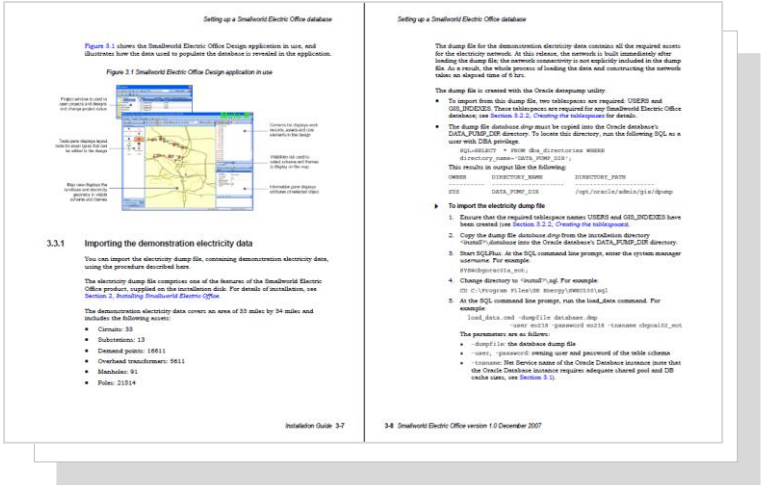
Technical documentation

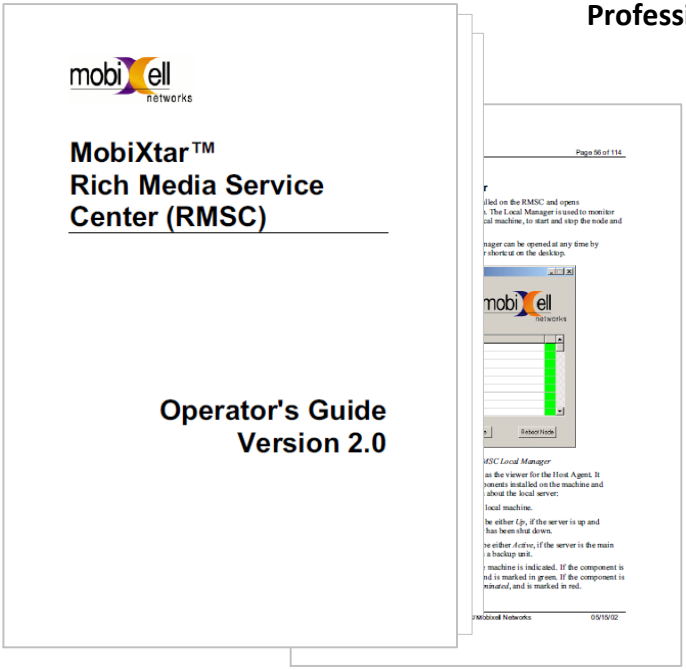
- For developers, system integrators, designers and engineers
- Code and interface level details
- Descriptions of both physical and logical systems and components
- Describe schemas, scripts, processes, architectures and application flows
- Document protocols, interfaces and parameters
- Standards compliant

Professional desktop publishing



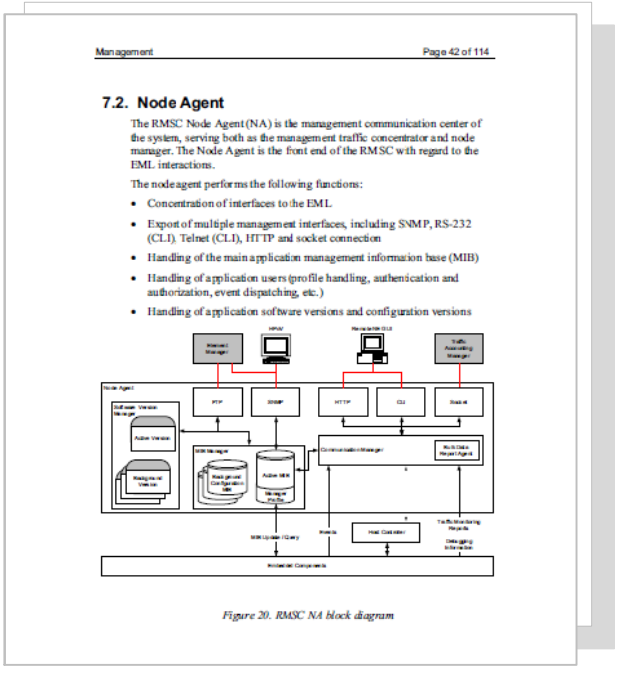
- Adobe FrameMaker
- InDesign
- Microsoft Word

Output to PDF, print, html, xml, compiled help and other formats



Professional layout and information design

- Information is targeted at the level of the user
- Easy to navigate and find key information
- Topics are clearly organised and sign-posted
- Headers, footers, contents, glossary and Index are used to aid searching of information
- Presents information that users need in order to carry out key tasks



Management Page 42 of 114

7.2. Node Agent

The RMSC Node Agent (NA) is the management communication center of the system, serving both as the management traffic concentrator and node manager. The Node Agent is the front end of the RMSC with regard to the EML interactions.

