Page
 - Transparent Page

Add Subtract

0 6 12 18

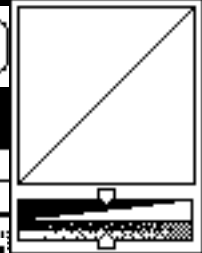
30 36



File Edit View Special Color
11 12 13 14

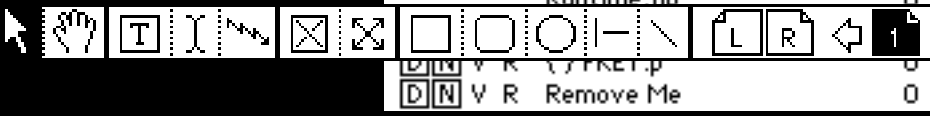
column Chapter 1
File Edit View Special Color
Iteration
Modal
Frame...
Duplicate

Iteration Modal Frame... Duplicate
File (by build order) Size
Runtime lib 0
DN V R C:\FRK... 0
DN V R Remove Me 0



Windows
Drawing
Hair
Frying Glass
Fry Grid
Draft Page
No Draft Page
Release Draft Page
Transparent Page

004.39
012.72
+004.39
+012.72



Who Needs On-Line Help?

Your average user

Help: The Key Issues

- Fight the myths
 - Real programs don't need help
 - Help systems encourage piracy
 - Experienced users don't need it
- Provide just-in-time information
- Help but don't stand in the way

Help: The Gamut

- On-line documentation
- Task-oriented help
- Descriptive help

Balloon Help™ Highlights

- New
- User-identifiable advantage
- Integrated with interface
- Easy to implement
- Standard feature for 7.0 applications



2. Goals and Design Issues

Video Clip from User Testing

- Her task is to change the desktop pattern
- Told to use General Controls

Two Documentation Problems

- Helping users achieve goals via task sequences
- Referring to objects

General Goals for Balloon Help™

- Solve the reference problem
- Work with existing task-oriented help systems
- Have a consistent interface across applications
- Be easy to add yet flexible

Specific Goals for Balloon Help™

- Must work in modal dialogs
- Must provide feedback anywhere
- Must not interfere
- Must fit messages on screen well

Three Design Issues

- Why a help menu?
- Why not “Select + Choose the Help command” ?
- What about content?

- Back ⌘~
- Home ⌘H
- Help** ⌘?
- Recent ⌘R
-
- First ⌘1
- Prev ⌘2
- Next ⌘3
- Last ⌘4
-
- Find... ⌘F
- Message ⌘M

HyperCard 1.2.5 f:Home

11:16 AM
12/7/88

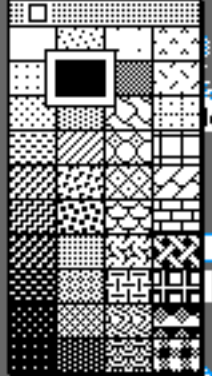

H o m e

- Things
- Fly II
- Swamp Thang
- ChowderHead
- SIGHelp
- CHI 90

- Stack Projects
- Buttons
- Books
- Software
- Restaurants

 Address	 To Do
 Yearly	 Daily
 Apps	
	

Phaedrus

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About AppleLink...

Untitled

Help

- Suitcase II
- SmartScrap™
- Directory 1.3
- Access Privileges
- Alarm Clock
- Calculator
- CD Remote
- Chooser
- Control Panel
- Find File
- Inside Mac
- Key Caps
- McSink
- PrintStat
- QuickMail
- Scrapbook
- Super Ruler
- Word Finder™

- AppleLink 5.1.1
- Finder
- Persuasion 2.0

- Introduction
- Setting Up Your Software
- Connecting & Disconnecting
- Working with Lists
- Collecting & Sending Mail
- Using the Address Book
- Working With Memos
- Transferring Disk Files
- Working With Packages
- Working With Images
- Using Libraries
- Using Bulletin Boards
- Using the Personal Menu





File Edit Formula Format Data Options Macro

Window



A1

Help...

