

Chapter 6 — Process Descriptions and Instructions

Poor Instructions

Autodialing

You can automatically dial numbers stored in your phone's memory by pressing a single button. You can store one phone number for each of the 10 autodial keys beside the base screen. After you have stored a number, you can write the name to which it belongs on the index card beside the autodial keys.

1. Press the Enter Autodial button.
2. Press the Save button after you dial the number you want to store in the phone's memory.

To make a correction, press the Enter Autodial button to restart.

If your number exceeds 24 digits, the number will flash. Press Enter Autodial and start again.

3. Lift the handset from the base or press the Speaker button.
4. Press the autokey of the number you want to dial.

The two main tasks should be separated by two headings: storing and dialing numbers

Result not provided in first step. Important keys are not emphasized in any way, such as bolding or italics.

Cautions and notes should be more prominent. This note could be moved to the introduction.

Important keys and settings should be emphasized with some visual effect.

Good instructions

Using Autodialing

Autodialing is a convenient way of dialing frequently used phone numbers. You can automatically dial numbers stored in your phone's memory by pressing a single button.

Storing an autodial number

You can store one phone number for each of the 10 autodial keys beside the base screen. When you store an autodial number, leave the handset on the base of the phone. Each number cannot exceed 24 digits.

To store an autodial number

1. Press the **Enter Autodial** button.

Key autonumber appears on the base screen.

Better introduction: the purpose of autodialing is given in the first sentence. Also the introduction explains how to make the autodial feature work.

Steps are conveniently grouped under task headings. Note that "storing" and "dialing" are divided into two separate procedures.

2. Dial the number you want to store in the phone's memory.

Note: To make a correction, press the **Enter Autodial** button to restart.

3. Press the **Save** button.

Note: If your number exceeds 24 digits, the number will flash. Press **Enter Autodial** and start again.

Removed extra information from the step. Helpful explanation is separated clearly from the command sentence and is given a prominent label.

Dialing an autodial number

After you have stored a number, you can write the name to which it belongs on the index card beside the autodial keys.

To dial an autodial number

1. Lift the handset from the base or press the **Speaker** button.
2. Press the autokey of the number you want to dial.

Important buttons and keys are made prominent with bolding.

Sample 6-1

Examples of Poor and Good Instructions