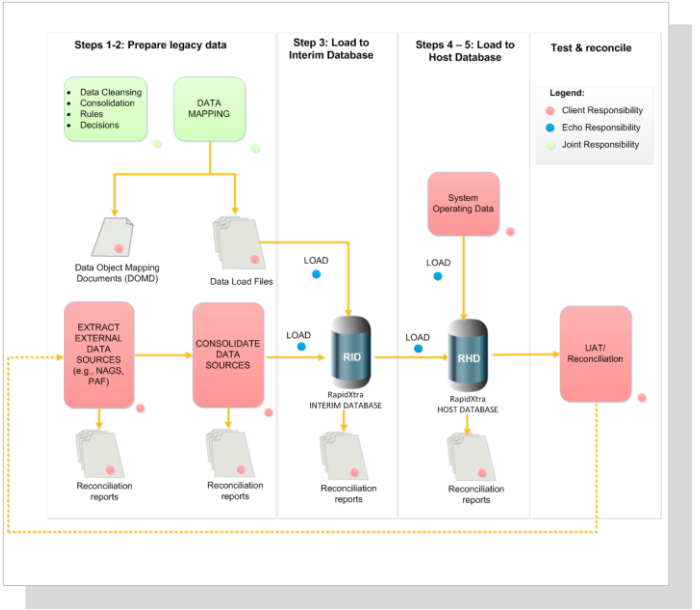
The node agent performs the following functions:

- Concentration of interfaces to the EML
- Export of multiple management interfaces, including SNMP, RS-232 (CLI). Telnet (CLI), HTTP and socket connection
- Handling of the main application management information base (MIB)
- Handling of application users (profile handling, authentication and authorization, event dispatching, etc.)
- Handling of application software versions and configuration versions

Figure 20. RMSC NA block diagram

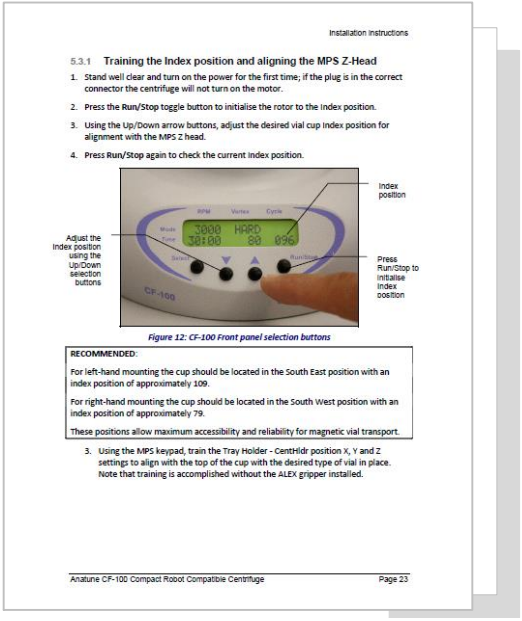
Comprehensive and detailed technical descriptions

- Technical details and procedures broken down into easily manageable chunks
- Clear and easy to read
- Presents information in a way your users will understand
- Text accompanied by screenshots and diagrams to aid user understanding



Flowcharts and diagrams

- Present complex information in a simplified, visual format
- Describe procedures and processes
- Show relationships between components
- Focus user attention on key aspects



Installation Instructions

5.3.1 **Training the Index position and aligning the MPS Z-Head**

1. Stand well clear and turn on the power for the first time; if the plug is in the correct connector the centrifuge will not turn on the motor.
2. Press the **Run/Stop** toggle button to initialise the rotor to the index position.
3. Using the Up/Down arrow buttons, adjust the desired vial cup Index position for alignment with the MPS Z head.
4. Press **Run/Stop** again to check the current index position.