	A	B	C	D	E	F	G
1							
2							
3							
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26							
27							
28							

Worksheet1

New Window
Arrange All

✓ 1 Worksheet1

Reilly

Display help index

NUM

Trash

Why a Help Menu?

- Provides consistent access
- Emphasizes recognition over recall
- Becomes a standard interface element
- Provides an anchor point for enhancements

Why not “Select + Help” ?

- Gives help, does not inhibit
- Does not require a protected mode
- Allows learning by doing



What About Content?

- Identify and describe the interface
- Answer **one** of the questions:
 - What is this?
 - What does this do?
 - What happens when I click this?

General Guidelines for Content

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



3. Implementing Balloon Help

Types of Balloons

- **System** balloons
(called by the Help Manager)
- **Application** balloons
(called by the application)

Process of Implementation

- Analyze interface elements
 - Divide into system and application balloons
 - Have writer generate help messages
- Create resources for system balloons
- Add calls for application balloons

Simplicity of System Balloons

- Works with applications, CDEVs, etc.
 - TeachText
 - Page Setup dialog box
 - Mouse CDEV
- Handles items that are predictable
 - Items in **menus**
 - Items in **dialogs**
 - Fixed areas in **windows**

Just Add Resources

- Types
 - Menus: **hmnu**
 - Dialogs: **hdlg**
 - Windows: **hwin** & **hrcts**
- Arrays of help messages

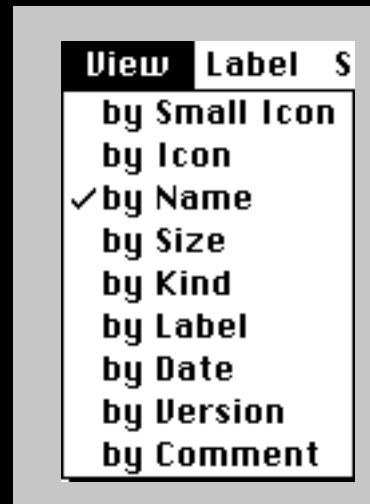
Help Messages: Resource Formats

- Pascal strings
- 'STR ' (resource ID)
- 'STR#' (resource ID and index)
- 'PICT' (resource ID)
- TE handle, including styled text edit