Figure 12: CF-100 Front panel selection buttons

RECOMMENDED:

For left-hand mounting the cup should be located in the South East position with an index position of approximately 109.

For right-hand mounting the cup should be located in the South West position with an index position of approximately 79.

These positions allow maximum accessibility and reliability for magnetic vial transport.

3. Using the MPS keypad, train the Tray Holder - CentHldr position X, Y and Z settings to align with the top of the cup with the desired type of vial in place. Note that training is accomplished without the ALEX gripper installed.

Anatune CF-100 Compact Robot Compatible Centrifuge Page 23

Detailed Photos and Instructions

- Complex tasks broken down into easily manageable steps
- Comprehensive step-by-step procedures
- Use of screenshots and photos with callouts to aid understanding
- Use of examples and default or recommended settings

Technical Illustrations

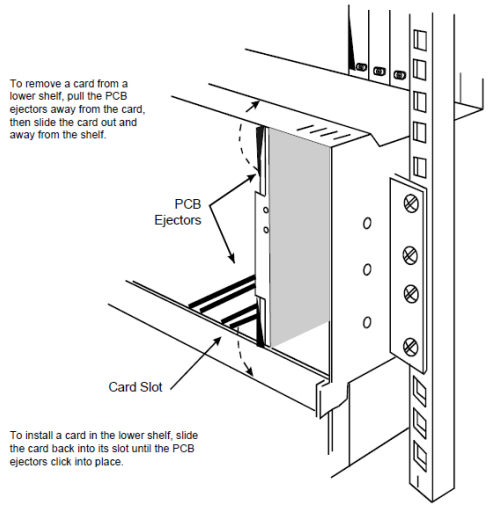
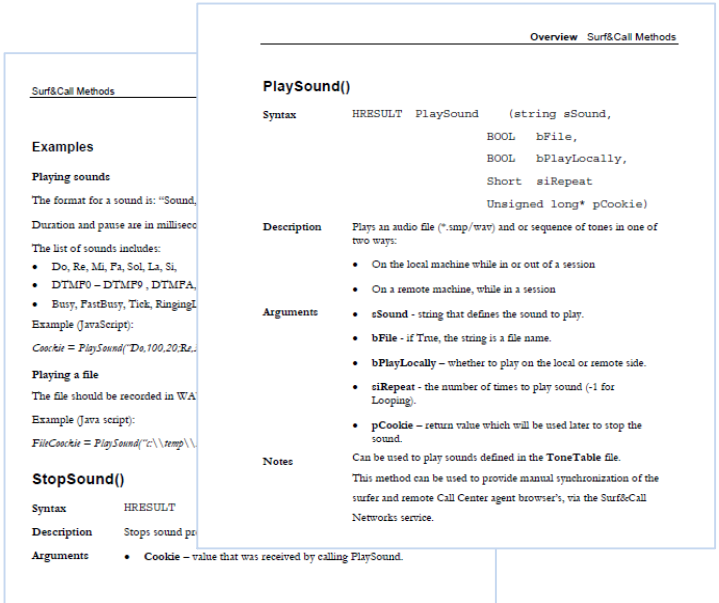


Figure 10-2. Inserting a Main Hardware Card

- Simplify the installation of complex components
- Provide internal, 3-D views
- Zoom in detail on components
- Callouts to focus on key installation components and steps

Diagrams using Visio, Adobe Illustrator or updates to your existing CAD drawings. Output to multiple formats.



Surf&Call Methods

Examples

Playing sounds

The format for a sound is: "Sound,

Duration and pause are in millisec

The list of sounds includes:

- Do, Re, Mi, Fa, Sol, La, Si,
- DTMF0 – DTMF9 , DTMFA,
- Busy, FastBusy, Tick, RingingI

Example (JavaScript):

Coockie = PlaySound("Do,100,20:Re..

Playing a file

The file should be recorded in WA

Example (Java script):

FileCoockie = PlaySound("c:\\temp

StopSound()

Syntax HRESULT

Description Stops sound pr

Arguments

- **Cookie –** value that was received by calling PlaySound.

PlaySound()

Syntax

```
HRESULT  PlaySound    (string sSound,
                       BOOL   bFile,
                       BOOL   bPlayLocally,
                       Short  siRepeat
                       Unsigned long* pCookie)
```

Description Plays an audio file (*.smp/wav) and or sequence of tones in one of two ways:

- On the local machine while in or out of a session
- On a remote machine, while in a session

Arguments

- **sSound** - string that defines the sound to play.
- **bFile** - if True, the string is a file name.
- **bPlayLocally** – whether to play on the local or remote side.
- **siRepeat** - the number of times to play sound (-1 for Looping).
- **pCookie** – return value which will be used later to stop the sound.

Notes Can be used to play sounds defined in the **ToneTable** file.

This method can be used to provide manual synchronization of the surfer and remote Call Center agent browser's, via the Surf&Call Networks service.

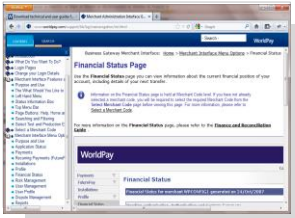
SDK's and API reference guides

- Documentation for software developers and system integrators
- Illustrate syntax and arguments
- Provide descriptions and code examples
- Indicate optional and mandatory parameters

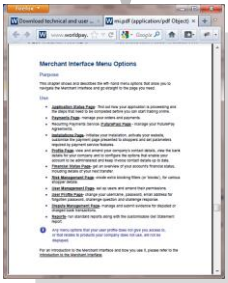
Software development kits
API reference guides
Developer guides

Content management solutions to provide multiple output formats from a single source document

Single source – multiple output formats



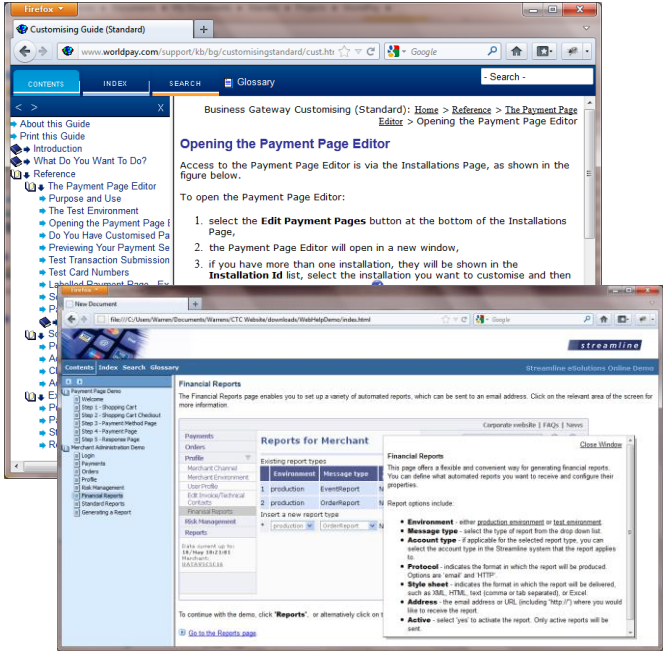
- Online Help



- PDF

- Website

- Mobile/tablet PC



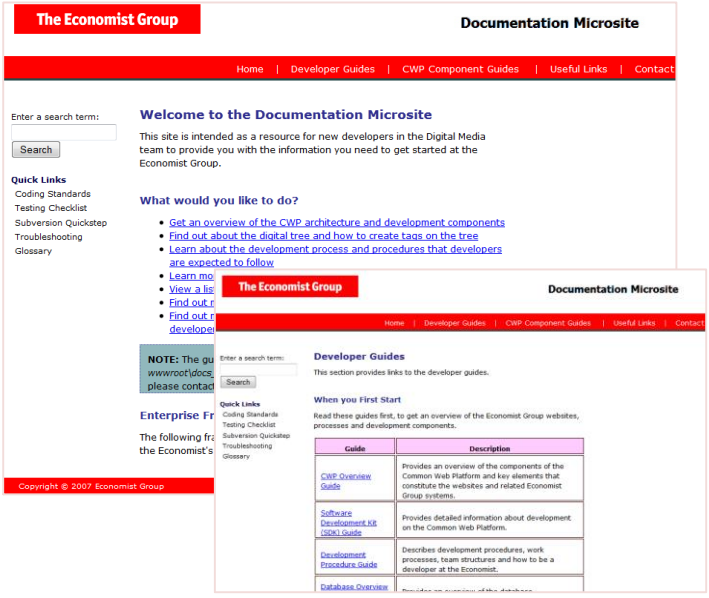
Online help and mobile formats

Design for usability and retrieval of information:

- Context-sensitive help
- Popup and secondary windows
- Graphic hotspots
- Browse sequences
- Table of contents, search, index and glossary
- Breadcrumb trails