Help Messages: States

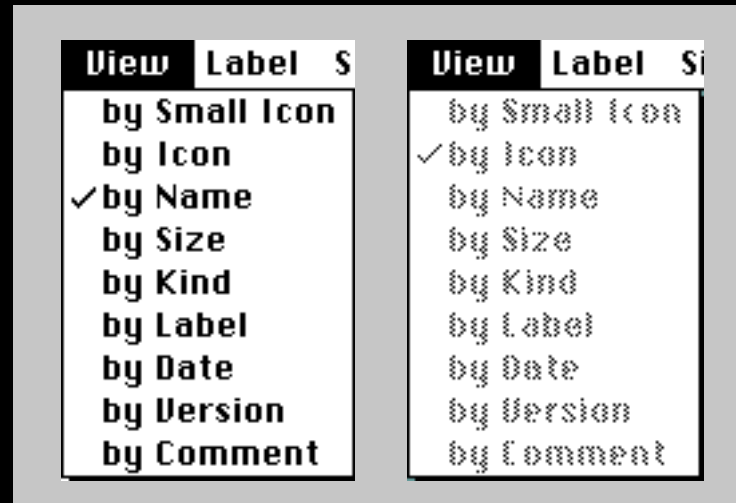
Help Messages: States

- Enabled



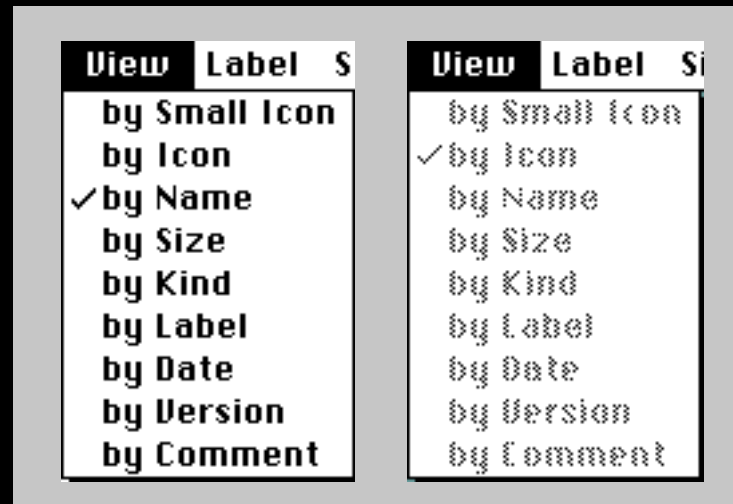
Help Messages: States

- Enabled
- Disabled



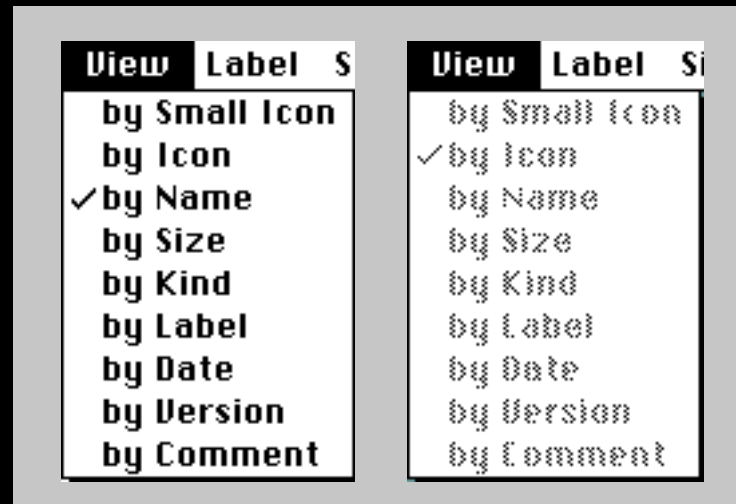
Help Messages: States

- Enabled
- Disabled
- “Checked”



Help Messages: States

- Enabled
- Disabled
- “Checked”
- “Other”





File

Edit



Undo ⌘Z

Cut ⌘H

Copy ⌘C

Paste ⌘U

Select All ⌘A



Empire



Dev Conf



Trash

Empire

Dev Conf

Options:

- Font Smoothing**
- Bitmap Substitution**

Spooler Volume:

Cancel

OK

Trash







Empire

Dev Conf

Mouse

Mouse Tracking

		
(Tablet)	(Mouse)	
<input type="radio"/>	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<input type="radio"/>
Very Slow	Slow	Fast



Double-Click Speed

Trash

Flexibility via Application Balloons

- Called by application code
- Displays messages in context

The Finder

- Balloons stay with object
- Dynamic names appear for documents
- Balloons handle changes of state
- Balloons provide content not readily available to the user

Easy to add application balloons

- Call **ShowBalloon**
- Pass help message and hot rect
(Randy's Sample Application)



4. What System 7.0 Provides

Provides Standard Balloons for:

Provides Standard Balloons for:

- Certain window parts

Provides Standard Balloons for:

- Certain window parts
- Apple, Help, and Open Application menus

Provides Standard Balloons for:

- Certain window parts
- Apple, Help, and Open Application menus
- Inactive windows

Provides Standard Balloons for:

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- Inactive windows
- Inactive applications

Provides Standard Balloons for:

- Certain window parts
- Apple, Help, and Open Application menus
- Inactive windows
- Inactive applications
- System dialogs

Help Manager Allows You

- To append balloons to the one's we provide
- To override standard balloons



5. Summary

Using the Help Manager in 7.0

- Describe interface elements
- Use with existing help
- Implement system and application balloons

What you need to do

- Write contents of balloons
- Add resources for system balloons
- Add calls for application balloons



6. Questions and answers

Some Questions and Answers

- Where should my help resources live?
- How do I add existing help to the help menu?
- Do I have to change my code for modal dialogs?



The Power to be your best