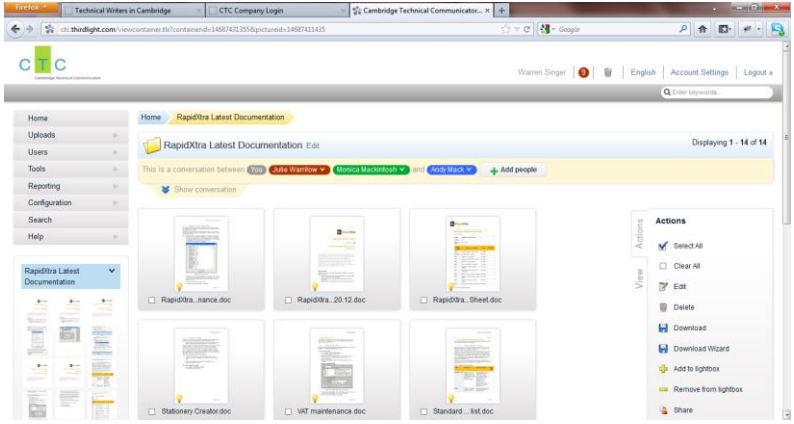
Using professional tools, such as RoboHelp, Forehelp and Doc to Help.

Online Documentation portals or microsites



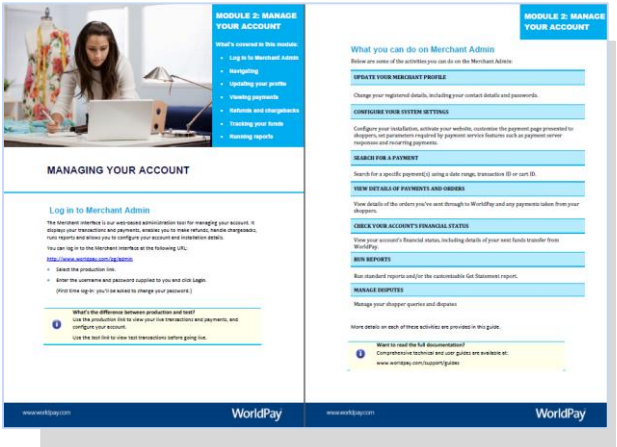
- Search facility and aides to finding documents
- Navigation and menu options for rapid location of key information
- Quick links for easy access
- Tabularised presentation of information for easy browsing and listing of documents
- Cascading style sheet implementation for rapid branding and graphic customisation of the user interface

Secure, online documentation library



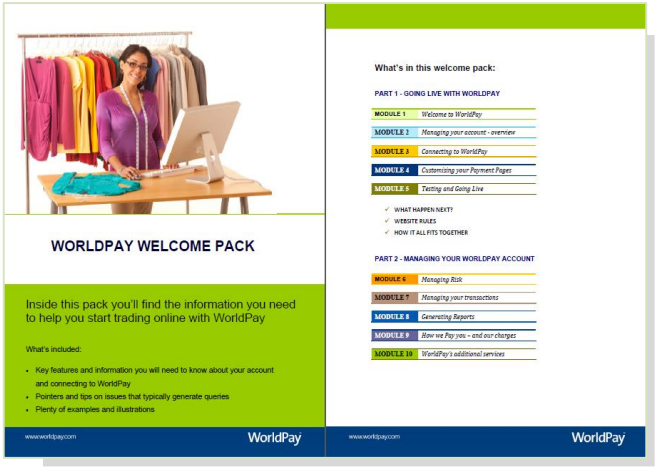
- Access drafts and project files on a secure, centralised online library
- Sophisticated metadata and search features to find your files
- Send drafts and messages via the online system
- Control user access to your files
- Control download options
- Multiple output formats at a single click

Task-based design



- Information designed around your users needs
- Help users to complete key tasks and work more effectively
- Troubleshooting and problem solving of common issues
- Reduce the level of calls to your technical support and customer service teams

Modular approach

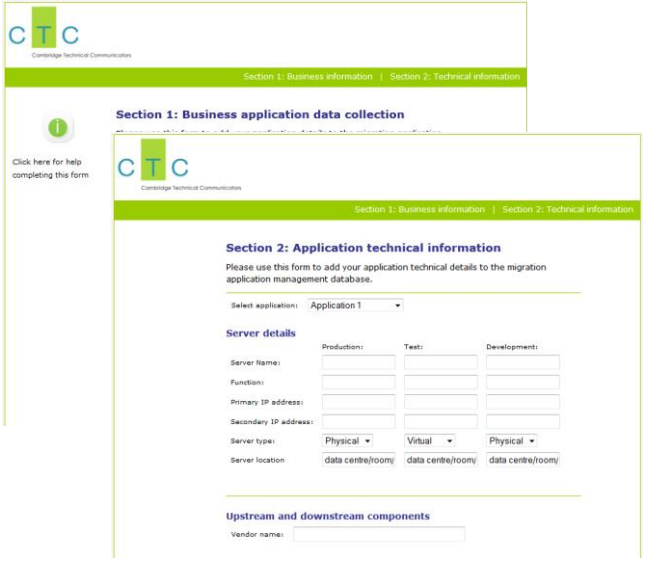


- Design documentation around user workflows
- Complex systems presented in easy to manage modules
- Change and update modules independently
- Present customers with the modules they need

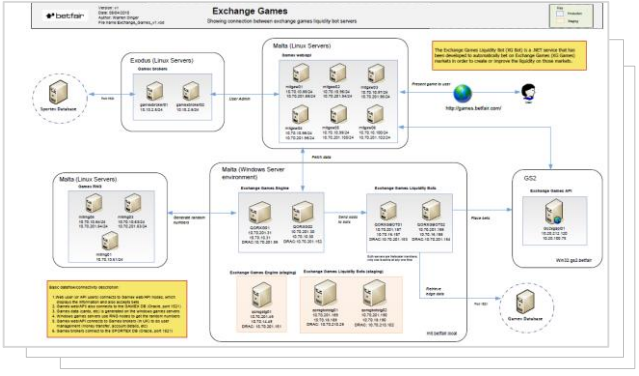
Dynamic and engaging content

- Present content that is attractive and interesting to readers
- Three-dimensional product views
- Fresh and vibrant images
- Key content
- Understand your core concepts ‘at a glance’

Data Discovery



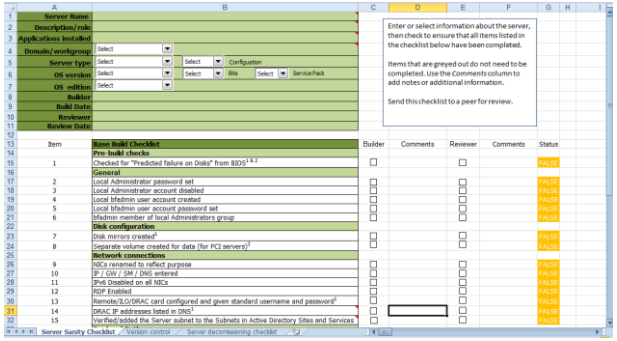
- Document your IT systems and applications
- Describe business and technical workflows
- Network, system and enterprise architecture
- Connections to third party systems
- Upstream and downstream connections
- Organisational hierarchies
- Location of company assets



Technical diagrams and flowcharts

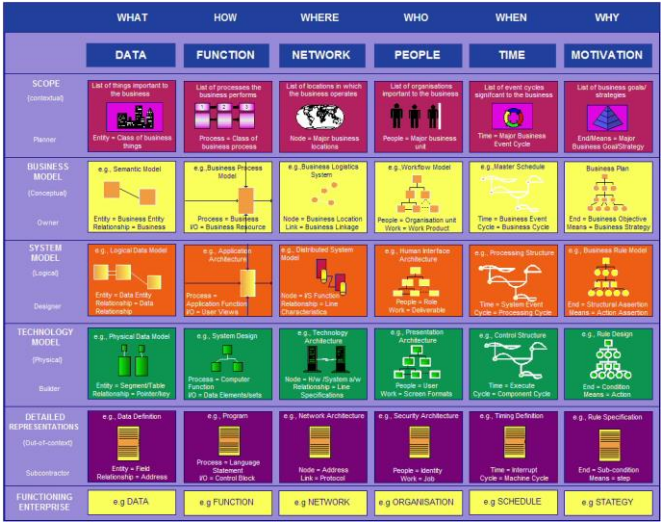
- Document key architecture and system components
- Explain software processes and relationships
- Describe your network setup and solutions
- Support your application designers, business analysts and system architects

Interactive checklists & questionnaires



- Automate and standardise your application information
- Support the build and commissioning of new applications
- Support your data discovery and data collection efforts
- Collect data in a format that can plug in to your database systems

Decommissioning checklists
Application migration checklists
Data discovery forms



Enterprise architecture

- Document key business assets
- Manage business change
- Use the Zachman framework for enterprise architecture as a tool and methodology